

# newsletter



## Ryanair in the winter months increases the number of flights on six routes

The Irish budget airline Ryanair this winter season starting on 25<sup>th</sup> October will increase the number of flights on the routes to East Midlands, Glasgow (Prestwick), Liverpool, Milan (Bergamo), Brussels (Charleroi) and Dublin.

From 25<sup>th</sup> October there will be an additional flight to East Midlands (in total – 3 flights a week), Glasgow (in total – 3 flights a week) and Brussels (in total – 4 flights a week). Two additional flights in the winter season will be provided to Liverpool (in total – 4 times a week) and Milan (in total – 5 times a week). Ryanair will operate four additional flights from Riga to Dublin, providing daily traffic to the capital of Ireland.

## Still more destinations accessible from Riga

The Latvian national carrier airBaltic in the period from July to September commenced flights to the following destinations in Western Europe, Scandinavia and the CIS:

|                  |                                   |
|------------------|-----------------------------------|
| <b>Geneva</b>    | (from 1 <sup>st</sup> July)       |
| <b>Tartu</b>     | (from 3 <sup>rd</sup> July)       |
| <b>Turku</b>     | (from 9 <sup>th</sup> July)       |
| <b>Pskov</b>     | (from 1 <sup>st</sup> September)  |
| <b>Frankfurt</b> | (from 17 <sup>th</sup> September) |
| <b>Warsaw</b>    | (from 17 <sup>th</sup> September) |

Flights to Frankfurt are operated also by the airline Lufthansa, whereas the Polish carrier LOT performs flights to Warsaw.



## The airport welcomes the first charter flight from Japan



On 4<sup>th</sup> August 2009 for the first time in the history of RIGA International Airport a charter flight of Japan Airlines was welcomed with the representatives of leading Japan tourism organisations and officials on board.



Japan Airlines aircraft Boeing 747 with 282 tourists from Japan and the leading tourism industry representatives arrived at RIGA International Airport at 15:30. The flight was received with the water christening ceremony of the aircraft while the guests were welcomed according to the Latvian tradition – with the songs of the boys' choir of J.Mediņš Music School, the girls' choir of the Dome Church School and by the little dancers of the dance ensemble Dzintariņš.

The first tourist group arriving at the Baltic states with a charter flight from Japan was received by Krišjānis Peters, Chairman of the Board of RIGA International Airport, Ainārs Šlesers, Vice Mayor of Riga City Council, Artis Kampars, Minister of Economics, Takashi Osanai, Ambassador of Japan to Latvia and Mrs Osanai, and Pēteris Vaivars, Ambassador of Latvia to Japan. The importance of this event was

further emphasised by the fact that together with the tourists on this flight also was Yoshiaki Hompo, the Commissioner of the Japan Tourism Agency, Akira Kanai, Chairman of the Board of the Japan Tourism Agents Association and other representatives and officials of the leading Japan tourism industry organisations.

The second charter flight from Tokyo arrived in Riga on 11<sup>th</sup> August. The passengers were received and pleasantly surprised by J.Mediņš boys' and men's choir and the dance ensemble Dzintariņš.

Altogether, on both flights there were 524 tourists from Japan.

The carrier Japan Airlines (JAL) is the second biggest airline in Asia in terms of passenger traffic. JTB Corp. is the largest tourist agency in Japan and one of the largest in the world.

## More comfort to the passengers with reduced mobility

### RIGA International Airport has made several improvements in the service quality of passengers with reduced mobility (PRM).

- The airport has purchased a specialised vehicle Ambulift for assisting the PRMs. The vehicle was acquired to improve the PRM service quality and alleviate the daily duties of the staff reducing the amount of manual work.
- Ambulift is a modern vehicle equipped with a ramp, a cabin for fixing of a wheelchair, various sensors and electronic appliances for its safe use in the aerodrome territory and it is intended for lifting of the PRMs on and off the board of the aircraft of any type.
- The airport has arranged training courses delivered by internationally certified instructors for the staff whose daily duty is to assist PRMs. On the "Train the Trainers" course several instructors of the Training Centre were taught and received a certificate enabling them to deliver training to the personnel working in close contact with the passengers.

- Infrastructure improvements:
  - Two free-of-charge parking slots for PRMs on the ramp at the departures hall entrance;
  - Call points installed at P3 and P1 car parks where the PRMs can inform the airport staff of their arrival;
  - A ramp for visitors in wheelchairs built at the entrance of the head office building;
  - Markings put on the glass doors of the terminal and lifts for the people with poor eyesight to notice them;
  - Toilets reconstructed according to the EU standards for PRMs and equipped with alarm systems for emergency situations.
- The airport has purchased a minivan for transportation of persons in wheelchairs;
- New wheelchairs purchased for use around the terminal and for boarding/d disembarking the aircraft;
- Directions and signs placed in the terminal and the car parks for easier orientation of the PRMs in the airport;
- A section introduced on the airport website with all the necessary information to the PRMs. There is also a video film on the PRM services available at the airport.



## New opportunities for clients and visitors

- At the beginning of October a new e-ticket machine of SIA „Rigas Karte“ will be installed. The machine will be situated in the facade annexe of the terminal next to the florist's shop „Linda“ and will provide the possibility to buy and top up the public transport e-tickets.
- In October in the Departures Sector B, on floor 2 in front of the Departures Sector B2 a sales outlet for the upmarket appliances of SIA „Bang & Olufsen Riga“ will be opened. The household appliances of Bang & Olufsen, mp3 players, Hands-Free systems, wireless and cable connections and other goods will be sold there. The shop in the terminal will stay for 4 months.
- On 31<sup>st</sup> August a new taxi company BalticTAXI started operations at the airport. It has signed an agreement with the airline airBaltic on sharing of the brand. Currently there are 50 new Toyota Corolla Verso cars in the



company's fleet and the number will be increased to 250 cars. Entrance tariff at BalticTAXI is 1 lats and the tariff per kilometre is 0.5 lati. BalticTAXI also offers a flat tariff of 9 lati per trip. The passengers will be able to pay this fare already at the airport or upon buying a ticket for an airBaltic flight.

- To make communication of the clients with the airport easier, from 1<sup>st</sup> September the

charge for baggage in Route 22 public transport buses has been cancelled. Now the baggage not exceeding the dimensions specified in the Riga City Council Public Transport Regulation can be transported in one direction without buying an extra ticket.

The bus route No 22 connects the centre of Riga with the airport.



## The airport gets friendlier to the little passengers



With a view to make the visits of parents and their offspring to the airport more pleasant, in August a junior lounge was opened at RIGA International Airport for those transit passengers who have not yet reached the age when they can travel unaccompanied. By improving the services to the little passengers RIGA International Airport wishes to become one of the child-friendliest airports in Europe.

The growth of transit passenger traffic has made the airport address the need for a junior

lounge in this particular passenger category. In May the airport welcomed 48 little passengers, in June - 219 and in July their number reached 381.

The junior lounge is located at the airport terminal before the Baggage Reclaim Hall in the Arrivals Sector E. There are five nursing rooms for kids at the airport: three in Sectors B and D, and two in the Arrivals/Departures Sector C, as well as a playground in Sector B.



## RIX enters the international flight rating

**RIGA International Airport for the first time has won the place among the world's top hundred airports in terms of passengers served on international flights according to the aviation industry market research and analysis organisation OAG Aviation Solutions .**

With 66 427 available seats on the departing international flights per week from August 24 to 30 RIX ranks as the 98<sup>th</sup> in the list of the world's busiest airports OAG top 100.

Krišjānis Peters, Chairman of the Board says:

„Entry into the global ranking of top 100 airports by international flight frequencies is an important achievement for RIGA International Airport. Firstly, it shows not only the potential of Riga as a tourist and business destination, but also the promise of RIGA International Airport as a successful transit hub of the region. This way we can also demonstrate to the international community that our infrastructure and our highly qualified and professional staff allow us to handle large traffic volumes. Secondly, being among OAG top 100 airports is just another proof of our progress towards the goal – to become the most important airport in the Baltic Sea region.”

OAG Aviation Solutions collects data on more than 1000 airports worldwide.

Closest airports in the Baltic and Nordic region listed in the OAG "Top 100":

| Airport             | Ranking | Seat capacity in international departing flights (thous.) |
|---------------------|---------|---|
| Copenhagen          | 24.     | 235   |
| Stockholm (Arlanda) | 44.     | 144   |
| Helsinki            | 50.     | 137   |
| Oslo                | 57.     | 124   |

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## Statistics

- **Airlines: 13**
- **Destinations: 70**
- **Passenger traffic:**  
 Jan.-Sep.:  
 3 066 327 (+ 9,3% 2008/2009)
- **Pax cargo (t)**  
 Jan.-Sep.:  
 6 480 (+ 18,0% 2008/2009)