



6 May 2026

IAA Passenger Advisory Group- second Meeting



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

Timeline for the 2026 Determination



The 2026 Determination- Quality of Service

The IAA monitors Dublin Airport's performance against pre-defined targets, and the price cap can increase if certain QoS thresholds are exceeded, or decrease if QoS targets are not reached.

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

Asset Availability &
Baggage Handling

Passenger satisfaction

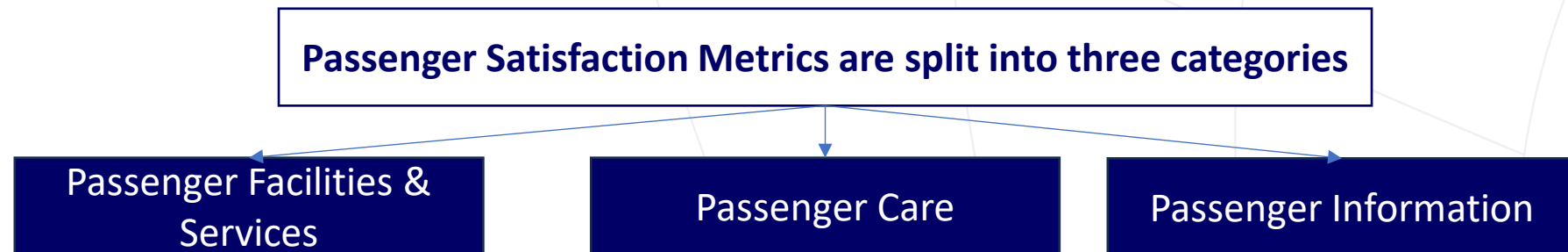


Passenger Satisfaction Metrics

Passenger satisfaction metrics are used to measure subjective passenger experience at Dublin Airport, capturing passenger views of different aspects of the airport experience.

Through these metrics, we can identify areas for service improvement, or incentivise Dublin Airport to focus on things that are important to passengers through rebates, and bonuses.

For the 2026 Determination we are assessing whether there are aspects of the passenger experience that may not be adequately captured under the current QoS framework



Passenger Satisfaction Metrics- Passenger Care

Metric	Departing	Departing with Assist.	Arriving	Transfer	Target	Bonus Target
Passenger Care						
Additional Assistance		✓			9.0	9.5
Helpfulness of Security Staff	✓	✓			8.5	9.3
Helpfulness of Airport Staff	✓	✓			8.5	9.3
Cleanliness of Terminal	✓	✓	✓		8.5	9.2
Overall Satisfaction	✓	✓	✓	✓	8.5	9.3
Cleanliness of Toilets	✓	✓	✓		8.5	9.2
Departure Gates	✓	✓			8.0	9.0
Walking Distance	✓	✓	✓		8.0	9.0

Passenger Satisfaction Metrics- Passenger Information

Metric	Departing	Departing with Assist.	Arriving	Transfer	Target	Bonus Target
Passenger Information						
Finding your Way Around	✓	✓	✓	✓	8.5	9.0
Flight Information Screens	✓	✓		✓	8.5	9.0
Ground Transport Information on Arrival			✓		8.5	9.0

Passenger Satisfaction Metrics- Passenger Facilities & Services

Metric	Departing	Departing with Assist.	Arriving	Transfer	Target	Bonus Target
Passenger Facilities and Services						
Facilities for Passengers who Require Additional Assistance		✓			9.0	9.5
Availability of Trolleys	✓	✓	✓		8.5	9.0
Satisfaction with Wi-Fi	✓	✓	✓		8.5	9.0

Passenger Satisfaction Performance, 2023 to 2025

Quarterly passenger satisfaction metric	2023				2024				2025			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Overall satisfaction	Green				Green			Green				
Helpfulness of airport staff												
Helpfulness of security staff												
Cleanliness of terminal			Red									
Cleanliness of washrooms	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red
Satisfaction with Departure gates												
Ease of Movement	Green				Green							Green
Finding your way around	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Flight information screens												
Information on Ground Transport on Arrival	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red
Availability of Baggage trolleys	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Satisfaction with free Wi-Fi		Green		Green	Green	Green	Green	Green	Green	Green	Green	Green

- In 2025 Dublin Airport achieved bonuses in ease of movement, finding your way around, availability of baggage trolleys, and satisfaction with the free wi-fi.
- In 2025 Cleanliness of washrooms and information on ground transport remained below target.
- Resulting in a total bonus of €0.10 per passenger and a penalty of €0.06 per passenger for 2025.

Dublin Airport Proposal for Passenger Satisfaction Metrics

In its regulatory proposition, Dublin Airport states that:

1. It is broadly satisfied with the majority of the current passenger satisfaction metrics.
2. Some targets are set at a disproportionately challenging level and thus fall short of incentivising better outcomes
3. External factors are increasingly shaping how passengers experience and rate aspects of their journey, and that it is seeking reductions to specific targets to a level which is 'realistic and fair'

Dublin Airport proposes no change to the following metrics:

Additional Assistance

Helpfulness of Security Staff

Helpfulness of Airport Staff

Overall Satisfaction

Departure Gates

Ease of Movement

Finding your way Around

Flight Information Screens

Facilities for Passengers who require Additional Assistance

Availability of Trolleys

Satisfaction with WiFi

Possible Additional Passenger Satisfaction Metrics

Overall, we are planning to keep all of the existing metrics and think that there's scope to add around 5 others.

We have identified some possible additional metrics based on:

- An analysis of the 'menu' of metrics not currently included in the QoS regime
- Suggestions from stakeholders in their response to our Issues Paper published last June
- Identifying areas of the airport experience which may be overlooked by the current QoS regime

We welcome the PAG's views on these metrics, as well as suggestions for any other measures that should be considered as part of the framework for the 2026 Determination

Full “Menu” of Possible Metrics

Category	Target Metric	Included in current QoS system (Yes/No)
General	Public transport	N
	Availability of baggage trolleys	Y
	Overall cleanliness of the airport terminal	Y
	Overall value for money	N
	Sense of security	N
	Sense of safety for my health	N
	Courtesy and helpfulness of airport staff	Y
	Overall walking distances to departure gate	N
	Ease of movement through the airport	Y
	Finding your way around	Y
	Flight information screens in general	Y
	Signs to the departure gates	N
	Ease of locating facilities in departure area	N
	Assistance from airport staff	N
	Information on flight delays	N
	Food Outlets	N
	Bars	N
	Comfort of Wait for Gate Area	N
	Dublin Airport App	N
	Dublin Airport Website	N

Full “Menu” of Possible Metrics

Category	Target Metric	Included in current QoS system (Yes/No)
Car Parks	Courtesy/helpfulness of car park staff	N
	Ease of finding car park	N
	Value for money	N
	Security of car park	N
	Ease of finding a space	N
	Shuttle bus from the car parks	N
	Walking distance from car park to terminal	N
Check in (Manned)	Ease of finding check-in desk for your flight	N
	Waiting time at check-in	N
	Courtesy & helpfulness of check-in staff	N
	Overall satisfaction with check-in experience today	N
	Ease of using automated check-in for your flight	N
Check in (Self service)	Length of time queueing at machines	N
	Number of SSK machines available	N
	Ease of finding bag & tag/ABD	N
	Length of time queueing at bag & tag/ABD	N
	Overall satisfaction with check-in experience for this flight	N

Full “Menu” of Possible Metrics

Category	Target Metric	Included in current QoS system (Yes/No)
Security General Stream	Ease of locating	N
	Waiting time at security	N
	Courtesy & helpfulness of security staff	Y
	Layout of the security search area	N
	Amount of space provided at the security search area	N
Security fast track	Overall satisfaction with security search / passenger screening today	N
	Satisfaction with fast track	N
	Satisfaction with fast track on VFM	N
Lounge	Overall satisfaction with Dublin Airport Lounge(s)	N

Possible Additional Passenger Satisfaction Metrics

For these new metrics, we propose to set rebate targets just below recent performance, and bonus targets above recent performance to incentivise improvement

Area	Metric	2023 score	2024 score	2025 score
Car Parks	Overall satisfaction with car park	8.3	8.6	8.6
General	Sense of security	9.1	9.1	9.1
General	Food Outlets	8.0	8.0	8.1
Departure Gates	Cleanliness	8.3	8.4	8.6
Departure Gates	Comfort of wait for gate area	7.6	7.6	7.6
Bus transfer from plane	Satisfaction with bus journey	9.0	8.9	9.0
Lounges	Satisfaction	8.3	8.0	8.1

Passenger Satisfaction – Conceptual approach to targets

- **We are reviewing the existing scoring thresholds in place to assess whether they remain appropriate, taking into account performance over the past 3 years**
- **When the current targets were set in 2022, we were aiming to balance challenge with achievability**
- **In particular, the rebate targets should be achievable, whereas the bonus targets should be challenging (ie a significant improvement on status quo)**

Passenger Satisfaction Targets

We propose:

For metrics where Dublin Airport has not either hit a bonus or rebate in any quarter of 2025, keep the existing bonus and rebate targets unchanged.

- The outturn evidence suggests they already strike a good balance between challenge and achievability

For metrics where Dublin Airport has hit a bonus threshold in any one quarter of 2025, increase the bonus threshold to the maximum score achieved by Dublin Airport in 2025, and increase the rebate threshold accordingly.

- The outturn evidence suggests that more challenge is appropriate

For metrics where Dublin Airport has failed to meet a rebate threshold target in any one quarter of 2025, consider what achievability adjustment should be made.

- This could be a reduction in the target, an increase in Operating Expenditure, or a combination.

Achievability Adjustment- *‘Information on Ground Transport On Arrival’*

In all quarters of 2025 Dublin Airport failed to meet the pass threshold for the metrics “Information on Ground Transport on Arrival”, despite extensive efforts leading to improved scores

Dublin Airport has requested to reduce the target of the metric from 8.5 to 8.3 as passenger perceptions in this area are heavily dependent on the performance of third party operators such as buses, coaches, and taxis

Dublin Airport has made significant efforts to improve this score through:

Refurbishment of T1
Atrium Area

Introduction of zonal
wayfinding along key
routes

Alignment of campus
wayfinding for
consistent navigation

Installation of
Transport information
points in the baggage
hall and T1 Atrium

Achievability Adjustment- '*Cleanliness of Washrooms*'

In 2 quarters of 2025, Dublin Airport failed to meet the pass threshold for the metric “Cleanliness of Washrooms”, resulting in a rebate of -0.02 per passenger

We are considering the following options:

- To set the rebate threshold in line with the actual performance achieved during summer 2025 (8.4)
- Keep the rebate threshold at 8.5

Dublin Airport has requested to lower the rebate threshold from the current 8.5 to 8, while requesting Opex to achieve 8.5

We need to also take account of the cost difference, such that we allow for more Opex to achieve a target of 8.5

Security queue time



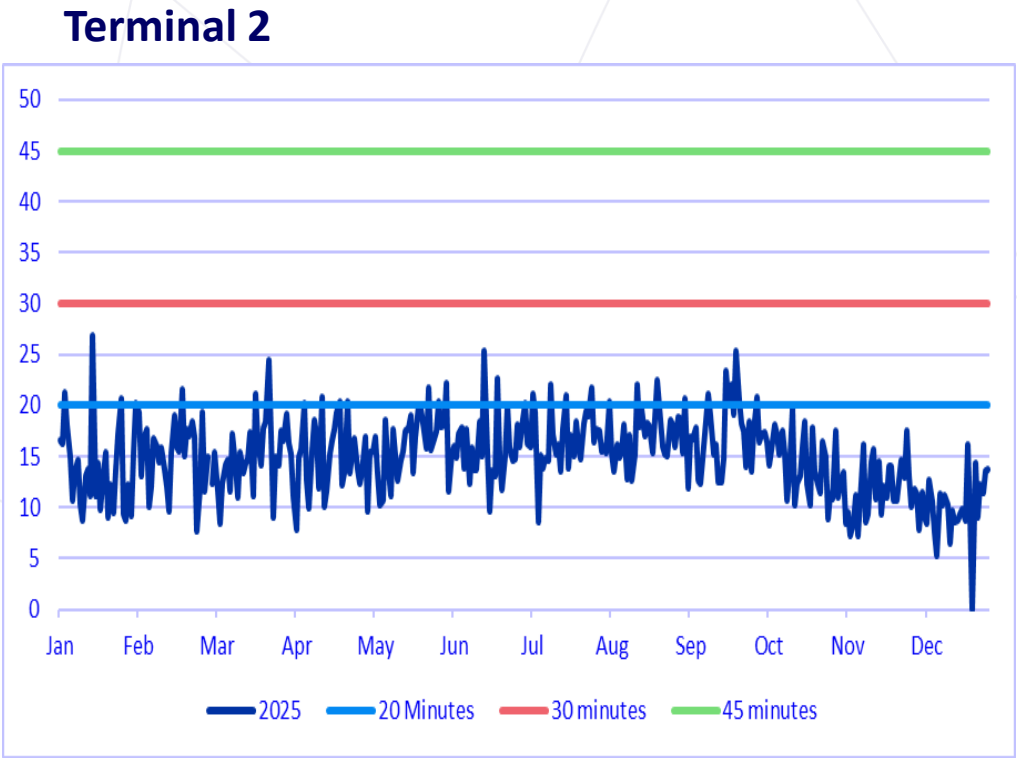
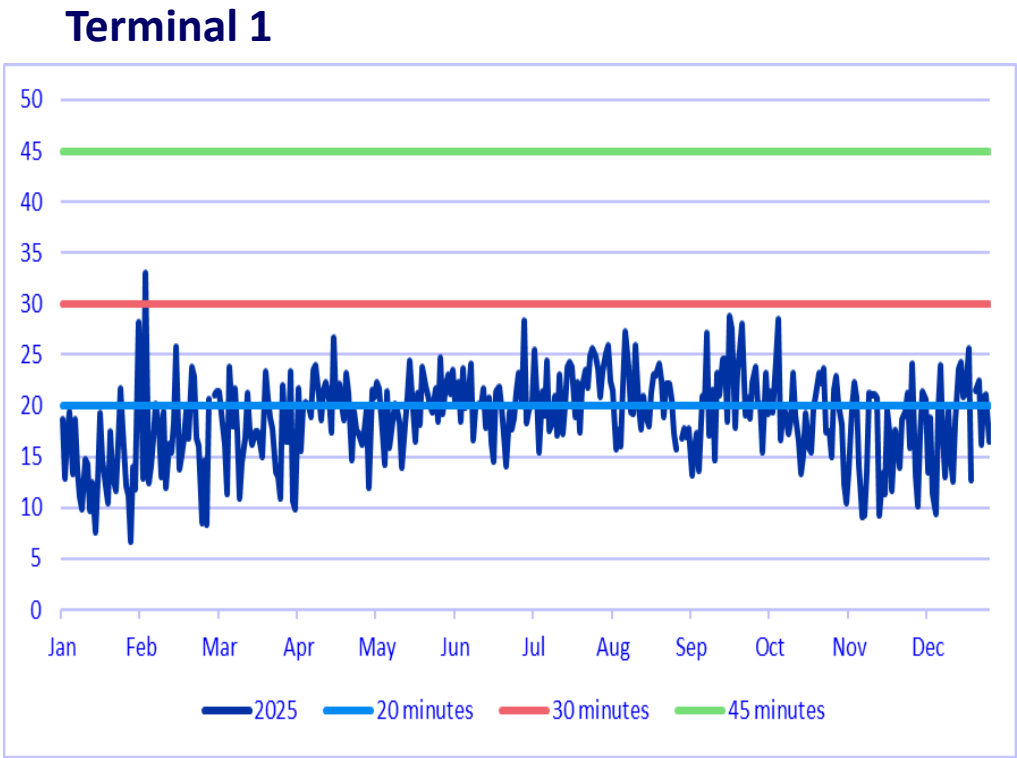
Security Queue Time

Queue times are a central element of the passenger experience and therefore it is important that there is an appropriate incentive in place to ensure the delivery of satisfactory performance

The current Framework measures performance against defined queue time thresholds, with associated financial incentives linked to the achievement of these targets

Current Security Queue Time Metrics	
Target	Price Cap at Risk Daily
Breach if the security queue is:	
less than 20 minutes for less than 70% of the time but less than 30 minutes 100% of the time	-€0.005
equal to or greater than 30 minutes but less than 45 minutes, at any time	-€0.01
equal to or greater than 45 minutes, at any time	-€0.02

Security Queue Time Performance 2025



In 2025 there were zero days where the security queue time targets in place were missed, an improvement upon both 2023 and 2024

Dublin Airport Security Queue Time Proposal

**Dublin Airport asks
the IAA to:**

1. Revise the force majeure criteria.
2. Ensure that penalties are not levied for external events that prevent the airport's ability to manage queue times.

**Dublin Airport proposes a
security queue time target
where:**

1. A rebate of €0.01 will apply if less than 90% of passengers pass through security within 20 minutes or less.
2. The metric is monitored monthly as opposed to daily

Security Queue Time Proposal

We intend to retain targets and financial incentives for security queue times in the 2026 Determination. The key question to consider regarding security queue time targets is whether the queue targets should be made more stretch, and whether their form should be changed.

Dublin Airport has suggested its proposed alternative would be more stretching than current target, but our model shows it to be less.

- A monthly target of 90% of passengers passing through in under 20 minutes would have given 0 months where security queue times were not met in 2023-2025, based on our calculations (DAP suggests there would be two in 2023).
- With the current Security Queue metrics, we saw 5 days of missed targets in 2024 and 20 days of missed targets in 2023.

We think that performance over 2024/2025 has overall been appropriate in terms of the balance between service quality and cost, and the targets should be set on the basis of maintaining such performance

Security Queue Time Proposal

Our current thinking is to keep the existing daily target (or an equivalent one), and supplement that with a 95% 20mins monthly target.

With this target we would have seen:

- Three occasions where queue times were not met in Terminal 1 in 2023
- One occasion where queue times were not met in Terminal 2 in 2023

This means that Dublin Airport will need to continue processing the vast majority within 20mins, and also avoid any very bad individual days, where passengers queue for more than 30 minutes

**Passengers
requiring assistance**



Wait times for passengers requiring additional assistance (PRM's)

- In the 2019 Determination, we introduced a number of targets in relation to the experience of passengers with reduced mobility (PRM), who avail of additional assistance at the airport
- These targets comprise of targets for wait times for assistance, and in 2022 we also included annual incentives specific to PRM across some passenger satisfaction metrics
- In the 2022 Review Decision, we adjusted the targets for pre-advised and non-pre-advised departing and arriving passengers to align with the targets defined in the Service Level Agreement (SLA) in place with the service provider

Wait times for passengers requiring additional assistance (PRM's)

Wait Times for PRM's 2023-2026			
Target	Pre-Advised	Non-Pre-Advised	Price Cap at Risk
If a passenger presents for assistance at an external point within the airport campus, they should be assisted to the appropriate terminal reception point as follows:	98% within 10 min	98% within 20 min	Annually -€0.01
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	95% within 15 min 98% within 20 min	95% within 20 min 98% within 30 min	
Breach is the percentage of passengers that are assisted from aircraft to terminal holding point onwards is lower than the targets as follows:	93% within 10 min 98% within 15 min	93% within 15 min 98% within 20 min	Annually -€0.01
Backstop Target			
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	90% within 15 minutes 91% within 20 minutes	None	Annually -€0.02

Dublin Airport reports outcomes for these metrics annually to the IAA

Dublin Airport PRM Proposal

In its Regulatory Proposition, Dublin Airport highlights its forward-looking approach to continuous improvement and the ongoing enhancement of service standards, listing the following:

Clearly marked PRM seating at all departure gates

Upgraded PRM reception areas

A new pet relief room

Upgraded PRM washrooms

New Changing Places facilities

Upgraded help points across the terminals and campus

New assistance waiting areas

A designated taxi waiting area for PRM passengers

Replacement of stairs with ramps to improve stepfree access

Dublin Airport states that an increase in the IAA targets for PRM would not be feasible and not positively influence the PRM service performance

Proposal for PRM Metrics

In 2023, 2024 and 2025 all wait times for assistance targets for PRM were met, which was a significant improvement on 2021/2022

- Since January 2025, a new set of SLA's (Service Level Agreement) under the PRM have been implemented at Dublin Airport
- We propose that these up-to-date metrics be incorporated into the PRM targets, replacing the existing targets which are now outdated
- This is in line with our previous practice, as previous targets have followed the SLA's

Proposal for PRM Metrics

Wait Times for PRM's

Target	Pre-Advised	Non-Pre-Advised	Price Cap at Risk
If a passenger presents for assistance at an external point within the airport campus, they should be assisted to the appropriate terminal reception point as follows:	98% within 10 min 100% within 20 min	98% within 20 min	Annually -€0.01
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	95% within 15 min 100% within 20 min	95% within 20 min 100% within 30 min	
Breach if the percentage of passengers that are assisted from aircraft to terminal holding point onwards is lower than the targets as follows:	93% within 10min 100% within 15 min	93% within 15 min 100% within 20 min	Annually -€0.01
Backstop Target			
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	90% within 15 minutes 91% within 25 minutes	None	Annually -€0.02

Asset availability



Asset uptime & Availability

The Quality of Service framework also includes metrics relating to asset availability and baggage handling to assess whether key passenger facing airport infrastructure is functioning and available for passengers when needed.

Availability of:	Final Target	Price Cap at Risk
Fixed Electrical Ground Power (FEGP)	For new units, 93.5% available on average in the first year. For all other units, target of 98% until Q3 2023, target of 99% from Q3 2023	<98%: Monthly -€0.01 From Q1 2023 ≥98% but <99%: Monthly -€0.005 From Q3 2023
Advanced Docking Guidance System (AVDGS)	For new units, 93.5% available on average in the first year. For all other units, target of 99%	<98%: Monthly -€0.01 ≥98% but <99%: Monthly -€0.005 From Q1 2023
Passenger-facing escalators, travellers and lifts in T2	98% average across units until Q3 2023 99% average across units from Q3 2023	<98%: Quarterly -€0.01 From Q1 2023 ≥98% but <99%: Quarterly -€0.005 From Q3 2023
Self-service check-in kiosks and bag drop machines	Average of 99% availability across units	<98%: Quarterly -€0.01 ≥98% but <99%: Quarterly -€0.005 All from Q1 2023
Baggage	Target	Price Cap at Risk
Outbound	(Before the Implementation of HBS3) Access to belts is available within 30 minutes of request	Per event -€0.01
	Outcome of delivering departing bags: available within 30 minutes of request	
Inbound	(Before the Implementation of HBS3) Access to belts is available within 30 minutes of request	Per event -€0.01
	Outcome of delivering departing bags: available within 30 minutes of request	

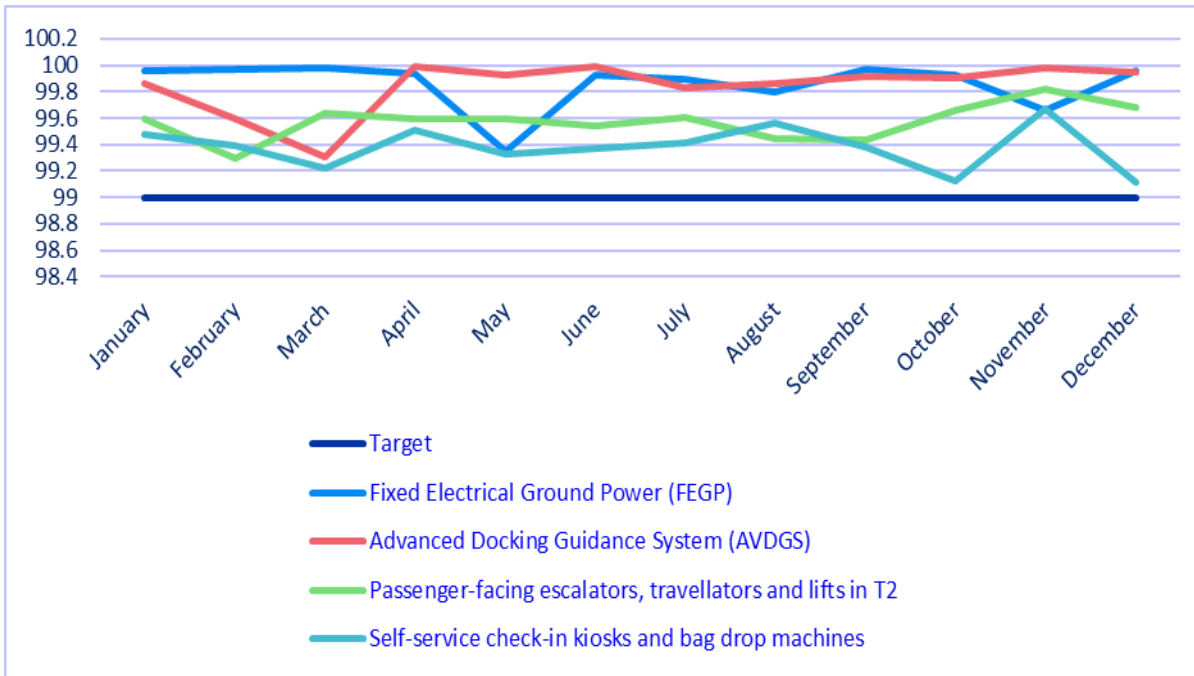
Dublin Airport Asset Uptime & Availability Metrics Proposal

In its regulatory Proposition, Dublin Airport states that:

- It is happy to continue with the current metrics
- It is currently satisfied with the exemptions in place regarding Baggage Handling Systems but they lack sufficient detail in respect to the impact of inefficient handling by any airline or handler on the BHS
- It requests a revision of the list of exemptions that apply to some IT systems

Asset Uptime & Availability Performance & Proposal

Asset Uptime & Availability Performance for 2025



A high standard of asset availability has been maintained at Dublin Airport over 2023, 2024 and 2025.

For the 2026 Determination we are minded to:

- Increase targets for FEGP and AVDGS to 99.5%.
- Keep baggage targets in line with the 2025 targets.
- Not include any other infrastructure metrics (unless a specific and workable proposal is made in response to Draft Determination).

Capital Investment Programme

CIP27



CIP27 Overview

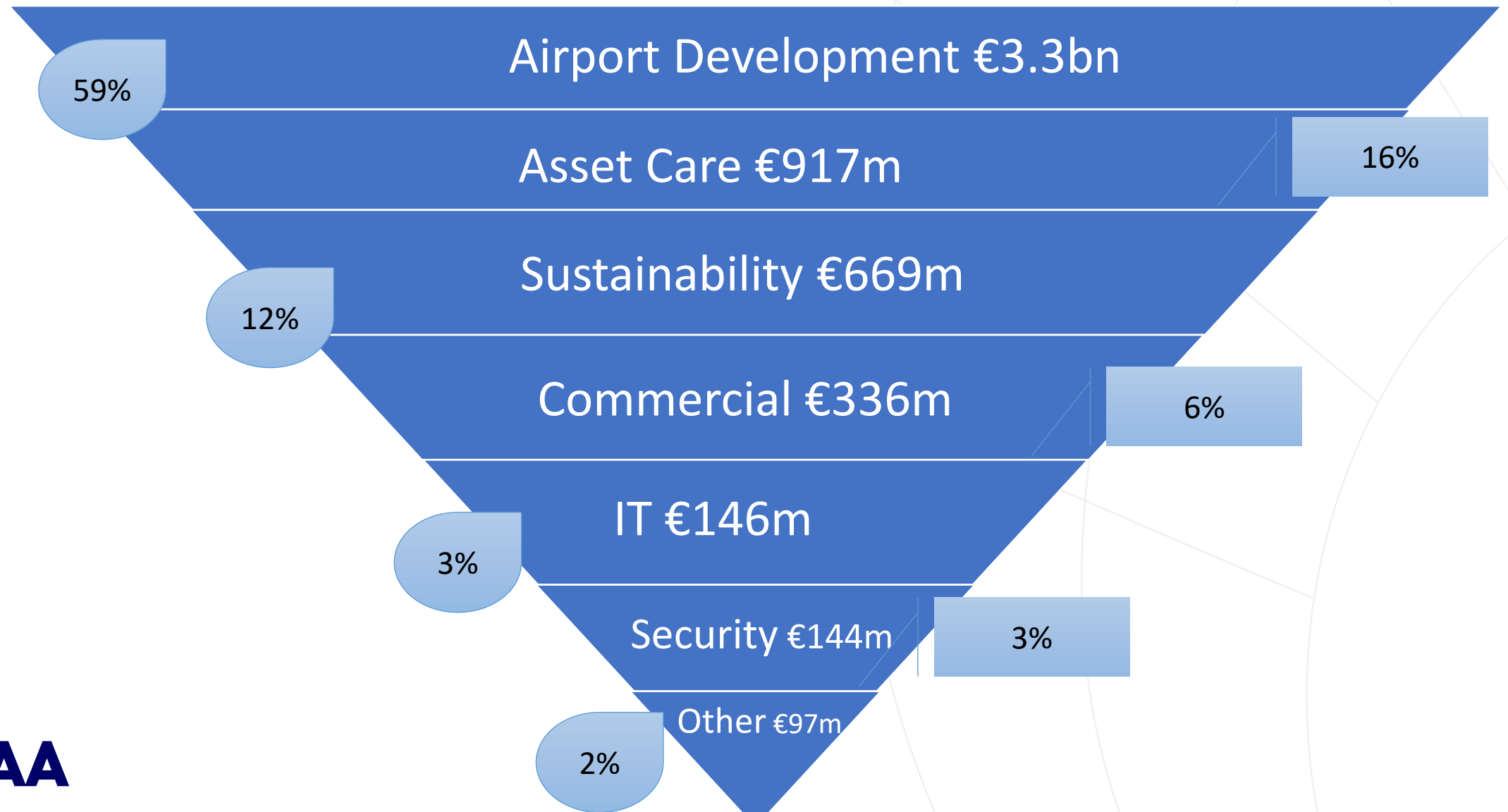
- Dublin Airport's Capital Investment Plan (CIP) is a detailed overview of all capital investment projects that it seeks to commence within the determination period (2027-2031)
- We received the final CIP27 from Dublin Airport in March 2026.
- Any projects that Dublin Airport has completed between 2023-2026 can be added to the opening RAB from 2027
- The overall value of the final CIP is €5.6n. This is a 39% reduction on the draft CIP, which proposed a €9.3bn programme of investment.

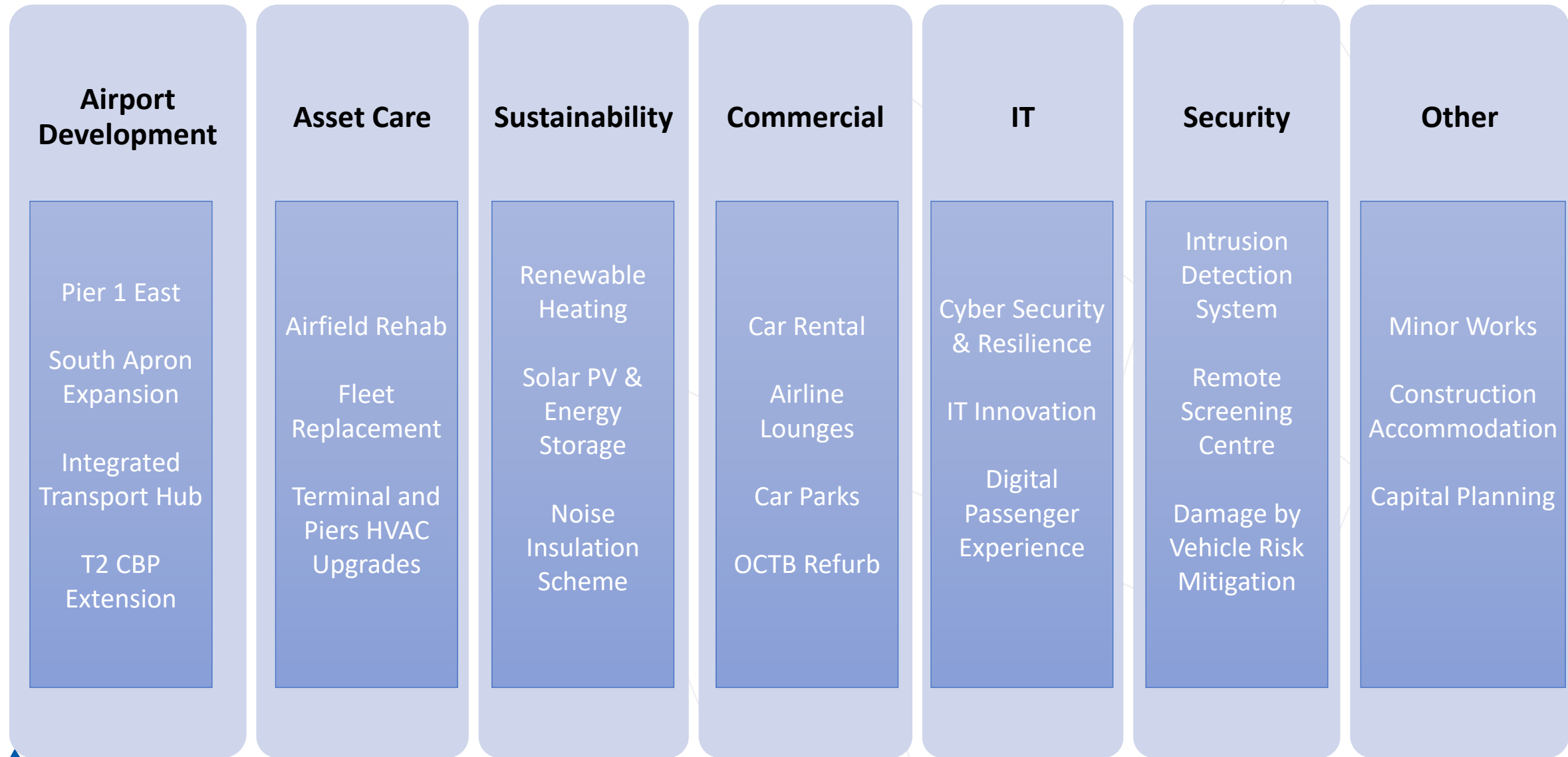
Draft CIP27 (November 2025)	Final CIP27 (March 2026)
€9.3bn	€5.6bn
-39%	
127 projects	112 projects

Changes between Draft and Final CIP

- Some projects have been dropped/deferred from the draft CIP
 - T1 Check-in Optimisation and Refurbishment
 - T1 & T2 Immigration Optimisation
 - T2 Check-in Extension
 - Pier 6
- Other projects have been substantially re-scoped
 - Pier 2, Pier 3 Bolt On- have been de-scoped to include only the cost of planning and feasibility studies
 - Remote bussing lounges- Only the elements associated with the reactivation of the Old Central Terminal Building bussing gates
- Large scale projects with multiple deliverables have been split into more clearly defined sub-projects
 - Pier 1 East and MRO relocation (CIP27.02.02)
 - Pier 5 and South Apron Expansion (CIP27.02.05)
 - Air Quality and Noise Monitoring and Noise Insulation (CIP27.01.06)
- Additional projects not included in the draft
 - South Apron Handler Accommodation Relocation
 - PFAS on Construction Sites

Proposed Level of Investment per Envelope





IAA Approach to Assessment

- Three main factors to consider
 - The need and/or benefit of the project, and how its remuneration should be treated, with reference to our statutory objectives
 - Is it costed correctly
 - Scope- will it deliver what it needs to
- The IAA has engaged an Independent Fund Surveyor (IFS) to conduct cost and scope efficiency assessments (i.e. the second two factors)
- The IAA has also commissioned Fast Time Simulation (FTS) analysis to understand how the current infrastructure and the proposed developments under CIP27 would perform under future forecast passenger numbers.
- When assessing the need and/or benefit of the proposed projects in CIP27 we will consider carefully stakeholder feedback along with the outputs from both the IFS and FTS.

IAA Current Thinking

- In previous determinations, the IAA has applied different regulatory treatments to projects in the CIP
 - Flexible Allowance (within an envelope)
 - Deliverable- if these projects are not delivered the group allowance is adjusted down by the associated amount.
 - StageGate- reserved for the large-scale capital projects whose scope/cost is uncertain at the time of the determination.
- We have previously made use of Triggers to ensure that users are not paying for undelivered Capex by aligning Capex remuneration with the development of the project.
 - Remuneration of Trigger projects is dependant upon the achievement of certain key milestones e.g. Planning Permission secured, works beginning onsite.
- Given the size of the proposed CIP27, the anticipated planning-related challenges to delivery and Dublin Airport's under delivery of CIP2020+ we are considering the following approaches:
 - Assigning Triggers to even more projects than the 2022 Determination, in particular for large capacity projects
 - Including a mechanism to reduce the grouped allowance based on outturn expenditure in CIP2020+
 - Making use of the StageGate process for projects where the scope is under developed or where the costs are at an early stage of development.

Passenger Focussed CIP27 Projects (1)

Integrated Transport Hub (CIP27.02.14)

- Two-Storey building which will become the new bus station and will also have retail offerings, seating area and washrooms
- Proposed to be operational 2032
- Will be linked via a bridge to T1
- The ITH will connect to the Metrolink station and onwards to T2 once the metro is delivered.

The ITH is included in the 40 mppa Infrastructure Application and is likely to be a Trigger project.

Pier 1 East (CIP27.02.02A)

- CIP27 proposes the complete development of Pier 1 East, including Modules 2 and 3, along with the associated stands and apron infrastructure
- 14 narrow body contact first floor gate hold rooms (7 WB), 6 narrow body apron-level bus gates.
- 7 fixed links and 14 airbridges
- The project costs include for the provision of new food and beverage units
- Proposed to be operational by 2037

Pier 1 East development was also proposed in CIP2020+ but was not delivered.

Passenger Focussed CIP27 Projects (2)

Existing Pier 2 (CIP27.02.20) & Pier 3 (CIP27.02.21) Optimisation & Refurbishment

- In the future Dublin Airport intends to fully replace Pier 2 and pier 3.
- In the interim, the optimisation projects intend to expand F&B offerings, and increase waiting areas for bus gates.
- The projects also include upgrades/ replacement of façade- glazing and cladding.
- Construction will begin at Pier 3 in 2027, then Pier 2 in 2030.

Dual Passenger Boarding Bridge to Stand 315C (CIP27.02.22)

- The project will introduce dual boarding at stand 315C.
- The aging Passenger Boarding Bridge at stand 315C will be replaced and a new PBB and fixed link will be installed.
- A new swing door system will allow flexible passenger flow between gates 304 and 305.
- Proposed to be operational 2031.



Thank you