



PRESS RELEASE

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October 2024 barometer of waiting times at Paris Airports' border controls

The Border Police Directorate and Groupe ADP have partnered to assess the waiting times passengers experience at various border control points in Paris-Charles de Gaulle and Paris-Orly airports.

General trend observed in October 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 July 26, 2017, are 30 minutes for European nationals and 45 minutes for non-Europeans.

- ◆ **At Paris-Charles de Gaulle:** out of nearly 4.1 million passengers on international flights², **86% waited less than 10 minutes**, 11.8% waited between 10 and 30 minutes, 1.5% between 30 and 45 minutes, and 0.7% waited more than 45 minutes.
- ◆ **At Paris-Orly:** out of nearly 1.2 million passengers on international flights, **93.9% waited less than 10 minutes**, 5.9% waited between 10 and 30 minutes, and 0.2% waited between 30 and 45 minutes.

Events resulting in waiting times of over 30 minutes:

At Paris-Charles de Gaulle /

- ◆ Week 40: **38 events** impacting around 17 000 passengers, with an average waiting time of 50 minutes.
- ◆ Week 41: **14 events** impacting around 4 300 passengers, with an average waiting time of 50 minutes.
- ◆ Week 42: **63 events** impacting around 16 550 passengers, with an average waiting time of 48 minutes.
- ◆ Week 43: **54 events** impacting around 3750 passengers, with an average waiting time of 45 minutes.
- ◆ Week 44 : **23 events** impacting around 15 000 passengers, with an average waiting time of 44 minutes.

At Paris-Orly /

- ◆ Week 40: **4 events** impacting around 340 passengers, with an average waiting time of 37 minutes.
- ◆ Week 41: **2 events** impacting around 500 passengers, with an average waiting time of 44 minutes.
- ◆ Week 42: **7 events** impacting around 450 passengers, with an average waiting time of 41 minutes.
- ◆ Week 43: **2 events** impacting around 90 passengers, with an average waiting time of 43 minutes.
- ◆ Week 44 : **2 events** impacting around 120 passengers, with an average waiting time of 44 minutes

¹ In september : at Paris-Charles de Gaulle, out of nearly 27 million passengers on international flights , 85.8% waited less than 10 minutes, 11.4% waited between 10 and 30 minutes, 1.8% between 30 and 45 minutes, and 1% waited more than 45 minutes. At Paris-Orly, out of nearly 840,000 passengers on international flights, 94% waited less than 10 minutes, 5.8% waited between 10 and 30 minutes, and 0.2% waited between 30 and 45 minutes.

² Passengers taken into account are those who passed through a border at departures, during transfers, or at arrivals at Paris-Charles de Gaulle or Paris-Orly (thus not applicable to passengers on domestic or Schengen flights).

Focus on some events:

Friday, October 18, 2024, at Terminal 2E, departures and arrivals, between 7:00 AM and 1:00 PM, approximately 3,500 passengers experienced an average waiting time of 1 hour and 30 minutes. This was due to high traffic related to All Saints' vacation and repeated malfunctions of the airlocks PARAFE during this period. Paris Aéroport teams broadcast announcements to inform passengers and deployed additional staff to assist customers in need, providing water and making seating available.

Wednesday, October 30, 2024, at Terminal 2E arrivals, between 6:45 AM and 9:30 AM, border guards available during this time slot were unable to manage the passenger flow. This situation of the Border Police personnel during this period has its origin in the great mobilization of this service during the JOP 2024. Paris Airports implemented its contingency measures, including broadcasting announcements explaining the delays, deploying additional staff, and assisting passengers. Approximately 1,300 passengers waited an average of 1 hour.

Airlocks PARAFE upgrades for real-time configuration based on passenger nationalities

A new IT system is being deployed by the Border Police at the airlocks PARAFE of Paris-Charles de Gaulle and Paris-Orly airports. Previously, each airlocks PARAFE was configured at the beginning of the day based on traffic forecasts to accommodate passengers either of European nationality or other nationalities eligible for airlocks PARAFE.

Now, the configuration can be adjusted in real time based on the nationalities of passengers present at the checkpoints.

The goal is to manage passenger flow flexibly and responsively to reduce waiting times. This new system will be fully operational at all Paris-Charles de Gaulle and Paris-Orly 3 borders by the holiday season.

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

Share of departing and arriving passengers waiting by waiting time range



μ

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.