



# Frequently Asked Questions

## Regional Express (Rex) Airlines

### Perth-Albany and Perth-Esperance air routes

*Current as at 9 Nov 2017*

#### General

**When did Regional Express (Rex) commence operations in Western Australia and how many regular public transport (RPT) air services is Rex providing on the Perth-Albany and Perth-Esperance routes?**

Rex commenced RPT air services on the Perth-Albany and Perth-Esperance air routes in WA on 28 February 2016.

Rex currently operates 23 return services per week to/from Albany and 18 return services per week to/from Esperance.

**What aircraft does Rex fly on the Perth-Albany and Perth-Esperance routes?**

Like on other routes in Australia, Rex operates SAAB 340B aircraft on the Perth-Albany and Perth-Esperance routes. The SAAB 340B is a turboprop aircraft with a maximum capacity of 34 seats and is operated by two pilots and a flight attendant.

**What is the State Government's role in monitoring Rex in WA?**

The State Government plays an active role in the monitoring of Rex's operations in WA. The State Government has signed a five year deed agreement with Rex to provide RPT air services between Perth-Albany and Perth-Esperance until 27 February 2021.

Under this deed the Department of Transport (DoT) chairs two Aviation Community Consultation Group (CCG) meetings in Albany and Esperance twice a year where key stakeholders have the opportunity to meet with DoT and Rex to discuss airline performance, route initiatives and partnership arrangements in the interest of the air routes' long-term viability and foster potential route growth.

In addition, DoT engages with Rex regularly in relation to any issues that may occur on the air routes. Regular communication provides opportunities for both parties to address any emerging issues promptly and efficiently and to ensure that the deed requirements are being met.

Under the deed, Rex is required to report monthly on key statistics such as passenger numbers, load factors, airfares and on-time performance (OTP).

#### On-time performance (OTP)

**What is on-time performance?**

In general, when a flight departs or arrives within 15 minutes of the scheduled departure or arrival time, it is considered on time. This is an Australia-wide airline industry benchmark. The OTP of flights can be affected by controllable or uncontrollable circumstances causing the flight delays.

## What is controllable and uncontrollable on-time performance?

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, such as crew management, fuel management and aircraft maintenance.

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.

Generally, airlines are required to report their Controllable on-time performance.

## What on-time performance benchmarks does Rex have to meet under its deed of agreement with the State?

Under the deed of agreement with the State, Rex is required to meet or exceed the following:

- 80 per cent controllable on-time performance for aircraft departures and arrivals within 15 minutes of scheduled departure and arrival times;
- 85 per cent controllable on-time performance for aircraft departures and arrivals within 60 minutes of scheduled departure and arrival times; and
- 90 per cent controllable on-time performance for aircraft departures and arrivals within 120 minutes of scheduled departure and arrival times.

## What is the controllable on-time performance of Rex flights on the Perth-Albany and Perth-Esperance air routes?

The controllable on-time performance in the last twelve months of operations on the Albany and Esperance routes is noted in the table below.

### **Rex - Controllable on-time performance (November 2016-October 2017)**

Deed Requirement	Perth-Albany route	Perth-Esperance route
80% OTP within 15 min	95%	93%
85% OTP within 60 min	99%	97%
90% OTP within 120 min	99%	99%

## How will Rex notify customers if their flight is delayed?

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 and where the delay is greater than one hour. 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. It is important for passengers to provide mobile phone contact details for the receipt of the SMS message.

In addition, Rex provides a flight disruption forecast for operational delays of greater than thirty minutes and for cancellations on the current and following day at <http://www.rex.com.au/FlightInfo/disruption.aspx> where customers can submit the flight number and date to check the status of the flight.

Customers can also phone the Rex Customer Contact Centre on 13 17 13 to check the status of a flight.

## Baggage allowance

### What is the checked and carry-on baggage allowance on Rex's flights on the Perth-Albany and Perth-Esperance routes?

The Rex baggage allowance across all Rex routes, including the Albany and Esperance routes, is:

- checked baggage of up to 15 kilograms and a carry-on baggage of up to 7 kilograms – standard passenger allowance.

- checked baggage of up to 20 kilograms and a carry-on baggage of up to 7 kilograms – allowance for passengers with international flight connections.
- checked baggage of up to 23 kilograms and a carry-on baggage of up to 7 kilograms – for full economy fare passengers. This allowance was implemented by Rex from 1 May 2016 in response to customer feedback.

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.

## Airfares

### What is the maximum fully-flexible airfare (known as Y airfare) on the Perth-Albany and Perth-Esperance routes including all fees and taxes?

The maximum one-way airfare including all fees and taxes is \$328.90 on the Perth-Albany air route and \$361.27 on the Perth-Esperance air route.

### Of the Rex maximum airfare, how much are the fees and taxes?

The fees and charges on the air services include:

	Perth-Albany	Perth- Esperance
Perth Airport Tax	\$24.52	\$24.52
Regional Airport Tax	\$30.48	\$20.91
GST	\$29.90	\$32.84
<b>Total</b>	<b>\$84.90</b>	<b>\$78.27</b>

### What is a Rex Promo/Community Airfare on the Albany and Esperance routes?

The Rex Promo/Community Airfare is the result of a partnership agreement between Rex, Perth Airport and the regional airports respectively operated by the City of Albany and Shire of Esperance. The partnership agreement provides growth incentive arrangements for Rex in respect of airport taxes and for Rex to provide discounted airfares.

The Rex Promo/Community one way fare is \$129 on the Perth-Albany and Perth-Esperance route, inclusive of all fees and charges. Of these, the airport taxes and GST amount to \$65.44 and \$55.91 respectively.

### Are there any special conditions for booking a Rex Promo/Community Airfare and how can I book?

The Rex Promo/Community Airfare is available for all unsold seats 24 hours before flight departure and for passengers booking a flight more than 60 days in advance. Depending on the flight times, between 10 per cent and 25 per cent of the seats are set aside for the Rex Promo/Community fare. The fare can be purchased online via [www.rex.com.au](http://www.rex.com.au) subject to availability.

## Air freight

### Does Rex carry air freight and what priority is given to air freight?

Rex carries air freight on the RPT air service when capacity allows. The Perth-Albany and Perth-Esperance 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 kilograms checked baggage allowance, or Rex checked baggage within the 23 kilograms checked baggage allowance when purchasing a full economy fare;
- urgent medical freight;
- Rex checked baggage within the 20 kilograms allowance for international connections;
- Rex Excess checked baggage above the allowances listed above; and
- non-urgent freight.

## Customer service

### What procedures does Rex have for customer complaints?

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>.