



ÚDARÁS EITLÍOCHTA NA hÉIREANN
IRISH AVIATION AUTHORITY

IAA Consultation on Passenger Advisory Group

19 September 2025



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1. Introduction

- 1.1 The Irish Aviation Authority (IAA) as the single civil aviation regulator for Ireland is responsible for the regulation of safety, security and consumer interests.
- 1.2 The IAA is consulting on the Passenger Advisory Group (PAG) and how we can increase our focus on the needs of passengers when we make regulatory decisions that affect passengers travelling in Ireland.
- 1.3 The Commission for Aviation Regulation (CAR) had previously engaged in a public consultation in 2017 to seek the views of passengers that were not well represented in regulatory decision making process.
- 1.4 The CAR has since merged with the IAA and is reviewing the PAG.
- 1.5 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 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.
- 1.6 We are consulting on the Terms of Reference for the PAG, the Work Plan and the membership of the group. The advisory group will be tasked with improving our understanding of passenger requirements in our decision making. The panel will also provide an additional assessment of regulatory submissions from the perspective of outcomes and priorities that benefit passengers.

2. Responding to this Consultation and Questions

- 2.1 We invite stakeholders to make submissions in relation to the consultation questions set out in this paper. Respondents are asked to support any views expressed in submissions with relevant evidence where possible.
- 2.2 The IAA have a published consultation paper on the upcoming 2026 Determination on Airport Charges at Dublin Airport: Issues Paper¹. Responses to proposed PAG meeting timeline in the 2026 Airport Charges at Dublin Airport Issues Paper Consultation will be considered, therefore a second submission under this consultation is not required.
- 2.3 Responses should be titled “IAA Passenger Advisory Group Consultation” and sent by email to consultation@iaa.ie no later than 5pm, Monday, 13 October.²
- 2.4 The IAA are seeking views on the following:
1. The proposed Work Plan as set out in Appendix 1
 2. The Terms of Reference as set out in Appendix 2
 3. The proposed representation of the Passenger Advisory Group as set out in the proposed Terms of Reference in Appendix 2

¹ https://www.iaa.ie/docs/default-source/publications/corporate-publications/economic-regulation/2026-determination-on-airport-charges-at-dublin---issues-paper-consultation.pdf?sfvrsn=714ca45f_9

² We may correspond with those who make submission, seeking clarification or explanation of their submissions. Ordinarily we place all submissions received on our website. If a submission contains confidential material, it should be clearly marked as confidential and a redacted version suitable for publication should also be provided. We do not ordinarily edit submissions. Any party making a submission has sole responsibility for its contents and indemnifies us in relation to any loss or damage of whatever nature and howsoever arising suffered by us as a result of publishing or disseminating the information contained within the submission.

3. Passenger Advisory Group Rules and Engagement

- 3.1 The proposed rules of the panel, set out in this consultation paper, aim to ensure that the panel has a clear and achievable mandate. We invite stakeholders to provide feedback on the proposed rules governing our panel.
- 3.2 We will consult passengers through the Passenger Advisory Group and inform them with summaries of our documents through presentations to the PAG.
- 3.3 The Passenger Advisory Group will comprise of a range of organisations that represent the diversity of passengers at Dublin Airport. The airport and airlines will not be members of this group but may be asked to present and participate on an ad hoc basis to the PAG.
- 3.4 We will work with the PAG to improve our understanding of what is important to passengers. From January to December 2026, we expect to hold six meetings with the group to examine how passenger priorities are addressed by proposals on quality of service and capital investment projects. The group will advise us rather than make decisions. One of the meetings will be an introductory session for the PAG.
- 3.5 In advance of each meeting, we will provide information to the group about what will be discussed, and this will be shared with the airport, airlines and other interested parties. After the meetings, we will share with stakeholders the conclusions reached by the group.

4. Appendix 1 – 2026 Work Plan for the PAG

4.1 We intend to engage again with the PAG as part of the upcoming 2026 Determination on Airport Charges at Dublin Airport: Issues Paper Consultation³. This will assist us in understanding the extent to which passenger priorities may, or may not, have changed, and to identify any potential new metrics which are of importance to passengers. Responses to the proposed PAG meeting timeline in the 2026 Airport Charges at Dublin Airport Issues Paper Consultation⁴ will be considered, therefore a second submission on the topic under this consultation is not required if already submitted in response to the 2026 Airport Charges Issues Paper Consultation.

4.2 We propose the following timeline:

- Q1 early January 2026 - A meeting between Dublin Airport and the PAG to consult on its Regulatory Proposition in early 2026 (likely January), with particular focus on its service quality and investment proposals.
- Q2 2026 - A meeting between the IAA and the PAG in to consult on the Draft Determination on Airport Charges at Dublin Airport.
- Q3 2026 - A final meeting between the IAA and the PAG in to consult on the Final Determination on Airport Charges at Dublin Airport.

4.3 In line with our regulatory obligations, we intend to engage meaningfully with the Passenger Advisory Group (PAG) to improve our understanding of the needs, expectations, and lived experiences of passengers. The IAA wishes to work with the PAG particularly in the context of the European Accessibility Act (EAA) and EU Regulation EC No. 1107 / 2006.

4.4 We propose the following timeline:

- Q1 2026 – Meeting between the IAA and the PAG to consult on the European Accessibility Act
- Q2 2026 – Meeting between the IAA and the PAG to outline role of the IAA and potential input from the PAG in relation to EU Regulation 1107 / 2006 for airline and airport assistance.

³ https://www.iaa.ie/docs/default-source/publications/corporate-publications/economic-regulation/2026-determination-on-airport-charges-at-dublin---issues-paper-consultation.pdf?sfvrsn=714ca45f_9

⁴ [2026-determination-on-airport-charges-at-dublin---issues-paper-consultation.pdf](#)

5. Appendix 2 - Terms of Reference for the PAG

Introduction

- 5.1 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

- 5.2 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.

- 5.3 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

- 5.4 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.

- 5.5 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

- 5.6 In fulfilling its objective, the PAG should consider the interests of all groups of aviation consumers.
- 5.7 The focus of the PAG's work shall be on those activities that fall within the IAA's statutory remit or reasonable influence.
- 5.8 The PAG can support the IAA by bringing to its attention issues and areas of best practice from other sectors in Ireland.
- 5.9 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.
- 5.10 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

- 5.11 The IAA PAG will consist of representative group of consumer interests nominated by the IAA.
- 5.12 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.
- 5.13 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.
- 5.14 To further strengthen the PAG's alignment with the UN CRPD, the IAA wish to seek Disabled Persons Organisations (DPOs) representation.

Passenger Advisory Group's Meetings

- 5.15 The PAG will meet regularly (between 1 and 4 times a year depending on active topics) and

will be chaired by the IAA.

- 5.16 Be outcome focussed and work in a positive collaborative manner with the IAA.
- 5.17 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

- 5.18 The IAA will chair the PAG.
- 5.19 The IAA will organise the meetings and provide secretarial support.
- 5.20 The meetings will take place either in person at the IAA or online.
- 5.21 The IAA may consider representations made to it by the PAG and provide responses to such representations.

Accountability

- 5.22 We will follow a collaborative process to ensure that the group is transparent and accountable.
- 5.23 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.
- 5.24 The IAA will also keep minutes of the meetings and any policy suggestions made by the members.

Conflicts of Interest

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

Support

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

GDPR & Confidentiality

- 5.27 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.

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.