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## **MILAN BERGAMO AIRPORT: AN INCREASE IN THE LEVEL OF SATISFACTION**

Within the nationwide operational framework of reduced passenger movement, Milan Bergamo Airport continues to guarantee levels of productivity and quality of service attributed by airport users through the standard parameters for assessment adopted for all Italian airports.

From a comparative analysis of airport passenger satisfaction carried out by Airports Council International (ACI) World with regards to the fourth quarter of 2020, the Customer Satisfaction Index (CSI) for Bergamo is 4.1 on an international scale with a maximum score of 5, second in Italy only to Rome Fiumicino (4.3) and higher than the average for Italian airports of 3.9. The global average score of 4.5 is influenced by the indexes for airports in the Far East and the Gulf, which are at almost maximum levels.

In comparison to other Italian airports, Bergamo scores higher than average for the following variables: increasing appreciation for the pleasantness of the terminal, with particular reference to the new non-Schengen area and the new Sala Amica, ease of reaching gates and quality of information boards, politeness of airport staff, cleanliness of areas as well as the cleanliness and availability of toilets, range of shops and food outlets and availability of quality foods, airport accessibility, location of parking and value for money for parking areas.

Overall, Milan Bergamo Airport has seen an increase in levels of satisfaction compared to the previous quarters despite the difficulties caused by the current pandemic and is awaiting the positive effects of the expansion of the terminal towards the west, with more space for Schengen departures and the arrivals area, as well as of the completion of access infrastructure, including the mid-term project for rail connections.

