

**ANNEXURE 5: INFRASTRUCTURE OBSERVATIONS AVERAGE COMPLETION DURATION**

<b>Observation</b>	<b>ORTIA</b>	<b>CTIA</b>	<b>KSIA</b>	<b>REGIONAL</b>
Food & beverage	0.5hr	0.5hr	0.5hr	0.5hr
Retail	0.5hr	0.5hr	0.5hr	0.5hr
Banks	0.5hr	0.5hr	0.5hr	0.5hr
Car Rental	0.5hr	0.5hr	0.5hr	0.5hr
<b>Terminal</b>				
Terminal Arrival International	5hr	2.5hr	2hr	Not Applicable
Terminal Departures International	4hr	2hr	2hr	Not Applicable
Terminal Arrival Domestic	3.5hr	2hr	1.5hr	1hr
Washrooms	2hr	2hr	1hr	0.5hr
<b>Landside</b>	3hr	2.5hr	2hr	1hr

Regional refers to: Port Elizabeth, George, East London, Bram Fischer, Kimberley and Upington