



## **MEDIA ALERT**

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**23 November 2017**

### **Canberra Airport renews call for Federal Government to investigate flight cancellations**

Canberra Airport Managing Director Stephen Byron is renewing a call on the Federal Government to step in when airlines have higher than average flight cancellation rates, disrupting the plans of passengers who pay premium fares.

In September cancellations on the Canberra to Sydney route topped the nation at 8.1 per cent – far higher than the national long-term cancellation rate of 1.4 per cent.

The trend continued in October\*, with Qantas Link cancelling 42 flights (12.5 per cent) from Canberra to Sydney for the month, affecting up to 6000 people travelling on the route.

“Air travel is about travelling fast, and getting to a destination on time,” Mr Byron said.

“There are business people trying to get to meetings.

“There are people trying to attend family functions, weddings, funerals, sporting events and concerts. And they all need to get there on time. They do not need to have their flight cancelled.

“Canberrans are paying a premium price to choose air travel and their plans are being messed up because they are receiving an unreliable service.”

While on time flight statistics are published by the Federal Government, Mr Byron says airlines are not accountable for poor performance.

“There does need to be a national standard, at which the Federal Government, as both the regulator of the aviation industry and as the protector of consumers steps in,” he said.

“In my view a monthly cancellation rate of more than five per cent warrants intervention by the Federal Government, and a demand for both an explanation and an improvement.”

In the short term, Mr Byron has called on the Federal Government to establish a Taskforce to investigate systemic problems.

“Task force members could include representatives from Canberra Airport, Sydney Airport, Qantas, Virgin, the Sydney Airport Slot Manager and Airservices Australia,” he said.

*\*See over for table of flight cancellations for routes between Canberra and other capital cities.*

### **For more information, contact:**

**Belinda Cranston**  
**Media Advisor, Capital Airport Group**  
**0455 22 77 11**

## October 2017 cancellations for individual routes

	Scheduled	Flown	Cancellations	
			No	%
<b>Canberra – Sydney</b>				
Qantas	8	7	1	12.5
Qantas Link	475	433	42	8.8
Virgin Australia	248	243	5	2
All Airlines	731	683	48	6.6
<b>Sydney – Canberra</b>				
Qantas	9	7	2	22.2
Qantas Link	469	433	36	7.7
Virgin Australia	248	243	5	2
All Airlines	726	683	43	5.9
<b>Brisbane - Canberra</b>				
Qantas	28	28	0	0
Qantas Link	125	111	14	11.2
Tigerair Australia	14	14	0	0
Virgin Australia	102	102	0	0
All Airlines	269	255	14	5.2
<b>Canberra – Brisbane</b>				
Qantas	28	28	0	0
Qantas Link	125	111	14	11.2
Tigerair Australia	14	14	0	0
Virgin Australia	103	103	0	0
All Airlines	270	256	14	5.2
<b>Canberra-Melbourne</b>				
Qantas	208	207	1	0.5
Qantas Link	98	85	13	13.3
Tigerair Australia	36	36	0	0
Virgin Australia	176	173	3	1.7
All Airlines	518	501	17	3.3
<b>Melbourne – Canberra</b>				
Qantas	208	207	1	0.5
Qantas Link	99	86	13	13.1
Tigerair Australia	36	36	0	0
Virgin Australia	177	173	4	2.3
All Airlines	520	502	18	3.5

Source: Department of Infrastructure and Regional Development (BITRE)

