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Newsroom

Jetstar calls on Air New Zealand to reinstate domestic on-time performance reports

Jetstar is calling on Air New Zealand to reinstate domestic on-time performance results in its monthly operating updates to the New Zealand Stock Exchange.

In August 2009 Air New Zealand [publicly announced](#) that its domestic on-time performance, which until then had been available upon request, would be regularly reported in its monthly Operating Statistics provided to the NZX.

The information was provided to the NZX on a monthly basis for all Air New Zealand domestic jet and propeller services for the period July 2009–December 2013 and then for all domestic jet services for the period January–June 2014.

However the airline’s monthly domestic on-time performance result has now been missing from the NZX reports for two months. It has not been reported for either July 2014 or August 2014.

Jetstar Head of New Zealand, Grant Kerr, said the missing data was puzzling.

“Air New Zealand has previously called for the Government to set the 10 minute OTP departure guideline for all carriers in the domestic market, so that travellers can make an accurate assessment of which airline was likely to get them to their destination on time.

“We’re therefore rather puzzled why the national carrier appears to have stopped reporting its domestic on-time performance on a monthly basis to the NZX.”

Mr Kerr said Jetstar was now publishing both its 10 and 15 minute domestic on-time departure results on its website. (www.jetstar.com/nz/en/what-we-offer/our-performance)

“We’ve been publicly reporting at the international OTP standard of 15 minute departures for some years and to help with transparency we’re now also publishing our domestic departure at 10 minutes, so New Zealanders can compare the two main domestic carriers.

“ In the interests of keeping the public informed we would encourage Air New Zealand to reinstate regular reporting of domestic OTP results in its monthly operating statistics provided to the NZX
Grant Kerr, Jetstar Head of New Zealand ”

Post

“In the interests of keeping the public informed we would encourage Air New Zealand to reinstate regular reporting of domestic OTP results in its monthly operating statistics provided to the NZX.

“We would also suggest that Air New Zealand considers publishing its domestic OTP history in a graphical format on its website for both jet and propeller services on routes where there’s competition, so the travelling public can easily access and compare punctuality data for both airlines.”

Mr Kerr said Jetstar would welcome any Government requirement for mandatory reporting of airline operating statistics in New Zealand, similar to the regular reporting that takes place for Australian domestic carriers. (www.bitre.gov.au/statistics/aviation/otphome.aspx)

About Jetstar

About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the "2022 World's Top 10 LCC" released by Airline Ratings.

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