

Guidance on data collection under CAP1228

CAP1228A

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Introduction

1. CAP1228¹ sets out a framework in relation to the setting, monitoring, and publication of service quality standards under Regulation UK (EU) 1107/2006. In setting these standards, CAP1228 has regard to the European Civil Aviation Conference (ECAC) Code of Good Conduct in Ground Handling for Persons with Reduced Mobility (Annex 5-C to ECAC Doc 30 Part 1 Section 5). It also sets out how airports should submit data to the CAA on performance against these quality standards.
2. Since the publication of CAP1228 in 2014, the CAA has identified areas for improvement in how airports collect data and report on performance. This document is therefore intended to supplement the guidance already provided within CAP1228 by clarifying information on reporting and data collection requirements.
3. In addition, the CAA has identified three quality standards where it considers that some further guidance would be useful. First, in CAP1228 the CAA stated that it would like to encourage individual airports to develop targets for the total time taken to assist arriving passengers to points in their assistance journey in comparison to the time taken by other passengers but recognised also that technical challenges made this difficult. The CAA is now of the view that advances in IT should allow airports to make some comparisons in measuring and recording total journey times and further guidance on this is provided in this document. Second, this document provides further guidance on the requirement to meet 'continuous journey' standards for arriving passengers. Thirdly, this document provides further guidance on the requirement to assist departing passengers to the gate in time for pre-boarding.
4. This guidance should always be read in conjunction with CAP1228.

¹ <http://publicapps.caa.co.uk/docs/33/CAP1228.pdf>