

4 April 2016
Reference: F0002701

Dear XXXX

I am writing in respect of your recent request of 4 March 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'As part of a previous FoI response [Ref: F0000962] you provided me with details of the average holding times for planes in 2009 at 10 different UK airports. Could you provide me with similar data for all the intervening years that you hold?'

Our response:

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.

The information requested is produced by NATS En Route plc as part of the performance reporting requirements under its air traffic services licence. We retain this data for a period of five years; therefore we no longer have data for 2010. The annual data for each year from 2011 to 2015 is shown in the table below:

Average per aircraft time in stack (minutes)

Airport	2011	2012	2013	2014	2015
Heathrow	5.27	5.25	5.15	4.70	4.77
Manchester	0.56	0.54	0.57	0.50	0.56
Stansted	0.21	0.20	0.19	0.28	0.40
Gatwick	0.71	0.86	0.89	1.04	1.63
Edinburgh	0.19	0.16	0.12	0.13	0.13
Birmingham	0.17	0.14	0.15	0.19	0.16
Glasgow	1.03	1.19	0.10	0.10	n/a
East Midlands	0.05	0.07	0.10	0.08	0.07
Luton	0.07	0.08	0.09	0.10	0.10
London City	0.25	0.21	0.16	0.16	0.14

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:-

Civil Aviation Authority

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

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

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

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Stephen', written over a light grey rectangular background.

Rihanne Stephen
Information Rights 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.