

# CAPE TOWN INTERNATIONAL AIRPORT PEAK SEASON READINESS (2023/2024)

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

September 2023



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SEPT 2023

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- To highlight the state of readiness of Cape Town International Airport for the 2023/2024 tourism season.
- To provide an update on the ICT related challenges in respect of the e-gates at the Airport.

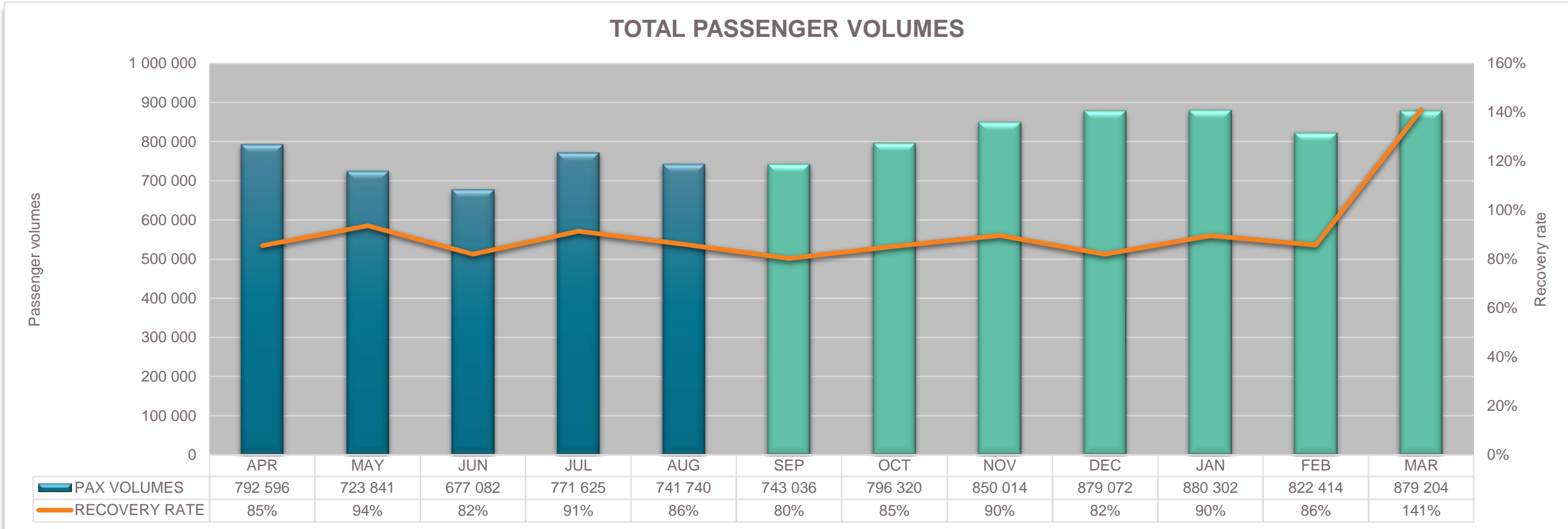




**PASSENGER AND ATM FORECAST**

# ACTUAL PASSENGERS VOLUMES & RECOVERY

The figure below shows total passengers and associated recovery rate

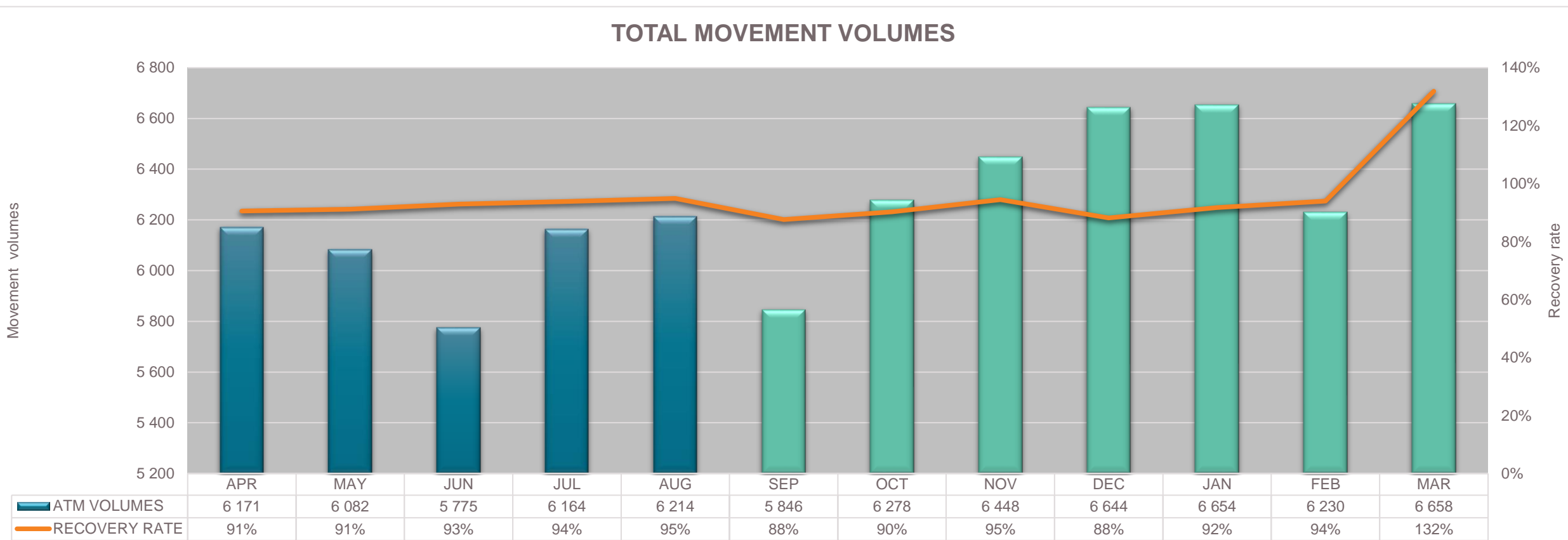


	Total passengers		Domestic passengers		International passengers	
	Volumes	Recovery	Volumes	Recovery	Volumes	Recovery
<b>ACTUALS (Apr – Aug)</b>	3 706 884	88%	2 739 870	82%	967 014	109%
<b>PEAK SEASON FORECAST (Nov – Mar)</b>	4 311 006	98%	2 834 878	70%	1 476 128	118%

**NOTES** The figures below show actual volumes and recovery rates for April – August 2023, while the peak season forecast shows the current volumes and recovery rate estimates. Forecast is revised on a monthly basis.

# ACTUAL MOVEMENTS VOLUMES & RECOVERY

The figure below shows total movements and associated recovery rate



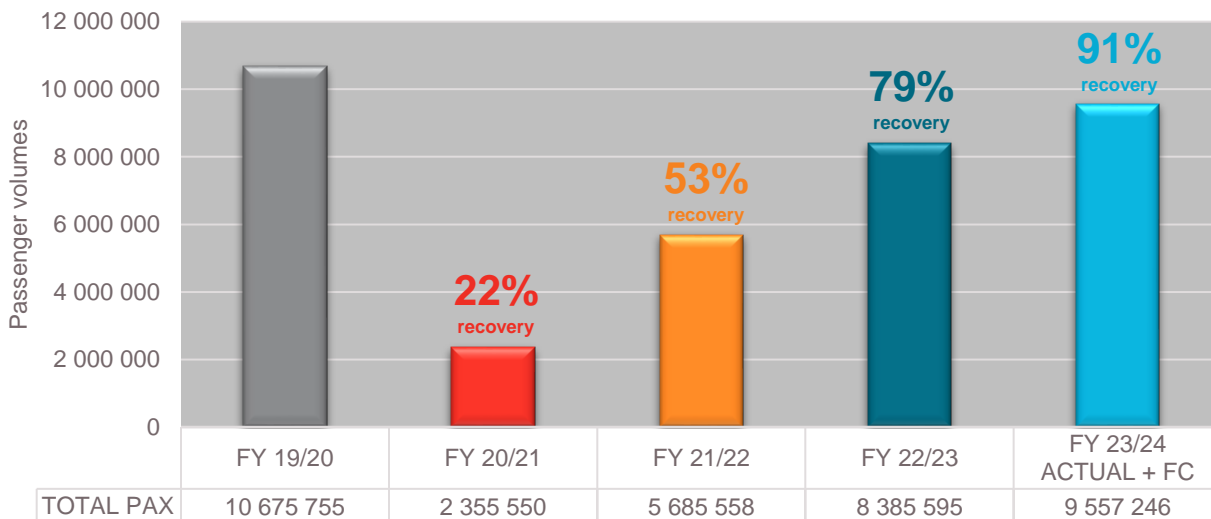
	Total movements		Domestic movements		International movements	
	Volumes	Recovery	Volumes	Recovery	Volumes	Recovery
<b>ACTUALS (Apr – Aug)</b>	30 406	95%	19 012	88%	5 180	114%
<b>PEAK SEASON FORECAST (Nov – Mar)</b>	32 634	98%	23 920	92%	8 714	124%

**NOTES** The figures below show actual volumes and recovery rates for April – August 2023, while the peak season forecast shows the current volumes and recovery rate estimates. Forecast is revised on a monthly basis.

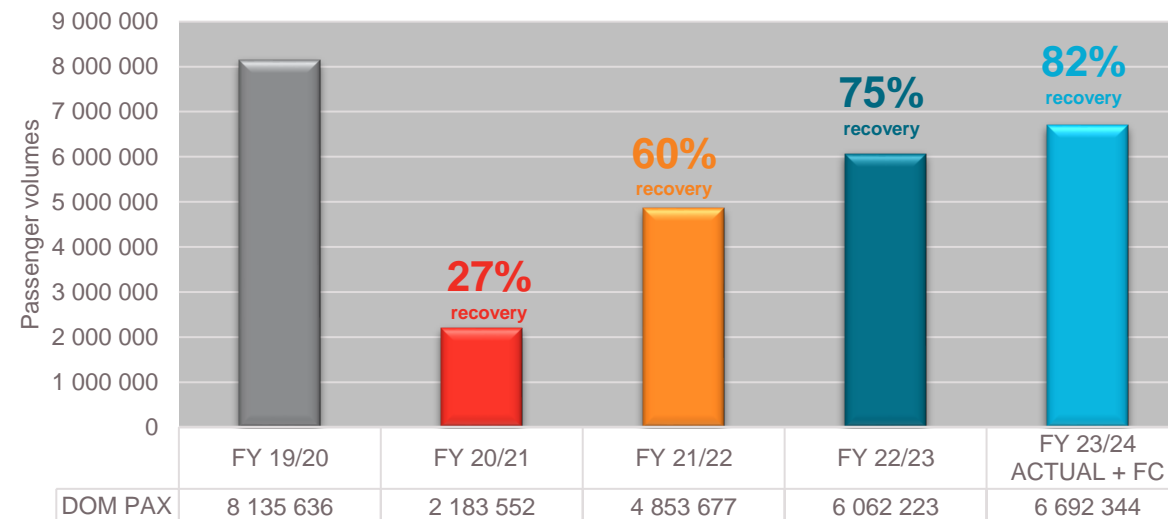
# FINANCIAL YEARS COMPARISONS

The figures below show the passenger values for FY 19/20 – FY 22/23 & the forecast values for FY 23/24

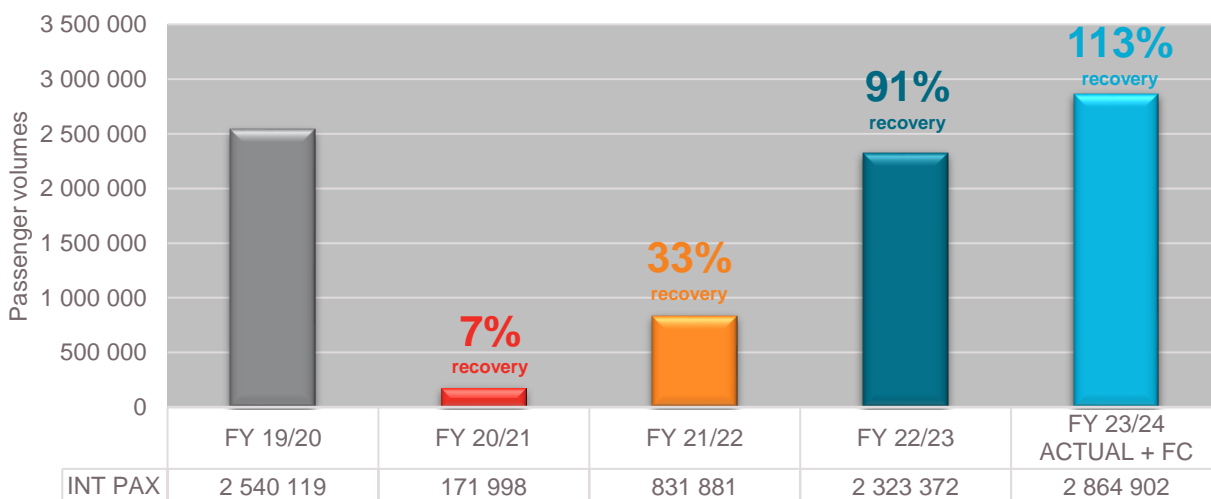
## TOTAL PASSENGERS



## DOMESTIC PASSENGERS










## INTERNATIONAL PASSENGERS



### Notes:

- **FY 23/24 actual + FC figures** includes available actuals (i.e., April – August 2023) and the forecast for the remaining months of the financial year.
- **FY 23/24 actual + FC figures** estimates an **91%** recovery of total passengers, **82%** for domestic passengers & **113%** for international passengers.
- **International passengers have become the key driver** in CTIA recovery as a number of new carriers started operating, airlines that suspended operations returned and existing airlines increased frequencies. While the existing domestic market has grown, it has not yet fully absorbed the market share and capacity of Comair & other former domestic carriers.

# AIRLINES OPERATING AT CTIA

	Operational					Non-Operational	
Domestic							
							
International							
							
							
							
							

**Notes:**

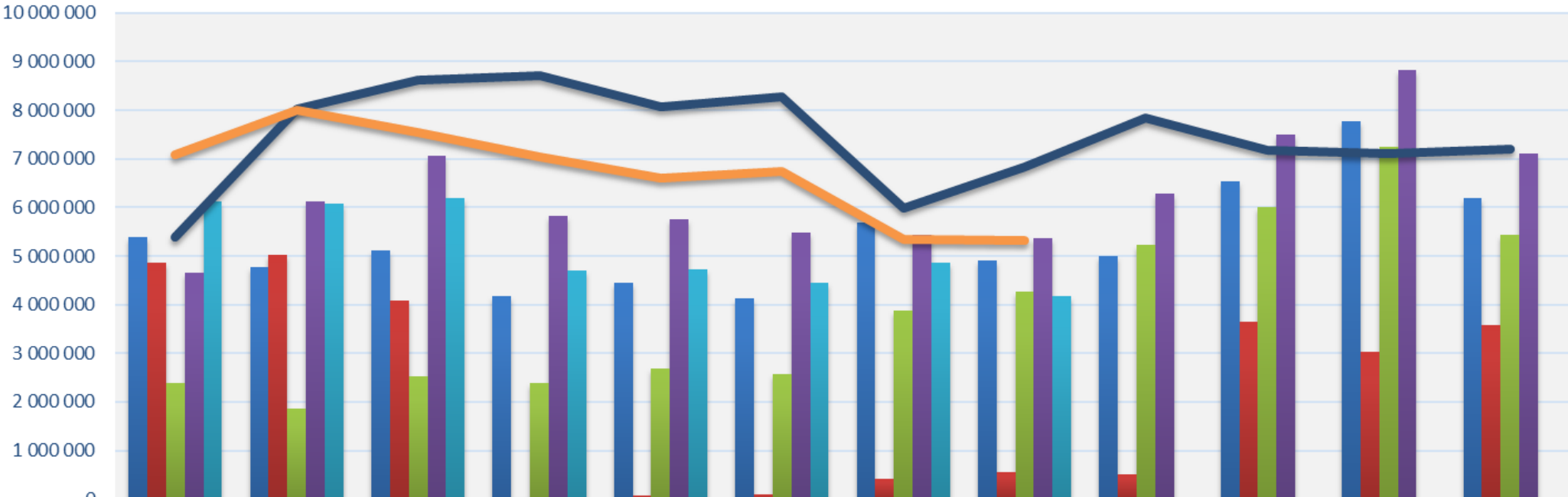
- Operating airlines listed are currently operating from October 2023.
- All international airlines are expected to return.
- SAA flight to Brazil will commence on the 31 October 2023.



# CARGO VOLUMES AT CTIA

## CTIA TOTAL AIRLINES FREIGHT DECLARED VOLUMES IN KGS

TOTAL FREIGHT IN KILOGRAMS



RECOVERY PERCENTAGE 2022 VS 2019

	JAN	FEB	MAR	APRIL	MAY	JUN	JULY	AUG	SEPT	OCT	NOV	DEC
2019	5 398 615	4 759 546	5 117 460	4 178 883	4 459 644	4 128 407	5 677 652	4 903 691	4 997 737	6 526 472	7 763 459	6 183 763
2020	4 858 318	5 032 058	4 082 409	0	80 759	103 802	423 519	562 405	509 826	3 636 223	3 033 035	3 574 645
2021	2 376 059	1 854 796	2 520 616	2 383 899	2 680 179	2 561 644	3 883 761	4 276 498	5 225 664	6 016 879	7 234 194	5 429 279
2022	4 663 089	6 113 357	7 054 479	5 827 916	5 762 201	5 469 205	5 440 589	5 366 067	6 274 686	7 504 061	8 826 345	7 112 207
2023	6 122 621	6 087 096	6 179 905	4 712 165	4 718 772	4 446 034	4 859 774	4 168 204				
Recovery 2022 vs 2019	86%	128%	138%	139%	129%	132%	96%	109%	126%	115%	114%	115%
Recovery 2023 vs 2019	113%	128%	121%	113%	106%	108%	86%	85%				



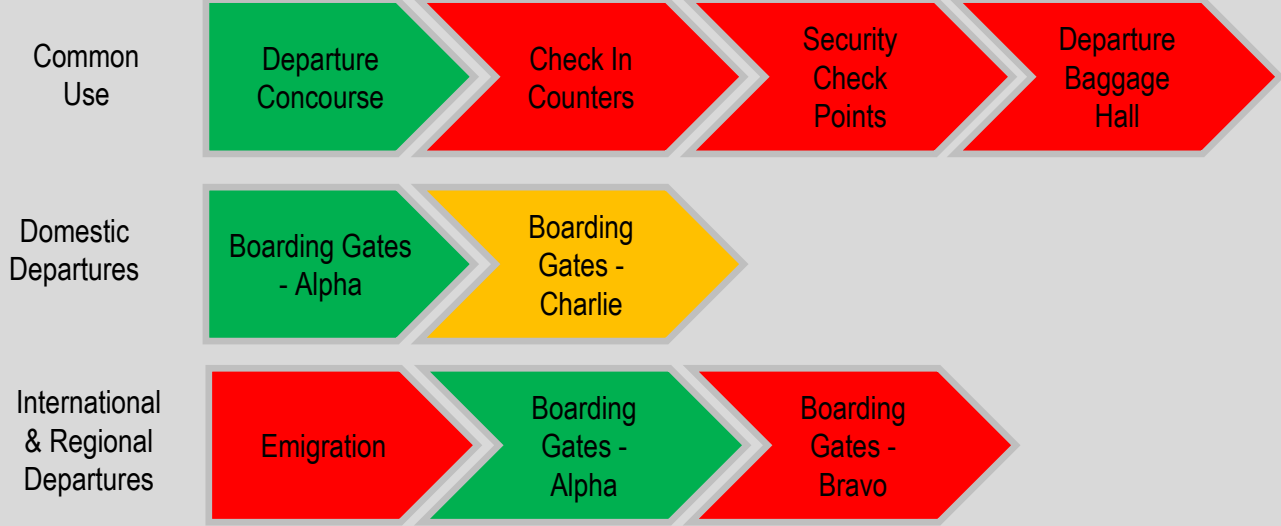
# VALUE CHAIN ANALYSIS

G-VZIG

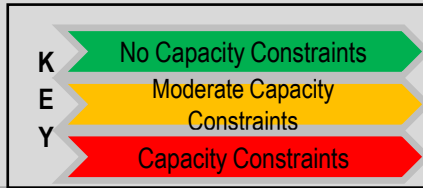
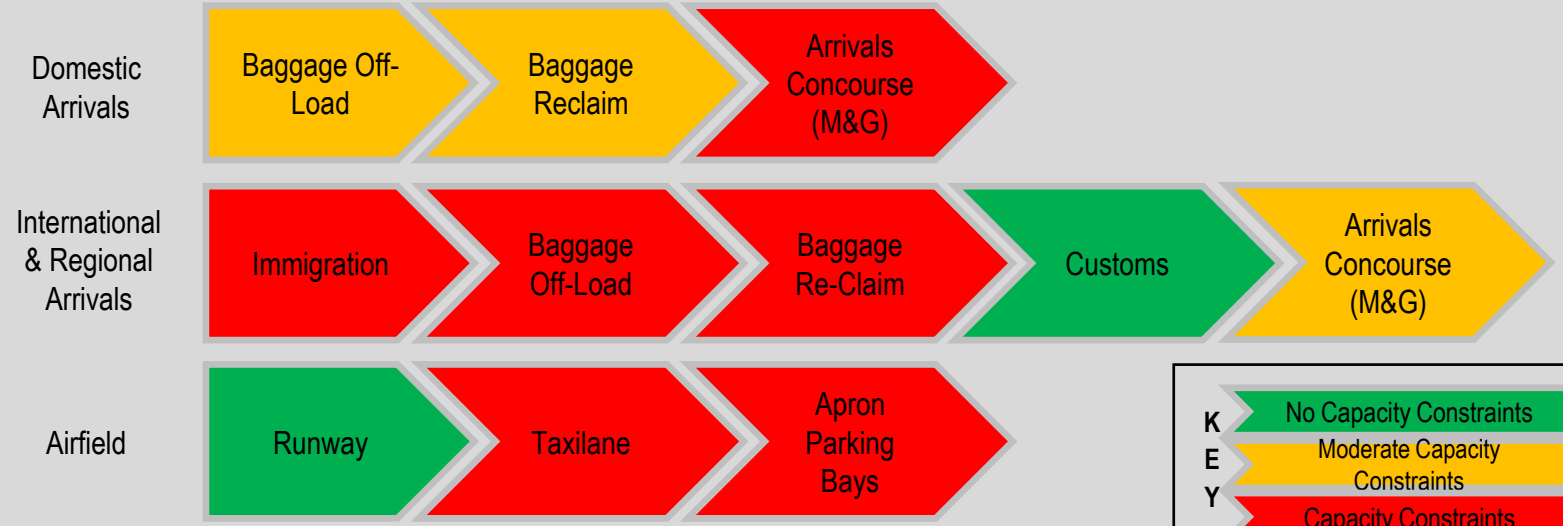
# IMPACT ON VALUE CHAIN – HEAT MAP



Departures Value Chains



Arrivals Value Chains



**Notes:**

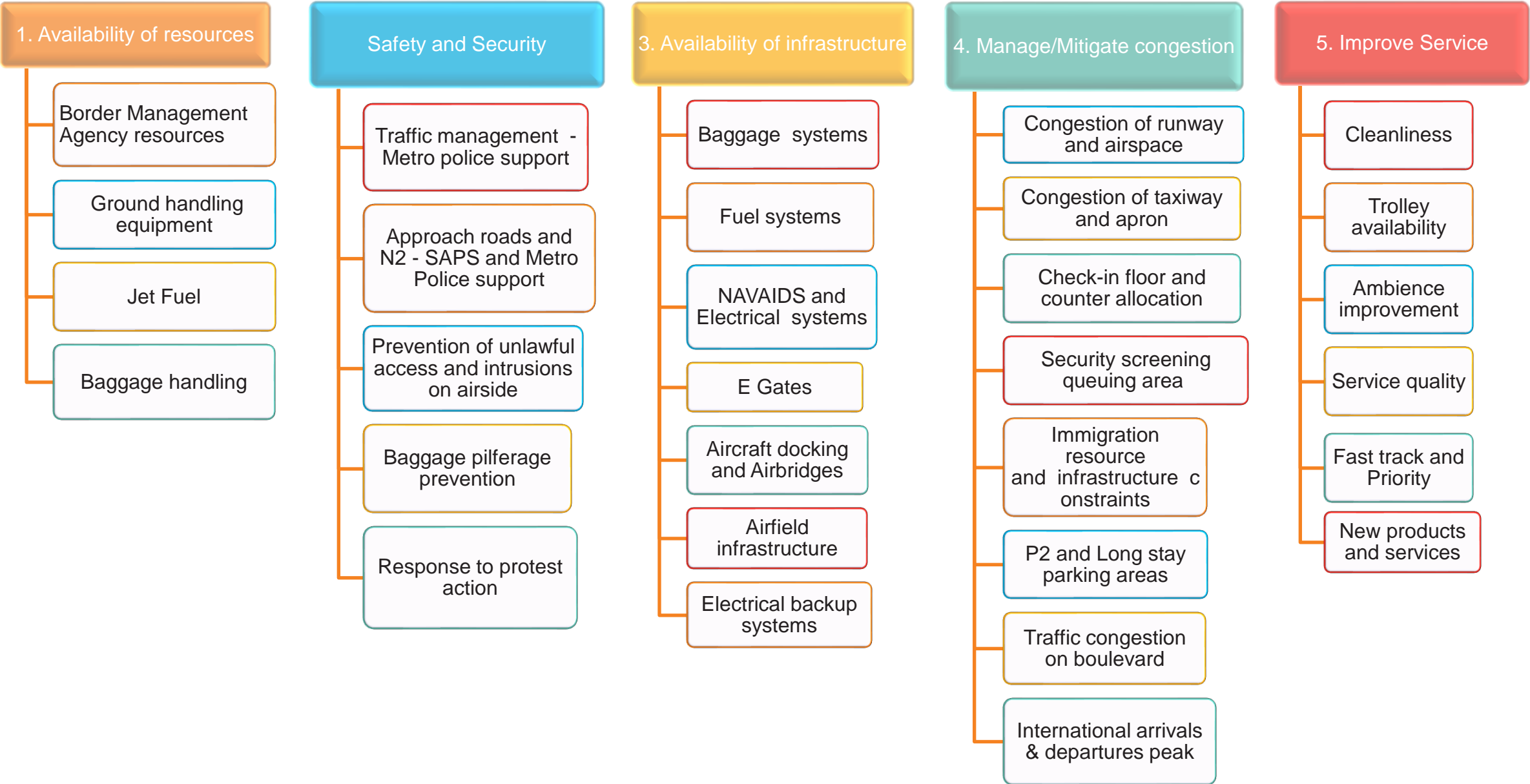
- Diagram based on **CTIA** number of resources and the assumption of number of Airlines that will be operating
- The **capacity constraint areas** within the Value Chain are represented in **red** and due to the following:
  - Increase in **demand**
  - Increase in **processing times**
  - Lack of **resources**

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 architectural rendering of a modern airport terminal. The terminal features a prominent white, angular roof structure supported by columns. A bus is stopped at a covered bus stop in the foreground, and several cars are parked in a lot to the right. Large billboards are visible on the terminal's facade, one of which reads "DOWNLOAD OUR APP AND START EASSEMBLING IMMEDIATELY. YOU'VE GOT TO GO." The scene is illuminated by various lights, creating a vibrant, futuristic atmosphere.

## KEY FOCUS AREAS



- **35% less immigration resources** deployed as compared to 2019, **processing 12% more passengers.**
- **102 DHA staff in 2019** - 82 permanent and 30 temporary staff, vs **66 BMA staff in 2023**
- An additional 32 to 40 resources have been requested – no confirmation of additional resource deployment.
- The international **standard waiting time is 10 min** vs an average **waiting time of 20 mins.**
- Longer waiting times of 45 min or more have been recorded.
- This creates the following challenges:
  - › Flight delays
  - › Reduced service levels
  - › Increased passenger complaints
  - › Negative brand and reputation



# CUSTOMER FEEDBACK – ON IMMIGRATION PROCESSING



James Michael Burnett June 19 · 🌐

Standing at the international departure gate. I can't go through yet because immigration isn't on duty yet. Good old government employees. Cape Town International Airport

🙄🙄 2 3 Comments

Sean Joffe @seanjoffe · Jan 18

Chaotic scenes at Cape Town International Airport this morning with over flowing lines of Tourists & just 2 Immigration officers (joined by a 3rd later). Let's welcome people back & remove these unnecessary bottlenecks

@Tourism\_gov\_za  
@alanwinde  
@Airports\_ZA  
@CapeTownTourism



most relevant ▾

Kuyan Kotzen  
This has been a huge problem for months ! Since March /April . I find it extremely unfair to tourists / locals who are traveling and most importantly to the shops and restaurants in duty free they are losing money hand over fist as people have to run for their lives to make their flights !

It's an absolute nightmare flying out of Cape Town for an international flight !

Secondly why is the self service passport scanner terminal not up and running in order to relieve the pressure.

1d Like Reply 13 🗨️👍👎

Andrea Campagni  
Passports control for international flights is a nightmare and a shame...

16h Like Reply 1 🗨️


Daniel Kassie Karstens  
There is always just 2 of the 16 counters open. Pathetic

1d Like Reply 5 🗨️

Jerome Esau replied · 1 Reply

Mark Tobin  
Write a comment

Judaline Ferguson  
4 weeks ago, absolute nightmare - took over an hr to get through 🤬



1h Like Reply

Yekutiel Tandy  
And the reason for reduced staff? Budget cuts? Taxi strike? Work function? Staff member funeral?

1d Like Reply 1 🗨️

Allia Mohammed replied · 1 Reply

Write a comment

bullet @bigblack\_bullet · Jun 11

@HomeAffairsSA @ACSA\_info only 3 immigration officers 🤖 on duty during peak time ? Pathetic.. it's a fact we can't manage at all

Jacques Rautenbach @jarautenbach · Jun 4

Replying to @News24 and @BISouthAfrica @geordinhl I landed yesterday and the Cape Town Airport International arrivals, it was in shambles. No coordination to check vacs certs, then at passport control more queue almost between the international travelers, was not a pleasant arrival experience!

James Micklem @JamesMicklem · Mar 28

Replying to @smalltalkdaily @capetownint and 3 others

I was very disappointed in Cape Town International recently. Surly, unhelpful staff and security and passport control very slow.

If it the best airport in Africa, then it doesn't say much for African airports 🙄

Thread

Mark Land @mark\_la... · 3h

Replying to @LibertarianZA

I don't think I've ever seen more than 3 or 4 passport counters being manned and the automated scanners are never available whenever I am there

Mark Land @mark\_la... · 3h

Replying to @LibertarianZA

I'm also so scared to ever land at Cape Town because the one place all the staff are is the customs because they want to rummage through everyone's bags. A real turn off





# RESPONSE PLANS IN KEY AREAS

# SUMMARY OF RESPONSE PLANS

- Additional resourcing from the Border Management Agency and improved reliability of eGates.
- Deployment of resources to support BMA at immigration.
- Increased JET A1 fuel storage and monthly forecasting and engagements with suppliers.
- Additional security deployment on the landside with support from SAPS and Metro police to ensure safe access of airport users to and from the airport.
- Heighted focus on the invaded eastern land.
- Focus on crime prevention and the prevention of touting.
- Effective security deployment, passenger fastrack and dynamic check-in counter management.





# IMPROVING THE PASSENGER EXPERIENCE

- Special event programmes in collaboration with 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 comfortable seating
- New generic airline lounge and sushi bar at international departures
- Improved viewing content on Airport TV.
- Additional commercial offerings – new pop up stores.



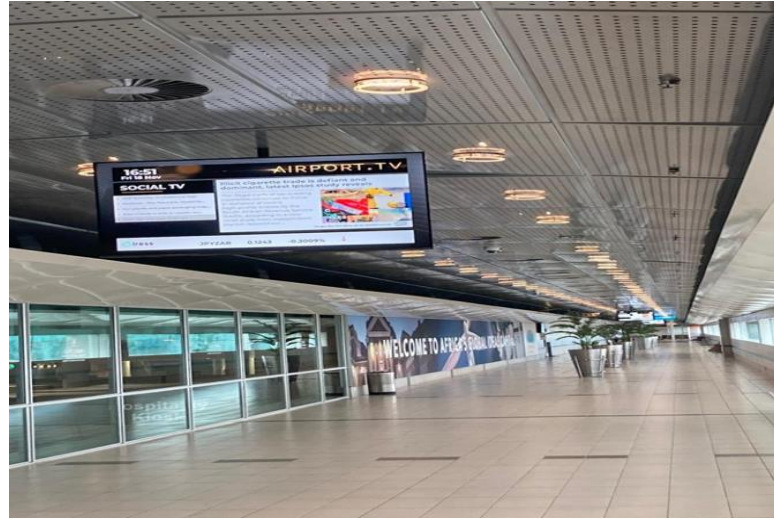


# PASSENGER EXPERIENCE IMPROVEMENT AREAS

### IMMIGRATION EGATES



### IMPROVED DIGITAL TOUCH POINTS



### MANAGEMENT OF TRANSPORT OPERATIONS



### GREEN SPACES



### NEW INTERNATIONAL 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 polished, reflective floor. In the background, there are airport signs and advertisements. The overall atmosphere is clean and modern.

## SECURITY OF JET A1 FUEL SUPPLY



## JET A1 stock holding and supply:

- Total stock level at Airport - 12 million litres: 7 to 8 day stock
- Tank 7 in full operation – additional 3 million litres
- Min stock level: 3 to 5 days
- Tankers from refinery : 8-9



## 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 contingencies with multiple suppliers where possible
- 3) Share peak season projections with JET fuel suppliers.
- 4) Supply and demand matching per airline and per site.
- 5) Improved collaboration to ensure accurate fuel uplift forecast

BARSA /  
AASA

ACSA /  
Operator

### Confirm access and connectivity to Airport

- 1) The fuel consortium engaged to increase the number of delivery road tankers during the peak season.
- 2) Review contingency plans to mitigate supply chain risks through early notification of production risk at the refinery.

Operator

### Production and storage capacity

- 1) CTIA commissioned an additional fuel tank with 2 additional days of stock holding at the airport during peak season.
- 2) ACSA requested fuel suppliers to secure additional JET A1 to cater for growth and additional flight schedules.
- 3) ACSA facilitated monthly engagement with key fuel partners.
- 4) The refinery to remain in full production.
- 5) JET A1 supply is supplemented with import product.

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.

# BIOMETRIC SCANNERS



## Installed Egates

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

## Benefits

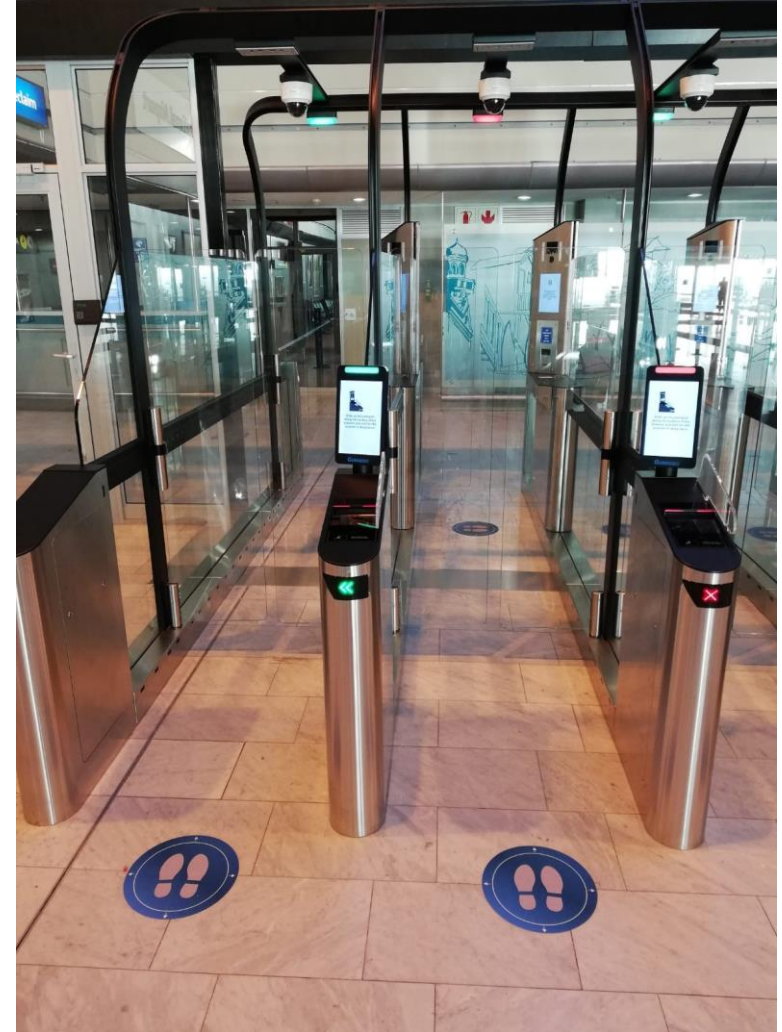
- Increased processing rate at immigration.
- Reduced waiting times.
- Improved passenger experience when there are no IT challenges.

## Challenges

- Reliability and speed of hardware and interface with the Department of Home Affairs
- Reduced service levels when the eGates are not in use.
- BMA staffing constraints to manage the eGates.

## Next steps

- Modified software and new hardware to improve system speed and reliability.
- Registration of international travellers to use the eGates and change to facial biometric from fingerprint.

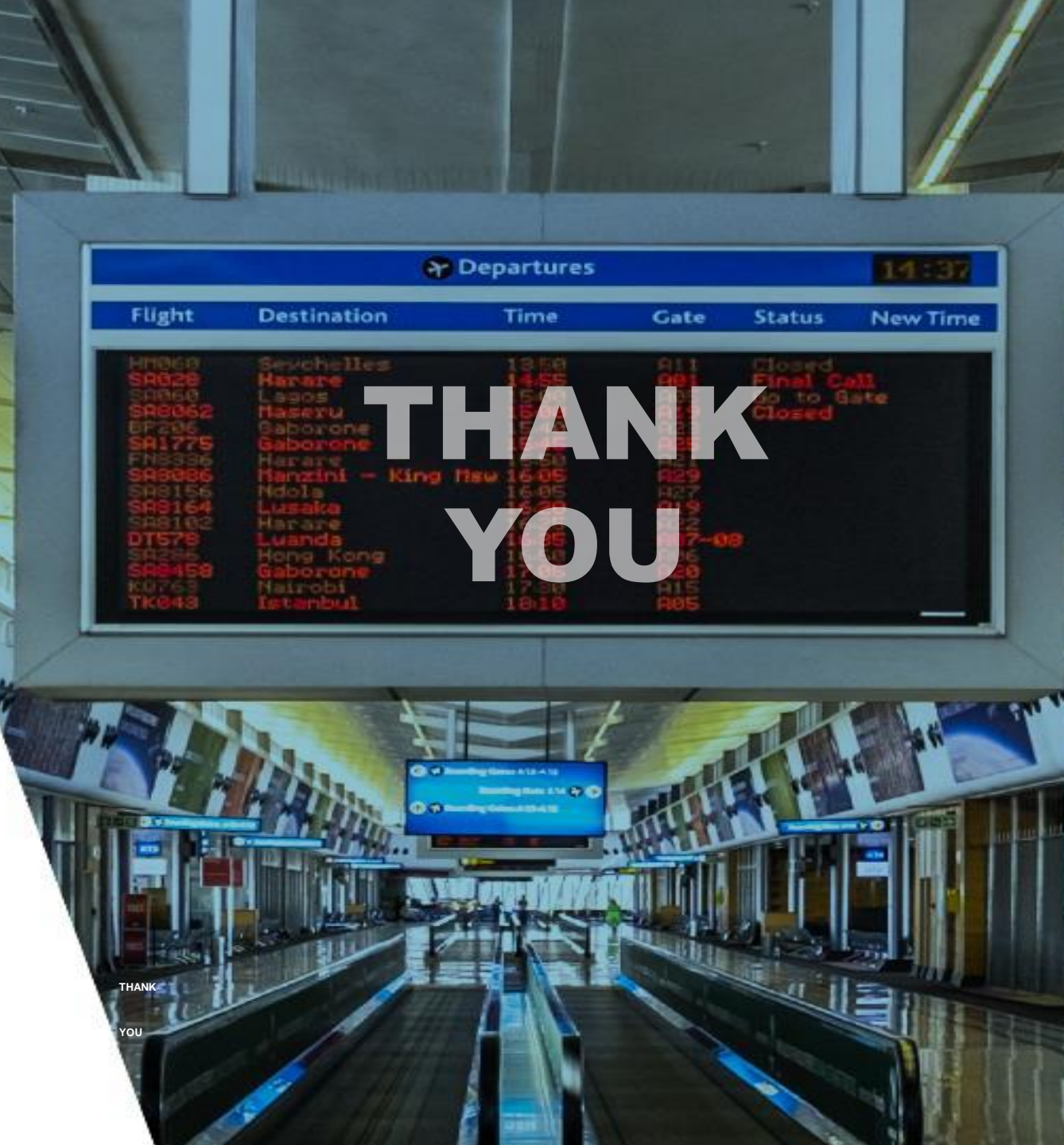


# CONCLUSION



- Cape Town International Airport international passenger volumes are expected to further increase during this peak season.
- We will focus on limiting waiting times, preventing congestion and the overall passenger experience.
- Safety and security will remain a key focus area.
- The Border Management Agency was formally requested to increase resources to reduce queuing times and congestion at immigration departures and arrivals.
- The eGate software and hardware modifications will be implemented in the next two months to improve the reliability of the gates.
- Additional SAPS and Metro police deployment on the landside will improve safety and security on the roads around the airport.
- JET A1 fuel supply management remains a key focus area – no risks have been identified.





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