Airport Monitoring Report 2014–15

Passengers

BNE
22.3m
↑ 0.8%

SYD
39.2m
↑ 1.2%

PER
14.8m
↓ 1.0%

MEL
32.3m
↑ 3.6%

Return on sales

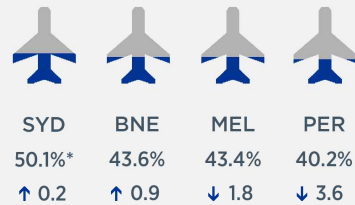### Aeronautical profit margin

SYD	BNE	MEL	PER
50.1%*	43.6%	43.4%	40.2%
↑ 0.2	↑ 0.9	↓ 1.8	↓ 3.6

* highest figure recorded by any airport since time series began in 2004–05

Car parking profit margin

MEL	SYD	BNE	PER
73.2%	71.6%	67.2%	63.7%
↑ 4.1	↓ 1.7	↑ 2.9	↓ 5.1
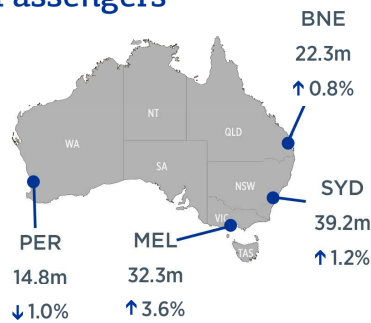
Investment

Additions to aeronautical asssets

MEL	BNE	PER	SYD
$484m*	$334m*	$251m*	$127m
27% of assets	16% of assets	29% of assets	5% of assets
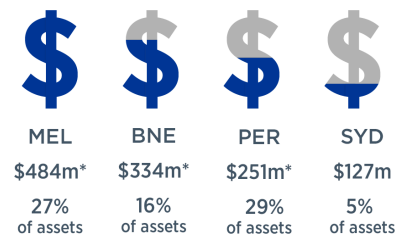
*highest since privatisation
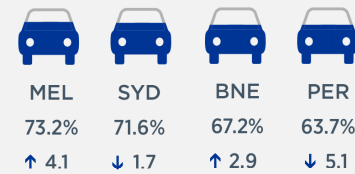
Quality of service *Airline and passenger surveys, objective indicators*

	BNE	PER	MEL	SYD
2014–15	Good	Good	Satisfactory	Satisfactory
2013–14	Good	Good	Satisfactory	Satisfactory

Excellent

BNE Check-in waiting line (dom & intl)
Wait time in outbound immigration (intl)
Wait time in inbound baggage inspection (intl)
Space in inbound baggage area (intl)
Findability of baggage trolleys (intl)
Crowd in gate lounge (intl)
Quality of security search process (dom & intl)
Taxi facilities waiting time (intl)
Check-in waiting time (intl)

PER Check-in standard (dom)
Baggage processing facilities availability (dom)
Baggage processing facilities standard (dom)

Poor

SYD Baggage processing facilities availability (intl)
Baggage processing facilities standard (intl)
Aerobridges availability (intl)
Aerobridges standard (intl)

PER Check-in standard (intl)
Aerobridges availability (intl)
Aerobridges standard (intl)

MEL Check-in availability (dom)
Availability of aircraft facilities, bays