



WELCOME

Hello and welcome to another edition of Community News.

Greetings to all those living in South Belfast who are now receiving the latest news from the airport for the first time.

October 2011 is an important month in the City Airport's history as we begin our first direct scheduled flights to Europe with mbibaby flying to Amsterdam and Geneva.

Next year other routes commencing include Faro, Palma, Malaga, Ibiza, and Alicante, with possibly one or two more surprise destinations being announced in the near future!

To anyone on the ground watching the aircraft land or depart, you won't be able to tell if the plane overhead is flying to Spain or Scotland.

We would like to reassure our local residents, as our route network develops, we will never use bigger aircraft than those currently using the airfield and will never fly big jets from the airport.

We've worked hard at making Belfast City Airport a truly world class facility to offer our passengers a unique travelling experience and to our local residents, a business and key employer on your door step that you can be proud of.

Remember we are very keen to hear your thoughts and answer your questions on our operations and to that end, in addition to our facebook page, we've also launched our twitter profile this year, so feel free to contact us @belfastcity_air

Best wishes

Brian Ambrose CEO,
George Best Belfast City Airport

Community Fund Donations Reach £70,000



Since its launch, the George Best Belfast City Airport Community Fund has donated over £70,000 to 29 neighbouring community groups and projects.

Projects in receipt of sponsorship this summer included:

- The Journey Project: Children from the Short Strand and Knocknagoney Community Centres, many of whom had never been on a plane before, were treated to a pleasure flight around the Mourne's.
- The Four Seasons Project: The Newtownards Road Women's Group project aims to give children from built up areas of Belfast an insight into the environment around them. This summer the children visited farms, learnt to identify different species of animals and birds and how to take care of bulbs.
- North Down Special Olympics Athletics Club: The funding bought the team new tracksuits, specialist training equipment to cater for all members' abilities including javelins, a standing long jump mat, a speed bounce mat and a hurdle pack.
- Action for Children NI Young Carers Project: The funding bought driving lessons for young carers from East Belfast, giving them a greater sense of independence and the ability to provide further support for those in their care.

Application forms for groups seeking funding from the airport can be downloaded from www.belfastcityairport.com or by emailing your details to communityfund@belfastcityairport.com

The airport's Ruth Morgan attended a final training session with Nicolle Smith, Stephen Yetman and Martin Mahood at North Down Special Olympics Club before they jetted off to the World Games in Athens.



Laura Boyd and Jodie Abraham from the 'Four Seasons Project' are assisted by Laura Duggan from the airport, as they tend to the plant life in the gardens of the Carew II Family Centre.



Stephanie Bradley from the Action for Children Northern Ireland Young Carers Project at the airport before her first driving lesson.



WIN TICKETS

Belfast City Airport has teamed up with MTV to offer our Community News readers the chance to win a pair of tickets to the 2011 MTV EMA at the Odyssey Arena, 6th November.

To enter please 'like' our Facebook page. www.facebook.com/belfastcityairport

or send a postcard with your name, address and contact number to Ruth Morgan, MTV Competition, George Best Belfast City Airport BT3 9JH. Entries must arrive by noon on Thursday 3rd November. The winner will be drawn at random. Over 18s only. Tickets are non-transferrable.

HOSTED BY SELENA GOMEZ

SUNDAY 6TH NOV

LIVE FROM THE ODYSSEY ARENA
9PM | MTVEMA.COM

IN PARTNERSHIP WITH



Airline NEWS

In March came the announcement from bmibaby that it was introducing seven new European routes from Belfast City Airport. The low cost airline will begin its service to Amsterdam on 31st October 2011 and its twice weekly service to Geneva in December. Flights to Malaga, Alicante, Palma, Faro and Ibiza will be taking off from Summer 2012.

In May, Flybe began operating its service from Belfast City to Manston International Airport with fares starting from £29.99 one way. Most recently, manx2.com has extended its scheduled services to include a twice daily weekday service from Belfast City to Gloucestershire Airport. From the end of October the airline will operate three daily flights on Mondays and Fridays. For a full list of our routes and airlines please visit www.belfastcityairport.com

We would like you to contact us if you have any queries with regards to the airport's operations at yourquestions@belfastcityairport.com



Now We're Talking

Belfast City Airport is now online ready and waiting for your Tweets! This summer we have officially launched our Twitter page - [@belfastcity_air](https://twitter.com/belfastcity_air)

Ruth Morgan, Communications Executive at Belfast City Airport, said: "We are committed to continually improving the passenger experience at Belfast City Airport and welcome all feedback.

"We are already engaging with over 700 followers on Twitter and over 1,200 Facebook fans on a daily basis providing them with all the latest news from the airport, airline/parking offers and competitions.

"This is our opportunity to directly engage with you...the passenger, to make sure Belfast City Airport remains your airport of choice.

"As well as keeping you updated with news and offers, all feedback is welcome through our social sites. All feedback received is acknowledged by management who, where possible, seek solutions to the points raised via social media."

To join us online please search for the following:

- Facebook: George Best Belfast City Airport
- Twitter: [@belfastcity_air](https://twitter.com/belfastcity_air)

Belfast City Airport Facebook and Twitter pages will be monitored between 9am and 5pm Monday-Friday. For information outside of this period, you should contact the airports Information Desk on 028 9093 9093

Tweet Stream

Thomas (@doctordns):
@BELFASTCITY_AIR the transit through the airport was very smooth. I head back on Friday. Hope the lounge is nice.

Tony Rice (@newsmantone):
In new departure area of @BELFASTCITY_AIR. Good spot! Much mor traveller-friendly.

Edwina (@ECrummy)
@BELFASTCITY_AIR a total pleasure to fly in and out of George Best airport :-) really nice

Andrew McMullan (@aindee)
@BELFASTCITY_AIR thanks for the tweet! Flew straight through security and departed on time. Great service as usual

Stewart Chambers (@stewchambers):
@BELFASTCITY_AIR @bmibaby_com thanks all - was a pleasure travelling through/with you :-)

Bronagh Miskelly (@lapurplepenguin):
Belfast City Airport still home to some of the best fish and chips in the world

Staff Profile

Christine Richardson



Christine Richardson, Crew Commander,
Belfast City Airport Crew Commander

Name: Christine Richardson
Lives: Portadown
Position: Crew Commander, Fire Department

Tell us about a day in the life of a fire fighter at Belfast City Airport.

On a daily basis the crews are responsible for carrying out daily inspections of the fire appliances and any other equipment that is due for a routine inspection. Ongoing training, theoretical and practical, is a very important part of the job and this must be completed in accordance with our training programme. We will also respond to first aid calls within the terminal and any operational incidents that may arise.

What are your duties as Crew Commander?

As part of my new role I am responsible to the station commander and watch commander and will assist with the running of the crew. This includes the supervision of routines and procedures, implementing and supervising training sessions, assisting with station admin

and updating training records. Every day brings different challenges. But knowing our team can make a difference when it matters is very rewarding. Shift work can have its lows, starting work for de-icing duties on cold icy mornings can be tough but it is all in a day's work!

Did you always want to work within the fire service?

I could never imagine myself being cooped up in an office! I had a keen interest in the fire service and felt it would be rewarding to work in this area. I was working within customer services in the airport when a position came up and the rest is history...

What do you enjoy doing outside work?

I am involved in Girl guiding and am a leader with Brownies and Senior Section and also a district commissioner. I enjoy working with young people and encouraging them to make the most of their talents and abilities. I enjoy outdoor activities and assist with training for the Duke of Edinburgh Award.

Airport Update



Lord Mayor of Belfast, Councillor Niall Ó Donnghaile, with Joanne Deighan, Commercial Manager at Belfast City Airport and Mark Galligan, Chief Executive of House of Ireland

In June, the Lord Mayor of Belfast, Councillor Niall Ó Donnghaile visited the airport to officially open Northern Ireland's first House of Ireland store.

He said:

"Belfast City Airport is a valuable gateway to the north of Ireland and I am thrilled tourists will be able to take home genuine, quality Irish brands from the House of Ireland."

Waterford Crystal, John Rocha, Newbridge Jewellery and Belleek are just some of the well-known international brands carried by the store.

Other News:

Fast Track Security Upgrade

Improvements have been made to our Fast Track Security lane to facilitate a quicker and hassle-free journey. Passengers using this service should follow signage for the new entrance. For more information and to purchase a Fast Track Annual Pass please visit our website.

Departure Lounge Update

Passengers can now treat themselves to a gourmet sandwich from Ireland's favourite sandwich bar whilst they wait for their flight to be called. O'Briens Irish Sandwich bar is located in the departures lounge to the right of the Bushmills Bar.

Full details of all outlets in George Best Belfast City Airport can be found at www.belfastcityairport.com

Political Briefing

At Belfast City Airport, we endeavour to keep all our stakeholders up to date on key developments at the airport. Our most recent political breakfast briefing was hosted at the Park Avenue Hotel in June this year.

All Councillors from Belfast City and North Down Borough Councils along with MLAs and MPs from the local area were invited to the briefing and we would like to thank all those who attended.

Topics discussed at the briefing included:

- Local economy
- Planning Agreement
- Our continued investment
- Community support
- Runway extension
- Noise and track monitoring

The presentation given at the briefing is available online at www.belfastcityairport.com

For more information, please contact your local political representative.

It's been 10 years since...

...Wikipedia was launched, pop group Hear'Say were born on reality show 'Popstars', the first Harry Potter film was premiered, Beijing won the bid to host the 2008 Summer Olympics and.....

...since the new terminal at Belfast City Airport was officially opened!

To celebrate, we will be hosting a series of 10th anniversary celebrations this October. Maurice Jay will be broadcasting his U105 breakfast show live from the terminal on Monday 24th October.

Don't miss out! Keep checking our Facebook and Twitter sites for details of all events and to be in with a chance of winning one of our many prize giveaways!

WIN a pair of return flights to Geneva or Amsterdam with bmibaby

To celebrate the launch of their Amsterdam and Geneva routes from Belfast City Airport, bmibaby are giving away a pair of tickets to each destination to our Community News readers.

Whether you're a culture vulture or a budding ski enthusiast, these new winter 2011 bmibaby routes are sure to tempt.

Bmibaby flights to Amsterdam, arguably Europe's coolest mini-break destination that has it all from classical art to extreme sports and world-class beer, commence on the 31st October 2011. Canals throughout the city make way for the world renowned modes of transport in 'The Dam' – the canal boat and the bicycle, almost a religion in the Netherlands capital! Be transported to the mesmerising snowy valleys and soaring mountains of Geneva with

bmibaby from the 17th December 2011. The scenic Swiss city is the perfect stop over for tourists en route to world-class resorts in both France and Switzerland. Alpine powdery slopes are close by in Megève and the Grand Massif in France, while slightly further afield are the ever-popular pistes of Verbier and Zermatt, in Switzerland.

Flights to Amsterdam and Geneva can be booked online now at www.bmibaby.com from only £16.99 one way including taxes.

To be in with the chance of winning a pair of flights to Amsterdam or a pair of flights to Geneva, please answer the following question:

Bmibaby flights from Belfast City Airport to Amsterdam and Geneva start from just:

a) £16.99 b) £25.99 c) £39.99

- Terms & Conditions
- Conditions apply.
 - Fares are subject to availability.
 - Prices correct at time of going to press.
 - Available on bmibaby flights departing from Belfast City Airport, subject to availability.
 - Travel must be taken by the named prizewinner.
 - For full terms & conditions please email bmibaby@smarts.co.uk.



Send your answer with your name, contact number, email address and postal address to Ruth Morgan, George Best Belfast City Airport, BT3 9JH

Answer:

Name:

Address:

Email:

Phone number:

All fields are mandatory. By entering this competition you are consenting to receive more news from the airport.

bmibaby.com

bmibaby Announces Competition Winner



Pamella Millar from Victoria Avenue is our lucky competition winner from the Spring 2011 edition of Community News. Pamela (left), pictured with Ruth Morgan (Communications Executive, Belfast City Airport), has won a pair of return flights from Belfast City Airport to East Midlands Airport courtesy of bmibaby.

Live Twitter Session: Community Fund

What is the Community Fund?
How can my community group get involved?
What types of projects qualify for the Community Fund?

To answer your questions on all things 'Community Fund' we will be hosting a live

Noise and Track Monitoring System – How it Works

In our Spring 2011 edition of Community News, we included a feature about our Noise and Track Monitoring System explaining what information it enables us to record from each flight.

In this edition, we wanted to share what track monitoring information actually looks like when it is collected and what we can do with it.

Each line in the snapshot image shown to the right represents the flight path taken by an individual aircraft and tells us flight details such as flight number, aircraft & time of departure. The colours of the lines indicate the height of the aircraft at a particular point.

When we receive a noise complaint we consult this system to determine the flight path of the aircraft in question. If an aircraft has visibly deviated from standard procedures we will approach Air Traffic Control and the airline to determine why this happened.

All concerns regarding breaches in noise abatement procedures are taken very seriously at Belfast City Airport and this system allows us

to gather as much information as possible and provide accurate responses to any concerns.

If you have been affected by aircraft noise you can contact us via our website, www.belfastcityairport.com, or by calling our dedicated noise complaint hotline +44 (0) 28 9093 5020,



A snapshot sample of the flight paths of departures over Belfast Lough on an average day.

Question and Answer session on Twitter and Facebook.

Michelle Hatfield, Human Resources and Corporate Responsibility Director at Belfast City Airport, will be online to take all your questions on Friday 18th November between 12pm and 1pm. Please direct your Tweets to @belfastcity_air and Facebook posts to www.facebook.com/belfastcityairport