

Tutorial for downloading and analyzing flight occurrence data from the [Civil Aviation Daily Occurrence Reporting System](#) (CADORS)

When two passengers' unruly behaviour forced a Cuba-bound charter flight to land pre-maturely, the incident drew [international headlines](#). While the initial stories were interesting and somewhat salacious, the follow-up stories shed more light on a kind of behaviour that is surprisingly common. What's more, a Transport Canada database of aircraft "occurrences" keeps track of it all. CADORS, the acronym for the Civil Aviation Daily Occurrence Reporting System, contains a trove of information that can be mined for follow-up stories like Arik Ligeti's August 31 [piece](#) on the problems that unruly passengers have caused airlines over the years, especially WestJet. In his story's lead, Arik informs us that the two women on that Sunwing flight to Cuba "are among hundreds of Canadians who have caused trouble in the skies in the past decade."

So how did Arik come up with the number "hundreds"? And how can journalists use CADORS to find original stories or follow-ups to the incidents involving aircraft (planes, helicopters, hot air balloons, etc.) that inevitably make news week in and week out? This tutorial is designed to answer that question.

Let's get started!!

- 1) Go to CADORS [main page](#). Before dealing with any database, it's important to understand what it can tell you and what it can't. Think of a database like a source and the way we assess his or her usefulness before conducting the interview. Just like that source, we must interview the database by studying its contents: columns with numbers that could be dates, times of day, aircraft model numbers; description of the phase of flight the incident occurred; the airline involved; the aerodrome or airport. This information is usually contained in a readme file, or in this case the [CADORS:Help file](#), which explains that the fields (or columns in the tables) are "grouped together by occurrence information, aircraft information, event

information, and detail information”, as you can see in this screenshot.

QUERY PAGE				
If the <u>CADORS Query</u> link is selected, the user will be brought to the CADORS Query page. The fields that are available for querying are grouped by occurrence information, aircraft information, event information, and detail information.				
Occurrence Information The following fields may be queried upon:				
Field Name	Definition	Value / Format	Data Rule / Functionality	Comments
<u>CADORS Number</u>	Identifier used to uniquely identify each report of an occurrence.	<u>YYYYANNNN</u>	Assigned by the system using the following logic: -The first 4 digits represent the current year. -The next character represents the region from which the report originated (Atlantic, Quebec, Ontario, Prairie & Northern C, Pacific, Foreign)	The user may enter a <u>CADORS</u> number to search for a particular record.

- 2) In addition to explaining the information contained in each column, this help page walks you through the process of downloading the table, and saving it to your hard drive. We'll repeat those steps, and then go a little further by pulling the tables into Excel.
- 3) Now let's return to the [main menu](#).
- 4) Click on the "Query", the link at the top of the list.
- 5) This will bring you to the Query page. There are many ways you can slice and dice this information by selecting a date range, specifying the number of injuries, the province or region, aircraft category.
- 6) You can even plug certain key words such as "alcohol" "drunk" or "drinking" into the narrative field, which is what Arik did for his story. There

are many possibilities.

Transport Canada

Canada

Search

Air Marine Rail Road Safety Security Environment Innovation Resources Regions

Home > CADORS > Query

CADORS

Main Menu

Query

National Report

Regional Report

Word/Text Search

Subscribe to CADORS daily reports

Modify subscription preference / unsubscribe to CADORS daily reports

Glossary of Terms

Help

CADORS: Query

Search Reset

Occurrence Information

CADORS Number:

Occurrence Date Range: to 2014-09-11

Occurrence Type:

Fatalities: Injuries:

Canadian Aerodrome ID: Enter any part of an Aerodrome Id in the text box, and then click on the Aerodrome Lookup button to populate the Aerodrome list. Results will appear in this list

Occurrence Location:

Province:

Occurrence Region:

TSB Occurrence Number:

TSB Class Of Investigation:

AOR Number:

7) For the purposes of this tutorial, and as a follow up to an incident involving unruly passengers, let's scroll down to the "Event(s)" section of the query.

Clear category list selection

Event(s)

Event(s) Level

☒ Both - Aircraft Event(s) and Occurrence Event(s)

☐ Occurrence Event(s) Only

☐ Aircraft Event(s) Only

To select more than one event from this list, hold the Ctrl while selecting individual events. To select a range of events (i.e. everything between two non-adjacent events in the list), select an event, press Shift and select a second event.

Search Event Type

☒ Search ALL Events

☐ Search ALL SELECTED Events (AND)

☐ Search ANY SELECTED Events (OR)

Event(s)

Accident - crash

Aerodrome - foreign authorities involved

Aerodrome - labour action

Aerodrome - operations

Aerodrome - other

Clear event list selection

Aircraft Information

- 8) Select “Disruptive passenger” from the Event(s) drop-down menu, and then check the radio button to the left of the Search “ALL SELECTED EVENTS (AND)” option as in the screen shot blow

Event(s)

Event(s) Level

☒ Both - Aircraft Event(s) and Occurrence Event(s)

☐ Occurrence Event(s) Only

☐ Aircraft Event(s) Only

To select more than one event from this list, hold the Ctrl while selecting individual events. To select a range of events (i.e. everything between two non-adjacent events in the list), select an event, press Shift and select a second event.

Search Event Type

☐ Search ALL Events

☒ Search ALL SELECTED Events (AND)

☐ Search ANY SELECTED Events (OR)

Event(s)

Declared emergency/priority

Decompression/pressurization

Disruptive passenger

Diversion

Door/canopy openings indications

Clear event list selection

- 9) Scroll to the bottom and select the “Search” tab to produce the result you see here.

Air Marine Rail Road Safety Security Environment Innovation Resources Regions

Home > CADORS > Query > Summary Results

CADORS: Summary Results

Criteria
Occurrences Date To: 2014-09-11; Occurrence Type: All Occurrence Types; Fatalities: >= 0; Injuries: >= 0; Province: All Provinces; Occurrence Region: All Regions; TSB Class Of Investigation: All; Occurrence Category Search Type: Search ALL Categories; Event Search Level: Both Aircraft Event(s) and Occurrence Event(s); Search Event Type: Search ALL SELECTED Events (AND); Event: Disruptive passenger; Flight Rule: All Flight Rules; CARs Subpart: All Subparts; Aircraft Category: All Aircraft Categories;

Preview Selected Go to Download Page

Select all on this page Unselect all on this page Search Again

792 record(s) found

Page 1 of 33 > 1 Go

<input type="checkbox"/>	CADORS Number	Occurrence Type	Occurrence Date	Aerodrome ID	Fatalities	Injuries
<input type="checkbox"/>	2014Q1073 Operator: • AIR TRANSAT (5311) Location: QUÉBEC / JEAN LESAGE INTL QC (CYQB)	Incident	2014-06-10	CYQB	0	0
<input type="checkbox"/>	2014Q1042 Operator: • AIR TRANSAT (5311) Location: 120 NM SE QUÉBEC / JEAN LESAGE INTL QC (CYQB)	Incident	2014-06-06		0	0
<input type="checkbox"/>	2014Q0966 Operator: • AIR TRANSAT (5311) Location: 50 SE QUÉBEC / JEAN LESAGE INTL QC (CYQB)	Incident	2014-05-28		0	0
<input type="checkbox"/>	2014Q0155 Operator: • WESTJET (8893) Location: MONTRÉAL / PIERRE ELLIOTT TRUDEAU INTL QC (CYUL)	Incident	2014-01-22	CYUL	0	0
<input type="checkbox"/>	2014P1588 Operator: • WESTJET (8893) Location: KELOWNA BC (CYLW)	Incident	2014-09-09	CYLW	0	0

- 10) The key number is 792. That is, there were 792 occasions when Transport Canada recorded occurrences in which passengers' became so disruptive -- in many cases aided and abetted by stimulants -- that they had to be reported, many times to the police. To find out what happened in each case, click on the CADORS Number, which provides all the

information, especially the details in the narrative.

Aircraft Information			
Registration Mark:		Foreign Registration:	
Flight #:	TSC572	Flight Rule:	IFR
Aircraft Category:	Aeroplane	Country of Registration:	Canada
Make:	AIRBUS	Model:	A310
Year Built:		Amateur Built:	No
Engine Make:		Engine Model:	
Engine Type:		Gear Type:	Land
Phase of Flight:	Cruise	Damage:	No Damage
Owner:	Air Transat A T Inc.		
Operator:	AIR TRANSAT (5311)		
Operator Type:	Commercial	CARs Subpart:	
Aircraft Event Information			
<ul style="list-style-type: none">Disruptive passengerDiversion			
Occurrence Summary			
Date Entered:	2014-06-23		
Narrative:	FAA Report Sent June 9: An Air Transat Airbus A310 (TSC572) from Montreal, QC to Lyon, France, diverted and landed in Quebec City, QC without further incident after reporting a verbally abusive disruptive passenger on board. The passenger was removed from the flight and allowed to rebook.		
O.P.I.:	Commercial & Business Aviation	Further Action Required:	Yes

- 11) In this case the passenger was “removed” (I’m sure you could find a better verb!!) and allowed to get on another one.
- 12) Ploughing through each case is too time-consuming. Especially when the alternative is much more appealing: downloading the entire table that you’ve selected from the CADORS database.

- 13) Return to your “Summary Results” page, and select the “Go to Download Page” tab.

CADORS: Summary Results

Criteria
Occurrences Date To: 2014-09-11; Occurrence Type: All Occurrence Types; Fatalities: >= 0; Injuries: >= 0; Province: All Provinces; Occurrence Region: All Regions; TSB Class Of Investigation: All; Occurrence Category Search Type: Search ALL Categories; Event Search Level: Both Aircraft Event(s) and Occurrence Event(s); Search Event Type: Search ALL SELECTED Events (AND); Event: Disruptive passenger; Flight Rule: All Flight Rules; CARs Subpart: All Subparts; Aircraft Category: All Aircraft Categories;

Preview Selected

Go to Download Page

Select all on this page

Unselect all on this page

Search Again

792 record(s) found


Page 1 of 53

1

Go

<input type="checkbox"/>	CADORS Number 2014Q1073	Occurrence Type Incident	Occurrence Date 2014-06-10	Aerodrome ID CYQB	Fatalities 0	Injuries 0
	Operator:	• AIR TRANSAT (5311)	Location:	QUÉBEC / JEAN LESAGE INTL QC (CYQB)		
<input type="checkbox"/>	CADORS Number 2014Q1042	Occurrence Type Incident	Occurrence Date 2014-06-06	Aerodrome ID	Fatalities 0	Injuries 0
	Operator:	• AIR TRANSAT (5311)	Location:	120 NM SE QUÉBEC / JEAN LESAGE INTL QC (CYQB)		
<input type="checkbox"/>	CADORS Number 2014Q0966	Occurrence Type Incident	Occurrence Date 2014-05-28	Aerodrome ID	Fatalities 0	Injuries 0

- 14) The Download page contains all the columns, or fields, for each table and the option to select which ones you want.



WARNING: Requests for a large amount of data will process for an extended period of time and there is a possibility that the application will not be able to complete your request. In the event that the report does not function properly, users should attempt to download the desired data in smaller increments. It is suggested that these types of reports be broken down by date range and that the increments be no greater than two months.

Download

Cancel

Occurrence Information

Select all

☐ Occurrence Date

☐ Occurrence Time

☐ Day Or Night

☐ Occurrence Type

☐ Fatalities & Injuries

☐ Canadian Aerodrome ID

☐ Aerodrome Name

☐ Occurrence Location

☐ Province

☐ Country

☐ World Area

☐ Occurrence Region

☐ Reported By

☐ TSB Occurrence No. & Class

☐ AOR Number

Occurrence Event(s)

☐ Event(s)

Occurrence Category(ies)

☐ Category(ies)

Aircraft Information

Select all

☐ Registration

☐ Aircraft Category & Amateur Built

☐ Country of Registration

☐ Flight #

☐ Model

☐ Year Built

☐ Make

☐ Engine Make & Model

☐ Gear Type

☐ Engine Type

☐ Damage

☐ Owner

☐ Phase of Flight

☐ Operator Type

☐ Operator

☐ CARs SubPart

☐ Flight rule

Aircraft Event(s)

☐ Event(s)

Occurrence Summary

Select all

☐ Date Updated

☐ Further Action Required

☐ O.P.I.

☐ Narrative

- 15) Select ALL the fields in the Occurrence Information Table, which also includes Occurrence Event(s) and Occurrence Category(ies) (the type of

aircraft)

Download Cancel

Occurrence Information

Unselect all

<input checked="" type="checkbox"/> Occurrence Date	<input checked="" type="checkbox"/> Occurrence Time	<input checked="" type="checkbox"/> Day Or Night
<input checked="" type="checkbox"/> Occurrence Type	<input checked="" type="checkbox"/> Fatalities & Injuries	<input checked="" type="checkbox"/> Canadian Aerodrome ID
<input checked="" type="checkbox"/> Aerodrome Name	<input checked="" type="checkbox"/> Occurrence Location	<input checked="" type="checkbox"/> Province
<input checked="" type="checkbox"/> Country	<input checked="" type="checkbox"/> World Area	<input checked="" type="checkbox"/> Occurrence Region
<input checked="" type="checkbox"/> Reported By	<input checked="" type="checkbox"/> TSB Occurrence No. & Class	<input checked="" type="checkbox"/> AOR Number

Occurrence Event(s)

☒ Event(s)

Occurrence Category(ies)

☒ Category(ies)

Aircraft Information

Select all

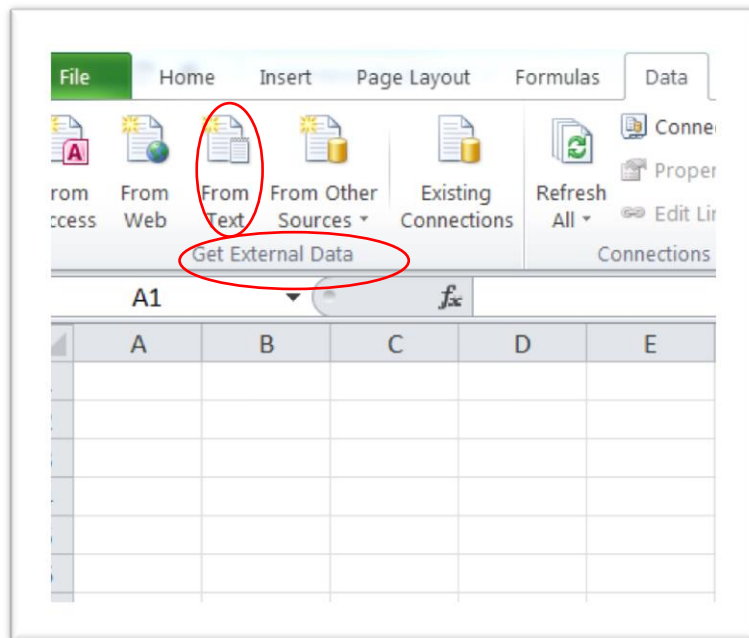
<input type="checkbox"/> Registration	<input type="checkbox"/> Aircraft Category & Amateur Built	<input type="checkbox"/> Country of Registration
<input type="checkbox"/> Flight #	<input type="checkbox"/> Model	<input type="checkbox"/> Year Built
<input type="checkbox"/> Make	<input type="checkbox"/> Engine Make & Model	<input type="checkbox"/> Gear Type
<input type="checkbox"/> Engine Type	<input type="checkbox"/> Damage	<input type="checkbox"/> Owner
<input type="checkbox"/> Phase of Flight	<input type="checkbox"/> Operator Type	
<input type="checkbox"/> Operator	<input type="checkbox"/> CARs SubPart	
<input type="checkbox"/> Flight rule		

Aircraft Event(s)

☐ Event(s)

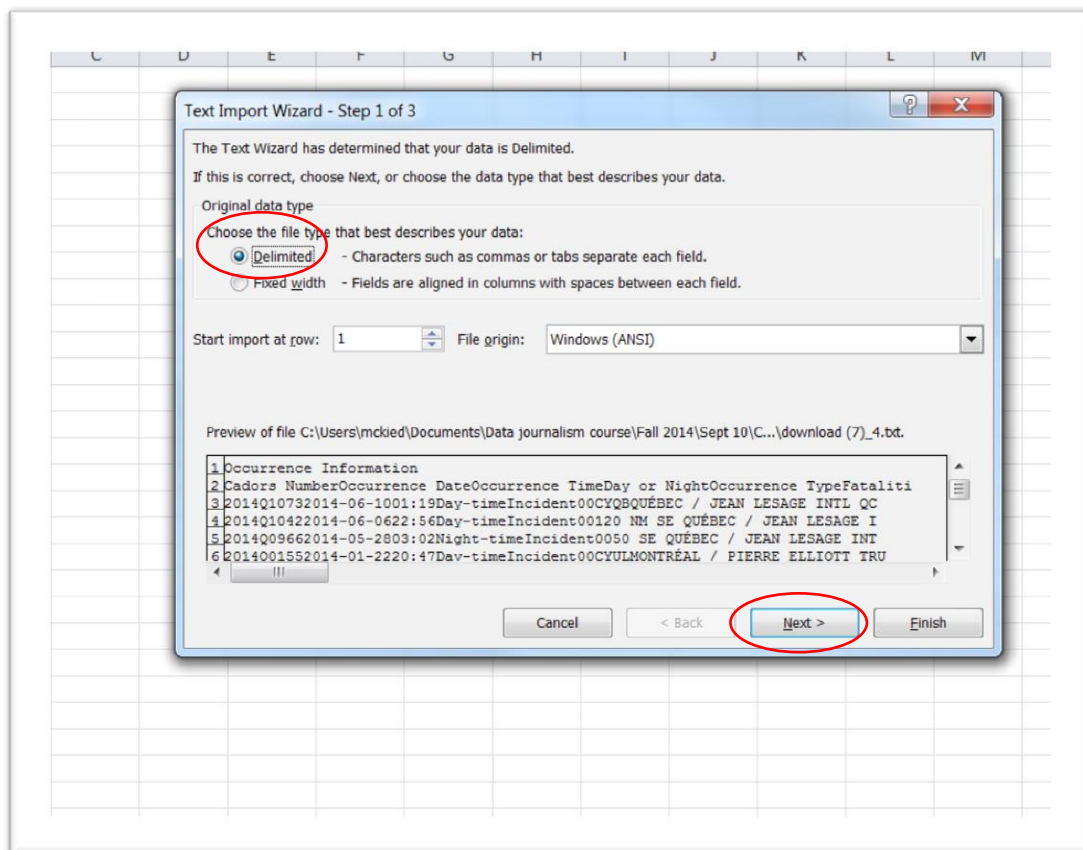
- 16) Download the result, which produces a text file with the generic title "download.txt"
- 17) Move the text file from your download folder into the one you've created for this tutorial, and give it a label that describes its contents more accurately ("Occurrence_Information").
- 18) Open an Excel workbook. A word of caution, since this tutorial was produced on a Dell computer, my Excel screenshots will differ slightly.

- 19) Once in Excel, go to the “Data” section on your menu and select the



“From Text” option.

- 20) Browse for the text file that you’ve just renamed. The first step of the import produces a “Text Import Wizard”.



- 21) The Import Wizard defaults to the “Delimited” option. (**NOTE: for more information on delimiters, consult our textbook, Computer-Assisted Reporting, beginning on page 44).**)
- 22) Select the “Next” tab.

Text Import Wizard - Step 2 of 3

This screen lets you set the delimiters your data contains. You can see how your text is affected in the preview below.

Delimiters

☒ Tab
☐ Semicolon
☐ Comma
☐ Space
☐ Other:

☐ Treat consecutive delimiters as one

Text qualifier: "

Data preview

Occurrence Information	Occurrence Date	Occurrence Time	Day or Night	Occurrence Type
Cadors Number				
2014Q1073	2014-06-10	01:19	Day-time	Incident
2014Q1042	2014-06-06	22:56	Day-time	Incident
2014Q0966	2014-05-28	03:02	Night-time	Incident
2014Q0155	2014-01-22	20:47	Day-time	Incident

Buttons: Cancel, < Back, **Next >**, Finish

- 23) The delimiter for this text file is a tab. Select the “Next”, and then the “Finish” tabs.

- 24) Once you get the “Import Data” dialog box, select the “OK” tab.


Occurrence Information				
Cadors Number	Occurrence Date	Occurrence Time	Day or Night	Occurrence Type
2014Q1073	10/06/2014	1:19	Day-time	Incident
2014Q1042	06/06/2014	22:56	Day-time	Incident
2014Q0966	28/05/2014	3:02	Night-time	Incident
2014Q0155	22/01/2014	20:47	Day-time	Incident
2014P1588	09/09/2014	4:15	Day-time	Incident
2014P1517	25/08/2014	2:30	Day-time	Incident
2014P1509	01/09/2014	1:26	Day-time	Incident
2014P1469	28/08/2014	11:30	Night-time	Incident
2014P1337	09/08/2014	14:30	Day-time	Incident
2014P1142	22/07/2014		Day-time	Incident
2014P1085	16/07/2014	3:00	Day-time	Incident
2014P1084	16/07/2014	2:00	Day-time	Incident
2014P0775	30/05/2014	22:35	Day-time	Incident
2014P0774	30/05/2014	18:25	Day-time	Incident
2014P0758	03/06/2014	2:12	Day-time	Incident
2014P0725	27/05/2014	22:18	Day-time	Incident
2014P0653	15/05/2014	15:13	Day-time	Incident
2014P0645	11/05/2014	2:05	Day-time	Incident
2014P0614	13/05/2014	19:15	Day-time	Incident
2014P0445	04/04/2014	1:23	Day-time	Incident
2014P0414	02/04/2014	3:00	Night-time	Incident
2014P0217	15/02/2014	5:24	Night-time	Incident
2014P0132	26/01/2014	8:55	Night-time	Incident
2014P0131	24/01/2014	22:00	Day-time	Incident
2014P0113	23/01/2014	17:50	Day-time	Incident
2014P0112	23/01/2014	3:00	Night-time	Incident
2014O2313	08/09/2014	23:26	Night-time	Incident
2014O2274	02/09/2014	19:00	Day-time	Incident

- 25) Label the worksheet, “Original”.

- 26) What you have is two separate tables, one with all the fields from “Occurrence Information”, the first table is from the CADORS query. There are two more tables below this one that are merely expanded versions, but with the additional fields, “Events” and “Categories”. For the purposes of this tutorial, let’s with the first table, which ends at row 794

2000C1115		15/11/2000	23:17	Incident
2000C1075		02/11/2000	23:25	Incident
2000A0699		04/12/2000	17:12 Day-time	Incident
1994C0346		23/09/1994	18:14 Day-time	Incident
Occurrence Event(s)				
Cadors Number	Events	Occurrence Date	Occurrence Time	Day or Night
2013Q2841	Disruptive passenger	08/11/2013		16:37 Day-time
2013Q2595	Incursion - manoeuvring area	25/09/2013		18:45 Day-time
2013P0549	Aerodrome, runway or taxiway shutdown	03/05/2013		21:31 Day-time

- 27) Use your vertical scroll bar to navigate back to the top, and use your keyboard's shortcut keys to highlight and copy the table (A2:S794)



Cadors Number	Occurrence Date	Occurrence Time	Day or Night	Occurrence Type
2014Q1073	10/06/2014	1:19	Day-time	Incident
2014Q1042	06/06/2014	22:56	Day-time	Incident
2014Q0966	28/05/2014	3:02	Night-time	Incident
2014Q0155	22/01/2014	20:47	Day-time	Incident
2014P1588	09/09/2014	4:15	Day-time	Incident
2014P1537	25/08/2014	7:20	Day-time	Incident
2014P1509	01/09/2014	1:26	Day-time	Incident
2014P1469	28/08/2014	11:30	Night-time	Incident
2014P1337	09/08/2014	14:30	Day-time	Incident
2014P1342	22/07/2014		Day-time	Incident
2014P1085	16/07/2014	3:00	Day-time	Incident
2014P1084	16/07/2014	2:00	Day-time	Incident
2014P0775	30/05/2014	22:35	Day-time	Incident
2014P0774	30/05/2014	18:25	Day-time	Incident
2014P0758	03/06/2014	2:12	Day-time	Incident
2014P0725	27/05/2014	22:18	Day-time	Incident
2014P0653	15/05/2014	15:13	Day-time	Incident
2014P0645	11/05/2014	2:05	Day-time	Incident
2014P0634	13/05/2014	19:15	Day-time	Incident
2014P0445	04/04/2014	1:23	Day-time	Incident
2014P0434	02/04/2014	3:00	Night-time	Incident
2014P0237	15/02/2014	5:24	Night-time	Incident
2014P0132	26/01/2014	8:55	Night-time	Incident
2014P0131	24/01/2014	22:00	Night-time	Incident

- 28) You'll notice that we excluded the first row, which is not necessary because we already know that name of the table, which we'll use as the label for our new worksheet.
- 29) Insert a new worksheet (Excel has an annoying habit of inserting new elements to the left. You can use your cursor to drag the new worksheet to the right-hand side.).
- 30) Paste the table into the new worksheet, which you will label "OccurInfoWorkingCopy" (databases don't like titles with spaces, which is why the words in our new worksheet title are jumbled together. There is also a word limit, which is why I have truncated my title).
- 31) This is where we begin the process of "interviewing" the data, just like we would a human source. Begin by taking note of all the columns and the kind of information they contain. It may help to write the column names on a sheet of paper, along with a brief description of the contents. This will help when determining how to "filter" the data to produce certain results.

- 33) Filtering, which is the textbook introduces on pages 58-63, is one of the easiest ways to begin interviewing the data.
- 34) Given that we live in Ottawa, let's filter column I, Aerodrome, or airport, name.
- 35) De-select all the categories and select, "Ottawa/Macdonald-Cartier Intl ON)(CYOW).

Advers Numbr	Occurrence Da	Occurr	Day of W	Occurr	Fatalite	Injuries	Aerodrc	Aerodrc	Occurr	Provinc	Country	World #	Occurr	Reporte	ISB Occ	ISB Ctg	AOR Nu	All Narr	ys (Delt)
01402313	08/09/2014	23:26	Night-time	Incident	0	0	CYOW	OTTAWA / OTTAWA / Ontario	Canada	North Arm	Ontario Re Owner/Operator							2014-09-11	- Aviat
01401393	24/06/2014	4:15	Night-time	Incident	0	0	CYOW	OTTAWA / OTTAWA / Ontario	Canada	North Arm	Ontario Re Owner/Operator							2014-07-09	- Aviat
01203634	24/12/2012	17:15	Day-time	Incident	0	0	CYOW	OTTAWA / Macdonald	Ontario	Canada	North Arm	Ontario Re Transport Canada						2012-12-27	- The V
01202664	05/09/2012	22:45	Day-time	Incident	0	0	CYOW	OTTAWA / Macdonald	Ontario	Canada	North Arm	Ontario Re Owner/Operator						2012-09-06	- The V
01201055	29/04/2012	19:53	Day-time	Incident	0	0	CYOW	OTTAWA / Macdonald	Ontario	Canada	North Arm	Ontario Re Owner/Operator						2012-04-30	- The V
01103348	03/11/2011	22:15	Day-time	Incident	0	0	CYOW	OTTAWA / Macdonald	Ontario	Canada	North Arm	Ontario Re NAV CANADA						139761-V1	2011-11-04 - The J
01000796	19/04/2010	13:30	Day-time	Incident	0	0	CYOW	OTTAWA / Ottawa/M	Ontario	Canada	North Arm	Ontario Re NAV CANADA						118063-V1	2010-04-19 - The P
01000683	05/04/2010	13:50	Day-time	Incident	0	0	CYOW	OTTAWA / Ottawa/M	Ontario	Canada	North Arm	Ontario Re NAV CANADA						117627-V1	2010-04-06 - The P
00901893	29/08/2009	14:30	Day-time	Incident	0	0	CYOW	OTTAWA / Ottawa/M	Ontario	Canada	North Arm	Ontario Re Owner/Operator							2009-09-01 - Westj
00800601	06/04/2008	19:25	Day-time	Incident	0	0	CYOW	OTTAWA / Ottawa/M	Ontario	Canada	North Arm	Ontario Re NAV CANADA						92098-V1	2008-04-08 - Air Ca

- 36) Sort column B, “Occurrence Date”, in descending order to obtain the most recent event.
- 37) Scroll to column S, the “All Narrative” field, to find out what happened. You can re-resize the menu bar to read the entire description.

2014-09-11 - Aviation Incident Report#13631: A Westjet Boeing 737-700 (WJA370) from Toronto, ON (CYYZ) to Ottawa, ON (CYOW) experienced a passenger related incident. The flight crew requested Police meet the aircraft in CYOW for an unruly passenger. Police met the flight and the passenger was released without further incident.																				
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Occurrence Date	Occurrence Date	Occurrence Date	Fatality	Injuries	Aircraft	Aircraft	Occurrence	Province	Country	World	Occurrence	Report	TSB Occ	TSB Cla	AOR Num	All Narr				

- 38) The narrative reads: **“2014-09-11 - Aviation Incident Report#13631: A WestJet Boeing 737-700 (WJA370) from Toronto, ON (CYYZ) to Ottawa, ON (CYOW) experienced a passenger related incident. The flight crew requested Police meet the aircraft in CYOW for an unruly passenger. Police met the flight and the passenger was released without further incident.”**
- 39) From sorting the dates in descending order, we can see that this was the second “disruptive passenger” incident to occur at the Ottawa airport in 2014.
- 40) No doubt this is a story that you can pitch, especially if you peg it to the day that the disruptive passengers from the initial headline-grabbing story are set to appear in court.
- 41) In the follow-up tutorial, we’ll learn how to use a pivot table to conduct more sophisticated analysis.