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High quality attributed to services at Milan Bergamo Airport

The result of an analysis of the level of passenger satisfaction in the third quarter of 2020

The analysis of the level of passenger satisfaction, carried out in accordance with the standards established and monitored by ACI (the Airports Council International) in more than 350 airports worldwide, has in particular highlighted the level of appreciation for services at Milan Bergamo Airport measured in the third quarter of 2020, a period characterised by a slight recovery in traffic following the spring lockdown period.

The periodical quarterly study allows airports, under the continuous supervision of ACI, to compare levels of quality perceived by their passengers. For Milan Bergamo Airport, the overall level of satisfaction for the third trimester was 4.1 out of a maximum of 5, a slight increase on the 4.0 recorded in the first quarter and a point higher than the average of the Italian airports included in the study (4.0).

The score attributed to Milan Bergamo Airport is the same as the European average, and not far behind the international average, which is 4.5, strongly influenced by the fact that the benchmark includes a large number of Oriental or Gulf airports that are characterised by satisfaction levels close or equal to 5.

Milan Bergamo Airport has received above-average ratings in line with - or higher than - perceived quality levels from other European airports in the first quarter for the following categories: cleanliness of areas, cleanliness and availability of toilets, land communications and availability/cost of airport parking, courtesy and professionalism of airport personnel, comfort in waiting areas, ease of reaching gates and of passenger mobility within the terminal, range of shops and restaurants. Furthermore, appreciation has been expressed for the approach of the Police at passport controls, as well as the Financial and Border Police in their relative checks, and also for the waiting time for baggage delivery and the introduction of e-gates for arrivals, which come in the wake of those already in operation for departures from the new non-Schengen area.

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The logo for Milan Bergamo Airport, featuring the text "MILAN BERGAMO AIRPORT" in a smaller font and "BGY" in a large, bold font, both in white on a dark blue background.