**National Assembly**

**Question No 3087**

**Mr M S F de Freitas (DA) to ask the Minister of Transport:**

With reference to the (a) O R Tambo International Airport, (b) Cape Town International Airport and (c) King Shaka International Airport, (i) by what date will the signage be updated and/or upgraded to clearly indicate which are the (aa) international and (bb) domestic terminals, (ii) what are the time frames, timelines, deadlines and milestones in this regard, (iii) what are the reasons that the signage has not been updated and upgraded to date and (iv) what are the interim arrangements that inform passengers of the specified information? NW3485E

**REPLY**

**Airports Company South Africa (ACSA)**

ACSA acknowledges that from time to time some passengers may have difficulty in way finding; and where it is established that there are recurring problem areas, these are resolved at an operational level either by installing temporary or permanent new signage. Other initiatives taken to assist passengers are passenger agents who are on the floor as well as at strategically placed information desks located in the terminal.

We are also aware that there are opportunities for further enhancement of our signage in general, however this is not a current key priority. The limited funding that we have available for repairs, maintenance and capital projects is deployed to essential assets that need to be brought back into operations after being mothballed during COVID, and for asset maintenance and refurbishments to ensure operations are sustainable. As traffic recovers further, and the financial resources are made available we will embark on other projects that will further enhance our operations, signage being one of them. The signage interventions that will be considered for implementation at that stage includes fixed and variable electronic signage, further enhancements to the ACSA app way finding section, and floor maps.