**TRANSFER PASSENGER**
Place of residence and nationality: Europe outside Switzerland

**TYPE OF TRIP**
- Local: 68
- Transfer: 32

**AGE**
- 16-25: 15
- 26-44: 44
- 45-64: 33
- 65+: 8

**GENDER**
- Female: 45
- Male: 55

**REASON FOR TRAVELLING**
- Business: 31
- Leisure: 58
- Other: 11

**TRAVEL CLASS**
- First / Business: 9
- Economy: 91

**ULTRA-FREQUENT FLYER (21+ flights)**
- Is usually approx. 8 years older compared to all other passengers | usually male | almost always travelling for business | place of residence and nationality: Europe outside Switzerland | often arrives at the airport max. 60 minutes before departure | uses shopping facilities less frequently compared to the average passenger
TRAVEL BEHAVIOUR AT ZURICH AIRPORT

MOST FREQUENT PASSENGER
Age 26-34 | travelling for leisure | place of residence and nationality: Switzerland | arrives at the airport 60-90 minutes before departure | uses web check-in | uses dining facilities

PLACE OF RESIDENCE
- Switzerland: 41%
- Germany: 13%
- Other European countries: 24%
- North America: 12%
- Far East: 5%

PASSenger Resident In SWITZERLAND
Arrives at the airport more often by train compared to passengers with other places of residence

Arrival*
- Train: 55%
- Car (own/company): 28%
- Taxi: 6%
- Bus/shuttle: 6%
- Rental Car: 3%

Check-in method*
- Web check-in: 37%
- Check-in desk: 27%
- Mobile app: 21%
- Check-in terminal: 14%
- Baggage drop-off: 16%

Length of stay before departure*
- > 120 mins.: 26%
- 90-120 mins.: 23%
- 60-90 mins.: 30%
- 45-60 mins.: 14%
- < 45 mins.: 7%

Eating facilities
- Yes: 51%
- No: 49%

Shopping facilities
- Yes: 30%
- No: 70%

Source: Airport Service Quality study (ASQ) 2017, n=2,941 | Airport Service Quality-Tandem 2018, n=3'065 | Airplane Information Management System (AIMS) 2017

*Local passengers only
Values < 3% not displayed