

1 August 2013  
FOIA reference: F0001608

Dear XXXX

I am writing in respect of your recent application dated 28 July 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*"I cannot find publicly available information that answers the following questions -*

*"What is the total number of international passenger arrivals at Heathrow each year?"*

*"What is the total number of international passenger departures at Heathrow each year?"*

*The Heathrow Airport website gives the following relevant information (as of today 28/07/2013)*

*"Percentage of international passengers in 2012: 93% (65.3 million)"*

*Could you please supply a breakdown of how many of these passengers were arrivals and how many were departures as per my questions above. (Assuming that you concur the 65.3m for 2012 to be the correct total amount for international passengers).*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

The CAA publishes total passenger statistics on our website and these can be found using the following link:

<http://www.caa.co.uk/default.aspx?catid=80&pagetype=88&pageid=12&sglid=12>

The CAA's Aviation Intelligence can provide bespoke reports that will provide passenger departures and passenger arrivals split, however there is a fee for this service. Therefore, this information is exempt from disclosure under section 21(1) (a copy of this exemption can be found enclosed).

Should you wish the CAA's Aviation Intelligence team to provide a report, you can obtain this by applying directly to:

Ms D McLean  
Aviation Intelligence  
Regulatory Policy Group  
K4, CAA House  
45-59 Kingsway  
London  
WC2B 6TE

Tel: 020 7453 6258  
Email: [debbie.mclean@caa.co.uk](mailto:debbie.mclean@caa.co.uk)

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens  
External Response Manager  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

[mark.stevens@caa.co.uk](mailto:mark.stevens@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
Information Rights and Enquiries Officer

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

**Freedom of Information Act: Section 21**

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

*(2) For the purposes of subsection (1)-*

*(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and*

*(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.*

*(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.*