21 January 2026

# Introduction to the IAA Passenger Advisory Group

# Agenda

| | |
|---|---|
| 9:15-9:30 | IAA Introductory Presentation |
| 9:30-11:00 | Dublin Airport Presentation on Quality of Service Proposal |
| 11:00-11:20 | Break |
| 11:20-12:50 | Dublin Airport Presentation on Proposed Capital Investment Programme |
| 13:00 | Lunch |

IAA

# Introduction

**The Irish Aviation Authority (IAA) is the fully independent civil aviation regulator for Ireland, responsible for the regulation of aviation safety, aviation security, and consumer interests.**

- In April 2023, the aviation safety and security regulatory functions of the IAA were merged with the economic and consumer protection functions of the Commission for Aviation Regulation, in order to establish a single national civil aviation regulator

- The IAA's responsibilities are set out in the framework of applicable global, European and national legislation/regulation.

- The IAA regulates to ensure a safe, secure and consumer-focused aviation environment.

IAA

# Roles of the Passenger Advisory Group

The Irish Aviation Authority's **Passenger Advisory Group** ('the PAG') was established to improve our understanding of what is **important to passengers**.

The PAG represents **the interests, concerns** and **experiences** of air passengers with the aim of **enhancing** the passenger **experience and accessibility** in civil aviation.

**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
- ✓ 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

# Roles of the Passenger Advisory Group

**The PAG is composed of organisations that represent the diversity of passengers at Dublin Airport:**

- **Leisure passengers**
- **Older passengers and young passengers**
- **People with reduced mobility or disabilities**
- **Business passengers**

- The focus of the PAG's work shall be on those activities that fall within the IAA's statutory remit or reasonable influence
- The group assists the IAA by inputting the passenger's voice into the delivery of relevant regulatory functions and its strategic direction
- The main relevant regulatory functions are Economic Regulation and Consumer Affairs

**Areas of Focus:**

Airport and airline service quality

Accessibility and inclusivity for various disabilities

Dublin Airport Capital Investment Programme

# Provisional Timeline for Engagements with the PAG

| | |
|---|---|
| **January 2026** | A meeting for Dublin Airport to present its **Regulatory Proposition**, with particular focus on its service quality and investment proposals |
| **Late April 2026** | A meeting between the IAA and the PAG to consult on certain aspects of the IAA's **Draft 2026 Determination** on Airport Charges and performance |
| **Late September 2026** | A meeting between the IAA and the PAG to consult on certain aspects of the IAA's **Final 2026 Determination** on Airport Charges and performance |
| **November 2026** | A meeting between the IAA and the PAG to deepen its understanding of passenger needs and expectations, in the context of the **European Accessibility Act** (EAA) and **EU Regulation EC No. 1107/2006** relating to passengers with reduced mobility. "Accessibility in Air Travel: IAA update on EU Regulation 1107/2006 and the European Accessibility Act" |

IAA

# The 2026 Determination

**The IAA sets the maximum level of airport charges at Dublin Airport for periods of usually 5 years**

The maximum level of airport charges is known as the **price cap**.

- This protects the interests of passengers and airline users of the airport, and
- Ensures that the infrastructure and services provided by Dublin Airport meet the needs of the users.

In 2026, we will set a new price cap that will go into effect from 1 January 2027.

**The price cap is derived from a series of inputs known as 'regulatory building blocks' which are calculated by the IAA at the time of a price cap determination.**

We will seek views from the PAG on two key inputs to the price cap:

Quality of Service + Capital Expenditure

# The 2026 Determination- Quality of Service

**In 2010, we introduced a quality term to the price cap formula. This created a direct link between the allowed recoverable airport charges at Dublin Airport and the Quality of Service (QoS) provided by daa.**

Dublin Airport can achieve bonuses for exceeding target thresholds, or penalties for falling below target.

**In the Current Determination:**

- 5% of the price cap is at risk if minimum performance thresholds are not met
- Up to 2% of a bonus can be achieved by meeting bonus thresholds

**Currently there are 4 categories of QoS metrics**

- **Security Wait Times**
- **Wait Time for Passengers with Reduced Mobility**
- **Passenger Satisfaction Measures** (passenger care, information, facilities & service)
- **Asset Availability & Baggage Handling**

IAA

# The 2026 Determination

## Dublin Airport's Capital Investment Programme

- In forecasting the expected capital expenditure for the regulatory cycle, the IAA is required to carry out an assessment of daa's proposed capital projects.
- The IAA mandates that Dublin Airport presents its Capital Investment Programme (CIP) along with the associated costs for the regulatory cycle.
- We seek to provide allowances for projects which meet the needs of Users, or otherwise are aligned with our Statutory Objectives.

**In making the 2026 Determination we will engage with the PAG to address the following questions:**

- Which outcomes are important for the quality of service regime & how should we prioritise them?
- What should we measure to evaluate these outcomes & what are reasonable targets?
- Are the current measures and targets appropriate?
- Which new measures should we start monitoring from 2027?
- Do passenger-facing projects presented in the CIP align with passenger priorities and needs?
- How have passenger priorities evolved since the last Determination?

# Timeline for the 2026 Determination

1. **1st PAG Meeting**
   January 2026
2. **DAP submits Regulatory proposition to IAA**
   February 2026
3. **2nd PAG Meeting**
   April 2026
4. **IAA Publishes Draft Determination**
   May/June 2026
5. **Responses to Draft Determination Due**
   August 2026
6. **3rd PAG Meeting**
   September 2026
7. **IAA Publishes Final Determination on Airport Charges**
   October/November 2026

# Thank you

This Presentation will be published on the Irish Aviation Authority website ahead of the 2026 Determination.