

your airport

Dublin Airport's Community Newsletter

Building For The Future



Work is now well underway on Dublin Airport's €1.2bn expansion plan.

A planning application for Terminal 2 (T2), which is the central element of the plan, will be lodged with Fingal County Council in the summer, and the new terminal will be completed in late 2009. T2 will be located close to the roundabout just before the main set down area for the existing terminal at Dublin Airport. The €1.2bn improvement programme also includes an extension to the existing terminal, a new runway, new internal roads, and a host of new boarding gates.

The airport development plan will run for almost 10 years, but local residents may have noticed that some construction work has already started on Pier D, which is the first major element in the planned expansion of Dublin Airport.

Pier D, which is being built on the northern side of the existing passenger facilities, will contain 14 new boarding gates, as well as new shops and cafes. Pier D will be connected to the airport's existing facilities by a new elevated walkway. As the walkway curves around the Old Terminal Building at Dublin Airport – which was designed in the late 1930s by Garret FitzGerald's brother Desmond FitzGerald – it will give passengers a wonderful view of one of Ireland's architectural gems.

When it opens for business next autumn, Pier D will be capable of handling 10 million passengers per year. Curious locals may have wondered what exactly was happening close to the Forest Road in recent weeks, as there has already been much activity at this area. This is now home to the site compound for Pier D. A temporary mini-village has been created in the Forest Road area for the 200 or so workers from British construction firm Laing O'Rourke, and other subcontractors who will build Pier D.

Working in partnership with the Dublin Airport Authority, Laing O'Rourke and other contractors plan to make every effort to minimise the level of construction traffic and any potential disruption to our neighbours during Pier D's 18-month construction period.

For this reason, instead of simply breaking up the existing apron on the Pier D site and trucking away many tonnes of unwanted waste, the DAA and Laing O'Rourke employed a special machine known as a Rubblizer to minimise the amount of waste and the need for hundreds of additional truck movements.

Although it sounds like something that Batman might own, the Rubblizer is actually a large tractor-like machine with huge hammers on the front and the sides. It causes "localised destruction" on the apron and after it has pulverised the existing concrete pavement, most of the rubble can be left in place to form part of the substructure – effectively a sort of foundation – for Pier D.

This new technique, which is rarely used in Ireland, means that Pier D can be built much faster and without carting away many tonnes of rubble. The Rubblizer means we can build Pier D in a cheaper, more environmentally friendly way, which has less impact on our neighbours and the operation of the Airport.

Terminal 2

Following detailed discussions with airline representatives in recent months, the Dublin Airport Authority (DAA) has decided that a much larger terminal is now required to meet customers' growing demands for expansion. The DAA now intends to build a 75,000 sq metre terminal, which will be capable of being enlarged in a second phase to 90,000 sq m.

The original plan was for a 50,000 sq m terminal, however it has become clear in recent months that such a facility would not meet the needs of a number of airlines that have significant medium-term expansion plans for Dublin.

Over the past five months, both Aer Lingus and Ryanair, which are Dublin Airport's two largest customers, have indicated that they now have more aggressive growth plans for Dublin than had been the case last summer, when the original plan for a 50,000 sq m terminal was adopted.

During the consultation process a number of different functional and design options were proposed and the merits and possible drawbacks of each, analysed in detail.

As this phase of the process draws to a close, one clear proposal has emerged as the best option across a range of criteria including construction timeline; minimal disruption to passengers and other users of the Airport; operational effectiveness and value for money.

Much work continues on the detailed layout and workings of the new building and work has just commenced as to how it might look in terms of shape and materials used. It is planned to lodge a planning application for the second terminal and Pier E with Fingal County Council by the end of the Summer, and subject to planning permission, to begin construction in May, 2007. The new facilities, which will transform the passenger experience at Dublin Airport, will become operational in the Autumn of 2009.

Following the completion of T2 and the new passenger piers, Dublin Airport will have a passenger throughput capacity of up to 35 million passengers per annum.



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Welcome



Robert Hilliard
Director Dublin Airport

Welcome to the second edition of *Your Airport*, Dublin Airport's community newsletter. I very much hope that you found our first edition both helpful and informative.

Dublin Airport is moving into a very exciting phase in its development, and the airport is a hive of activity with a number of important projects underway both internally within the terminal building and externally on the airfield.

Capacity constraints in the terminal building continue to be the main challenge for us this Summer season as we prepare to cater for huge growth in passenger numbers. A number of changes have already taken place on the Departures Floor to increase circulation space and improve passenger flows such as moving the Bank of Ireland branch to the Arrivals Hall and relocating the Aer Lingus ticket desk, from opposite check-in area 3 & 4, to opposite check-in area 7 & 8. Not only has this increased circulation space, it has also greatly improved the ambience of the area, with natural light brightening this section of the Departures Concourse.

These projects are key elements in our objective to continue to improve the travel experience for passengers. I hope you notice these and many more changes to come if you are travelling through the Airport over the Summer season.

Externally, our new Temporary Boarding Gate facility is now fully operational, serving 9 aircraft stands. This new, pre-fabricated structure is located to the rear of the Old Central Terminal Building. Behind the Temporary Boarding Gate area, the site

has been marked out for the construction of Pier D. When it comes into use on 28 October 2007, Pier D will provide 14 new aircraft stands, which will enable passengers to board and disembark aircraft directly from a boarding gate.

Elsewhere, behind the scenes, much work is underway regarding Terminal 2 (T2) and a new Pier to be called Pier E. We must ensure that the new terminal building meets the requirements of our airline customers, as they plan for further significant growth at Dublin Airport. A comprehensive team of consultants and project managers have been engaged to ensure optimum design for the new terminal building.

An essential element of the airport development plan is the construction of a new runway at Dublin Airport. Fingal County Council recently granted permission to the Dublin Airport Authority to build a new runway, and this is a very welcome decision for us. The new runway is a vital component of the overall airport development plan, which will enable the Airport ultimately to cater for more than 30 million passengers annually.

While the overall decision to grant planning permission was welcomed, the DAA has lodged an appeal to some of the 39 conditions imposed by Fingal County Council, mainly to ensure complete clarity about them. Understandably, some aspects of the proposed new runway are of concern to some local communities, and a number of third party appeals have been submitted. The planning application for a new runway at Dublin Airport has now been referred to An Bord Pleanála.

Feedback is very important to us and we were delighted to receive some views from local communities about what you would like to hear from us in future editions of the magazine. I would encourage you to continue giving us feedback through our email your.airport@dublinairport.com

In the meantime I hope you enjoy our second edition of *Your Airport* and I hope you have a very pleasant summer.

Robert Hilliard

Celebrating 50 Years, 1956-2006 with St. Margaret's National School

The month of May has seen St. Margaret's National School celebrate 50 years of the present school building. Education and learning in St. Margaret's goes back to 1877 when the first school was built across the road from the present building. This is a very important celebration because it links the living past with the present. There are still many families in the school whose parents, grandparents or older relatives went to St. Margaret's National School.

Since 1956 education in St. Margaret's has seen many changes and these are beautifully outlined in a special commemorative book which is available from the school. The book features anecdotes from past pupils and teachers and also brings us up-to-date with the present pupils and their activities.

The area around St. Margaret's has also seen many changes not least of all the ongoing development of Dublin Airport. St. Margaret's National School is probably the Dublin Airport Authority's nearest neighbour. Over the years Dublin Airport Authority (formerly Aer Rianta) has been very supportive of St. Margaret's School, and we are very grateful for that support.

The period of celebrations has been a very busy one for the school community in St. Margaret's. The children held a special

50th Celebration concert on Tuesday 23rd and Wednesday 24th May. President Mary McAleese honoured the school by visiting on Friday 26th May at which the Dublin Airport Fire Service Band played.

A 50th social night was held in the White House on the Friday night which was a sell-out and a great success.

The principal celebrations were held on Sunday 28th May where many past pupils

came from far and wide to meet and reminisce on old times. The afternoon started with a special Mass celebrated by Fr. Gabriel O'Dowd followed by a reception and entertainment in the marquee. Many thanks to the Dublin Airport Authority who sponsored the marquee and reception after Mass.

In conclusion, St. Margaret's National School is about to embark on a building

programme to construct three new replacement classrooms with a grant of €60,000 recently received from the Department of Education and Science.

"ar scáth a chéile a mhaireann na daoine"

Michael Mooney,
Principal,
St. Margaret's National School



St Margaret's National School.

Swords Young Musician of the Year

As Michael Caine might say; 'Not a lot of people know this', but Dublin Airport has supported the development of music in the Swords area to the tune of approximately €60,000 in the period 1990-2006. This has been achieved through the annual competition, 'The Swords Young Musician of the Year'.

In 1986 a group of parents came together to establish the North Dublin School of Music, which based itself in St. Finian's Community College, Swords. Shortly thereafter, at the suggestion of the then Chief Executive of Aer Rianta, Mr. Derek Keogh, that it would be nice to have a counterpart to the Malahide Young Musician, the Swords Young Musician was born and so began a relationship that has been a musical success story.

Of the 17 events that have taken place during this period, there have been 16 individual winners. No fewer than nine have become heavily involved in music on a full or part-time basis. Of these, three have gone on to study music at third level and have already become very competent teachers. A further five have their day jobs but are also teaching and performing on a part time basis. Two other winners have joined forces and become professional

musicians. They have formed the very popular group FBI and perform in many venues throughout the country. Watch out for them! This pair are also talented composers and have their own studio, where they produce their own CDs.

Our winners represent a broad range of musical disciplines, beginning with Cello in 1990 to Piano in 2005 with Flute, Oboe, Violin, Mandolin, Clarinet, Treble recorder and Classical Guitar represented in the intervening years.

I would like to take this opportunity, on behalf of the Swords community and all the music students in the area, to thank Dublin Airport for the tremendous support given to the development of the study and teaching of music in the area. No longer do we have to trawl citywide to find a music teacher to tutor in Swords. We are now producing our own teachers due in no small measure to the 'Dublin Airport Authority Swords Young Musician of the Year'.

Timmy Ryan
Chairman Swords Young Musicians



Community Affairs Manager, Maura Cassidy, presents this year's Swords Young Musician of the Year trophy to Alice Varley.

Malahide Young Musician of the Year celebrates 25th Anniversary

Back in the 1970s, Malahide had a very active Record and Recital Club which organised regular sessions of both live and recorded music for people from the surrounding area. Apart from these get-togethers, the Club came into its own in a big way every Summer during the week of the annual Malahide Festival, which was a major event at that time. During the Festival we arranged a series of musical events and attracted much larger audiences than we could normally reach.

In 1980, one of our Festival events was a concert provided by some of that year's Feis Ceoil winners and local young musicians, including – memorably – performances by the Community Brass band conducted by the indefatigable Marion Doherty. The band was notable at that time for the slowness of its tempos (to give its very young members a reasonable chance of producing a credible sound from their outsize instruments) but the overall product was a sheer delight.

The idea of a Malahide Young Musician of the Year Competition grew out of this concert and the first competition was held the following year. It was an immediate success, drawing a large entry from local musicians between the ages of ten and eighteen and covering the full range of orchestral instruments as well as vocals and what we then called Other Instruments. We now call this section "Non-Orchestral instruments" and it has attracted a wide range of performers on everything from electric guitar to bagpipes.

That first competition was sponsored by Aer Rianta and that company and its successor the Dublin Airport Authority have continued to provide generous support for the event each year since then. We could not survive without that sponsorship.

The whole idea of the competition was to encourage all young performers while at the same time recognising those with exceptional talent. In this regard, we were very fortunate to secure the services of the late Michael McNamara, the former Head of the College of Music in Chatham Row, as our first adjudicator. As every one who knew him will recall, Michael had a wonderful way with young people – he was Santa Claus, a perceptive critic and a slightly roguish Teddy Bear all rolled into one - and remained with us until his death in 1989. Michael was succeeded by the late Charlie Maguire who did an outstanding job for us for the next five years. Our current adjudicator, the excellent Peter Sweeney, took on the mantle in 1995 and he, in his unique style, has brought the art of assessing, advising and encouraging our competitors to a whole new level.

The format of the competition remained basically the same for its first two decades – a preliminary round in each section followed by a final round a couple of weeks later for those approved by the adjudicator. Winners in each section were then chosen and these competed in a Play-off for the overall title. Junior sections were added over the years and a Chamber Music section – much loved by our Committee members – proved a particular success.



Orla Higgins (right), winner of the Malahide Young Musician Competition in 1981, congratulating this year's winner Marie Carroll (left). Rhona Keogh (middle), competition organiser, holding 25 year celebratory cake.

In more recent times we have extended the competition to include Portmarnock and Kinsealy, eliminated the preliminary round, lowered the minimum age limit and introduced some extra prizes – all aimed at encouraging young people to achieve their own potential and to enjoy making music. We still choose winners in each section and have a Play-off for the overall prize: the quality of this little concert is always a joy to hear.

We like to think that the competition has succeeded in its aim of encouraging everyone who enters it while giving a special boost to those of special ability. We are particularly pleased to find that many of our former competitors are still producing fine music today.

Derek Keogh
Chairman Malahide Young Musicians

Aircraft disturbance complaints procedure

In the last edition of *Your Airport* we featured an article on aircraft noise issues, consequently we received a number of enquiries concerning the noise complaints procedure. Below is a detailed explanation of the noise complaint process.

When the Noise & Flight Monitoring System (NFTMS) was established in 2001 a free phone number was introduced so that members of the public, who felt disturbed by aircraft noise, could voice their concerns. In addition to the free phone number 1-800-200-034, a dedicated email address is also in operation for any member of the public wishing to put their concerns in writing. The email address is noise@airport.ie. Recently we introduced a new on-line form on our newly revamped Dublin Airport website at www.dublinairport.com specifically concerning aircraft disturbance.

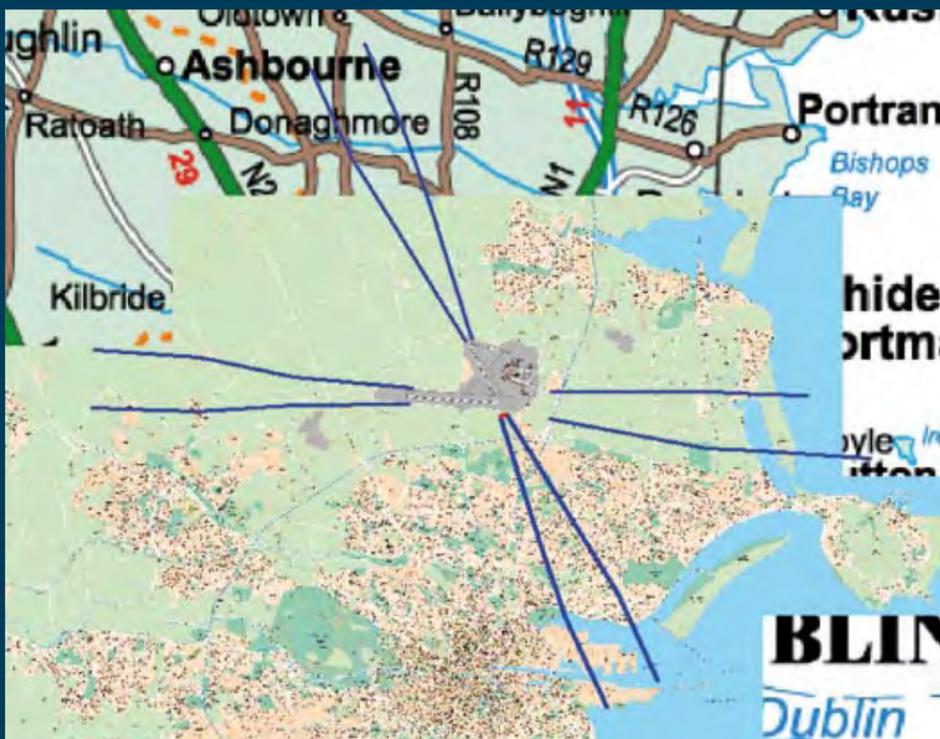
In 2003, environmental corridors were agreed by The Irish Aviation Authority, Dublin Airport and the airlines based at the Airport. Environmental corridors define the airspace in the runway approaches or departure where most aircraft are required to operate. Environmental corridors were designed to minimise noise disturbance in neighbouring communities and extend in a straight line from the end of each runway out to distances ranging from five or six nautical miles depending on the runway. The environmental corridors are depicted on the Noise & Flight Track Monitoring system so that deviations are easily identifiable.

So how is an aircraft noise complaint processed?

Initially, a call is made to the free phone line, a written complaint is received through the post, email address or through the on-line form on our website. Each complaint is logged and numbered.

Our Noise & Flight Track Analyst will then investigate each complaint individually on the NFTMS to ascertain if aircraft have breached the environmental noise corridor. If it has been found that an aircraft did breach the environmental noise corridor a letter is sent to the complainant confirming this and details of the breach are then sent to the Irish Aviation Authority for further investigation.

The result of the IAA's investigation is conveyed to our Noise and Flight



Environmental Noise Corridors at Dublin Airport

Track Analyst and a letter is sent to the complainant regarding the results of the IAA's investigation.

The Irish Aviation Authority's (IAA) investigation will examine under what conditions, if any, the pilot of the aircraft was given permission to exit the environmental corridor early.

If the airline was in breach of the environmental corridor a letter to this effect is sent to the Chief Pilot or Flight

Operations Manager of the airline in question seeking an explanation. The complainant is then informed of the final finding of their complaint. It is important to note that the complainant is informed of the progress of their complaint every step of the way.

To date, airlines in breach of the environmental corridors have been very positive in their responses to us, and all have undertaken to reaffirm the noise abatement procedures to their pilots.

Exemptions to Environmental Noise Corridors

It is important to mention that not all aircraft are required to adhere to the Environmental Noise Corridors. Aircraft are categorised in accordance with their noise characteristics category A/B aircraft are exempt from noise abatement procedures. The two categories of aircraft operating at Dublin Airport are:

Category AB aircraft includes:

All light aircraft

Turbo prop aircraft ATR 42/72, Fokker 50 etc

Most business jets

BAE 146 type aircraft (Whisper Jet)

The BAE 146 is the only jet aircraft in this category

Category CD aircraft includes:

All commercial jet aircraft such as Airbus and Boeing jets

Category AB aircraft, the smaller propeller type aircraft, are exempt from adhering to the preferential noise routes. However, all bigger aircraft must adhere to the preferential noise routes.



Proposed New Runway Update

You may have read recently that the Dublin Airport Authority (DAA) was granted planning permission, by Fingal County Council, to construct a new east-west runway at Dublin Airport. While the overall decision was welcomed by the DAA the planning permission granted was subject to the implementation of 39 conditions set out by Fingal County Council's Planning Department.

The DAA subsequently lodged a first party appeal to An Bord Pleanála concerning some of the conditions imposed principally to try to avoid duplication of some conditions and to seek clarification with respect to others. In addition, 14 third party appeals from various concerned groups and individuals have also been lodged to An Bord Pleanála.

The DAA now has an opportunity to address all the concerns raised in the 14 appeal submissions to An Bord Pleanála.

A final decision regarding the construction of a new runway at Dublin Airport now rests with An Bord Pleanála and the DAA expects to receive notice of an Oral Hearing in the coming weeks which is the normal course of events given the scale of this particular project.

You can monitor the progress of the appeals process through the An Bord Pleanála website at www.pleanala.ie

Surface Water Quality at Dublin Airport

By Victoria Carroll, Air/Water Quality Manager



shared with the Drainage Department of Fingal County Council and with the operators through the Pollution Control Committee, whereupon practices & procedures are reviewed and appropriate actions agreed where necessary.

The scope of the routine monitoring programme is reviewed on an ongoing basis. The range of parameters has been extended in 2006 to include Glycol analysis and biological invertebrate monitoring (to supplement monitoring of parameters such as Biochemical Oxygen Demand (BOD), Chemical Oxygen Demand (COD), Total Organic Carbon (TOC), acidity (pH), Suspended Solids, Ammonia, Total Phosphate, Ortho-phosphate concentrations). Other parameters are tested for depending on circumstances. Further sampling sites are added when required to help build a complete picture of surface water issues for the whole airport. This yields a significant volume of data that is then further collated with data from Met Éireann on rainfall patterns, and information from the airport operators and airlines on their operations and activities.

There is evidence that, generally, the Cuckoo Stream is cleaner on leaving Dublin Airport than when it first entered. The quality results however are significantly dependant on the amount of water flowing at any one time – in dry spells some of the ditches and streams disappear completely.

The key to ensuring the surface water systems continue to be in good condition includes minimising any pollution events at source and having controls to ensure that any incidents that do occur are treated appropriately. Existing pollution controls include improving operational practices; prompt reporting of incidents with appropriate remedial action; ongoing monitoring; bunding structured around storage tanks; interceptor devices on drainage pipes discharging to the watercourses; impounding facilities on key streams before they leave the airport site.

Coupled with pollution controls is the development of a strategy to control the rate of runoff from the site, regulating the flow during times of high rainfall to avoid surges in the streams which can cause washout, and then to facilitate some flow during dry spells so the eco-balance of the streams is maintained.

Margins along a watercourse can sustain an abundance of aquatic species and wildlife, and so are the mainstay of the natural environment. Water bodies around Dublin Airport and rivers downstream are essential hubs of ecological activity. In this context Dublin Airport is committed to protecting that environment and we are currently working towards the installation of on-stream on-line monitoring on the key streams. This will provide us with continuous information on flow & quality characteristics thereby providing an unbroken record of performance. The new system will serve as a trigger in the event of quality deviations ensuring that the water systems in and around Dublin Airport are safeguarded.

“Water is the driving force of all nature.” Leonardo Da Vinci

“We forget that the water cycle and the life cycle are one.” Jacques Cousteau

Not many people realise that Dublin Airport owns and manages approximately two and a half thousand acres of land in north Dublin. Given the complex operations needed to support air travel on such a large site and managing the processes to protect the environment is a challenging undertaking. We are endeavouring to meet this challenge and see it as an opportunity to make significant strides in environmental protection.

Dublin Airport has long been involved in monitoring the environment, and it started with the testing of surface water quality in the streams more than twenty years ago. A lot has changed since then... While the airport has grown to meet customer demands, on the environmental side we have been developing a monitoring regime to reflect the emerging knowledge on: water quality issues associated with aviation by using the latest analysis technology, and availing of the benefits of IT (data storage & data interrogation).

Given the surface area of the airport and the amount of rain we receive in this region, it is understandable that how the water drains from the airport site is very important. The largest portion of the airport is actually grassland, both within the airfield and in the surrounding lands. Rainfall in these areas infiltrates the soil and slowly percolates to the ditches, much as it does in the countryside. However, any rainfall onto pavements must be channelled away to prevent ponding of water – as these can be slippery to aviation & vehicular traffic, can attract birds (a danger around any airport), and in cold weather can freeze to form ice patches. So, the gradients of pavements are an important design consideration, and must clear water

off surfaces quickly. But, water is a superb solvent; rainwater in particular is excellent at dissolving substances due to its slightly acidic characteristics and ionic molecular structure. As a result, the Dublin Airport Authority monitors the quality of the surface water that drains from the site to test for any substances that may have been picked up along the way.

Currently, Dublin Airport is drained by six distinct water bodies. Five of these are from ditches that originate from within the airport draining to the north, south, and east. The other rises upstream of the airport inputting at six different locations, and crosses through the site to ultimately become one stream – this is called the Cuckoo Stream. This is the most important stream on the airport site as it drains most of the apron and

airfield. These six water bodies ultimately merge downstream of the airport with other watercourses to become three rivers (the Sluice River, the Mayne River and the Santry River) which discharge into the sea at Portmarnock, Baldoyle, and Bull Island at Raheny, respectively.

Regular routine sampling & analysis is carried out as per defined procedures in the Environmental Management System for Dublin Airport and in accordance with standard methods of water examination. Samples are taken from the streams at designated locations (there are over thirty sites) and then sent to an accredited laboratory for chemical analysis. The concentration levels are compared with the target levels agreed with Fingal County Council. The results are



Stakeholders Forum begins its work

By Dr Danny O'Hare, Chairman of the Dublin Airport Stakeholders Forum



Dr. Danny O'Hare, Chairman of the Dublin Airport Stakeholders Forum.

Establishing a new organisation is usually a demanding undertaking. But when it involves many different interests it is particularly challenging. The Dublin Airport Stakeholders Forum is no exception with its 30 plus members from a diversity of backgrounds

from DAA and Fingal County Council and the Fingal Development Board through Community representatives and special interest groups e.g. users of the Airport, too varied to mention. But I am glad to say that the Members are approaching their work with enthusiasm and with a keen sense of the importance of adding to the engagement of the public with the development of the Airport and of the community in which it is located. The major challenge is, of course, that whereas the development is centrally important for the development of the nation, of Dublin and of Fingal, at the same time the welfare of communities is hugely important also. Balancing both of these ambitions is the greatest challenge of all and one that I hope the Forum can contribute to.

We have a number of terms of reference, perhaps the most significant being to "Provide a forum for informed discussion leading to the provision of advice and/or recommendation to airport operators – in the form of a consensus but including minority views where these are significant".

We took a decision early on that we should keep the public informed as to our work and progress; Fingal Development Board and the Council have developed a website to which the public have free access. It will be the main conduit for our communication with the public; it contains the Minutes of our meetings and copies of the many presentations which we have received to date. We encourage the public to access that website and to use the facilities on it to inform themselves and to communicate with us also. In short, we are anxious to tell you what we are doing and to receive critique, comment and advice and suggestions. The website can be accessed at www.dasf.ie.

So, what have we been doing to date? In general we have been informing ourselves as to the issues that are 'out there' and so we have had a number of presentations from DAA and Fingal County Council. These have been across a wide range of topics, as you will see from our minutes; they include data on the operations of the airport, on environmental issues for which either DAA or FCC are responsible. We have just received presentations on ground traffic

management issues in the vicinity of the airport and we also heard about controls that other European airports exercise regarding the observation of noise regulations with a view to making proposals to the appropriate bodies. In short, having been briefed in detail we are in the course of identifying issues which we can form a view on and make proposals on to the relevant bodies.

We are clear, of course, that, properly speaking, we are not an executive body but an advisory body. As such we can only proffer suggestions and advice and these can be accepted in whole or in part by the executive bodies. My hope is that when we articulate a consensus-based, rational, well-researched view on a topic that the relevant bodies will pay close attention to those views. Of course, I do not expect that all of our ideas will be implemented but, if the Forum is to mean anything, then a goodly proportion of them should be adopted by the competent bodies. Our website will record that progress and you, the reader, can judge for yourselves – and tell us what you think!

Heritage at Dublin Airport

Heritage is an important aspect of life for many people; it's about discovering who we are and where we came from. In this context we have a long tradition of celebrating and promoting Ireland's rich culture through our Heritage Programme at Dublin Airport. We have tried to remove the stereotypical impression held by many people that airports are dull functional places in creating a Heritage Programme around the Airport. The next time you are travelling through the Airport look out for the following Heritage projects in a variety of areas throughout the terminal building...

Great Irish Scientists - this tribute to Irish scientific achievement was created to honour Ireland's greatest scientist William Rowan Hamilton in his bicentenary year and to mark World Year of Physics. The display celebrates the extraordinary contribution of a selection of people who were either Irish, or had strong Irish connections. The project and installation was completed in conjunction with the Royal Irish Academy to provide greater recognition for Irish Scientific achievement and to inspire more young people to pursue careers in the sciences.

Ireland Aerial Views - this display is based on the publication *Ireland - Aerial Views* by Klaus D. Francke – the photographer who spent almost 200 flying hours and countless other hours waiting for the right conditions for him to explore the extraordinary range of Ireland's landscape. The views in the display are a revelation showing an immense and unsuspected wealth of colour hidden behind Ireland's green façade. The publisher Dewi Lewis is internationally known for its photography list and for the highest quality fiction.

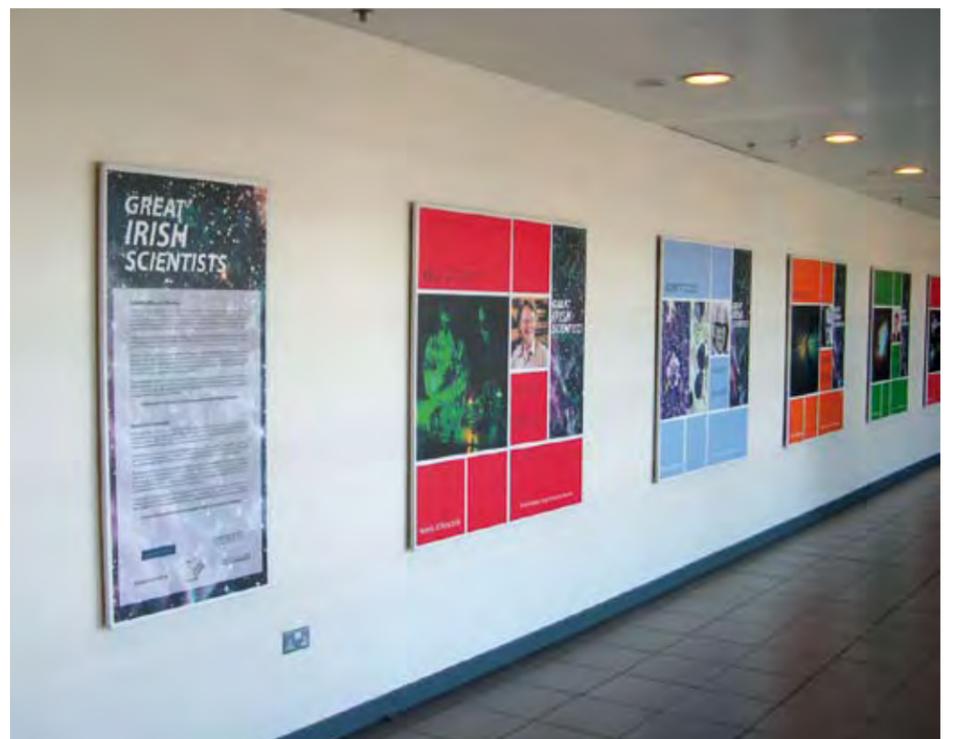
Discovery - An airport is, by its very nature, a place of discovery. This series of displays celebrate the diversity of Ireland's cultural life over the first two millennia AD through the national collection in a range of our cultural Institutions – National Library, National Museum, National Gallery, Irish Museum of Modern Art,

National Concert Hall and Chester Beatty Library – and through heritage properties managed by the Office of Public Works as well as some examples from Northern Ireland.

Irish-American Migration - This series of displays celebrates the close links which have developed between Ireland and the United States over the past centuries. The displays include information relating to the Great Irish Famine of the 1840s, emigration from Ireland to the United States, the emergence of an identifiable Irish-American tradition at the end of the 19th century and the strong financial and political links that have been established between the two countries over the past decade.

Irish Literary Nobel Laureates - Irish writers have received more Nobel Prizes for Literature than those from any other country. Our most recent Laureate, Seamus Heaney who was awarded this coveted prize in 1997, follows in the footsteps of the other three Irish winners, William Butler Yeats, George Bernard Shaw and Samuel Beckett. These displays include biographical information on our Nobel Literary winners as well as some examples of their writings.

Historic Irish Towns - A selection of Irish towns from the Irish Historic Towns Atlas provide the material for these displays. To date, historical street maps and associated information have been installed for the following



Great Irish Scientists exhibition, Pier A, Dublin Airport.

towns - Kildare. Carrickfergus. Bandon, Kells, Mullingar and Athlone. This will be extended to include other additions to the Atlas.

Dublin - The displays relating to Dublin include the reproduction of Malton's famous 18th century prints; the juxtaposition of Bartlett and Petrie 19th century views of the city with contemporary photographs of

the same places plus exhibits showing the oldest surviving map of the city (Speed 1610) set against the contemporary street layout and a model from the Dublinia Heritage Centre, one of Dublin's most popular visitor attractions. This wide range of displays helped Dublin Airport win the Guinness Living Dublin Award.'

A day in the life of one of Dublin Airport's Customer Care team members...

By Paul O'Kane, Communications Officer

It's Summer again and we are in the middle of our busiest season ever at the Airport. This is our third Summer to have Customer Care teams in the terminal to help passengers get through the building as comfortably as possible. Facilitating the smooth transition of up to 11 million passengers through Dublin Airport during the summer months alone is a huge challenge for airport staff this summer season. I caught up with one of the team to find out what it is like working on the Departures Floor at peak times.

Cecilia Kavanagh joined the Customer Care team two months ago. She quite rightly retains her right not to disclose her age but tells us she is from Malahide and has two grown up children. One of them will soon be on their way on a trip around the world while the other is continuing his studies at DCU. We got together for a chat after one of her shifts over a well-deserved cup of tea.

With almost 90,000 passengers passing through the Airport on peak days, Cecilia has her work cut out ensuring that everyone finds his or her way around. Dealing with customer questions and queries is a huge part of the job, and a part that Cecilia enjoys the most. "You have to be prepared to answer all types of questions, which is where my training comes into practice" says Cecilia "Passengers expect you to be ready to answer all questions thrown at you, and rightly so I say!"

If you happen to be travelling from the Airport this Summer you will notice our Customer Care employees clutching a piece of white paper, and Cecilia will be no different. "This is a vital document setting out the flight plan for the day. It's the first thing that we go looking for before starting our shift" says Cecilia. "This document provides us with all the details

relating to arriving and departing flights, along with the check in areas and boarding gate for each flight. By and large this piece of paper helps us to answer 90% of the questions asked by passengers" she says.

The most enjoyable part of the job, according to Cecilia, is the interaction with the passengers. With her previous experience working in retail she feels she is able to deal with most asked of her. "Having that one-to-one contact with passengers and seeing that relieved look on peoples' faces when they have found someone that can help, gives you a kind of a buzz" says Cecilia. "The job is not for everyone though, but with a little patience, understanding and off course a cool and calm head it turns out to be a very rewarding role" she assures me.

Cecilia also credits her fellow colleagues for making her job so enjoyable. "Working with a 60 strong team at any one time provides critical support and confidence when on the Departures Floor. They are all a great bunch of people and very committed to ensuring that each passenger gets through the airport as smoothly as possible, despite some of the difficulties that can arise from time to time" she says.

When not on the floor at Dublin Airport in her striking cerise pink T-shirt Cecilia enjoys listening to music, going to concerts and looking after her garden. The latest CD in her CD player is the new Snow Patrol album which was bought for her by her son.

So, the next time you are travelling through Dublin Airport, look out for Cecilia and her team and remember if you need to find your check in desk or you are just looking for a place to buy a newspaper you know who to ask.



Summer at Dublin Airport... tips to help you through the Airport this Summer season

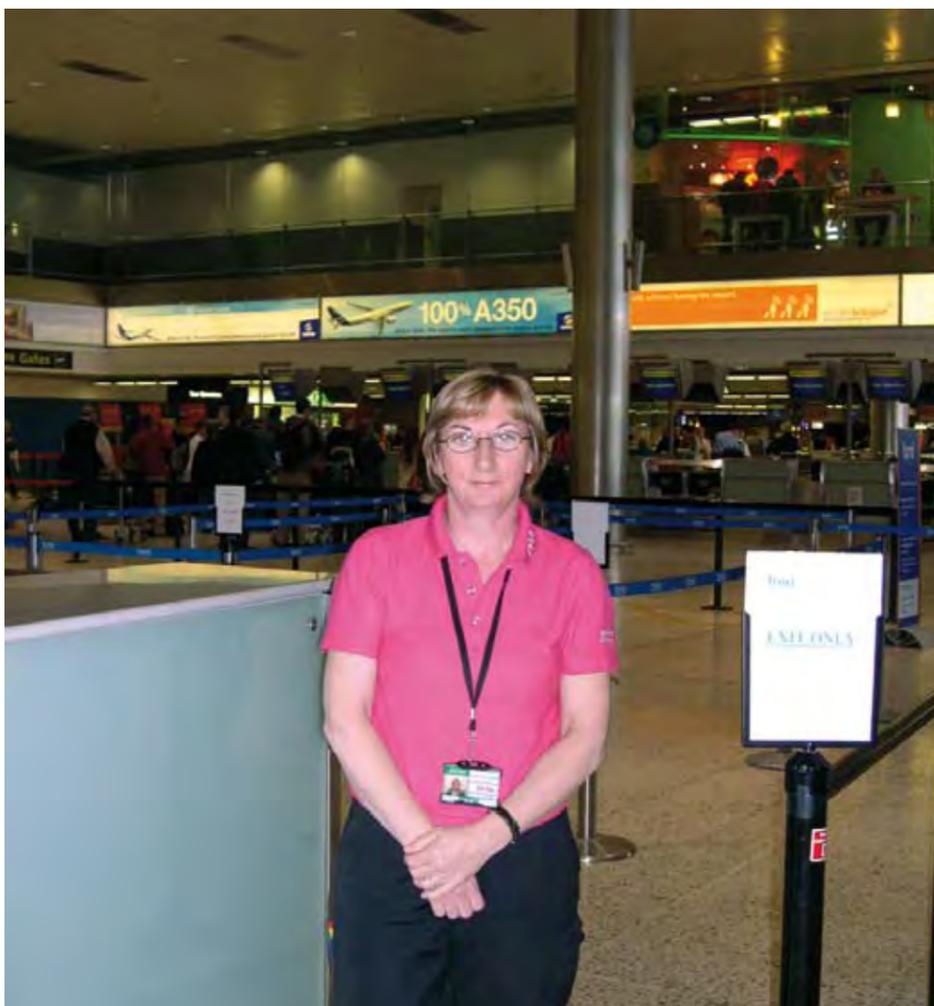
This Summer season will be the busiest on record at Dublin Airport. For the first time ever during both the months of July and August passenger number will exceed 2 million. In preparation, and to help us cater for the growing number of passengers expected through the Airport this year, a number of initiatives are well underway on the Departures Floor to improve circulation space and passenger flows.

To help get your holiday off to a good start here are some tips to make your journey through Dublin Airport more pleasant...

- Before leaving home, please remove any sharp objects from hand luggage and place into your checked in luggage. This will avoid unnecessary delays at the Passenger Security Screening area.
- It is always a good idea to plan your journey to Dublin Airport in advance. If travelling by car give yourself time to get to the airport in the event of possible road congestion.
- If parking your car at the Airport check out which car park zone is the best one to use for your trip on the Dublin Airport website www.dublinairport.com More than 700 journeys are made to and from Dublin Airport each day by private and public bus services. You can find out more about these services on our website.
- Plan to arrive at Dublin Airport at least 90 minutes BEFORE your flight departure time.

- DO NOT come to the airport too early as airline check-in desks will not be open three or more hours in advance of your flight departure time.
- On arrival at Dublin Airport your flight information can be found on the giant Flight Information Display Screen suspended from the ceiling on the Departures Floor.
- Your flight departure time and where you should check-in for your flight will be listed here.
- Dublin Airport's Customer Care team, who will be wearing striking cerise pink T-shirt, will be available throughout the terminal building again this summer. Our Customer Care team will help smooth your journey through the Airport. In addition they will also help our airline customers in providing assistance to manage their check-in queues.
- At passenger security, all hand luggage and loose items e.g. mobile phones, keys etc. must be placed in the tray before being processed through the X-ray machine. All laptop computers must be removed from their carry case.
- Don't forget to check the status and Gate location of your flight on the Flight Information Screens immediately beyond the Passenger Security Screening Area.
- Be mindful of boarding times and do keep an eye on the time to ensure that you get to your Boarding Gate BEFORE your aircraft departs.

Happy holiday!



Cecilia Kavanagh, Customer Care Assistant (CSA).

Introducing Dublin Airport's New Schools Pack



Dublin Airport Authority Junior Schools Pack.

Dublin Airport has a long tradition of community involvement and in our ongoing effort to support local primary schools we are proud to announce our brand new Dublin Airport Schools Pack.

Through this education pack, we aim to develop a level of understanding of Dublin Airport and airport life among primary school children.

The pack consists of six information sheets, covering different aspects of Dublin Airport and airport life as follows:

- Airports – Glossary
- Did you know... - Airport related statistics and facts

- Who does what? – A guide to services and providers at Dublin Airport
- Meet the Staff – A guide to the different types of airport jobs
- Dublin Airport and the environment
- The aviator's special alphabet.

For each information sheet there is a corresponding activity sheet, which enables the children to demonstrate what they have learned from the pack. Activity sheets are categorised by age as follows: age 6 and under, age 7-9 and age 9 and over.

Packs are available through schools. If your school would like further information please contact: ciara.carroll@dublinairport.com

Issue One Competition Winners

Congratulations to the following who took part and won our last 'Your Airports' competition:

- Carol Levey from Portmarnock
- Kevin Byrne from Celbridge
- Marj Doyle from Howth
- Gerard Boyle from Malahide
- Tim O'Connor from Malahide

They all correctly answered the following questions:

Q1. How many million passengers are expected to travel through Dublin Airport this year?

A1. Over 18 Million

Q2. What length is Dublin Airport's main runway 10/28?

A2. 2,637 metres

Q3. On what date did the first commercial flight take off from Dublin Airport?

A3. 19th May 1940

Thank you to all who took part.

Word Search

If you're aged 15 or under, why not enter our word search competition and win one of four €50 vouchers for Smith's Toys.

Closing date for entries is the 30th September 2006

y k r d t i c k e t j b q b u
o j p u t d j t r o p r i a n
h f r b e u c a p t a i n f q
x g e m j i e w a m a r p f s
s l a v i r r a g i e q r o e
l a n d i n g n r s t h e e r
s p e e d n i p e n t d o k u
e g i u f s l r e e u t g a t
t n y b i a v d r t u h a t r
s s i u n a n m i e y g c h a
k e r e t e i t k m n i i o p
z c a i t n l l z w h l h h e
a o o t a a c z l i i f c a d
b n a l m j g i w k q g m r m
d e s t i n a t i o n r s e i

Airplane

Jet

Airport

Landing

Altitude

Reservation

Arrivals

Seat

Captain

Speed

Cruising

Takeoff

Departures

Terminal

Destination

Ticket

Flight

Fill in your details and send the completed entry to:

Your Airport Competition,
Communications Unit,
Level 5, Main Terminal,
Dublin Airport.

Closing date for entries is the 30th September 2006

Name: _____
Age: _____
Address: _____

