OAG® 2016

punctuality league

On-time performance results for airlines and airports

XII

IX III

VI

Contents

Foreword

Every year aviation records are broken and 2016 was no exception.

Technological advances have resulted in sectors of up to seventeen hours being operated on a non-stop basis stretching operational requirements and passenger logistics to new levels.

Long-haul low-cost services have expanded across the Atlantic and are likely to recommence from Asia to Europe in 2017. Introduction of the A320 NEO and B737 Max are already stimulating longer-haul low-cost operations and capacity growth is already being stimulated in many previously mature markets.

Record passenger volumes, record industry profit margins, new city pairs, new airlines and recovering markets all make for exciting times.

Connectivity between city pairs is also breaking new records as airlines continue to develop their hub operations and the confidence of the self-connecting passenger also grows along with the availability of new accommodation booking products, such as Airbnb.

One of the few constants in our dynamic industry is the need for travellers to arrive at their destination or connecting airport on time. The 2016 OAG Punctuality League highlights just how successful we are at delivering on this key performance indicator. Whether it is a seventeen hour long-haul service or a one-hour connecting flight to a hub, the accuracy of both scheduling the service and delivering the stated on-time performance is incredible; especially when compared to so many other forms of transport.

This year's report draws upon the largest ever number of flights tracked in a single year. Those airlines and airports that have achieved the highest levels of success are rightly acknowledged and deserve our recognition. But equally, congratulations must go to all airlines and airports that strive to make on-time performance integral to their business success.

In 2017, the industry will fly more people than ever before, fly further than ever before and it will, we hope, be as profitable as the last few years. On-time performance will also continue to be crucial to that success and at OAG we look forward to reporting on a record-breaking year for on-time performance in 2017.

With best wishes for 2017,

John Grant
OAG

About the Punctuality League

The league is based on approximately 54 million flight records using full-year data from 2016 to showcase the best performers in an expanded range of categories. This year OAG has redefined the airport categories to recognise a broader range of airports. To qualify for inclusion in the OAG Punctuality League, the OAG schedules database must have data for at least 80% of all scheduled flights operated by an airline or for an airport.

- OAG's definition of on-time performance (OTP) is a flight that arrives or departs within 14 minutes and 59 seconds (under 15 minutes) of its scheduled arrival/departure time.

- Cancellations are also included.

- The minimum threshold for airports is 2.5m one-way seats. Airports include arriving and departing OTP.

- The minimum threshold for airlines is the Top 200 by annual Available Seat Kilometres (ASKs). Airline OTP is for arrivals only.

- In this report, a 'record' is defined as a flight for which we either have a 'code', or an actual time of arrival (and departure in the case of airports), and this year includes cancelled services.

Qualifying criteria

Category definitions

The OAG Punctuality League presents on-time performance data as a series of tables based on a range of Airport and Airline categories. To qualify for inclusion in the OAG Punctuality League, OAG must have received data for at least 80% of scheduled flights operated by an airline and for an airport regardless of geographic region. OTP data is not included for other categories of flights, such as charter or non-passenger operations. Queries regarding inclusion and content should be sent to pl@oag.com.

Airport categories

As defined by the number of **departing scheduled seats in 2016**:

• **Small airports** – 2.5-5 million seats   • **Medium airports** – 5-10 million seats

• **Large airports** – 10-20 million seats   • **Major airports** – over 20 million seats

OAG has added a category in 2016 which effectively splits the smallest category used in previous years into two. This is in recognition of the number of airports in operation holding between 2.5 million and 10 million seats.

Airline categories

• **All airlines**

• **Mainline airlines** (i.e. excluding low-cost carriers)
  Mainline airlines must have been ranked among the Top 200 operators globally in terms of Available Seat Kilometres (ASKs) in 2016 and must have operated more than 30,000 scheduled flights in 2016.

• **Low-cost carriers**
  Low-cost carriers (LCC) must have ranked among the Top 200 operators globally in terms of Available Seat Kilometres (ASKs) in 2016 and operated at least 30,000 scheduled flights in 2016. The OAG LCC list was refreshed earlier this year and is determined by our industry knowledge, supplemented by carrier feedback and consultation with industry partners.

• **Airlines based in regions**
  There are four regional categories which rank the best airlines, mainline and LCC, operating in each of the IATA-defined global regions. In each category, airlines must have operated a minimum of 18,000 scheduled flights in 2016 to qualify for inclusion.
  – Asia and Southwest Pacific
  – Europe, the Middle East and Africa
  – Latin America
  – North America

Top airlines: all

Table 1: Top 20 airlines by OTP

Rank	Coverage	Airline		OTP 2016
		Name	Code	
1	99.5%	Hawaiian Airlines	HA	89.87%
2	99.1%	Copa Airlines	CM	88.75%
3	99.5%	KLM	KL	87.89%
4	94.5%	Qantas Airways	QF	87.56%
5	99.7%	Japan Airlines	JL	86.74%
6	80.0%	Flybe	BE	86.62%
7	98.6%	Alaska Airlines	AS	86.05%
8	97.2%	Iberia	IB	85.67%
9	82.7%	Monarch Airlines	ZB	85.67%
10	99.1%	Singapore Airlines	SQ	85.19%
11	99.1%	Austrian Airlines	OS	84.89%
12	96.6%	All Nippon Airways	NH	84.71%
13	96.2%	GOL	G3	84.63%
14	95.9%	Virgin Australia	VA	84.52%
15	99.5%	Delta Air Lines	DL	84.29%
16	98.8%	Finnair	AY	84.12%
17	86.8%	Transavia	HV	83.98%
18	90.5%	Aer Lingus	EI	83.97%
19	99.0%	Gulf Air	GF	82.70%
20	89.4%	Jet2.com	LS	82.64%

* OAG must have received data for at least 80% of scheduled flights operated by an airline
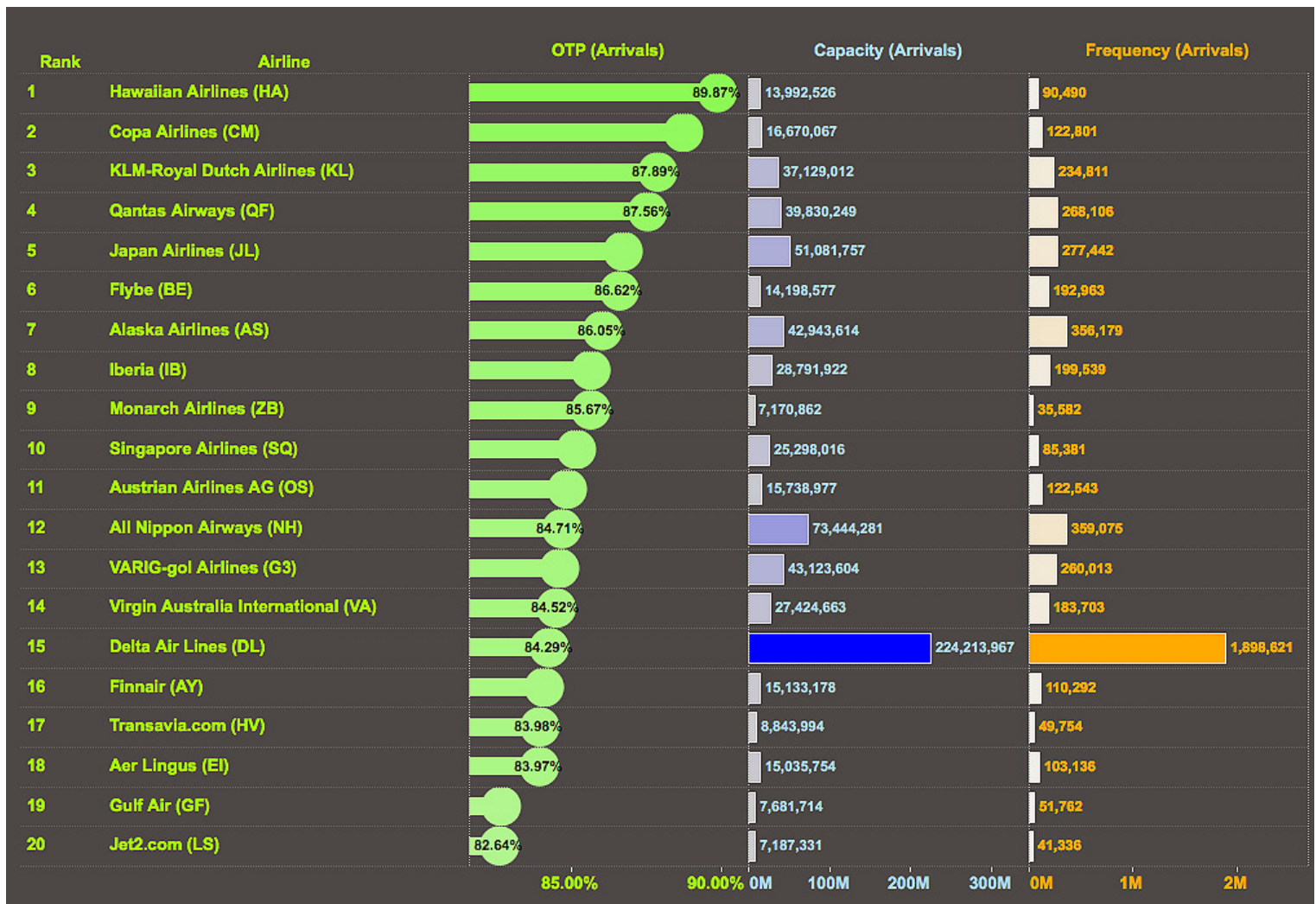
The best airline in the world for on-time performance in 2016 was **Hawaiian Airlines** with OTP of 89.87%. **Hawaiian** improved its position significantly, moving up from 9th place in 2015 to 1st place in 2016.

Copa Airlines repeated its 2nd place ranking of 2015 with OTP of 88.75% in 2016. Closely behind, in 3rd place, is **KLM** with OTP of 87.89%, moving up the ranking from 12th place in 2015.

The largest airline featuring among the Top 20 airlines worldwide for OTP is **Delta Air Lines**, which operated the second largest number of flights of any airline in 2016. For an airline of this size, the fact that over 84% of all flights arrived on time over a year is a remarkable achievement.

Among the Top 20 airlines, there are four LCCs: **Monarch**, is the highest ranked of these in ninth place with OTP of 85.67%. **GOL**, **Transavia** and **Jet2** are the other leading LCCs for OTP.

Click here to **view the Interactive Dashboard**

Rank	Airline	OTP (Arrivals)	Capacity (Arrivals)	Frequency (Arrivals)
1	Hawaiian Airlines (HA)	89.87%	13,992,526	90,490
2	Copa Airlines (CM)		16,670,067	122,801
3	KLM-Royal Dutch Airlines (KL)	87.89%	37,129,012	234,811
4	Qantas Airways (QF)	87.56%	39,830,249	268,106
5	Japan Airlines (JL)		51,081,757	277,442
6	Flybe (BE)	86.62%	14,198,577	192,963
7	Alaska Airlines (AS)	86.05%	42,943,614	356,179
8	Iberia (IB)		28,791,922	199,539
9	Monarch Airlines (ZB)	85.67%	7,170,862	35,582
10	Singapore Airlines (SQ)		25,298,016	85,381
11	Austrian Airlines AG (OS)		15,738,977	122,543
12	All Nippon Airways (NH)	84.71%	73,444,281	359,075
13	VARIG-gol Airlines (G3)		43,123,604	260,013
14	Virgin Australia International (VA)	84.52%	27,424,663	183,703
15	Delta Air Lines (DL)	84.29%	224,213,967	1,898,621
16	Finnair (AY)		15,133,178	110,292
17	Transavia.com (HV)	83.98%	8,843,994	49,754
18	Aer Lingus (EI)	83.97%	15,035,754	103,136
19	Gulf Air (GF)		7,681,714	51,762
20	Jet2.com (LS)	82.64%	7,187,331	41,336
		85.00% 90.00%	0M 100M 200M 300M	0M 1M 2M

Top airlines: mainline category

Table 2: Top 20 mainline airlines by OTP

Rank	Coverage	Airline Name	Code	OTP 2016
1	99.5%	Hawaiian Airlines	HA	89.87%
2	99.1%	Copa Airlines	CM	88.75%
3	99.5%	KLM	KL	87.89%
4	94.5%	Qantas Airways	QF	87.56%
5	99.7%	Japan Airlines	JL	86.74%
6	80.0%	Flybe	BE	86.62%
7	98.6%	Alaska Airlines	AS	86.05%
8	97.2%	Iberia	IB	85.67%
9	99.1%	Singapore Airlines	SQ	85.19%
10	99.1%	Austrian Airlines	OS	84.89%
11	96.6%	All Nippon Airways	NH	84.71%
12	95.9%	Virgin Australia	VA	84.52%
13	99.5%	Delta Air Lines	DL	84.29%
14	98.8%	Finnair	AY	84.12%
15	90.5%	Aer Lingus	EI	83.97%
16	99.0%	Gulf Air	GF	82.70%
17	99.6%	Lufthansa	LH	82.37%
18	96.4%	Avianca Brazil	O6	82.30%
19	98.5%	Aerolineas Argentinas	AR	81.96%
20	90.3%	Aegean Airlines	A3	81.96%

* OAG must have received data for at least 80% of scheduled flights operated by an airline

Compared to 2015, there are eight new entrants to this category in 2016. The Top 20 mainline airlines category now includes eight from Europe, six from the Americas, five from Asia Pacific and one Middle East airline.

The list of Top 20 mainline carriers closely resembles the Top 20 global ranking, although **Lufthansa**, **Avianca Brazil**, **Aerolineas Argentinas** and **Aegean Airlines** join the mainline category.

Top airlines: LCC category

Table 3: Top 20 LCC airlines by OTP

Rank	Coverage	Airline Name	Code	OTP 2016
1	82.7%	Monarch Airlines	ZB	85.67%
2	96.2%	GOL	G3	84.63%
3	86.8%	Transavia	HV	83.98%
4	89.4%	Jet2.com	LS	82.64%
5	90.7%	germanwings	4U	82.48%
6	99.4%	Westjet	WS	81.36%
7	99.4%	Southwest	WN	81.04%
8	85.1%	Norwegian Air Shuttle	DY	79.23%
9	82.7%	Thai AirAsia	FD	78.60%
10	90.9%	Skymark Airlines	BC	78.32%
11	90.0%	Eurowings	EW	77.88%
12	99.3%	Frontier Airlines	F9	76.70%
13	98.4%	Virgin America	VX	76.40%
14	98.0%	IndiGo Air	6E	75.27%
15	99.4%	JetBlue	B6	75.26%
16	97.5%	easyJet	U2	74.73%
17	97.0%	Spring Airlines	9C	74.50%
18	99.8%	Spirit Airlines	NK	73.92%
19	98.6%	Jetstar Airways	JQ	73.66%
20	93.5%	AirAsia	AK	73.52%

* OAG must have received data for at least 80% of scheduled flights operated by an airline

UK-based leisure airline, **Monarch**, is ranked 1st among Top LCCs for on-time performance, having achieved OTP of 85.67% in 2016, although the airline is ranked 9th amongst all airlines. **Monarch** was previously categorised as a mainline carrier and subsequently appeared in the mainline rankings last year, however it now fits into OAG's LCC classification.

Three low-cost airlines are new to the Top 20; **Spring Airlines, Eurowings** and **Spirit Airlines**.

Southwest, the largest LCC in the world, is ranked 7th with an OTP of 81.04%.

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Airlines by region

Asia Pacific

Table 4: Top Asia Pacific airlines by OTP*

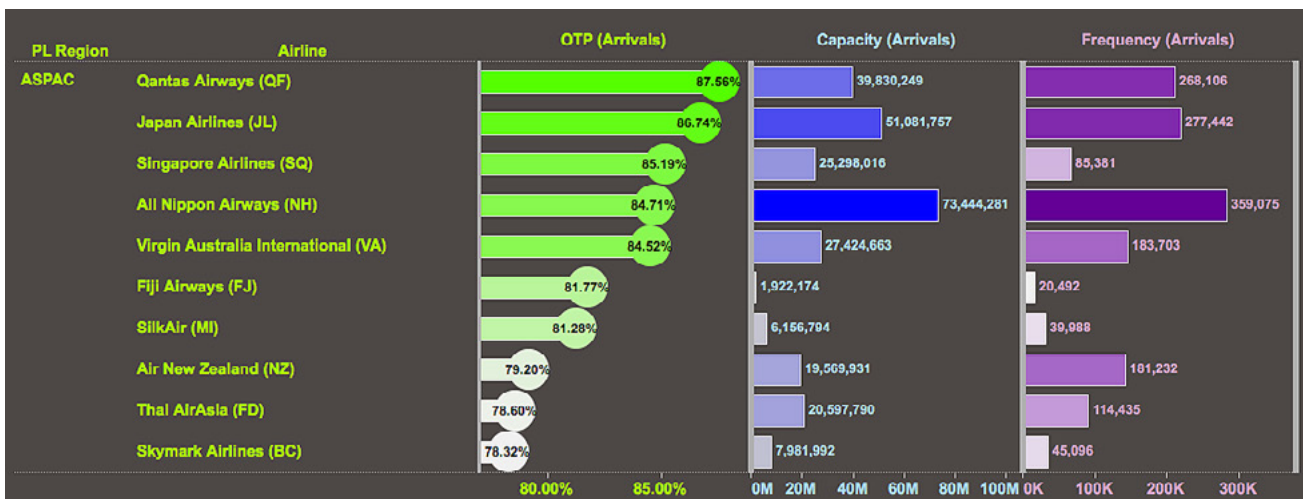| Rank	Coverage	Airline Name	Code	OTP 2016
1	94.5%	Qantas Airways	QF	87.56%
2	99.7%	Japan Airlines	JL	86.74%
3	99.1%	Singapore Airlines	SQ	85.19%
4	96.6%	All Nippon Airways	NH	84.71%
5	95.9%	Virgin Australia	VA	84.52%
6	96.7%	Fiji Airways	FJ	81.77%
7	98.1%	SilkAir	MI	81.28%
8	94.2%	Air New Zealand	NZ	79.20%
9	82.7%	Thai AirAsia	FD	78.60%
10	90.9%	Skymark Airlines	BC	78.32%

* Regions are defined by IATA and OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must also have operated a minimum of 18,000 flights in 2016 to quality for regional ranking.

Qantas is the most punctual airline in the region this year, improving from 4th place last year with OTP of 87.56%.

Japan Airlines, the 2014 and 2015 winner, continues to maintain consistently high standards, ranking 2nd in 2016 with OTP of 86.74%.

Among the Top 10 Asia Pacific airlines for OTP, **All Nippon Airways** operated the highest number of flights in 2016. Although there are other Asia Pacific airlines which are bigger, none had a high enough OTP to make it onto the Top 10 list.

Click here to **view the Interactive Dashboard**

PL Region	Airline	OTP (Arrivals)	Capacity (Arrivals)	Frequency (Arrivals)
ASPAC	Qantas Airways (QF)	87.56%	39,830,249	268,106
	Japan Airlines (JL)	86.74%	51,081,757	277,442
	Singapore Airlines (SQ)	85.19%	25,298,016	85,381
	All Nippon Airways (NH)	84.71%	73,444,281	359,075
	Virgin Australia International (VA)	84.52%	27,424,663	183,703
	Fiji Airways (FJ)	81.77%	1,922,174	20,492
	SilkAir (MI)	81.28%	6,156,794	39,988
	Air New Zealand (NZ)	79.20%	19,569,931	181,232
	Thai AirAsia (FD)	78.60%	20,597,790	114,435
	Skymark Airlines (BC)	78.32%	7,981,992	45,096

Europe, Middle East & Africa (EMEA)

Table 5: Top EMEA airlines by OTP*

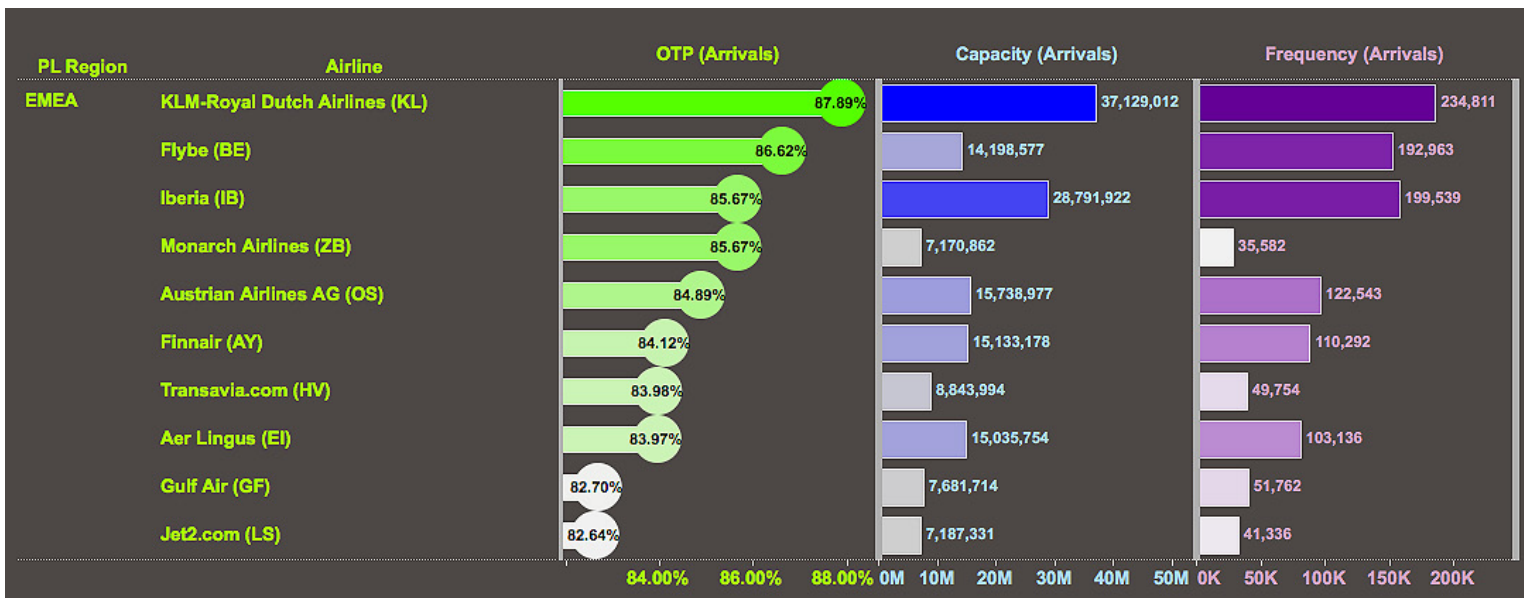| Rank	Coverage	Airline Name	Code	OTP 2016
1	99.5%	KLM	KL	87.89%
2	80.0%	Flybe	BE	86.62%
3	97.2%	Iberia	IB	85.67%
4	82.7%	Monarch Airlines	ZB	85.67%
5	99.1%	Austrian Airlines	OS	84.89%
6	98.8%	Finnair	AY	84.12%
7	86.8%	Transavia	HV	83.98%
8	90.5%	Aer Lingus	EI	83.97%
9	99.0%	Gulf Air	GF	82.70%
10	89.4%	Jet2.com	LS	82.64%

* Regions are defined by IATA and OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must also have operated a minimum of 18,000 flights in 2016 to quality for regional ranking.

KLM takes top spot in the rankings for OTP in EMEA in 2016 with the highest OTP being 87.89%, up from 5th place last year. This is a significant achievement given its size and complexity of operations.

Four airlines in the region achieved OTP of more than 85% but none succeeded in achieving OTP of over 90%.

Qatar Airlines narrowly missed the Punctuality League this year, being just below the coverage threshold, whilst **Emirates** did make the criteria but didn't make the Top 10. Lastly, **Etihad's** coverage is currently too low for inclusion in the Punctuality League.

Click here to **view the Interactive Dashboard**

PL Region	Airline	OTP (Arrivals)	Capacity (Arrivals)	Frequency (Arrivals)
EMEA	KLM-Royal Dutch Airlines (KL)	87.89%	37,129,012	234,811
	Flybe (BE)	86.62%	14,198,577	192,963
	Iberia (IB)	85.67%	28,791,922	199,539
	Monarch Airlines (ZB)	85.67%	7,170,862	35,582
	Austrian Airlines AG (OS)	84.89%	15,738,977	122,543
	Finnair (AY)	84.12%	15,133,178	110,292
	Transavia.com (HV)	83.98%	8,843,994	49,754
	Aer Lingus (EI)	83.97%	15,035,754	103,136
	Gulf Air (GF)	82.70%	7,681,714	51,762
	Jet2.com (LS)	82.64%	7,187,331	41,336

Latin America

Table 6: Top Latin American airlines by OTP*

Rank	Coverage	Airline Name	Code	OTP 2016
1	89.8%	Sky Airline	H2	91.13%
2	99.1%	Copa Airlines	CM	88.75%
3	96.2%	GOL	G3	84.63%
4	96.4%	Avianca Brazil	O6	82.30%
5	98.5%	Aerolineas Argentinas	AR	81.96%
6	98.0%	Avianca	AV	78.34%
7	95.1%	Caribbean Airlines	BW	76.08%
8	98.1%	Aeromexico	AM	74.50%

* Regions are defined by IATA and OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must also have operated a minimum of 18,000 flights in 2016 to quality for regional ranking.

The Punctuality League 2016 includes eight airlines based in Latin America which meet the qualifying criteria.
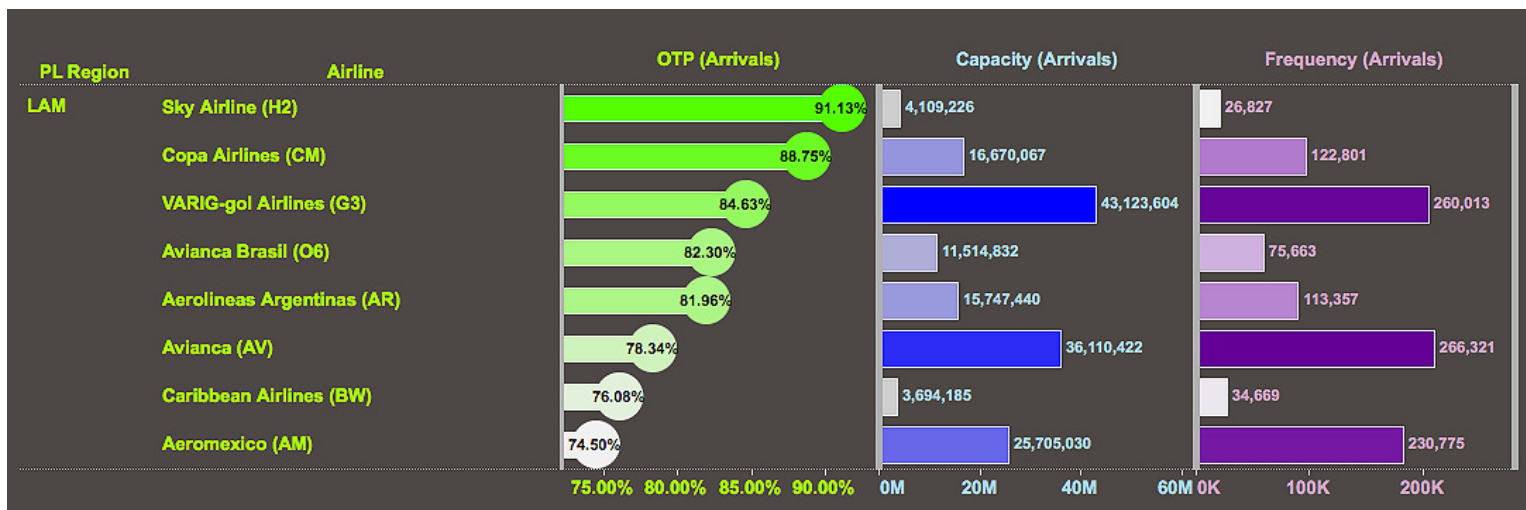
At the top of the rankings is **Sky Airline** with OTP of 91.13%. Sky Airline is the only airline in Latin America to achieve OTP of over 90%.

Copa Airlines narrowly misses the top spot, appearing in second place in the region with OTP of 88.75%.

Low-cost airline **Gol**, the largest airline in Latin America in terms of flights operated in 2016, is ranked 3rd with OTP of 84.63%.

Following the merger of **Lan Airlines (LA)** and **TAM (JJ)** and the complexity involved in the data flows, we are unable to fully and fairly represent OTP for these LATAM group carriers in the 2016 Punctuality League. We look forward to including their results in 2017.

Click here to **view the Interactive Dashboard**

PL Region	Airline	OTP (Arrivals)	Capacity (Arrivals)	Frequency (Arrivals)
LAM	Sky Airline (H2)	91.13%	4,109,226	26,827
	Copa Airlines (CM)	88.75%	16,670,067	122,801
	VARIG-gol Airlines (G3)	84.63%	43,123,604	260,013
	Avianca Brasil (O6)	82.30%	11,514,832	75,663
	Aerolineas Argentinas (AR)	81.96%	15,747,440	113,357
	Avianca (AV)	78.34%	36,110,422	266,321
	Caribbean Airlines (BW)	76.08%	3,694,185	34,669
	Aeromexico (AM)	74.50%	25,705,030	230,775

North America

Table 7: Top North American airlines by OTP*

Rank	Coverage	Airline Name	Code	OTP 2016
1	99.5%	Hawaiian Airlines	HA	89.87%
2	98.6%	Alaska Airlines	AS	86.05%
3	99.5%	Delta Air Lines	DL	84.29%
4	99.4%	Westjet	WS	81.36%
5	99.4%	Southwest	WN	81.04%
6	99.3%	United Airlines	UA	80.01%
7	98.3%	Sun Country	SY	79.14%
8	99.8%	American Airlines	AA	78.44%
9	99.3%	Frontier Airlines	F9	76.70%
10	98.4%	Virgin America	VX	76.40%

* Regions are defined by IATA and OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must also have operated a minimum of 18,000 flights in 2016 to quality for regional ranking.
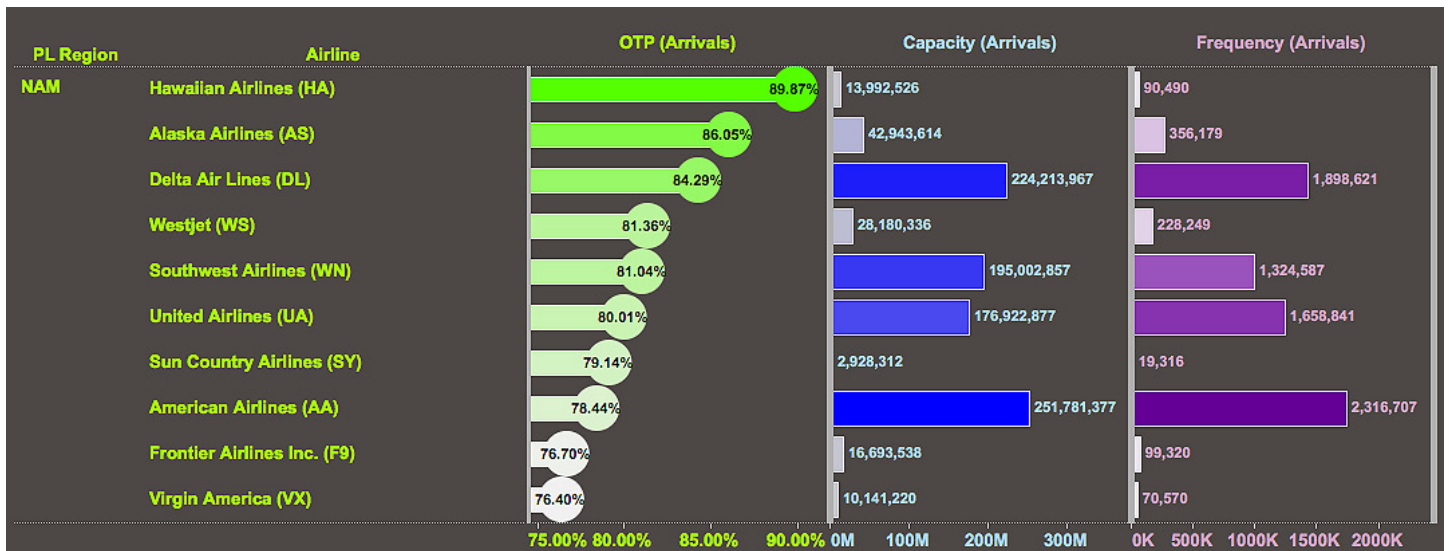
Hawaiian Airlines retains the top spot in North America, improving on last year's OTP.

Alaska Airlines is placed 2nd in the Punctuality League in North America with OTP of 86.05%. **Virgin America,** recently acquired by **Alaska Airlines**, comes further down the list in 10th place with 76.40%.

Delta Air Lines makes it into 3rd place, a significant achievement for a US major carrier, with OTP of 84.29%.

Westjet is the highest ranked LCC in North America for OTP with 81.36% of flights arriving on-time in 2016.

Click here to **view the Interactive Dashboard**

PL Region	Airline	OTP (Arrivals)	Capacity (Arrivals)	Frequency (Arrivals)
NAM	Hawaiian Airlines (HA)	89.87%	13,992,526	90,490
	Alaska Airlines (AS)	86.05%	42,943,614	356,179
	Delta Air Lines (DL)	84.29%	224,213,967	1,898,621
	Westjet (WS)	81.36%	28,180,336	228,249
	Southwest Airlines (WN)	81.04%	195,002,857	1,324,587
	United Airlines (UA)	80.01%	176,922,877	1,658,841
	Sun Country Airlines (SY)	79.14%	2,928,312	19,316
	American Airlines (AA)	78.44%	251,781,377	2,316,707
	Frontier Airlines Inc. (F9)	76.70%	16,693,538	99,320
	Virgin America (VX)	76.40%	10,141,220	70,570

Airports: small category
2.5–5m departing seats per annum

Table 8: Top 20 small airports by OTP

Rank	Coverage	Airport Name	Code	OTP 2016
1	96.7%	Newcastle	NCL	90.94%
2	94.0%	Anchorage	ANC	89.52%
3	95.5%	Brussels South Charleroi	CRL	88.65%
4	98.5%	Trondheim	TRD	88.00%
5	97.9%	Stavanger	SVG	87.95%
6	97.5%	Hannover	HAJ	87.89%
7	87.9%	Cairns	CNS	87.23%
8	98.1%	Bergen	BGO	87.21%
9	91.9%	Curitiba	CWB	86.77%
10	87.6%	Durban	DUR	86.03%
11	92.5%	Porto Alegre	POA	85.91%
12	89.8%	Edmonton	YEG	85.79%
13	94.6%	San Salvador	SAL	85.58%
14	98.7%	Liverpool	LPL	85.44%
15	92.8%	Recife	REC	85.26%
16	97.4%	Tenerife North	TFN	84.98%
17	92.1%	Fortaleza	FOR	84.92%
18	90.1%	Guayaquil	GYE	84.22%
19	93.6%	Salvador	SSA	84.01%
20	93.2%	Cartagena	CTG	82.99%

Among the Top 20 **Small Airports,** 86.6% of arriving and departing flights were operated under 15 minutes of their scheduled arrival and departure times in 2016. The data coverage for these airports was 93.9%.

Heading the rankings of **Small Airports** is **Newcastle (NCL)** in the UK, which is one of only three airports in the world which managed to achieve OTP above 90% through the course of 2016. **Newcastle** is new to the Top 20 in 2016 due to the expansion of the qualifying criteria including a minimum of 3 million to 2.5 million departing seats.

Anchorage (ANC) in the United States achieved second place in the rankings for **Small Airports**, having ranked outside the Top 20 Small Airports last year. With OTP at Anchorage just below 90%, almost nine of every ten flights at the airport were on time in 2016. **Brussels South Charleroi (CRL)** maintained its standing amongst the Top 3 this year and was ranked 3rd (ranked 2nd in 2015).
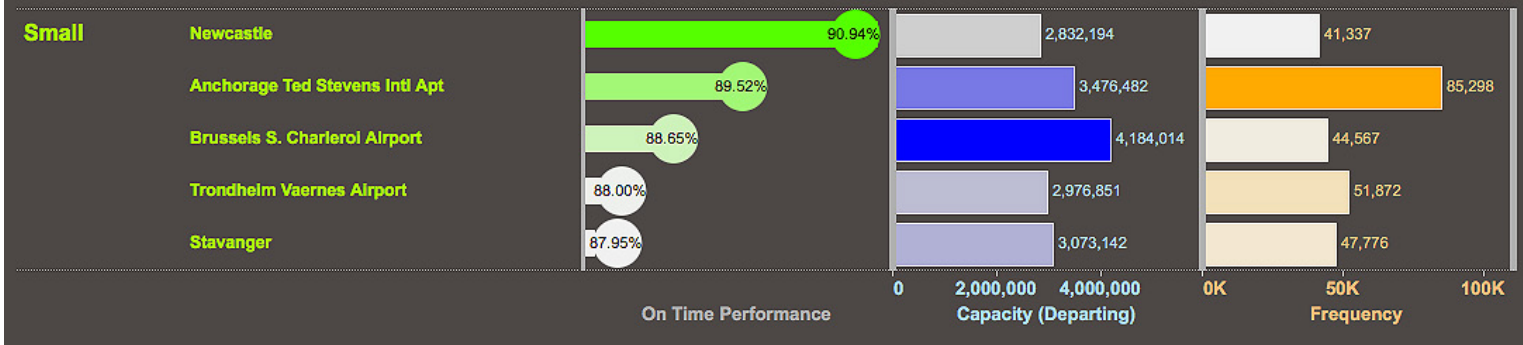
Norwegian airports performed well with the Avinor operated airports of **Trondheim (TRD), Stavanger (SVG)** and **Bergen (BGO)** all ranking within the Top 10 **Small Airports** in 2016.

Cairns (CNS) is the only Asia Pacific airport ranked in the Top 10 **Small Airports**. New to the rankings last year, Cairns has improved its ranking to come in at 7th place.
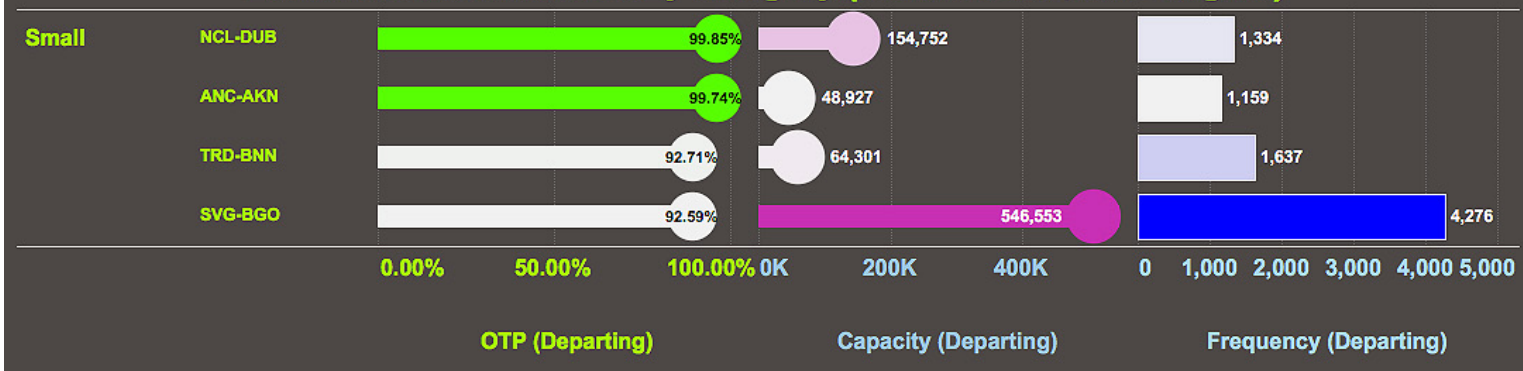
Eight of the Top 20 Small Airports are located in Latin America, with five in Brazil – **Curitiba (CWB), Porto Alegre (POA), Recife (REC), Fortaleza (FOR)** and **Salvador (SSA)**.

Click here to **view the Interactive Dashboard**

1. Top Winners in Each Airport Category

Small		On Time Performance	Capacity (Departing)	Frequency
	Newcastle	90.94%	2,832,194	41,337
	Anchorage Ted Stevens Intl Apt	89.52%	3,476,482	85,298
	Brussels S. Charleroi Airport	88.65%	4,184,014	44,567
	Trondheim Vaernes Airport	88.00%	2,976,851	51,872
	Stavanger	87.95%	3,073,142	47,776

2. Most Punctual Routes By Category (Mininum of 1,000+ Flights)

Small		OTP (Departing)	Capacity (Departing)	Frequency (Departing)
	NCL-DUB	99.85%	154,752	1,334
	ANC-AKN	99.74%	48,927	1,159
	TRD-BNN	92.71%	64,301	1,637
	SVG-BGO	92.59%	546,553	4,276

Airports: medium category
5–10m departing seats per annum

Table 9: Top 20 medium airports by OTP

Rank	Coverage	Airport Name	Code	OTP 2016
1	97.1%	Birmingham	BHX	91.28%
2	94.4%	Osaka	ITM	89.68%
3	95.7%	Panama City	PTY	89.56%
4	85.4%	Belo Horizonte	CNF	88.49%
5	97.2%	Cologne Bonn	CGN	88.27%
6	87.8%	Cape Town	CPT	86.06%
7	96.7%	Milan Bergamo	BGY	85.87%
8	92.8%	Perth	PER	85.86%
9	82.0%	Bahrain	BAH	85.49%
10	96.3%	Adelaide	ADL	84.90%
11	99.1%	Milan Linate	LIN	84.62%
12	99.6%	Santa Ana	SNA	84.50%
13	96.3%	Berlin Schoenefeld	SXF	84.20%
14	91.2%	Rio de Janeiro Santos Dumont	SDU	83.72%
15	97.0%	San Antonio	SAT	82.98%
16	99.5%	Kansas City	MCI	82.53%
17	96.8%	Calgary	YYC	82.41%
18	98.0%	Stuttgart	STR	82.38%
19	87.7%	Antalya	AYT	82.34%
20	99.0%	San Jose	SJC	82.30%

The average on-time performance in 2016 among the Top 20 **Medium Airports** was 85.4%, meaning this percentage of arriving and departing flights operated under 15 minutes of their scheduled arrival and departure times. The average data coverage for these 20 airports was 94.7%.

In the top spot this year is **Birmingham (BHX)** with on-time performance of 91.28%. It is one of only three airports in this category to achieve OTP of over 90%.
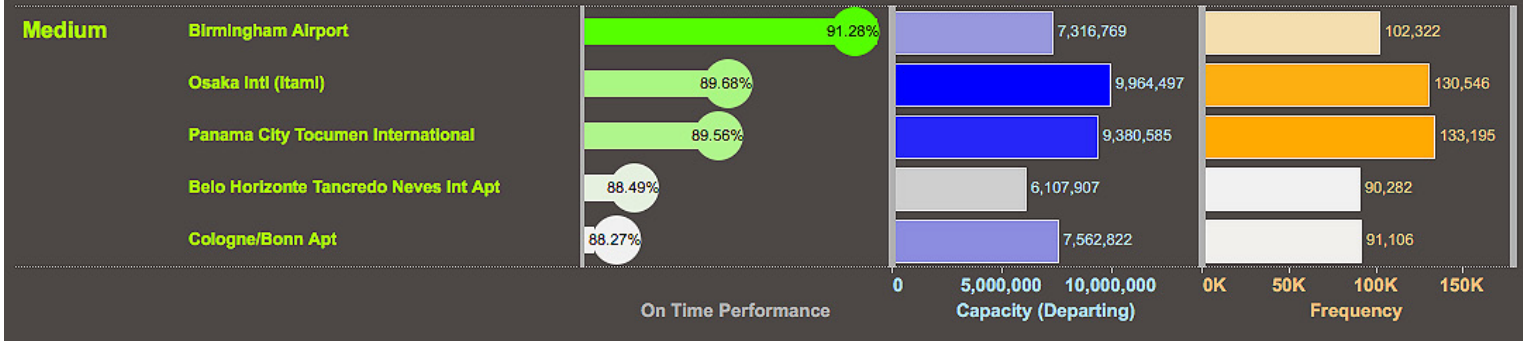
Osaka (ITM) is ranked second with OTP of 89.68% while **Panama City (PTY)** is third with OTP of 89.56%.

The Top 20 Airports in the **Medium Category** are spread across the globe with **Birmingham** ranked highest in Europe; Osaka which is the highest-placed airport in Asia Pacific; **Panama City** is the highest-ranked airport in Latin America; **Cape Town (CPT)** is top in Africa, **Bahrain (BAH)** is the highest-placed airport in the Middle East, and **Santa Ana (SNA)** ranks first in North America.
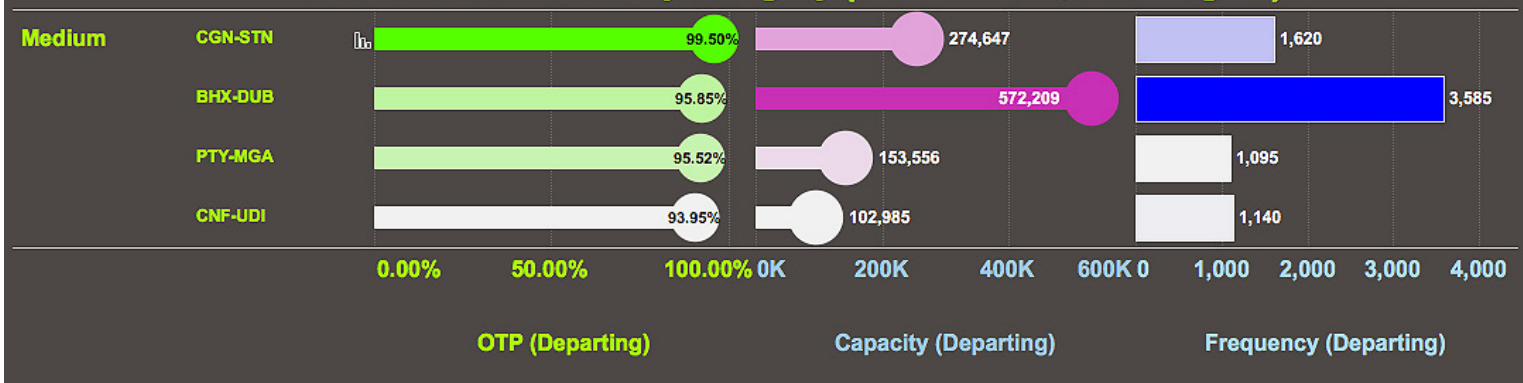
The OAG Punctuality League welcomes **Cape Town** as a new entrant as coverage of flight status has improved to the point where the airport can be included. It is ranked in 6th place.

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1. Top Winners in Each Airport Category

Medium		On Time Performance	Capacity (Departing)	Frequency
	Birmingham Airport	91.28%	7,316,769	102,322
	Osaka Intl (Itami)	89.68%	9,964,497	130,546
	Panama City Tocumen International	89.56%	9,380,585	133,195
	Belo Horizonte Tancredo Neves Int Apt	88.49%	6,107,907	90,282
	Cologne/Bonn Apt	88.27%	7,562,822	91,106

2. Most Punctual Routes By Category (Mininum of 1,000+ Flights)

Medium		OTP (Departing)	Capacity (Departing)	Frequency (Departing)
	CGN-STN	99.50%	274,647	1,620
	BHX-DUB	95.85%	572,209	3,585
	PTY-MGA	95.52%	153,556	1,095
	CNF-UDI	93.95%	102,985	1,140

Airports: large category
10–20m departing seats per annum

Table 10: Top 20 large airports by OTP

Rank	Coverage	Airport Name	Code	OTP 2016
1	80.8%	Surabaya	SUB	90.30%
2	82.7%	Honolulu	HNL	87.53%
3	98.6%	Salt Lake City	SLC	87.20%
4	91.4%	Brasilia	BSB	87.07%
5	96.1%	Brisbane	BNE	86.71%
6	90.5%	São Paulo-Congonhas	CGH	85.40%
7	95.8%	Portland	PDX	85.19%
8	84.5%	Johannesburg	JNB	84.32%
9	97.2%	Athens	ATH	83.64%
10	92.6%	Copenhagen	CPH	83.12%
11	81.9%	Santiago	SCL	83.07%
12	91.7%	Rio de Janeiro	GIG	82.96%
13	99.3%	San Diego	SAN	82.60%
14	98.4%	Helsinki	HEL	82.04%
15	92.8%	Tampa	TPA	81.64%
16	83.0%	Vancouver	YVR	81.59%
17	98.6%	Oslo	OSL	81.41%
18	98.8%	Baltimore Washington	BWI	81.37%
19	98.3%	Chicago Midway	MDW	81.33%
20	92.0%	Vienna	VIE	81.28%

The Top 20 airports in the **Large Airport category** ensured that 83.9% of arriving and departing flights operated under 15 minutes of their scheduled arrival and departure times in 2016.

The average data coverage for these airports was 92.6%.

Indonesian airport **Surabaya (SUB)** is ranked first among the Top 20 airports in this category and is the only airport with on-time performance above 90%. The OAG Punctuality League welcomes **Surabaya** following improvements in flight status coverage.
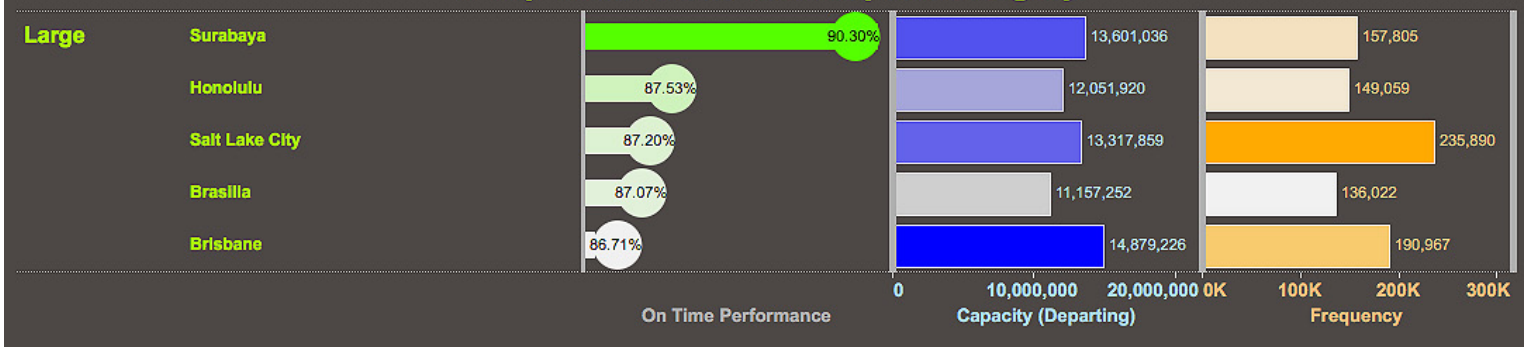
Honolulu (HNL) takes second place with OTP of 87.53%, climbing up the rankings from 8th place.

In third place is **Salt Lake City (SLC)**, an improvement on its 2015 ranking of 5th place, and an excellent achievement for an airport with significant annual snowfall, showing that inclement weather does not need to be an obstacle to delivering great performance when it comes to sticking to a schedule.
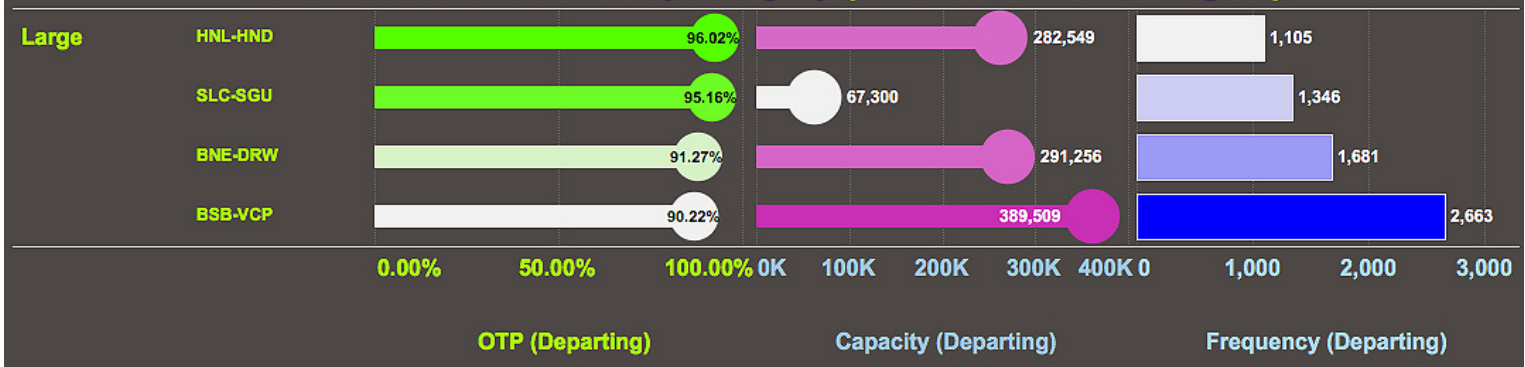
North American airports make their mark in the category with an impressive eight airports featuring among the Top 20 – **Honolulu (HNL), Salt Lake City (SLC), Portland (PDX), San Diego (SAN), Tampa (TPA), Vancouver (YVR), Baltimore Washington (BWI)**, and **Chicago Midway (MDW)**.

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1. Top Winners in Each Airport Category

Large		On Time Performance	Capacity (Departing)	Frequency
	Surabaya	90.30%	13,601,036	157,805
	Honolulu	87.53%	12,051,920	149,059
	Salt Lake City	87.20%	13,317,859	235,890
	Brasilia	87.07%	11,157,252	136,022
	Brisbane	86.71%	14,879,226	190,967

2. Most Punctual Routes By Category (Mininum of 1,000+ Flights)

Large		OTP (Departing)	Capacity (Departing)	Frequency (Departing)
	HNL-HND	96.02%	282,549	1,105
	SLC-SGU	95.16%	67,300	1,346
	BNE-DRW	91.27%	291,256	1,681
	BSB-VCP	90.22%	389,509	2,663

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19

Airports: major category
>20m departing seats per annum

Table 11: Top 20 major airports by OTP

Rank	Coverage	Airport Name	Code	OTP 2016
1	84.4%	Tokyo Haneda	HND	87.49%
2	94.4%	Sao Paulo Guarulhos	GRU	85.28%
3	99.5%	Detroit	DTW	84.64%
4	99.6%	Atlanta	ATL	84.57%
5	99.1%	Minneapolis	MSP	84.46%
6	98.9%	Seattle	SEA	83.74%
7	93.3%	Moscow Sheremetyevo	SVO	83.52%
8	96.1%	Singapore Changi	SIN	83.49%
9	98.9%	Munich	MUC	82.85%
10	99.0%	Phoenix	PHX	82.82%
11	99.4%	Charlotte	CLT	82.36%
12	98.6%	Houston	IAH	82.21%
13	96.2%	Sydney	SYD	81.81%
14	98.1%	Denver	DEN	81.21%
15	98.3%	Frankfurt	FRA	81.17%
16	97.4%	Madrid	MAD	80.93%
17	99.0%	Dallas/Fort Worth	DFW	80.16%
18	95.3%	Orlando	MCO	80.12%
19	98.4%	Las Vegas	LAS	80.11%
20	98.1%	Amsterdam	AMS	79.77%

Haneda (HND) in Tokyo tops the ranking for **Major Airports** for the second year in a row, a remarkable feat for one of the largest airports in the world. In 2016, **Haneda** was the world's 4th largest in terms of seat capacity and 10th for the number of flights handled. This shows that size alone is no impediment to great on-time performance and helping passengers reach their destination as planned.

Ranked number two among **Major Airports** is **Sao Paulo Guarulhos (GRU)** in Brazil. In 2016 the number of flights handled by the airport fell by 10%, possibly making the task of handling flights on time somewhat easier, but still a significant achievement.

Among the Top 20 **Major Airports** for on-time performance were 11 US airports of which **Detroit (DTW)** had the best OTP at 84.64% and is ranked 3rd. Ranked in 4th and 6th place, respectively, are **Atlanta** and **Seattle** which, along with **Detroit**, are all hubs for **Delta Air Lines**.

Capacity at **Moscow Sheremetyevo (SVO)** has grown and so the airport has moved up a category and this year takes 7th place among **Major Airports** with on-time performance of 83.52%.
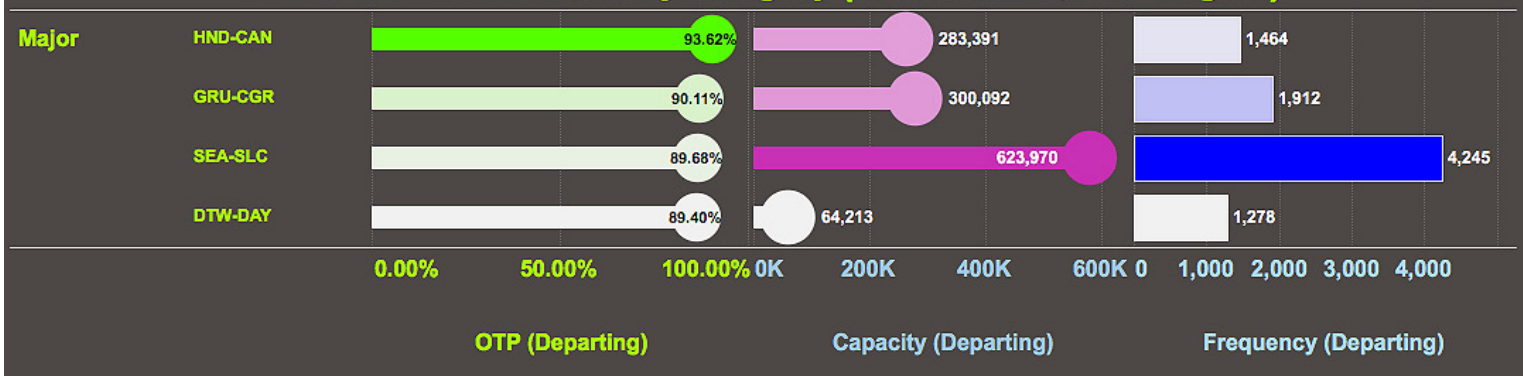
Of the **Major Airports** in Asia Pacific, **Singapore Changi (SIN)** achieved the best OTP, ranked 8th, down one place from 2015.

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1. Top Winners in Each Airport Category

Major	On Time Performance	Capacity (Departing)	Frequency
Tokyo Intl (Haneda)	87.49%	52,432,283	447,057
Sao Paulo Guarulhos Intl Apt	85.28%	22,121,777	241,449
Detroit Metropolitan Wayne County	84.64%	20,791,187	379,034
Atlanta Hartsfield-Jackson Intl Apt	84.57%	60,161,106	869,803
Minneapolis/St Paul International Apt	84.46%	22,014,003	373,775

2. Most Punctual Routes By Category (Mininum of 1,000+ Flights)

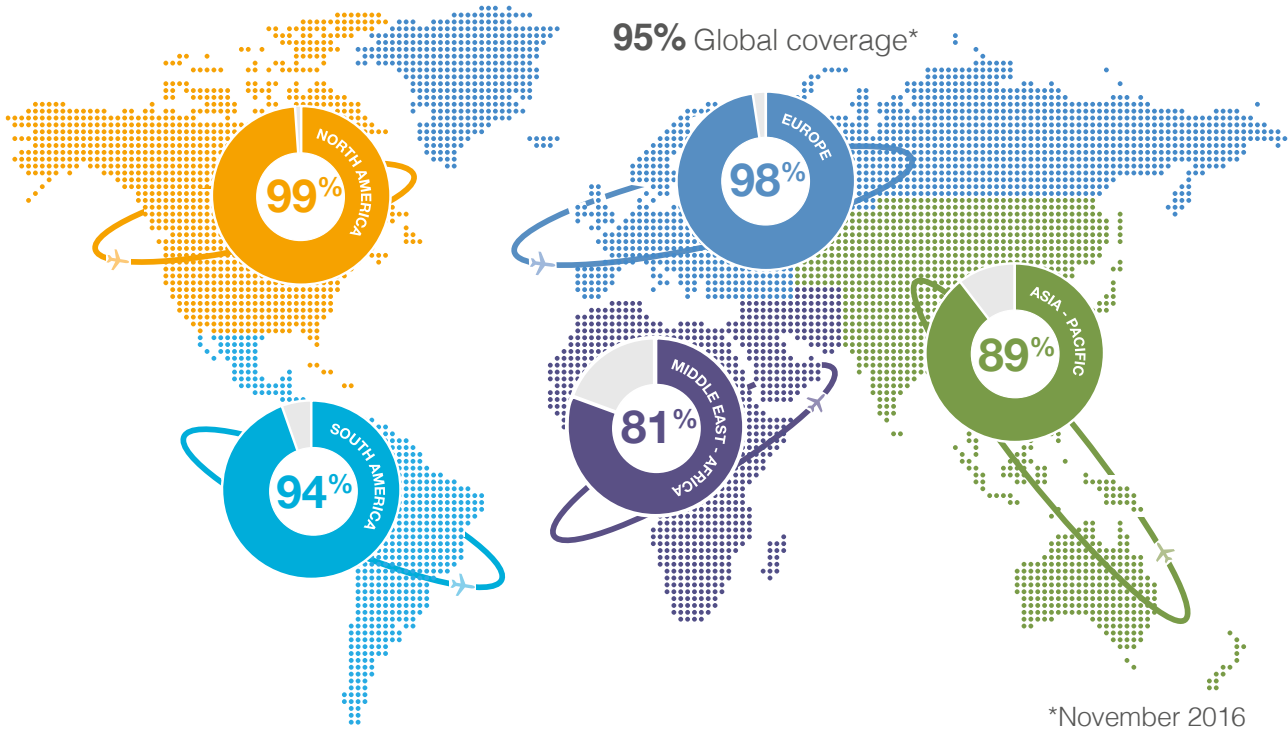| Major	OTP (Departing)	Capacity (Departing)	Frequency (Departing)
HND-CAN	93.62%	283,391	1,464
GRU-CGR	90.11%	300,092	1,912
SEA-SLC	89.68%	623,970	4,245
DTW-DAY	89.40%	64,213	1,278
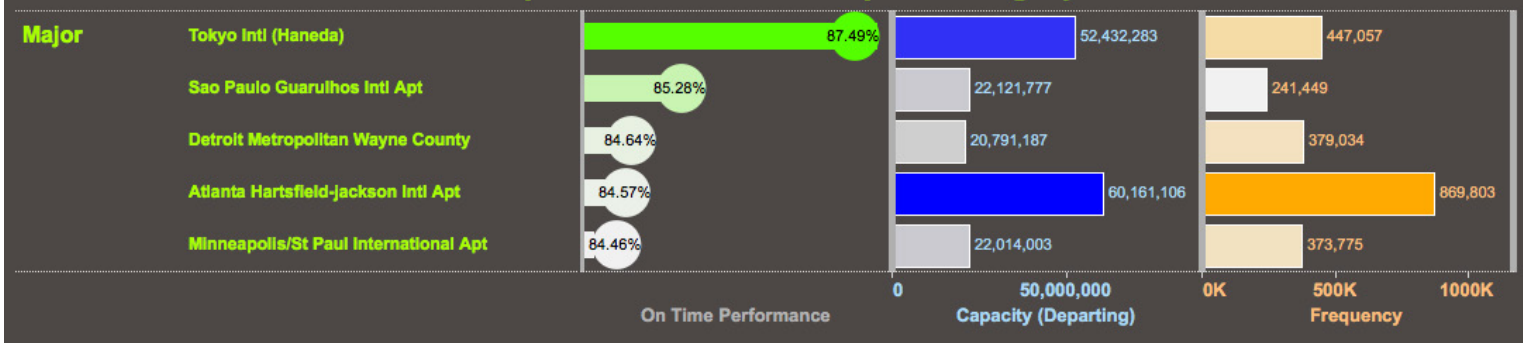
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