



MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Aviation on-time performance: July and August 2024

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Introduction

This is the first report by the Ministry of Transport on aviation on-time performance (OTP). The Ministry of Transport will report 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. We welcome users' feedback on this first report.

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

The first reports will include domestic jet services, but with time we will extend our reporting to cover regional and international routes.

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.

The Ministry has modelled this report on Australian on-time performance reporting undertaken by the Australian Bureau of Infrastructure and Transport Research Economics (BITRE), which has been reporting on-time performance in Australia for over 20 years.

For this report, similar to BITRE, 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 July and August 2024.

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.
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 two airlines recorded cancellations slightly differently during the time period covered by this first report.

- Air New Zealand's 7-day cancellation window starts at the same time of day as the flight is scheduled to depart.
 - For example, if the flight is scheduled to depart at 09:00 Monday and is cancelled at or after 09:00 on the Monday prior it will be counted as a cancellation.
 - If it is cancelled at 08:59 on the Monday prior, it will not be counted as a cancellation.

- Jetstar's 7-day cancellation window starts at midnight 7 days before the flight.
 - 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.

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, July 2024

For July 2024, on-time performance over all routes covered by this report was 78.5 per cent for on-time arrivals and 76.5 per cent for on-time departures. The cancellation rate for the month was 1.4 per cent.

The routes with the highest on-time performance in July 2024 were:

- Wellington to Christchurch for on-time departures (83.7%)
- Queenstown to Wellington for on-time arrivals (85.0%).

Cancellations were highest on the Christchurch-Wellington route in July 2024, with 2.4 per cent of services cancelled.

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

- the CrowdStrike outage on Friday 19 July, which caused significant disruption to Jetstar's operations. Jetstar was impacted more than most other carriers due to its greater reliance on Microsoft systems. Disruption continued into Saturday 20 July
- weather conditions, including fog, high wind and heavy rain
- increased passenger numbers over the school holidays.

Both airlines' on-time performance, July 2024

Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,735	3,681	2,816	76.5%	2,890	78.5%	51	1.4%

Industry on-time performance, August 2024

For August 2024, on-time performance over all routes covered by this report was 81.3 per cent for on-time arrivals and 80.0 per cent for on-time departures. The cancellation rate for the month was 1.6 per cent.

The route with the highest on-time performance in August 2024 was:

- Christchurch to Wellington for on-time departures (88.3%)
- Christchurch to Wellington for on-time arrivals (87.5%).

However, cancellations were also highest on this route, with 4 per cent of Christchurch-Wellington flights cancelled.

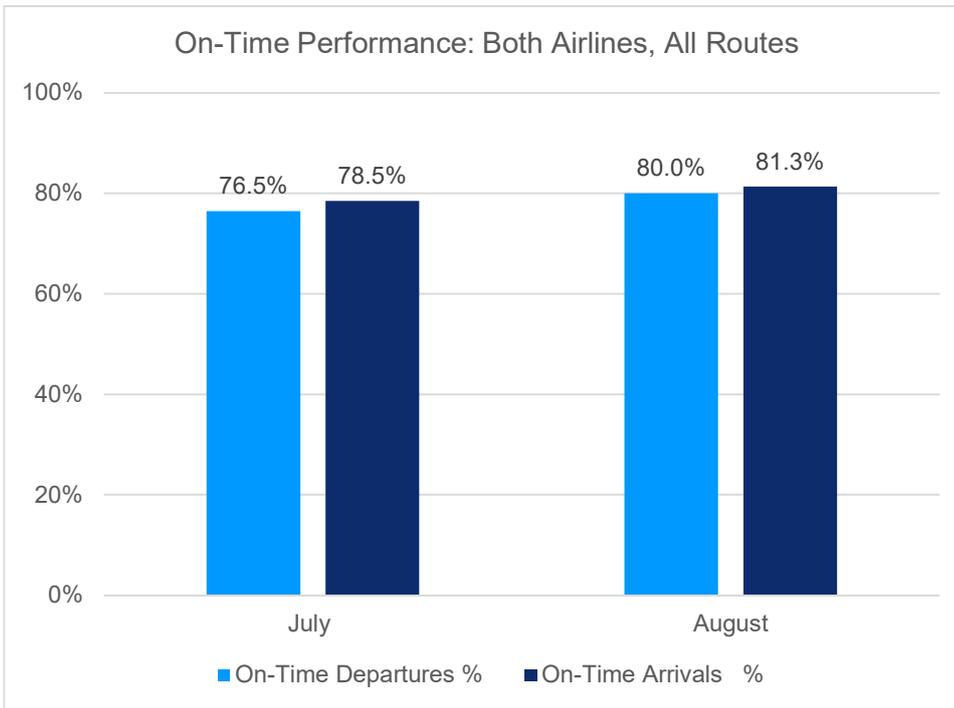
Significant factors that affected on-time performance in August 2024 were:

- bad weather, including fog and volcanic ash
- air traffic control issues
- Air New Zealand reported ongoing global engine supply issues driving increased maintenance requirements, magnified by a shortage of qualified engineers.

Both airlines' on-time performance, August 2024

Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,646	3,569	2,856	80.0%	2,903	81.3%	57	1.6%

Both airlines, all reported routes, July and August 2024



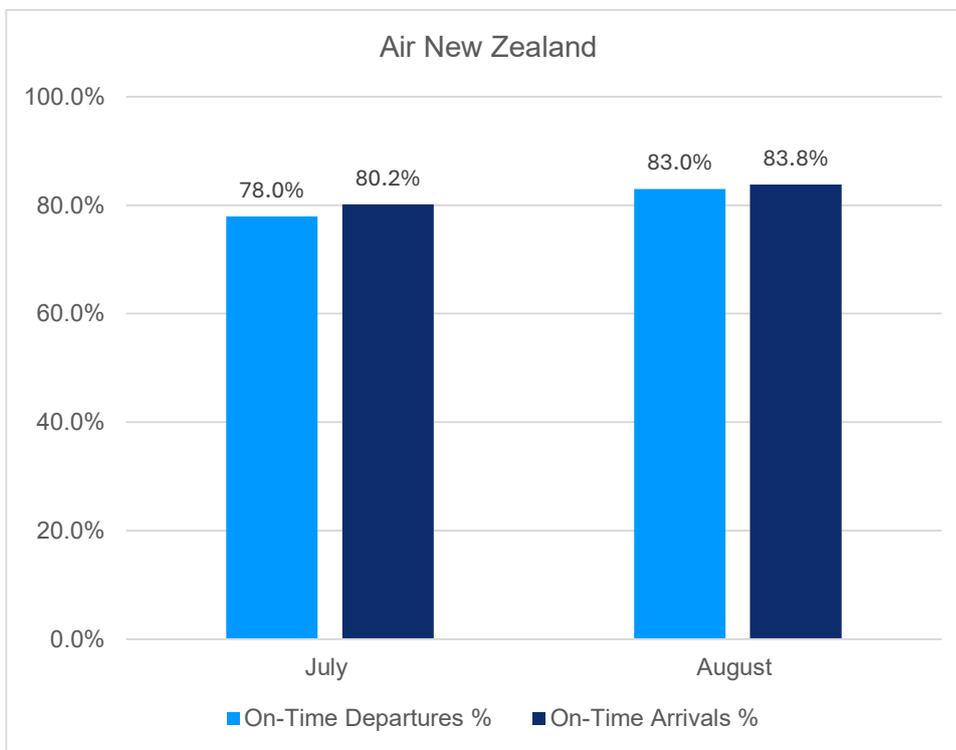
Airlines' performance

Air New Zealand recorded 78.0 per cent for on-time departures in July and 83.0 per cent in August. Jetstar's on-time departures were 72.5 per cent in July and 72.0 per cent in August.

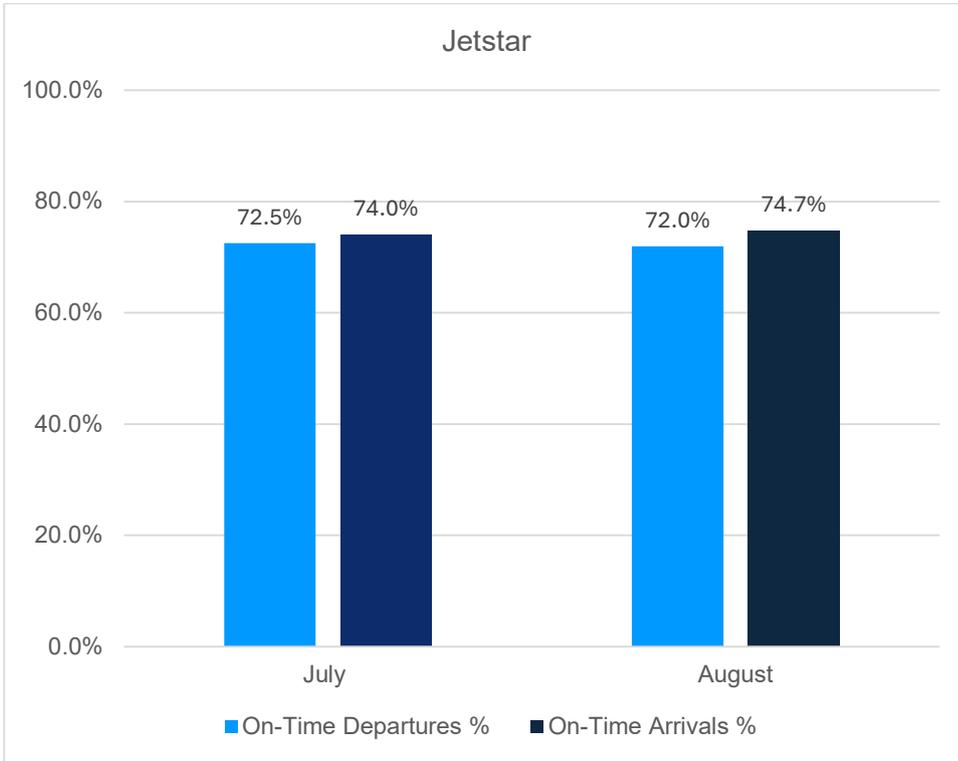
For on-time arrivals, Air New Zealand recorded 80.2 per cent in July and 83.8 per cent in August, while Jetstar recorded 74.0 per cent in July and 74.7 per cent in August.

Air New Zealand's cancellation rate was 1.5 per cent in July and 1.6 per cent in August. Jetstar's was 1.0 per cent in July and 1.4 per cent in August.

Air New Zealand, all reported routes



Jetstar, all reported routes



INDIVIDUAL ROUTES, JULY 2024

Individual routes, July 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
AUCKLAND - CHRISTCHURCH								
Air New Zealand	458	452	355	78.5%	360	79.6%	6	1.3%
Jetstar	176	175	117	66.9%	120	68.6%	1	0.6%
Both Airlines	634	627	472	75.3%	480	76.6%	7	1.1%
AUCKLAND - DUNEDIN								
Air New Zealand	95	95	76	80.0%	80	84.2%	0	0.0%
Jetstar	30	30	20	66.7%	19	63.3%	0	0.0%
Both Airlines	125	125	96	76.8%	99	79.2%	0	0.0%
AUCKLAND - WELLINGTON								
Air New Zealand	451	442	344	77.8%	367	83.0%	8	1.8%
Jetstar	129	126	99	78.6%	99	78.6%	3	2.3%
Both Airlines	580	568	443	78.0%	466	82.0%	11	1.9%
AUCKLAND - QUEENSTOWN								
Air New Zealand	230	227	173	76.2%	181	79.7%	3	1.3%
Jetstar	92	92	71	77.2%	73	79.3%	0	0.0%
Both Airlines	322	319	244	76.5%	254	79.6%	3	0.9%

INDIVIDUAL ROUTES, JULY 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
CHRISTCHURCH - AUCKLAND								
Air New Zealand	456	448	320	71.4%	331	73.9%	7	1.5%
Jetstar	174	173	119	68.8%	121	69.9%	1	0.6%
Both Airlines	630	621	439	70.7%	452	72.8%	8	0.9%
CHRISTCHURCH - WELLINGTON								
Air New Zealand	64	62	50	80.6%	48	77.4%	2	3.1%
Jetstar	62	61	52	85.2%	52	85.2%	1	1.6%
Both Airlines	126	123	102	82.9%	100	81.3%	3	2.4%
DUNEDIN - AUCKLAND								
Air New Zealand	95	95	75	78.9%	77	81.1%	0	0.0%
Jetstar	31	31	20	64.5%	20	64.5%	0	0.0%
Both Airlines	126	126	95	75.4%	97	77.0%	0	0.0%
WELLINGTON - AUCKLAND								
Air New Zealand	454	443	356	80.4%	357	80.6%	10	2.2%
Jetstar	129	126	92	73.0%	96	76.2%	3	2.3%
Both Airlines	583	569	448	78.7%	453	79.6%	13	2.2%
WELLINGTON - CHRISTCHURCH								
Air New Zealand	63	62	52	83.9%	51	82.3%	1	1.6%
Jetstar	62	61	51	83.6%	51	83.6%	1	1.6%
Both Airlines	125	123	103	83.7%	102	82.9%	2	1.6%

INDIVIDUAL ROUTES, JULY 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
WELLINGTON - QUEENSTOWN								
Air New Zealand	67	67	54	80.6%	53	79.1%	0	0.0%
Jetstar	13	13	11	84.6%	10	76.9%	0	0.0%
Both Airlines	80	80	65	81.3%	63	78.8%	0	0.0%
QUEENSTOWN - AUCKLAND								
Air New Zealand	231	227	183	80.6%	190	83.7%	4	1.7%
Jetstar	93	93	61	65.6%	66	71.0%	0	0.0%
Both Airlines	324	320	244	76.3%	256	80.0%	4	1.2%
QUEENSTOWN - WELLINGTON								
Air New Zealand	67	67	57	85.1%	59	88.1%	0	0.0%
Jetstar	13	13	8	61.5%	9	69.2%	0	0.0%
Both Airlines	80	80	65	81.3%	68	85.0%	0	0.0%

INDIVIDUAL ROUTES, AUGUST 2024

Individual routes, August 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
AUCKLAND - CHRISTCHURCH								
Air New Zealand	433	429	353	82.3%	353	82.3%	4	0.9%
Jetstar	166	161	118	73.3%	117	72.7%	5	3.0%
Both Airlines	599	590	471	79.8%	470	79.7%	9	1.5%
AUCKLAND - DUNEDIN								
Air New Zealand	84	84	61	72.6%	66	78.6%	0	0.0%
Jetstar	30	30	22	73.3%	23	76.7%	0	0.0%
Both Airlines	114	114	83	72.8%	89	78.1%	0	0.0%
AUCKLAND - WELLINGTON								
Air New Zealand	448	441	373	84.6%	383	86.8%	7	1.6%
Jetstar	129	127	98	77.2%	99	78.0%	2	1.6%
Both Airlines	577	568	471	82.9%	482	84.9%	9	1.6%
AUCKLAND - QUEENSTOWN								
Air New Zealand	225	222	191	86.0%	189	85.1%	3	1.3%
Jetstar	92	92	72	78.3%	70	76.1%	0	0.0%
Both Airlines	317	314	263	83.8%	259	82.5%	3	0.9%

INDIVIDUAL ROUTES, AUGUST 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
CHRISTCHURCH - AUCKLAND								
Air New Zealand	434	428	336	78.5%	354	82.7%	6	1.4%
Jetstar	164	159	116	73.0%	120	75.5%	5	3.0%
Both Airlines	598	587	452	77.0%	474	80.7%	11	1.8%
CHRISTCHURCH - WELLINGTON								
Air New Zealand	64	58	53	91.4%	51	87.9%	5	7.8%
Jetstar	62	62	53	85.5%	54	87.1%	0	0.0%
Both Airlines	126	120	106	88.3%	105	87.5%	5	4.0%
DUNEDIN - AUCKLAND								
Air New Zealand	84	84	64	76.2%	68	81.0%	0	0.0%
Jetstar	31	31	22	71.0%	25	80.6%	0	0.0%
Both Airlines	115	115	86	74.8%	93	80.9%	0	0.0%
WELLINGTON - AUCKLAND								
Air New Zealand	453	444	370	83.3%	357	80.4%	9	2.0%
Jetstar	129	127	82	64.6%	92	72.4%	2	1.6%
Both Airlines	582	571	452	79.2%	449	78.6%	11	1.9%
WELLINGTON - CHRISTCHURCH								
Air New Zealand	58	57	47	82.5%	49	86.0%	1	1.7%
Jetstar	62	62	47	75.8%	47	75.8%	0	0.0%
Both Airlines	120	119	94	79.0%	96	80.7%	1	0.8%

INDIVIDUAL ROUTES, AUGUST 2024

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
WELLINGTON - QUEENSTOWN								
Air New Zealand	68	67	60	89.6%	58	86.6%	1	1.5%
Jetstar	13	13	10	76.9%	11	84.6%	0	0.0%
Both Airlines	81	80	70	87.5%	69	86.3%	1	1.2%
QUEENSTOWN - AUCKLAND								
Air New Zealand	244	220	194	88.2%	196	89.1%	5	2.0%
Jetstar	93	93	54	58.1%	63	67.7%	0	0.0%
Both Airlines	337	313	248	79.2%	259	82.7%	5	1.5%
QUEENSTOWN - WELLINGTON								
Air New Zealand	67	65	56	86.2%	54	83.1%	2	3.0%
Jetstar	13	13	4	30.8%	4	30.8%	0	0.0%
Both Airlines	80	78	60	76.9%	58	74.4%	2	2.5%

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