Quality Infrastructure on International Passenger Terminal, Tokyo International Airport (Haneda)

January 21, 2016
1. Terminal outlook

1.1 Profile

- Terminal 2 (Domestic) - Approx. 200,000m²
- Terminal 1 (Domestic) - Approx. 290,000m²

Tokyo International Air Terminal Co., Ltd
1. Structure: SPC under PFI
2. Established: June 20, 2006
3. Capital: 90bn yen
4. Shareholder: 13 companies
5. President & CEO: Katsuji DOI

Inaugurated in October 2010
International Passenger Terminal
Approx. 236,000m² plus parking, hotel and energy-supply building.
2.1 Social inclusion

We sloganized “Be a caring terminal” when entering into PFI business.

PFI which brought a competitive environment might have paradoxically produced a concept of social inclusion as “care”. A pure private sector of us reached to offer a comfortable space and service encompassing anybody inclusive with disabled people, elderly people, infants and diversified tourists who cannot speak Japanese in particular.

In order to materialize the concept, we think up key sentences or words and enumerate them as below.

- Customer-satisfaction (CS) metrics is equally important to financial metrics.
- A human services a human.
- Universal design
- Multilingualization
2.2 Hardware (UD)

- Simple, functional paths of flow

Departure lobby on the 3rd floor and arrivals on the 2nd floor connect between access transportations and air fleets with a flat and straight path and less need to move between floors.
2.2 Hardware (UD)

- Universal design (UD) committee

  A total of 10 UD committee meetings and 38 its working group meetings were held during the time period between the year of 2006 and 2010. We realized their input to our design of terminal building as much as possible. Members are 1) UD leading scientists and experts chaired by Dr. Tetsuo Akiyama/Professor, Chuo University, 2) diversified disabled people (wheelchair, the visual impaired, the hearing impaired, etc.), 3) representatives from railroads, buses, airlines, domestic terminal operator and 4) various observers inclusive with competent authorities.

- Discussions

- Review of elevator by mock-ups

- Review of escalator audio guide

- Review of tactile blocks, materials and colors of floor
2.2 Hardware (UD)

➢ Grand prizes

- 2011.1.18
  Awarded for barrier-free design by Minister of Land, Infrastructure and Transportation

- 2015.9.4
  Awarded for toilet facilities by Minister of Land, Infrastructure and Transportation
2.2 Hardware (UD)

➢ Toilet
   1. Toilet entrance signs

Audio guidance in 4 languages (Japanese, English, Korean and Chinese) and toilet information signs are located at the toilet entrance.

2. Toilet cubicle pictograms & Emergency Lights

Toilet cubicles (not in use)  Toilet cubicles (in use)  Equipped in every cubicle
2. Concept

2.2 Hardware (UD)

➢ Toilet

3. Multipurpose toilet

The toilet has all necessary equipment and provides sufficient usable space.
2. Concept

2.2 Hardware (UD)

- Elevator

  - Elevator Shaft
  - Externals
  - Emergency button for hearing impaired passengers
2. Concept

2.2 Hardware (UD)

➢ Flight Information Board

- UD fonts
- Large-sized text
- Greater contrast between text and background
2.2 Hardware (UD)

- Boarding bridge

![Externals](image1.jpg) ![Inner View](image2.jpg)

- flat floor
2.3 Software (UD)

- Concierge

- 90 well-trained professional members
- 4 language + finger language
- All staff are licensed service care-fitters
2.4 Amenity (Wow!)
3.1 Business circle

![Business circle diagram]

- **Investment**
- **Sustainability**
- **Cash**
- **UD & WOW!**

**Standard**
- Result
- Satisfaction
- Customer satisfaction
- Basic service

**TIAT**
- Excitement
- Service beyond expectations
- Customer satisfaction
- Basic service
3.2 Performance

Customer-satisfaction (CS) metrics is equally important to financial metrics.
3.3 Conclusion

Our Infrastructure investment model

Though infrastructure for social inclusion needs more investment, one customer who satisfied with our service will be a next customer. We attribute excellent customer experience to “human services a human” more than any other.

A customer who is received a better service looses the purse strings. Our sales revenue which occupies 60% in total revenue drives investment to offer better services.

*This is our quality infrastructure.*

Thank you!