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## Milan Bergamo Airport confirms its position at the top of the rankings for quality

Milan Bergamo Airport continues to receive high levels of appreciation from passengers for the quality of its services and the use of spaces, with an increase in results that, despite the difficulties caused by the current pandemic, has rewarded the overall efforts of the airport, further raising its profile in the field of international air transportation. 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, sees Bergamo Airport in line with average international figures (**4.4** out of a maximum of 5) and exceeding the European average of 4.3.

The levels of quality perceived by passengers are particularly high with regards to all aspects of accessibility, the use of space inside the terminal, comfort and cleanliness, the professionalism and willingness of the personnel and the efficiency of services. The gradings expressed by passengers interviewed during the fourth quarter of 2021 saw an increase in the level of satisfaction from the 4.3 of the previous quarter to **4.4**. This increase in the index is even more significant when compared to the same period from the previous year, which saw a level of 4.1, in line with the Italian average.

The highest level of satisfaction among passengers at Milan Bergamo Airport is reserved for services aimed at business passengers, at **4.6**, compared to a world average of 4.3 and a national average of 4.0. The level reached by the HelloSky Lounge is a reflection of utmost excellence, and its score of **4.55** is way over the international average (4.1) and the Italian average (3.9).

Milan Bergamo Airport has scored highly for the comfort of the terminal, the cleanliness of the area, the convenience of routes within the terminal and the ease of reaching the gates, as well as the clarity of information boards. These are all elements that classify the airport as easy to use.

Value for money is perceived both for the food outlets and the shops located throughout the airport terminal, as well as for the car parks, which are considered close and convenient, and this is in line with the efficiency of road-based public transport links, constituting an aspect of added value in terms of accessibility that is confirmed by the elevated level of appreciation, again in this case higher than both the European and national averages for the airports involved in the study.

Of particular significance is the vote of excellence for the friendliness and willingness of SACBO and handler staff as well as State Authorities (Border Police, Financial Police and Customs Officials) in terms of presence and efficiency.

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