

# Airline On-time Performance Report



Summary of Airline Arrival Performance for the Period  
June 1, 2014 through June 30, 2014

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## Abstract

This FlightStats monthly On-time Performance Report compares the on-time arrival performance of scheduled passenger flights operated by the top airlines throughout various regions. The report summarizes the data by carrier and includes a breakdown of on-time, late, very late and excessively late arrivals and departures. Also included is the percentage of flights cancelled and diverted. Refer to each category section for the flight status coverage of the airlines scheduled flights.

Refer to the Appendix for definition of delay classification, cancellation calculations, and the airline, and flight selection criteria.

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# Major International Airlines

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
3 (SU)	Aeroflot	13,693	87.83%	6.71%	2.23%	3.22%	0.34%	0.01%
17 (AB)	Air Berlin	19,532	82.93%	9.43%	3.23%	4.41%	0.96%	0.01%
19 (AC)	Air Canada	15,882	82.26%	8.81%	3.38%	5.34%	0.03%	0.21%
35 (CA)	Air China	32,115	63.87%	10.69%	5.87%	19.50%	2.71%	0.07%
15 (UX)	Air Europa	4,621	83.26%	9.04%	3.43%	4.27%	0.22%	0.00%
28 (AF)	Air France	23,801	73.31%	13.86%	5.96%	6.88%	1.26%	0.00%
39 (AI)	Air India	10,092	60.38%	16.49%	8.99%	14.14%	0.17%	0.00%
7 (NZ)	Air New Zealand	4,574	85.90%	9.44%	2.50%	2.17%	0.13%	0.00%
25 (AZ)	Alitalia	12,792	75.28%	12.32%	5.52%	6.87%	0.27%	0.01%
31 (AA)	American	60,007	69.30%	10.01%	5.61%	15.07%	1.08%	0.00%
5 (NH)	ANA	18,557	86.82%	8.70%	2.46%	2.02%	0.36%	0.00%
27 (OZ)	Asiana	9,209	75.16%	13.62%	4.48%	6.73%	1.39%	0.01%
4 (OS)	Austrian Airlines	6,004	87.78%	7.89%	1.91%	2.40%	2.27%	0.02%
30 (AV)	AVIANCA	12,662	71.35%	13.84%	6.10%	8.68%	0.10%	0.03%
32 (BA)	British Airways	24,403	68.11%	15.35%	7.00%	9.54%	0.86%	0.01%
33 (CX)	Cathay Pacific	8,239	66.42%	14.32%	7.80%	11.36%	1.25%	0.10%
37 (CI)	China Airlines	5,474	62.29%	18.27%	9.20%	10.15%	0.11%	0.09%
38 (MU)	China Eastern	47,201	61.81%	12.84%	7.18%	18.11%	3.27%	0.06%
34 (CZ)	China Southern	51,340	64.59%	11.37%	6.18%	17.80%	2.09%	0.06%
24 (DL)	Delta	82,503	80.32%	7.84%	3.88%	7.71%	0.06%	0.25%
36 (MS)	Egyptair	6,583	63.55%	17.10%	8.09%	10.77%	1.40%	0.49%
16 (EK)	Emirates	11,838	82.94%	10.65%	3.52%	2.87%	0.15%	0.03%
43 (EY)	Etihad	6,115	45.77%	21.93%	14.60%	17.70%	0.10%	0.00%
41 (BR)	EVA Airways	4,385	55.21%	20.49%	9.71%	14.60%	0.16%	0.00%
1 (IB)	Iberia	6,420	89.53%	6.26%	1.91%	2.30%	0.28%	0.00%
10 (JL)	Japan Airlines	11,051	85.57%	9.13%	2.53%	2.70%	0.82%	0.07%
23 (9W)	Jet Airways	8,908	80.78%	9.86%	4.42%	4.93%	0.67%	0.02%
6 (KL)	KLM	11,309	86.01%	8.98%	2.23%	2.75%	0.16%	0.03%
12 (KE)	Korean Air Lines	10,509	85.23%	10.15%	2.97%	1.64%	1.10%	0.01%
18 (LA)	LAN	3,777	82.78%	7.99%	3.56%	5.68%	0.21%	0.00%
14 (LH)	Lufthansa	33,106	83.59%	10.56%	3.17%	2.67%	0.29%	0.01%
22 (MH)	Malaysia Airlines	10,069	81.43%	10.07%	3.35%	5.16%	1.23%	0.00%
13 (QF)	Qantas	10,971	83.70%	9.45%	3.48%	3.37%	1.18%	0.01%
8 (SK)	SAS	20,740	85.84%	8.69%	2.67%	2.79%	0.79%	0.00%
2 (SV)	Saudi Arabian	12,354	88.89%	6.27%	2.26%	2.58%	0.06%	0.00%
11 (SQ)	Singapore Airlines	7,341	85.28%	9.13%	2.68%	2.90%	0.52%	0.00%
26 (LX)	SWISS	10,742	75.25%	14.97%	5.14%	4.62%	0.39%	0.02%
20 (JJ)	TAM	18,947	82.19%	9.64%	3.65%	4.38%	0.44%	0.13%
42 (TP)	TAP - Air Portugal	6,545	53.25%	15.85%	9.29%	21.58%	2.44%	0.03%
9 (TG)	Thai Airways	6,284	85.71%	9.11%	2.55%	2.64%	1.26%	0.00%
40 (TK)	Turkish Airlines	27,053	60.31%	22.16%	9.88%	7.65%	0.44%	0.00%
29 (UA)	United	59,644	71.64%	9.61%	5.36%	12.98%	1.32%	0.40%
21 (VA)	Virgin Australia Int'l	11,285	82.12%	9.73%	3.56%	4.59%	1.85%	0.00%
	Aggregate	778,677	73.79%	10.97%	4.98%	9.15%	1.02%	0.09%

## North American Airlines

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
7 (AC)	Air Canada	15,882	82.26%	8.81%	3.38%	5.34%	0.03%	0.21%
20 (ZX)	Air Georgian	3,263	76.25%	9.04%	3.56%	11.16%	0.00%	0.00%
24 (ZW)	Air Wisconsin	15,241	74.15%	8.54%	5.15%	12.03%	4.37%	0.13%
8 (FL)	Airtran	8,314	82.24%	7.27%	3.44%	7.01%	0.46%	0.04%
3 (AS)	Alaska	15,628	85.69%	7.45%	2.51%	4.13%	0.59%	0.21%
32 (AA)	American	60,007	69.30%	10.01%	5.61%	15.07%	1.08%	0.00%
35 (MQ)	American Eagle	37,501	66.75%	11.47%	6.50%	15.28%	6.40%	0.00%
6 (9K)	Cape Air	17,431	83.59%	9.09%	3.11%	4.16%	3.77%	0.05%
25 (RP)	Chautauqua	7,359	73.91%	8.26%	4.76%	12.91%	3.13%	0.17%
36 (C5)	CommutAir	4,067	65.59%	8.29%	5.27%	20.69%	11.34%	0.17%
22 (CP)	Compass	5,798	75.75%	9.15%	4.86%	10.13%	2.14%	0.11%
11 (DL)	Delta	82,503	80.32%	7.84%	3.88%	7.71%	0.06%	0.25%
33 (EV)	ExpressJet	67,622	69.02%	9.03%	5.34%	16.28%	4.62%	0.33%
15 (7F)	First Air	1,743	78.57%	6.91%	3.39%	8.25%	10.33%	2.88%
27 (F9)	Frontier	8,087	72.05%	10.40%	5.27%	12.07%	0.10%	0.21%
37 (G7)	GoJet	7,479	61.34%	10.17%	6.26%	21.66%	4.95%	0.56%
1 (HA)	Hawaiian	7,113	94.95%	3.01%	0.96%	1.08%	0.07%	0.00%
2 (QX)	Horizon	11,705	93.22%	3.87%	1.50%	1.38%	0.78%	0.04%
5 (QK)	Jazz	22,282	83.99%	8.32%	2.93%	4.67%	0.00%	0.10%
14 (B6)	Jetblue	25,878	78.95%	7.91%	3.99%	9.09%	1.68%	0.06%
16 (YV)	Mesa	11,957	78.33%	7.83%	3.93%	9.76%	2.53%	0.15%
18 (KS)	PenAir	2,092	77.46%	6.37%	4.40%	7.63%	5.40%	4.14%
19 (PDT)	Piedmont	9,195	77.45%	8.78%	4.81%	8.85%	5.48%	0.12%
12 (9E)	Pinnacle	22,646	79.35%	6.62%	3.78%	10.14%	3.28%	0.11%
23 (PD)	Porter	5,060	74.17%	10.87%	4.90%	9.43%	3.60%	0.64%
10 (JIA)	PSA	10,487	80.61%	7.50%	3.88%	7.90%	1.95%	0.12%
29 (YX)	Republic	20,606	70.93%	9.69%	5.43%	13.70%	3.90%	0.25%
26 (S5)	Shuttle America	10,225	72.27%	9.06%	5.06%	13.26%	4.67%	0.35%
30 (3M)	Silver	4,641	70.42%	8.15%	5.56%	15.36%	2.76%	0.51%
17 (RS)	Sky Regional	3,382	77.74%	7.81%	4.41%	9.73%	0.00%	0.33%
21 (OO)	SkyWest	57,292	75.75%	8.21%	4.40%	11.42%	3.60%	0.22%
34 (WN)	Southwest	102,953	68.94%	12.22%	6.54%	12.00%	0.75%	0.30%
31 (NK)	Spirit	8,610	70.40%	9.82%	5.53%	14.03%	0.85%	0.22%
38 (AX)	Tans States Airlines	5,657	61.14%	10.29%	5.93%	22.26%	7.25%	0.38%
28 (UA)	United	59,644	71.64%	9.61%	5.36%	12.98%	1.32%	0.40%
13 (US)	US Airways	40,172	79.13%	8.54%	4.15%	8.14%	1.39%	0.04%
9 (VX)	Virgin America	5,092	82.24%	6.69%	3.44%	7.55%	0.14%	0.08%
4 (WS)	Westjet	14,250	85.00%	8.43%	2.84%	3.57%	0.79%	0.16%
	Aggregate	818,864	73.31%	8.92%	4.66%	10.72%	2.18%	0.21%

## European Airlines

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
39	(A3) Aegean Airlines	5,236	74.47%	15.56%	5.54%	4.40%	0.11%	0.02%
31	(RE) Aer Arann Express	2,581	79.34%	11.67%	4.67%	4.32%	0.43%	0.00%
34	(EI) Aer Lingus	6,639	76.17%	14.57%	4.56%	4.71%	0.14%	0.00%
12	(SU) Aeroflot	13,693	87.83%	6.71%	2.23%	3.22%	0.34%	0.01%
25	(AB) Air Berlin	19,532	82.93%	9.43%	3.23%	4.41%	0.96%	0.01%
30	(XK) Air Corsica	1,773	79.98%	12.22%	3.11%	4.69%	0.28%	0.00%
24	(UX) Air Europa	4,621	83.26%	9.04%	3.43%	4.27%	0.22%	0.00%
41	(AF) Air France	23,801	73.31%	13.86%	5.96%	6.88%	1.26%	0.00%
20	(YW) Air Nostrum	5,861	85.73%	8.67%	2.75%	2.85%	0.78%	0.00%
14	(CT) Air One CityLiner	3,202	86.61%	7.54%	2.67%	3.18%	0.66%	0.00%
7	(BT) airBaltic	3,848	89.58%	7.47%	1.46%	1.49%	0.52%	0.00%
36	(AZ) Alitalia	12,792	75.28%	12.32%	5.52%	6.87%	0.27%	0.01%
13	(OS) Austrian Airlines	6,004	87.78%	7.89%	1.91%	2.40%	2.27%	0.02%
11	(CJ) BA CityFlyer	2,220	88.28%	6.22%	2.18%	3.23%	0.86%	0.09%
46	(BA) British Airways	24,403	68.11%	15.35%	7.00%	9.54%	0.86%	0.01%
45	(SN) Brussels Airlines	4,507	69.44%	17.04%	7.36%	6.17%	0.75%	0.00%
40	(DE) Condor Flugdienst	3,642	73.77%	11.62%	5.00%	9.61%	0.03%	0.00%
44	(OU) Croatia Airlines	2,329	71.58%	14.21%	5.24%	8.89%	0.00%	0.09%
18	(OK) CSA Czech Airlines	2,037	85.91%	9.03%	2.31%	2.75%	0.00%	0.00%
29	(U2) EasyJet	38,077	80.23%	9.06%	4.04%	6.66%	1.09%	0.01%
4	(AY) Finnair	3,686	91.43%	5.35%	1.28%	1.94%	0.54%	0.00%
16	(BE) flybe	10,621	86.10%	7.66%	2.60%	3.63%	1.28%	0.00%
15	(4U) Germanwings	6,678	86.51%	6.71%	2.49%	4.28%	0.73%	0.00%
8	(IB) Iberia	6,420	89.53%	6.26%	1.91%	2.30%	0.28%	0.00%
1	(I2) Iberia Express	2,195	93.52%	4.33%	0.91%	1.23%	0.09%	0.00%
17	(KL) KLM	11,309	86.01%	8.98%	2.23%	2.75%	0.16%	0.03%
3	(WA) KLM Cityhopper	8,014	91.57%	5.52%	1.55%	1.36%	0.80%	0.00%
38	(LO) LOT - Polish Airlines	4,690	74.82%	13.81%	5.45%	5.92%	0.26%	0.00%
22	(LH) Lufthansa	33,106	83.59%	10.56%	3.17%	2.67%	0.29%	0.01%
5	(CL) Lufthansa Cityline	10,793	90.67%	6.36%	1.74%	1.23%	1.11%	0.00%
28	(LG) Luxair	2,038	80.73%	11.26%	3.95%	4.00%	0.69%	0.05%
35	(ZB) Monarch Airlines	2,917	75.94%	8.79%	4.26%	11.02%	0.10%	0.00%
6	(ZN) NAYSA	2,254	90.11%	6.74%	1.51%	1.64%	0.00%	0.00%
26	(HG) Niki	2,648	82.46%	10.95%	3.22%	3.33%	0.30%	0.04%
21	(DY) Norwegian Air Shuttle	15,431	83.80%	8.35%	2.98%	4.86%	0.14%	0.02%
23	(OA) Olympic Air	3,298	83.48%	11.04%	2.89%	2.59%	0.33%	0.00%

## European Airlines (continued)

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
48	(PC) Pegasus Airlines	8,780	60.55%	19.19%	9.85%	10.42%	0.17%	0.00%
10	(FV) Rossiya	3,325	88.32%	6.50%	2.29%	2.89%	0.06%	0.00%
9	(S7) S7 Airlines	5,213	89.40%	4.51%	2.07%	4.01%	0.08%	0.00%
19	(SK) SAS	20,740	85.84%	8.69%	2.67%	2.79%	0.79%	0.00%
37	(LX) SWISS	10,742	75.25%	14.97%	5.14%	4.62%	0.39%	0.02%
49	(TP) TAP - Air Portugal	6,545	53.25%	15.85%	9.29%	21.58%	2.44%	0.03%
32	(UN) Transaero	3,861	78.75%	9.38%	4.70%	7.17%	0.31%	0.00%
33	(HV) Transavia	3,180	77.13%	11.04%	4.34%	7.49%	0.03%	0.00%
47	(U6) Ural Airlines	2,716	63.33%	11.13%	5.44%	20.10%	1.10%	0.00%
27	(UT) UTair Aviation	4,848	80.89%	9.18%	4.18%	5.74%	0.89%	0.00%
43	(VS) Virgin Atlantic	1,664	72.38%	12.76%	6.68%	8.18%	0.12%	0.00%
42	(VY) Vueling Airlines	15,218	73.01%	12.38%	5.85%	8.65%	1.43%	0.11%
2	(WF) Widerøe's	10,927	93.46%	3.90%	1.54%	1.11%	0.69%	0.00%
	Aggregate	410,655	79.88%	10.23%	3.95%	5.23%	0.70%	0.01%

## Asia-Pacific Airlines

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
4 (BX)	Air Busan	2,291	90.54%	7.24%	1.20%	1.02%	1.70%	0.00%
38 (CA)	Air China	32,115	63.87%	10.69%	5.87%	19.50%	2.71%	0.07%
44 (AI)	Air India	10,092	60.38%	16.49%	8.99%	14.14%	0.17%	0.00%
10 (RLK)	Air Nelson	4,577	87.41%	7.50%	2.27%	2.83%	1.81%	0.00%
13 (NZ)	Air New Zealand	4,574	85.90%	9.44%	2.50%	2.17%	0.13%	0.00%
30 (AK)	Airasia	12,379	75.06%	13.83%	5.82%	5.28%	0.03%	0.00%
39 (D7)	AirAsia X	1,055	63.60%	16.84%	7.65%	11.91%	2.09%	0.00%
12 (NH)	ANA	18,557	86.82%	8.70%	2.46%	2.02%	0.36%	0.00%
5 (EH)	ANA Wings	7,289	89.81%	7.01%	1.80%	1.38%	0.64%	0.00%
29 (OZ)	Asiana	9,209	75.16%	13.62%	4.48%	6.73%	1.39%	0.01%
3 (PG)	Bangkok Airways	4,419	91.20%	5.25%	1.61%	1.93%	0.50%	0.00%
36 (CX)	Cathay Pacific	8,239	66.42%	14.32%	7.80%	11.36%	1.25%	0.10%
43 (EU)	Chengdu Airlines	2,090	61.20%	12.97%	9.19%	16.65%	0.00%	0.00%
42 (MU)	China Eastern	47,201	61.81%	12.84%	7.18%	18.11%	3.27%	0.06%
37 (CZ)	China Southern	51,340	64.59%	11.37%	6.18%	17.80%	2.09%	0.06%
55 (KN)	China United	4,059	43.58%	13.78%	6.97%	35.39%	3.45%	0.28%
7 (EAG)	Eagle Airways	2,792	89.00%	7.30%	1.56%	2.15%	3.30%	0.00%
32 (QFA)	Eastern Australia Airlines	2,885	74.46%	12.27%	5.19%	8.08%	2.56%	0.00%
47 (BR)	EVA Airways	4,385	55.21%	20.49%	9.71%	14.60%	0.16%	0.00%
50 (HU)	Hainan Airlines	16,458	52.80%	15.25%	8.44%	23.41%	0.92%	0.09%
48 (KA)	Hong Kong Dragon	4,684	55.16%	14.03%	8.37%	22.42%	2.01%	0.02%
11 (6E)	IndiGo	14,854	86.95%	8.03%	2.67%	2.36%	0.00%	0.00%
34 (QZ)	Indonesia AirAsia	4,118	72.47%	13.95%	6.70%	6.88%	1.46%	0.00%
2 (XM1)	J-Air	5,100	92.64%	4.65%	1.05%	1.43%	2.49%	0.24%
9 (JC)	JAL Express	6,059	87.65%	8.79%	2.03%	1.53%	0.86%	0.00%
8 (3X)	Japan Air Commuter	4,473	88.01%	6.87%	2.35%	2.25%	4.69%	0.52%
15 (JL)	Japan Airlines	11,051	85.57%	9.13%	2.53%	2.70%	0.82%	0.07%
28 (NU)	Japan Transocean	2,110	78.50%	15.84%	3.04%	2.57%	0.38%	0.05%
26 (9W)	Jet Airways	8,908	80.78%	9.86%	4.42%	4.93%	0.67%	0.02%
20 (S2)	JetKonnct	4,563	83.80%	8.00%	3.45%	4.76%	2.76%	0.00%
25 (JQ)	Jetstar Airways	8,561	80.84%	9.74%	3.98%	5.45%	1.99%	0.00%
46 (HO)	Juneyao Airlines	5,091	56.92%	13.09%	8.21%	21.70%	0.51%	0.08%
17 (KE)	Korean Air Lines	10,509	85.23%	10.15%	2.97%	1.64%	1.10%	0.01%
23 (MH)	Malaysia Airlines	10,069	81.43%	10.07%	3.35%	5.16%	1.23%	0.00%
6 (NZM)	Mount Cook Airlines	2,552	89.02%	5.65%	3.13%	2.20%	3.64%	0.00%
18 (DD)	Nok Air	3,980	85.17%	7.77%	3.34%	3.73%	9.72%	0.00%
56 (PK)	Pakistan International Airlines	2,286	28.79%	13.62%	11.14%	46.35%	6.56%	0.09%
31 (PR)	Philippine Airlines	2,004	74.80%	10.97%	6.01%	8.07%	0.40%	0.15%
21 (QF)	Qantas	10,971	83.70%	9.45%	3.48%	3.37%	1.18%	0.01%
19 (ZL)	Regional Express	4,954	84.70%	7.44%	2.61%	5.25%	0.40%	0.00%
53 (SC)	Shandong Airlines	10,543	49.19%	17.76%	10.76%	22.25%	0.61%	0.03%
49 (FM)	Shanghai Airlines	7,683	53.06%	14.85%	9.14%	22.92%	3.06%	0.03%

## Asia-Pacific Airlines (Continued)

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
52 (ZH)	Shenzhen	16,290	50.21%	15.09%	9.10%	25.45%	1.10%	0.14%
41 (3U)	Sichuan	12,567	63.09%	12.21%	7.44%	17.07%	0.57%	0.18%
16 (SQ)	Singapore Airlines	7,341	85.28%	9.13%	2.68%	2.90%	0.52%	0.00%
33 (BC)	Skymark Airlines	3,829	73.84%	17.09%	5.86%	3.22%	0.18%	0.00%
51 (9C)	Spring Airways	5,804	52.69%	11.32%	8.00%	27.92%	3.50%	0.07%
27 (SSQ)	Sunstate Airlines	4,972	78.80%	9.90%	4.51%	6.79%	1.91%	0.00%
1 (FD)	Thai AirAsia	5,605	93.35%	4.17%	1.47%	1.01%	3.19%	0.00%
14 (TG)	Thai Airways	6,284	85.71%	9.11%	2.55%	2.64%	1.26%	0.00%
40 (GS)	Tianjin Airlines	10,895	63.46%	14.52%	6.52%	15.40%	2.72%	0.10%
45 (GE)	TransAsia Airways	3,628	59.01%	21.99%	10.88%	8.11%	0.47%	0.00%
24 (XR)	Virgin Australia	2,483	81.05%	8.01%	3.64%	7.31%	1.41%	0.00%
35 (DJ)	Virgin Australia	38	71.05%	18.42%	7.89%	2.63%	0.00%	0.00%
22 (VA)	Virgin Australia Int'l	11,285	82.12%	9.73%	3.56%	4.59%	1.85%	0.00%
54 (MF)	Xiamen	15,129	45.10%	15.93%	10.87%	28.09%	0.91%	0.01%
	Aggregate	497,279	68.98%	11.44%	5.57%	12.27%	1.69%	0.05%



# Latin American Airlines

## On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
1 (P5)	Aero Republica	2,412	90.96%	5.47%	1.66%	1.91%	0.04%	0.00%
12 (AR)	Aerolineas Argentinas	4,120	76.80%	9.58%	3.74%	9.86%	2.72%	0.02%
13 (AM)	Aeromexico	6,178	76.28%	11.36%	5.42%	6.92%	1.52%	0.02%
15 (5D)	Aeroméxico Connect	10,546	73.35%	11.13%	5.40%	10.08%	2.77%	0.04%
14 (AU)	Austral	3,325	75.19%	10.80%	4.37%	9.63%	5.08%	0.00%
16 (AV)	AVIANCA	12,662	71.35%	13.84%	6.10%	8.68%	0.10%	0.03%
11 (O6)	Avianca Brazil	3,770	79.39%	10.94%	3.93%	5.75%	0.80%	0.00%
5 (LR)	Avianca Costa Rica	2,261	85.32%	8.89%	2.83%	2.96%	0.00%	0.00%
4 (CM)	Copa Airlines	7,192	88.65%	6.53%	2.09%	2.74%	0.07%	0.00%
8 (LA)	LAN	3,777	82.78%	7.99%	3.56%	5.68%	0.21%	0.00%
6 (4C)	LAN Colombia	3,628	84.97%	8.94%	3.18%	2.91%	0.44%	0.00%
3 (LU)	LAN Express	2,637	89.27%	6.54%	1.71%	2.40%	0.30%	0.08%
2 (LP)	Lan Peru	5,275	89.28%	6.25%	1.77%	2.70%	0.45%	0.00%
10 (TA)	Taca	2,904	81.82%	10.50%	3.20%	4.44%	0.00%	0.03%
9 (JJ)	TAM	18,947	82.19%	9.64%	3.65%	4.38%	0.44%	0.13%
7 (G3)	VRG Linhas Aereas	16,523	83.50%	9.08%	2.90%	4.52%	2.15%	0.00%
	Aggregate	106,157	79.79%	9.64%	3.75%	5.64%	1.14%	0.04%

## Middle East and Africa Airlines

### On-time Arrival, Delay and Cancellation Data

Rank	Airline	Sample Size	On-time	Late (15-29 min)	Very Late (30-44 min)	Excessive (45+ min)	Cancelled	Diverted
5	(4Z) Airlink	1,291	87.74%	8.22%	1.32%	2.48%	0.15%	0.23%
1	(MN) Comair	946	91.56%	6.62%	0.53%	1.28%	1.06%	0.00%
14	(MS) Egyptair	6,583	63.55%	17.10%	8.09%	10.77%	1.40%	0.49%
16	(LY) El Al	2,385	55.93%	21.51%	10.40%	12.16%	0.00%	0.00%
7	(EK) Emirates	11,838	82.94%	10.65%	3.52%	2.87%	0.15%	0.03%
11	(ET) Ethiopian Airlines	4,815	72.62%	11.39%	5.77%	10.22%	0.25%	0.00%
17	(EY) Etihad	6,115	45.77%	21.93%	14.60%	17.70%	0.10%	0.00%
12	(FZ) flydubai	3,859	72.49%	15.78%	6.25%	5.48%	0.16%	0.00%
6	(GF) Gulf Air	3,860	87.51%	8.44%	2.17%	1.88%	0.85%	0.00%
8	(KQ) Kenya Airways	3,953	77.93%	8.83%	4.39%	8.86%	4.30%	0.00%
9	(ME) Middle East Airlines	1,662	75.47%	14.84%	5.33%	4.18%	0.66%	0.18%
10	(QR) Qatar Airways	8,851	75.03%	13.10%	5.20%	6.65%	0.15%	0.01%
13	(RJ) Royal Jordanian	3,262	72.32%	13.07%	6.27%	8.35%	1.23%	0.00%
4	(SV) Saudi Arabian	12,354	88.89%	6.27%	2.26%	2.58%	0.06%	0.00%
3	(SA) South African	4,139	89.53%	6.20%	2.16%	2.06%	0.27%	0.05%
2	(XZ) South African Express	923	90.21%	4.89%	1.33%	3.45%	2.60%	0.11%
15	(TK) Turkish Airlines	27,053	60.31%	22.16%	9.88%	7.65%	0.44%	0.00%
	Aggregate	103,889	71.76%	14.50%	6.41%	6.72%	0.55%	0.04%

# Top 10 Lists

## Major International Airlines

Rank	Airline	On-Time
1 (IB)	Iberia	89.53%
2 (SV)	Saudi Arabian	88.89%
3 (SU)	Aeroflot	87.83%
4 (OS)	Austrian Airlines	87.78%
5 (NH)	ANA	86.82%
6 (KL)	KLM	86.01%
7 (NZ)	Air New Zealand	85.90%
8 (SK)	SAS	85.84%
9 (TG)	Thai Airways	85.71%
10 (JL)	Japan Airlines	85.57%

## Asia-Pacific Airlines

Rank	Airline	On-Time
1 (FD)	Thai AirAsia	93.35%
2 (XM1)	J-Air	92.64%
3 (PG)	Bangkok Airways	91.20%
4 (BX)	Air Busan	90.54%
5 (EH)	ANA Wings	89.81%
6 (NZM)	Mount Cook Airlines	89.02%
7 (EAG)	Eagle Airways	89.00%
8 (3X)	Japan Air Commuter	88.01%
9 (JC)	JAL Express	87.65%
10 (RLK)	Air Nelson	87.41%

## North American Airlines

Rank	Airline	On-Time
1 (HA)	Hawaiian	94.95%
2 (QX)	Horizon	93.22%
3 (AS)	Alaska	85.69%
4 (WS)	Westjet	85.00%
5 (QK)	Jazz	83.99%
6 (9K)	Cape Air	83.59%
7 (AC)	Air Canada	82.26%
8 (FL)	Airtran	82.24%
9 (VX)	Virgin America	82.24%
10 (JIA)	PSA	80.61%

## Latin American Airlines

Rank	Airline	On-Time
1 (P5)	Aero Republica	90.96%
2 (LP)	Lan Peru	89.28%
3 (LU)	LAN Express	89.27%
4 (CM)	Copa Airlines	88.65%
5 (LR)	Avianca Costa Rica	85.32%
6 (4C)	LAN Colombia	84.97%
7 (G3)	VRG Linhas Aereas	83.50%
8 (LA)	LAN	82.78%
9 (JJ)	TAM	82.19%
10 (TA)	Taca	81.82%

## European Airlines

Rank	Airline	On-Time
1 (I2)	Iberia Express	93.52%
2 (WF)	Widerøe's	93.46%
3 (WA)	KLM Cityhopper	91.57%
4 (AY)	Finnair	91.43%
5 (CL)	Lufthansa Cityline	90.67%
6 (ZN)	NAYSA	90.11%
7 (BT)	airBaltic	89.58%
8 (IB)	Iberia	89.53%
9 (S7)	S7 Airlines	89.40%
10 (FV)	Rossiya	88.32%

## Middle East & Africa Airlines

Rank	Airline	On-Time
1 (MN)	Comair	91.56%
2 (XZ)	South African Express	90.21%
3 (SA)	South African	89.53%
4 (SV)	Saudi Arabian	88.89%
5 (4Z)	Airlink	87.74%
6 (GF)	Gulf Air	87.51%
7 (EK)	Emirates	82.94%
8 (KQ)	Kenya Airways	77.93%
9 (ME)	Middle East Airlines	75.47%
10 (QR)	Qatar Airways	75.03%

# Appendix

## Definitions of Delays

The following terms are used to describe and categorize the magnitude of flight delays:

- **On-time** – A flight is considered on-time if it arrives or departs at the gate less than 15 minutes after the scheduled gate time.
- **Late** – A flight is classified as late if it arrives or departs at the gate delayed from 15 to 29 minutes after scheduled gate time.
- **Very Late** – Very late includes flights that arrive or depart at the gate from 30 to 44 minutes after the scheduled gate time.
- **Excessive** – Excessive includes flights that arrive or depart at the gate 45 minutes or more after the scheduled gate time.

## Sample Size, Cancellations, and Flight Completions

- **Sample Size** – Sample size data is a count of the number of flights for which FlightStats was able to capture gate departure, arrival or cancellation data.
- **On-time & Delay Calculations** – The calculation of on-time and delayed flight percentages include only those flights that were completed and for which FlightStats was able to collect final status (represented by Sample Size). Cancelled flights are not included in the delay calculations by subtracting the number of cancellations from Sample Size before calculating on-time percentage.
- **Cancellation** – For the purposes of calculating cancellation percentages the number of cancelled flights is divided by the Sample Size.

## Carrier Selection Criteria

Carrier flight performance is assessed only for airlines where FlightStats can accurately determine the flight status gate data on a significant percentage of the scheduled passenger flights (no charter or unscheduled passenger flights, or cargo flights are considered). Typically 80% coverage is needed to for a carrier to be included in the analysis with coverage often in the upper 90% range.