

Irish Aviation Authority Passenger Advisory Group

Meeting Minutes- 06/05/2026 10:00am

PAG Members Present

Tommy Hannan (Failte Ireland), James Kiernan (Chambers Ireland), Barry O'Donnell (Voice for Vision Impairment), Jamie Millar (Vision Ireland), Helen Rochford-Brennan (Alzheimer Europe).

Contributors Present

Clare Mulcahy (IAA), Grainne Behan (IAA), Sebastian Anecoloaei (IAA), Adrian Corcoran (IAA), Luke Manning (IAA), Aoidean Delaney (IAA), Lewis Dowie (IAA), Anna Griffin (IAA).

Meeting Material

- 1.1 The IAA presented proposals regarding Quality of Service at Dublin Airport for its upcoming 2026 Determination, specifically the topics of Passenger Satisfaction, Security, Passengers with Reduced Mobility (PRM) and Asset Availability. The presentation slides can be found on the IAA website.

Meeting Notes

Passenger Satisfaction

- 1.2 Alzheimer Ireland asked whether the communication associated with disembarking the plane for PRM could be improved. It referred to occasions where the passenger sits at the front of the plane, but the bus arrives at the back, particularly on flights which require quick turnaround times. This results in a wait time of ten minutes before being able to disembark. In addition, the level of communication between departure and arrivals is often asymmetric.
- 1.3 The IAA acknowledged that it has received complaints from PRM regarding the lack of announcements that are made on planes. It stated that an improvement in the helpfulness of staff and crew on board could alleviate this issue while also recognising that airports are different and this may be a training issue for some of the airlines.
- 1.4 Voice for Vision Impairment noted that there are sometimes no airbridges available when passengers exit the aircraft. It also asked about the possible discouragement of remote stands which it feels brings accessibility challenges, specifically the approximately 32-centimetre-high floor of the transfer busses used. It suggests a popout ramp, as well as the option for the bus driver to lower the bus by 10cm.
- 1.5 The IAA responded that some airlines use remote stands because of the lack of airbridge stands available at the airport and may prefer to use airbridges. The IAA noted the request to lower the buses and also noted the support for the addition of a metric regarding the bus transfer experience.
- 1.6 Voice for Vision Impairment noted that the screens which display dynamic transport and bussing information have consolidated information and are suspended from the ceiling. This makes it challenging for PRM to read and interpret the information. It asked if up close departure time screens could be provided for ease and references German railway stations which display the next 20 departures only. It also identified that the smaller panels currently

used for advertising would be an ideal solution.

- 1.7 Voice for Vision Impairment also stated that there is currently an insufficient number of help points at the arrivals area, and that it is often difficult to find staff. It noted that being able to press a button and speak with somebody would be ideal as it is often a long wait before being able to do so. It referred specifically to times outside of the general working hours of 9 to 5 or in unforeseen circumstances i.e. a mobile without battery, where no numbers are generally available to call and if there is, sometimes ring out.
- 1.8 The IAA responded stating that as part of its airport inspection activities it reviews the provision of and number of help points at airports. It will also take on board the issue raised of staff being unavailable outside of the hours 8-5, as the calls should reach the desk as and when the numbers are used.
- 1.9 Voice for Vision Impairment stated that there are no initial help points when you enter the door at arrivals.
- 1.10 The IAA noted that IAA staff observations at inspections assess the provision of help points at arrivals.
- 1.11 Alzheimer's Ireland expressed gratitude for the disability toilets in departures being re-opened as of recently, a concern/issue which was raised in the last PAG meeting.
- 1.12 Voice for Vision Impairment noted that it has have never encountered anyone from RedC carrying out the passenger satisfaction survey at the airport and questioned if there is any plans for RedC to carry out a mystery shop, referring to injuries previously incurred when travelling caused by a large drop from the ambilift when exiting a plane.
- 1.13 Voice for Vision Impairment stated that it would be happy to engage/assist in mystery shopping exercises at the airport, if needed.
- 1.14 The IAA stated that it currently does not carry out mystery shopping but notes the point made and will look into it, highlighting the difficulty of carrying out mystery shopping at an airport. Regarding the point made about Red C surveys, the sample size is 6000 people per year which is a statistically significant sample size, which must meet specific criteria across terminals, time of day, flight variety and those who use the PRM service. However, it is still a small minority of the total passengers, so the chance of any one individual being surveyed is low.
- 1.15 Alzheimer's Ireland highlighted that significant changes have been and are being made at the Airport, the representative also notes that they have been approached by RedC passenger surveys on more than one occasion.
- 1.16 Voice for Vision Impairment complemented the PRM support staff but mentions difficulty in logging complaints. It questioned if there is a way in which complaints and reviews can be left immediately at the time of the incident rather than an incident becoming prolonged, which reduces the possibility of a quick and efficient solution. CCTV would be reviewed immediately, and a potential audit could be carried out or corrections identified. While it concluded that the airport has since resolved these issues to an extent, a quicker complaint process would have been beneficial.
- 1.17 With regards to some airlines, Voice for Vision Impairment stated that PRM are often asked to visit a website to log complaint/feedback which are consistently not replied to or the website itself cannot be accessed.

- 1.18 The IAA stated that it also investigates complaints made, and additionally, the IAA stated that it inspected every commercial airport in Ireland last year.
- 1.19 Voice for Vision Impairment described an incident where a ramp was unavailable due to shift changes. It was suggested that a portable ramp in every ambilift would remove the possibility of this occurring. It was then clarified that Dublin Airport has now addressed this issue.
- 1.20 Alzheimer's Ireland noted that the PRM service standard has made significant progress and that there has been significant change at the airport.
- 1.21 Voice for Vision Impairment's representative also noted a positive experience they had in January, which was not the case several times last year.
- 1.22 A representative from Failte Ireland stated that the information on transport at the airport is available, it is just not incorporated together into a platform such as an app.

Security

- 1.23 Voice for Vision Impairment noted its concern regarding the use of certain scanners with steeper ramps, and referenced an incident where the representative was injured. While it is possible to request a manual scan, this requires significant balance and it may be difficult to stand in one position. Therefore, it was suggested that a chair at the security checkpoint used by PRM would be helpful. It also queried site walkability assessments or audits being carried out and whether the same type of scanner that the representative was injured from, is still being trialled/implemented
- 1.24 The IAA stated that it plans to carry out a walkability assessment, inclusive of the PAG members. The details of this will be communicated towards the end of the year.
- 1.25 Voice for Vision Impairment suggested that dynamic transport information, regarding busses and trains for example, in one consolidated place such as an app, website or web link would be helpful. It also asked if the airport has any teams which look into potential developments such as this.
- 1.26 The IAA said that Dublin Airport does have an innovation fund for projects such as using AI to improve the passenger journey. The IAA has indicated that it has engaged with the National Disability Authority in relation to airport accessibility. The IAA intends to pursue further engagement on this topic, including seeking guidance and assistance in relation to a wayfinding walkthrough of the airport.
- 1.27 In relation to zonal wayfinding, Voice for Vision Impairment stated that the current wayfinding in terms of signage is not useful to someone who is visually impaired. It requested tactile paving and also noted a lack of brail and tactile buttons in the elevators in Dublin Airport.
- 1.28 IAA noted that the daa have plans to implement tactile paving as part of its upcoming capital investment programme.
- 1.29 Voice for Vision Impairment stated that removing shoes for the security scanners can be an issue for PRM and ask whether a chair can be made available to assist with removing shoes when necessary.
- 1.30 The IAA noted that it is necessary to remove certain footwear at the security scanners. The IAA stated that it will enquire about adding a chair to assist with the process of removing

and putting back on shoes.

Passengers Requiring Assistance

- 1.31 Voice for Vision Impairment is unhappy with the screen reading function on an airline website not working, particularly during check in when inputting details such as your name. The representative stated that they have repeatedly reached out to the airline about this issue, with no resolution. It also expressed concern regarding paper boarding passes.
- 1.32 Voice for Vision Impairment stated that the improvement with regards to PRM service is 'leaps and bounds' in comparison to 2022, acknowledging previous staff shortages. It complemented the passenger journey in relation to the staff assistance from the plane directly through to the bus stop and the current system in place with regards to staff availability in the event of a gate change.
- 1.33 However, Voice for Vision Impairment mentioned issues regarding pre-notifying PRM services when travelling on an incoming flight, referencing the required 20-minute pre notification of need for assistance, further stating that on occasion there is not staff present at the PRM desk upon arrival, which in itself is difficult to find, or that the Duty Manager number rings out. It sees this as a particular difficulty for passengers in a rush.
- 1.34 The IAA acknowledged the improvements made, and is minded to continue to align passenger satisfaction with the new SLA in place with OCS since the start of the 2025.

Asset Availability

- 1.35 Voice for Vision Impairment stated that lift availability is good, however question why there are passengers waiting on the stairs before they board flights and whether this is something that can be addressed.
- 1.36 Alzheimer's Ireland questioned whether this is due to the turnaround time of the aircraft.
- 1.37 The IAA stated that this is an operational decision by the airline to scan all passengers and then wait for the clearance for someone to marshal the passengers across to the aircraft.
- 1.38 Voice for Vision Impairment stated that there is only one ambilift in use at Cork Airport and asked whether anything can be done about this. They stated that the S-max stair climber used in Cork airport currently makes the journey uncomfortable. They refer to Dublin Airport having roughly 17 ambilifts.
- 1.39 The IAA explained that this may be due to aircraft type and size of the airport.
- 1.40 Voice for Vision Impairment stated that Kerry airport uses aviramps, which it finds to be very positive.
- 1.41 The IAA stated that it can enquire with relevant airports as part of its inspections, but explained that it does not have power to enforce specific types of mobility aids in other airports in Ireland as this is not a requirement set out in the regulation.

Other

- 1.42 Voice for Vision Impairment asked if there are contingencies in place regarding lift availability and whether the queue of people is avoidable before boarding the aircraft.
- 1.43 Alzheimer's Ireland acknowledged that this may be due to tight turnaround times.

- 1.44 The IAA stated that daa have to ensure safety when crossing the apron, with consideration for all the ground handling services that are in place.

Capital Investment Programme at Dublin Airport

- 1.45 Voice for Vision Impairment questioned whether there are any plans to bring passport control to a more localised level in CIP27.
- 1.46 The IAA stated that there are plans for automated e-gates at Pier 1 East, the new CBP facility, and Pier 5.

Additional Notes

We received input from a non-attendee from the Consumers' Association of Ireland for consideration.

- 1.47 It stated that its representative is a frequent traveller at Dublin Airport and has never been contacted to provide feedback in the airport.
- 1.48 It stated that car parking is very poor, specifically referencing the time used trying to find an available space.
- 1.49 It stated that there is inadequate seating at departure gates and that the management of boarding from airlines does not help this issue.
- 1.50 It complained that when arriving at Dublin Airport, passengers disembark on to buses which leave them far from the exit area requiring long walk and further inconvenience.