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## THE INAUGURATION OF THE NEW CHECK-IN AREA AT MILAN BERGAMO AIRPORT

On Wednesday 28 May, SACBO, the company operating Milan Bergamo Airport, inaugurated the new check-in area that comes as an expansion of the existing space dedicated to passenger and baggage check-in operations. The new space comes as part of the programme of works to expand the departures area of the passenger terminal, allowing for the provision, from the beginning of December 2025, of a new security check area equipped with latest-generation X-ray machines that is currently under construction on the level above the check-in area.

The new check-in area has been equipped with 30 new desks, of which 22 offer “self-service bag drop”, allowing passengers to autonomously check-in luggage, in addition to 8 traditional desks, joining the existing 34 (28 traditional + 6 self-service), for a total of 64 desks. The two lines of check-in desks are accompanied by two overhead high-resolution LED monitors that provide an improved real-time view of flights, with indication of departure time and gate, and permit energy savings of 30% in comparison to back-lit LCD monitors. The entire check-in area is equipped with stereoscopic sensors that monitor waiting times for check-in operations.

The works to expand the eastern section of the passenger terminal, which will be completed in December 2025, have seen an investment by SACBO of EUR 41 million of its own resources, assigned via call for tender. The opening of the new check-in area has been accompanied by the expansion of the X-ray control system for hold baggage (BHS), for a total of 3,720 additional square metres on the ground floor. The terminal road and pedestrian access network has also been modernised, including longer and wider pavements in front of the departures area.

*“The expansion of the check-in area marks a fundamental stage in the airport infrastructure adaptation programme, providing an increasingly effective response to operational requirements, rendering passenger reception and accessibility more comfortable and also benefiting staff operations”, stressed Giovanni Sanga, the president of SACBO. “The new areas have been designed to embrace the digital transformation and technological evolution of the check-in process. This will allow us to speed up operations, guaranteeing security and precision, and we are currently setting up the new security check area on the upper floor, which, within the next six months, will mark a further improvement in quality for our airport, consolidating passenger satisfaction and the role the airport plays in international aviation”.*

