



ÚDARÁS EITLÍOCHTA NA hÉIREANN
IRISH AVIATION AUTHORITY

IAA Passenger Advisory Group – Terms of Reference

16 January 2026



Introduction

- 1.1 The Irish Aviation Authority's (IAA) Passenger Advisory Group ('the PAG') was established to improve our understanding of what is important to passengers. The PAG serves as a consultative forum to represent the interests, concerns, and experiences of air passengers. It provides input to the Irish Aviation Authority (IAA) on policies, services, and initiatives with the aim of enhancing the passenger experience and accessibility in civil aviation. Its membership comprises a range of organisations that represent the diversity of passengers. The group assists the IAA by inputting the passenger's voice into the delivery of relevant regulatory functions and its strategic direction. The relevant regulatory functions are Economic Regulation and Consumer Affairs.

Principles and Objectives

- 1.2 The principles of the group are as follows:

- The engagement with the group will be focused on real opportunities to influence our relevant decisions.
- The group will be provided with information about the topic for consultation, including the opportunities and constraints involved.
- The group will act in an advisory capacity only.
- The group will be given sufficient time, whenever possible, to provide meaningful engagement. We will strike a balance between ensuring appropriate timelines for engagement and the need for timely decision making.

- 1.3 The objectives of the PAG are to:

- improve the IAA's understanding of what is important to passengers in travelling with airlines through Irish passenger airports; and
- provide independent advice, lived experience and insight into the passenger experiences travelling with airlines and airports in Ireland.
- provide its assessment of the extent to which passenger priorities are addressed in the decision-making process.

Scope of the Work

- 1.4 The areas of focus are on:

- Airport and airline service quality
- Dublin Airport Capital Investment Programme
- Accessibility and inclusivity for various disabilities such as physical, mental, intellectual and sensory.

- 1.5 The following topics are within the scope of the group:

Dublin Airport:

- Evaluate current service quality outcomes, performance measures, and targets.
- Review infrastructure development plans.
- Assess how proposed projects align with passenger priorities for service and capital investment.

All Airports and Airlines:

- Evaluate compliance by airlines and airports with EU Regulation (EC) No 1107 / 2006 – Assistance provided by airports and airlines for person with reduced mobility.

Airlines:

- Compliance by airlines with the European Accessibility Act

- 1.6 In fulfilling its objective, the PAG should consider the interests of all groups of aviation consumers.
- 1.7 The focus of the PAG's work shall be on those activities that fall within the IAA's statutory remit or reasonable influence.
- 1.8 The PAG can support the IAA by bringing to its attention issues and areas of best practice from other sectors in Ireland.
- 1.9 The PAG will be outcome focused and prioritise its work on those issues that relate to the IAA's regulatory duties, where it can have most impact and are relevant to its skills and experience.
- 1.10 The PAG can co-operate with airport consultative committees or with any consumer, industry or regulatory group, national or international, which can further the reasonable interests of passengers and would support the IAA's work.

Membership & Nominations to the Passenger Advisory Group

- 1.11 The IAA PAG will consist of representative group of consumer interests nominated by the IAA.
- 1.12 To ensure that a Passenger Advisory Group (PAG) is inclusive and aligned with the UN Convention on the Rights of Persons with Disabilities (UN CRPD), it should include a diverse range of organisations that represent the interests of all passengers.
- 1.13 We propose to include in the Passenger Advisory Group organisations that represent the diversity of passengers:
 - Leisure passengers.
 - Business passengers
 - Elderly passengers.
 - Young passengers.
 - People with reduced mobility.
 - People with disabilities.
- 1.14 Mechanism for Periodic Review of PAG's Effectiveness and Scope
 - Review Cycle: Conduct a formal review every 12–24 months.
 - Evaluation Criteria:
 - Contribution to passenger experience improvements.
 - Diversity and representativeness of membership.
 - Process:

- Include a review agenda item in the last meeting of the cycle.
- Gather feedback from PAG members and other stakeholders.
- Adjustments to scope or membership.

Passenger Advisory Group's Meetings

- 1.15 The PAG will meet regularly, between 1 and 4 times a year depending on active topics and will be chaired by the IAA.
- 1.16 Be outcome focussed and work in a positive collaborative manner with the IAA.
- 1.17 Help the IAA to develop its approach to consumer engagement to inform the IAA's functions.

The IAA's Role and Management of the PAG

- 1.18 The IAA will chair the PAG.
- 1.19 The IAA will organise the meetings and provide secretarial support.
- 1.20 The meetings will take place either in person at the IAA or online.
- 1.21 The IAA may consider representations made to it by the PAG and provide responses to such representations.

Accountability

- 1.22 We will follow a collaborative process to ensure that the group is transparent and accountable.
- 1.23 We will publish in advance of the group meetings, the following:
- the objective and scope of the meeting.
 - the participants at the meeting.
 - the timeline of the process.
- 1.24 The IAA will also keep minutes of the meetings and any policy suggestions made by the members.

Conflicts of Interest

- 1.25 Members must declare any conflicts of interest whether actual, potential, apparent or likely to arise.

Support

- 1.26 Members of the PAG do not receive remuneration or travel and subsistence.

GDPR & Confidentiality

- 1.27 The PAG will adhere to GDPR regulations in disclosing membership information and seek the consent of any member of the group before sharing any information to those not on the PAG.

- 1.28 The IAA is subject to legal constraints in relation to disclosure of information gathered in the normal course of its regulatory functions. This information cannot be disclosed to the PAG. The IAA may redact information provided to the PAG where it deems it inappropriate to disclose industry information.