

AIRPORT FACT SHEET

What airports do and don't do

How airports operate

Airports are complex operations, with hundreds of businesses and agencies working together to keep you flying. So what do airports do to ensure you have a seamless journey?

Getting to the airport



Airports collaborate with government to promote easy access to the airport, no matter how you choose to get there. They maintain the road network inside the airport precinct, build and maintain taxi ranks, ridesharing zones, car parks and drop off areas. They work with state government agencies to facilitate public transport services.

Did you know?

Sydney Airport is committed to improving access to the airport. Working in collaboration with government they are developing new roads and fly overs to improve traffic flows and reduce conflicts, creating new pick up and drop off zones, pedestrian cycle paths and ride sharing zones, and improving signage.

In the terminal

Airports provide the terminal infrastructure that gets you on your way faster. They work in partnership with airlines to build automated check-in and bag drop facilities. They work with retail tenants to create shopping and dining precincts that meet customer expectations. They introduce smart gates in partnership with government agencies to ensure seamless border processing. They keep the terminals clean, welcoming and easy to navigate.



Did you know?

Melbourne Airport has recently completed its T4 terminal development with new gates, expanded seating and sheltered walkways to meet the needs of low cost carriers and ensure a great customer experience for their passengers. Melbourne's also redeveloped its T2 terminal to create a new luxury retail precinct for passengers to enjoy.

On the airfield



Airports are constantly investing in airfield infrastructure. They've constructed new gates to welcome new generation aircraft and facilitate growth. Runway projects are increasing capacity, while vital ground power projects are delivering sustainability benefits.

Did you know?

Brisbane Airport is investing \$1.35 billion in a new runway, to be completed in 2020. It's the biggest runway project in Australia and will deliver a regional economic benefit of about \$5 billion per year by 2035. Perth Airport and Melbourne Airport also have new runway plans in development.



Safety and security

As the gateway to Australia, safety and security underpin all aspects of airports' operations. Our airports work closely with agencies and security providers to implement government security requirements and keep the travelling public safe.

Who works at the airport

Activity	Operated by	How our airports help
Check-in, boarding and airline lounges	Airlines	<p>Airports work with airlines to develop airport facilities that allow them to provide a seamless customer experience for their passengers.</p> <p>Airports:</p> <ul style="list-style-type: none"> » invest in check-in counters and bag drop facilities to meet airlines' needs » facilitate the development of airline lounges » provide comfortable seating lounges and easy to access wayfinding near boarding gates to help passengers get to their flight on time » invest in gate facilities and airfield infrastructure to ensure airlines can use the latest in new generation aircraft to meet their customers' needs
Baggage handling	Airlines, baggage handling contractors	Airports provide the infrastructure to support efficient baggage handling by airlines and their contractors.
Security	Government agencies; Australian Federal Police (AFP); security providers	<p>Airports work with government agencies to implement security requirements and ensure the safety of the travelling public.</p> <p>They do this by:</p> <ul style="list-style-type: none"> » working with security providers to ensure security screening meets government requirements and forms part of a seamless customer journey through the terminal » working in partnership with the AFP on operational matters as required » coordinating security staff throughout the airport precinct
Passport control	Australian Border Force	Airports work closely with Australian Border Force to ensure the efficient operation of passport control. A number of airports have implemented SmartGates in partnership with Australian Border Force to provide a faster and easier experience for passengers as they move through this vital process.
Terminal amenities	Cleaning providers, technology providers	<p>Airports operate terminals are safe, clean and easy to navigate.</p> <p>They ensure:</p> <ul style="list-style-type: none"> » wayfinding helps customers navigate the terminal efficiently » technology provides up-to-date, real time information to keep passengers informed » bathrooms and other amenities remain clean and accessible
Shopping and dining	Retail tenants	Airports invest in their terminals to create a comfortable and enjoyable experience for their passengers. They work closely with retail tenants to attract and retain shopping and dining outlets that meet the needs of their customers while they wait for their flight, or meet and greet a loved one.
Ground access	Airports, taxis, ridesharing companies, public transport operators; hire cars; limousine companies	Airports build and maintain the road network within the airport precinct, as well as car parking facilities. They work closely with the taxi industry and ridesharing operators to ensure their facilities meet the needs of these providers. They also work closely with state and local government agencies to facilitate public transport services, such as the bus or train.
Freight	Airlines, freight operators	Airports provide freight facilities to ensure air freight can be facilitated, both in the bellyhold of passenger aircraft and on dedicated freight services.
Air traffic control	Airservices Australia	Airports work closely with airlines and Airservices Australia to manage disruptions caused by weather or other events as required.
Fire fighting	Airservices Australia	Airports work alongside Airservices Australia, who manages aviation rescue fire fighting at our airports.