



## **Milan Bergamo Airport heads European rankings for the third quarter of 2023 on the basis of passenger appreciation of services offered**

Milan Bergamo Airport continues to reflect a recovery in air travel, with figures markedly higher than pre-COVID levels, while at the same time gaining unprecedented results in terms of customer satisfaction, gaining first place on a European level for the third quarter of 2023 according to the survey carried out by ACI World, the international airport association.

Appreciation for the services offered at Milan Bergamo Airport, already among the highest levels before the summer months, traditionally the most challenging time for airport managers, has seen a further increase according to surveys, with positive opinions on the quality of services and the comfort and usability of spaces, gaining the highest position overall among European airports.

“The responses to the questionnaires set by ACI World reward both the efforts of the management company to render the airport infrastructure of a dimension suited to the demands of passenger traffic, and the commitment and professionalism of the personnel working in the airport, on whose competence the quality and efficiency of the services depends” - stated Giovanni Sanga, the president of SACBO - This result is a source of general satisfaction that unites us and encourages us to guarantee that the levels achieved are long-lasting, while at the same time seeking to make further improvements wherever possible”.

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 approximately 330 of the most important airports on an international level, demonstrates an overall level of satisfaction for Bergamo Airport of 4.85 (out of a maximum of 5), compared to an average international value of 4.28, an average European value of 4.05 and an average Italian value of 4.07.

**UFFICIO STAMPA SACBO**  
Eugenio Sorrentino  
press@sacbo.it  
Tel. 035 326388  
Mobile +39 335 8495325

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www.milanbergamoairport.it



The data gathered for Milan Bergamo Airport shows an overall increase of general satisfaction of more than eight percentage points over the previous quarter. This generous gain places Milan Bergamo Airport at first place among European airports.

Passengers using Bergamo airport express the most satisfaction for the ease of access, the clear signage, easy identification of the various service areas (check-in, security, gates) and the use of spaces inside the terminal, as well as the comfortable and pleasant ambience. Furthermore, another extremely significant factor is the appreciation for the professionalism and willingness of ground staff.

Passengers also stressed the value for money and the range of shops and restaurants, rewarding Milan Bergamo Airport the highest score among Italian airports.

The excellent results presented by Milan Bergamo Airport corroborate the focus placed by the management company SACBO on the satisfaction and needs of its clients, who are characterised by their young age (average age 38), 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 35%) and travel for tourist reasons (60%), business/personal or family reasons (40%).

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