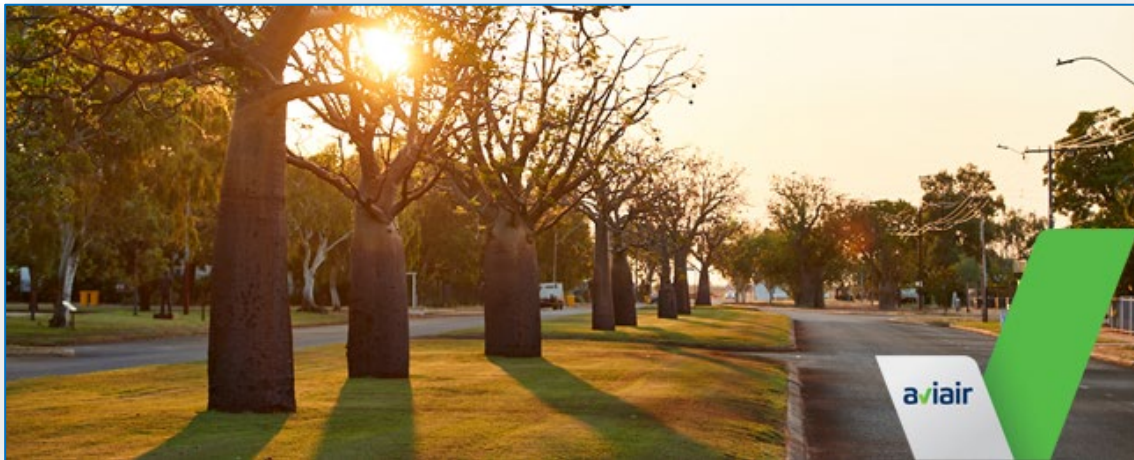




Snapshot Derby-Broome Air Route



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"> 4 return flights per week
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 Derby-Broome RPT service is subsidised by the State Government. The State Government and Aviair entered into a Deed of Agreement for Aviair to provide RPT air services between Derby and Broome until 28 June 2026.
State Government's role:	<ul style="list-style-type: none"> Under the Deed: <ul style="list-style-type: none"> The Department of Transport (DoT) chairs quarterly meetings with Aviair and key stakeholders to discuss route performance and service opportunities; and Aviair is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On Time Performance (OTP).
State Government funding:	<ul style="list-style-type: none"> The State Government has committed a total of \$3,536,000 funding the provision of RPT air services from August 2021 to June 2026.

Passenger Demand

- Current passenger demand on the Derby-Broome route is marginal.
- From the commencement of the RPT air service in August 2021 to June 2024 over 7,000 passengers used the RPT air service.

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

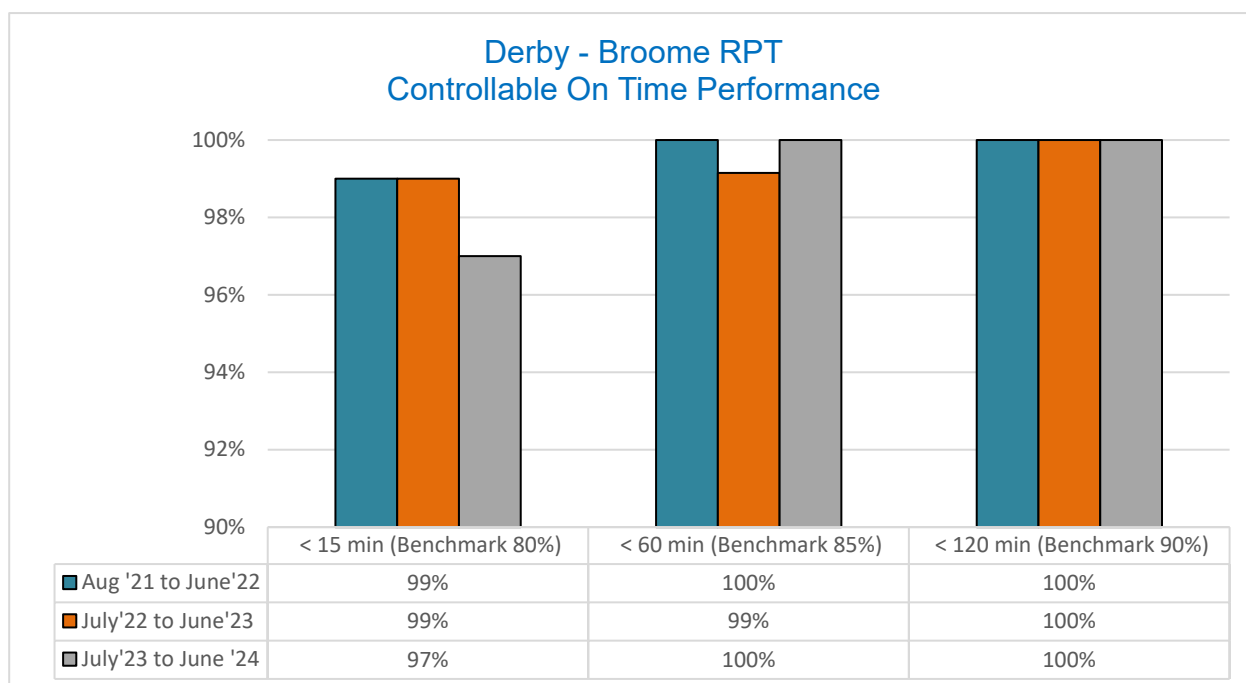
Uncontrollable delays are those circumstances that cause flight delays that are beyond the airline’s control and capacity to rectify, such as bad weather conditions, airport congestion and air traffic control delays by third parties at airports.

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.

The Controllable OTP has met or exceeded the relevant benchmark for each of the three categories as demonstrated in the graph below.



Airfares

Maximum Fully-flexible Airfare

The maximum one-way airfare, on the Derby-Broome air route also known as Y fare, including airport charges and GST, is \$129 one-way. The following table provides a breakdown of the fare.

Airfare Component	Derby-Broome
Base Fare (ex GST)	\$126.36
Perth Airport Tax	\$0.00
Regional Airport Tax	\$0.00
<i>Total Taxes, Charges and Fees</i>	<i>\$0.00</i>
GST on Y fare and airport fees	\$12.64
Maximum Fully Flexible (Y) Airfare, one-way including all taxes/charges	\$139.00

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 Fee and Charges	
Excess baggage charges (above 23 kg)*	\$5.00 per kg
Freight (per consignment)	\$30.00
Freight (per kilogram)	\$5.00

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

MONDAY					TUESDAY					WEDNESDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
303	0700	BME	DRB	0755	No Service					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										
THURSDAY					FRIDAY					SATURDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
No Service					301	1000	BME	DRB	1055	No Service				
					302	1135	DRB	BME	1230	No Service				
										SUNDAY				
										No Service				

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