



On-time performance  
for airlines and airports  
and  
Top 20 busiest routes

Based on full year data 2017



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## About the Punctuality League

The league is based on 57 million flight records using full-year data from 2017 to create a ranking of the best on-time performance (OTP) for the world’s largest airlines and airports.

NEW for 2018, the Punctuality League includes on-time performance for the world’s Top 20 busiest domestic and international routes, and the airline and airport categories have also been extended. There is now a category for the Top 20 airlines which operate the most flights globally, termed mega airlines and another for mega airports which are those operating more than 30 million departing seats per year.

## Qualifying criteria

To qualify for inclusion in the Punctuality League, the OAG schedules database must have flight status 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 flights that arrive or depart within 14 minutes and 59 seconds (under 15 minutes) of their scheduled arrival/departure times.
- Cancellations are also included.
- Airports must have a minimum of 2.5m **departing seats** to be included in the report.

- The threshold for airlines is ranked among the Top 250 airlines 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 includes cancelled services.
- OTP data is not included for other categories of flights, such as charter or non-passenger operations.

## Category definitions

### Airports

As defined by the number of **departing scheduled seats in 2017**:

- **Small airports** – 2.5-5 million seats
- **Medium airports** – 5-10 million seats
- **Large airports** – 10-20 million seats
- **Major airports** – 20-30 million seats
- **NEW Mega airports** – 30+ million seats

The new mega airports category delivers important differentiation for those airports with over 30 million seats; it also allows more recognition for airports between 20-30 million seats.

### Airlines

- **All eligible airlines including mainline and low-cost carriers**
- **Mainline airlines** (i.e. excluding low-cost carriers)  
Mainline airlines must have been ranked among the **Top 250 operators globally in terms of Available Seat Kilometres (ASKs)** in 2017, and must have operated **more than 30,000 scheduled flights** in 2017.
- **Low-cost carriers**  
Low-cost carriers (LCCs) must have ranked among the **Top 250 operators globally in terms of Available Seat Kilometres (ASKs)** in 2017 and operated **at least 30,000 scheduled flights in 2017**. OAG's LCC list was refreshed in 2017 and is determined by our industry knowledge, supplemented by carrier feedback and consultation with industry partners.
- **NEW World's mega airlines**  
The World's Top 20 operators globally in terms of scheduled flights in 2017.
- **Airlines based in regions**  
There are five regional categories which rank the best airlines: mainline and LCC, operating in groupings of IATA-defined global regions. In each category, airlines must be ranked among the Top 250 operators globally in terms of ASKs and have operated a minimum of 18,000 scheduled flights in 2017 to qualify for inclusion.
  - Asia Pacific (including Southwest Pacific)
  - Europe
  - Middle East and Africa
  - Latin America
  - North America

### Routes

- **NEW Top 20 busiest routes**  
OAG has published the OTP for the Top 20 busiest international and domestic routes. The Top 20 are based on the largest global routes by total number of flights (arriving and departing) for domestic and international routes for jet operations only.

# Airlines: mega airlines



\*Includes arrivals only

**Table 1: Top 20 mega airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	99.1%	Japan Airlines	JL	85.27%
2	97.4%	All Nippon Airways	NH	83.81%
3	99.7%	Delta Air Lines	DL	82.76%
4	97.1%	IndiGo	6E	81.22%
5	99.7%	Alaska Airlines	AS	81.06%
6	99.5%	SAS	SK	80.90%
7	99.7%	United Airlines	UA	79.86%
8	90.4%	LATAM Airlines Group	LA	79.39%
9	99.2%	American Airlines	AA	78.97%
10=	99.5%	Southwest	WN	78.55%
10=	96.9%	British Airways	BA	78.55%
12	99.6%	Lufthansa	LH	76.90%
13	99.3%	Air France	AF	76.44%
14	98.6%	Turkish Airlines	TK	76.35%
15	99.4%	easyJet	U2	74.82%
16	99.2%	JetBlue	B6	71.74%
17	99.4%	Air Canada	AC	67.32%
18	96.1%	China Southern Airlines	CZ	64.19%
19	98.6%	China Eastern Airlines	MU	61.80%
20	89.2%	Air China	CA	60.14%

Amongst the world's largest airlines, two Japanese carriers top this table. **Japan Airlines** achieves first place with 85.27% of flights on time and **All Nippon Airlines** is not far behind in second place with 83.81% on time.

The US majors all make it into the Top 10 with **Delta Air Lines** taking third place, **United Airlines** 7th and **American Airlines** 9th place, with all three achieving OTP of 78% or over.

The Top 20 includes a broad geographic spread with six airlines from Asia Pacific, six European airlines, one airline from Latin America and seven North American airlines.

# Airlines: mainline



\*Includes arrivals only

**Table 2: Top 20 mainline airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	84.6%	airBaltic	BT	90.01%
2	82.3%	Hong Kong Airlines	HX	88.83%
3	97.9%	Hawaiian Airlines	HA	87.24%
4	93.4%	Copa Airlines	CM	86.39%
5	91.9%	Qantas Airways	QF	86.18%
6	99.1%	Japan Airlines	JL	85.27%
7	87.0%	Aer Lingus	EI	84.46%
8	99.5%	Singapore Airlines	SQ	84.07%
9	97.4%	All Nippon Airways	NH	83.81%
10	89.9%	Qatar Airways	QR	82.95%
11	99.7%	Delta Air Lines	DL	82.76%
12	99.3%	Alitalia	AZ	82.40%
13	87.0%	Aegean Airlines	A3	82.38%
14	99.0%	Austrian Airlines	OS	82.15%
15	98.4%	Finnair	AY	81.77%
16	88.5%	Avianca Brazil	O6	81.44%
17	98.0%	Air New Zealand	NZ	81.33%
18	97.2%	Virgin Australia	VA	81.06%
19	99.7%	Alaska Airlines	AS	81.06%
20	99.5%	SAS	SK	80.90%

The best airline in the world for OTP in 2017 is **airBaltic** with OTP of 90.01%.

**Hong Kong Airlines**, a new entrant to the Top 20, has moved considerably up the rankings with OTP increasing from 74.46% last year to 88.83% this year. **Hawaiian Airlines** completes the top three in 2017 with OTP of 87.24%.

Due to improved coverage, OAG welcomes **Qatar Airways** to the Punctuality League with OTP of 82.95%, where they take 10th place.

With improved performances, **Alitalia** and **Air New Zealand** make a return to the Top 20 this year, taking 12th and 17th place respectively.

# Airlines: LCCs



\*Includes arrivals only

**Table 3: Top 20 LCC airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	82.2%	Vueling Airlines	VY	85.25%
2	86.5%	Jetstar Asia	3K	85.08%
3	85.4%	Skymark Airlines	BC	85.00%
4	81.5%	Transavia	HV	84.25%
5	91.9%	Azul	AD	84.14%
6	96.7%	Volaris	Y4	82.13%
7	98.0%	Sky Airline	H2	81.93%
8	99.2%	GOL Linhas Aereas	G3	81.73%
9	97.1%	IndiGo	6E	81.22%
10	83.4%	Eurowings	EW	79.39%
11	99.6%	Frontier Airlines	F9	78.91%
12	85.0%	Norwegian Air Shuttle	DY	78.62%
13	99.5%	Southwest	WN	78.55%
14	99.8%	Spirit Airlines	NK	76.97%
15	99.5%	Westjet	WS	76.18%
16	96.6%	Jetstar Airways	JQ	75.99%
17	92.0%	Air Asia India	I5	74.85%
18	99.4%	easyJet	U2	74.82%
19	91.7%	Thai AirAsia	FD	74.48%
20	90.2%	SpiceJet	SG	73.72%

Europe-based **Vueling Airlines** is ranked first amongst the Top 20 LCCs for on-time performance having achieved OTP of 85.25% in 2017, and the airline is ranked 7th amongst all airlines. **Vueling Airlines** has made significant improvements in OTP this year, improving performance by over 13 percentage points.

New to the OAG Punctuality League, **Jetstar Asia** has achieved second place in this category with 85.08% OTP.

Enhanced coverage and an expansion of the criteria means that four other LCCs join the Punctuality League this year. These are **Azul**, **Volaris**, **Sky Airline** and **Air Asia India**.

**Southwest**, the largest LCC in the world, is ranked 13th with an OTP of 78.55%.

# Airlines: all



\*Includes arrivals only

**Table 4: Top 20 airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	84.6%	airBaltic	BT	90.01%
2	82.3%	Hong Kong Airlines	HX	88.83%
3	97.9%	Hawaiian Airlines	HA	87.24%
4	93.4%	Copa Airlines	CM	86.39%
5	91.9%	Qantas Airways	QF	86.18%
6	99.1%	Japan Airlines	JL	85.27%
7	82.2%	Vueling Airlines	VY	85.25%
8	86.5%	Jetstar Asia	3K	85.08%
9	85.4%	Skymark Airlines	BC	85.00%
10	87.0%	Aer Lingus	EI	84.46%
11	81.5%	Transavia	HV	84.25%
12	91.9%	Azul	AD	84.14%
13	99.5%	Singapore Airlines	SQ	84.07%
14	97.4%	All Nippon Airways	NH	83.81%
15	89.9%	Qatar Airways	QR	82.95%
16	99.7%	Delta Air Lines	DL	82.76%
17	99.3%	Alitalia	AZ	82.40%
18	87.0%	Aegean Airlines	A3	82.38%
19	99.0%	Austrian Airlines	OS	82.15%
20	96.7%	Volaris	Y4	82.13%

The top six airlines in this category mirror the mainline category. **Vueling** makes it into 7th place in this category – the highest ranking LCC for OTP in the world.

Enhanced coverage and an extension of the qualifying criteria means there are also five new entrants to this category of the Punctuality League this year – **Jetstar Asia**, **Azul**, **Sky Airline**, **Qatar Airways** and **Volaris**. This year, six of the Top 20 airlines are LCCs, up from four last year and two in 2015.



# Airlines by region



\*Regions are defined by IATA; OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must be ranked among the Top 250 operators globally in terms of ASKs and have operated a minimum of 18,000 flights in 2017 to qualify for regional ranking.

## Asia Pacific (including Southwest Pacific)

**Table 5: Asia Pacific airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	82.3%	Hong Kong Airlines	HX	88.83%
2	91.9%	Qantas Airways	QF	86.18%
3	99.1%	Japan Airlines	JL	85.27%
4	86.5%	Jetstar Asia	3K	85.08%
5	85.4%	Skymark Airlines	BC	85.00%
6	99.5%	Singapore Airlines	SQ	84.07%
7	97.4%	All Nippon Airways	NH	83.81%
8	98.0%	Air New Zealand	NZ	81.33%
9	97.1%	IndiGo	6E	81.22%
10	97.2%	Virgin Australia	VA	81.06%

**Hong Kong Airlines** takes the top spot as the most punctual airline in the region this year with OTP of 88.83%.

**Qantas**, last year's winner, is in second place consistently making the Top 10 in this category with high OTP of 86.18%.

Japanese airlines continue to perform well with three carriers in this category and India's largest carrier, **IndiGo**, returns to the Top 10 Asia Pacific airlines with an OTP of 81.22%. **IndiGo**, **Japan Airlines** and **All Nippon Airlines** all also feature in the Top 20 **mega airlines**.



# Europe

**Table 6: European airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	84.6%	airBaltic	BT	90.01%
2	82.2%	Vueling Airlines	VY	85.25%
3	87.0%	Aer Lingus	EI	84.46%
4	81.5%	Transavia	HV	84.25%
5	99.3%	Alitalia	AZ	82.40%
6	87.0%	Aegean Airlines	A3	82.38%
7	99.0%	Austrian Airlines	OS	82.15%
8	98.4%	Finnair	AY	81.77%
9	99.5%	SAS	SK	80.90%
10	97.8%	KLM	KL	80.87%

**airBaltic** takes the top spot in the OTP rankings in Europe in 2017 with the highest OTP of any airline at 90.01%, well ahead of second-placed **Vueling Airlines**, which achieved an OTP of 85.25%.

# Middle East & Africa

**Table 7: Middle East & African airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	89.9%	Qatar Airways	QR	82.95%
2	87.4%	Royal Jordanian	RJ	80.67%
3	99.7%	Gulf Air	GF	80.22%
4	95.1%	Emirates	EK	79.71%
5	96.1%	Saudi Arabian Airlines	SV	77.32%
6	99.1%	Egyptair	MS	74.86%
7	89.7%	Ethiopian Airlines	ET	74.85%
8	98.1%	El Al	LY	74.36%
9	91.7%	Kenya Airways	KQ	73.78%

Due to enhanced coverage, OAG is delighted to be able to include results for five Middle Eastern airlines and four African airlines.

**Qatar Airways** and **Emirates**, two of the three largest airlines based in the region, take 1st and 4th place respectively and are joined by **Royal Jordanian** and **Gulf Air** in achieving OTP of over 79% in 2017.

\*Regions are defined by IATA; OAG must have received data for at least 80% of scheduled flights operated by an airline. Airlines must be ranked among the Top 250 operators globally in terms of ASKs and have operated a minimum of 18,000 flights in 2017 to qualify for regional ranking.

# Latin America

**Table 8: Latin American airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	93.4%	Copa Airlines	CM	86.39%
2	91.9%	Azul	AD	84.14%
3	96.7%	Volaris	Y4	82.13%
4	98.0%	Sky Airline	H2	81.93%
5	99.2%	GOL Linhas Aereas	G3	81.73%
6	88.5%	Avianca Brazil	O6	81.44%
7	90.4%	LATAM Airlines Group	LA	79.39%
8	98.7%	Aerolineas Argentinas	AR	77.44%
9	99.0%	Aeromexico	AM	75.64%
10	93.7%	Caribbean Airlines	BW	74.76%

OAG is pleased to welcome one of Latin America's largest LCCs, **Azul**, to the Punctuality League. **Azul** takes second place in the Latin America category with OTP of 84.14%.

A variety of airlines are included in the regional tables and they vary in terms of operational complexity and size. The largest in this region, **LATAM Airlines Group**, operates the greatest volume of flights in Latin America and is one of the world's largest airlines, ranking 8th by OTP for the **mega airlines** category this year (see page 4).

# North America

**Table 9: North American airlines by OTP\***

Rank	Coverage	Airline Name	Code	OTP 2017
1	97.9%	Hawaiian Airlines	HA	87.24%
2	99.7%	Delta Air Lines	DL	82.76%
3	99.7%	Alaska Airlines	AS	81.06%
4	99.7%	United Airlines	UA	79.86%
5	99.2%	American Airlines	AA	78.97%
6	99.6%	Frontier Airlines	F9	78.91%
7	99.5%	Southwest	WN	78.55%
8	99.8%	Spirit Airlines	NK	76.97%
9	99.5%	Westjet	WS	76.18%
10	97.6%	Allegiant Air	G4	73.55%

**Hawaiian Airlines** keeps its place as the most punctual airline in North America for the fourth consecutive year, with 87.24% of flights on time.

**Delta Air Lines** makes it into 2nd place this year, up from 3rd last year with OTP of 82.76%. The top four carriers have all seen a slight drop in OTP from last year but the achievement of three of the largest carriers in the world, **Delta Air Lines**, **United Airlines** and **American Airlines**, to secure a place in the Top 10 given their global size and scale, should not be underestimated. The US majors also all make it into the Top 20 **mega airlines** category.

Half of the Top 10 North American carriers are LCCs, with **Frontier Airlines** the leading North American LCC in terms of OTP.

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



\*Includes arriving and departing OTP

**Table 10: Top 20 small airports by OTP**

Rank	Coverage	Airport Name	Code	OTP 2017
1	97.2%	Tenerife North	TFN	90.05%
2	97.8%	Hannover	HAJ	89.34%
3	96.4%	Stavanger	SVG	86.67%
4	80.0%	Durban	DUR	86.65%
5	98.5%	Anchorage	ANC	86.64%
6	94.3%	Brussels South Charleroi	CRL	86.51%
7	99.4%	Liverpool	LPL	85.93%
8	92.5%	Bergen	BGO	85.55%
9	90.1%	Cairns	CNS	85.25%
10	99.4%	Gdansk	GDN	85.13%
11	84.6%	Kaohsiung	KHH	84.74%
12=	91.9%	Trondheim	TRD	84.66%
12=	97.8%	San Salvador	SAL	84.66%
14	97.0%	Curitiba	CWB	84.65%
15	84.2%	San Jose Cabo	SJD	84.64%
16	92.3%	Fuerteventura	FUE	83.90%
17	95.9%	Recife	REC	83.61%
18	99.4%	Omaha	OMA	83.55%
19	95.7%	Bilbao	BIO	83.50%
20	97.1%	Porto Alegre	POA	83.45%

Among the Top 20 **small airports**, 85.5% of arriving and departing flights were operated under 15 minutes of their scheduled arrival and departure times in 2017. OAG's flight status data coverage for these airports was 94.3%.

Heading the rankings of **small airports** is **Tenerife North (TFN)** which is the only airport in the world to achieve OTP of over 90% in 2017. Ten of the Top 20 achieved exceptional OTP of 85% or higher, and European-based small airports fair particularly well, accounting for half of the Top 20 **small airports**, with most of these in the Top 10.

**Fuerteventura (FUE)** has really climbed the rankings this year, making it into the Top 20 for the first time, as has **Bilbao (BIO)**.

Due to improvements in flight status coverage, there are two new entrants to the **small airports** category this year which also make it into the Top 20: **Gdansk (GDN)** in Poland and **San Jose Cabo (SJD)** in the United States.



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

\*Includes arriving and departing OTP

**Table 11: Top 20 medium airports by OTP**

Rank	Coverage	Airport Name	Code	OTP 2017
1	94.9%	Birmingham	BHX	89.52%
2	91.7%	Panama City	PTY	88.26%
3	94.0%	Cologne Bonn	CGN	86.66%
4	97.2%	Belo Horizonte	CNF	84.96%
5	98.2%	Stuttgart	STR	84.71%
6=	92.4%	Milan Linate	LIN	84.33%
6=	92.8%	Rio de Janeiro Santos Dumont	SDU	84.33%
8	86.2%	Perth	PER	84.20%
9	96.1%	Gran Canaria	LPA	83.64%
10	96.8%	Adelaide	ADL	83.57%
11	84.4%	Nagoya	NGO	83.22%
12	87.3%	Sao Paulo Viracopos	VCP	83.14%
13	83.8%	Bahrain	BAH	83.13%
14	99.6%	Kansas City	MCI	82.54%
15	99.7%	Santa Ana	SNA	82.13%
16	97.1%	San Antonio	SAT	81.99%
17	98.3%	Berlin Schoenefeld	SXF	81.72%
18	99.4%	Austin-Bergstrom	AUS	81.57%
19	96.8%	Milan Bergamo	BGY	81.54%
20	99.5%	Indianapolis	IND	81.13%

Average on-time performance in 2017 among the Top 20 **medium airports** is 83.9% and OAG's flight status data coverage for these 20 airports averaged 94.4%.

Despite a slight fall in OTP compared to last year, **Birmingham (BHX)** holds onto top spot with an on-time performance of 89.52%.

**Panama City (PTY)** is ranked second with OTP of 88.26% while **Cologne Bonn (CGN)** is third with OTP of 86.66%.

The Top 20 Airports in the medium category are spread across the globe with seven in Europe, five in North America and four in Latin America. Germany and Brazil both perform well with three airports each in the Top 20.

OAG welcomes two new airports to this category: **Nagoya (NGO)** in 11th place and **Sao Paulo Viracopos (VCP)**, which makes it into 12th place.

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



\*Includes arriving and departing OTP

**Table 12: Top 20 large airports by OTP**

Rank	Coverage	Airport Name	Code	OTP 2017
1	93.6%	Osaka	ITM	88.45%
2	98.6%	Salt Lake City	SLC	86.01%
3	84.9%	Sapporo	CTS	84.73%
4	93.9%	Brasilia	BSB	84.58%
5	94.0%	Rio de Janeiro	GIG	84.25%
6	95.7%	Brisbane	BNE	83.71%
7	95.1%	Athens	ATH	82.87%
8=	92.3%	Istanbul Sabiha Gokcen	SAW	82.32%
8=	94.1%	São Paulo-Congonhas	CGH	82.32%
10	97.9%	Copenhagen	CPH	82.25%
11=	96.4%	Washington Dulles	IAD	81.79%
11=	89.3%	Chennai	MAA	81.79%
13	96.1%	Portland	PDX	81.62%
14	98.2%	Helsinki	HEL	80.97%
15	99.5%	San Diego	SAN	80.91%
16	97.2%	Oslo	OSL	80.66%
17	93.6%	Hyderabad	HYD	80.46%
18	94.8%	Baltimore Washington	BWI	80.35%
19	94.1%	Auckland	AKL	80.23%
20	89.6%	Santiago	SCL	79.95%

The Top 20 airports in the **large airports** category on average ensured that 82.4% of arriving and departing flights operated under 15 minutes of their scheduled arrival and departure times in 2017. OAG's average flight status data coverage for these airports was 94.9%.

**Osaka (ITM)** moves into first place in this category this year, having moved up from the Medium airport category last year. OAG welcomes **Sapporo (CTS)** and **Hyderabad (HYD)** following improvements in flight status coverage.

**Istanbul Sabiha Gokcen (SAW)** has moved up the rankings considerably in the last year, increasing OTP by 16 percentage points to reach 82.32% and achieving joint 8th place in this category.





# Airports: major 20–30m departing seats per annum

\*Includes arriving and departing OTP

**Table 13: Top 20 major airports by OTP**

Rank	Coverage	Airport Name	Code	OTP 2017
1	98.3%	Minneapolis St Paul	MSP	85.72%
2	93.2%	Doha	DOH	85.41%
3	97.0%	Moscow Sheremetyevo	SVO	83.55%
4	99.8%	Detroit	DTW	83.30%
5	98.8%	Phoenix	PHX	83.22%
6	99.1%	Houston	IAH	82.43%
7	82.9%	Tokyo Narita	NRT	81.83%
8	98.6%	Charlotte	CLT	81.79%
9	98.0%	Mexico City	MEX	80.87%
10	99.3%	Seattle	SEA	80.35%
11	92.9%	Sao Paulo Guarulhos	GRU	79.70%
12	96.4%	Miami	MIA	79.38%
13	83.4%	Melbourne	MEL	79.04%
14	98.2%	Las Vegas	LAS	78.38%
15	90.8%	Munich	MUC	78.36%
16	95.0%	Sydney	SYD	78.29%
17	97.3%	Orlando	MCO	78.27%
18	96.3%	Barcelona	BCN	77.47%
19	98.1%	Rome Fiumicino	FCO	75.98%
20	96.7%	Boston	BOS	74.19%

The Top 20 airports in the **major airports** category, on average, ensured that 80.4% of arriving and departing flights operated under 15 minutes of their scheduled arrival and departure times in 2017. OAG's average flight status data coverage for these airports was 96.2%.

**Minneapolis St Paul (MSP)** is at the top of the **major airports** category with 85.72% of flights operating on time.

This category has two new qualifying airports which join the Punctuality League this year: **Doha (DOH)** and **Tokyo Narita (NRT)**. There are also some new names in the 20–30m category due to the creation of the new mega airports category, giving room to more of the **major airports** to feature. **Barcelona (BCN)** and **Rome Fiumicino (FCO)** move into the Top 20 having been outside of it in 2016.

# Airports: mega 30m+ departing seats per annum



\*Includes arriving and departing OTP

**Table 14: Top 20 mega airports by OTP**

Rank	Coverage	Airport Name	Code	OTP 2017
1	91.9%	Tokyo Haneda	HND	86.75%
2	91.0%	Madrid	MAD	83.63%
3	99.5%	Atlanta	ATL	82.38%
4	97.0%	Denver	DEN	82.24%
5	97.8%	Dallas/Fort Worth	DFW	81.36%
6	97.4%	Singapore Changi	SIN	80.57%
7	98.4%	Chicago O'Hare	ORD	79.85%
8	95.5%	Amsterdam	AMS	77.09%
9	99.0%	Frankfurt	FRA	76.35%
10	97.2%	London Heathrow	LHR	74.80%
11	97.0%	Los Angeles	LAX	74.66%
12	97.8%	Istanbul Ataturk	IST	73.86%
13	94.9%	New York JFK	JFK	73.37%
14	99.1%	San Francisco	SFO	72.05%
15	93.1%	Paris CDG	CDG	71.22%
16	94.5%	Bangkok	BKK	70.77%
17	94.2%	Dubai	DXB	70.19%
18	86.0%	Delhi	DEL	70.05%
19	95.1%	Hong Kong	HKG	67.92%
20	90.3%	Seoul Incheon	ICN	66.96%

OAG is pleased to introduce this new category, showcasing airports with over 30 million annual departing seats. The Top 20 airports in the **mega airports** category on average ensured that 76.6% of arriving and departing flights operated under 15 minutes of their scheduled arrival and departure times in 2017. OAG's average flight status data coverage for these airports was 95.9%.

**Tokyo Haneda (HND)** ranks in first place having headed up the previous category of airports (over 20m) for the past two years.

Seven of the Top 20 airports in this category are in North America, with a further six in Asia Pacific. Six of Europe's biggest airports also make it into the Top 20.





OAG welcomes **Seoul Incheon (ICN)** to the Punctuality League this year as it takes 20th place in this category.














# Top 20 busiest international routes



Airlines operating on these routes with data for at least 80% of scheduled flights operated

1	Frequency <b>29,494</b>	<b>HKG</b> Hong Kong		<b>TPE</b> Taipei	Average OTP <b>70.92%</b>			
	EVA Airways 55.9%	China Airlines 52.4%	Cathay Pacific Airways 79.9%	Hong Kong Airlines 88.9%	Cathay Dragon 77.6%			
2	Frequency <b>29,383</b>	<b>KUL</b> Kuala Lumpur		<b>SIN</b> Singapore	Average OTP <b>78.52%</b>			
	Jetstar Asia 86.7%	Air Asia 66.9%	Malaysia Airlines 63.1%	SilkAir 82.9%	Malindo Airways 73.9%	Singapore Airlines 83.5%	Scoot 90.5%	
3	Frequency <b>26,872</b>	<b>CGK</b> Jakarta		<b>SIN</b> Singapore	Average OTP <b>77.38%</b>			
	Jetstar Asia 83.6%	Garuda 69.6%	Batik Air 90.3%	Lion Air 70.4%	Indonesia AirAsia 59.6%	Singapore Airlines 83.6%	Scoot 84.6%	
4	Frequency <b>20,890</b>	<b>CGK</b> Jakarta		<b>KUL</b> Kuala Lumpur	Average OTP <b>64.84%</b>			
	AirAsia 59.3%	Garuda 64.4%	Batik Air 68.9%	Lion Air 57.1%	KLM 84.0%	Malaysia Airlines 65.4%	Malindo Airways 65.5%	Indonesia AirAsia 50.2%
5	Frequency <b>20,818</b>	<b>HKG</b> Hong Kong		<b>PVG</b> Shanghai	Average OTP <b>57.79%</b>			
	Spring Airlines 69.2%	Cathay Pacific 49.1%	Juneyao Airlines 43.5%	Hong Kong Airlines 84.9%	Cathay Dragon 53.3%	China Eastern Airlines 39.5%		
6	Frequency <b>17,116</b>	<b>LGA</b> New York La Guardia		<b>YYZ</b> Toronto	Average OTP <b>54.24%</b>			
	American Airlines 59.6%	Air Canada 51.7%	Westjet 51.5%					
7	Frequency <b>16,366</b>	<b>HKG</b> Hong Kong		<b>ICN</b> Seoul Incheon	Average OTP <b>65.14%</b>			
	Jeju Airlines 47.8%	Air India 60.2%	Cathay Pacific 72.5%	Hong Kong Airlines 92.0%	Korean Air 67.6%	Jin Air 56.9%	Asiana Airlines 55.5%	HK Express 62.1%
8	Frequency <b>14,592</b>	<b>PEK</b> Beijing		<b>HKG</b> Hong Kong	Average OTP <b>63.43%</b>			
	Air China 42.9%	Cathay Pacific Airways 62.7%	China Southern Airlines 54.8%	Hong Kong Airlines 85.3%	Cathay Dragon 61.2%			
9	Frequency <b>14,556</b>	<b>DUB</b> Dublin		<b>LHR</b> London Heathrow	Average OTP <b>82.56%</b>			
	British Airways 78.7%	Aer Lingus 86.4%						












10	Frequency <b>14,455</b>	<b>BKK</b> Bangkok		<b>SIN</b> Singapore	Average OTP <b>77.87%</b>
	Jetstar Asia 83.0%	Cathay Pacific Airways 69.4%	Singapore Airlines 87.1%	Thai Airways 60.7%	Scot 89.2%
11	Frequency <b>14,406</b>	<b>BKK</b> Bangkok		<b>HKG</b> Hong Kong	Average OTP <b>72.40%</b>
	Cathay Pacific Airways 67.0%	Emirates 67.5%	Hong Kong Airlines 90.1%	Royal Jordanian 74.2%	Thai Airways 70.3%
12	Frequency <b>14,218</b>	<b>LHR</b> London Heathrow		<b>JFK</b> New York JFK	Average OTP <b>76.42%</b>
	American Airlines 78.9%	British Airways 74.0%	Delta Air Lines 77.8%	Virgin Atlantic 75.1%	
13	Frequency <b>14,162</b>	<b>HKG</b> Hong Kong		<b>SIN</b> Singapore	Average OTP <b>70.41%</b>
	Jetstar Asia 56.4%	Cathay Pacific Airways 69.5%	Singapore Airlines 74.5%	Scot 80.6%	
14	Frequency <b>13,595</b>	<b>ORD</b> Chicago O'Hare		<b>YYZ</b> Toronto	Average OTP <b>65.96%</b>
	American Airlines 67.0%	Air Canada 57.5%	United Airlines 73.4%		
15	Frequency <b>13,297</b>	<b>DXB</b> Dubai		<b>KWI</b> Kuwait	Average OTP <b>83.55%</b>
	Emirates 78.7%	Flydubai 87.1%	Jazeera Airways 88.6%	Kuwait Airways 79.8%	
16	Frequency <b>13,270</b>	<b>HKG</b> Hong Kong		<b>MNL</b> Manila	Average OTP <b>66.42%</b>
	Cebu Pacific Air 54.5%	Cathay Pacific Airways 71.6%	Philippine Airlines 64.1%	Philippine AirAsia 75.5%	
17	Frequency <b>13,220</b>	<b>AMS</b> Amsterdam		<b>LHR</b> London Heathrow	Average OTP <b>74.47%</b>
	British Airways 72.1%	KLM 76.9%			
18	Frequency <b>13,208</b>	<b>FRA</b> Frankfurt		<b>LHR</b> London Heathrow	Average OTP <b>72.67%</b>
	British Airways 76.5%	Lufthansa 68.9%			
19	Frequency <b>12,896</b>	<b>CAI</b> Cairo		<b>JED</b> Jeddah	Average OTP <b>67.36%</b>
	Saudi Arabian Airlines 59.9%	Egyptair 73.9%	Flynas 68.3%		
20	Frequency <b>12,804</b>	<b>ARN</b> Stockholm Arlanda		<b>OSL</b> Oslo	Average OTP <b>79.76%</b>
	Norwegian Air Shuttle 83.5%	SAS 78.6%			














# Top 20 busiest domestic routes



Airlines operating on these routes with data for at least 80% of scheduled flights operated

1	Frequency <b>64,991</b>	<b>CJU</b> Jeju		<b>GMP</b> Seoul Gimpo	Average OTP <b>74.06%</b>
	Jeju Airlines 71.2%		Korean Air 75.9%		Asiana Airlines 75.1%
2	Frequency <b>54,519</b>	<b>MEL</b> Melbourne		<b>SYD</b> Sydney	Average OTP <b>74.10%</b>
	Jetstar Airways 65.0%	Qantas Airways 83.6%	Tigerair Australia 65.6%		Virgin Australia 77.9%
3	Frequency <b>47,462</b>	<b>BOM</b> Mumbai		<b>DEL</b> Delhi	Average OTP <b>59.14%</b>
	IndiGo 71.7%	Jet Airways 48.5%	Air India 48.4%	Go Air 54.8%	SpiceJet 72.3%
4	Frequency <b>42,835</b>	<b>FUK</b> Fukuoka		<b>HND</b> Tokyo Haneda	Average OTP <b>83.43%</b>
	Skymark Airlines 83.4%		Japan Airlines 82.7%		All Nippon Airways 84.1%
5	Frequency <b>39,325</b>	<b>CGH</b> Rio de Janeiro		<b>SDU</b> Sao Paulo Congonhas	Average OTP <b>80.09%</b>
	GOL Linhas Aereas 80.7%				Avianca Brazil 79.4%
6	Frequency <b>38,389</b>	<b>CTS</b> Sapporo		<b>HND</b> Tokyo Haneda	Average OTP <b>85.56%</b>
	Skymark Airlines 90.5%		Japan Airlines 83.3%		All Nippon Airways 82.9%
7	Frequency <b>34,897</b>	<b>LAX</b> Los Angeles		<b>SFO</b> San Francisco	Average OTP <b>63.86%</b>
	American Airlines 70.9%	Delta Air Lines 62.2%	United Airlines 74.8%	Virgin America 58.5%	Southwest 53.0%
8	Frequency <b>33,765</b>	<b>BNE</b> Brisbane		<b>SYD</b> Sydney	Average OTP <b>79.28%</b>
	Jetstar Airways 72.5%	Qantas Airways 88.3%	Tigerair Australia 76.1%		Virgin Australia 80.3%
9	Frequency <b>31,914</b>	<b>CPT</b> Cape Town		<b>JNB</b> Johannesburg	Average OTP <b>86.83%</b>
	Safair 95.9%	Mango 80.5%	Comair 87.4%		South African Airways 85.5%

10	Frequency <b>30,029</b>	<b>PEK</b> Beijing		<b>SHA</b> Shanghai	Average OTP <b>53.47%</b>	
	Air China 52.6%	China Southern Airlines 53.0%	Hainan Airlines 59.3%	Xiamen Airlines 50.9%	China Eastern Airlines 51.4%	
11	Frequency <b>29,427</b>	<b>BLR</b> Bengaluru		<b>DEL</b> Delhi	Average OTP <b>65.93%</b>	
	IndiGo 74.9%	Jet Airways 53.5%	Air India 61.4%	Go Air 66.7%	SpiceJet 67.8%	Vistara 76.6%
12	Frequency <b>29,163</b>	<b>LGA</b> New York La Guardia		<b>ORD</b> Chicago	Average OTP <b>73.71%</b>	
	American Airlines 76.8%	Delta Air Lines 71.5%	Spirit Airlines 69.6%	United Airlines 76.9%		
13	Frequency <b>27,092</b>	<b>BOG</b> Bogota		<b>MDE</b> Medellin	Average OTP <b>68.61%</b>	
	Avianca 61.0%	LATAM Airlines Group 76.2%				
14	Frequency <b>25,709</b>	<b>BNE</b> Brisbane		<b>MEL</b> Melbourne	Average OTP <b>79.18%</b>	
	Jetstar Airways 70.8%	Qantas Airways 88.5%	Tigerair Australia 77.5%	Virgin Australia 79.1%		
15	Frequency <b>25,258</b>	<b>JFK</b> New York JFK		<b>LAX</b> Los Angeles	Average OTP <b>67.96%</b>	
	American Airlines 77.5%	JetBlue 73.2%	Delta Air Lines 74.3%	Virgin America 71.9%		
16	Frequency <b>23,857</b>	<b>BLR</b> Bengaluru		<b>BOM</b> Mumbai	Average OTP <b>56.72%</b>	
	IndiGo 68.0%	Jet Airways 47.8%	Air India 50.4%	Go Air 62.7%	SpiceJet 54.7%	
17	Frequency <b>21,900</b>	<b>HND</b> Tokyo Haneda		<b>ITM</b> Osaka	Average OTP <b>90.40%</b>	
	Japan Airlines 91.6%	All Nippon Airways 89.2%				
18	Frequency <b>21,792</b>	<b>BOG</b> Bogota		<b>CLO</b> Cali	Average OTP <b>70.32%</b>	
	Avianca 61.6%	LATAM Airlines Group 79.0%				
19	Frequency <b>21,675</b>	<b>PEK</b> Beijing		<b>SZX</b> Shenzhen	Average OTP <b>50.44%</b>	
	Air China 46.6%	China Southern Airlines 52.8%	Hainan Airlines 53.8%	Shenzhen Airlines 48.4%		
20	Frequency <b>21,644</b>	<b>SHA</b> Shanghai		<b>SZX</b> Shenzhen	Average OTP <b>59.14%</b>	
	Spring Airlines 73.9%	China Southern Airlines 59.1%	Xiamen Airlines 56.7%	China Eastern Airlines 52.0%	Shenzhen Airlines 54.0%	



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