

Finance and Corporate Services
Information Management

20 March 2014
FOIA reference: F0001843

Dear XXXX

I am writing in respect of your recent request of 28 February 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“Information request regarding my flight from Heathrow airport and other information regarding flights of that day. The day in question is the 24/12/2013 and my flight was Air France flight AF1081 departure time 07:10hrs.

- 1. I would like to know when the flight departed and what was the reason for the delay of this flight.*
- 2. Also I would like to find out how many flights were scheduled to depart Heathrow on that day (24/12/2013) between the hours of 0600 - 1000hrs. How many flights left on time and how many were delayed”.*

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.

1. Information held by the CAA shows that the Air France flight in question took off at 0944. The CAA do not hold any information on the reason for the delay of this flight.
2. According to data held by the CAA, 130 flights were due to depart between 0600 and 1000 on 24 December 2013 (i.e. held a slot to depart between those times). Of those, 93 departed less than 15 minutes late (on time) and 37 departed more than 15 minutes late.

Please note that we have used a standard taxi time of 20 minutes to determine whether the actual take off time represented a delay or not. This is necessary as published departure times, and the slot times allocated to operators, are ‘Off Block’ times (the time at which the aircraft commenced movement associated with departure), whereas the actual departure times on the Eurocontrol system are takeoff times.

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

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.