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Milan Bergamo Airport: confirmed the appreciation of the services offered to passengers also in the fourth quarter of 2022

Great outcome on the service quality front for Milan Bergamo Airport, which closes 2022 confirming its top ranking according to the surveys carried out by ACI World, the international airport association.

In the last quarter of 2022, the surveys carried out by ACI World, the international airport association, confirm the appreciation of the services offered by Milan Bergamo Airport, which shows a significant increase in the already high levels achieved in the quality of services and spaces both compared to the previous quarter and to the corresponding period 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, shows for Bergamo Airport an overall satisfaction rating of 4.6 (out of a maximum of 5) against a world average value of 4.3 and an Italian average value of 4.2.

These results concern all levels of the airport as a whole, with five-percent point increase in appreciation compared to the previous quarter, allowing the airport to further distinguish itself in the international air transportation sector, which reveals a confirmation of the level of satisfaction of the previous quarter.

Passengers at Bergamo Airport expressed the highest appreciation for business services (4.8, the highest in Italy), but also were considerably happy with the high levels of accessibility to the airport (4.7), the clarity of signage (4.7), the use of spaces within the terminal (4.4), together with comfort and cleanliness (4.4), another highly important factor was the appreciation for the professionalism and availability of support staff (4.6).

The good value for money of the retail and catering offer is finally emphasised by passengers with the highest Italian score (4.4)

The excellent results presented above are a confirmation of the attention paid by Milan Bergamo Airport to satisfy the needs of its clients, who are characterized by their young age (72% 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 tourist reasons (60%) or business/personal and family reasons (40%).

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