



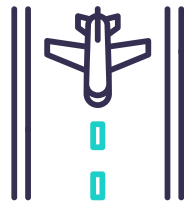
AUSTRALIAN COMPETITION  
& CONSUMER COMMISSION

# Airport Monitoring Report 2019-20



## COVID-19

Airports were dramatically impacted by the global COVID-19 pandemic in the latter part of the 2019-20 monitoring period. Total passenger numbers fell by 26.5% for the year as a result.



Aeronautical revenue dropped for the full year across the four monitored airports by between 15.5% and 21.6%.



With high fixed costs, the monitored airports' aeronautical operating profit also fell by between 47.4% and 61.8% for the year.



While results for the full set of quality of service measures were not collected to reduce the burden on airlines and airports, all airports remained in the 'good' range for passenger satisfaction.



Car parking revenue was also down by between 20.5% and 26.1% across the monitored airports due to substantially reduced demand for airport car parking.

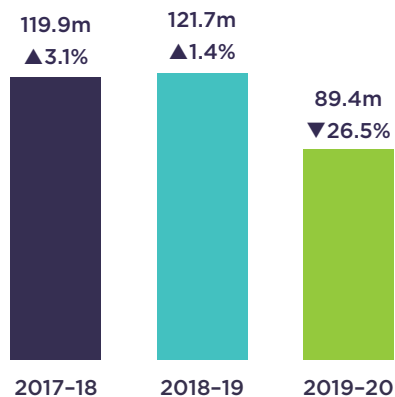


The ACCC expects 2020-21 results to continue to reflect the impact of the COVID-19 pandemic, as the industry is likely to see reduced travel demand for the full financial year.

# Key industry results 2019-20\*

## AERONAUTICAL SERVICES

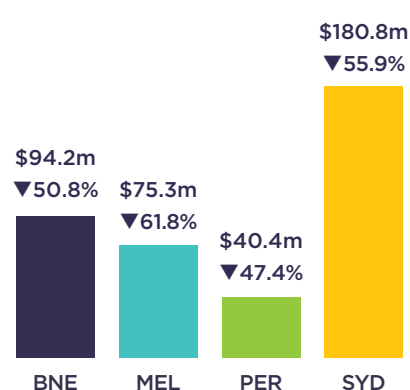
Total passenger volumes at the 4 monitored airports



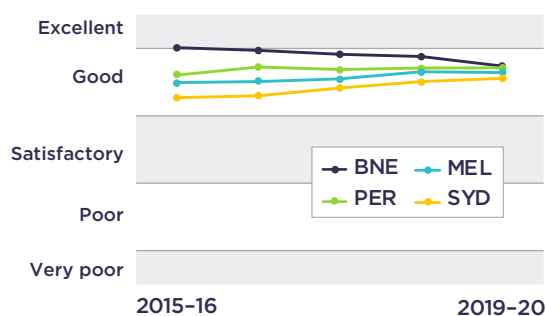
Return on aeronautical assets

BNE	3.1%	▼ from 7.2%
MEL	2.9%	▼ from 8.5%
PER	4.1%	▼ from 7.6%
SYD	5.6%	▼ from 12.5%

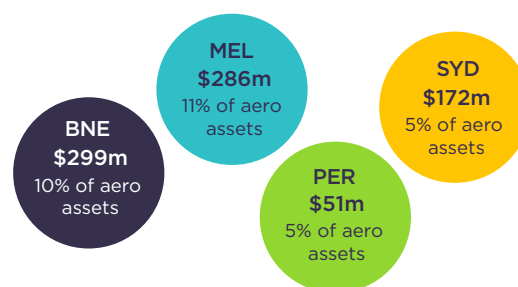
Operating profit\*\*



## QUALITY OF SERVICE\*\*\*

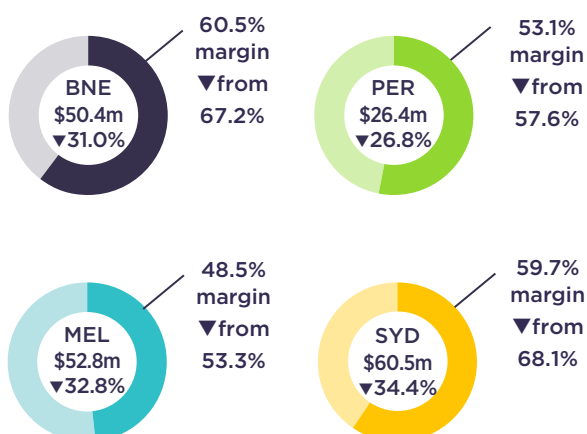


## AERONAUTICAL INVESTMENT

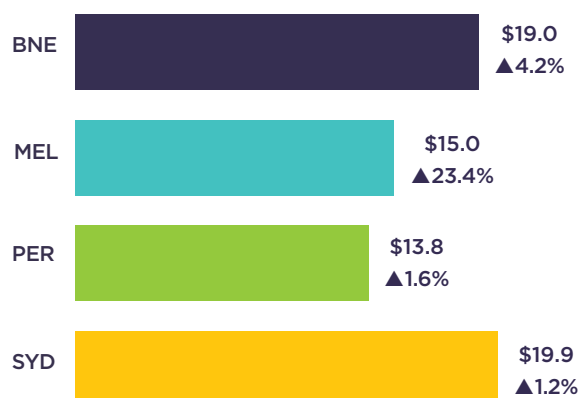


## CAR PARKING SERVICES

Operating profit\*\* and profit margin\*\*\*\*



Drive-up price for at-terminal parking: 30 to 60 minutes



\* Note that the COVID-19 pandemic did not fully affect the industry until the fourth quarter of the 2019-20 monitoring period.

\*\* Operating profit is measured as earnings before interest, taxes, and amortisation (EBITA).

\*\*\* The 2019-20 report does not present results for overall quality of service. This chart presents quality of service measured by average ratings of the passenger survey only.

\*\*\*\* Operating profit margin refers to EBITA as a percentage of revenue.

Note: Items described as '▼ from' are comparisons to 2018-19.