



Ireland West  
Airport



2023

ANNUAL

REVIEW

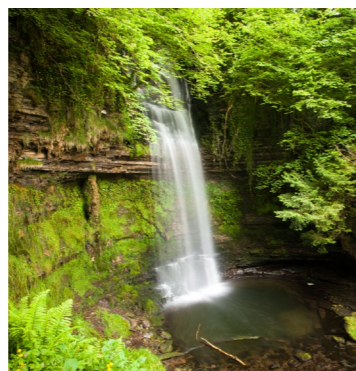


**BUSIEST  
YEAR ON  
RECORD**

**818,000**  
passengers  
in 2023

**21**  
Destinations  
worldwide

**NEW SERVICES**  
London  
Heathrow,  
Tenerife &  
Lanzarote



# 2023 A record year for the airport

## Chairman's message

I am delighted to say that 2023 has proven to be the busiest year on record at the airport, with passenger numbers reaching 818,000 for the first time in the airport's history, surpassing the previous record of 807,000 passengers achieved in 2019. This is great news for tourism and job creation, both at the airport and in the wider economy.

2023 was a milestone year for the airport, we had the honour of welcoming the 46th President of the United States, Joe Biden, to the West of Ireland, as he touched down at the airport on Friday 14th April, in what was a momentous occasion for the airport and indeed the West of Ireland. We launched new services to both Lanzarote and Tenerife with Ryanair, and for the first time launched a new daily service with Aer Lingus, to one of Europe's major international airport hubs, London Heathrow. The hub status of Heathrow for business and leisure passengers to connect with the global marketplace is a major boost for this region, as this service opens key onward connectivity, through one of Europe's biggest hubs, to over 80 destinations worldwide. From a tourism perspective the service will deliver a significant increase in tourist visits from all corners of the globe as it provides seamless access to and from North America and a host of worldwide markets with Aer Lingus's codeshare partners. It is critically important now that the Heathrow service attracts the full support of the region and the business community in particular, as it will require an even greater effort on all our behalf to ensure the route is a success and continues to grow in the longer term.

2023 saw continued investment in our Airport Transformation Programme, with several infrastructural projects completed during the course of the year. One of the headline projects, completed last year was the installation of a new next-generation cabin baggage screening system which is now fully operational at the airport. These new machines remove the need for passengers to remove laptops, phones and liquids from cabin bags and the restriction on liquids of more than 100ml no longer applies, which will further enhance the passenger experience at the airport.

The airport is continuing to progress our sustainability and environmental strategy, working towards completing

the ACI Carbon Accreditation programme to create an environmentally green airport programme reducing overall carbon emissions to achieve 'net zero' for its carbon emissions by 2050 at the latest. We were delighted recently to be awarded Level 2 Carbon Accreditation by the Airports Council International (ACI) in the ACA programme (Europe's Airport Carbon Accreditation programme). The accreditation recognises the airport's sustainability strategy, aiming to green our operations and reduce the airport's carbon footprint.

I wish to acknowledge Government's continued support for the airport and in particular, Minister for the Environment, Climate, Communications and Transport, Minister Eamon Ryan TD, and Minister of State, Jack Chambers TD, attending Cabinet, in the Department of Transport and the Department of the Environment, Climate & Communications. Both Ministers took the opportunity to visit the airport last year and see first-hand the significant progress that has been made in recent years. I also wish to acknowledge our Local Authority shareholders, TD's and other political representatives and the Western Chambers for their continued strong support for the airport during the year. I'm pleased to say we are forecasting another strong year for passenger numbers in 2024, which is testament to the very strong support from the entire region and beyond for the airport. We look forward to continuing to work with Government and regional stakeholders in driving the airport's growth and development plans into the future. Finally, I would also like to say a special word of thanks to the staff at the airport for their hard work and continued focus on ensuring the customer and passenger experience through the airport is both a safe and welcoming one.



Arthur French  
**Arthur French**  
Chairman

## A MESSAGE FROM OUR SHAREHOLDERS

Shane Tiernan, CE, Roscommon County Council.

The local authority shareholders are delighted to welcome the news of a record year for passenger traffic at the airport. The continued growth in passenger numbers is great news from a tourism, business and regional development perspective. The addition of the new daily service to London Heathrow in particular with Aer Lingus is a hugely positive development for the region.

The seven local authority partners look forward to continuing to work closely with the airport over the coming year in promoting the West and North West regions in overseas markets.





# CORPORATE UPDATE

## 2023 Performance

Ireland West Airport experienced a strong 12 months in 2023, with passenger numbers increasing to a record 818,000 passengers for the year. Turnover, increased to €18.9m in 2023, up from €17.9m in 2022. During the year the airport continued to invest in its facilities, with over €6m invested in capital expenditure projects and terminal enhancements in 2023.

**€18.9m**  
turnover in 2023

**€17.9m**  
turnover in 2022

## Strategic Development Zone

In July, the airport welcomed the announcement by Government, that the Department of Enterprise, Trade and Employment are to allocate €200,000 per year, for two years, to Mayo County Council to facilitate the employment of a dedicated project manager and the engagement of external expertise to develop a roadmap for the Strategic Development Zone at Ireland West Airport.

The SDZ Scheme, if built out to full capacity, could deliver 95,025sq.m of Commercial, Business & Enterprise space, 44,000sq.m of Aviation Economic Development & Services, and 11,000sq.m of Hotel Accommodation & Conference floorspace. The SDZ has the potential to create up to 6,000 jobs and become a key economic driver for the west of Ireland.

## Board Appointments

In 2023, Ireland West Airport were pleased to announce that Shane Tiernan joined the Board of Directors of the airport. Mr. Tiernan is Chief Executive of Roscommon County Council.





# London Heathrow

# AVIATION

# DEVELOPMENT



### Record Passenger Numbers

A record 818,000 passengers used the airport in 2023, with passenger numbers increasing by 13% compared to 2022.

### 2023 Route Performance

Passenger numbers travelling on services to and from the UK totalled 665,000 in 2023, boosted by the commencement of a new daily service to London Heathrow with Aer Lingus. Ryanair recorded its busiest ever year for passenger numbers at the airport, carrying over 730,000 passengers, a 3% increase on 2022 figures, with record numbers using their services to and from Liverpool, Birmingham, Edinburgh, and Manchester in the UK.

The number of passengers traveling on services to and from Mainland and Continental Europe increased by 5% in 2023, with 151,594 passengers traveling to and from Alicante, Barcelona, Faro, Majorca, Malaga, Milan, Cologne, Lanzarote, Tenerife and beyond, which represented a 5% increase on 2022 figures. The numbers were boosted by the launch of new weekly, year-round services to Lanzarote and Tenerife. When compared to 2019, the previous busiest year on record, short-haul traffic to the UK increased by 19%, while passenger numbers traveling to sun and European city break destinations increased by 16%.



**818,000** passengers in 2023  
**13%** increase on 2022 passenger levels

Connections to 80+ destinations worldwide



# COMMERCIAL

**JAMESON**  
IRISH WHISKEY

**Connemara**  
PEATED SINGLE MALT  
IRISH WHISKEY

**TULLAMORE**  
ESTD 1829  
IRISH WHISKEY

**DRUMSHANBO**  
GUNPOWDER  
IRISH GIN

**DRUMSHANBO**  
GUNPOWDER  
IRISH GIN

**GRACE**  
O'MALLEY

**CONNACHT**

**BOOPCA**

**MOLTON BROWN**  
LONDON

Duty Free @ SHOP WEST

## Retail & Catering Performance

The retail and catering outlets at the airport continued to perform strongly in 2023. In June, the airport opened a new food and beverage outlet, Slàinte Barista Café, on the first floor of the airport terminal building.

Passengers can now enjoy freshly brewed coffee, made by one of our baristas & relax with a sweet treat whilst enjoying the much-loved sights of planes taking flight or waving at loved ones as they arrive and walk down the steps of the plane after touching down. The new Café is open to both passengers and the public and is a great space to relax, meet with colleagues or friends for business or leisure purposes, or catch up on some work in the dedicated workstation area.

The airport continues to invest in enhancing the commercial offerings at the airport to further drive revenue and respond to changing passenger needs.

## Car Parking

2023 proved to be another strong year for the airport's car parking business. The airport's online car parking facility continues to grow and now accounts for over 50% of all car parking bookings at the airport, reflecting an increasing preference amongst consumers for digital platforms for booking travel related products. Further development of the online car parking system will take place in 2024, to deliver further efficiencies and improved functionality for our customers.



Throughout 2023, as part of the ongoing Ireland West Airport transformation programme, work was completed on a number of enhancement projects in the airport's car parks.

- New tarmacadam surfacing to the entirety of Car Park Zone B
- Resurfacing and reconfiguration works to Car Park Zone C
- Addition of 500+ new parking spaces at the airport
- Additional dedicated PRM (Passengers with Reduced Mobility) car park spaces
- New passenger walkways from car park to terminal



# AIRPORT

# TRANSFORMATION



## Airport Transformation Programme

2023 saw continued investment in the Airport Transformation Programme with several infrastructural projects commencing during the course of the year, aimed at continuing to enhance the airports facilities to meet the future needs of both our airline customers and passengers.

### Projects which commenced in 2023 included:

- Major upgrade of the airport's electrical infrastructure across the entire airport campus
- Purchase of a new Fire Tender Vehicle and extension of fire station building
- Runway End Safety Area works
- Resurfacing and upgrading of the airport car parking facilities at Ireland West Airport
- Opening of a new and enhanced Sláinte Barista Café
- Enhancements to the Airport Departures Shop
- Installation of a new next-generation cabin baggage screening system, removing the restriction of 100ml on liquids and gels and the need to remove laptops and electrical items from cabin baggage



## Planned Projects 2024-2027

During the period 2024-2027, and subject to Government funding support, a number of major safety and security related projects are planned to commence, which are forecasted to cost in the region of €25m plus over the next 3-4 year period. The Airport Development Fee will provide a critical funding support to facilitate the completion of these projects. Whilst major safety and security related infrastructural projects are part supported by Government Funding – Grant aid provided for capital expenditure projects is required to be matched by the airport from its own resources.

## €25m+

investment in upgrading airport facilities

## Planned projects include:

- Expansion of the aircraft parking area
- Construction of a new Fire Training Centre at the airport
- Continuation of the upgrading of airport vehicles to electric vehicles including the purchase of a new Electric Fuel Bowser and upgrading of all remaining airport security vehicles to electric vehicles
- Airfield upgrade works
- Phase 3 of the airports electrical program, including upgrading and replacement of essential safety equipment, Garex recorder and radios
- Purchase of airside screening equipment for retail and catering facilities
- Construction of partially covered aircraft boarding area
- Progressing of the airports sustainability and environmental strategy
- Provision of new Explosive Trace Detection systems



# MILESTONES

## Record Passenger Numbers

A record 818,000 passengers used the airport in 2023, surpassing the previous busiest year, which was in 2019, when 807,000 passengers used the airport.

**818,000**

passengers in 2023 - a record year

## August Passenger Milestone

A record 102,000 passengers passed through Ireland West Airport during the month of August, making it the busiest month in the airports 38-year history. The passenger numbers represented a 10% increase on the same period in 2022 and were 7% higher than in August 2019. The busiest day of the month was Tuesday, 29th of August, where 4,539 passengers travelled through the airport, which proved to be the busiest ever day in the airports history.

**102,000**

passengers in August - a record month

## Ryanair 10m Passenger Milestone

On Tuesday, 23rd of May 2023, Ireland West Airport welcomed Ryanair's 10 millionth passenger on flights to and from the airport. Grainne Rushe from Boyle, Co. Roscommon, who was travelling to Lanzarote with her partner Tadhg McKenna, was the lucky 10 millionth Ryanair passenger, and to mark the occasion was presented with a pair of return flights with Ryanair and a bottle of Champagne and chocolates.

It's been a fantastic 37 years with so many great highlights and milestones achieved along the way. During this time Ryanair has continued to grow and provide critically important international access to and from the UK market and connected the West of Ireland to sun destinations in Spain and Portugal and also delivered access from European cities such as Milan, Barcelona and Cologne, which has been hugely important in growing tourism numbers to the West and Northwest of Ireland.





# REGIONAL PROMOTION

## Overseas Marketing Campaigns

In 2023, Ireland West Airport partnered with Tourism Ireland, Aer Lingus and Ryanair and invested over €350,000 in promoting overseas access to the West and Northwest regions of Ireland. A key feature of the activity was to promote access to all counties that form part of the Local Authority and Airport partnership. Campaigns focused on promoting access from key UK and European markets, highlighting the attractions of the region and the low fares access direct to the West and North West of Ireland.

Between the months of March and October campaigns to the value of €200,000 ran across Radio, Digital and Social Media platforms promoting access from Milan and Cologne with Ryanair to German and Italian travellers.

## UK Marketing Campaigns

Ireland West Airport partnered with Aer Lingus and Tourism Ireland to promote the new daily service from London Heathrow. Marketing and advertising activity to the value of €150,000 took place in the London area. A strong channel mix of targeted media to reach a culturally curious target audience (45+) through press, radio, social, video & display ran during the month of May which focused on driving tourism and flight bookings from the London region to the Wild Atlantic Way.

In addition, a campaign to the value of €50,000 took place in Birmingham, Edinburgh and Manchester to promote these services to the West of Ireland with Ryanair.

# €350,000+

investment in overseas marketing activity in 2023

**RYANAIR**  
EXPLORE IRELAND'S WILD ATLANTIC WAY  
FLY TO KNOCK-IRELAND WEST FROM £24.99  
Book now

Benbulbin, County Sligo  
Press the Green Button  
Ireland

Fly to Cork, Shannon or Knock on the Wild Atlantic Way.  
from £59.99 each way as part of a return trip  
Fill your heart with Ireland  
aerlingus.com

**RYANAIR**  
EXPLORE IRELAND'S WILD ATLANTIC WAY  
FLY TO KNOCK-IRELAND WEST FROM £24.99  
Book now

Diamond Hill, County Galway  
Press the Green Button  
Ireland

## Irish Embassy Event

To celebrate the launch of the new service between London Heathrow and Ireland West Airport with Aer Lingus, a special reception was hosted by The Ambassador of Ireland H.E. Mr Martin Fraser & Mrs Deirdre Fraser on Thursday, March 30th, 2023 at the Irish Embassy in London. Over 100 guests attended the reception to mark the historic occasion and guests comprised representatives from the IDA, Fáilte Ireland, Tourism Ireland, the Western Development Commission, Northwest Regional Assembly, Galway and Sligo Chambers and the airport's local authority partners. There was a large attendance on the evening from the London business community and West of Ireland diaspora based in London.



## Trade Shows & Media Events

During the month of April 2023, the airport and trade from the West of Ireland were represented at events held in Frankfurt and Milan by Tourism Ireland. The events brought together over 50 German and Italian media representatives and Tour operators. The purpose of the events was to showcase the access now available to the West of Ireland from Cologne and Milan respectively with Ryanair and in turn highlighting the natural beauty and attractions available within a 2 hour flight for German and Italian visitors.



# SUSTAINABILITY

## Sustainability And Environmental Strategy

Ireland West Airport are currently part of the Airports Council International (ACI) Carbon Accreditation Programme which sets out a framework for airports to reduce and manage their carbon footprint. In 2019 the airport was awarded Eco Merit Certification which recognises that the airport is operating in an environmentally responsible manner with a continued focus on helping improve our environmental performance, reduce costs, and manage risk.

The airport is currently progressing a sustainability and environmental strategy over the next 5-year period and working towards completing the ACI Carbon Accreditation Programme to create an environmental green airport programme reducing overall carbon emissions to achieve 'net zero' for its carbon emissions by 2050 at the latest.

## Recently completed initiatives include:

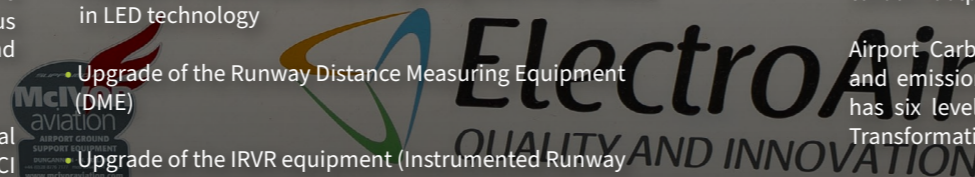
- Upgrade of the airports Ground Operations Vehicles to a fleet of new fully electric, zero-emissions vehicles
- Upgrade of the Airfield Ground Lighting (AGL) to the latest in LED technology
- Upgrade of the Runway Distance Measuring Equipment (DME)
- Upgrade of the IRVR equipment (Instrumented Runway Visual Range) which reduces significantly time delays as well as quantity of fuel used

## Airport Carbon Accreditation

In 2023, Ireland West Airport was awarded Carbon Accreditation Level 2, 'Reduction', by the globally recognised Airports Council International (ACI) in recognition of the airport's actions to address its CO2 emissions and reduce its carbon footprint.

Airport Carbon Accreditation is the global standard for carbon management and emission reductions at airports. Launched in June 2009, the programme has six levels of accreditation: Mapping, Reduction, Optimisation, Neutrality, Transformation and Transition.

Airport Carbon Accreditation is an annual certification programme and consequently requires ongoing commitment to sustainability and continuous improvements from year to year.





# SUPPORTING THE COMMUNITY

## Hidden Disabilities Sunflower Initiative

In September 2023, Ireland West Airport were proud to announce the airport became members of the global Hidden Disabilities Sunflower Initiative. Passengers with non-visible disabilities who choose to display the Sunflower will be provided with a free Sunflower Lanyard at the Customer assistance desk inside the airport terminal. Ireland West Airport is the first Irish airport to sign up to the Hidden Disabilities Sunflower network.

The Sunflower was first introduced in London's Gatwick Airport in 2016, and since then is now recognised in over 220 international airports around the world. It lets passengers discreetly indicate that they may need support, understanding or a little extra time whilst navigating the airport, check in or security screening, or when boarding the aircraft.

By providing Sunflower Lanyards to passengers, Ireland West Airport aims to make the airport experience as comfortable and stress-free as possible for those with hidden disabilities. All airport staff have received training to recognise the Sunflower and provide support and assistance to those wearing it.

**€40,000**

raised for six Irish charities in 2023



## Supporting Local Charities

In December 2023, staff at Ireland West Airport were delighted to present a cheque for a €40,000 to the airports six staff nominated charities for 2023 – Breakthrough Cancer Research, Diabetes Ireland, The Irish Society for the Prevention of Cruelty to Children, The Cancer Fund for Children, The Royal National Lifeboat Institution, and the Mayo Society for the Prevention of Cruelty to Animals.

Over the course of 2023 several events took place with Ireland West Airport employees getting involved to support the six charities. The most successful fundraiser in 2023 was the annual Portwest 5km Runway Run, which saw almost 1,500 people take to the airports runway in September.

The other major fundraisers included an Online Bingo Night which was a huge success in November and a bumper online charity draw, which took place in August. There was a fantastic response by the public and combined, both online fundraisers raised almost €20,000 for the six charities. In addition, all donations left in the charity boxes at the airport, by passengers throughout the year, contributed to the significant funds raised for the six charities in 2023.





# RESEARCH



## Overseas Visitor Research

In 2023, the airport worked with RedC to carry out in-depth research, aimed at profiling overseas visitors flying through the airport, visiting the West and Northwest of Ireland. RedC interviewed 945 passengers arriving into the airport from overseas, over a period of six months. All respondents were non-Irish residents who were travelling to the region for leisure purposes.

The key findings from the research highlights the importance of the airport from a regional access and economic development perspective in delivering visitors to a number of different counties across the regions.

## Economic Benefits To The Region

Encouragingly, almost 1 in 2 (44%) overseas visitors interviewed were traveling to the region for holiday purposes. Overseas visitors to the West of Ireland spent an average of 5 nights in the region, showcasing the value these visitors bring to the West. Importantly, there is a high level of repeat visits, with repeat passengers visiting an average of 6 times. 30% of passengers were visiting the West of Ireland for the first time in 2023, highlighting the critically important role the airport plays in bringing new visitors to the West and Northwest of Ireland.

## Wild Atlantic Way Popularity

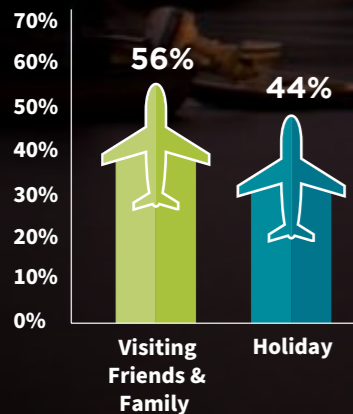
The West and its natural attractions, such as the Wild Atlantic Way, are core drivers of usage of Ireland West. The West's landscape is a core selling point for the airport. Hiking, water-based activities, visiting gardens and sporting activities have all risen in popularity in 2023, showcasing the wide range of activities the West of Ireland has to offer.

## Strong Increases In Holiday Visits

There was an uplift in leisure travellers to the West of Ireland in 2023. Travellers from outside of the UK are most likely to be leisure travellers, with Galway the top destination of choice among this cohort. On average, overseas visitors to the West of Ireland visit two counties during their trip. Encouragingly, visitors from Barcelona, Cologne and Milan in particular, spend significantly above average on their trip to Ireland. As these visitors are travelling for holiday purposes, they spend higher amounts on accommodation before and during their stay, highlighting the importance of European flights to the region.

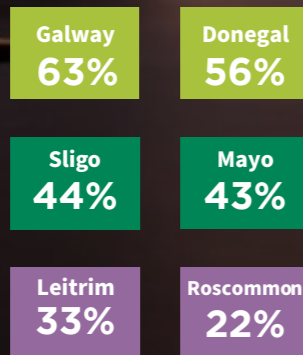
Accessibility remains the key benefit of Ireland West Airport, providing an easy and convenient gateway to the West of Ireland.

## Main Purpose of Visit

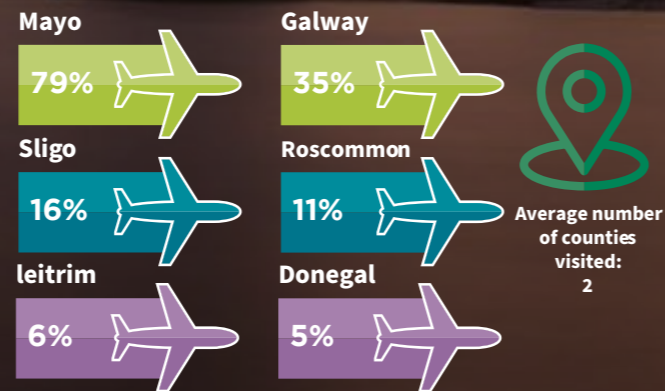


What was the main purpose of your visit to the Republic of Ireland? (Base: All Passengers; n=945)

## Main Purpose of Visit Holiday By County Visited



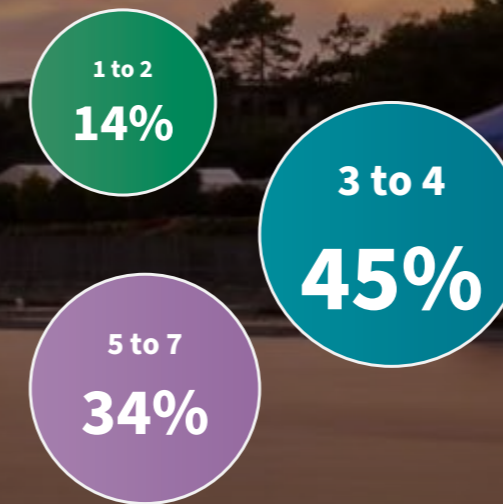
## Counties Visited - All Ireland



Which of the following counties did you visit during your trip to Ireland? (Base: All Passengers; n=945)



## Duration of Stay - Days

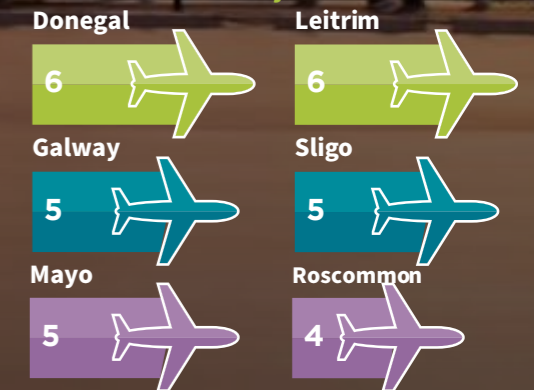


**44%** of overseas visitors to the region are 'holidaymakers'

How many nights did you spend in each of the counties mentioned previously? (Base: All Passengers; n=945)

**5 nights** average length of stay by visitors to the region

## Average Nights Spent in each Stakeholder County





# PRESIDENTIAL VISIT

## Presidential Arrival

Friday, 14th April 2023, will be a date that will be remembered forever as the airport welcomed, for the first time ever, a visit from the 46th President of the United States, Joe Biden, to the West of Ireland. This was a momentous occasion for the airport and indeed the West of Ireland.

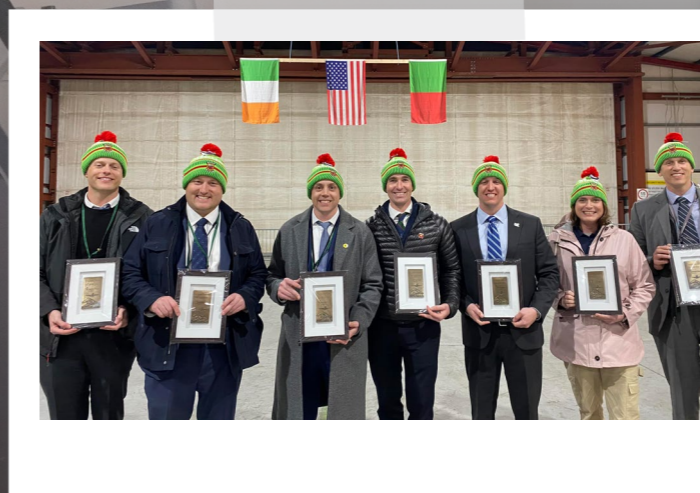
There was tremendous excitement at the airport, both in the weeks leading up to the Presidential visit and on the day itself. Just before lunchtime on Friday 14th April, huge crowds lined the roads in and out of the airport to catch a glimpse of the famous Air Force One Presidential aircraft descending on the airport.

On arriving at Ireland West Airport the President was greeted on arrival by Minister for the Environment, Climate, Communications and Transport, Mr. Eamon Ryan T.D, Minister of State for Trade Promotion, Digital and Company Regulation, Dara Calleary T.D, Michael Ring, TD, H.E. Geraldine Byrne Nason, Ambassador of Ireland to the United States, and members of the Board of Ireland West Airport and Councillor Seamus Weir, Cathaoirleach, Mayo County Council.

## Presidential Departure

Just before midnight, President Biden arrived back to the airport following the completion of his detailed itinerary around Mayo. The President was welcomed to the airport by An Taoiseach, Leo Varadkar, TD, and Joe Gilmore, Managing Director, Ireland West Airport.

Air Force One and Air Force Two both took off from Ireland West Airport just after midnight. It was both an honour and privilege to welcome President Joe Biden to the airport and West of Ireland - a day we will never forget.





# A RECORD YEAR

## PASSENGER NUMBERS



## FLIGHTS

0.1% of flights impacted due to weather



6,677 flight movements in 2023

## AIRPORT TRANSFORMATION PROGRAMME

€6M INVESTMENT IN UPGRADING FACILITIES AT THE AIRPORT IN 2023

- Installation of a new next-generation cabin baggage screening system
- Upgrade works in our airport car parks
- Opening of a new Sláinte Barista Café
- Runway End Safety Area works
- Upgrade of the airport's electrical infrastructure
- Purchase of new fire tender vehicle and extension of Fire Station building
- Upgrade of the Oversized Baggage X-Ray System
- Progressing of the airport's sustainability and environmental strategy

## SOCIAL MEDIA

- Twitter – 24,500  
No. 4 Irish Airport
- Instagram – 37,708  
No.2 Irish Airport
- TikTok – 2,315  
No. 3 Irish Airport
- Facebook – 125,870  
No.2 Irish Airport

## TOP 6 DESTINATIONS (Passenger Numbers)



London	3	6	4	1	5	4
Liverpool	1	0	3	1	0	2
Edinburgh	4	3	4	1	1	
East Midlands	4	3	3	2	1	
Bristol	3	8	8	8	3	
Manchester	3	8	1	3	9	

## 2023 HIGHLIGHTS

- Record year for passenger traffic
- Installation of next generation cabin baggage screening system
- President Joe Biden visit
- Membership of Hidden Disabilities Sunflower Programme
- €40,000 raised for Charity
- Ryanair 10 million passenger milestone
- New services to Heathrow, Lanzarote & Tenerife
- Achieved Level 2 Carbon Accreditation

## REGIONAL ECONOMIC DRIVER

- Over 200,000 overseas visitors to the region in 2023
- Supported 3,000 jobs in the region
- Supported 900,000+ bed nights in the region
- Generating a tourism spend in the region of €182 million+ annually
- Over 250 local suppliers supported by the airports retail and catering outlets







✪ Toronto

✪ New York

✪ Boston

✪ Washington

✪ Edinburgh

✪ Cologne

Liverpool ✪

✪ Manchester

✪ East Midlands

Birmingham ✪

✪ London (Stansted)

✪ London (Luton)

Bristol ✪

✪ London (Heathrow)

Milan ✪

✪ Lourdes

✪ Medjugorje

✪ Barcelona

✪ Majorca

✪ Alicante

Faro ✪

Cadiz ✪

✪ Malaga

✪ Lanzarote

✪ Tenerife



Ireland West  
Airport

# 2024 Destinations

irelandwestairport.com


✪ Connecting services via Heathrow







# Ireland West Airport




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