

Auckland, 24 February 2015

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Newsroom

Jetstar most punctual NZ domestic airline in 2014

Airline on-time performance results confirm that Jetstar was New Zealand's most punctual domestic airline in 2014.

Figures show that Jetstar flights were the most on time of the two major domestic carriers in 9 out of 12 months last year.

The 2014 figures compare jet services only and measure flights departing within 10 minutes of schedule between January and June 2014 and within 15 minutes of schedule between July and December 2014*.

The different on-time definitions for the six-month periods are because Air New Zealand stopped reporting its domestic jet 10 minute results from July 2014 and started reporting to the international OTP standard of within 15 minutes of scheduled departure.

Grant Kerr, Jetstar Head of New Zealand, said the airline had made improved on-time performance a top priority over the past two years.

"Customers tell us they value the low fares and competition we bring to the market and we also want to be known for punctuality," Mr Kerr said. "Our team members strive each day to deliver the best possible on-time performance and our continued punctuality is very much a testament to their effort."

Mr Kerr said the airline's internal customer satisfaction tracking and external market research had shown a significant improvement in how Jetstar was perceived by Kiwis.

"We celebrate six years of domestic flying in New Zealand this year and more and more Kiwis are telling us that they're prepared to give us a go because we keep domestic fares low on the routes we fly and we've significantly improved our punctuality."

Jetstar's domestic cancellation rate in 2014 was 0.7%, equivalent to less than one cancelled flight per 140 scheduled services.

The airline has an all-jet fleet of nine 180-seat Airbus A320 aircraft based in New Zealand flying trans-Tasman routes and to five domestic destinations: Auckland, Wellington, Christchurch, Queenstown and Dunedin.

*2014 on-time performance results for the two major New Zealand domestic airlines

Table compares domestic Jetstar and Air New Zealand jet services by month for 2014. Air NZ results at 10 minutes January-June 2014 reported to the NZ Stock Exchange and at 15 minutes July-December 2014 published online at airnewzealand.co.nz. Jetstar 10 and 15 minute results for 2014 published online at jetstar.com.

	2014 - Percentage (%) of domestic jet services that departed within 10 or 15 minutes of schedule												Number of months with highest OTP
	Within 10 minutes of schedule						Within 15 minutes of schedule						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Jetstar	85.8	85.6	90.3	86.1	90.7	88.4	90.1	93.0	91.7	87.7	91.1	82.8	9
Air NZ	87.8	82.3	84.4	80.4	83.6	88.1	86.7	91.1	90.4	92.5	90.4	86.8	3

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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