Operational Performance Standards Monthly Report

May 2025

- 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.





International airports with more than 15,000,000⁽¹⁾ annual passengers

Ġ	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ
6.5	5.3	1.4	1.5	2.3	King Khalid International Airport 82%	1.9	20.1	0.5	22.5	7.4
1.0	6.5	1.5	1.8	3.3	King Abdulaziz International Airport	1.9	22.6	1.2	25.7	2.7

International airports with 5,000,000 to 15,000,000 (1) annual passengers

خ	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ
2.6	5 5.9	1.3	1.4	3.1	King Fahd International Airport 91%	1.7	15.7	0.6	18.0	2.7
0.0	6.9	1.5	1.5	3.9	Prince Mohammed bin Abdulaziz International Airport 82%	6.8	34.2	2.0	43.0	0.0

International airports with 2,000,000 to 5,000,000 (1) annual passengers

Ġ	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ
0.1	3.1	1.6	0.1	1.4	Abha International Airport	1.4	9.4	1.2	12.1	1.9
0.6	5.4	0.6	2.4	2.4	King Abdullah bin Abdulaziz International Airport - Jizan 100%	1.4	7.9	1.3	10.6	1.9
1.1	2.3	0.7	0.8	0.7	Prince Sultan bin Abdulaziz International Airport - Tabuk 100%	0.6	7.9	0.6	9.1	0.7







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Avg. waiting time at customs control (In minutes)



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)

st insufficient sample size

(-) Not applicable

(1) Based on 2024 Traffic



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International airports with less than 2,000,000 (1) annual passengers

Ġ	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ
0.0	0.4	0.2	0.1	0.1	Arar International Airport 100%	0.2	4.4	0.2	4.8	0.1
0.0	0.0	0.0	0.0	0.0	Al-Ahsa International Airport 100%	0.0	6.3	0.0	6.3	0.0
0.1	0.3	0.1	0.1	0.1	Al-Qaisumah International Airport	0.1	6.9	0.1	7.1	0.5
0.2	0.9	0.3	0.3	0.3	Prince Naif bin Abdulaziz International Airport - Al-Qassim 100%	0.2	6.6	0.2	7.1	0.2
0.0	0.9	0.3	0.2	0.4	Najran International Airport 100%	0.4	7.8	0.2	8.3	0.1
0.6	2.0	0.7	0.6	0.7	Al-Ula International Airport 100%	1.0	9.1	0.7	10.8	0.5
4.9	3.5	1.2	1.1	1.2	Neom Bay International Airport 100%	1.2	8.2	1.2	10.5	4.8
1.1	3.5	1.2	1.1	1.1	Ha'il International Airport	1.3	8.2	1.1	10.6	2.5
2.0	5.0	1.9	1.5	1.6	Taif International Airport 100%	2.0	13.5	1.6	17.1	1.6
5.3	1.3	0.3	0.4	0.6	Red Sea International Airport 100%	0.6	13.0	0.4	14.0	4.3
0.0	3.7	1.0	0.9	1.8	Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu 100%	1.1	8.1	1.0	10.2	0.0
0.0	0.9	0.3	0.2	0.5	Al-Jouf International Airport 91%	0.6	9.0	3.8	13.3	4.1







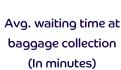
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Avg. waiting time at customs control (In minutes)



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)

st insufficient sample size

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Domestic airports Average Average Standards Compliance journey journey Percentage duration duration **Gurayat Airport** 0.6 0.1 0.0 0.0 4.8 4.8 0.2 100% Turaif Airport 0.1 0.0 5.1 5.1 0.1 0.0 0.0 100% Rafha Airport 0.2 5.3 0.1 0.1 0.2 5.3 0.2 100% Al-Dawadmi Airport 0.2 0.0 5.8 0.2 5.8 0.0 0.1 100% Bisha Airport 0.1 6.3 6.3 0.1 0.0 0.1 0.0 100% Wadi al-Dawasir Airport 0.3 0.9 0.4 0.4 6.7 6.7 1.3 100% King Saud bin Abdulaziz Airport-Al-Baha 0.0 0.5 0.2 9.1 9.1 0.2 0.0 100% Sharurah Airport 0.6 3.0 1.5 1.5 7.3 7.3 2.4 100%



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

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