

Facts and figures 2019



Zurich Airport

Further information about Zurich Airport
may be found on our website
www.zurich-airport.com/company

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Figures in brief

		Δ Previous year
Total passengers (percentage)	31,507,692	+1.3 %
Scheduled and charter passengers (99.8 %)	31,459,815	+1.3 %
Local passengers (70.7 %)	22,231,195	+0.1 %
Transfer passengers (29.3 %)	9,209,982	+4.2 %
Transit passengers (0.1 %)	18,638	+6.7 %
Passengers Europe (74.0 %)	23,287,179	+0.2 %
Passengers intercontinental (26.0 %)	8,172,636	+4.7 %
Passengers within Schengen (56.2 %)	17,667,788	– 1.2 %
Passengers non-Schengen (43.8 %)	13,792,027	+4.7 %
Passengers departing from Gates A (43.7 %)	6,862,518	+1.2 %
Passengers departing from Gates B (12.5 %)	1,970,183	– 9.3 %
Passengers departing from Gates D (14.1 %)	2,219,396	+5.4 %
Passengers departing from Gates E (29.7 %)	4,666,858	+4.1 %
Arriving local passengers in Terminal 1 (30.3 %)	4,764,998	+2.6 %
Arriving local passengers in Terminal 2 (40.3 %)	6,342,890	– 1.0 %
Arriving transfer passengers (29.4 %)	4,632,972	+3.7 %
General aviation and other passengers (0.2 %)	47,877	– 9.6 %
Passengers per day on average	86,322	+1.3 %
Total flight movements (percentage)	275,329	– 1.1 %
Scheduled and charter flight movements (88.3 %)	243,112	– 0.6 %
Flight movements Europe (84.9 %)	206,440	– 1.2 %
Flight movements intercontinental (15.1 %)	36,672	+3.2 %
Flight movements within Schengen (65.6 %)	159,454	– 2.9 %
Flight movements non-Schengen (34.4 %)	83,658	+4.1 %
General aviation and other flight movements (11.7 %)	32,217	– 5.1 %
Flight movements per day on average	754	– 1.2 %
Total tonnes freight (percentage)	451,827	– 8.4 %
Tonnes airfreight (74.1 %)	334,650	– 7.7 %
Tonnes road transport ¹⁾ (25.9 %)	117,177	– 10.2 %
Tonnes freight Europe (32.6 %)	147,436	– 2.7 %
Tonnes freight intercontinental (67.4 %)	304,391	– 10.9 %
Tonnes freight per day on average	1,238	– 8.4 %
Total tonnes mail	27,007	+ 3 %
Tonnes mail per day on average	74	+ 3 %

¹⁾ Air freight routed by surface means

Total destinations (airports)	203
Destinations Europe	138
Destinations intercontinental	65

Top 5 scheduled and charter destinations

London (LHR, LGW, LTN, LCY)	1,940,730
Berlin (TXL)	1,163,919
Amsterdam (AMS)	973,561
Vienna (VIE)	936,589
Dusseldorf (DUS)	747,444

Total airlines (flying from/to Zurich)

Scheduled and charter airlines	77
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Top 5 airlines (number of passengers)

Swiss International Air Lines	54 %
Edelweiss Air	9 %
EasyJet	3 %
Eurowings	3 %
British Airways	2 %

Top 5 aircraft types (percentage of flight movements)

Airbus A320	25 %
Embraer E190	10 %
Airbus A319	10 %
CSeries 300	9 %
Airbus A321	8 %

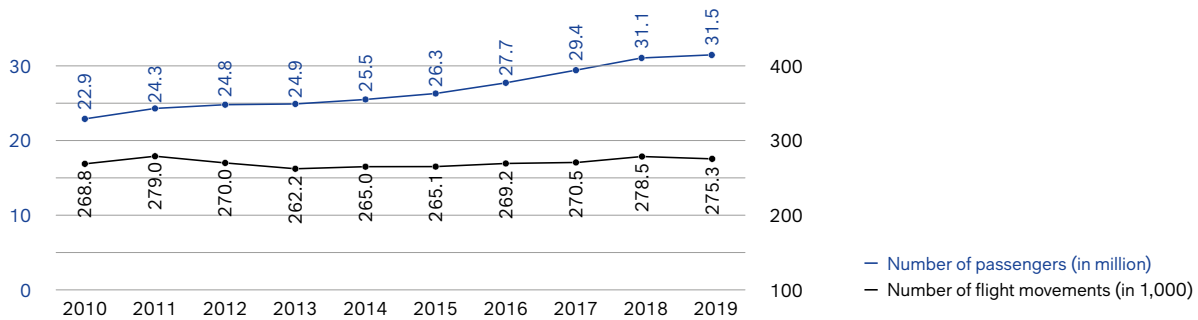
Total area

Airport buildings (net floor space)	1,460,000 m ²
Airport site	953 ha
Movement area	245 ha
Nature conservation area	74 ha

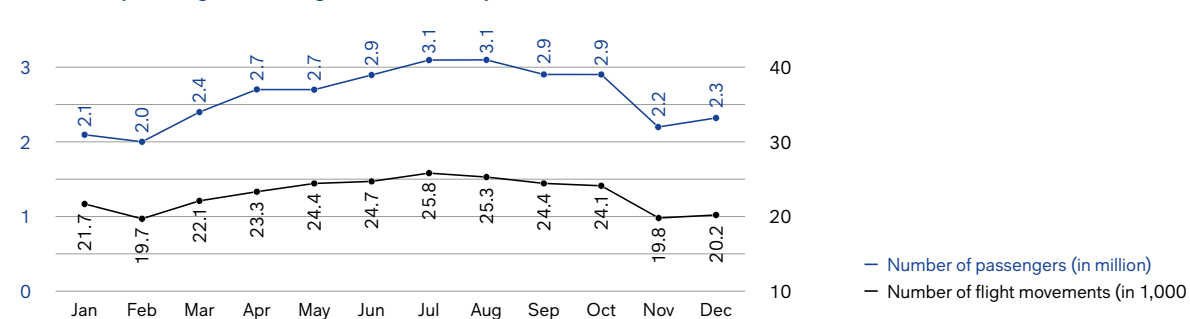
Check-in	Desks	Self-check-in machines
Check-in 1	45	16
Check-in 2	131	18
Check-in 3	33	10

Passengers and flight movements

Number of passengers and flight movements per year



Number of passengers and flight movements per month

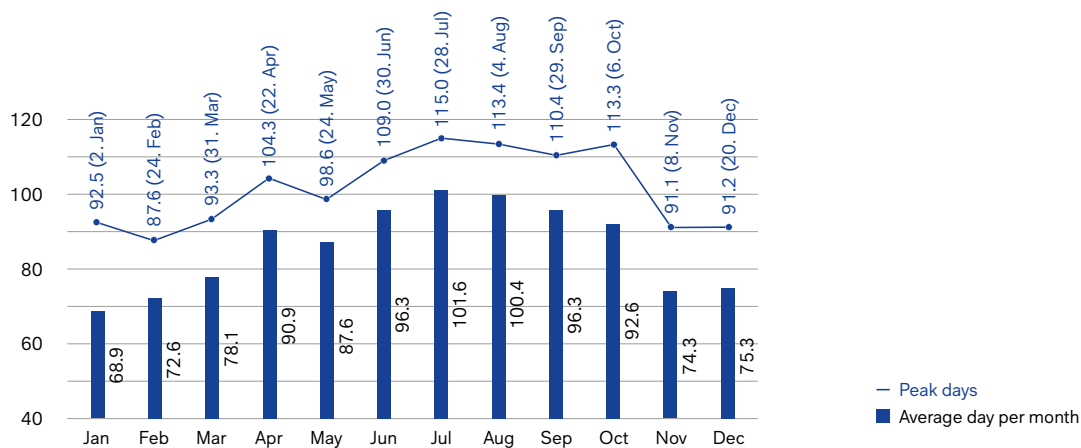


Average and peak values

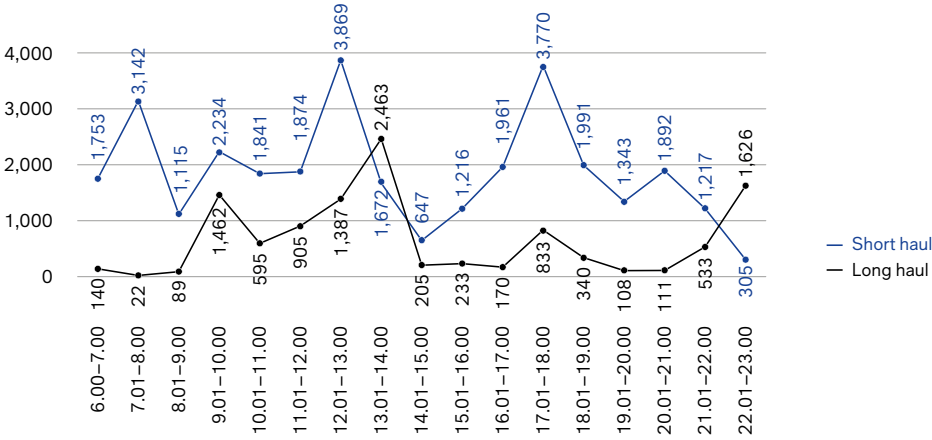
Passengers	Per month	Per day
Average value	2,625,641	86,322
Peak value	3,149,819	115,018

Flight movements	Per month	Per day
Average value	22,944	754
Peak value	25,757	907

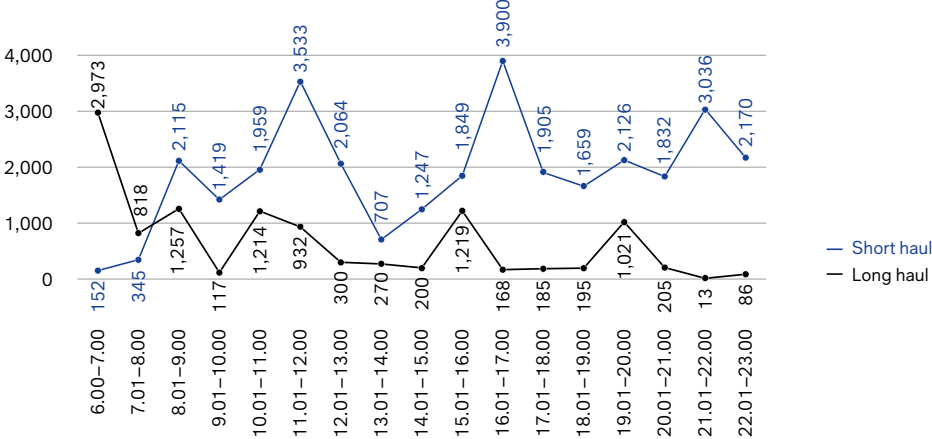
Number of passengers on peak and average days (in 1,000)



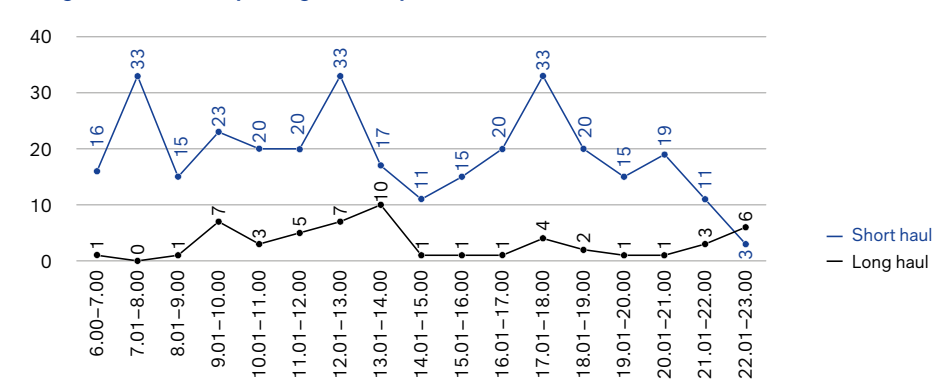
Average number of departing passengers per hour



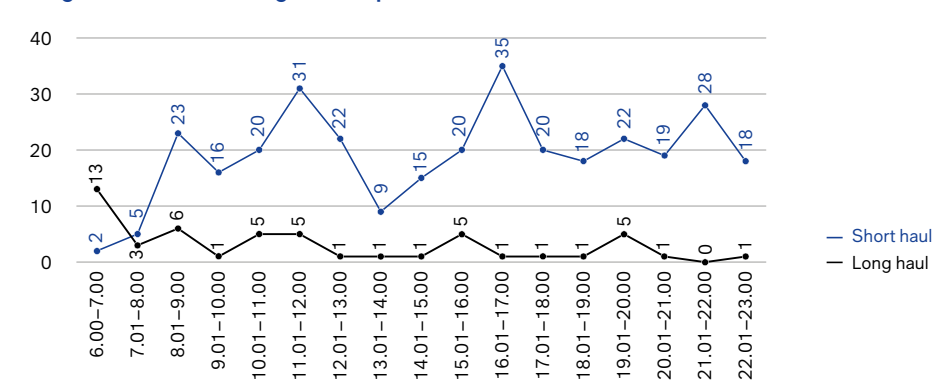
Average number of arriving passengers per hour



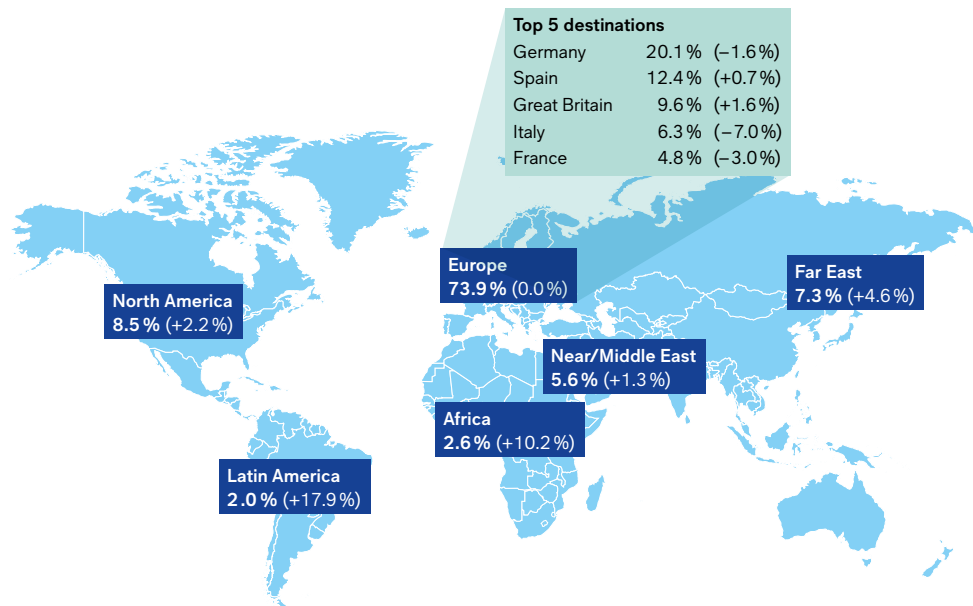
Average number of departing aircraft per hour



Average number of arriving aircraft per hour



Departing passengers* by continent (change versus previous year)



* Scheduled and charter flights, total departing passengers: 15,718,955

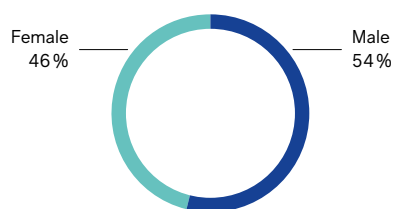
Percentage of punctual flight movements*

	2015	2016	2017	2018	2019
Departures	76 %	78 %	78 %	73 %	71 %
Arrivals	80 %	81 %	80 %	77 %	78 %

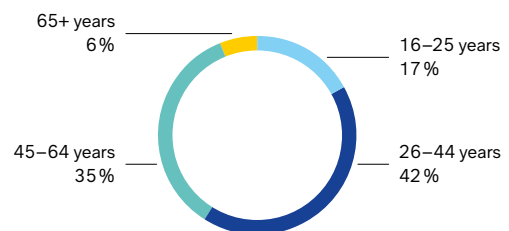
* Up to a maximum of 15 minutes delay

Passenger profile

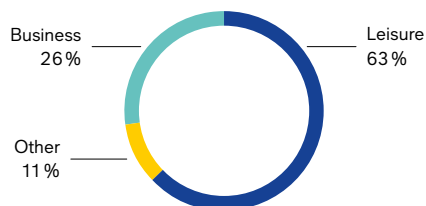
Gender



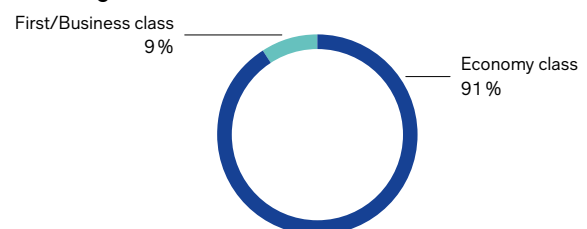
Age



Purpose of travelling

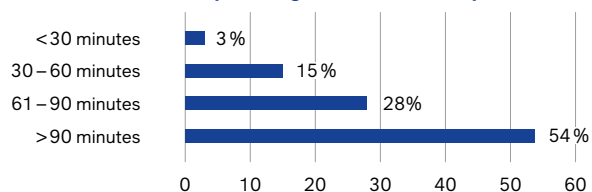


Travelling class*



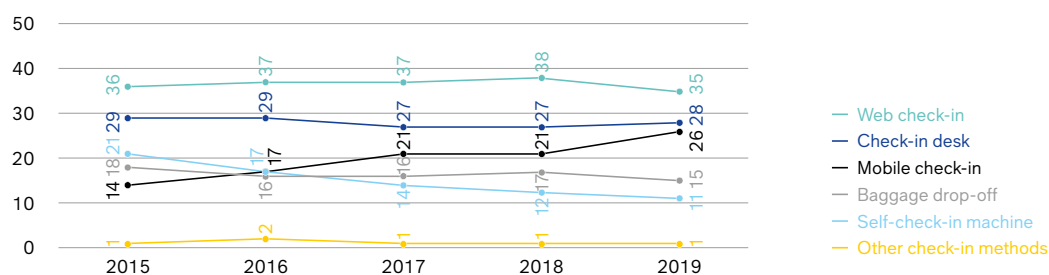
Source: Airport Service Quality Survey (ASQ) 2019, total of departing passengers interviewed: 3,026; *Airplane Information Management System (AIMS) 2019

Dwell time of local passengers at Zurich Airport



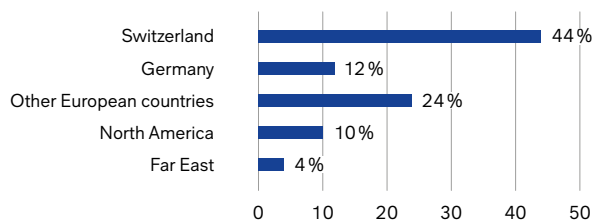
Source: Airport Service Quality Survey (ASQ) 2019, total of departing passengers interviewed: 3,026

Development of check-in method (local passengers in %)



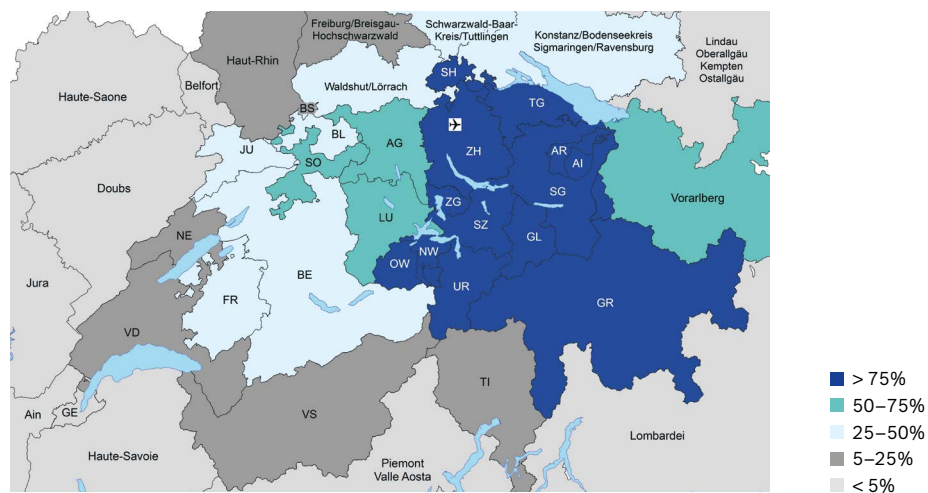
Source: Airport Service Quality Survey (ASQ) 2019, total of departing passengers interviewed: 3,026

Residency of departing local and transfer passengers



Source: Airport Service Quality Survey (ASQ) 2019, total of departing passengers interviewed: 3,026

Local passenger catchment area

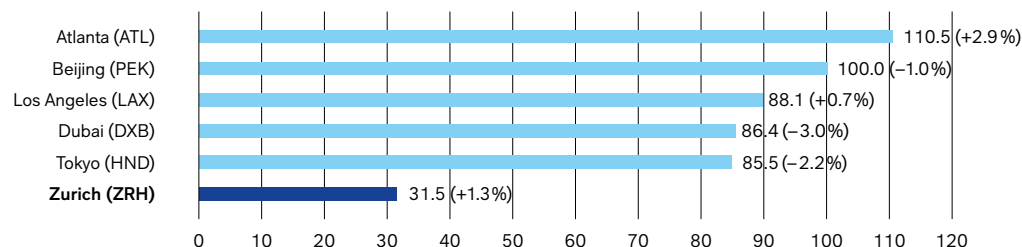


Source: Intraplan 2016

International comparison of number of passengers

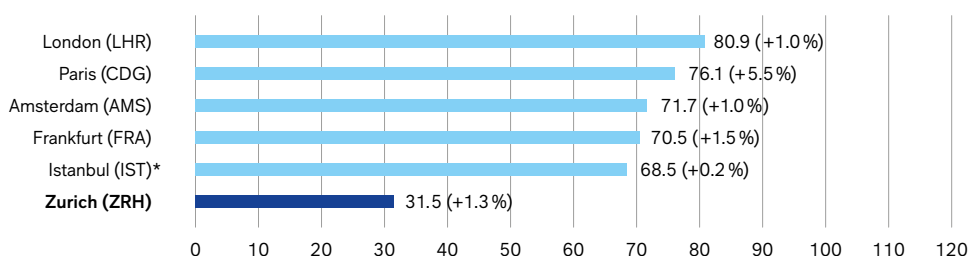
Comparison of passenger volumes at Zurich Airport with the world's 5 largest airports

(in million, change versus previous year)



Comparison of passenger volumes at Zurich Airport with Europe's 5 largest airports

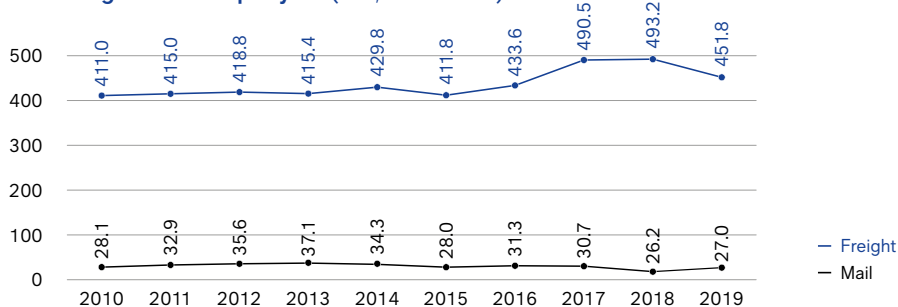
(in million, change versus previous year)



* New and former airport (today: ISL) taken into account (moving in April 2019)

Freight and mail

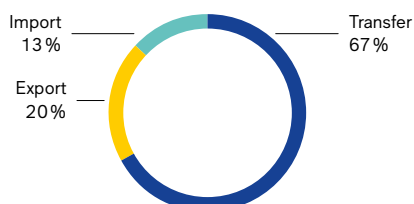
Total freight and mail per year (in 1,000 tonnes)



Average and peak values

Freight	Per month	Per day
Average value	37,652 t	1,238 t
Peak value	42,231 t	1,758 t

Type of freight traffic





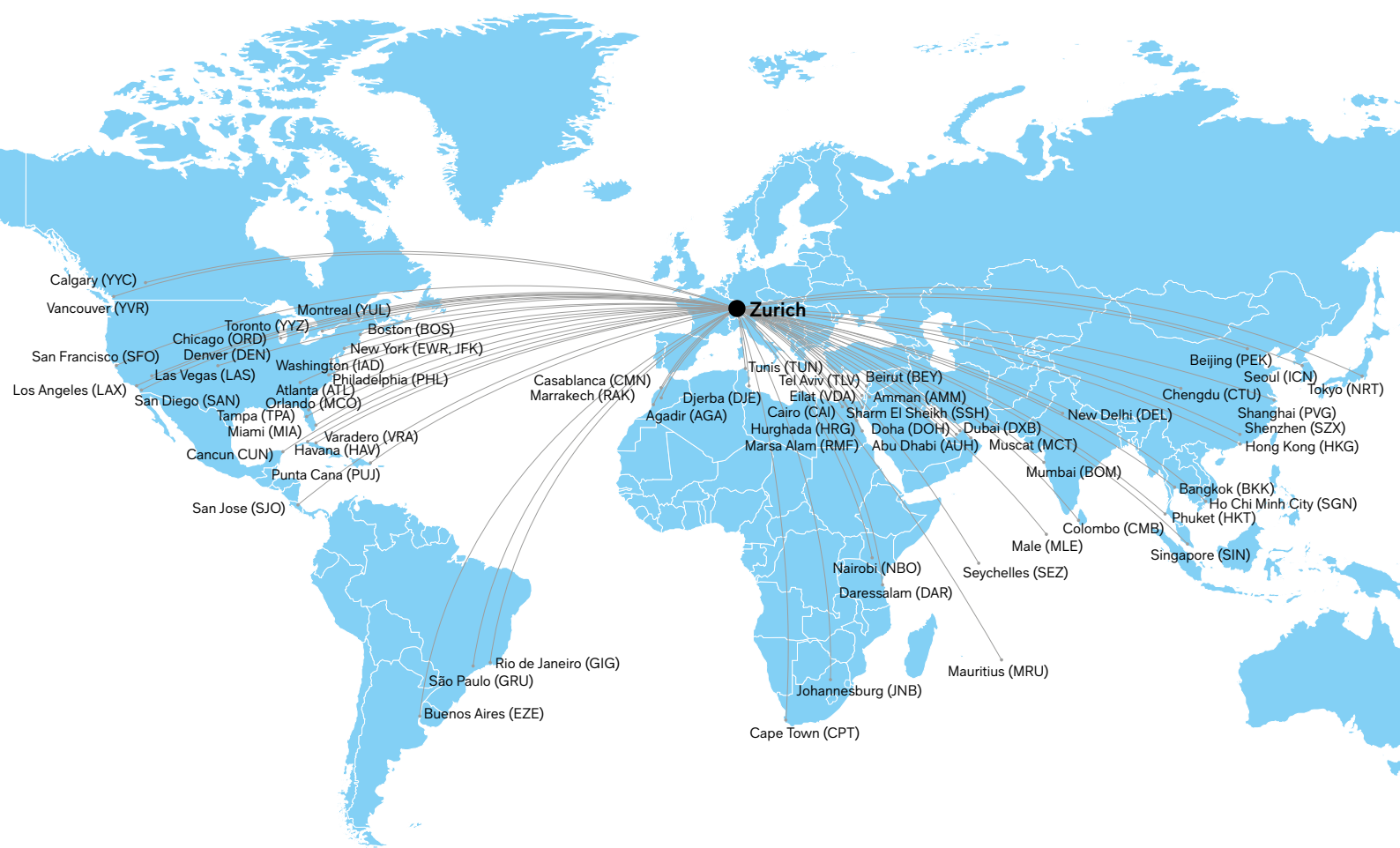
Destinations Europe

	Airports	Countries
Europe	138	38



Destinations intercontinental

	Airports	Countries
North America	19	2
Latin America	8	6
Near/Middle East	8	6
Far East	15	9
Africa	15	8



Airlines

77 scheduled and charter airlines (with airline code)

JP	Adria Airways	8Q	Onur Air
A3	Aegean Airlines	PC	Pegasus Airlines
EI	Aer Lingus	PE	People's ViennaLine
SU	Aeroflot Russian Airlines	QR	Qatar Airways
E5	Air Arabia Egypt	AT	Royal Air Maroc
BT	Air Baltic	RJ	Royal Jordanian
SM	Air Cairo	SK	SAS Scandinavian Airlines
AC	Air Canada	3U	Sichuan Airlines
CA	Air China	SQ	Singapore Airlines
UX	Air Europa	XQ	SunExpress
AF	Air France	LX	Swiss International Air Lines
KM	Air Malta	TP	TAP Portugal
YW	Air Nostrum	TG	Thai Airways
JU	Air Serbia	ZT	Titan Airways
AZ	Alitalia	TDR	Trade Air
LMU	Almasria Universal Airlines	HV	Transavia
AA	American Airlines	QS	Travel Service
KK	AtlasGlobal	TU	Tunisair
OS	Austrian Airlines	TK	Turkish Airlines
CJ	BA CityFlyer	T7	Twin Jet
BGH	Balkan Holidays Air	PS	Ukraine International Airlines
BA	British Airways	UA	United Airlines
FB	Bulgaria Air	VO	VLM Airlines
CX	Cathay Pacific	VY	Vueling
CO	Cobaltair		
CAI	Corendon Airlines		
OU	Croatia Airlines		
CY	Cyprus Airways		
DL	Delta Air Lines		
EZY	Easyjet		
WK	Edelweiss Air		
LY	El Al Israel Airlines		
ELB	Ellinair		
EK	Emirates		
EY	Etihad Airways		
EW	Eurowings		
AY	Finnair		
FEG	Fly Egypt		
BE	Flybe		
GM	Germania		
HU	Hainan Airlines		
2L	Helvetic Airways		
A5	Hop!		
IB	Iberia		
FI	Icelandair		
KL	KLM		
KE	Korean Air		
LO	LOT Polish Airlines		
LH	Lufthansa		
MLT	Maleth-Aero		
YM	Montenegro Airlines		
OLY	Olympus Airways		
WY	Oman Air		

- Star Alliance
- One World
- Sky Team
- Other

International activities

Airport	Location	Passengers 2016	Passengers 2017	Passengers 2018	Passengers 2019	Engagement
Aeropuerto Internacional El Dorado (BOG)	Bogotá, Colombia	31.1 mio.	31.4 mio.	32.7 mio.	35.9 mio.	TSA
Curaçao International Airport (CUR)	Curaçao	1.6 mio.	1.4 mio.	1.4 mio.	1.5 mio.	9.69 % share (indirect), TSA
Aeropuerto Diego Aracena (IQQ)	Iquique, Chile	1.2 mio.	1.3 mio.	1.4 mio.	1.5 mio.	100 % share (indirect), O&M
Aeropuerto Andrés Sabella (ANF)	Antofagasta, Chile	1.9 mio.	1.8 mio.	2.1 mio.	2.2 mio.	100 % share (indirect), O&M
Aeroporto Internacional de Confins (CNF)	Belo Horizonte, Brazil	9.6 mio.	10.2 mio.	10.7 mio.	11.2 mio.	12.75 % share (indirect), O&M
Florianópolis-Hercílio Luz International Airport (FLN)	Florianópolis, Brazil	3.6 mio.	3.8 mio.	3.8 mio.	3.9 mio.	100 % share (indirect), O&M
Aeroporto Eurico de Aguiar Salles (VIX)	Vitória, Brazil	3.1 mio.	3.0 mio.	3.0 mio.	3.3 mio.	100 % share (indirect), O&M
Aeroporto de Macaé (MEA)	Macaé, Brazil	0.3 mio.	0.2 mio.	0.1 mio.	<0.1 mio.	100 % share (indirect), O&M

TSA = Technical Service Agreement

O&M = Operation and Management Service Agreement

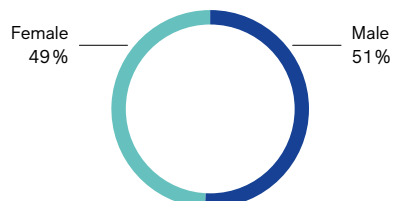




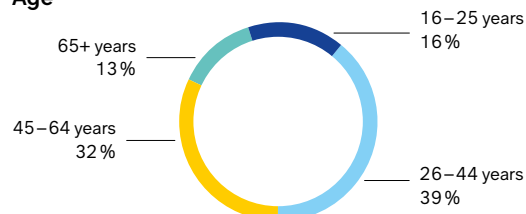
Non-aviation business

Customer profile (Retail, food & beverage and services)

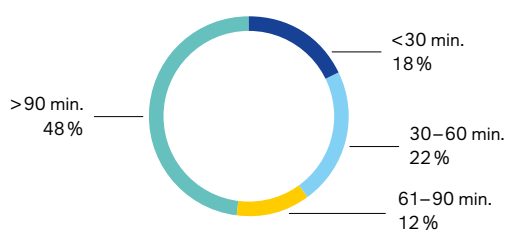
Gender



Age



Dwell time



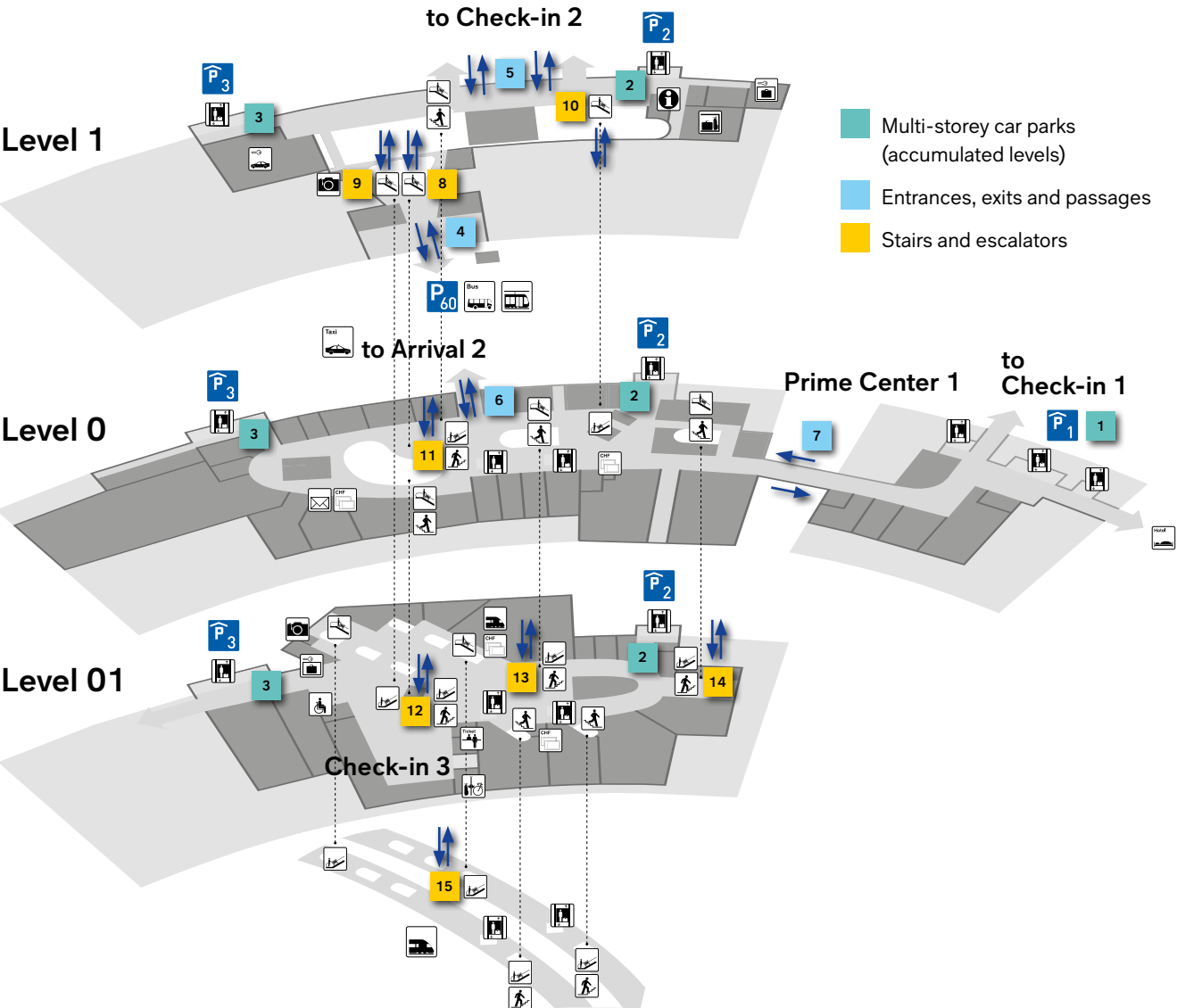
Source: Profile survey 2018

Total retail space	33,200 m²
Public area (landside)	19,000 m ²
Passenger area (airside, after boarding pass control)	14,200 m ²

	Number in public area	Number in passenger area
Retail stores	66	71
Clothing	9	6
Flowers	2	–
Books/Stationery/Pictures	2	4
Services	7	1
Tax & duty free stores	–	14
Electronics/Photo/Music	4	–
Financial services	4	5
Gifts/House & garden	3	7
Health/Bodycare	6	1
Newsstands/Tobacco goods	8	6
Food/Beverage	11	8
Jewellery/Watches/Eyewear	3	11
Shoes/Travel supplies/Leather goods	6	8
Sport/Sportswear/Leisure	1	–
Food & beverage	26	23
Promotion area	14	14

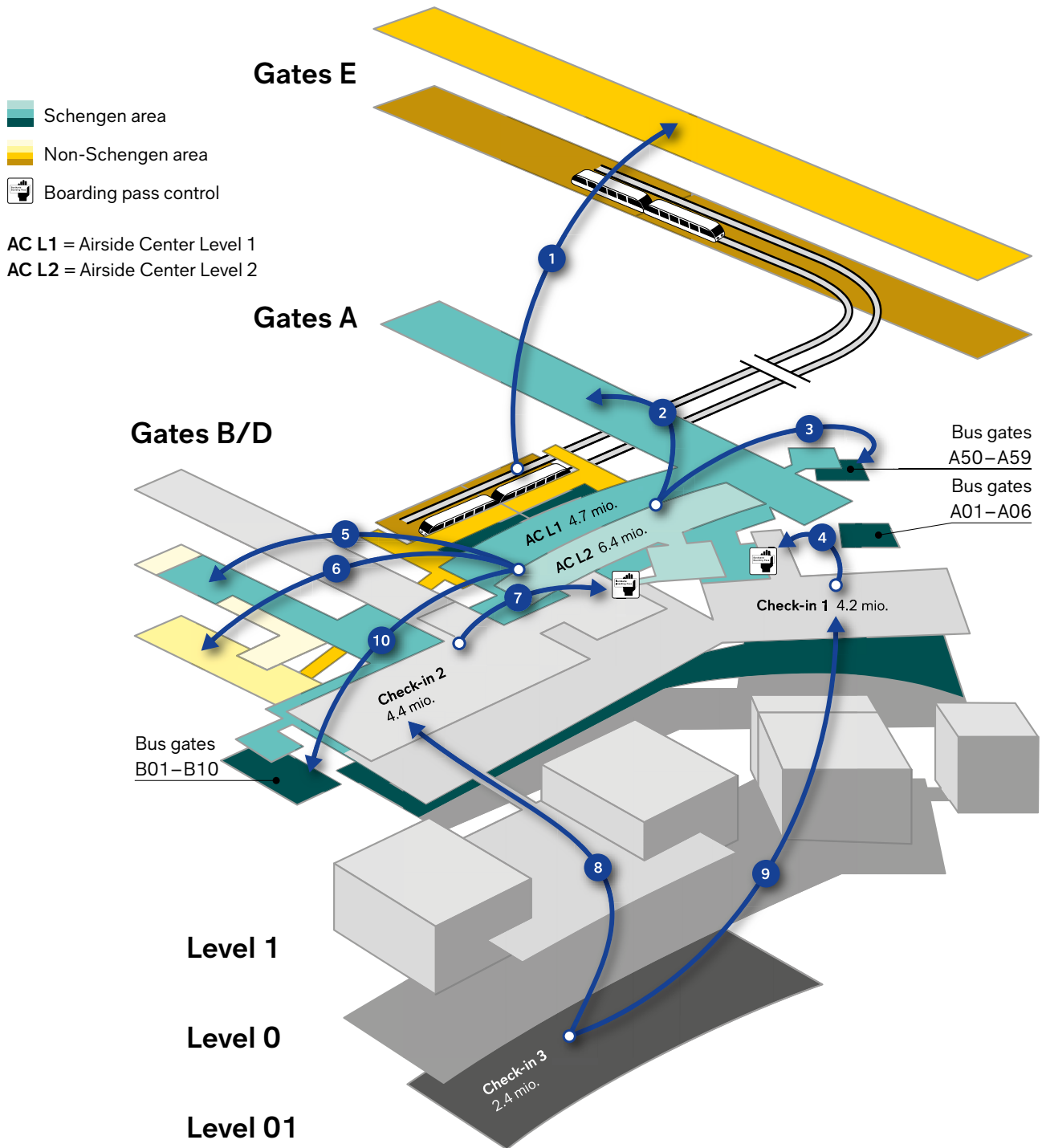
Footfall

Footfall landside (per year)



	Total (in million)		Average days (in 1,000)		Peak days (in 1,000)	
	in/up	out/down	in/up	out/down	in/up	out/down
1	1.1	1.2	3.0	3.4	6.7 (14 Jul)	6.4 (28 Jul)
2	3.0	3.3	8.2	9.0	14.6 (7 Jul)	15.4 (28 Jul)
3	3.3	2.4	8.9	6.6	15.9 (28 Jul)	11.6 (19 Apr)
4	5.9	5.6	16.2	15.5	39.6 (25 Oct)	36.2 (25 Oct)
5	4.5	9.8	12.4	26.9	32.0 (28 Jul)	49.6 (14 Jul)
6	5.5	1.7	15.2	4.7	23.8 (4 Aug)	7.9 (28 Jul)
7	3.8	5.5	10.4	15.1	14.9 (28 Jul)	22.0 (28 Jul)
8	2.8	2.8	7.8	7.6	10.3 (30 May)	9.8 (30 May)
9	2.8	2.4	7.6	6.5	9.9 (23 Aug)	9.0 (5 Jul)
10	5.0	1.6	13.7	4.3	20.9 (19 Apr)	9.5 (28 Jul)
11	2.7	1.3	7.4	3.7	12.7 (28 Jul)	7.6 (28 Jul)
12	4.6	4.0	12.7	11.1	10.4 (14 Jul)	9.1 (10 Nov)
13	3.5	5.5	9.5	15.0	15.7 (28 Jul)	22.5 (28 Jul)
14	0.8	0.6	2.1	1.7	4.5 (1 Dec)	4.3 (26 Dec)
15	9.5	9.5	26.1	26.0	37.0 (4 Oct)	33.4 (3 Jun)

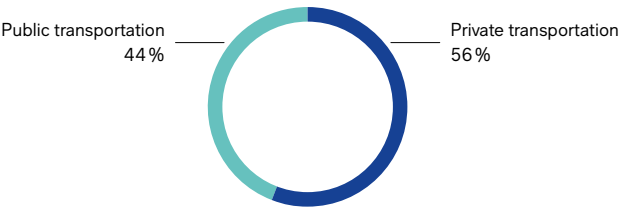
Local passenger flow (per year)



	Total (in million)	Average days (in 1,000)	Peak days (in 1,000)		Total (in million)	Average days (in 1,000)	Peak days (in 1,000)
1	3.2	8.7	14.2 (5 Oct)	6	1.7	4.5	8.4 (21 Jul)
2	4.1	11.2	18.0 (14 Jul)	7	6.4	17.4	26.4 (14 Jul)
3	0.7	1.9	3.4 (20 Jun)	8	2.0	5.4	8.6 (18 Apr)
4	4.7	13.0	21.0 (18 Apr)	9	0.5	1.3	2.1 (18 Apr)
5	0.9	2.3	4.0 (1 Mar)	10	0.6	1.7	3.9 (18 Apr)

Landside traffic

Total modal split



Modal split by selected visitor types

	Public transportation	Private transportation
Passengers	55 %	45 %
Pick-up/Drop-off at the airport	12 %	88 %
Visitors	64 %	36 %
Retail/Food & beverage customers	59 %	41 %
Employees	49 %	51 %

Source: Modal Split Survey 2017, Zurich Airport

Public transportation

	Number
Public transport users per day	78,000
Public transport transfer users per day	7,800

Daily connections from/to the airport

Rail	448
Bus	798
Tram	404



Infrastructure

Airport buildings

Number of airport buildings	70
Net floor space	1,460,000 m²
Passenger infrastructure	240,000 m ²
Office space	130,000 m ²
Other infrastructure*	1,090,000 m ²
Net rental floor space	1,190,000 m²
Passenger infrastructure	170,000 m ²
Office space	90,000 m ²
Other infrastructure*	930,000 m ²

* Operational buildings, workshops, car parks, cargo, etc.

Gates area A	Number
Dock gates	17
Bus gates	16

Gates area B	
Dock gates	9
Bus gates	10

Gates area D	
Dock gates	9
Bus gates	8

Gates area E	
Dock gates	27
Bus gates	0

Stands

Open apron stands scheduled and charter handling	50
Open apron stands general aviation	140*
Hangar stands general aviation	70*

* Number of stands depends on aircraft types

Skymetro

Capacity	8,200 persons per hour and direction
Passengers	550,000 to 650,000 per month
Length of line	1,138 m

Facilities & systems

Passenger loading bridges	75
Passenger and goods lifts	194
Escalators and passenger conveyors	112
Automatic doors and gates	4,109
Keys	122,030
Conveyor belt system	up to 52,000 baggage items per day
Length of conveyor belt system	12 km

Use of runway

North concept

Landings	Runway 14 and 16
Starts	Runway 28 and 16, for north-easterly winds, runway 10

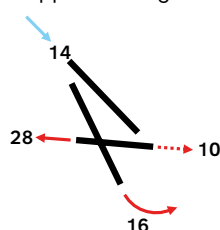
Landings from the north, take-offs to the west and south, to the east if there is a north-easterly wind

Use

07.00–21.00 Mon–Fri
09.00–20.00 Sat, Sun, public holidays of Baden-Württemberg

Capacity

- 1 independent landing runway (14)
- 1 independent take-off runway (28)
- 1 contingency take-off runway (16)
- Approx. 66 flight movements/hr



East concept

Landings	Runway 28
Take-offs	Runway 32 and 34

Landings from the east, take-offs to the north

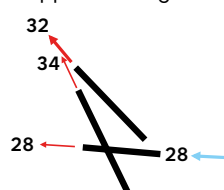
Use

21.00–23.30 Mon–Fri
20.00–23.30 Sat, Sun, public holidays of Baden-Württemberg

If there is a westerly wind also during daytime

Capacity

- 1 independent landing runway (28*)
- 1 independent take-off runway (32)
- 1 contingency take-off runway (28)
- Approx. 60 flight movements/hr



* Runway only usable for all aircraft types if strong headwind

South concept

Landings	Runway 34
Take-offs	Runway 32 and 34, partially 28

Landings from the south, take-offs to the north and west

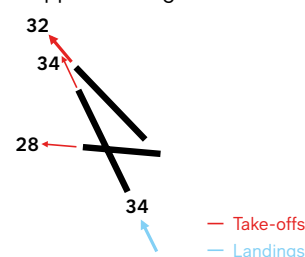
Use

06.00–07.00 Mon–Fri
06.00–09.00 Sat, Sun, public holidays of Baden-Württemberg

In the evening when approaches from the east are not possible (north-easterly wind, poor visibility, etc.)

Capacity

- No independent landing runway (34)
- 2 contingency take-off runways (28/32)
- Approx. 50 flight movements/hr



Environmental data

Fuelling volumes (per year)

		Δ Previous year
Kerosene	1,786,315 m ³	+2 %
Avgas	182 m ³	–13 %
Diesel	2,693 m ³	+1 %
Petrol	421 m ³	–8 %
Natural gas	173,590 kg	+11 %

De-icers (per year)

Aircraft de-icing	2,113 m ³	–2 %
Surface de-icing fluid	1,364 m ³	–14 %
Surface de-icing solid	0 t	–
De-icing salts for other surfaces	349 t	+6 %

Primary energy (per year)

Demand of primary energy for heat and electricity	497,595 MWh	0 %
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Water (per year)

Fresh water consumption	649,997 m ³	–7 %
Utilized groundwater	188,230 m ³	+52 %
Utilized rainwater	13,180 m ³	+7 %

Awards

Award	Ranking 2019	Evaluating persons
ACI ASQ Award	No. 1 in Europe in the category 25–40 million passengers	▪ Passengers from all over the world
World Travel Award	No. 1 in Europe	▪ Travel industry insiders ▪ Passengers from all over the world
Skytrax World Airport Awards	No. 1 worldwide in the category "World Best Airport Security Processing"	▪ Passengers from all over the world

Economic importance

Number of companies based at Zurich Airport **288**

Total employees	27,291
Employees Flughafen Zürich AG	1,775
Employees at Zurich Airport excluding Flughafen Zürich AG	25,516

Largest employers (in descending order by number of employees)

Swiss International Air Lines
Swissport International Ltd.
Flughafen Zürich AG
State police Zurich
SR Technics Switzerland AG

More than 27,000 jobs ...

... are provided by all the companies operating at Zurich Airport. These range over 100 different occupations, making the airport a highly diverse and attractive place to work. Around 650 training places offer young people professional perspectives.

5 billion Swiss francs of added value ...

... are generated directly and indirectly by all the companies at Zurich Airport. This is equivalent to 3.6% of the GDP of the Canton of Zurich. The majority is generated in the aviation sector but, thanks to the airport's excellent location, restaurants and retailers also contribute to the high added value.

12,000 overnight tourists a day ...

... thanks to continental and intercontinental direct flights and the resulting easy accessibility of Switzerland. Swiss tourism is also increasingly benefiting as a result of the rising importance of flying as a mode of transport for foreign visitors in recent years.

Source: Survey "Economic Importance of Zurich Airport", BAK Basel and Infras commissioned by Flughafen Zürich AG, 2017

History of Zurich Airport

2019

05 March	The co-ownership of THE CIRCLE celebrates the topping-out ceremony
15 March	Flughafen Zürich AG receives concession to operate two airports in Brazil
01 August	The new regulations on airport charges take effect
29 November	Flughafen Zürich AG receives concession for the construction and operation of Noida International Airport in India

2018	For the first time over 100,000 passenger per day on over 60 days	2008	Commissioning of the Glattal tram
	Airport experience weekend to mark the 70 th anniversary of Zurich Airport	2004	Commissioning of the new bus terminal and the Airside Center
	Ground-breaking ceremony for the new baggage sorting system	2003	Commissioning of Dock E along with Skymetro, the new passport control hall and the new baggage claim hall
2017	Foundation stone laying ceremony for the major project THE CIRCLE		Opening of the new building section of Airport Shopping and inauguration of Check-in 3
2016	New curbside lanes are commissioned	2001	Grounding of Swissair fleet
	Record number of passengers; Zurich Airport numbers over 100,000 passengers in one day for the first time		Commissioning of the new baggage sorting system at Zurich Airport
	Completion of the third and last stage in the refurbishment and expansion of car park P6	2000	Privatisation of Zurich Airport under the "Unique" brand
2015	Commissioning of the new check-in hall in Terminal 2		Inauguration of the expanded Freight East complex
	THE CIRCLE becomes a reality; symbolic start of construction work	1998	Public festival to mark the 50 th anniversary of Zurich Airport
2014	Commissioning of the noise protection hangar	1992	Inauguration of the remodelled departure hall in Terminal A as the "Swissair Terminal" (now Terminal 1)
2011	Commissioning of the new Dock B, the centralised security check building and the observation deck	1986	Commissioning of the new control tower at Dock A
	Opening of the first Arrival duty free shop	1985	Commissioning of Dock A
2010	The Japanese architecture firm Riken Yamamoto & Field Shop won the international architecture competition for THE CIRCLE	1980	Opening of the SBB airport train line
	Night-time flight curfew extended by one hour	1975	Commissioning of Dock B
	Daily service with Singapore Airlines Airbus A380 as of March	1974	Opening of the General Aviation Center (GAC) for private aviation and inauguration of the maintenance area for technical services
	The brand name of Flughafen Zürich AG is changed from "Unique" to "Zurich Airport"	1972	The ban on night-time flights comes into effect
2009	Segregation of Schengen and non-Schengen zones	1953	Zurich Airport opening ceremony
		1948	The first aircraft take off and land on the west runway



- Arrival
- Railway
- Coach
- Check-in
- Hotel bus
- Rental car centre
- Radisson Blu Hotel, Zurich Airport
- Regional bus
- Shopping
- Taxi
- Tram
- Valet parking

- ① Prime Center 1
- ② Prime Center 3
- ③ Office Center
- ④ Operation Center 1
- ⑤ Operation Center 2
- ⑥ Operation Center 3
- ⑦ Operation Center 4

Zurich Airport

Airport Map

Issue January 2020

Operational areas

- Runway
- Lane on tarmac
- Street
- Aircraft stand
- Airfield (Movement area)
- Airport perimeter SIL2

Buildings

- Airport building
- Shelter, porch
- Bridge
- Tunnel

Ground cover

- Waters
- Railway
- Forest
- Other paved areas

Markings

- Taxiway

Single Objects

- Airport fence and gates
- Navigation/weather facilities
- Airport Authority / GASC
- Substation

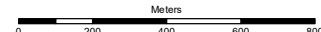
Projects

- Projected constructions

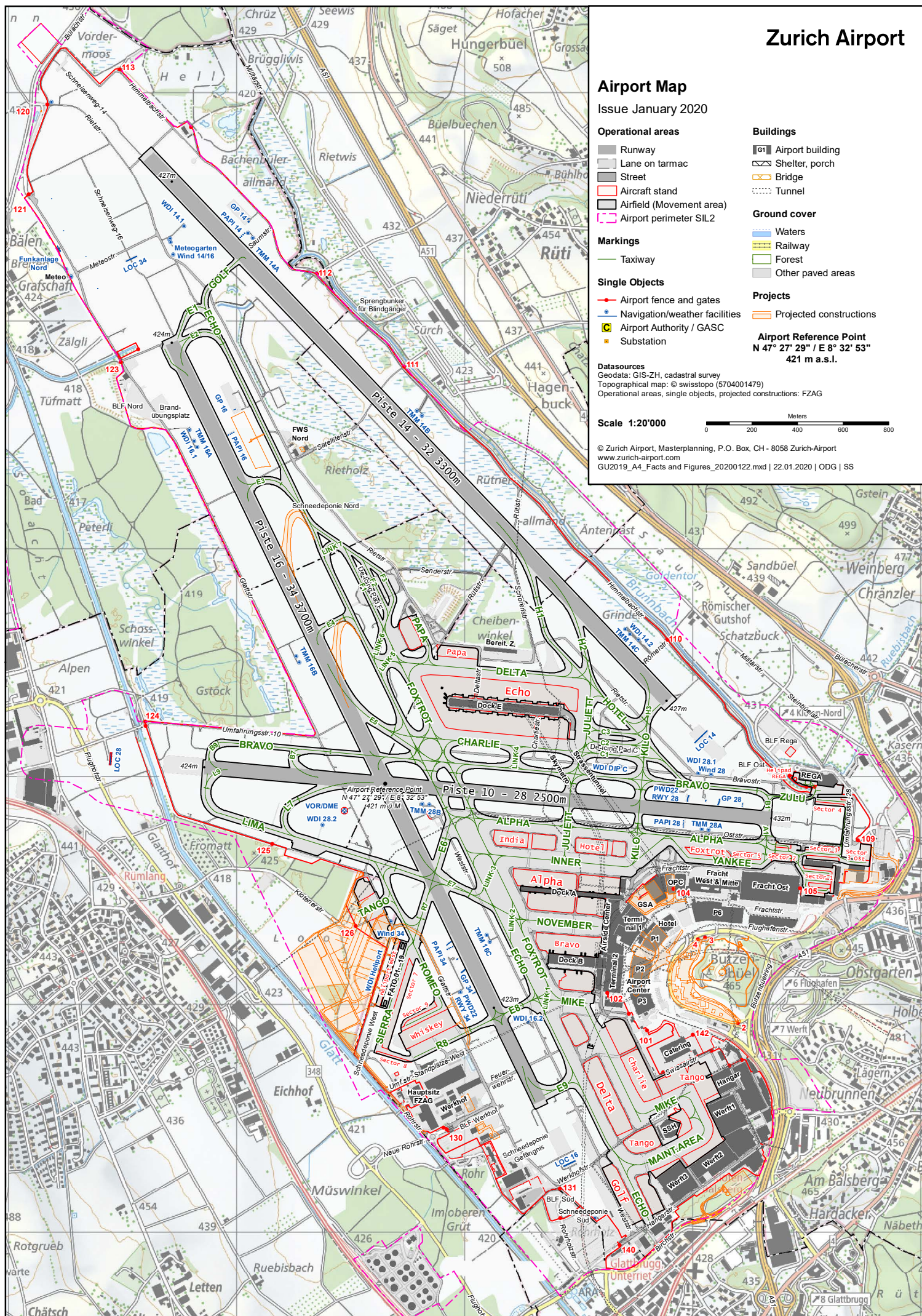
Datasources

Geodata: GIS-ZH, cadastral survey
Topographical map: © swisstopo (5704001479)
Operational areas, single objects, projected constructions: FZAG

Scale 1:20'000



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