

Operational Performance Standards Monthly Report

July 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.

Departure

Arrival

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

Departure					Standards Compliance Percentage	Arrival				
Average journey duration	Asset availability	Passport control	PRM assistance services	Average journey duration	Standards Compliance Percentage	Asset availability	Passport control	PRM assistance services	Average journey duration	
6.8	5.6	1.5	1.5	2.6	82%	1.9	23.2	0.5	25.7	7.7
1.0	6.1	1.5	1.7	2.8	82%	1.8	23.7	1.4	26.9	1.9

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

Departure					Standards Compliance Percentage	Arrival				
Average journey duration	Asset availability	Passport control	PRM assistance services	Average journey duration	Standards Compliance Percentage	Asset availability	Passport control	PRM assistance services	Average journey duration	
0.0	7.9	2.1	1.7	4.2	91%	4.9	22.8	2.0	29.7	0.0
2.6	6.4	1.5	1.6	3.4	82%	1.7	*	0.6	*	2.7

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

Departure					Standards Compliance Percentage	Arrival				
Average journey duration	Asset availability	Passport control	PRM assistance services	Average journey duration	Standards Compliance Percentage	Asset availability	Passport control	PRM assistance services	Average journey duration	
0.0	2.9	1.4	0.0	1.4	100%	1.4	9.8	1.3	12.5	2.0
0.6	5.1	0.5	2.3	2.3	100%	2.2	8.4	1.4	11.9	2.0
0.9	1.7	0.6	0.4	0.8	100%	0.6	8.0	0.7	9.3	0.8

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 2024 Traffic

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Departure

Arrival

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

Departure					Standards Compliance Percentage	Arrival				
Average journey duration	PRM assistance	Check-in	Security control	Passport control	Standards Compliance Percentage	PRM assistance	Check-in	Security control	Passport control	Average journey duration
0.1	0.4	0.1	0.1	0.2	Arar International Airport 100%	0.2	4.4	0.2	4.9	0.2
0.0	0.2	0.0	0.1	0.0	Al-Qaisumah International Airport 100%	0.0	5.8	0.0	5.8	0.0
0.0	1.0	0.2	0.3	0.4	Al-Ahsa International Airport 100%	0.0	5.1	0.0	5.1	0.0
0.2	0.8	0.2	0.3	0.3	Prince Naif bin Abdulaziz International Airport - Al-Qassim 100%	0.2	6.4	0.2	6.8	0.2
0.4	2.0	0.7	0.6	0.7	Al-Ula International Airport 100%	0.9	9.0	0.6	10.5	0.4
1.0	3.7	1.2	1.3	1.2	Neom Bay International Airport 100%	1.2	8.2	1.3	10.7	4.4
1.2	3.7	1.4	1.1	1.1	Ha'il International Airport 100%	1.2	8.7	1.2	11.0	2.5
1.8	1.1	0.3	0.3	0.5	Red Sea International Airport 100%	0.5	15.1	0.3	15.9	5.8
2.0	5.1	2.1	1.5	1.6	Taif International Airport 100%	2.1	13.5	2.1	17.6	1.5
0.0	1.0	0.3	0.2	0.5	Najran International Airport 100%	0.3	8.2	0.2	8.8	0.1
0.0	3.7	1.1	0.8	1.8	Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu 100%	1.3	8.0	1.1	10.5	0.0
0.0	0.6	0.0	0.1	0.5	Al-Jouf International Airport 91%	0.0	*	2.1	*	4.4

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)

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Departure

Arrival

Domestic airports

Departure					Standards Compliance Percentage	Arrival				
Average journey duration	Passport control	Security control	PRM assistance	Customs control	Standards Compliance Percentage	Passport control	Baggage collection	PRM assistance	Average journey duration	PRM assistance
0.3	0.1	-	0.0	0.0	Gurayat Airport 100%	-	4.8	-	4.8	0.3
0.0	0.2	-	0.1	0.1	King Saud bin Abdulaziz Airport-Al-Baha 100%	-	5.5	-	5.5	0.0
0.0	0.1	-	0.0	0.0	Turaif Airport 100%	-	5.7	-	5.7	0.0
0.2	0.6	-	0.3	0.4	Rafha Airport 100%	-	5.4	-	5.4	0.2
0.0	0.4	-	0.0	0.4	Al-Dawadmi Airport 100%	-	6.9	-	6.9	0.0
0.3	0.8	-	0.4	0.5	Wadi al-Dawasir Airport 100%	-	6.9	-	6.9	1.4
0.0	0.1	-	0.1	0.0	Bisha Airport 100%	-	6.6	-	6.6	0.1
0.5	3.0	-	1.5	1.5	Sharurah Airport 88%	-	*	-	*	2.3

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)

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