

Operational Performance Standards Monthly Report

January 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.

International airports with more than 6,000,000⁽¹⁾ annual passengers

Departure

Arrival

Departure					Arrival				
Average journey duration	Passport control	Baggage collection	Security control	Standards Compliance Percentage	Passport control	Baggage collection	Security control	Average journey duration	
0.1	6.3	1.7	2.1	82%	2.0	18.5	1.8	22.4	
0.2	6.1	1.5	1.2	73%	1.9	21.5	1.2	24.7	
2.8	9.0	1.2	1.2	64%	3.3	19.9	1.0	24.2	
*	5.4	0.6	1.0	64%	2.3	26.4	0.3	29.1	

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