

# Giving Form to Customer Feedback

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.

# Difficult to find an elevator

## Customer Feedback

- It's easy to find the escalators, but finding an elevator is difficult. It would be helpful if you would at least place some signboards as guides.
- It's quite difficult to determine which elevators goes through floors. It would be very helpful if you could put signs more effectively.
- Shouldn't you make it easier to find where an elevator is located?

We placed a signboard display on the south/north side elevators of the 1st-floor entrance.  
( March 2018 onwards )



1st-floor south side



1st-floor north side

# Difficult to find the shopping plaza and observation deck

## Customer Feedback

- It's difficult to find a place to eat.
- I wasn't able to find "EDO KO-JI" and instead ended up passing through immigration. A signboard or guide that indicates where EDO KO-JI is should be placed somewhere before immigration.

We have placed an approximately 300 inch digital signage on the 3rd-floor elevator shaft of the departure lobby, which plays a video guiding you through the shopping plaza and observation deck on the 4th and 5th-floor of the terminal. ( March 2018 onwards )



# Difficult to connect to wireless LAN

## Customer Feedback

- The wireless LAN connection in the terminal was unstable and I wasn't able to connect.
- The connection status of the Wi-Fi within the terminal isn't good. I don't think you're meeting the needs of your travelers. You should improve your Wi-Fi connection status.
- Very bad Wi-Fi connection!! "Haneda Free Wi-Fi"

■ We have improved our signal strength by updating the wireless LAN access point machine, as well as making it possible to use the wireless LAN while moving by adding an signal output automatic adjustment function.

■ We placed Free Wi-Fi SPOT in 4 locations (2nd-floor arrival lobby, 3rd-floor departure lobby, 3rd-floor departure gate area (2 locations)), so that you can use our wireless LAN during busy times. ( December 2016 onwards )

■ We installed an antenna, so that you can use our wireless LAN in the Baggage Claim. This has made it more convenient for our arriving visitors.

■ We have added 18 directional antennas to the 2nd-floor arrival lobby and 3rd-floor departure lobby. ( March 2018 onwards )



FREE Wi-Fi SPOT within the building



Display of HANEDA-FREE-WIFI within the building

# Making it easier to check how crowded the restrooms are

## Customer Feedback

- There aren't many restrooms for men and during the morning peak hours there are many times when I have to look around for a vacant restroom.
- There aren't many restrooms in the departure area. They were so crowded that I barely made it in time for boarding.
- MORE TOILETS!! There are too few toilets after you pass immigration.

Restrooms located in the airside area tend to get crowded when there are overlapping flight departure times. This is especially true of restrooms near the boarding gates, so we have installed digital signage on the restroom entrances that display how crowded the restroom is as well as how crowded the nearby restrooms are.

( March 2018 onwards )



# Request to play foreign-language TV programs in the airport

## Customer Feedback

- The TVs are set on domestic programs. Should have been set on CNN.
- Please add CNN to TV!!
- Need CNN channel or foreign channel.

In order to address the diverse needs of airport users, we have added CNN broadcasts to our program lineup, which currently includes NHK WORLD as well.  
( September 2017 onwards )



CNN (left) and NHK WORLD (right)

# Request to add partitions to prayer rooms

## Customer Feedback

- I could not make use of the prayer room because there was no separation between male and female sections. It would be nice if there were screens, curtains or other partitions to separate male and female sections of the room.
- There should be a divider a section for women in the prayer room.

In order to provide greater convenience to our wide range of prayer room users, we have added partitions to the prayer rooms. ( August 2017 onwards )



# Request to add something to wipe hands with in prayer room washing area

## Customer Feedback

- It would be helpful if you made tissue paper available in the prayer room's washing area.
- It would be nice if you added a floor mat for wiping wet feet in the prayer room.  
Without a mat, the prayer area of the room gets all wet, which is kind of disgusting.
- Good to place a mat so that water do not go into prayer hall.

We have added paper towels to the prayer room washing areas in pursuit of greater user convenience. ( August 2017 onwards )



# Request for additional sanitary amenities/facilities in bathrooms

## Customer Feedback

- Please add alcohol disinfectant for toilet seats in the bathroom facilities.
- I found water spray from the bidet on the toilet seat, which seemed unsanitary. It surprised me that there were no seat-cleaning options in the bathroom, despite this being an international airport.
- There are not enough sanitary amenities and facilities in the bathrooms. The toilet I used had a wet seat and the sanitary napkin disposal box smelled foul, which was unfortunate because I was really hoping to enjoy my vacation.

We added antibacterial toilet seat cleaner to each stall. In addition, we replaced existing sanitary napkin disposal boxes in all women's bathrooms and multipurpose bathrooms with new types featuring sensor-operated lids (for opening/closing). These improvements were made as part of efforts to improve bathroom sanitation. ( July 2017 onwards )



# Request to make nursery facilities more user-friendly

## Customer Feedback

- It would be nice if the nurseries had a cuter, more child-oriented feel.
- I thought that the 4th-floor nursery was not very user-friendly.

We remodeled the 4th-floor nursery to make it more appealing to children, and more user-friendly and comfortable for all guests. ( July 2017 onwards )



We enlarged the nursery and added a diaper changing table and a place to put luggage, and also replaced the wallpaper to give the room a cuter overall feel

We added a play area that kids can enjoy



We enlarged the private breastfeeding booth



# Request to add more flight information boards

## Customer Feedback

- It seemed that there weren't very many electronic flight information boards. I recall there being more in the European airports I visited.
- It would be good if there were more flight schedule display boards.
- Monitors need more!!

We added additional flight information display monitors in restaurant and cafe dining areas (located in the airside area) as well as in the food court area so guests can check flight times, gates and other details while they dine. ( June 2017 onwards )

