

Kununurra - Halls Creek - Balgo Air Route Snapshot

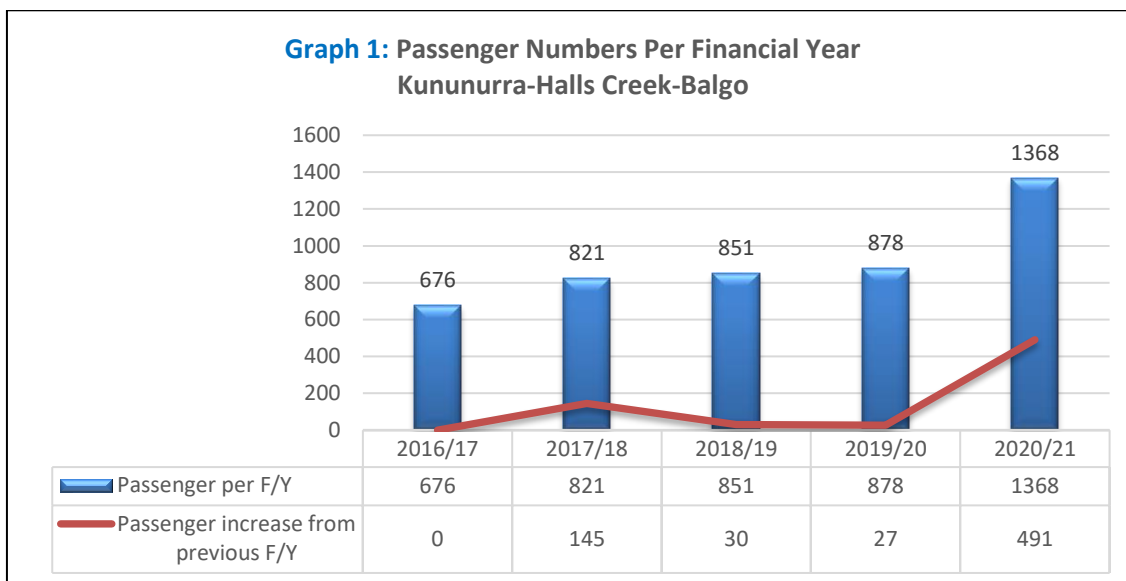


Quick Facts

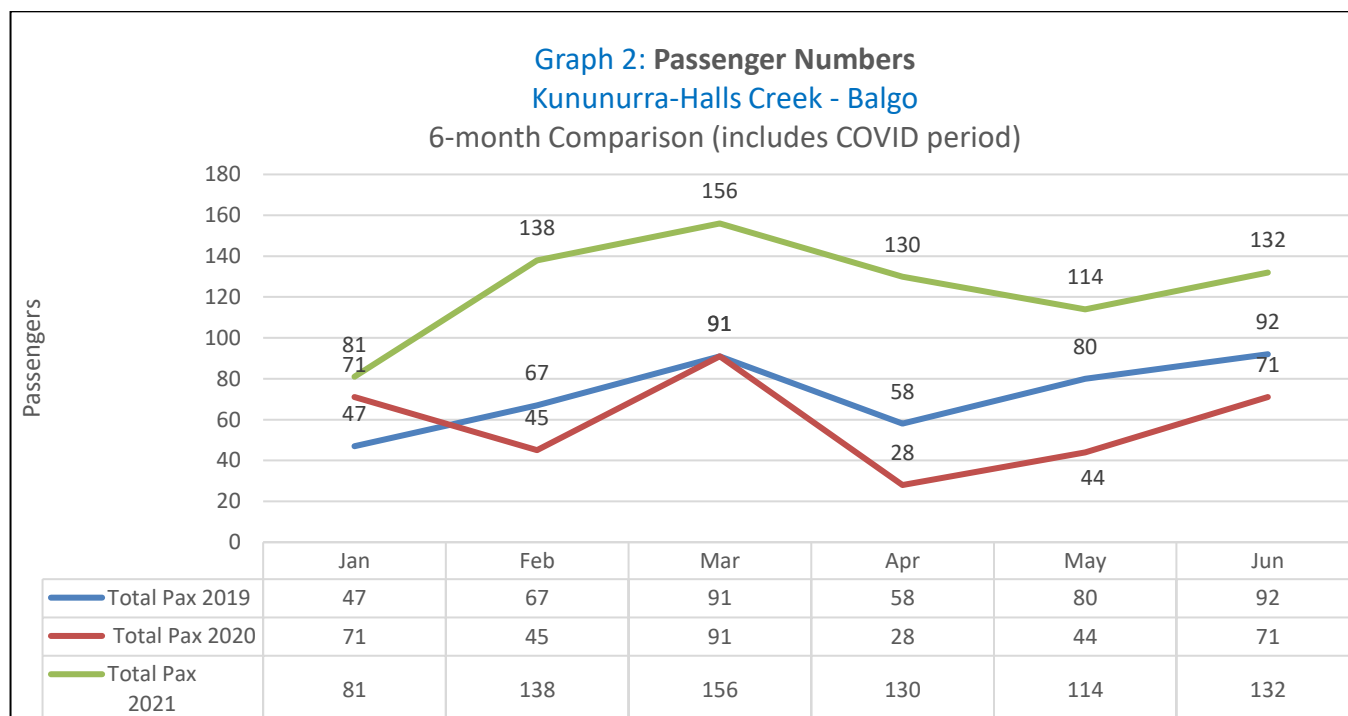
	In 2020, the State and Commonwealth Governments provided funding support to Aviair Pty Ltd to maintain air services on the Kununurra, Halls Creek, Balgo air routes during the COVID-19 pandemic.
Number of Services:	<ul style="list-style-type: none"> • Kununurra – Halls Creek – Balgo route whereby: <ul style="list-style-type: none"> – each town receives two return flights per week – increasing to three flights from February 2021 for a period of nine and half months on a trial basis as per the deed agreement
Aircraft Used:	<ul style="list-style-type: none"> • Pilatus PC12 (9 seats), Turboprop • Cessna 208 Grand Caravan (9 seats), Turboprop
Service Agreement:	<ul style="list-style-type: none"> • State Government has signed a three-year deed agreement with Aviair Pty Ltd to provide RPT air services between Kununurra-Halls Creek-and Balgo.
State Government's Role:	<ul style="list-style-type: none"> • Under this deed the Department of Transport (DoT) meets with Aviair Pty Ltd to discuss airline performance, route initiatives, community connectivity and partnership arrangements in the interest of the air routes' long-term viability and to foster potential route growth in the East Kimberley. • 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

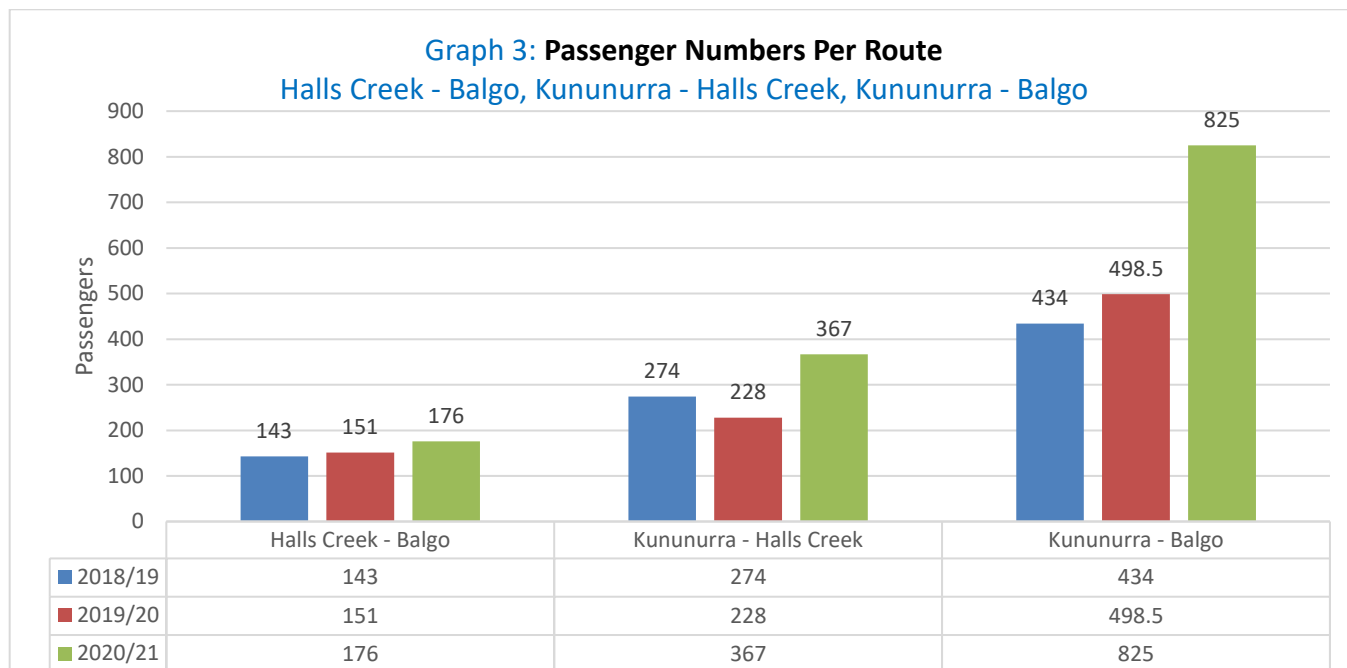
- The passenger demand from the resources sector in the region is met by a mix of closed charter and regular public transport (RPT) air services.
- Current passenger demand for RPT air services is enough for only one operator. Generally, demand of less than 1,000 passengers per year is unlikely to sustain two airline operators.
- Over the 5-year period from 2016/17 to 2020/21 the number of passenger movements between Kununurra, Halls Creek and Balgo have grown by 102.3%, as demonstrated in the **Graph 1** below.



- Passenger numbers dropped to a record low of 28 across the route for the month of April 2020, due to reduced demand resulting from the COVID-19 pandemic. The service is starting to show signs of recovery as shown in the month comparison **Graphs 2**, below.



- Over the 3-year period from 2018/19 & 2020/21 the number of passenger movements between Halls Creek and Balgo increase by 23.7%, Kununurra and Halls Creek increased by 33.9% and Kununurra and Balgo increased by 90.1%, as demonstrated in **Graph 3** below.



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, 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.
- For the period 1 July 2018 to 30 June 2021 Aviair have met and exceeded the OTP benchmarks.

Airfares

Maximum Airfares

From/to	Maximum Airfare (including fees and charges)
Halls Creek to Balgo (Direct)	\$275.00
Kununurra to Halls Creek (Direct)	\$335.00
Kununurra to Balgo (Via Halls Creek)	\$510.00

Landing fees charged to Aviair aircraft at each of the regional airports

Kununurra	
Cessna 208 - \$85.07	Cessna PC12 - \$93.15
Halls Creek	
Cessna 208 - \$44.00	Cessna PC12 - \$44.00
Balgo	
Cessna 208 - \$113.03	Cessna PC12 - \$123.75



Booking and Service Information

Aircraft Upgrade Procedure

Passenger loads are monitored by Aviair in the lead up to the flight. If passengers contact Aviair reservation line on 08 9166 9300 and a flight is at capacity, passengers will be placed on a waitlist or a flight on an alternate day.

Aviair's Cancelled/Delayed Flights Notification

If an Aviair aircraft is delayed or cancelled, Aviair announces the delay/cancellation within the airport terminal and calls any passengers who are not within the terminal/airstrip takeoff point. If the aircraft is significantly delayed exceeding 90 minutes, cancelled passengers have the option of a full refund. Customers can also phone Aviair Reservations on 08 9166 9300 to check the status of a flight.

Baggage Allowance

The Aviair baggage allowance on the air routes is:

- 15kg in total inclusive of checked hand luggage.
- Excess baggage over the abovementioned allowances can be carried subject to:
 - the aircraft not exceeding the regulatory maximum take-off weight; and
 - payment of an excess baggage charge.

Air Freight

Aviair carries air freight (excluding dangerous goods) on the RPT air service when capacity allows. The air services are passenger transport air services and priority is given to passengers and passenger baggage. All air freight is consigned with Aviair Pty Ltd. All freight services carry a consignment fee and are charged at a set rate per kilo.

Aviair prioritises checked baggage and freight as follows:

- checked baggage within the checked baggage weight allowance;
- urgent medical freight;
- excess checked baggage; and
- non-urgent freight.

Customer Service

Passenger loads are monitored by Aviair in the lead up to the flight. If the number of passengers on any flight is above the plane capacity. Aviair will contact passengers to make alternate arrangements or may arrange additional flights depending on aircraft availability.

Current Schedule

Kununurra – Halls Creek & Balgo Current Schedule (2021 – 2022)

Flight Timetable	Depart Kununurra	Arrive Halls Creek	Depart Halls Creek	Arrive Balgo	Depart Balgo	Arrive Halls Creek	Depart Halls Creek	Arrive Kununurra
Tuesday	6.30am	7.45am	8.30am	9.30am	11.00am	12.00pm	12.45pm	2.00pm
Thursday (Feb – Nov)	6.30am	7.45am	8.30am	9.30am	11.00am	12.00pm	12.45pm	2.00pm
Friday	6.30am	7.45am	8.30am	9.30am	11.00am	12.00pm	12.45pm	2.00pm