



Harmonized Delay, Cancel, and Unscheduled Stop Codes Effective June 1, 2012

Delay Codes

Airport Ops

Airport

AC -Cabin Prep - Non-Vendor:

Delay in stations where United personnel provide the cabin cleaning, lav servicing, supplying or security search of the aircraft and fail to complete the task.

AD-Aircraft Damage Found on

Arrival: Delay due to aircraft damage discovered upon arrival

AG -Gate Checked Bags:

Delay caused by gate checked bags or United Express carry on bags process. Specific time parameters for UA & UAX to be added at a later date.

AO-Airport Staffing:

Delay due to unplanned schedule peaking or other unplanned significant operational events, resulting in insufficient staffing/manpower levels at the airport.

AP-Facilities:

Delay that is the direct result of the mechanical failure of a fixed facility, for example, an electrical power outage, baggage system mechanical issue, or loading bridge failure.

AQ -Ground Equipment:

Delay caused by a breakdown or unavailability of Ground Equipment

AU – Local User Code:

Delay that may be defined by Airport Ops to identify a temporary local station operations situation. The use of this code must be first authorized by WHQAO Planning and WHQAO (Operational Analysis) must be notified.

AW -Potable Water Non-Vendor:

Delay caused by potable water servicing where United personnel perform this activity.

AZ -Security -Airport Ops:

Delay caused by waiting for customers and/or aircraft clearance through customs, immigration and/or agricultural inspection. Delay caused by investigation and/or inspection of customers and/or bags by local and/or federal law enforcement agencies.

Customer Service

CD-Aircraft Damage-Customer

Service: Delay due to aircraft damage caused by Customer Service personnel.

CE -Personnel Error-Customer

Service: Delay due to error by Customer Service station personnel

CH -Customer Handling:

Delay caused by unexpected customer issues such as medical emergency, illness, disruptive behavior, etc.

CL -Slow Enplaning/Deplaning:

Delay caused by slow deplaning or slow boarding of customers. Delay caused by consolidating of flights due to delays and cancellations.

CO -Oversales:

Delay due to customers denied boarding because of oversales, including International voluntary denied boarding baggage removal.

CR-International Baggage

Reconciliation: Delay caused by the completion of the international baggage reconciliation process and the removal of baggage when the process indicates that a customer is not onboard the aircraft. Not applicable to oversales.

CX -Customer Connections Under

20 min.: Planned delay of 1-19 minutes holding for connecting customers and their bags. See NX for delays 20 minutes and over.

CZ -Security -Customer Service:

Delay caused by slow screening at the security checkpoints in the lobby, curbside or other designated security checkpoints. Delay at gates caused by the screening of passengers and bags required by government agencies.

Ramp Service

RA-Pneumatic Engine Start:

Delay due to required pneumatic engine start as a result of a previously deferred non-operating Auxiliary Power Unit (APU).

RB -Bag Loading:

Delay to complete unloading and loading of bags. Late loading of baggage due to online connections, damaged container, gate checked bags or late delivery of interline bags.

RC-Cargo Handling:

Delay caused by cargo handling (freight, mail and live animals...), such as late completion of cargo documents and late cargo from warehouse. Delay caused by defective ULD or Pallets

Delay Codes

RD-Aircraft Damage -Ramp: Delay due to aircraft damage caused by Ramp Service personnel and/or equipment.

RE -Personnel Error -Ramp: Delay due to error by Ramp station personnel.

RF -Fueling – Non-Vendor: Delay caused by fueling of aircraft when United personnel are responsible for the fueling activity.

RS: Snow/Ice Removal: Delay to complete snow and ice removal. Holding at gate 'ready to depart' for metering to de-icing pads should be charged to XH.

RZ -Security -Ramp: Delay caused by U.S. government mandated baggage security procedures, including baggage and baggage related system congestion and/or ramp-side screening (e.g. 100% TSA baggage screening, Canadian baggage, backlog at EDS machines). Late delivery of screened, checked baggage due to TSA or ICAO requirements. Includes delays due to inoperative screening equipment. Applies to customers who check-in within appropriate time limits.

Station Ops

SD -Aircraft Damage-Station Ops: Delay due to aircraft damage caused by Station Operations personnel and/or equipment, e.g. aircraft Move Team.

SE (UN) -Personnel Error-Station Ops: Delay due to error by Station Ops personnel. It will be coded initially as UN pending coding changes to Unimatic.

SG -Late Tow Up to Gate: Late tow of aircraft from remote area to the gate due to Move Team or Station Ops controlled processes. Use TG if aircraft moves are the responsibility of Tech Ops.

ST -Ramp Congestion: Delay for ramp or gate congestion due to taxing/towing aircraft when ramp movement is managed by local UA station personnel.

Vendor

VC -Cabin Prep -Vendor: Vendor controllable delay resulting from completion of standard work (including replacement of seat covers) for aircraft cleaning and provisioning that caused a delay of passenger boarding (includes vendor high lift truck/portable stairs malfunctions) (for Cabin Security Search use VZ).

VD -Aircraft Damage -Vendor: Vendor Controllable delay due to damage to aircraft by any vendor (cleaners, lav svc, fuelers, etc.) personnel and/or equipment.

VF -Fueling -Vendor: Vendor controllable delay due to late or improper fueling of aircraft by vendor personnel (includes fuel truck malfunctions).

VL -Lavatory Servicing -Vendor: Vendor controllable delay due to late or improper lavatory servicing by vendor personnel (includes vendor GSE malfunctions).

VS -Special Needs Customer Handling -Vendor: Vendor controllable delay due to the handling of customers with special needs by vendor personnel (wheelchairs, etc.)

VW -Potable Water -Vendor: Vendor controllable delay due to late or improper potable water servicing by vendor personnel (includes vendor GSE malfunctions)

VZ -Security -Vendor: Vendor controllable delay resulting from completion of standard work for required interior cabin security search that caused a delay of passenger boarding.

Tech Ops

Aircraft Reliability

TA -Aircraft Servicing: Delay to perform non-routine maintenance activities or complete routine aircraft servicing tasks such as fluids, tire checks and brake wear.

TC -Time Limit: Delay to perform a maintenance task that is "out of time".

TE -Personnel Error -Tech Ops: Delay resulting from failure of Technical Operations personnel or contract employee under Technical Operations supervision to properly execute a maintenance task.

TF – Deferral Management: Delay resulting from the process of creating a deferral, re-deferring an item, or working the deferral.

TL -Late Notification: Delay to address aircraft parts or systems reported to Technical Operations within 15 minutes of departure time.

TV -Vendor Ops: Delay to perform maintenance on a system that is the sole responsibility of a third party vendor (e.g. Panasonic, Live TV).

Delay Codes

Other Tech Ops

TD -Aircraft Damage -Tech Ops:

Delay due to aircraft damage caused by Technical Operations personnel or contract employees under Technical Operations supervision.

TG -Late Tow up to Gate: Late tow of aircraft from remote area to the gate due to Tech Ops controlled processes. Use SG if aircraft moves are the responsibility of Airport Ops.

TM – Planned Maintenance:

Delay resulting from completion of planned maintenance.

TN -Non-Stocked Part: Delay due to parts not planned in station's inventory.

TP -Stocked Part: Delay due to unavailability of parts planned in station's inventory.

TS-Stores: Delay resulting from delayed delivery of ordered stocked parts to the aircraft.

TU -Unserviceable Part: Delay resulting from an unserviceable part required for an aircraft repair.

Flight Ops

FA -Flight Ops MEL Actions

Required: Delay due to flight crew actions required to comply with the minimum equipment list (MEL).

FD -Aircraft Damage -Flight Ops:

Delay caused by aircraft damage, or damage inspection, caused by the flight crew, either in the air or on the ground, who are not receiving visual guidance from ground personnel. (e.g., fluids spilled in the pedestal, tail strikes.)

FF -Flight Ops FAA Inspector: Delay due to additional time required to accommodate an FAA inspector.

FK -Flight Ops Unavailable Crew:

Delay due to unavailability of a flight deck crew member with the exception of late connecting crews (use FX) or crew legalities (FL or FW).

FL -Flight Ops Scheduling: Delay due to unavailability of flight deck crew due to contractual or FAR requirements other than the Whitlow interpretation of FAR 121.471 (use FW).

FM -Flight Ops Call for Tech Ops -

No Action: Delay due to a call for Tech Ops with no resulting maintenance action performed.

FN -Flight Ops Crew Pre-Departure

Normal Checklists: Delay due to completing normal pre-departure cockpit checks or setup.

FP -Flight Ops Crew Planning:

Delay due to coordination with the Network Operations Center (NOC) for flight planning or dispatch requirements.

FQ -Flight Ops Equipment: Delay due to captain's determination that due to equipment limitations (MEL) the aircraft is unable to operate (UTO) on the segment assigned.

FT -Flight Ops Crew Training: Delay due to additional time needed due to an in-progress training event.

FW -Flight Ops Whitlow Legality:

Delay caused by the unavailability of cockpit crew members due to an FAR requirement, i.e., the Whitlow interpretation of FAR 121.471, as related to duty times and rest periods. For clarification on the use of this code, contact OPBCM (Crew Scheduling).

FX -Flight Ops Crew Connections:

Delay holding for connecting cockpit crew members.

FZ -Security -Flight Ops: Delay caused by completing security briefings, completing security checks, completing/correcting security documents, briefing or processing Federal Air Marshals or any security issue directly related to Flight Operations.

Weather & ATC

XA -Flow Control: Delay due to holding for ATC clearance which is withheld due to Flow Control procedures at the destination airport. Use this code only when the destination station has a ground delay program in effect or has incurred ground stops. 'XA' delayed flights will be identified by a wheels-up time originating from FAA Central Flow in Washington. Delay on international flights holding for FAA assigned take-off slot due to en route wind conditions, route changes, or spacing requirements. For delays due to a missed slot, charge it to root cause.

XB -Local Tower ATC: Delay holding for ATC or runway clearance which is withheld by the local FAA or OA tower. Flight crew will be notified.

XC -Airport Conditions: Delay due to local or destination airport field or ATC situations (not related to environmental factors), such as ATC power outages, ATC computer failures, disabled aircraft, and inoperative runway lights or runway ILS.

Delay Codes

XF -Extreme Weather: Delay due to extreme local, en route, or destination weather (planned and unplanned), which prevents the safe operation of a flight. Examples include, but are not limited to, below aircraft/pilot minimum certifications, earthquakes, extreme high/low temperatures, high winds, lightning/thunderstorm, tornado/hurricane, runway/ramp snow removal. (Not to be used for aircraft de-icing).

XG -Disaster: Delay due to major operational disruption and/or airport closure caused by a major natural disaster, political unrest, ground handlers' strikes, or curfews.

XH -Holding at Gate -Metering: Delay resulting from holding at the gate 'ready to depart' for metering to de-icing pads. (Delay authorized only for stations where metering applies).

XI -Departure Allocation Program: Delay due to local departure allocation program caused by snow/icing conditions. Delay due to UA's decision to hold a departure ready aircraft at the gate, due to thunderstorms, snow, inclement weather or FAA requirements, in order to limit the number of aircraft on taxiways and off gate areas in an effort to avoid long tarmac delays.

XJ -Aircraft Late at Gate Due to ATC: Delay caused by late tow of A/C to gate from another on-field location (remote parking, hangar...) due to ATC ground clearance. For ground equipment and/or personnel availability use SG or TG. For gate availability see XK.

XK -Aircraft Late at Gate Due to Gate Availability: Delay caused by late tow of A/C to gate from another on-field location (remote parking, hangar, international terminal...) when an uncontrollable event such as weather results in no gate availability. For ATC caused delays use XJ and tow delays use SG or TG.

XL -Aircraft Damage - Environmental: Delay due to aircraft damage or damage inspection caused by environmental factors, e.g. hail/ice, bird ingestion, heavy turbulence, lightning strikes, foreign object damage (FOD) outside the gate envelope.

XT – Tarmac Delay: Delay due to weather conditions at departure/origin airport that are likely to lead to extended tarmac delays beyond airline control, or return to gate due to tarmac requirements. Code should only be used after scheduled departure and the aircraft is/has experienced a tarmac delay beyond 90 minutes.

XZ-Airport Security Breach: Delay caused by evacuation of a terminal or concourse, or by re-boarding aircraft resulting from a security breach. Security breach affecting UA/UAX operations only should be charged to the appropriate security reason. This delay code should not be used without prior authorization from NOC.

Food Services

KD -Aircraft Damage -Catering: Delay due to aircraft damage caused by catering truck making contact with aircraft. Delay due to slide deployment caused by catering employee.

KG -Catering: Delay due to processes that are the responsibility of the caterer, including but not limited to, late boarding of galleys, potable water servicing, standby meals, and truck malfunctions.

KH -Onboard Revenue -Handheld Credit Card Scanner: Delay caused by failure of the handheld credit card scanner device used to manage revenue from inflight meals. Delays due to late delivery of audio visual materials (movies...)

KZ -Security -Catering: Delay caused by late food or supply delivery to the aircraft due to compliance with security directives. Delay caused by securing or re-securing galley units planeside.

Inflight

Crew

IB -Boarding Delay -Inflight Crew: Delay of passenger boarding caused by processes that are the responsibility of the flight attendants (e.g. cabin safety checks).

ID -Aircraft Damage -Inflight Crew: Delay due to accidental slide deployment or other aircraft damage caused by flight attendant crew.

IE – Personnel Error – Inflight Crew: Delay caused by processes that are the responsibility of the flight attendants, not covered by another delay code.

IP -Elective Provisioning: Delay caused by flight attendants requesting additional provisioning (e.g. meals, water) beyond what is specified.

Delay Codes

Information

Technology

ET – Enterprise Information

Technology: Delay due to computer systems or communication failure. Includes delay due to failure of, and/or failure to communicate with SHARES, Unimatic, or other supported systems.

Network Ops Center

ND -Dispatch: Delay caused by late generation of dispatch release due to processing issues within the control of the NOC. Environmental issues should be coded XF or payload issues coded to NW. IT issues should be coded ET.

NO -Operational Decision -NOC:

Delay caused by decisions made by the NOC, other than routing (e.g. non-maintenance related plane changes to improve system performance, holding to board parts or mechanics needed at another station). Delays caused by decisions made by the NOC to delay operationally mission capable aircraft for repairs of unfavorable aircraft conditions (i.e. unusable cargo pit, inoperative IFE, multiple seat or zone items, galleys, lavs, or potable water system.) due to downline customer factors. Use of this code requires approval from the NOC.

NR -Aircraft Routing: Delay caused by deviation from the planned aircraft routing at the request of the NOC. Delay incurred as a result of a downline equipment substitution when the substituted equipment's MST is greater than the scheduled

MST (e.g. A320 flying A319 schedule. Note: Delay incurred by an initial equipment substitution should be charged to root cause.

NT -Ramp Congestion: Delay for ramp or gate congestion due to taxing/towing aircraft when ramp movement is managed by NOC personnel.

NW -Centralized Load Planning/Weight and Balance: Delay caused by Centralized Load Planning processes or weight and balance issues which are beyond the control of the station including adding ballast. Use of this code for CLP requires appropriate documentation using DIS*85280.

NX -Customer Connections over 20 min.: Delay caused by holding for more than 20 minutes to accommodate connecting passengers and bags. To be coordinated with the Customer Service Coordinators and reviewed by NOC Operations Managers.

Delay Code Qualifiers

LT – Late Turn/Late Arrival of Equipment: LT indicates a late inbound arrival. LT minutes are the difference actual inbound arrival and scheduled arrival times. LT can be a prefix to any delay code, e.g. LTCL. LT is not a delay code for reporting purposes.

PC – Plane Change: PC indicates a plane change occurred after the start of the service time. PC can be a prefix to any delay code, e.g. PCTA. PC is not a delay code for reporting purposes.

IR -Crew Late to Aircraft: Delay caused by crew member(s) failure to meet their required report time to aircraft (i.e. missing scheduled pickup times, electing to take later than scheduled ground transportation, or arriving after report time). Delay due to flight attendant no-showing for a trip.

IS -Late Ground Transportation: Delay caused by crew arriving late at airport due to traffic or delayed hotel transportation (out of crew's control).

IZ -Security -Inflight Crew: Delay caused by security compliance requirements such as getting through TSA lines and performing security checks.

Scheduling

IL -Crew Legality: Delay caused by waiting for flight attendant(s) to complete their legally mandated rest period or awaiting a deadhead crew member to replace them. Delay caused by an equipment substitution that disqualifies the scheduled inflight crew.

IM -Manpower -Open Trip: Delay caused by scheduling issues resulting in unassigned flight attendant to a flight (open trip). Delay due to flight attendant illness after check-in or injured prior to pushback and the flight attendant was replaced.

IX -Connecting Flight Attendant Crew: Delay for holding for connecting flight attendant crew as defined in the CBAs.

Cancel Codes

Airport Ops

Customer Service

CZ-Security-Customer Service:

Cancels caused by required government security screening of profiling procedures or by Federal Customs and Immigration processing. Cancel caused by security searches.

Ramp Service

RD-Aircraft Damage-Ramp:

Cancel due to aircraft damage caused by Ramp Service personnel and/or equipment.

RF-Fueling - Non-Vendor:

Cancel caused by Fueling of aircraft when United personnel are responsible for the fueling activity.

RS-Snow/Ice Removal:

Cancel caused by the need to remove snow and ice from the aircraft when removal is a function of Ramp Service.

Vendor

VD-Aircraft Damage-Vendor:

Cancel due to Damage to aircraft by any vendor (cleaners, lav svc, fuelers, etc.) personnel and/or equipment.

VF-Fueling-Vendor:

Cancel due to late or improper fueling of aircraft by Vendor personnel (includes fuel truck malfunctions).

Other Station Operations

AD-Aircraft Damage Found on

Arrival: Cancel due to aircraft damage discovered upon arrival

Tech Ops

Aircraft Reliability

TA-Aircraft Servicing: Cancel to perform non-routine maintenance activities or complete routine aircraft servicing tasks such as fluids, tire checks and brake wear. For cancellations associated with materials and parts, use TP.

TC-Time Limit: Cancel to perform a maintenance task that is "out of time"

TF-Deferral Management: Cancel resulting from the process of creating a deferral, re-deferring an item or working the deferral.

TV-Vendor Ops: Cancel to perform maintenance on a system that is the sole responsibility of a third party vendor (e.g. Panasonic, Live TV).

Other Tech Ops

TD-Aircraft Damage-Tech Ops:

Cancel due to aircraft damage caused by Technical Operations personnel or contract employees under Technical Operations supervision.

TM-Planned Maintenance: Cancel resulting from completion of planned maintenance.

TP-Materials and Part

Availability: Cancel resulting from unavailability or unserviceable parts or materials.

Flight Ops

FD-Aircraft Damage-Flight

Ops: Cancel caused by aircraft damage, or damage inspection, caused by the flight crew, either in the air or on the ground, who are not receiving visual guidance from ground personnel. (e.g., fluids spilled in the pedestal, tail strikes).

FK-Flight Ops Crew: Cancel due to the unavailability/shortage of pilots due to manpower staffing.

FL-Cockpit Crew

Operations/Scheduling: Cancel due to the unavailability pilots due to operational reasons (e.g., en route sick calls, close-in sick calls, pilots over duty, crews unable to connect to scheduled flying, no-shows, etc.)

FN-Flight Ops Crew

Pre-Departure Checklists:

Cancel due to completing normal pre-departure cockpit checks or setup.

FQ-Flight Ops Equipment:

Cancel due to captain's determination that due to equipment limitations (MEL) the aircraft is unable to operate (UTO) on the segment assigned.

Cancel Codes

FW-Flight Ops Whitlow

Legality: Cancel caused by the unavailability of cockpit crew members due to an FAR requirement, i.e., the Whitlow interpretation of FAR 121.471, as related to duty times and rest periods. For clarification on the use of this code, contact OPBCM (Crew Scheduling).

Weather & ATC

XA-Flow Control: Cancel due to FAA imposed flow control program.

XB-Local Tower ATC: Cancel due to holding for ATC clearance which is withheld by the local FAA or OA tower.

XC-Airport Conditions: Cancel due to local or destination airport field or ATC situations (not related to environmental factors), such as ATC power outages, ATC computer failures, disabled aircraft, and inoperative runway lights or runway ILS.

XF-Extreme Weather: Cancel due to extreme local, en route, or destination weather (planned and unplanned), which prevents the safe operation of a flight. Examples include, but are not limited to, below aircraft/pilot minimum certifications, earthquakes, extreme high/low temperatures, high winds, lightning/thunderstorm, tornado/hurricane, runway/ramp snow removal. (Not to be used for aircraft de-icing).

XG-Disaster: Cancel due to major operational disruption and/or airport closure caused by a major natural disaster, political unrest, ground handlers' strikes, or curfews.

XI-Departure Allocation

Program: Cancel due to local departure allocation program caused by snow/icing conditions.

XL-Aircraft Damage-

Environmental: Cancel due to aircraft damage or damage inspection caused by environmental factors, e.g. hail/ice, bird ingestion, heavy turbulence, lightning strikes, foreign object damage (FOD) outside the gate envelope.

XT-Tarmac: Cancel due to weather conditions at departure/origin airport that are likely to lead to extended tarmac delays beyond airline control, or return to gate due to tarmac requirements.

XU-UA Initiated (UAX ONLY):

UA initiated cancel of United Express flight segments related to WX/ATC during Ground Delay Program (GDP), authorized by UA NOC (UAX flights only).

XZ-Security Breach: Cancel caused by evacuation of a terminal or concourse, or re-boarding aircraft resulting from a security breach. Security breach affecting UA/UAX operations only should be charged to the appropriate security reason. This Cancel code should not be used without the prior authorization from NOC.

Food Services

KD-Aircraft Damage-Catering:

Cancel due to aircraft damage caused by catering truck making contact with aircraft. Cancel due to slide deployment caused by catering employee.

KG-Catering: Cancel due to processes that are the responsibility of the caterer, including but not limited to, late boarding of galleys, potable water servicing, standby meals, and truck malfunctions.

Inflight

Crew

ID-Aircraft Damage-Inflight

Crew: Cancel due to accidental slide deployment or other aircraft damage caused by flight attendant crew.

Scheduling

IL-Crew Legality: Cancel due to the unavailability of inflight crew members because of the lengthy contractual of FAR requirements. Cancel caused by an equipment substitution that disqualified the scheduled inflight crew.

IM-Manpower-Open Trip:

Cancel caused by scheduling issues resulting in unassigned flight attendant to a flight (open trip).

Cancel Codes

Information Technology

ET-Enterprise Information

Technology: Cancel due to computer systems or communication failure. Includes cancels due to failure of, and/or failure to communicate with SHARES, Unimatic, or other supported systems.

Network Ops Center

NC-System Control: Cancel caused by decisions made by Network Operations Control to cancel a flight for operational reasons.

NO-Operational Decision:

Cancel caused by decisions made by NOC to not fly an aircraft in an unfavorable condition (i.e., unusable cargo pit, inoperative IFE, multiple seat or zone items, galleys, lavs or potable water system).

NP-Operational Requirements:

Cancel of extra sections, ferry flights, test hops and training flights on a current day. This excludes scheduled ferry flights.

NS-Schedule Message:

Cancel caused by operational adjustments required due to errors in the schedule database,

DOT cancelling criteria (7 day rule), or system constraints.

Cancel Code Qualifier

SD – Secondary Cancellation:

Results from primary cancellations and is associated with a primary cancellation cause and process. It is used as a suffix to any cancel code, e.g T ASD

Irregular Operations

Codes and Definitions

The codes and explanations below are used in conjunction with the following action codes:

DVRT – Diversion

XSTP – Extra Stop

RTFL – Return to Field

NSTP – No Stop

NSI – No Stop Inbound

DB- FAA/Airport Equipment

Failures: Air Traffic Control Center or airport equipment failures (e.g. Center failure, radar failure, approach light failure).

DC- Airport Conditions: Local or destination airport field or ATC situations, such as ATC power outages, ATC computer failures, disabled aircraft, runway lights inoperative, runway ILS inoperative. Curfew violation caused by late operation.

DF- Cockpit Crew: Pilot crew legality. If both pilots and flight attendants, also report as FL.

DG- Disaster: Airport closure due to major natural disaster, political unrest, or labor unrest (strike).

DH- Unruly Passenger: Unruly or disruptive passenger.

DI- Inflight Crew: Flight attendants' legality. If both pilots and flight attendants, report as FL.

DM- Ill Passenger: Medical emergency.

DO- System Control: Irregular operation due to decision made by Network Operations Center (NOC).

DP- Fuel Stop- Planned: Planned en route stop for fuel because of winds or payload.

DT- Mechanical (Maintenance Ops): Aircraft Failure.

DU- Fuel Stop- Unplanned: Unplanned en route stop for fuel because of winds or payload.

DW- Weather/ATC: Weather conditions, such as thunderstorms, low visibility, winds, etc. ATC restrictions, such as ATC Center imposed restrictions, local airport congestion, etc. Includes both en route and destination.

DX- Passenger Protection: Protect passengers from another cancelled flight, or no-stop due to no need.