

# Giving Form to Customer Feedback

13DEC2016

Tokyo International Air Terminal Corporation

We live by the slogan,

**“Making Haneda more convenient, friendly and attractive”**

as we strive to make daily improvements to our services based on the valuable comments and requests from our customers.

In this section,

we introduce some of the improvements we have made in which we have given form to customer feedback.

We continue to implement further improvements to our services so that our customers are encouraged to use our airport again.

# We would like bus ticket vending machines installed in the arrival lobby

## Customer Feedback

- We would like vending machines installed at the second floor bus ticket counter as well. Going down to the platform to buy a ticket is fine, but there are few places to sit and wait around the platforms. (Gentleman, Japan)
- We would like more ticket vending machines for the limousine buses installed. I have the impression that the queues at the second floor bus ticket counter are growing longer. Perhaps it is because there are more passengers from overseas? (Gentleman, Japan)

In addition to the ticket vending machines at the bus platforms, we have also installed four bus ticket vending machines in the arrival lobby, improving convenience for customers. (April 2016 onwards)



2nd Floor (Arrival Floor)



# We would like consideration given to the automated voice guidance of idle escalators etc. to make relaxing at the airport overnight possible

## Customer Feedback

- We would like the escalators' voice guidance to operate only when the escalators are running, or to be spaced a little more widely. (Gentleman, Japan)
- The warning announcements for the moving walkways in the international departures area keep sounding even at quiet times. I think that they should only sound when the walkways are operating. (Korea)
- The escalators keep talking all through the night even when they are not used. This makes it difficult to relax at the airport overnight. (Gentleman, UK)

From a universal access perspective, the voice guidance for the escalators and moving walkways in the terminal building were set to be constantly active, but we have changed them to a motion-sensor system, improving the comfort of customers staying in the airport overnight. (May 2016 onwards)



# The signs on the free shuttle bus to the international terminal are difficult to understand

## Customer Feedback

- The electronic signs on the free shuttle bus only show "FREE 国際線行き" in Japanese, with no display of "International Terminal" in English, and overseas visitors were confused. I would like them to alternate between display of Japanese and English. (Gentleman, Japan)
- The shuttle bus which connects international terminal must be clearly identified and the route written clearly in English. (Gentleman, Singapore)

We have amended the electronic signs on the free shuttle bus to alternate between guidance display of Japanese and English, improving ease of understanding. (August 2016 onwards)

<Front>

Alternates between display of Japanese and English



<Rear>

Alternates between display of Japanese and English



<Side>



<Scrolling text>

This is a Free Shuttle Bus among the International Terminal and the Domestic Terminal 2&1.

# We would like a greater size range and number of wheelchairs

## Customer Feedback

- The wheelchairs are difficult to use as sometimes they are too large, and sometimes they are too small. (Lady, Japan)
- We would like the number of wheelchairs increased. (Japan)

In order to respond to a wider range of customer needs, we have provided 36 folding wheelchairs with wider seats than usual. The five types of wheelchairs below are currently available. (August 2016 onwards)



1. Aisle chair  
Wheelchairs which can be used right up to the aircraft seat, without changing wheelchairs.
2. Folding wheelchair: Type 1  
Regular wheelchair type, with seat width of 400mm.
3. **NEW** Folding wheelchair: Type 2  
More spacious wheelchair, with seat width of 480mm.
4. Large-size wheelchair  
Can be used with peace of mind by even larger customers.
5. Reclining wheelchair  
Reclining type which provides peace of mind to customers who cannot stay sitting up for long periods.



# We would like hot water dispensers installed

## Customer Feedback

- It would be nice if there was a hot-water filling station (hot water dispenser). Chinese and Taiwanese travelers often use such facilities to make tea in bottles/containers they bring from home, and the absence of hot water dispensers is an inconvenience. (Lady, Japan)
- There are not enough places to get hot water. (Lady, China)
- Passengers are not able to get enough drinking hot water. (Gentleman, India)

■ In addition to the (free) hot water dispensers installed in the food court, we have installed dispensers in six new locations. They are currently available at the seven locations below. (August 2016 onwards)

### <Public Area>

- (1) Second floor arrival lobby by the TIAT shower room, near the bathrooms
- (2) Third floor departure lobby, south side (Check-in Counters B and C side), near the bathrooms
- (3) Third floor departure lobby, north side (Check-in Counters H and I side), near the bathrooms

### <Airside Area>

- (4) "TOKYO SKY KITCHEN" food court \*Installed December 2015
- (5) Near Gate 108 (beside the Japanese Bistro URARAKA)
- (6) Near Gate 113 (beside the Insurance Vending Machine)
- (7) Near the bathrooms near Gate 146

(As at November 2016)

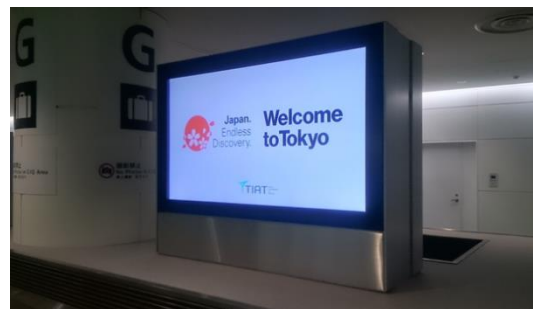


# After arriving on an international flight, the routes to reach domestic connections and access methods to ground transportation are difficult to understand

## Customer Feedback

- When transferring from an international flight, the display (path) to the free shuttle bus stop is difficult to understand. (Lady, Japan)
- The wayfinding to the domestic connections counter after completing Immigration processing is difficult to understand. I would like to see improvements in this area. (Gentleman, Japan)
- The bus platforms and taxi ranks are difficult to understand. (Lady, Japan)

In order to improve the guidance for access to ground transportation and paths to domestic connections for arriving international passengers, we have installed 13 guidance monitors above all of the baggage carousels in the Customs inspection area, working to improve convenience for customers. (August 2016 onwards)



Apart from access methods to ground transportation from the arrival lobby, we are improving guidance to the free shuttle bus stop for domestic flights, domestic connections counter, and in-terminal hotels and shops.



# Request for special bags that travelers can use for liquids when transferring between flights

## Customer Feedback

- Please provide sealed bags for use when transferring to international flights so we can use them for bottles of alcohol and so forth purchased from duty-free shops. (Gentleman, Japan)
- I saw someone buy sake at Haneda Airport only to have it confiscated when transferring to a connecting flight at a different airport. I think you should provide clear, sealed bags for liquids that allow people to see the purchased item and receipt from the outside. (Lady, Japan)
- It would be good if items purchased via duty free were sealed for connecting flights. (Lady, UK)

**■ We have added STEBs\* at some duty-free shops in the airside area and strived to make these bags available for purchase by customers buying more than 100 ml of liquid products.**

\* STEBs: Security tamper evident bag. Designed according to a set of internationally adopted rules, these special bags are meant to prevent tampering with items contained therein.

Caution: STEBs are not recognized in certain countries you may pass through in your travels, meaning that items contained therein may not pass inspections when you transfer between flights outside of Japan. Furthermore, please understand that the final decision regarding the allowance or refusal of STEBs-sealed items lies with the safety officer in charge of inspections. Additionally, please note that standard restrictions on liquid amounts apply for products purchased outside of the airport or in public-use sections of the airport, and you may be required to check such liquid products in your baggage.



STEBs

店舗名
TIAT DUTY FREE SHOP CENTRAL
COSMETICS BOUTIQUE SOUTH
BVLGARI
HERMES
CARTIER
Salvatore Ferragamo
OMEGA
BOTTEGA VENETA
Chloe
Victoria's Secret
Montblanc
TIAT DUTY FREE SHOP NORTH
TIAT DUTY FREE SHOP SOUTH
TOKYO SOUVENIR SHOP SOUTH
TOKYO SOUVENIR SHOP NORTH
COSMETICS BOUTIQUE NORTH
TIAT DUTY FREE PICK UP

**Shops offering STEBs (17 in total)**

# Request for easier-to-use outlets for charging electronic devices

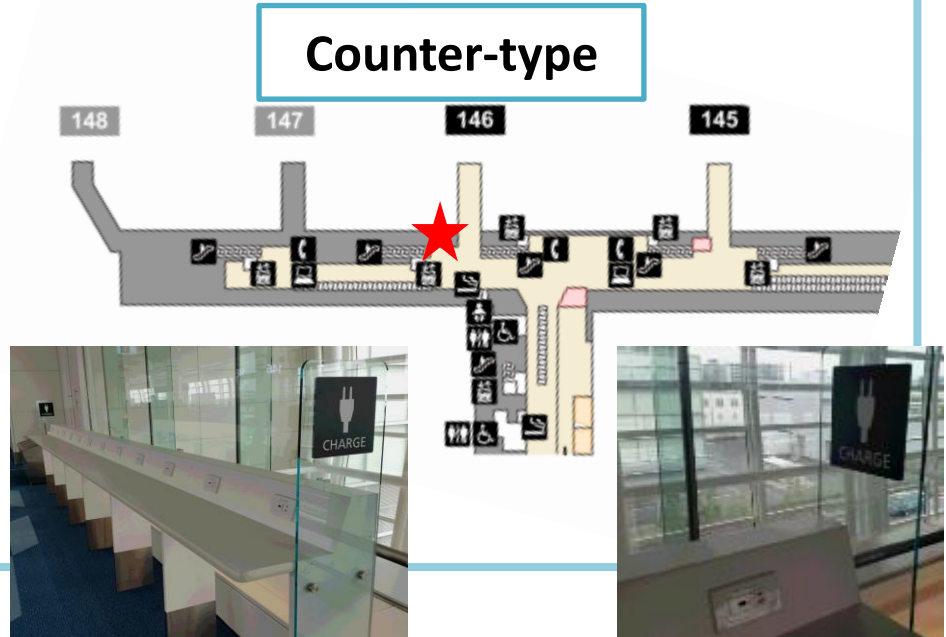
## Customer Feedback

- Please install benches or similar seating in the mobile phone charging areas, as I'm worried about leaving my smartphone unattended while it charges.(Japan)
- There aren't enough places to charge electronic devices. Please add more USB charging ports. (Lady, China)
- Add power plugs/strips/charging stations near the gates. (Lady, USA)

■ We installed pole-type charging stations (each with 2 standard outlets and 4 USB charging ports) between waiting-area chairs in 198 locations throughout the airside area, where demand for more chargers has been high, so users can sit down while their devices are charging. We also added a counter-type charging area with 12 electrical outlets near gate 147.



**Pole-type**



**Counter-type**

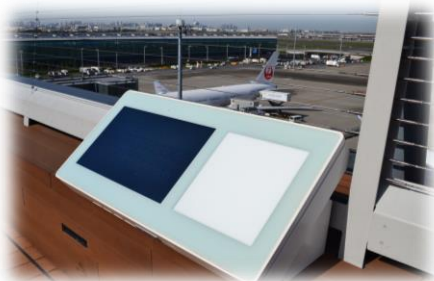
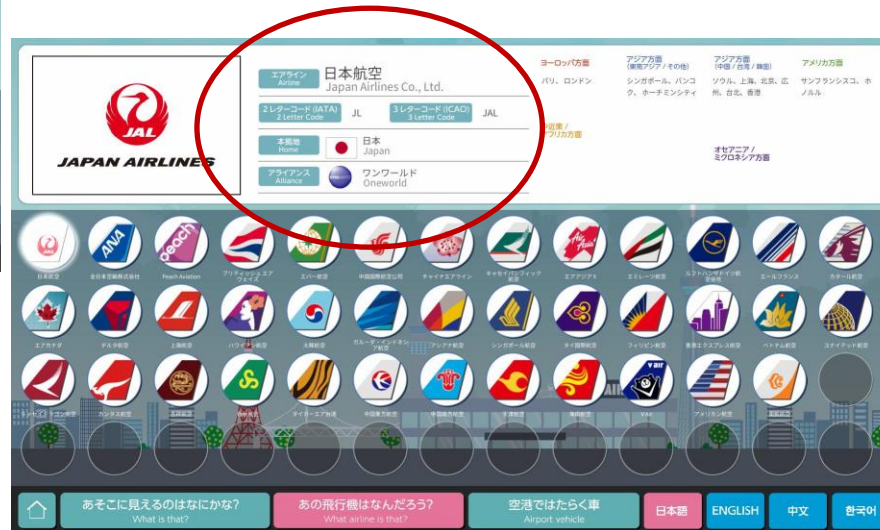
# Request for easier-to-understand list of active airline companies on the observation deck

## Customer Feedback

■ Please add country names along with each airline company name on the observation deck's sign (displaying companies' tail designs). (Lady, Japan)

■ The logos are out of date on the active airline operator list posted on the observation deck. I think it would make a lot of kids happy if you updated this display. (Gentleman, Japan)

■ We replaced the old tail-design display signboard with a digital signboard and added the home country of each airline company. In addition, we added information on visible landmarks such as TOKYO SKYTREE, the various vehicles used throughout the airport, airport facilities, and other such details to make the observation deck an enjoyable space for as many visitors as possible.



# Request for installation of scales to measure luggage weight

## Customer Feedback

- It would be handy if luggage weight-check spots were available near the check-in counters. (Gentleman, Japan)
- Adding scales for weighing of luggage prior to check-in would make things move along a lot more smoothly. (Gentleman, Japan)
- Please provide weighting scale so customers can check the weight of their baggage before checking in. (Lady, Switzerland)

### ■ We added luggage-weighing equipment at the north and south ends of the third-floor departure lobby.

Please note that weights obtained using these scales are only approximations for reference purposes. Airline companies make more precise weight measurements when luggage is checked, so please confirm final weights with your flight's operating company.

<North>



<South>





# Request for chairs in the airside area that can be used for napping

## Customer Feedback

- Would it be possible to install reclining chairs so we could take naps while waiting? (Lady, Japan)
- This is a 24-hour airport, so there ought to be more places for users to rest and relax. (Gentleman, Japan)
- Should have a place for passengers with long transit hours to sleep in. (Lady, Indonesia)

■ In order to provide greater comfort to users spending long amounts of time in the airport while waiting for connecting flights and so forth, we have added 17 relaxation chairs (equipped with electrical outlets) in the airside area.



Electrical outlets



# There is no information counter in the airside area.

## Customer Feedback

- I would like it if an information center was available after passing through the outbound immigration procedures area. (Gentleman, Japan)
- It would be nice if there was an information desk in the airside area. (Lady, Korea)
- It was inconvenient for me because there was no information around here (Lady, Singapore)

■ We have added information counters near the central and north outbound customs and immigration inspection areas. In the future, we hope to find new ways to provide support for air terminal users and make them more comfortable.

Central (open 24 hours)



North (open 7:00 a.m.–midnight)





# Request for a wrapping service

## Customer Feedback

- Haneda Airport still doesn't have a wrapping service. This is very inconvenient for travelers with cardboard boxes. (Passenger, China)
- I would like you to provide a machine for wrapping suitcases in protective tape, because suitcases are often thrown around and damaged at airports. (Lady, Japan)
- I just wish that you can provide luggage wrapping service. (Lady, Malaysia)

■ We started a wrapping service for a fee at the 3rd-floor temporary baggage storage, where baggage can be wrapped in stretch film.

<http://www.haneda-airport.jp/inter/premises/service/delivery.html#wrap>



the 3rd-floor temporary baggage storage



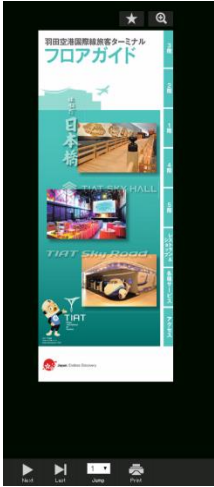
We started a wrapping service for a fee.

# Request for viewing the floor guide for terminal facilities in advance

## Customer Feedback

- If we can get the floor guide in advance, we can know where to go on the day of travel and enjoy the airport more.(Gentleman, Japan)
- I would like to have Haneda International Airport Shopping Guide by mail. (Gentleman, Canada)

■ The floor guide is now available on the terminal website as an ebook. The viewing size can be freely adjusted and the ebook can also be printed, improving guidance and convenience for customers.



Ebook of Floor guide

<http://www.haneda-airport.jp/inter/map/floorguide/index.html>

# Request for more charity donation boxes

## Customer Feedback

- Provide a charity box for donation coin(yen) .We are not able to exchange in Canada.  
(Passenger, Canada)
- It would be nice to have a charity donation box to give the loose change we keep in our wallets before going back abroad 😊 (Gentleman, France)
- I would like a charity donation box to be installed near the restaurants in the airside area.  
(Passenger, Japan)

■ We installed charity donation boxes near the Information counter on each floor and the Food Court in the airside area.

◇ Charity donation boxes are also installed in the following locations in the terminal.

### Public area before immigration: 2 locations

- Sumitomo Mitsui Banking Corporation in the 3rd-floor departure lobby
- Inside Lawson in the 1st-floor lobby

### Airside area: 4 locations

- On the right when leaving the Central Immigration area and straight ahead after leaving the North Immigration area.
- SBJ Currency exchange counter
- At the entrance to the "TOKYO SKY KITCHEN" Food court, near the flight information display
- Near the baggage turntable straight ahead after Immigration inspection .

✂ Charity donation boxes in other shops (for details, ask at the information counter)



Information counter



Airside area

# Request for more prayer rooms

## Customer Feedback

- It's better if a little space is provided for certain worshippers to perform their ritual needs. Like in Heathrow, there is multi-faith area. (Gentleman, Malaysia)
- Please kindly prepare a praying room for all religions to use. Thank you. May God bless you. (Passenger, Malaysia)
- Because this space may be used by tour groups and other large groups, we would like it to be made bigger. (Gentleman, Japan)

■ We increased the number of prayer rooms in the 3rd-floor departure lobby to 2, enabling us to meet the demands of diverse customers. We installed a washing facility in the room for worshippers to purify themselves before prayer.



Entrance of prayer room



Inside the room

# Requests to improve the international terminal's website

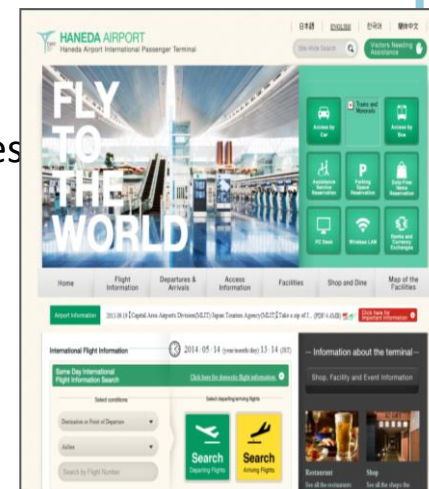
## Customer Feedback

- The information on the website is difficult to understand and the amount of information is insufficient. Please add specific information about the various services that are available. (Gentleman, Japan)
- The website's overview of flights should display code-sharing flight information in an easy-to-understand manner, just like the flight information board in the terminal itself. (Gentleman, Japan)
- The Haneda Airport International Passenger Terminal's website does not show departing-flight check-in counters, which is extremely inconvenient. (Gentleman, Japan)

■ We have renovated the terminal website, adding features and revisions that make it easier to view and navigate as a whole:

- Improved ease of use for the flight information search feature
- Floor guide that can be used with iPhones, iPads and other such devices
- Addition of the new TIAT ROUTE MASTER train-access search feature
- Ebook version of the floor guide

<http://www.haneda-airport.jp/inter/en/>



Terminal Home Page



## Customer Feedback

- The wireless LAN signal in the terminal is unstable, making it difficult to connect. I request improvements in this area.(Gentleman, Taiwan)
- The terminal Wi-Fi connection is bad; I believe you have failed to meet customer demands in this regard. Please improve Wi-Fi connectivity.(Lady, China)
- Please fix the "free" wi-fi. It doesn't work anywhere, and makes arrival in particular very difficult for foreign tourists who are trying to contact local friends.(Gentleman, Australia)

- We added antennas in areas with weak signals to provide a signal environment that makes Internet access easy.
- We have upgraded wireless LAN access point equipment and, as part of efforts to improve overall wireless transmission conditions, taken measures such as making data receipt and transmission possible while on the move and adding an automatic signal transmission strength adjustment function.
- We installed antennas to enable free Wi-Fi to be used when claiming baggage within the customs inspection area, improving convenience for arriving travelers.



Sign of Free Wi-Fi inside the terminal



# Request for a place for children to play before boarding

## Customer Feedback

- Very less facility of children at the airport.(Boy, India)
- I have a 10-month old child, and it would be great to have a space for him to play before boarding. ( Passenger, Japan)
- I wish there was a play ground for my son. ( Lady, France )

■ We added another Kids' Corner (children's play area) that can be used before boarding near boarding gate 146, improving convenience for customers with children.  
(There are now 2 children's play areas in the airside area, near boarding gates 106 and 146.)



Kids' Corner near Gate146

The wall section underneath the fence on the observation deck is too tall, making it hard to see

## Customer Feedback

- Please modify the observation deck so that wheelchair users can view airplanes unhindered from their lower-down, sitting position. (Lady, Taiwan)
- I visited the observation deck in a wheelchair (low-seat type), but I was not able to see the runway from my sitting position. I wish you would design an elevated section with a ramp so I could see while sitting in the wheelchair. (Lady, Japan)

- We added a raised deck section (30 cm higher than other parts) with a wheelchair ramp so that children, wheelchair users and other visitors can enjoy viewing the airplanes.



Observation deck



raised deck section

# Requests for installation of an automated photo booth for ID photographs

## Customer Feedback

- It is not possible to take ID photographs in the international terminal—this is very inconvenient. Because the 10-minute bus-ride to the domestic terminal is very troublesome, I think you should make photo services available in the international terminal. (Gentleman, Japan)
- Please add an automated photo booth. This is needed for visa application procedures upon arrival. (Passenger)

■ We installed an automated ID photo booth in the arrival lobby. Please enquire at an Information Counter in the airport regarding detailed location.



ID Photo Booth

# Would like to return rental mobile phones on the arrival floor

## Customer Feedback

- Upon returning to Japan, I arrived on the 2nd floor but had to go to the 3rd floor to return my overseas-use rental mobile phone, which was inconvenient. I want the option of returning it on the 2nd floor. (Gentleman, Japan)
- I want to board the train and go home immediately after reaching the 2nd-floor arrivals area, but I have to go to the 3rd floor to return my rental mobile phone, which is a bit of a hassle. (Gentleman, Japan)

- We installed a new telecommunications device rental shop in the arrival lobby in order to make rental device returns more convenient for arriving passengers.



telecommunications device rental shop on the arrival floor

# Requests for the provision of halal foods

## Customer Feedback

- How about having Muslim certified(Halal)food in the airport. Muslim tourists will certainly appreciate it.(Gentleman, Singapore)  
I suggested to Haneda Airport International Terminal provide one restaurant for Muslim. It means such as Halal Restaurant. It will good for Muslim(foreigner). I think it will more user friendly especially for Muslim. Thank you.(Gentleman, Malaysia)
- Please add a restaurant that serves halal foods. It would be nice if such a restaurant was also available to passengers after passing through the immigration inspection area.(Japan)

■ Menu items that do not contain pork, alcohol and so forth are available at Pista in the 2nd-floor arrival lobby (please note that this restaurant does not operate a halal-certified kitchen). In addition, the dom Pierre jet curry restaurant in the airside area food court offers halal-certified※ curry dishes. ※Friendly HALAL shop certificated by Japan Islamic Trust.



Café Pista on the arrival floor



the dom Pierre jet in the airside



# Difficultly understanding how to use toilets

## Customer Feedback

- Usage precautions for the toilets are displayed in Japanese only. Because these facilities are used by international-flight passengers, explanations in English, Chinese and Korean are also needed.(Passenger, Japan)
- In recent times, explanations encouraging users to flush toilet paper down the toilet are often posted in places frequented by international visitors. You should consider posting such explanations.  
(Gentleman, Japan)

■ In order to provide toilet usage instructions to visitors from abroad, we have posted such instructions in four languages in all bathroom stalls throughout the facility.



Toilet Usage Instructions



# Requests for written explanations about Haneda Nihonbashi Bridge

## Customer Feedback

- The written explanation at the foot of Haneda Nihonbashi Bridge explaining that it is a scaled-down version of the original Nihonbashi Bridge is only available in Japanese. It would be good if an English explanation was also available. (Visitor)
- I think there should be written explanations for non-Japanese people for the folding screens displayed at Haneda Nihonbashi Bridge, as I want visitors from abroad to experience the charm of 17th-century Edo-Period Japan as well. For example, these screens depict members of one of the Joseon missions to Japan as they enter Edo Castle. (Gentleman, Japan)

■ We have made informational pamphlets available which provide information in both Japanese and English on Haneda Nihonbashi Bridge and the folding screens depicting Edo as part of measures to make this display easier to understand.



Haneda Nihonbashi Bridge



Cover of informational pamphlets

# Central security check area is too crowded

## Customer Feedback

- The security check area is extremely crowded. Has the number of security inspection stations been increased in accordance with increases in international flights?(Gentleman, Japan)
- The security check area has become more crowded since the expansion of the international terminal. Have you considered expanding these facilities? Even if I want to arrive with ample time before my flight, doing so is difficult even if I arrive at the airport early because of the overcrowded security check area.  
(Lady, Japan)

■ In order to promote use of the north-side security check area added when we expanded the terminal, we have posted a map in the central security check area showing the locations of both the central and north-side security check areas.



Posted map



Entrance of the north-side security check

# Request for more power outlets

## Customer Feedback

- I would like more spots where I can charge my mobile phone or computer. (Japan)
- more recharging & power point station near seating area. (Lady, Singapore)
- more power supply for passenger to charge laptops, phone, etc. (Gentleman, Malaysia)

■ We have installed additional power outlets making a total of 104 (including 48USB outlets) in the public area(before immigration) and 358 (including 68USB outlets) in the airside area.  
 Location: PC Desk/@TIAT Station/PC corner in the terminal/in the airside area food court.  
 Please enquire at an Information Counter in the airport regarding detailed location.  
 (As AUG2015)



Outlets set at everyplace in the terminal



# Requests for restaurants with late-night business hours and customer-use power outlets

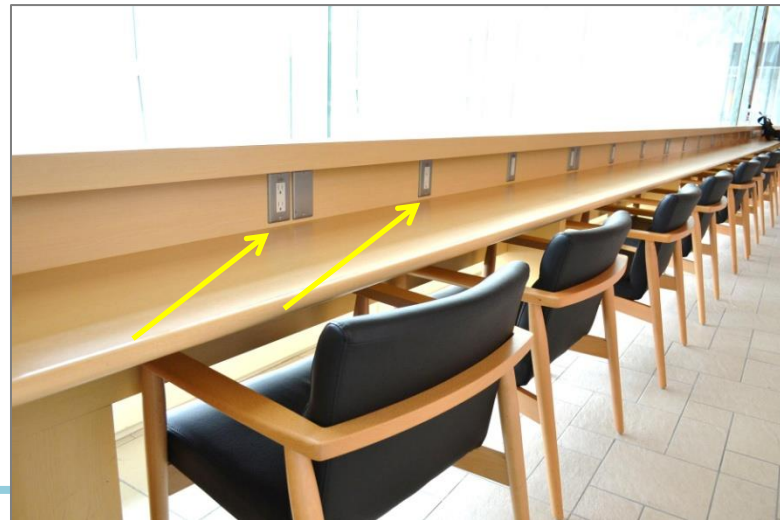
## Customer Feedback

- The shops close early despite late-night flight times. Please leave some shops open for late-night travelers—even just a café. (Lady, Japan)
- I was told that no power outlets are available for charging PCs in restaurants. I would appreciate some outlets in restaurants for use when meetings with coworkers and clients. (Gentleman, Japan)

■ We opened new 24-hour fast food restaurants and cafes in the building's general-access area and added new places for people to eat near the 4th-floor Okonomi Yokocho restaurant area. In order to enhance customer convenience, we also installed additional power outlets in the MOS CAFÉ, WA-CAFETERIA and Pista restaurants as well as in the food court near boarding gate 114 and Verre Tokyo in the airside area.



New places for eating



Outlets at the Food Court in the airside area



# Requests for 24-hour shops & restaurants

## Customer Feedback

- Would like to see more 24-hour shops. (Japan)
- There should be more shops that are open around the clock. It's inconvenient otherwise. (China)

The following stores are currently open 24 hours a day . (As OCT2015)

Area	place	Shop Name	Category
Public Area	1F	Air LAWSON	Convenience Store
	2F	CAFÉ & DINER Pista	Cafe and Snack
	4F	CAFE CARDUNAL	Cafe and Snack
	4F	Suginoko	Japanese –style Pub
	4F	Yoshinoya	Beef Bowls
	4F	MOS CAFE	Hamburgers
	4F	WA-CAFETERIA DINNING24	Cafeteria
Airside Area	3F	BEER CLUB Verre Tokyo	Beer Bar
	3F	TIAT DUTY FREE SHOP CENTRAL	Duty Free Shop
	3F	Japanese Bistro URARAKA	Japanese Food
	3F	ALL DAY AIR DINING TOKYO SKY KITCHEN	※Food court (8shops listed below)
	※	TRUE SOUP (Selectable Soup)	
	※	dom Pierre jet (Curry with rice)	
	※	Bar Rage (Cocktail Bar)	
	※	UOGASHI NIHON-ICHI (Sushi Bar)	
	※	POUND-YA (Steak)	
	※	JINROKU Anti ("Okonomiyaki" & "Teppanyaki")	
	※	MUGINBO (Japanese Udon Noodle)	
※	Rokurinsha (Ramen Noodle)		
			Food Court



# Requests to extend shop opening hours

## Customer Feedback

- I wish there were more shops that stay open longer. (Gentleman, Japan)
- Would like stores to close later at night for those with night flights. (Lady, USA)



Edo Koji

We have gradually extended the opening hours of our shops and restaurants in response to these requests. (As of OCT2015)

Shop Name	Time Extended	Opening Hours
TSURUTONTAN (Udon Noodles)	3 hrs	06:00 - 24:00
GINZA OGURA (Oden, Dashi-chazuke)	2 hrs 30 mins	06:00 - 24:30
SETAGAYA (Ramen)	2 hrs 30 mins	05:00 - 24:00
Makanai Cosme (Shop)	1 hr	07:00 - 22:00
Edo-Shokuhinkan (Meisan-Kan)	1 hr	07:00 - 22:00
Sobamaedokoro Nishakugosun (Grilled Chicken, Soba Noodles)	30 mins	10:00 - 23:00
ARISO SUSHI (Sushi-go-round)	1hr	07:00 - 23:00
KATSUSEN Tonkatsu (Fried Pork Cutlet)	30 mins	10:00 - 23:00
PORT-SIDE KITCHEN (Western Cuisine)	30 mins	10:00 - 23:00
TAKAFUKU (Sukiyaki)	1hr	10:00 - 23:30
ESSE DUE IL Binario (Italian Cuisine)	30 mins	08:00 - 23:00
PLANETARIUM Starry Café	30mins	07:30 - 23:00

For information on the opening times of other shops, please check the Haneda Airport International Passenger Terminal Floor Guide provided in the terminal or refer to the Information about the Terminal section of the international terminal website. <http://www.haneda-airport.jp/inter/en/premises/tenant/>



# Requests for vending machines in the airside area

## Customer Feedback

- Please install vending machines because there are not enough places where you can buy drinks (Passenger, Japan)
- There were no drink vending machines. Or, at least I couldn't find one. Since you cannot take drinks through the security checkpoints, it is inconvenient not being able to buy water or tea. This is unfortunate because vending machines selling both hot and cold drinks are Japanese assets that we can be proud of. (Gentleman, Japan)

In response to these requests, we have installed Additional drink vending machines in the airside and Drinks are available at the totally following 12 locations in the airside area. (only Japanese Yen acceptable)

- ① Near Gate 108
- ② Near Gate 109
- ③ Near Gate 110
- ④ Near Gate 113
- ⑤ Near Gate 131
- ⑥ Near Entrance of Satellite Lounges
- ⑦ Near Gate 141
- ⑧ Near Gate 142
- ⑨ Near Gate 143
- ⑩ Near Gate 144
- ⑪ Near Gate 147
- ⑫ Near Gate 148

(As OCT2015)



drink vending machines

# Requests for floor guide improvements

## Customer Feedback

- Please prepare informational pamphlets that use traditional (unsimplified) Chinese characters. Doing so will make things more convenient for customers from Taiwan, Hong Kong, etc. (Passenger)
- The pamphlets (floor maps in the Service Guide) are difficult to understand. ( Gentleman, Japan)

■ We have made changes to the in-facility floor guides and added information in traditional Chinese characters in addition to the existing Japanese, English, Korean and simplified Chinese. We have also added additional power outlets and donation boxes in response to numerous customer requests, added information on each page to clearly indicate the availability of free wireless LAN service, and made other such efforts to enhance content overall.



Floor Guide in 5 characters or language



# No information Counter in the airside area

## Customer Feedback

- I would like it if an information center was available after passing through the outbound immigration procedures area. (Gentleman, Japan)
- It would be nice if there was an information desk in the airside area. (Lady, Korea)
- It was inconvenient for me because there was no information around here. (Lady, Singapore)

■ We are now making concierges available in the airside area during peak flight departure times as part of efforts to strengthen post-immigration guidance services. In addition, Information Phones are also available 24 hours a day throughout the terminal, including the airside area. Please contact them if you experience any difficulties.



Information Phones



Concierges

# Requests for more parking space

## Customer Feedback

- I was unable to park my car because all spaces were occupied. Please expand the parking area.(Gentleman, Japan)
- Add more parking spaces for the international terminal.(Lady, Japan)

■ We increased the number of parking spaces by adding two additional upper levels (8th and 9th floors) to the passenger parking area and have opened these new sections for use. (as 30MAR, 2014)



Parking area

# Would like crowdedness of the shower room alleviated

## Customer Feedback

- I wanted to use it, but there was a 2 hour wait and couldn't in the end. (Gentleman, Japan)
- I would like more shower cubicles in the Refresh Room. (Lady, Japan)

■ To alleviate the crowds, we closed the Refresh Room and newly established a Shower Room with 15 cubicles in the Arrival Lobby on the second floor.

<http://www.haneda-airport.jp/inter/en/premises/service/relaxation.html#shower>



Reception



Shower Room



# Requests to make information pamphlets available in more areas

## Customer Feedback

- Please provide terminal information pamphlets on the 5th floor too. (Japan)
- It would be nice if the floor guides were more readily available in various areas of the terminal. (Lady, Japan)

From December 2012, Japanese, English, Chinese and Korean editions of the Floor Guide are available in 2 additional locations, in the Hiro-koji concourse on the 4th floor and beside the north side exit to the observation deck on the 5th floor.



Floor Guide

# Wi-Fi procedures are difficult to understand

## Customer Feedback

- I think it would be good if there was explanatory material on how to use Haneda Free Wi-Fi. (Lady, Korea)
- The internet service is good. But they should have the information available for the visitor regarding how to use the provider. (Gentleman, Bangladesh)

■ We have created and distributed a FREE Wi-Fi GUIDE which explains how to use the free wireless LAN in the terminal in easy-to-understand language.  
<http://www.haneda-airport.jp/inter/en/premises/service/internet.html#lan>



FREE Wi-Fi GUIDE



# Requests for a free wireless LAN service

## Customer Feedback

- I wish there was free Wi-Fi at least in the departure zone. (Gentleman, USA)
- It is very inconvenient not to be able to use wireless LAN at an international airport. (Gentleman, Japan)
- Hope you can provide free wireless internet. (Gentleman, Taiwan)

We have installed a free wireless LAN service that can be used throughout the international passenger terminal.  
(As of 23 December 2010)



Outlet at PC Desk

Please refer to the following URL for instructions on use and other information.

<http://www.haneda-airport.jp/inter/en/premises/service/internet.html#lan> (English)

<http://www.haneda-airport.jp/inter/cn/premises/service/internet.html#lan> (簡体中文)

<http://www.haneda-airport.jp/inter/kr/premises/service/internet.html#lan> (한국어)

# Wireless LAN signs are difficult to understand

## Customer Feedback

- The Wi-Fi signs are difficult to understand. (Japan)
- Should have wi-fi access in the airport area. Thank-you. (Gentleman, Malaysia)

The wireless LAN service can be used free of charge throughout the international passenger terminal. Furthermore, in October 2012, we changed the SSID for the wireless network to "HANEDA-FREE-WIFI" so that it is the same as that in the domestic terminals. This information is clearly indicated at the personal computer corners and desks in the terminal.

Please refer to the following URL for instructions on use and other information.

<http://www.haneda-airport.jp/inter/en/premises/service/internet.html#lan> (English)

<http://www.haneda-airport.jp/inter/cn/premises/service/internet.html#lan> (簡体中文)

<http://www.haneda-airport.jp/inter/kr/premises/service/internet.html#lan> (한국어)



PC Corner in the airside

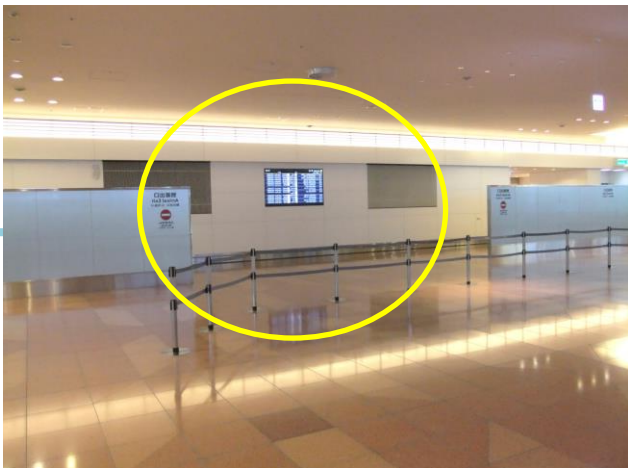


The flight information is small and hard to read.

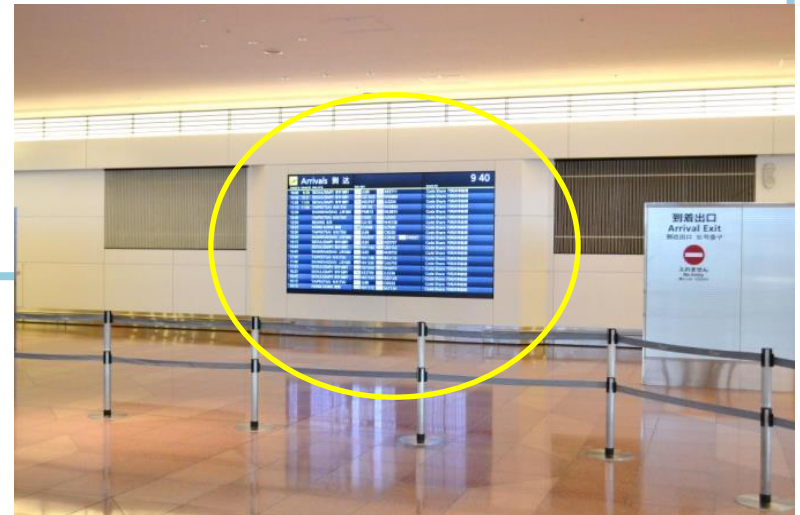
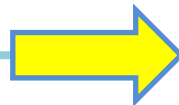
## Customer Feedback

- The electric board displaying arriving flights is too small. I would like it changed to something which can be seen even from slightly far away. (Gentleman, Japan)
- The display in the front center of the 2nd floor arrival lobby is small and hard to see so I would like it improved. (Gentleman, Japan)

■ We installed an easy-to-read 9-panel multi-screen to replace the existing flight information display in the 2nd floor arrival lobby.



Before



Now



# The observation deck fence obscures the view

## Customer Feedback

- I enjoy taking photos of planes at Haneda Airport. While there are holes for taking photos in the fence of the observation deck, they are not sufficient for serious photographers. Could you please change the fence to the thin wire used in Terminal 1 and 2? (Gentleman, Japan)
- It was hard to see from the deck. The planes are easier to see from the deck of Terminal 2. (Gentleman, Japan)

- We modified the observation deck fence to improve visibility of the runway and planes.



Before



Now

# Requests for mailboxes and post office on the departure level

## Customer Feedback

- We have had numerous requests for mailboxes on the departure level from outbound customers. Please give this matter your consideration. If possible, it would be good if you could have a post office. (Lady, Japan)

On 5 December 2011, we set up a mailbox and started selling stamps at the BLUE SKY PREMIUM store on the 3rd floor departure level.

There are now mailboxes at the following 3 locations in the terminal.

- ① Air LAWSON International Terminal store on the 1st floor
- ② Near the bus stop for the free shuttle bus to the domestic terminals (Bus Stop No. 0) on the 1st floor
- ③ BLUE SKY PREMIUM store on the 3rd floor departure level

Post at BLUE SKY PREMIUM store on the 3rd floor departure level. Postage Stamps also available.



# Request regarding stamp for memorial purposes

## Customer Feedback

- I would like to see a stamp for memorial purposes in the international terminal. I enjoy collecting stamps so it would make me very happy if there was one available. (Lady, Japan)
- Please add stamp for memorial use. (Departure Passenger)
- Please set up a stamp corner! Something only available at Haneda! (Lady, Japan)

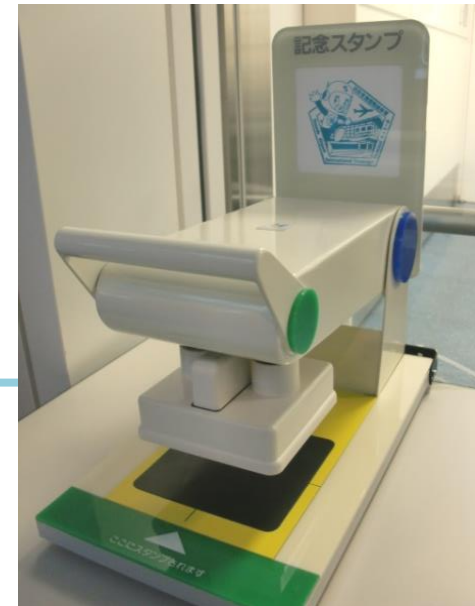
■ We set up a Haneda Airport international terminal visitors memorial stamp in 3 locations (each information counter). All 3 stations offer different designs.



A stamp with my design can be found there too!

TIAT PR rep: Starry

©play set products/TIAT



visitors memorial stamp

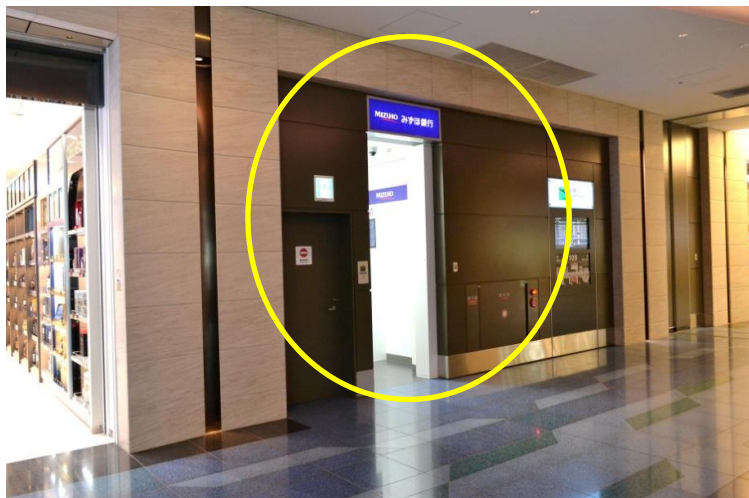
# No ATM in the airside area

## Customer Feedback

- It is very inconvenient not to have a cash dispenser available after passing through immigration. (Gentleman, Japan)
- I was really troubled to find there was no ATM after immigration. (Gentleman, Japan)
- It must be advertised that there is no ATM machine after passport control. (Lady, Spain)

■ We installed an ATM, only available in the public area (before immigration) until now, in the airside area. Please see this URL for details on operating hours.

<http://www.haneda-airport.jp/inter/en/premises/service/bank.html#atm>



ATM in the airside



# Not enough space around the car park elevators

## Customer Feedback

- The corridor in front of the car park elevators is too narrow to get through. (Japan)
- The area around the car park elevators becomes so crowded, there must have been an error in the design. (Japan)

We have widened the space in front of the 3rd floor elevator hall in the car park to alleviate congestion.



Widened elevator hall



# Taxi stands and bus stops are hard to find

## Customer Feedback

- The signs for the shuttle bus to the domestic terminals were hard to find. (Gentleman, Japan)
- The signs to the limousine bus from the 2nd floor arrival lobby were difficult to follow. They said the bus stop was on the 1st floor but all I could find there were the taxi stands. It was a waste of time because I had to go back to the 2nd floor and cross the street. (Gentleman, Japan)

The information signs have been amended so that they are easier to find from the arrivals exit. We have also separated the signs by the elevators according to direction and installed additional signs inside the elevators to provide information for each floor so that they are easier to understand.



↑  
← Signs by the elevators



Signs inside the elevator

## Customer Feedback

- It is cold at the airport (Lady, Japan)
- There is no need to have the heating on because it is too warm inside. I wish they put the air-conditioning on instead. I was really perspiring. (Lady, Japan)
- It is very hot inside the airport. (Gentleman, Korea)
- It is too warm inside the terminal. You should adjust the temperature more regularly. (Lady, Japan)

The temperature inside the terminal is monitored at several locations and checked by roving staff to carefully adjust the temperature and air-conditioning settings.

In regards comments that it was cold, we found that during the winter, there was a flow of cold air entering from the taxi lanes (1F) via the escalators, and also from the monorail ticket gates (2F) directly into the 2nd floor access hall. To prevent this, we have installed an additional air-conditioning system at the 1st floor taxi lane entrance.

We have also held discussions with TOKYO MONORAIL and they have subsequently installed automatic doors by the ticket gates to prevent cold wind from blowing in.

With respect to comments that it was too warm, we have divided the 4th and 5th floors, which were particularly affected by pooling of hot air, into 8 areas and applied air-conditioning to maintain a comfortable environment.



Doors installed by the monorail ticket gates

## Customer Feedback

- You need a comment form in traditional Chinese too! (Gentleman, Taiwan)
- It would be good if there were comment forms available in traditional Chinese. (Passenger)

■ We added traditional Chinese to the languages in which the comment forms of the suggestion box are available to make a total of 5 languages - Japanese, English, Traditional Chinese, Simplified Chinese and Korean.

Traditional Chinese and Simplified Chinese are respectively located on the front and back of a single comment form.

comment forms



# Suggestion box desks are too low and comment forms are difficult to see

## Customer Feedback

- The comment forms are available in 4 languages but you cannot tell the language unless you pick them up and check for yourself. They should be marked clearly for all to see. (Gentleman, Japan)
- The desks for writing comments are too low. They should be high enough so that you can write on them easily. (Japan)

- We have installed labels behind the comment forms so that the language of the respective forms is clearly visible from a distance.
- The height of the comment box desks was decided from the perspective of universal design so that they can also be used by customers in wheelchairs. However, we now provide clipboards at desks located near seating areas so that customers can sit down and fill in the forms.

