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The second quarter of 2022 sees Milan Bergamo Airport once again rewarded by its customers

In the second quarter of 2022, in a period in which the level of airport customer satisfaction is falling on both a European and a national level, Milan Bergamo Airport sees its efforts rewarded and, in the survey carried out by ACI World, the international airport association, the already high levels of appreciation for the quality of services and spaces have seen a significant increase both in comparison to the previous quarter and to the corresponding period from last year.

The periodical study on the level of appreciation among airport users, part of the ASQ programme run by the Airports Council International (ACI) World and involving 300 of the most important airports on an international level, is evidence for Bergamo Airport of an overall level of satisfaction of 4.5 (out of a maximum of 5), compared to an average international value of 4.3 and an average European and Italian level of 4.1.

These results concern all levels of the airport as a whole, with six-percentage point increase in appreciation compared to the previous quarter, allowing the airport to further distinguish itself in the international air transportation sector, which has seen a fall in levels of satisfaction of between one and two percentage points in the various continents.

Passengers at Bergamo Airport expressed the highest appreciation for business services (4.5, the highest in Italy), but also were considerably happy with the high levels of accessibility to the airport (4.7), the clarity of signage (4.6), the use of spaces within the terminal (4.3) and comfort and cleanliness (4.5). Furthermore, another highly important factor was the appreciation for the professionalism of support staff.

Value for money was stressed by passengers, who particularly appreciate the offers from food outlets and shops (4.3).

The excellent results presented above are a demonstration of the attention paid by Milan Bergamo Airport in understanding the needs of its clients, who are young (65% under the age of 45), their high computer and internet skills, (95% use internet to book their flights and check in), the significant use of public transport to reach the airport (approximately 40%) and travel for non-tourist reasons (60%), business (20%) or personal or family reasons (20%).

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