



CIRIUM

# THE ON-TIME PERFORMANCE MONTHLY REPORT

**AIRLINES**

**NOVEMBER 2023**

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# Global Summary

## Airlines

### Global

After a record-breaking Thanksgiving holiday traffic and impressive airline operations, it was no surprise that North American airlines led the global category in November. Three of the region's biggest carriers improved their performances from the previous month and appeared in the top 5 ranking. **Delta Air Lines (DL)** maintained its dominance in the region with an impressive OTP of 91.29%. **United Airlines (UA)** followed in second place with an OTP of 88.44%. With an OTP of 86.65%, **American Airlines (AA)** finally joined the global leaderboard this month in third place. **Qatar Airways (QR)** and **Azul (AD)** joined their North American counterparts at #4 and #5 respectively in the Global category.

### APAC

After its fifth place ranking last month, **AirAsia (AK)** made a near 5-point improvement in its performance this month and soared to the top of the Asia-Pacific region leaderboard. **Vietnam Airlines (VN)** came in second with an OTP of 86.28%, a 3-point improvement over last month's performance. **Philippine Airlines (PR)** came in third with an OTP score of 84.27%. **Peach Aviation (MM)** and **ANA (NH)** came in at #4 and #5, with an OTP of 81.25% and 81.14% respectively.

### North America

With a remarkable OTP of 91.29% and during one of the busiest travel holidays, **Delta Air Lines (DL)** maintained its position as the leader in the North America region in November. **United Airlines (UA)** secured the second spot with an OTP of 88.44%, which is a two-point improvement over the previous month's performance. Followed closely behind in third place was **American Airlines (AA)**, with an OTP of 86.65%. With a 6-point improvement over last month's performance, **Southwest Airlines (WN)** came in at #4 this month with an OTP of 84.52% followed by **Alaska Airlines (AS)** with an OTP score of 84.50%.

### Europe

**Austrian (OS)** is the new leader in the Europe Region this month with an OTP of 87.38%. With more than 5-points improvement over last month's performance, **Vueling (VY)** finally made the top 5 ranking in second place with an OTP of 86.31%. With no change in On-Time Performance this month, **Norwegian Air Shuttle (DY)** slipped to third place with an OTP of 86.11%. On the other hand, **Transavia France (TO)** and **Eurowings (EW)** both made near 6-point improvements in performances in November and came in #4 and #5 with OTP of 84.49% and 84.22% respectively.

### Latin America

**Azul (AD)** is the new leader in the Latin America region this month, with an OTP of 84.49%. Despite a 2-point decline from last month's performance, **Caribbean Airlines (BW)** maintained its second-place position in the region in November with an OTP of 83.96%. **Copa Airlines (CM)** followed Caribbean Airlines in third place with an OTP of 82.30%; a slight decline from its performance in October. **Aeromexico (AM)** and **Sky Airlines (H2)** both made improvements this month in their performances over the previous month and came in at #4 and #5, with an OTP of 81.79% and 79.13% respectively.

### Middle East and Africa

**Safair (FA)** is the leader in both the MEA region and the LCC category with a notable OTP of 93.99%; a 3-point improvement over last month's performance. Safair's improvement in performance was an exception among its peers this month. The remaining carriers in the top 5 ranking all experienced a decline in performance compared to October. **Oman Air (WY)** fell to second place this month with an OTP score of 92.68%, while **Qatar Airways (QR)** remained in third place with an OTP of 86.06%. **Saudia (SV)** and **Gulf Air (GF)** came in at #4 and #5, with OTP of 83.45% and 82.09% respectively.



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# THE MOST ON-TIME AIRLINES

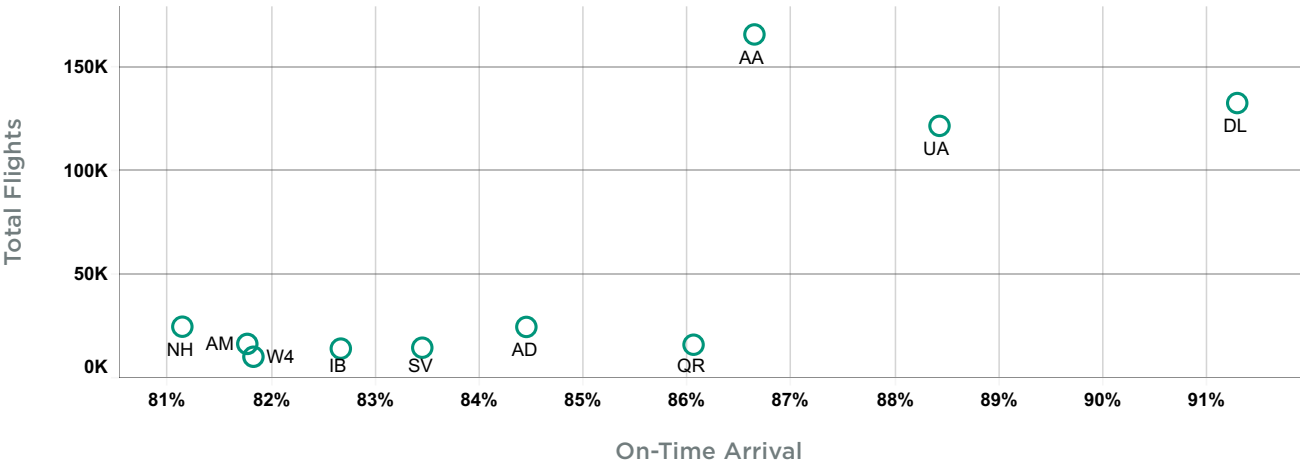




The most on-time  
Global Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Delta Air Lines (DL)	1	91.29%	99.99%	99.93%	132,776	Total On-Time Arrivals 84.78%
United Airlines (UA)	2	88.44%	99.95%	99.81%	121,761	
American Airlines (AA)	3	86.65%	99.99%	99.91%	165,841	
Qatar Airways (QR)	4	86.06%	99.03%	99.91%	16,282	Total Tracked Flights 98.69%
Azul (AD)	5	84.49%	98.58%	97.10%	24,845	
Saudia (SV)	6	83.45%	98.70%	99.81%	14,843	
Iberia (IB)	7	82.69%	98.45%	98.56%	14,402	Total Flights 542,786
Wizz Air Malta (W4)	8	81.82%	92.76%	99.25%	10,418	
Aeromexico (AM)	9	81.79%	99.48%	99.05%	16,651	
ANA (NH)	10	81.14%	100.00%	99.71%	24,967	

Relative Performance



Operational Highlights

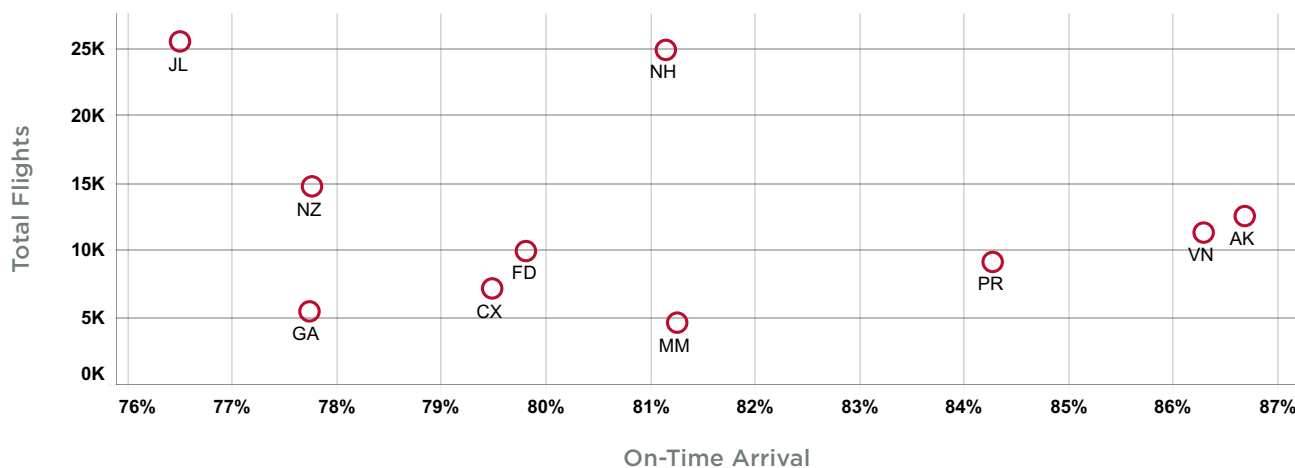
	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Delta Air Lines (DL)	99.93%	82.59%	91.29%	91.20%
United Airlines (UA)	99.81%	79.30%	88.44%	88.75%
American Airlines (AA)	99.91%	74.48%	86.65%	87.80%
Qatar Airways (QR)	99.91%	74.47%	86.06%	85.05%
Azul (AD)	97.10%	76.28%	84.49%	84.06%



## The most on-time Asia Pacific Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
AirAsia (AK)	1	86.68%	99.51%	99.99%	12,606	Total On-Time Arrivals <b>81.09%</b>
Vietnam Airlines (VN)	2	86.28%	82.02%	98.81%	11,376	
Philippine Airlines (PR)	3	84.27%	99.90%	98.65%	9,192	
Peach Aviation (MM)	4	81.25%	98.48%	99.94%	4,676	Total Tracked Flights <b>97.64%</b>
ANA (NH)	5	81.14%	100.00%	99.71%	24,967	
Thai AirAsia (FD)	6	79.80%	98.76%	99.99%	10,001	
Cathay Pacific (CX)	7	79.48%	99.71%	99.85%	7,221	Total Flights <b>125,965</b>
Air New Zealand (NZ)	8	77.75%	99.26%	96.54%	14,815	
Garuda Indonesia (GA)	9	77.73%	98.78%	99.58%	5,514	
JAL (JL)	10	76.49%	100.00%	99.20%	25,597	

### Relative Performance



### Operational Highlights

	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
AirAsia (AK)	99.99%	72.91%	86.68%	87.46%
Vietnam Airlines (VN)	98.81%	84.23%	86.28%	83.39%
Philippine Airlines (PR)	98.65%	79.69%	84.27%	82.97%
Peach Aviation (MM)	99.94%	69.50%	81.25%	80.89%
ANA (NH)	99.71%	63.21%	81.14%	82.87%

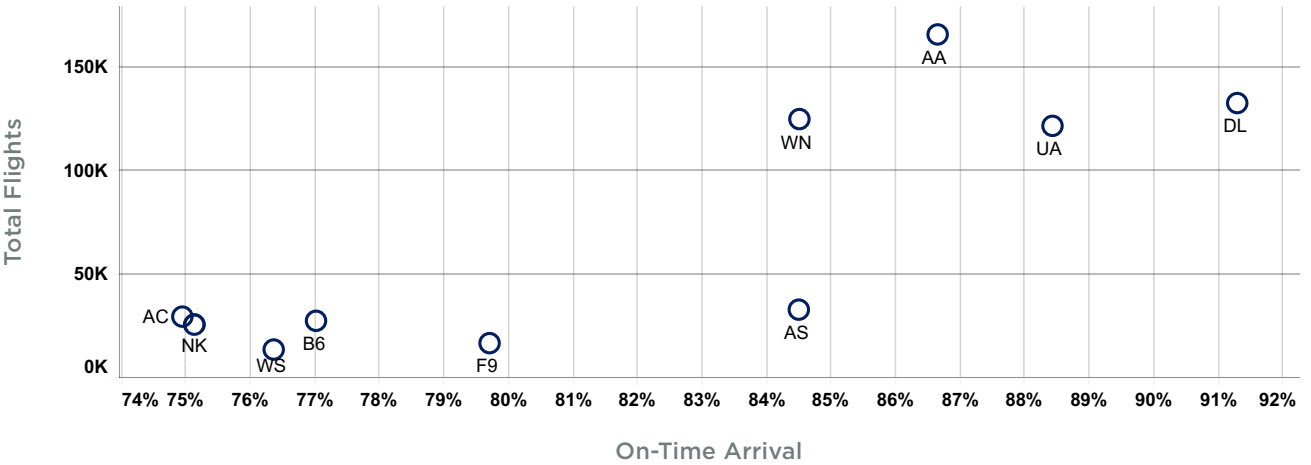


The most on-time

# North America Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Delta Air Lines (DL)	1	91.29%	99.99%	99.93%	132,776	Total On-Time Arrivals 81.86%
United Airlines (UA)	2	88.44%	99.95%	99.81%	121,761	
American Airlines (AA)	3	86.65%	99.99%	99.91%	165,841	
Southwest Airlines (WN)	4	84.52%	99.87%	99.89%	125,024	Total Tracked Flights 99.75%
Alaska Airlines (AS)	5	84.50%	99.97%	99.50%	33,183	
Frontier Airlines (F9)	6	79.73%	99.64%	99.87%	17,033	
JetBlue Airways (B6)	7	77.02%	99.78%	99.86%	27,808	Total Flights 693,185
WestJet (WS)	8	76.36%	99.91%	99.10%	13,952	
Spirit Airlines (NK)	9	75.13%	98.66%	99.83%	25,983	
Air Canada (AC)	10	74.94%	99.74%	98.88%	29,824	

## Relative Performance



## Operational Highlights

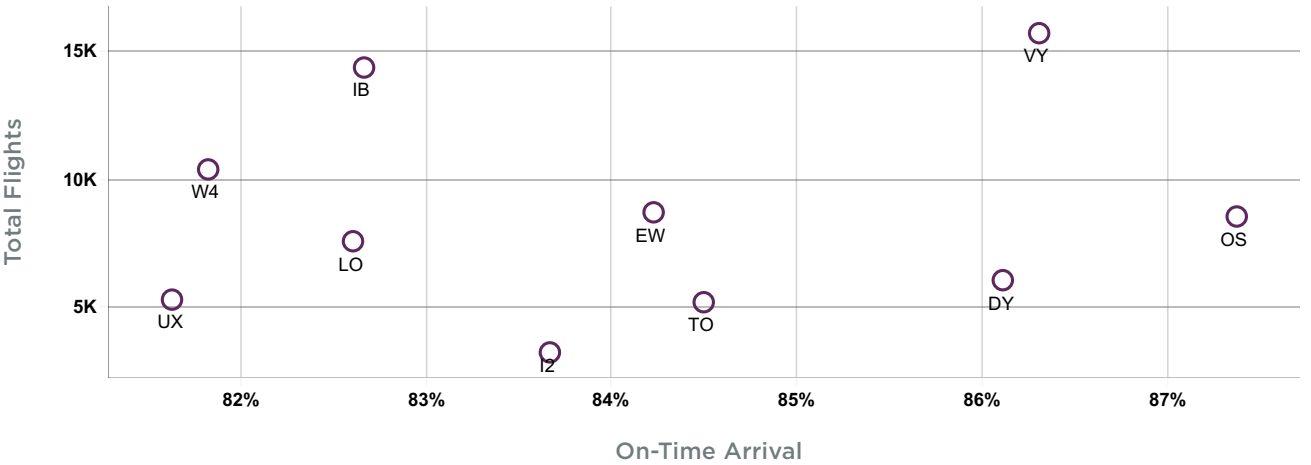
	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Delta Air Lines (DL)	99.93%	82.59%	91.29%	91.20%
United Airlines (UA)	99.81%	79.30%	88.44%	88.75%
American Airlines (AA)	99.91%	74.48%	86.65%	87.80%
Southwest Airlines (WN)	99.89%	78.46%	84.52%	82.90%
Alaska Airlines (AS)	99.50%	68.07%	84.50%	86.24%



The most on-time  
Europe Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Austrian (OS)	1	87.38%	99.98%	98.83%	8,578	Total On-Time Arrivals 84.10%
Vueling (VY)	2	86.31%	99.92%	99.45%	15,748	
Norwegian Air Shuttle (DY)	3	86.11%	99.95%	99.87%	6,088	
Transavia France (TO)	4	84.49%	96.14%	99.02%	5,226	Total Tracked Flights 98.49%
Eurowings (EW)	5	84.22%	99.66%	98.99%	8,742	
Iberia Express (I2)	6	83.66%	99.05%	99.63%	3,263	
Iberia (IB)	7	82.69%	98.45%	98.56%	14,402	Total Flights 85,401
LOT - Polish Airlines (LO)	8	82.62%	99.54%	99.74%	7,609	
Wizz Air Malta (W4)	9	81.82%	92.76%	99.25%	10,418	
Air Europa (UX)	10	81.64%	99.49%	99.68%	5,327	

Relative Performance



Operational Highlights

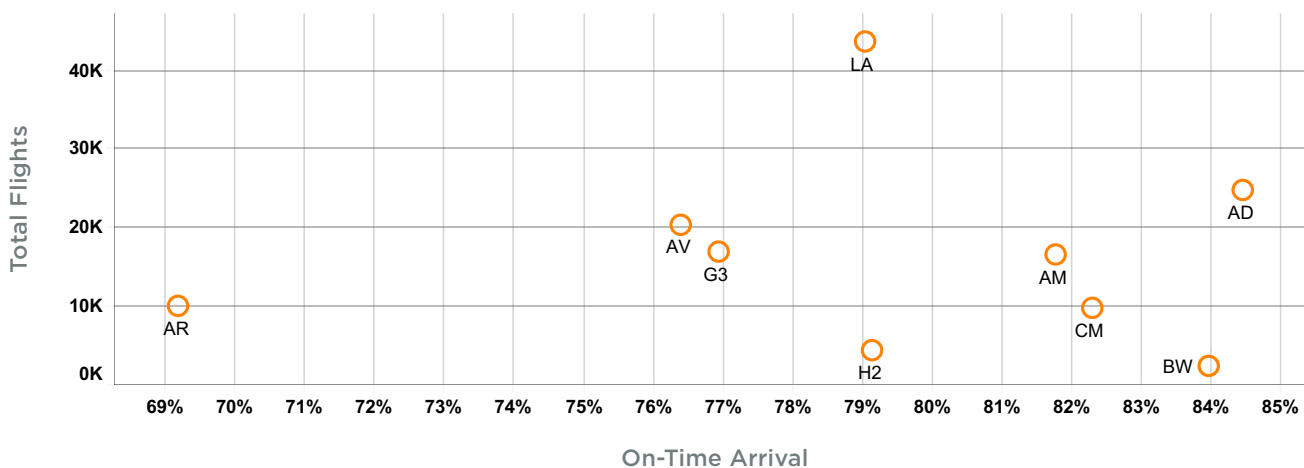
	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Austrian (OS)	98.83%	79.63%	87.38%	83.47%
Vueling (VY)	99.45%	72.65%	86.31%	85.95%
Norwegian Air Shuttle (DY)	99.87%	64.67%	86.11%	88.32%
Transavia France (TO)	99.02%	82.14%	84.49%	78.15%
Eurowings (EW)	98.99%	79.51%	84.22%	80.93%



## The most on-time Latin America Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Azul (AD)	1	84.49%	98.58%	97.10%	24,845	Total On-Time Arrivals <b>79.27%</b>
Caribbean Airlines (BW)	2	83.96%	99.72%	99.23%	2,483	
Copa Airlines (CM)	3	82.30%	99.77%	99.89%	9,869	
Aeromexico (AM)	4	81.79%	99.48%	99.05%	16,651	Total Tracked Flights <b>99.25%</b>
Sky Airline (H2)	5	79.13%	98.67%	99.02%	4,487	
LATAM Airlines (LA)	6	79.07%	99.15%	98.97%	43,712	
Gol (G3)	7	76.99%	99.93%	98.86%	17,007	Total Flights <b>149,580</b>
SA AVIANCA (AV)	8	76.45%	98.78%	97.55%	20,411	
Aerolineas Argentinas (AR)	9	69.22%	99.16%	98.89%	10,115	

### Relative Performance



### Operational Highlights

	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Azul (AD)	97.10%	76.28%	84.49%	84.06%
Caribbean Airlines (BW)	99.23%	42.71%	83.96%	86.45%
Copa Airlines (CM)	99.89%	63.41%	82.30%	87.10%
Aeromexico (AM)	99.05%	74.66%	81.79%	82.92%
Sky Airline (H2)	99.02%	51.02%	79.13%	83.83%

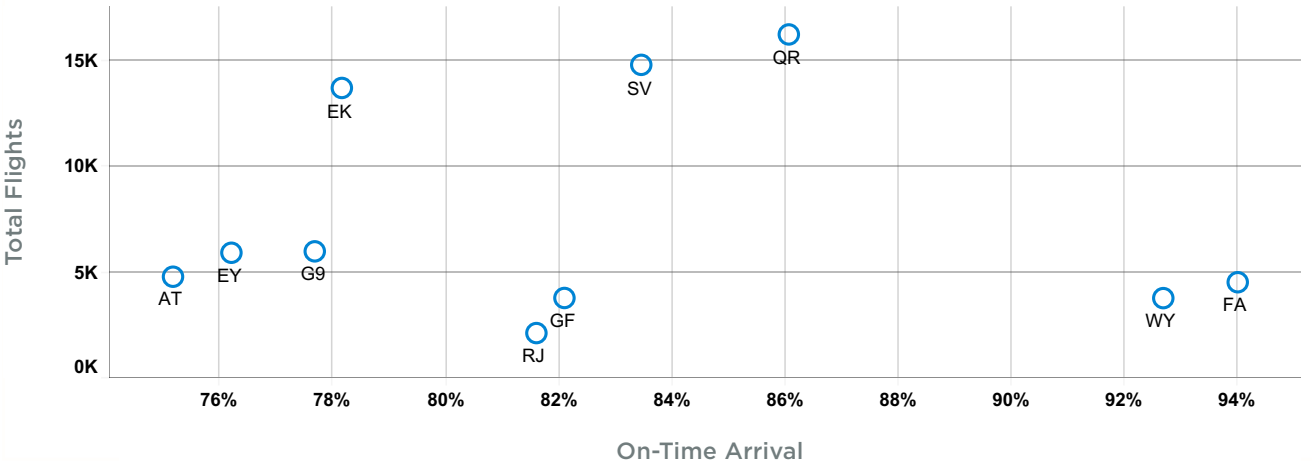


The most on-time

# Middle East & Africa Airlines

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Safair (FA)	1	93.99%	94.68%	100.00%	4,555	Total On-Time Arrivals 82.71%
Oman Air (WY)	2	92.68%	81.08%	99.63%	3,803	
Qatar Airways (QR)	3	86.06%	99.03%	99.91%	16,282	
Saudia (SV)	4	83.45%	98.70%	99.81%	14,843	Total Tracked Flights 93.91%
Gulf Air (GF)	5	82.09%	82.38%	99.84%	3,810	
Royal Jordanian (RJ)	6	81.59%	99.81%	99.91%	2,149	
Emirates (EK)	7	78.16%	99.95%	99.84%	13,748	Total Flights 75,968
Air Arabia PJSC (G9)	8	77.67%	86.57%	98.39%	6,017	
Etihad Airways (EY)	9	76.23%	99.82%	99.97%	5,948	
Royal Air Maroc (AT)	10	75.20%	97.11%	99.09%	4,813	

## Relative Performance



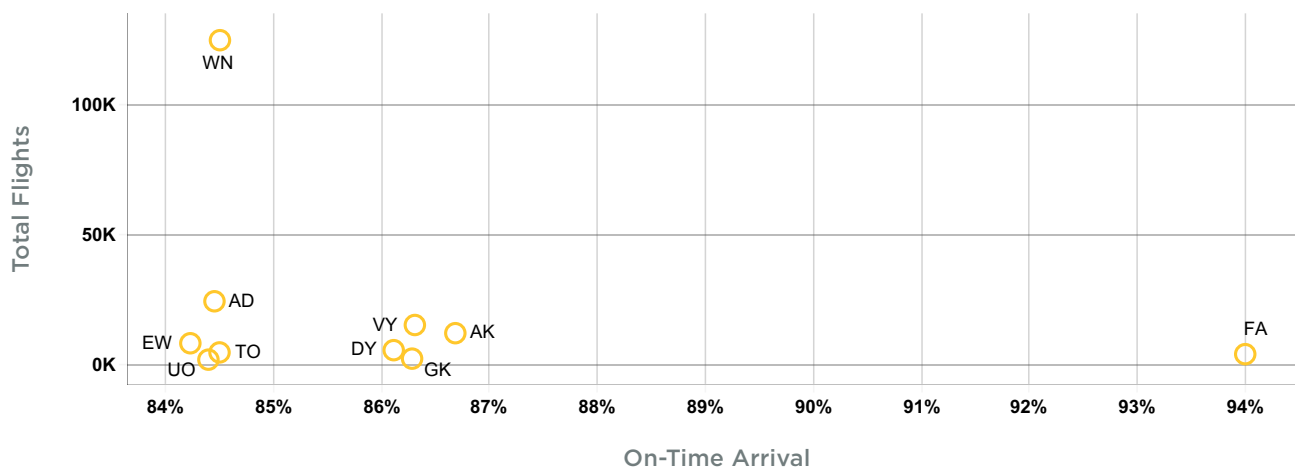
## Operational Highlights

	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Safair (FA)	100.00%	79.19%	93.99%	94.07%
Oman Air (WY)	99.63%	78.03%	92.68%	98.20%
Qatar Airways (QR)	99.91%	74.47%	86.06%	85.05%
Saudia (SV)	99.81%	64.06%	83.45%	85.96%
Gulf Air (GF)	99.84%	72.40%	82.09%	79.19%

## The most on-time Low-Cost Carriers

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights	Summary of Top Performers
Safair (FA)	1	93.99%	94.68%	100.00%	4,555	Total On-Time Arrivals <b>86.15%</b>
AirAsia (AK)	2	86.68%	99.51%	99.99%	12,606	
Vueling (VY)	3	86.31%	99.92%	99.45%	15,748	
Jetstar Japan (GK)	4	86.28%	99.89%	98.59%	2,840	Total Tracked Flights <b>98.19%</b>
Norwegian Air Shuttle (DY)	5	86.11%	99.95%	99.87%	6,088	
Southwest Airlines (WN)	6	84.52%	99.87%	99.89%	125,024	
Transavia France (TO)	7	84.49%	96.14%	99.02%	5,226	Total Flights <b>208,128</b>
Azul (AD)	8	84.49%	98.58%	97.10%	24,845	
Hong Kong Express (UO)	9	84.39%	93.72%	100.00%	2,454	
Eurowings (EW)	10	84.22%	99.66%	98.99%	8,742	

### Relative Performance



### Operational Highlights

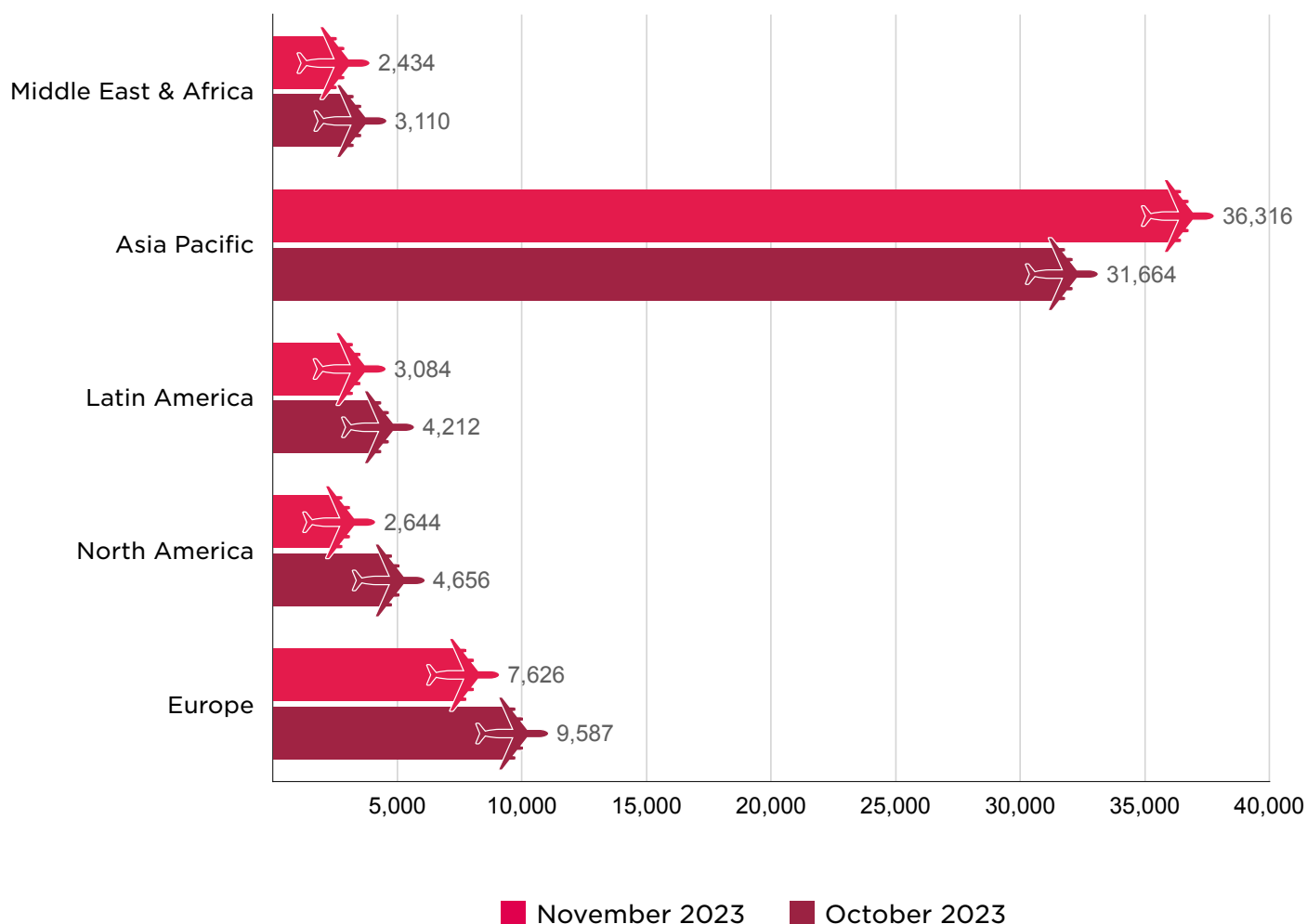
	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Safair (FA)	100.00%	79.19%	93.99%	94.07%
AirAsia (AK)	99.99%	72.91%	86.68%	87.46%
Vueling (VY)	99.45%	72.65%	86.31%	85.95%
Jetstar Japan (GK)	98.59%	79.65%	86.28%	82.50%
Norwegian Air Shuttle (DY)	99.87%	64.67%	86.11%	88.32%



# Trend Report

	Airline	Nov 23	Oct 23	Sep 23
GLOBAL AIRLINE RANKING				
1	Delta Air Lines (DL)	91.29%	90.84%	86.40%
2	United Airlines (UA)	88.44%	86.31%	82.54%
3	American Airlines (AA)	86.65%	85.53%	82.28%
4	Qatar Airways (QR)	86.06%	87.56%	87.84%
5	Azul (AD)	84.49%	82.91%	85.71%
ASIA PACIFIC REGION RANKING				
1	AirAsia (AK)	86.68%	81.79%	76.72%
2	Vietnam Airlines (VN)	86.28%	83.14%	81.13%
3	Philippine Airlines (PR)	84.27%	82.74%	83.38%
4	Peach Aviation (MM)	81.25%	78.85%	78.91%
5	ANA (NH)	81.14%	85.07%	83.02%
NORTH AMERICA REGION RANKING				
1	Delta Air Lines (DL)	91.29%	90.84%	86.40%
2	United Airlines (UA)	88.44%	86.31%	82.54%
3	American Airlines (AA)	86.65%	85.53%	82.28%
4	Southwest Airlines (WN)	84.52%	78.41%	78.36%
5	Alaska Airlines (AS)	84.50%	86.07%	83.81%
EUROPE REGION RANKING				
1	Austrian (OS)	87.38%	85.57%	85.47%
2	Vueling (VY)	86.31%	80.70%	81.16%
3	Norwegian Air Shuttle (DY)	86.11%	86.10%	87.98%
4	Transavia France (TO)	84.49%	78.20%	75.34%
5	Eurowings (EW)	84.22%	74.16%	69.15%
LATIN AMERICA REGION RANKING				
1	Azul (AD)	84.49%	82.91%	85.71%
2	Caribbean Airlines (BW)	83.96%	86.47%	83.55%
3	Copa Airlines (CM)	82.30%	83.71%	89.88%
4	Aeromexico (AM)	81.79%	86.08%	76.77%
5	Sky Airline (H2)	79.13%	77.50%	73.99%
MIDDLE EAST & AFRICA REGION RANKING				
1	Safair (FA)	93.99%	90.81%	92.29%
2	Oman Air (WY)	92.68%	93.00%	94.02%
3	Qatar Airways (QR)	86.06%	87.56%	87.84%
4	Saudia (SV)	83.45%	84.49%	84.99%
5	Gulf Air (GF)	82.09%	83.62%	85.51%
LOW-COST CARRIER RANKING				
1	Safair (FA)	93.99%	90.81%	92.29%
2	AirAsia (AK)	86.68%	81.79%	76.72%
3	Vueling (VY)	86.31%	80.70%	81.16%
4	Jetstar Japan (GK)	86.28%	86.94%	85.64%
5	Norwegian Air Shuttle (DY)	86.11%	86.10%	87.98%

# Cancellations Report





# APPENDIX





# Report Calculation

## Airline Categorisation 2023

We report OTP figures inclusive of all flights operated under a carrier's brand (mainline, wetlease, subsidiaries). To qualify for the Cirium OTP Report, there is an 80% actual gate arrival time data coverage requirement for all airline categories. These categories include Global, Major (by region) and low-cost carriers.

For the **Global Airlines category**, we consider the Top 10% of all passenger airlines by capacity and volume criteria — by Available Seat Kilometres (ASKs), flights and seats—the airline must also serve at least three regions.

For **Major Airlines by Region**, the threshold for ASKs, flights and seats, varies by region to accurately reflect the size of operations in that region.

The thresholds are:

Region	Flights, Seats, ASK, Threshold
ASIA PACIFIC	Top 30%
EUROPE	Top 30%
LATIN AMERICA	Top 30%
MIDDLE EAST & AFRICA	Top 30%
NORTH AMERICA	Top 15%

The **low-cost carrier (LCC) category** reviews airlines that are industry recognised and/or self-identified low-cost carriers. For this category, we consider the Top 60% of LCC airlines. LCC airlines must fall in the Top 60% for flights, seats and destinations to be considered.

*Actual Gate Arrival (AGA) Coverage is calculated based on direct operational measures only. These are reported directly by our data sources or observed using ADS-B Positional Data.*



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## Examples of how to cite us:

For questions about **citing Cirium's on-time performance analysis**, please contact us at [media@cirium.com](mailto:media@cirium.com)

“According to data provided by Cirium®, an aviation analytics company, 91.29% of Delta Air Lines' flights **arrived on time for the month of November.**”

“Cirium®, a company that provides data for the aviation industry, revealed that **81.14% of ANA's flights** across the country **arrived on time** in November.”

“Cirium's study of Austrian's on-time performance in November shows that **87.38% of its flights arrive on time.**”

“Based on Cirium's most recent data, Gulf Air **covered a total of 3,810 flights in November**, resulting to a 82.09% on-time arrival rate.”

# Glossary of terms

<b>AIRLINE CODE</b>	The IATA code for the airline. This is the code of the Marketing Airline.
<b>AVAILABLE SEAT KILOMETERS (ASK)</b>	The number of seats available multiplied by the number of kilometers between origin and destination.
<b>BLOCK TIME</b>	Referred to as BO. The percentage of flights that were completed within their scheduled time.
<b>COMPLETION FACTOR</b>	Completion factor which is the percentage of tracked flights that were completed (e.g., not canceled)
<b>COVERAGE</b>	The percentage of published flights for which we have an actual arrival gate time for airlines and an actual departure time for airports against which we can measure a flight's performance versus its schedule.
<b>ON-TIME ARRIVAL</b>	The percentage of completed flights that arrived at the gate on time. On time is defined as arriving within 15 minutes of the scheduled arrival time. The on-time arrival ranking is used to determine the top performing airlines.
<b>ON-TIME DEPARTURE</b>	The percentage of completed flights that departed at the gate on time. On time is defined as departing within 15 minutes of the scheduled departing time. The on-time departure ranking is used to determine the top performing airlines.
<b>ON-TIME RANKING</b>	For each list of airlines and airports, on-time performance is ranked where a rank of 1 equates to the best performance.
<b>SEATS (MILLIONS)</b>	The estimated seat capacity of all scheduled flights.
<b>TOTAL FLIGHTS</b>	The total number of scheduled single segment flights (consisting of one origin and one destination).
<b>TRACKED FLIGHTS</b>	The percentage of published flights for which Cirium tracked an actual gate arrival time, cancellation or diversion.



# Cirium history

Cirium brings together powerful data and analytics to keep the world moving. Cirium delivers insight built from decades of experience in the sector. We empower travel companies, aircraft manufacturers, airports, airlines, and financial institutions, among others, to make logical and informed decisions to shape the future of travel, grow revenues, and enhance customer experiences. Cirium is part of RELX PLC, a global provider of information-based analytics and decision tools for professional and business customers.

**1909**

Launched the world's first weekly aerospace magazine.

**1985**

Launched airline specific insights to airline C-suite with the title **Airline Business**.

**1997**

Created online news and data service for aerospace and airports (formerly known as **ATI**).

**2004**

Expanded in aerospace with the most comprehensive technical fleet database (known previously as **ACAS**).

**2011**

Grew portfolio with the addition of aircraft finance services with historical fleet and valuations data with acquisition of **Ascend**.

**2014**

Added historical airline schedules data to business with acquiring **Innovata**.

**2016**

The pioneer in global, real-time flight status data, **FlightStats** brought into the group.

Expanded the group's offering with **Diio**'s fares, traffic and schedules analysis tools.

**2019**

New aviation analytics brand **Cirium** launched showcasing the industry's largest data store and an advanced solutions portfolio.

**2020**

Added live flight and navigational data to the Cirium portfolio, bringing in initiatives for System Wide Information Management (SWIM), with **Snowflake Software**.



# Cirium global offices

## HEADQUARTERS

### LONDON

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