FLIGHTSTATS

2013 On-Time Performance Service Awards

ON-TIME PERFORMANCE
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2013
SERVICE AWARDS

FlightStats 2013 On-Time Performance Service Awards

About the Awards

FlightStats has been aggregating and archiving flight information since 2005. In 2009, the company launched the On-time Performance Service (OPS) Awards in an effort to recognize airlines that demonstrate consistently high performance and deliver on their promise to get passengers to their destinations in a timely manner.

FlightStats is in a unique position to provide this service given its leadership role in collecting and distributing real-time and historic flight information to the global travel community.

Additional information about the awards along with winner and finalist badges are available on the OPS Awards section of the FlightStats website.

Methodology

FlightStats collects real-time flight status information on over 82% of scheduled passenger flights flown by the top 200 airlines worldwide and archives that information in a historical flight database. In many regions FlightStats tracks up to 99% of scheduled flights enabling the company to provide comprehensive on-time performance information to the global travel community. Data sources include airline direct data feeds, airline data via the world's largest Global Distribution Systems (GDSs), civil aviation authorities, airports, positional data partners, and other 3rd party data aggregators. Innovata, LLC, a source of flight schedules from over 800 airlines worldwide, provides flight schedule information to FlightStats.

A comprehensive set of historical data for the calendar year 2013 was extracted from our historical flights database. Information was summarized by airline and included the number of scheduled flights, the number of flights that were successfully tracked, the number of flights that departed within 15 minutes of scheduled departure time (D15) and the number of flights that arrived within 14 minutes of scheduled arrival time (A14). For purposes of ranking and selecting the top-performing airline in each category, on-time arrival performance (A14) was used as the key metric.

Company Information

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For a carrier to be included for analysis in any given category, two requirements must be met (unless otherwise noted):

1. The carrier must rank in the top 60 worldwide in terms of capacity (Available Seat Miles).
2. Data tracking coverage must exceed 90%, meaning that FlightStats has scheduled and actual gate arrival times on at least 90% of the scheduled flights.

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Major International Airlines

For the Major International Airlines category FlightStats analyzed the on-time arrival performance of the largest airlines in the world based on Available Seat Miles. In addition, each airline was required to have more than 1,000 scheduled flights to 3 or more geographical regions. A tracking coverage threshold of 90% was used to limit the analysis to carriers where FlightStats had comprehensive historical data in 2013. In all, 31 airlines representing approximately 7.6 million flights met the criteria and were included in the analysis. The top 10 performers are listed in the table below, ranked by on-time arrival performance.

Major International Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	JL	Japan Airlines	129,300	99.58%	99.47%	93.11%	88.94%
2	KL	KLM	127,042	97.08%	99.44%	85.57%	88.03%
3	NH	ANA	244,828	97.02%	99.57%	91.22%	87.14%
4	IB	Iberia	79,312	94.77%	98.38%	86.96%	86.03%
5	SK	SAS	236,903	99.74%	98.69%	86.10%	85.83%
6	SV	Saudia	178,247	90.43%	99.95%	91.60%	85.80%
7	DL	Delta Air Lines	897,186	98.35%	99.62%	86.13%	84.33%
8	NZ	Air New Zealand	59,933	98.47%	99.30%	86.09%	84.18%
9	LH	Lufthansa	399,463	98.83%	98.35%	84.61%	84.18%
10	KE	Korean Air Lines	158,750	95.39%	99.58%	90.04%	83.47%

Major Airline Network – Mainline and Regional Flights

This category includes both mainline flights and those flights operated by the airline's regional carriers. For this category, FlightStats analyzed the on-time performance of 25 major carriers. In aggregate, these networks were comprised of a total of 11.9 million flights. A tracking threshold of 90% was used as a requirement to be included in the analysis. The following table lists the top 10 airline networks ranked by on-time arrival performance. Note that for an airline network to be considered in this category, at least 15% of the total network flights must be operated by a regional airline.

Major Airline Network (Mainline and Regional) – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Mainline Flights	Regional Flights	Total Flights	Tracked	On-time Departure (D15)	On-time Arrival (A14)
1	JL	Japan Airlines	129,300	131,448	260,748	99.66%	93.61%	89.75%
2	AY	Finnair	47,592	47,078	94,670	94.05%	85.54%	89.73%
3	KL	KLM	127,042	98,636	225,678	95.25%	87.72%	89.67%
4	CM	Copa Airlines	91,229	36,540	127,769	93.69%	92.33%	88.23%
5	AS	Alaska Airlines	172,094	135,601	307,695	99.82%	90.44%	88.15%
6	NH	ANA	244,828	180,234	425,062	97.46%	91.76%	88.02%
7	SK	SAS	236,903	55,495	292,398	95.60%	86.18%	86.66%
8	LH	Lufthansa	399,463	220,372	619,835	98.84%	85.48%	84.81%
9	NZ	Air New Zealand	59,933	139,543	199,476	98.59%	86.24%	84.00%
10	AZ	Alitalia	155,080	35,628	190,708	95.34%	84.62%	83.65%

North America Major Airlines

The North America Major Airlines category is comprised of the 10 major carriers in North America operating 4.9 million flights in 2013. A tracking threshold of 90% was a requirement. Note that mid-size and regional airlines are not included in this category. The following table is a list of the top 10 airlines in North America, ranked by on-time arrival performance.

North America Major Airlines – Top On-time Arrival Performance in 2013							
Rank	**Code**	**Airline**	**Flights**	**Tracked**	**Completion Rate**	**On-time Departure (D15)**	**On-time Arrival (A14)**
1	AS	Alaska Airlines	172,582	99.73%	99.09%	90.96%	87.08%
2	DL	Delta Air Lines	897,186	98.35%	99.62%	86.13%	84.33%
3	US	US Airways	465,978	98.46%	99.06%	87.51%	82.01%
4	FL	AirTran	192,174	93.92%	99.22%	85.42%	80.16%
5	UA	United Airlines	686,497	99.16%	98.77%	79.82%	79.81%
6	AA	American Airlines	703,355	98.97%	98.28%	80.08%	78.29%
7	WN	Southwest Airlines	1,143,202	91.22%	99.08%	72.75%	77.09%
8	B6	JetBlue Airways	287,496	98.28%	99.21%	77.90%	74.55%
9	AC	Air Canada	220,733	97.59%	98.59%	82.83%	74.42%
10	WS	WestJet	174,098	98.55%	98.66%	78.74%	73.90%

Europe Major Airlines

The Europe Major Airlines category is comprised of the top 10 major carriers in Europe operating nearly 2 million flights in 2013. A tracking threshold of 90% was a requirement. The table below includes the top 10 airlines in this category, ranked by on-time arrival performance.

Note that two large European carriers, Ryanair and easyJet, were not included in this analysis since both fell below the 90% tracking threshold. FlightStats has efforts underway to improve tracking coverage of these two very important European airlines in hopes both can be included next year.

Europe Major Airlines – Top On-time Arrival Performance in 2013							
Rank	**Code**	**Airline**	**Flights**	**Tracked**	**Completion Rate**	**On-time Departure (D15)**	**On-time Arrival (A14)**
1	KL	KLM	127,042	97.08%	99.44%	85.57%	88.03%
2	IB	Iberia	79,312	94.77%	98.38%	86.96%	86.03%
3	SK	SAS	236,903	99.74%	98.69%	86.10%	85.83%
4	LH	Lufthansa	399,463	98.83%	98.35%	84.61%	84.18%
5	SU	Aeroflot	168,800	94.79%	99.11%	52.39%	82.71%
6	AZ	Alitalia	155,080	94.36%	99.37%	83.74%	82.67%
7	LX	SWISS	135,423	97.59%	98.79%	78.85%	79.73%
8	AF	Air France	334,888	98.70%	98.51%	79.49%	79.21%
9	DE	Condor Flugdienst	34,424	91.97%	99.96%	83.17%	76.67%
10	BA	British Airways	291,488	96.96%	98.69%	76.03%	71.56%

Asia-Pacific Major Airlines

A total of 17 airlines operating just over 2.9 million flights in 2013 were analyzed for the Asia-Pacific Major Airlines category. A tracking coverage of 90% was required for an airline to be considered for an award in this category.

FlightStats continues to improve its data coverage and accuracy in Asia, especially in China, Hong Kong and Taiwan, where our coverage exceeded 90% in 2013. Improving Asian coverage remains a priority for FlightStats, and we will continue to work with key partners to provide visibility into this important region.

Asia-Pacific Major Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	JL	Japan Airlines	129,300	99.58%	99.47%	93.11%	88.94%
2	NH	ANA	244,828	97.02%	99.57%	91.22%	87.14%
3	NZ	Air New Zealand	59,933	98.47%	99.30%	86.09%	84.18%
4	KE	Korean Air Lines	158,750	95.39%	99.58%	90.04%	83.47%
5	QF	Qantas	146,422	98.22%	98.84%	84.91%	83.17%
6	SQ	Singapore Airlines	91,462	98.14%	99.02%	86.81%	83.02%
7	TG	Thai Airways International	99,905	97.50%	99.80%	88.01%	79.35%
8	VA	Virgin Australia International	106,330	97.18%	98.59%	82.30%	78.93%
9	9W	Jet Airways	123,896	94.40%	99.44%	83.79%	78.33%
10	OZ	Asiana Airlines	114,675	94.68%	99.49%	89.18%	78.14%

Middle East and Africa Major Airlines

This category includes major airlines from the Middle East and Africa regions and includes 10 carriers that operated just over 1 million flights in 2013. Since data tracking coverage in these regions is a bit more challenging than elsewhere in the world, the threshold was lowered to just under 80%. The table below lists the top 10 airlines ranked by on-time arrival performance.

Middle East and Africa Major Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	GF	Gulf Air	43,515	93.32%	99.04%	93.65%	90.73%
2	SA	South African Airways	57,900	89.21%	98.88%	87.04%	90.42%
3	SV	Saudia	178,247	90.43%	99.95%	91.60%	85.80%
4	TK	Turkish Airlines	289,736	98.84%	99.43%	47.55%	81.94%
5	QR	Qatar Airways	133,506	84.68%	99.18%	84.47%	80.56%
6	MS	EgyptAir	88,397	89.94%	98.01%	78.59%	77.03%
7	EK	Emirates	167,065	98.11%	99.55%	76.00%	71.92%
8	RJ	Royal Jordanian	38,741	79.11%	97.84%	75.44%	71.07%
9	ET	Ethiopian Airlines	62,636	81.39%	99.62%	74.95%	70.85%
10	LY	El Al	25,645	98.00%	99.10%	79.15%	64.99%

South America Major Airlines

FlightStats data tracking coverage in South America is more limited than in most other geographies resulting in a shorter list of major carriers. In addition, the tracking threshold was set to 70%. The top 7 airlines meeting the criteria operated just under 1.2 million flights in 2013. The results are listed in the table below sorted by on-time arrival performance.

Note: For the purposes of this report the category of South America will include the carriers in the regions of Central America and Caribbean.

South America Major Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	CM	Copa Airlines	91,229	91.54%	99.71%	93.24%	89.83%
2	LA	LAN Airlines	64,168	73.20%	99.57%	87.19%	85.55%
3	G3	Gol	318,994	77.48%	98.01%	84.93%	84.55%
4	AD	Azul	176,416	73.79%	98.11%	87.28%	84.35%
5	JJ	TAM Linhas Aereas	280,607	80.21%	98.92%	80.02%	81.41%
6	AR	Aerolineas Argentinas	50,359	94.06%	97.43%	69.63%	69.48%
7	AV	Avianca	192,070	81.89%	97.51%	73.37%	67.36%

Low-Cost Airlines

FlightStats tracks the on-time performance of many of the world's largest low cost carriers and, therefore, has included an LCC category this year. A tracking threshold of 90% was used for this category. Note that two of the world's largest LCCs, easyJet and Ryanair, are not included due to insufficient data tracking coverage. This is unfortunate since, based on the available data, both airlines appeared to do very well and we hope to include them in the future.

The top performing low-cost carriers are listed in the table below, sorted by on-time arrival.

Low-Cost Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	FD	Thai AirAsia	71,288	96.57%	99.39%	91.42%	90.85%
2	VX	Virgin America	58,905	97.18%	99.41%	85.43%	84.06%
3	VY	Vueling Airlines	126,117	96.25%	99.72%	85.12%	82.44%
4	FL	AirTran	192,174	93.92%	99.22%	85.42%	80.16%
5	WN	Southwest Airlines	1,143,202	91.22%	99.08%	72.75%	77.09%
6	DE	Condor Flugdienst	34,424	91.97%	99.96%	83.17%	76.67%
7	JQ	Jetstar Airways	111,687	97.94%	98.14%	77.13%	76.47%
8	AK	AirAsia	153,392	97.87%	99.55%	78.34%	74.82%
9	B6	JetBlue Airways	287,496	98.28%	99.21%	77.90%	74.55%
10	F9	Frontier Airlines	83,630	95.69%	99.46%	78.85%	74.50%

Mid-Size and Regional Airlines

In previous years, FlightStats included awards for regional airlines. This year we have decided to honor mid-size and regional airlines by publishing a list of regional carriers that met or exceeded on-time arrival performance of 80% in 2013. The tracking threshold was set to 90% and the results, sorted by on-time arrival performance, are listed in the table below.

Mid-Size and Regional Airlines – Top On-time Arrival Performance in 2013

Rank	Code	Airline	Flights	Tracked	Completion Rate	On-time Departure (D15)	On-time Arrival (A14)
1	ZN	NAYSA	32,339	91.05%	99.03%	94.61%	93.46%
2	I2	Iberia Express	28,072	92.69%	99.11%	95.73%	93.25%
3	HA	Hawaiian Airlines	78,338	91.62%	99.87%	95.41%	92.57%
4	3X	Japan Air Commuter	57,700	99.74%	98.01%	93.12%	92.25%
5	WA	KLM Cityhopper	98,392	92.88%	98.81%	90.71%	91.99%
6	XM1	J-Air	54,970	99.74%	98.60%	94.26%	91.89%
7	FD	Thai AirAsia	71,288	96.57%	99.39%	91.42%	90.85%
8	EH	ANA Wings	89,710	97.86%	99.27%	92.81%	89.79%
9	QX	Horizon Air	126,271	98.36%	97.67%	89.79%	89.68%
10	AY	Finnair	47,592	95.86%	99.37%	86.31%	89.53%
11	JC	JAL Express	76,470	99.75%	99.14%	94.00%	89.52%
12	A3	Aegean Airlines	47,643	95.62%	99.71%	88.26%	89.45%
13	NJS	Cobham Aviation Services	21,182	98.66%	98.16%	90.49%	89.35%
14	CJ	BA Cityflyer	21,870	99.29%	96.73%	87.43%	88.91%
15	OA	Olympic Air	41,766	90.54%	99.09%	92.94%	88.76%
16	LO	LOT - Polish Airlines	56,330	99.54%	99.14%	88.17%	88.72%
17	NU	Japan Transocean Air	27,227	99.79%	98.96%	92.05%	88.57%
18	OS	Austrian	129,918	92.42%	98.88%	87.08%	87.77%
19	CL	Lufthansa CityLine	131,688	98.90%	97.91%	87.89%	87.23%
20	IQ	Augsburg Airways	22,672	91.95%	96.74%	88.41%	87.08%
21	CP	Compass Airlines	68,365	97.77%	98.26%	89.70%	86.31%
22	EAG	Eagle Airways	45,858	98.67%	96.76%	88.06%	86.30%
23	WX	Cityjet	21,075	98.92%	98.14%	86.42%	85.88%
24	5D	AeroMexico Connect	138,770	90.94%	98.66%	85.95%	85.55%
25	RLK	Air Nelson	59,960	98.82%	98.00%	87.70%	85.14%
26	WF	Wideroe	131,387	97.04%	96.74%	86.15%	84.70%
27	P5	Copa Airlines Colombia	36,540	99.07%	99.56%	90.24%	84.44%
28	VX	Virgin America	58,905	97.18%	99.41%	85.43%	84.06%
29	EW	Eurowings	45,907	95.82%	97.62%	83.62%	82.80%
30	VY	Vueling Airlines	126,117	96.25%	99.72%	85.12%	82.44%
31	9E	Endeavor Air (Pinnacle)	323,181	96.87%	97.59%	85.07%	82.13%
32	EI	Aer Lingus	79,621	90.66%	99.26%	82.43%	82.13%
33	QK	Jazz	273,014	97.94%	98.24%	87.30%	82.02%
34	JIA	PSA Airlines	124,476	94.94%	97.73%	85.31%	81.39%
35	GH	Globus	17,769	92.95%	95.26%	55.02%	80.02%

DEFINITIONS

The following set of definitions are in reference to the table column headings:

Rank – Each set of results is sorted by on-time arrival percentage. The rank is the sort order for the given category.

Code – The IATA airline code for the carrier.

Airline – The name of the airline.

Flights – The total number of flights scheduled by the airline during the 2013 calendar year.

Tracked – A flight is considered as "tracked" if FlightStats has both scheduled and actual gate arrival time information. Runway times are not used to calculate delay. The aggregate percent is the percent of scheduled flights that were tracked and is sometimes referred to as tracking coverage or simply coverage. In most categories, a tracking threshold of 90% is required, meaning that FlightStats was able to track at least 90% of the scheduled flight arrivals for the airline in 2013 by capturing actual gate arrival time.

Completion Rate – For a flight to be considered as completed, the FlightStats flight record must include actual gate departure and gate arrival data. Competition rate is then defined as the percentage of tracked flights that have been completed. Cancelled flights and flights for which there is no actual information are not marked as completed.

On-time Departure (D15) – Flights departing less than 15 minutes later than scheduled gate departure are considered as on-time and meeting the D15 threshold. Delay is calculated as the difference between scheduled gate departure and actual gate departure.

Arrival (A14) – Flights arriving less than 15 minutes later than scheduled gate arrival are considered as on-time and meeting the A15 threshold. Delay is calculated as the difference between scheduled gate arrival and actual gate arrival.

Other terms used in this document are defined below:

Global Airline – To be included in the Global Airline category the following criteria must be met:

- The airline must have at least 1,000 flights to 3 or more regions in the world during 2014. Regions used in this analysis are: North America, South America, Europe, Asia, Pacific (Oceania), Middle East and Africa)
- The airline must be ranked in the top 60 worldwide in terms of Available Seat Miles (ASM)
- The airline must meet or exceed a tracking threshold of 90%.

Major Airline – The largest airlines in any given region are considered as major airlines for the purposes of this analysis. In North America, Europe and Asia, the major airlines generally rank in the top 60 in terms of available seat miles. In other regions, the ranking threshold was set lower to include most of the largest airlines in the region.

Airline Network – An airline network is comprised of mainline and regional flights (sometimes referred to as express flights). These regional flights are designated as a type "S" or "X" codeshare flight. The network does not include codeshare flights marketed by the mainline carrier but operated by a separate, independent airline. For the purposes of this analysis, an airline must have at least 15% of their network flights operated by a regional airline to be considered as a Network Airline.

Low Cost Carrier (LCC) – It's not easy to come up with a precise definition since the business models and attributes have changed significantly in recent years. A simple definition is an airline characterized as a no-frills, discount or budget carrier. It is an airline that generally has lower fares and fewer comforts focusing on mostly point-to-point service, quick flight turn-around times, limited service and often servicing second-tier airports.

Geographical Region – For purposes of this analysis, a geographical region is one of the following: Africa, Asia, Europe, Middle East, North America, South America and Pacific (Oceania). Major Global Airlines are required to have 1,000 or more scheduled flights arriving in at least 3 geographical regions.