

2023/2024 QUARTERLY PERFORMANCE REPORT - CAPE TOWN INTERNATIONAL CONVENTION CENTRE (CTICC)							Annexure C
Well Above 		Above 	On Target 	Below 	Well Below 	AT - Annual Target	
IDP Objective	Key Performance Indicator	2022/2023 Quarter 3			2023/2024 Quarter 3		
		Target	Actual	Status	Target	Actual	Status
Priority: Economic Growth							
1. Increased jobs and investment in the Cape Town economy	International events hosted (number)	22	25		28	33	
		Reason for Variance: Above target.			Reason for Variance: Short term international events booked during the period that were not in the forecast.		
		Remedial Action: Maintain the momentum.			Remedial Action: Maintain the momentum.		
	Total events hosted (number)	230	323		305	277	
		Reason for Variance: In person events are returning faster than anticipated during the post Covid-19 period, with hybrid events not proving as prevalent.			Reason for Variance: Year on year the average length of events have increased thus the variance on event numbers. This is also indicative of the higher occupancies achieved this year vs. last year.		
		Remedial Action: Maintain the momentum			Remedial Action: The shortfall in the number of events is balanced by the increase in revenue achieved and greater occupancy of events. Events held are being held for a longer duration and achieving better margins and costs were well managed resulting in a greater Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) achieved. The entity will continue to secure higher value events.		
	Annual total salary cost spent on training of permanent and temporary staff (%)	2.5%	5.4%		5%	5.60%	
		Reason for Variance: Training spend on new recruits and training done at times of fewer events			Reason for Variance: Training activities increased during the period as new recruits were trained and refresher training of all staff was undertaken.		
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum		
	Minimum aggregate score for all CTICC internal departments and external suppliers (%)	75%	84%		80%	84%	
		Reason for Variance: Good customer service delivered by staff during events.			Reason for Variance: Good customer service provided to clients.		
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum		
	B-BBEE spend (%)	70%	89%		70%	91%	
		Reason for Variance: Well above target. Tenders issued to service providers with good BEE ratings leading to a good percentage being achieved.			Reason for Variance: Contracts issued are with suppliers holding valid BEE certificates.		
Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum				
Students employed (number)	3	14		4	18		
	Reason for Variance: Additional students employed in the food and beverage department, due to the shortage of staff in general in the hospitality industry			Reason for Variance: The CTICC employed additional students through the YES! Program to gain experience			
	Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			
Graduates employed (number)	3	3		4	6		
	Reason for Variance: On Target			Reason for Variance: There was an opportunity to provide employment to a greater number of graduates this period.			
	Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			

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Priority: A Capable and Collaborative City Government							
16. A capable and collaborative city government	Employees from the EE designated groups in the three highest levels of management (%)	75%	80%		75%	85%	
		Reason for Variance: Above target. Movement in the designated and non-designated group impacted the percentage Remedial Action: Maintain the momentum			Reason for Variance: Vacant positions filled with candidates in the designated groups. Remedial Action: Maintain the momentum		
	Maintain five-star tourism grading through effective management of maintenance quality service delivery.	Achieve 100% of approved targets on asset maintenance plan	Asset maintenance plan for the quarter completed		Achieve 100% of approved targets on asset maintenance plan	Achieved 100% of approved targets on asset maintenance plan	
		Reason for Variance: On Target Remedial Action: Maintain the momentum			Reason for Variance: On Target Remedial Action: Maintain the momentum		
	Reduction in operating loss from the prior year (%)	-	-	AT	N/A	N/A	
		Reason for Variance: Annual Target Remedial Action: N/A			Reason for Variance: N/A Remedial Action: N/A		
	Achievement of annual budgeted operating profit (%)	N/A	N/A	-	80%	158%	
		Reason for Variance: N/A Remedial Action: N/A			Reason for Variance: Events held achieved good returns and costs were well managed resulting in a greater Earnings Before Interest Tax Depreciation and Amortisation (EBITDA) achieved. Remedial Action: Maintain the momentum		
	Total number of capital projects for the year completed or committed (%)	70%	81%		75%	94%	
		Reason for Variance: Additional projects started during the past 9 months to be completed during the year. Remedial Action: Maintain the momentum			Reason for Variance: Projects carried-over from 2023 were completed and current projects commenced. Remedial Action: Maintain the momentum		
	Opinion of the Auditor-General	Resolve 60% of audit management issues	All audit issues resolved.		Clean audit outcome for 2022/23	Clean Audit achieved for 2022/23	
		Reason for Variance: On Target Remedial Action: Maintain the momentum			Reason for Variance: On target Remedial Action: Maintain the momentum		
	Cash/cost coverage ratio	2.7 Times	4.5 Times		3.8	6.5	
		Reason for Variance: The increase in business levels are resulting in higher revenues and consequently higher cash reserves. Remedial Action: Maintain the momentum			Reason for Variance: Costs are well managed in the operations and the retention of cash generated by operations have increased. Remedial Action: Maintain the momentum		
	Net debtors to annual income	6.50%	5.90%		8.0%	4.2%	
		Reason for Variance: Higher revenues resulted in the debtors being a smaller percentage for the quarter. Remedial Action: Maintain the momentum			Reason for Variance: The debtors book is being maintained and managed daily to collect debt resulting in the lower percentage to revenue. Remedial Action: Maintain the momentum		