Operational Performance Standards Monthly Report

June 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

PRM	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage	Passport	Baggage	Customs	Average journey duration	PRM
6.2	5.6	1.5	1.5	2.7	**King Khalid International Airport** 82%	1.8	21.9	0.5	24.1	8.3
1.0	7.1	1.6	2.1	3.4	**King Abdulaziz International Airport** 73%	1.6	21.6	1.2	24.4	1.8

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
2.6	6.1	1.4	1.3	3.4	**King Fahd International Airport** 91%	1.7	16.5	0.6	18.8	2.4
0.0	10.9	3.0	2.3	5.6	**Prince Mohammed bin Abdulaziz International Airport** 91%	2.5	18.8	1.3	22.6	0.0

International airports with 2,000,000 to 5,000,000[1] annual passengers

PRM	Average journey duration	Passport	Security	Check-in	Standards Compliance Percentage	Passport	Baggage	Customs	Average journey duration	PRM
0.1	3.2	1.6	0.2	1.4	**Abha International Airport** 100%	1.3	9.6	1.3	12.2	2.0
0.6	4.9	0.6	2.0	2.3	**King Abdullah bin Abdulaziz International Airport - Jizan** 100%	1.5	8.5	1.3	11.3	2.0
1.1	2.4	0.8	0.9	0.7	**Prince Sultan bin Abdulaziz International Airport - Tabuk** 100%	0.6	8.0	0.7	9.3	0.6

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 2024 Traffic

Operational Performance Standards Monthly Report

June 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 less than 2,000,000 [1] annual passengers

♿	Average journey duration	🛂	🚶	🧑‍💼	Standards Compliance Percentage	🛂	🧳	🧑‍✈️	Average journey duration	♿
0.1	0.5	0.2	0.1	0.2	**Arar International Airport** 100%	0.2	4.5	0.3	4.9	0.2
0.0	0.2	0.0	0.1	0.1	**Al-Ahsa International Airport** 100%	0.0	5.7	0.0	5.7	0.0
0.2	0.8	0.2	0.3	0.3	**Prince Naif bin Abdulaziz International Airport - Al-Qassim** 100%	0.2	6.3	0.2	6.7	0.1
0.1	0.3	0.1	0.1	0.1	**Al-Qaisumah International Airport** 100%	0.1	7.1	0.1	7.3	0.2
0.4	2.0	0.7	0.6	0.6	**Al-Ula International Airport** 100%	0.8	9.1	0.5	10.5	0.5
0.0	4.0	1.4	0.8	1.9	**Prince Abdulmohsin bin Abdulaziz International Airport - Yanbu** 100%	1.1	7.2	1.0	9.3	0.0
1.3	3.6	1.2	1.2	1.2	**Neom Bay International Airport** 100%	1.2	8.1	1.2	10.5	4.4
1.2	3.5	1.3	1.1	1.2	**Ha'il International Airport** 100%	1.3	8.3	1.2	10.8	2.5
2.0	5.1	2.0	1.5	1.6	**Taif International Airport** 100%	2.0	13.6	1.4	17.0	1.5
6.4	0.8	0.2	0.3	0.4	**Red Sea International Airport** 100%	0.5	13.3	0.3	14.1	5.6
0.0	0.9	0.3	0.1	0.4	**Najran International Airport** 100%	0.3	8.0	0.2	8.5	0.0
0.0	0.9	0.3	0.3	0.4	**Al-Jouf International Airport** 91%	0.3	8.9	3.3	12.5	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　　(1) Based on 2024 Traffic

Operational Performance Standards Monthly Report

June 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**

Domestic airports

♿	Average journey duration	🛂	🚶	💺	Standards Compliance Percentage	🛂	🧳	🛄	Average journey duration	♿
0.2	0.1	-	0.0	0.0	**Gurayat Airport** **100%**	-	4.8	-	4.8	0.3
0.0	0.1	-	0.0	0.0	**Turaif Airport** **100%**	-	5.3	-	5.3	0.0
0.0	0.2	-	0.0	0.2	**Al-Dawadmi Airport** **100%**	-	5.4	-	5.4	0.0
0.2	0.4	-	0.2	0.2	**Rafha Airport** **100%**	-	5.4	-	5.4	0.2
0.0	0.1	-	0.1	0.1	**Bisha Airport** **100%**	-	6.2	-	6.2	0.1
0.3	0.9	-	0.4	0.5	**Wadi al-Dawasir Airport** **100%**	-	6.7	-	6.7	1.3
0.0	0.2	-	0.1	0.1	**King Saud bin Abdulaziz Airport-Al-Baha** **100%**	-	9.7	-	9.7	0.0
0.5	3.0	-	1.5	1.5	**Sharurah Airport** **100%**	-	7.1	-	7.1	2.4

🛄 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