



PRESS RELEASE

June 30th, 2023

May 2023 barometer of waiting times at Paris Airports' border controls

The "*Direction de la Police aux Frontières*" (head of French Border Police) and Groupe ADP have joined forces to draw up a monthly report on the waiting times encountered by passengers at the various border control points at Paris-Charles de Gaulle and Paris-Orly Airports.

General trend observed in May 2023¹:

For the record, the maximum waiting times at the Border Police in airports, targeted by the French Prime Minister - during the inter-ministerial council on tourism on 26th July 2017 -, are 30 minutes for European nationals and 45 minutes for non-Europeans.

- ◆ **At Paris-Charles de Gaulle:** out of nearly 2.9 million passengers on international flights², **77% waited less than 10 minutes**, 97% less than 30 minutes and 99% less than 45 minutes.
- ◆ **At Paris-Orly:** out of nearly 880,00 passengers on international flights, **88% waited less than 10 minutes**, 99.2% less than 30 minutes and 99.9% less than 45 minutes.

Events resulting in waiting times of over 30 minutes³:

At Paris-Charles de Gaulle /

- ◆ Week 18: **52 events** impacting approximately 9,450 passengers, with an average waiting time of 45 minutes.
- ◆ Week 19: **58 events** with an impact on approximately 16,300 passengers, with an average waiting time of 40 minutes.
- ◆ Week 20: **86 events** with an impact on approximately 22,300 passengers, with an average waiting time of 50 minutes.
- ◆ Week 21: **76 events** affecting around 22,900 passengers, with an average waiting time of 45 minutes.

At Paris-Orly /

- ◆ Week 18: **1 event** affecting around 180 passengers, with an average waiting time of 35 minutes.
- ◆ Week 19: **4 events** affecting approximately 350 passengers, with an average waiting time of 40 minutes.
- ◆ Week 20: **6 events** affecting approximately 1,200 passengers, with an average waiting time of 40 minutes.
- ◆ Week 21: **7 events** affecting approximately 1,980 passengers, with an average waiting time of 40 minutes.

¹ At Paris-Charles de Gaulle, in April, out of nearly 2.8 million international passengers, 80% waited less than 10 minutes, 95% less than 30 minutes and 98% less than 45 minutes.

At Paris-Orly, in April, out of nearly 770,000 international passengers, 90% waited less than 10 minutes, 99% less than 30 minutes and 100% less than 45 minutes.

² Passengers who crossed a border at departures, connections or arrivals at Paris-Charles de Gaulle or Paris-Orly are taken into account (not therefore passengers on domestic or Schengen flights).

³ Events impacting more than 50 passengers per calendar week are included. Two occurrences must be separated by 20 minutes, otherwise only one event is counted.

Flashbacks at some events:

- ◆ **Monday May 15 departures and arrivals at Paris-Charles de Gaulle:** a general breakdown in the Ministry of the Interior's IT systems disrupted border controls for most of the day. At Terminal 2E, around 1,000 passengers waited until 1.10am for departures, and around 1,600 passengers waited until 1.20am for arrivals. In total, at border controls in Terminals 1, 2BD and 3, almost 4,000 passengers waited up to 90 minutes.
To limit the impact of this breakdown as much as possible, the Border Police implemented specific measures to lighten targeted controls, while the ADP Group deployed reception agents to guide passengers through the queues, distributed bottles of water and stepped-up on-site information to explain the origin of the disruption.
- ◆ **On Monday May 22, departures, and arrivals at Paris-Charles de Gaulle Terminal 1, from 8.45am to 11.00am:** during this Ascension weekend, a maximum arming of aubettes has been put in place. Despite this advance warning, around 1,400 passengers waited up to 80 minutes at departure borders, and around 1,200 passengers waited up to 1h40 at arrivals. An early warning system was put in place, with bottled water distributed, priority given by reception agents to passengers whose flights were imminent, and audible announcements to inform passengers of the situation.
- ◆ **Saturday May 27 , at the Paris-Charles de Gaulle connecting border controls, between terminals 2F and 2E:** very high passenger numbers at this connecting border during the Pentecost weekend, combined with a slowdown in the airport's IT network. Thanks to efficient operation of the PARAFE airlocks, waiting times were kept to a minimum, but some 350 passengers experienced extended waiting times of up to 55 minutes.

Hospitality plan for summer departures

For major departures, Groupe ADP will be increasing the number of hostesses and hostesses, who will guide passengers through terminals, security checkpoints and border crossings. Overall, **some 1,300 hostesses at Paris-Charles de Gaulle and 500 at Paris-Orly** will be available for these tasks this summer.

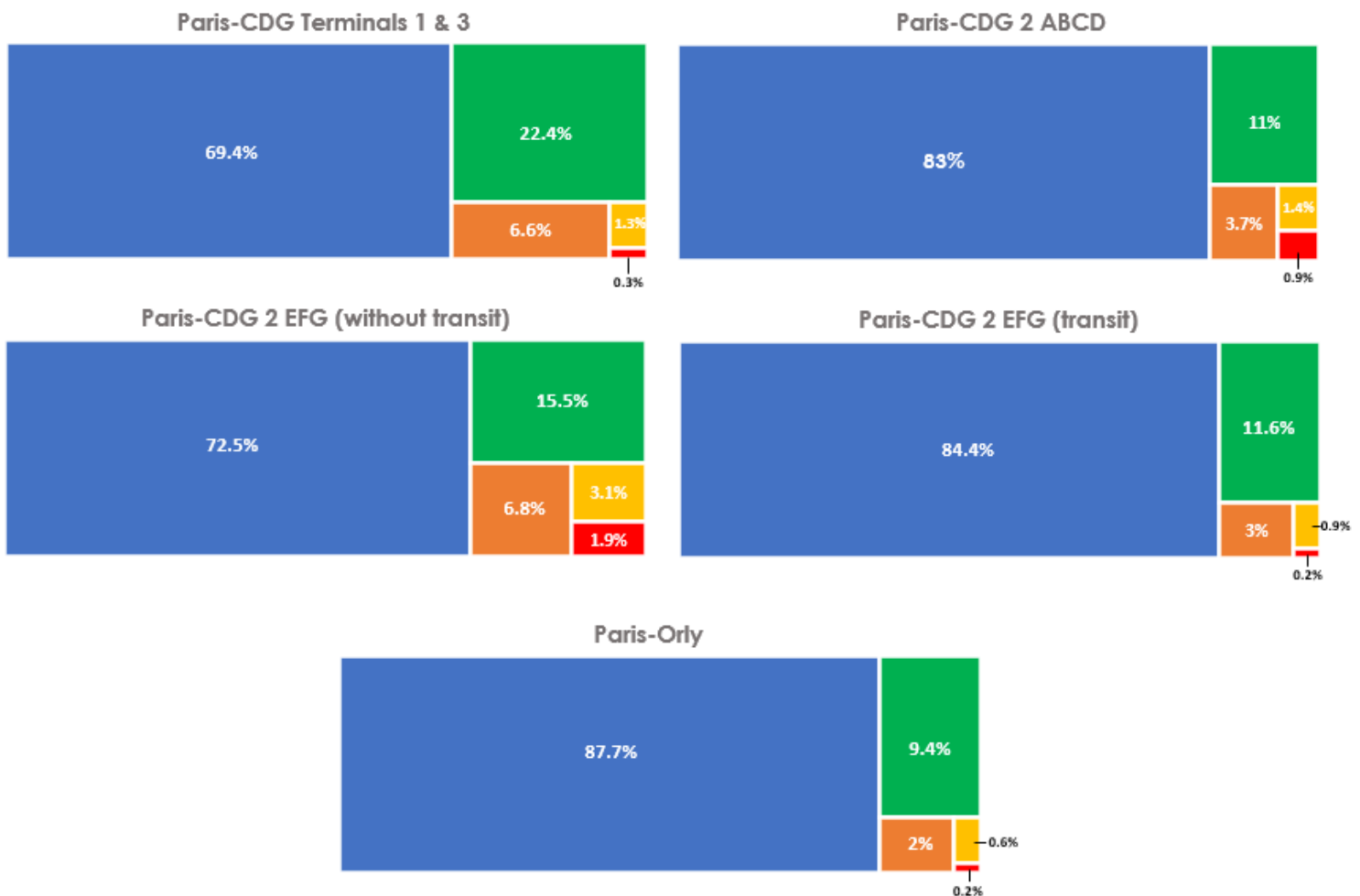
The organization of queues at border controls will be reviewed: from the start of the waiting area, passengers will be directed according to their eligibility for the PARAFE airlocks (age then nationality) to encourage their use and improve fluidity.

In addition to informing and directing passengers, reception staff are responsible for identifying the most vulnerable passengers - the disabled, the elderly, families, etc. - and providing them with special care and assistance. - to give them special attention and direct them to priority queues. They are also responsible for coordinating with airlines whose flights are imminent, to expedite their passage.

In addition, to maintain the fluidity of border controls, **a significant recruitment program has been launched by the French Border Police.** 280 border control assistants (ACF) have been assigned to Paris airports, and have received training tailored to their tasks.

Details of monthly results for May 2023 regarding Paris-Charles de Gaulle and Paris-Orly:

Share of departing and arriving passengers waiting by waiting time range



Methodology: real time data from counting sensors

Since 2019, Groupe ADP has deployed **tools to monitor and control passenger flows and waiting times**. In particular, sensors allowing the number of passengers to be counted in real time in a queue have been deployed to equip the border crossing and safety control areas of Paris Airports.

This is a real-time measurement tool that is **automatically updated every five seconds**. It counts the number of passengers in a queue by measuring how long the last person to leave the queue has been waiting. **Between 80 and 200 sensors** are needed to cover an area, depending on its size.

The data is fed into an operational performance monitoring tool that analyses what has happened in an operational day. It is the data extracted from these sensors that is used to set up this barometer.

Special case of CDG Terminal 1: this terminal has recently been reopened and is not yet fully equipped with waiting time monitoring tools. The deployment will be finalised by the summer and the results for Terminal 1 will thus be integrated into the barometer.

About **Groupe ADP**

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Groupe ADP develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2022, the group handled through its brand Paris Aéroport 86.7 million passengers at Paris-Charles de Gaulle and Paris-Orly, and nearly 193.7 million passengers in airports abroad. Boasting an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernizing its terminal facilities and upgrading quality of services; the group also intends to develop its retail and real estate businesses. In 2022, group revenue stood at €4,688 million and net income at €516million.

Registered office: 1, rue de France, 93 290 Tremblay-en-France. Aéroports de Paris is a public limited company (Société Anonyme) with share capital of €296,881,806. Registered in the Bobigny Trade and Company Register under no. 552 016 628.

Find more informations at www.groupe-adp.com and on twitter [@GroupeADP](https://twitter.com/GroupeADP)

About the **General Directorate of the French National Police**

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The General Directorate of the National Police is responsible for national security, investigation, forensics, intelligence, public order, international cooperation, internal control, and border security. The latter mission consists of checking passengers arriving at international airports, ports, and stations. More generally and throughout the country, it is extended to the fight against illegal immigration and its organised networks, documentary fraud and the employment of foreigners without residence permits. This security mission also includes securing the rail network and monitoring the implementation of security measures in international transport.