



MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Aviation on-time performance: September 2024

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Introduction

The Ministry of Transport reports monthly on airlines' OTP.

A key part of the Ministry of Transport's stewardship role is to use data and evidence to build greater transparency of aviation system performance.

The Ministry thanks the airlines for providing us with the data that made this report possible.

The Ministry will continue to evolve this report, and welcomes users' feedback.

About on-time performance

Aviation is a dynamic and complex system. Various factors, many of which are outside airlines' control, can affect whether a flight arrives or departs on time.

Some factors that can affect OTP for domestic flights include:

- weather conditions affecting flight, such as high winds, fog, low visibility, snow, heavy rains, volcanic ash, etc
- technical issues with the aircraft
- congested air space
- airport tarmac traffic
- late arrival of other aircraft, passengers or connecting crew
- staffing issues across the aviation ecosystem (including airports, air traffic control)
- security concerns or processing delays
- supplier challenges related to fuelling, catering, digital outages, and baggage systems affecting processing and loading of luggage.

Safety and security are paramount and will always take priority over timeliness.

Coverage

On-time performance is reported for jet services on New Zealand domestic routes between Auckland, Wellington, Christchurch, Dunedin and Queenstown.

This report covers the following domestic airlines:

- Air New Zealand
- Jetstar.

We have only included routes where there is more than one airline operating on that route. There were 12 routes that met this definition in September 2024.

We are looking to extend the scope of future reports, to cover regional and international routes.

Reports

Data was supplied by the airlines and collated by the Ministry.

Both Jetstar and Air New Zealand use Aircraft Communication Addressing and Reporting System (ACARS) to electronically measure OTP.

After collection of initial data, aggregate reports are subject to internal audit by participating airlines prior to publication.

Definitions

On time arrival	A flight arrival is counted as "on time" if it arrived at the gate before 15 minutes after the scheduled arrival time shown in the carrier's schedule. Neither diverted nor cancelled flights count as on time.
On time departure	A flight departure is counted as "on time" if it departs the gate before 15 minutes after the scheduled departure time shown in the carriers' schedule.
Cancellation	A flight removed from service within 7 days of scheduled departure is regarded as a cancellation. The cancellation window starts at midnight 7 days before the flight. <ul style="list-style-type: none"> • For example, if the flight is scheduled to depart at 09:00 on Monday and is cancelled at or after 00:00 on the previous Tuesday, it will be counted as a cancellation. • If it is cancelled at or before 23:59 on the Monday prior, it will not be counted as a cancellation.
On time departure percentage	The percentage of on-time departures is measured against the number of departures operated on any particular sector.
On time arrival percentage	The percentage of on-time arrivals is measured against the number of arrivals operated on any particular sector.
Cancellation percentage	The percentage of cancellations is measured against the number of services scheduled on any particular sector.

Caveats and limitations of the data

From time to time there could be subtle differences in the way departure time is measured. We are working to harmonise this for future reports.

The figures stated in this report refer only to routes within the scope of this report. They do not cover all flights or all routes in New Zealand.

Industry on-time performance, September 2024

For September 2024, on-time performance over all routes covered by this report was 79.7 per cent for on-time departures and 81.7 per cent for on-time arrivals. The cancellation rate for the month was 1.2 per cent.

Wellington to Queenstown was the route with the highest on-time performance in September 2024, for both on-time departures (93.1%) and on-time arrivals (91.7%).

Cancellations were highest on the Dunedin-Auckland route in September 2024, with 3.4 per cent of services cancelled.

Significant factors that affected on-time performance in September 2024 were:

- Jetstar reported that weather events, typical of September, had an impact on their on-time performance; in particular high winds, showers and low visibility. Airport congestion affected performance in Queenstown.
- Adverse weather conditions, including high winds, lightning, and storms, impacted Air New Zealand's domestic jet performance in September. Dunedin in particular experienced winds exceeding normal operational limits, heavily affecting on-time performance for this sector.

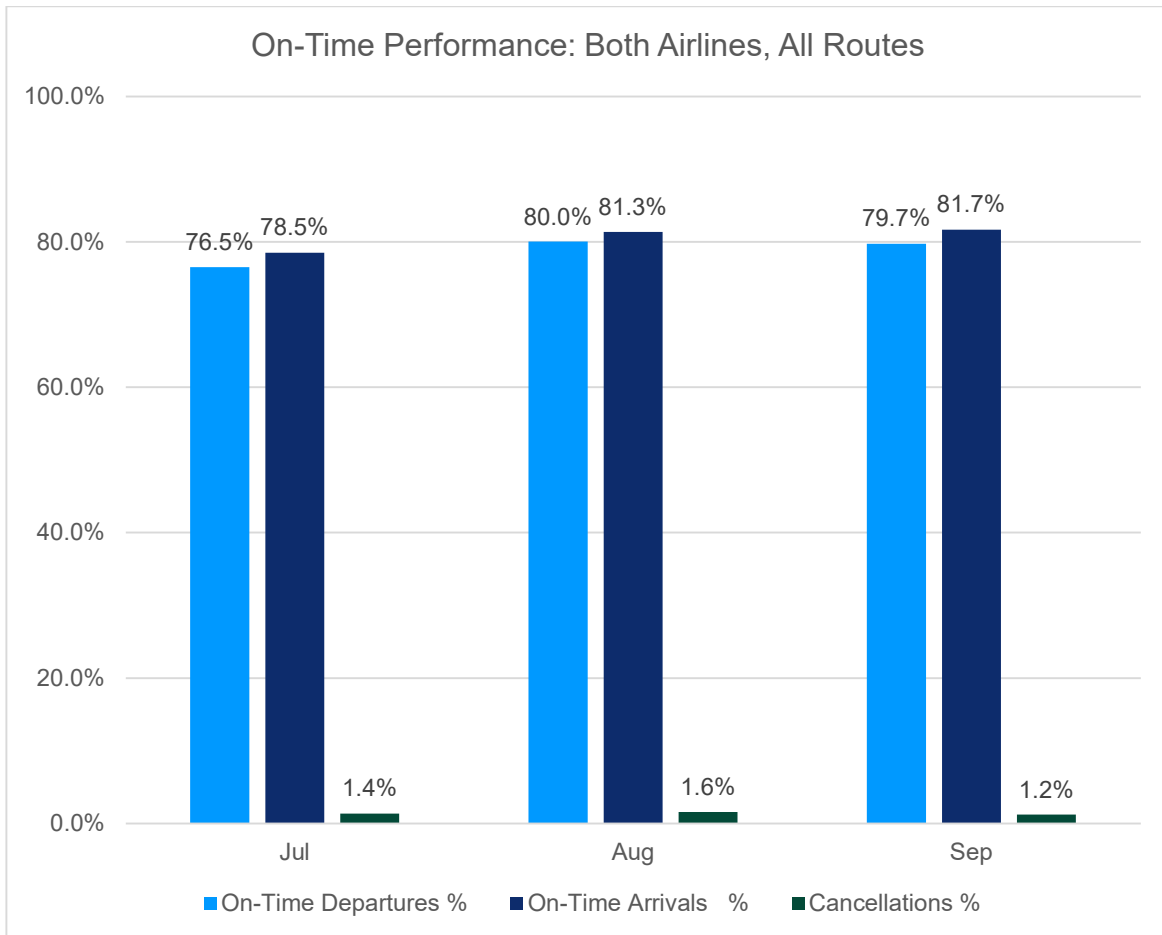
Both airlines' on-time performance, September 2024

Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,641	3,568	2,845	79.7%	2,914	81.7%	44	1.2%

Top 5 routes for on-time performance, September 2024

On-Time Departures		On-Time Arrivals	
Route	%	Route	%
Wellington - Queenstown	93.1%	Wellington - Queenstown	91.7%
Auckland - Queenstown	85.7%	Queenstown - Wellington	86.1%
Queenstown - Wellington	84.7%	Auckland - Queenstown	85.7%
Christchurch - Wellington	84.1%	Christchurch - Wellington	85.6%
Auckland - Christchurch	80.6%	Queenstown - Auckland	84.4%

On-time performance trends, both airlines, all reported routes



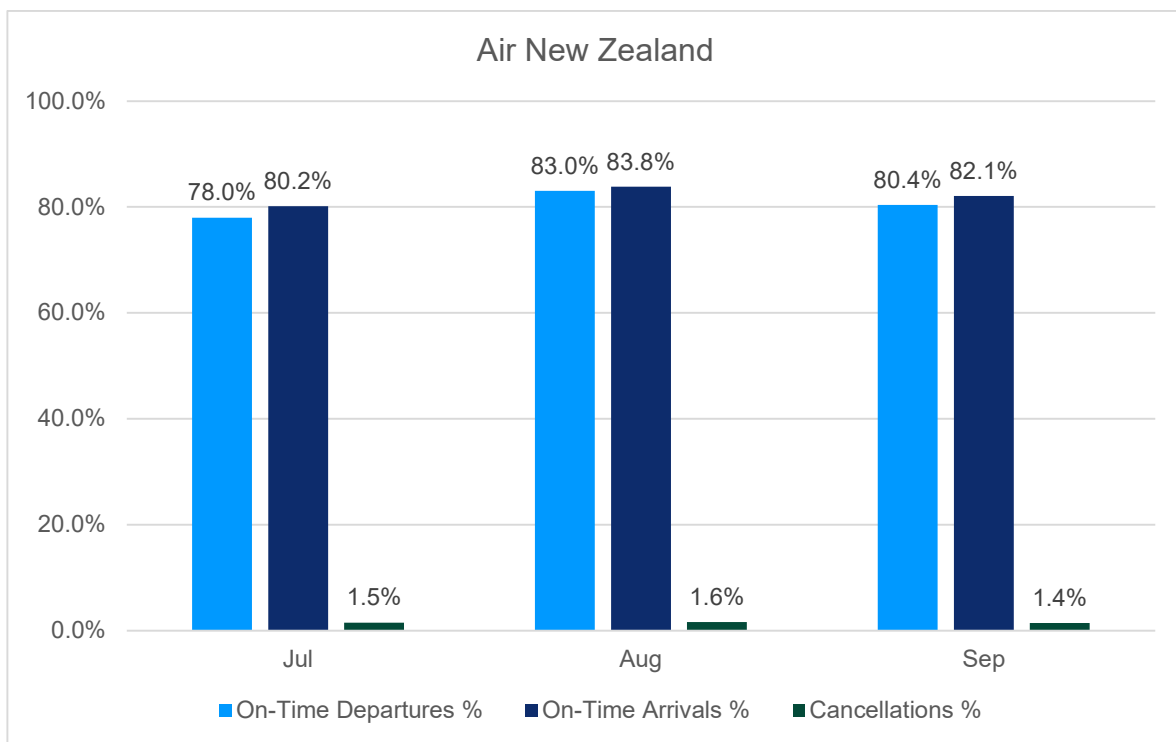
Airlines' performance

Air New Zealand recorded 80.4 per cent for on-time departures in September, and Jetstar 78.0 per cent.

For on-time arrivals in September, Air New Zealand recorded 82.1 per cent and Jetstar recorded 80.6 per cent.

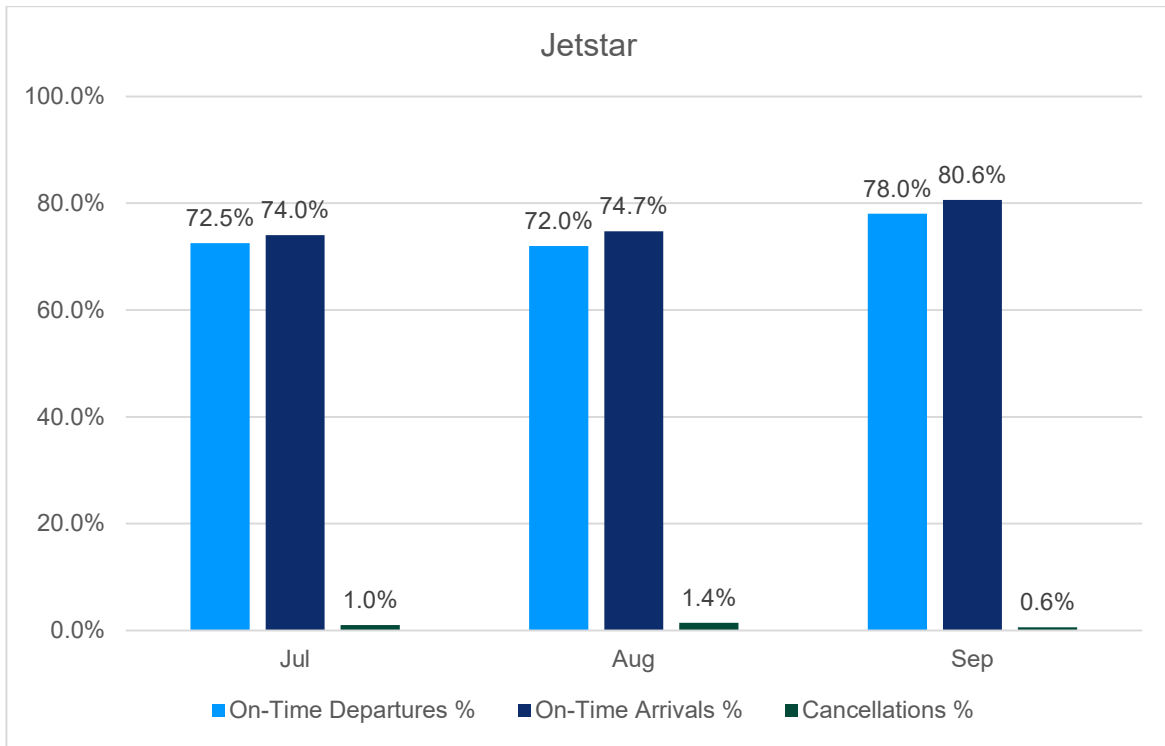
Air New Zealand's September 2024 cancellation rate was 1.4 per cent and Jetstar's was 0.6 per cent.

Air New Zealand, all reported routes



AIRLINES' PERFORMANCE

Jetstar, all reported routes



INDIVIDUAL ROUTES, SEPTEMBER 2024

Individual routes, September 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
AUCKLAND - CHRISTCHURCH								
Air New Zealand	446	438	353	80.6%	356	81.3%	6	1.3%
Jetstar	168	166	134	80.7%	130	78.3%	2	1.2%
All Airlines	614	604	487	80.6%	486	80.5%	8	1.3%
AUCKLAND - DUNEDIN								
Air New Zealand	84	82	59	72.0%	59	72.0%	1	1.2%
Jetstar	31	30	22	73.3%	23	76.7%	1	3.2%
All Airlines	115	112	81	72.3%	82	73.2%	2	1.7%
AUCKLAND - WELLINGTON								
Air New Zealand	460	447	350	78.3%	367	82.1%	6	1.3%
Jetstar	123	123	96	78.0%	98	79.7%	0	0.0%
All Airlines	583	570	446	78.2%	465	81.6%	6	1.0%
AUCKLAND - QUEENSTOWN								
Air New Zealand	210	204	173	84.8%	174	85.3%	2	1.0%
Jetstar	90	90	79	87.8%	78	86.7%	0	0.0%
All Airlines	300	294	252	85.7%	252	85.7%	2	0.7%
CHRISTCHURCH - AUCKLAND								
Air New Zealand	445	438	334	76.3%	355	81.1%	4	0.9%
Jetstar	167	165	129	78.2%	136	82.4%	2	1.2%
All Airlines	612	603	463	76.8%	491	81.4%	6	1.0%

INDIVIDUAL ROUTES, SEPTEMBER 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
CHRISTCHURCH - WELLINGTON								
Air New Zealand	73	72	62	86.1%	64	88.9%	1	1.4%
Jetstar	60	60	49	81.7%	49	81.7%	0	0.0%
All Airlines	133	132	111	84.1%	113	85.6%	1	0.8%
DUNEDIN - AUCKLAND								
Air New Zealand	86	82	56	68.3%	60	73.2%	3	3.5%
Jetstar	31	30	22	73.3%	24	80.0%	1	3.2%
All Airlines	117	112	78	69.6%	84	75.0%	4	3.4%
WELLINGTON - AUCKLAND								
Air New Zealand	463	447	366	81.9%	360	80.5%	9	1.9%
Jetstar	124	124	93	75.0%	98	79.0%	0	0.0%
All Airlines	587	571	459	80.4%	458	80.2%	9	1.5%
WELLINGTON - CHRISTCHURCH								
Air New Zealand	72	71	56	78.9%	57	80.3%	1	1.4%
Jetstar	60	60	49	81.7%	49	81.7%	0	0.0%
All Airlines	132	131	105	80.2%	106	80.9%	1	0.8%
WELLINGTON - QUEENSTOWN								
Air New Zealand	59	59	54	91.5%	54	91.5%	0	0.0%
Jetstar	13	13	13	100.0%	12	92.3%	0	0.0%
All Airlines	72	72	67	93.1%	66	91.7%	0	0.0%

INDIVIDUAL ROUTES, SEPTEMBER 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
QUEENSTOWN - AUCKLAND								
Air New Zealand	212	205	176	85.9%	179	87.3%	3	1.4%
Jetstar	90	90	59	65.6%	70	77.8%	0	0.0%
All Airlines	302	295	235	79.7%	249	84.4%	3	1.0%
QUEENSTOWN - WELLINGTON								
Air New Zealand	61	59	54	91.5%	52	88.1%	2	3.3%
Jetstar	13	13	7	53.8%	10	76.9%	0	0.0%
All Airlines	74	72	61	84.7%	62	86.1%	2	2.7%
Total	3,641	3,568	2,845	79.7%	2,914	81.7%	44	1.2%

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