

August 2, 2017

Japan Airport Terminal Co., Ltd.



Results of Customer Satisfaction Survey FY2016

As part of our ongoing efforts to improve customer satisfaction at Domestic Terminals 1 and 2 at Tokyo International Airport Haneda, we recently carried out a survey asking users to tell us how satisfied they are with terminal services.

The results of the survey have now been consolidated, and details are provided below.

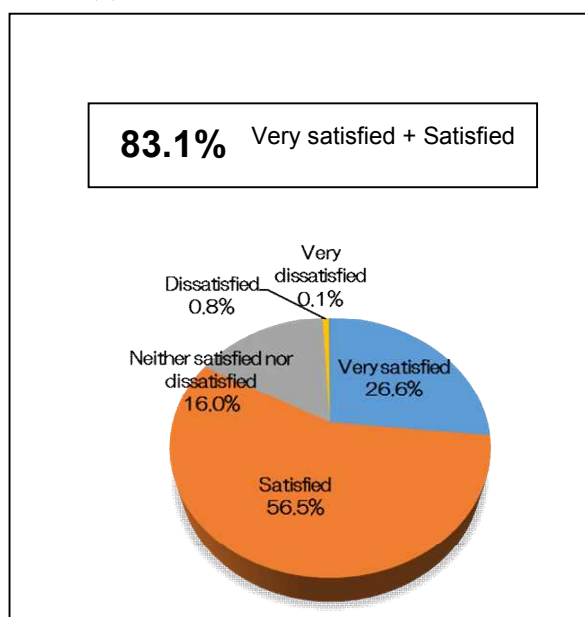
1. Main Points

- Overall satisfaction with Terminals 1 and 2 was high at 83.1%.
- In particular, customers commended the cleanliness of all terminal areas, with 84.3% satisfaction, and staff response and concierge services also received high satisfaction ratings of 80.4% and 84.8% respectively.

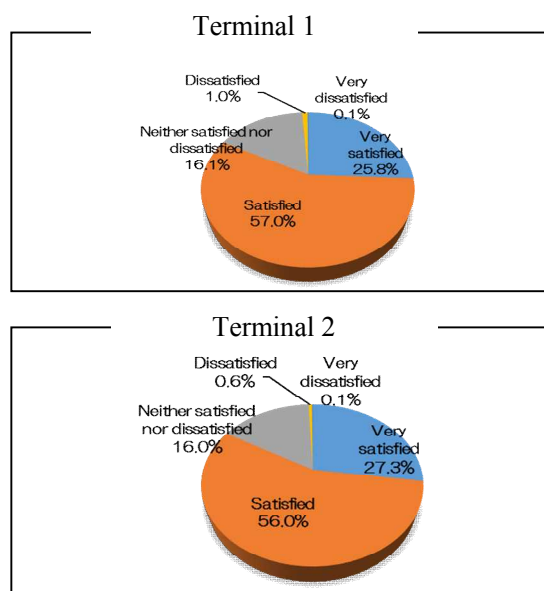
There is a need to improve the speed of the terminal's wireless LAN (Wi-Fi) and information directing customers to Wi-Fi areas. Satisfaction with Wi-Fi in the terminals was low at 45.3%.

2. Survey Results

(1) Overall satisfaction levels



(2) Satisfaction levels by category



Category	Satisfaction Level
Overall cleanliness	84.3%
Restrooms	80.6%
Information desks	70.9%
Information displays	68.4%
Air conditioning	67.0%
Access	66.0%
Shops	65.8%

Category	Satisfaction Level
Airport lounges	65.1%
Food and drink establishments	59.8%
Services (ATM, banks, etc.)	52.9%
Smoking rooms	46.4%
Wireless LAN (Wi-Fi)	45.3%
Parking	43.4%

(3) Respondents' use of terminals

- The percentage of respondents who answered “work” as the purpose of their flight into or out of the domestic terminals was 30.4% for Terminal 1 and 30.2% for Terminal 2.
- The percentage of departing respondents who said that they arrived at the airport from between 60 minutes and less than 90 minutes before their flight was 39.3%, followed by 20.6% who answered that they arrived two hours or more early.

In this survey, both Terminals 1 and 2 received high satisfaction ratings overall, but in some categories, terminal users were more severe in their assessments.

We will share the results of this survey not only within JATC but with the various businesses operating in the passenger terminals, and continue our efforts to receive even greater satisfaction from our customers.

3. References (examples of improvements made in response to customer feedback)

Based on the results from the previous survey, we made the following improvements.

- We established multi-purpose restrooms to meet the diverse needs of customers. In addition to securing ample space for the toilet booths, we also installed fitting rooms, nursing rooms, children's toilets, toilets for assistance dogs, and other facilities in an effort to improve comfort and convenience.
- We installed information display boards that are easier for terminal users, including international visitors, to understand, by adding a QR Code function to the boards, allowing users to obtain information with their smartphone or other electronic device.
- We sought to relieve congestion and improve the convenience of the free shuttle buses between terminals by making timetable changes. This included shortening the interval between services from approximately six minutes to approximately 4 minutes. We also modified the electronic signs on the buses to display information in Japanese and English alternatively, making the signs easier to understand.
- In a Japan first, we installed bank ATMs inside the departure gate lounge to provide more convenience for departing passengers.

Summary of Survey

- Method: Questionnaires were handed directly to passengers using Domestic Terminals 1 and 2 at Haneda Airport, for immediate completion on-site.
- Period: Friday, March 3, Saturday, March 4, and Sunday, March 5, 2017
- Survey subjects: Airline passengers and customers there for other purposes (sightseeing, shopping, meeting or seeing off passengers, etc.)
- Survey details: Respondents were asked to rate their satisfaction with the terminals' functions and facilities, information displays, responses of airport staff and information desks, merchandise stores, restaurants and bars, service facilities, etc., and their responses were quantified.
- No. of responses: 8,521 (4,218 in Terminal 1 and 4,303 in Terminal 2)
- Survey company: Members Co., Ltd.

For more information

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