

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

Arrival









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

|  | Average journey duration |  |  |  | Standards Compliance Percentage |  |  |  | Average journey duration |  |
|--|--------------------------|---|---|---|---|---|---|---|--------------------------|---|
| 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

|  | Average journey duration |  |  |  | Standards Compliance Percentage |  |  |  | Average journey duration |  |
|--|--------------------------|---|---|---|--|---|---|---|--------------------------|---|
| 2.6 | 4.8 | 1.2 | 1.2 | 2.4 | King Fahd International Airport 91% | 1.7 | 19.4 | 0.6 | 21.7 | 2.9 |
| 0.0 | 10.3 | 2.6 | 2.2 | 5.4 | Prince Mohammed bin Abdulaziz International Airport 82% | 4.4 | 28.9 | 1.7 | 35.1 | 0.0 |

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

|  | Average journey duration |  |  |  | Standards Compliance Percentage |  |  |  | Average journey duration |  |
|--|--------------------------|---|---|---|---|---|---|---|--------------------------|---|
| 1.0 | 3.7 | 0.5 | 1.3 | 1.9 | King Abdullah bin Abdulaziz International Airport - Jizan 100% | 1.4 | 6.2 | 1.4 | 9.0 | 1.7 |
| 1.6 | 3.4 | 1.6 | 0.1 | 1.7 | Abha International Airport 100% | 1.6 | 10.4 | 1.5 | 13.5 | 1.8 |

|  |  |  |  |  |  |  |
|--|---|---|---|---|---|---|
| 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

|  | Average journey duration |  |  |  | Standards Compliance Percentage |  |  |  | Average journey duration |  |
|---|--------------------------|--|--|--|--|--|--|--|--------------------------|--|
| 0.1 | 0.5 | 0.2 | 0.2 | 0.1 | Arar International Airport 100% | 0.2 | 4.4 | 0.2 | 4.8 | 0.2 |
| 0.0 | 0.2 | 0.1 | 0.1 | 0.1 | Al-Ahsa International Airport 100% | 0.0 | 6.1 | 0.0 | 6.1 | 0.0 |
| 0.1 | 0.3 | 0.1 | 0.1 | 0.1 | Al-Qaisumah International Airport 100% | 0.1 | 7.2 | 0.1 | 7.5 | 0.2 |
| 0.0 | 0.7 | 0.2 | 0.2 | 0.4 | Najran International Airport 100% | 0.3 | 7.6 | 0.2 | 8.0 | 0.0 |
| 0.3 | 1.8 | 0.6 | 0.6 | 0.6 | Al-Ula International Airport 100% | 0.8 | 8.9 | 0.6 | 10.3 | 0.3 |
| 0.3 | 1.3 | 0.4 | 0.4 | 0.4 | Prince Naif bin Abdulaziz International Airport - Al-Qassim 100% | 0.5 | 10.3 | 0.3 | 11.1 | 0.2 |
| 1.1 | 2.9 | 0.9 | 0.9 | 1.0 | Prince Sultan bin Abdulaziz International Airport - Tabuk 100% | 1.0 | 8.4 | 1.0 | 10.4 | 1.1 |
| 5.2 | 3.6 | 1.2 | 1.2 | 1.2 | Neom Bay International Airport 100% | 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% | 1.2 | 8.6 | 1.1 | 11.0 | 2.5 |
| 2.2 | 2.4 | 1.0 | 0.4 | 1.1 | Red Sea International Airport 100% | 0.9 | 13.0 | 0.3 | 14.3 | 3.7 |
| 2.0 | 5.9 | 1.9 | 2.1 | 2.0 | Taif International Airport 100% | 2.0 | 11.3 | 1.5 | 14.9 | 1.9 |
| 0.1 | 3.6 | 1.1 | 0.7 | 1.9 | Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu 100% | 1.3 | 7.8 | 1.3 | 10.3 | 0.0 |
| 0.0 | 1.6 | 0.5 | 0.4 | 0.7 | Al-Jouf International Airport 91% | 0.5 | 9.1 | 3.0 | 12.6 | 4.1 |

| | | | | | | |
|--|---|---|---|---|---|---|
|  |  |  |  |  |  |  |
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Departure



Arrival

Domestic airports

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

| | | | | | | |
|--|---|---|---|---|---|---|
|  |  |  |  |  |  |  |
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