



MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Aviation on-time performance: February 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.

This report is the fourth 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
- 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	<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, February 2025

For February 2025, on-time performance for all domestic routes covered by this report was 82.7 percent for on-time departures and 84.4 percent for on-time arrivals. The cancellation rate for the month was 1.6 percent.

The route with the highest on-time performance for departures in February 2025 was Queenstown - Wellington with 97.3 percent of flights departing on time. Wellington – Queenstown had the highest arrivals on-time performance, with 97.3 percent of flights arriving on time.

Cancellations were highest on the Christchurch – Auckland and Wellington – Christchurch routes, both with 2.5 percent of services cancelled.

Both airlines' on-time performance, February 2025

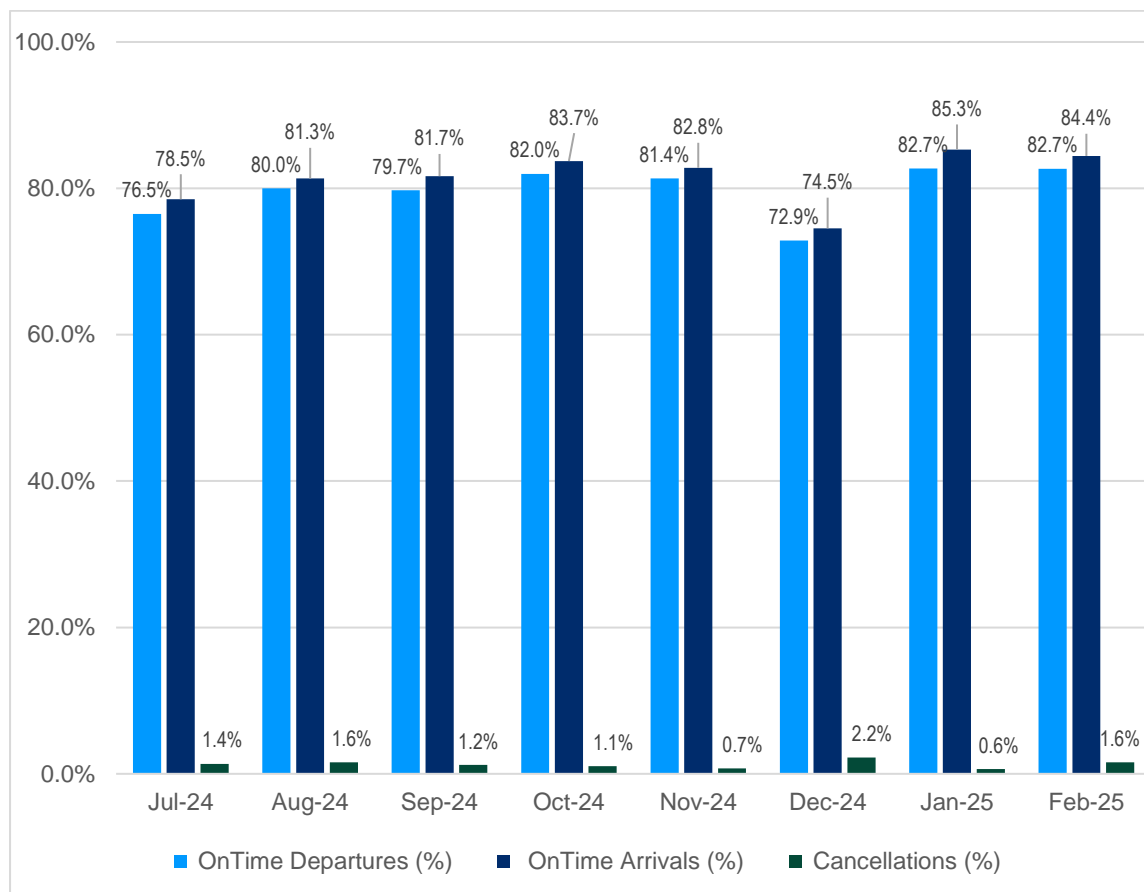
Sectors ¹		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,707	3,648	3,016	82.7%	3,080	84.4%	59	1.6%

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

On-Time Departures		On-Time Arrivals	
Route	%	Route	%
Queenstown - Wellington	97.3%	Wellington - Queenstown	97.3%
Wellington - Queenstown	96.0%	Queenstown - Wellington	95.9%
Christchurch - Wellington	87.0%	Auckland - Dunedin	90.2%
Auckland - Dunedin	86.2%	Auckland - Queenstown	90.2%
Dunedin - Auckland	86.2%	Queenstown - Auckland	87.7%

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, February 2025

February 2025

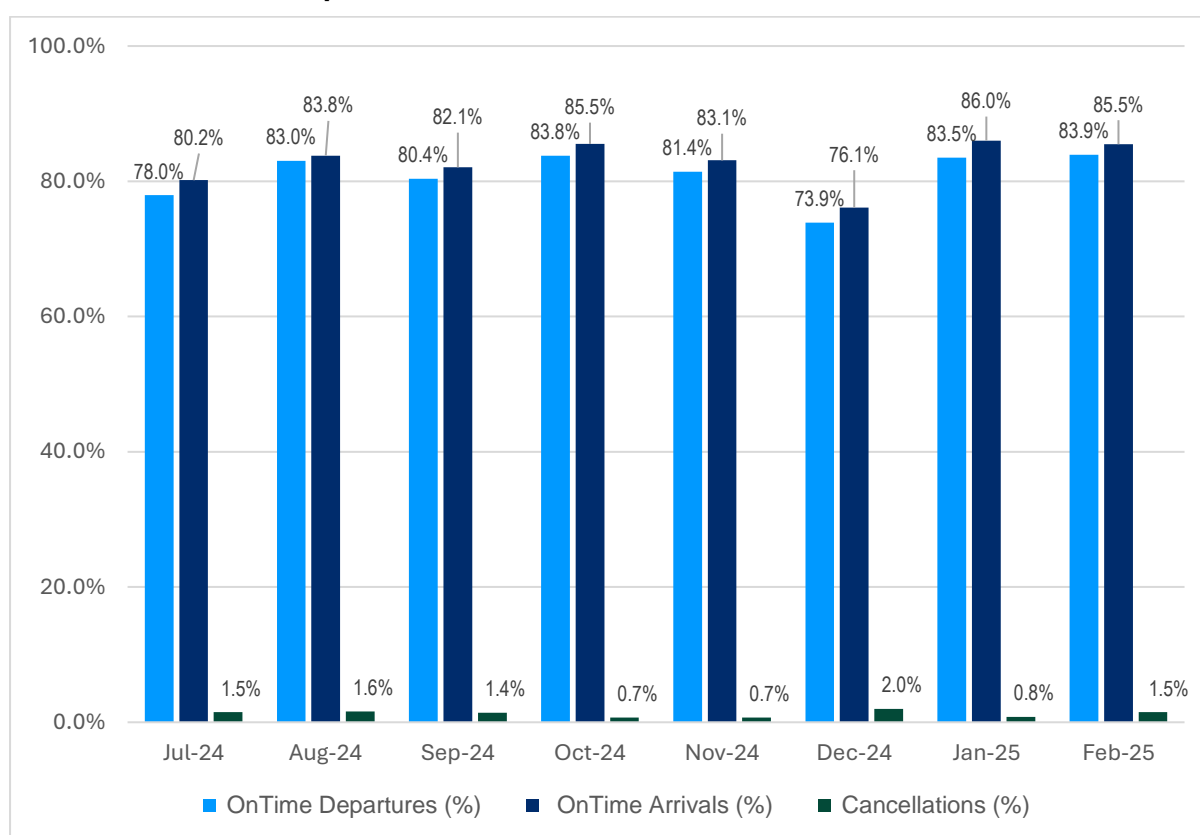
Air New Zealand recorded 83.9 percent for on-time departures, and Jetstar 79.5 percent.

For on-time arrivals, Air New Zealand recorded 85.5 percent and Jetstar recorded 81.8 percent.

Air New Zealand's cancellation rate was 1.5 percent and Jetstar's was 1.8 percent.

Air New Zealand

Air New Zealand, all reported domestic routes



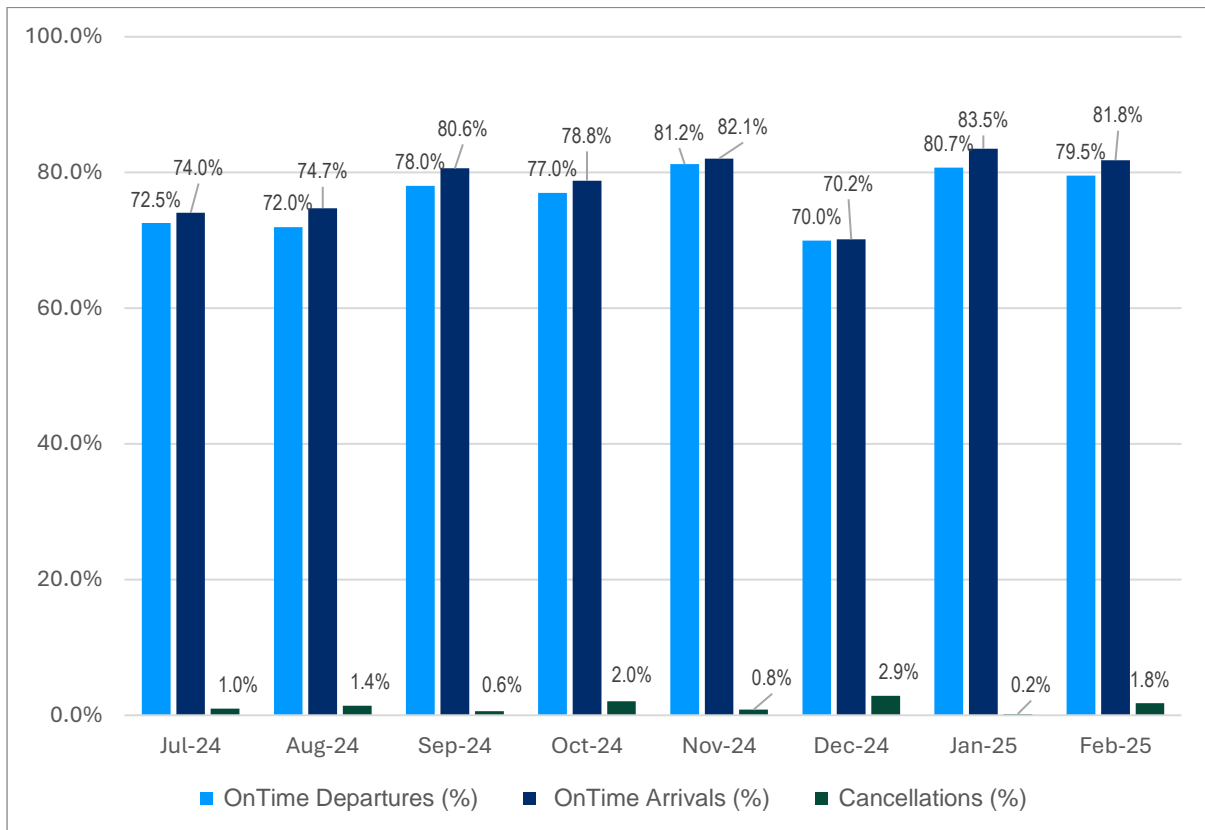
Cancellations were mostly due to engineering challenges, bird strikes, and high winds.

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

- engineering-related disruptions
- Weather impacts in Queenstown
- airport congestion in Auckland
- increased passenger volumes during peak periods.

Jetstar

Jetstar, all reported domestic routes



Jetstar reported that IT outage, weather-related delays, and fuel truck delays combined with consequential delays impacted performance this month.

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

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

For February 2025, on-time performance over all trans-Tasman routes covered by this report was 70.8 percent for on-time departures and 76.2 percent for on-time arrivals. The cancellation rate for the month was 2.3 percent.

Gold Coast - Christchurch was the route with the highest on-time performance for departures in February 2025, with 84.2 percent. The route with the highest on-time performance for arrivals was Auckland – Gold Coast with 90.9 percent.

Cancellations were highest on the Gold Coast - Auckland route in February 2025, with 9.8 percent of services cancelled.

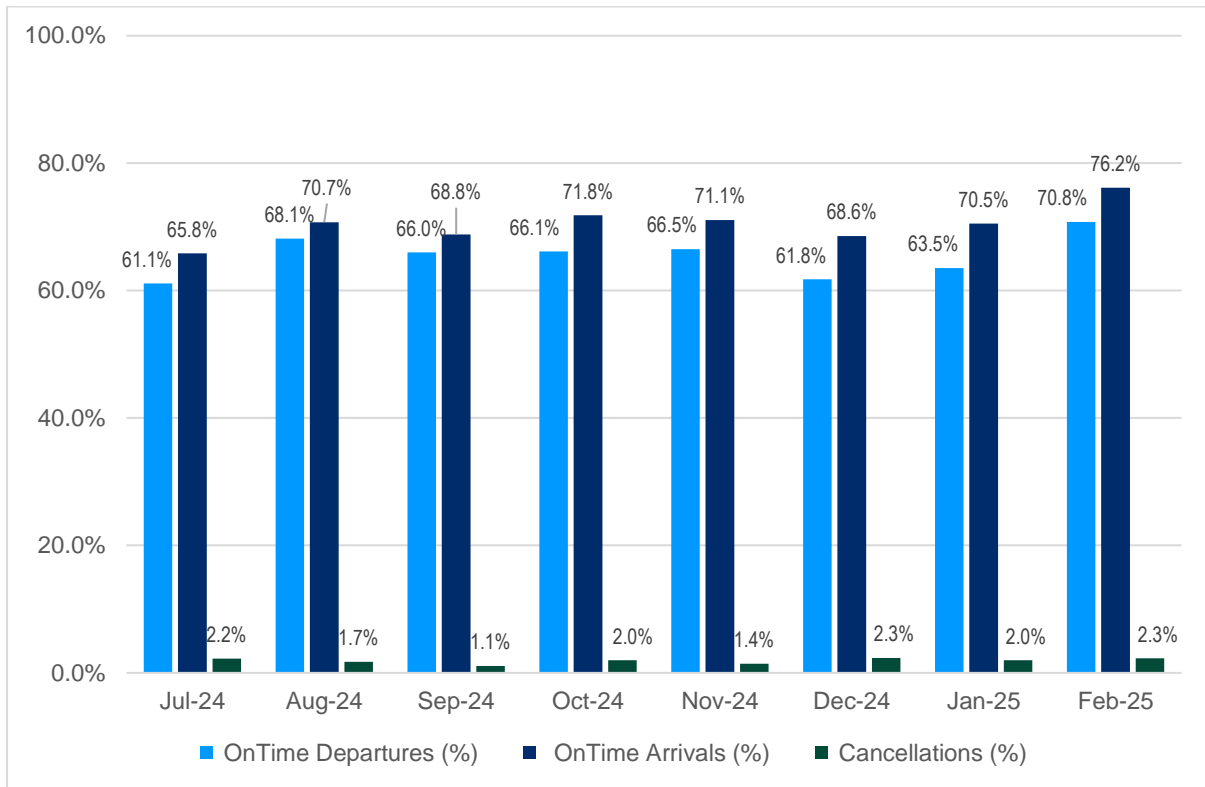
All airlines' on-time performance, February 2025

Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
Scheduled	Flown	No.	%	No.	%	No.	%
3,116	3,045	2,155	70.8%	2,319	76.2%	71	2.3%

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

On-Time Departures		On-Time Arrivals	
Route	%	Route	%
Gold Coast - Christchurch	84.2%	Auckland - Gold Coast	90.9%
Gold Coast - Auckland	83.6%	Wellington - Sydney	90.1%
Sydney - Queenstown	83.0%	Gold Coast - Christchurch	89.5%
Auckland - Gold Coast	81.8%	Wellington - Melbourne	89.2%
Wellington - Sydney	79.0%	Queenstown - Brisbane	88.6%

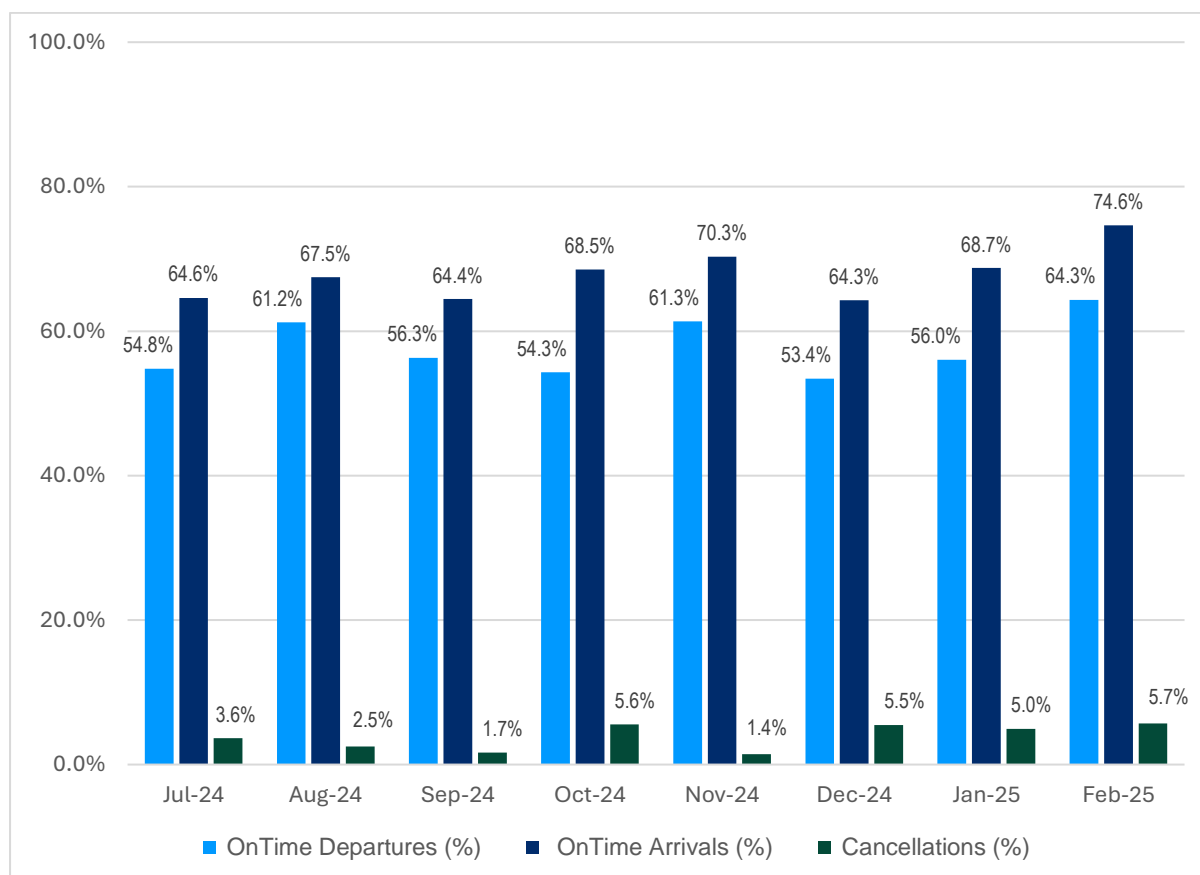
Trans-Tasman on-time performance trends, all airlines, all reported routes



10. Airlines' performance, trans-Tasman routes, February 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:

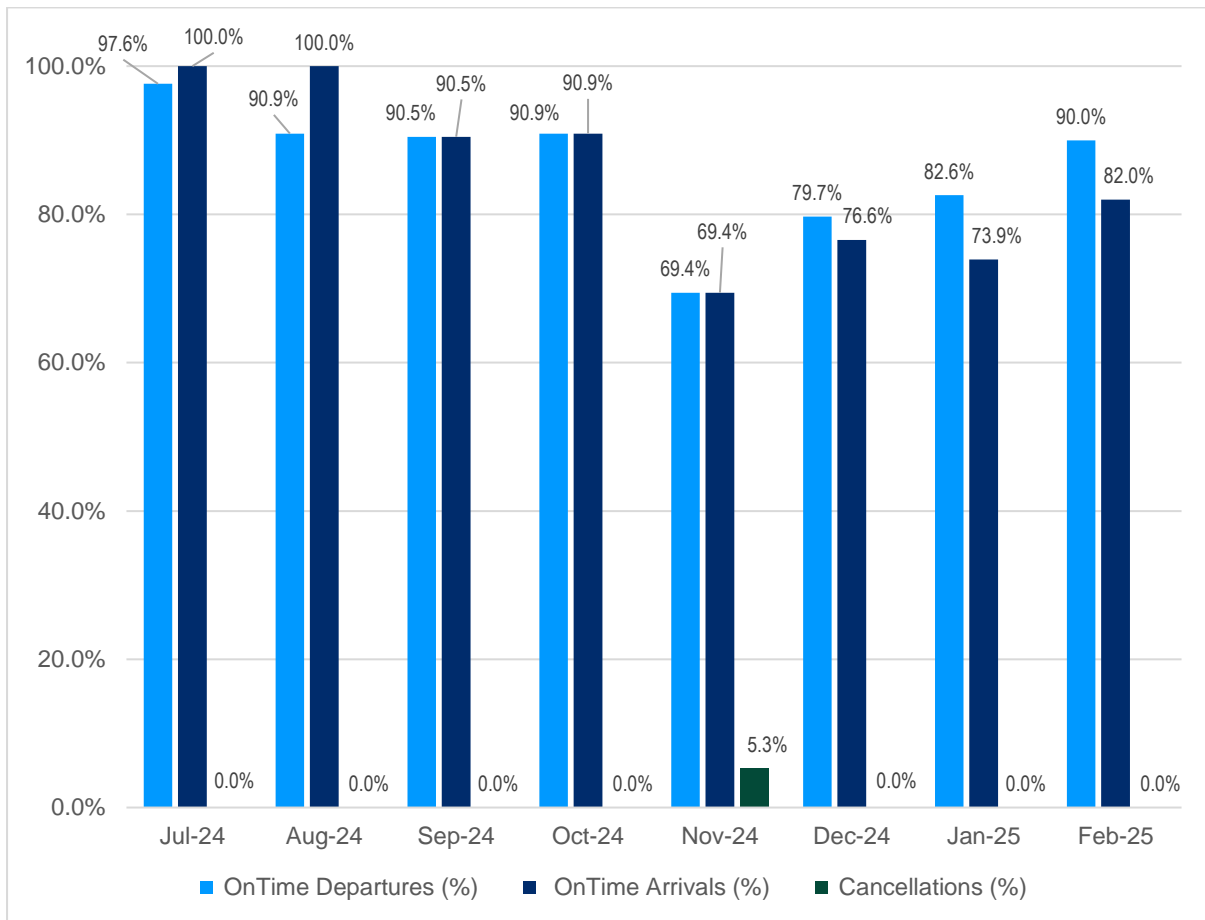
- Unplanned engine events linked to ongoing engine reliability challenges with Pratt & Whitney / Rolls-Royce engines
- Weather disruptions in Sydney
- Air traffic control restrictions
- Necessary routing adjustments affected some schedules.

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

- Weather events requiring extended maintenance affected key routes, such as Sydney and Gold Coast.

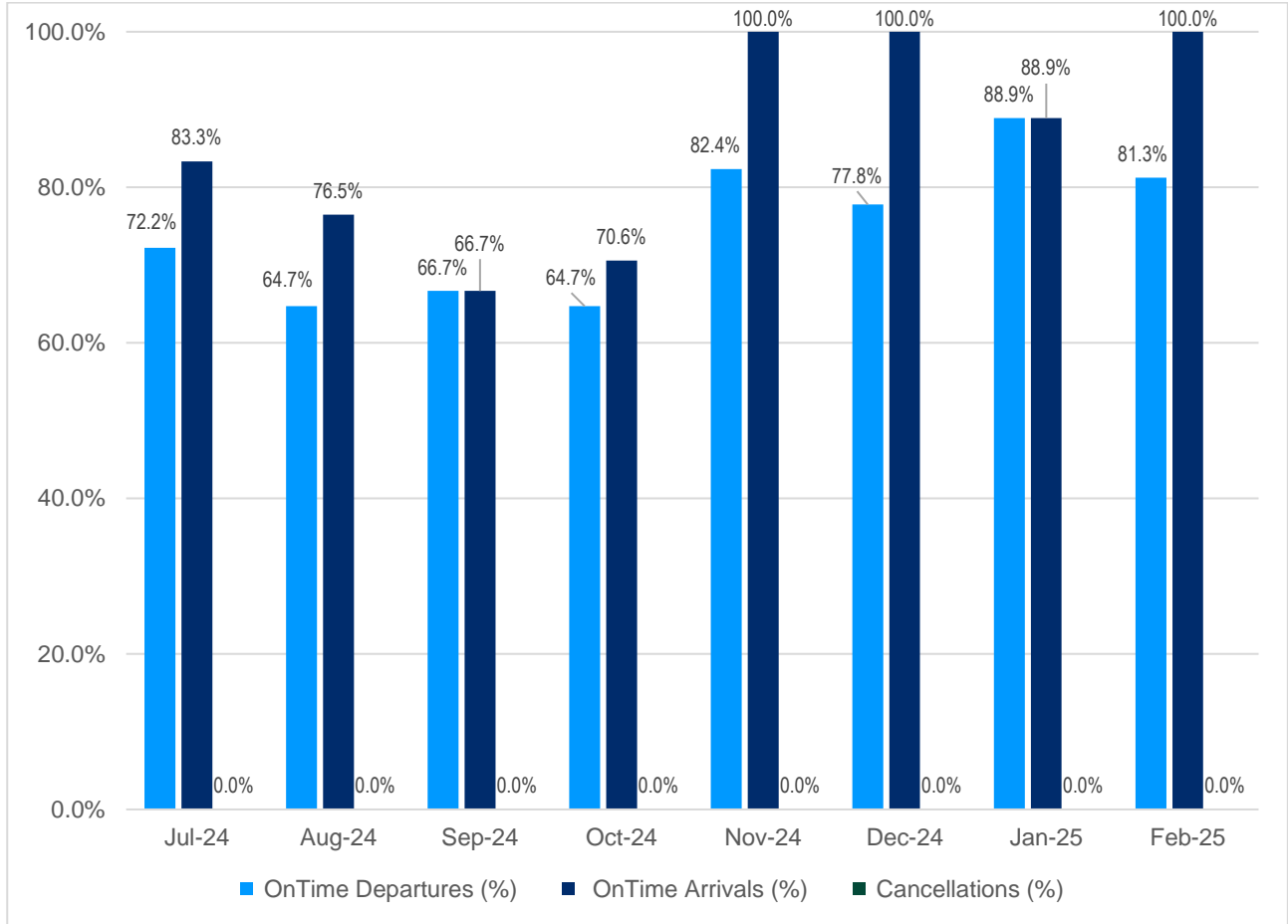
China Airlines

China Airlines, all reported trans-Tasman routes



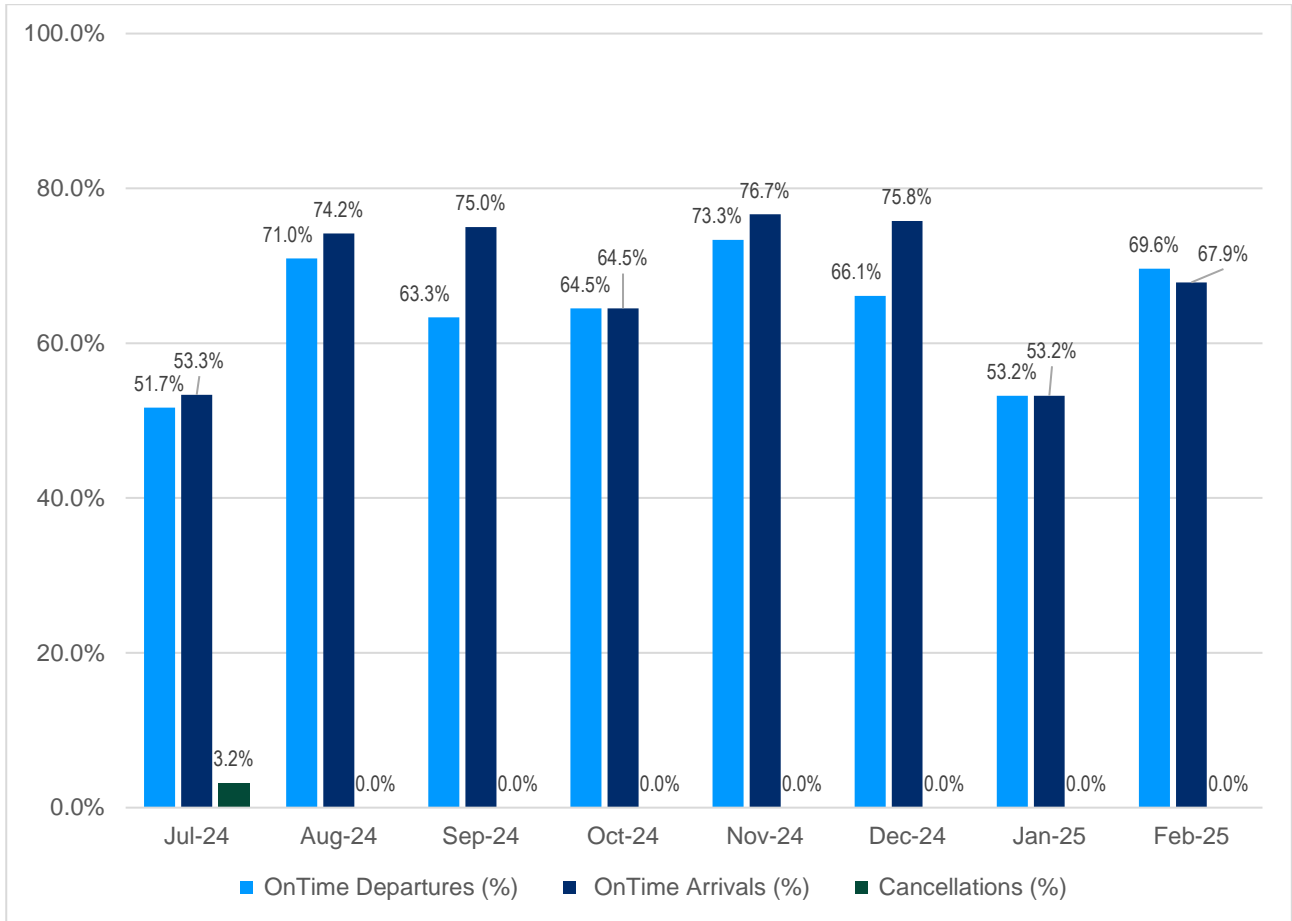
China Eastern Airlines

China Eastern Airlines, all reported trans-Tasman routes



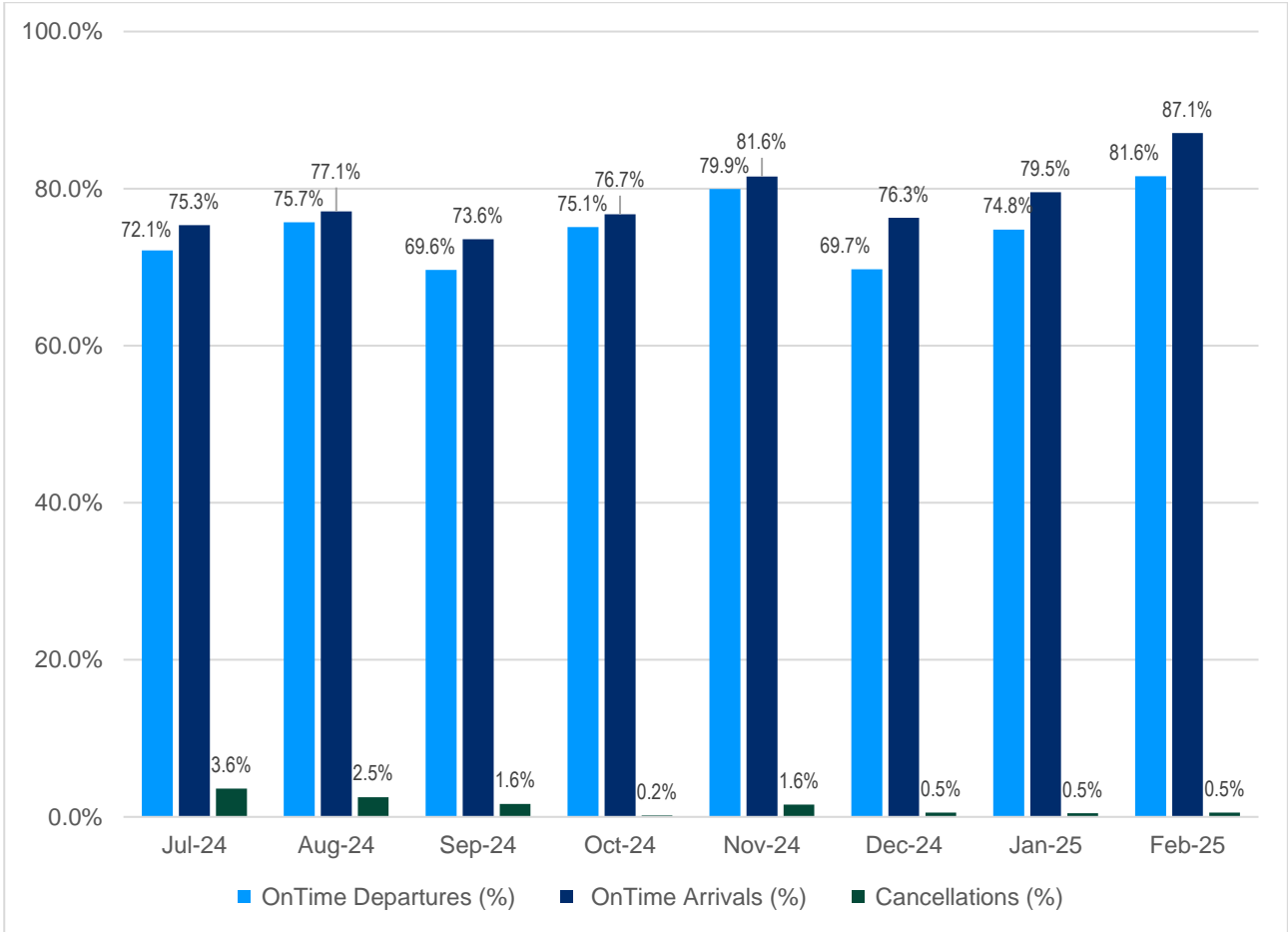
Emirates

Emirates, all reported trans-Tasman routes



Jetstar

Jetstar, all reported trans-Tasman routes

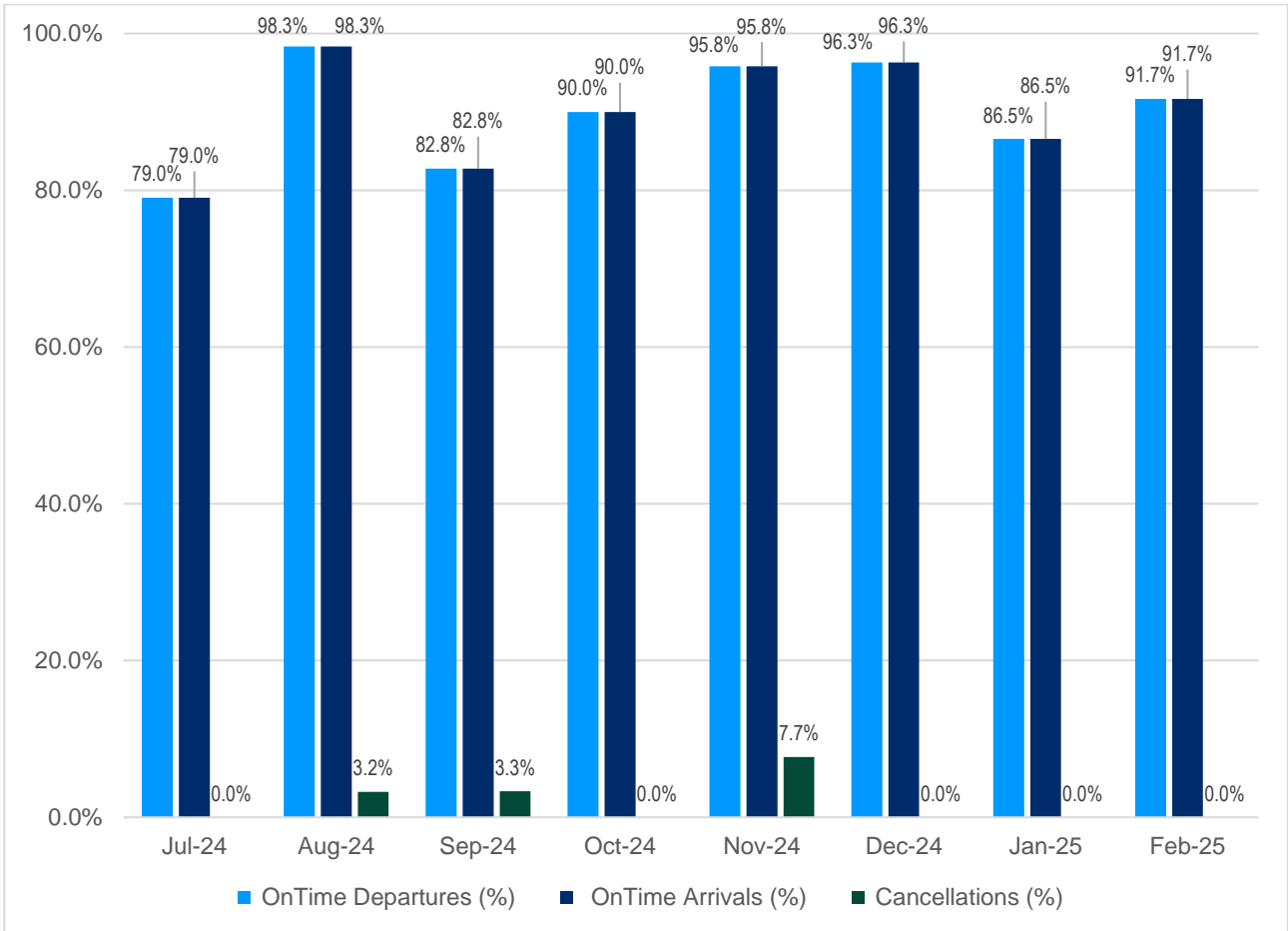


Jetstar reports that the following factors affected trans-Tasman on-time performance in February:

- Tarmac congestion (air traffic control ground delays)
- IT outage (network wide) combined with consequential delays.

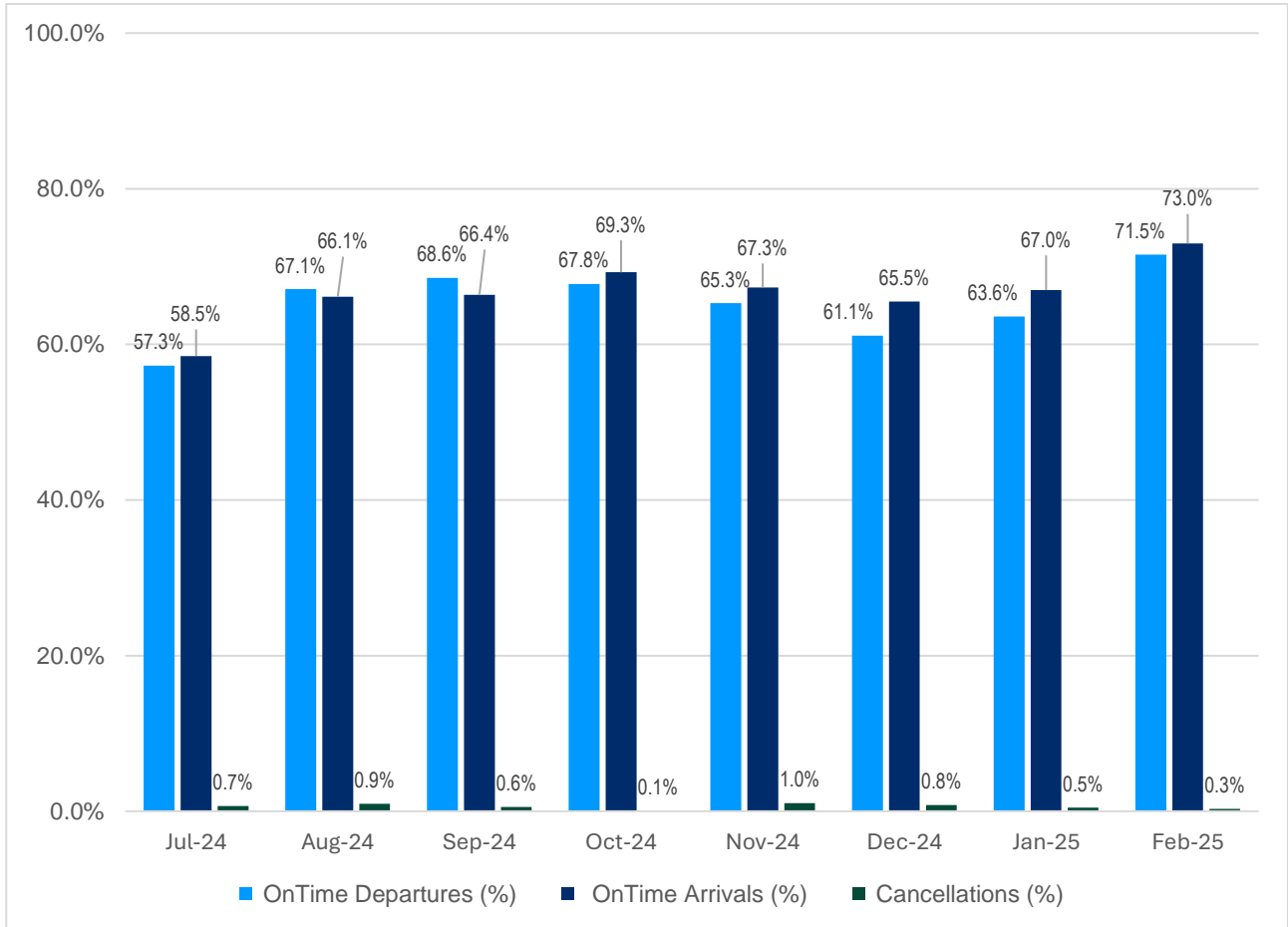
LATAM Airlines

LATAM Airlines, all reported trans-Tasman routes



Qantas

Qantas, all reported trans-Tasman routes

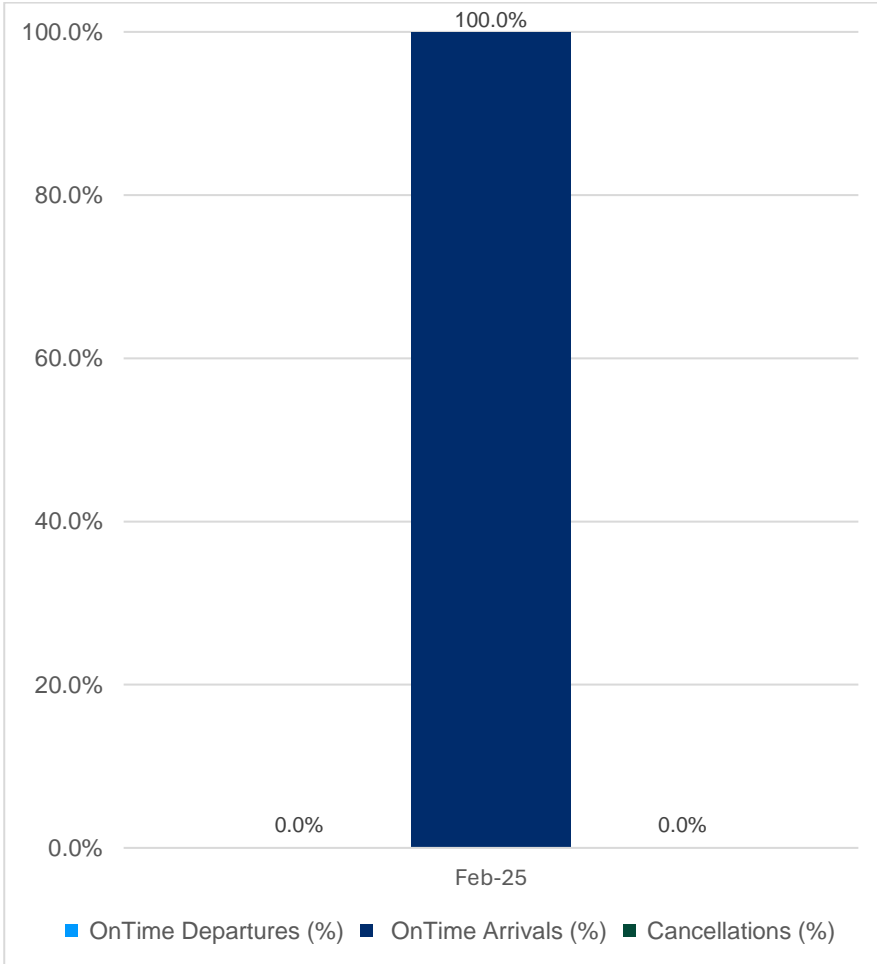


Qantas reports that the following factors affected their on-time performance in February:

- 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.

Solomon Airlines

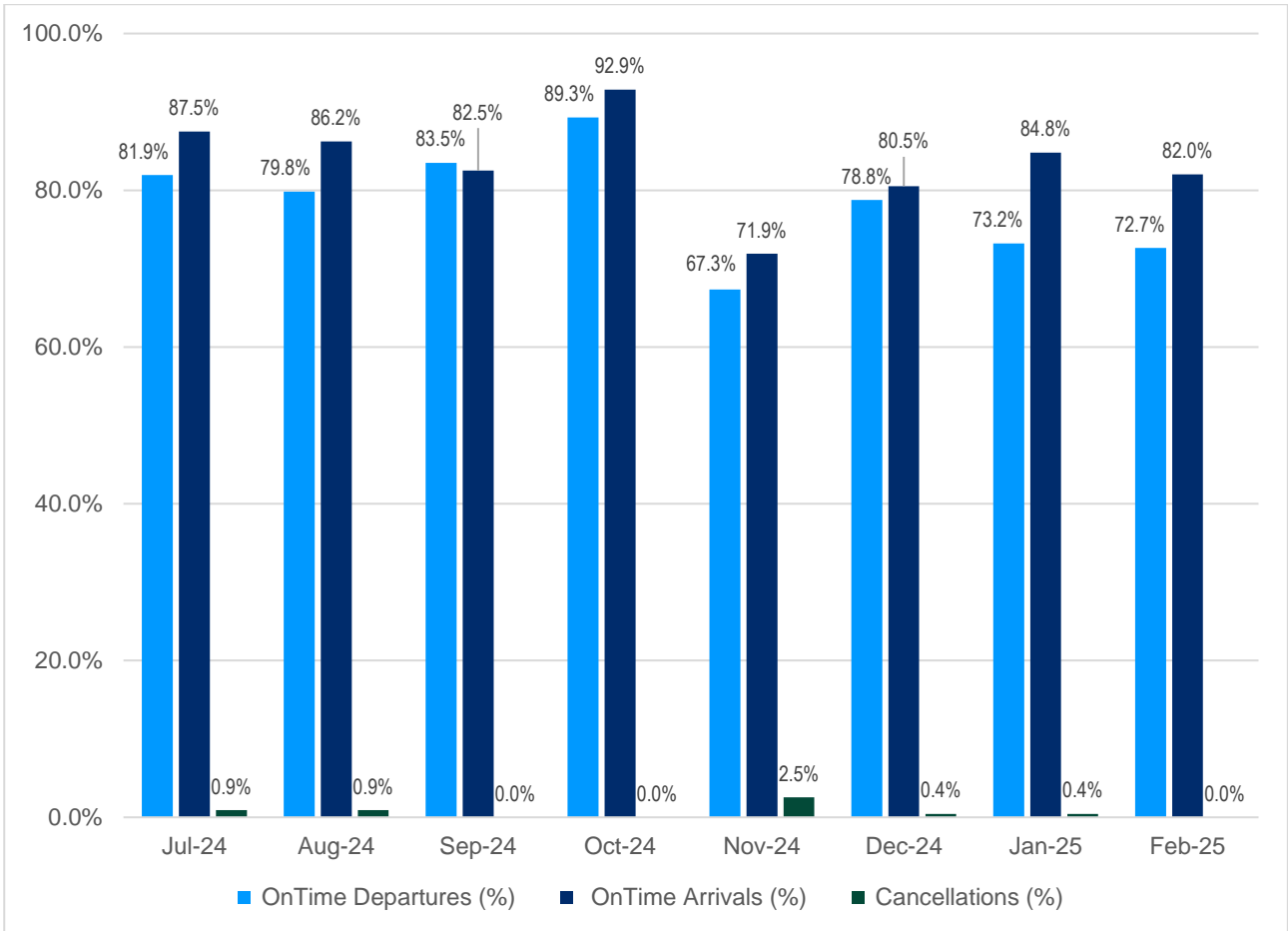
Solomon Airlines, all reported trans-Tasman routes



On 21 February 2025, Solomon Airlines started new weekly Brisbane – Auckland and Auckland – Brisbane services. This month's report covers only two flights in each direction.

Virgin Australia

Virgin Australia, all reported trans-Tasman routes



INDIVIDUAL DOMESTIC ROUTES, FEBRUARY 2025

11. Individual domestic routes, February 2025

Route Airline	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Auckland - Christchurch	651	637	499	78.3%	506	79.4%	14	2.2%
Air NZ	445	435	349	80.2%	346	79.5%	10	2.2%
Jetstar	206	202	150	74.3%	160	79.2%	4	1.9%
Auckland - Dunedin	123	123	106	86.2%	111	90.2%	0	0.0%
Air NZ	95	95	81	85.3%	86	90.5%	0	0.0%
Jetstar	28	28	25	89.3%	25	89.3%	0	0.0%
Auckland - Queenstown	317	317	271	85.5%	286	90.2%	0	0.0%
Air NZ	233	233	202	86.7%	214	91.8%	0	0.0%
Jetstar	84	84	69	82.1%	72	85.7%	0	0.0%
Auckland - Wellington	563	552	454	82.2%	479	86.8%	11	2.0%
Air NZ	414	407	338	83.0%	359	88.2%	7	1.7%
Jetstar	149	145	116	80.0%	120	82.8%	4	2.7%
Christchurch - Auckland	648	632	496	78.5%	494	78.2%	16	2.5%
Air NZ	442	431	338	78.4%	338	78.4%	11	2.5%
Jetstar	206	201	158	78.6%	156	77.6%	5	2.4%
Christchurch - Wellington	126	123	107	87.0%	107	87.0%	3	2.4%
Air NZ	70	68	61	89.7%	61	89.7%	2	2.9%
Jetstar	56	55	46	83.6%	46	83.6%	1	1.8%
Dunedin - Auckland	123	123	106	86.2%	106	86.2%	0	0.0%

INDIVIDUAL DOMESTIC ROUTES, FEBRUARY 2025

Air NZ	95	95	82	86.3%	82	86.3%	0	0.0%
Jetstar	28	28	24	85.7%	24	85.7%	0	0.0%
Queenstown - Auckland	317	317	273	86.1%	278	87.7%	0	0.0%
Air NZ	233	233	210	90.1%	214	91.8%	0	0.0%
Jetstar	84	84	63	75.0%	64	76.2%	0	0.0%
Queenstown - Wellington	75	74	72	97.3%	71	95.9%	1	1.3%
Air NZ	63	62	60	96.8%	59	95.2%	1	1.6%
Jetstar	12	12	12	100.0%	12	100.0%	0	0.0%
Wellington - Auckland	567	556	461	82.9%	466	83.8%	11	1.9%
Air NZ	418	411	342	83.2%	342	83.2%	7	1.7%
Jetstar	149	145	119	82.1%	124	85.5%	4	2.7%
Wellington - Christchurch	122	119	99	83.2%	103	86.6%	3	2.5%
Air NZ	66	64	56	87.5%	58	90.6%	2	3.0%
Jetstar	56	55	43	78.2%	45	81.8%	1	1.8%
Wellington - Queenstown	75	75	72	96.0%	73	97.3%	0	0.0%
Air NZ	63	63	61	96.8%	61	96.8%	0	0.0%
Jetstar	12	12	11	91.7%	12	100.0%	0	0.0%
Grand Total	3,707	3,648	3,016	82.7%	3,080	84.4%	59	1.6%

12. Individual trans-Tasman routes, February 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Auckland - Brisbane	192	189	134	70.9%	155	82.0%	3	1.6%
China Airlines	20	20	19	95.0%	20	100.0%	0	0.0%
Air NZ	78	75	49	65.3%	59	78.7%	3	3.8%
Qantas	56	56	40	71.4%	43	76.8%	0	0.0%
Jetstar	36	36	26	72.2%	31	86.1%	0	0.0%
Solomon Airlines	2	2	0	0.0%	2	100.0%	0	0.0%
Auckland - Gold Coast	61	55	45	81.8%	50	90.9%	6	9.8%
Air NZ	31	25	18	72.0%	22	88.0%	6	19.4%
Jetstar	30	30	27	90.0%	28	93.3%	0	0.0%
Auckland - Melbourne	264	257	192	74.7%	218	84.8%	7	2.7%
China Airlines	10	10	10	100.0%	8	80.0%	0	0.0%
Air NZ	114	107	69	64.5%	83	77.6%	7	6.1%
Qantas	111	111	92	82.9%	101	91.0%	0	0.0%
Jetstar	29	29	21	72.4%	26	89.7%	0	0.0%
Auckland - Sydney	348	338	240	71.0%	273	80.8%	10	2.9%
China Eastern Airlines	8	8	6	75.0%	8	100.0%	0	0.0%
LATAM	24	24	23	95.8%	23	95.8%	0	0.0%
Air NZ	134	125	81	64.8%	97	77.6%	9	6.7%
Qantas	154	153	106	69.3%	118	77.1%	1	0.6%
Jetstar	28	28	24	85.7%	27	96.4%	0	0.0%
Brisbane - Auckland	191	187	120	64.2%	127	67.9%	4	2.1%

INDIVIDUAL TRANS-TASMAN ROUTES, FEBRUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
China Airlines	20	20	16	80.0%	13	65.0%	0	0.0%
Air NZ	77	73	40	54.8%	45	61.6%	4	5.2%
Qantas	56	56	38	67.9%	40	71.4%	0	0.0%
Jetstar	36	36	26	72.2%	27	75.0%	0	0.0%
Solomon Airlines	2	2	0	0.0%	2	100.0%	0	0.0%
Brisbane - Christchurch	68	67	43	64.2%	44	65.7%	1	1.5%
Air NZ	28	27	17	63.0%	22	81.5%	1	3.6%
Qantas	40	40	26	65.0%	22	55.0%	0	0.0%
Brisbane - Queenstown	36	36	26	72.2%	26	72.2%	0	0.0%
Qantas	12	12	9	75.0%	7	58.3%	0	0.0%
Virgin Australia	24	24	17	70.8%	19	79.2%	0	0.0%
Brisbane - Wellington	41	40	27	67.5%	30	75.0%	1	2.4%
Air NZ	21	21	15	71.4%	16	76.2%	0	0.0%
Qantas	20	19	12	63.2%	14	73.7%	1	5.0%
Christchurch - Brisbane	67	67	43	64.2%	57	85.1%	0	0.0%
Air NZ	27	27	18	66.7%	26	96.3%	0	0.0%
Qantas	40	40	25	62.5%	31	77.5%	0	0.0%
Christchurch - Gold Coast	20	19	12	63.2%	16	84.2%	1	5.0%
Air NZ	8	7	3	42.9%	5	71.4%	1	12.5%
Jetstar	12	12	9	75.0%	11	91.7%	0	0.0%
Christchurch - Melbourne	99	97	66	68.0%	84	86.6%	2	2.0%
Air NZ	38	36	15	41.7%	28	77.8%	2	5.3%

INDIVIDUAL TRANS-TASMAN ROUTES, FEBRUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Qantas	41	41	34	82.9%	37	90.2%	0	0.0%
Jetstar	20	20	17	85.0%	19	95.0%	0	0.0%
Christchurch - Sydney	120	120	88	73.3%	103	85.8%	0	0.0%
Emirates	28	28	27	96.4%	27	96.4%	0	0.0%
Air NZ	36	36	20	55.6%	27	75.0%	0	0.0%
Qantas	56	56	41	73.2%	49	87.5%	0	0.0%
Gold Coast - Auckland	61	55	46	83.6%	48	87.3%	6	9.8%
Air NZ	31	25	20	80.0%	21	84.0%	6	19.4%
Jetstar	30	30	26	86.7%	27	90.0%	0	0.0%
Gold Coast - Christchurch	20	19	16	84.2%	17	89.5%	1	5.0%
Air NZ	8	7	5	71.4%	6	85.7%	1	12.5%
Jetstar	12	12	11	91.7%	11	91.7%	0	0.0%
Melbourne - Auckland	254	248	169	68.1%	158	63.7%	6	2.4%
Air NZ	114	108	68	63.0%	71	65.7%	6	5.3%
Qantas	111	111	78	70.3%	65	58.6%	0	0.0%
Jetstar	29	29	23	79.3%	22	75.9%	0	0.0%
Melbourne - Christchurch	98	95	65	68.4%	59	62.1%	3	3.1%
Air NZ	37	34	20	58.8%	19	55.9%	3	8.1%
Qantas	41	41	30	73.2%	26	63.4%	0	0.0%
Jetstar	20	20	15	75.0%	14	70.0%	0	0.0%
Melbourne - Queenstown	57	56	41	73.2%	42	75.0%	1	1.8%
Air NZ	13	12	9	75.0%	11	91.7%	1	7.7%

INDIVIDUAL TRANS-TASMAN ROUTES, FEBRUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Qantas	16	16	9	56.3%	7	43.8%	0	0.0%
Jetstar	12	12	10	83.3%	10	83.3%	0	0.0%
Virgin Australia	16	16	13	81.3%	14	87.5%	0	0.0%
Melbourne - Wellington	65	65	42	64.6%	40	61.5%	0	0.0%
Air NZ	28	28	19	67.9%	19	67.9%	0	0.0%
Qantas	37	37	23	62.2%	21	56.8%	0	0.0%
Queenstown - Brisbane	35	35	22	62.9%	31	88.6%	0	0.0%
Qantas	11	11	3	27.3%	7	63.6%	0	0.0%
Virgin Australia	24	24	19	79.2%	24	100.0%	0	0.0%
Queenstown - Melbourne	57	54	42	77.8%	45	83.3%	3	5.3%
Air NZ	13	11	10	90.9%	10	90.9%	2	15.4%
Qantas	16	16	8	50.0%	10	62.5%	0	0.0%
Jetstar	12	11	11	100.0%	11	100.0%	1	8.3%
Virgin Australia	16	16	13	81.3%	14	87.5%	0	0.0%
Queenstown - Sydney	111	109	78	71.6%	86	78.9%	2	1.8%
Air NZ	17	16	12	75.0%	14	87.5%	1	5.9%
Qantas	54	53	39	73.6%	38	71.7%	1	1.9%
Jetstar	16	16	13	81.3%	14	87.5%	0	0.0%
Virgin Australia	24	24	14	58.3%	20	83.3%	0	0.0%
Sydney - Auckland	348	340	243	71.5%	245	72.1%	8	2.3%
China Eastern Airlines	8	8	7	87.5%	8	100.0%	0	0.0%
LATAM	24	24	21	87.5%	21	87.5%	0	0.0%
Air NZ	134	126	83	65.9%	85	67.5%	8	6.0%

INDIVIDUAL TRANS-TASMAN ROUTES, FEBRUARY 2025

Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Qantas	154	154	107	69.5%	106	68.8%	0	0.0%
Jetstar	28	28	25	89.3%	25	89.3%	0	0.0%
Sydney - Christchurch	120	119	67	56.3%	61	51.3%	1	0.8%
Emirates	28	28	12	42.9%	11	39.3%	0	0.0%
Air NZ	36	35	22	62.9%	23	65.7%	1	2.8%
Qantas	56	56	33	58.9%	27	48.2%	0	0.0%
Sydney - Queenstown	113	112	93	83.0%	85	75.9%	1	0.9%
Air NZ	17	17	16	94.1%	12	70.6%	0	0.0%
Qantas	56	56	47	83.9%	45	80.4%	0	0.0%
Jetstar	16	15	13	86.7%	14	93.3%	1	6.3%
Virgin Australia	24	24	17	70.8%	14	58.3%	0	0.0%
Sydney - Wellington	82	81	57	70.4%	55	67.9%	1	1.2%
Air NZ	26	25	15	60.0%	18	72.0%	1	3.8%
Qantas	56	56	42	75.0%	37	66.1%	0	0.0%
Wellington - Brisbane	41	39	23	59.0%	33	84.6%	2	4.9%
Air NZ	21	20	7	35.0%	17	85.0%	1	4.8%
Qantas	20	19	16	84.2%	16	84.2%	1	5.0%
Wellington - Melbourne	65	65	51	78.5%	58	89.2%	0	0.0%
Air NZ	28	28	26	92.9%	27	96.4%	0	0.0%
Qantas	37	37	25	67.6%	31	83.8%	0	0.0%
Wellington - Sydney	82	81	64	79.0%	73	90.1%	1	1.2%
Air NZ	26	25	15	60.0%	20	80.0%	1	3.8%

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Route	Sectors		On-Time Departures		On-Time Arrivals		Cancellations	
	Scheduled	Flown	No.	%	No.	%	No.	%
Route total								
Airline								
Qantas	56	56	49	87.5%	53	94.6%	0	0.0%
Grand Total	3,116	3,045	2,155	70.8%	2,319	76.2%	71	2.3%

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Te Kāwanatanga o Aotearoa
New Zealand Government