Operational Performance Standards Monthly Report

February 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

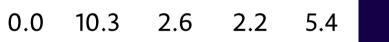


International airports with more than 15,000,000⁽¹⁾ annual passengers

Ġ	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ
6.2	5.6	1.4	1.5	2.7	King Khalid International Airport 82%	2.0	22.7	0.4	25.2	8.6
1.0	8.5	2.2	2.3	4.0	King Abdulaziz International Airport 82%	2.6	26.7	1.2	30.5	2.3

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





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

હં	Average journey duration				Sta	andards Compliance Percentage			۲.		Average journey duration	હં		
1.0	3.7	0.5	1.3	1.9	King Abdul	lah bin Abdulaziz Internat Airport - Jizan 100%	tional	1.4	6.2	1.4	9.0	1.7		
1.6	3.4	1.6	0.1	1.7	Abha	a International Airport	:	1.6	10.4	1.5	13.5	1.8		
نو								0/ /0	-	Ġ				
custom	Avg. waiting time at customs control (In minutes)		baggage collection passe		aiting time at port control minutes)	rol percentage		RM assistance time minutes)	ch	iting time at eck-in ninutes)	securi	iting time at ity control minutes)		
* insuffi	cient sample si	ze	(-) Not ap	oplicable	(1) Ва	ased on 2024 Traffic								





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Departure



International airports with less than 2,000,000 ⁽¹⁾ annual passengers												
Ġ	Average journey duration				Star	ndards Compliance Percentage			ð		Average journey duration	Ġ
0.1	0.5	0.2	0.2	0.1	Arar	International Airport		0.2	4.4	0.2	4.8	0.2
0.0	0.2	0.1	0.1	0.1	Al-Ahs	a International Airport		0.0	6.1	0.0	6.1	0.0
0.1	0.3	0.1	0.1	0.1	Al-Qaisur	mah International Airpo	ort	0.1	7.2	0.1	7.5	0.2
0.0	0.7	0.2	0.2	0.4	Najrar	n International Airport		0.3	7.6	0.2	8.0	0.0
0.3	1.8	0.6	0.6	0.6	Al-Ula	International Airport		0.8	8.9	0.6	10.3	0.3
0.3	1.3	0.4	0.4	0.4		f bin Abdulaziz Internatio Airport - Al-Qassim 100%	onal	0.5	10.3	0.3	11.1	0.2
1.1	2.9	0.9	0.9	1.0	Prince Sulta	n bin Abdulaziz Internat Airport - Tabuk 100%	ional	1.0	8.4	1.0	10.4	1.1
5.2	3.6	1.2	1.2	1.2	Neom E	Bay International Airpo	rt	1.2	8.1	1.2	10.5	5.2
1.1	3.3	1.1	1.1	1.1	Ha'il International Airport 100% Red Sea International Airport 100%			1.2	8.6	1.1	11.0	2.5
2.2	2.4	1.0	0.4	1.1				0.9	13.0	0.3	14.3	3.7
2.0	5.9	1.9	2.1	2.0	Taif	International Airport		2.0	11.3	1.5	14.9	1.9
0.1	3.6	1.1	0.7	1.9		odulmohsin bin Abdulaz ational Airport - Yanbu 100%	iz	1.3	7.8	1.3	10.3	0.0
0.0	1.6	0.5	0.4	0.7	Al-Jou	of International Airport 91%		0.5	9.1	3.0	12.6	4.1
		ľ	<u>ti</u>		0/ /0		(<u>5</u>				
Avg. waiting time at customs control (In minutes)		baggage	baggage collection passp		ort control percentage		ti	RM assistance Avg. waiting time at time check-in minutes) (In minutes)		Avg. waiting time at security control (In minutes)		
* insufficie	ent sample size	2	(-) Not a	pplicable	(1) Base	ed on 2024 Traffic						





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Departure



Domestic airports											
હં	Average journey duration				Standards Compliance Percentage				Average journey duration	Ġ	
0.0	0.1	-	0.0	0.0	Gurayat Airport 100%	-	4.6	-	4.6	0.1	
0.0	0.0	-	0.0	0.0	Turaif Airport 100%	-	5.5	-	5.5	0.0	
0.0	0.1	-	0.1	0.1	Bisha Airport 100%	-	6.6	-	6.6	0.1	
0.0	0.5	-	0.0	0.5	Al-Dawadmi Airport 100%	-	6.6	-	6.6	0.0	
3.4	0.4	-	0.2	0.2	King Saud bin Abdulaziz Airport-Al-Baha 100%	-	6.9	-	6.9	2.9	
0.4	1.7	-	0.8	1.0	Rafha Airport 100%	-	6.1	-	6.1	0.4	
0.6	1.2	-	0.6	0.6	Wadi al-Dawasir Airport 100%	-	6.9	-	6.9	1.4	
0.6	3.0	-	1.5	1.5	Sharurah Airport 100%	-	7.3	-	7.3	2.3	





