Aviation
Domestic airline on time performance
January 2019
Foreword

The Bureau of Infrastructure, Transport and Regional Economics (BITRE) monitors the punctuality and reliability of major domestic airlines operating between Australian airports. The purpose of this is to allow for evaluation of overall industry and individual airline performance, so that consumers of air travel can make informed decisions.

The following domestic airlines currently report this information monthly to the BITRE: Jetstar, Qantas, QantasLink, Regional Express, Tigerair Australia, Virgin Australia and Virgin Australia Regional Airlines. Data has been gathered since November 2003, although some airlines commenced reporting at a later date, including Jetstar which first reported in May 2004, MacAir in July 2005, Tigerair Australia in April 2008 and Virgin Australia Regional Airlines in May 2013. MacAir ceased operations in February 2009 and data was not received for December 2008 onwards. Virgin Blue was rebranded as Virgin Australia in May 2011 and Tiger Airways was rebranded as Tigerair Australia in July 2013 and time series data in Microsoft Excel spread sheet format on the BITRE website have been revised to reflect these changes. Services operated by Skywest on behalf of Virgin Australia using ATR/F100 aircraft commenced in November 2011 and were shown separately as Virgin Australia – ATR/F100 Operations. Virgin Australia Regional Airlines commenced operations in May 2013. It was formed after the acquisition of Skywest by Virgin Australia and represented a combination of operations previously reported under Skywest and Virgin Australia – ATR/F100 Operations. In January 2016, Virgin Australia transferred their ATR fleet from Virgin Australia Regional Airlines to Virgin Australia.

Information presented in this report is for Australian domestic routes for which the passenger load averaged 8 000 or more passengers per month over the previous six months and where two or more airlines operated in competition on those routes. There were 65 routes that met this definition in January 2019. Over time, routes which meet these criteria change as airline networks and traffic levels vary.

Participating airlines report their overall monthly network performance where this is possible.

Total industry figures encompass all services operated by reporting airlines only. These airlines collectively carried over 95 per cent of total domestic passengers (regular public transport only) in 2018.

The method of capturing on time performance varies between airlines utilising different recording systems. Jetstar and Qantas jet aircraft use Aircraft Communication Addressing and Reporting System (ACARS) to electronically measure on time performance. Regional Express, Tigerair Australia, Virgin Australia, Virgin Australia Regional Airlines and the Qantas non-jet fleet record on time performance manually using records from pilots, gate agents and/or ground crews.

After initial data is collected, aggregate reports are audited internally by participating airlines prior to publication.

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Industry performance

For January 2019, on time performance over all routes operated by participating airlines (Jetstar, Qantas, QantasLink, Regional Express, Tigerair Australia, Virgin Australia and Virgin Australia Regional Airlines) averaged 84.4 per cent for on time arrivals and 84.7 per cent for on time departures. Cancellations represented 1.9 per cent of all scheduled flights. The equivalent figures for January 2018 were 85.0 per cent for on time arrivals, 85.1 per cent for on time departures and 1.5 per cent for cancellations.

This month’s on time arrivals figure was higher than the long term average performance for all routes (82.5 per cent) and the on time departures figure was also higher than the long term average (83.8 per cent). The rate of cancellations was higher than the long term average of 1.5 per cent.

Qantas achieved the highest on time arrivals among the major domestic airlines at 86.1 per cent followed by Virgin Australia at 85.5 per cent, Jetstar at 79.1 per cent and Tigerair Australia at 69.4 per cent. Of the regional airlines, QantasLink recorded 89.8 per cent for on time arrivals, followed by Regional Express at 84.8 per cent and Virgin Australia Regional Airlines at 82.5 per cent. The Qantas network (Qantas and QantasLink combined operations) recorded 88.1 per cent for on time arrivals while the Virgin Australia network (Virgin Australia and Virgin Australia Regional Airlines combined operations) recorded 85.3 per cent.

Qantas also achieved the highest level of on time departures among the major domestic airlines for January 2019 at 86.8 per cent, followed by Virgin Australia at 85.8 per cent, Jetstar at 76.5 per cent and Tigerair Australia at 69.4 per cent. Of the regional airlines, QantasLink recorded 90.8 per cent for on time departures, followed by Regional Express at 88.6 per cent and Virgin Australia Regional Airlines at 86.2 per cent. The Qantas network recorded 88.9 per cent for on time departures while the Virgin Australia network recorded 85.8 per cent.

Tigerair Australia recorded the highest percentage of cancellations (8.8 per cent) during the month, followed by Jetstar (2.7 per cent), Qantas (1.5 per cent), Virgin Australia (1.4 per cent), QantasLink (1.0 per cent), Regional Express (0.6 per cent) and Virgin Australia Regional Airlines (0.4 per cent).

 Airlines’ on time performance varies across the routes they serve. Individual route data by specific airline for 65 routes are shown on pages 10-23.

Of the 65 routes which met the criteria for on time performance reporting in January 2019, the Brisbane-Mount Isa route had the highest percentage of on time arrivals (100.0 per cent) and the Darwin-Alice Springs route had the highest percentage of on time departures (98.0 per cent). The Proserpine-Sydney route had the lowest percentage of on time arrivals (64.7 per cent) and the lowest percentage of on time departures (52.9 per cent).

Cancellations were highest on the Darwin-Alice Springs route at 7.5 per cent, followed by the Alice Springs-Darwin route at 7.4 per cent, the Sydney-Melbourne route at 6.3 per cent, the
Melbourne-Sydney route at 6.1 per cent and the Proserpine-Brisbane, Proserpine-Sydney and Sydney-Proserpine routes at 5.6 per cent.

Mount Isa Airport recorded the highest percentage of on time arrivals (100.0 per cent) and Bundaberg Airport recorded the highest percentage of on time departures (96.4 per cent). Gold Coast Airport recorded the lowest percentage of on time arrivals (77.6 per cent) and the lowest percentage of on time departures (70.8 per cent). These figures only refer to reported routes and do not cover all flights at these airports.
# Industry performance

## Table 1  
On time performance for January 2019 — Total Industry

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<th>Sectors</th>
<th>Arrivals On Time</th>
<th>Departures On Time</th>
<th>Cancellations</th>
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Qantas - all QF designated services  
Virgin Australia - all VA designated services

Total airline network data (including routes not shown in this report).  
Airlines’ on time performance varies across the routes they serve. Individual route data by specific airline for 65 routes are shown on pages 10-23.

## Table 2  
Top ten routes for on time performance for January 2019 (participating airlines only)

<table>
<thead>
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<th>Arrivals</th>
<th>On Time (%)</th>
<th>Departures</th>
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## Table 3  
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(participating airlines and reported routes only)

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Total industry on time performance

Figure 1  On time performance (by month from January 2016)—Total Industry

Figure 2  Arrivals on time (by month from January 2018)
Figure 3  Departures on time (by month from January 2018)

Figure 4  Cancellations (by month from January 2018)
Major domestic airlines on time performance

Figure 5  On time performance (by month from January 2016)—Jetstar

Figure 6  On time performance (by month from January 2016)—Qantas
Figure 7  On time performance (by month from January 2016)—Tigerair Australia

Figure 8  On time performance (by month from January 2016)—Virgin Australia
Major regional airlines on time performance

Figure 9  On time performance (by month from January 2016)—QantasLink

Figure 10  On time performance (by month from January 2016)—Regional Express
Figure 11  On time performance (by month from January 2016)
Virgin Australia Regional Airlines
## Individual routes

On time performance is reported for all routes where the passenger load averages over 8000 passengers per month over the previous six months, and where two or more airlines operate in competition on those routes. There are now 65 routes which meet this definition. Over time, however, routes which meet this definition may change as airline networks and traffic levels vary.

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## Airports

On time performance is reported for all routes where the passenger load averages over 8000 passengers per month, and where two or more airlines operate in competition. The following data reports by airport against flights operated on those routes only. This month, 8 major city airports and 32 regional city airports are covered.

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Relates to services to and from Alice Springs, Brisbane, Canberra, Gold Coast, Melbourne, Perth, Port Lincoln and Sydney.

| **Albury**               |               |             |           |               |             |           |
| QantasLink               | 82            | 77          | 93.9      | 83            | 77          | 92.8      |
| Regional Express         | 50            | 43          | 86.0      | 47            | 43          | 91.5      |
| Virgin Australia         | 60            | 48          | 80.0      | 60            | 47          | 78.3      |
| All Airlines             | 192           | 168         | 87.5      | 190           | 167         | 87.9      |

Relates to services to and from Sydney only.

| **Alice Springs**        |               |             |           |               |             |           |
| Qantas                   | 31            | 30          | 96.8      | 31            | 30          | 96.8      |
| QantasLink               | 27            | 26          | 96.3      | 27            | 27          | 100.0     |
| Virgin Australia         | 45            | 38          | 84.4      | 45            | 39          | 86.7      |
| All Airlines             | 103           | 94          | 91.3      | 103           | 96          | 93.2      |

Relates to services to and from Adelaide and Darwin.

| **Armidale**             |               |             |           |               |             |           |
| QantasLink               | 108           | 98          | 90.7      | 109           | 92          | 84.4      |
| Regional Express         | 40            | 36          | 90.0      | 39            | 36          | 92.3      |
| All Airlines             | 148           | 134         | 90.5      | 148           | 128         | 86.5      |

Relates to services to and from Sydney only.

| **Ayers Rock**           |               |             |           |               |             |           |
| Jetstar                  | 27            | 26          | 96.3      | 27            | 17          | 63.0      |
| Virgin Australia         | 31            | 29          | 93.5      | 31            | 25          | 80.6      |
| All Airlines             | 58            | 55          | 94.8      | 58            | 42          | 72.4      |

Relates to services to and from Sydney only.

| **Ballina**              |               |             |           |               |             |           |
| Jetstar                  | 103           | 82          | 79.6      | 102           | 68          | 66.7      |
| Regional Express         | 4             | 1           | 25.0      | 3             | 2           | 66.7      |
| Virgin Australia         | 46            | 37          | 80.4      | 46            | 37          | 80.4      |
| All Airlines             | 153           | 120         | 78.4      | 151           | 107         | 70.9      |

Relates to services to and from Sydney only.
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Relates to services to and from Adelaide, Bundaberg, Cairns, Canberra, Darwin, Emerald, Gladstone, Hamilton Island, Hobart, Mackay, Melbourne, Mount Isa, Newcastle, Perth, Proserpine, Rockhampton, Sydney and Townsville.
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Relates to services to and from Alice Springs, Brisbane, Melbourne, Perth and Sydney.

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Relates to services to and from Sydney only.

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Relates to services to and from Brisbane only.

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Relates to services to and from Perth only.

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Relates to services to and from Brisbane only.

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Relates to services to and from Adelaide, Melbourne and Sydney.

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Relates to services to and from Brisbane and Sydney.
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|------------------|----------|----------|--------------------------|-----------|
|                  | Sectors  | On Time  |                          | Sectors   |
|                  | Flown    | No. %    |                          | Flown     |
|                  |          |          |                          | No. %     |
| Hobart           |          |          |                          |           |
| Jetstar          | 414      | 338 | 81.6                     |           |
| Qantas           | 131      | 109 | 83.2                     |           |
| QantasLink       | 53       | 42  | 79.2                     |           |
| Tigerair Australia | 50    | 32  | 64.0                     |           |
| Virgin Australia | 266      | 227 | 85.3                     |           |
| All Airlines     | 914      | 748 | 81.8                     |           |
|                  |          |          |                          |           |
|                  |          |          | Relations to services to and from Brisbane, Melbourne and Sydney. |           |
| Kalgoorlie       |          |          |                          |           |
| Qantas           | 6        | 5   | 83.3                     |           |
| QantasLink       | 64       | 56  | 87.5                     |           |
| Virgin Australia | 37       | 35  | 94.6                     |           |
| Virgin Australia Regional Airlines | 34 | 31 | 91.2 |           |
| All Airlines     | 141      | 127 | 90.1                     |           |
|                  |          |          | Relations to services to and from Perth only. |           |
| Karratha         |          |          |                          |           |
| Qantas           | 14       | 13  | 92.9                     |           |
| QantasLink       | 182      | 162 | 89.0                     |           |
| Virgin Australia | 1        | 1   | 100.0                    |           |
| Virgin Australia Regional Airlines | 67 | 61 | 91.0 |           |
| All Airlines     | 264      | 237 | 89.8                     |           |
|                  |          |          | Relations to services to and from Perth only. |           |
| Launceston       |          |          |                          |           |
| Jetstar          | 290      | 240 | 82.8                     |           |
| QantasLink       | 118      | 96  | 81.4                     |           |
| Virgin Australia | 136      | 119 | 87.5                     |           |
| All Airlines     | 544      | 455 | 83.6                     |           |
|                  |          |          | Relations to services to and from Melbourne and Sydney. |           |
| Mackay           |          |          |                          |           |
| Jetstar          | 31       | 29  | 93.5                     |           |
| QantasLink       | 128      | 119 | 93.0                     |           |
| Virgin Australia | 141      | 130 | 92.2                     |           |
| All Airlines     | 300      | 278 | 92.7                     |           |
|                  |          |          | Relations to services to and from Brisbane only. |           |
| Melbourne        |          |          |                          |           |
| Jetstar          | 1 809    | 1 389 | 76.8                     |           |
| Qantas           | 2 138    | 1 793 | 83.9                     |           |
| QantasLink       | 242      | 204 | 84.3                     |           |
| Regional Express | 47       | 37  | 78.7                     |           |
| Tigerair Australia | 710  | 491 | 69.2                     |           |
| Virgin Australia | 2 243    | 1 842 | 82.1                     |           |
| Virgin Australia Regional Airlines | 11 | 9 | 81.8 |           |
| All Airlines     | 7 200    | 5 765 | 80.1                     |           |
|                  |          |          | Relations to services to and from Adelaide, Brisbane, Cairns, Canberra, Darwin, Gold Coast, Hobart, Launceston, Mildura, Newcastle, Perth, Sunshine Coast and Sydney. |           |
| Mildura          |          |          |                          |           |
| QantasLink       | 85       | 73  | 85.9                     |           |
| Regional Express | 48       | 33  | 68.8                     |           |
| Virgin Australia | 31       | 28  | 90.3                     |           |
| All Airlines     | 164      | 134 | 81.7                     |           |</p>
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Relates to services to and from Brisbane only.

Relates to services to and from Brisbane and Melbourne.

Relates to services to and from Adelaide, Brisbane, Broome, Darwin, Geraldton, Karratha, Melbourne, Newman, Port Hedland and Sydney.

Relates to services to and from Perth only.

Relates to services to and from Adelaide only.

Relates to services to and from Sydney only.
## Proserpine

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Relates to services to and from Brisbane and Sydney.

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Relates to services to and from Brisbane only.

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Relates to services to and from Melbourne and Sydney.

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## Tamworth

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Relates to services to and from Sydney only.

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<td>No. %</td>
<td>Flown</td>
<td>No. %</td>
</tr>
<tr>
<td>QantasLink</td>
<td>87</td>
<td>75  86.2</td>
<td>86</td>
<td>67  77.9</td>
</tr>
<tr>
<td>Regional</td>
<td>53</td>
<td>45  84.9</td>
<td>55</td>
<td>52  94.5</td>
</tr>
<tr>
<td>All Airlines</td>
<td>140</td>
<td>120 85.7</td>
<td>141</td>
<td>119 84.4</td>
</tr>
</tbody>
</table>

Relates to services to and from Sydney only.
## Definitions

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On time arrival</strong></td>
<td>A flight arrival is counted as &quot;on time&quot; if it arrived at the gate before 15 minutes after the scheduled arrival time shown in the carriers' schedule. Neither diverted nor cancelled flights count as on time.</td>
</tr>
<tr>
<td><strong>On time departure</strong></td>
<td>A flight departure is counted as &quot;on time&quot; if it departs the gate before 15 minutes after the scheduled departure time shown in the carriers' schedule.</td>
</tr>
<tr>
<td><strong>Cancellation</strong></td>
<td>A flight removed from service within 7 days of scheduled departure is regarded as a cancellation.</td>
</tr>
<tr>
<td><strong>On time departure percentage</strong></td>
<td>The percentage of on time departures is measured against the number of departures operated on any particular sector.</td>
</tr>
<tr>
<td><strong>On time arrival percentage</strong></td>
<td>The percentage of on time arrivals is measured against the number of arrivals operated on any particular sector.</td>
</tr>
<tr>
<td><strong>Cancellation percentage</strong></td>
<td>The percentage of cancellations is measured against the number of services scheduled on any particular sector.</td>
</tr>
</tbody>
</table>