Finance and Corporate Services
Information Management

19 September 2013
FOIA reference: F0001643

Dear XXXX

I am writing in respect of your recent request of 26 August 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

"I wish to request information regarding 'disorderly' passengers on board flights to / from Belfast International Airport (BFS).

I would like to know:

**How many reports has the CAA receiced regarding disruption caused by passengers on planes flying to or from Belfast International for the last three years.*

**Could you provide me with a breakdown for the past three years (either financial or calendar).*

**What action was taken as a result of this behaviour.*

**What airlines were involved for each incident?*

**Did the pilot have to divert an aircraft as a result of this behaviour?"*

Our response:

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

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation carried out and action taken.

Difficulty in controlling intoxicated, violent or unruly passengers is such an occurrence which should be reported under the scheme.

We have therefore searched the UK database for all occurrences that have involved a 'disruptive passenger' either inbound to or outbound from Belfast Aldergrove Airport from 1 January 2009 to all processed reports as at 3 September 2013 and included a summary of those reports which will include diversion details if applicable. We have however, removed

Civil Aviation Authority
Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

identifying information from these reports as this information is exempt from disclosure under section 44 (1) (a) of the FOIA.

Section 44 (1) (a) of the FOIA provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation) and has been supplied to the CAA pursuant to an ANO is prohibited from disclosure, (a copy of this exemption can be found enclosed).

The CAA is not involved in any further action taken regarding a disruptive passenger and therefore does not hold this information.

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at: www.caa.co.uk/cap382

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

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

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 44

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

(a) is prohibited by or under any enactment,
(b) is incompatible with any Community obligation, or
(c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

Section 23 of the Civil Aviation Act is such a statutory prohibition. Accordingly, the obligations of the CAA to comply with Section 23 are unaffected by the Freedom of Information Act.

Under Section 23, information supplied to the CAA in connection with its regulatory functions and which relates to a particular individual or organisation must not be disclosed by the CAA unless such disclosure is authorised by one of the exceptions contained in Section 23 itself.

PubRel

Date Produced: 09 October 2013

Safety Regulation Group
Safety Data

Aviation House **Gatwick Airport South** **West Sussex** **RH6 0YR**	Direct Dial Direct Fax E-mail	01293 573220 01293 573972 sdd@caa.co.uk	Switchboard Fax	01293 567171 01293 573999

These records were retrieved from the UK CAA Mandatory Occurrence Reporting (MOR) Scheme by a member of Safety Data

The MOR system records include information reported to the CAA, information obtained from CAA investigations, and deductions by CAA staff based on the available information. The authenticity of the contents or the absence of errors and omissions cannot be guaranteed. Records in this system commenced on 1 January 1976 coincident with the introduction of Mandatory Occurrence Reporting in the UK, but occurrences reported voluntarily are also included, and no distinction is made between them.

Note: Any data provided from these records are made available on the understanding that they are only to be used for purposes of flight safety and must not be used for other purposes.

SUBJECT: **MORs involving a disruptive passenger either en-route to Belfast Aldergrove Airport or departing from Belfast Aldergrove Airport.**

PERIOD :

Make/mdl/srs:	BOEING 737	**File Number:**	**200900723**
Phase of Flight:	Cruise	**UTC Date:**	18/01/2009
Classification:	Incident	**Location:**	En Route
Event Type:	Any other event		

Headline:
Cigarette smoke smelled as passenger left toilet. Passenger initially denied smoking but later produced cigarette end from pocket. Verbal warning given, Captain informed and police met a/c on arrival.

Narrative:

Make/mdl/srs:	BOEING 737	**File Number:**	**200901788**
Phase of Flight:	Cruise	**UTC Date:**	25/02/2009
Classification:	Incident	**Location:**	En Route
Event Type:	Difficult / unruly passenger		

Headline:
Passenger admitted to smoking in the rear toilet. Police met the aircraft on arrival and escorted the passenger off.

Narrative:

Make/mdl/srs:	AIRBUS A319	**File Number:**	**200902479**
Phase of Flight:	Taxi	**UTC Date:**	16/03/2009
Classification:	Incident	**Location:**	Belfast (BEL)
Event Type:	Difficult / unruly passenger		

Headline:
Disruptive passengers.

Narrative:
Passengers noted to be noisy and singing during boarding. Dispatcher questioned the cabin crew, who stated they would accept the passengers for flight. Subsequently, after they had disrupted the safety brief, the aircraft returned to the stand where police met the aircraft. They were offloaded.

Make/mdl/srs:	BOEING 737	**File Number:**	**200906165**
Phase of Flight:	Taxi	**UTC Date:**	08/06/2009
Classification:	Occurrence without safety effect	**Location:**	Palma
Event Type:			

Headline:
Group of unruly passengers caused disruption throughout flight, using foul language and intimidating behaviour. Three of the group refused to sit down during taxi-in. Police attended a/c on stand.

Narrative:

Make/mdl/srs:	BOEING 737	**File Number:**	**200906298**
Phase of Flight:	Normal descent	**UTC Date:**	21/06/2009
Classification:	Occurrence without safety effect	**Location:**	Belfast (BEL)
Event Type:			

Headline:
Passenger suspected of smoking in rear toilet. Passenger initially denied the offence but compelling evidence was present. Police met a/c on arrival and verbal warning given.

Narrative:

Make/mdl/srs:	BOEING 737	**File Number:**	**200906700**
Phase of Flight:	Cruise	**UTC Date:**	30/06/2009
Classification:	Occurrence without safety effect	**Location:**	En Route
Event Type:			

Headline:
Passenger caught smoking in rear toilet. Verbal warning given.

Narrative:

Make/mdl/srs:	BOEING 737	**File Number:**	**200907055**
Phase of Flight:	Approach	**UTC Date:**	11/06/2009
Classification:	Occurrence without safety effect	**Location:**	Ibiza
Event Type:			

Headline:
Despite warnings from cabin crew, passenger went to toilet during approach. Offending passenger (and travelling companions) were also abusive to crew. Police met a/c on arrival.

Narrative:

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201006869**
Phase of Flight:	Standing	**UTC Date:**	09/07/2010
Classification:	Occurrence without safety effect	**Location:**	Belfast (BEL)
Event Type:			

Headline:
Passenger offloaded due to misbehaviour.

Narrative:

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201007249**
Phase of Flight:	Cruise	**UTC Date:**	16/07/2010
Classification:	Incident	**Location:**	En Route
Event Type:	Difficult / unruly passenger		

Headline:
Aggressive and drunk passenger.

Narrative:
Passenger asked to move away from children and a surrounding family. He then became very abusive

towards the crew and used foul language. Crew believed he was about to attack them. Passenger was physically restrained.

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201009112**
Phase of Flight:	Standing	**UTC Date:**	26/08/2010
Classification:	Incident	**Location:**	Palma
Event Type:	Difficult / unruly passenger Flight crew incapacitation/illness/medical issue		

Headline:
Violent/abusive passenger physically assaulted member of cabin crew. Passenger detained by police.

Narrative:
Same passenger was abusive to same member of cabin crew when told to sit down on attempting to leave his seat during taxi in. Passenger (who had been drinking his own alcohol) then slapped crew member on top of leg during disembarkation. Two empty vodka bottles found under seats.

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201012175**
Phase of Flight:	Standing	**UTC Date:**	17/10/2010
Classification:	Incident	**Location:**	Belfast (BEL)
Event Type:	Difficult / unruly passenger Flight crew incapacitation/illness/medical issue		

Headline:
Disruptive passenger removed other passengers bags from o/h lockers and struck cabin crew member with own trolley when placing into locker.

Narrative:
Cabin crew member forearm became painful in-flight. Passenger was unapologetic and became verbally abusive towards other cabin crew. Captain informed and police met a/c on arrival.

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201210889**
Phase of Flight:	Standing	**UTC Date:**	09/09/2012
Classification:	Incident	**Location:**	Belfast (BEL)
Event Type:	Difficult / unruly passenger Cabin crew - injury sustained		

Headline:
Cabin crew injury. Crew member physically assaulted (punched in the chest) by passenger who appeared to be under the influence of alcohol.

Narrative:

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201214827**
Phase of Flight:	Cruise	**UTC Date:**	07/12/2012
Classification:	Occurrence without safety effect	**Location:**	En route
Event Type:			

Headline:
Disruptive passenger attempted to assault another passenger. Suspect alcohol involved.

Narrative:

Make/mdl/srs:	AIRBUS A319	**File Number:**	**201304057**
Phase of Flight:	En-route	**UTC Date:**	17/04/2013
Classification:	Incident	**Location:**	En route
Event Type:	Difficult / unruly passenger		

Headline:
Disruptive passenger assaulted cabin crew member. Assailant part of a group travelling together. Alcohol allegedly involved.

Narrative:
On landing evidence discovered that suggests entire group consuming own alcohol.

Make/mdl/srs:	AIRBUS A320	**File Number:**	**201309311**
Phase of Flight:	Standing	**UTC Date:**	27/07/2013
Classification:	Occurrence without safety effect	**Location:**	EGAA (BFS): Belfast/Aldergrove
Event Type:			

Headline:
Disruptive passenger. The passenger became aggressive when asked if he was in the correct seat.

Narrative:
Passenger was offloaded prior to flight taking off.

Number of Records: 15