

[REDACTED]  
[REDACTED]  
[REDACTED]

Date: 28 February 2025  
Reference: F0007269

Dear [REDACTED]

Thank you for your request of 23 February 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

*I require detailed information regarding ground support equipment (GSE) at London Heathrow Airport and Manchester Airport. Specifically, I am seeking data on the number and types of baggage tugs, cargo tugs, and other ground vehicles currently operating at the airport, as well as any records on fleet size, ownership (airport vs. contractors), and usage statistics for the last 3 years. If possible, can I also get the number of each GSE that operates on the ground simultaneously per day?*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that following a review of held information it has been determined that the CAA does not hold this level of operational granular detail with respect to specific airports.

I can, therefore, only suggest, if you have not already done so, that you contact the specific airports direct as their records may better suit your research. As unique and independent organisations I am unsure as to what information they would hold or be in a position to release to you.

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:-

FOI.Requests@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 out below. A request for an internal review should be submitted within 40 working days of the date of this letter.

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

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Civil Aviation Authority  
Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)  
Email: [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at FOI - Freedom of Information (caa.co.uk).

Yours sincerely  
**Communications & Engagement Team**  
Information Rights Specialist  
Civil Aviation Authority



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*At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.*

Please consider our environment. Think before printing.

## 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.

