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Passengers applaud Milan Bergamo Airport Customer satisfaction index in line with average global values

Passengers have confirmed their appreciation of Milan Bergamo airport, which has achieved significant improvements in customer satisfaction index for its services.

The comparative analysis for the third quarter of 2021, compiled by Airports Council International – ACI World (the global airports association) across a sample of 250 airports, reveals a Customer Satisfaction Index of 4.3 on a scale of 5 for Milan Bergamo airport, in substantial alignment with the average global value (4.4) and second highest in Italy, behind just Rome Fiumicino, and above the value for Italian airports overall, for which the average Customer Satisfaction Index is 4.0.

It is important to remember that the average global value of 4.4 is affected by scores close to the maximum possible for airports in Far Eastern and Gulf countries.

For Milan Bergamo airport, a particularly important factor is the customer satisfaction index for business passengers, which reaches the value of 4.5, higher than both the average value for Italy (4.0), and the average global value (4.3).

The efforts that SACBO has made to meet the demands of passengers interested in ancillary services have led to good results for the airport, with a high degree of satisfaction for the new airside area Vip Lounge (customer satisfaction index 4.2), higher than the index for analogous lounges both in Italian airports (average value 3.9) and also better than the global average (4.1).

When compared to many Italian and international airports, Milan Bergamo airport shows better levels of customer satisfaction for the following aspects as well:

- ground connections,
- car park accessibility and quality/price ratio,
- staff courtesy and efficiency,
- ease of reaching boarding gates, and easy passenger mobility inside the terminal,
- variety of stores and catering venues, and their quality/price ratio.

Overall, Milan Bergamo airport shows improvements in customer satisfaction index values when compared to preceding quarters, and further improvements are to be expected following the extension of the terminal on the west side, with more space for Schengen gates and for arriving passengers, and the completion of access infrastructures, which include, in the medium term, the rail link.

