## **Operational Performance Standards Monthly Report**

#### February 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

5

1.0

6.3

6.4

1.5

1.9

3.0



#### International airports with more than 15,000,000<sup>(1)</sup> annual passengers Standards Compliance Average Average 5 journey journey Percentage duration duration King Abdulaziz International Airport 11.2 2.3 4.2 24.1 0.9 4.7 2.4 6.5 29.3 91%

82%

2.8

22.3

0.5

25.7

6.0

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

King Khalid International Airport

Ġ	Average journey duration	PASSPORT	Ť	O AVA	Standards Compliance Percentage	PASSPORT	F		Average journey duration	Ġ
2.3	4.6	1.1	1.1	2.4	King Fahad International Airport  91%	2.0	17.8	0.7	20.6	3.7
0.0	15.6	4.3	3.4	8.0	Prince Mohammed International Airport 91%	8.1	23.5	1.5	33.1	0.0







0/







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 2019 Traffic



## **Operational Performance Standards Monthly Report**

#### February 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**



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

Ġ	Average journey duration	PASSPORT	Ť		Standards Compliance Percentage	PASSPORT	F		Average journey duration	Ġ
1.5	3.5	1.6	0.2	1.7	Abha International Airport 100%	1.7	12.9	1.4	16.1	1.9
1.5	6.2	0.5	2.5	3.1	King Abdullah Airport - Jizan 100%	2.3	10.6	2.2	15.1	2.7

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

Ġ	Average journey duration	PASSPORT	Ť		Standards Compliance Percentage	PASSPORT			Average journey duration	Ġ
0.0	0.8	0.2	0.3	0.2	Al-Ahsa International Airport 100%	0.3	9.0	0.3	9.6	0.0
0.2	1.4	0.4	0.3	0.7	Prince Naif Airport - Alqaseam 100%	0.4	9.1	0.3	9.7	0.6
1.1	3.1	1.0	1.0	1.0	Prince Sultan Airport - Tabuk 100%	1.1	8.3	1.0	10.4	1.0
1.1	3.4	1.1	1.1	1.2	Ha'il Airport 100%	1.3	7.9	1.2	10.4	2.8
0.0	3.8	1.2	0.6	2.0	Prince Abdulmuhsin Airport - Yanbu 100%	1.4	9.1	1.4	11.9	0.0
1.5	4.6	1.5	1.5	1.5	Taif International Airport  100%	1.5	10.6	1.5	13.6	1.5
0.9	4.3	2.5	0.9	0.9	Al-Ula International Airport 100%	2.7	10.4	1.5	14.6	1.1
0.0	2.5	0.8	0.9	0.9	Al-Jawf Airport  91%	1.6	9.3	1.7	12.5	3.5







0/

Ġ





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 2019 Traffic



## **Operational Performance Standards Monthly Report**

#### February 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



					Domestic airports					
Ġ	Average journey duration	PASSPORT	†		Standards Compliance Percentage	PASSPORT			Average journey duration	Ġ
0.1	0.5	-	0.3	0.2	Arar Airport 100%	-	4.5	-	4.5	0.4
0.9	0.1	-	0.1	0.1	Gurayat Airport 100%	-	5.9	-	5.9	2.2
0.6	0.8	-	0.3	0.6	Rafha Airport 100%	-	5.5	-	5.5	0.3
0.0	0.2	-	0.1	0.1	Bisha Airport 100%	-	6.5	-	6.5	0.1
0.2	0.4	-	0.2	0.2	Al-Qaisumah International Airport  100%	-	6.6	-	6.6	0.4
0.0	0.7	-	0.0	0.7	Dawadmi Airport  100%	-	6.6	-	6.6	0.0
1.1	1.6	-	0.9	0.7	Turaif Airport 100%	-	6.2	-	6.2	1.1
0.4	1.2	-	0.6	0.7	Wadi aldawasir Airport 100%	-	6.7	-	6.7	0.4
0.1	0.6	-	0.2	0.3	King Saud Airport - Al-Baha	-	8.3	-	8.3	3.2
0.5	3.0	-	1.5	1.5	Sharurah Airport 100%	-	10.8	-	10.8	2.4
0.0	0.9	-	0.2	0.6	Najran Airport 100%	-	7.7	-	7.7	0.0







% %







Avg. waiting time at at customs control baggage collection (In minutes) (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

