

CAPE TOWN INTERNATIONAL AIRPORT PEAK SEASON PLAN

Brief to the Western Cape Parliament's Standing Committee on
Finance, Economic Opportunities and Tourism

November 2022



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NOV 2022

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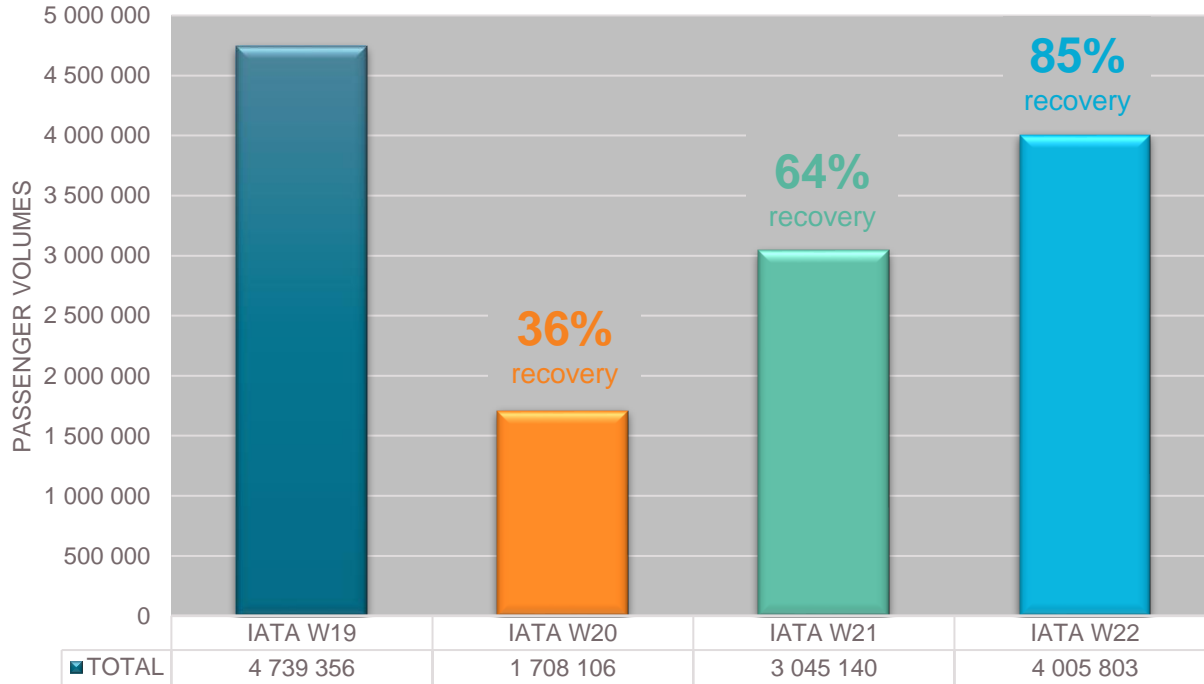
- To highlight the state of readiness of Cape Town International Airport for the 2022/2023 tourism season.
- To share the steps taken to address and mitigate against JET fuel shortages during the tourism season.
- To share the status of the on-boarding of biometric scanners at Cape Town International Airport.



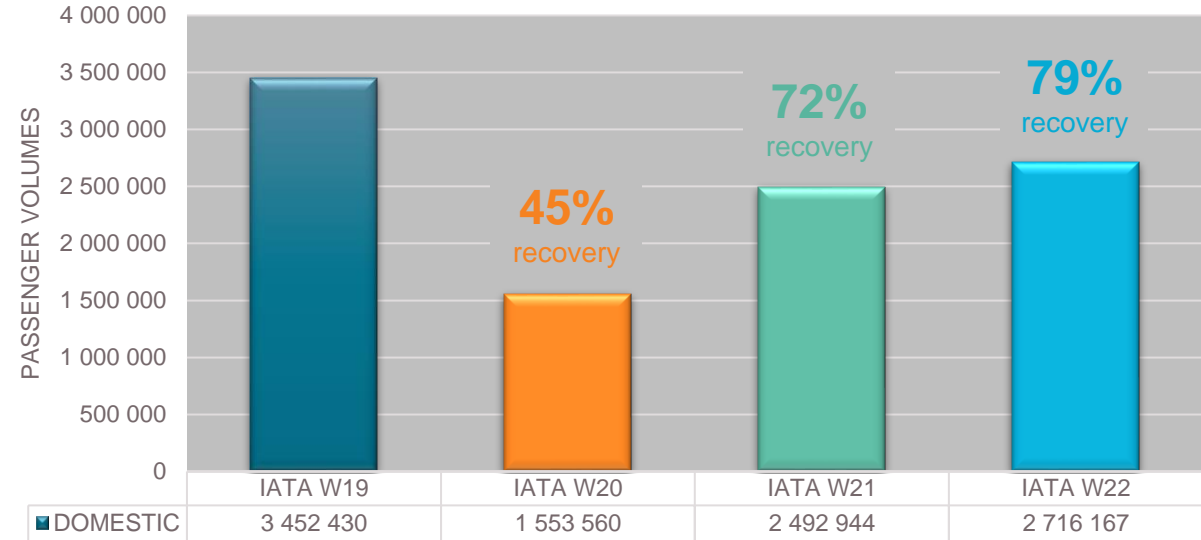
PASSENGER AND ATM FORECAST

IATA W22 PASSENGER DEMAND FORECAST

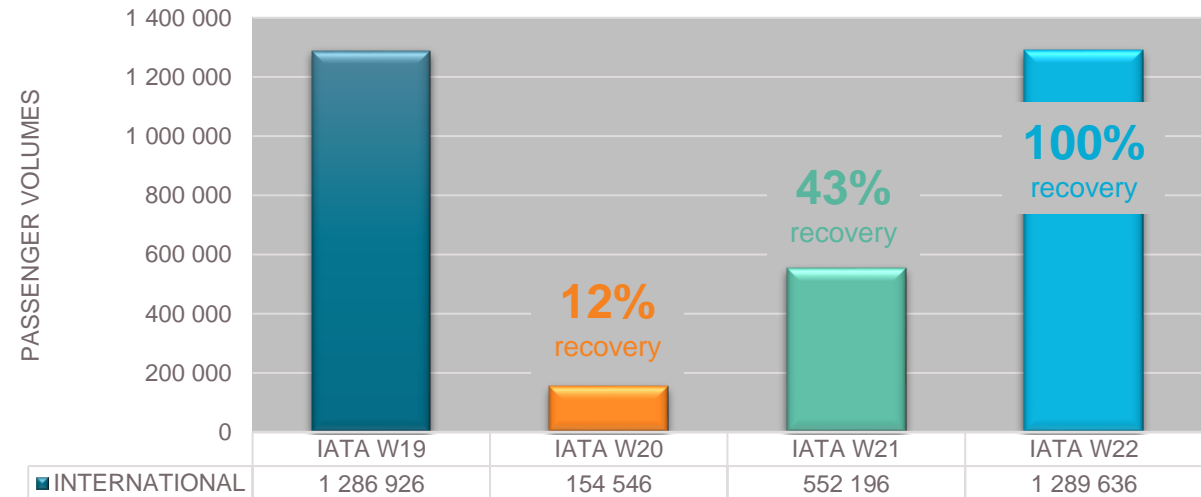
TOTAL PASSENGERS



DOMESTIC PASSENGERS



INTERNATIONAL PASSENGERS

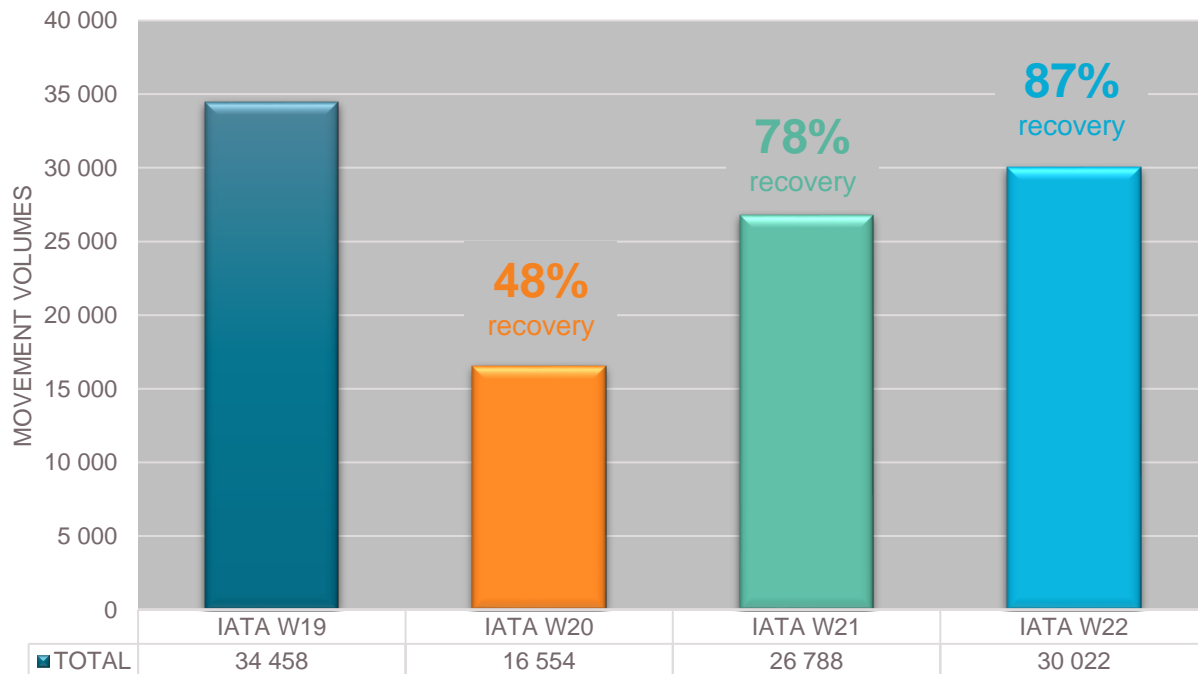


Notes:

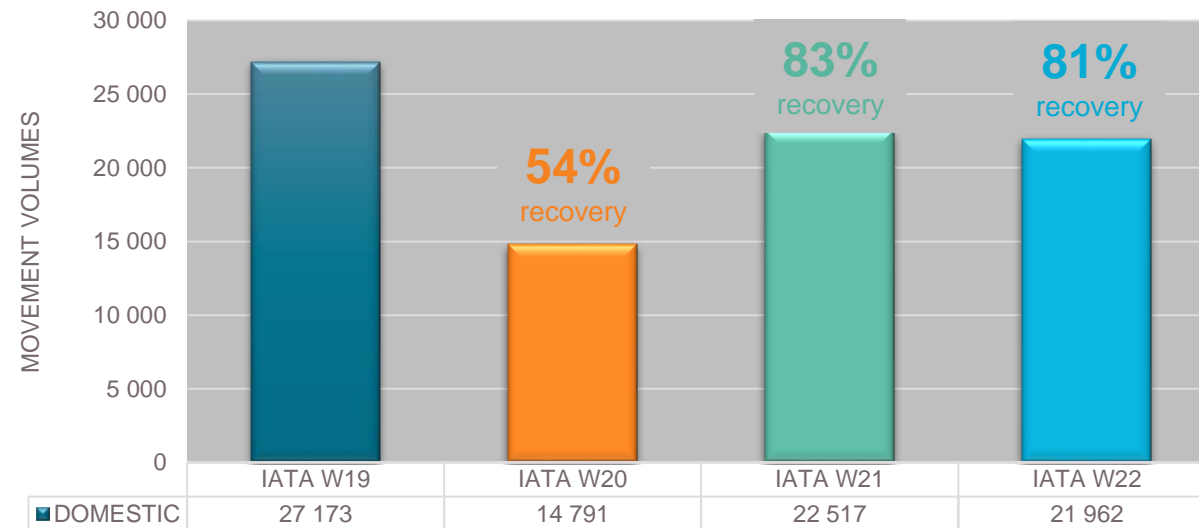
- Figures are based on approved slots and monthly forecast values and are subject to change
- It is expected that international travel will drive CTIA recovery in IATA W22 due to the increase in new & returning airlines as well as additional frequencies of existing carriers.
- Domestic recovery is slower than international given the loss of domestic carriers relative to IATA W21.

IATA W22 MOVEMENT DEMAND FORECAST

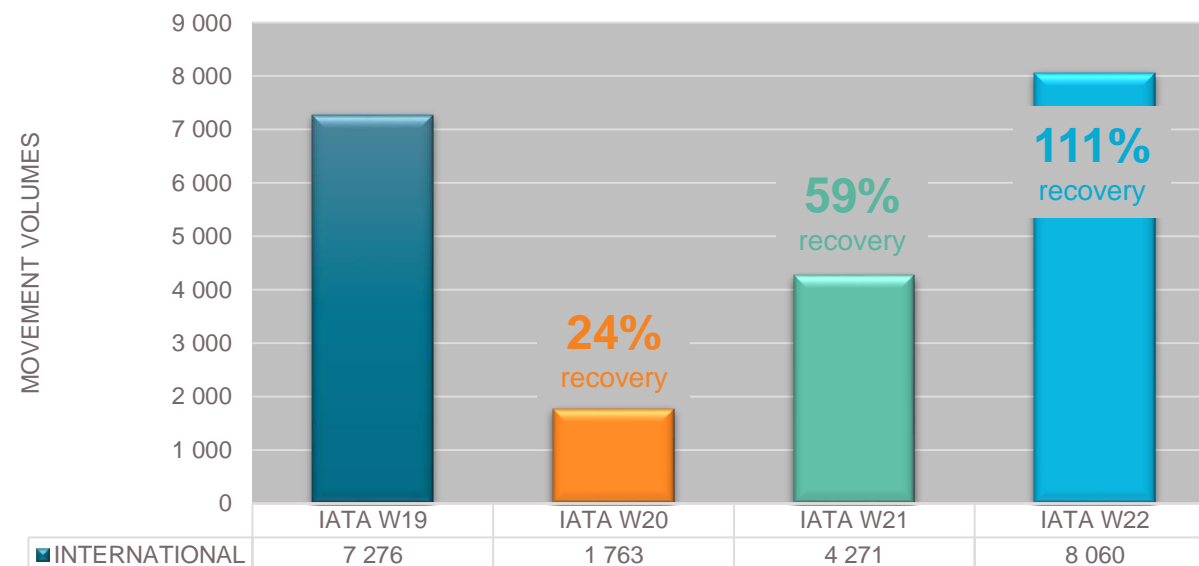
TOTAL MOVEMENTS



DOMESTIC MOVEMENTS



INTERNATIONAL MOVEMENTS



Notes:

- Figures are based on approved slots and monthly forecast values and are subject to change
- It is expected that international travel will drive CTIA recovery in IATA W22 due to the increase in new & returning airlines as well as additional frequencies of existing carriers.
- Domestic recovery is slightly less than IATA W21 given the loss of 3 domestic carriers (Mango & Comair).


















OPERATING AIRLINES

	Operational				Non-Operational	
Domestic						
International						<p>Operating in IATA W22</p>
					<p>Operating in IATA W22</p>	

Notes:

- Operating airlines listed are currently operating in November 2022
- **New International Airlines** starting operations in **W22** indicated

NEW AIRLINES, ROUTES AND INCREASING FREQUENCIES

Airline	Change	Routes	Start date	Frequencies
 AIR BELGIUM	New airline	CPT – BRU	15-Sep	2 per week
 AIRLINK	New route	CPT – MPM	18-Sep	3 per week
 edelweiss <i>der Sonne entgegen</i>	Resumes operations	CPT – ZRH	26-Sep	3 per week
 Condor	Resumes operations	CPT – FRA	08-Oct	3 per week
 Lufthansa	Munich route resumes	CPT – MUC	29-Oct	5 per week
 AIRFRANCE	Resumes operations	CPT – CDG	30-Oct	3 per week
 QATAR AIRWAYS القطرية	Increased frequencies	CPT – DOH	30-Oct	10 per week
 Lift	Increased frequencies	CPT – JNB	30-Oct	6 per day
 virgin atlantic	New airline	CPT – LHR	06-Nov	Daily
 AIRLINK	New route	CPT – DUR	November	Daily
 AIRLINK	New route	CPT – ELS	November	5 per week
 AIR MAURITIUS	Resumes operations	CPT – MRU	16-Nov	2 per week
 UNITED AIRLINES	New route	CPT – IAD	18-Nov	3 per week
 BRITISH AIRWAYS	Increased frequencies	CPT – LHR	21-Nov	Double daily
 DELTA	New airline	CPT – ATL	03-Dec	3 per week
 BRITISH AIRWAYS	New route	CPT – LGW	13-Dec	3 per week
 Emirates	Increased frequencies	CPT – DXB	01-Feb	Double daily

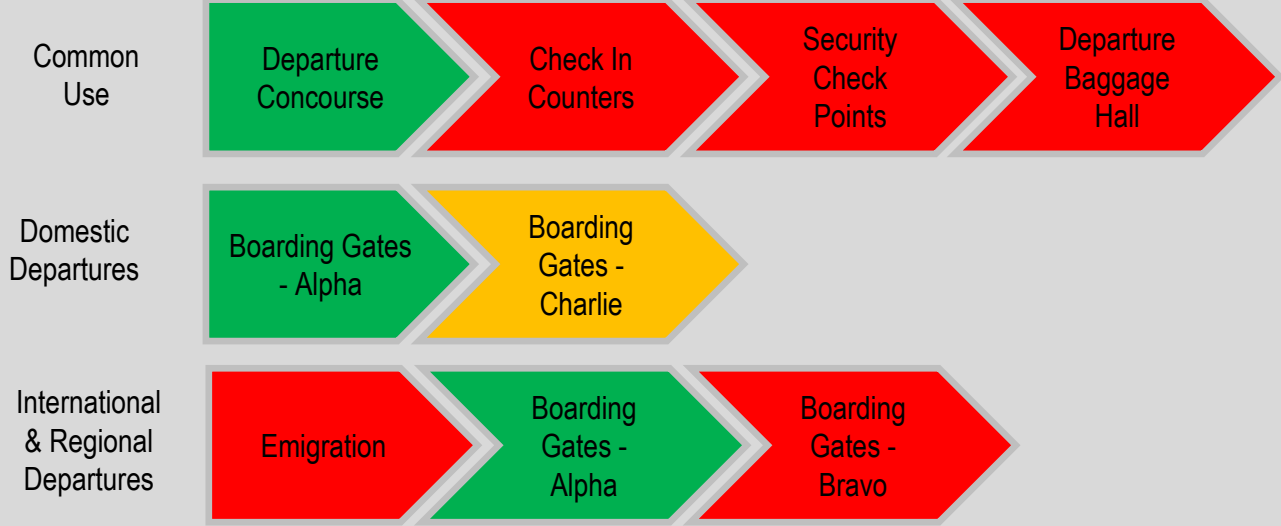


VALUE CHAIN ANALYSIS

IMPACT ON VALUE CHAIN – HEAT MAP



Departures Value Chains



Arrivals Value Chains



KEY

- No Capacity Constraints
- Moderate Capacity Constraints
- Capacity Constraints

Notes:

- Diagram based on **CTIA** number of resources and the assumption of number of Airlines that will be operating
- The **capacity constraint areas** within the Value Chain are represented in **red** and due to the following:
 - Increase in **demand**
 - Increase in **processing times**
 - Lack of **resources**

Capacity constraints	Challenge	Response
Check in counters	Over 80% utilisation of check in counters	Dynamic allocation, management of On Time Departures and active management of overflow queuing areas.
Security check points	Over 80% utilisation of security check points	Resource management and active management of overflow queuing areas.
Departure baggage hall	Congestion in the baggage hall during loading of international flights	Even distribution of flights over carousels when loading bags.
Emigration	Queuing outside formal queuing areas	Resource management, active management of overflow queuing areas and usage of Egates.
Boarding Gates - Bravo	Congestion when processing multiple flights	Maximise Airbridge utilisation.
Arrivals concourse (M&G)	Congestion during multiple domestic arrivals	Prevention of touting and management of transport operators to prevent congestion.
Immigration	Congestion when processing multiple flights	Resource management, active management of overflow queuing areas and usage of Egates.
Baggage off-load	Restricted offload areas	Even distribution across baggage belts.
Baggage re-claim	Loading on multiple belts	Even distribution across baggage belts.
Taxilane	Single taxilane with multiple aircraft push backs	Staggered parking of aircraft to facilitate simultaneous push backs.
Apron parking bays	Over 80% utilisation of international aircraft bays	Management of On Time Performance and implementation of contingency plans for overflow parking.

A nighttime photograph of an airport tarmac. In the foreground, a row of white baggage carts is parked. The cart closest to the camera has a white cover with the text "AKE 18454 BA" and the British Airways logo. In the background, a British Airways aircraft is docked at a gate, with its tail fin visible. The airport terminal building is illuminated, and a long, glass-enclosed walkway extends across the scene. Light trails from a moving vehicle are visible on the right side of the tarmac. A teal semi-transparent banner is overlaid across the middle of the image, containing the text "DEMAND PLANNING".

DEMAND PLANNING

DEMAND PLANNING

TYPICAL BUSY DAY HEAT MAP

The Heat Map shows the volumes & resource demand per hour for each sub-area or sub-system

		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
TERMINAL	Total departing passenger volumes (Check-in area)	0	0	0	0	190	1091	624	304	834	932	933	535	956	623	814	647	1456	1250	952	581	138	14	108	122
	DOMESTIC DEPARTURES	0	0	0	0	184	1041	516	38	516	689	791	357	738	265	766	582	1096	526	586	354	0	0	0	0
DOMESTIC DEPARTURES	Security queuing area pax volumes	0	0	0	0	2	8	4	1	4	5	6	3	6	2	6	5	8	4	5	3	0	0	0	0
	Security check points	0	0	0	0	2	8	4	1	4	5	6	3	6	2	6	5	8	4	5	3	0	0	0	0
DOMESTIC ARRIVALS	Arriving passengers									541	698	938	184	628	170	941	204	1231	559	441	394	859	583	514	
	Number of arriving flights									5	7	7	1	4	1	9	2	9	5	4	3	8	4	3	
INT & REG DEPARTURES	Security queuing area pax volumes	0	0	0	0	6	50	108	265	318	244	142	138	217	358	48	55	360	724	396	227	138	14	108	122
	Security check points					1	1	1	3	3	3	2	2	2	3	1	1	3	7	4	2	2	1	1	2
	Emigration counters					1	1	2	3	4	3	2	2	3	4	1	1	4	9	5	3	2	1	2	2
INT & REG ARRIVALS	Arriving passengers					230	270	390	230	153	310	635	528	525	80	55	337	60			38				399
	Immigration counters					5	6	8	5	4	7	13	11	11	2	2	7	2			1				8
	Number of arriving flights					1	1	2	1	2	2	3	2	3	1	1	4	1			1				2
RUNWAY	Movements	1				3	12	5	10	13	22	10	9	8	17	11	23	15	9	10	10	5	5		

- Notes:**
- Heat map represents **busiest weekday** in the month
 - Heat map is based on approved slots & 75% domestic & 70% international load factor assumption
 - Heat map is subject to change

Demand reach 50% of capacity	Alert deployment required
Demand: 50% - 80% of capacity	Active deployment required
Demand: 80% - 100% of capacity	Proactive deployment required

TYPICAL WEEK

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Forecasted Movements 	191	176	195	188	196	149	181
Forecasted Passengers 	25 025	22 703	25 682	24 706	25 598	21 201	24 793
Busiest Hour 	16:00	16:00	16:00	16:00	16:00	16:00	16:00
First Flight 	Dep 05:45	Dep 05:45	Arr 05:00	Dep 05:45	Arr 05:00	Dep 05:45	Arr 05:00
Last Flight 	Dep 00:40	Dep 00:40	Dep 00:40	Dep 00:40	Dep 00:40	Dep 00:40	Dep 00:40
	Peak days		Busy days			Normal days	

- Note:**
- Fraturdays, Mondays and Wednesdays are expected to be the busiest days of the week
 - The busiest hours are between 16:00 – 17:00
 - Movements and passengers are average forecasted volumes per day for IATA W22
 - Subject to change



KEY FOCUS AREAS

1. Availability of resources

Additional resource deployment

Improved DHA resourcing

Availability of JET fuel

Trolley management resources

2. Improve Safety and Security

Improved traffic management

SAPS and Metro police support

Prevention of intrusion on airside / perimeter fence protection

Focus on prevention of baggage pilferage

3. Availability of infrastructure

Baggage systems

Fuel systems

Electrical systems

NAVAIDS

Gates, ADS & PLBs

Ventilation systems

Pax and trolley moving equipment

4. Manage / Mitigate congestion

Check-in floor

Central Security Processing area

Immigration E-Gates

P1 & 2 Pick up area & exit boom

International arrivals & departures

Airline lounges

5. Improved Service

Cleanliness

Ambience

Service quality

Passenger facilitation

Smile

Staff to welcome passengers with a smile and wishing them a safe journey.

Encourage constructive feedback where possible

Safety

Staff to escalate any illegal and suspicious behaviour to AVSEC and SAPS

Support

Staff to WOW passenger through excellent service

Staff to familiarise themselves with FAQ and contact numbers to assist passengers

Speed

HODS to influence improved visibility and responsiveness to passenger needs.

Team to process passengers with speed and ensure all critical areas are resourced

Log call and follow up to ensure issue is closed



RESPONSE PLANS IN KEY AREAS

G-VZIG

- Additional security deployment on the landside. To be supported by SAPS and Metro police.
- Focus on crime prevention.
- Focus on prevention of touting.
- Focus on vehicle management to prevent congestion.
- Heighted focus on the invaded eastern land which borders the perimeter fence.
- Improved parking management in P2 and preparation of the ground floor of P1.
- Security deployment at central search.
- Deployment of additional trolley management resources.
- Dynamic check-in counter management.
- Additional resourcing requested from the Department of Home Affairs.
- Improved technical resource deployment to respond to infrastructure challenges.



IMPROVING THE PASSENGER EXPERIENCE

- Special event programme in collaboration Cape Town Tourism.
- Deployment of learners (National Department of Tourism and Department of Economic Development and Tourism – Western Cape) to assist with general operations and passenger facilitation.
- Focus on facilitation of passengers through immigration using the Egates.
- Installation of plants in the terminal and festive décor.
- New generic airline lounge at international departures in December 2022.
- Improved viewing content on Airport TV.
- Additional commercial offerings – pop up stores.
- A focus on cleanliness.



A person with a backpack is walking away from the camera on a moving walkway in an airport terminal. The walkway is flanked by glass railings and has a polished floor. In the background, there are airport signs and a large window. A teal banner is overlaid on the image.

SECURITY OF JET A1 FUEL SUPPLY



- The bulk of JET A1 fuel supply at CTIA is currently dependent on import shipments.
- JET A1 shipment imports are placed two to three months in advance and accurate forecasted projections of JET A1 are therefore critically important.
- COVID-19 has introduced greater uncertainty into the market.
- High Passenger and ATM growth in international traffic.
- Fuel suppliers will order JET A1 according to the demand placed on them by airlines.
- Airlines may increase frequencies according to passenger demand, however additional JET A1 fuel stocks cannot be secured on short notice.
- The next shipment of JET A1 is expected early December 2022.
- The start-up date of the production of JET A1 at the local refinery has not been confirmed.
- We have a risk of JET A1 fuel supply shortages until the resumption of production of JET A1 at the refinery.

Action

Who

Match supply and demand

- 1) All Airlines to confirm that it has placed its demand forecast for the peak season.
- 2) All Airlines to confirm that it has a contingent supplier.
- 3) Share peak season projections with JET fuel suppliers.
- 4) Supply and demand matching per airline and per site.

BARSA /
AASA

ACSA /
Operator

Confirm access and connectivity to Airport

- 1) The fuel consortium was engaged to increase the number of delivery road tankers during the peak season.
- 2) Review contingency plans to mitigate supply chain risks.

Operator

Make decisions on strategic reserves

- 1) CTIA has constructed an additional fuel tank which will be commissioned at the end of November 2022. This will add an additional 2 days of stock holding at the airport during peak season.
- 2) ACSA requested the fuel suppliers to ensure that additional shipments of JET A1 are ordered to cater for growth and additional flight schedules.
- 3) ACSA has requested the acceleration of the start up of JET A1 fuel production at the local refinery.

ACSA

Fuel suppliers

A person with a backpack is walking on a moving walkway in an airport terminal. The walkway is moving to the right, and the person is walking in the same direction. The terminal has a high ceiling with lights and various signs. There are other people and structures visible in the background.

ON-BOARDING OF BIOMETRIC SCANNERS

Installed Egates

- Arrivals immigration – 6 gates installed
- Departures emigration – 4 gates installed

Benefits

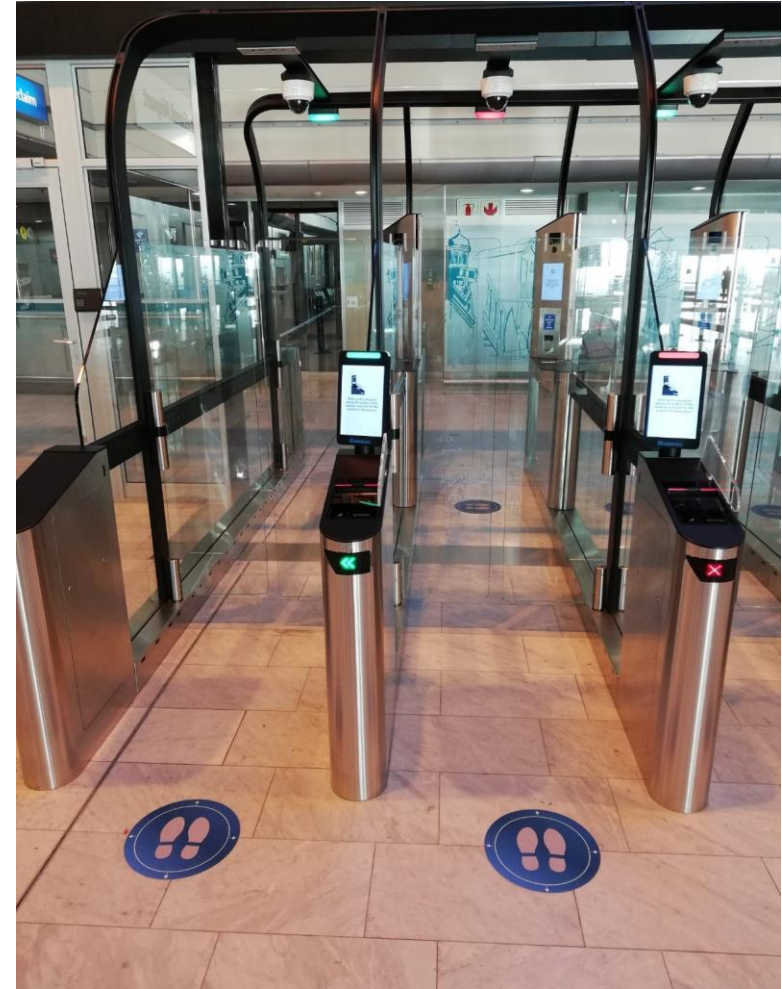
- Increased processing rate at immigration
- Reduced waiting times
- Improved passenger experience

Challenges

- Reliability and speed of IT interface with the Department of Home Affairs

Next steps

- Interfacing with new BMCS system at DHA
- Future change to facial biometric from fingerprint
- Registration of international travellers to use the Egates



POSITIVE PASSENGER FEEDBACK



FarmerMike™
@mikeratcliffe

Well done @capetownint Airport & @HomeAffairsSA - a really warm welcome at international arrivals, super efficient 20 second vaccination check, smiling staff, brand new 30 second electronic passport scanning & short wait for luggage. I'm impressed.

Credit where credit is due. 🙌🙌



You and 6 others

11:12 AM · May 22, 2022 from Cape Town International Airport (CPT) · Twitter for iPhone

1 Retweet 55 Likes



Sean Joffe @seanjoffe · May 4

Big shout out to Home Affairs border control at **Cape Town Int Airport** this morning, the biometric automated entry gates at arrivals for SA passports was fast & super impressive & the officials were so Polite!

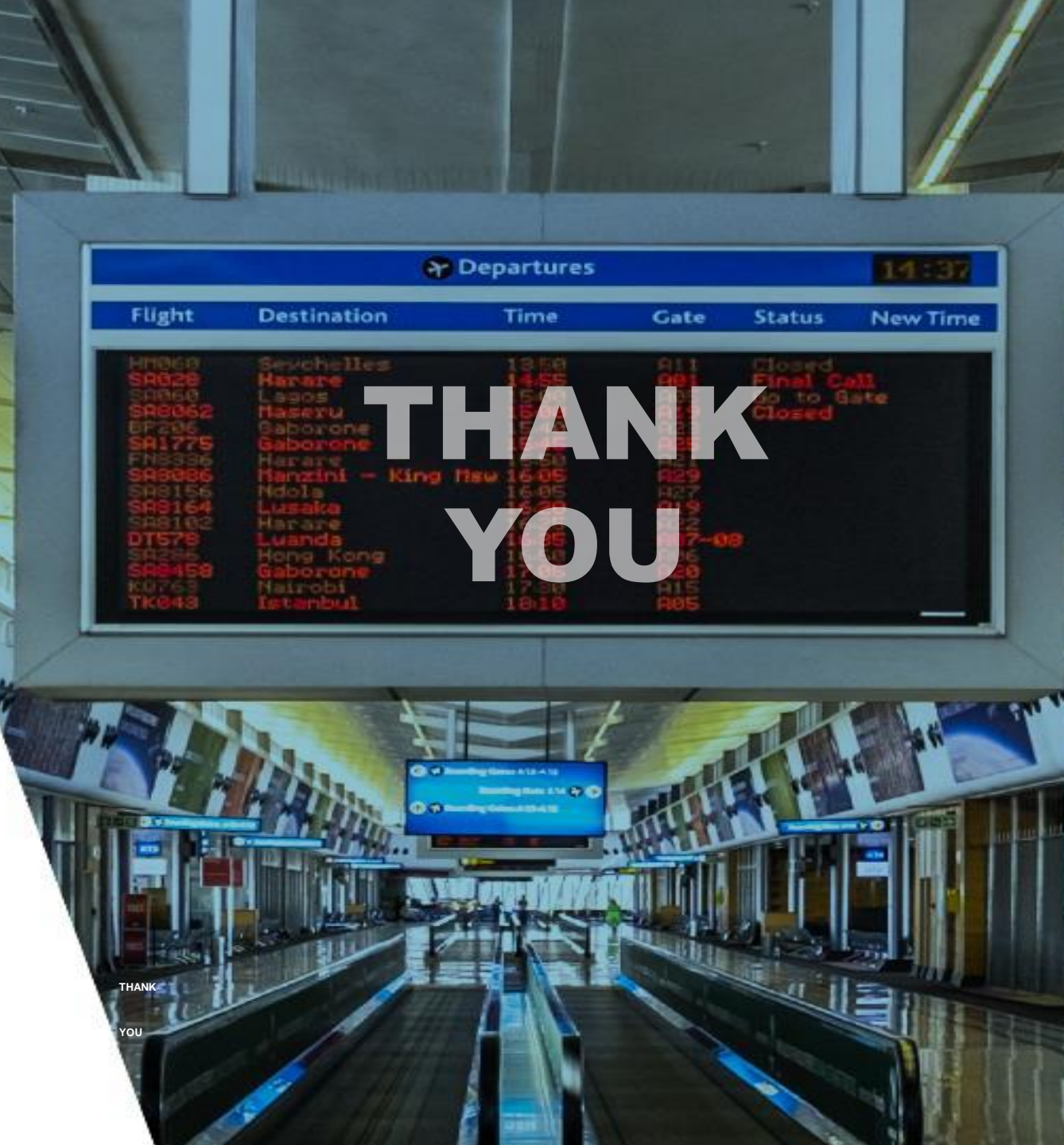
@CapeTownTourism
@alanwinde
@Wesgro
@b4itravel
@HomeAffairsSA



CONCLUSION



- Cape Town International Airport international movements are expected to fully recover during this peak season.
- We will focus on limiting waiting times, preventing congestion and ensuring an improved passenger experience.
- Safety and security will remain a key focus.
- The Department of Home Affairs was requested to increase resource deployment to limit waiting times at immigration departures and arrivals.
- Egates will be used to improve the passenger experience at immigration.
- Additional metro police deployment on the landside will assist with traffic management on the boulevard road.
- The risk of JET A1 supply shortages remain, due to our current dependency on JET A1 imports.
- We thank the Department of Economic Development and Tourism - Western Cape and the National Department of Tourism for the deployment of learners and tourism monitors to assist with passenger facilitation.



Departures 14:37					
Flight	Destination	Time	Gate	Status	New Time
HR069	Seychelles	13:50	A11	Closed	
SAB26	Harare	14:55	A91	Final Call	
SA859	Lagos	14:55	A91	Go to Gate	
SAB062	Naseru	14:55	A91	Closed	
BF286	Gaborone	14:55	A91	Closed	
SA1775	Gaborone	14:55	A91	Closed	
FH536	Harare	14:55	A91	Closed	
SAB086	Manzini - King Msw	16:05	A29		
SA8156	Ndola	16:05	A27		
SA8164	Lusaka	16:05	A27		
SA8162	Harare	16:05	A27		
DT578	Luanda	17:05	A17-08		
SA286	Hong Kong	17:05	A17-08		
SAB458	Gaborone	17:05	A17-08		
KU763	Nairobi	17:05	A15		
TK943	Istanbul	18:10	A05		

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YOU