



MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Aviation on-time performance:
January 2025

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1. Introduction

The Ministry of Transport reports monthly on airlines' on-time performance.

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.

This report is the third to include on-time performance data for trans-Tasman routes. We plan to extend the scope to cover regional routes in early 2025.

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.

2. About on-time performance

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

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

Some airlines have provided commentary on the top factors that affected their on-time performance each month. These are included with each airline's data.

Examples of factors that can affect on-time performance for flights include:

- adverse weather conditions affecting flight, such as high winds, fog, low visibility, snow, heavy rains, volcanic ash
- 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 airlines, 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
- delays in processing international passengers through border checks.

3. Coverage

Domestic

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 during the period reported.

Trans-Tasman

On-time performance is reported for services on routes between New Zealand and Australia.

This report includes data from the following airlines:

- Air New Zealand
- China Airlines
- China Eastern Airlines
- Emirates
- Jetstar
- LATAM Airlines
- Qantas
- Virgin Australia.

We have only included routes where there is more than one airline operating on that route. There were 28 routes that met this definition during the period reported.

4. Reports

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

All the airlines that provided data 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.

5. Definitions

Term	Definition
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.

Term	Definition
Cancellation	<p>A flight removed from service within 7 days of scheduled departure is regarded as a cancellation.</p> <p>The cancellation window starts at midnight 7 days before the flight.</p> <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.

6. 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, or all trans-Tasman routes.

Care should be taken interpreting on-time performance for airlines that fly 20 or fewer sectors per month. Due to the small number of flights any delay or cancellation will vary their overall on-time performance considerably.

7. Industry on-time performance, domestic routes, January 2025

For January 2025, on-time performance for all domestic routes covered by this report was 82.7 percent for on-time departures and 85.3 percent for on-time arrivals. The cancellation rate for the month was 0.6 percent.

The routes with the highest on-time performance for departures in January 2025 were Wellington - Queenstown with 94.3 percent of flights departing on time. Wellington – Queenstown had the highest arrivals on-time performance, with 95.5 percent of flights arriving on time.

Cancellations were highest on the Dunedin - Auckland route, with 1.8 percent of services cancelled.

Both airlines' on-time performance, January 2025

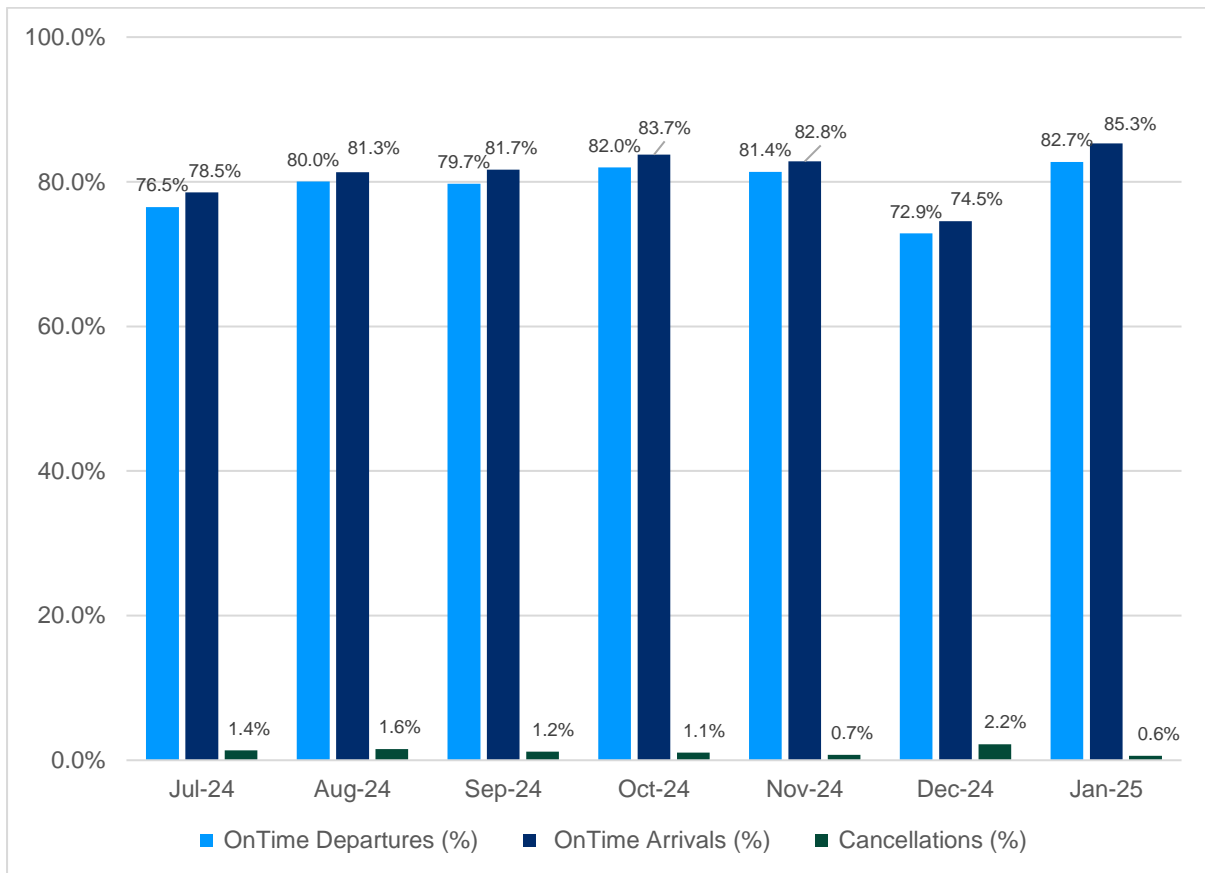
Sectors ¹		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,611	3,588	2,968	82.7%	3,061	85.3%	23	0.6%

Top 5 domestic routes for on-time performance, January 2025

On-Time Departures		On-Time Arrivals	
Route	%	Route	%
Wellington - Queenstown	94.3%	Wellington - Queenstown	95.5%
Queenstown - Wellington	93.2%	Queenstown - Wellington	93.2%
Auckland - Dunedin	91.9%	Dunedin - Auckland	91.8%
Queenstown - Auckland	88.2%	Queenstown - Auckland	89.8%
Auckland - Queenstown	87.5%	Auckland - Queenstown	88.9%

¹ A sector is a single flight from a departure point to a destination.

Domestic on-time performance trends, both airlines, all reported routes



8. Airlines' performance, domestic routes, January 2025

January 2025

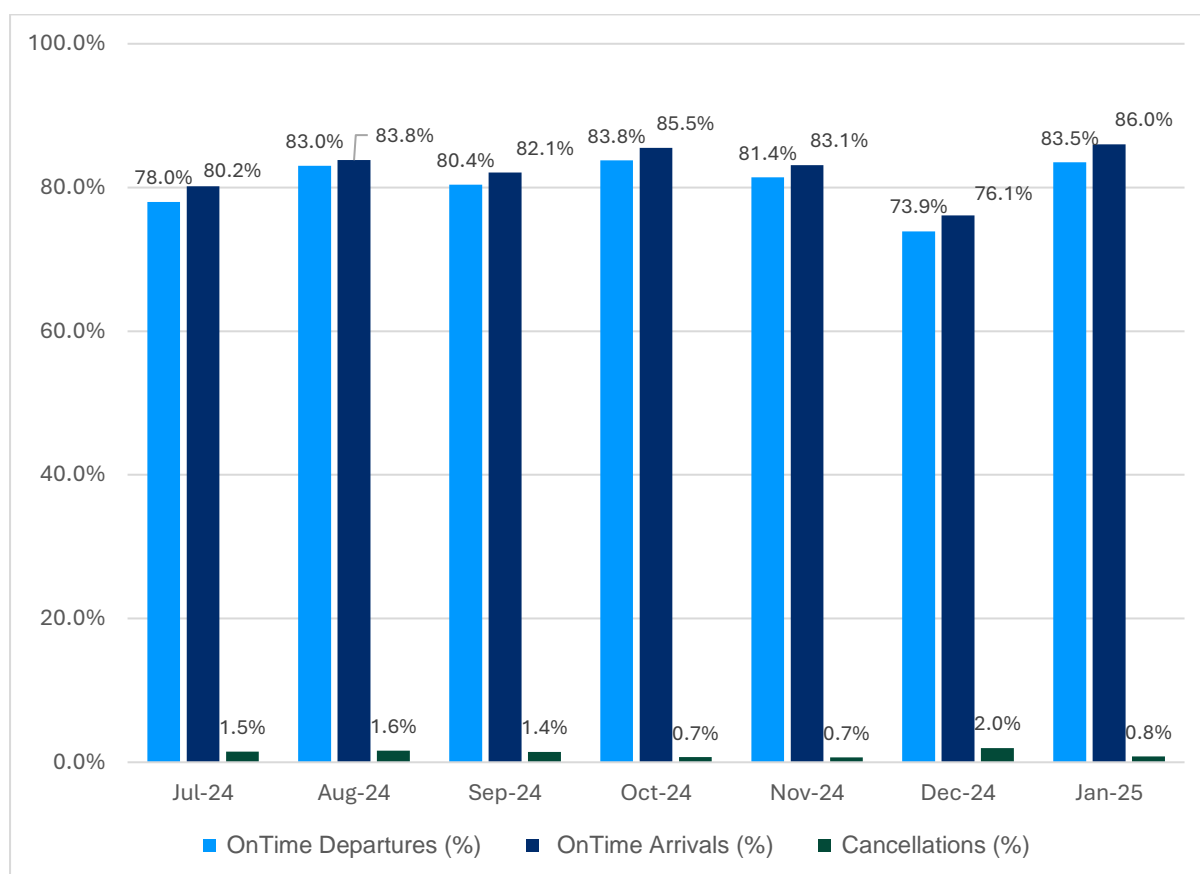
Air New Zealand recorded 83.5 percent for on-time departures, and Jetstar 80.7 percent.

For on-time arrivals, Air New Zealand recorded 86.0 percent and Jetstar recorded 83.5 percent.

Air New Zealand's cancellation rate was 0.8 percent and Jetstar's was 0.2 percent.

Air New Zealand

Air New Zealand, all reported domestic routes



Cancellations were mostly due to adverse weather and engineering-related issues.

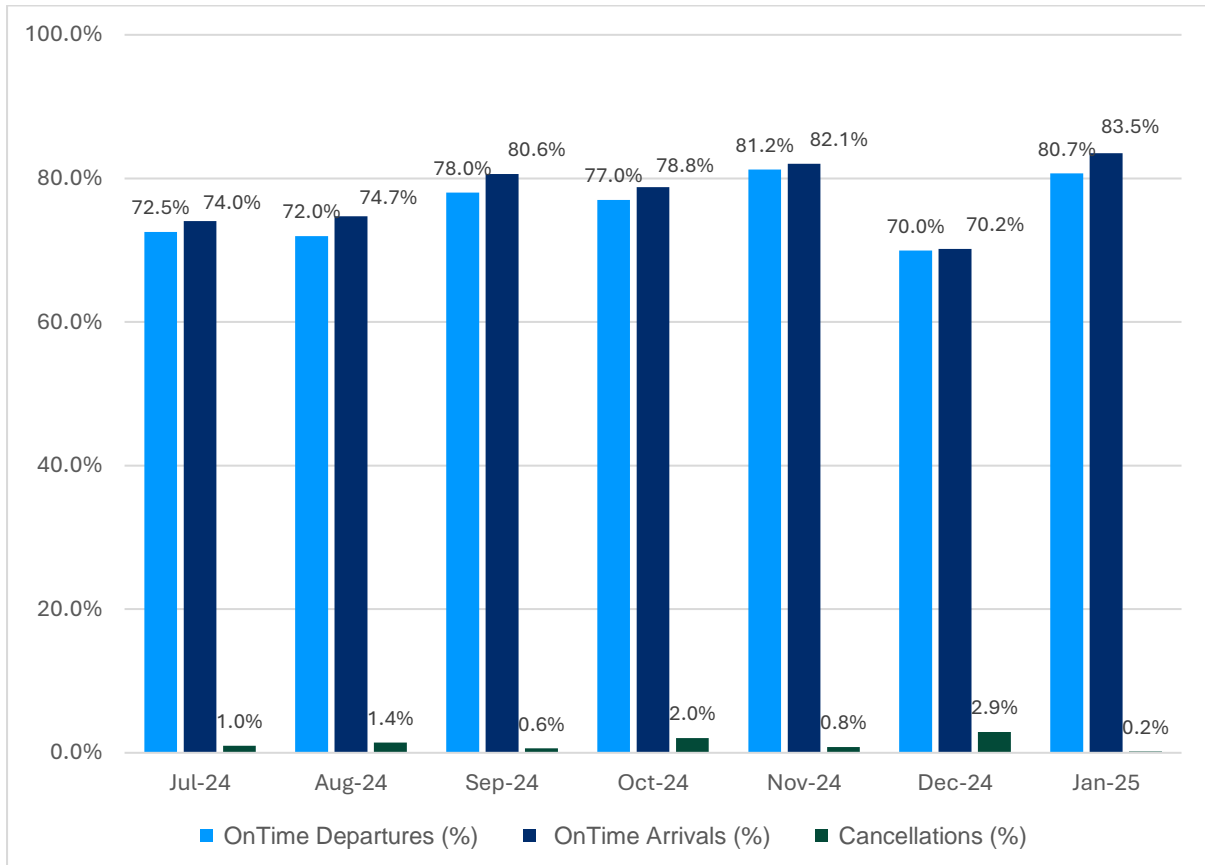
The main factors contributing to delays across the domestic jet network during January were:

- Late arrival of inbound aircraft and waiting for connecting passengers
- Passengers requiring special handling assistance
- Ground operations disruptions, including adverse weather conditions

- Additional or extended departure procedures, including security and safety checks prior to aircraft departure.

Jetstar

Jetstar, all reported domestic routes



Jetstar reported that seasonal weather and tarmac congestion combined with consequential delays and peak season travel impacted performance this month.

9. Industry on-time performance, trans-Tasman routes, January 2025

More detail on the number of flights and the routes flown by each airline can be found in section 12.

For January 2025, on-time performance over all trans-Tasman routes covered by this report was 63.7 percent for on-time departures and 70.8 percent for on-time arrivals. The cancellation rate for the month was also 2.0 percent.

Gold Coast - Christchurch was the route with the highest on-time performance for departures in January 2025, with 82.9 percent. The route with the highest on-time performance for arrivals was Wellington - Melbourne with 90.4 percent.

Cancellations were highest on the Gold Coast - Auckland route in January 2025, with 6.7 percent of services cancelled.

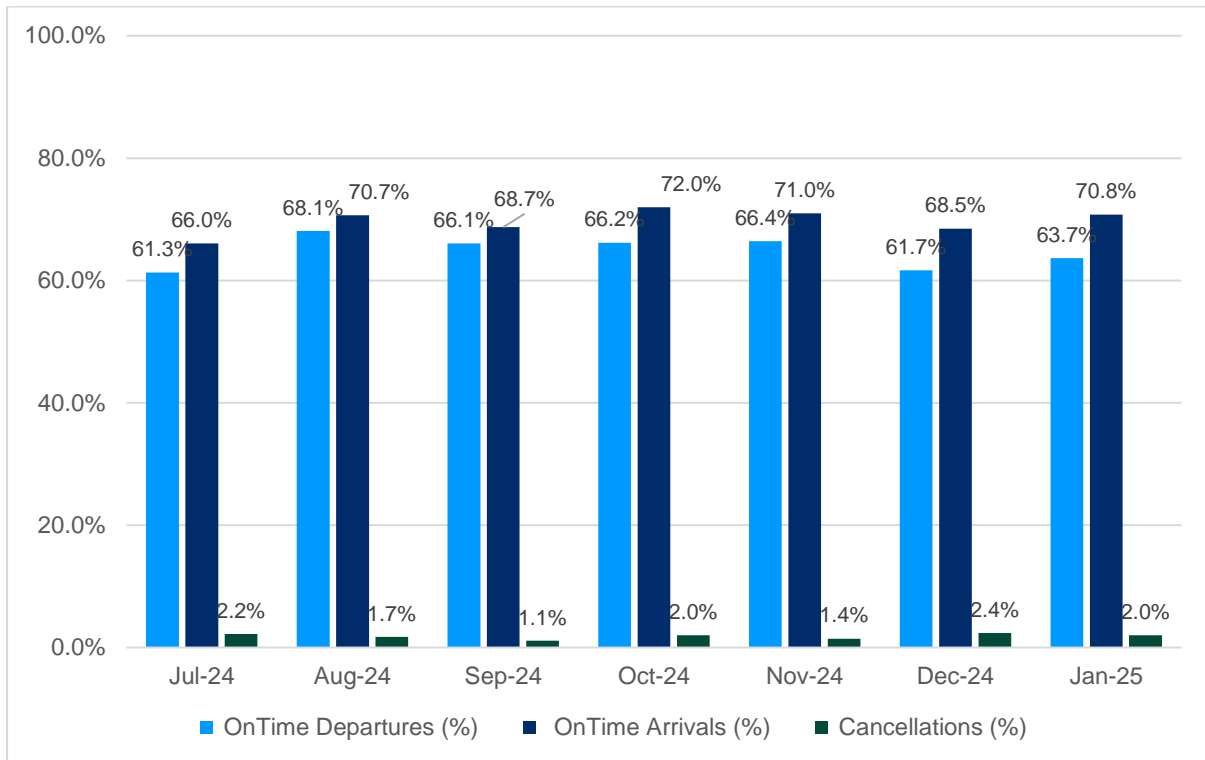
All airlines' on-time performance, January 2025

Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,929	3,850	2,453	63.7%	2,726	70.8	79	2%

Top 5 trans-Tasman routes for on-time performance, January 2025

On-Time Departures		On-Time Arrivals	
Route	%	Route	%
Gold Coast - Christchurch	82.9	Wellington - Melbourne	90.4
Sydney - Queenstown	81.1	Auckland - Gold Coast	85.7
Gold Coast - Auckland	79.6	Queenstown - Sydney	84.9
Wellington - Melbourne	79.5	Sydney - Queenstown	83.6
Queenstown - Sydney	77.4	Christchurch - Sydney	82.8

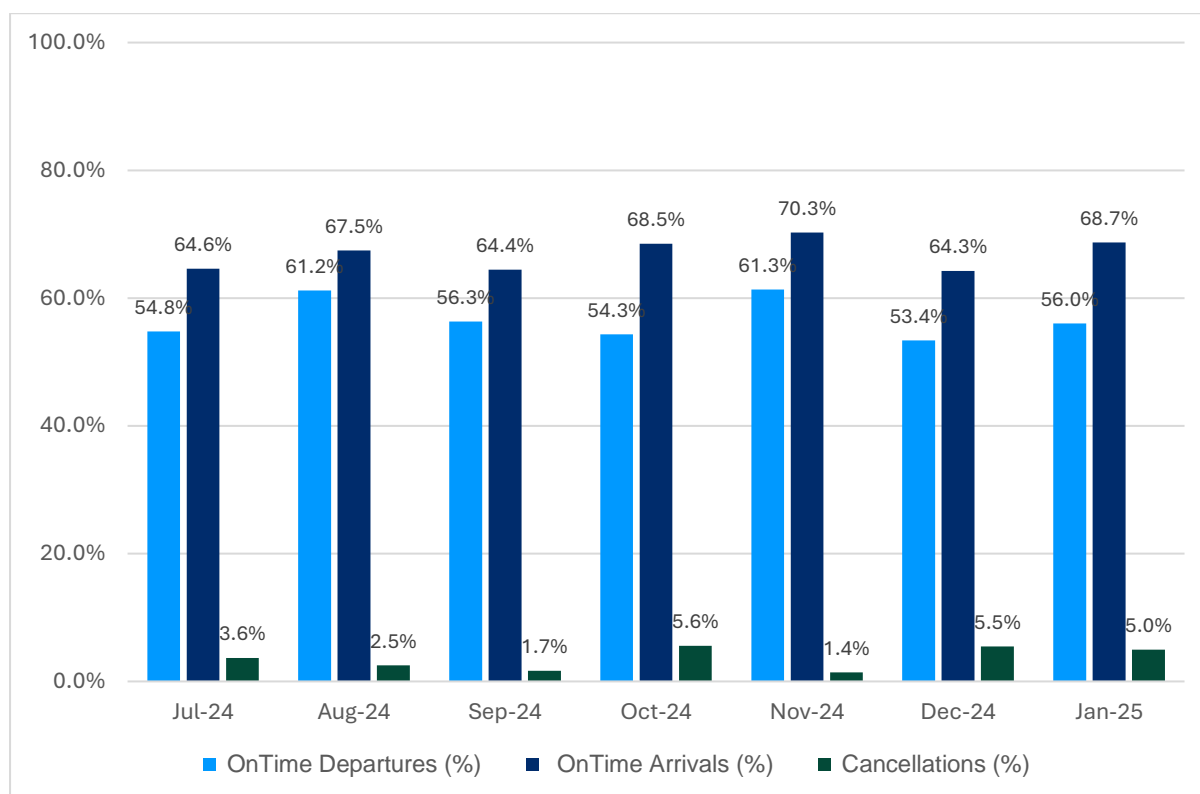
Trans-Tasman on-time performance trends, all airlines, all reported routes



10. Airlines' performance, trans-Tasman routes, January 2025

Air New Zealand

Air New Zealand, all reported trans-Tasman routes



Air New Zealand reports that the main reasons for delays on trans-Tasman routes were:

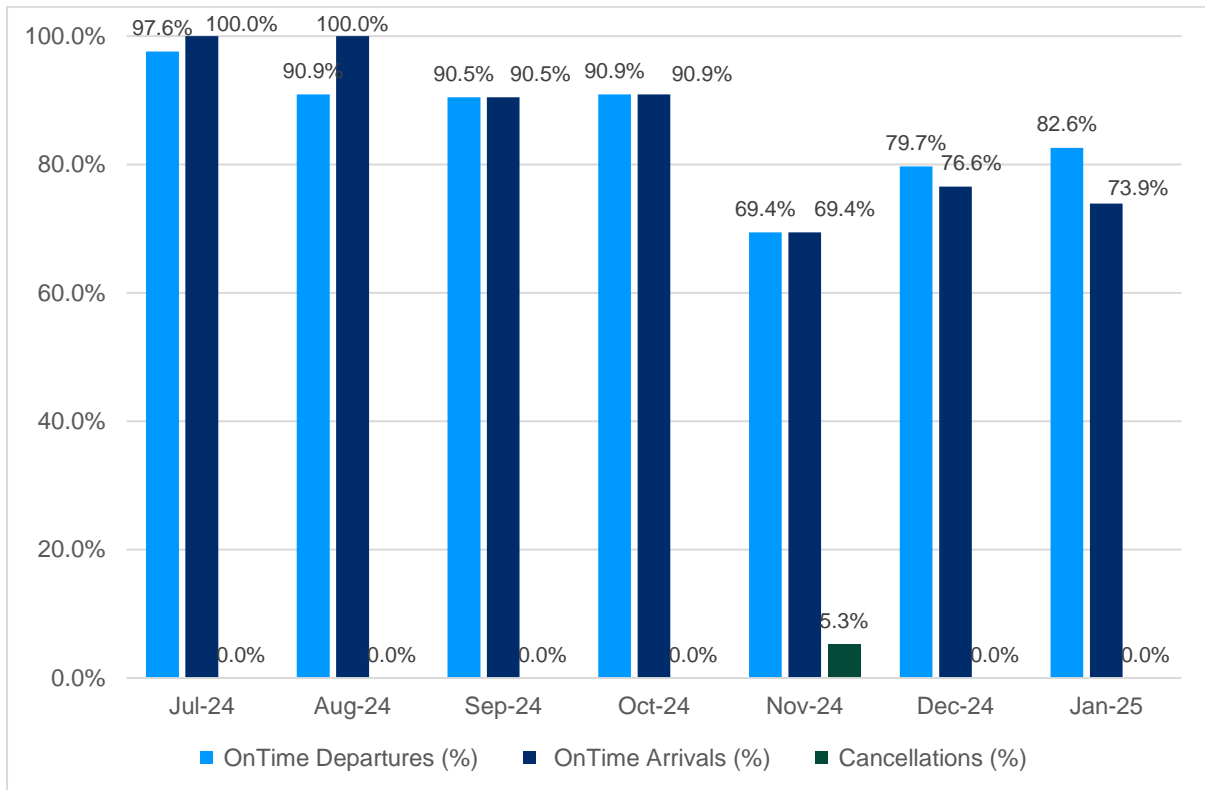
- Late arrival of inbound aircraft
- Boarding delays as well as additional safety and security checks prior to aircraft departure
- Airport infrastructure related delays such as air traffic control
- Delayed departure due to fast crossing time (often resulting from strong tail winds) to prevent arrival at the destination airport outside the allocated time slot

Air New Zealand reports that cancellations were mostly caused by engineering and adverse weather.

- Cancellations were driven by ongoing engine availability challenges, maintenance needs, and safety adjustments

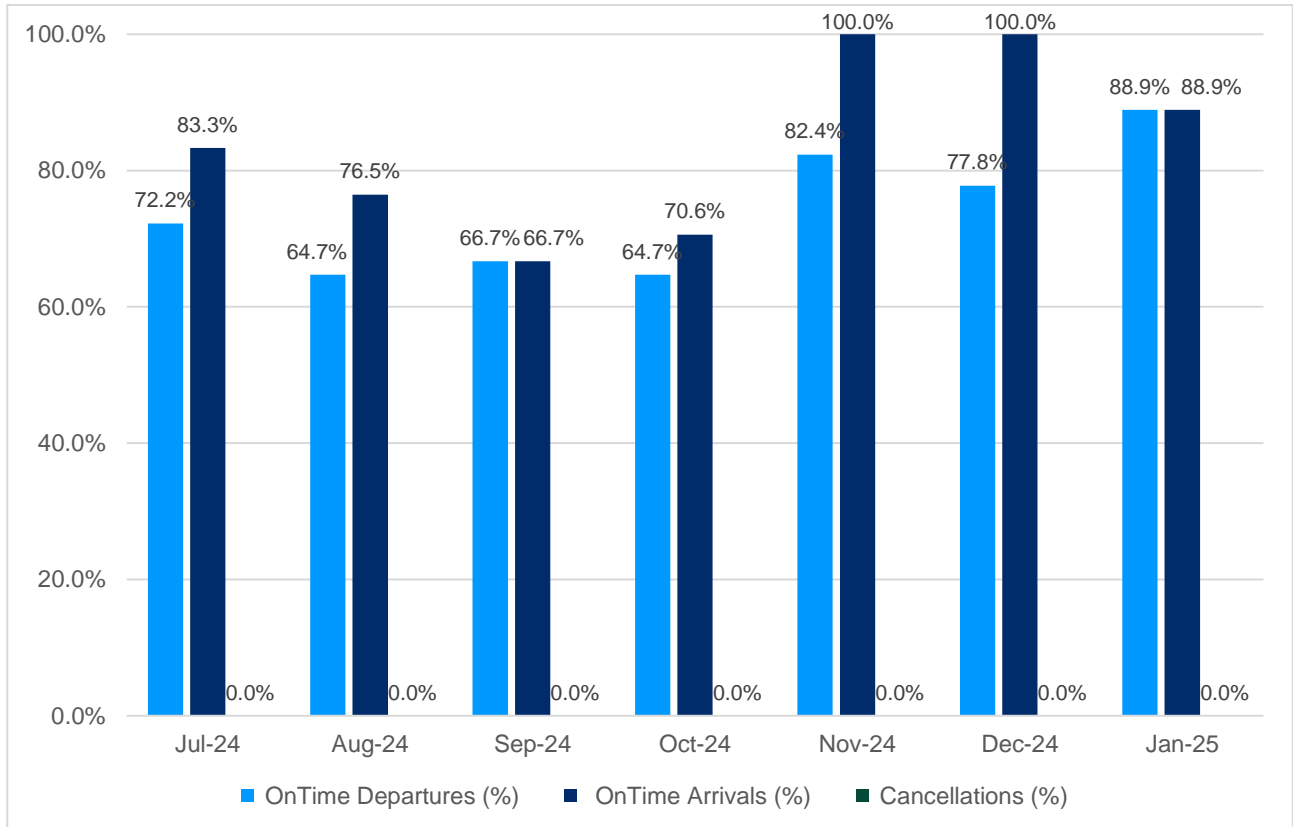
China Airlines

China Airlines, all reported trans-Tasman routes



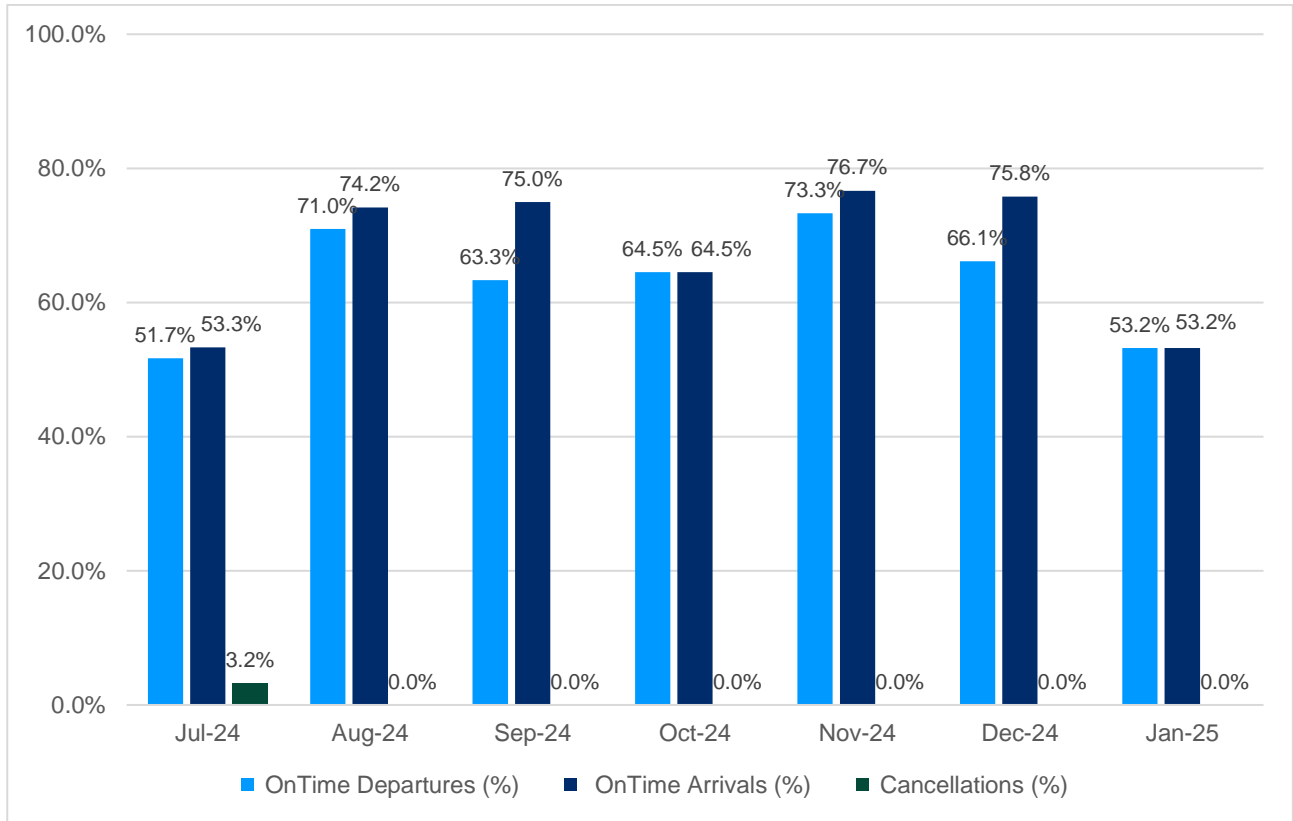
China Eastern Airlines

China Eastern Airlines, all reported trans-Tasman routes



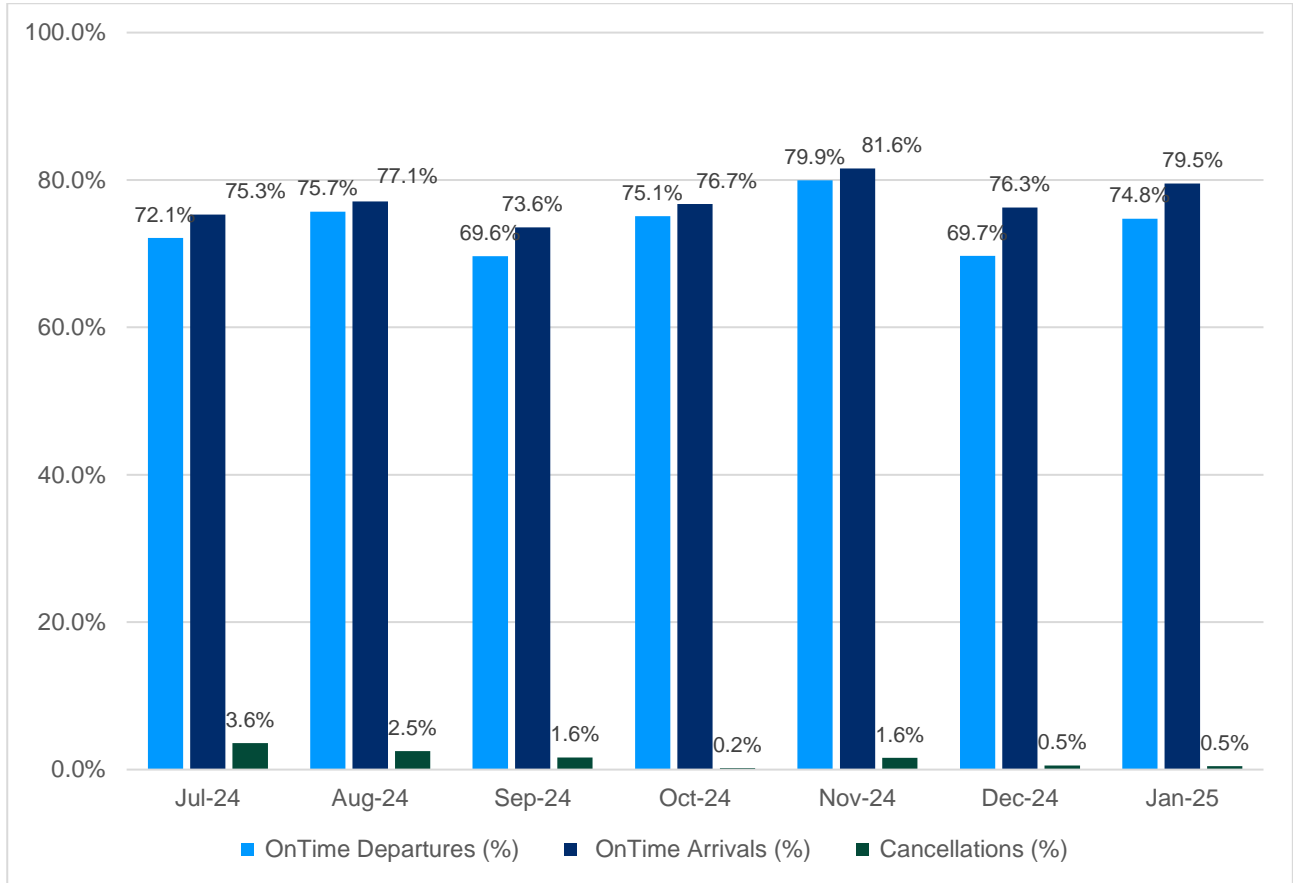
Emirates

Emirates, all reported trans-Tasman routes



Jetstar

Jetstar, all reported trans-Tasman routes

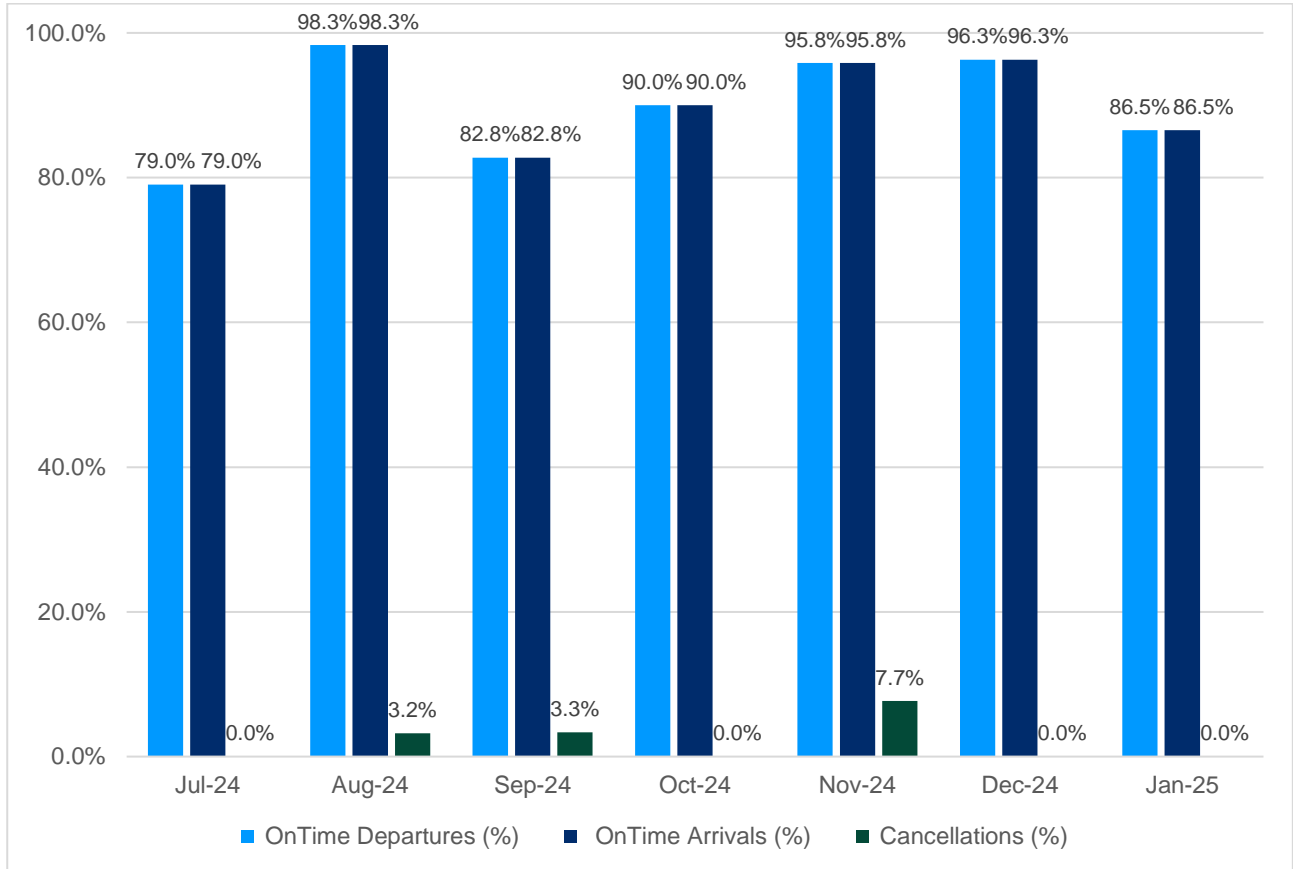


Jetstar reports that the following factors affected trans-Tasman on-time performance in January:

- seasonal weather (Australian East Coast storms)
- tarmac congestion (air traffic control ground delays)
- Auckland International Airport passenger congestion
- baggage handling system combined with peak passenger movements.

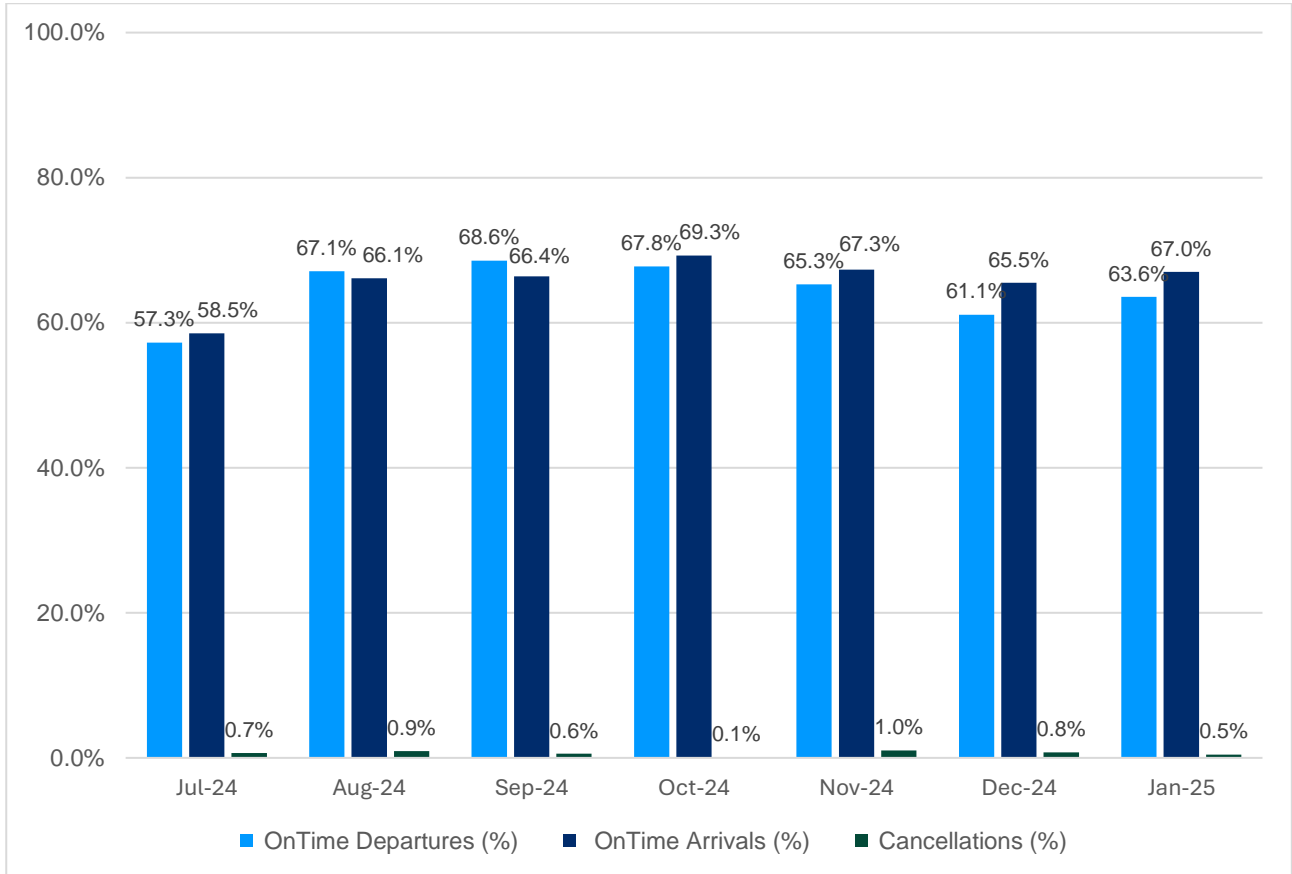
LATAM Airlines

LATAM Airlines, all reported trans-Tasman routes



Qantas

Qantas, all reported trans-Tasman routes

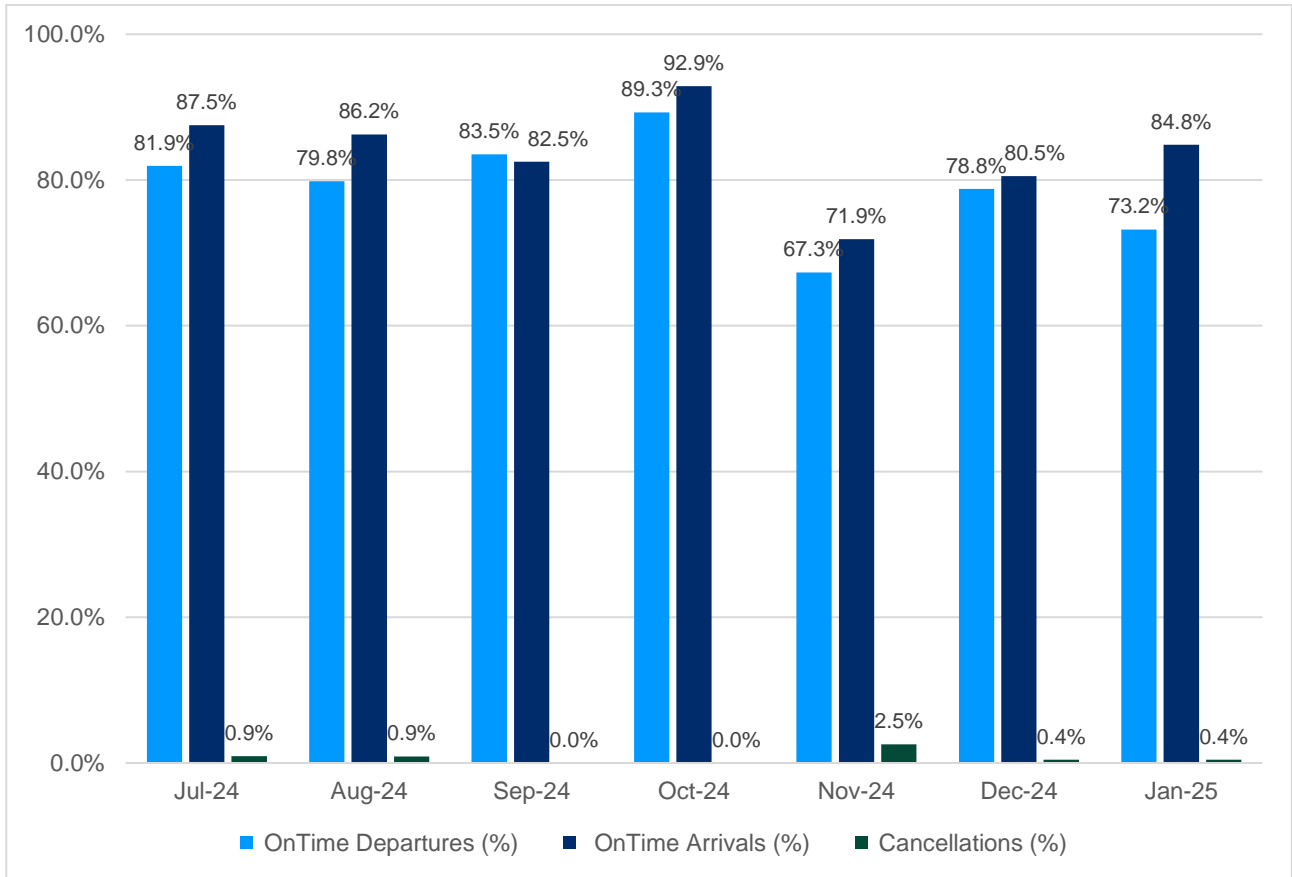


Qantas reports that the following factors affected their on-time performance in January:

- Seasonal weather-related delays (Australian East Coast storms)
- Air traffic flow management delays and air traffic control gate holding because of industry congestion, exacerbated by weather conditions
- Late arriving inbound aircraft due to weather-related delays
- Consequential boarding and ramp delays due to off-schedule operations
- Seasonal boarding delays driven by Australia & New Zealand school holiday period.

Virgin Australia

Virgin Australia, all reported trans-Tasman routes



INDIVIDUAL DOMESTIC ROUTES, JANUARY 2025

11. Individual domestic routes, January 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Auckland - Christchurch	635	631	493	78.1%	505	80.0%	4	0.6%
Air NZ	446	442	343	77.6%	351	79.4%	4	0.9%
Jetstar	189	189	150	79.4%	154	81.5%	N/A	0.0%
Auckland - Dunedin	112	111	102	91.9%	98	88.3%	1	0.9%
Air NZ	81	80	75	93.8%	73	91.3%	1	1.2%
Jetstar	31	31	27	87.1%	25	80.6%	N/A	0.0%
Auckland - Queenstown	378	377	330	87.5%	335	88.9%	1	0.3%
Air NZ	285	284	250	88.0%	255	89.8%	1	0.4%
Jetstar	93	93	80	86.0%	80	86.0%	N/A	0.0%
Auckland - Wellington	477	473	392	82.9%	417	88.2%	4	0.8%
Air NZ	361	358	297	83.0%	318	88.8%	3	0.8%
Jetstar	116	115	95	82.6%	99	86.1%	1	0.9%
Christchurch - Auckland	631	627	470	75.0%	499	79.6%	4	0.6%
Air NZ	442	438	319	72.8%	341	77.9%	4	0.9%
Jetstar	189	189	151	79.9%	158	83.6%	N/A	0.0%
Christchurch - Wellington	119	119	103	86.6%	101	84.9%	0	0.0%
Air NZ	58	58	53	91.4%	52	89.7%	0	0.0%
Jetstar	61	61	50	82.0%	49	80.3%	N/A	0.0%

INDIVIDUAL DOMESTIC ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Dunedin - Auckland	112	110	95	86.4%	101	91.8%	2	1.8%
Air NZ	81	79	69	87.3%	73	92.4%	2	2.5%
Jetstar	31	31	26	83.9%	28	90.3%	N/A	0.0%
Queenstown - Auckland	376	374	330	88.2%	336	89.8%	2	0.5%
Air NZ	283	281	254	90.4%	258	91.8%	2	0.7%
Jetstar	93	93	76	81.7%	78	83.9%	N/A	0.0%
Queenstown - Wellington	88	88	82	93.2%	82	93.2%	0	0.0%
Air NZ	74	74	71	95.9%	71	95.9%	0	0.0%
Jetstar	14	14	11	78.6%	11	78.6%	N/A	0.0%
Wellington - Auckland	481	476	393	82.6%	403	84.7%	5	1.0%
Air NZ	365	361	305	84.5%	307	85.0%	4	1.1%
Jetstar	116	115	88	76.5%	96	83.5%	1	0.9%
Wellington - Christchurch	114	114	95	83.3%	100	87.7%	0	0.0%
Air NZ	53	53	49	92.5%	50	94.3%	0	0.0%
Jetstar	61	61	46	75.4%	50	82.0%	N/A	0.0%
Wellington - Queenstown	88	88	83	94.3%	84	95.5%	0	0.0%
Air NZ	74	74	71	95.9%	72	97.3%	0	0.0%
Jetstar	14	14	12	85.7%	12	85.7%	N/A	0.0%
Grand Total	3,611	3,588	2,968	82.7%	3,061	85.3%	23	0.6%

12. Individual trans-Tasman routes, January 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Auckland - Brisbane	198	195	109	55.9%	154	79.0%	3	1.5%
Air NZ	91	89	49	55.1%	70	78.7%	2	2.2%
Qantas	62	61	35	57.4%	47	77.0%	1	1.6%
Jetstar	45	45	25	55.6%	37	82.2%	N/A	0.0%
Auckland - Gold Coast	104	98	72	73.5%	84	85.7%	6	5.8%
Air NZ	43	37	25	67.6%	31	83.8%	6	14.0%
Jetstar	61	61	47	77.0%	53	86.9%	N/A	0.0%
Auckland - Melbourne	335	330	216	65.5%	260	78.8%	5	1.5%
China Airlines	23	23	19	82.6%	17	73.9%	0	0.0%
Air NZ	137	132	73	55.3%	93	70.5%	5	3.6%
Qantas	124	124	86	69.4%	105	84.7%	0	0.0%
Jetstar	51	51	38	74.5%	45	88.2%	N/A	0.0%
Auckland - Sydney	408	395	219	55.4%	271	68.6%	13	3.2%
China Eastern Airlines	9	9	8	88.9%	8	88.9%	0	0.0%
LATAM	26	26	23	88.5%	23	88.5%	0	0.0%
Air NZ	152	141	63	44.7%	91	64.5%	11	7.2%
Qantas	178	177	97	54.8%	116	65.5%	1	0.6%
Jetstar	43	42	28	66.7%	33	78.6%	1	2.3%

INDIVIDUAL TRANS-TASMAN ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Brisbane - Auckland	198	195	112	57.4%	119	61.0%	3	1.5%
Air NZ	91	88	48	54.5%	54	61.4%	3	3.3%
Qantas	62	62	34	54.8%	32	51.6%	0	0.0%
Jetstar	45	45	30	66.7%	33	73.3%	N/A	0.0%
Brisbane - Christchurch	84	82	52	63.4%	47	57.3%	2	2.4%
Air NZ	30	28	17	60.7%	19	67.9%	2	6.7%
Qantas	54	54	35	64.8%	28	51.9%	0	0.0%
Brisbane - Queenstown	64	64	43	67.2%	45	70.3%	0	0.0%
Qantas	27	27	18	66.7%	15	55.6%	0	0.0%
Virgin Australia	37	37	25	67.6%	30	81.1%	0	0.0%
Brisbane - Wellington	62	59	33	55.9%	36	61.0%	3	4.8%
<u>Air NZ</u>	31	28	20	71.4%	21	75.0%	3	9.7%
Qantas	31	31	13	41.9%	15	48.4%	0	0.0%
Christchurch - Brisbane	83	80	57	71.3%	66	82.5%	3	3.6%
Air NZ	30	27	19	70.4%	26	96.3%	3	10.0%
Qantas	53	53	38	71.7%	40	75.5%	0	0.0%
Christchurch - Gold Coast	35	35	23	65.7%	25	71.4%	0	0.0%
Air NZ	7	7	2	28.6%	4	57.1%	0	0.0%
Jetstar	28	28	21	75.0%	21	75.0%	N/A	0.0%

INDIVIDUAL TRANS-TASMAN ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Christchurch - Melbourne	127	127	97	76.4%	105	82.7%	0	0.0%
Air NZ	43	43	25	58.1%	32	74.4%	0	0.0%
Qantas	53	53	47	88.7%	47	88.7%	0	0.0%
Jetstar	31	31	25	80.6%	26	83.9%	N/A	0.0%
Christchurch - Sydney	123	122	86	70.5%	101	82.8%	1	0.8%
Emirates	31	31	30	96.8%	26	83.9%	0	0.0%
Air NZ	30	30	18	60.0%	28	93.3%	0	0.0%
Qantas	62	61	38	62.3%	47	77.0%	1	1.6%
Gold Coast - Auckland	105	98	78	79.6%	78	79.6%	7	6.7%
Air NZ	44	37	30	81.1%	30	81.1%	7	15.9%
Jetstar	61	61	48	78.7%	48	78.7%	N/A	0.0%
Gold Coast - Christchurch	35	35	29	82.9%	28	80.0%	0	0.0%
Air NZ	7	7	6	85.7%	5	71.4%	0	0.0%
Jetstar	28	28	23	82.1%	23	82.1%	N/A	0.0%
Melbourne - Auckland	311	305	174	57.0%	170	55.7%	6	1.9%
Air NZ	136	130	59	45.4%	69	53.1%	6	4.4%
Qantas	124	124	76	61.3%	64	51.6%	0	0.0%
Jetstar	51	51	39	76.5%	37	72.5%	N/A	0.0%
Melbourne - Christchurch	127	127	83	65.4%	80	63.0%	0	0.0%
Air NZ	43	43	26	60.5%	29	67.4%	0	0.0%
Qantas	53	53	31	58.5%	30	56.6%	0	0.0%
Jetstar	31	31	26	83.9%	21	67.7%	N/A	0.0%

INDIVIDUAL TRANS-TASMAN ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Melbourne - Queenstown	113	113	81	71.7%	82	72.6%	0	0.0%
Air NZ	31	31	19	61.3%	20	64.5%	0	0.0%
Qantas	17	17	14	82.4%	11	64.7%	0	0.0%
Jetstar	29	29	21	72.4%	23	79.3%	N/A	0.0%
Virgin Australia	36	36	27	75.0%	28	77.8%	0	0.0%
Melbourne - Wellington	76	74	52	70.3%	51	68.9%	2	2.6%
Air NZ	31	29	20	69.0%	21	72.4%	2	6.5%
Qantas	45	45	32	71.1%	30	66.7%	0	0.0%
Queenstown - Brisbane	64	64	36	56.3%	51	79.7%	0	0.0%
Qantas	27	27	11	40.7%	17	63.0%	0	0.0%
Virgin Australia	37	37	25	67.6%	34	91.9%	0	0.0%
Queenstown - Melbourne	113	112	78	69.6%	88	78.6%	1	0.9%
Air NZ	31	31	17	54.8%	22	71.0%	0	0.0%
Qantas	17	17	12	70.6%	13	76.5%	0	0.0%
Jetstar	29	28	22	78.6%	21	75.0%	1	3.4%
Virgin Australia	36	36	27	75.0%	32	88.9%	0	0.0%
Queenstown - Sydney	161	159	123	77.4%	135	84.9%	2	1.2%
Air NZ	30	30	23	76.7%	26	86.7%	0	0.0%
Qantas	62	61	44	72.1%	47	77.0%	1	1.6%
Jetstar	29	29	26	89.7%	28	96.6%	N/A	0.0%
Virgin Australia	40	39	30	76.9%	34	87.2%	1	2.5%

INDIVIDUAL TRANS-TASMAN ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Sydney - Auckland	399	385	233	60.5%	246	63.9%	14	3.5%
LATAM	26	26	22	84.6%	22	84.6%	0	0.0%
Air NZ	152	141	62	44.0%	75	53.2%	11	7.2%
Qantas	178	176	117	66.5%	118	67.0%	2	1.1%
Jetstar	43	42	32	76.2%	31	73.8%	1	2.3%
Sydney - Christchurch	123	121	51	42.1%	53	43.8%	2	1.6%
Emirates	31	31	3	9.7%	7	22.6%	0	0.0%
Air NZ	30	29	23	79.3%	24	82.8%	1	3.3%
Qantas	62	61	25	41.0%	22	36.1%	1	1.6%
Sydney - Queenstown	159	159	129	81.1%	133	83.6%	0	0.0%
Air NZ	30	30	29	96.7%	28	93.3%	0	0.0%
Qantas	62	62	50	80.6%	52	83.9%	0	0.0%
Jetstar	28	28	20	71.4%	21	75.0%	N/A	0.0%
Virgin Australia	39	39	30	76.9%	32	82.1%	0	0.0%
Sydney - Wellington	93	92	45	48.9%	44	47.8%	1	1.1%
Air NZ	31	30	12	40.0%	12	40.0%	1	3.2%
Qantas	62	62	33	53.2%	32	51.6%	0	0.0%
Wellington - Brisbane	61	59	27	45.8%	42	71.2%	2	3.3%
Air NZ	30	28	11	39.3%	22	78.6%	2	6.7%
Qantas	31	31	16	51.6%	20	64.5%	0	0.0%
Wellington - Melbourne	75	73	58	79.5%	66	90.4%	2	2.7%
Air NZ	31	29	25	86.2%	27	93.1%	2	6.5%
Qantas	44	44	33	75.0%	39	88.6%	0	0.0%

INDIVIDUAL TRANS-TASMAN ROUTES, JANUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Wellington - Sydney	93	92	57	62.0%	66	71.7%	1	1.1%
Air NZ	31	30	10	33.3%	18	60.0%	1	3.2%
Qantas	62	62	47	75.8%	48	77.4%	0	0.0%
Grand Total	3,929	3,850	2,453	63.7%	2,726	70.8%	79	2.0%

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