

28.07.2014

Dear Mr Spicer,

This letter is a "Response to Airports Charges Draft Decision Paper" from Turkish Airline Dublin Office. Turkish Airlines is currently in its 8th year operating from Terminal 1 at Dublin International Airport. As a customer of DAA at Dublin Airport we are experiencing strong growth in our passenger and cargo traffic through the airport. This year we added two more services bringing our frequency to 12 departures a week. We expect to grow at Dublin as we see further potential in the market for growth from this market. Our hub in Istanbul continues to grow through a combination of adding new destinations and by adding frequency growth to existing destinations. This growth at the hub provides the impetus for the potential we see from Dublin. We are not confined to looking only at Istanbul as the only destination serving Dublin. We are also considering other opportunities at Dublin and other destinations in Turkey for potential direct service. In order to facilitate our existing growing business and to enable further consideration of those growth opportunities we support the general thrust of the developments included by DAA in its Capital Investment Programme for Terminal 1 for the coming regulatory period. We believe that once completed the airport will be positioned to match the level of facilitation we strive to provide to our passengers.

In order to help better manage our airside capacity we included a number of developments as follows:

- Additional Line-up Points on Runway 10-28. This will assist with increased runway capacity. It will provide more flexibility for ATC to sequence aircraft for departure and deal with tactical operational issues (aircraft slot issues, aircraft technical difficulties) and reducing ramp congestion in the vicinity of the Piers.
- In relation to Pier 3 Flexibility Project that provided for the construction of a node capable of providing three jet ways and the provision of a new gate area sized to facilitate the new large aircraft with added benefits of added more departure gates in this Pier area. Other developments needed for pier 3 to improve our efficiency and overall customer experience are:
 - Air Bridges: Currently poorly maintained with missing carpet tiles, and poor maintain flooring with may lead to safety issues for our passengers and staff.
 - Temperature Control: Poor heating and air conditioning has led to passenger discomfort.
 - Seating Area's: The current seating area is inadequate and does not account for flight delays. These delays can lead to over congestion in the pier and again make for our clients to experience an uncomfortable waiting environment.
- Check-in Areas: Improvements are needed in this area in relation to the following:
 - Check-in counters and baggage belts. Facilities at check in counters are dated and poorly maintained, this includes insufficient work space and equipment for the check in staff. IT equipment also requires regular attention such as bag tag and boarding pass printers. Baggage belt malfunctions in Terminal 1 have led on occasion to our customer's luggage not making it to the aircraft on time for departure.

Commission for Aviation Regulation

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- Check-in area queuing lines – With the increase in our flight schedule and the planned increases in the future the space available between check-in counters is not sufficient to facilitate our customers comfortably. Any redevelopment in this area must take into account the current lack of space between check in counters and the effect that has on the check in process for customers.
- Re-packing area. There is no dedicated area available in Terminal 1 to facilitate passenger re-packing. With most airlines now enforcing their baggage allowances passengers require an area where they can re-pack such as the area provided in Terminal 2.
- Security Upgrades: This again is an essential part of our customers experience when traveling with our airline. The current facilities in departures are already very busy. With the planned growth for our airline in Dublin which will look to increase yearly, this element of the passenger journey can become very frustrating and lead to Turkish Airlines losing business to competing airlines that have the benefit of being located in Terminal 2 at Dublin Airport. Other element for improvement are:
 - the capex requirements to provide the screening equipment necessary to meet the LAGs & ETD screening requirements which will be rolled out during the period under review.
 - The airport must ensure that security is adequately resourced (number of staff) so that DAA can continue to guarantee Turkish Airlines passengers processing will not exceed a maximum of 30 minutes through security which is vital for airlines to maintain their punctuality.
- Arrival Area: This part of Terminal 1 is logistically not an issue for Turkish Airlines. However, it is and has always been a very dark area in the airport for passengers to arrive into. The DAA's plans to open up the airport and allow more natural light into this space and through-out the Terminal would be very much supported from our customer satisfaction and experience point of view.

Turkish Airlines as the Best Airline in Europe, for the 4th year in a row this year, pride ourselves on our customers overall experience and satisfaction. This experience will always include the space they process through to the flight, which in this cause is Dublin Airport terminal 1. We fully support all improvements the DAA are trying to do as this will only lead to happier passengers and a more positive experience overall.

Should CAR require any details or explanation on any of the above points please do not hesitate to contact our Dublin Office.

Kind Regards



Mr Murat Balandi
General Manager Turkish Airlines Ireland