



PRESS RELEASE

Tremblay-en-France, July 29th, 2024

June 2024 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 June 2024¹:

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 3,3 million passengers on international flights², **84.6% waited less than 10 minutes**, 13.9% between 10 and 30 minutes, 1.3% between 30 and 45 minutes and 0.2% more than 45 minutes.
- ◆ **At Paris-Orly:** out of nearly 970 000 passengers on international flights, **91.7% waited less than 10 minutes**, 8% between 10 and 30 minutes and 0.2% between 30 and 45 minutes.

Events resulting in waiting times of over 30 minutes³:

At Paris-Charles de Gaulle /

- ◆ Week 23: **44 events** impacting around 10,500 passengers, with an average waiting time of 41 minutes.
- ◆ Week 24: **27 events** impacting around 6,190 passengers, with an average waiting time of 40 minutes.
- ◆ Week 25: **19 events** impacting around 4,500 passengers, with an average waiting time of 42 minutes.
- ◆ Week 26: **31 events** impacting around 8,300 passengers, with an average time of 41 minutes.

At Paris-Orly /

- ◆ Week 23: **2 events** impacting around 170 passengers, with an average waiting time of 34 minutes.
- ◆ Week 24: **5 events** impacting around 500 passengers, with an average waiting time of 40 minutes.
- ◆ Week 25: **5 events** impacting around 630 passengers, with an average waiting time of 38 minutes.
- ◆ Week 26: **1 event** impacting around 100 passengers, with an average waiting time of 32 minutes.

¹ In May 2024: at Paris-Charles de Gaulle, out of nearly 4 million international passengers, 85.1% waited less than 10 minutes, 13.2% between 10 and 30 minutes, 1.4% between 30 and 45 minutes, and 0.3% more than 45 minutes. At Paris-Orly, out of nearly 1,2 million international passengers, 91.1% waited less than 10 minutes, 8.6% between 10 and 30 minutes and 0.3% more than 45 minutes.

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

Focus on some events:

- ◆ **Sunday, June 9th, between 8:45 and 9:55 a.m., at the arrivals border between Terminal 2E and 2F at Paris-Charles de Gaulle**, the large number of passengers not eligible for the PARAFE airlocks meant that police officers in charge of aubette controls were stretched to the limit. This resulted in longer waiting times for reinforcements to arrive. Around 500 passengers not eligible for PARAFE airlocks waited an average of 55 minutes.
- ◆ **Friday, June 21st, between 09:00 and 11:15, departures at Terminal 1 at Paris-Charles de Gaulle**, following the failure provided to the Border Police control software, a manual control system was activated by the police. The reinforcement of border guards was quickly put in place (all control positions were available) to absorb and alleviate the waiting time, and a measure to lighten controls was put in place. Paris Airport teams made announcements to inform passengers of the situation, explaining the slowdown; hosts and hostesses were mobilised to assist the most vulnerable customers, and bottles of water and fans were also distributed. Passengers with imminent flights were given priority. Around 1,200 passengers waited up to 75 minutes on average.

Increased Border Police staffing levels for major departures and the Paris 2024 Games

This summer, a total of **around 2,000 reinforcements from the Border Police, the European border guard agency Frontex, and foreign police officers will be mobilised** in Paris airports from July 12th, to September 15th to welcome delegations and secure platforms.

This unprecedented mobilization of Ministry of the Interior staff will make it possible, in particular, to **guarantee 100% arming of PARAFE airlocks and aubettes, and to provide a special welcome for sports delegations.**

At the same time, **the number of PARAFE airlocks has been increased by 60% compared with summer 2023, with 192 airlocks** distributed between Paris-Charles de Gaulle and Paris-Orly.

As a reminder, PARAFE airlocks are automated facial recognition border crossing points, accessible to adult passengers with biometric passports.

In addition to passengers of the 27 nationalities of the European Union, they are accessible to some sixty other nationalities on departures, and some fifteen nationalities on arrivals.

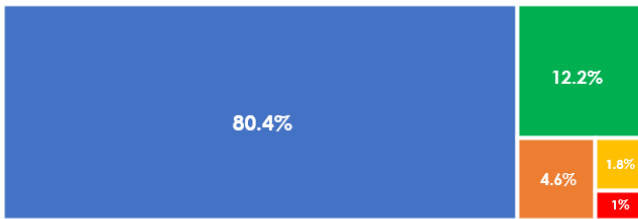
Last summer, around a third of arriving passengers at Paris-Charles de Gaulle used them.

Details of monthly results for June 2024 regarding Paris-Charles de Gaulle and Paris-Orly:

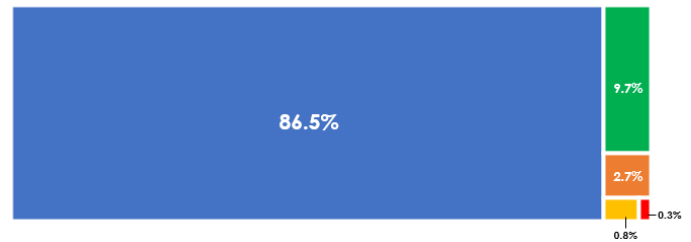
Share of departing and arriving passengers waiting by waiting time range



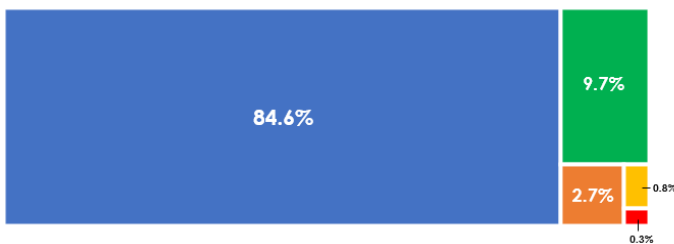
Paris-CDG Terminals 1 & 3



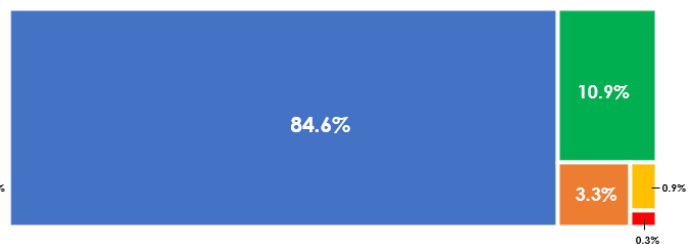
Paris-CDG 2 ABCD



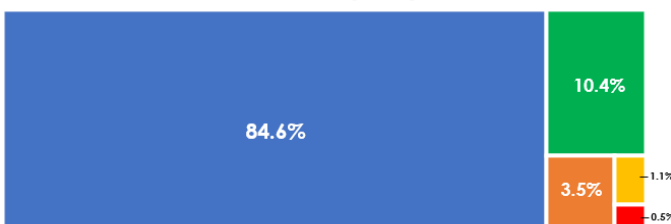
Paris-CDG 2 EFG (without transit)



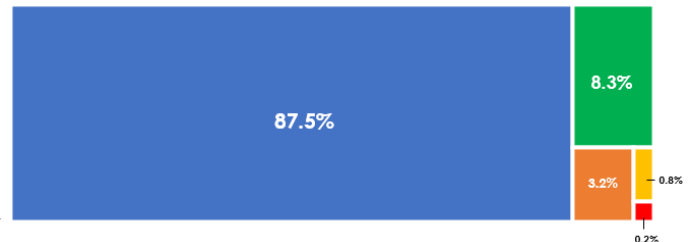
Paris-CDG 2 EFG (transit)



Paris-CDG (total)



Paris-Orly



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.

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.