Operational Performance Standards Monthly Report

August 2024

▶ GACA monitors 11 operational performance standards for the most critical passenger journey touchpoints. These standards aim to ensure a unique passenger experience for all travelers within the kingdom's airports, while aligning with international best practices for improving the services provided at the airports.

▶ Airports are ranked based on their compliance in achieving targets set for each standard in a unified way of measurement across all airports. Such as check-in, security control, passport control, customs control, asset availability, PRM assistance services and delays caused by the airport operator.

✈ **Departure**   🛬 **Arrival**

International airports with more than 15,000,000[1] annual passengers

PRM (dep)	Average journey duration (dep)	Passport (dep)	Security (dep)	Check-in (dep)	Standards Compliance Percentage	Passport (arr)	Baggage (arr)	Customs (arr)	Average journey duration (arr)	PRM (arr)
6.0	5.5	1.4	1.5	2.6	King Khalid International Airport **82%**	2.1	25.7	0.4	28.3	8.6
1.0	6.6	1.3	1.9	3.5	King Abdulaziz International Airport **82%**	2.1	32.8	1.2	36.0	8.4

International airports with 5,000,000 to 15,000,000 [1] annual passengers

PRM (dep)	Average journey duration (dep)	Passport (dep)	Security (dep)	Check-in (dep)	Standards Compliance Percentage	Passport (arr)	Baggage (arr)	Customs (arr)	Average journey duration (arr)	PRM (arr)
0.0	10.8	3.5	2.5	4.8	Prince Mohammed bin Abdulaziz International Airport **91%**	5.8	21.1	1.4	28.3	0.0
2.5	5.5	1.4	1.5	2.5	King Fahd International Airport **82%**	2.0	19.5	0.7	22.1	3.3

Avg. waiting time at customs control (In minutes)

Avg. waiting time at baggage collection (In minutes)

Avg. waiting time at passport control (In minutes)

Standards compliance percentage

Avg. PRM assistance time (In minutes)

Avg. waiting time at check-in (In minutes)

Avg. waiting time at security control (In minutes)

✱ insufficient sample size   (-) Not applicable   (1) Based on 2023 Traffic

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✈ Departure   🛬 Arrival

International airports with 2,000,000 to 5,000,000 [1] annual passengers

♿ PRM	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage	Passport	Baggage	Customs	Average journey duration	♿ PRM
1.3	3.3	1.6	0.1	1.6	Abha International Airport **100%**	1.6	12.9	1.5	16.0	1.9
1.0	6.3	0.6	2.6	3.1	King Abdullah bin Abdulaziz International Airport - Jizan **100%**	2.3	7.2	2.2	11.7	2.6

International airports with less than 2,000,000 [1] annual passengers

♿ PRM	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage	Passport	Baggage	Customs	Average journey duration	♿ PRM
0.0	0.1	0.0	0.1	0.1	Al-Ahsa International Airport **100%**	0.0	8.4	0.0	8.4	0.0
0.0	1.6	0.5	0.2	0.8	Najran International Airport **100%**	0.6	8.3	0.3	9.2	0.0
0.6	2.4	0.9	0.8	0.7	Al-Ula International Airport **100%**	1.0	8.2	0.7	9.9	0.4
0.0	2.2	0.7	0.5	1.0	Al-Jouf International Airport **100%**	0.8	8.8	1.4	11.0	2.8
1.0	2.9	1.0	1.0	1.0	Prince Sultan bin Abdulaziz International Airport - Tabuk **100%**	1.0	8.5	1.0	10.4	1.0
0.0	4.1	1.1	0.8	2.3	Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu **100%**	1.2	8.5	1.2	10.9	0.0
0.1	0.2	0.1	0.1	0.0	Al-Qaisumah International Airport **100%**	0.1	7.9	0.1	8.0	0.2
1.5	✳	1.5	✳	1.5	Taif International Airport **91%**	1.5	9.7	1.5	12.7	1.5
1.1	7.5	5.4	1.1	1.1	Ha'il International Airport **82%**	8.6	8.4	1.2	18.3	1.5
0.3	1.6	0.4	0.3	0.9	Prince Naif bin Abdulaziz International Airport - Al-Qassim **82%**	0.5	✳	0.4	✳	0.3

Legend:
- 🧳 Avg. waiting time at customs control (In minutes)
- 🧳 Avg. waiting time at baggage collection (In minutes)
- 🛂 Avg. waiting time at passport control (In minutes)
- % Standards compliance percentage
- ♿ Avg. PRM assistance time (In minutes)
- 🛎 Avg. waiting time at check-in (In minutes)
- 🚹 Avg. waiting time at security control (In minutes)

✳ insufficient sample size   (-) Not applicable   (1) Based on 2023 Traffic

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✈ **Departure**   🛬 **Arrival**

Domestic airports										
♿	Average journey duration	🛂	🚶	🛎	Standards Compliance Percentage		🛂	🧳	🧑‍✈️	Average journey duration	♿
0.4	0.1	-	0.0	0.0	Gurayat Airport **100%**	-	4.4	-	4.4	0.9
0.2	0.5	-	0.3	0.3	Arar Airport **100%**	-	4.5	-	4.5	0.2
0.0	0.1	-	0.1	0.0	Bisha Airport **100%**	-	5.7	-	5.7	0.1
0.1	0.5	-	0.2	0.3	Turaif Airport **100%**	-	5.8	-	5.8	0.4
3.4	0.8	-	0.1	0.8	King Saud bin Abdulaziz Airport-Al-Baha **100%**	-	5.7	-	5.7	0.9
0.2	0.7	-	0.3	0.5	Rafha Airport **100%**	-	6.0	-	6.0	0.3
0.0	0.7	-	0.0	0.7	Al-Dawadmi Airport **100%**	-	6.1	-	6.1	0.0
0.6	3.0	-	1.5	1.5	Sharurah Airport **100%**	-	7.3	-	7.3	2.4
0.6	1.3	-	0.6	0.7	Wadi al-Dawasir Airport **100%**	-	7.7	-	7.7	1.4

🧑‍✈️ Avg. waiting time at customs control (In minutes)	🧳 Avg. waiting time at baggage collection (In minutes)	🛂 Avg. waiting time at passport control (In minutes)	% Standards compliance percentage	♿ Avg. PRM assistance time (In minutes)	🛎 Avg. waiting time at check-in (In minutes)	🚶 Avg. waiting time at security control (In minutes)

∗ insufficient sample size   (-) Not applicable