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ASQ Departures

Passenger Satisfaction Report

ZRH – Airport Performance
2024





2

ZRH – Passenger Profile

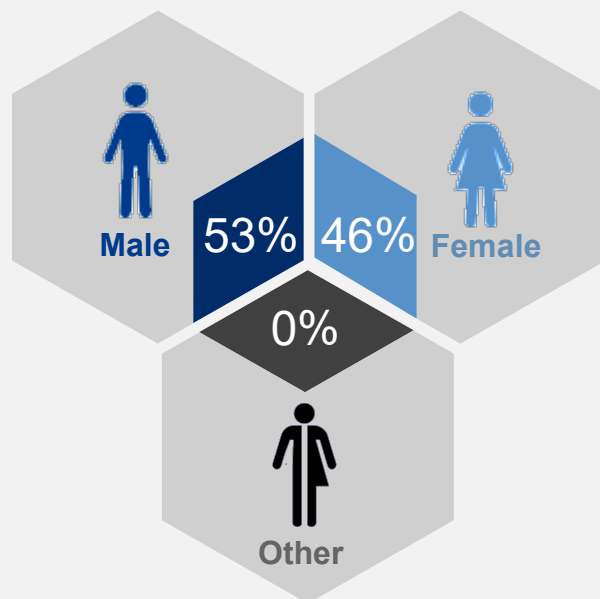
2024



ZRH – Passenger Profile

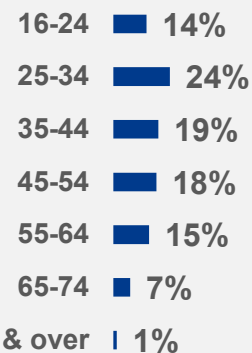
Demographics – 2024

Gender



(n=2920)

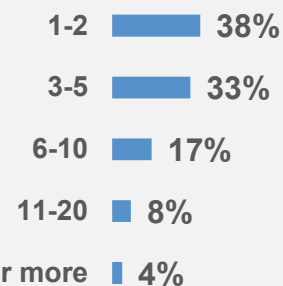
Age



(n=2946)

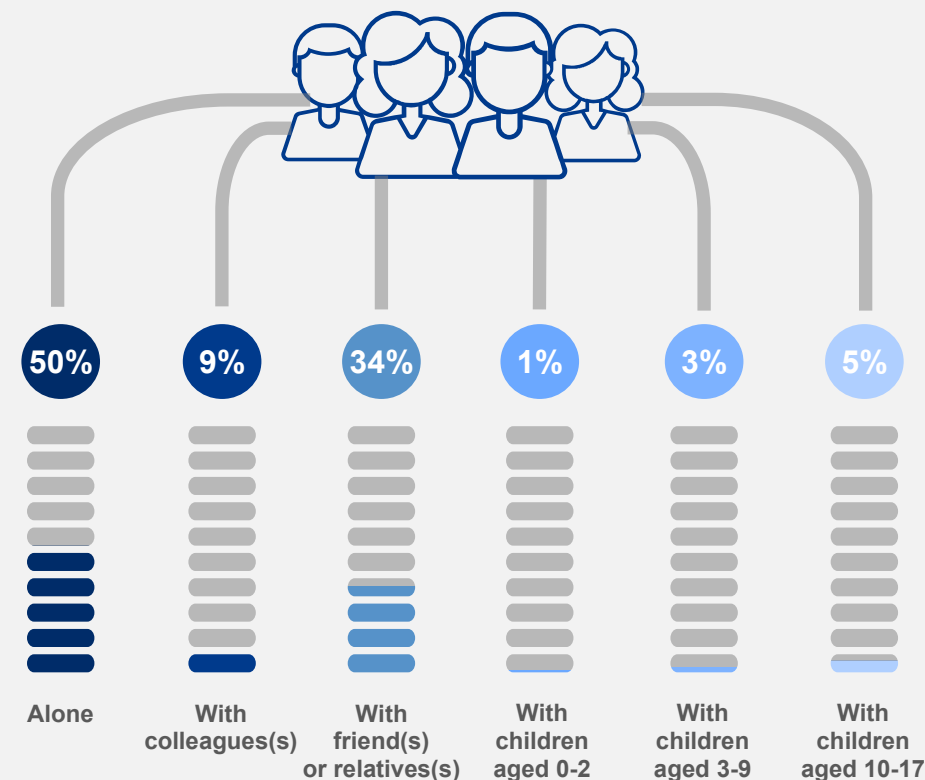
Return Trips

(Past 12 Months)



(n=2946)

Group Composition*



(n=2946)

Base (n): Respondents providing a valid response

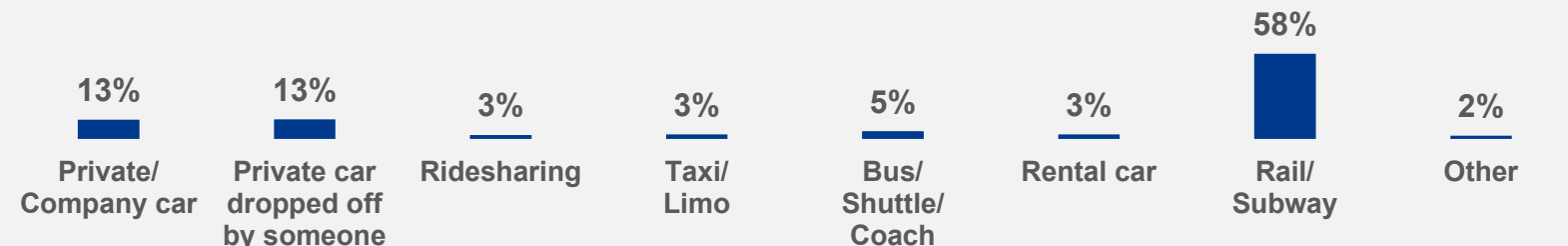
Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

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

ZRH – Passenger Profile

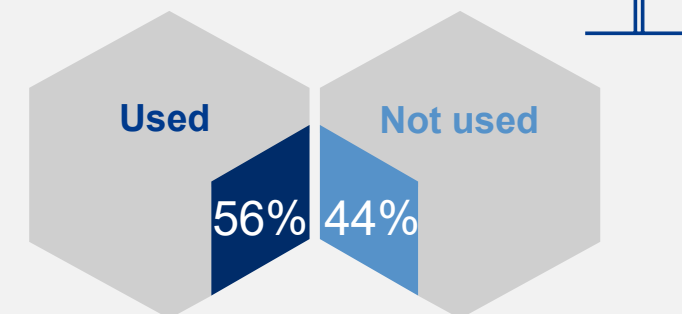
Travel Behavior – 2024

Mode of Transportation



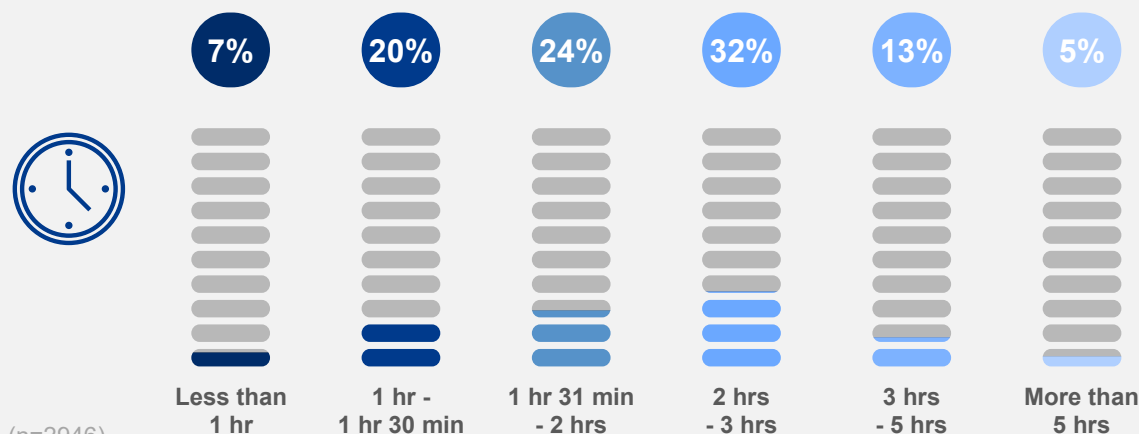
(n=1888)

Parking Usage



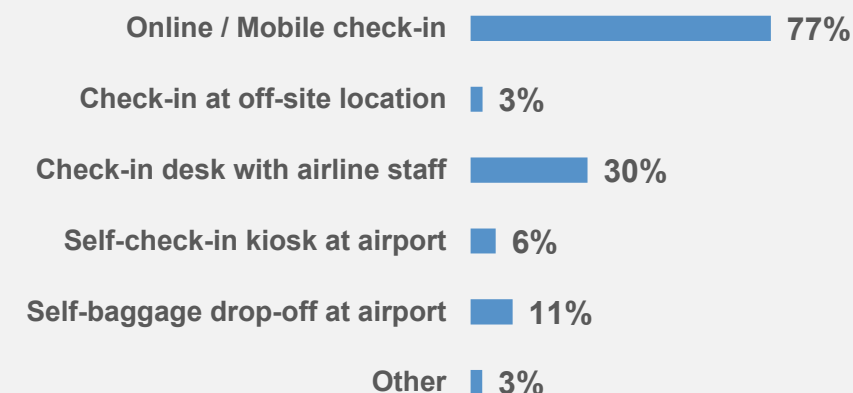
(n=496)

Arrival Before Departure Time / Duration of the Connection



(n=2946)

Mode of Check-in*



(n=2283)

Base (n): Respondents providing a valid response

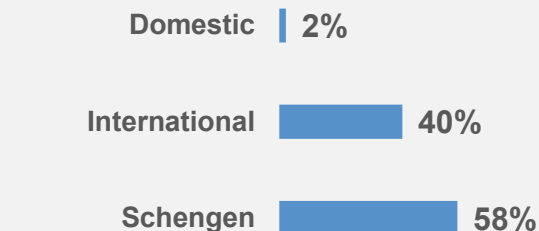
Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9.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

ZRH – Passenger Profile

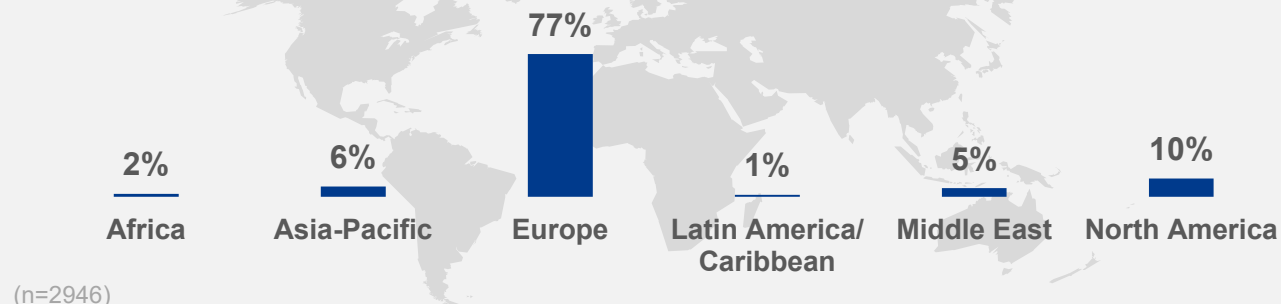
Travel Profile – 2024

Traffic Type



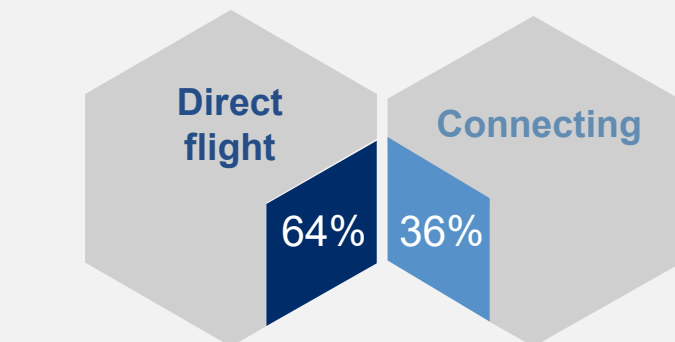
(n=2946)

Passenger Destination by Region



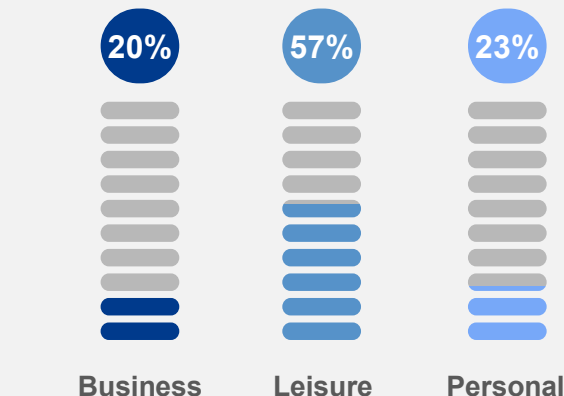
(n=2946)

Connection



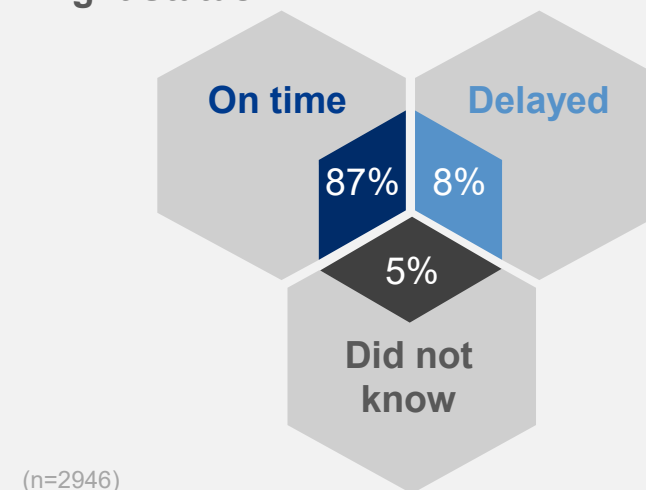
(n=2946)

Main Reason for Travel



(n=2946)

Flight Status



(n=2946)

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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