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Well Above 		Above 	On target 	Below 	Well below 	Annual Target		
IDP Objective	Key Performance Indicator	2022/2023 Quarter 4			2023/2024 Quarter 4			
		Target	Actual	Status	Target	Actual	Status	
Priority: Economic Growth								
1. Increased jobs and investment in the Cape Town economy	International events hosted (number)	27	33		34	43		
		Reason for Variance: Because of the easing of restrictions, business levels picked up faster than anticipated.			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)	295	427		415	368		
		Reason for Variance: Because of the easing of restrictions, business levels picked up faster than anticipated.			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: Budgeting principles will be amended going forward to include the effect of longer of events.			
	Annual total salary cost spent on training of permanent and temporary staff (%)	3.5%	5.3%		4%	8.70%		
		Reason for Variance: Training spend exceeded budget because of new recruit and targeted training done during the year.			Reason for Variance: Training interventions are higher than forecast for the period as staff, including new appointments, were sent on new training and refresher training.			
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			
	Minimum aggregate score for all CTICC internal departments and external suppliers (%)	75%	85%		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			
1. Increased jobs and investment in the Cape Town economy	B-BBEE spend (%)	70%	89.5%		70%	89%		
		Reason for Variance: Tenders issued to service providers with good BEE ratings led to a good percentage 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)	4	13		4	40		
		Reason for Variance: Additional students employed in the food and beverage department.			Reason for Variance: Employed additional students from various institutions as well as 10 from the YES! Program. Those from the YES! Program was a no cost to the CTICC.			
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			
	Graduates employed (number)	4	4		4	8		
		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: None			Remedial Action: Maintain the momentum			
	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%	81.5%		80%	83.30%	
			Reason for Variance: Staff employed from the designated group had a positive impact on the target			Reason for Variance: Vacant positions filled with candidates in the designated groups.		
Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum					

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		Target	Actual	Status	Target	Actual	Status
16. A capable and collaborative city government	Maintain five-star tourism grading through effective management of maintenance quality service delivery.	Achieve five-star rating from Tourism Grading Council	Achieved five-star rating from Tourism Grading Council		Achieve five-star Tourism Grading Council rating	Achieved five-star Tourism Grading Council rating	
		Reason for Variance: On Target			Reason for Variance: On Target		
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum		
	Reduction in operating loss from the prior year (%)	55.2%	100%		N/A	N/A	
		Reason for Variance: Because of the easing of restrictions, business levels picked up faster than anticipated			Reason for Variance: N/A		
		Remedial Action: N/A			Remedial Action: N/A		
	Achievement of annual budgeted operating profit (%)	N/A	N/A	-	100%	282%	
		Reason for Variance: N/A			Reason for Variance: Events 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.		
		Remedial Action: N/A			Remedial Action: Maintain the momentum		
	Total number of capital projects for the year completed or committed (%)	90%	100%		90%	98%	
	Reason for Variance: All planned projects started in the course of the year.			Reason for Variance: Projects carried-over from 2022/2023 were completed resulting in 98% of 2023/2024 projects completed.			
	Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			
Opinion of the Auditor-General	Clean Audit	Clean Audit		Clean Audit	N/A	N/A	
	Reason for Variance: On Target			Reason for Variance: N/A			
	Remedial Action: Maintain the momentum			Remedial Action: None			
16. A capable and collaborative city government	Cash/cost coverage ratio	2,8:1	5,4:1		4.5	6	
		Reason for Variance: The increase in business levels are resulting in higher revenues, and consequently, higher cash reserves.			Reason for Variance: All 30 June 2024 figures supplied are provisional, as year-end processes are still in progress, hence figures are subject to change.		
		Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum		
	Net debtors to annual income	3%	2.9%		4.8%	4.2%	
	Reason for Variance: Higher revenues resulted in the debtors representing a smaller percentage.			Reason for Variance: The debtors book is being maintained and managed daily to collect debt resulting in the lower % to revenue.			
	Remedial Action: Maintain the momentum			Remedial Action: Maintain the momentum			