

Aviation on-time performance: March 2025



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1. Introduction

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

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

We plan to extend the scope to cover regional routes in the next report.

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
- Solomon Airlines
- 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	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.					
	 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, March 2025

For March 2025, on-time performance for all domestic routes covered by this report was 82.3 percent for on-time departures and 84.8 percent for on-time arrivals. The cancellation rate for the month was 2.1 percent.

The route with the highest on-time performance for departures in March 2025 was Queenstown - Wellington with 95 percent of flights departing on time. Queenstown - Wellington had the highest arrivals on-time performance, with 98.8 percent of flights arriving on time.

Cancellations were highest on the Auckland - Wellington route, with 3.1 percent of services cancelled.

Both airlines' on-time performance, March 2025

Sectors ¹		On-Time D	Departures	On-Time	Arrivals	Cancellations		
Scheduled	Scheduled Flown No.		%	No.	%	No.	%	
4,086	4,001	3,291	82.3%	3,393	84.8%	85	2.1%	

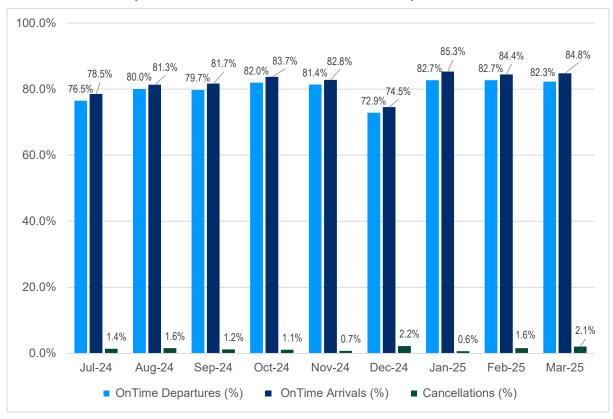
Top 5 domestic routes for on-time performance, March 2025

On-Time Departures		On-Time Arrivals			
Route	%	Route	%		
Queenstown - Wellington	95.0%	Queenstown - Wellington	98.8%		
Wellington - Queenstown	91.3%	Wellington - Queenstown	90.0%		
Christchurch - Wellington	86.8%	Queenstown - Auckland	89.7%		
Queenstown - Auckland	85.4%	Christchurch - Wellington	88.2%		
Auckland - Dunedin	85.4%	Auckland - Queenstown	86.6%		

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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, March 2025

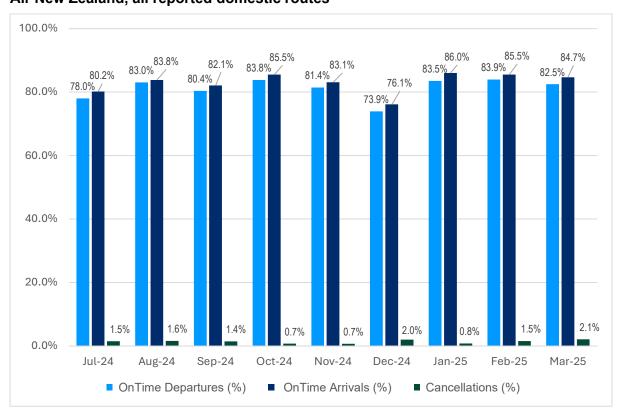
March 2025

Air New Zealand recorded 82.5 percent for on-time departures, and Jetstar 81.7 percent.

For on-time arrivals, Air New Zealand recorded 84.7 percent and Jetstar recorded 85.2 percent.

Air New Zealand's cancellation rate was 2.1 percent and Jetstar's was 2.0 percent.

Air New Zealand
Air New Zealand, all reported domestic routes

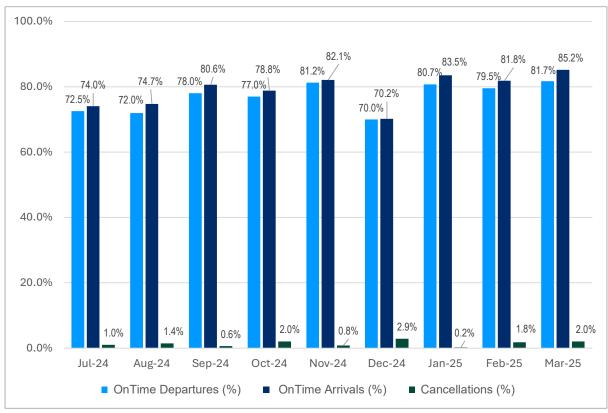


Air New Zealand reports that cancellations were mostly due to weather events, bird strikes, and ongoing Pratt & Whitney engine issues affecting some aircraft types, and one aircraft out of service. Cancellation rates improved significantly by the end of the month.

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

- fog in Christchurch
- bird strikes in Queenstown and Wellington
- early in the month, one aircraft was out of service for several days due to an
 engineering issue. Despite these early disruptions, on-time performance steadily
 improved over the course of the month.

Jetstar
Jetstar, all reported domestic routes



Jetstar reported that air traffic control ground movement delays, weather related delays (in Christchurch and Wellington) combined with off-schedule and consequential delays impacted performance.

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

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

For March 2025, on-time performance over all trans-Tasman routes covered by this report was 70.8 percent for on-time departures and 77.4 percent for on-time arrivals. The cancellation rate for the month was 4.0 percent.

Gold Coast - Auckland was the route with the highest on-time performance for departures in March 2025, with 86.7 percent. The route with the highest on-time performance for arrivals was Auckland – Gold Coast with 91.7 percent.

Cancellations were highest on the Brisbane - Wellington route in March 2025, with 14.3 percent of services cancelled.

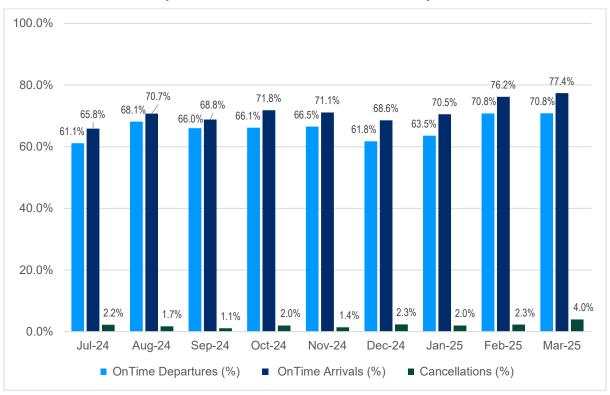
All airlines' on-time performance, March 2025

Sectors		On-Time D	Departures	On-Time	Arrivals	Cancellations		
Scheduled	Flown	No.	%	No.	%	No.	%	
3,436	3,299	2,336	70.8%	2,552	77.4%	136	4.0%	

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

On-Time Departures		On-Time Arrivals			
Route	%	Route	%		
Gold Coast - Auckland	86.7%	Auckland - Gold Coast	91.7%		
Wellington - Melbourne	83.3%	Gold Coast - Christchurch	90.5%		
Melbourne - Queenstown	81.5%	Gold Coast - Auckland	88.3%		
Gold Coast - Christchurch	81.0%	Christchurch - Sydney	87.2%		
Sydney - Queenstown	78.9%	Queenstown - Melbourne	86.2%		

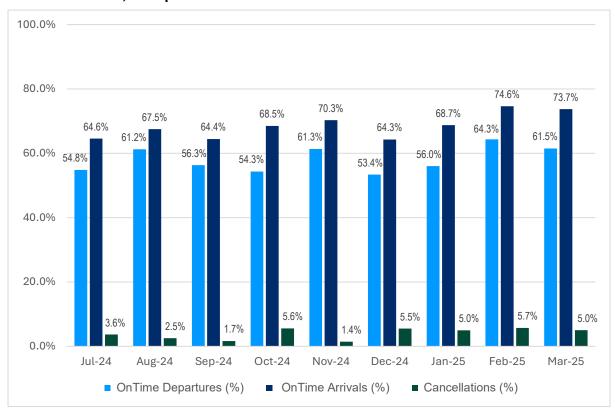
Trans-Tasman on-time performance trends, all airlines, all reported routes



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

Air New Zealand

Air New Zealand, all reported trans-Tasman routes

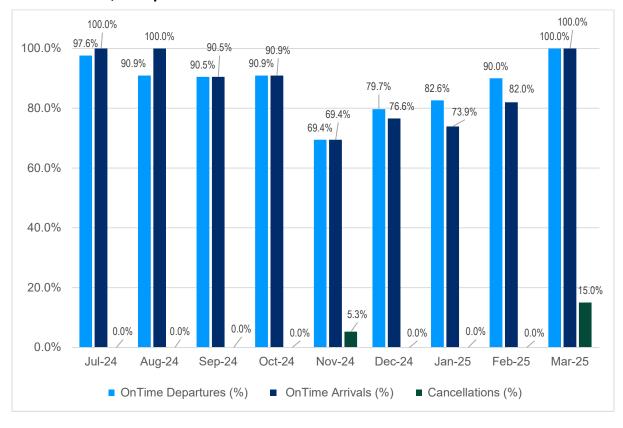


Air New Zealand reports that the majority of trans-Tasman delays and cancellations were due to Cyclone Alfred, particularly affecting services to Brisbane and the Gold Coast. Additional cancellations occurred while awaiting transport of parts and maintenance personnel to Brisbane through customs to carry out aircraft repairs.

March presented a number of operational challenges, including severe weather, aircraft maintenance requirements, and airport constraints. Air New Zealand says that despite these disruptions, they made solid progress in restoring schedule stability and reducing cancellations by month's end.

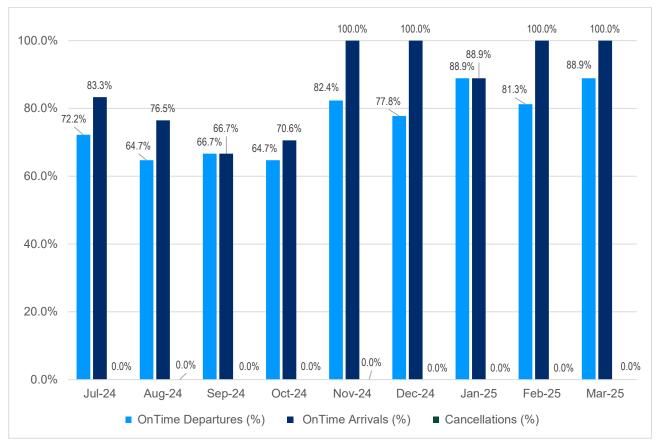
China Airlines

China Airlines, all reported trans-Tasman routes



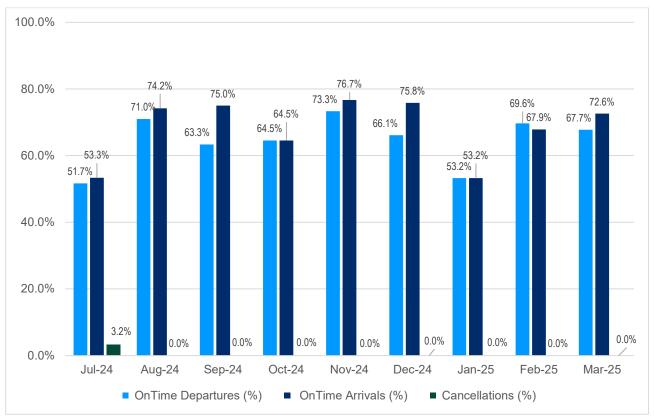
China Eastern Airlines

China Eastern Airlines, all reported trans-Tasman routes

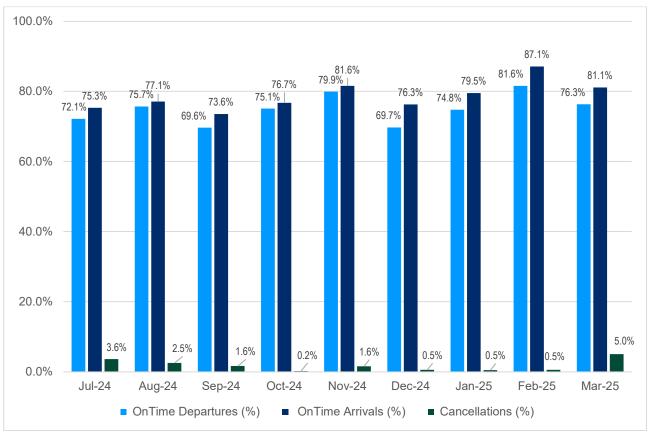


Emirates

Emirates, all reported trans-Tasman routes



Jetstar
Jetstar, all reported trans-Tasman routes

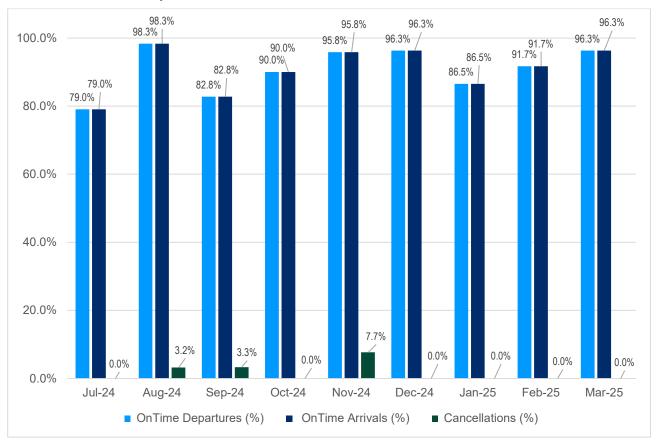


Jetstar reports that the following factors affected trans-Tasman on-time performance in March:

- tarmac congestion (air traffic control ground delays)
- passenger boarding induced delays combined with consequential delays.

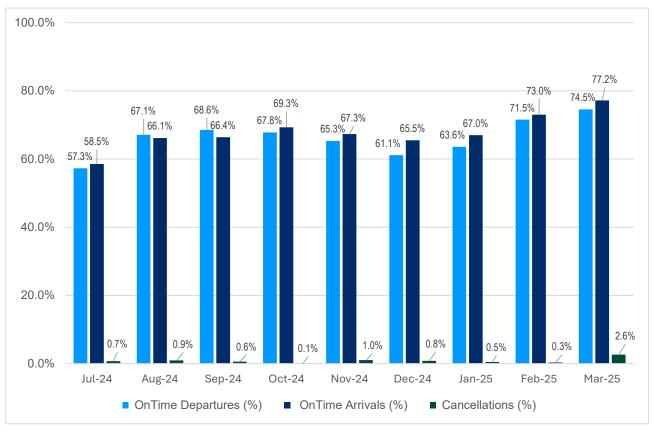
LATAM Airlines

LATAM Airlines, all reported trans-Tasman routes



LATAM reports that unscheduled maintenance affected their OTP this month.

Qantas
Qantas, all reported trans-Tasman routes

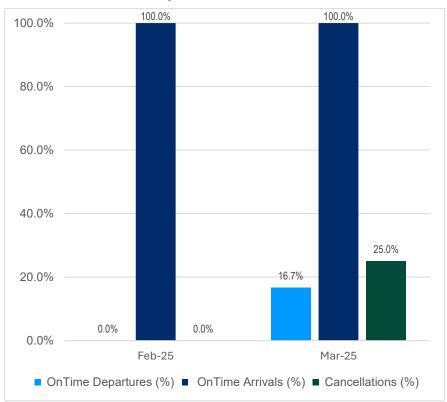


Qantas reports that the following factors affected their on-time performance in March:

- Seasonal weather-related delays (Tropical Cyclone Alfred in Brisbane) in addition to a spike in cancellations leading up to Tropical Cyclone Alfred's landfall.
- Industry congestion at airports, exacerbated by weather conditions
- Late arriving inbound aircraft as a result of weather-related delays
- Consequential boarding and ramp delays as a result of off-schedule operations.

Solomon Airlines

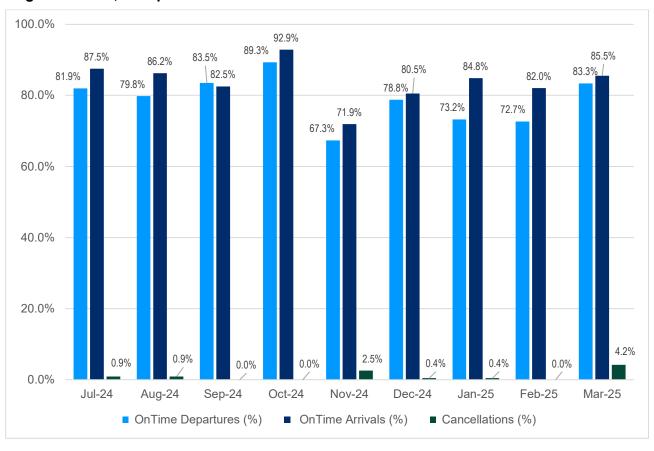
Solomon Airlines, all reported trans-Tasman routes



Solomon Airlines began weekly Brisbane - Auckland and Auckland - Brisbane flights in February 2025.

Virgin Australia

Virgin Australia, all reported trans-Tasman routes



11. Individual domestic routes, March 2025

Route	Sectors		On-Time Depa	rtures	On-Time Arri	vals	Cancellations	
Route total Airline	Scheduled	Flown	No.	%	No.	%	No.	%
Auckland - Wellington	612	593	486	82.0%	508	85.7%	19	3.1%
Air NZ	449	435	351	80.7%	371	85.3%	14	3.1%
Jetstar	163	158	135	85.4%	137	86.7%	5	3.1%
Wellington - Auckland	617	598	503	84.1%	500	83.6%	19	3.1%
Air NZ	454	440	370	84.1%	361	82.0%	14	3.1%
Jetstar	163	158	133	84.2%	139	88.0%	5	3.1%
Christchurch - Auckland	733	712	559	78.5%	589	82.7%	21	2.9%
Air NZ	508	492	384	78.0%	411	83.5%	16	3.1%
Jetstar	225	220	175	79.5%	178	80.9%	5	2.2%
Auckland - Christchurch	738	723	574	79.4%	587	81.2%	15	2.0%
Air NZ	513	502	400	79.7%	402	80.1%	11	2.1%
Jetstar	225	221	174	78.7%	185	83.7%	4	1.8%
Wellington - Christchurch	134	132	109	82.6%	112	84.8%	2	1.5%
Air NZ	71	71	59	83.1%	60	84.5%	0	0.0%
Jetstar	63	61	50	82.0%	52	85.2%	2	3.2%
Queenstown - Auckland	354	349	298	85.4%	313	89.7%	5	1.4%
Air NZ	260	256	231	90.2%	236	92.2%	4	1.5%
Jetstar	94	93	67	72.0%	77	82.8%	1	1.1%
Auckland - Dunedin	124	123	105	85.4%	105	85.4%	1	0.8%
Air NZ	93	92	76	82.6%	76	82.6%	1	1.1%

INDIVIDUAL DOMESTIC ROUTES, MARCH 2025

Route	Sectors		On-Time Depar	rtures	On-Time Arr	ivals	Cancellation	ns
Route total Airline	Scheduled	Flown	No.	%	No.	%	No.	%
Jetstar	31	31	29	93.5%	29	93.5%	0	0.0%
Dunedin - Auckland	124	123	97	78.9%	103	83.7%	1	0.8%
Air NZ	93	92	69	75.0%	74	80.4%	1	1.1%
Jetstar	31	31	28	90.3%	29	93.5%	0	0.0%
Christchurch - Wellington	137	136	118	86.8%	120	88.2%	1	0.7%
Air NZ	74	74	64	86.5%	64	86.5%	0	0.0%
Jetstar	63	62	54	87.1%	56	90.3%	1	1.6%
Auckland - Queenstown	353	352	293	83.2%	305	86.6%	1	0.3%
Air NZ	259	259	218	84.2%	227	87.6%	0	0.0%
Jetstar	94	93	75	80.6%	78	83.9%	1	1.1%
Wellington - Queenstown	80	80	73	91.3%	72	90.0%	0	0.0%
Air NZ	67	67	61	91.0%	61	91.0%	0	0.0%
Jetstar	13	13	12	92.3%	11	84.6%	0	0.0%
Queenstown - Wellington	80	80	76	95.0%	79	98.8%	0	0.0%
Air NZ	67	67	65	97.0%	67	100.0%	0	0.0%
Jetstar	13	13	11	84.6%	12	92.3%	0	0.0%
Grand Total	4,086	4,001	3,291	82.3%	3,393	84.8%	85	2.1%

12. Individual trans-Tasman routes, March 2025

Route	Sectors	Sectors		rtures	On-Time Arr	ivals	Cancellations	
Route total Airline	Scheduled	Flown	No.	%	No.	%	No.	%
Brisbane - Wellington	49	42	27	64.3%	25	59.5%	7	14.3%
Air NZ	26	21	11	52.4%	10	47.6%	5	19.2%
Qantas	23	21	16	76.2%	15	71.4%	2	8.7%
Christchurch - Brisbane	73	63	34	54.0%	45	71.4%	10	13.7%
Air NZ	29	24	11	45.8%	19	79.2%	5	17.2%
Qantas	44	39	23	59.0%	26	66.7%	5	11.4%
Auckland - Gold Coast	69	60	46	76.7%	55	91.7%	9	13.0%
Air NZ	36	31	24	77.4%	28	90.3%	5	13.9%
Jetstar	33	29	22	75.9%	27	93.1%	4	12.1%
Gold Coast - Auckland	69	60	52	86.7%	53	88.3%	9	13.0%
Air NZ	36	31	27	87.1%	28	90.3%	5	13.9%
Jetstar	33	29	25	86.2%	25	86.2%	4	12.1%
Christchurch - Gold Coast	24	21	13	61.9%	18	85.7%	3	12.5%
Air NZ	10	9	4	44.4%	7	77.8%	1	10.0%
Jetstar	14	12	9	75.0%	11	91.7%	2	14.3%
Gold Coast - Christchurch	24	21	17	81.0%	19	90.5%	3	12.5%
Air NZ	10	9	6	66.7%	8	88.9%	1	10.0%
Jetstar	14	12	11	91.7%	11	91.7%	2	14.3%

Route	Sectors		On-Time Depa	rtures	On-Time Ar	rivals	Cancellatio	ns
Route total	Scheduled	Flown	No.	%	No.	%	No.	%
Airline								
Brisbane - Auckland	210	184	123	66.8%	120	65.2%	26	12.4%
China Airlines	20	17	17	100.0%	17	100.0%	3	15.0%
Air NZ	83	71	36	50.7%	36	50.7%	12	14.5%
Qantas	62	56	44	78.6%	38	67.9%	6	9.7%
Jetstar	41	37	25	67.6%	26	70.3%	4	9.8%
Solomon Airlines	4	3	1	33.3%	3	100.0%	1	25.0%
Brisbane - Christchurch	73	64	42	65.6%	36	56.3%	9	12.3%
Air NZ	29	25	15	60.0%	15	60.0%	4	13.8%
Qantas	44	39	27	69.2%	21	53.8%	5	11.4%
Wellington - Brisbane	49	43	24	55.8%	34	79.1%	6	12.2%
Air NZ	26	22	7	31.8%	16	72.7%	4	15.4%
Qantas	23	21	17	81.0%	18	85.7%	2	8.7%
Queenstown - Brisbane	41	36	24	66.7%	31	86.1%	5	12.2%
Qantas	14	12	6	50.0%	10	83.3%	2	14.3%
Virgin Australia	27	24	18	75.0%	21	87.5%	3	11.1%
Auckland - Brisbane	210	188	115	61.2%	146	77.7%	22	10.5%
China Airlines	20	17	17	100.0%	17	100.0%	3	15.0%
Air NZ	83	75	36	48.0%	54	72.0%	8	9.6%
Qantas	62	55	42	76.4%	44	80.0%	7	11.3%
Jetstar	41	38	20	52.6%	28	73.7%	3	7.3%
Solomon Airlines	4	3	0	0.0%	3	100.0%	1	25.0%
Brisbane - Queenstown	41	37	29	78.4%	27	73.0%	4	9.8%
Qantas	14	13	9	69.2%	9	69.2%	1	7.1%
Virgin Australia	27	24	20	83.3%	18	75.0%	3	11.1%

Route	Sectors		On-Time Depa	rtures	On-Time Ar	rivals	Cancellation	ns
Route total Airline	Scheduled	Flown	No.	%	No.	%	No.	%
Wellington - Sydney	93	91	64	70.3%	73	80.2%	2	2.2%
Air NZ	31	30	14	46.7%	20	66.7%	1	3.2%
Qantas	62	61	50	82.0%	53	86.9%	1	1.6%
Melbourne - Christchurch	109	107	77	72.0%	78	72.9%	2	1.8%
Air NZ	40	39	26	66.7%	32	82.1%	1	2.5%
Qantas	46	45	35	77.8%	31	68.9%	1	2.2%
Jetstar	23	23	16	69.6%	15	65.2%	0	0.0%
Auckland - Sydney	387	381	256	67.2%	309	81.1%	6	1.6%
China Eastern Airlines	9	9	7	77.8%	9	100.0%	0	0.0%
LATAM	27	27	26	96.3%	26	96.3%	0	0.0%
Air NZ	147	141	77	54.6%	111	78.7%	6	4.1%
Qantas	173	173	125	72.3%	140	80.9%	0	0.0%
Jetstar	31	31	21	67.7%	23	74.2%	0	0.0%
Queenstown - Melbourne	66	65	50	76.9%	56	86.2%	1	1.5%
Air NZ	14	14	10	71.4%	12	85.7%	0	0.0%
Qantas	18	18	13	72.2%	15	83.3%	0	0.0%
Jetstar	16	15	12	80.0%	12	80.0%	1	6.3%
Virgin Australia	18	18	15	83.3%	17	94.4%	0	0.0%
Melbourne - Wellington	71	70	50	71.4%	50	71.4%	1	1.4%
Air NZ	31	31	23	74.2%	22	71.0%	0	0.0%
Qantas	40	39	27	69.2%	28	71.8%	1	2.5%

Route	Sectors		On-Time Depa	rtures	On-Time Ar	rivals	Cancellation	ns
Route total	Scheduled	Flown	No.	%	No.	%	No.	%
Airline								
Wellington - Melbourne	73	72	60	83.3%	61	84.7%	1	1.4%
Air NZ	31	31	27	87.1%	25	80.6%	0	0.0%
		41						
Qantas	42	41	33	80.5%	36	87.8%	1	2.4%
Sydney - Wellington	93	91	69	75.8%	69	75.8%	1	1.1%
Air NZ	31	30	17	56.7%	19	63.3%	0	0.0%
Qantas	62	61	52	85.2%	50	82.0%	1	1.6%
Sydney - Auckland	387	383	283	73.9%	294	76.8%	4	1.0%
China Eastern Airlines	9	9	9	100.0%	9	100.0%	0	0.0%
LATAM	27	27	26	96.3%	26	96.3%	0	0.0%
Air NZ	147	143	98	68.5%	101	70.6%	4	2.7%
Qantas	173	173	125	72.3%	133	76.9%	0	0.0%
Jetstar	31	31	25	80.6%	25	80.6%	0	0.0%
Christchurch - Melbourne	108	107	78	72.9%	92	86.0%	1	0.9%
Air NZ	40	40	20	50.0%	33	82.5%	0	0.0%
Qantas	45	44	38	86.4%	40	90.9%	1	2.2%
Jetstar	23	23	20	87.0%	19	82.6%	0	0.0%
Sydney - Queenstown	124	123	97	78.9%	96	78.0%	1	0.8%
Air NZ	18	17	97 15	88.2%	15	88.2%	1	5.6%
Qantas	60	60	45	75.0%	45	75.0%	0	0.0%
Jetstar	19	19	14	73.7%	43 14	73.7%	0	0.0%
Virgin Australia	27	27	23	85.2%	22	73.7 % 81.5%	0	0.0%
viigiii Austialia	21	21	23	00.270	22	01.070	U	0.0%
Christchurch - Sydney	134	133	101	75.9%	116	87.2%	1	0.7%
Emirates	31	31	31	100.0%	30	96.8%	0	0.0%
Air NZ	41	40	18	45.0%	27	67.5%	1	2.4%

Route	Sectors		On-Time Depar	rtures	On-Time Arr	rivals	Cancellation	าร
Route total	Scheduled	Flown	No.	%	No.	%	No.	%
Airline								
Qantas	62	62	52	83.9%	59	95.2%	0	0.0%
Auckland - Melbourne	266	265	195	73.6%	228	86.0%	1	0.4%
Air NZ	130	130	84	64.6%	109	83.8%	0	0.0%
Qantas	104	103	80	77.7%	88	85.4%	1	1.0%
Jetstar	32	32	31	96.9%	31	96.9%	0	0.0%
Melbourne - Auckland	267	266	185	69.5%	186	69.9%	1	0.4%
Air NZ	130	130	87	66.9%	91	70.0%	0	0.0%
Qantas	104	104	72	69.2%	68	65.4%	0	0.0%
Jetstar	33	32	26	81.3%	27	84.4%	1	3.0%
Sydney - Christchurch	136	136	80	58.8%	89	65.4%	0	0.0%
Emirates	31	31	11	35.5%	15	48.4%	0	0.0%
Air NZ	41	41	25	61.0%	28	68.3%	0	0.0%
Qantas	64	64	44	68.8%	46	71.9%	0	0.0%
Queenstown - Sydney	125	125	92	73.6%	95	76.0%	0	0.0%
Air NZ	18	18	13	72.2%	14	77.8%	0	0.0%
Qantas	61	61	42	68.9%	43	70.5%	0	0.0%
Jetstar	19	19	15	78.9%	15	78.9%	0	0.0%
Virgin Australia	27	27	22	81.5%	23	85.2%	0	0.0%

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Route total	Scheduled	Flown	No.	%	No.	%	No.	%
Airline								
Melbourne - Queenstown	65	65	53	81.5%	51	78.5%	0	0.0%
Air NZ	14	14	11	78.6%	10	71.4%	0	0.0%
Qantas	18	18	14	77.8%	11	61.1%	0	0.0%
Jetstar	15	15	11	73.3%	13	86.7%	0	0.0%
Virgin Australia	18	18	17	94.4%	17	94.4%	0	0.0%
Grand Total	3,436	3,299	2,336	70.8%	2,552	77.4%	136	4.0%

