

Passenger Flows

Zurich Airport

Winter timetable 2013 / 2014



Table of Contents

Preface	3
Spatial distribution of passenger types	4
Graphics	5
1.1. Bus Gates A50 – 59 (Schengen)	10
1.2. Bus Gates A01 – 06 (Schengen)	11
1.3. Bus Gates D51 – 58 (Non-Schengen)	12
1.4. Gates A62 – 86 (Schengen)	13
1.5. Gates B31 – 43 (Schengen)	14
1.6. Gates D31 – 43 (Non-Schengen)	15
1.7. Gates E16 – 67 (Non-Schengen)	16
Appendix	17
Explanation of graphics on pages 5-9	17
Departing local passengers, page 5	17
Arriving and departing transfer passengers, page 6-7	18
Total departing passengers, page 8	18
Arriving local passengers, page 9	18

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 departing and arriving local passengers, as well as arriving and departing 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.

All described information in this document refers to the stated period. This document will be issued shortly after the timetable change and may be downloaded as a PDF file at the following internet link:

<http://www.flughafen-zuerich.ch/unternehmen/flughafen-zuerich-ag/passagierfluss>

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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/unternehmen/flughafen-zuerich-ag/statistisches-jahrbuch>

Thank you very much for your interest.

Spatial distribution of passenger types

Departing local passengers, winter timetable 2013 / 2014

from / to	Bus gates A10	Bus gates A50	Bus gates B10	Bus gates D50	Gates A	Gates B	Gates D	Gates E	Total
Check-in 1	100	98'000	-	39'000	498'000	77'000	125'000	182'000	1'019'100
Check-in 2	33'400	65'000	-	73'000	129'000	103'000	109'000	478'000	990'400
Check-in 3	-	87'000	-	29'000	337'000	185'000	72'000	143'000	853'000
Total	33'500	250'000	-	141'000	964'000	365'000	306'000	803'000	2'862'500

Transfer passengers, winter timetable 2013 / 2014

from / to	Bus gates A10	Bus gates A50	Bus gates B10	Bus gates D50	Gates A	Gates B	Gates D	Gates E	Total
Gates A	0	62'300	0	7'600	168'700	50'600	40'500	195'900	525'600
Gates B	0	11'900	0	2'000	35'600	11'000	13'400	48'900	122'800
Gates D	0	23'700	0	2'400	57'600	16'100	8'900	32'700	141'400
Gates E	100	77'500	0	6'900	177'400	36'400	25'900	72'600	396'800
Grüezi A	0	28'200	0	3'900	72'600	20'700	17'100	81'300	223'800
Grüezi B	0	0	0	0	0	0	0	0	0
Grüezi D	0	3'900	0	200	7'600	2'500	1'700	7'500	23'400
Total	100	207'500	0	23'000	519'500	137'300	107'500	438'900	1'433'800

Arriving local passengers, winter timetable 2013 / 2014

from / to	Arrival 1	Arrival 2	Total
Gates A	958'000	8'000	966'000
Gates B	1'000*	340'000	340'000
Gates D	1'000*	398'000	398'000
Gates E	0	840'000	840'000
Grüezi A	179'000	1'000	180'000
Grüezi B	0	0	0
Grüezi D	1'000*	136'000	136'000
Grüezi Z	3'000	153'000	156'000
Total	1'143'000	1'876'000	3'019'000

Total departing passengers, winter timetable 2013 / 2014

from	Total
Gates A	1'483'500
Gates B	502'300
Gates D	413'500
Gates E	1'241'900
Bus Gates A10	33'600
Bus Gates A50	457'500
Bus Gates B10	0
Bus Gates D50	164'000
	4'296'300

Definition:

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

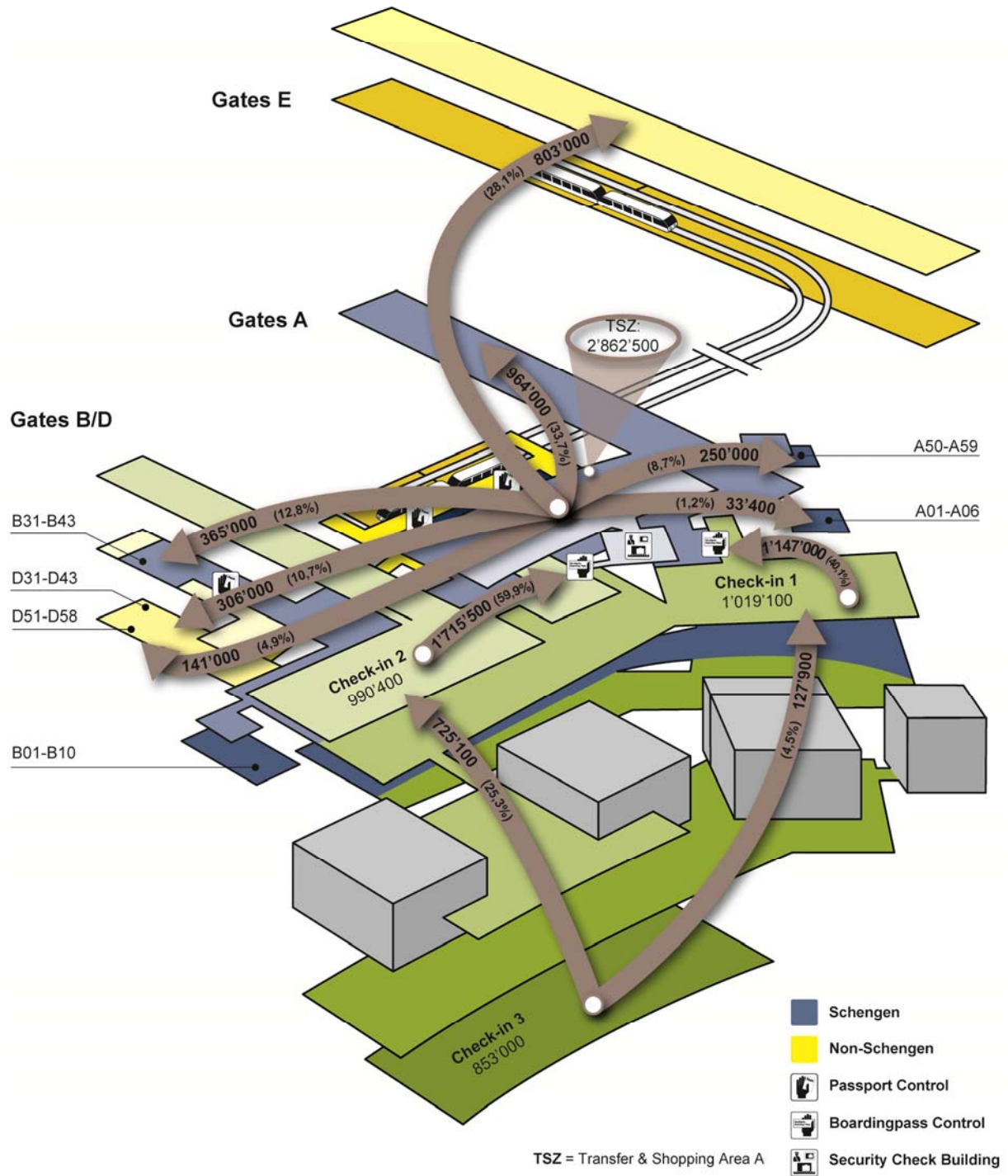
Transfer passengers: Passengers, who transfer at Zurich Airport.

* These numbers are not shown with arrows in graphic "arriving local passengers" due to the small amount of passengers.

Graphics

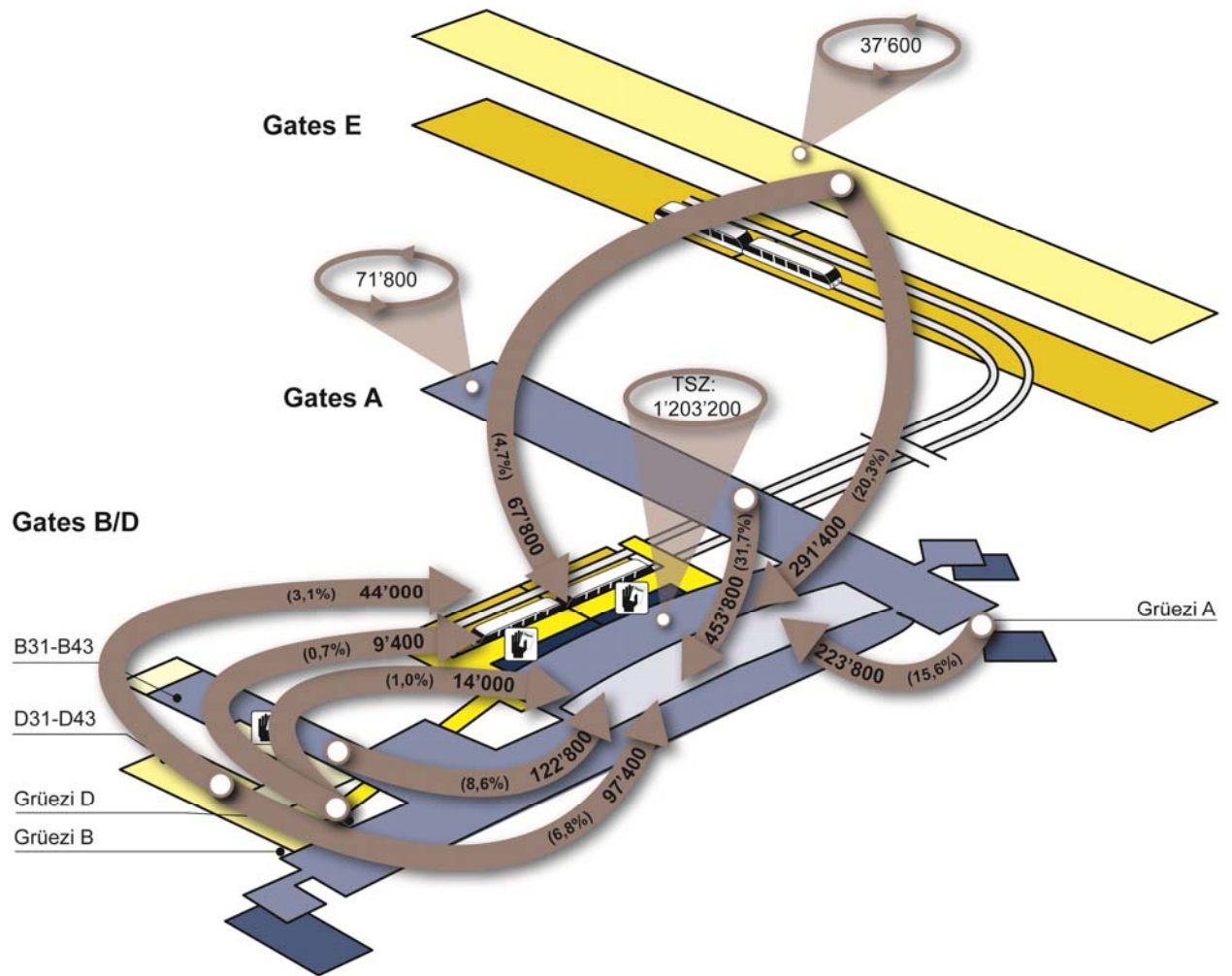
Departing local passengers

Winter timetable 2013/2014



Arriving transfer passengers

Winter timetable 2013/2014

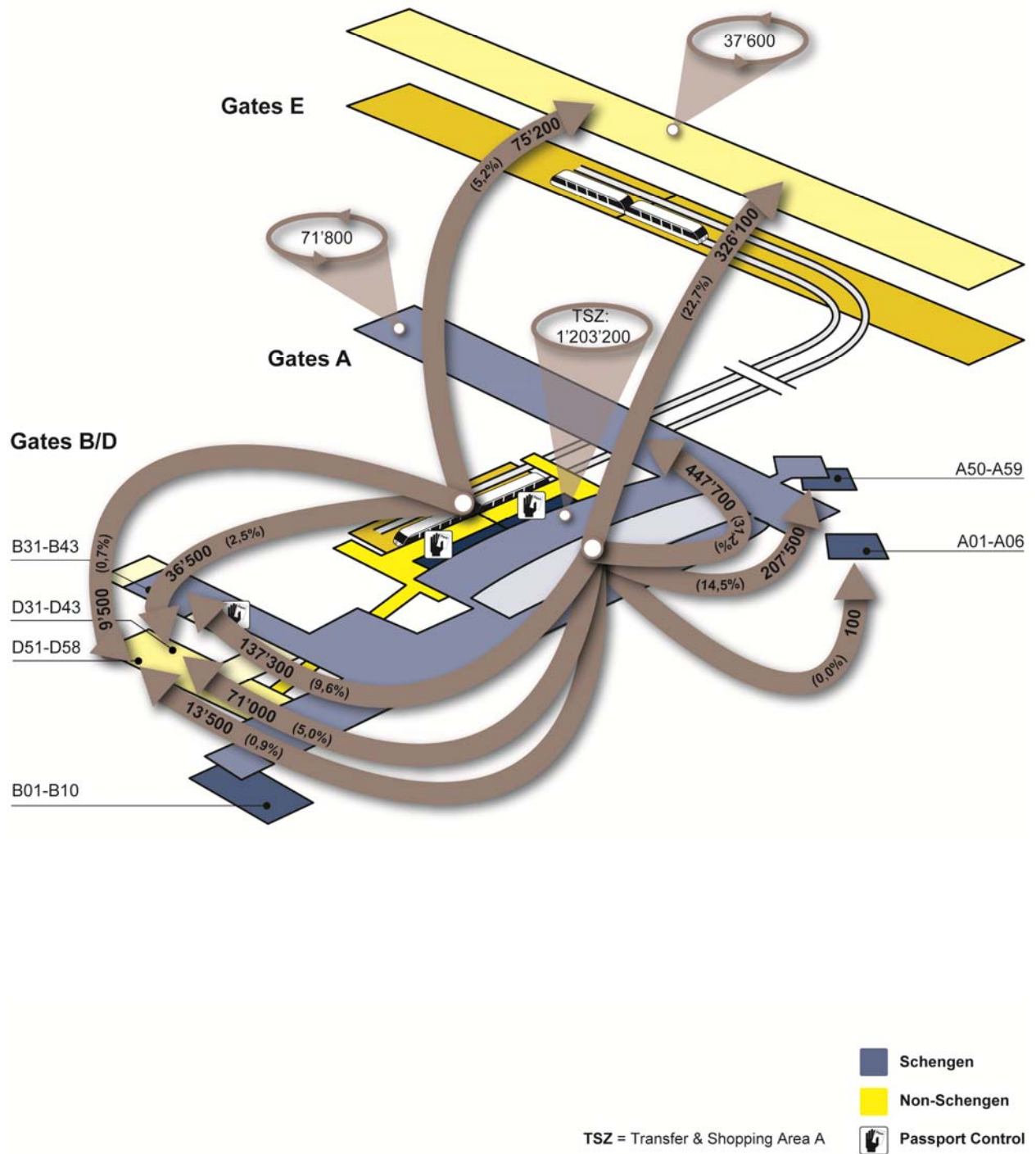


- Schengen
- Non-Schengen
- Passport Control

TSZ = Transfer & Shopping Area A

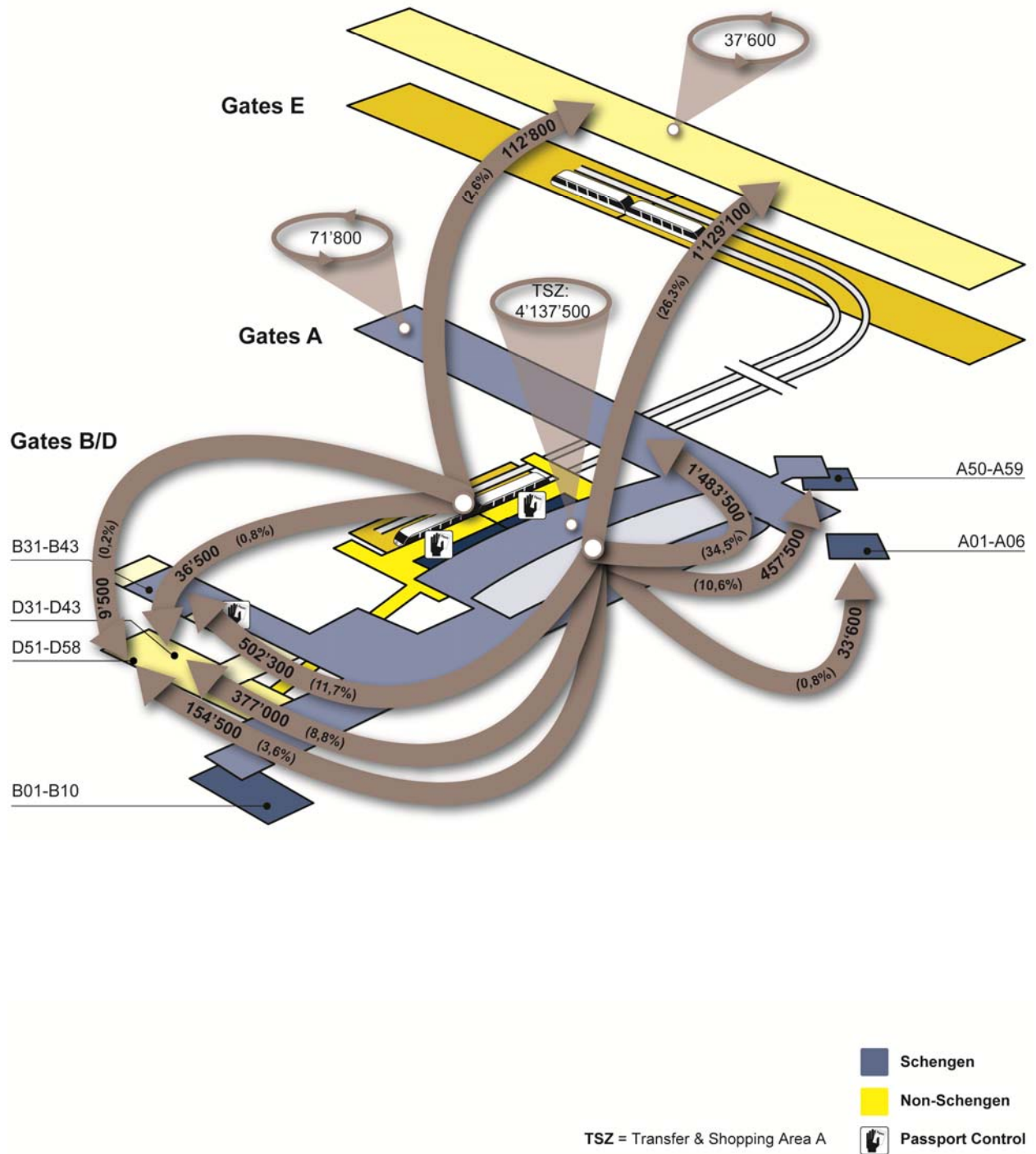
Departing transfer passengers

Winter timetable 2013/2014



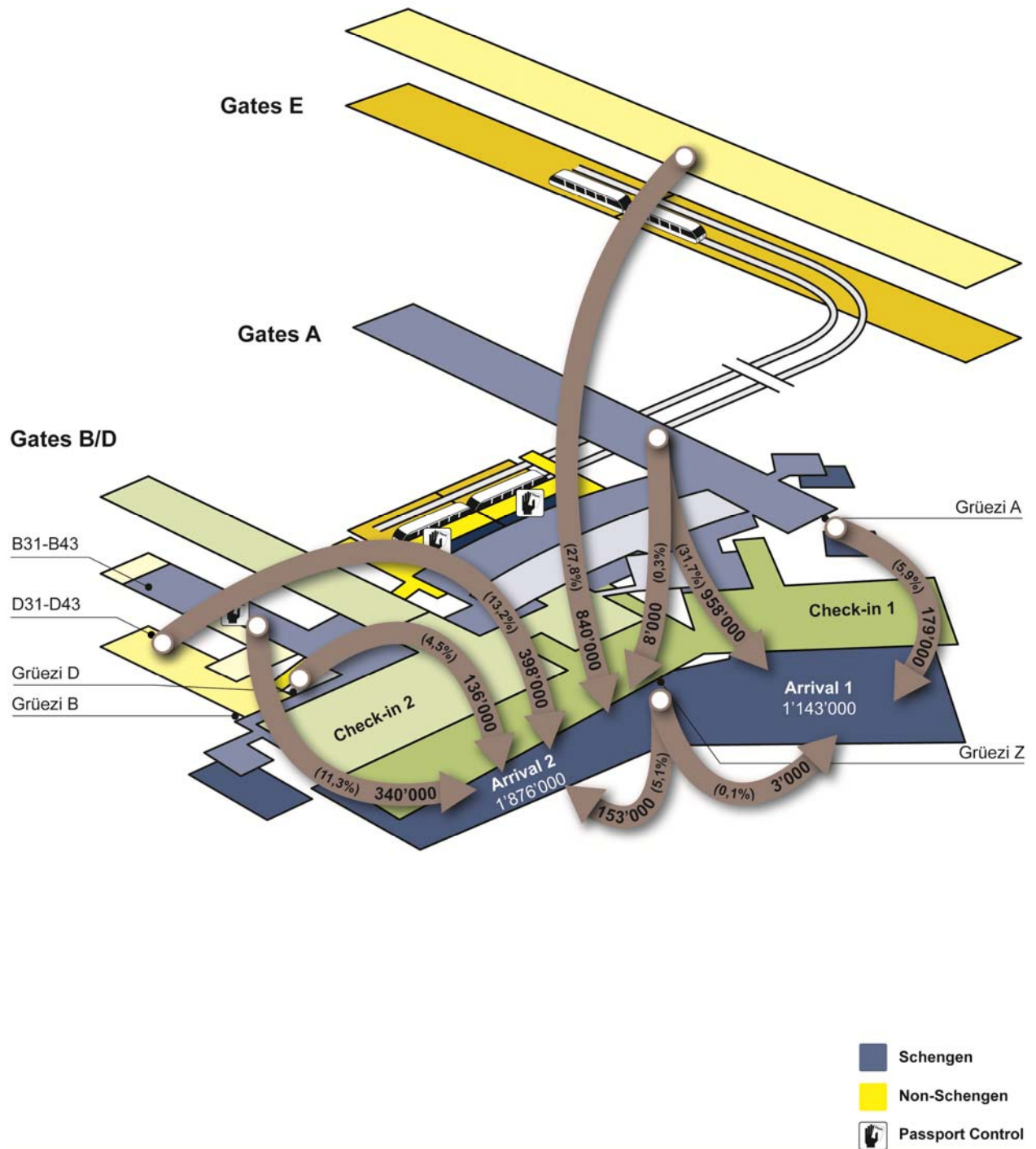
Total departing passengers (local and transfer)

Winter timetable 2013/2014



Arriving local passengers

Winter timetable 2013/2014



1.1. Bus Gates A50 – 59 (Schengen)

Number of passengers at the Bus Gates A50 winter timetable 2013/2014 (incl. transfer passengers)

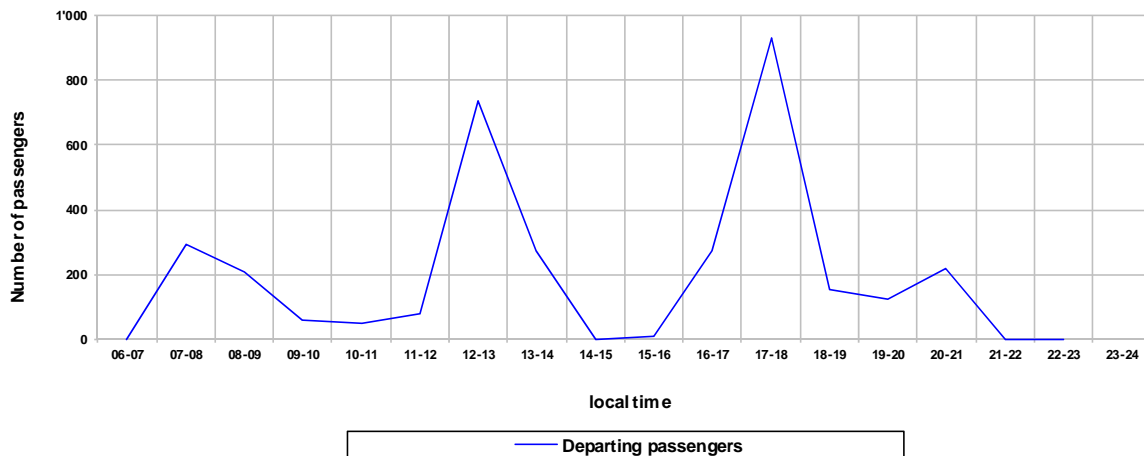
Month	departing passengers	departing flights
11.2013	102'389	1'695
12.2013	100'345	1'626
1.2014	80'011	1'523
2.2014	79'622	1'451
3.2014	98'999	1'650
Total	461'366	7'945

Number of departing passengers at the Bus Gates A50 per class, winter timetable 2013/2014

Class	departing passengers	Share in %
Eco	426'621	92.5%
Business	34'745	7.5%
First	-	0.0%
Total	461'366	100%

Daily course of passengers at the Bus Gates A50 on a reference day in the winter timetable 2013/2014

Daily course of departing passengers at the Bus Gates A50, winter timetable 2013/2014 (reference day 28th of February 2014)



1.2. Bus Gates A01 – 06 (Schengen)

Number of passengers at the Bus Gates A10
winter timetable 2013/2014 (incl. transfer passengers)

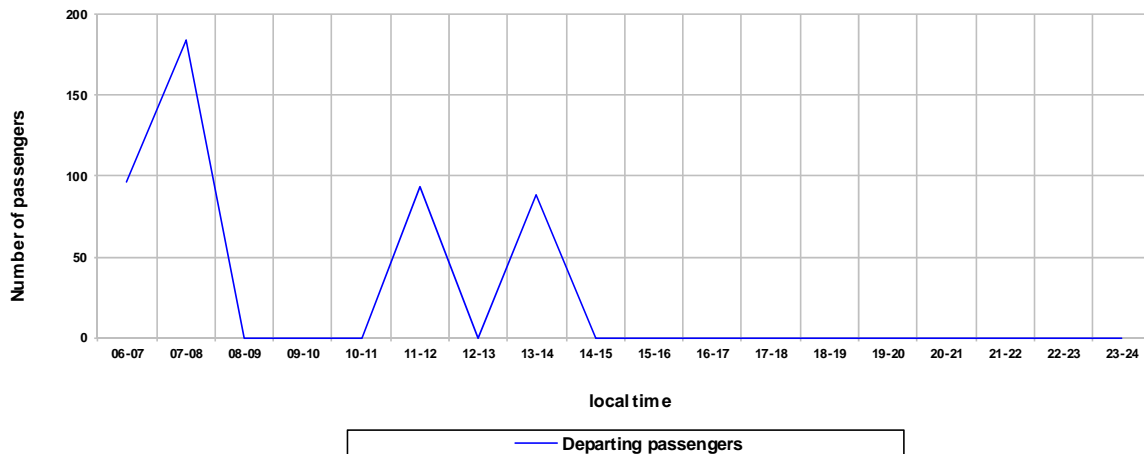
Month	departing passengers	departing flights
11.2013	118	1
12.2013	0	0
1.2014	9'189	136
2.2014	13'219	163
3.2014	11'113	148
Total	33'639	448

Number of departing passengers at the Bus Gates A10
per class, winter timetable 2013/2014

Class	departing passengers	Share in %
Eco	30'918	91.9%
Business	2'721	8.1%
First	-	0.0%
Total	33'639	100%

Daily course of passengers at the Bus Gates A10 on a reference day in the winter timetable 2013/2014

Daily course of departing passengers at the Bus Gates A10,
winter timetable 2013/2014 (reference day 28th of February 2014)



1.3. Bus Gates D51 – 58 (Non-Schengen)

Number of passengers at the Bus Gates D50
winter timetable 2013/2014 (incl. transfer passengers)

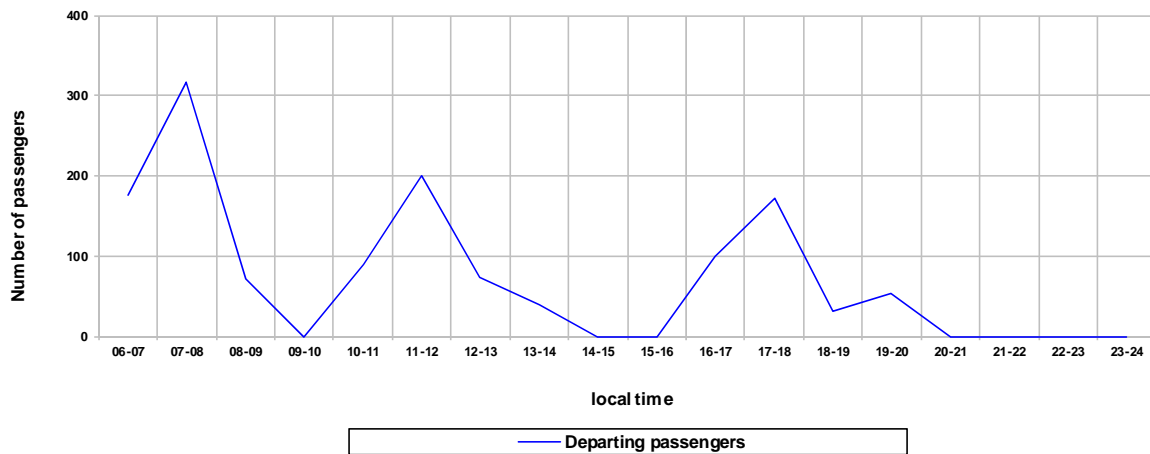
Month	departing passengers	departing flights
11.2013	32'459	427
12.2013	33'844	406
1.2014	29'254	408
2.2014	31'809	395
3.2014	36'659	433
Total	164'025	2'069

Number of departing passengers at the Bus Gates D50
per class, winter timetable 2013/2014

Class	departing passengers	Share in %
Eco	156'441	95.4%
Business	7'584	4.6%
First	-	0.0%
Total	164'025	100%

Daily course of passengers at the Bus Gates D50 on a reference day in the winter timetable 2013/2014

Daily course of departing passengers at the Bus Gates D50,
winter timetable 2013/2014 (reference day 28th of February 2014)

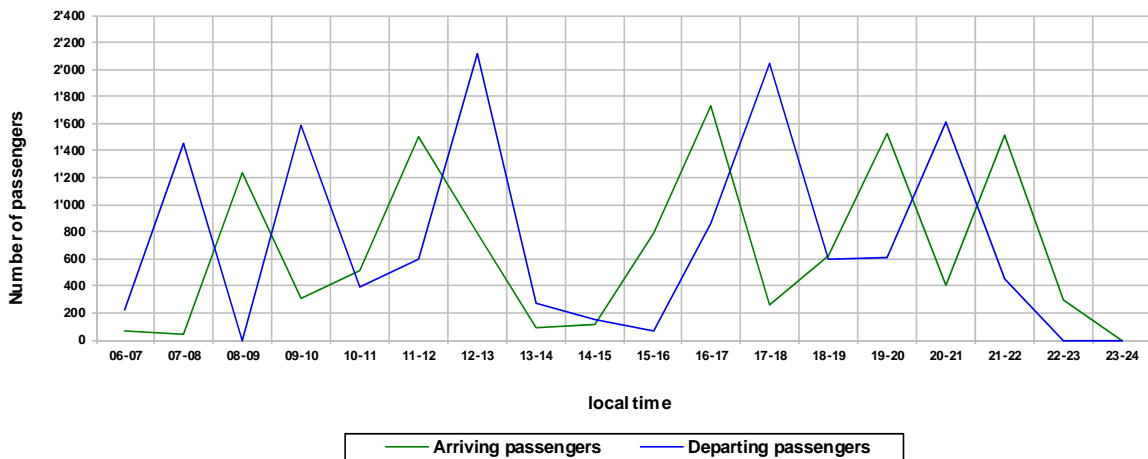


1.4. Gates A62 – 86 (Schengen)

Number of passengers at the Gates A winter timetable 2013/2014 (incl. transfer passengers)					Number of departing passengers at the Gates A per class, winter timetable 2013/2014		
Month	arriving passengers	arriving flights	departing passengers	departing flights	Class	departing passengers	Share in %
11.2013	299'093	3'103	302'823	3'136			
12.2013	286'889	3'018	309'595	3'070	Eco	1'393'819	93.2%
1.2014	291'244	3'116	264'403	3'128	Business	101'045	6.8%
2.2014	280'722	2'870	279'752	2'918	First	-	0.0%
3.2014	334'613	3'207	338'291	3'231	Total	1'494'864	100%
Total	1'492'561	15'314	1'494'864	15'483			

Daily course of passengers at the Gates A on a reference day in the winter timetable 2013/2014

Daily course of arriving and departing passengers at the Gates A,
winter timetable 2013/2014 (reference day 28th of February 2014)

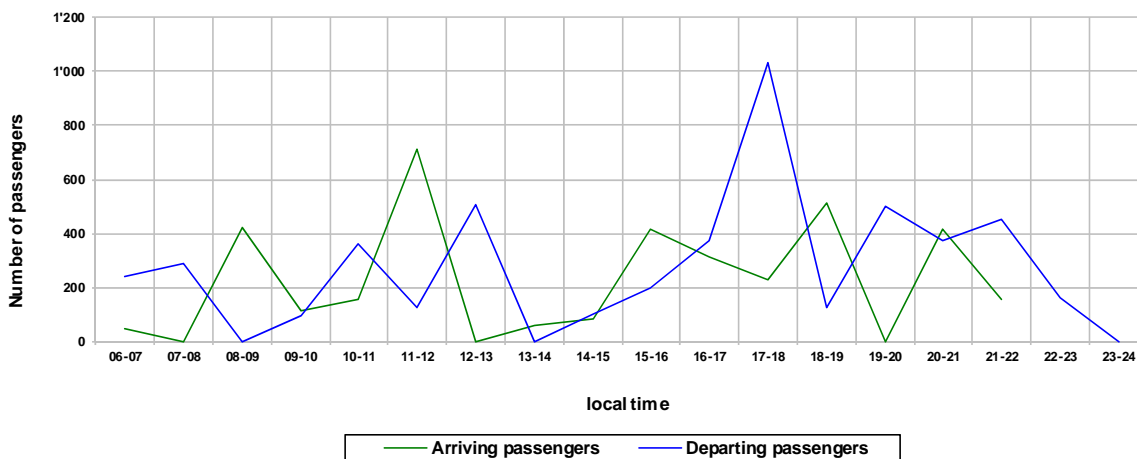


1.5. Gates B31 – 43 (Schengen)

Number of passengers at the Gates B winter timetable 2013/2014 (incl. transfer passengers)					Number of departing passengers at the Gates B per class, winter timetable 2013/2014		
Month	arriving passengers	arriving flights	departing passengers	departing flights	Class	departing passengers	Share in %
11.2013	93'130	994	103'203	1'049			
12.2013	93'149	983	106'333	1'015	Eco	482'489	95.3%
1.2014	91'910	977	94'593	1'023	Business	23'736	4.7%
2.2014	83'723	883	88'592	883	First	-	0.0%
3.2014	102'326	1'045	113'504	1'082	Total	506'225	100%
Total	464'238	4'882	506'225	5'052			

Daily course of passengers at the Gates B on a reference day in the winter timetable 2013/2014

Daily course of arriving and departing passengers at the Gates B,
winter timetable 2013/2014 (reference day 28th of February 2014)

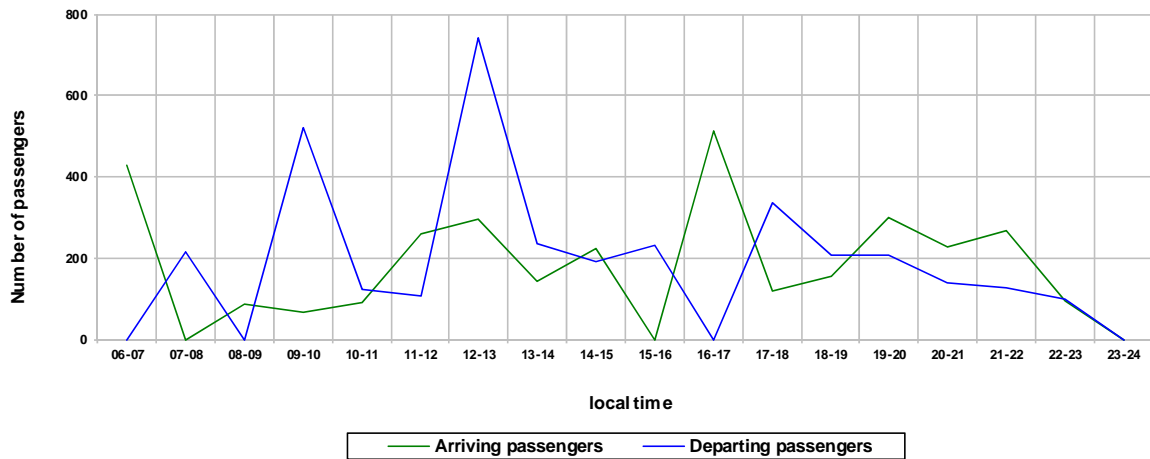


1.6. Gates D31 – 43 (Non-Schengen)

Number of passengers at the Gates D winter timetable 2013/2014 (incl. transfer passengers)					Number of departing passengers at the Gates D per class, winter timetable 2013/2014		
Month	arriving passengers	arriving flights	departing passengers	departing flights	Class	departing passengers	Share in %
11.2013	93'973	808	78'359	750			
12.2013	97'026	804	84'880	749	Eco	383'761	91.5%
1.2014	96'620	849	81'767	792			
2.2014	89'190	763	83'290	730	Business	35'737	8.5%
3.2014	108'005	871	91'267	798	First	65	0.0%
Total	484'814	4'095	419'563	3'819	Total	419'563	100%

Daily course of passengers at the Gates D on a reference day in the winter timetable 2013/2014

Daily course of arriving and departing passengers at the Gates D,
winter timetable 2013/2014 (reference day 28th of February 2014)

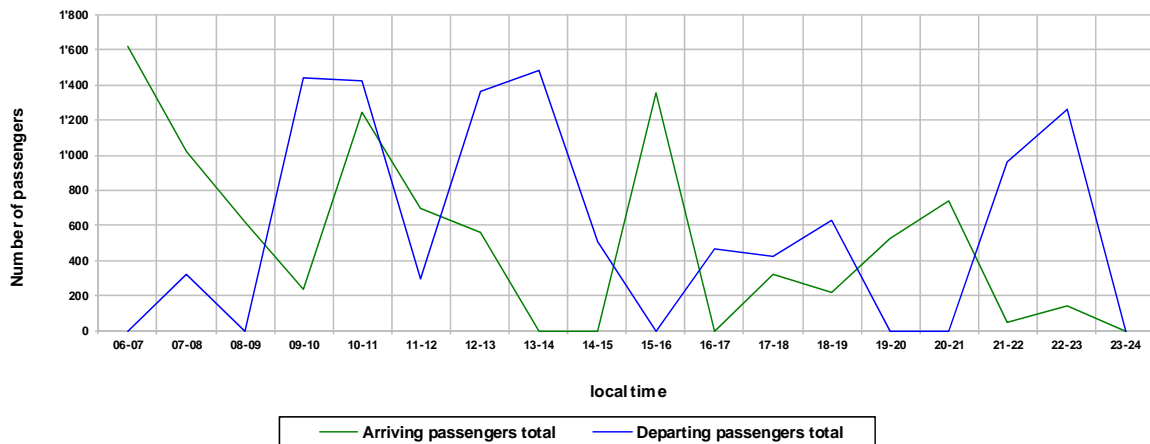


1.7. Gates E16 – 67 (Non-Schengen)

Number of passengers and flights at Dock E winter timetable 2013/2014 (incl. transfer passengers)									Number of departing passengers at the Gates E per class, winter timetable 2013/2014		
Month	arriving passengers	US share	arriving flights	US share	departing passengers	US share	departing flights	US share	Class	departing passengers	Share in %
11.2013	246'646	27%	1'491	25%	250'416	26%	1'538	24%			
12.2013	242'084	31%	1'478	26%	272'471	27%	1'512	25%	Eco	1'048'655	83.0%
1.2014	253'159	25%	1'453	25%	251'786	26%	1'507	25%	Business	195'349	15.5%
2.2014	218'990	23%	1'313	25%	233'183	24%	1'359	25%	First	20'126	1.6%
3.2014	269'059	27%	1'503	25%	256'274	27%	1'559	25%	Total	1'264'130	100%
Total	1'229'938	26%	7'238	25%	1'264'130	26%	7'475	25%			

Daily course of passengers at the Gates E on a reference day in the winter timetable 2013/2014

Daily course of arriving and departing passengers at the Gates E,
winter timetable 2013/2014 (reference day 28th of February 2014)



Appendix

Explanation of graphics on pages 5-9

The tables on page 4 will be used as the basis for the graphic chart of passenger flows on pages 5-9. The graphics are based on the stated period of time for the document.

The graphics differentiate between departing and arriving local passengers, as well as arriving and departing transfer passengers.

Departing local passengers, page 5

The numbers stated underneath the check-in areas show the total of passengers that have checked in at the respective check-in counter during the corresponding period of time.

After the check-in, several routes lead the passengers to one of the three different Boarding Pass Controls (BC). Which way the passengers use is based on the following experience:

Check-in 1 → BC1 Economy / BC1 Priority, 1st floor

= 100% of all passengers who have checked in at Check-in 1, plus 15% of all passengers who have used Check-in 3

Check-in 2 → BC2, 2nd floor

= 100% of all passengers who have checked in at Check-in 2, plus 85% of all passengers who have used Check-in 3.

Check-in 3 → Check-in 1

= 15% of all passengers who have checked in at Check-in 3.

Check-in 3 → Check-in 2 (via Service Bridge)

= 85% of all passengers who have checked in at Check-in 3.

According to which entry of the BC the passengers use it can be differentiated in which area of the Airside Center they enter. The rotating arrow on the Airside Center shows how many departing local passengers are staying inside the Airside Center. However, we cannot determine the ways the passengers choose inside the Airside Center.

But, the flight numbers inform us about the departure gates of the passengers. Starting from the Airside Center the arrows show how many departing local passengers proceed to which gate. The percentage of the total volume of departing local passengers is additionally shown in brackets on the arrows.

Arriving and departing transfer passengers, page 6-7

The graphic on page 6 shows the total of arriving transfer passengers and the corresponding gates. The next graphic (page 7) indicates how many transfer passengers depart from which gate. The percentage of the total amount of transfer passengers is additionally shown in brackets on the arrows.

All transfer passengers arriving at a Non-Schengen gate as well as departing 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 who stay in the dock and do not enter the Airside Center, due to short connection times. The following connection times apply:

- 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 but passenger ways inside the building cannot be determined.

Total departing passengers, page 8

This graphic states the total number of departing local and transfer passengers by adding the total of departing local passengers (from page 5) to the total of departing transfer passengers (from page 7). The percentage of the total amount of departing passengers is additionally shown in brackets on the arrows.

The number written on the rotating arrow at the Airside Center includes the departing local and transfer passengers who stay inside the Airside Center. The estimated total of transfer passengers who remain in the docks A and E due to short connection times is excluded. These totals are written on the rotating arrows of the respective 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 who proceed from the Airside Center in the different areas.

Arriving local passengers, page 9

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 arriving local passengers. The percentage of the total amount of arriving local passengers is additionally shown in brackets on the arrows.

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