

# Operational Performance Standards Monthly Report

April 2022

- GACA monitors 14 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<sup>(1)</sup> annual passengers

| Departure                |                    |                         |                  |                 | Standards Compliance Percentage | Arrival            |                         |                  |                 |                          |
|--------------------------|--------------------|-------------------------|------------------|-----------------|---------------------------------|--------------------|-------------------------|------------------|-----------------|--------------------------|
| Average journey duration | Asset availability | PRM assistance services | Passport control | Customs control | Standards Compliance Percentage | Asset availability | PRM assistance services | Passport control | Customs control | Average journey duration |
| *                        | *                  | 0.6                     | 0.9              | *               | <b>45%</b>                      | *                  | 22.4                    | 0.3              | *               | *                        |
| 0.3                      | *                  | 2.4                     | 3.3              | *               | <b>36%</b>                      | 4.1                | *                       | 1.3              | *               | 9.0                      |

### International airports with 5,000,000 to 15,000,000<sup>(1)</sup> annual passengers

| Departure                |                    |                         |                  |                 | Standards Compliance Percentage | Arrival            |                         |                  |                 |                          |
|--------------------------|--------------------|-------------------------|------------------|-----------------|---------------------------------|--------------------|-------------------------|------------------|-----------------|--------------------------|
| Average journey duration | Asset availability | PRM assistance services | Passport control | Customs control | Standards Compliance Percentage | Asset availability | PRM assistance services | Passport control | Customs control | Average journey duration |
| 0.0                      | 9.4                | 2.8                     | 2.5              | 4.2             | <b>82%</b>                      | 3.5                | 33.4                    | 1.7              | 38.7            | 0.0                      |
| 2.7                      | 7.1                | 0.9                     | 0.9              | 5.3             | <b>64%</b>                      | 2.4                | 15.5                    | 0.9              | 18.8            | 4.7                      |

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