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MILAN BERGAMO AIRPORT, A EUROPEAN EXCELLENCE IN TERMS OF QUALITY OF SERVICES

Milan Bergamo Airport continues to excel in terms of quality according to the survey carried out by ACI World, the international airport association.

The indexes regarding appreciation of services and operational efficiency for the second quarter of 2022 show Milan Bergamo Airport in first place in Europe for the 5-15-million-passenger category, and the fourth overall in Europe behind Moscow Domodedovo (more than 20 million passengers), Skopje (up to 1 million), and Rome Fiumicino (more than 40 million).

Milan Bergamo Airport tops the rankings in Europe for accessibility and range of food outlets. According to the opinions of European business passengers, Milan Bergamo Airport is in second place behind Moscow Domodedovo.

It is fifth in Europe for availability of information, and sixth for quality of assistance and courtesy, as well as for ease in reaching the gates.

Passengers expressed particular appreciation for the comfort offered by the new boarding areas at Milan Bergamo Airport, which holds first place both on a national and European level for the 5-15-million-passenger category. Appreciation was also expressed for the courtesy of the staff in the commercial establishments in the terminal.

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