

























2021/22 Q4 PERFORMANCE MANAGEMENT REPORT - CAPE TOWN INTERNATIONAL CONVENTION CENTRE (CTICC)								Annexure C	
RATING KEY: Well above  Above  On target  Below  Well below 									
No	Key performance indicator	2020/2021 (Quarter 4)			2021/2022 (Quarter 4)			Reason for variance	Remedial action
		Target	Actual	Status	Target	Actual	Status		
Strategic focus area 1: Opportunity city									
Corporate objective 1.1: Positioning Cape Town as a forward-looking, globally competitive city									
1.	Number of international events hosted	0	0		4	5		The number of events increased as the lockdown regulations were eased and eventually removed during the year, resulting in the higher number of events	None
2.	Number of events hosted	28	53		135	226		The number of events increased as the lockdown regulations were eased and eventually removed during the year, resulting in the higher number of events	None
3	Percentage B-BBEE spend	60%	88%		60%	88%		The SCM processes are effective in procuring from BEE suppliers.	None
Corporate objective: 1.3 Economic inclusion									
4	Percentage of annual total salary cost spent on training permanent and temporary staff	3%	3%		4%	4.5%		Training spend exceeded budget as compliance and minimum municipal training was conducted during the year.	None
5	Number of student opportunities provided	4	5		1	1		On target	None
6	Number of graduate opportunities provided	5	5		1	2		An additional Graduate was employed during the final quarter.	None
Strategic focus area 4: Inclusive city									
Corporate objective 4.3: Building integrated communities									
7	Percentage of executive committee, management committee and leadership positions held by persons from designated groups	75%	80%		75%	86%		The target was exceeded as vacancies were filled, non-EE resignations and current staff retained.	None
Strategic focus area 5: Well-run city									
Corporate objective 5.1: Operational sustainability									
8	Percentage of minimum aggregate score for all CTICC internal departments and external suppliers	75%	91%		75%	87%		Excellent customer service being delivered by the staff for events held.	None
9	Maintain five-star tourism grading through effective management of maintenance and quality service delivery.	Achieved five-star rating from SA Tourism	Achieved five-star rating from SA Tourism		Achieve five-star Tourism Grading Council rating	Achieved 5 Star Tourism Grading Council Rating		On target	None
10	Percentage achievement of annual budgeted operating profit/loss	100%	68%		100%	40%		An improvement in the trading environment as lockdown regulations were eased and eventually removed during the year which resulted in more and larger events leading to higher revenues, coupled with good cost savings achieved for the year. This lead to a reduction in the budgeted loss of 60%.	None
11	Percentage of the total number of capital projects for the year completed or committed	95%	96%		90%	92%		Maintain the momentum	None
12	Percentage of total capital expenditure spend	100%	100%		N/A**	N/A**			None

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		Target	Actual	Status	Target	Actual	Status		
13	Unqualified audit report	Clean audit* report for 2019/20 financial year	Clean audit report for 2019/20 financial year		Clean audit report for 2020/21 financial year	Clean audit report for 2020/21 financial year achieved		Maintain the momentum	None
14	Number of senior managers registered for Municipal Finance Management Act competency course	7	17		7	12		Training of Municipal Minimum Competency courses was targeted during the year to ensure that it is completed.	None
15	Cash/cost coverage ratio (excluding unspent conditional grants) (NKPI)	0 times	2 times		1 time	4.5 times		Higher revenue earned as well as cost savings achieved for the period and client deposits received for contracted events led to an improvement	None
16	Net debtors to annual income (NKPI)	9%	0%		5%	1.7%		Higher revenue for the period resulting in lower % as Debtors are in line with forecast figures.	None
17	Debt (total borrowings) to total operating revenue (NKPI)	0%	0%		0%	0%		On target	None

* Clean audit is defined as an unqualified audit report with no material findings on compliance with laws, regulations and predetermined objectives.

** CTICC 2 expansion project completed