

# Airport Exit Index

Blacklane white paper  
June 2019



## How long does it take to exit the airport?

Exiting the airport is full of uncertainty. Between unfamiliar terminals, baggage collection, immigration lines, and customs lines, travelers have no more than a best guess or an online review to work out how long it will take for them to be on their way. Until now.

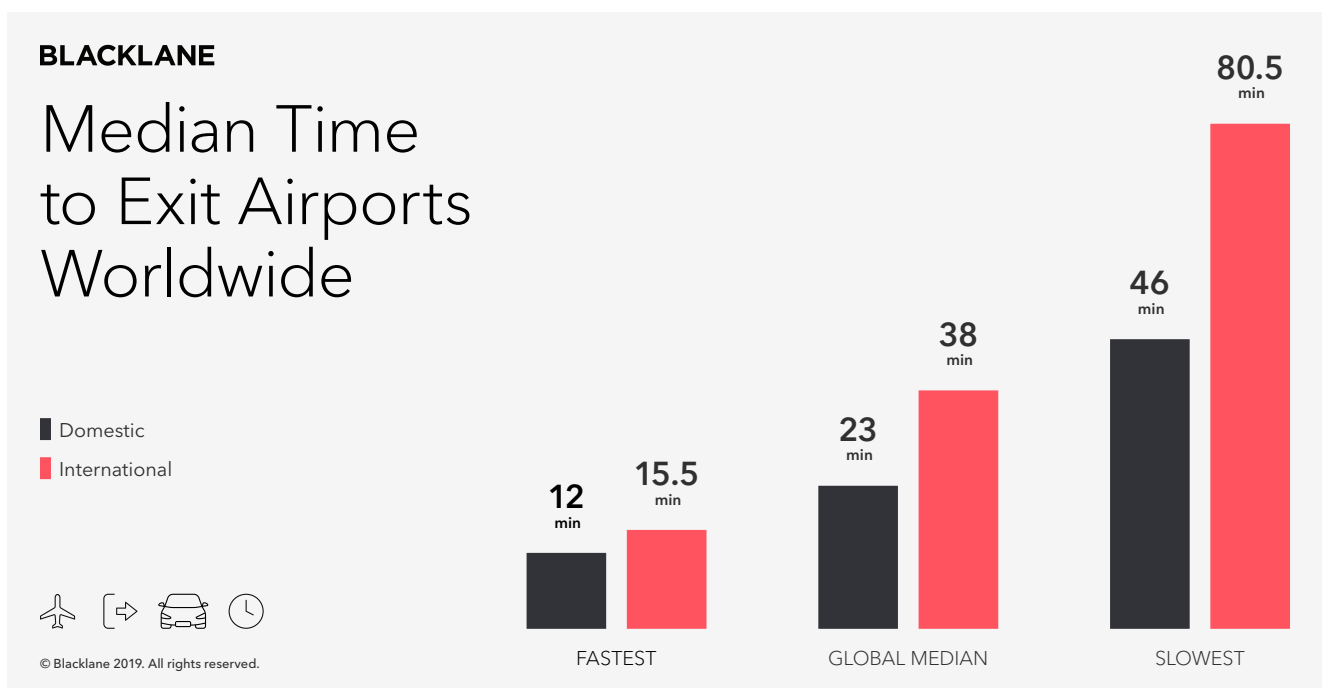
Worldwide, travelers' median time from a plane's arrival until they are on their way is 23 minutes after domestic flights and 38 minutes - a 65 percent increase - after international flights.

Blacklane analyzed hundreds of thousands of its airport pickups over the past nine months. The company compared the times when guests' flights arrived to the times when guests entered its chauffeured vehicles. The findings reveal the:

- World's 20 fastest and slowest airports to exit for international arrivals.
- World's 20 fastest and slowest airports to exit for domestic arrivals.
- Rank of the world's 20 busiest international airports.
- Regional and metropolitan comparisons of times to exit after domestic and international flights.
- Differences among business travelers and larger groups.

All times are the median, to minimize the impact of any outliers in the data. The findings include the total time for travelers to exit aircraft, gather luggage, clear customs and immigration, meet their Blacklane chauffeurs, and follow chauffeurs to vehicles. Data is shown by airports, not individual terminals. The data does not take into account nationality, age, priority status, or checked vs. carry-on luggage.

Additionally, for the purposes of international vs. domestic flights, Blacklane counts flights within the Schengen Area as domestic. The participating 26 European nations do not enforce border controls among one another.



## International arrivals go quickest at smaller European airports

Of the 20 fastest airports (21 due to ties) in the world for international arriving passengers, 19 are in Europe. First is Luxembourg, where arriving international travelers spend a median time of 15.5 minutes to get from the airplane into a chauffeured vehicle. Rotterdam closely follows at 16 minutes.

Germany has six of the top 20 fastest airports, the U.K. has four, and Italy has three. The lone airport to make the top 20 outside of Europe is Shanghai Hongqiao International Airport (SHA), which handles 40 percent less passenger traffic than the city's larger airport, Shanghai Pudong International (PVG).

Many of the fastest airports are a major city's secondary airport - or smaller. These receive smaller aircraft and have smaller airport terminals. For example, Milan's second-and third-largest airports, Bergamo (BGY) and Linate (LIN), take just over 20 minutes for passengers to reach vehicles, compared to 33 minutes for Malpensa (MXP). London City (LCY), the third-fastest airport worldwide for international arriving passengers to exit, is London's fifth-largest airport. Appendix 1 shows more data comparing airports in the same metropolitan area.

A second explanation for European airport efficiency is the mix of international flights combined with the priority given to arriving European Union passengers. When flights arrive from beyond the Schengen Area, EU airports typically separate immigration control into two groups: travelers from the EU (including the U.K.) and all others. The former comprises the majority of these flyers, so airports regularly assign more immigration officers and many have established electronic passport scanning and biometric technology to speed up this group's exit time.

This approach inherently improves the exit times at many European airports. At a busy airport like Berlin Tegel (TXL), for example, the median time to exit after international flights is 22 minutes. But for international arrivals excluding those coming from the U.K., the median time is 34 minutes, a 55% increase.

Or consider a smaller airport, Rotterdam (RTM), which serves 11 cities outside of the Schengen Area. Five of those 11 are non-EU cities, but those flights operate far less often. For example, as of mid-May 2019, the flight from Cherif Al Idrissi Airport (AHU), serving Al Hoceima, Morocco, arrives in RTM only once per week. So too does the flight from Turkey's Kayseri Erkilet Airport (ASR). Again, the volume of international arriving travelers from non-Schengen EU cities contributes to a faster median exit time.

Milan Bergamo (BGY), however, maintains a low median exit time with a higher percentage of flights originating outside of the EU. Of the 44 non-Schengen cities with arriving flights into BGY, 23 come from the EU and 21 are outside of the EU. The median exit time of 21 minutes remains the same for both groups.

## 20 Fastest Airports to Exit: International Arrivals (21 due to ties)

Rank	Airport Code	Metro area	Country	Region	Median Time
1	LUX	Luxembourg	Luxembourg	EMEA	15.5 min
2	RTM	Rotterdam	Netherlands	EMEA	16 min
3 (t)	SOF	Sofia	Bulgaria	EMEA	21 min
3 (t)	BSL	Basel	France	EMEA	21 min
3 (t)	HAJ	Hannover	Germany	EMEA	21 min
3 (t)	LCY	London	U.K.	EMEA	21 min
3 (t)	BGY	Milan	Italy	EMEA	21 min
8 (t)	CGN	Cologne	Germany	EMEA	22 min
8 (t)	TXL	Berlin	Germany	EMEA	22 min
8 (t)	LIN	Milan	Italy	EMEA	22 min
8 (t)	SHA	Shanghai	China	APAC	22 min
12 (t)	HEL	Helsinki	Finland	EMEA	23 min
12 (t)	LBA	Leeds	U.K.	EMEA	23 min
14 (t)	BRS	Bristol	U.K.	EMEA	24 min
14 (t)	DUS	Dusseldorf	Germany	EMEA	24 min
14 (t)	BIO	Bilbao	Spain	EMEA	24 min
14 (t)	LPL	Liverpool	U.K.	EMEA	24 min
18 (t)	STR	Stuttgart	Germany	EMEA	25 min
18 (t)	HAM	Hamburg	Germany	EMEA	25 min
18 (t)	CPH	Copenhagen	Denmark	EMEA	25 min
18 (t)	VCE	Venice	Italy	EMEA	25 min

Regionally, the Americas and APAC fastest airports have a mix of large hubs, secondary airports in big cities, and smaller cities. However, the median time varies greatly among the regions. The top EMEA airports get travelers out in 21 minutes or less, while in the Americas, airports are no faster than 27 minutes. Only one APAC airport, Shanghai (SHA) is less than 32.5 minutes.

### Five Fastest EMEA Airports for International Arrivals (seven due to ties)

Rank	Airport Code	Metro area	Country	Median Time
1	LUX	Luxembourg	Luxembourg	15.5 min
2	RTM	Rotterdam	Netherlands	16 min
3 (t)	BGY	Milan	Italy	21 min
3 (t)	BSL	Basel	France	21 min
3 (t)	HAJ	Hannover	Germany	21 min
3 (t)	LCY	London	U.K.	21 min
3 (t)	SOF	Sofia	Bulgaria	21 min

### Five Fastest Americas Airports for International Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1 (t)	LGA	New York	U.S.	27 min
1 (t)	PHX	Phoenix	U.S.	27 min
3 (t)	AEP	Buenos Aires	Argentina	31 min
3 (t)	DTW	Detroit	U.S.	31 min
3 (t)	SJC	San Jose	U.S.	31 min

## Five Fastest APAC Airports for International Arrivals (six due to ties)

Rank	Airport Code	Metro area	Country	Median Time
1	SHA	Shanghai	China	22 min
2	MFM	Macau	China	32.5 min
3	PER	Perth	Australia	33 min
4 (t)	BLR	Bangalore	India	36 min
4 (t)	BNE	Brisbane	Australia	36 min
4 (t)	SIN	Singapore	Singapore	36 min

## Large Cities Dominate Slowest Airports for International Arrivals

Conversely, many of the world's slowest airports for arriving international travelers can be found in the largest cities. Tokyo has two of the slowest 20 (24 due to ties), with airports in Buenos Aires, Colombo, Dubai, Johannesburg, Kuala Lumpur, Mexico City, Santiago, and Shanghai also making the list. In addition, some country's second-largest cities made the list, including Beijing, Los Angeles, and Hanoi. Across all of these airports, it takes passengers at least 52 minutes to get to their vehicles.

The slowest airport is Kansai International Airport, serving Osaka. This is perhaps due in part to having the longest airport terminal in the world at 1.1 miles (1.7 kilometers).

## 20 Slowest Airports to Exit: International Arrivals (24 due to ties)

Rank	Airport Code	City	Country	Region	Median Time
1	KIX	Kansai	Japan	APAC	80.5 min
2	NRT	Tokyo	Japan	APAC	56 min
3	SCL	Santiago	Chile	Americas	54 min
4	MCO	Orlando	U.S.	Americas	53.5 min
5 (t)	DPS	Denpasar (Bali)	Indonesia	APAC	53 min

5 (t)	DXB	Dubai	U.A.E.	EMEA	53 min
5 (t)	IAD	Washington, D.C.	U.S.	Americas	53 min
5 (t)	LED	St. Petersburg	Russia	EMEA	53 min
9 (t)	EZE	Buenos Aires	Argentina	Americas	52 min
9 (t)	MEX	Mexico City	Mexico	Americas	52 min
11	PEK	Beijing	China	APAC	51 min
12 (t)	HNL	Honolulu	U.S.	Americas	50 min
12 (t)	LAX	Los Angeles	U.S.	Americas	50 min
14	GIG	Rio de Janeiro	Brazil	Americas	49.5 min
15	JNB	Johannesburg	South Africa	EMEA	49 min
16 (t)	CMB	Colombo	Sri Lanka	APAC	47 min
16 (t)	HAN	Hanoi	Vietnam	APAC	47 min
16 (t)	KUL	Kuala Lumpur	Malaysia	APAC	47 min
16 (t)	SAN	San Diego	U.S.	Americas	47 min
20 (t)	CAN	Guangzhou	China	APAC	46 min
20 (t)	DEN	Denver	U.S.	Americas	46 min
20 (t)	HND	Tokyo	Japan	APAC	46 min
20 (t)	MIA	Miami	U.S.	Americas	46 min
20 (t)	PVG	Shanghai	China	APAC	46 min

Regionally, the slowest airports take at least 45 minutes to exit, and most of these airports are the country's busiest or second-busiest.

### Five Slowest EMEA Airports for International Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1 (t)	DXB	Dubai	U.A.E.	53 min
1 (t)	LED	St. Petersburg	Russia	53 min
3	JNB	Johannesburg	South Africa	49 min
4 (t)	BEY	Beirut	Lebanon	45 min
4 (t)	DOH	Doha	Qatar	45 min

### Five Slowest Americas Airports for International Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	SCL	Santiago	Chile	54 min
2	MCO	Orlando	U.S.	53.5 min
3	IAD	Washington D.C.	U.S.	53 min
4 (t)	EZE	Buenos Aires	Argentina	52 min
4 (t)	MEX	Mexico City	Mexico	52 min



### Five Slowest APAC Airports for International Arrivals (seven due to ties)

Rank	Airport Code	Metro area	Country	Median Time
1	KIX	Kansai	Japan	80.5 min
2	NRT	Tokyo	Japan	56 min
3	DPS	Denpasar (Bali)	Indonesia	53 min
4	PEK	Beijing	China	51 min
5 (t)	CMB	Colombo	Sri Lanka	47 min
5 (t)	HAN	Hanoi	Vietnam	47 min
5 (t)	KUL	Kuala Lumpur	Malaysia	47 min

### Domestic arrivals go quickest at U.S. and German airports

Globally, 12 airports have a median exit time of 15 minutes or fewer, with Columbus, Ohio in the U.S., Innsbruck, Austria, and Perth, Australia as the fastest at 12 minutes. The U.S. has nine of the 23 fastest, Germany has seven, and Australia has two. Several of these are in a country's largest city, but those airports are one of multiple airports (i.e. Berlin TXL) or serving a smaller European capital (e.g. Helsinki, Luxembourg, and Stockholm).

### 20 Fastest Airports to Exit: International Arrivals (21 due to ties)

Rank	Airport Code	Metro area	Country	Region	Median Time
1 (t)	CMH	Columbus	U.S.	Americas	12 min
1 (t)	INN	Innsbruck	Austria	EMEA	12 min
1 (t)	PER	Perth	Australia	APAC	12 min
4	DRS	Dresden	Germany	EMEA	13 min
5 (t)	CGN	Cologne	Germany	EMEA	14 min
5 (t)	NUE	Nuremberg	Germany	EMEA	14 min

5 (t)	SJC	San Jose	U.S.	Americas	14 min
8 (t)	LUX	Luxembourg	Luxembourg	EMEA	15 min
8 (t)	TXL	Berlin	Germany	EMEA	15 min
8 (t)	LEJ	Leipzig	Germany	EMEA	15 min
8 (t)	BNE	Brisbane	Australia	APAC	15 min
8 (t)	SAT	San Antonio	U.S.	Americas	15 min
13 (t)	MCI	Kansas City	U.S.	Americas	16 min
13 (t)	BRE	Bremen	Germany	EMEA	16 min
13 (t)	HEL	Helsinki	Finland	EMEA	16 min
13 (t)	STR	Stuttgart	Germany	EMEA	16 min
13 (t)	BUR	Burbank	U.S.	Americas	16 min
18 (t)	BSL	Basel	France	EMEA	17 min
18 (t)	MEM	Memphis	U.S.	Americas	17 min
18 (t)	ARN	Stockholm	Sweden	EMEA	17 min
18 (t)	AUS	Austin	U.S.	Americas	17 min
18 (t)	PVD	Providence	U.S.	Americas	17 min
18 (t)	OAK	Oakland	U.S.	Americas	17 min

Regionally, five of the top seven airports in EMEA are in Germany. In the Americas, all are in the U.S. Two capital cities are in the regional lists: Berlin TXL, which is one of two airports serving the city, and Auckland (AKL). In APAC, the top four airports for domestic exits are in Australia.

### Five Fastest EMEA Airports for Domestic Arrivals (seven due to ties)

Rank	Airport Code	Metro area	Country	Median Time
1	INN	Innsbruck	Austria	12 min
2	DRS	Dresden	Germany	13 min
3 (t)	CGN	Cologne	Germany	14 min
3 (t)	NUE	Nuremberg	Germany	14 min
5 (t)	LUX	Luxembourg	Luxembourg	15 min
5 (t)	TXL	Berlin	Germany	15 min
5 (t)	LEJ	Leipzig	Germany	15 min

### Five Fastest Americas Airports for Domestic Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	CMH	Columbus	U.S.	12 min
2	SJC	San Jose	U.S.	14 min
3	SAT	San Antonio	U.S.	15 min
4 (t)	MCI	Kansas City	U.S.	16 min
4 (t)	BUR	Burbank	U.S.	16 min

## Five Fastest APAC Airports for Domestic Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	PER	Perth	Australia	12 min
2	BNE	Brisbane	Australia	15 min
3	ADL	Adelaide	Australia	18 min
4	OOL	Gold Coast	Australia	20 min
5	AKL	Auckland	New Zealand	21 min

## Large Cities Lead the List of Slowest Airports for Domestic Arrivals

As with international arrivals, large cities and large airports top the list for the longest time to exit after domestic arrivals. In part, this is simply due to the size of major airports. The larger the area, the longer the walk, the longer the time to receive luggage, the more shopping opportunities, and the more distance to reach vehicles. Ten airports appear on both slowest lists for international and domestic arrivals.

## 20 Slowest Airports to Exit: Domestic Arrivals (24 due to ties)

Rank	Airport Code	Metro area	Country	Region	Median Time
1	MEX	Mexico City	Mexico	Americas	46 min
2	DEL	Delhi	India	APAC	45 min
3	BOM	Mumbai	India	APAC	42 min
4	GRU	São Paulo	Brazil	Americas	40 min
5	CTU	Chengdu	China	APAC	37.5 min
6	LED	St. Petersburg	Russia	EMEA	37 min
7 (t)	BKK	Bangkok	Thailand	APAC	36 min
7 (t)	FLR	Florence	Italy	EMEA	36 min
9	GIG	Rio de Janeiro	Brazil	Americas	34.5 min

10	HKT	Phuket	Thailand	APAC	33 min
11	PMI	Palma de Mallorca	Spain	EMEA	32.5 min
12 (t)	AMS	Amsterdam	Netherlands	EMEA	32 min
12 (t)	BCN	Barcelona	Spain	EMEA	32 min
12 (t)	CLT	Charlotte	U.S.	Americas	32 min
12 (t)	HAN	Hanoi	Vietnam	APAC	32 min
12 (t)	HND	Tokyo	Japan	APAC	32 min
12 (t)	PVG	Shanghai	China	APAC	32 min
18 (t)	CAN	Guangzhou	China	APAC	31 min
18 (t)	DEN	Denver	U.S.	Americas	31 min
18 (t)	FCO	Rome	Italy	EMEA	31 min
18 (t)	JNB	Johannesburg	South Africa	EMEA	31 min
18 (t)	LIS	Lisbon	Portugal	EMEA	31 min
18 (t)	PEK	Beijing	China	APAC	31 min
18 (t)	YYZ	Toronto	Canada	Americas	31 min

Regionally, EMEA's slowest airports for domestic arriving travelers are a mix of large airports and tourist destinations. In the Americas and APAC, the slowest airports are in major cities or are major hub airports.

#### Five Slowest EMEA Airports for Domestic Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	LED	St. Petersburg	Russia	37 min
2	FLR	Florence	Italy	36 min
3	PMI	Palma de Mallorca	Spain	32.5 min
4 (t)	AMS	Amsterdam	Netherlands	32 min
4 (t)	BCN	Barcelona	Spain	32 min

## Five Slowest Americas Airports for Domestic Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	MEX	Mexico City	Mexico	46 min
2	GRU	São Paulo	Brazil	40 min
3	GIG	Rio de Janeiro	Brazil	34.5 min
4	CLT	Charlotte	U.S.	32 min
5	DEN	Denver	U.S.	31 min

## Five Slowest APAC Airports for Domestic Arrivals

Rank	Airport Code	Metro area	Country	Median Time
1	DEL	Delhi	India	45 min
2	BOM	Mumbai	India	42 min
3	CTU	Chengdu	China	37.5 min
4	BKK	Bangkok	Thailand	36 min
5	HKT	Phuket	Thailand	33 min

## At World's Busiest International Airports, Europe Again Performs Best

Among the ranking of the 20 busiest international airports in 2018, European airports were the most efficient at getting travelers on their way. The continent has nine of the 12 fastest airports, with Munich and Frankfurt ranking first and second, respectively.

Worldwide, only seven of these 20 airports have a median exit time under 40 minutes. Two take more than 50 minutes: Dubai and Tokyo Narita.

A higher volume of international passengers does not necessarily mean a longer exit time. For example, Tokyo Narita (NRT) has the longest wait of this group, but one of the lower passenger volumes, at 35.3 million. Frankfurt (FRA) had 61.8 million international passengers and a median exit time of 33 minutes, while Munich (MUC) had 36.5 million international passengers and a median exit time of 30 minutes.

Dubai (DXB) had the highest number of international passengers last year at 88.9 million and the second-longest median exit time, 53 minutes. Toronto had the fewest international passengers out of the top 20 airports, with 31.6 million, and a median exit time of 40 minutes.

The lack of correlation comes from several factors, including terminal size and layout, number of flights, and technology to screen arriving travelers. Also, these airports handle a varying percentage of international travelers who connect through a hub versus arriving at their final destinations.

## 20 Largest Airports: Minutes from International Flight Arrival to Boarding Chauffeured Vehicle\*

Rank	Airport Code	Metro area	Country	Region	Median Time
1	MUC	Munich	Germany	EMEA	30 min
2	FRA	Frankfurt	Germany	EMEA	33 min
3	SIN	Singapore	Singapore	APAC	36 min
4	MAD	Madrid	Spain	EMEA	38 min
5 (t)	AMS	Amsterdam	Netherlands	EMEA	39 min
5 (t)	BKK	Bangkok	Thailand	APAC	39 min
5 (t)	LHR	London	U.K.	EMEA	39 min
8 (t)	BCN	Barcelona	Spain	EMEA	40 min
8 (t)	CDG	Paris	France	EMEA	40 min
8 (t)	IST**	Istanbul	Turkey	EMEA	40 min
8 (t)	LGW	London	U.K.	EMEA	40 min
8 (t)	YYZ	Toronto	Canada	Americas	40 min
13	JFK	New York	U.S.	Americas	41 min
14	HKG	Hong Kong	China	APAC	42 min
15	TPE	Taipei	China	APAC	43 min
16	DOH	Doha	Qatar	EMEA	45 min
17	KUL	Kuala Lumpur	Malaysia	APAC	47 min

18	DXB	Dubai	U.A.E.	EMEA	53 min
19	NRT	Tokyo	Japan	APAC	56 min

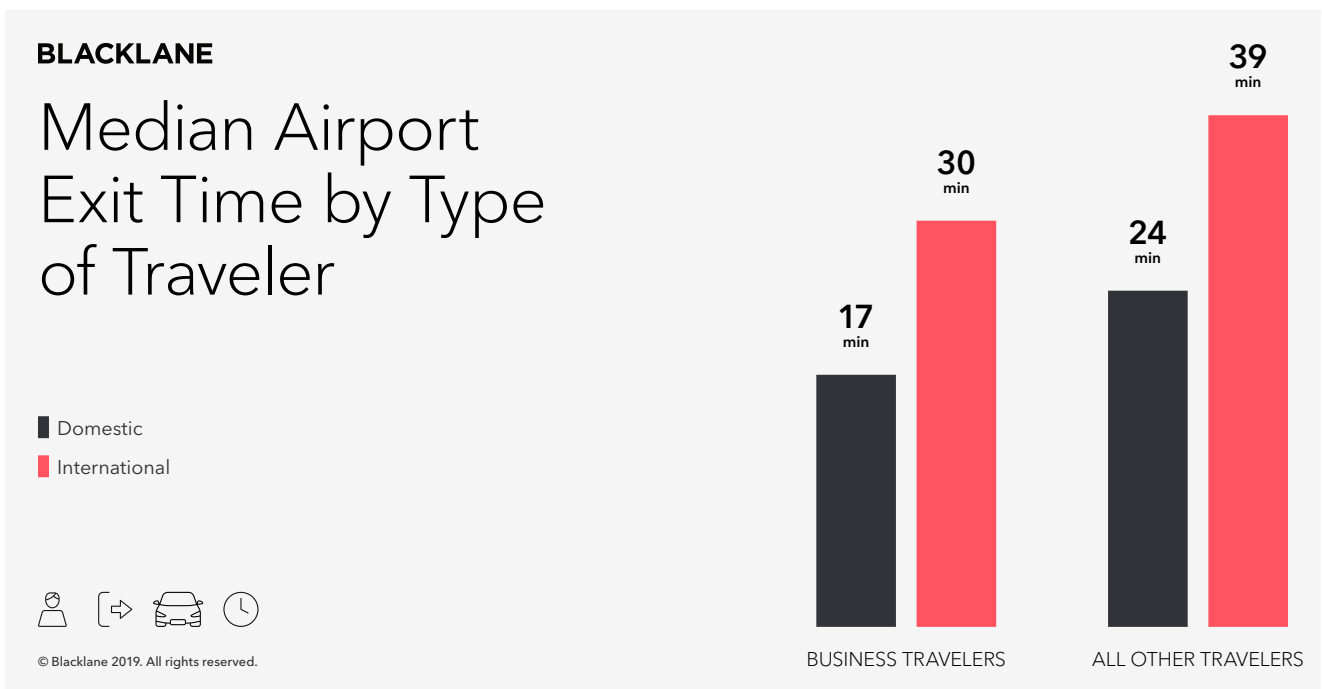
\* Seoul is excluded from this list because Blacklane does not offer chauffeur service there.

\*\* IST data comes mainly from Istanbul Ataturk airport (ISL), which formerly used the IST code.

## Two Other Breakdowns Help Travelers Plan Their Exit Times

Business travelers are known for their expertise in navigating airports and saving time. Blacklane’s data further confirms this. Its business traveler cohort is comprised of employees of multinational companies, professional service companies, and other corporate clients. This group exits the airport after domestic arrivals in a median time of 17 minutes. All other travelers have a median exit time of 24 minutes – a 41 percent increase.

For international arrivals, business travelers leave the airport in a 30-minute median time. All other travelers take 39 minutes, 30 percent longer.

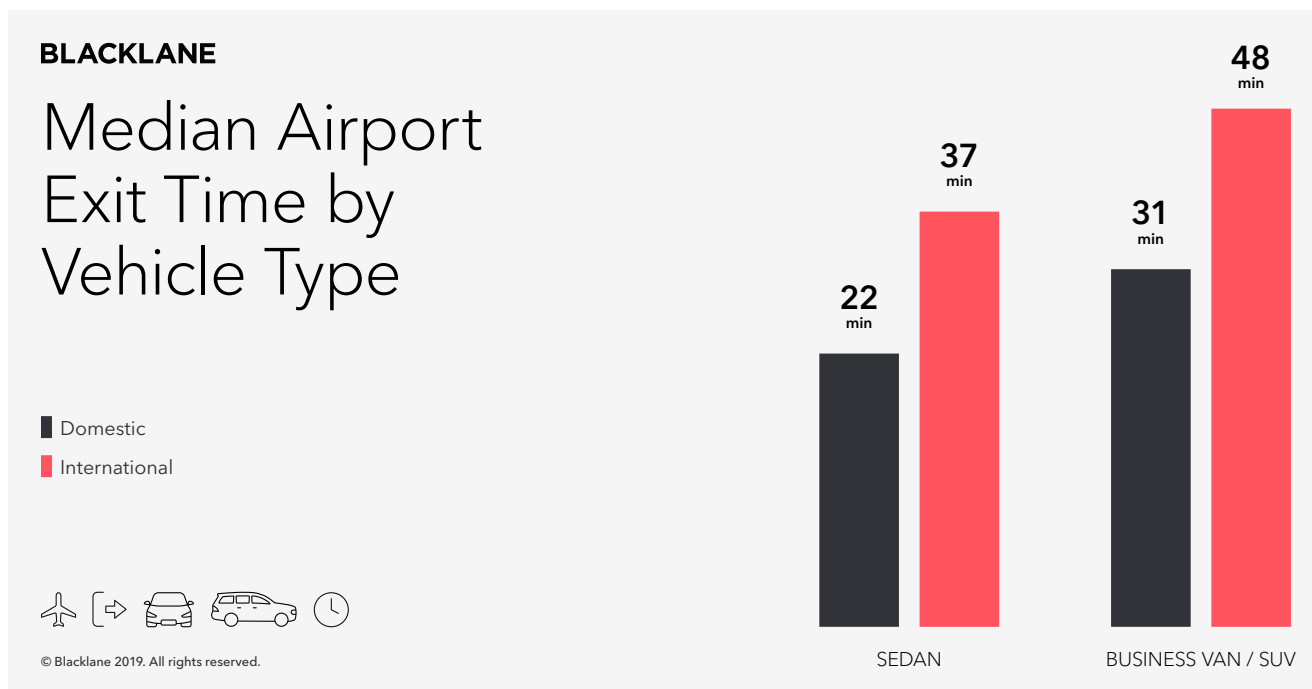


Blacklane guests can book rides in either executive-level sedans that seat up to three passengers or chauffeur-quality SUVs and business vans that accommodate up to five passengers. Sedans will hold up to two large pieces of luggage and business vans and SUVs will hold up to five.

The rides in larger vehicles, therefore, indicate more passengers and/or more luggage. The extra size and/or luggage added nine extra minutes for travelers to exit airports for both domestic and international flights.



Domestically, guests who booked a sedan took a median of 22 minutes to board their Blacklane vehicles after domestic flights and 31 minutes when taking a business van or SUV. Internationally, the times were 37 and 48 minutes, respectively.



## How Can You Most Quickly Exit the Airport on Your Next Trip?

On the whole, chauffeur service is the fastest way for travelers to reach their final destination. Chauffeurs greet guests in the airport and often have curbside access to give travelers the shortest possible walk to the vehicle. Chauffeurs also assist with guests' luggage to make the exit as peaceful and fast as possible. Lastly, chauffeured vehicles provide bottled water, eliminating the need to stop and buy something inside the airport.

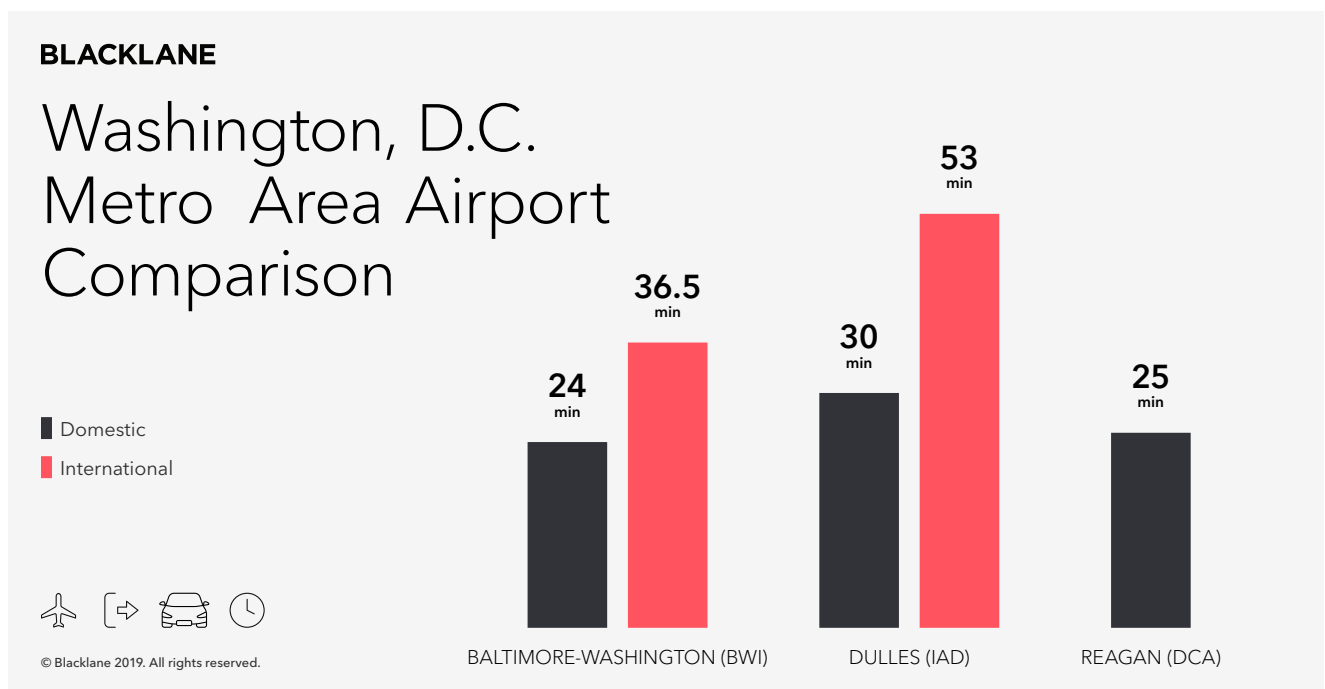
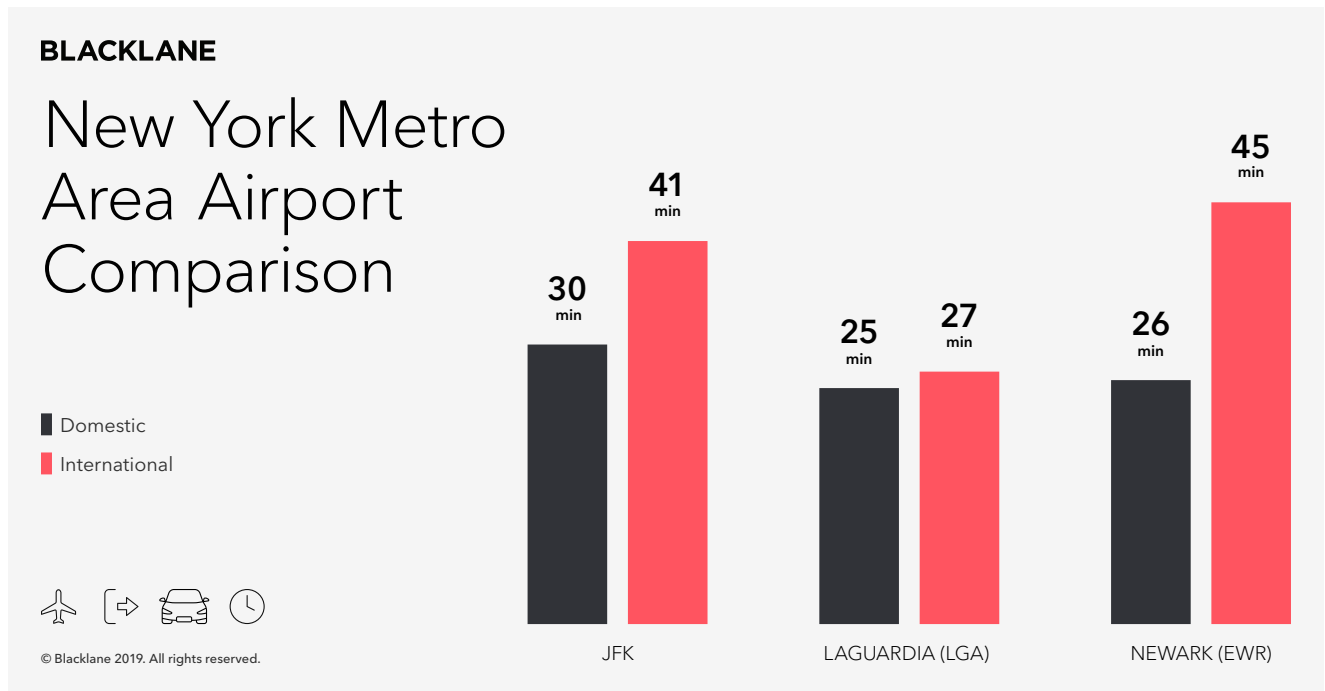
To accelerate exits after international arrivals, travelers can book an airport concierge service. Airport concierges greet guests once they exit the plane, take their carry-on luggage, and then get them to the front of immigration and customs lines (if permitted by local airport authorities). These steps can make an international arrival nearly as easy as a domestic arrival. The concierge accompanies the guest to the chauffeur meet-and-greet point, giving travelers a seamless hand-off to be on their way.

To learn more about Blacklane's chauffeur service, visit [www.blacklane.com](http://www.blacklane.com). For Blacklane's airport concierge service, visit [pass.blacklane.com](http://pass.blacklane.com).

## Appendix 1: Select Comparison of Nearby Airports

Below is data comparing airports in select metropolitan areas for exit times after domestic and international arrivals. Some airports may not allow for a direct comparison if they had too few international or domestic flights.

### United States



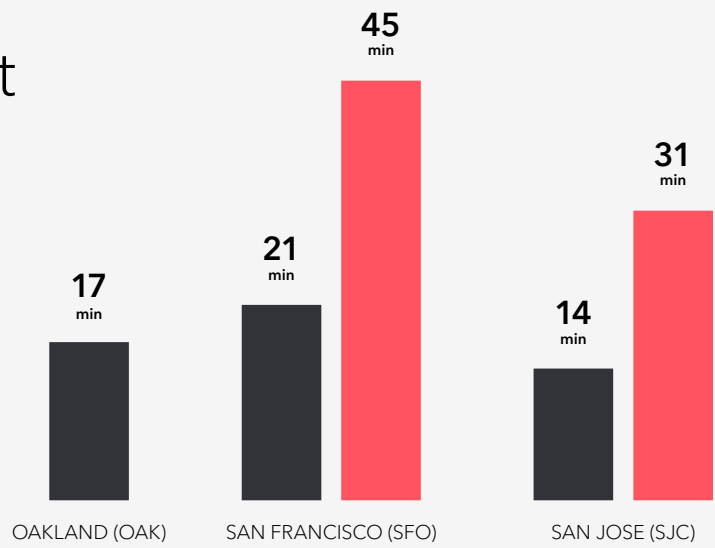
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# San Francisco Bay Metro Area Airport Comparison

■ Domestic  
■ International



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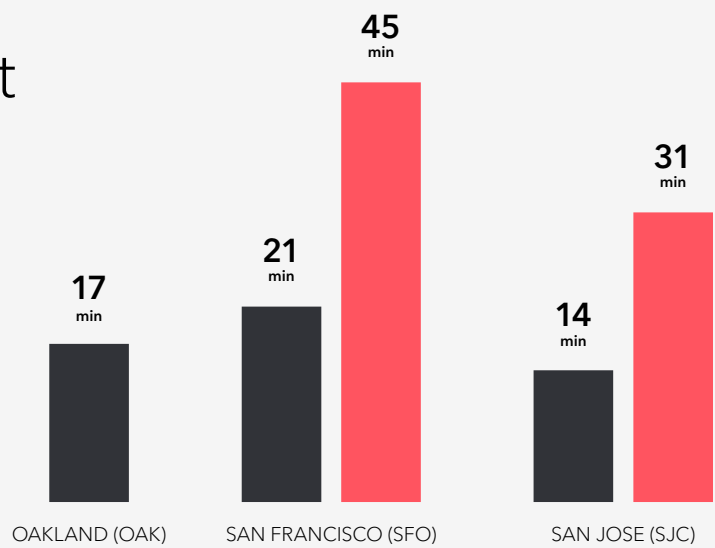
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# San Francisco Bay Metro Area Airport Comparison

■ Domestic  
■ International



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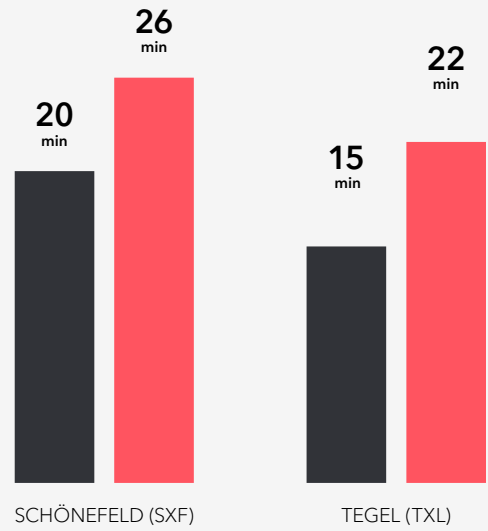
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# Berlin Metro Area Airport Comparison

■ Domestic  
■ International



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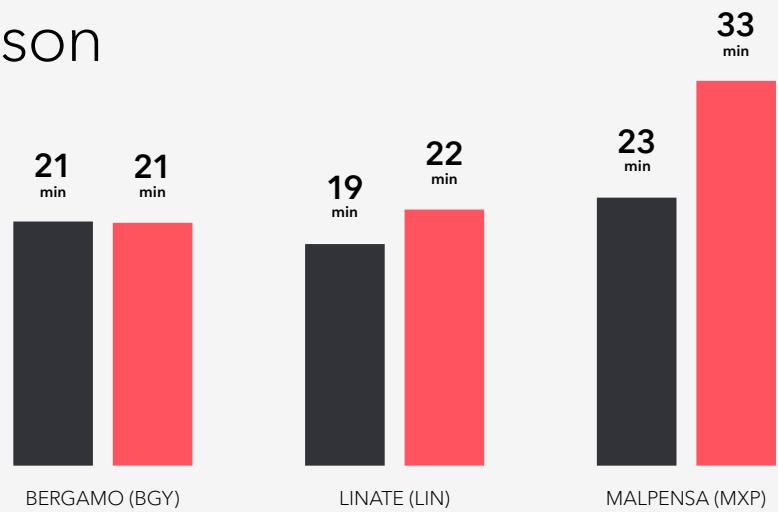
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# Milan Metro Area Airport Comparison

■ Domestic  
■ International



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# London Metro Area Airport Comparison

■ Domestic  
■ International



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# Paris Metro Area Airport Comparison

■ Domestic  
■ International



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