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ASQ Departures

Passenger Satisfaction Report

ZRH – Airport Performance
2024





2

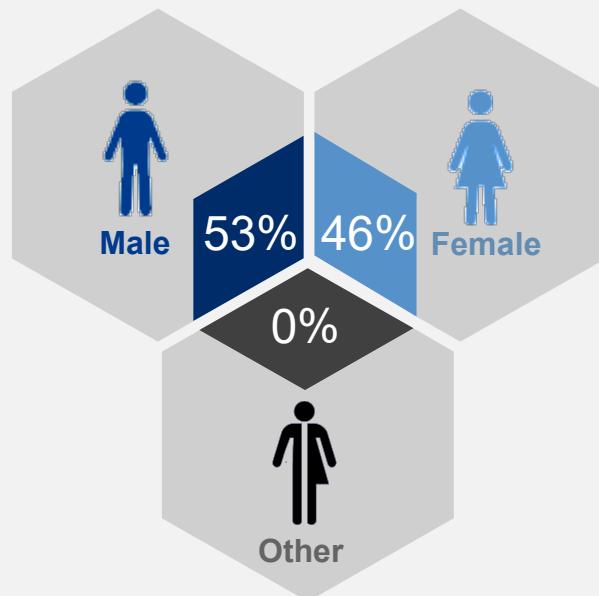
ZRH – Passenger Profile

2024

ZRH – Passenger Profile

Demographics – 2024

Gender



Age



16-24	14%
25-34	24%
35-44	19%
45-54	18%
55-64	15%
65-74	7%
75 & over	1%

(n=2946)

Return Trips

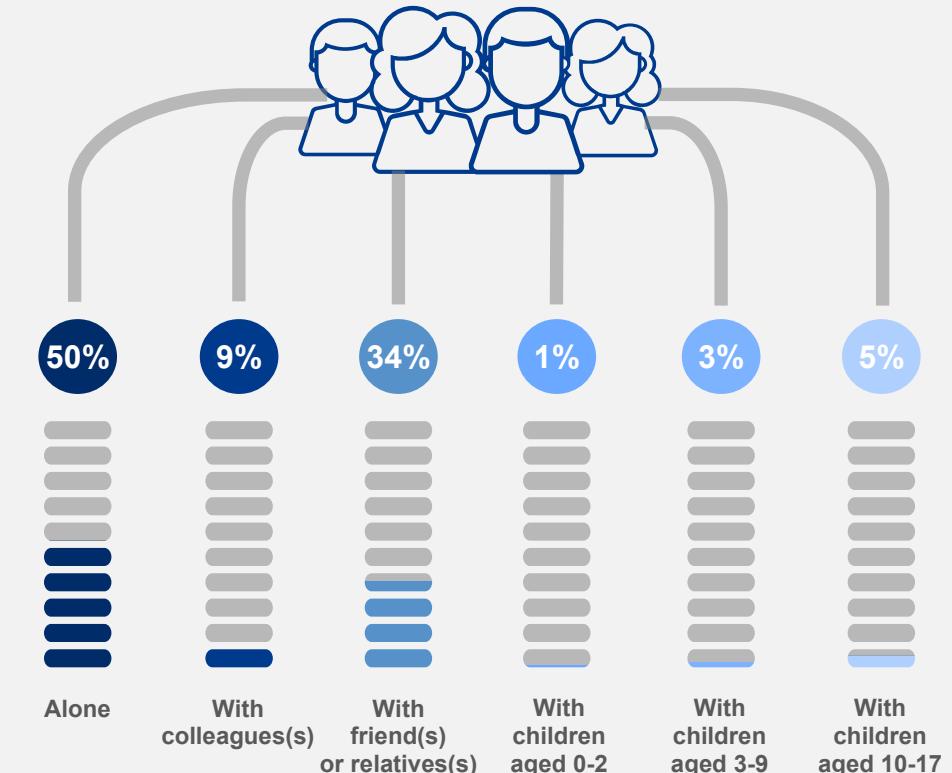
(Past 12 Months)



1-2	38%
3-5	33%
6-10	17%
11-20	8%
21 or more	4%

(n=2946)

Group Composition*



Base (n): Respondents providing a valid response

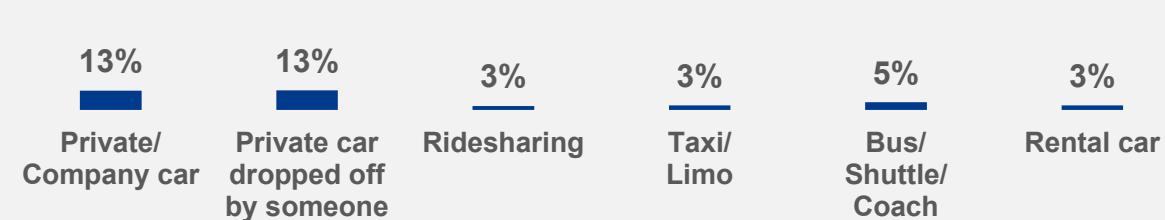
Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

ZRH – Passenger Profile

Travel Behavior – 2024

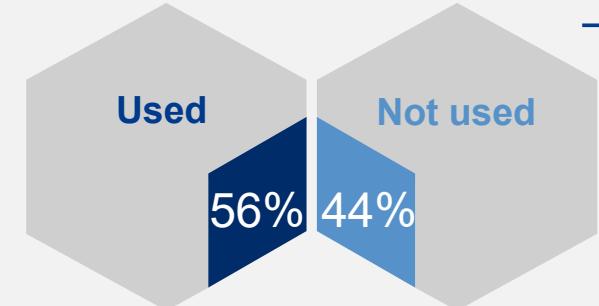
Mode of Transportation



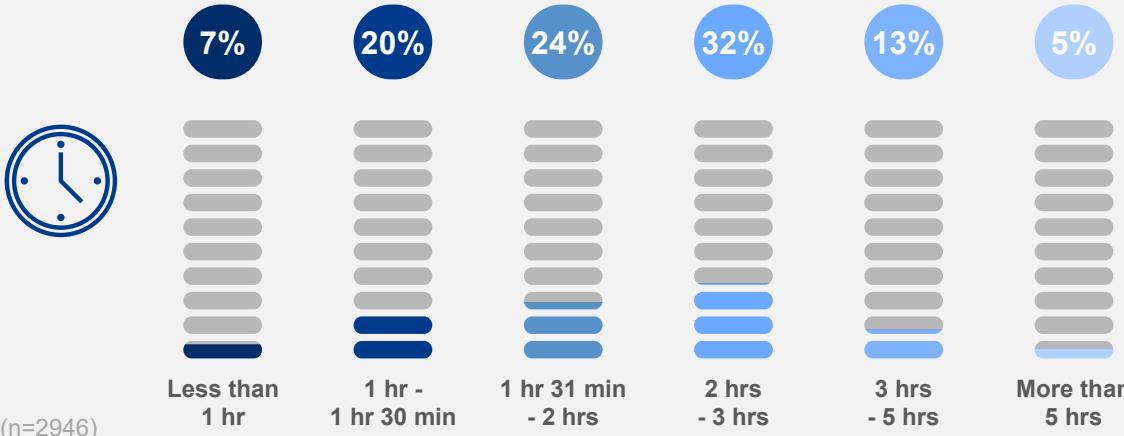
(n=1888)



Parking Usage



Arrival Before Departure Time / Duration of the Connection



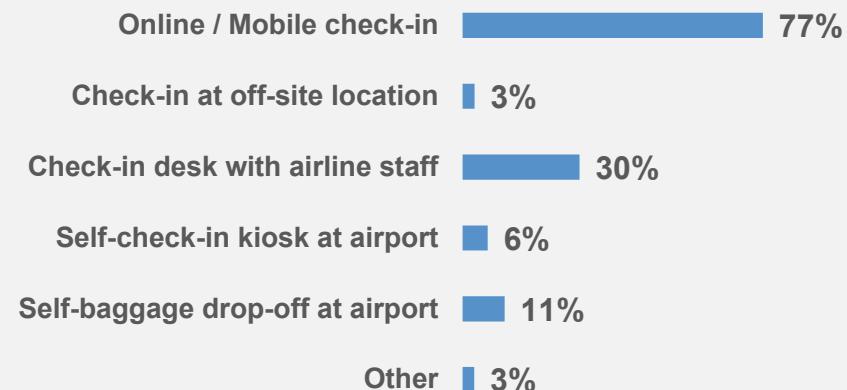
(n=2946)

Base (n): Respondents providing a valid response

Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.

* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

Mode of Check-in*



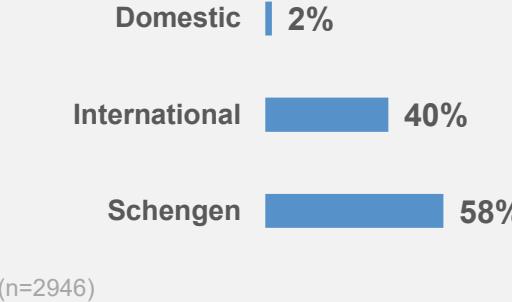
(n=2283)



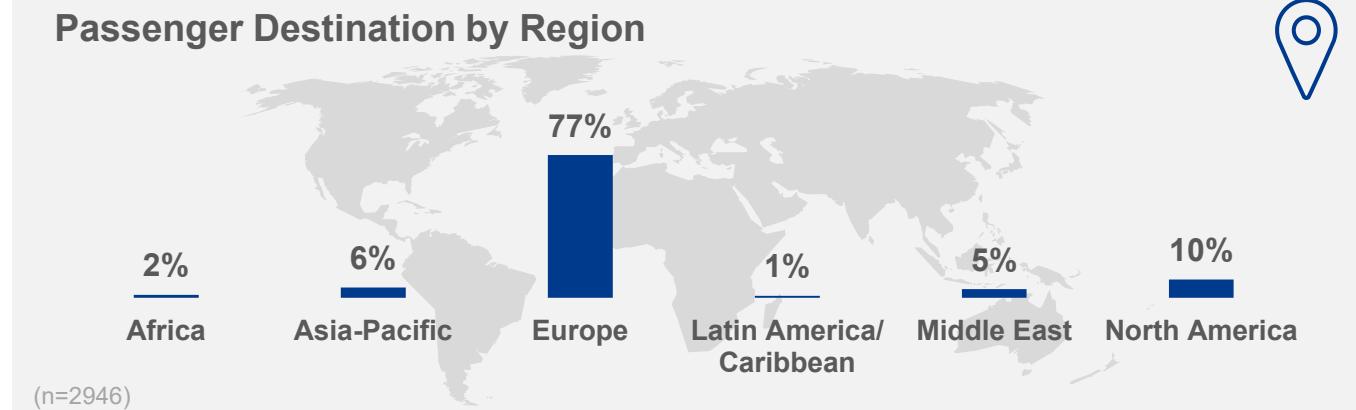
ZRH – Passenger Profile

Travel Profile – 2024

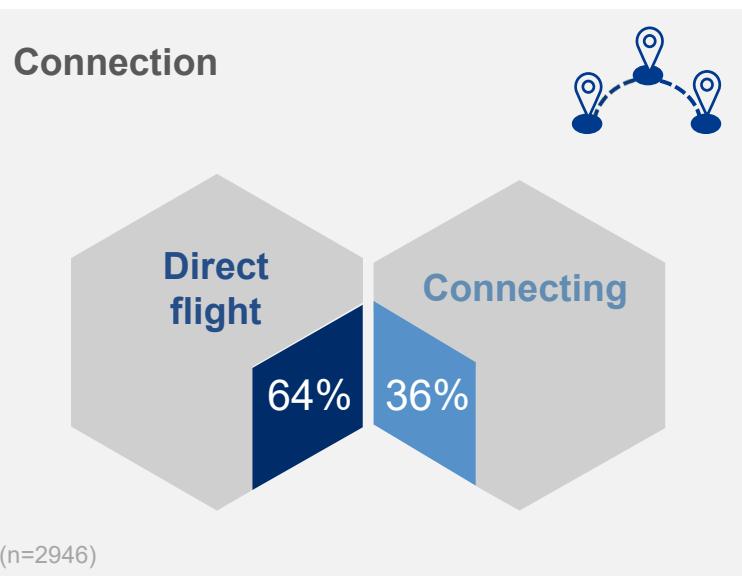
Traffic Type



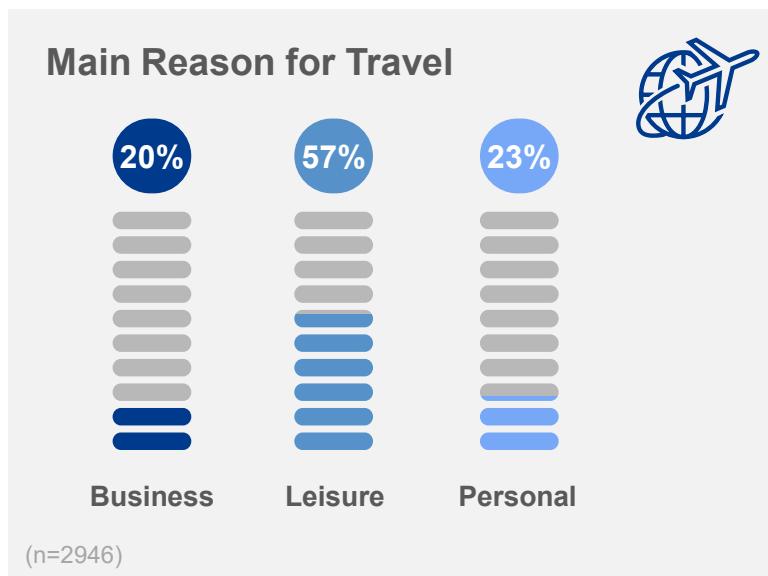
Passenger Destination by Region



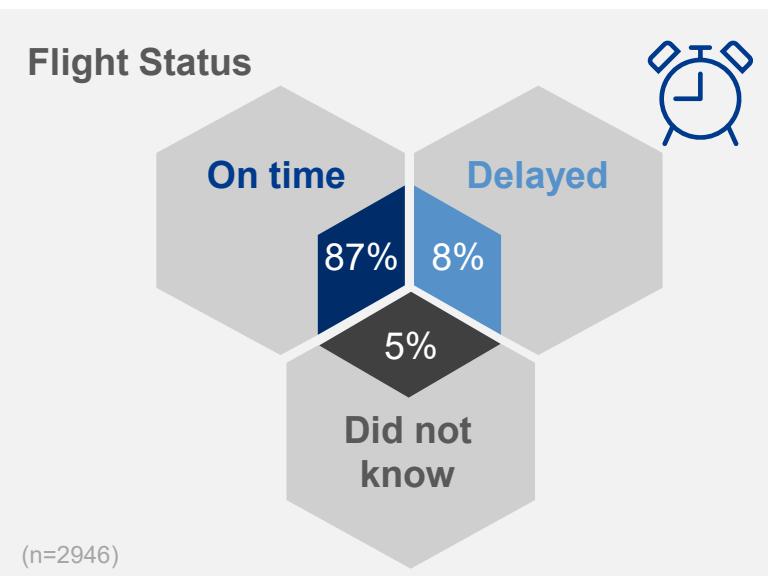
Connection



Main Reason for Travel



Flight Status



Base (n): Respondents providing a valid response

Q1. Which airport are you flying to? (traffic type and region are based on the destination); Q2. Are you currently making a connection/transfer at THIS airport?; Q3. What is/was your MAIN reason for this trip?; Q15. At the time of completing this survey, is your flight scheduled to depart on time?



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