

Snapshot: Derby-Broome Air Route



Quick Facts

Derby-Broome:	<ul style="list-style-type: none"> Road distance – 221 km (approx.) Flight distance – 167 km (approx.)
Number of services:	<ul style="list-style-type: none"> 3 return flights per week from 16 August 2021 to 27 February 2022. 4 return flights per week effective from 28 February 2022.
Flight time:	<ul style="list-style-type: none"> 55 minutes
Aircraft used:	<ul style="list-style-type: none"> Cessna Grand Caravan (208B) - a turboprop aircraft with a maximum capacity of 12 seats with a single pilot.
Start of service:	<ul style="list-style-type: none"> Aviair commenced a trial of Regular Public Transport (RPT) air services on the Derby-Broome air route on 16 August 2021.
Service agreement:	<ul style="list-style-type: none"> The State Government has a Deed of Agreement with Aviair to provide subsidised RPT air services between Broome and Derby until 14 August 2022. The performance of the RPT air service is to be reviewed in mid-2022.
State Government's role:	<ul style="list-style-type: none"> Under the Deed, the Department of Transport (DoT) chairs monthly meetings with Aviair and key stakeholders to discuss route performance and service opportunities. Under the Deed, Aviair is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On-Time Performance (OTP).

Passenger Demand

- Current passenger demand on the Derby-Broome route is enough for only one operator.
- From 16 August 2021 to 24 April 2022, there were a total of 541 passengers on the route.

Air Service Performance

On Time Performance (OTP)

When a flight departs/arrives within 15 minutes of the scheduled time, it is considered to be on time. This is an airline industry benchmark. The OTP of flights can be affected by controllable or uncontrollable circumstances causing flight delays.

Controllable Delays

Controllable delays are those circumstances that cause flight delays within the airline’s control and the airline has the capacity to rectify potential delays.

Uncontrollable Delays

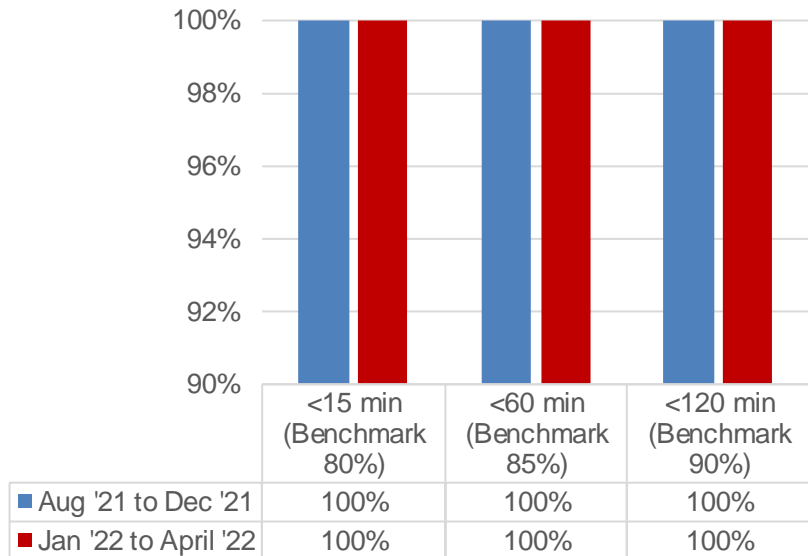
Uncontrollable delays are those circumstances that cause flight delays that are beyond the airline’s control and capacity to rectify, such as bad weather conditions, airport congestion and air traffic control delays by third parties at airports.

OTP Benchmarks

Under the Deed of Agreement with the State, Aviair is required to meet or exceed the following:

- 80% controllable OTP for aircraft departures and arrivals within 15 minutes of scheduled departure and arrival times;
- 85% controllable OTP for aircraft departures and arrivals within 60 minutes of scheduled departure and arrival times; and
- 90% controllable OTP for aircraft departures and arrivals within 120 minutes of scheduled departure and arrival times.

Controllable On Time Performance
Calendar year comparison



The Controllable OTP has been 100% for all three benchmarks since the services commenced in August 2021.

Airfares

Maximum Fully-flexible Airfare

The maximum one-way airfare, also known as Y fare, including airport charges/GST, is \$119 on the Derby-Broome air route. The following table provides a breakdown of the fare.

Derby-Broome Return RPT Trial						
Charges	Base Fare (ex GST)	Broome Airport Tax	Derby Airport Tax	Total Taxes, Charges and Fees	GST	Maximum Airfare
Amount	\$108.18	\$0.00	\$0.00	\$0.00	10.82	\$119.00

Booking and Service Surcharges

Baggage Allowance

Checked and carry-on baggage allowance on Aviair's flights on the Derby-Broome route is:

- Each passenger occupying a paid seat is entitled to carry on cabin baggage of 5 kg.
- Passengers are permitted a 23 kg free checked-in baggage allowance.

Excess baggage may be carried subject to:

- the aircraft not exceeding the regulatory maximum take-off weight; and
- payment of an excess baggage charge.

Optional fees and charges

Optional fee/charge	Derby-Broome
Excess baggage charges (above 23kg)*	\$3.64 per kg
Freight (per consignment)	\$22.73
Freight (per kilogram)	\$4.00

* The operator reserves the right to increase excess baggage and freight charges to a maximum of \$4.55 per kilogram (excluding GST).

There are additional charges for excess baggage and freight items. The details on the associated charges can be found on the Aviair website at www.aviair.com.au.

Air Freight

Aviair carries air freight on the RPT air service when capacity allows. The Derby-Broome air service is a passenger transport air service, and priority is given to passengers and passenger baggage.

Aviair prioritises checked baggage and freight as follows:

- checked baggage within the 23 kg checked baggage allowance;
- urgent medical freight;
- excess checked baggage above the allowances listed above; and
- non-urgent freight.

Aviair Cancelled/Delayed Flight Notification

In the event of an operational delay or cancellation, Aviair will send advice via suitable media to customers where check-in for the flight has not yet opened. For operational delays or cancellations that occur closer to the time of departure, customers will be advised at the time of check-in and kept updated via announcements within the airport terminal.

In addition, Aviair provides a flight disruption forecast by an enquiry phone number (1800 095 500) and up-to-date flight information on their website.

Customer Service

Aviair uses an online passenger feedback system that tracks every follow-up action once the passenger lodges feedback or a complaint. This online passenger feedback system is available at <https://www.aviair.com.au/feedback>

Derby-Broome RPT Air Service Schedule

Effective from 28 February 2022

MONDAY					TUESDAY	WEDNESDAY					THURSDAY
FLT`	DEP	FROM	TO	ARR	NO SERVICE	FLT	DEP	FROM	TO	ARR	NO SERVICE
303	0700	BME	DRB	0755		301	1500	BME	DRB	1555	
304	0840	DRB	BME	0935		302	1635	DRB	BME	1730	
301	1500	BME	DRB	1555							
302	1635	DRB	BME	1730							
FRIDAY					SATURDAY					SUNDAY	
FLT`	DEP	FROM	TO	ARR	NO SERVICE					NO SERVICE	
301	1100	BME	DRB	1155							
302	1235	DRB	BME	1330							

For all bookings and currently scheduled details, visit the Aviair website - www.aviair.com.au