

Operational Performance Standards Monthly Report

May 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⁽¹⁾ 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
13.7	5.2	0.6	1.0	3.5	82%	2.4	26.3	0.3	29.0	14.1
0.2	12.6	2.9	2.8	6.9	45%	3.9	26.3	1.0	31.2	6.8

International airports with 5,000,000 to 15,000,000⁽¹⁾ 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	10.6	4.2	2.3	4.1	82%	3.8	25.3	1.6	30.7	0.0
2.7	6.0	1.0	0.9	4.1	73%	2.9	16.7	0.7	20.3	5.0

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 security control (In minutes)

* insufficient sample size

(-) Not applicable

(1) Based on 2019 Traffic