

# CAPE TOWN INTERNATIONAL AIRPORT

**Successes and Challenges experienced during the 2022/23  
tourism season**

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

**03 May 2023**



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MAY 2023

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- This presentation highlights the successes and challenges experienced at Cape Town International Airport during the 2022/2023 peak season (30 October 2022 to 31 March 2023).
- The presentation references that peak season preparation and plans presented to the Western Cape Parliament's Standing Committee on Finance, Economic Opportunities and Tourism in November 2023.



# HIGHLIGHTS - CTIA

## UTILISING OUR AIRPORTS AS CATALYSTS FOR ECONOMIC GROWTH

*Airports are catalysts to economic growth; as they generate employment opportunities, act as gateways for tourism and business and attract commercial development there by stimulating new investment and promoting local economic activity*

### Airports Company South Africa

GDP contribution  
R6.1 billion  
Employment contribution  
16 870 jobs  
Income contribution  
R2.8 billion

### Cape Town International

GDP contribution  
R1.2 billion  
Employment contribution  
2 273 jobs  
Income contribution  
R423 million

### George Airport

GDP contribution  
R103 million  
Employment contribution  
230 jobs  
Income contribution  
R46 million



- ❑ 91% recovery in international passengers
- ❑ 2 new airlines and 6 new or expanded routes
- ❑ Skytrax awards
  - Best Airport in Africa
  - Best Airport Staff in Africa
  - Cleanest Airport in Africa
- ❑ High passenger satisfaction ratings
- ❑ Maintained safe and secure operations





# CHALLENGES - CTIA

Date	Incident	Impact
November 2022 and January 2023	<p>Fuel shortage in November 2022 was due to import shipment delays.</p> <p>The fuel shortages experienced in January 2023 was due to challenges experienced during the start up of JET A1 fuel production at the refinery</p>	<p>Only 1 flight cancelled United Airlines Flight – 3<sup>rd</sup> Oct 2023</p>
25 March 2023	Severe staff shortages recorded at the Department of Home Affairs	Longer queuing times and the delay of 8 international departure flights with an average time of 44 minutes
15 <sup>th</sup> April 2023	<p>A power cable fault on the airfield caused a power failure and high fault current, which damaged multiple equipment and the Runway Visual Range indicator. The airport was downgraded to a Category 1 ILS for 24 hours. Low Visibility Conditions (dense fog) was experienced during this time.</p>	<p>Aircraft could not land in dense fog because the airport was downgraded to Category 1. Category 2 and 3 ILS was not available.</p> <p>Arrival flights delayed for 1hr 30min.</p>





A nighttime photograph of an airport tarmac. In the foreground, a white ground support equipment (GSE) vehicle is parked, with a white cargo container on top. The container has the text "AKE 18454 BA" and the British Airways logo. In the background, a British Airways aircraft is visible, with its tail fin and the word "Britannia" partially visible. The tarmac is illuminated by bright lights, creating a starburst effect. A long, curved glass and metal walkway bridge spans across the top of the frame. The sky is dark blue. A teal banner with the text "PERFORMANCE SUMMARY" is overlaid in the center.

# PERFORMANCE SUMMARY

# End of season performance review – IATA W22

30<sup>th</sup> Oct 22

31<sup>st</sup> Mar 23

Performance Elements	Actual	Target / Forecast	Status	Comments
On Time Performance	88%	88%		CTIA has very low arrival OTP which directly impacts departure OTP
Passenger volumes per day	25 661	25 484		Average daily volumes exceeded forecasted values for both domestic & international pax.
Aircraft Volumes per day	192	191		Daily aircraft volumes increased as a result of new operating airlines & routes
Domestic End to End Int & Reg End to End	28mins 46 sec 42 mins 14 sec	35 mins 00 secs 55 mins 00 secs		End to End Processing times.
Resource allocation adherence	97,3%	95%		On time performance has a direct impact on resource allocation changes
Mishandled departure bags	1,43	1,5		Target Achieved
Passenger satisfaction	4,14	3,67		Target achieved
Fuel Usage	1 560 304	1 611 990		Multiple engagements with Fuel Team and Consortium CTIA is able to fill 31 206 cars per day (50 litre tank)

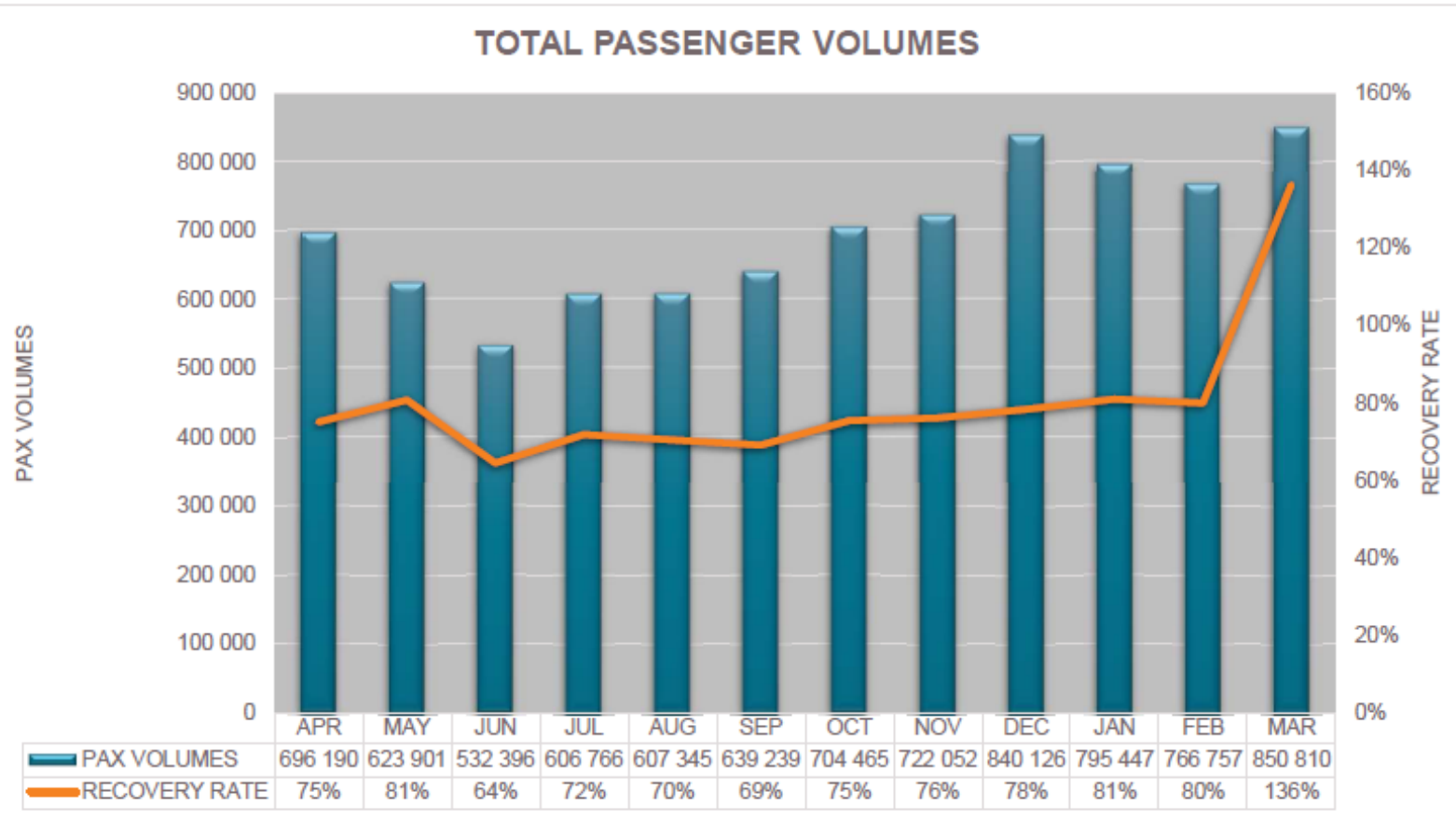


**PASSENGER AND ATM PERFORMANCE**

# ACTUAL PASSENGER VOLUMES - CTIA

The figure below shows total passengers and associated recovery rate

The figure below shows total passengers and recovery by sector for FY 22/23



## Domestic

**6 062 223**  
passengers

**75%**  
recovery

While domestic travel lead the recovery in FY22/23 the loss of 3 domestic carriers had a significant impact on this sector's recovery.

## International

**2 323 271**  
passengers

**91%**  
recovery

International volumes and recovery steadily increased throughout the financial and more so during the peak season. The start of a number of new and returning international carriers advanced this sector's recovery.

## Total

**8 385 494**  
passengers

**79%**  
recovery

CTIA achieved an almost 80% recovery of total pre-COVID passenger volumes for FY 22/23, indicating strong growth when compared to FY 21/22 53% recovery rate.

### Notes:

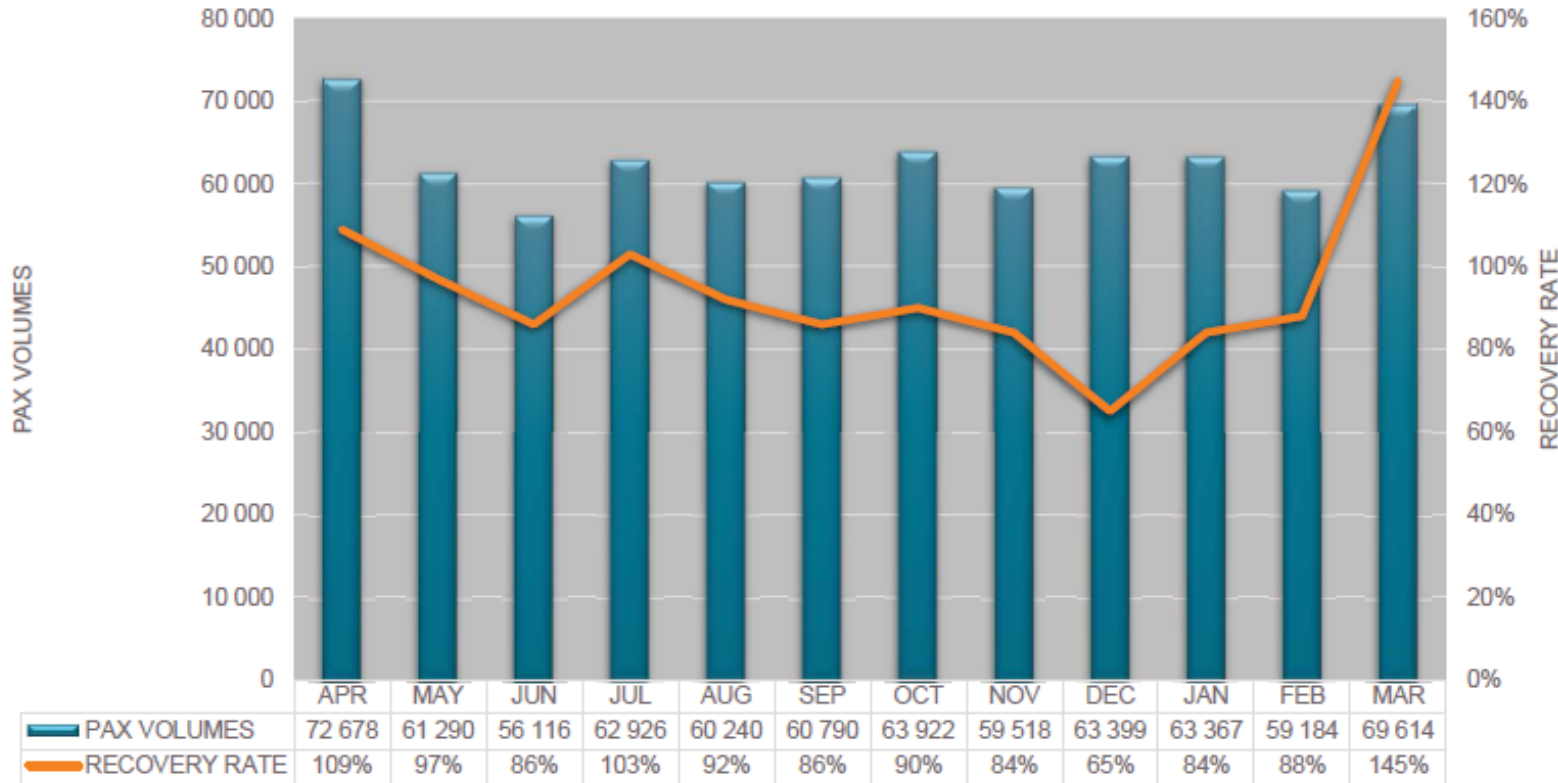
- March 2023 had the highest passenger volumes for the financial year.
- Historically March is generally the busiest month of the year.
- The high recovery rate was heavily impacted by the low base month volumes, however March 2023 volumes were higher than expected.

# ACTUAL PASSENGER VOLUMES - GEORGE

The figure below shows total passengers and associated recovery rate

The figure below shows total passengers and recovery for FY 22/23

## TOTAL PASSENGER VOLUMES



Total	
<b>753 044</b> passengers	<b>92%</b> recovery

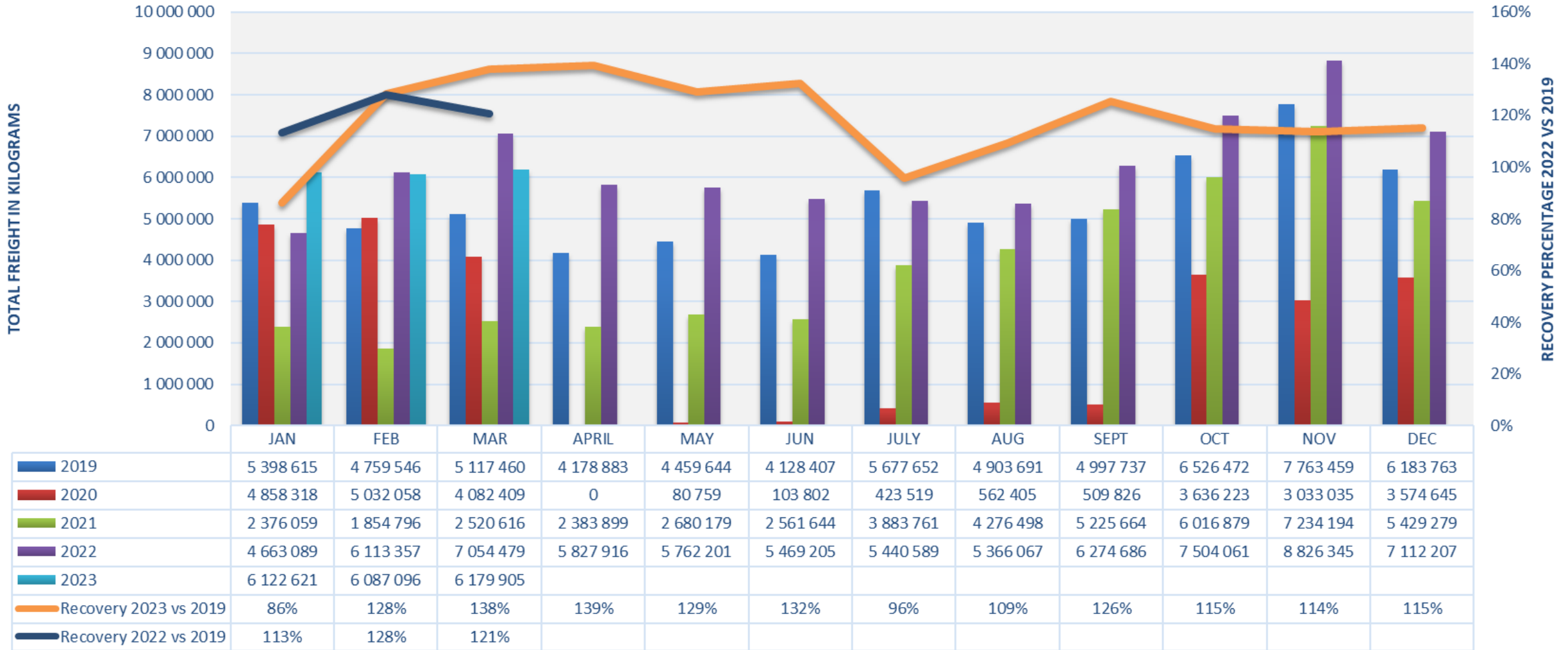
George Airport achieved a 92% passenger recovery rate for FY 22/23. The loss of Comair had a significant impact on the airport, however most months had recovery rates higher than 85%.

### Notes:

- March 2023 saw a significant increase in passenger volumes and recovery rate.
- While the high recovery rate is heavily impact by the low base month volumes, March 2023 volumes were higher than expected.

# CARGO VOLUMES AT CTIA

## CTIA TOTAL AIRLINES FREIGHT DECLARED VOLUMES IN KGS



# WELCOMING AIRLINES



# OPERATING AIRLINES

## Operational

## Non-Operational

Domestic



International





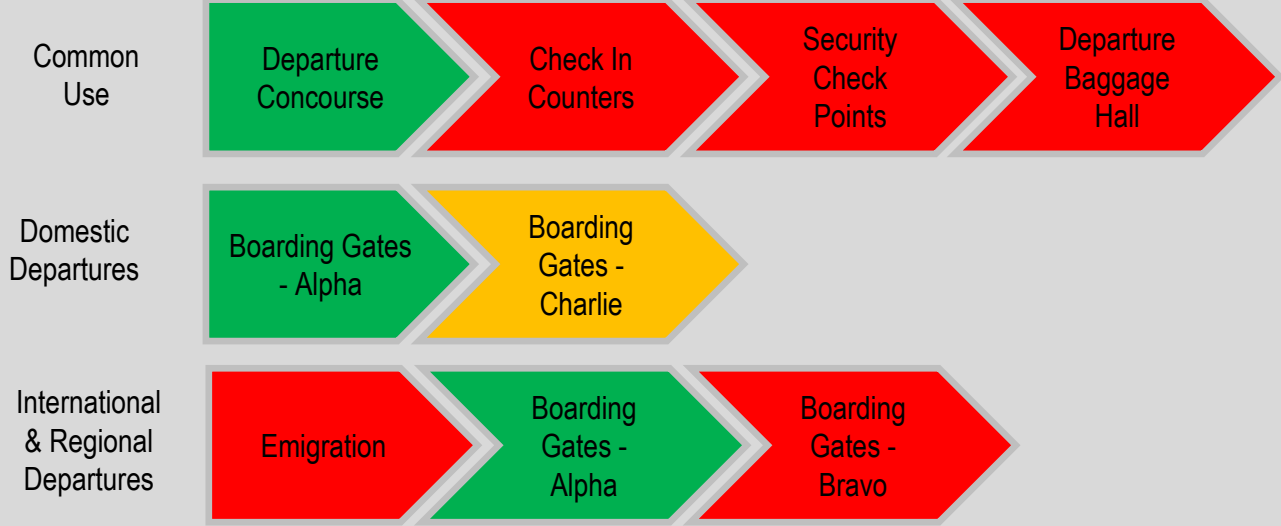


# HEAT MAP AND KEY FOCUS AREAS

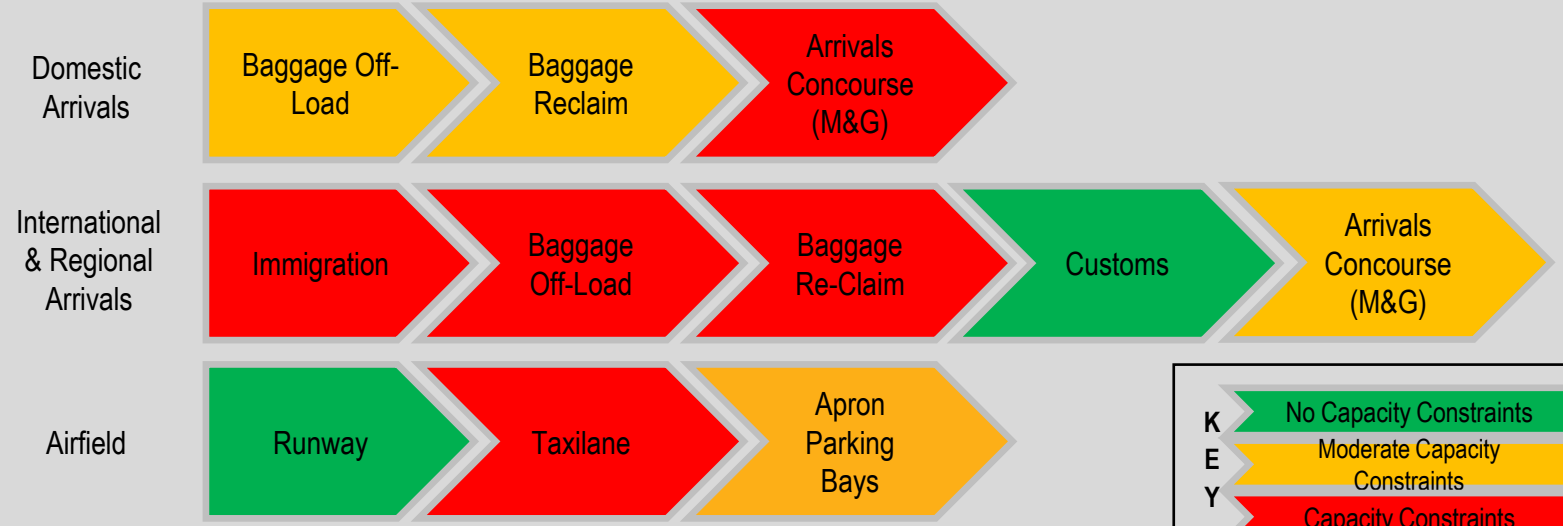
# VALUE CHAIN – HEAT MAP



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**

## 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



# IMPLEMENTATION OF RESPONSE PLANS

G-VZIG

# PEAK SEASON RESPONSE PLANS

- Increased JET A1 fuel storage at CTIA – completion of Tank 7
- Additional security deployment on the landside.
- Focus on crime prevention.
- Focus on prevention of touting.
- Focus on vehicle management to prevent congestion on airport boulevard and upper roadway
- 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.
- Additional 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

- 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.
- Opened a new generic airline lounge at international departures in December 2022.
- A focus on cleanliness.



# PASSENGER EXPERIENCE IMPROVEMENT PROJECTS

### IMMIGRATION EGATES



### EHAILING MOVED TO PARKADE 1



### NEW BRANDED TAXI OPERATORS



### ONLINE DECLARATION SYSTEM



Traveller declaration



#### How the South African Traveller Declaration System works

The new online Traveller Declaration System will be introduced at all South African ports of entry with the phase 1 pilot of the system at King Shaka International Airport (KSAI) successfully implemented on 29 November 2022. The next phase for the implementation is planned at all airports, starting with Cape Town International Airport on 28 February 2023, O.R. Tambo International Airport on 27 March 2023 and other airports in the second and third quarters of 2023, as well as land ports, namely Riet Bridge and Doringhans. The Cape Town Seaport is also in line to implement the system during the last quarter of 2023.

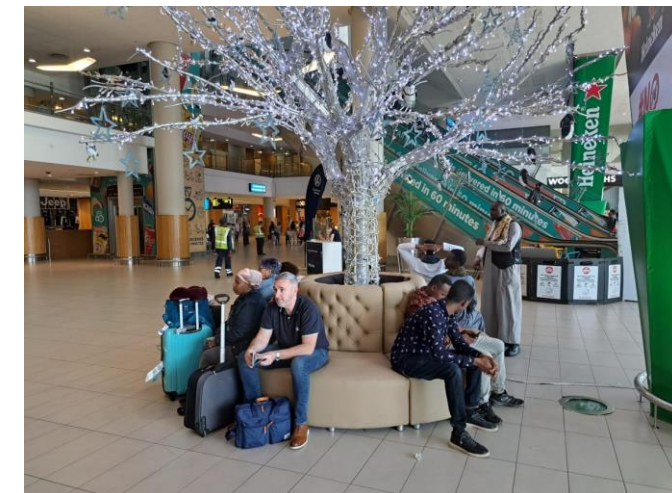
The system will continue to be used on a voluntary basis during the pilot phases until further notice. The results of the pilot project will be applied as we roll out the system in line with Customs legislation.

The system enlists travellers, including South African citizens and residents, leaving or entering South Africa by air to complete and submit an online traveller declaration and receive electronic confirmation thereof before they leave. Travellers who are travelling with children or infants will also need to complete a declaration on their behalf. Watch our short [Traveller Declaration System](#) video on the SARS TV channel.

### SECURITY FAST TRACK



### AMBIENCE IMPROVEMENTS



# PASSENGER EXPERIENCE IMPROVEMENT PROJECTS – NEW BUSINESS LOUNGE





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 teal light strip along its edge. The background shows a long, brightly lit corridor with various signs and advertisements on the walls. The overall atmosphere is modern and busy.

## BIOMETRIC SCANNERS AT IMMIGRATION

## Benefits

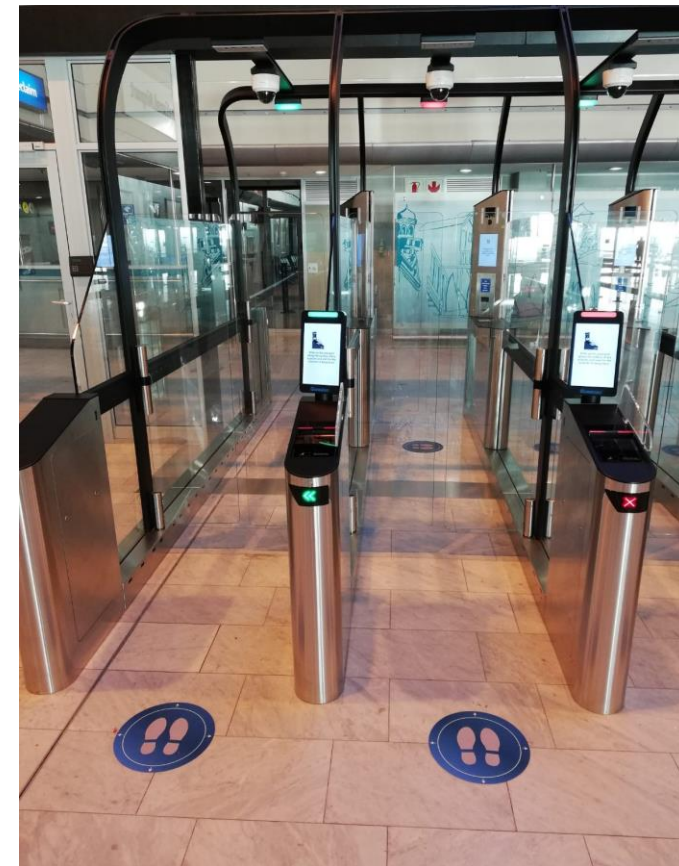
- Increased processing rate at immigration
- Reduced waiting times
- Improved passenger experience

## Challenges

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

## Next steps

- Implementation of improved IT system in 2023/2024 to improve system speed and reliability.
- Interfacing with new BMCS system at DHA
- Future change to facial biometric from fingerprint
- Registration of international travellers to use the Egates



## Installed Egates

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

# 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



A nighttime architectural rendering of a large airport terminal expansion. The scene features a multi-level structure with a prominent white, Y-shaped support column on the left. A long, covered walkway or bus stop area runs across the middle ground, with a bus and several cars visible. In the background, a large building is illuminated, featuring a large billboard that reads "DOWNLOAD OUR APP AND START EASING IMMEDIATELY. YOU'VE GOT TO GO." and another sign with a family. The sky is dark, and the ground is lit with various lights, including a blue light on the right. A teal banner with white text is overlaid in the center.

## KEY PROJECTS – EXPANSION

- In 2019 we had just completed a number of detailed design processes for a number of major capital expansion projects and we were about to commence with implementation
- In March 2020, South Africa entered a national state of disaster in light of the COVID-19 pandemic.
- This resulted in several measures to ensure the business' short-term liquidity and long-term financial sustainability. These measures included operational and capital expenditure programme reductions. The capital expenditure programme has been severely impacted with all the major projects being postponed.
- The recovery of traffic has resulted in the company prioritising key projects in the near term in areas relating to compliance, safety, efficiency, maintenance and refurbishment
  - **EXPANSION PROGRAMME OUTLINING KEY EXPANSION PROJECTS WILL BE COMMUNICATED ONCE THE AIRPORT ECONOMIC REGULATOR HAS GRANTED AN APPROVAL.**

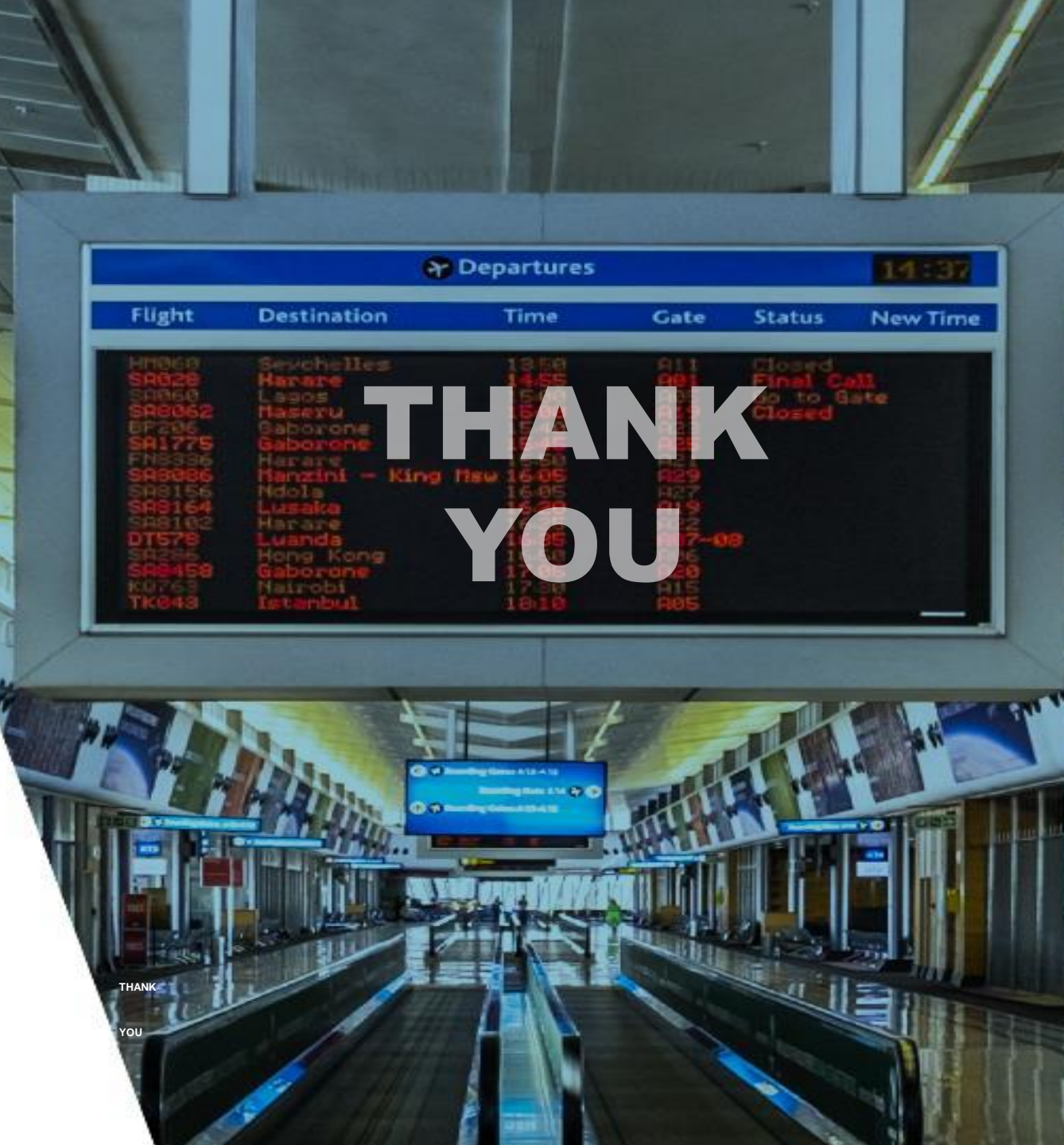
# CONCLUSION



- A good peak season with good international passenger growth, service and performance.
- The fuel supply challenges and the resources challenges at DHA were two key areas of concern.
- Expansion programme outlining key projects will be communicated once the airport economic regulator grant an approval to ACSA permission application.

- Increase number of Immigration Officers required to consistently achieve passenger service levels – Department of Home Affairs
- Prevention of land invasions and re-settlement of invaders to protect future air development
- Ongoing engagements with suppliers and airlines, monitoring and focus on continuity of Jet A1 fuel supply.
- Planning and preparation for the start of the next Peak season - 2023/2024





✈ 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		
SA1775	Gaborone	14:55	A91		
FH536	Harare	14:55	A91		
SAB086	Manzini - King Msw	16:05	A29		
SAB156	Ndola	16:05	A27		
SAB164	Lusaka	16:05	A27		
SAB162	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		
TK043	Istanbul	18:10	A05		

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