

From: Matt.Danaher@cityjet.com [mailto:Matt.Danaher@cityjet.com]

Sent: 31 July 2014 14:26

To: Info

Cc: Alexandra.Grondin@cityjet.com

Subject: Response to Airports Charges Draft Decision Paper

Good afternoon,

After considering your draft decision paper in relation to airport charges I would like to make the following points on behalf of Cityjet.

Our main operational difficulty at Dublin Airport is the non segregation of Pier 2 which we use for all our flight departure and arrivals. The quality of service our passengers are able to avail of, especially in the case of irregularity, are inconsistent with that which the passengers of most of our competitors enjoy. We are unable to provide hot meals as the only vendor when you pass the anti pass back doors sells limited food and limited beverages. They sell 1 title of newspaper and no other facilities are available. While we agree that 18M is a large amount to spend on an aging pier which will be replaced in the future, this replacement plan is too long term to enable our business to operate on equal terms with our competition. We urge you to reconsider the segregation and if this is unsuccessful suggest a form of price differentiation by pier be considered.

Some other proposals, specifically relating to T1 where it is stated in your draft decision that " there does not appear to be strong user support for the T1 redevelopment projects" is unclear. Cityjet believe that the 3% growth p/a predicted is mostly going to be in T1 as it is broadly acknowledged that T2 check in is at capacity already and therefore limits growth there. If this growth is to be sustained and service levels are to be met the present security structure in T1 is inadequate. The suggested upgrade of the check in area and security at 38.3M while expensive would surely future proof the terminal for growth while allowing our passengers a far superior experience than presently is available. The 8.8M development of the arrivals hall and the 500k work on the facade of the building would also bring the terminal to a standard somewhere near Terminal 2, while obviously never being able to match it. If these projects are not going to proceed a review of the possibility of price differentiation by terminal should be carried out.

While Cityjet are delighted to see the Commission proposing a reduction in Airport charges and think that should be the case, there should also be an allowance made for the projects listed.

Best regards
Matt Danaher
Cityjet Station Manager Ireland
Mob: +353 87 7472797

CITYJET 

Book online at <http://www.cityjet.com>