



# Snapshot: Perth-Albany Air Route



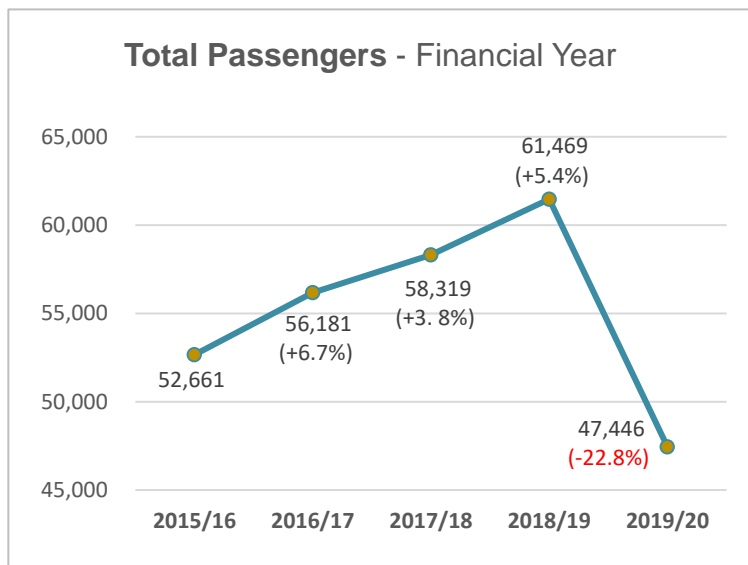
## Quick Facts

<b>COVID-19:</b>	Between April 2020 and 28 March 2021, the Commonwealth and State Governments provided funding support to Rex in order to maintain air services on the Perth-Albany route during the COVID-19 pandemic.
<b>Perth - Albany:</b>	Road distance – 415 km (approx.) Flight distance – 375 km* (approx.)
<b>Number of services:</b>	23 return services per week (Deed of Agreement) Effective from 29 March 2021, the Albany community have had access to 18 return weekly air services. The number of air services operating per week continues to be reviewed and is adjusted according to travel demand.
<b>Flight time:</b>	1 hour 10 minutes
<b>Aircraft used:</b>	Saab 340 B- <i>plus</i> (34 seats), a turboprop aircraft with a maximum capacity of 34 seats and is operated by two pilots and a flight attendant.
<b>Start of service:</b>	Rex commenced regular public (RPT) air services on the Perth-Albany air route in Western Australia on 28 February 2016.
<b>Service agreement:</b>	The State Government has a Deed of Agreement with Rex to provide RPT air services between Perth-Albany until 30 June 2023.
<b>State Government's role:</b>	<ul style="list-style-type: none"> <li>Under the Deed the Department of Transport (DoT) chairs two Aviation Community Consultation Group meetings in Albany per year. During the meeting key stakeholders meet with DoT and Rex to discuss airline performance, initiatives and partnership opportunities. These discussions are vital in ensuring the air route's long-term viability and to foster potential route growth.</li> <li>DoT engages with Rex regularly in relation to any issues that may occur on the air route.</li> <li>Under the deed, Rex is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On Time Performance (OTP).</li> </ul>

\*BITRE data source

## Passenger Demand

- Current passenger demand is enough for only one operator. Generally, demand of less than 100,000 passengers per year is unlikely to sustain two airline operators.
- The number of passenger movements between Perth and Albany grew by 16.7% between 2015/16 and 2018/19.
- There has been a significant reduction in passenger demand during the COVID-19 pandemic in 2020. The low demand during these unprecedented times has resulted in a sharp fall from 2018/19 to 2019/20 with a decrease of 22.8%.



## 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 the flight delays.

### Controllable Delays

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

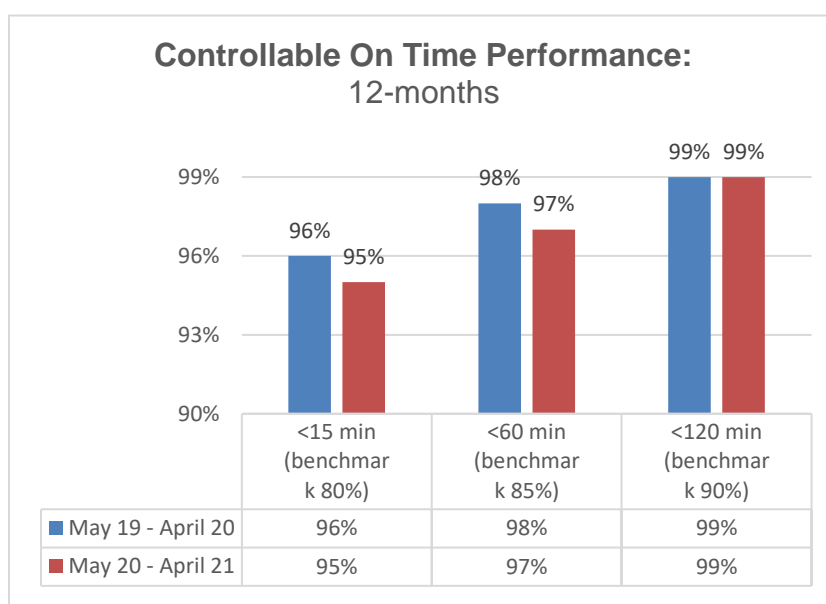
### Uncontrollable Delays

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, Rex 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.



## Airfares

### Maximum Fully-flexible Airfare

The maximum one-way airfare, also known as the Y fare, including airport charges/GST is \$348.69 on the Perth-Albany air route. The following table provides a breakdown of the airport charges and GST.

Charges	Perth-Albany
Perth Airport Tax	\$21.51
Regional Airport Tax	\$30.48 <sup>1</sup>
GST	\$31.70
<b>Total</b>	<b>\$83.69</b>

### Community Airfare

The Rex Community Airfare is the result of a partnership agreement between Rex, Perth Airport and the regional airport operated by the City of Albany. The partnership agreement provides a growth incentive for Rex in respect of airport taxes and for Rex to provide the Community Fare scheme.

The Rex Community one-way fare is \$138.59 on the Perth-Albany route, inclusive of airport charges/GST. Of these, the airport taxes and GST amount to \$64.59.

The Rex Community Airfare is available for passengers booking a flight more than 30 days in advance and **all** unsold seats 24 hours before flight departure. Depending on the flight times, between 10% and 25% of the advance purchase seats are set aside for the Rex Community Airfare. The fare can be purchased online via [www.rex.com.au](http://www.rex.com.au) subject to availability.

## Booking and Service Surcharges

### Additional Booking and Fare Charges

Visit the Rex website for current information on fees and surcharges - <http://www.rex.com.au/FlightInfo/FeesAndSurcharges.aspx>

### Baggage Allowance

Checked and carry-on baggage allowance on Rex's flights on the Perth-Albany route, is:

- Each passenger occupying a paid seat is entitled to cabin baggage of 7 kg.
- Passengers on all fares (except Rex Flex) are permitted a 15 kg free baggage allowance.
- Passengers on a Rex Flex (Y) Fare are permitted 23 kg free baggage allowance.
- Upon presentation of a valid international itinerary or ticket, passengers with international connections within 24 hours of their Rex flight are permitted 23 kg free 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.

For more details on baggage allowance visit the Rex website - <http://www.rex.com.au/FlightInfo/BaggageAllowance.aspx>

### Air Freight

Rex carries air freight on the RPT air service when capacity allows. The Perth-Albany air service is a passenger transport air service and priority is given to passengers and passenger baggage. All air freight across the Rex network is consigned with Qantas Freight and not directly with Rex.

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<sup>1</sup> This is the standard RPT published head tax. Rex entered into a guaranteed airport revenue agreement with the City of Albany. The per passenger amount will be subject to the number of passenger numbers flown.

Rex prioritises checked baggage and freight as follows:

- Rex checked baggage within the 15 kg checked baggage allowance, or Rex checked baggage within the 23 kg checked baggage allowance when purchasing a full economy fare or for international connections;
- urgent medical freight;
- Rex Excess checked baggage above the allowances listed above; and
- non-urgent freight.

## Rex Cancelled/Delayed Flight Notification

In the event of an operational delay or cancellation Rex will send advice via SMS 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, Rex provides a flight disruption forecast for the current and following day on its website where customers can submit the flight number and date to check upon the status of the flight as per the following link - <http://www.rex.com.au/FlightInfo/disruption.aspx>. Customers can also phone the Rex Customer Contact Centre on 13 17 13 to check upon the status of a flight.

## Customer Service

Rex uses an online passenger feedback system that tracks every follow-up action and document once the passenger lodges feedback or a complaint. This online passenger feedback system is available at <http://www.rex.com.au/FeedBack/ContactUs.aspx>

## Perth-Albany RPT Air Service Schedule

The following schedules are subject to change. Additional ad-hoc services may be provided to test commerciality or to meet temporary increase in demand. For all bookings and current schedule details visit the Rex website - [www.rex.com.au](http://www.rex.com.au)

### Effective from 29 March 2021 to 30 September 2021

MONDAY					TUESDAY					WEDNESDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2112	0630	ALH	PER	0740	2112	0630	ALH	PER	0740	2112	0630	ALH	PER	0740
2113	0840	PER	ALH	0950	2113	0840	PER	ALH	0950	2113	0840	PER	ALH	0950
2114	1015	ALH	PER	1125	2114	1015	ALH	PER	1125	2114	1015	ALH	PER	1125
2131	1550	PER	ALH	1700	2131	1550	PER	ALH	1700	2131	1550	PER	ALH	1700
2132	1725	ALH	PER	1835	2132	1725	ALH	PER	1835	2132	1725	ALH	PER	1835
2133	1910	PER	ALH	2020	2133	1910	PER	ALH	2020	2133	1910	PER	ALH	2020
THURSDAY					FRIDAY					SATURDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2112	0630	ALH	PER	0740	2112	0630	ALH	PER	0740	2112	0630	ALH	PER	0740
2113	0840	PER	ALH	0950	2113	0840	PER	ALH	0950	2113	0840	PER	ALH	0950
2114	1015	ALH	PER	1125	2114	1015	ALH	PER	1125	2114	1015	ALH	PER	1125
2131	1550	PER	ALH	1700	2131	1550	PER	ALH	1700	SUNDAY				
2132	1725	ALH	PER	1835	2132	1725	ALH	PER	1835	2131	1550	PER	ALH	1700
2133	1910	PER	ALH	2020	2133	1910	PER	ALH	2020	2132	1725	ALH	PER	1835
										2133	1910	PER	ALH	2020