


Operational Performance Standards Monthly Report

May 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

Average journey duration					Standards Compliance Percentage	Average journey duration				
										
6.2	5.7	1.4	1.5	2.8	King Khalid International Airport	2.3	22.1	0.4	24.8	8.1
					82%					
1.0	12.8	1.7	1.8	9.3	King Abdulaziz International Airport	2.5	24.6	1.3	28.5	3.4
					73%					

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

Average journey duration					Standards Compliance Percentage	Average journey duration				
										
2.4	5.0	1.0	1.4	2.5	King Fahd International Airport	2.0	18.4	0.7	21.0	3.2
					91%					
0.0	8.0	2.1	1.5	4.4	Prince Mohammed bin Abdulaziz International Airport	7.1	25.7	1.7	34.5	0.0
					91%					

						
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

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Departure

Arrival

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

	Average journey duration				Standards Compliance Percentage				Average journey duration	
1.8	3.3	1.6	0.1	1.6	Abha International Airport 100%	1.5	13.0	1.4	15.9	1.9
0.6	6.1	0.5	2.6	3.0	King Abdullah bin Abdulaziz International Airport - Jizan 100%	2.2	7.5	2.0	11.7	2.6

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

	Average journey duration				Standards Compliance Percentage				Average journey duration	
0.1	0.3	0.1	0.1	0.1	Al-Qaisumah International Airport 100%	0.1	7.0	0.1	7.2	0.2
0.0	0.2	0.0	0.1	0.1	Al-Ahsa International Airport 100%	0.0	7.4	0.0	7.4	0.0
0.0	1.8	0.5	0.4	0.9	Najran International Airport 100%	0.8	7.5	0.5	8.9	0.0
0.3	1.5	0.4	0.2	0.9	Prince Naif bin Abdulaziz International Airport - Al-Qassim 100%	0.4	9.0	0.2	9.6	0.4
1.0	2.9	0.9	1.0	1.0	Prince Sultan bin Abdulaziz International Airport - Tabuk 100%	1.0	8.6	1.0	10.5	1.0
1.1	3.3	1.1	1.1	1.1	Ha'il International Airport 100%	1.1	8.2	1.1	10.3	2.8
0.7	2.9	1.7	0.8	0.5	Al-Ula International Airport 100%	1.6	9.2	0.8	11.7	0.8
0.0	4.3	1.4	0.7	2.2	Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu 100%	1.3	8.5	1.2	11.0	0.0
1.5	4.4	1.5	1.4	1.5	Taif International Airport 100%	1.5	10.0	1.4	12.9	1.5
0.0	2.0	0.7	0.5	0.8	Al-Jouf International Airport 100%	1.3	9.2	1.4	11.9	3.6

						
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Departure



Arrival

Domestic airports										
 Average journey duration				Standards Compliance Percentage					Average journey duration	
0.1	0.5	-	0.3	0.2	Arar Airport 100%	-	4.6	-	4.6	0.3
0.3	0.1	-	0.1	0.1	Gurayat Airport 100%	-	5.9	-	5.9	0.7
0.0	0.1	-	0.1	0.0	Bisha Airport 100%	-	6.2	-	6.2	0.1
0.5	0.7	-	0.6	0.1	Turaif Airport 100%	-	5.8	-	5.8	0.5
0.5	0.9	-	0.4	0.5	Rafha Airport 100%	-	5.8	-	5.8	0.2
0.0	1.2	-	0.0	1.2	Al-Dawadmi Airport 100%	-	6.4	-	6.4	0.0
0.7	1.2	-	0.7	0.6	Wadi al-Dawasir Airport 100%	-	6.8	-	6.8	1.4
0.5	3.0	-	1.5	1.5	Sharurah Airport 100%	-	7.3	-	7.3	2.4
0.0	0.7	-	0.4	0.3	King Saud bin Abdulaziz Airport-Al-Baha 100%	-	6.0	-	6.0	3.4

						
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