



CIRIUM
aviation analytics

CIRIUM ON-TIME PERFORMANCE REVIEW 2025

AIRLINES &
AIRPORTS

January 2026

cirium.com

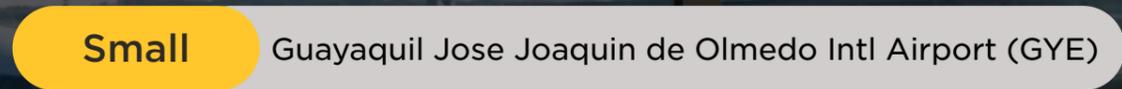
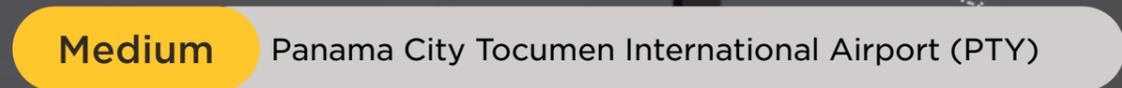
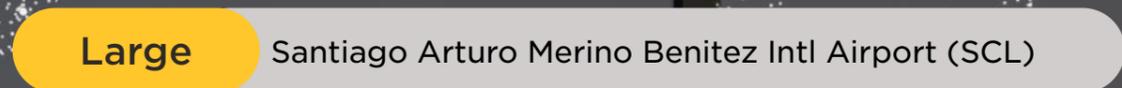
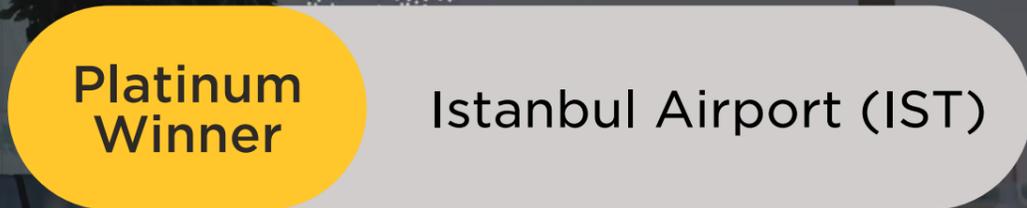
2025 WINNERS

AIRLINES & AIRPORTS



Airlines

Airports



AEROMEXICO DEFENDS GLOBAL ON-TIME PERFORMANCE TITLE



For the second consecutive year, Aeromexico has earned Cirium's Global On-Time Performance Award. This recognition places the airline among a very small group of carriers that have demonstrated the ability to sustain world-leading operational performance over multiple years. Aeromexico's achievement reflects an organization that has turned operational reliability into a meaningful and enduring strength.

While many airlines see natural swings in their performance from one year to the next, **Aeromexico continues to show that consistency at the highest level requires more than intention.** It demands investment in the right infrastructure, disciplined execution across thousands of daily operational moments, and leadership that makes operational performance a strategic priority even during periods of market pressure.

The airline entered 2025 building on its position as the world's most on time global airline in 2024, when it delivered an 86.70% on time performance across nearly 197,000 flights. In 2025, Aeromexico has elevated its performance to **90.02 percent**, with each month holding close to or above

the 90% level and no extended periods of decline. February reached nearly 93% and the consistently strong results through the autumn months reinforce not a single award year but a pattern of sustained and repeatable operational excellence.

Strategic Resilience in a Challenging Year

Operational excellence was only one part of Aeromexico's 2025 performance. The airline reported its second-best third quarter in history, generating \$1.4 billion in revenue with a 31 percent adjusted EBITDA margin. These financial results were delivered despite significant external pressures,

reinforcing the carrier's premium positioning and disciplined network strategy.

A critical milestone came in November, when a federal appeals court granted a stay on the U.S. Department of Transportation's order to unwind the Aeromexico-Delta Joint Venture. The decision preserved seamless connectivity for millions of passengers and protected strategic revenue flows that support the airline's long-term network plans.

Building Tomorrow's Network

Aeromexico also signaled confidence in future demand with its recent expansion announcements. The new Mexico City-Barcelona service, operating six times weekly, and the first-ever Monterrey-Paris route represent thoughtfully chosen additions to the transatlantic network. These routes are supported by codeshare partnerships, including the strengthened SkyTeam connection with SAS, which broadens one-stop access between Mexico and Scandinavia.

The significance of these decisions lies in their timing. Expanding long-haul international operations while also sustaining industry-leading on-time performance is uncommon. Executing both simultaneously suggests a mature operational foundation and measured resource planning.

Leadership That Delivers

Under the strategic direction of CEO Andrés Conesa and the operational leadership of

COO Santiago Diago, Aeromexico has built a culture where reliability is embedded across the organization. Front-line teams, operational planners, and leaders have worked together to create a system built on coordination, accountability, and continuous improvement.

Sustaining an on-time performance level above 85% across domestic, regional, and long-haul international operations is challenging. Achieving it across an entire year reflects an organization with strong processes, clear priorities, and a disciplined approach to service delivery.

Cirium congratulates the entire Aeromexico team on earning back-to-back Global On-Time Performance titles. The achievement highlights a commitment to operational excellence that benefits passengers, strengthens competitiveness, and sets a standard for the global airline industry.

Mike Malik
Chief Marketing Officer,
Cirium





GLOBAL

AEROMEXICO

AIRLINE WINNER PROFILE

90.02%
On-Time
Arrival Rate

131
Active
Tails

188,852
Total Flights
Scheduled

9.21 hr
Avg Daily
Utilization/Tail

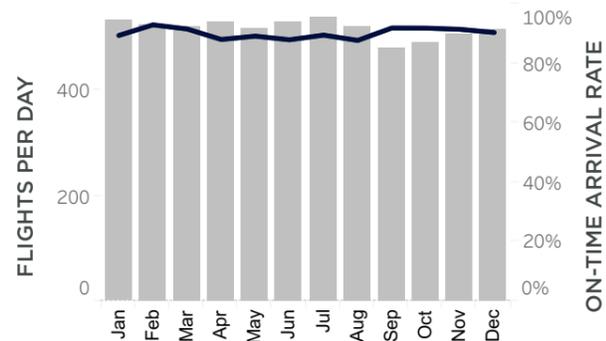
312.32M km
Total
Distance Flown

DAILY ON-TIME PERFORMANCE CALENDAR

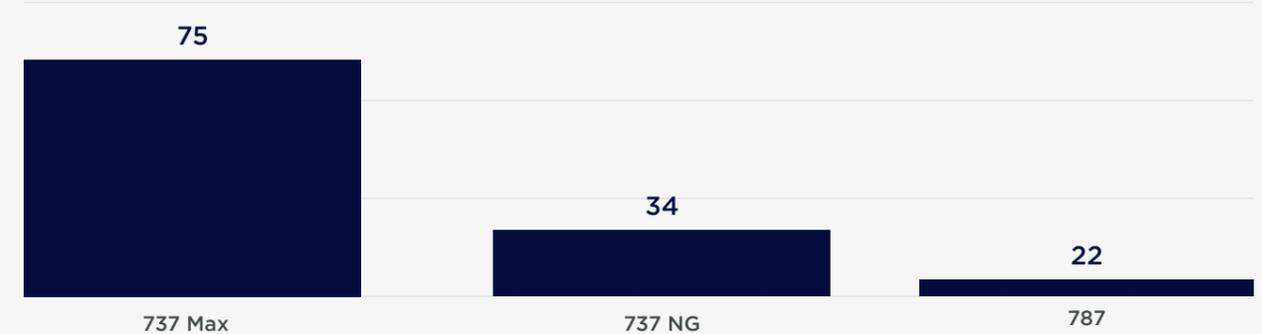


ON-TIME ARRIVAL RATE 50% 95%

MONTHLY TRENDS: FLIGHT VOLUME | PERFORMANCE



MAINLINE FLEET COMPOSITION



OPERATOR COUNTRY: MEXICO

160,206
ARRIVING
FLIGHTS

160,201
DEPARTING
FLIGHTS

*This information was collated from **The Cirium Core**, a comprehensive data platform for the Aviation & Travel industry.*

AIRPORT HUB GROUPING



MOST FLOWN ROUTES

	Flights	Seats	On-Time Arrival %
MEX - MTY	5,524	1,025K	88.65%
CUN - MEX	5,093	881K	92.54%
MEX - CUN	5,093	882K	91.38%
MTY - MEX	4,912	867K	90.30%
MEX - GDL	4,499	770K	91.34%

GLOBAL AIRLINES REPORT WINNERS

TOP 10 WINNERS

	On-Time Ranking	On-Time Arrival	Tracked Flights	Completion Factor	Total Flights
Aeromexico (AM)	1	90.02%	99.96%	99.74%	188,859
Saudia (SV)	2	86.53%	98.46%	99.68%	202,864
SAS (SK)	3	86.09%	99.91%	99.19%	249,674
Azul (AD)	4	85.18%	99.55%	98.57%	304,625
Qatar Airways (QR)	5	84.42%	99.23%	99.53%	198,303
Iberia (IB)	6	83.52%	99.68%	98.70%	188,447
LATAM Airlines (LA)	7	82.40%	99.85%	98.82%	580,707
Avianca (AV)	8	81.73%	99.79%	98.34%	266,921
Turkish Airlines (TK)	9	81.41%	99.93%	98.78%	421,087
Delta Air Lines (DL)	10	80.90%	99.96%	98.72%	1,800,086

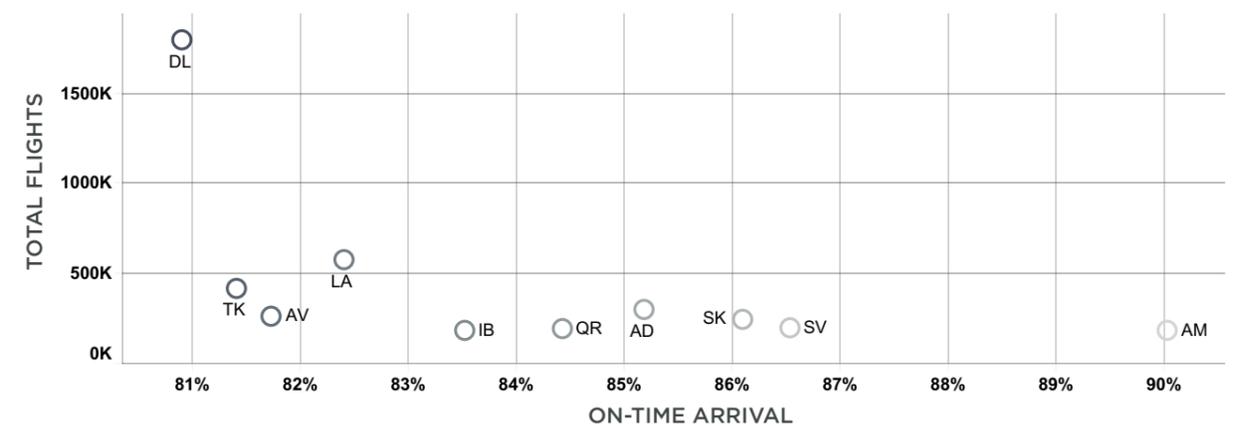
SUMMARY OF TOP PERFORMERS

84.22%
Total On-Time Arrivals

99.63%
Total Tracked Flights

4,401,573
Total Flights

RELATIVE PERFORMANCE



OPERATIONAL HIGHLIGHTS

	Completion Factor	Within Block Time	On-Time Arrivals	On-Time Departures
Aeromexico (AM)	99.74%	75.50%	90.02%	91.88%
Saudia (SV)	99.68%	75.20%	86.53%	86.89%
SAS (SK)	99.19%	64.19%	86.09%	87.67%
Azul (AD)	98.57%	69.96%	85.18%	85.48%
Qatar Airways (QR)	99.53%	74.08%	84.42%	84.81%

THE INCREASING SIGNIFICANCE OF TIMELY PERFORMANCE

In the aviation industry, on-time performance (OTP) is a critical key performance indicator. Defined as the percentage of flights departing or arriving within 15 minutes of schedule, OTP is more than a statistic—it's a foundational metric that impacts brand reputation, operational efficiency, and financial health. In an increasingly competitive market, maintaining a high OTP is a strategic imperative.

For airlines, strong on-time performance creates a ripple effect of positive outcomes, including enhanced passenger loyalty, streamlined operations, a distinct competitive advantage, and significant cost savings.

Lydia Webb
Marketing Director - Americas and Strategic Programs, Cirium



Improved Passenger Loyalty and Satisfaction

Reliability is a cornerstone of the modern passenger experience. Consistent on-time performance builds a foundation of trust that directly drives customer loyalty and retention. For business travelers, punctuality is critical for managing tight schedules with confidence, while leisure travelers benefit from reduced travel stress. Each timely arrival reinforces an airline's reputation for dependable service, creating a competitive advantage. Over time, this operational consistency cultivates a loyal customer base more inclined to choose the airline for future travel and provide positive word-of-mouth endorsements.



Enhanced Global Brand Recognition

Consistently high OTP provides a significant strategic marketing advantage. Superior OTP rankings generate favorable media coverage and foster a reputation for dependability, influencing global perceptions among both passengers and industry partners. When an airline is recognized for punctuality, it signals operational excellence, professionalism, and a commitment to passenger time, all critical differentiators in a competitive market. Furthermore, travelers often associate timeliness with broader service quality, including safety and customer support. Ultimately, a strong OTP record serves as a primary deciding factor for



Driving Operational Efficiency

On-time performance not only influences customer perception but also reflects the overall efficiency of an airline's operations. When every part of the system, from ground staff to scheduling, runs smoothly together, high punctuality is achieved. Prioritizing on-time departures and arrivals pushes airlines to refine their processes, making everything work better. Because airline networks are so interconnected, even one delay can cause problems across many flights and connections.



Optimized Aircraft Utilization and Crew Scheduling

Consistent reliability is crucial for maximizing the use of an airline's most valuable assets: its aircraft. On-time performance minimizes costly ground time, allowing for more flights per day with the same fleet.

Predictable operations also stabilize crew schedules. Fewer delays mean fewer crewing issues, such as violated rest periods and last-minute substitutions. By reducing disruptions, airlines can improve crew satisfaction and avoid the operational complexities of reassigning staff.



Gaining a Competitive Advantage

As ticket prices and in-flight amenities become increasingly standardized, on-time performance has emerged as a critical competitive differentiator. Superior punctuality directly correlates with

customer acquisition and retention, driving increased market share. Because OTP data is public and easily benchmarked, it provides an objective metric for operational excellence. Airlines that consistently lead industry rankings can leverage this verified performance in marketing to attract travelers who prioritize reliability, turning operational precision into a tangible brand advantage.



Realizing Significant Cost Savings

On-time performance delivers major financial benefits for airlines. While achieving punctuality requires investment in technology and processes, the savings from reducing delays far outweigh the costs. Avoiding delays cuts fuel waste from extra taxiing or holding patterns and lowers overtime expenses for staff working beyond schedule. It also reduces costs linked to compensating passengers with vouchers, hotels, or rebooking due to disruptions. Efficient, on-time operations streamline resource management, minimize customer complaints, and protect revenue.

Final Thoughts

The strategic importance of on-time performance in the aviation industry cannot be overstated. **It is a critical metric that influences nearly every aspect of an airline's business, from the passenger experience to financial results. By delivering reliable, punctual service, airlines can foster deep-seated customer loyalty and enhance their global brand reputation.**

In a landscape defined by tight margins and high customer expectations, on-time performance is not just a goal—it is a fundamental component of a successful and sustainable aviation strategy.

OUR ON-TIME PERFORMANCE IS BACKED BY AN INDEPENDENT BOARD OF ADVISORS

The Cirium On-Time Performance (OTP) Advisory Board is a structured and collaborative team of **external advisors that supports Cirium's OTP program.**

Cirium is the first and only company that has an OTP Advisory Board, which includes:

Jeremy Bowen
Board Chairperson
Chief Executive Officer,
Cirium

William Boulter
Advisory Board Member
Consultant and former
Airline Executive

Alex de Gunten
Advisory Board Member
Business Development
Officer, HEICO Aerospace

Luis Felipe de Oliveira
Advisory Board Member
Chief Executive Officer,
Exactly Consulting and
Services Sarl

Scott McCartney
Advisory Board Member
Aviation Consultant and
Adjunct Professor, Duke
University

Mike Malik
Advisory Board Member
& Committee Chairperson
Chief Marketing Officer,
Cirium

Henry H. Harteveldt
Advisory Board Member
President, Travel Industry
Analyst, Atmosphere
Group

Eamonn Brennan
Advisory Board Member
Former Director General,
Eurocontrol

Lydia Webb
Board Secretary
Marketing Director,
Cirium

The industry relies on Cirium's On-Time Performance results to gauge their performance, and this independent oversight provides confidence and trust.

The purpose of this Board is to advise, assist and support on the OTP results both on a monthly and an annual basis.

The members of the board augment the knowledge of our internal team and bring fresh thinking to the company. Their expert knowledge and experience of airline and airport flight operations ensures an accurate and balanced view of the Cirium OTP results.

The Advisory Board acts as a sounding board for the OTP operations team, reviewing the results before they are published and provides ideas for improving our methodology.

Indeed, the Board also helps the organization gain new insights and advice to solve business problems

and explore new opportunities by stimulating robust, high-quality conversations.

However, Cirium cannot describe the impact of a board better than William "Willy" Boulter, career aviation executive and a prominent advisory board member, who said: "...as members of the Advisory Board, we ensure that the data is presented accurately and properly across the world's regions, highlighting the top performers monthly and recognizing the annual winners appropriately."



On-Time Performance is core to the running of a successful airline, and the good ones take it very seriously indeed - not only does On-Time Performance impact customer perception, but also cost management, environmental impact, network design and even soft issues like crew morale, which will again influence customer experience."

- William Boulter

THE INDUSTRY STANDARD FOR ON-TIME PERFORMANCE

Our aim is to provide airline industry stakeholders with a neutral, third-party perspective on on-time performance data. We ensure that our analyses consistently adhere to defined metrics, based on the widest and deepest pool of data collected and curated from more than 600 sources of real-time flight information.

Our On-Time Performance criteria remain the same and identifies the airlines and airports who met their published scheduled arrival times.

3M

Flights evaluated every month

Airlines

To qualify for the Cirium On-Time Performance Review, there is a **90% actual gate arrival time data coverage requirement** for all airline categories. These categories include Global and Major Airlines by Region.

For the **Global Airlines category**, we consider the Top 10% of all passenger airlines by capacity and volume criteria — by Available Seat Kilometres (ASKs), flights and seats—the airline must also serve at least three regions.

For **Major Airlines by Region**, the threshold for ASKs, flights and seats, varies by region to accurately reflect the size of operations in that region.

Region	Flights, Seats, ASK, Threshold
ASIA PACIFIC	Top 25%
EUROPE	Top 30%
LATIN AMERICA	Top 30%
MIDDLE EAST & AFRICA	Top 20%
NORTH AMERICA	Top 15%

Actual Gate Arrival (AGA) Coverage is calculated based on direct operational measures only. These are reported directly by our data sources or observed using ADS-B Positional Data.

Cirium is releasing the On-Time Performance Review 2025 which analyses and recognizes the world’s airlines and airports who have demonstrated remarkable resilience, navigating through challenges, and adapting to changing market dynamics.

Airports

There is an **80% actual gate departure data requirement** for all airport categories.

Each month Cirium reviews the total number of flights in a given month (approximately 3 million) for every airport globally in an ordered list, then looks at where the percentile demarcations fall. For the annual OTP review, **we take the total number of flights in a given year for every airport.**

The Large airports category is based on the following:

Seats

25-40m

Actual gate departure coverage

90% or better

For further details on the other airport categories, please see the report calculations in the appendix.

Tied Results: If there is a tie within an airline/airport category, we will declare the airlines/airports are tied. A tie is determined when the OTP percentage falls within a margin of error of 0.07% during our data collection and processing.

About the On-Time Performance Review

The definition of an **On-Time Arrival** is when a passenger flight/aircraft arrives at the gate within 15 minutes of the scheduled arrival time; an **On-Time Departure** is when a passenger flight/aircraft departs the gate within 15 minutes of the scheduled departure time. On-time arrivals are used to rank airlines, and on-time departures are used to rank airports.

WHY THE WORLD TRUSTS OUR RANKINGS?

Cirium applies the **highest level of quality assurance to the data** that supports the On-Time Performance Review. We ensure the highest level of accuracy, timeliness, and coverage of the data, which is why the data and analyses are trusted by airlines and airports globally.

The experienced and dedicated Cirium data team collect, verify, and clean the data and then apply logic, algorithms and security to it.

This comprehensive structure is in place to achieve the 'quality balance' of the data that we use to rank airlines and airports.

Sophisticated tools and statistics validate the information and remove outliers and multisource verification fills in the gaps in single data sources. In cases of conflict, advanced algorithms identify the most reasonable data points, crosscheck the information, and determine consistency of information. Our expert team apply their in-depth knowledge in data and aviation to add extra validity to the data.

Cirium has a strict definition for what we consider as flight coverage for an airline or airport. For an airline to qualify for Cirium's On-Time Performance rankings, a carrier must meet the coverage standards, and we must have data fields which include estimated departures, actual departures, departure dates and arrival gates.

Cirium's approach to on-time performance data and the process involved means we immediately notice when changes or deviations occur.

LYDIA WEBB

Board Secretary

Marketing Director –
Americas & Strategic
Programs, Cirium



Lydia Webb is the Marketing Director for the Americas region and the Program Manager for the Cirium On-Time Performance program.

She is an aviation marketing professional with extensive background and experience, spanning airport, airlines, aerospace and travel technology.

She has proven diverse experience in B2B marketing, content development, brand management, market research and sales acceleration.

Lydia was instrumental in the American Airlines rebranding project. In her role, she was responsible for bringing the new American branding to life, providing complete brand oversight for the legacy US Airways - American Airlines global rebranding/Next Gen project spanning airport stations, hangar buildings, maintenance facilities, reservation offices and ticket service centers for American Airlines.

During her time at Sabre, she worked closely with Sales and Product Management leaders to define and develop content and messaging for specified customer segments. She also led strategic customer communications.

She also worked at the Dallas/Fort Worth International Airport in the Air Service Development department. She supported the growth of the airport's international and domestic air service strategies including, Qantas, Emirates, Aeromexico, KLM, JetBlue Airways and Spirit Airlines.



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CIRIUM ON-TIME PERFORMANCE

Empowering airlines and airports
**to achieve strategic goals and
operational efficiencies**
with data-driven insights