

Passenger Flows

Zurich Airport

January to June 2011



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Preface

The publication "Passenger Flows" is a record for all employees of Zurich Airport as well as operating partners at Zurich Airport.

The document provides an overview of airport areas which are used by passengers and which distances the passengers have to cover within the airport. We distinguish between locally departing, locally arriving and transfer passengers.

The record starts with charts that inform about the spatial distribution of the individual passenger types, followed by graphics stating the passenger flows. An explanation to the individual graphics can be found in the appendix of this document.

The appendix furthermore contains detailed information of the individual gate areas.

All described information in this document refers to the stated period. This document will be issued on a half-yearly basis and may be downloaded as a PDF file at the following internet link:

<http://www.flughafen-zuerich.ch/desktopdefault.aspx/tabid-614/>

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Further statistical analysis can be found in the statistical yearbook, which can be downloaded from the internet at:

<http://www.flughafen-zuerich.ch/desktopdefault.aspx/tabid-613/>

Thank you very much for your interest.

Spatial distribution of passenger types

Departing local passengers, 1st half-year 2011

from / to	Gates A	Bus Gates A10	Bus Gates B10	Bus Gates B20	Gates E East	Gates E West	Total
Check-in 1	771'000	258'000	10'000	284'000	182'000	71'000	1'576'000
Check-in 2	192'000	10'000	538'000	37'000	73'000	626'000	1'476'000
Check-in 3	259'000	69'000	34'000	119'000	37'000	141'000	659'000
Total	1'222'000	337'000	582'000	440'000	292'000	838'000	3'711'000

Transfer passengers, 1st half-year 2011

from / to	Bus Gates A10	Bus Gates B10	Bus Gates B20	Gates A	Gates E East	Gates E West	Total
Grüezi A	86'000	5'000	55'000	158'000	73'000	65'000	442'000
Grüezi D	58'000	2'000	18'000	89'000	21'000	12'000	200'000
Gates A	153'000	6'000	83'000	272'000	126'000	106'000	746'000
Gates E East	78'000	3'000	22'000	149'000	13'000	18'000	283'000
Gates E West	54'000	2'000	19'000	118'000	20'000	22'000	235'000
Total	429'000	18'000	197'000	786'000	253'000	223'000	1'906'000

Arriving local passengers, 1st half-year 2011

from / to	Arrival 1	Arrival 2	Total
Gates A	1'239'000	0	1'239'000
Grüezi A	336'000	0	336'000
Grüezi D	0	486'000	486'000
Grüezi Z	0	596'000	596'000
Gates E East	0	319'000	319'000
Gates E West	0	847'000	847'000
Total	1'575'000	2'248'000	3'823'000

Definition:

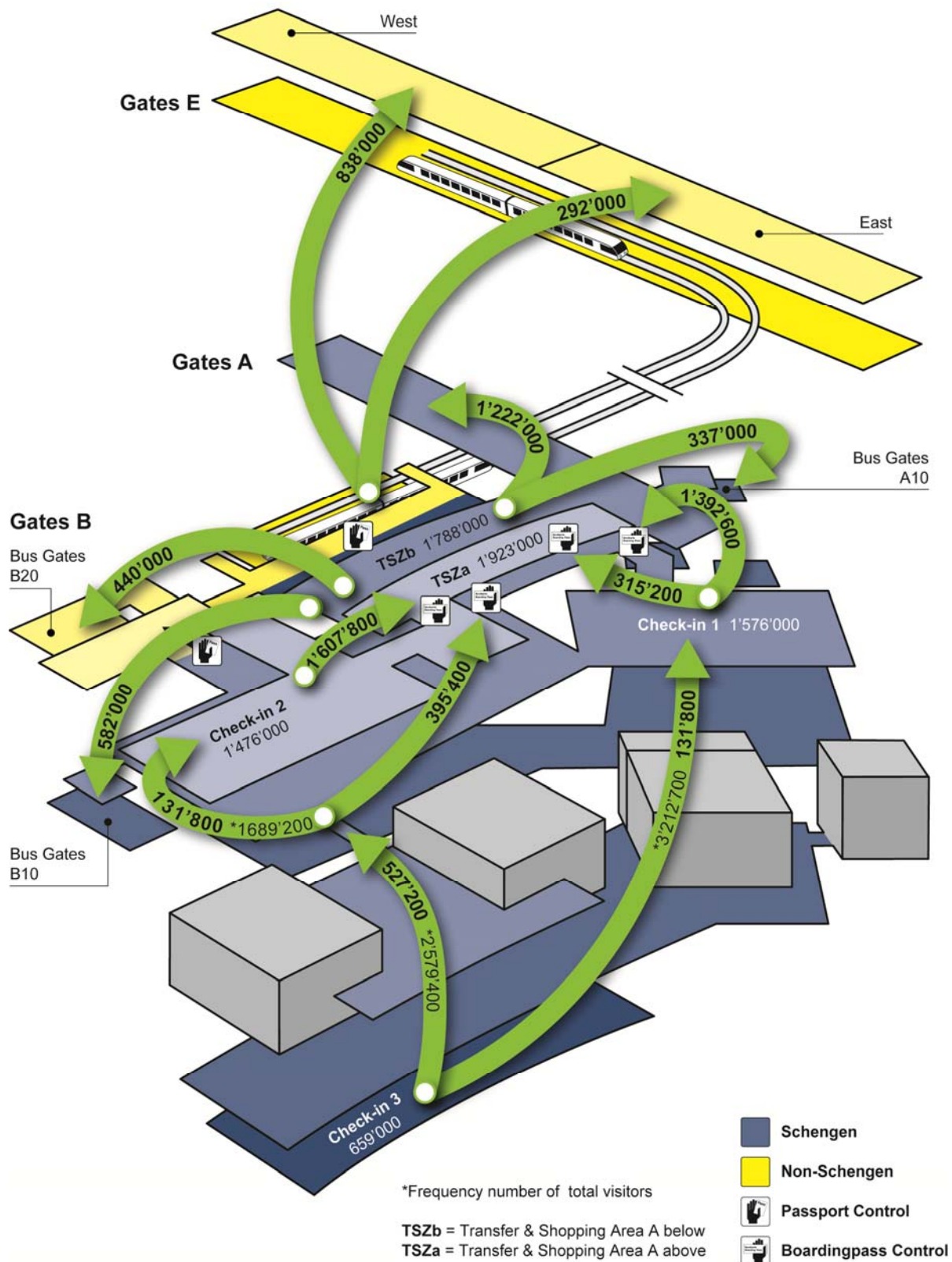
Local passengers: Passengers, whose trip begins and ends in Zurich.

Transfer passengers: Passengers, who transfer at Zurich airport.

Graphics

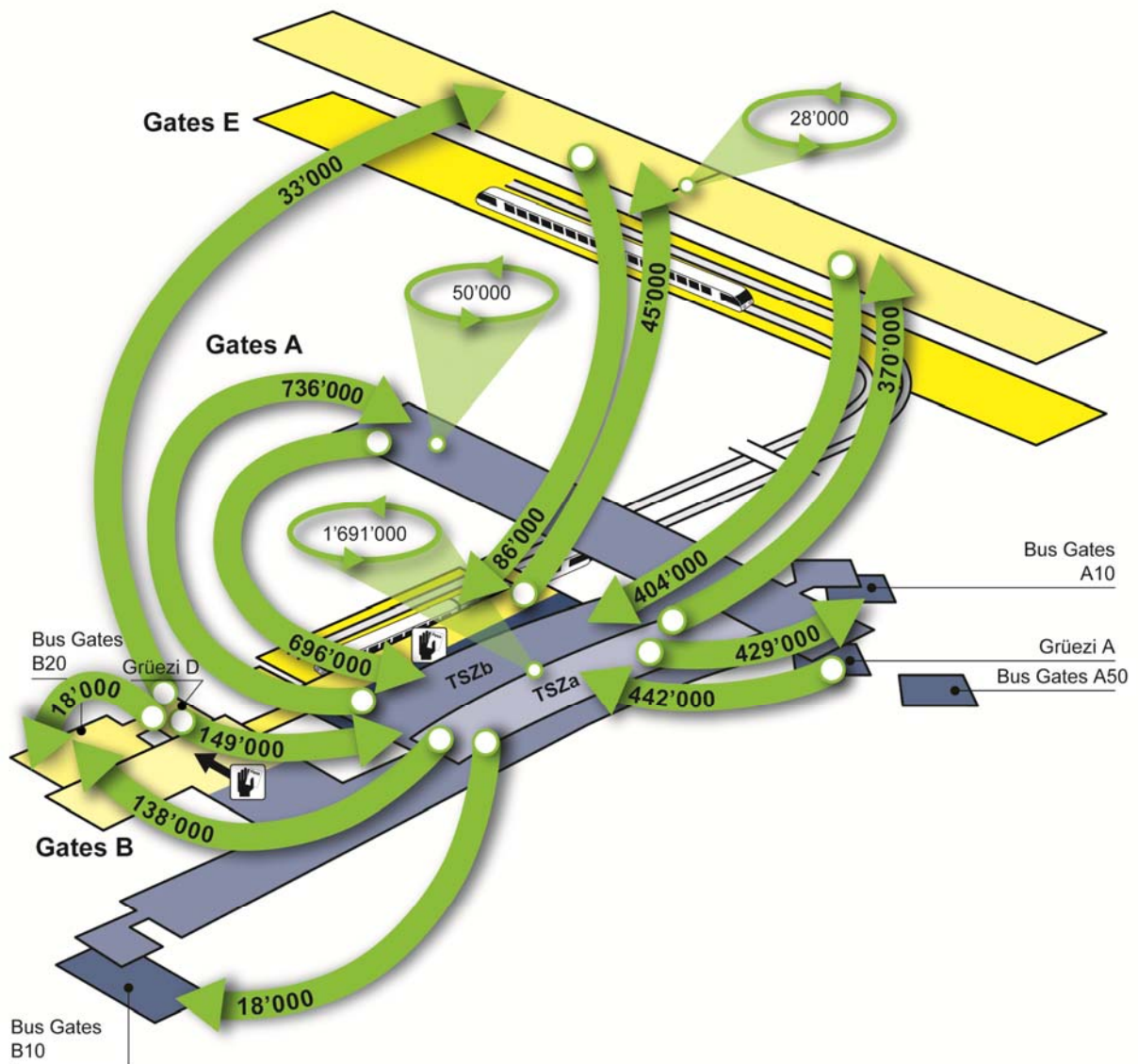
Departing local passengers

1st half-year 2011



Transfer passengers

1st half-year 2011

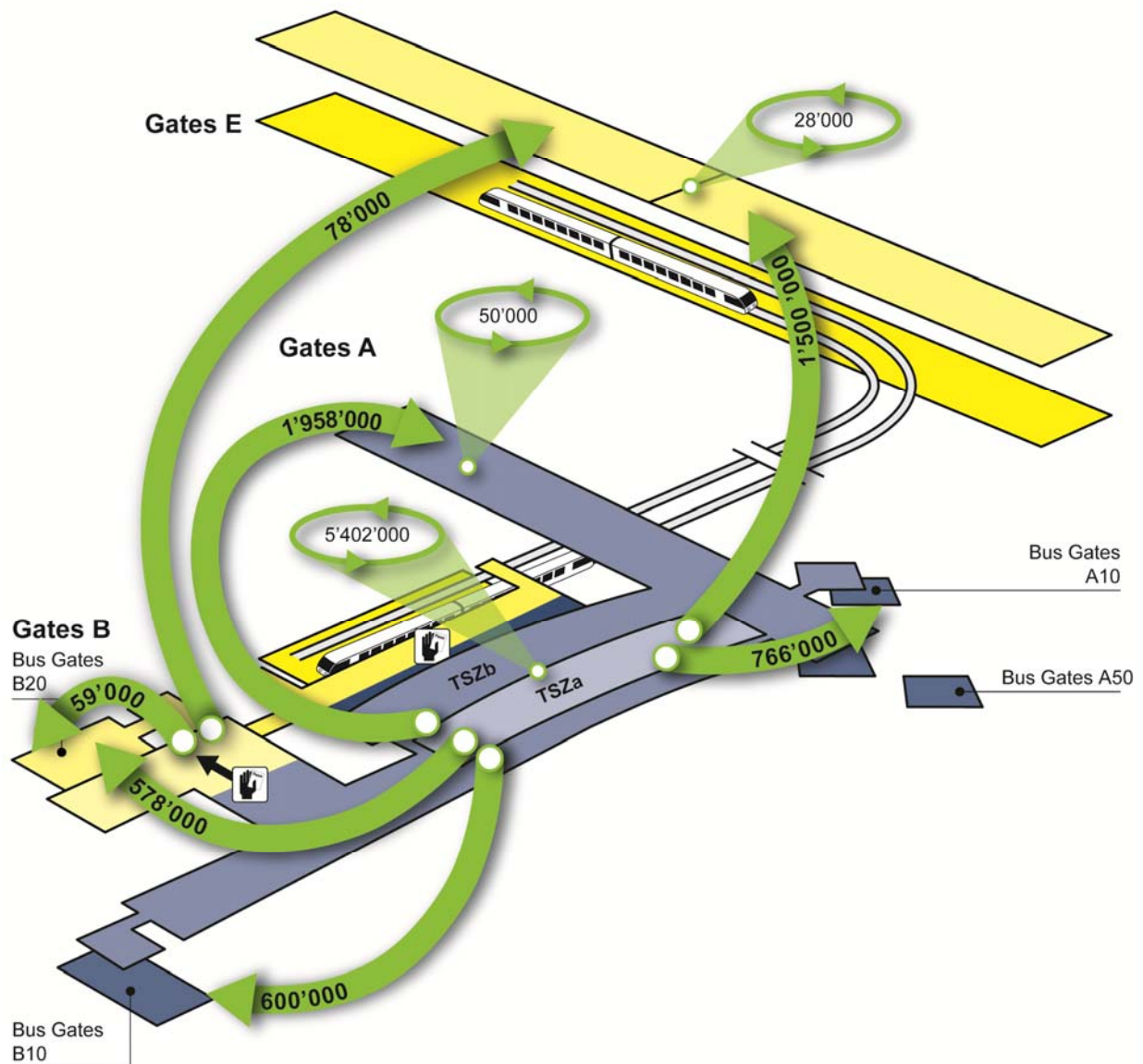


- Schengen
- Non-Schengen
- Passport Control

TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

Total departing passengers (local and transfer)

1st half-year 2011

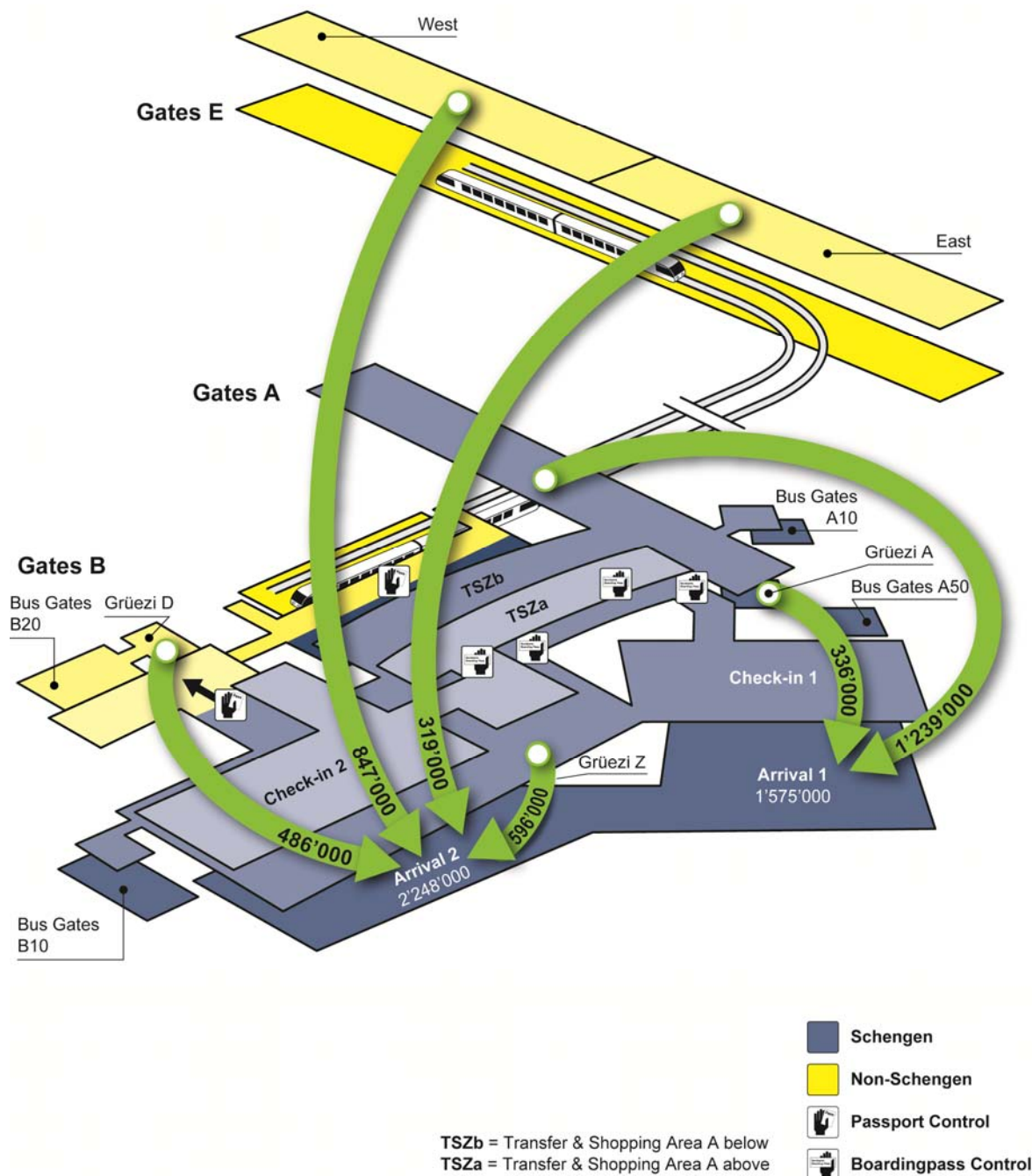


TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

- Schengen
- Non-Schengen
- ✋ Passport Control

Arriving local passengers

1st half-year 2011



Detailed information on gates

1.1. Bus Gates A01 - A10

Type of flights

Schengen countries

Airlines:

Swiss short/medium distance, Lufthansa, Austrian Airlines, TAP, various airlines. (Exceptions in peak times)

Reason for travel:

Business passengers: 60%, Leisure passengers: 40%

Number of passengers at the Bus Gates A10
1st half-year 2011 (incl. transfer passengers)

Month	departing passengers
01.2011	116'222
02.2011	111'088
03.2011	130'736
04.2011	131'340
05.2011	144'981
06.2011	137'785
Total	772'152

Number of departing passengers at the
Bus Gates A10 per class, 1st half-year 2011

Class	departing passengers	Share in %
Eco	706'877	91.5%
Business	64'792	8.4%
First	483	0.1%
Total	772'152	100.0%

Destinations of departing passengers at the Bus Gates A10, 1st half-year 2011

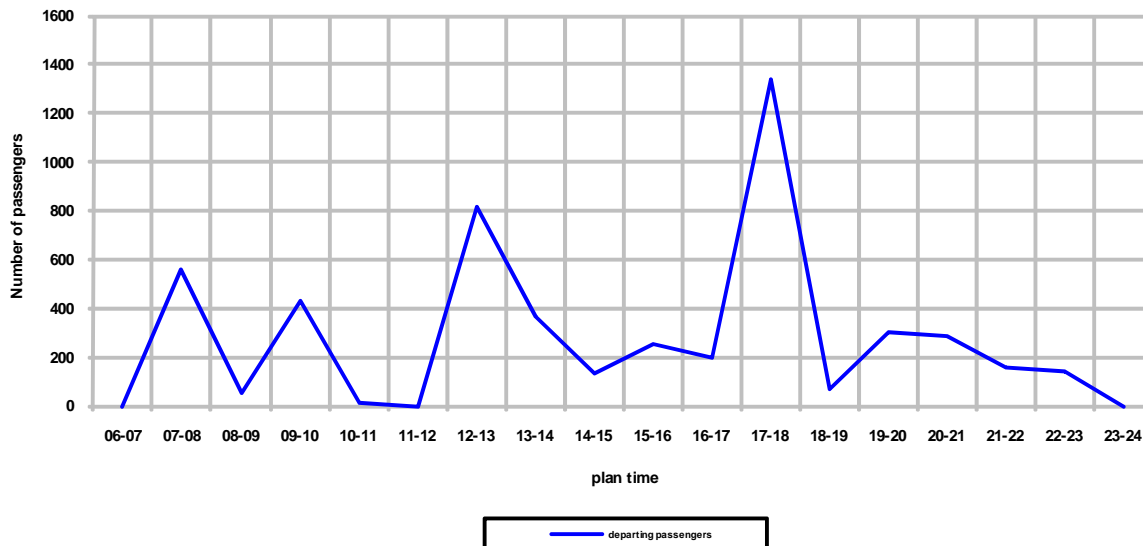
Country	Share in %
Germany	32.2%
Italy	15.4%
Switzerland	8.0%
France	7.2%
Spain and Canary Islands	7.0%
Hungary	4.1%
Belgium	3.9%
Czech Republic	3.8%
Luxembourg	2.9%
Poland	2.7%

Main destinations of departing passengers at the Bus Gates A10, 1st half-year 2011

City	Share in %
Munich	6.2%
Milan	6.0%
Dusseldorf	5.0%
Stuttgart	4.3%
Florence	4.2%
Budapest	4.1%
Geneva	4.0%
Brussels	3.9%
Prague	3.8%
Lyon	3.6%

Daily course of passengers at the Bus Gates A10 on a reference day in the 1st half-year 2011

Daily course of departing passengers at the Bus Gates A10, 1st half-year 2011 (reference day 20th May 2011)



1.2. Bus Gates B01 - B10

Type of flights

Schengen countries

Airlines:

Mainly Air Berlin, Air France, KLM, overabundance Swiss and Star Alliance

Reason for travel:

Business passengers: 50%, Leisure passengers: 50%

Number of passengers at the Bus Gates B10
1st half-year 2011 (incl. transfer passengers)

<i>Month</i>	<i>departing passengers</i>
01.2011	72'546
02.2011	85'691
03.2011	100'755
04.2011	112'602
05.2011	111'910
06.2011	117'082
Total	600'586

Number of departing passengers at the
Bus Gates B10 per class, 1st half-year 2011

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	581'922	96.9%
Business	18'664	3.1%
First	0	0.0%
Total	600'586	100.0%

Destinations of departing passengers at the Bus Gates B10, 1st half-year 2011

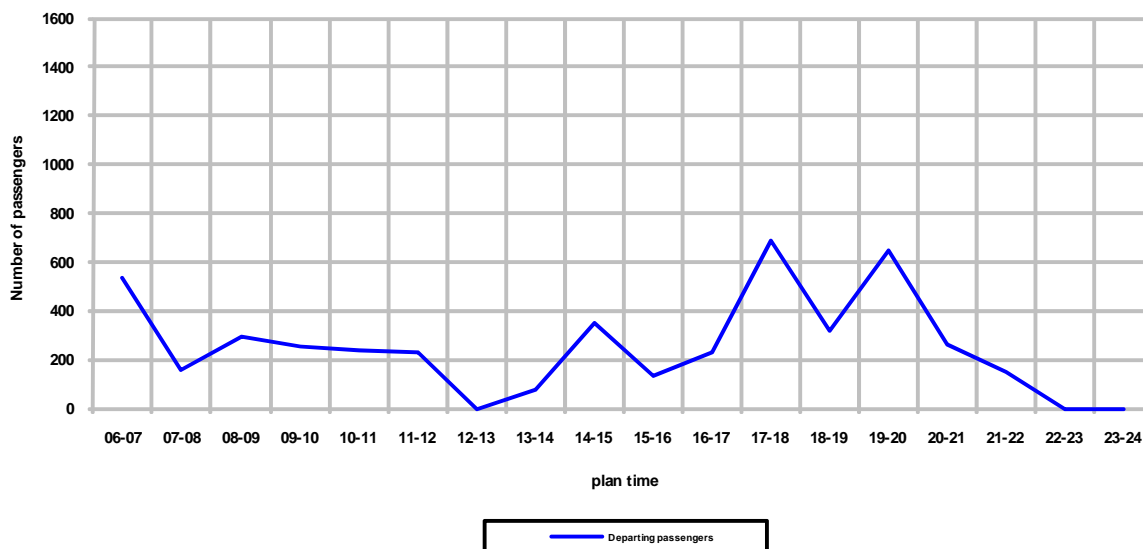
Land	Share in %
Germany	44.8%
Spain and Canary Islands	18.7%
Netherlands	13.5%
France	10.7%
Italy	3.2%
Greece	2.4%
Hungary	1.9%
Sweden	1.1%
Austria	1.0%
Czech Republic	0.8%

Main destinations of departing passengers at the Bus Gates B10, 1st half-year 2011

City	Share in %
Berlin	16.7%
Amsterdam	13.5%
Dusseldorf	13.3%
Paris	10.4%
Hamburg	8.6%
Madrid	8.5%
Hanover	4.3%
Palma Mallorca	4.0%
Las Palmas	1.9%
Budapest	1.9%

Daily course of passengers at the Bus Gates B10 on a reference day in the 1st half-year 2011

Daily course of departing passengers at the Bus Gates B10, 1st half-year 2011 (reference day 20th May 2011)



1.3. Bus Gates B22 - B29

Type of flights

Short- and medium distance flights to and from Non-Schengen countries

Airlines:

Mainly Swiss, Star Alliance, Air Berlin

Reason for travel:

Business passengers: 35%, Leisure passengers: 65%

Number of passengers at the Bus Gates B20
1st half-year 2011 (incl. transfer passengers)

Month	departing passengers
01.2011	98'939
02.2011	91'197
03.2011	102'740
04.2011	116'349
05.2011	114'379
06.2011	120'472
Total	644'076

Number of departing passengers at the
Bus Gates B20 per class, 1st half-year 2011

Class	departing passengers	Share in %
Eco	594'965	92%
Business	49'107	8%
First	4	0%
Total	644'076	100%

Destinations of departing passengers at the Bus Gates B20, 1st half-year 2011

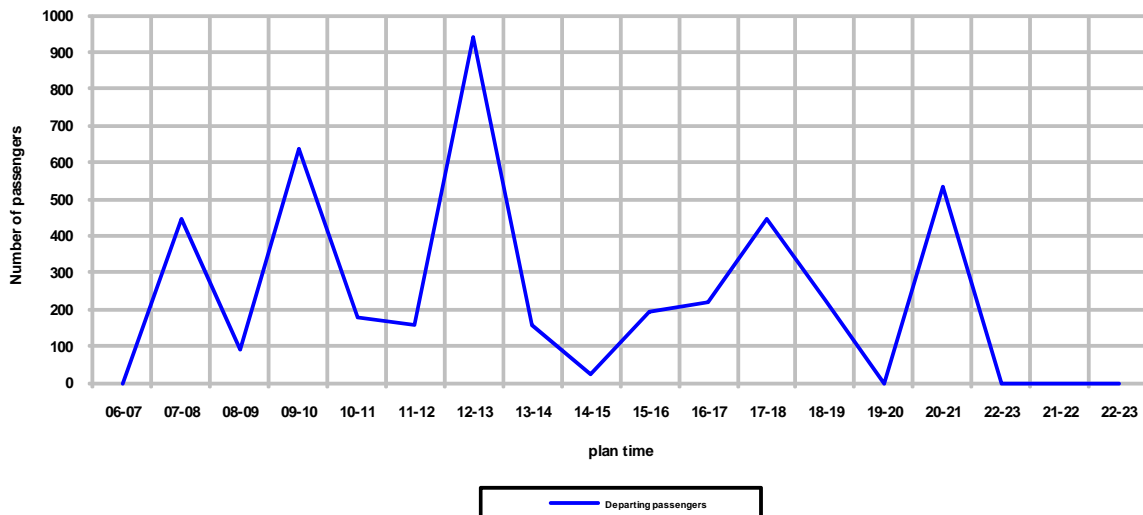
Land	Share in %
United Kingdom	48.7%
Russian Federation	11.3%
Turkey	8.3%
Serbia	5.6%
Macedonia	4.1%
Ireland	4.0%
Croatia	3.6%
Egypt	3.4%
Bulgaria	2.7%
Romania	2.7%

Main destinations of departing passengers at the Bus Gates B20, 1st half-year 2011

City	Share in %
London	33.0%
Moscow	8.3%
Manchester	8.2%
Istanbul	7.4%
Belgrade	5.5%
Birmingham	5.5%
Dublin	3.8%
Skopje	3.4%
St Petersburg	2.8%
Zagreb	2.6%

Daily course of passengers at the Bus Gates B20 on a reference day in the 1st half-year 2011

Daily course of departing passengers at the Bus Gates B20, 1st half-year 2011 (reference day 20.05.2011)



1.4. Gates A

Type of flights

Schengen countries

Airlines:

Swiss, Lufthansa, Austrian Airlines, TAP, various airlines to fill the gaps

Reason for travel:

Business passengers: 45%, Leisure passengers: 55%

Number of passengers at the Gates A
1st half-year 2011 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
01.2011	279'128	272'476
02.2011	275'853	276'524
03.2011	326'764	337'348
04.2011	347'831	376'901
05.2011	377'810	373'523
06.2011	379'369	384'165
Total	1'986'755	2'020'937

Number of departing passengers at the Gates A
per class, 1st half-year 2011

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	1'877'139	92.9%
Business	143'286	7.1%
First	512	0.0%
Total	2'020'937	100.0%

Destinations of departing passengers at the Gates A, 1st half-year 2011

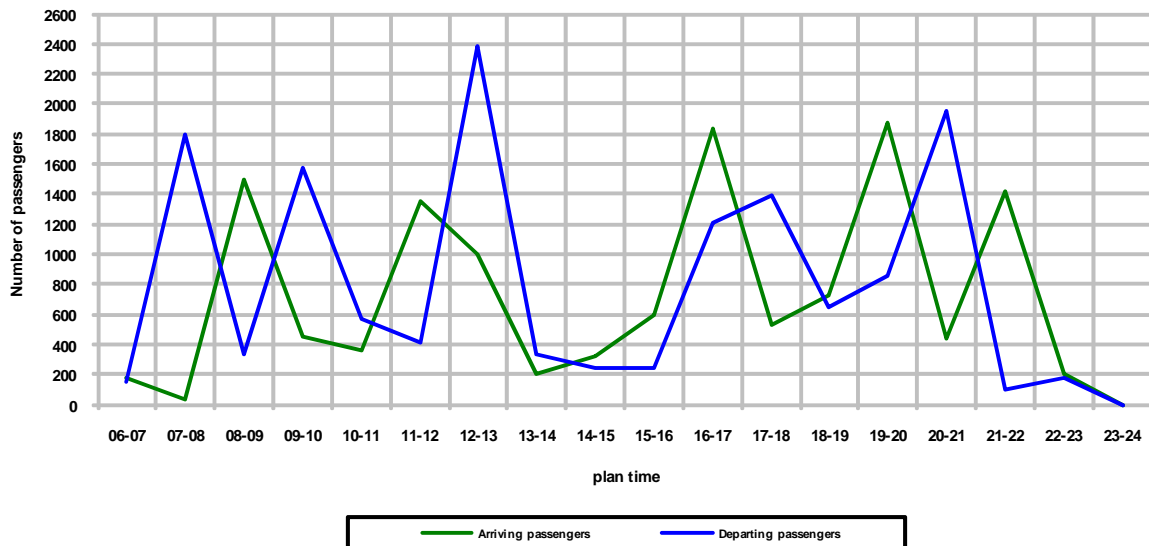
Land	Share in %
Germany	23.1%
Spain and Canary Islands	15.5%
Austria	9.3%
France	8.3%
Italy	6.0%
Greece	5.9%
Switzerland	4.8%
Denmark	4.7%
Sweden	4.3%
Portugal	3.9%

Main destinations of departing passengers at the Gates A, 1st half-year 2011

City	Share in %
Vienna	9.3%
Frankfurt	6.1%
Barcelona	4.9%
Geneva	4.8%
Copenhagen	4.7%
Paris	4.5%
Stockholm	4.3%
Berlin	3.9%
Hamburg	3.8%
Athens	3.4%

Daily course of passengers at the Gates A on a reference day in the 1st half-year 2011

Daily course of arriving and departing passengers at the Gates A, 1st half-year 2011 (reference day 20th May 2011)



1.5. Gates E East (Special Gates)

Type of flights

Long distance Non-Schengen

Airlines:

Swiss long distance, various other airlines long distance, flights to the US

Reason for travel:

Business passengers: 35%, Leisure passengers: 65%

Number of passengers at the Gates E East
1st half-year 2011 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
01.2011	95'297	89'346
02.2011	77'943	77'592
03.2011	90'258	88'143
04.2011	99'906	99'226
05.2011	110'897	96'519
06.2011	115'214	102'839
Total	589'515	553'665

Number of departing passengers at the Gates E East
per class, 1st half-year 2011

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	436'749	78.9%
Business	106'972	19.3%
First	9'944	1.8%
Total	553'665	100.0%

Destinations of departing passengers at the Gates E East, 1st half-year 2011

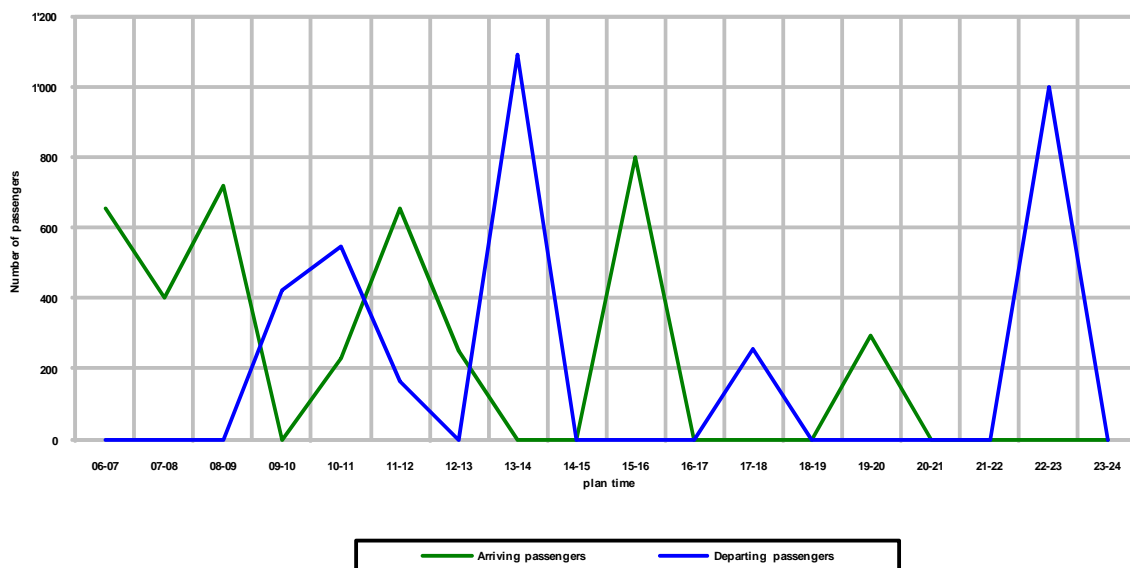
Land	Share in %
USA	69.1%
Brazil	6.6%
China	6.5%
South Africa	6.2%
Thailand	6.2%
Israel	5.1%
Others	0.3%

Main destinations of departing passengers at the Gates E East, 1st half-year 2011

City	Share in %
New York	18.7%
Miami	6.8%
Los Angeles	6.6%
Sao Paulo	6.6%
Chicago	6.5%
Hong Kong	6.5%
Johannesburg	6.2%
Bangkok	6.2%
San Francisco	6.0%
Boston	6.0%

Daily course of passengers at the Gates E East on a reference day in the 1st half-year 2011

Daily course of arriving and departing passengers at the Gates E East, 1st half-year 2011 (reference day 20th of May 2011)



1.6. Gates E West

Type of flights

Merely flights to Non-Schengen countries: Swiss long distance flights and various airlines

Airlines:

Swiss long distance, British Airways, various other airlines long, short and medium distance

Reason for travel:

Business passengers: 46%, Leisure passengers: 54%

Number of passengers at the Gates E West
1st half-year 2011 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
01.2011	176'204	173'997
02.2011	159'231	165'614
03.2011	183'745	171'941
04.2011	184'005	200'878
05.2011	196'544	183'337
06.2011	189'010	199'535
Total	1'088'739	1'095'302

Number of departing passengers at the Gates E West
per class, 1st half-year 2011

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	966'652	88.3%
Business	121'179	11.1%
First	7'471	0.7%
Total	1'095'302	100.0%

Destinations of departing passengers at the Gates E West, 1st half-year 2011

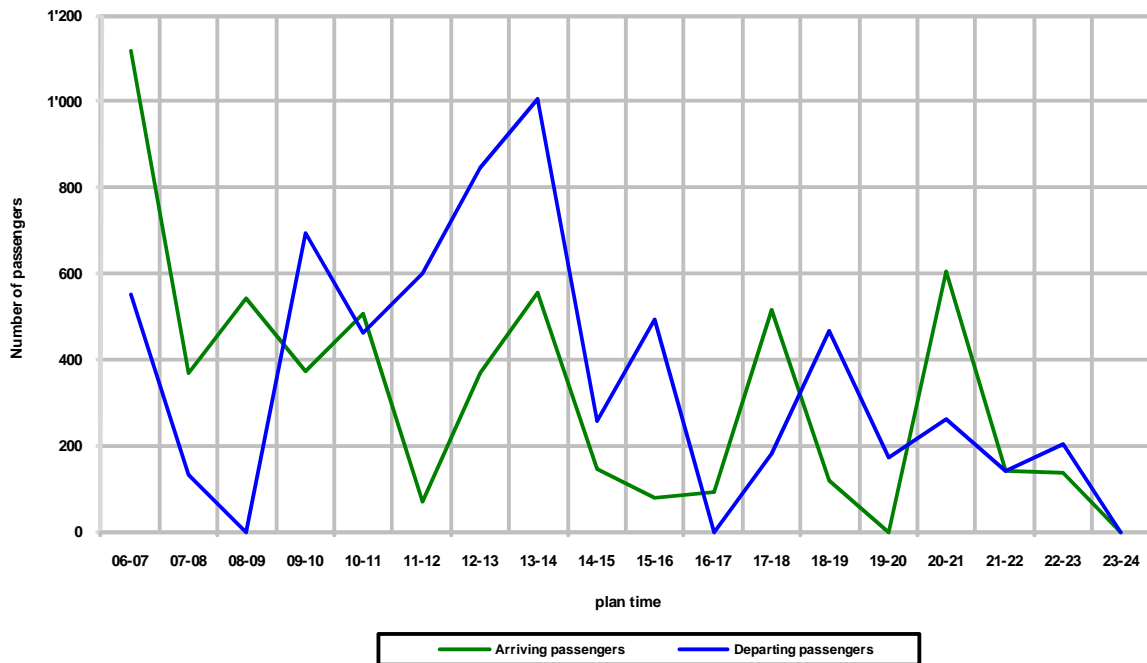
Land	Share in %
United Kingdom	18.0%
Turkey	11.2%
United Arab Emirates	10.0%
Israel	5.9%
India	5.6%
Canada	5.6%
Singapore	5.2%
Kosovo	4.9%
Thailand	3.6%
Egypt	3.3%

Main destinations of departing passengers at the Gates E West, 1st half-year 2011

City	Share in %
London	16.5%
Dubai	10.0%
Tel Aviv Yafo	5.9%
Singapore	5.2%
Pristina	4.9%
Istanbul	4.2%
Antalya	4.1%
Montreal	3.4%
Bangkok	3.2%
Shanghai	3.0%

Daily course of passengers at the Gates E West on a reference day in the 1st half-year of 2011

Daily course of arriving and departing passengers at the Gates E West, 1st half-year of 2011 (reference day 20th of May 2011)



Appendix

Explanation of graphics on pages 5-8

The charts on page 4 provide a basis for the graphic chart of passenger flows on pages 5-8. The graphics are based on the stated period of the document.

The graphics differentiate between locally departing, transfer and locally arriving passengers.

Departing local passengers, page 5

The numbers, stated underneath the check-in areas show the total of passengers that has checked in at the respective check-in counter for the corresponding period.

After the check-in, several routes lead the passengers to one of the 4 different Boardingpass Control (BC) in the Airside Center. Which way the passengers use is based on the following experience:

Check-in 1 → BC2 upper level, to the right
= 20% of all passengers who have checked in at Check-in 1.

Check-in 1 → BC1 lower level, to the right
= 80% of all passengers who have checked in at Check-in 1, plus 20% of all passengers who have used Check-in 3.

Check-in 3 → Check-in 1
= 20% of all passengers who have checked in at Check-in 3.

Check-in 3 → Service bridge
= 80% of all passengers who have checked in at Check-in 3.

Service Bridge → BC3 lower level, to the left
= 60% of all passengers who have checked in at Check-in 3.

Service Bridge → Check-in 2
= 20% of all passengers who have checked in at Check-in 3.

Check-in 2 → BC4 upper level, to the left
= all passengers who have checked in at Check-in 2, plus 20% of all passengers who have used Check-in 3.

Albeit the use of BC can help to differentiate in which area of the Airside Center the passengers arrive, the way the passengers choose inside the Airside Center cannot be determined.

However, the flight numbers inform us about the departure gates of the passengers. The arrows on the Airside Center graphic illustrate how many locally departing passengers proceed to and depart from which gate.

Transfer passengers, page 6

The arrows indicate the number of arriving transfer passengers, as well as how many departing transfer passengers proceed to the gates.

All transfer passengers who arrive at a Non-Schengen gate and also depart from a Non-Schengen gate do not enter the Airside Center.

The numbers on the rotating arrows at Gates A and E define the percentage of transfer passengers which stay at their dock and do not visit the Airside Center, due to short connection times. The basic connection times are as follows:

- At Gates A 60 minutes
- At Gates E 3 hours

The rotating arrows inside the Airside Center define the number of transfer passengers inside the Airside Center. Here again, we cannot determine the ways the transfer passengers choose inside the Airside Center.

Total departing passengers, page 7

This graphic states the total number of departing local and transfer passengers, by adding the total of locally departing passengers (page 5) to the total of departing transfer passengers (page 6).

The number, written on the Airside Center includes the locally departing as well as the transfer passengers, which stay inside the Airside Center. The estimated total of transfer passengers that remain at their docks A and E due to connection times is excluded. These totals are written on the rotating arrows of the particular docks. The estimated connection time for Gates A is 60 minutes, and for Gates E 3 hours. Furthermore excluded is the number of transfer passengers who proceed from one Non-Schengen gate to another Non-Schengen gate.

The arrows show the total of departing passengers which proceed from the Airside Center to the individual areas.

Arriving local passengers, page 8

The arrows in this graphic indicate how many local passengers proceed from the gates to the arrival areas 1 or 2. The number below the arrival areas is the total of locally arriving passengers.

Gate areas

Type of gate	Gate area
Bus Gates A10 (Schengen)	A01 - 10
Bus Gates A50 (Schengen)	A51 – 56 (closed from September 2010)
Bus Gates B10 (Schengen)	B01 - 10
Bus Gates B20 (Non-Schengen)	B22 - 29
Gates A (Schengen)	A62 - 67
	A71 - 75
	A81 - 86
Gates E East (Non-Schengen)	E16 - 37
Gates E West (Non-Schengen)	E42 - 67
Grüezi A (Schengen)	Grüezi A
Grüezi D (Non-Schengen)	Grüezi D
Grüezi Z (Schengen)	Grüezi Z

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