

**PUNCTUALITY
LEAGUE
2020**

LITY LEAG
2020



ON-TIME PERFORMANCE FOR AIRLINES AND AIRPORTS BASED ON FULL-YEAR DATA 2019

The league is based on 57.7 million flight records using full-year data from 2019 to create a ranking of the best on-time performance (OTP) for the world's largest airlines and airports.

The Punctuality League rankings are shown as tables of the Top 20 airlines worldwide for OTP as well as the Top 20 Mainline, Mega and LCCs. The world's airports are divided into five size categories and the best in each category are ranked.

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QUALIFYING CRITERIA

To qualify for inclusion in the OAG Punctuality League, OAG must have flight status data for at least 80% of all scheduled flights operated by the airline or airport.

- OAG’s definition of on-time performance (OTP) is flights that arrive or depart within 15 minutes of their scheduled arrival/departure times.
- Cancellations are included within the OTP calculations and are counted as late flights.

Airlines

- The report considers airlines that are ranked among the largest 250 airlines globally by annual Available Seat Kilometres (ASKs).
- OAG’s airline OTP calculations are based on operating carrier code and are restricted to scheduled passenger flights only.
- Airline OTP is calculated based on arrivals data only.
- Flights where OAG do not have the required arrival time or confirmation that the flight was diverted or cancelled are not included in the OTP calculations for airlines.
- All scheduled flights operated by affiliate carriers on behalf of another carrier are included in the analysis.

Airports

- Airports must have a minimum of 2.5m departing seats to be included in the report.
- OAG’s airport OTP calculations are restricted to scheduled passenger flights only.
- Airport OTP is calculated based on both departures and arrivals data.
- Flights where OAG do not have the required departure and arrival time or confirmation that the flight was diverted or cancelled are not included in the OTP calculations for airports.

CATEGORY DEFINITIONS

Airlines

- All eligible airlines including mainline and low-cost carriers.
- **World's Mega airlines**
The world's Top 20 operators globally in terms of scheduled flights in 2019.
- **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 2019, and must have operated more than 30,000 scheduled flights in 2019.
- **Low-cost carriers**
Low-cost carriers (LCC) must have ranked among the Top 250 operators globally in terms of Available Seat Kilometres (ASKs) in 2019 and operated at least 30,000 scheduled flights in 2019. The OAG LCC list is regularly refreshed and is determined by our industry knowledge, supplemented by carrier feedback and consultation with industry partners.
- **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 have operated a minimum of 18,000 scheduled flights in 2019 to qualify for inclusion.
- **Asia Pacific**
- **Europe**
- **Middle East and Africa**
- **Latin America**
- **North America**

Airports

As defined by number of departing scheduled seats in 2019:

- **Small** – 2.5-5 million seats
- **Medium** – 5-10 million seats
- **Large** – 10-20 million seats
- **Major** – 20-30 million seats
- **Mega** – over 30 million seats

ALL AIRLINES

The best airline in the world for on-time performance in 2019 is Garuda Indonesia with an average OTP for the year of just over 95%; meaning 19 of every 20 flights operated to within 15 minutes of the schedule.

Copa Airlines ranks second despite having succeeded in improving OTP to 92%, an indication of how strong the best airlines were for punctuality.

Asia Pacific airlines appear nine times among the Top 20 airlines, while only two North American airlines made it into the list. Etihad replaces Qatar airways as the only Middle East airline among the Top 20 carriers. Among European airlines, only five made it into the Top 20 of the Punctuality League in 2019 of which Aeroflot, a new entrant this year, is ranked highest in sixth position.

TOP 20 AIRLINES BY OTP

Rank	Coverage	Airline name	Code	OTP 2019
1	85.8%	Garuda Indonesia	GA	95.01%
2	98.2%	Copa Airlines	CM	92.01%
3	89.9%	Skymark Airlines	BC	90.12%
4	99.1%	Hawaiian Airlines	HA	87.40%
5	94.3%	LATAM Airlines Group	LA	86.41%
6	96.6%	Aeroflot	SU	86.30%
7	89.2%	All Nippon Airways	NH	85.92%
8	94.2%	Jetstar Asia	3K	85.48%
9	99.5%	Singapore Airlines	SQ	85.32%
10	97.8%	Thai AirAsia	FD	84.49%
11	86.7%	Iberia	IB	84.06%
12	99.8%	Siberia Airlines	S7	83.88%
13	94.0%	Air Baltic	BT	83.63%
14	99.9%	Delta Air Lines	DL	83.56%
15	98.0%	Japan Airlines	JL	83.44%
16	99.7%	Sky Airline	H2	83.42%
17	93.4%	Etihad Airways	EY	83.40%
18	94.7%	Qantas Airways	QF	82.96%
19	91.8%	Jet2.com	LS	82.69%
20	92.5%	Indonesia AirAsia	QZ	82.41%

Source: OAG

MEGA AIRLINES

Amongst the world's largest airlines, LATAM Airlines Group has achieved the top spot for the second year running with a slight improvement in OTP.

Aeroflot makes it into the number two spot with an OTP of 86%, not far behind LATAM Airlines Group.

With the exception of Aeroflot and China Southern Airlines, which has dropped out of the Top 20, all the airlines remain the same as last year.

Air France, ranked seventh, is to be commended for the improvement in OTP which has jumped from 74% to 80%.

Both All Nippon Airways, (ranked third) and Japan Airlines (ranked fifth) made it into the Top five, continuing the consistently strong OTP performance of these Japanese airlines.

TOP 20 MEGA AIRLINES BY OTP

Rank	Coverage	Airline name	Code	OTP 2019
1	94.3%	LATAM Airlines Group	LA	86.41%
2	96.6%	Aeroflot	SU	86.30%
3	89.2%	All Nippon Airways	NH	85.92%
4	99.9%	Delta Air Lines	DL	83.56%
5	98.0%	Japan Airlines	JL	83.44%
6	99.8%	Alaska Airlines	AS	81.49%
7	98.6%	Air France	AF	79.92%
8	99.7%	Southwest Airlines	WN	79.40%
9	99.9%	American Airlines	AA	77.90%
10	99.3%	IndiGo	6E	77.38%
11	97.4%	SAS	SK	77.28%
12	98.3%	Turkish Airlines	TK	76.72%
13	99.9%	United Airlines	UA	76.28%
14	99.2%	British Airways	BA	76.18%
15	99.8%	Lufthansa	LH	73.96%
16	96.5%	JetBlue	B6	73.81%
17	98.4%	easyJet	U2	73.08%
18	98.3%	China Eastern Airlines	MU	72.86%
19	93.5%	Air China	CA	68.76%
20	99.8%	Air Canada	AC	66.42%

Source: OAG

MAINLINE AIRLINES

The Top three airlines in the Mainline airline category are Garuda Indonesia, Copa Airlines and Hawaiian Airlines. Both Garuda Indonesia and Copa Airlines have achieved year-round OTP of over 90%.

Three airlines move into the Top 20 Mainline carriers rankings making significant year-over-year improvements in OTP. Malaysia Airlines, with an OTP of 80% jumps from 50th place to 19th, while Air New Zealand moves from 34th place to 17th and Air France moves from 39th place to 20th.

Three airlines are new to the Top 20 Mainline carriers this year. These are Garuda Indonesia, Aeroflot and Etihad.

Air Baltic has slipped in the rankings having seen OTP fall by six percentage points, and now ranks in 10th place, from second last year.

TOP 20 MAINLINE AIRLINES BY OTP

Rank	Coverage	Airline name	Code	OTP 2019
1	85.8%	Garuda Indonesia	GA	95.01%
2	98.2%	Copa Airlines	CM	92.01%
3	99.1%	Hawaiian Airlines	HA	87.40%
4	94.3%	LATAM Airlines Group	LA	86.41%
5	96.6%	Aeroflot	SU	86.30%
6	89.2%	All Nippon Airways	NH	85.92%
7	99.5%	Singapore Airlines	SQ	85.32%
8	86.7%	Iberia	IB	84.06%
9	99.8%	Siberia Airlines	S7	83.88%
10	94.0%	Air Baltic	BT	83.63%
11	99.9%	Delta Air Lines	DL	83.56%
12	98.0%	Japan Airlines	JL	83.44%
13	93.4%	Etihad Airways	EY	83.40%
14	94.7%	Qantas Airways	QF	82.96%
15	99.1%	Alitalia	AZ	81.58%
16	99.8%	Alaska Airlines	AS	81.49%
17	99.8%	Air New Zealand	NZ	81.03%
18	97.2%	Qatar Airways	QR	80.32%
19	95.1%	Malaysia Airlines	MH	80.19%
20	98.6%	Air France	AF	79.92%

Source: OAG

LCC AIRLINES

Skymark Airlines is the most punctual low-cost carrier in the world having managed to operate 90% of flights on-time over the course of a year. Skymark Airlines OTP is significantly ahead of other LCCs.

OAG also welcomes Jet2.com, SunExpress and Pegasus Airlines to the 2020 Punctuality League. Jet2.com is the highest placed European LCC, ranking fifth.

Three of the Top 20 LCCs operate within the AirAsia brand: Thai AirAsia ranked third, Indonesia AirAsia ranked sixth, AirAsia ranked 12th.

Of the Top 20 LCCs, Southwest Airlines is by far the largest operator and is to be commended for achieving a higher OTP than other much smaller LCCs.

TOP 20 LCC BY OTP

Rank	Coverage	Airline name	Code	OTP 2019
1	89.9%	Skymark Airlines	BC	90.12%
2	94.2%	Jetstar Asia	3K	85.48%
3	97.8%	Thai AirAsia	FD	84.49%
4	99.7%	Sky Airline	H2	83.42%
5	91.8%	Jet2.com	LS	82.69%
6	92.5%	Indonesia AirAsia	QZ	82.41%
7	80.4%	Citilink Indonesia	QG	81.47%
8	92.6%	SunExpress	XQ	80.51%
9	99.6%	Azul Airlines	AD	80.40%
10	98.4%	Eurowings	EW	80.20%
11	88.7%	Pegasus Airlines	PC	79.74%
12	86.1%	AirAsia	AK	79.45%
13	100.0%	Spirit Airlines	NK	79.42%
14	99.7%	Southwest Airlines	WN	79.40%
15	98.9%	Westjet	WS	78.98%
16	99.5%	Allegiant Air	G4	78.97%
17	82.1%	Transavia	HV	78.66%
18	95.4%	GOL Linhas Aereas	G3	78.04%
19	99.3%	IndiGo	6E	77.38%
20	95.9%	Go Air	G8	76.76%

Source: OAG

BY REGION

**#1 HAWAIIAN
AIRLINES**

On-time performance

87.40%

**#1 COPA
AIRLINES**

On-time performance

92.01%

**#1 AZERBAIJAN
AIRLINES**

On-time performance

86.81%

#1 SAFAIR

On-time performance

94.40%

**#1 GARUDA
INDONESIA**

On-time performance

95.01%



ASIA PACIFIC AIRLINES BY OTP

Source: OAG

Rank	Coverage	Airline name	Code	OTP 2019
1	85.8%	Garuda Indonesia	GA	95.01%
2	89.9%	Skymark Airlines	BC	90.12%
3	99.5%	AirDo	HD	88.35%
4	98.8%	Solaseed	6J	87.44%
5	89.2%	All Nippon Airways	NH	85.92%
6	94.2%	Jetstar Asia	3K	85.48%
7	99.5%	Singapore Airlines	SQ	85.32%
8	98.5%	Fiji Airways	FJ	84.72%
9	97.8%	Thai AirAsia	FD	84.49%
10	98.0%	Japan Airlines	JL	83.44%

As the most punctual airline in the world, Garuda Indonesia inevitably takes the top spot among Asia Pacific airlines, with an OTP just over 95%.

Along with Garuda Indonesia, there are four airlines which are new to the Asia Pacific Top 10, either due to improved coverage or because they have moved up the rankings sufficiently. They are Skymark Airlines, AirDo, Fiji Airways and Thai AirAsia.

EUROPE AIRLINES BY OTP

Source: OAG

Rank	Coverage	Airline name	Code	OTP 2019
1	84.3%	Azerbaijan Airlines	J2	86.81%
2	96.6%	Aeroflot	SU	86.30%
3	86.7%	Iberia	IB	84.06%
4	99.8%	Siberia Airlines	S7	83.88%
5	94.0%	Air Baltic	BT	83.63%
6	91.8%	Jet2.com	LS	82.69%
7	99.1%	Alitalia	AZ	81.58%
8	92.6%	SunExpress	XQ	80.51%
9	98.4%	Eurowings	EW	80.20%
10	98.6%	Air France	AF	79.92%

Azerbaijan Airlines is the most punctual airline in Europe, with Aeroflot close behind in second place and another Russian carrier, Siberia Airlines, taking the fourth spot. Iberia Airlines is ranked third.

Of the major European legacy carriers, only Alitalia and Air France make it into the Top 10. Both carriers have OTP at or close to 80% while Eurowings is the largest European LCC to appear with OTP of just over 80%.

LATIN AMERICA AIRLINES BY OTP

Source: OAG

Rank	Coverage	Airline name	Code	OTP 2019
1	98.2%	Copa Airlines	CM	92.01%
2	94.3%	LATAM Airlines Group	LA	86.41%
3	99.7%	Sky Airline	H2	83.42%
4	99.6%	Azul Airlines	AD	80.40%
5	84.0%	Aerolineas Argentinas	AR	79.26%
6	98.9%	Aeromexico	AM	78.95%
7	95.4%	GOL Linhas Aereas	G3	78.04%
8	87.6%	Avianca	AV	76.63%
9	96.0%	Volaris	Y4	75.61%
10	92.8%	Caribbean Airlines	BW	74.95%

Copa Airlines is ranked first among Latin American airlines with an OTP of 92%.

LATAM Airlines Group is ranked second with OTP of 86%.

While six of the airlines are legacy carriers, four are LCCs. The highest ranked LCC is Sky Airline in third place with an OTP of 83%.

MIDDLE EAST & AFRICA AIRLINES BY OTP

Source: OAG

Rank	Coverage	Airline name	Code	OTP 2019
1	85.6%	Safair	FA	94.40%
2	93.4%	Etihad Airways	EY	83.40%
3	97.2%	Qatar Airways	QR	80.32%
4	96.4%	Middle East Airlines	ME	80.13%
5	98.5%	Emirates	EK	79.47%
6	90.5%	Oman Air	WY	77.78%
7	93.9%	Royal Jordanian	RJ	77.55%
8	87.9%	Gulf Air	GF	76.45%
9	83.2%	Ethiopian Airlines	ET	74.32%
10	91.5%	Flynas - National Air Services	XY	72.44%

Safair tops this category as the airline with best OTP across the Middle East and Africa and is considerably ahead of the others. The big three Middle East airlines, Etihad Airways, Qatar Airways and Emirates, take the second, third and fifth top spots among Middle East and African carriers for OTP. Etihad joins the Punctuality League for the first time, due to improved coverage.

Oman Air has made a significant improvement to OTP, achieving an OTP of 78%, up seven percentage points from 71% last year.

NORTH AMERICAN AIRLINES BY OTP

Source: OAG

Rank	Coverage	Airline name	Code	OTP 2019
1	99.1%	Hawaiian Airlines	HA	87.40%
2	99.9%	Delta Air Lines	DL	83.56%
3	99.8%	Alaska Airlines	AS	81.49%
4	100.0%	Spirit Airlines	NK	79.42%
5	99.7%	Southwest Airlines	WN	79.40%
6	98.9%	Westjet	WS	78.98%
7	99.5%	Allegiant Air	G4	78.97%
8	99.9%	American Airlines	AA	77.90%
9	99.9%	United Airlines	UA	76.28%
10	96.5%	JetBlue	B6	73.81%

Hawaiian Airlines and Delta keeps their places in the number one and two spots.

North American LCCs Southwest Airlines and Allegiant Air have both improved their OTP and while Southwest Airlines retains its fifth place ranking, Allegiant Air has moved from ninth place to seventh. Meanwhile, mainline carriers American and United move down albeit that OTP has only changed a small amount for each airline.

JetBlue makes it into the Top 10 this year, having improved OTP.



SMALL

2.5–5M DEPARTING SEATS PER ANNUM

Among the Top 20 Small Airports 84.2% of arriving and departing flights were operated within 15 minutes of their scheduled arrival and departure times in 2019. The data coverage for these airports was 92.4%.

Once again Minsk Airport tops the rankings with an OTP of 93%, barely unchanged from its OTP last year.

San Salvador airport is second with 86% OTP and Milan Linate a close third. Kaohsiung airport in Chinese Taipei joins the Small Airports rankings this year, in fourth place. As in previous years, a number of countries have more than one airport placed in this table. Brazil, Ecuador, Italy, Norway and the USA all have two.

Of the Top 20 airports, Kuching in Malaysia has seen the most significant improvement in OTP, rising from 36th place last year to seventh in this years' Punctuality League with an OTP of 85%.

TOP 20 SMALL AIRPORTS BY OTP

Rank	Coverage	Airport name	Code	OTP 2019
1	81.7%	Minsk	MSQ	92.60%
2	91.0%	San Salvador	SAL	86.20%
3	93.1%	Milan Linate	LIN	85.84%
4	80.1%	Kaohsiung	KHH	85.78%
5	91.7%	Tenerife North	TFN	85.37%
6	99.9%	Boise	BOI	85.34%
7	85.8%	Kuching	KCH	84.75%
8	93.1%	Guayaquil	GYE	83.97%
9	95.7%	Durban	DUR	83.59%
10	99.6%	Reno	RNO	83.46%
11=	92.6%	Fortaleza	FOR	83.34%
11=	96.6%	Kagoshima	KOJ	83.34%
13	83.2%	Wellington	WLG	83.28%
14	98.8%	Stavanger	SVG	83.13%
15	92.6%	Palermo	PMO	83.06%
16	88.1%	Quito	UIO	82.96%
17	99.0%	Bergen	BGO	82.73%
18	98.3%	Curitiba	CWB	82.49%
19	95.1%	Christchurch	CHC	82.39%
20	96.4%	Malta	MLA	82.33%

Source: OAG

MEDIUM

5-10M DEPARTING SEATS PER ANNUM

Average on-time performance in 2019 among the Top 20 Medium Airports is 82.5%, meaning this percentage of arriving and departing flights operated within 15 minutes of their scheduled arrival and departure times. Average data coverage for these 20 airports was 95.0%.

Panama City, last years' winner of the Medium sized airports category, is ranked first once again, and has improved its OTP still further. The airport succeeded in having 92% of flights operate on time throughout the whole year.

Cape Town, enters the league and has come in second with an OTP of 85% while Ankara has moved up the rankings to take third place with an OTP of 84%.

Once again, Brazil makes a strong showing in the Punctuality League in this category with four of the Top 20 airports located in Brazil. In total, 14 of the Top 20 airports in this category are in the Americas - eight in North America and six in Latin America.

TOP 20 MEDIUM AIRPORTS BY OTP

Rank	Coverage	Airport name	Code	OTP 2019
1	98.2%	Panama City	PTY	92.21%
2	92.5%	Cape Town	CPT	84.60%
3	93.2%	Ankara	ESB	84.43%
4	94.1%	Perth	PER	83.55%
5	95.0%	Santa Ana	SNA	82.94%
6	98.9%	Sacramento	SMF	82.77%
7	99.1%	Recife	REC	82.64%
8	97.0%	Adelaide	ADL	82.42%
9	96.7%	Rio de Janeiro	GIG	82.06%
10	96.5%	Belo Horizonte	CNF	81.55%
11	80.4%	Kota Kinabalu	BKI	81.49%
12	96.9%	San Antonio	SAT	81.20%
13	86.6%	Pittsburgh	PIT	81.04%
14	99.8%	Kansas City	MCI	80.95%
15	98.8%	Rio de Janeiro Santos Dumont	SDU	80.91%
16	93.1%	Gran Canaria	LPA	80.76%
17	99.9%	Columbus	CMH	80.64%
18	99.8%	Indianapolis	IND	80.47%
19	86.7%	Buenos Aires	EZE	80.21%
20	91.3%	Edmonton	YEG	79.89%

Source: OAG

LARGE

10–20M DEPARTING SEATS PER ANNUM

The Top 20 airports in the Large Airport category on average ensured that 82.9% of arriving and departing flights operated within 15 minutes of their scheduled arrival and departure times in 2019. The average data coverage for these airports was 95.2%.

In top spot for the third year in a row is Osaka Itami which managed to operate 88% of its 143,000 flights on-time in the past year. St Petersburg, new to the Punctuality league this year, comes in at second place with an OTP of 87%.

Only 14 of the Large sized airports featured in the Top 20 last year have returned this year, making way for newcomers Johannesburg, Lima, San Jose and Abu Dhabi, as well as Philadelphia and Copenhagen which have improved their OTP this year.

TOP 20 LARGE AIRPORTS BY OTP

Rank	Coverage	Airport name	Code	OTP 2019
1	89.7%	Osaka Itami	ITM	88.03%
2	94.2%	St Petersburg Pulkovo	LED	87.16%
3	82.4%	Honolulu	HNL	86.82%
4	97.7%	Brasilia	BSB	85.40%
5	99.9%	Salt Lake City	SLC	85.38%
6	91.5%	Santiago	SCL	84.96%
7	98.4%	Portland	PDX	84.68%
8	88.7%	Sapporo New Chitose	CTS	84.06%
9	86.4%	Lima	LIM	83.15%
10	89.8%	Johannesburg	JNB	83.01%
11	99.4%	San Jose	SJC	82.73%
12	97.7%	São Paulo-Congonhas	CGH	82.21%
13	96.1%	Brisbane	BNE	81.98%
14	89.2%	Abu Dhabi	AUH	81.15%
15	98.6%	Washington Dulles	IAD	81.00%
16	97.5%	Copenhagen	CPH	80.90%
17	97.5%	Calgary	YYC	80.72%
18	99.7%	San Diego	SAN	80.59%
19	99.8%	Austin-Bergstrom	AUS	80.12%
20	99.7%	Philadelphia	PHL	79.61%

Source: OAG

MAJOR

20–30M DEPARTING SEATS PER ANNUM

The Top 20 airports in the Major Airport category on average ensured that 78.6% of arriving and departing flights operated within 15 minutes of their scheduled arrival and departure times in 2019. The average data coverage for these airports was 96.3%.

New entrant, Istanbul Sabiha Gokcen takes first place this year with OTP of 83%.

Minneapolis/St Paul moves up to second place in the Punctuality League for airports, from its third place ranking last year.

Moscow Sheremetyevo, which was in first place last year, doesn't appear here because it has moved in to the next size category of Mega Airports.

Detroit takes third place. The top three are very close in position, all with less than half a percentage point between them. Half of the Top 20 Major Airports are located in the USA.

Doha, which managed second place last year, has seen OTP decline by five percentage points and now comes in at eighth place.

TOP 20 MAJOR AIRPORTS BY OTP

Rank	Coverage	Airport name	Code	OTP 2019
1	94.2%	Istanbul Sabiha Gokcen	SAW	83.42%
2	98.3%	Minneapolis/St Paul	MSP	83.27%
3	99.8%	Detroit	DTW	83.08%
4	91.5%	Sao Paulo Guarulhos	GRU	81.39%
5	99.7%	Charlotte	CLT	80.70%
6	98.3%	Phoenix	PHX	80.28%
7	98.7%	Miami	MIA	80.22%
8	98.8%	Doha	DOH	80.21%
9	99.2%	Houston	IAH	79.25%
10	95.9%	Las Vegas	LAS	79.12%
11	92.7%	Tokyo Narita	NRT	78.61%
12	88.9%	Bangkok Don Mueang	DMK	78.31%
13	96.8%	Rome Fiumicino	FCO	77.00%
14	98.7%	Orlando	MCO	76.83%
15	82.3%	Vienna	VIE	76.00%
16=	97.7%	Boston	BOS	75.11%
16=	97.9%	Fort Lauderdale	FLL	75.11%
18	96.2%	Sydney	SYD	74.05%
19	90.8%	Melbourne	MEL	73.75%
20	97.7%	Zurich	ZRH	71.87%

Source: OAG

MEGA

OVER 30M DEPARTING SEATS PER ANNUM

Average on-time performance in 2019 among the world's Mega Airports is 78.3%, meaning this percentage of arriving and departing flights operated within 15 minutes of their scheduled arrival and departure times. Average data coverage for these 20 airports was 94.8%.

Moscow Sheremetyevo is ranked first with OTP of 87%, having moved up from the Large Airports category as it has seen 15% growth in movements in the last 12 months.

There are eight airports from the United States among the Top 20 Mega Airports, of which Atlanta is ranked highest, in fourth place, with an OTP of 84%.

The Top 20 airports which have made the most improvement in OTP this year are Kuala Lumpur, which has OTP of 75%, up from 70% last year, and Seoul Incheon, which has OTP of 75% up from 69% last year.

TOP 20 MEGA AIRPORTS BY OTP

Rank	Coverage	Airport name	Code	OTP 2019
1	84.9%	Moscow Sheremetyevo	SVO	86.87%
2	92.0%	Tokyo Haneda	HND	86.60%
3	94.2%	Singapore Changi	SIN	84.03%
4	99.4%	Atlanta	ATL	83.74%
5	99.2%	Seattle	SEA	80.27%
6	96.8%	Madrid	MAD	79.92%
7	96.8%	Los Angeles	LAX	79.62%
8	96.0%	New York JFK	JFK	77.87%
9	97.3%	Denver	DEN	76.93%
10	98.3%	Dallas/Fort Worth	DFW	76.78%
11	93.3%	Hong Kong	HKG	76.44%
12	87.7%	Istanbul Ataturk	IST	76.16%
13	92.7%	London Heathrow	LHR	75.27%
14	86.5%	Kuala Lumpur	KUL	75.04%
15	94.9%	Munich	MUC	74.97%
16	85.2%	Seoul Incheon	ICN	74.95%
17	98.8%	Chicago O'Hare	ORD	74.93%
18	98.6%	San Francisco	SFO	74.59%
19	91.4%	Taipei	TPE	73.81%
20	93.7%	Paris CDG	CDG	73.67%

Source: OAG

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