

23 October 2015
Reference: F0002492

Dear XXXX

I am writing in respect of your recent request of 26 September 2015 for the release of information held by the Civil Aviation Authority (CAA). Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

Attached is a cutting from a newspaper that states the number of Air Rage incidents that took place in recent years. It was my understanding that the CAA used to produce a report called Disruptive Behaviour on Board UK Aircraft, but that this publication was discontinued.

- i) *When was the last edition of the Disruptive Behaviour on Board UK Aircraft report published and what year's travel did it refer to?*

The 'Disruptive behaviour on board UK aircraft' reports were published by the Department for Transport (DfT) based on disruptive passenger data collected and analysed by the CAA under contract to DfT. The contract was cancelled by DfT in 2010, at which point the data held by the CAA was passed to DfT. The DfT reports are available at <http://webarchive.nationalarchives.gov.uk/20100916051852/http://dft.gov.uk/pgr/statistics/datatablespublications/aviation/db/>, the most recent being for 2008/09.

- ii) *Has it been restarted?*

It is our understanding that the DfT are not collecting any further disruptive passenger reports.

- iii) *Are air rage figures routinely captured in some other document/publication? If so can it be provided to me?*

Disruptive passenger figures are not routinely captured by the CAA. We do receive some reports through the Mandatory Occurrence Reporting (MOR) scheme, but they will only be those occurrences that meet the criteria of the MOR scheme.

- iv) *If you are aware of the source material for the attached article could you supply the information to me and if it was as the result of a Freedom of Information Act question*

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@caa.co.uk

could you supply me with a copy of the question, with the applicant's personal details redacted.

The source material for the attached article was provided in response to a media enquiry, rather than in response to a FOIA request. A copy of the information, which consists of occurrences reported under the MOR scheme, is provided in the attachment.

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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

www.ico.gov.uk/complaints.aspx

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'.

Mark Stevens
External Response Manager

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.

File number	UTC date	Planned destination [Value/Text]	Location name	Headline
201501217	31/01/2015			Passenger smoking: Passenger admitted smoking in the lavatory.
201501396	04/02/2015			Passenger smoking in the toilet. Warning issued and police met the aircraft on arrival.
201502345	25/02/2015			Disruptive Passenger: Passenger assaulted another passenger.
201502379	25/02/2015	EGLL (LHR): London/Heathrow	EGLL (LHR): London/Heathrow	Disruptive passenger physically assaulted cabin crew member.
201502159	22/02/2015	LHBP (BUD): Budapest/Ferihegy	En route	Disruptive passenger. Passenger restrained due to aggressive and violent behaviour. Aircraft diverted and met by Police on arrival.
201502349	25/02/2015			ECAM Master warning 'Smoke': Caused by passenger smoking in toilet. Caution issued and police requested to meet aircraft on arrival. Flight continued.
201502164	24/02/2015			Lavatory smoke warning: Lavatory smoke warning triggered by passenger using an e cigarette.
201502393	26/02/2015	EGGW (LTN): London/Luton	LLBG (TLV): Tel-Aviv/D. Ben Gurion	Passenger physically assaulted cabin crew member and refused to show boarding pass.

201502171	20/02/2015	LFPO (ORY): Paris Orly	LIRF (FCO): Roma/Fiumicino	Disruptive passenger physically and verbally abused Cabin Crew Manager and threatened the Captain.
201502583	02/03/2015			Disruptive passengers: Passengers arguing and physically aggressive whilst aircraft parked. Passengers offloaded.
201502612	28/02/2015			Disruptive Passenger: Passenger assaulted another passenger.
201500803	20/01/2015			Disruptive Passenger: Passenger assaulted another passenger.
201500215	03/01/2015			Disruptive passenger: Passenger suspected of smoking in toilet, denied it despite witnesses and tore up warning letter. Police met the aircraft on arrival.
201500178	05/01/2015			Disruptive passengers: Drunk and disorderly passengers fighting each other and causing a disturbance. Police met the aircraft on arrival.
201500915	22/01/2015	EGGP (LPL): Liverpool	EGAA (BFS): Belfast/Aldergrove	Disruptive Passenger: Passenger assaulted cabin crew and showed aggressive behaviour. Passenger off-loaded.
201500890	17/01/2015			Master warning 'Lavatory smoke' detector activated: Passenger admitted smoking. Warning issued.
201501065	26/01/2015			Disruptive Passenger: Passenger harassment towards cabin crew.

201501207	30/01/2015			Disruptive passenger: Passenger drunk and disruptive.
201500940	24/01/2015	EGLL (LHR): London/Heathrow	En route	Disruptive passenger: passenger restrained on aircraft.
201501574	09/02/2015	EGKK (LGW): London/Gatwick	LEBL (BCN): Barcelona	Disruptive passenger.
201501804	13/02/2015			Disruptive Passengers: Verbal abuse directed between a pair of passengers.
201502028	18/02/2015	EGGW (LTN): London/Luton	LCPH (PFO): Paphos	Disruptive passenger refused to follow boarding procedures. Verbally and physically abusive.
201502517	02/03/2015	EGKK (LGW): London/Gatwick	En route	Disruptive passengers verbally and physically assaulted cabin crew.
201502582	02/03/2015	LSGG (GVA): Geneve/Cointrin	En route	Disruptive and aggressive passenger using abusive language and physical assaulted cabin crew member.
201502756	05/03/2015			Disruptive passengers: Passengers drinking their own alcohol and disobeying crew.
201502785	06/03/2015			Disruptive Passengers: Passengers consuming their own alcohol and disobeying crew.

201502982	10/03/2015			Disruptive passengers: Verbal and physical abuse between passengers.
201503162	13/03/2015	LFLL (LYS): Lyon Saint Exupéry	EGKK (LGW): London/Gatwick	Disruptive passenger offloaded after being physically abusive to cabin crew member.
201503548	21/03/2015			Lavatory smoke warning: Lavatory smoke warning triggered by passenger using an e cigarette.
201503559	22/03/2015			Disruptive Passenger: Escorted Deportee disruptive during boarding. A blanket was erected to prevent further occurrences. In-flight Deportee was calm, no further incidents
201503563	20/03/2015	LEMG (AGP): Malaga	En route	Disruptive passengers damaged cup holders. Alcohol involved.
201503687	24/03/2015			Disruptive passenger: Group of passengers consuming own alcohol. Displaying aggressive and verbally abusive behaviour to cabin crew and other passengers.
201503765	26/03/2015			Disruptive passenger: Refused to obey cabin crew instructions and became aggressive. Aircraft returned to stand to offload the passenger and police were requested.
201503792	26/03/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Go-around flown due to windshear on approach. Prior to this, cabin was made 'not secure' during localiser intercept, passenger misbehaviour.
201504131	02/04/2015	EGKK (LGW): London/Gatwick	EGKK (LGW): London/Gatwick	Disruptive passenger assaulted cabin crew member.

201504136	30/03/2015	EGPD (ABZ): Aberdeen/Dyce	En route	Uncooperative Passenger: Refused to obey flight crew instructions regarding seating and medical escort.
201504254	06/04/2015			Disruptive passenger behaving in an aggressive manner. Pushed CM on the shoulder, no injury sustained.
201504256	02/04/2015	LPFR (FAO): Faro	En-route	Group of disruptive passengers displaying inappropriate and highly offensive behaviour including the physical abuse of cabin crew members.
201504538	10/04/2015	CYYZ (YYZ): Toronto/Lester B. Pearson Intl,Ont.	Unknown	Diversion due to unruly passenger.
201503941	31/03/2015			Disruptive passenger: Passenger was scratching another passenger. Police met aircraft on stand. Disruptive passenger was disembarked by police.
201504632	11/04/2015			Disruptive and abusive passenger.
201504636	13/04/2015			Disruptive passengers.
201504639	13/04/2015	EGKK (LGW): London/Gatwick	EGKK (LGW): London/Gatwick	PAN disruptive passenger.
201504649	12/04/2015	MMUN (CUN): Cancun intl	TXKF (BDA): Bermuda	MAYDAY and diversion due to disruptive passengers.

201504747	19/02/2015			Disruptive passenger refused boarding. Alcohol involved.
201504838	13/04/2015	EGKK (LGW): London/Gatwick	En route	PAN declared due to disruptive passengers: Physically assaulting each other whilst in charge of three young children. Police met the aircraft on arrival.
201504876	10/04/2015			Intoxicated passengers filming crew.
201504877	17/03/2015	HESH (SSH): Sharm-El-Sheikh	HESH (SSH): Sharm-El-Sheikh	Passenger found smoking was abusive to cabin crew. Police attended aircraft on arrival.
201504939	16/04/2015	LEAL (ALC): Alicante	EGCC (MAN): Manchester/Intl	Disruptive passengers verbally abusive and inappropriate behaviour.
201505132	17/04/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Disruptive Passenger. Cabin not secure on landing
201505280	22/04/2015			Passenger harassed cabin crew member.
201505309	23/04/2015	GCFV (FUE): Puerto Del Rosario/ Fuerteventura	En route	Disruptive passenger verbally and physically assaulted other passengers.
201505385	24/04/2015	EGAA (BFS): Belfast/Aldergrove	LEPA (PMI): Palma de mallorca	Passenger unacceptable behaviour during boarding. Offloaded.

201505463	24/04/2015	LEAL (ALC): Alicante	En route	Disruptive passengers damaged cabin interior.
201505464	27/04/2015	Other	EGNX (EMA): NOTTINGHAM EAST MIDLANDS	Disruptive passenger verbally abused cabin staff and stood up just before landing.
201505512	28/04/2015			Passenger drinking own alcohol onboard.
201505518	28/04/2015			Abusive and drunken pax served Final Violation Notice letter
201505612	30/04/2015	LIRN (NAP): Napoli/Capodichino	Unknown	Aircraft diverted due to disruptive passenger using threatening behaviour. Police met the aircraft on arrival.
201505684	01/05/2015	LKPR (PRG): Praha/Ruzyne	LKPR (PRG): Praha/Ruzyne	Disruptive passengers.
201505778	01/05/2015	LEPA (PMI): Palma de mallorca	LEPA (PMI): Palma de mallorca	Disruptive passengers.
201505816	01/05/2015	LHBP (BUD): Budapest/Ferihegy	LHBP (BUD): Budapest/Ferihegy	Disruptive passengers caused damage to aircraft seat.
201505817	01/05/2015	EPKK (KRK): Krakow/Balice	EPKK (KRK): Krakow/Balice	Disruptive passengers.

201505853	01/05/2015			Disruptive passenger: Exposed himself to cabin crew and fellow passengers.
201505854	01/05/2015			Disruptive Passenger: Physically and verbally inappropriate behaviour towards cabin crew members.
201505858	02/05/2015	MMUN (CUN): Cancun intl	Unknown	Passenger misbehaviour.
201505895	05/05/2015			Lavatory smoke alarm activated: Caused by passenger's use of electronic cigarette
201505955	06/05/2015	LTBS (DLM): Mugla/Dalaman	United Kingdom	Disruptive passenger.
201505955	06/05/2015	LTBS (DLM): Mugla/Dalaman	United Kingdom	Disruptive passenger.
201505961	05/05/2015	LGIR (HER): Iraklion/Nikos Kazantzakis	Unknown	Disruptive passenger assaulted crew member.
201506183	08/05/2015	EGKK (LGW): London/Gatwick	LIRN (NAP): Napoli/Capodichino	Cabin not secure for take-off.
201506223	10/05/2015	EGPD (ABZ): Aberdeen/Dyce	EGPD (ABZ): Aberdeen/Dyce	MAYDAY declared for priority landing following EICAS 'Forward Lavatory Smoke' warning. Cause suspected as passenger's use of e-cigarette.

201506246	02/05/2015			Disruptive Passengers: Fighting during disembarkation. Police and paramedics called to assist.
201506247	08/05/2015			Disruptive passenger: Caught stealing from aircraft bar and was verbally abusive to cabin crew members when confronted. Police met the aircraft on arrival.
201506421	13/05/2015	LIMC (MXP): Milano/Malpensa	LICA (SUF): Lamezia/Terme	Passenger aggressive towards other pax.
201506485	14/05/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Disruptive passengers.
201506498	14/05/2015			Passenger Assault on Partner
201506531	14/05/2015	EGLL (LHR): London/Heathrow	EFHK (HEL): Helsinki/Vantaa	Diversion initiated due to passenger being restrained.
201506606	16/05/2015	LEIB (IBZ): Ibiza	EGGW (LTN): London/Luton	Disruptive passenger. Physical assault.
201506630	16/05/2015			Disruptive passenger endangered aircraft and was caught smoking in lav F.
201506789	15/05/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Disruptive Passenger: Physically assaulted cabin crew member during disembarkation.

201506795	15/05/2015	LCPH (PFO): Paphos	LCPH (PFO): Paphos	Disruptive passengers: Theft of emergency equipment.
201506825	20/05/2015	EGLL (LHR): London/Heathrow	En route	Disruptive passenger: Aircraft diverted due to violent passenger who had to be restrained in flight. Police and ambulance requested to meet the aircraft on arrival.
201507171	27/05/2015			Disruptive Passengers: Stag party stealing beers from rear galley top-up cart.
201507196	22/05/2015			Disruptive Passengers: Large group of passengers drinking own alcohol and using loud bad language.
201507199	21/05/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Disruptive Passengers.
201507207	22/05/2015	LEAL (ALC): Alicante	Unknown	Passenger smoking in toilet.
201507209	22/05/2015	LEPA (PMI): Palma de mallorca	En route	14 disruptive passengers using abusive language.
201507216	26/05/2015			Disruptive Passengers: Using aggressive and anti-social behaviour throughout the flight.
201507220	22/05/2015	EPKK (KRK): Krakow/Balice	EPKK (KRK): Krakow/Balice	Disruptive Passengers.

201507221	22/05/2015			Disruptive Passenger - Smoking In Toilet
201507222	22/05/2015			Disruptive passenger. Verbal abuse.
201507225	22/05/2015			Disruptive Passengers: Consumed own alcohol despite cabin crew instructions and became aggressive and verbally abusive towards the crew.
201507243	23/05/2015			Disruptive Passenger: Intoxicated and smoking in the toilet. Cabin crew took appropriate action and the passenger apologised.
201507246	23/05/2015			Disruptive Passenger.
201507249	23/05/2015			Disruptive Passenger. Verbally abusive to cabin crew. Warning given and no further problems occurred.
201507250	23/05/2015	LEAL (ALC): Alicante	En-Route	Disruptive Passengers.
201507251	25/05/2015			Disruptive passengers: Using threatening and abusive behaviour to other passengers. Police met the aircraft on arrival.
201507257	28/05/2015	LEIB (IBZ): Ibiza	En-route	Disruptive Pax

201507336	29/05/2015			Aircraft diverted due to passenger suspected of drinking own alcohol.
201507342	29/05/2015			Inappropriate behaviour from passenger.
201507343	29/05/2015			Disruptive Group.
201507348	29/05/2015			Disruptive Passenger: Consuming own alcohol and caught stealing food from the galley.
201507359	29/05/2015			Disruptive Passenger: Consuming own alcohol and verbally abusive to Cabin crew members.
201507360	29/05/2015			Group of disruptive passengers using inappropriate language and behaviour. Alcohol involved.
201507361	30/05/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Disruptive passenger.
201507363	29/05/2015			Disruptive passenger moved seat and refused to return to original seat and used abusive language.
201508214	15/06/2015	LFPO (ORY): Paris Orly	LFLL (LYS): Lyon Saint Exupéry	Aircraft diverted due to passenger attempting to open the cabin door in flight. Pan declared. Passenger offloaded and transferred to hospital.

201508313	19/06/2015			Passenger disruption - Drinking own alcohol. Verbally abusive.
201508314	26/05/2015	DNMM (LOS): Lagos/Murtala Muhammed	EGSS (STN): London/Stansted	Cabin deemed unsafe for departure by cabin staff due to disruptive passenger.
201508318	19/06/2015			Passenger disruption. Passenger drunk and abusive.
201508364	18/06/2015	LEAL (ALC): Alicante	LEAL (ALC): Alicante	Disruptive Passengers. Standing On Landing
201508457	21/06/2015	DTNH (NBE): Enfidha	En route	Disruptive passenger caused cabin crew injury after attacking the crew member who was attempting to diffuse a fight.
201508483	19/06/2015	LTBS (DLM): Mugla/Dalaman	En route	Security concern and flight deck behaviour.
201508533	22/06/2015	LEIB (IBZ): Ibiza	EGCC (MAN): Manchester/Intl	Disruptive passenger damaged cabin fittings (seat tray).
201508658	25/06/2015	LEAL (ALC): Alicante	En-route	Disruptive Passengers: Aggressive behaviour towards cabin crew by large group of males. Damage caused to aircraft (cup holders on two seats).
201508921	02/07/2015	EDDH (HAM): Hamburg	EDDH (HAM): Hamburg	Cabin not secure for landing.

201509048	04/07/2015	LEIB (IBZ): Ibiza	En route	Disruptive Passenger: Abusive language used and intentional damage caused to aircraft (seat tray).
201509095	05/07/2015	LEIB (IBZ): Ibiza	EGCC (MAN): Manchester/Intl	Passenger lifejacket had found to be inflated.
201509378	08/07/2015	EGPM (SCS): Scatsta	Magnus Platform	Passenger interruption critical phase of flight.
201510511	01/08/2015			Disruptive passenger. Alcohol involved.
201511028	04/06/2015			Disruptive group of passengers consuming own alcohol displaying verbally abusive behaviour.
201511030	04/06/2015			Disruptive passengers displaying loud behaviour.
201511032	04/06/2015			Disruptive passengers observed drinking own alcohol and displaying unpleasant behaviour.
201511036	06/06/2015			Group of passengers offloaded due to drunk and disorderly behaviour.
201511038	05/06/2015			Group of passengers observed drinking own alcohol. Unacceptable language used.

201511095	06/06/2015			Group of four passengers refused boarding after displaying inappropriate behaviour associated with alcohol.
201511096	05/06/2015			Group of disruptive passengers using offensive language.
201511097	05/06/2015			Group of passengers consuming own alcohol being disruptive.
201511099	06/06/2015			Two passengers drinking own alcohol and displaying inappropriate behaviour.
201511101	06/06/2015			Disruptive passengers drinking own alcohol and verbally abusing cabin crew members.
201511103	06/06/2015			Two disruptive passengers displaying unacceptable behaviour. Suspected use of alcohol.
201511105	14/06/2015			Disruptive passenger insisting on being served more alcohol and insulted cabin crew member.
201511106	19/06/2015			Disruptive passengers using offensive language.
201511107	20/06/2015			Disruptive Passengers Event : Passengers drinking their own alcohol and behaving in a disruptive manner.

201511108	21/06/2015			Disruptive passengers. Alleged passenger assault.
201511110	21/06/2015			Disruptive passenger.
201511112	21/06/2015	GCTS (TFS): Tenerife Sur-Reina Sofia	En route	Disruptive passenger attempted to cause damage to toilet door and fuselage.
201511113	22/06/2015	EGGD (BRS): Bristol/Lulsgate	En route	Lavatory smoke warning set off due to alleged passenger smoking.
201511115	25/06/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Disruptive passengers. Physical assault between passengers.
201511116	16/06/2015			Disruptive passengers drinking own alcohol.
201511117	18/06/2015	LXGB (GIB): Gibraltar/North Front	En route	Disruptive passenger assaulted cabin crew member.
201511118	18/06/2015			Disruptive passengers observed drinking own alcohol.
201511306	07/08/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Damage to aircraft caused by passenger. Cup holder bent out of position.

201511307	09/08/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Damage to aircraft caused by passenger. Tray table latch broken.
201511315	22/07/2015			Disruptive passenger event : Pax enters the cabin while still cleaning and pretends to stay on board. No safety issue.
201511681	18/06/2015	LGKR (CFU): Kerkira/Ioannis-Kapodistriias	EGCC (MAN): Manchester/Intl	Passenger intentionally damaged tray table.
201511682	19/06/2015			Disruptive passenger attempted to get out off seat during final descent and after landing while seat belt signs on.
201511691	24/06/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Disruptive passenger refused to sit down for landing and made abusive comments to crew.
201512567	23/08/2015	LEIB (IBZ): Ibiza	LEIB (IBZ): Ibiza	Disruptive passenger deliberately damaged cup holder on seat 18a.
201512580	21/08/2015	LGKR (CFU): Kerkira/Ioannis-Kapodistriias	En route	Disruptive Passengers: Abusive to cabin crew and set fire to companions hair.
201512745	15/08/2015			Aggressive and abusive passenger denied flight due to alcohol and drug symptoms during boarding. Police and security called.
201512779	27/08/2015			Smoke detector activated. Caused by passenger smoking an electronic cigarette.

201512788	18/08/2015			Disruptive Passenger: Verbally aggressive to cabin staff. Police requested to meet the aircraft on arrival.
201512847	27/08/2015			Disruptive passengers: Drinking own alcohol. Warning letter issued and passport details taken.
201512849	27/08/2015			Disruptive Passenger: Had to be told several times to stop shouting and swearing. Warning letter issued and passport details taken.
201512861	26/08/2015			Lavatory smoke alarm activated due to passenger smoking an electronic cigarette. Verbal warning by cabin crew and Captain.