



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts
Bureau of Infrastructure and Transport Research Economics

STATISTICAL REPORT

Aviation

Domestic airline on time performance
January 2024

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We recognise and respect the continuing connections to land, waters and communities.

We pay our respects to them and their cultures and to their Elders both past and present and to all Aboriginal and Torres Strait Islander people.

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Foreword

The Bureau of Infrastructure and Transport Research 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: Bonza, Jetstar, Qantas, QantasLink, Rex Airlines, Skytrans, Virgin Australia and Virgin Australia Regional Airlines. Bonza has joined from November 2023.

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. In order to present data for more routes during the period impacted by COVID-19, the passenger load restriction was not applied between March 2020 and January 2023. From February 2023, the passenger load restriction was reinstated due to the continued recovery of passenger numbers. Data are presented for 59 routes in January 2024. 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 98 per cent of total domestic passengers (regular public transport only) in 2023.

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. Rex Airlines, 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 reviewed by participating airlines prior to publication.

Reports and detailed time series data in Microsoft Excel spreadsheet format are available from the BITRE website at: <http://www.bitre.gov.au/statistics/aviation/otphome.aspx>

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Industry performance

For January 2024, on time performance over all routes operated by participating airlines (Bonza, Jetstar, Qantas, QantasLink, Rex Airlines, Skytrans, Virgin Australia and Virgin Australia Regional Airlines) averaged 73.4 per cent for on time arrivals and 74.2 per cent for on time departures. The cancellation rate for the month was 3.1 per cent. The equivalent figures for January 2023 were 76.7 per cent for on time arrivals, 76.7 per cent for on time departures and 3.1 per cent for cancellations.

This month's on time arrivals figure was significantly lower than the long term average performance for all routes (81.0 per cent) and the on time departures figure was also significantly lower than the long term average (82.1 per cent). The rate of cancellations was higher than the long term average of 2.2 per cent.

The Qantas network (Qantas and QantasLink combined operations) recorded 76.6 per cent for on time arrivals while the Virgin Australia network (Virgin Australia and Virgin Australia Regional Airlines combined operations) recorded 67.9 per cent. Virgin Australia Regional Airlines achieved the highest on time arrivals at 82.0 per cent, followed by Bonza at 78.4 per cent, Rex Airlines at 77.3 per cent, QantasLink at 76.8 per cent, Qantas at 76.3 per cent, Jetstar at 71.5 per cent, Virgin Australia at 67.5 per cent and Skytrans at 65.4 per cent.

The Qantas network recorded 77.8 per cent for on time departures while the Virgin Australia network recorded 69.4 per cent. Rex Airlines achieved the highest level of on time departures for January 2024 at 80.9 per cent, followed by QantasLink at 78.4 per cent, Bonza at 78.0 per cent, Qantas at 77.0 per cent, Virgin Australia Regional Airlines at 76.1 per cent, Virgin Australia at 69.2 per cent, Jetstar at 69.0 per cent and Skytrans at 63.8 per cent.

Skytrans recorded the highest percentage of cancellations at 15.4 per cent during the month, followed by Virgin Australia at 5.4 per cent, Bonza at 3.3 per cent, QantasLink at 2.6 per cent, Virgin Australia Regional Airlines at 2.5 per cent, Jetstar at 2.4 per cent, Qantas at 2.3 per cent, and Rex Airlines at 0.6 per cent.

Airlines' on time performance varies across the routes they serve. Individual route data by specific airline for 59 routes are shown on pages 10-21.

Of the 59 routes which met the criteria for on time performance reporting in January 2024, the Adelaide-Port Lincoln route had the highest percentage of on time arrivals (92.4 per cent), and the highest percentage of on time departures (93.5 per cent). The Melbourne-Darwin route had the lowest percentage of on time arrivals (46.4 per cent), and the lowest percentage of on time departures (51.2 per cent).

Cancellations were highest on the Melbourne-Sydney route at 7.4 per cent, followed by the Sydney-Melbourne route at 7.3 per cent, the Newman-Perth route at 7.2 per cent and the Perth-Newman route at 7.2 per cent.

Port Lincoln Airport recorded the highest percentage of on time arrivals (92.4 per cent), and the highest percentage of on time departures (91.6 per cent). Mackay Airport recorded the

lowest percentage of on time arrivals (55.1 per cent), while Proserpine Airport had the lowest percentage of on time departures (54.9 per cent). These figures only refer to reported routes and do not cover all flights at these airports.

Total industry on time performance

Figure 1 On time performance (by month from January 2021)—Total Industry

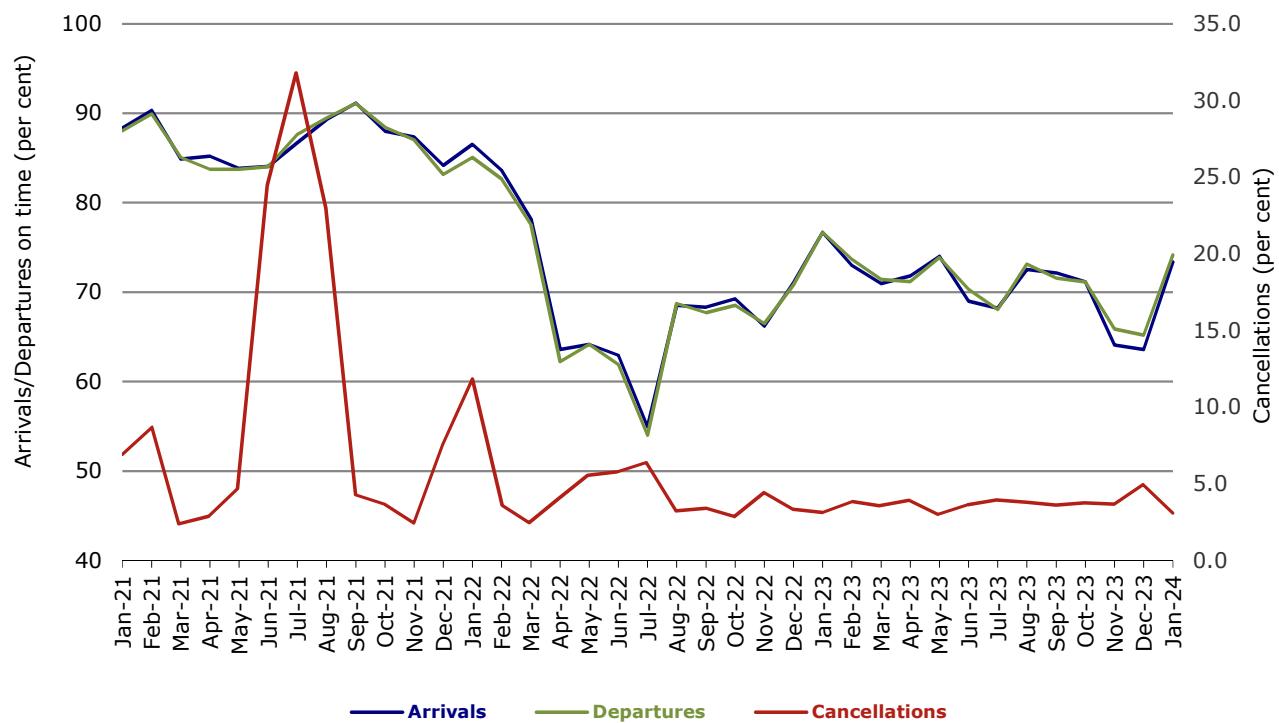


Figure 2 Arrivals on time (by month from January 2023)

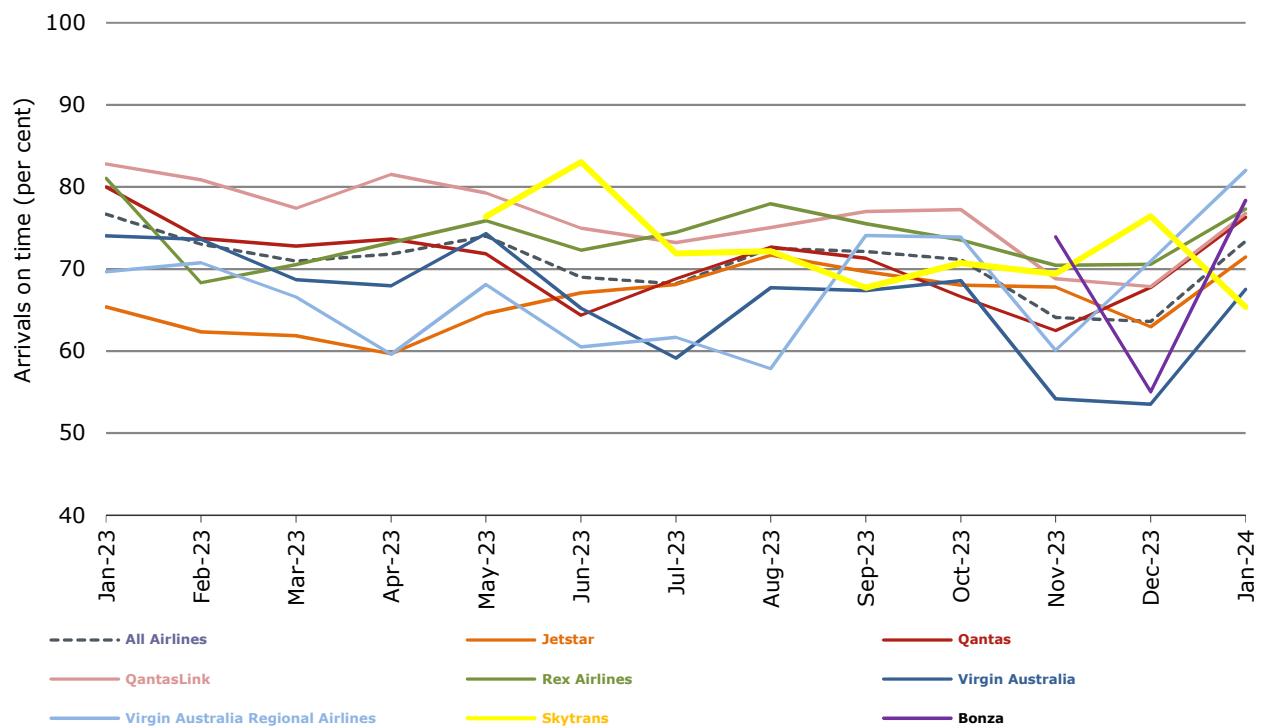


Figure 3 Departures on time (by month from January 2023)

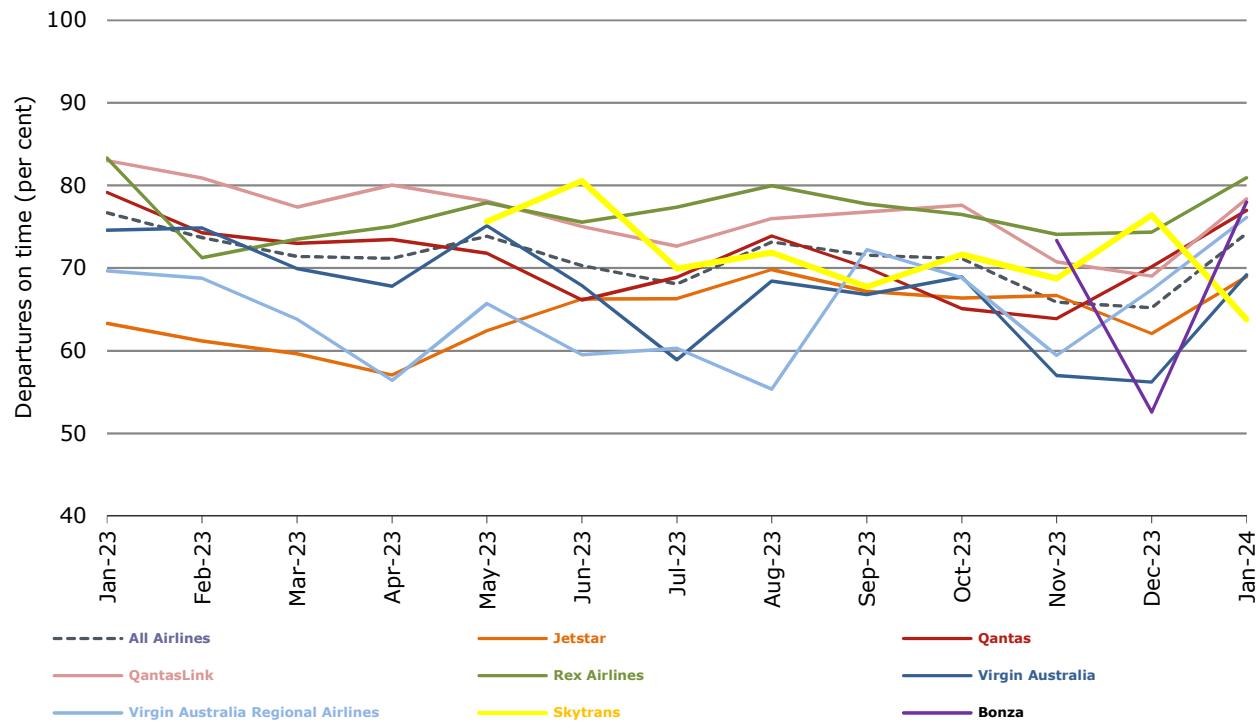
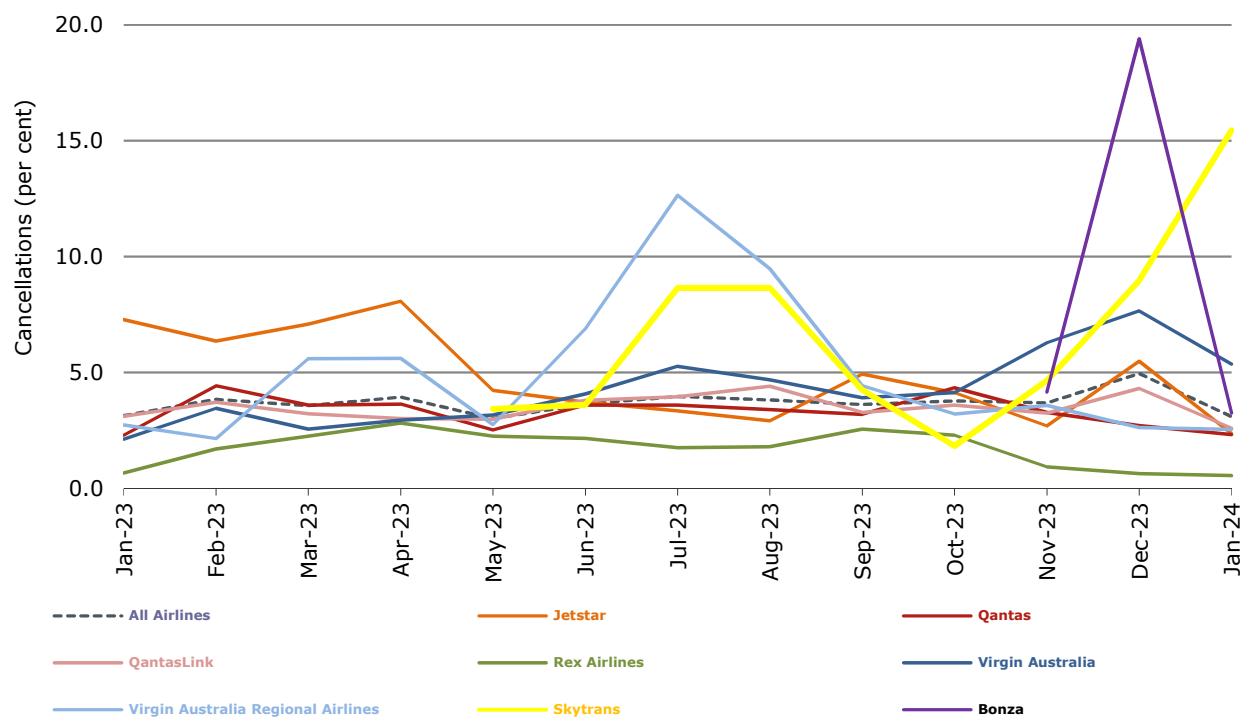


Figure 4 Cancellations (by month from January 2023)



Airlines on time performance

Figure 5 On time performance (by month from January 2021)–Jetstar

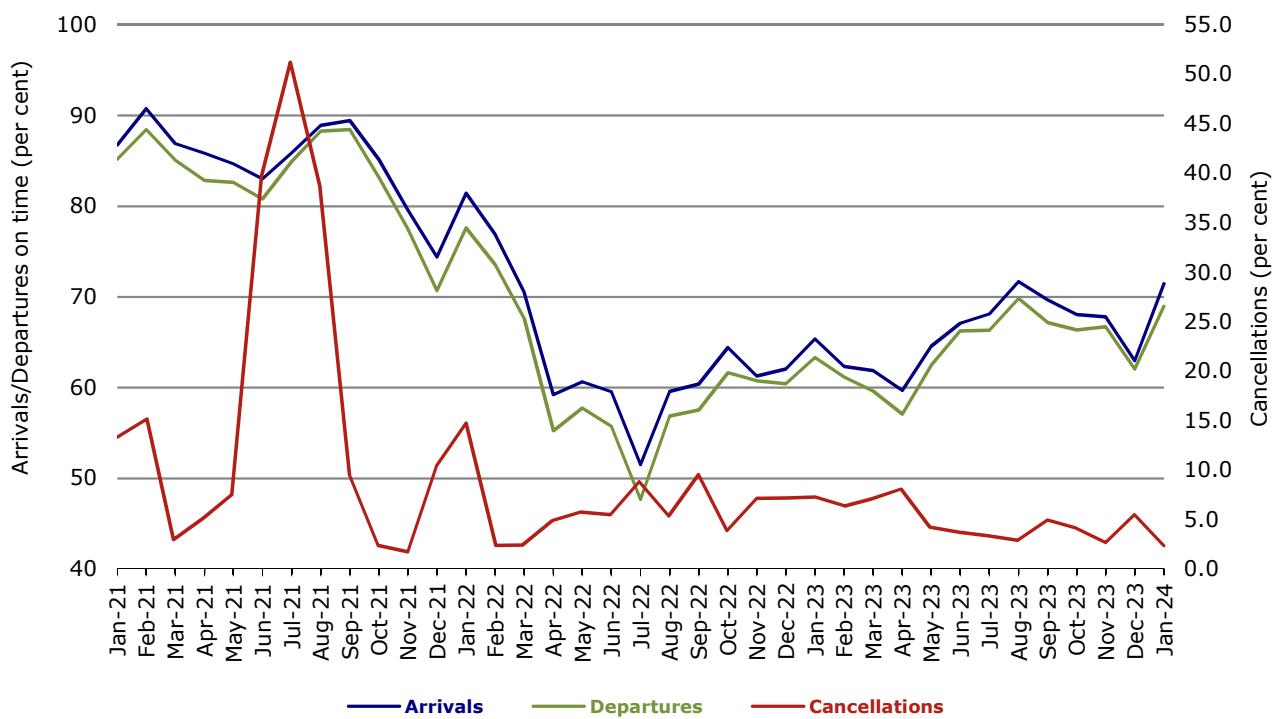


Figure 6 On time performance (by month from January 2021)–Qantas

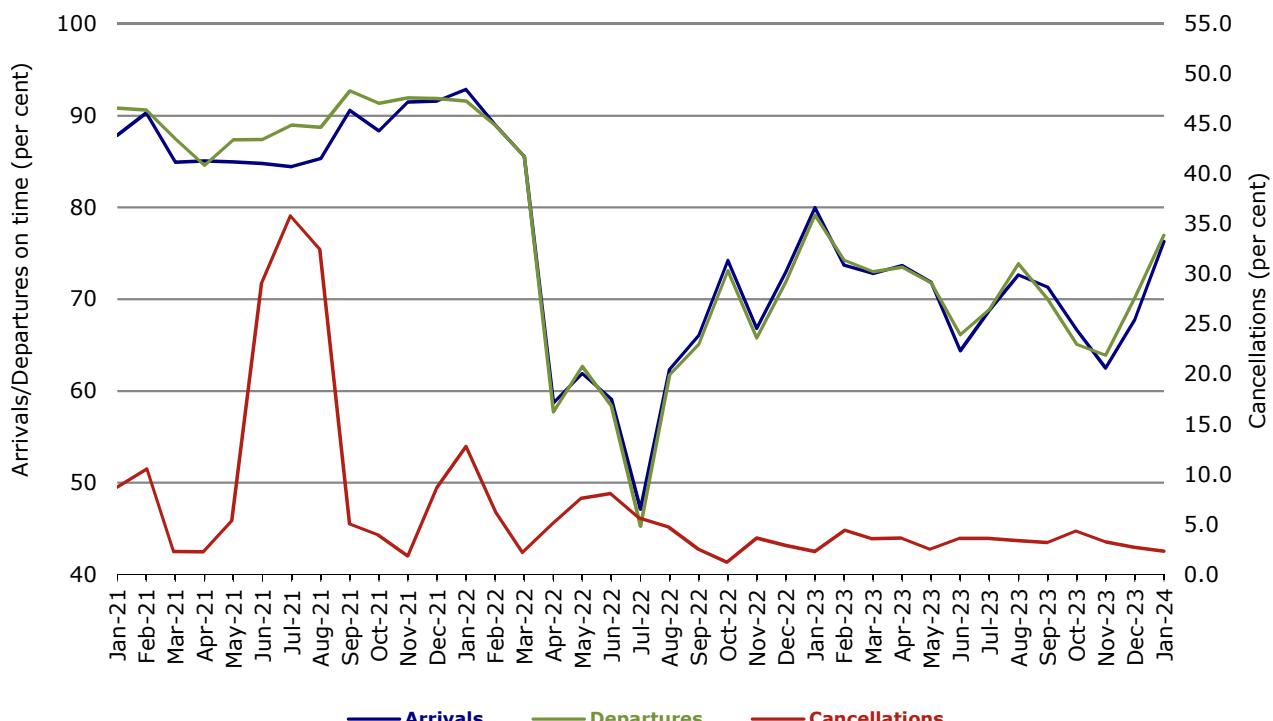


Figure 7 On time performance (by month from January 2021)—Virgin Australia

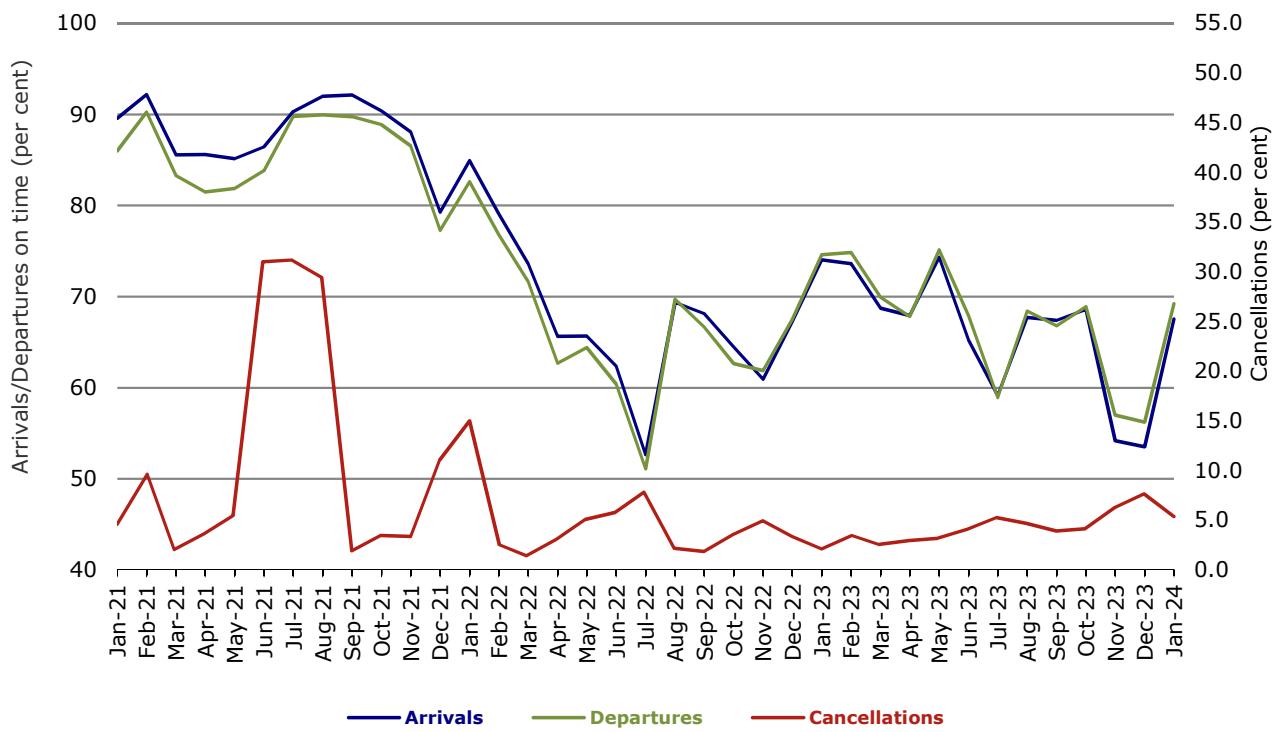


Figure 8 On time performance (by month from January 2021)—QantasLink

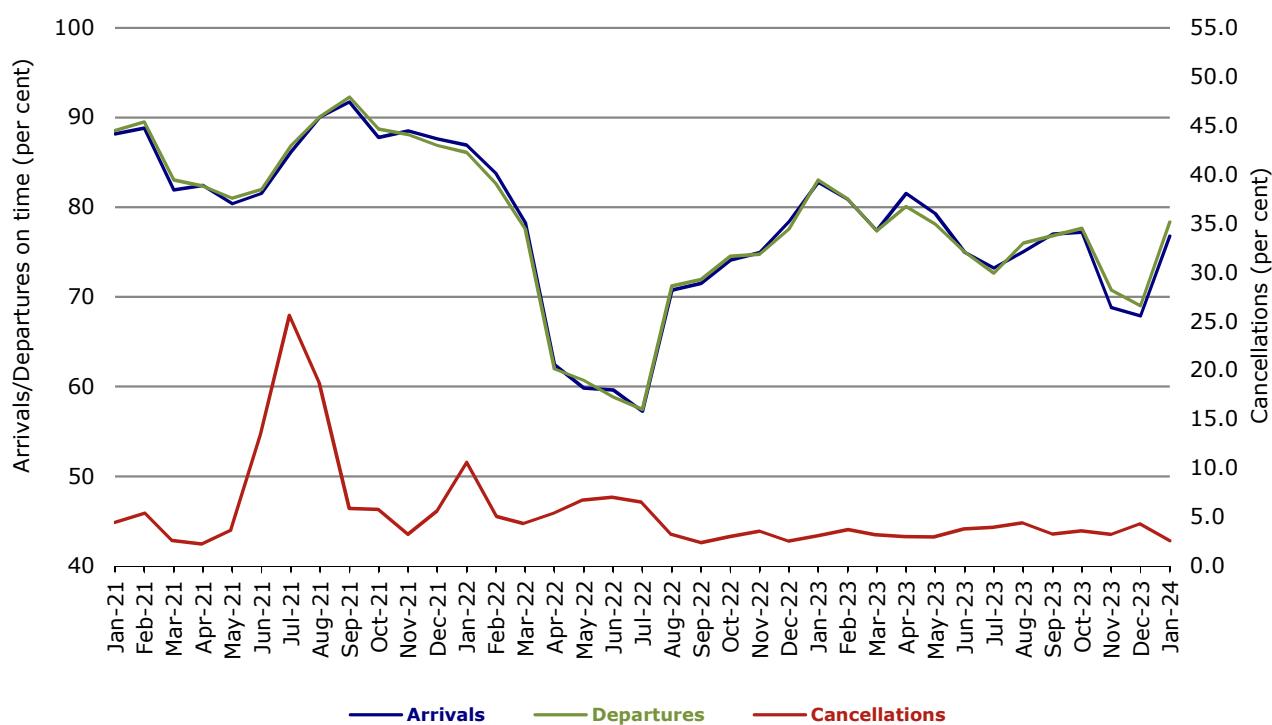
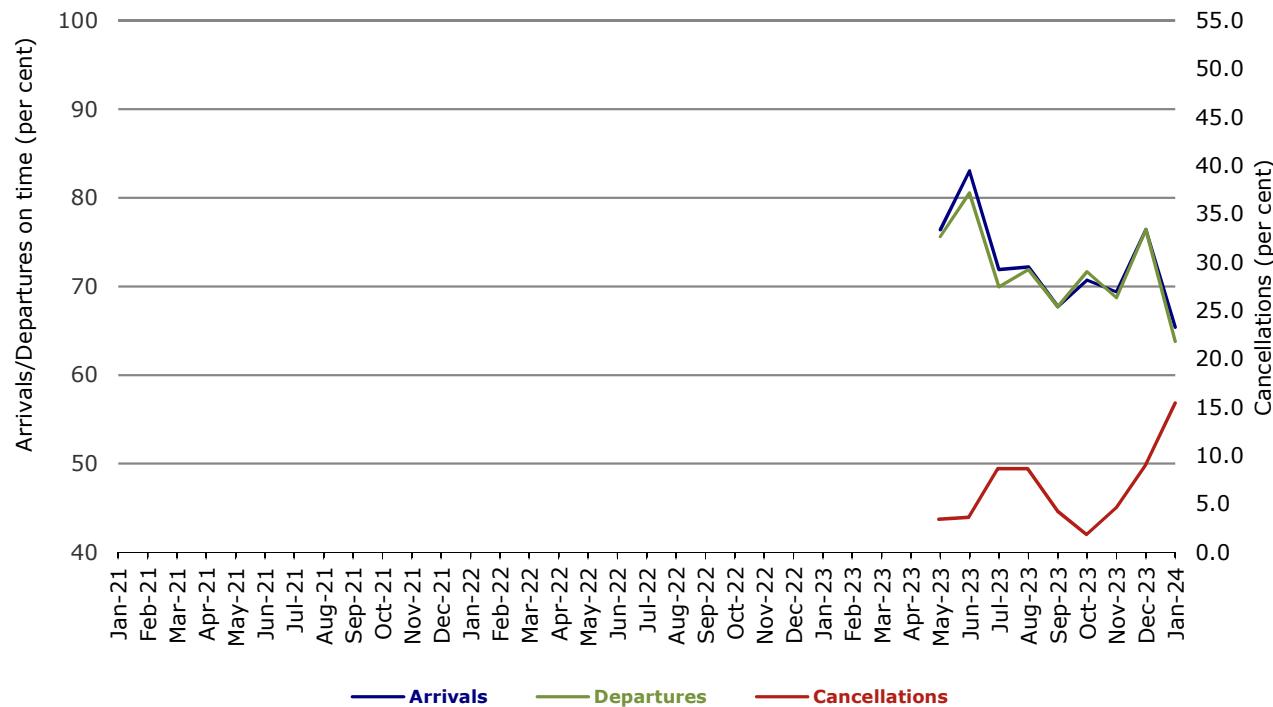
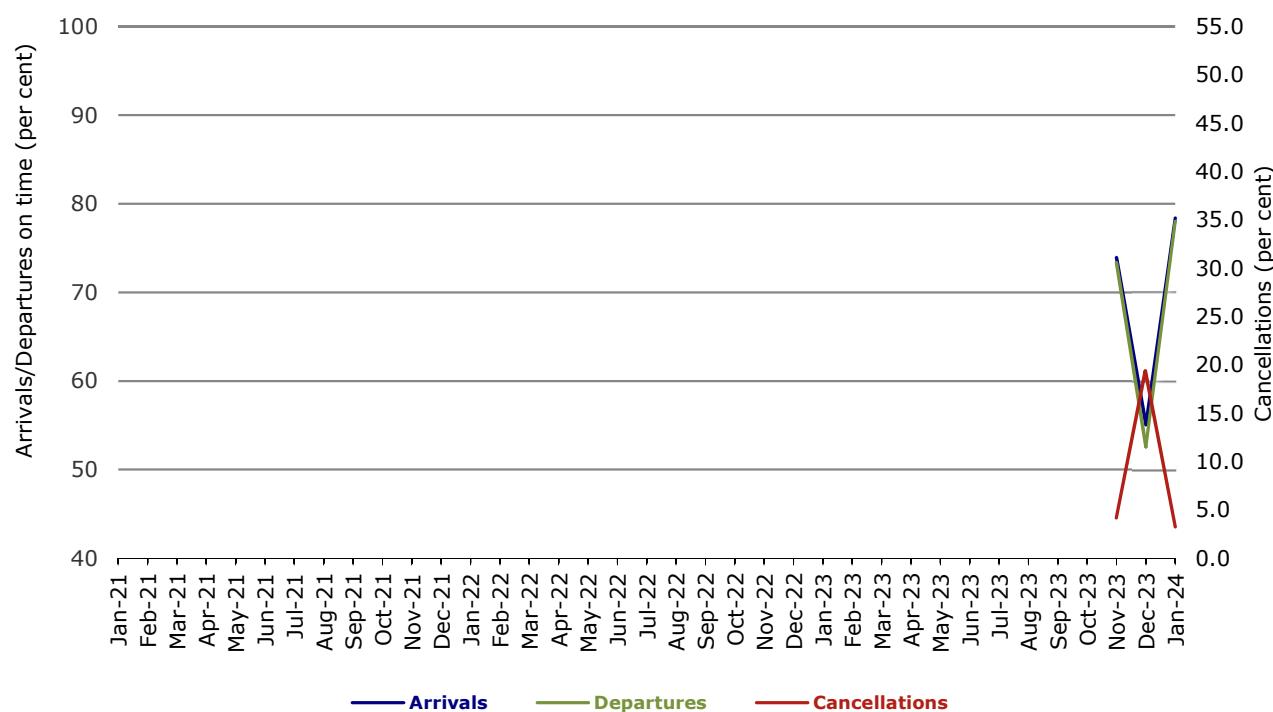


Figure 11 On time performance (by month from January 2021)—Skytrans



Note: Skytrans data included from May 2023

Figure 12 On time performance (by month from January 2021)—Bonza



Note: Bonza data included from November 2023

Airport	Arrivals			Departures		
	Sectors	On Time		Sectors	On Time	
	Flown	No.	%	Flown	No.	%
Sydney						
Jetstar	1,734	1,323	76.3	1,736	1,252	72.1
Qantas	1,833	1,428	77.9	1,841	1,408	76.5
QantasLink	912	733	80.4	925	714	77.2
Rex Airlines	749	593	79.2	758	616	81.3
Virgin Australia	2,136	1,460	68.4	2,139	1,552	72.6
All Airlines	7,364	5,537	75.2	7,399	5,542	74.9

Relates to services to and from Adelaide, Albury, Ballina, Brisbane, Cairns, Canberra, Coffs Harbour, Dubbo, Gold Coast, Hamilton Island, Hobart, Launceston, Melbourne, Perth, Port Macquarie, Sunshine Coast and Wagga Wagga only.

Townsville

Jetstar	53	31	58.5	53	27	50.9
Qantas	48	38	79.2	46	38	82.6
QantasLink	194	147	75.8	192	146	76.0
Rex Airlines	12	10	83.3	13	10	76.9
Virgin Australia	129	77	59.7	130	80	61.5
All Airlines	436	303	69.5	434	301	69.4

Relates to services to and from Brisbane and Cairns only.

Wagga Wagga

QantasLink	97	76	78.4	96	76	79.2
Rex Airlines	61	53	86.9	60	47	78.3
All Airlines	158	129	81.6	156	123	78.8

Relates to services to and from Sydney only.

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 carriers' 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 <i>operated</i> on any particular sector.
On time arrival percentage	The percentage of on time arrivals is measured against the number of arrivals <i>operated</i> on any particular sector.
Cancellation percentage	The percentage of cancellations is measured against the number of services <i>scheduled</i> on any particular sector.

Airlines and Reporting

Data has been gathered since November 2003, although some airlines commenced reporting at a later date, including Jetstar which first reported in May 2004, Tigerair Australia in April 2008, Virgin Australia Regional Airlines in May 2013, Skytrans in May 2023 and Bonza in November 2023. Tigerair Australia ceased operations in March 2020 and data was not received for that month.

Virgin Blue was rebranded as Virgin Australia in May 2011 and Tiger Airways was rebranded as Tigerair Australia in August 2013 and time series data in Microsoft Excel spread sheet format on the BITRE website have been revised to reflect these changes. With effect from August 2021, Regional Express is reported as Rex Airlines.

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 February 2016, Virgin Australia transferred their ATR fleet from Virgin Australia Regional Airlines to Virgin Australia.