Operational Performance Standards Monthly Report

June 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	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage		Passport	Baggage	Customs	Average journey duration	PRM
7.5	6.1	1.4	1.6	3.2	**King Khalid International Airport**	**82%**	2.1	23.6	0.5	26.2	7.4
1.0	13.2	1.8	2.4	8.9	**King Abdulaziz International Airport**	**64%**	2.3	25.4	1.1	28.9	4.9

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

PRM	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage		Passport	Baggage	Customs	Average journey duration	PRM
2.4	5.3	1.3	1.5	2.5	**King Fahd International Airport**	**91%**	2.0	18.2	0.7	20.9	3.0
0.0	14.1	3.5	2.9	7.7	**Prince Mohammed bin Abdulaziz International Airport**	**82%**	5.0	22.0	1.3	28.3	0.0

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

GACA®
General Authority of Civil Aviation
الهيئـة العامـة للطيـران المدنـي

KSAGACA 𝕏 ⊚ f ▶
gaca.gov.sa 1929

Operational Performance Standards Monthly Report

June 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 2,000,000 to 5,000,000 [1] annual passengers

♿	Average journey duration	🛂	🚹	🛎	Standards Compliance Percentage	🛂	🧳	🛃	Average journey duration	♿
1.3	3.0	1.4	0.1	1.5	**Abha International Airport** — 100%	1.6	13.1	1.4	16.1	1.9
1.4	6.1	0.6	2.6	2.9	**King Abdullah bin Abdulaziz International Airport - Jizan** — 100%	2.1	7.5	1.6	11.2	2.6

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

♿	Average journey duration	🛂	🚹	🛎	Standards Compliance Percentage	🛂	🧳	🛃	Average journey duration	♿
0.0	0.2	0.0	0.1	0.1	**Al-Ahsa International Airport** — 100%	0.0	7.3	0.0	7.3	0.0
0.1	0.3	0.1	0.1	0.1	**Al-Qaisumah International Airport** — 100%	0.1	7.2	0.1	7.4	0.2
0.3	1.6	0.4	0.2	1.0	**Prince Naif bin Abdulaziz International Airport - Al-Qassim** — 100%	0.3	9.1	0.2	9.6	0.3
0.7	1.9	0.8	0.6	0.4	**Al-Ula International Airport** — 100%	1.0	8.9	0.6	10.5	0.7
1.1	3.3	1.1	1.1	1.1	**Ha'il International Airport** — 100%	1.1	7.8	1.1	9.9	2.8
1.0	2.8	0.9	0.9	1.0	**Prince Sultan bin Abdulaziz International Airport - Tabuk** — 100%	1.0	8.4	1.0	10.4	1.0
0.0	4.4	1.2	0.8	2.4	**Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu** — 100%	1.1	8.4	0.9	10.3	0.0
1.5	4.4	1.5	1.5	1.5	**Taif International Airport** — 100%	1.4	10.0	1.5	13.0	1.5
0.0	1.5	0.4	0.3	0.8	**Najran International Airport** — 100%	0.6	7.9	0.3	8.7	0.0
0.0	2.5	0.7	0.6	1.2	**Al-Jouf International Airport** — 91%	1.2	8.9	2.0	12.1	3.6

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

Operational Performance Standards Monthly Report

June 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

Domestic airports

♿	Average journey duration	🛂	🚹	🛎	Standards Compliance Percentage	🛂	🧳	🧑‍✈	Average journey duration	♿
0.6	0.1	-	0.0	0.1	**Gurayat Airport** 100%	-	4.5	-	4.5	0.9
0.2	0.5	-	0.2	0.3	**Arar Airport** 100%	-	4.7	-	4.7	0.4
0.5	0.9	-	0.3	0.5	**Rafha Airport** 100%	-	5.7	-	5.7	0.4
0.0	0.2	-	0.1	0.1	**Bisha Airport** 100%	-	6.5	-	6.5	0.1
0.3	0.4	-	0.3	0.2	**Turaif Airport** 100%	-	6.3	-	6.3	0.7
0.0	0.9	-	0.0	0.9	**Al-Dawadmi Airport** 100%	-	6.4	-	6.4	0.0
0.6	1.2	-	0.6	0.6	**Wadi al-Dawasir Airport** 100%	-	6.6	-	6.6	1.3
0.5	3.0	-	1.5	1.5	**Sharurah Airport** 100%	-	7.2	-	7.2	2.4
0.0	0.1	-	0.0	0.1	**King Saud bin Abdulaziz Airport-Al-Baha** 100%	-	7.1	-	7.1	4.0

🧑‍✈ 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