



Department of  
Transport



# Snapshot: Perth-Monkey Mia-Carnarvon Air Route



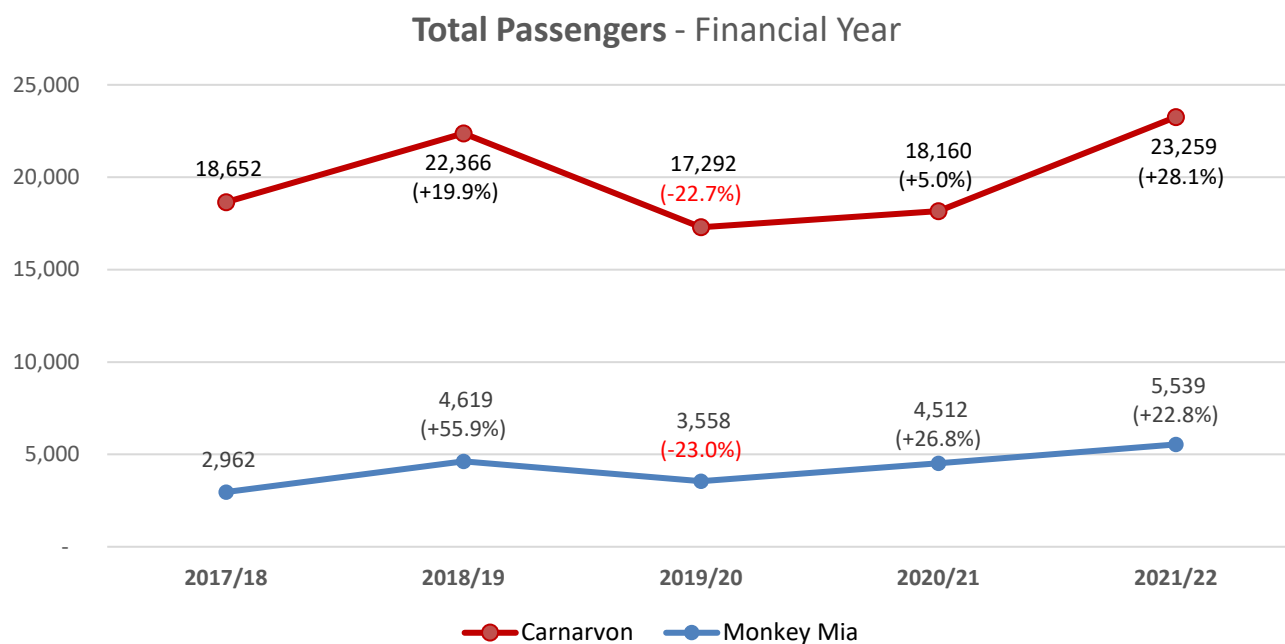
## Quick Facts

<b>Perth-Monkey Mia-Carnarvon:</b>	<ul style="list-style-type: none"> <li>Road distance – 1,196 km (approx.)</li> <li>Flight distance – 825 km* (approx.)</li> </ul>
<b>Number of services:</b>	12 return services per week for Carnarvon and 6 return services for Monkey Mia under the Deed of Agreement.
<b>Flight times:</b>	<ul style="list-style-type: none"> <li>Perth-Monkey Mia – 2 hours</li> <li>Monkey Mia-Carnarvon – 30 mins</li> <li>Carnarvon-Perth – 2 hours 10 mins</li> </ul>
<b>Aircraft used:</b>	Saab 340B (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-Carnarvon Monkey Mia air route in Western Australia on 2 July 2018.
<b>Service agreement:</b>	The State Government has a Deed of Agreement in place with Rex to provide RPT air services between Perth, Carnarvon and Monkey Mia until 1 October 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 Carnarvon 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 regarding 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.
- There was a significant reduction in passenger demand during the COVID-19 pandemic in 2020. The low demand during these unprecedented times resulted in a sharp fall from 2018/19 to 2019/20 with a decrease of almost 23% for both Monkey Mia and Carnarvon, demonstrated in the below graph.
- The 2021/22 financial year has seen a recovery with a total of 23,259 passengers on the Carnarvon route and 5,359 passengers on the Monkey Mia route. Passenger numbers on both routes have increased to above pre-COVID levels.



## 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

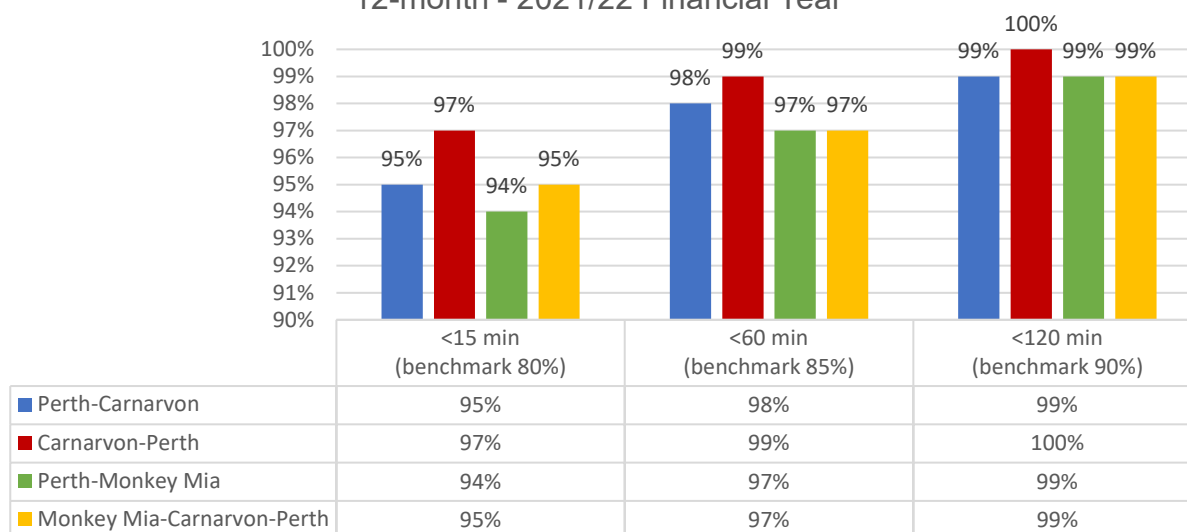
Uncontrollable delays are those circumstances that cause flight delays that are beyond the airline's control and capacity to rectify, such as bad weather conditions, airport congestion and air traffic control delays by third parties at airports.

## OTP Benchmarks

Under the deed of agreement with the State, Rex is required to meet or exceed the following for aircraft departures and arrivals:

- 80% controllable OTP within 15 minutes of scheduled departure and arrival times;
- 85% controllable OTP within 60 minutes of scheduled departure and arrival times; and
- 90% controllable OTP within 120 minutes of scheduled departure and arrival times.

### Controllable On Time Performance 12-month - 2021/22 Financial Year



## Airfares

### Maximum Fully-flexible (Y) Airfare (one-way)

Airfare Component	Monkey Mia	Carnarvon
Base Fare (ex GST)	\$428.00	\$434.00
Perth Airport Tax	\$21.51	\$21.51
Regional Airport Tax	\$18.00 <sup>1</sup>	\$35.00
<i>Total Taxes, Charges and Fees</i>	<i>\$39.51</i>	<i>\$56.51</i>
GST on Y fare and airport fees	\$46.75	\$49.05
<b>Maximum Fully Flexible (Y) Airfare, one-way including all taxes/charges</b>	<b>\$514.26</b>	<b>\$539.56</b>

### Discounted Airfares (one-way)

Airfare type	Monkey Mia	Carnarvon
Rex Community Airfare <b>excluding</b> fees/charges	\$112.31	\$138.04
Rex Community Airfare <b>including</b> fees/charges	\$167.00	\$214.00
Regional Zone Cap Airfare <b>including</b> fees/charges	\$199.00	\$199.00

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

## Rex Community Airfare

The Rex Community Fare is available for passengers booking a flight:

- more than 30 days in advance; or
- within 24 hours of flight departure (subject to availability).

Depending on the flight times, between 10% and 25% of the advance purchase seats are set aside for the Rex Community Fare.

The fare can be purchased online via [www.rex.com.au](http://www.rex.com.au), subject to availability. Details on the Fare Rules can be found on the Rex website at [www.rex.com.au/CommunityFares/default.aspx](http://www.rex.com.au/CommunityFares/default.aspx)

The Rex Community Airfare for Monkey Mia is the result of a partnership agreement between Rex, and the regional airport operated by RAC Parks and Resorts - Monkey Mia. The partnership agreement provides a growth incentive for Rex in respect of airport taxes and for Rex to provide the Community Fare scheme.

## Regional Airfare Zone Cap

The Regional Airfare Zone Cap scheme is a joint initiative between the State Government and Rex. The one-way Zone Cap fare is \$199.00 on the Perth-Carnarvon and Perth-Monkey Mia routes, inclusive of airport charges/GST.

The Rex Zone Cap Fare is available for passengers:

- Booking a return trip into Perth and
- Who are residents of Carnarvon or Monkey Mia booking a trip for personal reasons.

The Zone Cap fare:

- Allows flight changes free of charge until 60 minutes before scheduled departure.
- Can be purchased online via [www.rex.com.au/?des=per](http://www.rex.com.au/?des=per)



Details on the Fare Rules can be found on the Rex website at - [www.rex.com.au/specials/fare\\_rules.aspx](http://www.rex.com.au/specials/fare_rules.aspx)

## Booking and Service Information

### Additional Booking and Fare Charges

Visit the Rex website for current information on fees and surcharges - [www.rex.com.au/FlightInfo/FeesAndSurcharges.aspx](http://www.rex.com.au/FlightInfo/FeesAndSurcharges.aspx)

### Baggage Allowance

Checked and carry-on baggage allowance on Rex's flights on the Perth-Carnarvon-Monkey Mia 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.
- 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 - [www.rex.com.au/FlightInfo/BaggageAllowance.aspx](http://www.rex.com.au/FlightInfo/BaggageAllowance.aspx)

## Air Freight

Rex carries air freight on the RPT air service when capacity allows. The Perth-Carnarvon Monkey Mia 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 - [www.rex.com.au/FlightInfo/disruption.aspx](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 [www.rex.com.au/FeedBack/ContactUs.aspx](http://www.rex.com.au/FeedBack/ContactUs.aspx)

## Carnarvon-Monkey Mia RPT Air Service Schedules

Carnarvon-Monkey Mia Schedule – effective 1 April 2023 to 30 June 2023

MONDAY					TUESDAY					WEDNESDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2416	0705	PER	CVQ	0920	2416	0705	PER	CVQ	0920	2416	0705	PER	CVQ	0920
2417	0955	CVQ	PER	1205	2417	0955	CVQ	PER	1205	2417	0955	CVQ	PER	1205
2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535
2268/ 2269	1600	MJK	CVQ	1630	2268/ 2269	1600	MJK	CVQ	1630	2268/ 2269	1600	MJK	CVQ	1630
2269	1705	CVQ	PER	1915	2269	1705	CVQ	PER	1915	2269	1705	CVQ	PER	1915
THURSDAY					FRIDAY					SATURDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2416	0705	PER	CVQ	0920	2416	0705	PER	CVQ	0920	2258	1705	PER	MJK	0905
2417	0955	CVQ	PER	1205	2417	0955	CVQ	PER	1205	2258/ 2259	0930	MJK	CVQ	1000
2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535	2259	1035	CVQ	PER	1245
2268/ 2269	1600	MJK	CVQ	1630	2268/ 2269	1600	MJK	CVQ	1630	SUNDAY				
2269	1705	CVQ	PER	1915	2269	1705	CVQ	PER	1915	2268	1335	PER	MJK	1535
										2268/ 2269	1600	MJK	CVQ	1630
										2269	1705	CVQ	PER	1915

For all bookings and current schedule details visit the Rex website - [www.rex.com.au](http://www.rex.com.au)

The flight schedule is subject to change. Additional ad-hoc services may be provided to test commerciality or to meet temporary increase in demand.