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Aviation

Domestic airline on time performance
October 2021

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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: Jetstar, Qantas, QantasLink, Rex Airlines, 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. 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 July 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 July 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 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. In order to present data for more routes during the period impacted by COVID-19, the passenger load restriction is not being applied. Data are presented for 47 routes in October 2021. 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 2019.

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 October 2021, on time performance over all routes operated by participating airlines (Jetstar, Qantas, QantasLink, REX Airlines, Virgin Australia and Virgin Australia Regional Airlines) averaged 88.0 per cent for on time arrivals and 88.4 per cent for on time departures. The cancellation rate for the month was 3.7 per cent. The equivalent figures for October 2020 were 90.2 per cent for on time arrivals, 89.6 per cent for on time departures and 1.4 per cent for cancellations.

This month's on time arrivals figure was higher than the long term average performance for all routes (82.3 per cent) and the on time departures figure was also higher than the long term average (83.6 per cent). The rate of cancellations was higher than the long term average of 1.9 per cent.

The Virgin Australia network (Virgin Australia and Virgin Australia Regional Airlines combined operations) recorded 89.6 per cent for on time arrivals while the Qantas network (Qantas and QantasLink combined operations) recorded 88.0 per cent. Virgin Australia achieved the highest on time arrivals among the major domestic airlines at 90.4 per cent followed by Qantas at 88.3 per cent and Jetstar at 85.1 per cent. Of the regional airlines, QantasLink recorded 87.8 per cent for on time arrivals, followed by REX Airlines at 87.4 per cent and Virgin Australia Regional Airlines at 81.7 per cent.

The Qantas network recorded 89.6 per cent for on time departures while the Virgin Australia network recorded 88.0 per cent. Qantas achieved the highest level of on time departures among the major domestic airlines for October 2021 at 91.4 per cent, followed by Virgin Australia at 88.9 per cent and Jetstar at 83.1 per cent. Of the regional airlines, REX Airlines recorded 89.3 per cent for on time departures, followed by QantasLink at 88.7 per cent and Virgin Australia Regional Airlines at 79.2 per cent.

QantasLink recorded the highest percentage of cancellations (at 5.8 per cent) during the month, followed by Qantas (at 4.0 per cent), Virgin Australia Regional Airlines and Virgin Australia (both at 3.5 per cent), Jetstar (at 2.4 per cent) and REX Airlines (at 0.3 per cent).

Airlines' on time performance varies across the routes they serve. Individual route data by specific airline for 47 routes are shown on pages 9-17.

Of the 47 routes which met the criteria for on time performance reporting in October 2021, the Sydney-Launceston route had the highest percentage of on time arrivals (100.0 per cent). The Launceston-Sydney and Sydney-Launceston routes had the highest percentage of on time departures (97.0 per cent). The Brisbane-Melbourne route had the lowest percentage of on time arrivals (40.0 per cent) and the lowest percentage of on time departures (27.5 per cent).

Cancellations were highest on the Brisbane-Perth and Perth-Brisbane routes at 18.1 per cent, followed by the Gladstone-Brisbane route at 12.6 per cent, the Brisbane-Gladstone route at 11.9 per cent, the Mackay-Brisbane route at 11.5 per cent and the Brisbane-Mackay route at 10.9 per cent.

Launceston Airport recorded the highest percentage of on time arrivals (97.0 per cent) and the highest percentage of on time departures (94.0 per cent). Dubbo Airport recorded the lowest percentage of on time arrivals (76.7 per cent) and the lowest percentage of on time departures (also 76.7 per cent). These figures only refer to reported routes and do not cover all flights at these airports.

Table 1 On time performance for October 2021 — Total Industry

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Scheduled</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Jetstar	1 641	1 602	1 364	85.1	1 332	83.1	39	2.4
Qantas - all QF designated services	7 227	6 852	6 027	88.0	6 139	89.6	375	5.2
REX Airlines	2 333	2 325	2 033	87.4	2 076	89.3	8	0.3
Virgin Australia - all VA designated services	3 976	3 838	3 437	89.6	3 376	88.0	138	3.5
All Airlines	15 177	14 617	12 861	88.0	12 923	88.4	560	3.7
Individual operating entities								
Qantas	2 413	2 317	2 047	88.3	2 117	91.4	96	4.0
QantasLink	4 814	4 535	3 980	87.8	4 022	88.7	279	5.8
Virgin Australia	3 602	3 477	3 142	90.4	3 090	88.9	125	3.5
Virgin Australia Regional Airlines	374	361	295	81.7	286	79.2	13	3.5

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 47 routes are shown on pages 9-17.

Table 2 Top ten routes for on time performance for October 2021 (participating airlines only)

<i>Arrivals</i>		<i>Departures</i>	
<i>Route</i>	<i>On Time (%)</i>	<i>Route</i>	<i>On Time (%)</i>
Sydney-Launceston	100.0	Launceston-Sydney	97.0
Melbourne-Adelaide	97.6	Sydney-Launceston	97.0
Sydney-Adelaide	97.4	Cairns-Melbourne	96.9
Launceston-Sydney	97.0	Sydney-Hobart	96.9
Sydney-Hobart	96.9	Canberra-Adelaide	96.7
Hobart-Sydney	96.8	Adelaide-Alice Springs	95.5
Canberra-Adelaide	96.7	Perth-Darwin	94.9
Townsville-Cairns	96.1	Adelaide-Sydney	94.9
Albury-Sydney	95.7	Sydney-Adelaide	94.7
Adelaide-Sydney	94.9	Brisbane-Darwin	94.6

Table 3 Top ten airports for on time performance for October 2021 (participating airlines and reported routes only)

<i>Arrivals</i>		<i>Departures</i>	
<i>Airport</i>	<i>On Time (%)</i>	<i>Airport</i>	<i>On Time (%)</i>
Launceston	97.0	Launceston	94.0
Mackay	94.7	Cairns	93.1
Cairns	93.6	Emerald	92.5
Gladstone	93.6	Adelaide	92.0
Alice Springs	93.2	Townsville	92.0
Broome	92.5	Mackay	91.7
Emerald	92.5	Canberra	91.5
Hobart	92.3	Albury	91.3
Townsville	92.0	Sydney	90.5
Albury	91.7	Perth	89.9

Total industry on time performance

Figure 1 On time performance (by month from October 2018)—Total Industry

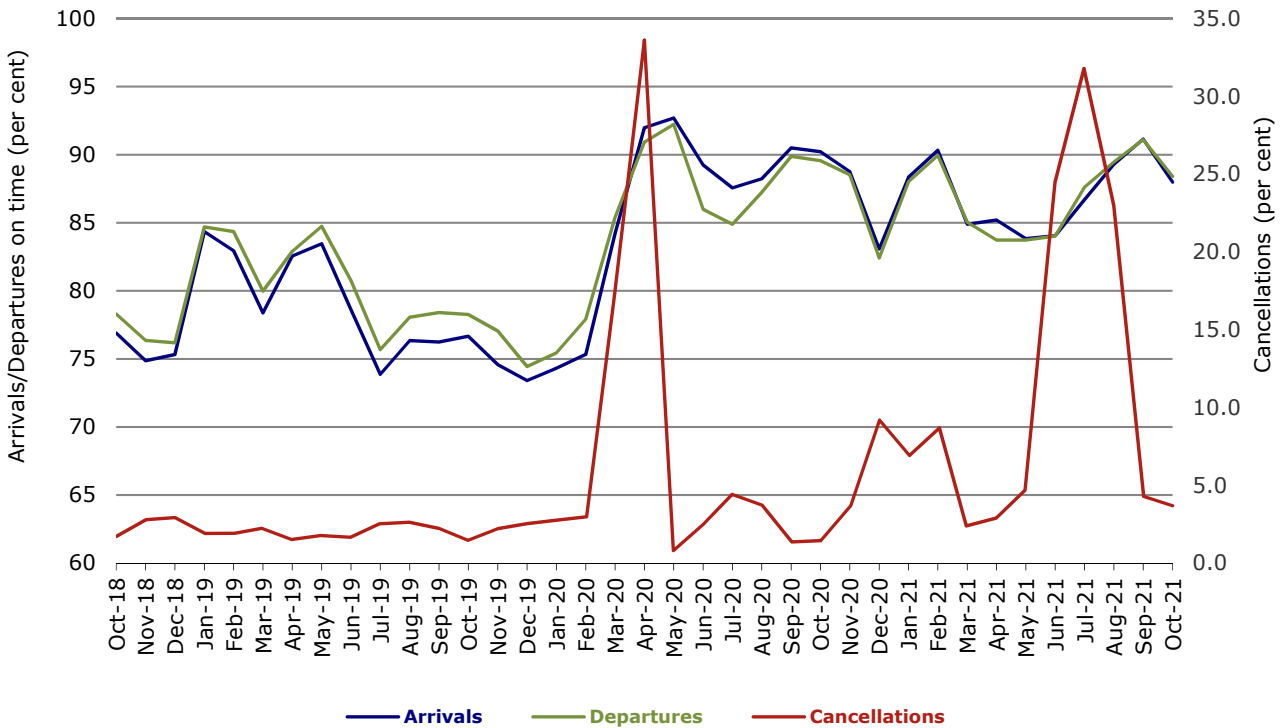
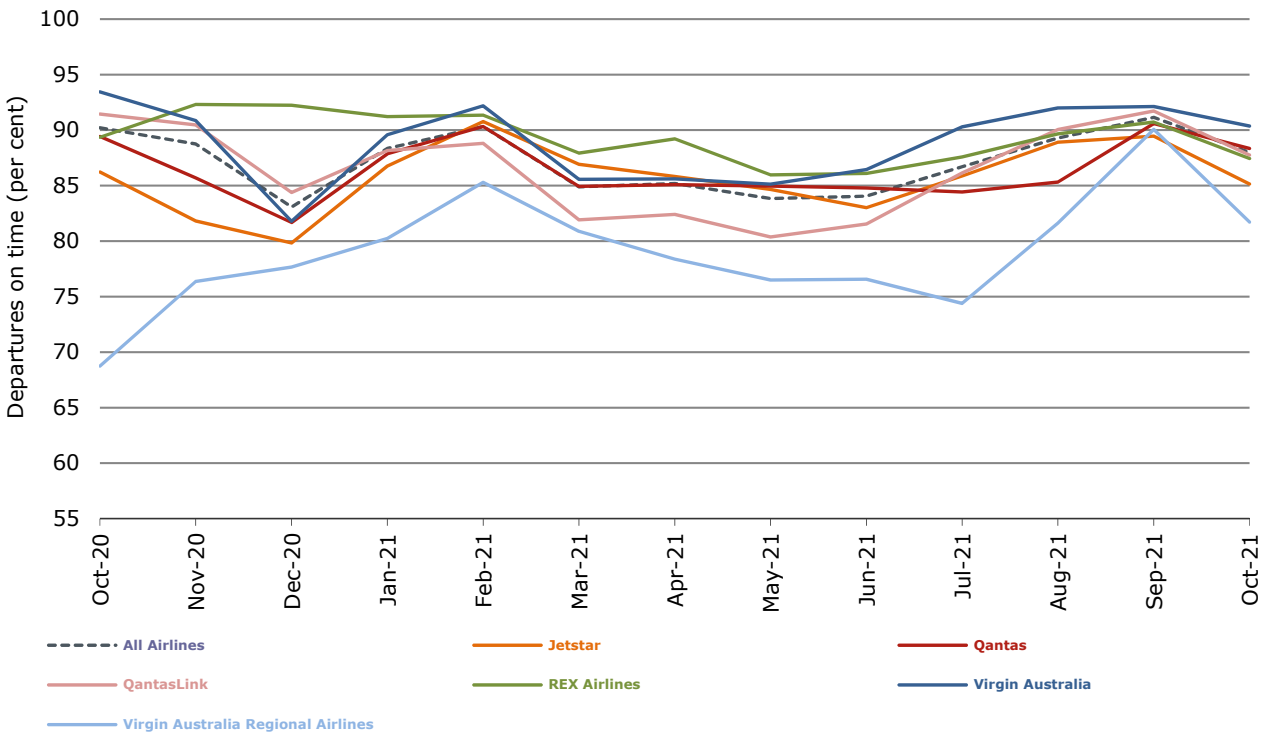
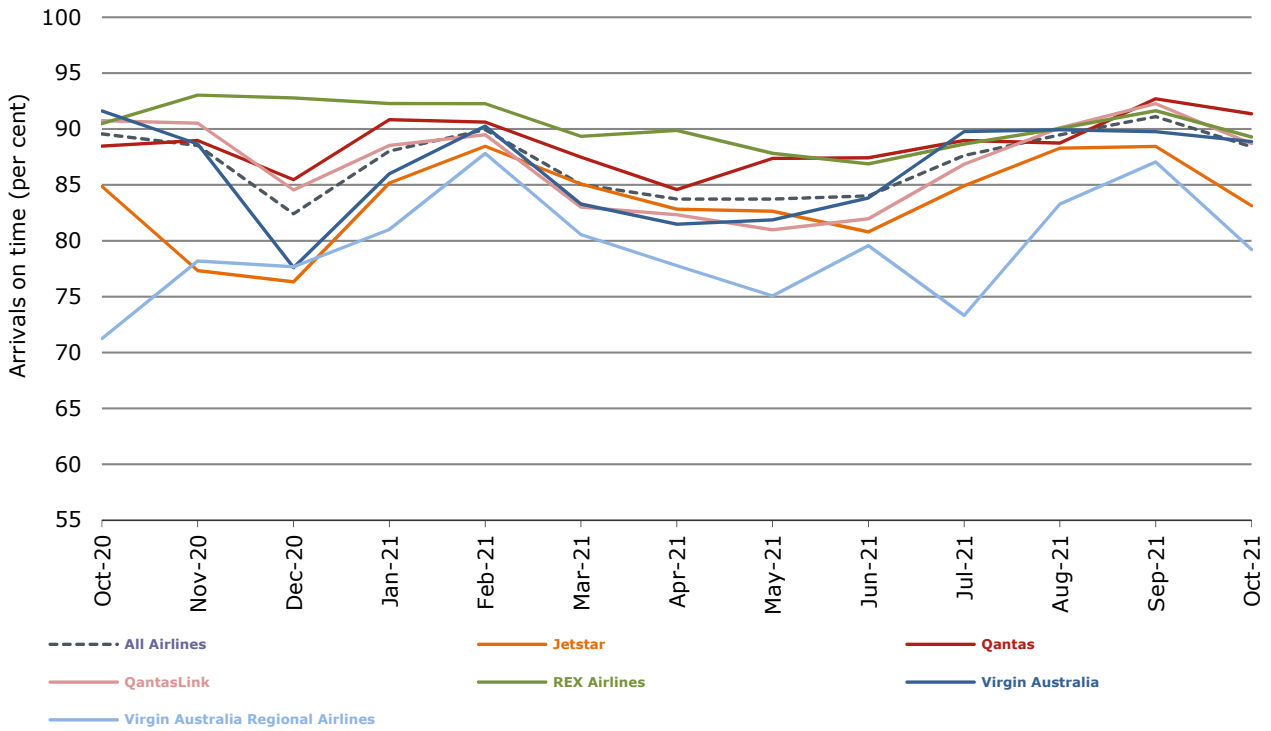


Figure 2 Arrivals on time (by month from October 2020)



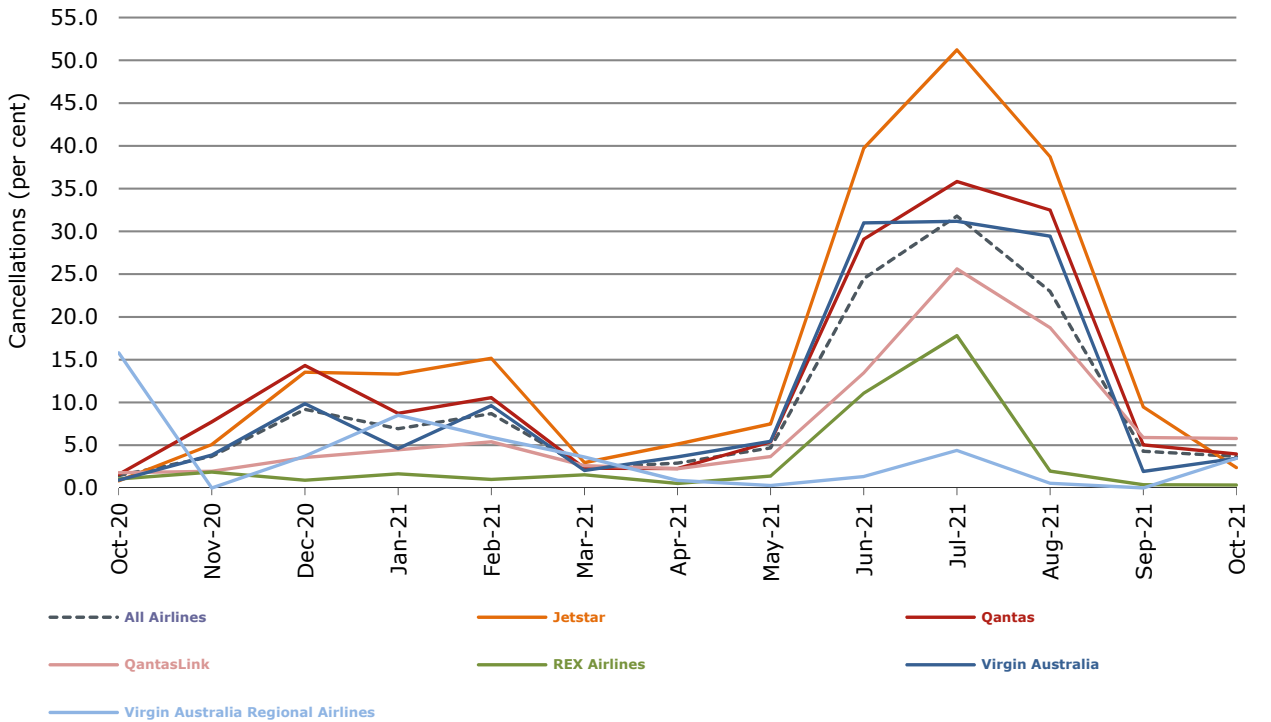
With effect from July 2021, Regional Express is reported as Rex Airlines

Figure 3 Departures on time (by month from October 2020)



With effect from July 2021, Regional Express is reported as Rex Airlines

Figure 4 Cancellations (by month from October 2020)



With effect from July 2021, Regional Express is reported as Rex Airlines

Major domestic airlines on time performance

Figure 5 On time performance (by month from October 2018)—Jetstar

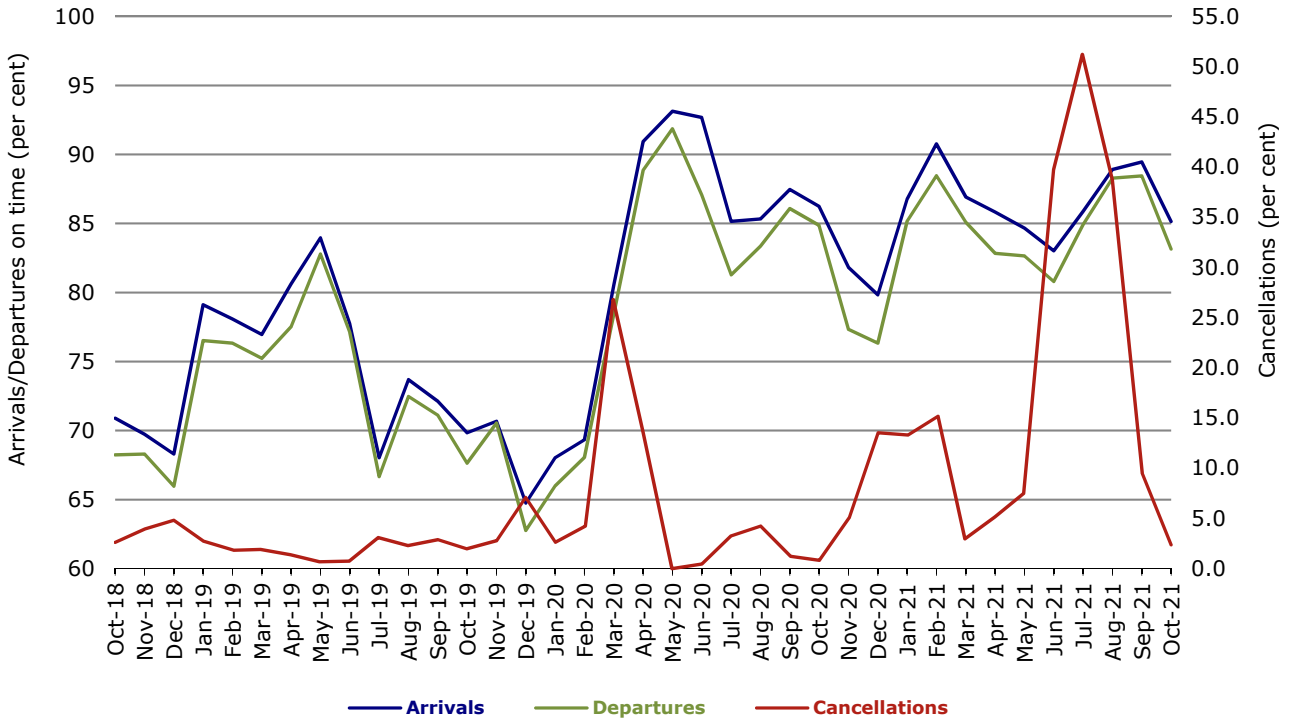


Figure 6 On time performance (by month from October 2018)—Qantas

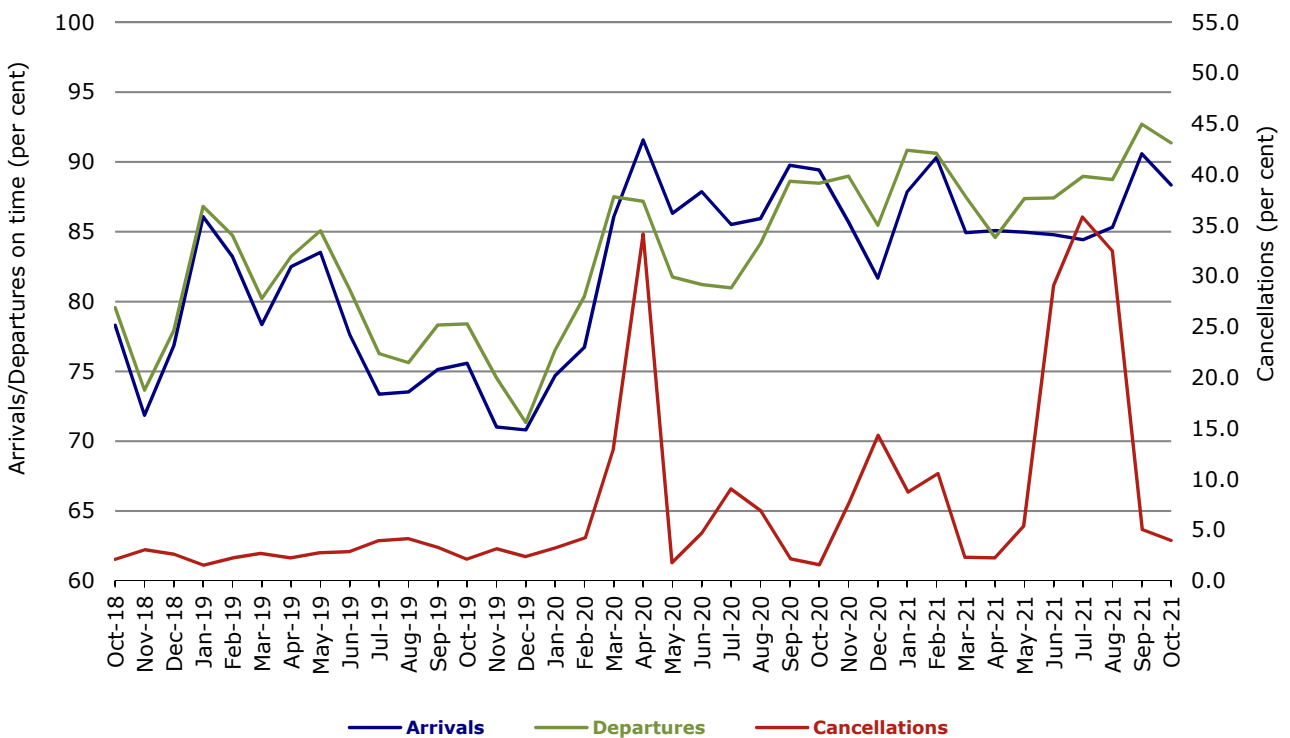
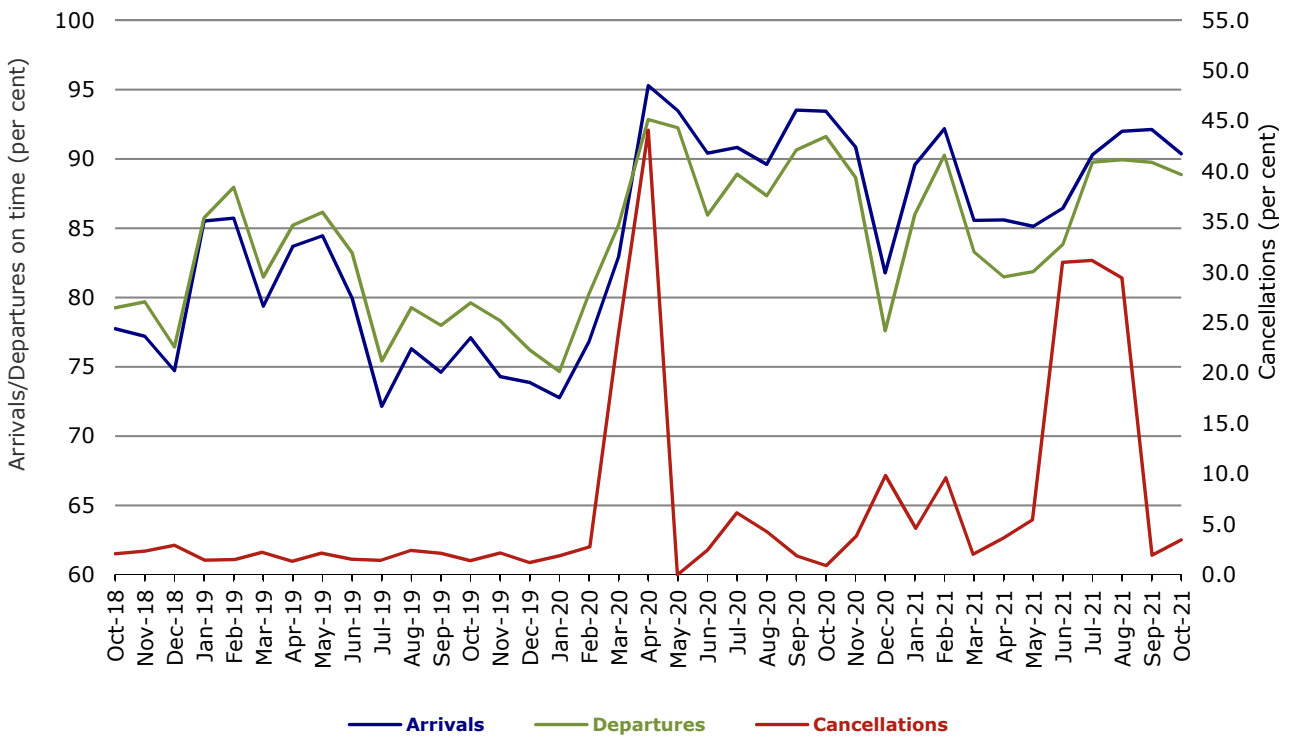


Figure 7 On time performance (by month from October 2018)—Virgin Australia



Major regional airlines on time performance

Figure 8 On time performance (by month from October 2018)—QantasLink

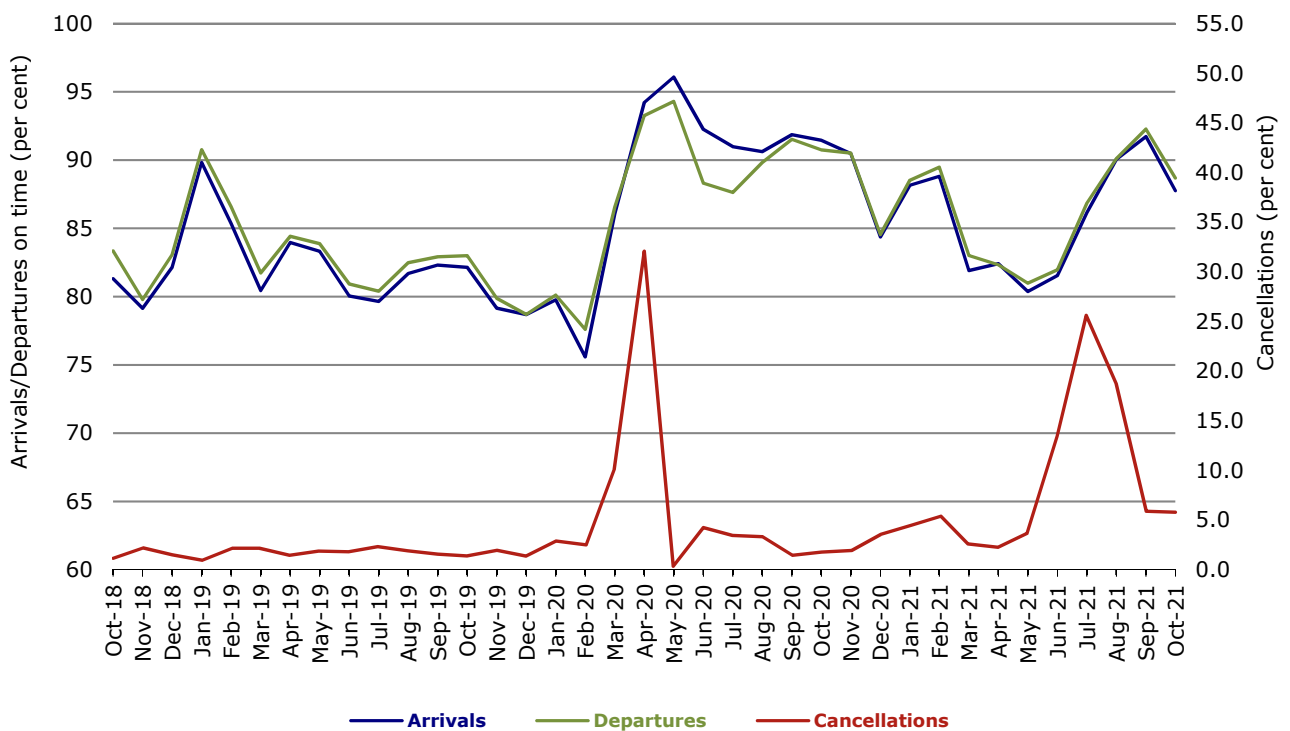
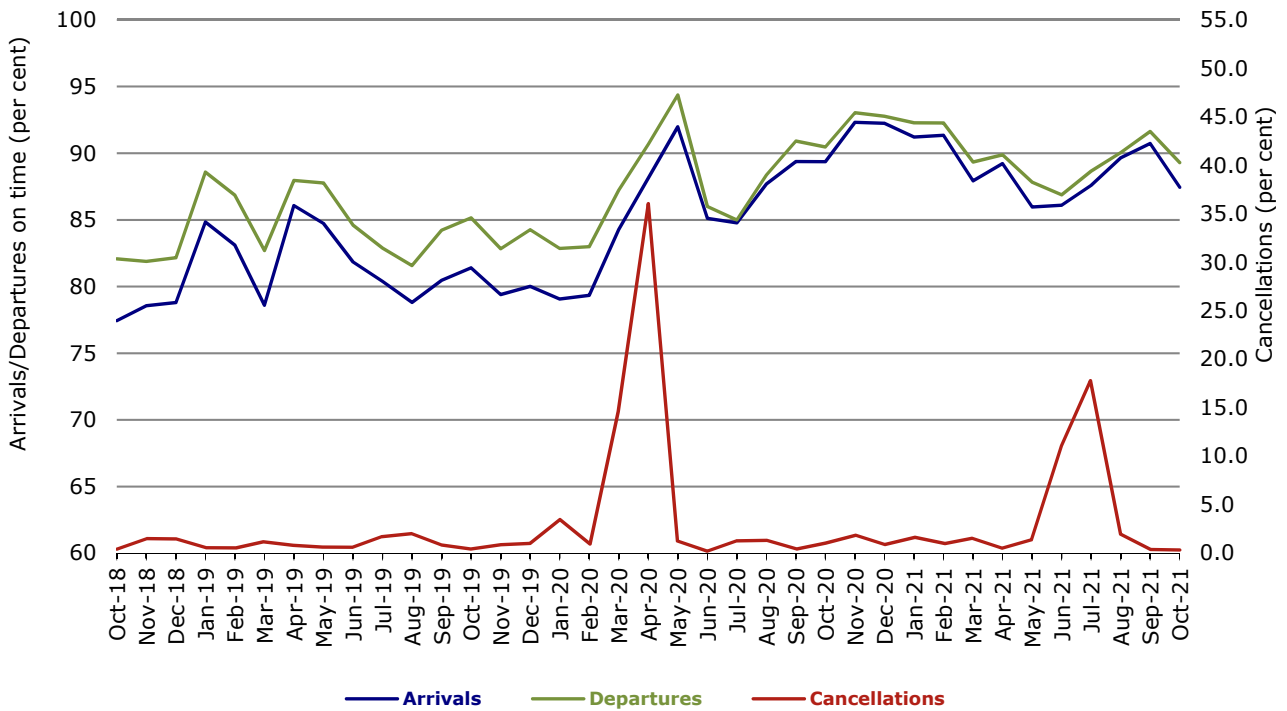
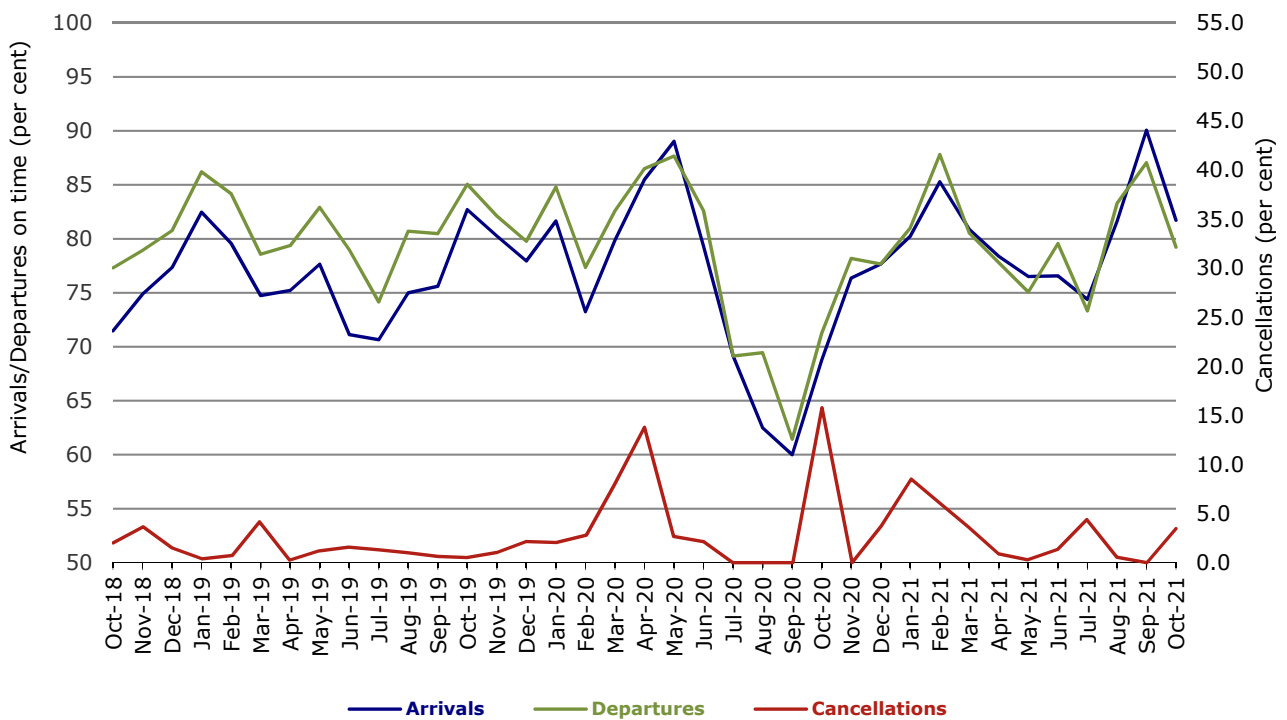


Figure 9 On time performance (by month from October 2018)—Rex Airlines



With effect from July 2021, Regional Express is reported as Rex Airlines

Figure 10 On time performance (by month from October 2018) 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. In order to present data for more routes during the period impacted by COVID-19, the passenger load restriction is not being applied. There are now 47 routes for which data are presented.

	Sectors		Arrivals On Time		Departures On Time		Cancellations	
	Sched.	Flown	No.	%	No.	%	No.	%
Adelaide-Alice Springs								
Qantas	31	31	29	93.5	30	96.8	0	0.0
Virgin Australia	13	13	12	92.3	12	92.3	0	0.0
All Airlines	44	44	41	93.2	42	95.5	0	0.0
Adelaide-Brisbane								
Jetstar	32	27	23	85.2	22	81.5	5	15.6
Qantas	82	76	73	96.1	74	97.4	6	7.3
Virgin Australia	92	82	76	92.7	74	90.2	10	10.9
All Airlines	206	185	172	93.0	170	91.9	21	10.2
Adelaide-Canberra								
Qantas	18	16	16	100.0	16	100.0	2	11.1
Virgin Australia	14	14	12	85.7	12	85.7	0	0.0
All Airlines	32	30	28	93.3	28	93.3	2	6.3
Adelaide-Melbourne								
Jetstar	18	18	17	94.4	16	88.9	0	0.0
Virgin Australia	23	23	21	91.3	19	82.6	0	0.0
All Airlines	41	41	38	92.7	35	85.4	0	0.0
Adelaide-Perth								
Jetstar	26	24	22	91.7	22	91.7	2	7.7
Qantas	86	86	76	88.4	81	94.2	0	0.0
Virgin Australia	37	37	31	83.8	33	89.2	0	0.0
Virgin Australia Regional Airlines	10	8	7	87.5	6	75.0	2	20.0
All Airlines	159	155	136	87.7	142	91.6	4	2.5
Adelaide-Port Lincoln								
QantasLink	51	51	47	92.2	47	92.2	0	0.0
REX Airlines	170	170	148	87.1	157	92.4	0	0.0
All Airlines	221	221	195	88.2	204	92.3	0	0.0
Adelaide-Sydney								
Jetstar	19	19	19	100.0	19	100.0	0	0.0
Virgin Australia	20	20	18	90.0	18	90.0	0	0.0
All Airlines	39	39	37	94.9	37	94.9	0	0.0
Albury-Sydney								
QantasLink	15	15	14	93.3	15	100.0	0	0.0
REX Airlines	8	8	8	100.0	6	75.0	0	0.0
All Airlines	23	23	22	95.7	21	91.3	0	0.0
Alice Springs-Adelaide								
Qantas	31	31	27	87.1	27	87.1	0	0.0
Virgin Australia	13	13	12	92.3	12	92.3	0	0.0
All Airlines	44	44	39	88.6	39	88.6	0	0.0
Armidale-Sydney								
QantasLink	15	14	12	85.7	11	78.6	1	6.7
REX Airlines	8	8	6	75.0	6	75.0	0	0.0
All Airlines	23	22	18	81.8	17	77.3	1	4.3

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Sched.</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Ballina-Sydney								
QantasLink	23	23	14	60.9	16	69.6	0	0.0
REX Airlines	9	9	8	88.9	9	100.0	0	0.0
Virgin Australia	18	18	16	88.9	17	94.4	0	0.0
All Airlines	50	50	38	76.0	42	84.0	0	0.0
Brisbane-Adelaide								
Jetstar	32	27	16	59.3	13	48.1	5	15.6
Qantas	82	76	69	90.8	71	93.4	6	7.3
Virgin Australia	93	82	75	91.5	75	91.5	11	11.8
All Airlines	207	185	160	86.5	159	85.9	22	10.6
Brisbane-Cairns								
Jetstar	100	100	87	87.0	81	81.0	0	0.0
Qantas	121	121	116	95.9	116	95.9	0	0.0
QantasLink	15	15	14	93.3	14	93.3	0	0.0
Virgin Australia	152	150	141	94.0	136	90.7	2	1.3
All Airlines	388	386	358	92.7	347	89.9	2	0.5
Brisbane-Canberra								
QantasLink	18	18	15	83.3	14	77.8	0	0.0
Virgin Australia	18	18	16	88.9	17	94.4	0	0.0
All Airlines	36	36	31	86.1	31	86.1	0	0.0
Brisbane-Darwin								
Jetstar	23	23	18	78.3	21	91.3	0	0.0
Qantas	44	39	34	87.2	36	92.3	5	11.4
Virgin Australia	32	31	31	100.0	31	100.0	1	3.1
All Airlines	99	93	83	89.2	88	94.6	6	6.1
Brisbane-Emerald								
QantasLink	117	107	97	90.7	98	91.6	10	8.5
Virgin Australia	26	26	26	100.0	25	96.2	0	0.0
All Airlines	143	133	123	92.5	123	92.5	10	7.0
Brisbane-Gladstone								
QantasLink	109	91	86	94.5	86	94.5	18	16.5
Virgin Australia	50	49	45	91.8	45	91.8	1	2.0
All Airlines	159	140	131	93.6	131	93.6	19	11.9
Brisbane-Hamilton Island								
Qantas	39	39	31	79.5	33	84.6	0	0.0
Virgin Australia	54	54	53	98.1	53	98.1	0	0.0
All Airlines	93	93	84	90.3	86	92.5	0	0.0
Brisbane-Hobart								
Jetstar	26	24	21	87.5	21	87.5	2	7.7
Qantas	23	22	22	100.0	21	95.5	1	4.3
QantasLink	16	16	13	81.3	13	81.3	0	0.0
Virgin Australia	59	54	51	94.4	48	88.9	5	8.5
All Airlines	124	116	107	92.2	103	88.8	8	6.5
Brisbane-Mackay								
Jetstar	31	31	30	96.8	26	83.9	0	0.0
Qantas	80	74	72	97.3	73	98.6	6	7.5
QantasLink	27	19	14	73.7	15	78.9	8	29.6
Virgin Australia	118	104	100	96.2	99	95.2	14	11.9
All Airlines	256	228	216	94.7	213	93.4	28	10.9

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Sched.</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Brisbane-Melbourne								
Jetstar	18	18	7	38.9	5	27.8	0	0.0
Virgin Australia	23	22	9	40.9	6	27.3	1	4.3
All Airlines	41	40	16	40.0	11	27.5	1	2.4
Brisbane-Mount Isa								
Qantas	34	34	29	85.3	31	91.2	0	0.0
QantasLink	19	18	15	83.3	13	72.2	1	5.3
Virgin Australia	17	17	15	88.2	17	100.0	0	0.0
All Airlines	70	69	59	85.5	61	88.4	1	1.4
Brisbane-Newcastle								
Jetstar	10	10	8	80.0	8	80.0	0	0.0
Virgin Australia	18	17	17	100.0	17	100.0	1	5.6
All Airlines	28	27	25	92.6	25	92.6	1	3.6
Brisbane-Perth								
Qantas	47	35	24	68.6	31	88.6	12	25.5
Virgin Australia	25	24	24	100.0	22	91.7	1	4.0
All Airlines	72	59	48	81.4	53	89.8	13	18.1
Brisbane-Proserpine								
Jetstar	38	36	32	88.9	32	88.9	2	5.3
QantasLink	35	34	32	94.1	32	94.1	1	2.9
Virgin Australia	57	57	50	87.7	51	89.5	0	0.0
All Airlines	130	127	114	89.8	115	90.6	3	2.3
Brisbane-Rockhampton								
QantasLink	138	123	113	91.9	111	90.2	15	10.9
Virgin Australia	103	98	88	89.8	88	89.8	5	4.9
All Airlines	241	221	201	91.0	199	90.0	20	8.3
Brisbane-Sydney								
Qantas	31	31	28	90.3	27	87.1	0	0.0
Virgin Australia	26	26	13	50.0	10	38.5	0	0.0
All Airlines	57	57	41	71.9	37	64.9	0	0.0
Brisbane-Townsville								
Jetstar	62	61	52	85.2	51	83.6	1	1.6
Qantas	109	98	90	91.8	93	94.9	11	10.1
Virgin Australia	124	113	106	93.8	105	92.9	11	8.9
All Airlines	295	272	248	91.2	249	91.5	23	7.8
Broome-Perth								
Qantas	45	45	43	95.6	40	88.9	0	0.0
QantasLink	51	51	42	82.4	41	80.4	0	0.0
Virgin Australia	62	62	60	96.8	47	75.8	0	0.0
Virgin Australia Regional Airlines	19	17	14	82.4	12	70.6	2	10.5
All Airlines	177	175	159	90.9	140	80.0	2	1.1
Cairns-Brisbane								
Jetstar	101	101	90	89.1	92	91.1	0	0.0
Qantas	120	119	108	90.8	114	95.8	1	0.8
QantasLink	15	15	10	66.7	14	93.3	0	0.0
Virgin Australia	152	150	136	90.7	139	92.7	2	1.3
All Airlines	388	385	344	89.4	359	93.2	3	0.8
Cairns-Melbourne								
Jetstar	13	13	12	92.3	13	100.0	0	0.0
Virgin Australia	19	19	17	89.5	18	94.7	0	0.0
All Airlines	32	32	29	90.6	31	96.9	0	0.0

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Sched.</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Cairns-Sydney								
Jetstar	15	15	13	86.7	12	80.0	0	0.0
Virgin Australia	18	18	16	88.9	17	94.4	0	0.0
All Airlines	33	33	29	87.9	29	87.9	0	0.0
Cairns-Townsville								
QantasLink	118	114	107	93.9	106	93.0	4	3.4
REX Airlines	14	14	13	92.9	13	92.9	0	0.0
All Airlines	132	128	120	93.8	119	93.0	4	3.0
Canberra-Adelaide								
Qantas	18	16	16	100.0	16	100.0	2	11.1
Virgin Australia	14	14	13	92.9	13	92.9	0	0.0
All Airlines	32	30	29	96.7	29	96.7	2	6.3
Canberra-Brisbane								
QantasLink	18	18	16	88.9	14	77.8	0	0.0
Virgin Australia	18	18	16	88.9	17	94.4	0	0.0
All Airlines	36	36	32	88.9	31	86.1	0	0.0
Canberra-Melbourne								
QantasLink	22	22	18	81.8	19	86.4	0	0.0
Virgin Australia	18	18	18	100.0	18	100.0	0	0.0
All Airlines	40	40	36	90.0	37	92.5	0	0.0
Darwin-Brisbane								
Jetstar	23	23	14	60.9	12	52.2	0	0.0
Qantas	42	37	22	59.5	31	83.8	5	11.9
Virgin Australia	32	31	28	90.3	26	83.9	1	3.1
All Airlines	97	91	64	70.3	69	75.8	6	6.2
Darwin-Perth								
Qantas	60	60	54	90.0	56	93.3	0	0.0
Virgin Australia	19	19	14	73.7	13	68.4	0	0.0
Virgin Australia Regional Airlines	18	17	15	88.2	16	94.1	1	5.6
All Airlines	97	96	83	86.5	85	88.5	1	1.0
Dubbo-Sydney								
QantasLink	16	16	11	68.8	11	68.8	0	0.0
REX Airlines	14	14	13	92.9	12	85.7	0	0.0
All Airlines	30	30	24	80.0	23	76.7	0	0.0
Emerald-Brisbane								
QantasLink	116	106	95	89.6	96	90.6	10	8.6
Virgin Australia	27	27	26	96.3	27	100.0	0	0.0
All Airlines	143	133	121	91.0	123	92.5	10	7.0
Gladstone-Brisbane								
QantasLink	109	90	79	87.8	79	87.8	19	17.4
Virgin Australia	50	49	40	81.6	43	87.8	1	2.0
All Airlines	159	139	119	85.6	122	87.8	20	12.6
Hamilton Island-Brisbane								
Qantas	38	38	24	63.2	27	71.1	0	0.0
Virgin Australia	54	54	51	94.4	52	96.3	0	0.0
All Airlines	92	92	75	81.5	79	85.9	0	0.0

	Sectors		Arrivals On Time		Departures On Time		Cancellations	
	Sched.	Flown	No.	%	No.	%	No.	%
Hobart-Brisbane								
Jetstar	26	24	20	83.3	19	79.2	2	7.7
Qantas	23	21	20	95.2	21	100.0	2	8.7
QantasLink	16	16	12	75.0	13	81.3	0	0.0
Virgin Australia	59	53	42	79.2	42	79.2	6	10.2
All Airlines	124	114	94	82.5	95	83.3	10	8.1
Hobart-Melbourne								
Jetstar	23	23	20	87.0	21	91.3	0	0.0
Virgin Australia	23	23	20	87.0	20	87.0	0	0.0
All Airlines	46	46	40	87.0	41	89.1	0	0.0
Hobart-Sydney								
Jetstar	14	14	13	92.9	13	92.9	0	0.0
Virgin Australia	18	17	17	100.0	16	94.1	1	5.6
All Airlines	32	31	30	96.8	29	93.5	1	3.1
Kalgoorlie-Perth								
Qantas	13	13	12	92.3	9	69.2	0	0.0
QantasLink	61	59	50	84.7	49	83.1	2	3.3
Virgin Australia	25	25	15	60.0	16	64.0	0	0.0
Virgin Australia Regional Airlines	31	31	29	93.5	26	83.9	0	0.0
All Airlines	130	128	106	82.8	100	78.1	2	1.5
Karratha-Perth								
Qantas	32	31	30	96.8	27	87.1	1	3.1
QantasLink	104	102	96	94.1	91	89.2	2	1.9
Virgin Australia	31	31	30	96.8	27	87.1	0	0.0
Virgin Australia Regional Airlines	21	21	15	71.4	10	47.6	0	0.0
All Airlines	188	185	171	92.4	155	83.8	3	1.6
Launceston-Melbourne								
QantasLink	17	17	16	94.1	16	94.1	0	0.0
Virgin Australia	18	17	15	88.2	15	88.2	1	5.6
All Airlines	35	34	31	91.2	31	91.2	1	2.9
Launceston-Sydney								
Jetstar	15	15	14	93.3	14	93.3	0	0.0
Virgin Australia	18	18	18	100.0	18	100.0	0	0.0
All Airlines	33	33	32	97.0	32	97.0	0	0.0
Mackay-Brisbane								
Jetstar	31	31	29	93.5	30	96.8	0	0.0
Qantas	80	71	67	94.4	69	97.2	9	11.3
QantasLink	31	24	16	66.7	16	66.7	7	22.6
Virgin Australia	118	104	98	94.2	96	92.3	14	11.9
All Airlines	260	230	210	91.3	211	91.7	30	11.5
Melbourne-Adelaide								
Jetstar	18	18	18	100.0	14	77.8	0	0.0
Virgin Australia	23	23	22	95.7	22	95.7	0	0.0
All Airlines	41	41	40	97.6	36	87.8	0	0.0
Melbourne-Brisbane								
Jetstar	18	18	16	88.9	15	83.3	0	0.0
Virgin Australia	23	23	22	95.7	22	95.7	0	0.0
All Airlines	41	41	38	92.7	37	90.2	0	0.0

	Sectors		Arrivals On Time		Departures On Time		Cancellations	
	Sched.	Flown	No.	%	No.	%	No.	%
Melbourne-Cairns								
Jetstar	14	14	13	92.9	12	85.7	0	0.0
Virgin Australia	19	19	18	94.7	18	94.7	0	0.0
All Airlines	33	33	31	93.9	30	90.9	0	0.0
Melbourne-Canberra								
QantasLink	22	22	20	90.9	20	90.9	0	0.0
Virgin Australia	18	18	17	94.4	17	94.4	0	0.0
All Airlines	40	40	37	92.5	37	92.5	0	0.0
Melbourne-Hobart								
Jetstar	23	23	20	87.0	20	87.0	0	0.0
Virgin Australia	23	23	21	91.3	21	91.3	0	0.0
All Airlines	46	46	41	89.1	41	89.1	0	0.0
Melbourne-Launceston								
QantasLink	17	17	16	94.1	16	94.1	0	0.0
Virgin Australia	18	17	16	94.1	16	94.1	1	5.6
All Airlines	35	34	32	94.1	32	94.1	1	2.9
Melbourne-Mildura								
QantasLink	13	13	10	76.9	11	84.6	0	0.0
REX Airlines	10	10	8	80.0	9	90.0	0	0.0
All Airlines	23	23	18	78.3	20	87.0	0	0.0
Melbourne-Newcastle								
Jetstar	18	18	18	100.0	18	100.0	0	0.0
Virgin Australia	18	18	13	72.2	13	72.2	0	0.0
All Airlines	36	36	31	86.1	31	86.1	0	0.0
Melbourne-Perth								
Qantas	21	20	17	85.0	16	80.0	1	4.8
Virgin Australia	23	23	21	91.3	20	87.0	0	0.0
All Airlines	44	43	38	88.4	36	83.7	1	2.3
Melbourne-Sydney								
Jetstar	14	12	11	91.7	10	83.3	2	14.3
Qantas	62	62	58	93.5	57	91.9	0	0.0
Virgin Australia	33	33	32	97.0	30	90.9	0	0.0
All Airlines	109	107	101	94.4	97	90.7	2	1.8
Mildura-Melbourne								
QantasLink	13	13	9	69.2	9	69.2	0	0.0
REX Airlines	10	10	9	90.0	9	90.0	0	0.0
All Airlines	23	23	18	78.3	18	78.3	0	0.0
Mount Isa-Brisbane								
Qantas	34	34	28	82.4	29	85.3	0	0.0
QantasLink	19	18	16	88.9	16	88.9	1	5.3
Virgin Australia	17	17	14	82.4	16	94.1	0	0.0
All Airlines	70	69	58	84.1	61	88.4	1	1.4
Newcastle-Brisbane								
Jetstar	10	10	7	70.0	8	80.0	0	0.0
Virgin Australia	18	17	17	100.0	17	100.0	1	5.6
All Airlines	28	27	24	88.9	25	92.6	1	3.6
Newcastle-Melbourne								
Jetstar	18	18	18	100.0	18	100.0	0	0.0
Virgin Australia	18	18	13	72.2	13	72.2	0	0.0
All Airlines	36	36	31	86.1	31	86.1	0	0.0

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Sched.</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Newman-Perth								
Qantas	8	8	6	75.0	6	75.0	0	0.0
QantasLink	106	100	88	88.0	85	85.0	6	5.7
Virgin Australia	41	40	29	72.5	23	57.5	1	2.4
Virgin Australia Regional Airlines	14	14	10	71.4	11	78.6	0	0.0
All Airlines	169	162	133	82.1	125	77.2	7	4.1
Perth-Adelaide								
Jetstar	26	24	20	83.3	11	45.8	2	7.7
Qantas	85	85	73	85.9	72	84.7	0	0.0
Virgin Australia	37	37	36	97.3	36	97.3	0	0.0
Virgin Australia Regional Airlines	10	8	7	87.5	8	100.0	2	20.0
All Airlines	158	154	136	88.3	127	82.5	4	2.5
Perth-Brisbane								
Qantas	47	35	30	85.7	32	91.4	12	25.5
Virgin Australia	25	24	21	87.5	17	70.8	1	4.0
All Airlines	72	59	51	86.4	49	83.1	13	18.1
Perth-Broome								
Qantas	45	45	43	95.6	42	93.3	0	0.0
QantasLink	50	50	46	92.0	47	94.0	0	0.0
Virgin Australia	62	62	57	91.9	58	93.5	0	0.0
Virgin Australia Regional Airlines	19	17	15	88.2	16	94.1	2	10.5
All Airlines	176	174	161	92.5	163	93.7	2	1.1
Perth-Darwin								
Qantas	61	61	55	90.2	58	95.1	0	0.0
Virgin Australia	19	19	17	89.5	17	89.5	0	0.0
Virgin Australia Regional Airlines	18	18	17	94.4	18	100.0	0	0.0
All Airlines	98	98	89	90.8	93	94.9	0	0.0
Perth-Kalgoorlie								
Qantas	14	14	12	85.7	13	92.9	0	0.0
QantasLink	61	60	53	88.3	53	88.3	1	1.6
Virgin Australia	25	25	25	100.0	24	96.0	0	0.0
Virgin Australia Regional Airlines	31	31	28	90.3	29	93.5	0	0.0
All Airlines	131	130	118	90.8	119	91.5	1	0.8
Perth-Karratha								
Qantas	32	31	27	87.1	29	93.5	1	3.1
QantasLink	101	100	91	91.0	95	95.0	1	1.0
Virgin Australia	31	31	27	87.1	31	100.0	0	0.0
Virgin Australia Regional Airlines	21	21	16	76.2	17	81.0	0	0.0
All Airlines	185	183	161	88.0	172	94.0	2	1.1
Perth-Melbourne								
Qantas	21	21	16	76.2	19	90.5	0	0.0
Virgin Australia	23	22	19	86.4	15	68.2	1	4.3
All Airlines	44	43	35	81.4	34	79.1	1	2.3
Perth-Newman								
Qantas	8	8	8	100.0	8	100.0	0	0.0
QantasLink	106	100	91	91.0	95	95.0	6	5.7
Virgin Australia	41	41	36	87.8	38	92.7	0	0.0
Virgin Australia Regional Airlines	14	14	11	78.6	11	78.6	0	0.0
All Airlines	169	163	146	89.6	152	93.3	6	3.6

	Sectors		Arrivals On Time		Departures On Time		Cancellations	
	Sched.	Flown	No.	%	No.	%	No.	%
Perth-Port Hedland								
Qantas	40	40	33	82.5	37	92.5	0	0.0
QantasLink	79	78	63	80.8	69	88.5	1	1.3
Virgin Australia	11	11	8	72.7	9	81.8	0	0.0
Virgin Australia Regional Airlines	41	41	38	92.7	37	90.2	0	0.0
All Airlines	171	170	142	83.5	152	89.4	1	0.6
Perth-Sydney								
Qantas	17	17	15	88.2	14	82.4	0	0.0
Virgin Australia	21	21	21	100.0	15	71.4	0	0.0
All Airlines	38	38	36	94.7	29	76.3	0	0.0
Port Hedland-Perth								
Qantas	40	40	36	90.0	35	87.5	0	0.0
QantasLink	79	78	64	82.1	63	80.8	1	1.3
Virgin Australia	11	11	8	72.7	6	54.5	0	0.0
Virgin Australia Regional Airlines	41	41	34	82.9	32	78.0	0	0.0
All Airlines	171	170	142	83.5	136	80.0	1	0.6
Port Lincoln-Adelaide								
QantasLink	51	51	47	92.2	46	90.2	0	0.0
REX Airlines	170	170	148	87.1	145	85.3	0	0.0
All Airlines	221	221	195	88.2	191	86.4	0	0.0
Proserpine-Brisbane								
Jetstar	38	36	26	72.2	29	80.6	2	5.3
QantasLink	35	33	28	84.8	28	84.8	2	5.7
Virgin Australia	57	57	49	86.0	48	84.2	0	0.0
All Airlines	130	126	103	81.7	105	83.3	4	3.1
Rockhampton-Brisbane								
QantasLink	138	122	94	77.0	103	84.4	16	11.6
Virgin Australia	104	99	93	93.9	92	92.9	5	4.8
All Airlines	242	221	187	84.6	195	88.2	21	8.7
Sydney-Adelaide								
Jetstar	19	19	18	94.7	17	89.5	0	0.0
Virgin Australia	20	19	19	100.0	19	100.0	1	5.0
All Airlines	39	38	37	97.4	36	94.7	1	2.6
Sydney-Albury								
QantasLink	15	15	15	100.0	15	100.0	0	0.0
REX Airlines	9	9	7	77.8	7	77.8	0	0.0
All Airlines	24	24	22	91.7	22	91.7	0	0.0
Sydney-Armidale								
QantasLink	15	14	12	85.7	12	85.7	1	6.7
REX Airlines	8	8	5	62.5	5	62.5	0	0.0
All Airlines	23	22	17	77.3	17	77.3	1	4.3
Sydney-Ballina								
QantasLink	24	24	20	83.3	21	87.5	0	0.0
REX Airlines	9	9	9	100.0	9	100.0	0	0.0
Virgin Australia	18	18	17	94.4	17	94.4	0	0.0
All Airlines	51	51	46	90.2	47	92.2	0	0.0
Sydney-Brisbane								
Qantas	33	32	27	84.4	29	90.6	1	3.0
Virgin Australia	25	25	24	96.0	22	88.0	0	0.0
All Airlines	58	57	51	89.5	51	89.5	1	1.7

	<i>Sectors</i>		<i>Arrivals On Time</i>		<i>Departures On Time</i>		<i>Cancellations</i>	
	<i>Sched.</i>	<i>Flown</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Sydney-Cairns								
Jetstar	15	15	13	86.7	14	93.3	0	0.0
Virgin Australia	18	18	18	100.0	17	94.4	0	0.0
All Airlines	33	33	31	93.9	31	93.9	0	0.0
Sydney-Dubbo								
QantasLink	16	16	13	81.3	12	75.0	0	0.0
REX Airlines	14	14	10	71.4	11	78.6	0	0.0
All Airlines	30	30	23	76.7	23	76.7	0	0.0
Sydney-Hobart								
Jetstar	14	14	13	92.9	13	92.9	0	0.0
Virgin Australia	18	18	18	100.0	18	100.0	0	0.0
All Airlines	32	32	31	96.9	31	96.9	0	0.0
Sydney-Launceston								
Jetstar	15	15	15	100.0	15	100.0	0	0.0
Virgin Australia	18	18	18	100.0	17	94.4	0	0.0
All Airlines	33	33	33	100.0	32	97.0	0	0.0
Sydney-Melbourne								
Jetstar	15	13	12	92.3	12	92.3	2	13.3
Qantas	46	46	44	95.7	44	95.7	0	0.0
Virgin Australia	33	33	29	87.9	28	84.8	0	0.0
All Airlines	94	92	85	92.4	84	91.3	2	2.1
Sydney-Perth								
Qantas	16	16	11	68.8	13	81.3	0	0.0
Virgin Australia	21	21	20	95.2	20	95.2	0	0.0
All Airlines	37	37	31	83.8	33	89.2	0	0.0
Sydney-Wagga Wagga								
QantasLink	16	15	13	86.7	13	86.7	1	6.3
REX Airlines	9	9	8	88.9	8	88.9	0	0.0
All Airlines	25	24	21	87.5	21	87.5	1	4.0
Townsville-Brisbane								
Jetstar	62	61	49	80.3	51	83.6	1	1.6
Qantas	107	97	83	85.6	91	93.8	10	9.3
Virgin Australia	124	113	104	92.0	105	92.9	11	8.9
All Airlines	293	271	236	87.1	247	91.1	22	7.5
Townsville-Cairns								
QantasLink	118	114	110	96.5	107	93.9	4	3.4
REX Airlines	14	14	13	92.9	13	92.9	0	0.0
All Airlines	132	128	123	96.1	120	93.8	4	3.0
Wagga Wagga-Sydney								
QantasLink	16	15	12	80.0	13	86.7	1	6.3
REX Airlines	10	10	9	90.0	7	70.0	0	0.0
All Airlines	26	25	21	84.0	20	80.0	1	3.8

Airports

The following data reports by airport against flights operated on published routes only. This month, 7 major city airports and 26 regional city airports are covered.

Airport	Arrivals			Departures		
	Sectors Flown	On Time		Sectors Flown	On Time	
		No.	%		No.	%
Adelaide						
Jetstar	88	72	81.8	88	79	89.8
Qantas	208	185	88.9	209	201	96.2
QantasLink	51	47	92.2	51	47	92.2
REX Airlines	170	148	87.1	170	157	92.4
Virgin Australia	188	177	94.1	189	168	88.9
Virgin Australia Regional Airlines	8	7	87.5	8	6	75.0
All Airlines	713	636	89.2	715	658	92.0

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

Albury

QantasLink	15	15	100.0	15	15	100.0
REX Airlines	9	7	77.8	8	6	75.0
All Airlines	24	22	91.7	23	21	91.3

Relates to services to and from Sydney only.

Alice Springs

Qantas	31	29	93.5	31	27	87.1
Virgin Australia	13	12	92.3	13	12	92.3
All Airlines	44	41	93.2	44	39	88.6

Relates to services to and from Adelaide only.

Armidale

QantasLink	14	12	85.7	14	11	78.6
REX Airlines	8	5	62.5	8	6	75.0
All Airlines	22	17	77.3	22	17	77.3

Relates to services to and from Sydney only.

Ballina

QantasLink	24	20	83.3	23	16	69.6
REX Airlines	9	9	100.0	9	9	100.0
Virgin Australia	18	17	94.4	18	17	94.4
All Airlines	51	46	90.2	50	42	84.0

Relates to services to and from Sydney only.

Brisbane

Jetstar	331	274	82.8	330	258	78.2
Qantas	560	482	86.1	569	532	93.5
QantasLink	442	366	82.8	441	396	89.8
Virgin Australia	943	857	90.9	942	845	89.7
All Airlines	2 276	1 979	87.0	2 282	2 031	89.0

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

Airport	Arrivals			Departures		
	Sectors Flown	On Time		Sectors Flown	On Time	
		No.	%		No.	%
Broome						
Qantas	45	43	95.6	45	40	88.9
QantasLink	50	46	92.0	51	41	80.4
Virgin Australia	62	57	91.9	62	47	75.8
Virgin Australia Regional Airlines	17	15	88.2	17	12	70.6
All Airlines	174	161	92.5	175	140	80.0
Relates to services to and from Perth only.						
Cairns						
Jetstar	129	113	87.6	129	117	90.7
Qantas	121	116	95.9	119	114	95.8
QantasLink	129	124	96.1	129	120	93.0
REX Airlines	14	13	92.9	14	13	92.9
Virgin Australia	187	177	94.7	187	174	93.0
All Airlines	580	543	93.6	578	538	93.1
Relates to services to and from Brisbane, Melbourne, Sydney and Townsville.						
Canberra						
Qantas	16	16	100.0	16	16	100.0
QantasLink	40	35	87.5	40	33	82.5
Virgin Australia	50	45	90.0	50	48	96.0
All Airlines	106	96	90.6	106	97	91.5
Relates to services to and from Adelaide, Brisbane and Melbourne only.						
Darwin						
Jetstar	23	18	78.3	23	12	52.2
Qantas	100	89	89.0	97	87	89.7
Virgin Australia	50	48	96.0	50	39	78.0
Virgin Australia Regional Airlines	18	17	94.4	17	16	94.1
All Airlines	191	172	90.1	187	154	82.4
Relates to services to and from Brisbane and Perth.						
Dubbo						
QantasLink	16	13	81.3	16	11	68.8
REX Airlines	14	10	71.4	14	12	85.7
All Airlines	30	23	76.7	30	23	76.7
Relates to services to and from Sydney only.						
Emerald						
QantasLink	107	97	90.7	106	96	90.6
Virgin Australia	26	26	100.0	27	27	100.0
All Airlines	133	123	92.5	133	123	92.5
Relates to services to and from Brisbane only.						
Gladstone						
QantasLink	91	86	94.5	90	79	87.8
Virgin Australia	49	45	91.8	49	43	87.8
All Airlines	140	131	93.6	139	122	87.8
Relates to services to and from Brisbane only.						
Hamilton Island						
Qantas	39	31	79.5	38	27	71.1
Virgin Australia	54	53	98.1	54	52	96.3
All Airlines	93	84	90.3	92	79	85.9
Relates to services to and from Brisbane only.						

Airport	Arrivals			Departures		
	Sectors Flown	On Time		Sectors Flown	On Time	
		No.	%		No.	%
Hobart						
Jetstar	61	54	88.5	61	53	86.9
Qantas	22	22	100.0	21	21	100.0
QantasLink	16	13	81.3	16	13	81.3
Virgin Australia	95	90	94.7	93	78	83.9
All Airlines	194	179	92.3	191	165	86.4

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

Kalgoorlie

Qantas	14	12	85.7	13	9	69.2
QantasLink	60	53	88.3	59	49	83.1
Virgin Australia	25	25	100.0	25	16	64.0
Virgin Australia Regional Airlines	31	28	90.3	31	26	83.9
All Airlines	130	118	90.8	128	100	78.1

Relates to services to and from Perth only.

Karratha

Qantas	31	27	87.1	31	27	87.1
QantasLink	100	91	91.0	102	91	89.2
Virgin Australia	31	27	87.1	31	27	87.1
Virgin Australia Regional Airlines	21	16	76.2	21	10	47.6
All Airlines	183	161	88.0	185	155	83.8

Relates to services to and from Perth only.

Launceston

Jetstar	15	15	100.0	15	14	93.3
QantasLink	17	16	94.1	17	16	94.1
Virgin Australia	35	34	97.1	35	33	94.3
All Airlines	67	65	97.0	67	63	94.0

Relates to services to and from Melbourne and Sydney.

Mackay

Jetstar	31	30	96.8	31	30	96.8
Qantas	74	72	97.3	71	69	97.2
QantasLink	19	14	73.7	24	16	66.7
Virgin Australia	104	100	96.2	104	96	92.3
All Airlines	228	216	94.7	230	211	91.7

Relates to services to and from Brisbane only.

Melbourne

Jetstar	103	86	83.5	103	89	86.4
Qantas	67	60	89.6	82	73	89.0
QantasLink	52	43	82.7	52	47	90.4
REX Airlines	10	9	90.0	10	9	90.0
Virgin Australia	195	161	82.6	197	179	90.9
All Airlines	427	359	84.1	444	397	89.4

Relates to services to and from Adelaide, Brisbane, Cairns, Canberra, Hobart, Launceston, Mildura, Newcastle, Perth, and Sydney.

Mildura

QantasLink	13	10	76.9	13	9	69.2
REX Airlines	10	8	80.0	10	9	90.0
All Airlines	23	18	78.3	23	18	78.3

Relates to services to and from Melbourne only.

Airport	Arrivals			Departures		
	Sectors Flown	On Time		Sectors Flown	On Time	
		No.	%		No.	%
Mount Isa						
Qantas	34	29	85.3	34	29	85.3
QantasLink	18	15	83.3	18	16	88.9
Virgin Australia	17	15	88.2	17	16	94.1
All Airlines	69	59	85.5	69	61	88.4
Relates to services to and from Brisbane only.						
Newcastle						
Jetstar	28	26	92.9	28	26	92.9
Virgin Australia	35	30	85.7	35	30	85.7
All Airlines	63	56	88.9	63	56	88.9
Relates to services to and from Brisbane and Melbourne.						
Newman						
Qantas	8	8	100.0	8	6	75.0
QantasLink	100	91	91.0	100	85	85.0
Virgin Australia	41	36	87.8	40	23	57.5
Virgin Australia Regional Airlines	14	11	78.6	14	11	78.6
All Airlines	163	146	89.6	162	125	77.2
Relates to services to and from Perth only.						
Perth						
Jetstar	24	22	91.7	24	11	45.8
Qantas	354	309	87.3	357	324	90.8
QantasLink	390	340	87.2	388	359	92.5
Virgin Australia	293	252	86.0	293	260	88.7
Virgin Australia Regional Airlines	149	124	83.2	150	136	90.7
All Airlines	1 210	1 047	86.5	1 212	1 090	89.9
Relates to services to and from Adelaide, Brisbane, Broome, Darwin, Kalgoorlie, Karratha, Melbourne, Newman, Port Hedland and Sydney.						
Port Hedland						
Qantas	40	33	82.5	40	35	87.5
QantasLink	78	63	80.8	78	63	80.8
Virgin Australia	11	8	72.7	11	6	54.5
Virgin Australia Regional Airlines	41	38	92.7	41	32	78.0
All Airlines	170	142	83.5	170	136	80.0
Relates to services to and from Perth only.						
Port Lincoln						
QantasLink	51	47	92.2	51	46	90.2
REX Airlines	170	148	87.1	170	145	85.3
All Airlines	221	195	88.2	221	191	86.4
Relates to services to and from Adelaide only.						
Proserpine						
Jetstar	36	32	88.9	36	29	80.6
QantasLink	34	32	94.1	33	28	84.8
Virgin Australia	57	50	87.7	57	48	84.2
All Airlines	127	114	89.8	126	105	83.3
Relates to services to and from Brisbane only.						

Airport	Arrivals			Departures		
	Sectors Flown	On Time		Sectors Flown	On Time	
		No.	%		No.	%
Rockhampton						
QantasLink	123	113	91.9	122	103	84.4
Virgin Australia	98	88	89.8	99	92	92.9
All Airlines	221	201	91.0	221	195	88.2
Relates to services to and from Brisbane only.						
Sydney						
Jetstar	75	70	93.3	76	71	93.4
Qantas	110	101	91.8	94	86	91.5
QantasLink	83	63	75.9	84	73	86.9
REX Airlines	49	44	89.8	49	40	81.6
Virgin Australia	171	151	88.3	170	158	92.9
All Airlines	488	429	87.9	473	428	90.5
Relates to services to and from Adelaide, Albury, Armidale, Ballina, Brisbane, Cairns, Dubbo, Hobart, Launceston, Melbourne, Perth, and Wagga Wagga.						
Townsville						
Jetstar	61	52	85.2	61	51	83.6
Qantas	98	90	91.8	97	91	93.8
QantasLink	114	107	93.9	114	107	93.9
REX Airlines	14	13	92.9	14	13	92.9
Virgin Australia	113	106	93.8	113	105	92.9
All Airlines	400	368	92.0	399	367	92.0
Relates to services to and from Brisbane and Cairns.						
Wagga Wagga						
QantasLink	15	13	86.7	15	13	86.7
REX Airlines	9	8	88.9	10	7	70.0
All Airlines	24	21	87.5	25	20	80.0
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.
