

Passenger Flows

Zurich Airport

July to December 2010



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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, 2nd half-year 2010

from / to	Gates A	Bus Gates A10	Bus Gates B10	Bus Gates B20	Gates E East	Gates E West	Total
Check-in 1	752'000	270'000	4'000	280'000	196'000	88'000	1'590'000
Check-in 2	233'000	14'000	595'000	71'000	97'000	674'000	1'684'000
Check-in 3	266'000	68'000	48'000	149'000	39'000	203'000	773'000
Total	1'251'000	352'000	647'000	500'000	332'000	965'000	4'047'000

Transfer passengers, 2nd half-year 2010

from / to	Bus Gates A10	Bus Gates B10	Bus Gates B20	Gates A	Gates E East	Gates E West	Total
Grüezi A	82'000	5'000	59'000	166'000	73'000	64'000	449'000
Grüezi D	59'000	0	22'000	92'000	25'000	16'000	214'000
Gates A	152'000	2'000	93'000	286'000	135'000	112'000	780'000
Gates E East	81'000	1'000	31'000	160'000	12'000	19'000	304'000
Gates E West	54'000	1'000	25'000	127'000	21'000	23'000	251'000
Total	428'000	9'000	230'000	831'000	266'000	234'000	1'998'000

Arriving local passengers, 2nd half-year 2010

from / to	Arrival 1	Arrival 2	Total
Gates A	1'281'000	0	1'281'000
Grüezi A	346'000	0	346'000
Grüezi D	0	547'000	547'000
Grüezi Z	0	691'000	691'000
Gates E East	0	369'000	369'000
Gates E West	0	928'000	928'000
Total	1'627'000	2'535'000	4'162'000

Definition:

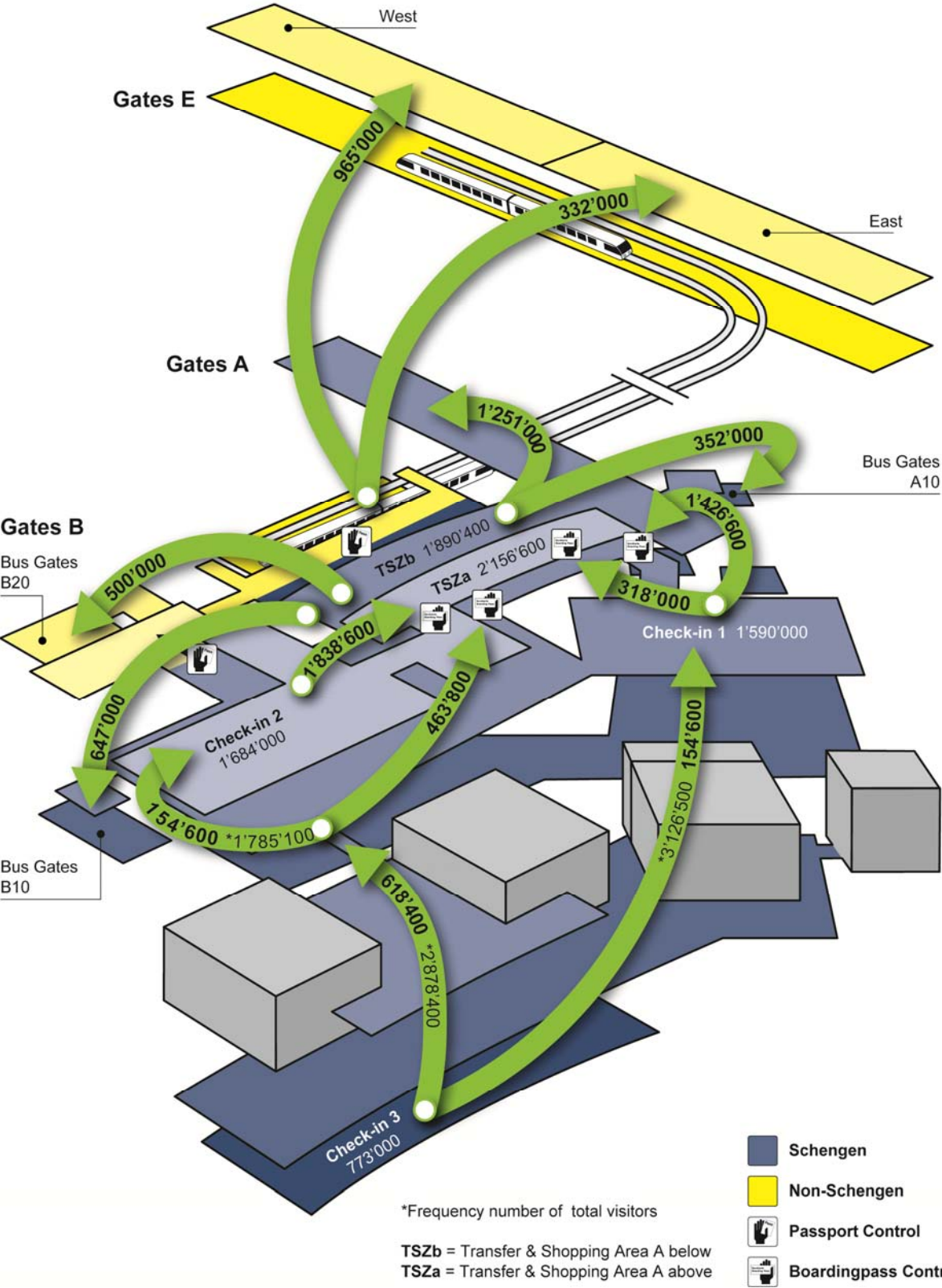
Local passengers: Passengers, whose trip begins and ends in Zurich.

Transfer passengers: Passengers, who transfer at Zurich airport.

Graphics

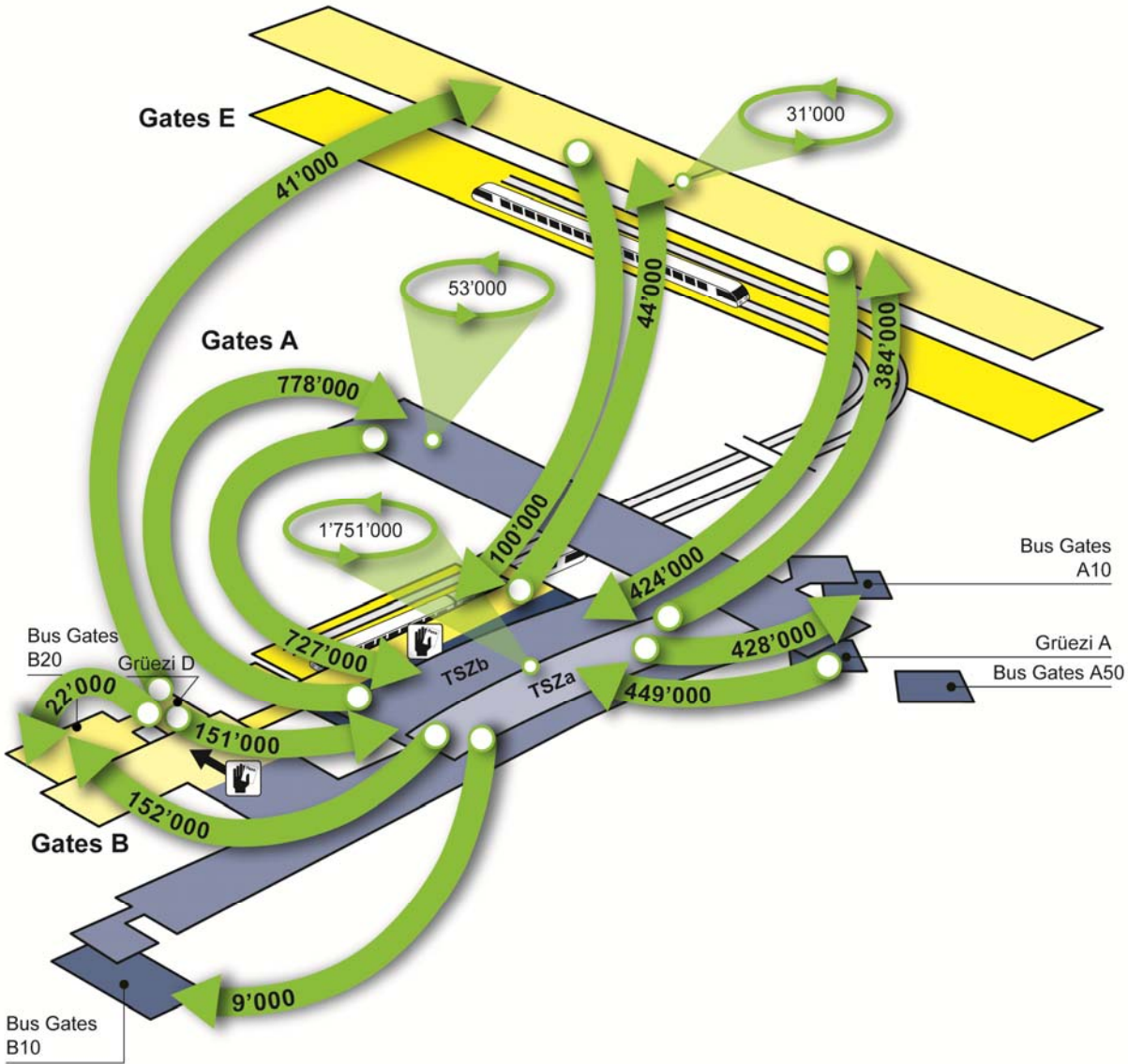
Departing local passengers

2nd half-year 2010



Transfer passengers

2nd half-year 2010

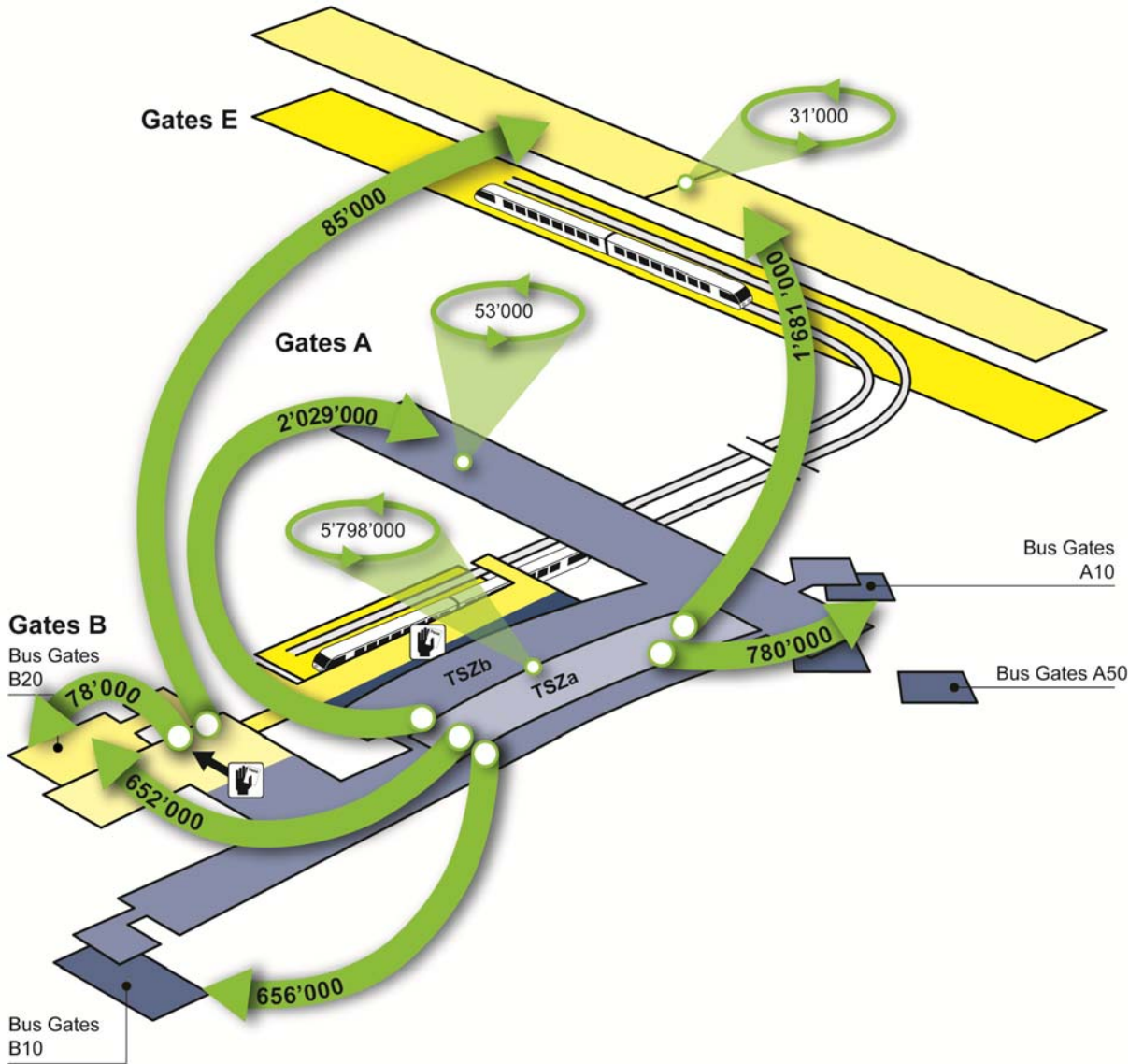


TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

- Schengen
- Non-Schengen
- Passport Control

Total departing passengers (local and transfer)

2nd half-year 2010

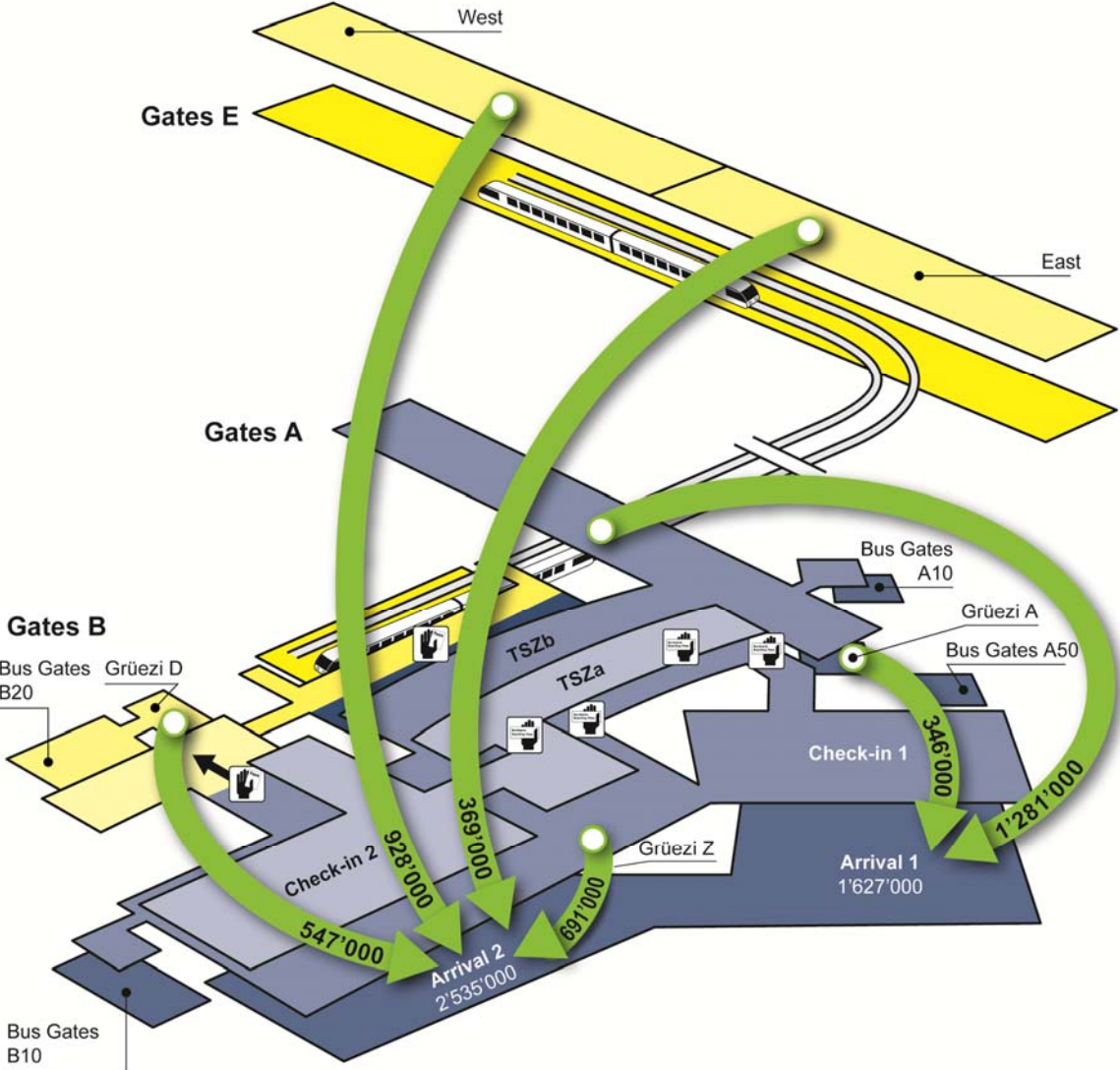


- Schengen
- Non-Schengen
- Passport Control

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

Arriving local passengers

2nd half-year 2010



- Schengen
- Non-Schengen
- Passport Control
- Boardingpass Control

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

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
2nd half-year 2010 (incl. transfer passengers)

Month	departing passengers
07.2010	136'069
08.2010	132'687
09.2010	146'613
10.2010	143'026
11.2010	121'944
12.2010	119'687
Total	800'026

Number of departing passengers at the
Bus Gates A10 per class, 2nd half-year 2010

Class	departing passengers	Share in %
Eco	732'175	91.5%
Business	67'681	8.5%
First	170	0.0%
Total	800'026	100.0%

Destinations of departing passengers at the Bus Gates A10, 2nd half-year 2010

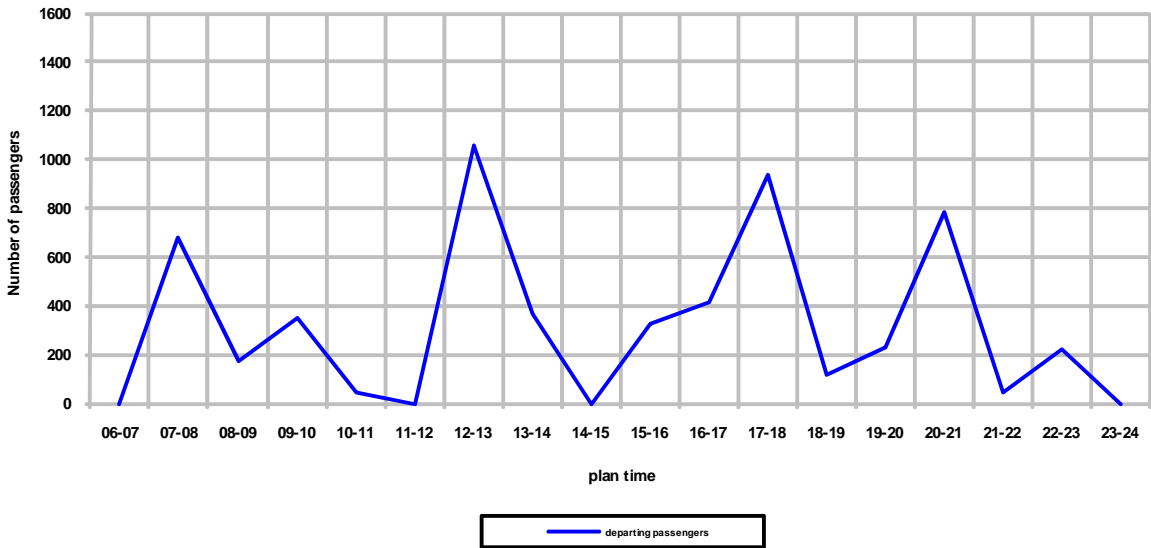
Land	Share in %
Germany	36.0%
Italy	14.6%
Switzerland	8.5%
France	7.2%
Spain and Canary Islands	5.6%
Hungary	4.0%
Belgium	3.8%
Netherlands	2.5%
Poland	2.4%
Austria	2.4%

Main destinations of departing passengers at the Bus Gates A10, 2nd half-year 2010

City	Share in %
Munich	8.5%
Milan	5.8%
Dusseldorf	5.0%
Geneva	4.5%
Stuttgart	4.3%
Frankfurt	4.0%
Budapest	4.0%
Hanover	3.9%
Florence	3.8%
Brussels	3.8%

Daily course of passengers at the Bus Gates A10 on a reference day in the 2nd half-year 2010

Daily course of departing passengers at the Bus Gates A10, 2nd half-year 2010 (reference day 24th September 2010)



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
2nd half-year 2010 (incl. transfer passengers)

<i>Month</i>	<i>departing passengers</i>
07.2010	125'991
08.2010	115'974
09.2010	119'164
10.2010	120'236
11.2010	91'441
12.2010	85'929
Total	658'735

Number of departing passengers at the
Bus Gates B10 per class, 2nd half-year 2010

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	641'229	97.3%
Business	17'501	2.7%
First	5	0.0%
Total	658'735	100.0%

Destinations of departing passengers at the Bus Gates B10, 2nd half-year 2010

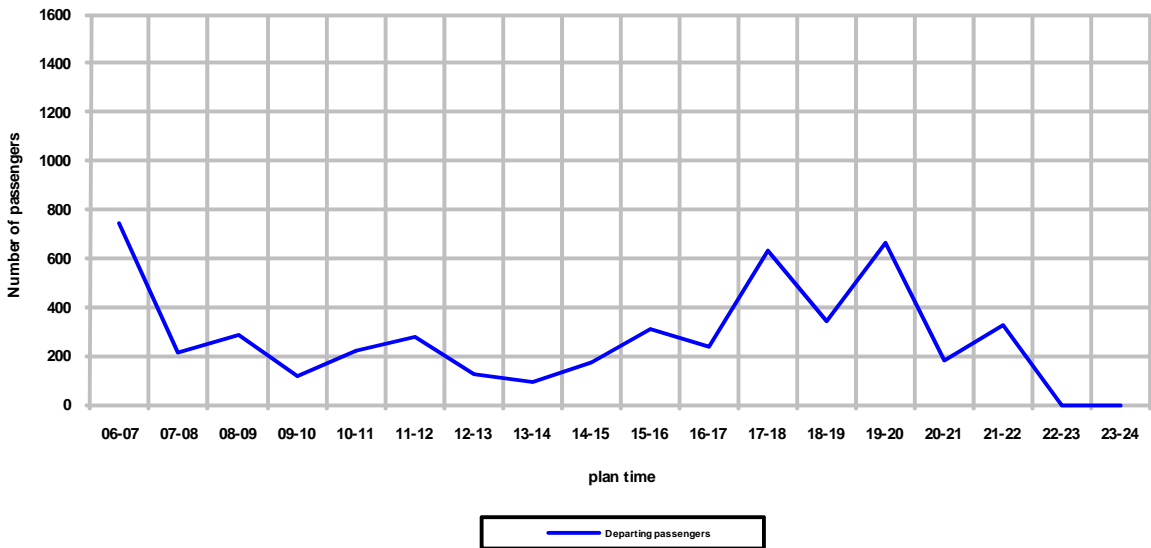
Land	Share in %
Germany	44.4%
Spain and Canary Islands	17.5%
Netherlands	12.6%
France	9.8%
Italy	5.2%
Greece	5.1%
Hungary	2.1%
Sweden	0.7%
Czech Republic	0.7%
Austria	0.6%

Main destinations of departing passengers at the Bus Gates B10, 2nd half-year 2010

City	Share in %
Berlin	17.4%
Amsterdam	12.6%
Dusseldorf	11.9%
Paris	9.8%
Hamburg	9.3%
Madrid	9.2%
Hanover	4.5%
Budapest	2.1%
Palma Mallorca	1.9%
Catania	1.2%

Daily course of passengers at the Bus Gates B10 on a reference day in the 2nd half-year 2010

Daily course of departing passengers at the Bus Gates B10, 2nd half-year 2010 (reference day 24th September 2010)



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
2nd half-year 2010 (incl. transfer passengers)

<i>Month</i>	<i>departing passengers</i>
07.2010	146'921
08.2010	123'983
09.2010	125'514
10.2010	129'712
11.2010	98'613
12.2010	103'558
Total	728'301

Number of departing passengers at the
Bus Gates B20 per class, 2nd half-year 2010

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	678'958	93%
Business	49'337	7%
First	6	0%
Total	728'301	100%

Destinations of departing passengers at the Bus Gates B20, 2nd half-year 2010

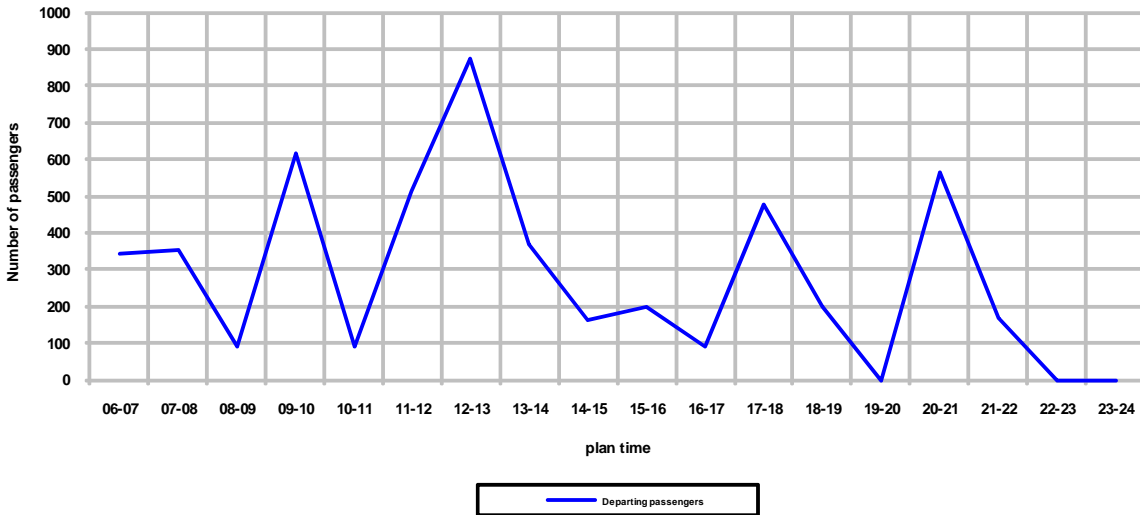
Land	Share in %
United Kingdom	43.1%
Turkey	10.6%
Russian Federation	9.9%
Egypt	6.8%
Serbia	6.8%
Macedonia	3.5%
Croatia	3.5%
Ireland	3.4%
Romania	2.9%
Bulgaria	2.6%

Main destinations of departing passengers at the Bus Gates B20, 2nd half-year 2010

City	Share in %
London	29.0%
Manchester	7.5%
Istanbul	7.4%
Moscow	7.2%
Birmingham	4.8%
Belgrade	3.8%
Dublin	3.3%
Sharm El Sheikh	3.0%
Pristina	2.9%
Bucharest	2.8%

Daily course of passengers at the Bus Gates B20 on a reference day in the 2nd half-year 2010

Daily course of departing passengers at the Bus Gates B20, 2nd half-year 2010 (reference day 24th September 2010)



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
2nd half-year 2010 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
07.2010	360'682	392'799
08.2010	379'836	364'126
09.2010	366'532	374'644
10.2010	384'414	370'884
11.2010	299'575	302'180
12.2010	274'364	288'272
Total	2'065'403	2'092'905

Number of departing passengers at the Gates A
per class, 2nd half-year 2010

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	1'952'050	93.3%
Business	140'655	6.7%
First	200	0.0%
Total	2'092'905	100.0%

Destinations of departing passengers at the Gates A, 2nd half-year 2010

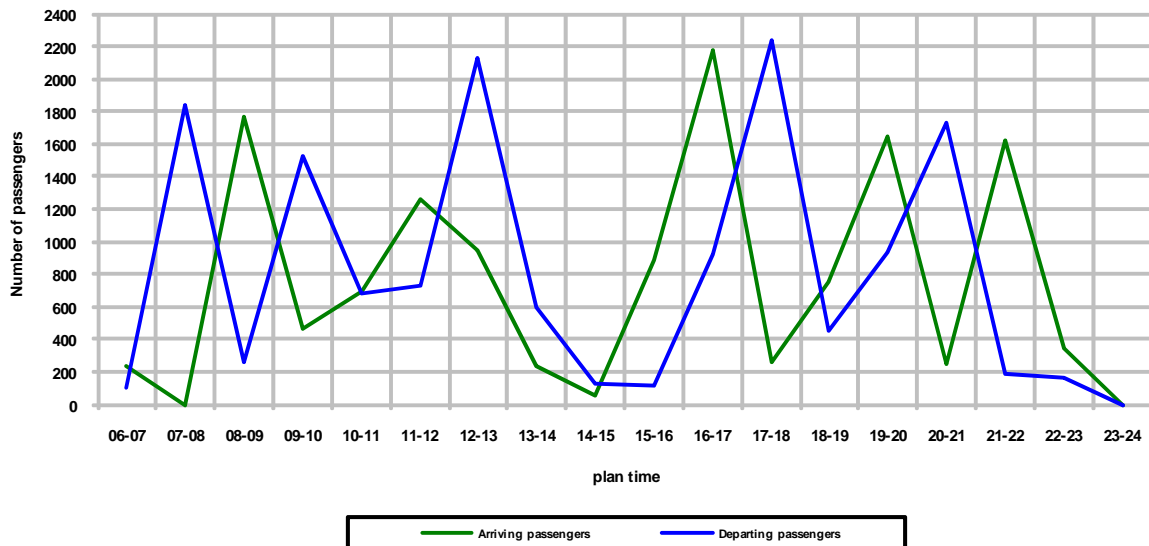
Land	Share in %
Germany	21.2%
Spain and Canary Islands	16.4%
Austria	9.3%
France	8.6%
Greece	7.3%
Italy	6.1%
Portugal	5.0%
Denmark	4.7%
Switzerland	4.4%
Sweden	3.2%

Main destinations of departing passengers at the Gates A, 2nd half-year 2010

City	Share in %
Vienna	9.3%
Frankfurt	5.7%
Paris	4.8%
Copenhagen	4.7%
Geneva	4.3%
Barcelona	4.3%
Hamburg	3.8%
Berlin	3.8%
Athens	3.6%
Lisbon	3.6%

Daily course of passengers at the Gates A on a reference day in the 2nd half-year 2010

Daily course of arriving and departing passengers at the Gates A, 2nd half-year 2010 (reference day 24th September 2010)



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
2nd half-year 2010 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
07.2010	114'796	115'777
08.2010	125'163	111'461
09.2010	111'522	104'078
10.2010	109'867	107'616
11.2010	96'370	87'113
12.2010	97'683	94'608
Total	655'401	620'653

Number of departing passengers at the Gates E East
per class, 2nd half-year 2010

<i>Class</i>	<i>departing passengers</i>	<i>Share in %</i>
Eco	209'256	62.5%
Business	114'154	34.1%
First	11'361	3.4%
Total	334'771	100.0%

Destinations of departing passengers at the Gates E East, 2nd half-year 2010

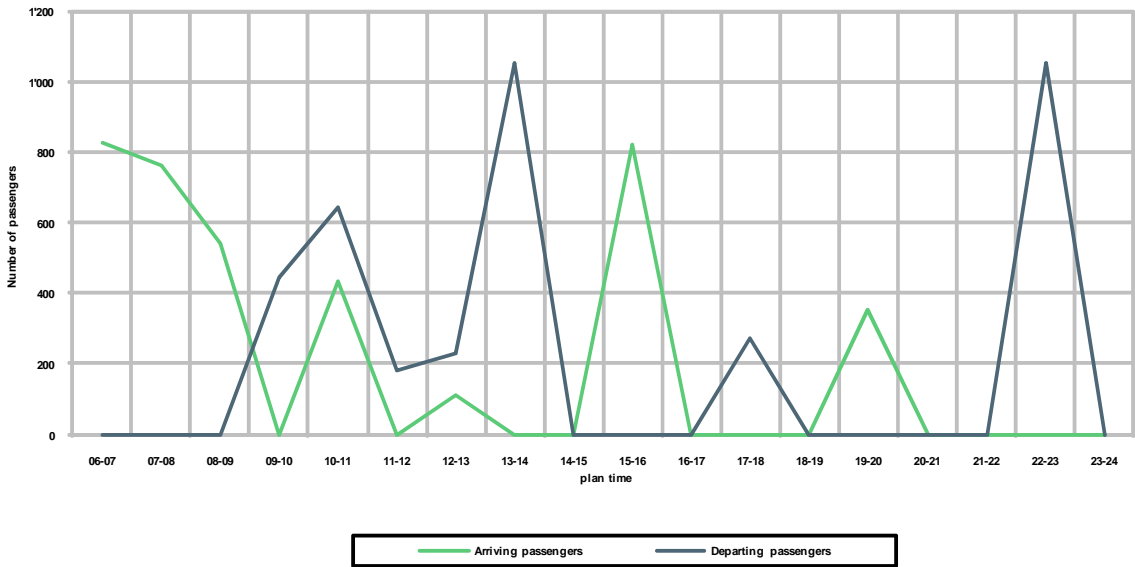
Land	Share in %
USA	69.6%
Brazil	6.5%
China	6.3%
South Africa	6.1%
Thailand	5.8%
Israel	5.3%
Others	0.4%

Main destinations of departing passengers at the Gates E East, 2nd half-year 2010

City	Share in %
New York	20.4%
Sao Paulo	6.4%
Los Angeles	6.3%
Hong Kong	6.3%
Chicago	6.2%
Johannesburg	6.1%
Miami	6.0%
Boston	5.9%
Bangkok	5.8%
Newark	5.3%

Daily course of passengers at the Gates E East on a reference day in the 2nd half-year 2010

Daily course of arriving and departing passengers at the Gates E East, 2nd half-year 2010 (reference day 24th of September 2010)



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
2nd half-year 2010 (incl. transfer passengers)

<i>Month</i>	<i>arriving passengers</i>	<i>departing passengers</i>
07.2010	201'085	257'783
08.2010	224'238	204'240
09.2010	186'378	200'869
10.2010	210'277	231'624
11.2010	161'920	173'152
12.2010	162'805	183'660
Total	1'146'703	1'251'328

Number of departing passengers at the Gates E West
per class, 2nd half-year 2010

<i>Class</i>	<i>arriving passengers</i>	<i>Share in %</i>
Eco	1'112'960	88.9%
Business	129'364	10.3%
First	9'004	0.7%
Total	1'251'328	100.0%

Destinations of departing passengers at the Gates E West, 2nd half-year 2010

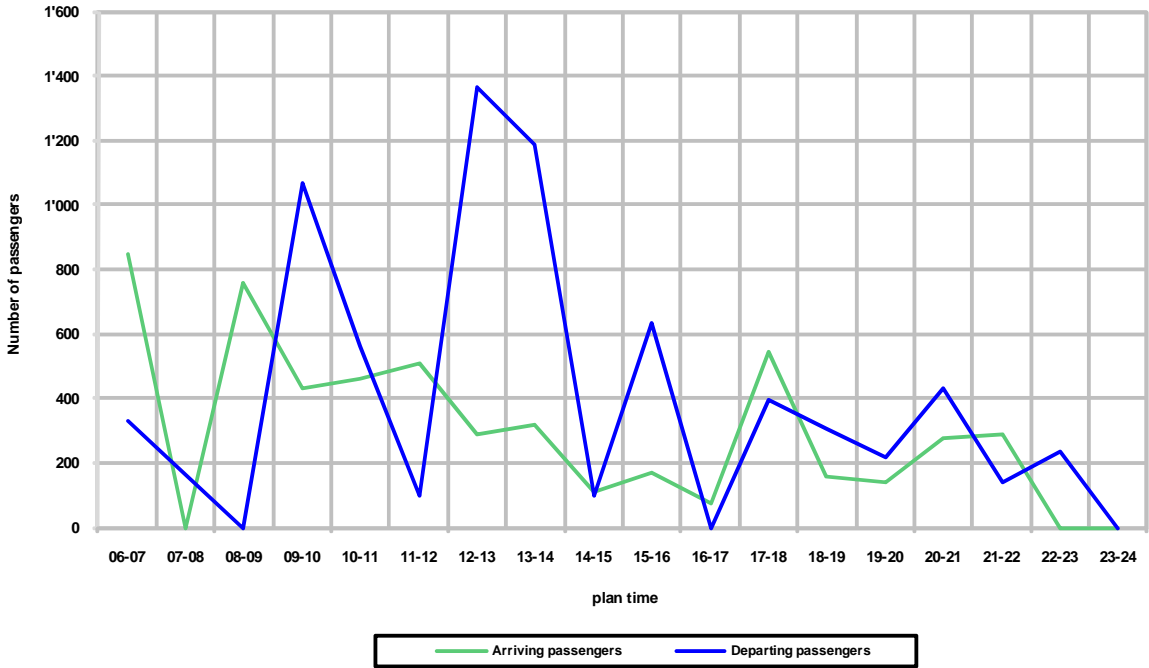
Land	Share in %
United Kingdom	16.8%
Turkey	11.1%
United Arab Emirates	10.3%
Serbia	6.3%
Canada	5.7%
Israel	5.6%
Singapore	5.4%
India	5.0%
Egypt	4.9%
Thailand	3.4%

Main destinations of departing passengers at the Gates E West, 2nd half-year 2010

City	Share in %
London	15.5%
Dubai	10.3%
Tel Aviv Yafo	5.6%
Singapore	5.4%
Pristina	4.8%
Antalya	4.6%
Istanbul	4.1%
Bangkok	3.2%
Montreal	3.2%
Tokyo	3.1%

Daily course of passengers at the Gates E West on a reference day in the 2nd half-year of 2010

Daily course of arriving and departing passengers at the Gates E West, 2nd half-year of 2010 (reference day 24th of September 2010)



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)	E19 - 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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