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ACI World presents Milan Bergamo Airport with a precious award

Best European airport in the 5- to 15-million-passenger category

Milan Bergamo Airport has been assigned the award for best European airport in the 5- to 15-million-passenger-per-year category by ACI, the International Airport Association, and has received the much-desired Airport Service Quality Award.

This award is assigned to the best airports in the world on the basis of opinions expressed by passengers via thousands of interviews carried out by ACI in each of the airports assessed.

The Airport Service Quality Award was earned together with the “Best hygiene Measures” award, regarding the application of measures to combat COVID-19.

As stated by Luis Felipe de Oliveira, Director General of ACI Europe, both awards were assigned after having assessed the results of 370,000 interviews carried out on the quality of services and the effectiveness of measures to prevent and contrast the spread of COVID-19. Both factors contributed to Milan Bergamo being recognised as the best European airport in the 5- to 15-million-passenger-per-year category.

The questionnaires proposed by ACI demonstrated that passengers recognised the extensive efforts of the personnel at Milan Bergamo Airport in ensuring passengers have a pleasant experience both before and after their flight.

These positive opinions are even more relevant considering that they were expressed in a period of difficulty and slow recovery of the air transportation sector, due to the pandemic having changed passenger expectations and requiring SACBO and other airport operators to adapt their offer in order to continue to guarantee the best services from the beginning of the journey to the end.

The Milan Bergamo network is composed of flights with an average duration of just under two hours, corresponding to the average time spent by each passenger in the airport. Therefore, considering that 50% of the opinion expressed on the flight experience depends on the quality of airport services, SACBO has seen recognition of the extensive efforts in meeting the expectations of its passengers.

SACBO takes this opportunity to thank both its passengers for their glowing appraisals, and its staff and airport operators who every day contribute to offering services that respond to customer expectations.

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