

MAJOR U.S. AIRLINE OUTAGES



2017

april 4



Airline
Delta

Location Affected
Delta's Atlanta hub and other airports across the country



Flights Impacted
Thousands of flights delayed or cancelled

Length of Outage
5 days



Cause
Computer system outage due to storms in the area

Systems Affected
Reservation system, crew scheduling systems



3 april



Airline
United Airlines

Location Affected
George Bush Intercontinental Airport (Houston)



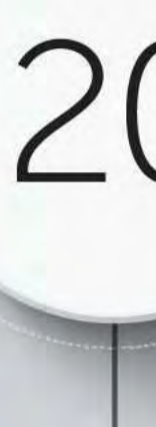
Flights Impacted
150 flights delayed, 30 cancelled

Length of Outage
2 hours



Cause
System problem

Systems Affected
System used by pilots for data reporting and take-off planning



march 20



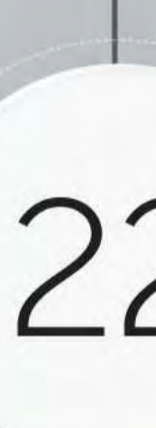
Airline
ExpressJet (operating flights as Delta, United, American Airlines)

Location Affected
Nationwide



Flights Impacted
423 flights delayed, 64 cancelled

Length of Outage
Several hours



Cause
System-wide outage

Systems Affected
Prevented take-off



22 february



Airline
American Airlines

Location Affected
Philadelphia International Airport



Flights Impacted
135 flights delayed, 21 cancelled

Length of Outage
3-4 hours



Cause
Scheduled overnight internet shutdown did not come back on at 4 a.m. as planned

Systems Affected
Reservation system



january 29



Airline
Delta

Location Affected
Nationwide



Flights Impacted
170 flights delayed, 80 cancelled

Length of Outage
2.5 hours



Cause
Computer system failure due to an automation issue

Systems Affected
Operations (ground stop for flights waiting to depart & prevention of disembarking from arriving flights), unable to log into the Delta website



22 january



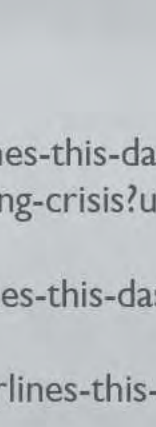
Airline
United Airlines

Location Affected
Nationwide



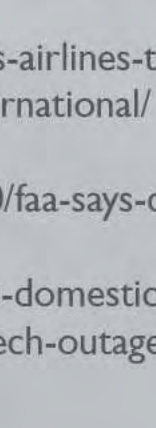
Flights Impacted
Over 200 flights delayed, 6 cancelled

Length of Outage
2.5 hours



Cause
System-wide technical glitch due to an IT issue

Systems Affected
System used for communicating flight information to operations, Aircraft Communications Addressing and Reporting System (ACARS)



SOURCES:

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- April 3, 2017: <https://qz.com/535967/tech-glitches-keep-plaguing-us-airlines-this-dashboard-keeps-track-of-them-all/>
- March 20, 2017: <https://qz.com/535967/tech-glitches-keep-plaguing-us-airlines-this-dashboard-keeps-track-of-them-all/>
- February 22, 2017: <https://qz.com/535967/tech-glitches-keep-plaguing-us-airlines-this-dashboard-keeps-track-of-them-all/>; <http://philadelphia.cbslocal.com/2017/02/22/computer-problems-philly-international/>
- January 29, 2017: <https://www.bloomberg.com/news/articles/2017-01-30/aa-says-delta-halted-domestic-flights-after-automation-failure>
- January 22, 2017: <http://www.cnn.com/2017/01/22/travel/united-grounds-domestic-flights-because-of-it-issue/>; <https://www.dallasnews.com/business/airlines/2017/01/23/united-airlines-tech-outage-causes-new-flight-delays-cancellations>