# Guidance on data collection under CAP1228

CAP1228A

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# Introduction

1.    CAP1228[1] 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.

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[1] http://publicapps.caa.co.uk/docs/33/CAP1228.pdf

# Information reporting

5.   The following data should be submitted to the CAA twice a year at the end of each season (April to September and October to March (aligned with IATA seasons)) by 31 October (summer season) and 30 April (winter season):

    a)  performance against ECAC recommended standards

        i.   as a percentage

        ii.  to two decimal points

        iii. monthly

        iv.  moving monthly average

    b)  information on each passenger who missed a departing or connecting flight

        i.   date of flight

        ii.  airline

        iii. whether pre-notified

        iv.  whether departing or transit

        v.   reason

        vi.  outcome

    c)  information on each arriving passenger where assistance was not available within 45 minutes of on chocks (both for pre-notified and non-notified passengers)

        i.   date of flight

        ii.  airline

        iii. whether pre-notified

        iv.  reason

        v.   outcome

6.   Performance against ECAC standards should also be reported on the airport website twice a year at the end of each season. However, an airport may choose to report more frequently. It should be published by 31 October (summer season) and 30 April (winter season). It should be presented as set out above. As a minimum, the two previous seasons should be available.

7.      Data should be presented in the accessibility section of the airport website. A link to it should be prominent and easy to identify. It should be presented in a clear and easy to understand way.

# Data collection

## Departing passengers

8. CAP1228 sets targets for timeframes for assisting passengers once they have made themselves known at a designated point. This is the time delay between a passenger first making themselves known at a designated point to the time when assistance is provided. It is acceptable to measure only those instances where passengers are assisted from designated points that are not attended special assistance desks (although all passengers should be recorded and those at attended special assistance desks should be recorded as zero minutes). For remote car parks and some other designated points, a different standard to that set out in CAP1228 may be agreed on a bilateral basis with the CAA because of the longer travel times for staff to reach these points. All departing passengers should be included in this data.

9. Airports can use a number of methods to record ECAC timestamps. These include:
    a) PDAs
    b) iBeacons
    c) GPS tracking
    d) driver logs
    e) near field communication tags (NFC tags)
    f) handwritten sheets

10. Each passenger must have an individual ECAC timestamp.

11. Passengers should have a timestamp that is attributed to the agent allocated to assist them.

12. If assistance is not provided this should be recorded as an 'ECAC fail'.

13. CAP1228 states that "Each quality standards document should include a requirement, as set out in the ECAC Code (paragraph 7.5), that subject to pre-notification, 100% of departing customers who are at the designated point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure". In addition to the requirement to report on missed flights and connections to the CAA, airports should monitor performance regarding getting passengers to the gate or aircraft side on time for pre-boarding.

## Arriving passengers

14. CAP1228 sets targets for timeframes for meeting and assisting arriving passengers. This is the time difference between on chocks and the time assistance is available at the gate or aircraft side ("ECAC timestamp"). All arriving passengers should be included in this data. Airports can use a number of methods to record ECAC timestamps. These include:

    a) PDAs

    b) iBeacons

    c) GPS tracking

    d) driver logs

    e) near field communication tags (NFC tags)

    f) handwritten sheets

15. Each passenger must have an individual ECAC timestamp.

16. Passengers should have a timestamp that is attributed to the agent allocated to assist them.

17. If assistance is not provided this should be recorded as an 'ECAC fail'.

18. The ECAC performance standard used to assess airports under CAP1228 is up to 20 minutes and 59 seconds for pre-notified passengers and up to 45 minutes and 59 seconds for non-notified passengers.

19. Passengers who do not require assistance should still be included in ECAC recording if resource has been dispatched to the gate / aircraft side to assist that passenger.

20. Pre-notified passengers are those for which an airport has received notice more than 36 hours before departure. Non-notified passengers are those passengers for which an airport has received notification within 36 hours of departure or after arrival at the destination airport.

21. For the purposes of ECAC standards an airport may classify a passenger who it deems has been attributed an IATA code incorrectly as non-notified if it directly results in unplanned personnel, equipment or vehicles being needed.

22. Airports should put in place processes to ensure that assistance is provided to non-notified passengers on flights where no passengers are pre-notified, and therefore flights to which resource would not be routinely dispatched, and to record ECAC timestamps for these passengers.

23. Agents, ambulifts and minibuses can do a number of 'return runs' and meet the ECAC standard so long as the subsequent runs are within ECAC standards (20 minutes for pre-notified and 45 minutes for non-notified).

24. The ECAC timestamp for passengers who are assisted via an ambulift (either as transport or as a lift off the aircraft and then transferred to a wheelchair or minibus at the gate) is when the ambulift is in the vicinity of the stand ready to attach (it does not need to be connected). It is not when passengers reach wheelchairs or minibuses to move onwards.

25. If only a minibus is used the ECAC timestamp is when the minibus is at the aircraft side.

26. ECAC timestamps for passengers not served by ambulifts or minibuses should be taken from when the agent allocated to assist the passenger is ready and waiting to

assist with the necessary equipment in the vicinity of the gate. There are four most common types of assistance scenarios:

a) Passengers assisted by staff driving buggies or iCaddies in combination with pushing wheelchairs (if required). The ECAC timestamp should be when a buggy is in a gate area, whether a passenger is able to walk off the aircraft independently or not. It should not be when the staff member takes a wheelchair to the airbridge.

b) Passengers assisted by staff pushing wheelchairs (including assistance out of aircraft seats). The ECAC timestamp should be when each staff member is in the vicinity of the gate area with at least one wheelchair.

c) Passengers assisted by wheelchairs from the bottom of aircraft steps or mobile boarding bridge. The ECAC timestamp should be when the staff member is in the vicinity of the stand.

d) Passengers assisted by staff with no equipment. The ECAC timestamp should be when the staff member is in the vicinity of the gate. (This might include occasions when staff encourage passengers to be assisted by friends and family).

27. For practical reasons, individual airports might need to agree on a bilateral basis with the CAA some of the locations for ECAC timestamps to be recorded. Examples might include if:

    i. a number of gates in very close vicinity

    ii. buggies are not able to reach gates

    iii. iBeacons are not located at every gate

    iv. it is not safe or convenient to wait near gates or stands

    v. it is not practical to wait outside terminal buildings

    vi. agents are waiting in corresponding departure gates

28. If ECAC timestamps are not captured, airports can use other data points to make reasonable assumptions about ECAC timestamps. The methodology used must be agreed with the CAA.

29. Under CAP1228 the CAA sets out its preference for airports to be measured against targets for the entire arrival assistance journey because its overriding

rationale for the ECAC standards is to ensure assistance passengers have an equitable experience to other passengers. An ECAC 'fail' can be 'passed' if an airport can prove that a passenger has reached a point directly before Border, or baggage reclaim (with agreement from CAA) within an agreed time from on chocks. A passenger journey standard for an airport must be agreed on a bilateral basis with the CAA. These standards may be different for each terminal / pier.

## Transit passengers

30.  For the purposes of quality standards, transit passengers are those who are connecting from one flight to another at an airport and have one reservation. It does not include people with two separate tickets, although assistance should still be provided to such passengers as arriving and departing passengers.

31.  CAP1228 states that all passengers who have pre-notified should reach their connecting aircraft for departure, subject to minimum connection time.

32.  Performance against ECAC arrival standards for transit passengers should be presented separately to those passengers who are arriving at their final destination. Airports should meet the targets for both sets of passengers if required by the CAA.

## Continuous journey for arriving passengers

33.  CAP1228 states that airports must "assist the passenger through the airport in one continuous movement, subject to two permitted handovers between staff and equipment". This does not include a handover at the gate or aircraft side.

34.  The CAA's view is that the continuous journey obligation might not be met when, once assistance is available or has already been provided, a passenger waits more than 10 minutes for ongoing assistance or is subject to more than two handovers. This is unless the wait, or additional handovers, are caused by something outside of the airport's control such as the passenger requesting a break in the service or

whilst waiting at Border or for baggage to be returned. However, this does not include delays or handovers caused by infrastructure limitations such as insufficient lift capacity.

35.  The CAA may require some airports to monitor and record the waiting times at a handover, or other breaks in service, and, if possible, the overall passenger journey, to help ensure continuous journey obligations are met. The airport may be required to report to the CAA against this standard on a bi-annual basis.

36.  Common scenarios when a passenger may wait and where continuous journey obligations should be met include:

    a)  Once all passengers needing assistance have disembarked, a passenger waits for further assistance in the gate area;

    b)  once all passengers needing assistance have disembarked, a passenger waits to be provided with a wheelchair to be pushed by family and friends;

    c)  a passenger is assisted via an ambulift or minibus to a central point and at this point they wait for onward assistance in a wheelchair;

    d)  a passenger is assisted to an area for a handover before being assisted onward (including transit passengers);

    e)  once baggage has been collected a passenger waits before being assisted onward;

    f)  after deboarding a buggy, a passenger waits in the arrivals hall for onward assistance with a wheelchair;

    g)  a passenger waits because of infrastructure limitations (e.g. small lift capacity). (CAP1228 states that airports may agree with the CAA a temporary exemption from the requirements on handover points because of infrastructure issues and terminal refurbishment.)

# Oversight

37. As part of their oversight responsibility, all airports should carry out regular audits of the data submitted to the CAA, including:

    a) data collected under the ECAC departure and arrival standards;

    b) information on each passenger who missed a departing or connecting flight;

    c) information on each arriving passenger where assistance was not available within 45 minutes of on chocks (both for pre-notified and non-notified passengers);

    d) data collected on continuous journey (not applicable to all airports);

    e) data collected under a 'passenger journey standard' (not applicable to all airports).

38. The CAA recommends that the minimum number of flights to be audited is 1% of arriving flights with at least one passenger requesting assistance regardless of being a pre-notified or a non-notified passenger. Those airports that generate timestamps through iBeacons, NFC tags or GPS should ensure processes are accurate and robust but routine auditing of CAA reported data may not be necessary. This should be agreed with the CAA on a bilateral basis. Consideration should be given to auditing a wide range of scenarios, including flights with high numbers of passengers needing assistance; flights with no pre-notified passengers; flights at different times of day; passengers with different assistance types; and different types of assistance methods.

39. The CAA's strong preference is for audits to be carried out retrospectively using CCTV coverage, iBeacons or GPS tracking. However, monitoring of data in person, and at the time, can be used.