

JKIA PRODUCT AUDIT 2020

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INTRODUCTION

The KAA Product Audit entails assessing of facilities, services and processes to check for compliance to specified product development processes and to identify gaps that may pose a threat to the Authority’s brand image and overall customer experience through our Airports. This exercise also helps to evaluate whether our various products are up to international standards and provides an opportunity for development and exploration of new products.

In February 2022, we conducted a Product Audit of JKIA and developed a report which not only highlights the shortfalls at specific touchpoints of the Passenger’s journey, but also recommends targeted solutions that may be implemented immediately and over the course of time.

Objectives

The objective of this exercise was two-fold:

- i. To go through the customer journey, investigate and examine the facilities and services of our airport and pick out the prevalent issues;
- ii. To identify and recommend New/ improvement opportunities for product enhancement

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
DEPARTURES						
I	Journey to Airport	Mombasa road	<ul style="list-style-type: none"> - Traffic caused by obstructing <i>Matatus</i>, causing unnecessary strain on motorists trying to access the airport. - Many motorists who are not familiar with mombasa road get lost and unintentionally find themselves in the Airport. - The JKIA sign at Mombasa Road is at the middle of the road, awaiting destruction. 	<ul style="list-style-type: none"> - Install/Reinforce signage from Cabanas indicating to and guiding motorists/passengers on Lane leading to airport. Signs should be properly lit for night visibility. - The JKIA sign at the entrance should be centralized to be seen clearly. - Relocate of the JKIA sign at Mombasa road to an off- road position that is more safe and visible. 	<ul style="list-style-type: none"> - External Signage Contractor 	Marketing
			<ul style="list-style-type: none"> - Congestion due to the on-going construction on Mombasa road 	<ul style="list-style-type: none"> - Introduce a <i>Traffic Forecast</i> portal in our Communication platforms like the Website to warn Passengers/Motorists on 	<ul style="list-style-type: none"> - No Cost. Collaboration with Traffic Police, KENHA, and other relevant Stakeholders. 	Communications

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
				impending traffic or incidences on their journey to the airport.		
2	Primary Screening Yard	Entry Security Check	<ul style="list-style-type: none"> - Some letters on the JKIA cut-out sign do not light up, especially at night. - The adjacent screens are off - The traffic lights at the PSY have been off for a while - Traffic signs are rusted and faded 	<ul style="list-style-type: none"> - Facilitation of back to site by Ovidian Contractors. 	<ul style="list-style-type: none"> - Contract 	Engineering
			<ul style="list-style-type: none"> - Seats in the Screening Room are dilapidated. - The screen inside the passenger screening room has been off for a while 	<ul style="list-style-type: none"> - Generally, cleanliness, orderliness and maintenance around the Screening area needs to be addressed. 	<ul style="list-style-type: none"> - No cost 	Customer Service/Engineering
3	Airport Entrance & Parking	Ndovu roundabout	<ul style="list-style-type: none"> - Rusted, broken and old elephant sculptures at 	<ul style="list-style-type: none"> - Immediate replacement of the sculptures. 	<ul style="list-style-type: none"> - Maintenance 	Engineering

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
		Toll Gate	<ul style="list-style-type: none"> ndovu roundabout - Empty and tattered advertising bill boards. - The bus shelter at the access point of the JKIA Toll gate is in a reprehensible state. - The gate at the toll station is old and paint peeled off - Fence poles which are very old and fallen are lying on the ground at the gate. 	<ul style="list-style-type: none"> - Refurbish or remove the bill boards. - The bus shelter should either be removed completely or replaced - Gate to be repainted. - Rebuild the fence poles. 		
			<ul style="list-style-type: none"> - The grass is very dry and the airport has generally lost its greenary streak. - Trimmed flower wastes left lying around. 	<ul style="list-style-type: none"> - Restoration and watering of grass. - Plantation and maintenance of the flowers and flowerbeds around the Airport to be done. 	- Contractor/Casuals	Environment
			- Blank advertising	- Engage the Advertising	- Advertising	Marketing

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			billboards	agencies to either de-flight the sites or upload generic messaging/Ads.	Agencies	
			<ul style="list-style-type: none"> - Debris left scattered after borehole were dug. 	<ul style="list-style-type: none"> - Proper clearance and disposal of waste after any work. 	<ul style="list-style-type: none"> - Engineering/Environmental 	
		Drop- off zone	<ul style="list-style-type: none"> - The tarmac road at the JKIA inbound lane is developing potholes as a result of wear and tear. - The light boxes along North Airport road are in dilapidated state. 	<ul style="list-style-type: none"> - Adopt a pre-emptive maintenance program for the roads - Replacement. 	<ul style="list-style-type: none"> - Maintenance 	Engineering
		Central square	<ul style="list-style-type: none"> - Motorists use the area as a parking point which should not be allowed - Signage “fire 	<ul style="list-style-type: none"> - Exercise strict restriction. - Replacement of the signage. 	<ul style="list-style-type: none"> - Advertising agencies 	<ul style="list-style-type: none"> - Marketing

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			assembly point” is very old and faded			
			<ul style="list-style-type: none"> - The animal sculptures are rusted and old - The grass is dry 	<ul style="list-style-type: none"> - Replacement of all animal sculptures. - Regular watering. 	<ul style="list-style-type: none"> - Budget required - Budget required - maintenance 	<ul style="list-style-type: none"> - Marketing - environmental
		Parking Silo	<ul style="list-style-type: none"> - Old and shabby overhead and other signs at Parking garage. The “ENTRY”, “EXIT” and the “P” signs. 	<ul style="list-style-type: none"> - Fast-track process of new installations. 	<ul style="list-style-type: none"> - Signage Contract 	Marketing
			<ul style="list-style-type: none"> - Chipped out wall paint on the walls and poles of the parking garage. 	<ul style="list-style-type: none"> - Repainting of the walls. 	<ul style="list-style-type: none"> - Maintenance 	Engineering
			<ul style="list-style-type: none"> - Retail shops are disorganized and lack proper branding and 	<ul style="list-style-type: none"> - Develop a handbook; a subsidiary of Brand Manual for Stakeholders with precise details on 	<ul style="list-style-type: none"> - Agency/Maintenance 	Marketing

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			advertising for their facilities.	how to position, advertise and brand their shops.		
		Terminal 2 Parking; Parking 9 & 10	<ul style="list-style-type: none"> - All signs at these areas are in deplorable state. - The waiting bay at parking 10 is worn out and neglected. 	<ul style="list-style-type: none"> - Fast-track process of new installations - Replacement of the waiting bay/shelter 	- Signage Contract	Marketing
			<ul style="list-style-type: none"> - Debris not well disposed and litter bins dirty and rusty. - The road inside the parking is bumpy with potholes. 	<ul style="list-style-type: none"> - Enforce regular disposal of debris or proper hoarding. - Good maintenance program of all the roads in the Airport. 	-No Cost	Engineering
			<ul style="list-style-type: none"> - The grass is long, dry and unkempt with litter all over. 	<ul style="list-style-type: none"> - General cleanliness and maintenance of the grass and adjacent surrounding. 	No cost	environment
			<ul style="list-style-type: none"> - Litter bins are old, rusty and the litter is not emptied on a 	<ul style="list-style-type: none"> - Purchase and install new trash bins around the airport. Maintenance and 	- Budgets required	Housekeeping

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			regular resulting in a foul smell.	cleanliness of the litter bins.		
4	Security Screening I	Terminals	<ul style="list-style-type: none"> - The “trolley” sign is worn out and has some letters peeled off at TIA. - The trolleys are disorganised around the screening area. - There are no sanitizer dispensers at TID. - There too many posters at the TID entrance causing clutter. 	<ul style="list-style-type: none"> - Installation and replacement of the sign. - Frequent Checks by Housekeeping/Customer Service teams. - New sanitizer dispenser to be installed. - Regulate advertising and chatters in the Terminals. 	<ul style="list-style-type: none"> - Budget needed. - 	<ul style="list-style-type: none"> marketing - marketing
5	Check-in area and passport	seats	<ul style="list-style-type: none"> - Seats at Terminal IA and TID are 	<ul style="list-style-type: none"> - In the interim, the seats could be polished 	<ul style="list-style-type: none"> - Cleaning contract 	Housekeeping

S/NO	PASSENGER TOUCH POINT/JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/RECOMMENDATION	COST/BUDGET	DEPT.
	control		old and faded			
		General ambience	<ul style="list-style-type: none"> - The “check-in” sign at TID is too low. - The hanging art from the roof at TIA are dusty. - Dustbins are not regularly emptied both at TIA, T2 & TID. - The spillage of Hand sanitizers is staining walls and pillars at TIA. - The poor method of fumigation being used leaves the floor wet and slippery and dirty at TIA. generally the floor is dirty at TIA,T2 & TID. - Parts of the floor is 	<ul style="list-style-type: none"> - The sign should be raised a bit high or replaced with a smaller one. - Regular cleaning. - Regular and supervised cleaning - Proper polish of the 	<ul style="list-style-type: none"> - Budget required - Cleaning contract 	Marketing Housekeeping

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			stained both at TIA & TID.	floor.		
			<ul style="list-style-type: none"> - Some of the bulbs are off. - Broken power sockets and untucked cables at TIA. - The fire extinguisher booth at TIA waiting bay is broken, posing a risk. - Most of the fans at TID are not working properly making the room uncomfortably hot. - All Check-in counters at TIA are faded and paint peeling off 	<ul style="list-style-type: none"> - Maintenance/replacement - Repainting of the counters 	<ul style="list-style-type: none"> - Maintenance costs - Budget required 	Engineering

S/NO	PASSENGER TOUCH POINT/JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/RECOMMENDATION	COST/BUDGET	DEPT.
			<ul style="list-style-type: none"> - The ceiling is old and stained in TIA. - The roof at TID is old and dull. 	<ul style="list-style-type: none"> - The ceiling to be replaced. 	<ul style="list-style-type: none"> - Budget required. 	Engeering
			<ul style="list-style-type: none"> - Notices for customers are being printed on regular paper and pasted on walls causing an unpleasant sight. - There are also a lot of “Policy Notices” mounted on walls around the terminals creating unnecessary clutter. - Some of the kiosk touchscreens are not working. - Most of the screen pockets are not lighting both in 	<ul style="list-style-type: none"> - Provide proper templates for ad-hoc notices or utilize screens around the terminalns - Replacement or repair of the broken kiosk screens. - Replacement or repair of the screen pockets 	<ul style="list-style-type: none"> - No cost - Budget needed 	Marketing/ICT - engineering

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			TIA &TID.			
6	Immigration	Queue Management	- Management of queues quite well.	- N/A.	No Cost	Immigration
		Toilets	<ul style="list-style-type: none"> - The cleanliness of the toilets not up to the standards in both TIA & TID (dirty and have a foul smell). - Ceiling on some areas are completely broken and stained especially TIA. - Toilets in TID& T2 are squeezed. 	- Increase manpower for the cleaning staff and thorough training; it appears the few cleaners are quite overwhelmed.	- Contractor	- Housekeeping
	Security Screening 2	Secondary Security screening area	- There is information overload for Passengers at these points as there are many notices and announcements at TIA	- Redirect critical information to less stressful areas for adequate intake by Passengers.	- No Cost	- Operations/Security
			- At TID & T2 there are very old and empty sign/	- Installation of new signages	- Budget required	Marketing

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			informative frames - The signs at the luggage screening point TID are old and faded.			
8	Waiting Lounges	TIA &TID lounges	- Some gate numbers at TIA are not internally lighting (gate 17, 18, 20B, 13, 15). - Some bulbs are off making the lighting not sufficient. - The ceiling is broken, old and stained in some areas at T1. - The kids playroom at TID is not being utilized instead, its being used to store some informative	- Maintenance and replacement. - Cleaning and utilization of the playroom.	- Budgets required	- Engineering/Operations

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
			<ul style="list-style-type: none"> signs. - Parts of the wall in TID is stained and had paint peeling off. - There are empty advertising sites on the walls of the lounges in TID. - There are misplaced covid19 signs at TIA. 	<ul style="list-style-type: none"> - Repainting of the walls - Engage advertising agencies to put up ads or generic messages - Adopt the maintenance program. 	<p>Budget required</p> <ul style="list-style-type: none"> - Advertising agencies 	<p>Engineering</p> <p>Marketing</p> <p>Marketing</p>
.9	Overall Customer comfort	Retail Experience/Duty Free shops	<ul style="list-style-type: none"> - Retailers are using Too many paper posters on the wall to communicate to Passengers. 	<ul style="list-style-type: none"> - Create and maintain awareness to Concessionaires on expected standards, ethics and etiquette around the airport. 	<ul style="list-style-type: none"> - No cost 	<ul style="list-style-type: none"> - Marketing
		Restaurants/Eateries	<ul style="list-style-type: none"> - Too many paper posters are used 	<ul style="list-style-type: none"> - Create and maintain awareness with the advertisement 	<ul style="list-style-type: none"> - No cost 	<ul style="list-style-type: none"> - Marketing
		Entertainment	<ul style="list-style-type: none"> - No adequate entertainment for Passengers in the lounges. 	<ul style="list-style-type: none"> - Develop unique and innovative entertainment and escapist options for the Airport. 	<ul style="list-style-type: none"> - Long-term plan; may require budget 	<ul style="list-style-type: none"> - Marketing

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPT.
		Charging Stations	- Most of them are broken.	- Repair and replacements.	- Budget required	- Engineering
		Baby- Changing stations	<ul style="list-style-type: none"> - Some baby changing booths at TIA & TID are not branded - There are currently no baby-changing facilities at TID Arrivals 	<ul style="list-style-type: none"> - Branding to be done on the booths for visibility - Avail a baby changing station at TID Arrivals 	- Budgets required	- Housekeeping/Marketing
		Wifi	<ul style="list-style-type: none"> - Hotspots desks are old and not manned - The Wifi is weak. 	<ul style="list-style-type: none"> - Replace or remove the desks - Improve Wifi connectivity. 	<ul style="list-style-type: none"> - Budget required in case of replacements. - Budget required in case of replacements. 	- ICT
10	Wayfinding	Terminals	- Massive improvement on directional signage, however some signs are already experiencing wear and tear.	- Facilitate maintenance component in signage contracts	- Budgets required	- Marketing

APPENDICES I – DEPARTURE IMAGES



Figure 1 Dead Screens



Figure 2 Dead Traffic lights



Figure 3 Dry Grass/Poor landscaping

Figure 4 Bus Shelter on Airport South Road



Figure 6 Crevices on road



Figure 5 Toll Gate



Figure 7 Empty Sites



Figure 8 Parking Garage



Figure 9 Dark spaces at Parking Garage



Figure 10 Chemist at Parking Garage



Figure 11 Old sign at Parking 9/10



Figure 12 Debris around Parking 9/10 & Central Square; Safety hazard



Figure 13 A run down dustbin at Parking 9



Figure 14 Broken socket at T1A



Figure 15 Paper notice



Figure 16 Cluttered wall



Figure 16 Stained pillar at T1A



Figure 18 Blown out bulbs at T1A



Figure 19 Dustbin at T1A



Figure 20/21 Broken toilet & health hazard trash by Port Health at T1E



Figure 22 Insufficient Lighting, dark ceiling & non -existence of ACs at Terminal 1D



Figure 23/24 Cluttered walls and surfaces with Security information at T1D



Figure 25 Cleaning equipment left unattended at T2



Figure26 Broken counter by Port Health at T2

Figure 27 Use of Paper poster as sign at T1A

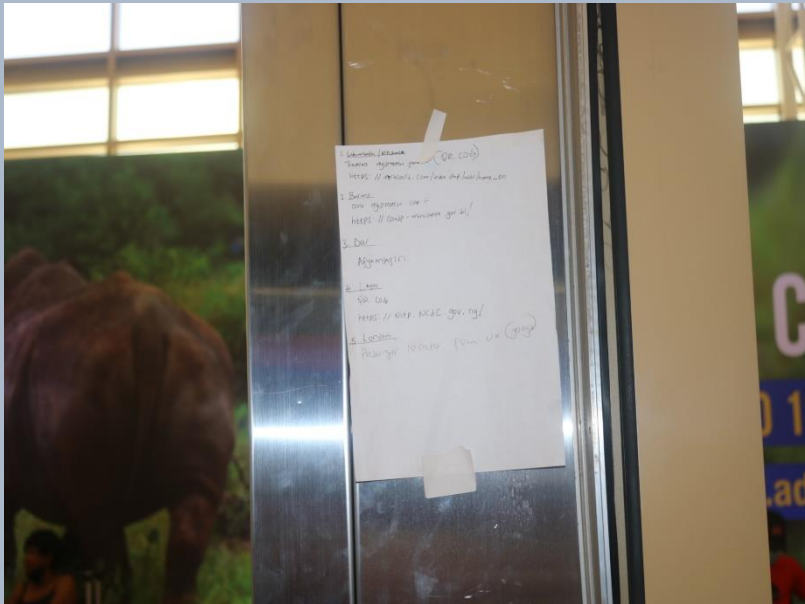


Figure 28 A sign brought down & left un-attended at Parking square





Figure 29 Broken sign at Screening point



Figure 30 Stained floor; broken sockets

S/NO	PASSENGER TOUCH POINT/ JOURNEY	LOCATION	ISSUE/PROBLEM	SOLUTION/ RECOMMENDATION	COST/BUDGET	DEPARTMENT
ARRIVALS						
1	Touchdown	Apron	- Litter inside the trenches.	- Enforce 'no littering' messages	Budget needed	Housekeeping
		Buses	- Currently no Social Distancing/WHO guidelines messages inside some of the airside buses.	- Avail relevant signs/posters	- Signage Contract	Marketing
		Availability of ramps	- Ramp outside Terminal IE is quite steep; it may cause serious accidents.	- Repairs are necessary to make the ramp standard for use.	- Budget needed	- Engineering
2	Airport Terminals	Wi-Fi	- Wi-Fi signal is quite weak at arrival Terminals	- Strengthen Wi-Fi connection	- Wi-Fi Service Provider	- ICT
		Gates	- Whenever it rains there is leakage on the roof causing stains on the ceiling and staircase at TIA.	- Regular check and repair of the roof.	- Budget needed	- Marketing
		Transfer Desk	- Broken power sockets.	- Good maintenance of power sockets. - Replacement and initiate	- No budget required.	- Engineering

		Custom control/Immigration	<ul style="list-style-type: none"> - The flower pots along the path walk are old, some are broken and with paint peeled off. 	proper maintenance of the flowers and flower pots.		
		Baggage	<ul style="list-style-type: none"> - Empty advertising site, portraying a bad image. - Most of the bulbs have blown out at TIA. 	<ul style="list-style-type: none"> - Incorporate advertising agencies. - Replacement and maintenance. 	<ul style="list-style-type: none"> - Advertising agencies. - Maintenance. 	<ul style="list-style-type: none"> - Marketing. - Engineering.
			<ul style="list-style-type: none"> - Some AC Units are not functioning TIA. - Parts of the roof are broken. - The wall paint on the lower base of the walls is peeled off. - When never it rains there's a leakage on the roof staining the ceiling. - The roof art work at the baggage area is not attractive/ eye-catching to the 	<ul style="list-style-type: none"> - Replacement of the art work with an attractive one. 	<ul style="list-style-type: none"> - Budget required. 	<ul style="list-style-type: none"> - Marketing.

			passengers (goes unnoticed)			
		Terminal IE (International Arrivals)	<ul style="list-style-type: none"> - The litter bins are not regularly emptied and cleaned(both inside and outside bins) - The customer service desks look worn out with paint chipping off. - Poor informative signs at terminal. Some informative signs are torn giving a bad look/image. - There are misplaced signs; those are un-mounted are carelessly left lying around the terminal. - The 'Government VIP sign is not 	<ul style="list-style-type: none"> - Regular supervised cleaning. - Repainting the counters. - Replacement of the torn signs. - Proper storage or placement of the displaced signs 	<ul style="list-style-type: none"> - Cleaning contract - Cost needed - Advertising agencies 	<ul style="list-style-type: none"> - Housekeeping - Marketing - Marketing

			<p>internally lighting.</p> <ul style="list-style-type: none"> - Old and unused customer service desks are abandoned at the baggage area giving a bad image 	<ul style="list-style-type: none"> - Incorporate advertising agencies to upload generic ads - Old furniture to be properly stored and out of sight for arriving passengers 		
		Terminal I E (outside)	<ul style="list-style-type: none"> - The white wall is stained and has paint peeling - The TIE signage is lying down at the waiting bay. - The seats outside are old and in a deplorable state 	<ul style="list-style-type: none"> - General maintenance and repairs are required i.e. for the wall and the seats. - Installed back or be removed from site. 	<ul style="list-style-type: none"> - Budget required - No budget required 	<ul style="list-style-type: none"> - Marketing/ engineering
		Terminal I D	<ul style="list-style-type: none"> - Empty advertising sites in the terminal. - There are no baby changing booths. 	<ul style="list-style-type: none"> - Discuss a way forward with advertising agencies on ads upload. - Put up a baby changing booth. 	<ul style="list-style-type: none"> - No budget 	<ul style="list-style-type: none"> - marketing

		Terminal 2	<ul style="list-style-type: none"> - The AC's are not working. - Use of papers as informative signs. 	<ul style="list-style-type: none"> - Ensure the AC's are working. - 		
3	Port health	<p>Check-up points/desks</p> <p>Transfer Desk</p>	<ul style="list-style-type: none"> - A lot of un-standardized covid-19 messaging on walls and floors around Port health areas in all Terminals. - There is also use of regular paper on the wall as informative signs. - Broken power sockets. - The flower pots along the path walk are old, some are broken and with paint peeled off. 	<ul style="list-style-type: none"> - Appropriate signs were provided and installed, especially at this touch point. If there is need for more, then the relevant office should be informed. - Good maintenance of power sockets. - Replacement and initiate proper maintenance of the flowers and flower pots. 	Signage Contract	Port Health/Marketing
4	Immigration	Queue	<ul style="list-style-type: none"> - The immigration 	<ul style="list-style-type: none"> - Keep up. 	No budget	Immigration/Operations

		Management	<p>and KAA customer service staff assigned are able to properly manage the queue.</p> <ul style="list-style-type: none"> - Empty advertising site, portraying a bad image. - Most of the bulbs have blown out at TIA. 	<ul style="list-style-type: none"> - Incorporate advertising agencies. - Replacement and maintenance. 		
5	Customs & Kephis	Baggage collection experience	<ul style="list-style-type: none"> - The baggage collection area at TIA is very dark; Most of the bulbs have blown out. - Part of the roof is damaged. - Some AC Units are not functioning TIA. - Parts of the roof are broken. - The wall paint on the lower base of the walls is peeled off. - When never it rains there's a leakage on the roof 	<ul style="list-style-type: none"> - Initiate and elaborate Maintenance exercise. - Repair the roof. - Repainting of the wall around all terminals. - Repair the roof. 	Budget required	Engineering

			staining the ceiling. <ul style="list-style-type: none"> - The roof art work at the baggage area is not attractive/ eye-catching to the passengers (goes unnoticed) 	<ul style="list-style-type: none"> - Replacement of the art work with an attractive one. 		
			<ul style="list-style-type: none"> - Use of paper as a signage at the belt - Customs have place too many signage that create clutter. 	<ul style="list-style-type: none"> - Provide a handbook on how to display and disseminate short-term notices to Passenger. 	<ul style="list-style-type: none"> - Budgets may be required 	Marketing
6	Airport Exits	Meet & Greet experience	<ul style="list-style-type: none"> - Overcrowding and disorganization at Meet & Greet areas. 	<ul style="list-style-type: none"> - Develop and define an elaborate Meet & Greet methods, areas, standards and overall experience. 	<ul style="list-style-type: none"> - Budgets required 	Marketing
		Pick-up	<ul style="list-style-type: none"> - Trolley Management is not seamless 	<ul style="list-style-type: none"> - Enforce proper Trolley Management 	<ul style="list-style-type: none"> - Contractor 	Housekeeping
		Public Buses	<ul style="list-style-type: none"> - Buses are old and unpleasant 	<ul style="list-style-type: none"> - Re-consideration of better Public Transport to and from airport. 	<ul style="list-style-type: none"> - No budget 	Marketing
		Journey from the airport	<ul style="list-style-type: none"> - Fallen fence and street light posts at KAPs office 	<ul style="list-style-type: none"> - Removal and replacement of the fallen posts 		

			<ul style="list-style-type: none"> - Blank billboards. - Unnecessary building blocks lying around KAPs office/ paying station. - Fallen billboard post near Ndovu round about. - Heavy traffic experienced at the Toll station. 	<ul style="list-style-type: none"> - Engage advertising agencies to upload generic ads. - General cleanliness and neatness to be observed, removal of irrelevant materials lying around. - Engage KAPS to amp their campaigns of payment before Exit. 	<ul style="list-style-type: none"> - Maintenance 	
7	Wayfinding	Terminals	<ul style="list-style-type: none"> - New signage required at Terminal 2. - New signs required at Parking 9 & 10. 	<ul style="list-style-type: none"> - Fast-track implementation. 	<ul style="list-style-type: none"> - Signage Contracts 	Marketing

APPENDIX 2



Figure 1 Overcrowding outside T2



Figure 2 Littered trench at Apron T2



Figure 3 Un –emptied litter bin outside T1E



Figure 4 Faulty bulbs/Stained ceiling at T1A



Figure 5 Health hazard waste by Port Health at T1E



Figure 5 Old, dilapidated sign outside T2

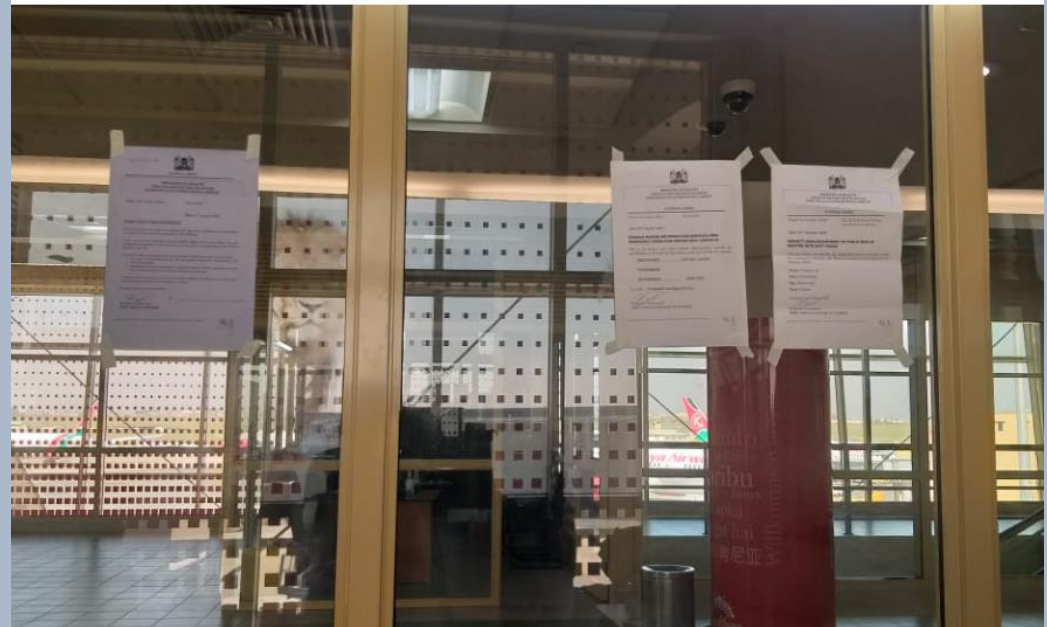


Figure 6 Cluttered wall adjacent to Port health



Figure 7 Dirty & broken toilet at T1E



Figure 8 Empty Advertising site



Figure 9 Unpleasant Flowerpot



Figure 10 Clutter at Security Screening point



Figure 11 "Dead" Carousel hall at T2



Figure 12 Broken Ceiling



Figure 13 Old, rusty Dustbins at T2 Parking

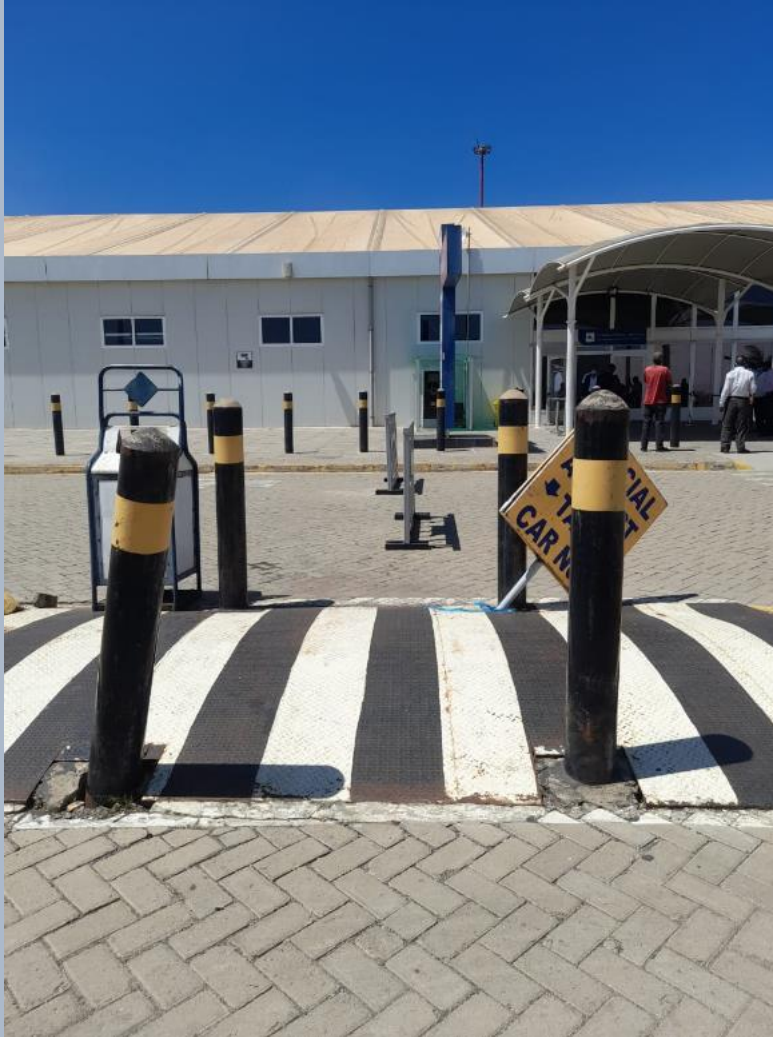


Figure 14/15 Broken signs and Bollards

CARGO VILLAGE

S/NO	LOCATION	ISSUE/PROBLEM	RECOMMENDATIION	BUDGET	DEPT.
1	Toll Gate	- Empty advertising sites/boards	- Engage Advertising agencies to embark on an aggressive overhaul of sites at Cargo	- No budget	Marketing
		- Very old and faded signs; Very old and collapsing traffic signs	- Fast-track implementation of new signage installation	- Signage Contracts/Budgets required	Marketing
		- The screen installed at this point is not functional.	- Engage KAPs	- No cost	Marketing Cargo
		- The grass is very dry stones and litters scattered all over the area.	- Rehabilitate/Restore the overall landscape at Cargo area.	- Budgets required	Environment
		- A lot of traffic experienced as a result of motorists payment at this point.	- Engage KAPs to amp their campaigns of payment before exit, especially at Cargo.	- No cost	Marketing
		- At KAPS Payment cubicles there are litters, old boards, broken desks and seats, buckets, mops and a lot of trash.	- Engage KAPs.	- No cost	Housekeeping
2	Parking Areas	- Seamless Parking & Payment system at Cargo could be enhanced	- Enforce a Parking Management System at Cargo	- No Budgets required	KAPs/Marketing

3	Environment/ Surrounding/roads	<ul style="list-style-type: none"> - Tarmac roads have a lot of potholes 	<ul style="list-style-type: none"> - Cargo requires an intense maintenance program. 	<ul style="list-style-type: none"> - Maintenance Costs 	Engineering
		<ul style="list-style-type: none"> - Uncovered manholes - Drainage terrace are open, dirty and reeking of stench - Poor waste disposal at the food courts which is unhygienic - Collapsing fences with dirt accumulated along the fences - Rubble scattered all over especially around food courts 			
		<ul style="list-style-type: none"> - The flower beds are not well maintained, the grass is long and dry 	Rehabilitate/Restore the overall landscape at Cargo area	<ul style="list-style-type: none"> - Environment contract/costs 	Environment
4	Cargo Buildings/Facilities	<ul style="list-style-type: none"> - The paint on the walls have peeled off in some of the buildings - Roofs are rusty and faded 	<ul style="list-style-type: none"> - Collaborate with Tenants to embark on a rehabilitation exercise 	<ul style="list-style-type: none"> - Budgets required 	Cargo Management team/Stakeholders

APPENDIX 3



Figure 1 Dry grass/Poor Landscaping



Figure 2 KAPS Office



Figure 3 Old Faded sign/Dead Screens



Figure 4 Empty Advertising site



Figure 5 Old, faded sign



Figure 6 Rickety, grimy Bollards



Figure 7 Use of regular paper for notices



Figure 8 Rubble outside Food court



Figure 9 Outside food court



Figure 10 Holes, Potholes, Cracks



Figure 11 Old signs



Figure 12 Stinking trench



Figure 13 Poor Landscape



Figure 14 Rusty drums



Figure 15 Broken fences

GENERAL OBSERVATIONS /CONCLUSION

- There is need to adopt a pre-emptive approach when dealing with maintenance issues around the airport.
- We are running the risk of giving our Passengers an information overload as there are a lot random notices, Policy documents, Security information plastered all around the terminal buildings, which effectively create a lot of confusion and clutter. There is therefore an opportunity to use technology to disseminate important information.
- We need to deliberately start sharing and enforcing our standards and guidelines with all airport users.
- It appears there is a shortage of cleaners and it's starting to impact on the levels of cleanliness and hygiene in the terminals.
- Terminal 2 is underutilized; opportunities to maximize its usage can be explored.
- Our Meet & Greet Experience is not elaborate.
- Overall, our facilities require proper facelift, especially at Cargo.