

Facts and figures 2020



Zurich Airport

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As a result of the pandemic, there are substantial differences in the figures compared with the previous year. Moreover, the figures for the Circle are now also included.

Status April 2021

All information subject to change

Flughafen Zürich AG

P.O. Box, CH-8058 Zurich-Airport

zurich-airport.com

Further information about Zurich Airport

may be found on our website

zurich-airport.com/company

Figures in brief

			Δ Previous year
Total passengers (percentage)	8,341,047		-73.5%
Scheduled and charter passengers (99.5%)	8,299,177		-73.6%
Local passengers (75.8%)		6,288,226	-71.7%
Transfer passengers (24.2%)		2,005,062	-78.2%
Transit passengers (0.1%)		5,889	-68.4%
Passengers Europe (78.9%)		6,548,828	-71.9%
Passengers intercontinental (21.1%)		1,750,349	-78.6%
Passengers Schengen (58.8%)		4,876,759	-72.4%
Passengers Non-Schengen (41.2%)		3,422,418	-75.2%
Passengers departing from Gates A (49.9%)		2,035,070	-70.3%
Passengers departing from Gates B (9.3%)		379,150	-80.8%
Passengers departing from Gates D (21.0%)		855,891	-61.4%
Passengers departing from Gates E (19.8%)		808,419	-82.7%
Arriving local passengers in Terminal 1 (34.0%)		1,433,725	-69.9%
Arriving local passengers in Terminal 2 (42.2%)		1,779,530	-71.9%
Arriving transfer passengers (23.9%)		1,007,392	-78.3%
General aviation and other passengers (0.5%)	41,870		-12.5%
Passengers per day on average	22,790		-73.6%
Total flight movements (percentage)	111,328		-59.6%
Scheduled and charter flight movements (74.6%)	83,081		-65.8%
Flight movements Europe (83.4%)		69,266	-66.4%
Flight movements intercontinental (16.6%)		13,815	-62.3%
Flight movements within Schengen (63.4%)		52,688	-67.0%
Flight movements non-Schengen (36.6%)		30,393	-63.7%
General aviation and other flight movements (25.4%)	28,247		-12.3%
Flight movements per day on average	304		-59.7%
Total tonnes freight (percentage)	291,163		-35.6%
Tonnes airfreight (64.6%)	188,177		-43.8%
Tonnes road transport ¹⁾ (35.4%)	102,986		-12.1%
Tonnes freight Europe (42.3%)	123,098		-16.5%
Tonnes freight intercontinental (57.7%)	168,065		-44.8%
Tonnes freight per day on average	796		-35.7%
Total tonnes mail	13,882		-48.6%
Tonnes mail per day on average	38		-48.7%

¹⁾ Air freight routed by surface means

Total destinations (airports)	177
Destinations Europe	120
Destinations intercontinental	57

Top 5 scheduled and charter destinations

London (LHR, LGW, LTN, LCY)	487,907
Berlin (TXL)	373,160
Amsterdam (AMS)	304,255
Vienna (VIE)	254,159
Istanbul (IST, ISL, SAW)	231,355

Total airlines (flying from /to Zurich)

Scheduled and charter airlines	54
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Top 5 airlines (number of passengers)

Swiss International Air Lines	50%
Edelweiss Air	10%
Lufthansa	3%
Eurowings	3%
KLM	2%

Top 5 aircraft types (percentage of flight movements)

Airbus A320	23%
C Series 300	11%
Airbus A319	9%
C Series 100	8%
E190	7%

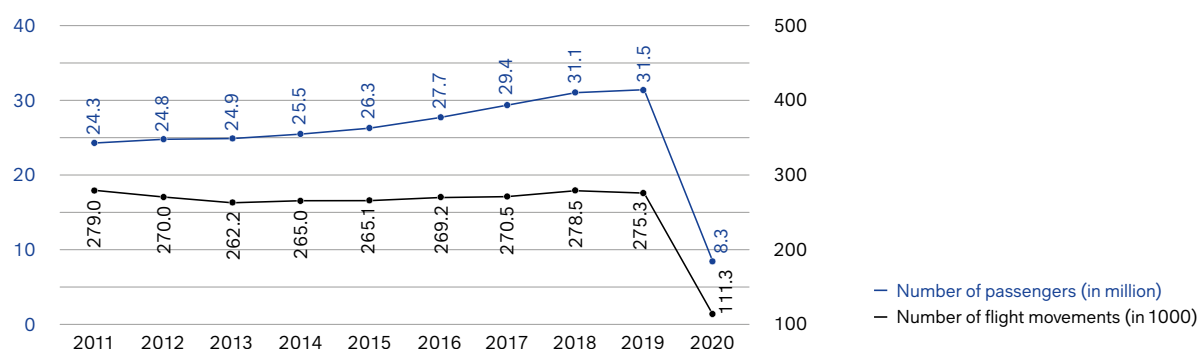
Total area

Airport site	953 ha
Movement area	245 ha
Nature conservation area	74 ha

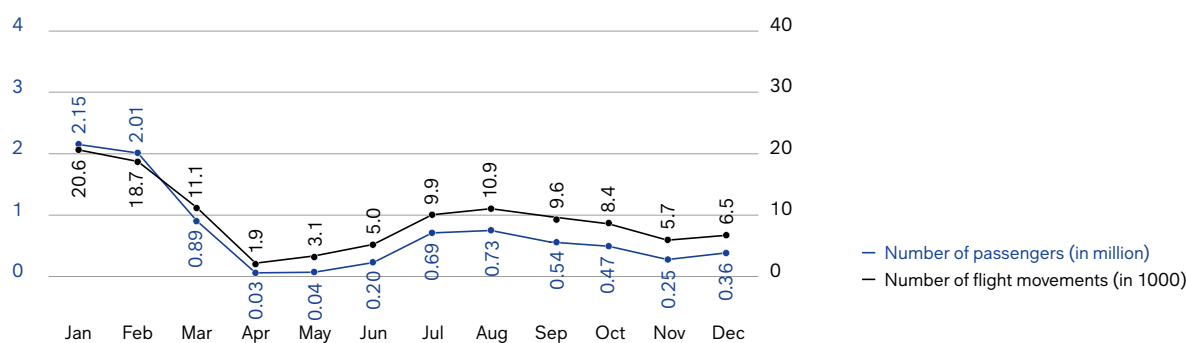
Check-in	Desks	Self-check-in machines
Check-in 1	45	16
Check-in 2	131	18
Check-in 3	33	10

Passengers and flight movements

Number of passengers and flight movements per year



Number of passengers and flight movements per month

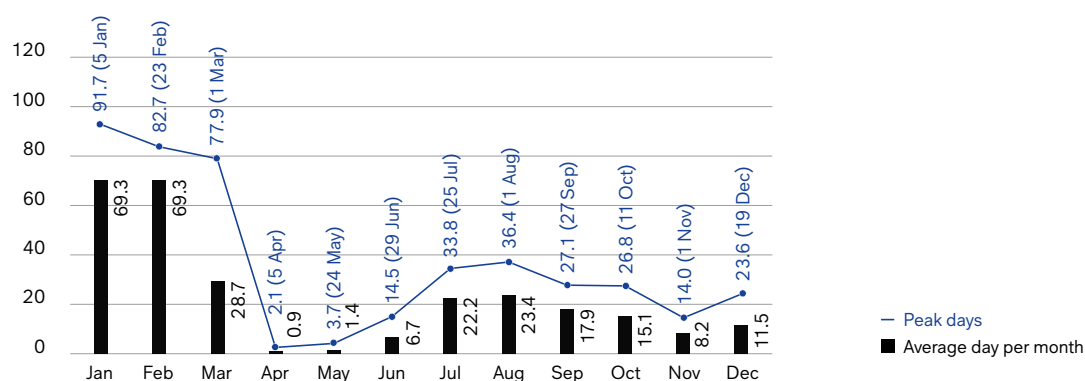


Average and peak values

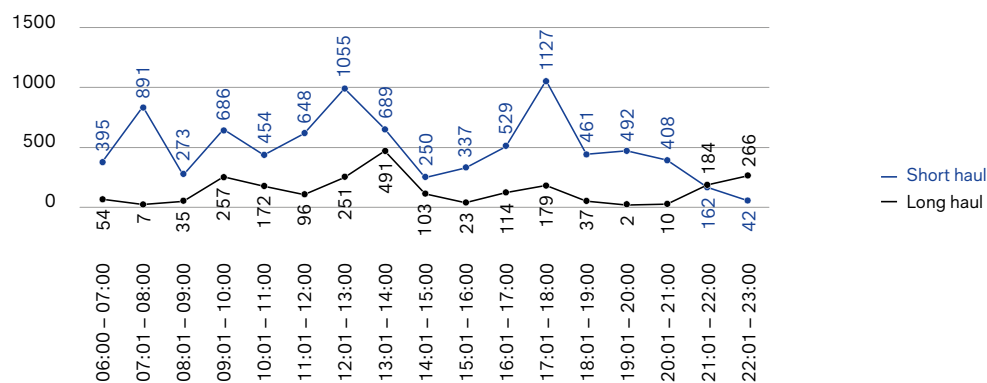
Passengers	Per month	Per day
Average value	695,087	22,790
Peak value	2,148,812	91,666

Flight movements	Per month	Per day
Average value	9,277	304
Peak value	20,594	834

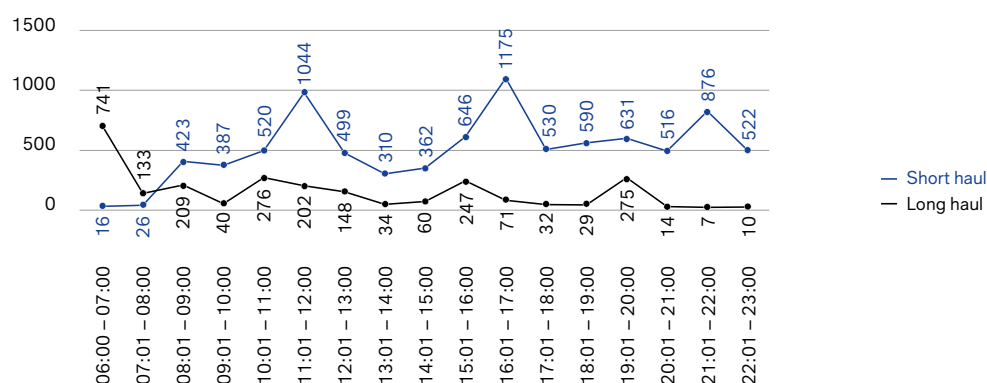
Number of passengers on peak and average days (in 1000)



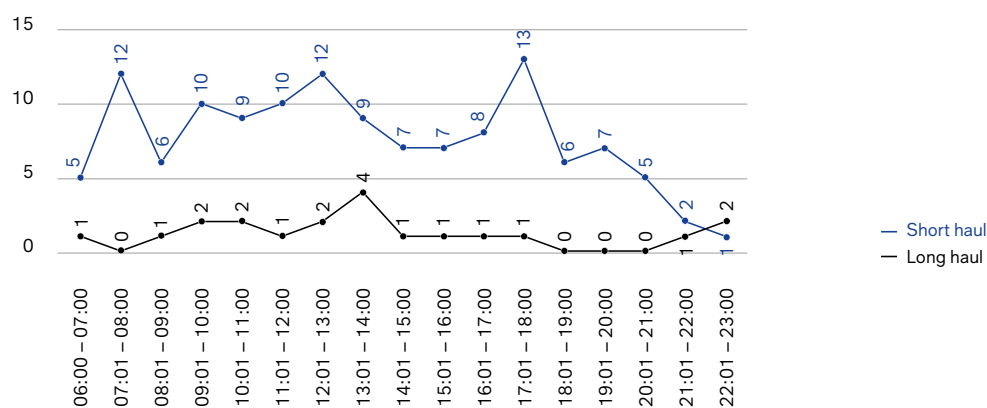
Average number of departing passengers per hour



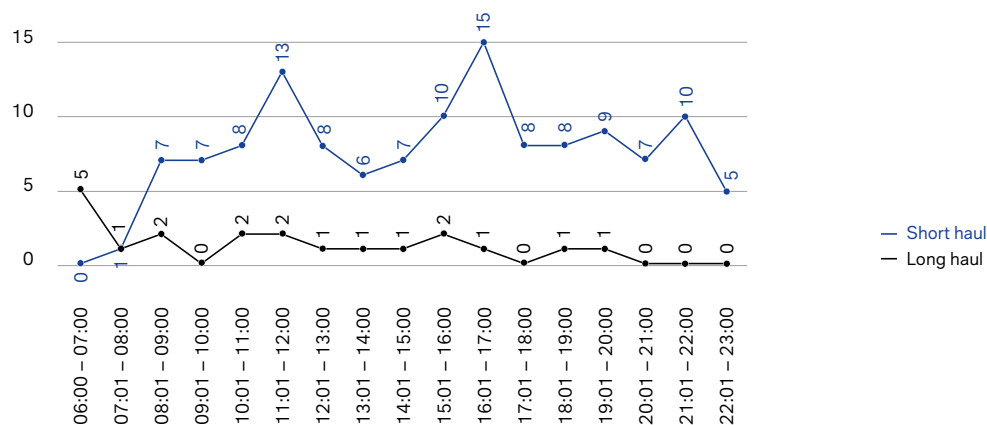
Average number of arriving passengers per hour



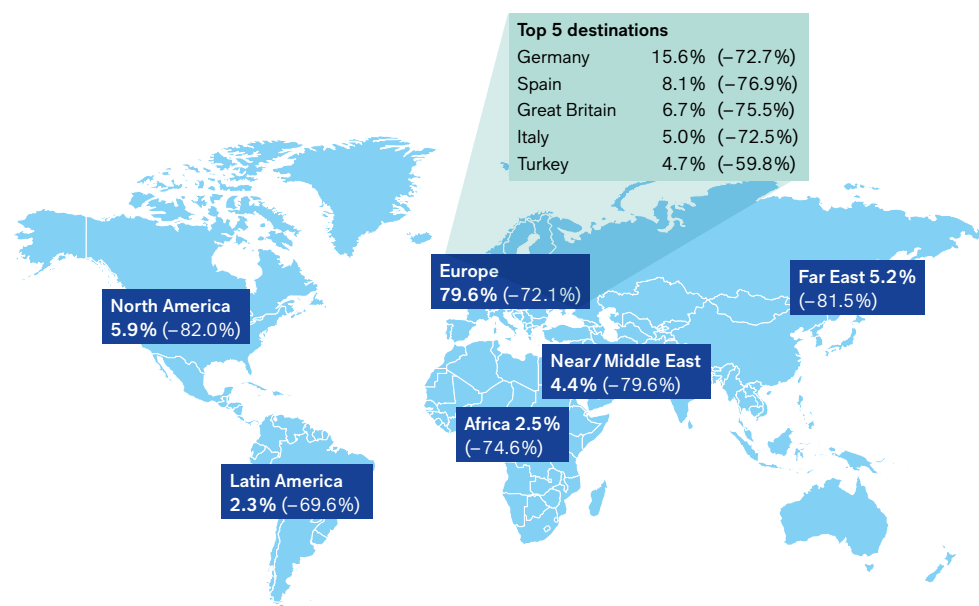
Average number of departing aircraft per hour



Average number of arriving aircraft per hour



Departing passengers* by continent (change versus previous year)



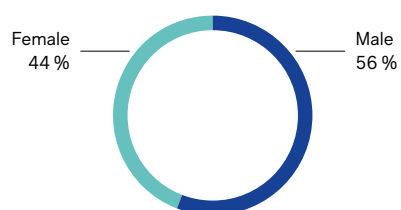
* Scheduled and charter flights, total departing passengers: 4,078,530

Percentage of punctual flight movements*	2016	2017	2018	2019	2020
Departures	78%	78%	73%	71%	86%
Arrivals	81%	80%	77%	78%	89%

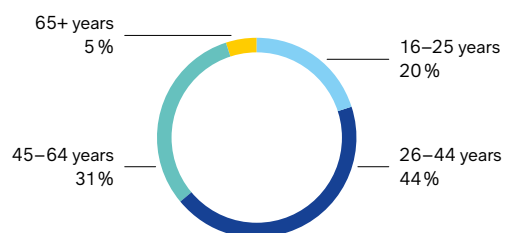
* Up to a maximum of 15 minutes delay

Passenger profile

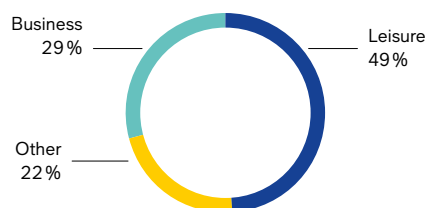
Gender



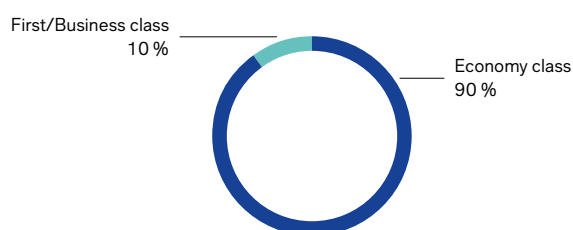
Age



Purpose of travelling

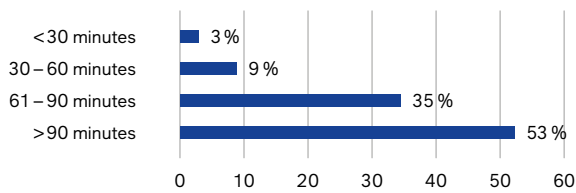


Travelling class*



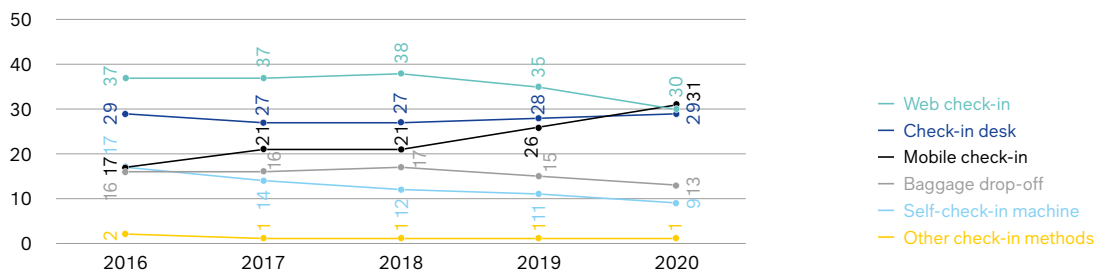
Source: Airport Service Quality Survey (ASQ) 2020, total of departing passengers interviewed: 1137; *Airport Operation System (AOS) 2020

Dwell time of local passengers at Zurich Airport



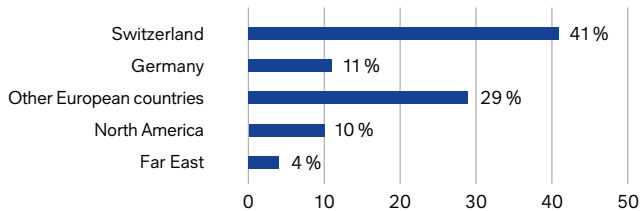
Source: Airport Service Quality Survey (ASQ) 2020, total of departing passengers interviewed: 1137

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



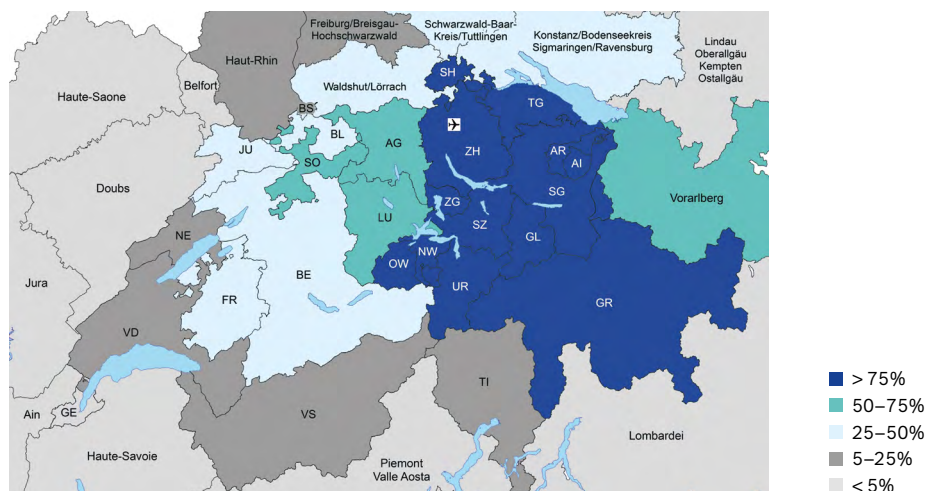
Source: Airport Service Quality Survey (ASQ) 2020, total of departing passengers interviewed: 1137

Residency of departing local and transfer passengers



Source: Airport Service Quality Survey (ASQ) 2020, total of departing passengers interviewed: 1137

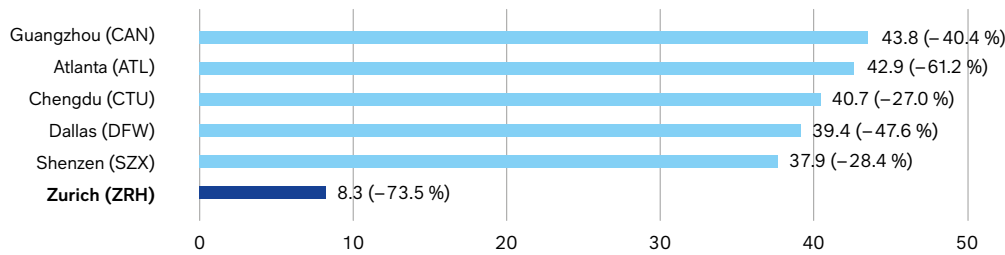
Local passenger catchment area



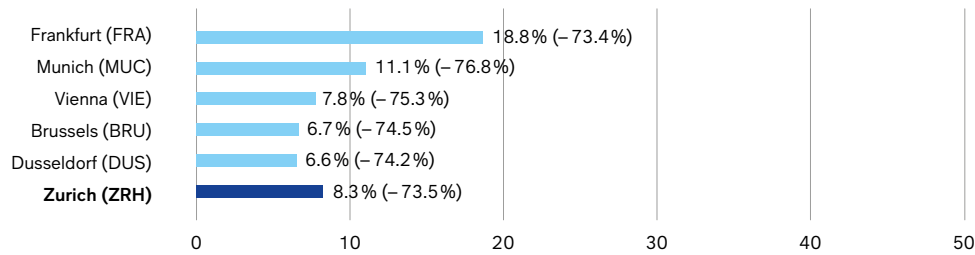
Source: Intraplan 2016

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)

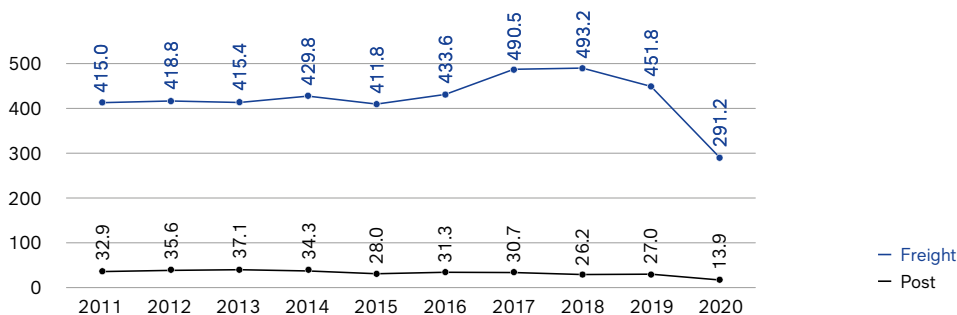


Comparison of passenger volumes at Zurich Airport with the Lufthansa hubs



Freight and mail

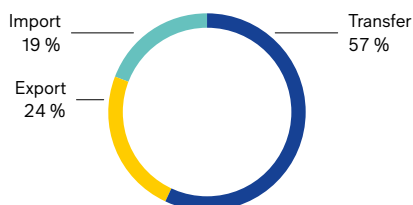
Total freight and mail per year (in 1000 tonnes)



Average and peak values

Freight	Per month	Per day
Average value	24,264 t	796 t
Peak value	34,697 t	1568 t

Type of freight traffic





Destinations

Destinations Europe

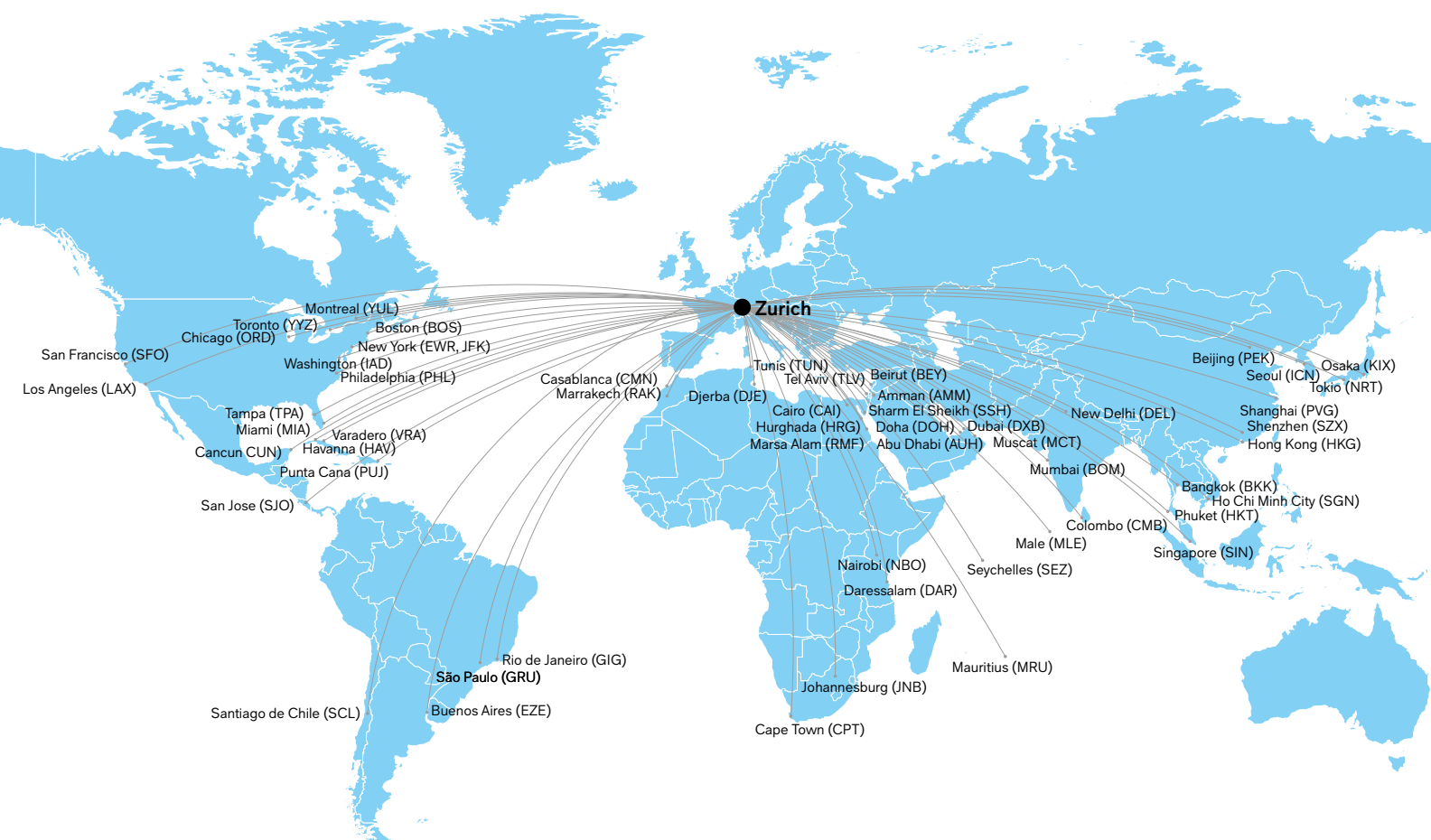
	Airports	Countries
Europe	120	37

- Schengen (Airport code)
- Non-Schengen (Airport code)



Destinations intercontinental

	Airports	Countries
North America	12	2
Latin America	9	7
Near/Middle East	7	6
Far East	15	9
Africa	14	8



Airlines

54 scheduled and charter airlines (with airline code)

■ A3	Aegean Airlines	■ 2L	Helvetic Airways
■ EI	Aer Lingus	■ IB	Iberia
■ SU	Aeroflot Russian Airlines	■ FI	Icelandair
■ BT	Air Baltic	■ KL	KLM
■ AC	Air Canada	■ LO	LOT Polish Airlines
■ UX	Air Europa	■ LH	Lufthansa
■ AF	Air France	■ YM	Montenegro Airlines
■ KM	Air Malta	■ WY	Oman Air
■ JU	Air Serbia	■ PC	Pegasus Airlines
■ AZ	Alitalia	■ QR	Qatar Airways
■ AA	American Airlines	■ AT	Royal Air Maroc
■ OS	Austrian Airlines	■ RJ	Royal Jordanian
■ BA	British Airways	■ SK	SAS Scandinavian Airlines
■ FB	Bulgaria Air	■ SQ	Singapore Airlines
■ CX	Cathay Pacific	■ XQ	SunExpress
■ GM	Chair	■ LX	Swiss International Air Lines
■ CAI	Corendon Airlines	■ TP	TAP Portugal
■ OU	Croatia Airlines	■ TG	Thai Airways
■ CY	Cyprus Airways	■ TU	Tunisair
■ DL	Delta Air Lines	■ TK	Turkish Airlines
■ EZY	Easyjet	■ T7	Twin Jet
■ WK	Edelweiss Air	■ PS	Ukraine International Airlines
■ LY	El Al Israel Airlines	■ UA	United Airlines
■ EK	Emirates	■ VY	Vueling
■ EY	Etihad Airways		
■ EW	Eurowings		
■ AY	Finnair		
■ EXC	Excalibur	■ Star Alliance	
■ FEG	Fly Egypt	■ One World	
■ HU	Hainan Airlines	■ Sky Team	
		■ Andere	

International activities

Airport	Location	Passengers 2018	Passengers 2019	Passengers 2020	Engagement
Aeropuerto Internacional El Dorado (BOG)	Bogotá, Colombia	32.7 mio.	35.9 mio.	5.5 mio.	TSA
Curaçao International Airport (CUR)	Curaçao	1.4 mio.	1.5 mio.	0.5 mio.	9.69% share, TSA
Aeropuerto Diego Aracena (IQQ)	Iquique, Chile	1.4 mio.	1.5 mio.	0.9 mio.	100% share, O&M
Aeropuerto Andrés Sabella (ANF)	Antofagasta, Chile	2.1 mio.	2.2 mio.	1.1 mio.	100% share, O&M
Aeroporto Internacional de Confins (CNF)	Belo Horizonte, Brazil	10.7 mio.	11.2 mio.	4.8 mio.	12.75% share, O&M
Hercílio Luz International Airport (FLN)	Florianópolis, Brazil	3.8 mio.	3.9 mio.	1.9 mio.	100% share
Aeroporto Eurico de Aguiar Salles (VIX)	Vitória, Brazil	3.0 mio.	3.3 mio.	1.5 mio.	100% share
Aeroporto de Macaé (MEA)	Macaé, Brazil	0.1 mio.	<0.1 mio.	<0.1 mio.	100% share
Noida International Airport	Delhi, Indien	under development			100% share

TSA = Technical Service Agreement

O&M = Operation and Management Service Agreement





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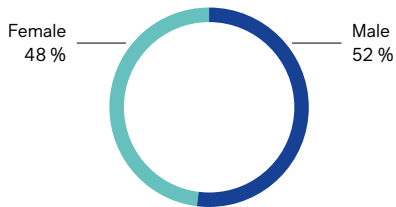
↑ The Centre 1 - 21
↑ Green House 22
↑ Library
↑ Cinema
↑ Park
↑ Food
↑ Shop

SANTIER

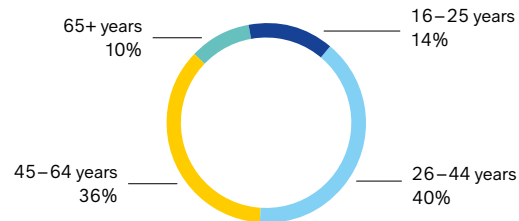
Non-aviation business

Customer profile (Retail, food & beverage and services)

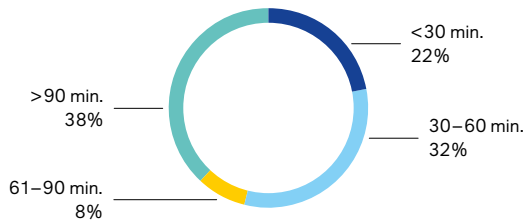
Gender



Age



Dwell time



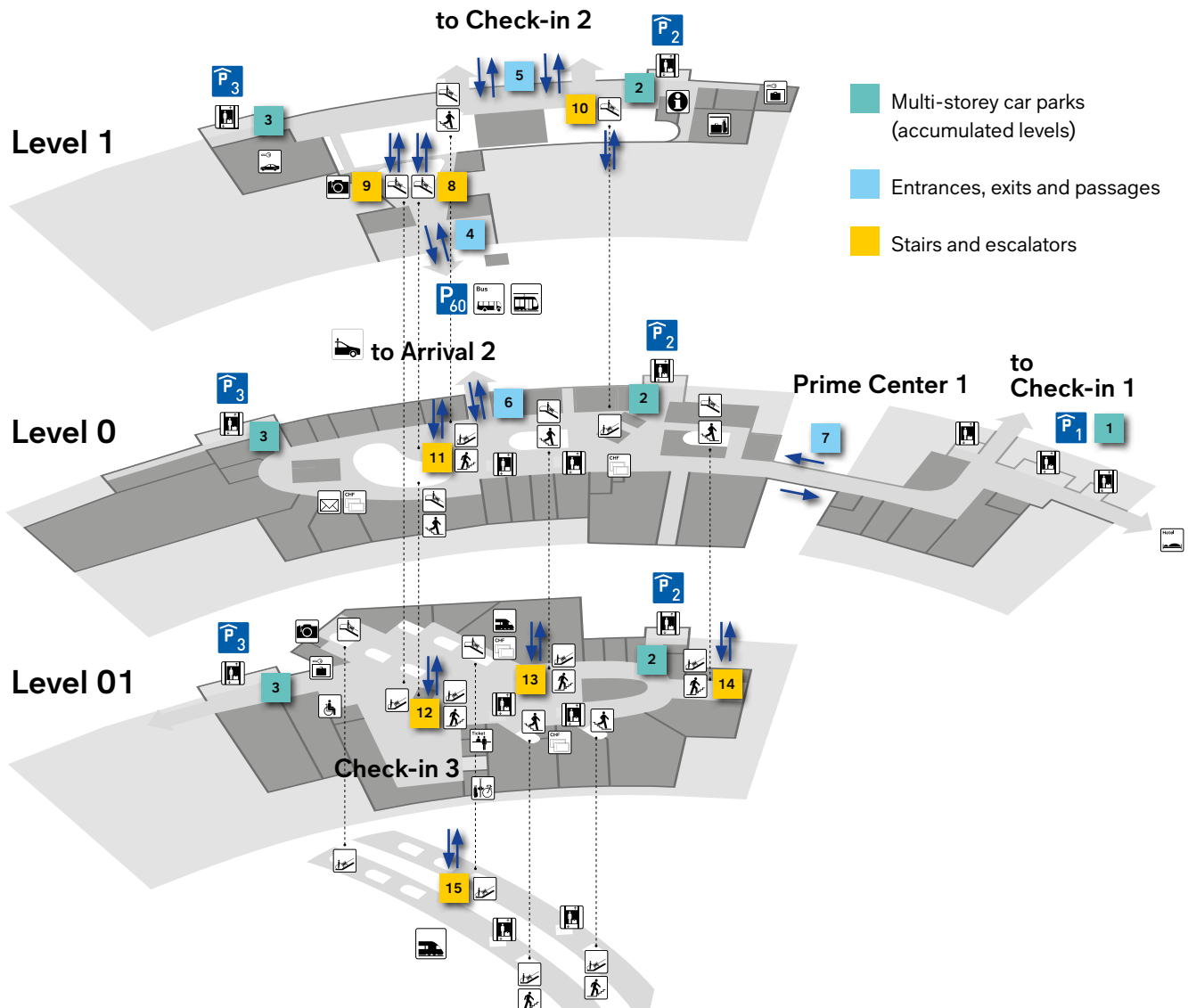
Source: Profile survey Summer 2020

Total retail space	57,200 m²
Public area (landside)	43,000 m ²
Passenger area (airside, after boarding pass control)	14,200 m ²

	Number in public area	Number in passenger area
Retail stores	78	70
Clothing	12	6
Flowers	2	–
Books/Stationery/Pictures	2	4
Services	8	1
Tax & duty free stores	–	14
Electronics/Photo/Music	4	–
Financial services	4	4
Gifts/House & garden	3	7
Health/Bodycare	9	1
Newsstands/Tobacco goods	8	6
Food/Beverage	13	8
Jewellery/Watches/Eyewear	4	11
Shoes/Travel supplies/Leather goods	6	8
Sport/Sportswear/Leisure	3	–
Food & beverage	30	25
Promotion area	15	14

Footfall

Footfall landside (per year)



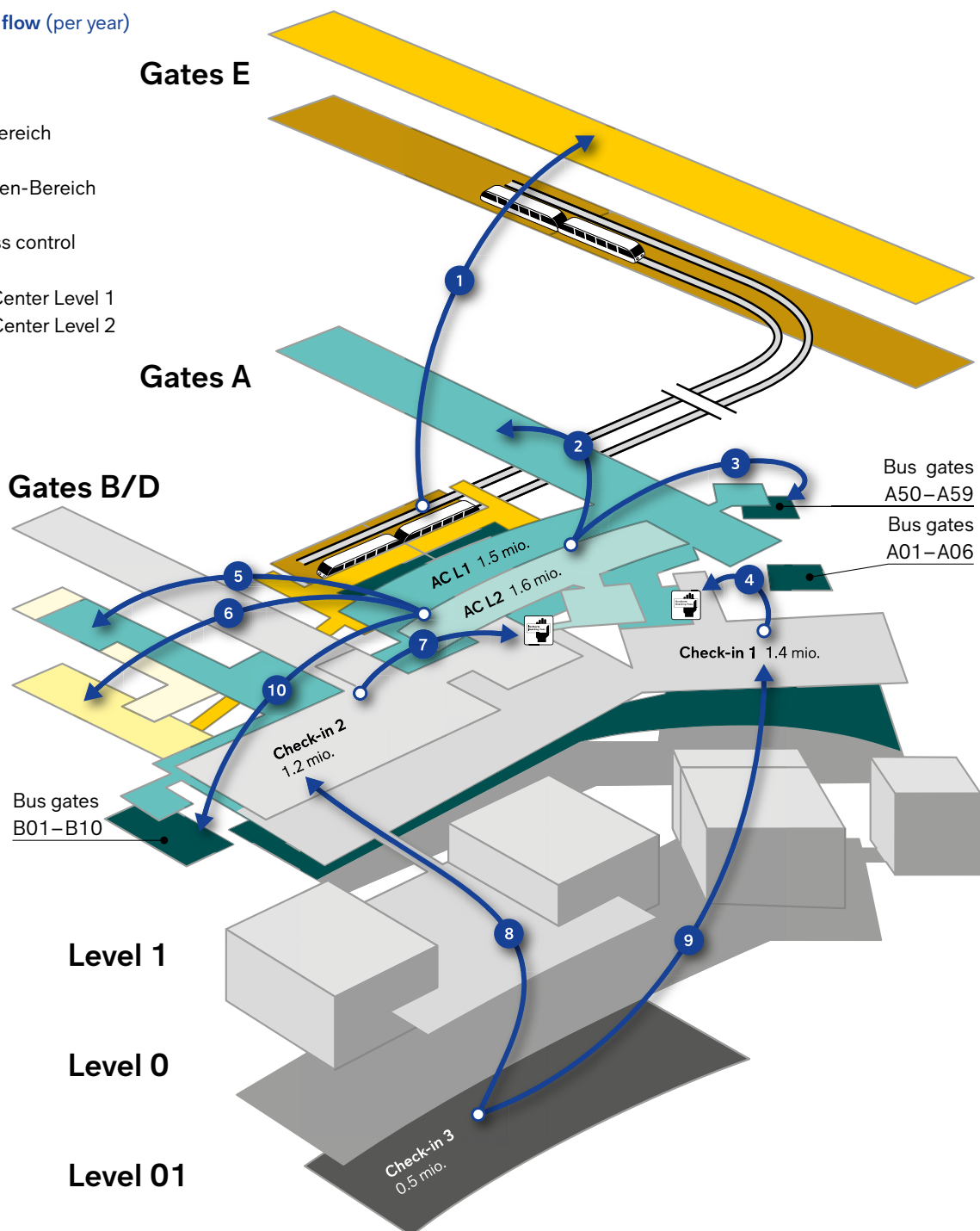
	Total per year (in million)		Average days (in 1000)		Peak days (in 1000)	
	in/up	out/down	in/up	out/down	in/up	out/down
1	0.7	0.7	1.8	2.0	6.6	7.3
2	1.0	1.1	2.7	2.9	13.5	14.1
3	3.8	3.1	10.4	8.6	28	21.5
4	3.9	4.0	10.7	10.8	18.5	17.8
5	1.6	2.8	4.4	7.8	20.1	32.0
6	2.0	0.7	5.5	1.9	19.5	5.0
7	1.9	2.2	5.1	6.1	11.1	18.1
8	1.8	1.7	5.0	4.7	9.1	9.0
9	1.7	1.5	4.5	4.1	8.5	8.1
10	1.4	0.6	3.9	1.5	15.0	7.7
11	1.2	1.0	3.3	2.7	8.9	7.5
12	1.7	0.9	4.6	2.4	15.8	7.3
13	1.2	1.6	3.3	4.3	12.3	14.4
14	0.5	0.4	1.4	1.2	3.4	3.1
15	3.8	3.7	10.3	10.2	29.4	27.7

Local passenger flow (per year)

- Schengen-Bereich
- Non-Schengen-Bereich
-  Boarding pass control

AC L1 = Airside Center Level 1

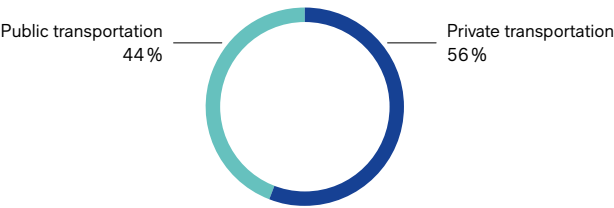
AC L2 = Airside Center Level 2



	Total (in million)	Average days (in 1000)	Peak days (in 1000)		Total (in million)	Average days (in 1000)	Peak days (in 1000)
1	0.5	1.5	10.0	6	0.7	1.9	5.7
2	1.4	3.7	12.4	7	1.6	4.3	14.5
3	0.2	0.5	2.1	8	0.4	1.0	2.0
4	1.5	4.1	18.4	9	0.1	0.3	0.5
5	0.2	0.6	3.0	10	0.1	0.2	2.1

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	59 %	41 %
Retail/Food & beverage customers	64 %	36 %
Employees	49 %	51 %

Source: Modal Split Survey 2017, Zurich Airport

Public transportation	Number
Daily connections from/to the airport	
Rail	448
Bus	811
Tram	404

Source: Swiss Federal Railways, 2020; Verkehrsbetriebe Glattal AG, 2020



Infrastructure

Airport buildings

Number of airport buildings	110
Net floor space	1,854,000 m²
Passenger infrastructure	240,000 m ²
Office space	221,000 m ²
Other infrastructure*	1,392,000 m ²
Net rental floor space	1,485,000 m²
Passenger infrastructure	170,000 m ²
Office space	181,000 m ²
Other infrastructure*	1,134,000 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	14

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	8200 people per hour and direction up to 650,000 per month
Length of line	1,138 m

Facilities & systems

Passenger loading bridges	75
Passenger and goods lifts	327
Escalators and passenger conveyors	135
Automatic doors and gates	4,998
Access media	157,690
Capacity baggage sorting system	up to 52,000 baggage items per day
Length of conveyor belt system	23 km

Use of runway

North concept

- Landings from the north
- Take-offs to the west
- Take-offs to the east with a curve to the east
- In case of a north-easterly wind: take-offs to the east

Runways

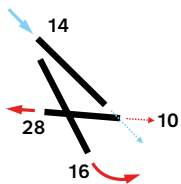
Landings: Runway 14 and 16
Take-offs: Runway 28 and 16, Runway 10 (only in case of north-easterly wind)

Use

07:00–21:00: Mon–Fri
09:00–20:00: Sat, Sun, public holidays of Baden-Württemberg

Capacity

- Approx. 66 flight movements/hr
- In case of north-easterly wind approx. 44 flight movements/hr



East concept

- Landings from the east
- Take-offs to the north

Runways

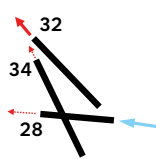
Landings: Runway 28
Take-offs: Runway 32, in some cases Runway 34

Use

21:00–23:30: Mon–Fri
20:00–23:30: Sat, Sun, public holidays of Baden-Württemberg
Also during daytime, if there is a westerly wind

Capacity

- Approx. 60 flight movements/hr



South concept

- Landings from the south
- Take-offs to the north and west

Runways

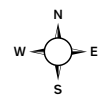
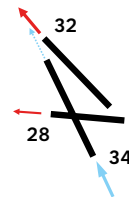
Landings: Runway 34
Take-offs: Runway 32 and 34, in some cases Runway 28

Use

06:00–07:00: Mon–Fri
06:00–09:00: Sat, Sun, public holidays of Baden-Württemberg
Also in the evening, if approaches from the east are not possible (due to north-easterly wind, poor visibility, etc.)

Capacity

- Approx. 50 flight movements/hr



— Take-offs
— Landings

Environmental data

Fuelling volumes (per year)

		Δ Previous year
Kerosene	637,772 m ³	–64%
Avgas	166 m ³	–9%
Diesel	1,403 m ³	–48%
Petrol	172 m ³	–59%
Natural gas	89,392 kg	–49%

De-icers (per year)

Aircraft de-icing	982 m ³	–54%
Surface de-icing fluid	112 m ³	–92%
Surface de-icing solid	0 t	–
De-icing salts for other surfaces	60 t	–83%

Primary energy (per year)

Demand of primary energy for heat and electricity	411,709 MWh	–17%
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Water (per year)

Fresh water consumption	410,550 m ³	–37%
Utilized groundwater	100,980 m ³	–46%
Utilized rainwater	3,712 m ³	–72%

Awards

Award	Current rank	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

Total employees	24,981
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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

Further information on the economic importance of Zurich Airport can be found at
www.zurich-airport.com/economy

History of Zurich Airport

2020

20 January	Aircraft fuelled with sustainable jet fuel for the first time
From April	Zurich Airport ensures Switzerland's connection to the world via air traffic during the pandemic
5 November	Opening The Circle and airport park

2019	The co-ownership of The Circle celebrates the topping-out ceremony	The brand name of Flughafen Zürich AG is changed from "Unique" to "Zurich Airport"
	Flughafen Zürich AG receives concession for the construction and operation of Noida International Airport in India	2009 Segregation of Schengen and non-Schengen zones
	The new regulations on airport charges take effect	2008 Commissioning of the Glattal tram
2018	For the first time over 100,000 passenger per day on over 60 days	2004 Commissioning of the new bus terminal and the Airside Center
	Airport experience weekend to mark the 70 th anniversary of Zurich Airport	2003 Commissioning of Dock E along with Skymetro, the new passport control hall and the new baggage claim hall
	Ground-breaking ceremony for the new baggage sorting system	Opening of the new building section of Airport Shopping and inauguration of Check-in 3
2017	Foundation stone laying ceremony for the major project The Circle	2001 Grounding of Swissair fleet
2016	New curbside lanes are commissioned	Commissioning of the new baggage sorting system at Zurich Airport
	Record number of passengers; Zurich Airport numbers over 100,000 passengers in one day for the first time	2000 Privatisation of Zurich Airport under the "Unique" brand
	Completion of the third and last stage in the refurbishment and expansion of car park P6	Inauguration of the expanded Freight East complex
2015	Commissioning of the new check-in hall in Terminal 2	1998 Public festival to mark the 50 th anniversary of Zurich Airport
	The Circle becomes a reality; symbolic start of construction work	1992 Inauguration of the remodelled departure hall in Terminal A as the "Swissair Terminal" (now Terminal 1)
2014	Commissioning of the noise protection hangar	1986 Commissioning of the new control tower at Dock A
2011	Commissioning of the new Dock B, the centralised security check building and the observation deck	1985 Commissioning of Dock A
	Opening of the first Arrival duty free shop	1980 Opening of the SBB airport train line
2010	The Japanese architecture firm Riken Yamamoto & Field Shop won the international architecture competition for The Circle	1975 Commissioning of Dock B
	Night-time flight curfew extended by one hour	1974 Opening of the General Aviation Center (GAC) for private aviation and inauguration of the maintenance area for technical services
	Daily service with Singapore Airlines Airbus A380 as of March	1972 The ban on night-time flights comes into effect
		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

Airport Map

Issue Dezember 2020

Operational areas

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

Markings

- Taxiway

Single Objects

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

Buildings

- Airport building
- Shelter, porch
- Bridge
- Tunnel

Ground cover

- Waters
- Railway
- Forest
- Other paved areas

Projects

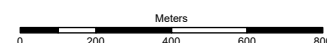
- Projected constructions

Airport Reference Point
N 47° 27' 29" / E 8° 32' 53"
421 m a.s.l.

Datasources

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

Scale 1:20'000



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