Perth-Albany Air Route - Snapshot
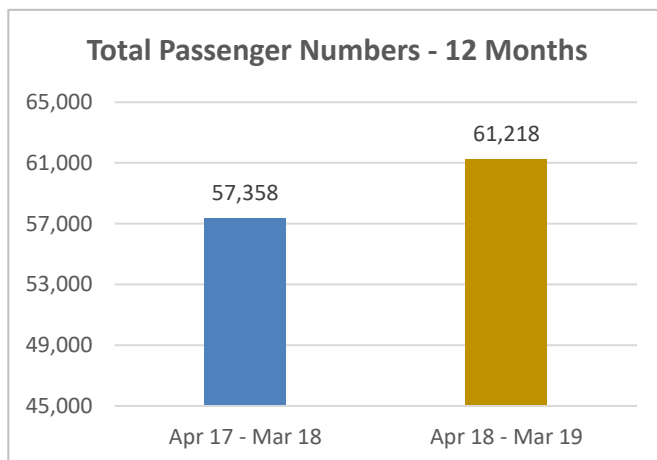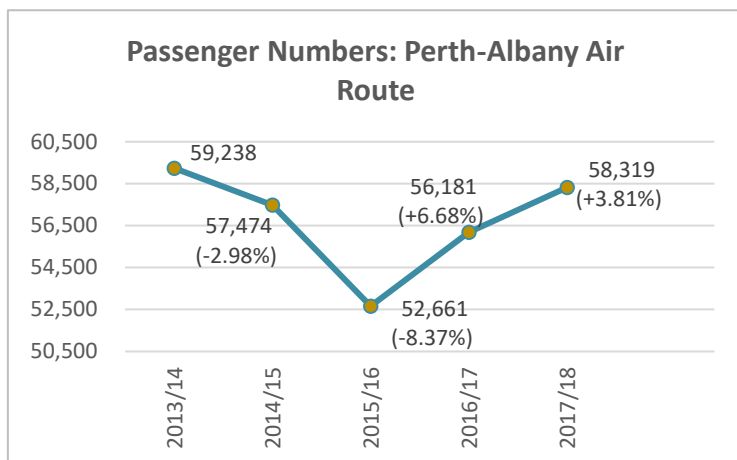

Quick facts

Perth - Albany:	Road distance – 415 km (approx.) Flight distance – 375 km* (approx.)
Number of services:	23 return services per week
Flight time:	1 hour 10 minutes
Aircraft used:	Saab 340 B-*plus* (34 seats), a turboprop aircraft with a maximum capacity of 34 seats and is operated by two pilots and a flight attendant.
Start of service:	Rex commenced regular public (RPT) air services on the Perth-Albany air route in Western Australia on 28 February 2016.
Service agreement:	State Government has signed a five-year deed of agreement with Rex to provide RPT air services between Perth-Albany until 27 February 2021.
State Government's role:	– Under this 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 routes' long-term viability and to foster potential route growth. – DoT engages with Rex regularly in relation to any issues that may occur on the air routes. – Under the deed, Rex is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On Time Performance (OTP).

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 has steadily grown from 2015/16.

- The 12 months Apr 2018 - Mar 2019 compared to the same period the previous year has seen an increase of 6.73%.

Passenger Numbers: Perth-Albany Air Route

Year	Passengers
2013/14	59,238
2014/15	57,474 (-2.98%)
2015/16	52,661 (-8.37%)
2016/17	56,181 (+6.68%)
2017/18	58,319 (+3.81%)

Total Passenger Numbers - 12 Months

Period	Passengers
Apr 17 - Mar 18	57,358
Apr 18 - Mar 19	61,218

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.
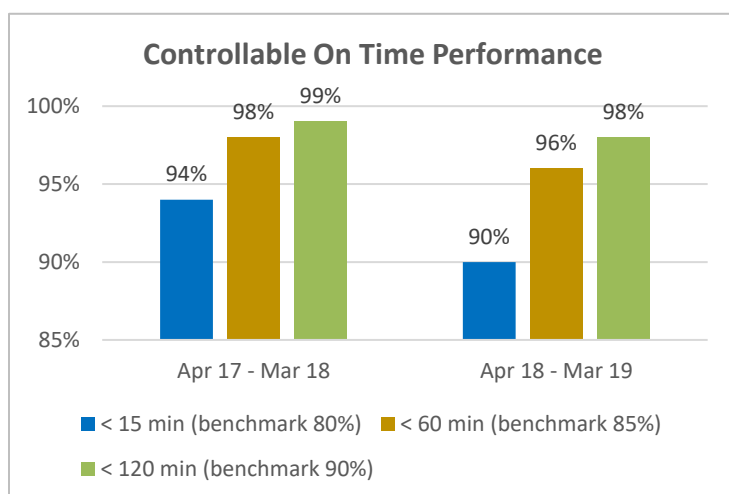
Uncontrollable delays

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.

Controllable On Time Performance

Period	< 15 min (benchmark 80%)	< 60 min (benchmark 85%)	< 120 min (benchmark 90%)
Apr 17 - Mar 18	94%	98%	99%
Apr 18 - Mar 19	90%	96%	98%

Airfares

Maximum fully-flexible airfare

The maximum one-way airfare, also known as the Y fare, including airport charges/GST is $342.58 on the Perth-Albany air route. The following table provides a breakdown of the airport charges and GST.

Charges	Perth-Albany
Perth Airport Tax	$20.96
Regional Airport Tax	$30.48
GST	$31.14
Total	**$82.58**

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 $137.98 on the Perth-Albany route, inclusive of airport charges/GST. Of these, the airport taxes and GST amount to $63.98.

The Rex Community Airfare is available for passengers booking a flight more than 60 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 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 in possession of a Rex Flex (Y) Fare are permitted 23 kg free baggage allowance; and
- 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.

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.

Current approved schedule

Route: Albany-Perth-Albany														
MONDAY					**TUESDAY**					**WEDNESDAY**				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
ZL2112	0630	ALH	PER	0740	ZL2112	0630	ALH	PER	0740	ZL2112	0630	ALH	PER	0740
ZL2113	0840	PER	ALH	0950	ZL2113	0840	PER	ALH	0950	ZL2113	0840	PER	ALH	0950
ZL2114	1015	ALH	PER	1125	ZL2114	1015	ALH	PER	1125	ZL2114	1015	ALH	PER	1125
ZL2125	1210	PER	ALH	1320	ZL2125	1210	PER	ALH	1320	ZL2125	1210	PER	ALH	1320
ZL2126	1345	ALH	PER	1455	ZL2126	1345	ALH	PER	1455	ZL2126	1345	ALH	PER	1455
ZL2131	1550	PER	ALH	1700	ZL2131	1550	PER	ALH	1700	ZL2131	1550	PER	ALH	1700
ZL2132	1725	ALH	PER	1835	ZL2132	1725	ALH	PER	1835	ZL2132	1725	ALH	PER	1835
ZL2133	1910	PER	ALH	2020	ZL2133	1910	PER	ALH	2020	ZL2133	1910	PER	ALH	2020
THURSDAY					**FRIDAY**					**SATURDAY**				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
ZL2112	0630	ALH	PER	0740	ZL2112	0630	ALH	PER	0740	ZL2112	0630	ALH	PER	0740
ZL2113	0840	PER	ALH	0950	ZL2113	0840	PER	ALH	0950	ZL2113	0840	PER	ALH	0950
ZL2114	1015	ALH	PER	1125	ZL2114	1015	ALH	PER	1125	ZL2114	1015	ALH	PER	1125
ZL2125	1210	PER	ALH	1320	ZL2125	1210	PER	ALH	1320	**SUNDAY**				
ZL2126	1345	ALH	PER	1455	ZL2126	1345	ALH	PER	1455	ZL2131	1550	PER	ALH	1700
ZL2131	1550	PER	ALH	1700	ZL2131	1550	PER	ALH	1700	ZL2132	1725	ALH	PER	1835
ZL2132	1725	ALH	PER	1835	ZL2132	1725	ALH	PER	1835	ZL2133	1910	PER	ALH	2020
ZL2133	1910	PER	ALH	2020	ZL2133	1910	PER	ALH	2020					

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