

Dublin Airport News

Summer 2024

Issue No. 28



Welcome!

Welcome to the first edition of the revamped Dublin Airport News. This newsletter began in 2004 and was published until disrupted by the events of 2020.

Dublin Airport is proud to be at the heart of the Fingal community as an employer, supporter of local businesses, and a gateway to the world. Listening to our passengers and community is important to us and we regularly seek feedback. A recent survey conducted by Red C, an independent market research company, told us that the community wants to hear more from Dublin Airport. We are delighted to restart the newsletter now. I'd also encourage you to follow Dublin Airport on social media for day-to-day updates.

It has been another very busy summer season. Thousands of concert goers visited Ireland to see top acts such as Taylor Swift, Bruce Springsteen and Pink, while many thousands of tourists arrived for summer holidays all around the island. Sport was a big theme too, with football fans arriving in droves for the Europa League final in late May, and the Olympics inspiring us all in July and August. Our team

excelled, with over 95% of passengers getting through security screening in under 20 minutes in May, June and July, and we're on track for the same in August. We were also pleased to announce a new solar farm on the grounds of Dublin Airport which will generate more than 10% of our electricity needs.

Outside the airport campus, the first round of the 2024 Dublin Airport Community Fund has just concluded. We are happy to announce support for over 50 local projects, with close to €250,000 in funding. We also continue to monitor for noise impacts and to offer mitigation to eligible homes.

We are pleased that Red C's recent survey, which involved in-depth interviews with 500 people across the community, revealed there is strong positive sentiment shown towards Dublin Airport, with 43% of locals rating the airport an 8, 9 or 10 out of 10. Our

role as an economic driver and jobs provider is well recognised, with 85% of those surveyed agreeing. The survey also highlighted areas for improvement, including enhanced engagement and communication, increased public transport options to and from the airport, and improvements in noise reduction.

The reintroduction of this newsletter is just one step we are taking to address this feedback. We hope you enjoy reading it and if you are travelling through Dublin Airport over the coming months, have a safe and wonderful trip.

Gary McLean
Managing Director
Dublin Airport



Left to right: Rilwan Kadiri, Amber McCarthy, Gary McLean, Jamie Mills, Angelina Kelly.

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Solar Farm to Generate 10% of Energy for Dublin Airport

We are building a new solar farm that will generate more than 10% of our current annual electricity needs. That equates to the same amount of energy needed to power 1,600 houses for a year!

The 28-acre site is located close to the south runway and will soon be home to 15,000 solar panels. The panels are a clean and renewable energy source, capable of converting sunlight directly into electricity while emitting no greenhouse gases or pollutants.

This renewable source of energy will help us meet our commitment to reduce our direct emissions by 51% by 2030. This aligns with the public sector targets set out as part of the National Climate Action Plan.

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OUR TARGET IS TO REDUCE OUR DIRECT EMISSIONS BY **51%** BY 2030



Andrea Carroll (daa Head of Sustainability), Minister Jack Chambers and Vincent Harrison (daa Chief Commercial & Development Officer)



Bug Hotels Helping Dublin Airport's Insects to thrive

We've introduced 20 small and two large bug hotels across the Dublin Airport campus.



DID YOU KNOW?

IRELAND IS HOME TO 80 SPECIES OF SOLITARY BEES



We've introduced 20 small and two large bug hotels across the Dublin Airport campus.

These cosy homes are nestled among pollinator-friendly plants, creating a haven for our buzzing friends. Ireland is home to 80 species of solitary bees and, while not endangered, insect numbers are declining.

Our bug hotels provide much-needed shelter and nesting spots, which help these important pollinators to thrive. Amazingly, our gardeners have noticed an increase in worms and other insects over the past two years, a testament to our ongoing efforts to encourage biodiversity. This initiative supports our commitment to Healthy Local Environments and aligns with the All-Ireland Pollinator Plan.

DID YOU KNOW?

Key Facts on Noise



Aircraft noise is one of the most impactful elements of our operation on our local communities. It is something we take very seriously and are working continuously to address.

Noise Monitoring

Noise monitors are in place to record and monitor aircraft noise. Dublin Airport now has 19 fixed monitors and three mobile monitors located at various sites throughout counties Dublin, Meath, and Wicklow. A further four are due to be installed shortly. The location of all noise monitors can be viewed on the airport's "WebTrak" system on our website.

Noise monitors are "blind" in that they record all noises captured in their vicinity such as the sound of passing vehicles, lawnmowers or even dogs barking as well as aircraft noise. The monitor sends a stream of noise data to the Airport Noise Monitoring System (ANOMS). This system then accesses flight radar data and if the timing of a noise event

and location of the noise monitor matches a flight in the area, it is logged as an 'aircraft noise event'. Anything else that the monitor picks up is known as a 'community noise event'. It's worth keeping in mind that the noise level you see on WebTrak is live, raw data which hasn't yet been verified as an aircraft noise event.

Data from noise monitors helps Dublin Airport to monitor aircraft noise in communities and to develop noise contours which illustrate the spread of noise around the airport.

Noise Reporting

Data from our noise monitors is published on a quarterly basis on the Dublin Airport website. The data is presented in a variety of noise metrics for each of the months in the quarter. The reports also show modelled noise contours which display noise levels across a large geographic area. This type of information is helpful in creating a real understanding of the noise situation in the areas surrounding Dublin Airport.

We also publish monthly operational data which provides a range of information relating to airport operations including runway use, wind conditions and flight activity trends.

These reports will continually be reviewed and updated to respond to community feedback where possible.

Noise Mitigation

Homes in areas identified as being most impacted by noise may be offered noise insulation measures or a home buy-out from

OUR AIM IS TO REDUCE THE INTERNAL NOISE LEVEL IN AN ELIGIBLE HOME BY AT LEAST

5dB

the airport. All those eligible for such schemes have already been contacted directly.

Over 200 local residences are currently eligible for insulation measures and over 160 homes have been insulated so far. The aim is to reduce the internal noise level in a home by at least five decibels. Measures include the installation of windows, doors, and chimney baffles.

To date we have offered a voluntary buy-out option to 38 homeowners in the immediate vicinity of the airport. Five purchases have been completed since the scheme opened in 2017.



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Local Survey Results



Dublin Airport recently carried out a piece of research to gather the perspective of the local community regarding the airport, its future development, and its operational impact.

The survey design, fieldwork and analysis were undertaken by Red C, a well-known research company in Ireland. 500 face-to-face interviews were carried out by trained interviewers among adults aged over 18 who are resident within the Fingal electoral districts of Swords, Rush-Lusk, Howth-Malahide, and Blanchardstown-Mulhuddart.

The survey findings indicate that Dublin Airport is widely known and respected in the community. Positivity towards the airport is strong, with 43% of respondents giving daa/ Dublin Airport a score of 8 out of 10 or higher. This contrasts with the 9% of respondents who

indicated a negative response in giving a score of 3 out of 10 or lower.

The primary drivers of the positivity towards the airport are the employment provided by Dublin Airport and its overall impact on economic development within the community. The primary drivers of negativity towards the airport are noise pollution and associated issues.

All respondents could identify areas which require additional focus; most notably, the airport could improve its communication with the local community and is perceived as lacking in openness and responsiveness.

A full survey report will also be published shortly, containing a detailed breakdown of the findings across the many topics surveyed including views on airport development,

community initiatives, sustainability focus areas and personal experiences of noise.

The team will now take these survey results, alongside feedback from other channels, and begin to implement actions to address areas for improvement. The resurrection of this newsletter is one such action we are taking to address the area of communication for example. We plan to re-do the survey again in two years to measure whether the actions implemented have addressed key issues raised.

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Community Fund Spotlight

Dublin Airport's Community Fund supports local initiatives that focus on environment and sustainability, sports and recreation, social inclusion and community development, health and wellbeing and culture and heritage.

In 2023, we provided a total of €548,000 in funding to 111 well-deserving, local projects. This year, we have successfully completed one round of funding so far and over 50 projects have benefitted from a total funding allocation of close to €250,000. We are looking forward to September, when our next round of funding opens to applications from across the 13 eligible areas.

The Dublin Airport Community Fund also supports up to 20 students per year to attend Dublin City University as part of its Access Programme.

Over the years, we have had the pleasure of seeing some fantastic projects come to life and really make a difference to the lives of those living in our local community. Below we take a closer look at two projects that have benefited from the Community Fund.

Swords Students Benefit From Vibrant Outdoor Space

The Dublin Airport Community Fund has supported various projects in St Cronan's Junior National School, including the purchase of toys and equipment for Aistear Play and the rejuvenation of the school library with new books and their 'Inclusive Yard Project - Come Together Play Together,' a transformative initiative that will enhance the school yard and provide inclusive play opportunities for the students.

This project brought new outdoor climbing equipment and construction toys to the school yard, offering students exciting opportunities for physical activity and imaginative play.

Additionally, the funding enabled the school to construct their new Main Street, creating a vibrant space for role play and creative learning.

Play Therapy Made Possible At Youngballymun

Dublin Airport understands the importance of projects that positively impact our neighbours, friends, and families. Since 2021, the Dublin Airport Community Fund has supported Youngballymun, a programme dedicated to promoting secure relationships, fostering positive wellbeing, and providing learning outcomes for children from pre-birth onward.

As the first-ever school-based 'Play Therapy' project in Ireland, seven dedicated therapists work across the eleven primary schools in the Ballymun area. They support children with psychological and emotional challenges, easing distress for both the children and their families. The Community Fund supports 'Play Therapy,' providing funding for vital art materials, toys, and therapy equipment, and tools like 'Expressions Dolls' to help children express their emotions through observation and description.



Dublin Airport is happy to support such a positive initiative, which leaves a lasting impact on the lives of our communities and their families, through our Community Fund.

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St Cronan's is a thriving junior school catering for over 600 pupils



**BEHIND
THE
SCENES**

A Day in the Life of an Airport Duty Manager at Dublin Airport

Who keeps Dublin Airport running smoothly every day? It's a huge team effort for everyone at the airport, and our Airport Duty Managers (ADM) play a pivotal role in managing resources, facilities and processes. We take a closer look at their role in this issue.

Operating 24/7, 365 days a year, ADMs collaborate closely with Service Delivery Managers to ensure a safe and coordinated airport operation.

Their responsibilities extend to resolving incidents affecting Dublin Airport, engaging with various stakeholders, and maintaining high standards for our passengers.

The ADM consults daily with numerous other stakeholders, including IAA (Irish Aviation Authority), AirNav, state services, airlines, handling agents, contractors, service providers, US Custom and Border Protection, Local Authorities, and concessionaires who operate retail and food and beverage outlets at Dublin Airport.

A Day in the Life of an ADM

A typical day (if such a thing exists at a busy international hub airport) starts with a shift handover detailing all the events from the previous shift, reviewing the planned events for the day ahead, and meeting for the next shift. Such a role requires discipline, resilience, and strong leadership skills. Part of the daily operational management of the airport involves:

- Shift Handover: ADMs receive detailed updates during shift handovers, ensuring continuity of operations and effective communication between shifts.
- Daily Operations Call: ADMs convene calls with departments to discuss resources, planned events, and alignment of goals.
- Preparation and Adaptability: While the Plan and Review team maps out the day, the unpredictable nature of airport operations keeps each day unique.

Emergency Management and Business Continuity

Our ADMs also play a critical role in emergency management and business continuity when the unexpected occurs.

- Tactical Leadership: During emergencies, ADMs manage Dublin Airport's response, acting as the primary point of contact for agencies like Dublin Fire Brigade, An Garda Síochana, National Ambulance Service and the HSE.

For anyone passionate about aviation, problem-solving, and teamwork, a role in the ADM team - where every day brings new challenges and opportunities - is one of the most interesting, diverse, and demanding roles, at Dublin Airport.



Scan the QR Code to head to our careers page!

During emergencies, ADMs manage Dublin Airport's response, acting as the primary point of contact for emergency agencies.

Eoin Burke, one of Dublin Airport's ADMs, explaining how the Airport Operations Centre works to Minister of State James Lawless on a recent airport tour



Aviation Fans Enjoy Special Tour of Dublin Airport

Dublin Airport has some dedicated enthusiasts who love to watch aircraft take off and land. We recently invited some of them to a behind-the-scenes tour of the operation. They got to see our Airport Operations Centre, which is a hub of activity and acts as the eyes and ears of the airport. We kitted everyone out with a high vis and brought them up to the roof of Terminal 1, which has some of the best views of the airfield!



We celebrated Pride in many ways at Dublin Airport throughout June. We worked with Dublin Pride to host several workshops on 'How to be an Ally,' where employees learned about the importance of showing support and standing up against discrimination.

Our terminal buildings were decorated with Pride flags. An eight-metre-wide flag was fixed to the outside of Terminal 2, and the exterior lighting was switched to reflect every colour of the rainbow!

Over 100 Dublin Airport employees proudly marched alongside our specially rebranded pink fire engine in the Dublin Pride Parade on June 29. Employees from all walks of life came together to celebrate diversity and show support for the LGBTQ+ community. The energy at the parade was contagious and, despite the torrential rain's best efforts to put a dampener on the day, it was a fantastic celebration.

Pride Month at Dublin Airport



Over **100** Dublin Airport employees proudly marched alongside our special Pride fire engine

Dublin Airport Ambulance Gets New Lease of Life as a BUMBLEance



BUMBLEance is a special type of ambulance used to transport Ireland's youngest patients between their homes, hospitals, hospices and treatment centres nationwide. The service has all the amenities of a regular ambulance but includes the all-important extras to make a sick child's journey as safe, comfortable and entertaining as possible.

Dublin Airport has donated one of its pre-loved ambulances to BUMBLEance so they can continue to help sick children get where they need to go safely. Esmark Finch, our fleet conversion specialists, kindly removed the existing livery on the vehicle and fitted the new BUMBLEance livery free of charge.



Rush was buzzing with energy over the August Bank Holiday weekend as the annual Harbour Festival took over the town.

The festival marquee, sponsored by Dublin Airport, played host to an endless variety of entertainment. The comedy night was a belly full of laughs while the 80s night went down a treat. Children and adults were wowed by the Mad Hatters Magic Show, and everyone picked up some cooking tips at the Festival Food Fair on Saturday. Thanks to Rush Tourism, Fingal County Council and all who made this a great event.

Local Festival is a Roaring Success



Competition Corner

Children's Colouring Competition



Give this picture a splash of colour to be in with a chance to win a **€100 One4All voucher!**

How to enter:

Take a picture of your child's entry and email it to communities@daa.ie along with their **name, age** and your **contact number** before Monday, September 30th.

Adult Competition

Answer the three questions below to be in with a chance to win a **€100 One4All voucher**.

You can email your answers along with your name and contact number to communities@daa.ie. The closing date for entries is Monday, September 30th.

- 1** How many **solar panels** will Dublin Airport's solar farm have once completed?
- 2** How many **local projects** did the Dublin Airport Community Fund help support last year?
- 3** What **colour** did Dublin Airport turn one of its fire engines in June to celebrate Pride?

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