

# ICAO Facilitation Regional Forum

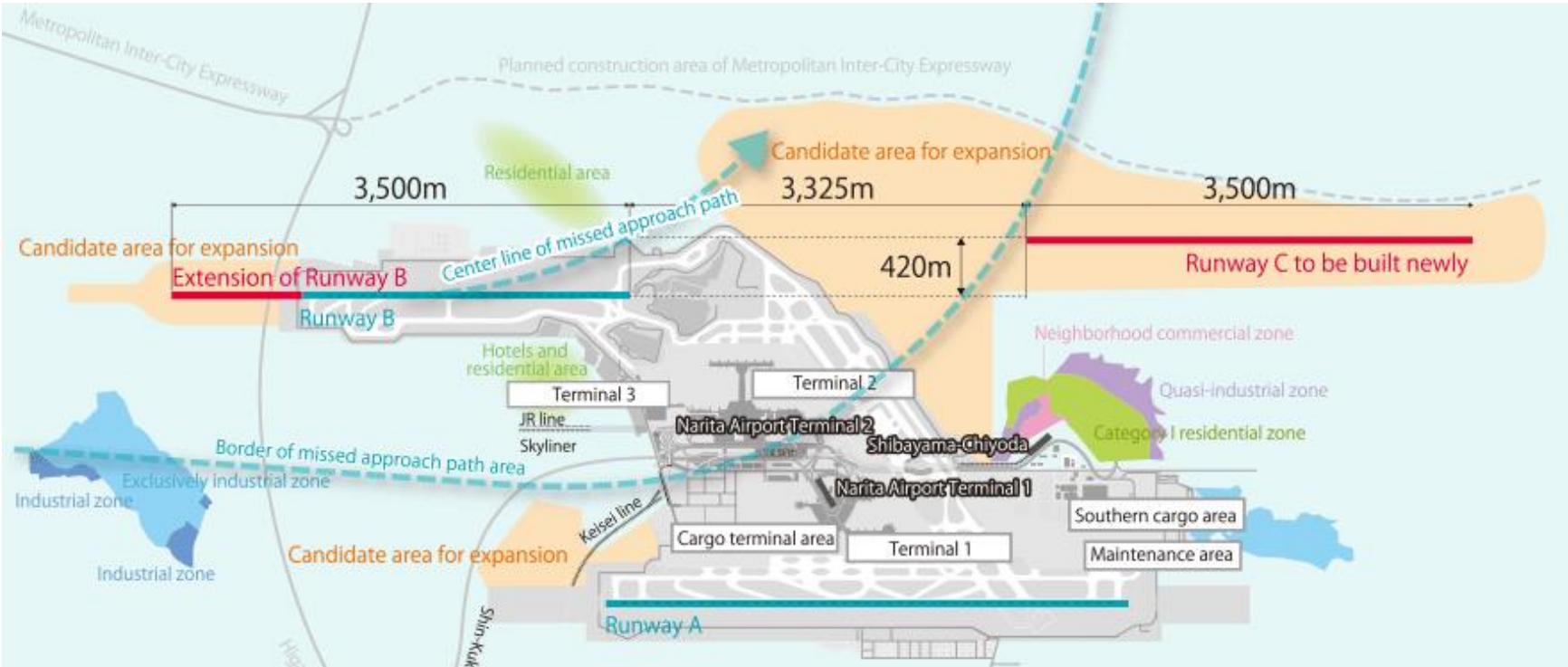
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Ulaanbaatar, Mongolia  
7 to 8 July 2025

Hosted by:



# Our Infrastructure | Key Facilities in Narita Airport



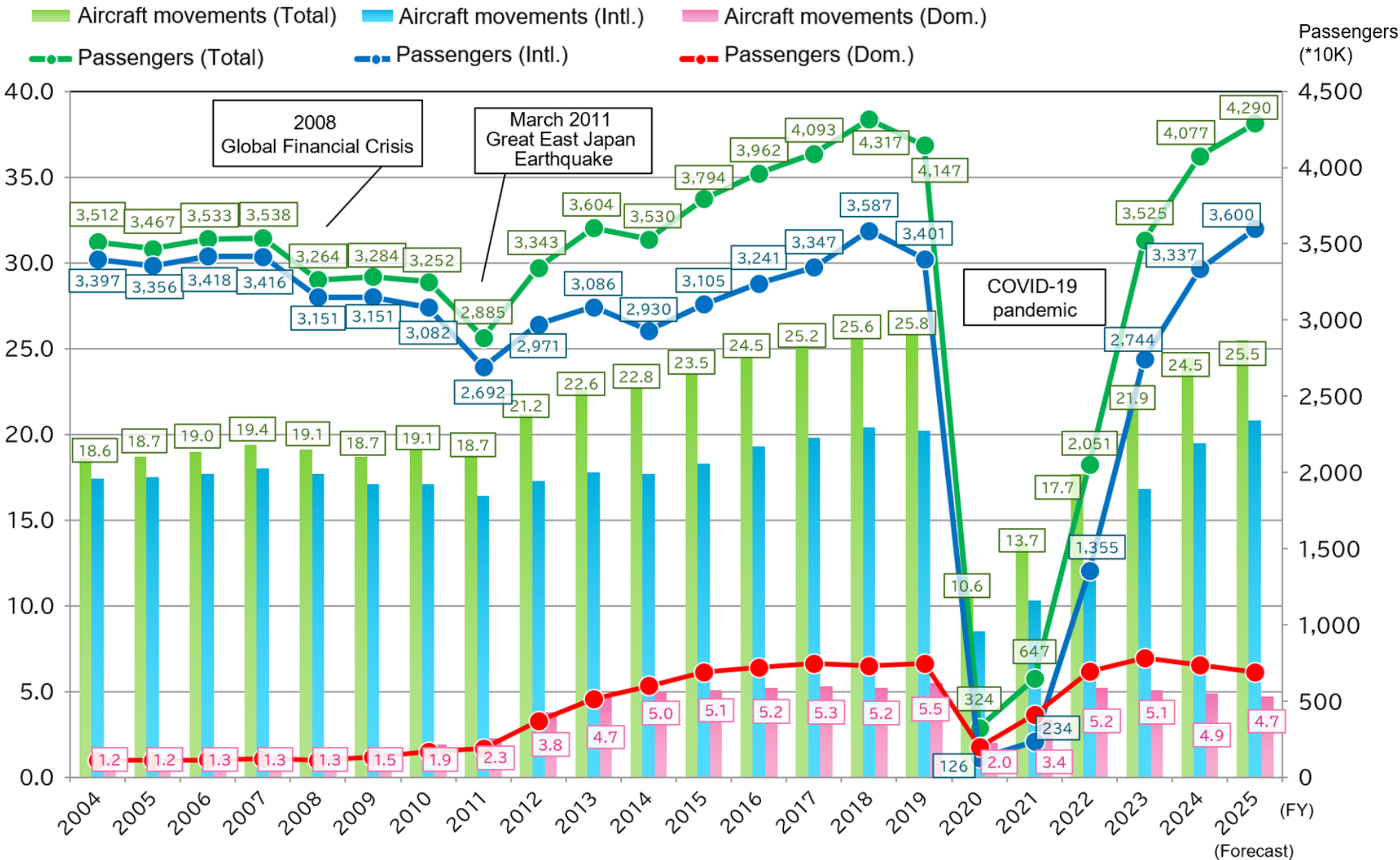
Site Area	1,198 ha	
Runways	A: 4,000 m × 60 m B: 2,500 m × 60 m	
Passenger handling capacity	Terminal 1	25 million
	Terminal 2	17 million
	Terminal 3	15 million
Aprons	Approx. 261 ha	
Stands	201	
Pipeline Length	47 km	
Tank Capacity	296,000 kℓ	
Cargo Capacity	2.4 million tones	

Runway capacity	340,000 departures and arrivals
Operating hours	24 hours [Operation restricted between 0:00 and 6:00]

\*All figures in the tables are current ones.

# Passenger Traffic | Recorded approx. 90% recovery vs Pre-COVID

Dep & Arr  
(\*10K)





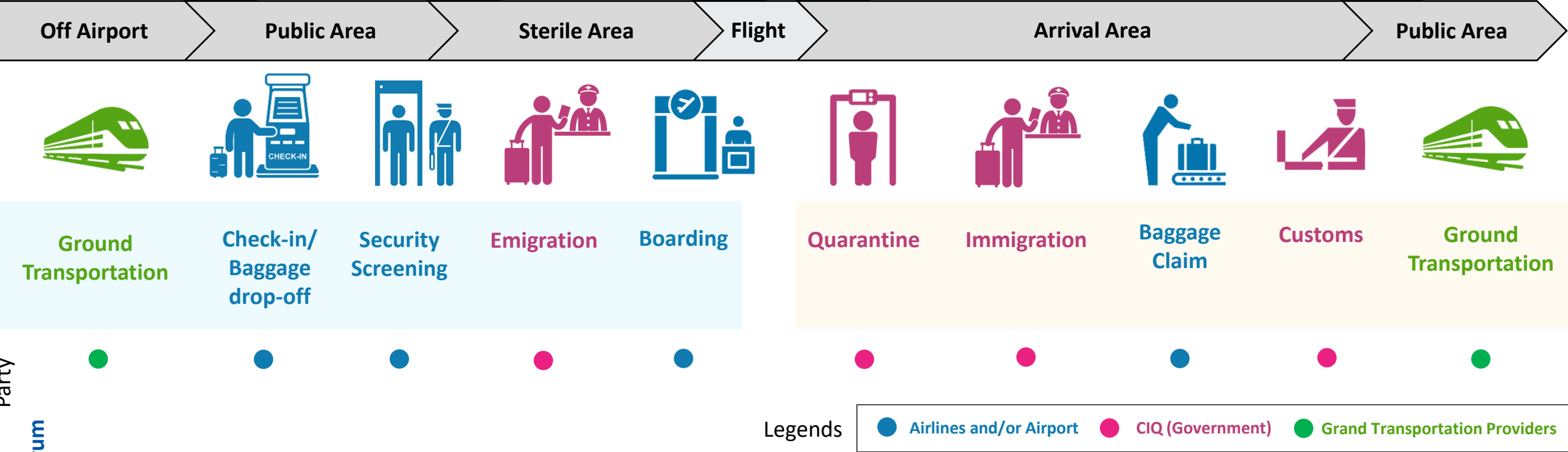
Being a “**Conductor**” of an orchestra — leading and collaborating with various stakeholders



# Airport Operator's Roles | Customer Journey and Touchpoints

## Departure

## Arrival

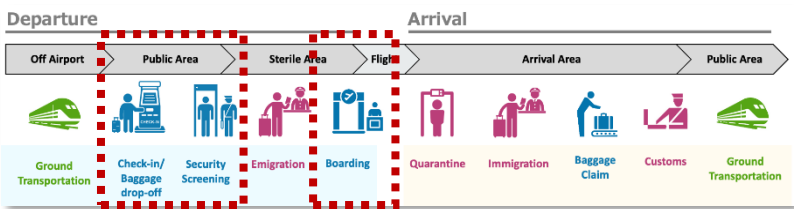
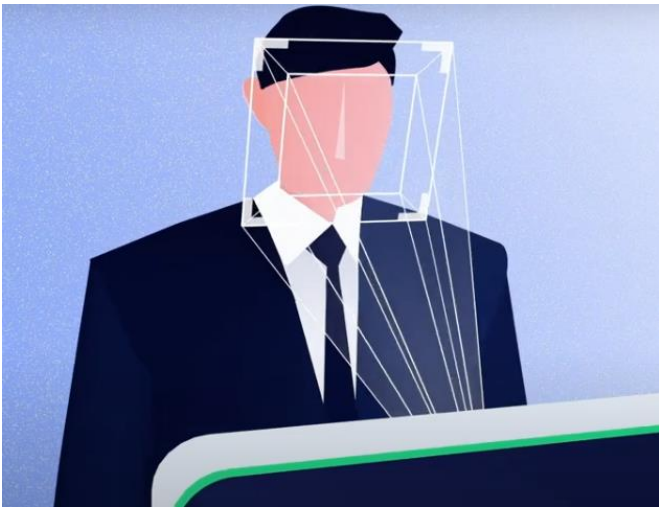


Although the entire customer journey is continuous, the responsible parties for operations vary at each touchpoint.

In order to enhance the overall customer experience, airport operators as platformers need to cooperate and collaborate with stakeholders effectively



# Case study #1 | Streamlining CX by utilizing facial recognition technologies



Check-in

Bag Drop

Security

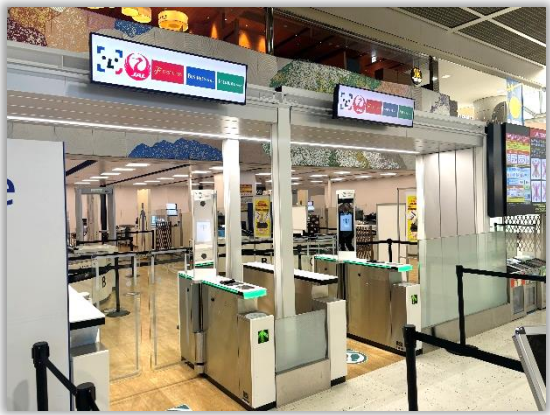
Boarding



CUSS



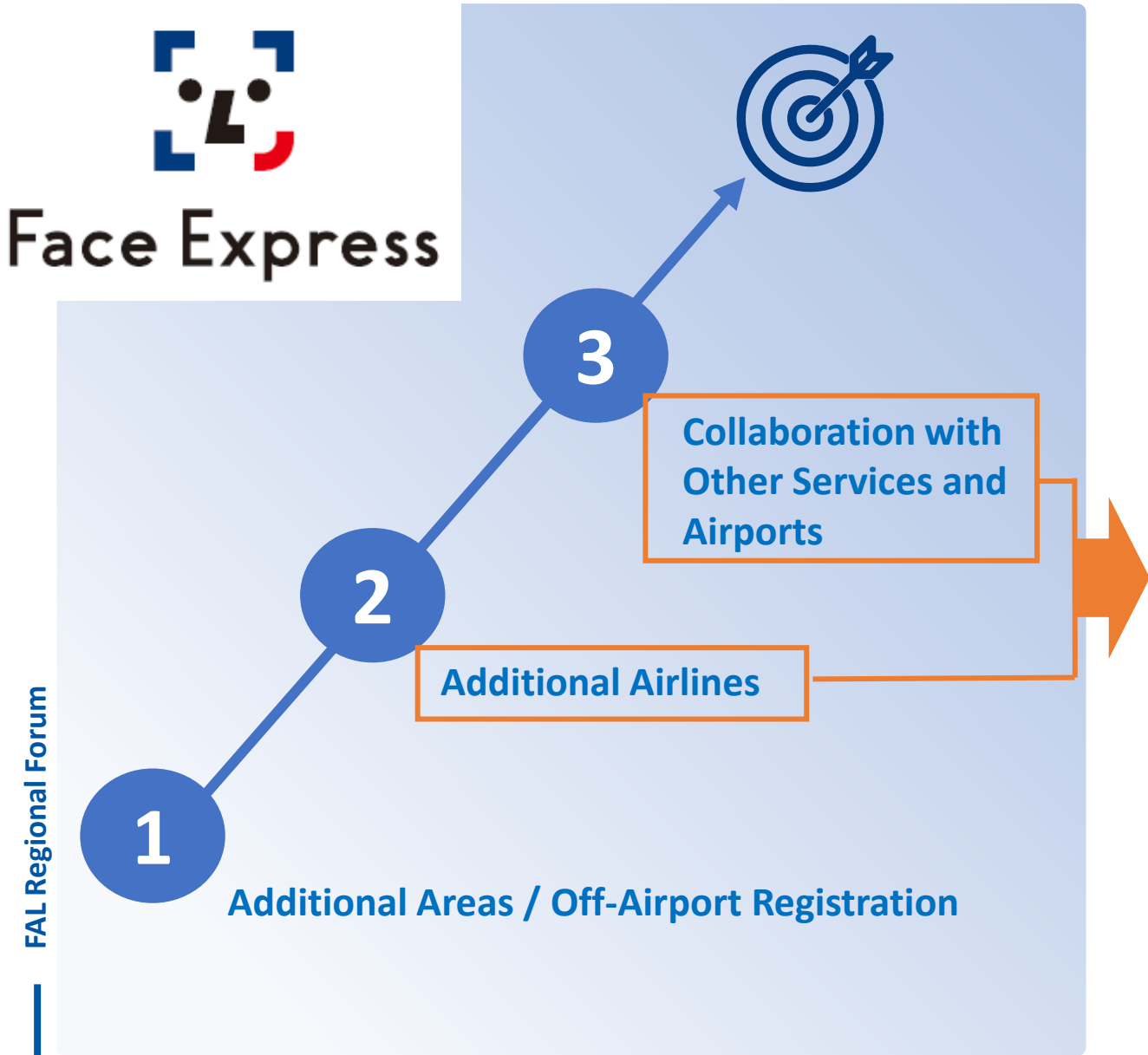
SBD







PRS




ABG




### IATA Digital Identity End-to-End PoC




- ✓ Two passengers using different digital wallets and travel credentials on a round-trip between Hong Kong and Tokyo
- ✓ This PoC marked a significant milestone toward a seamless, fully digital travel experience.




CX app



Digital Wallet App



FlightToken



Face Express





# Case study #2 | Cooperation with the Government and other stakeholders



## Issue #1

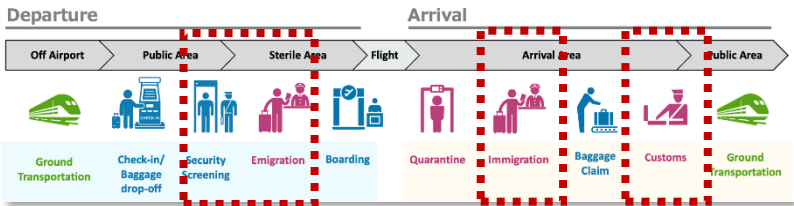
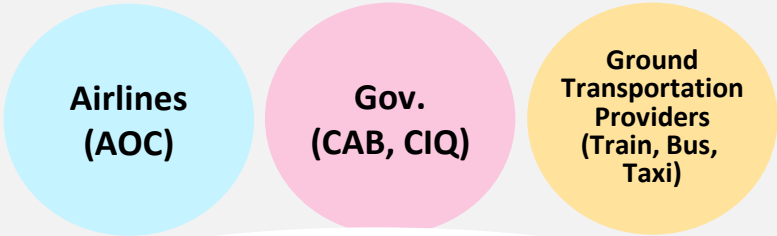
- ✓ Limited human resources within the CIQ, security and handling staff
- ✓ Limited access for passenger traffic volumes



## Solution #1-1

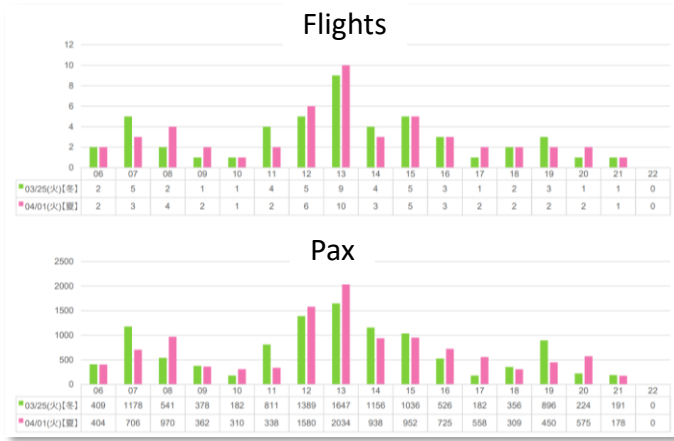
- ✓ NAA and its stakeholders have established the *Immigration and Border Control Enhancement Working Group* to identify passenger flow problems, formulate and implement solutions together.

### Immigration and Border Control Enhancement Working Group



## Solution #1-2

- ✓ NAA estimates hourly passenger volumes for each terminal and shares them with its stakeholders.
- ✓ This allows the stakeholders to allocate staff more efficiently and reduce passenger waiting time.

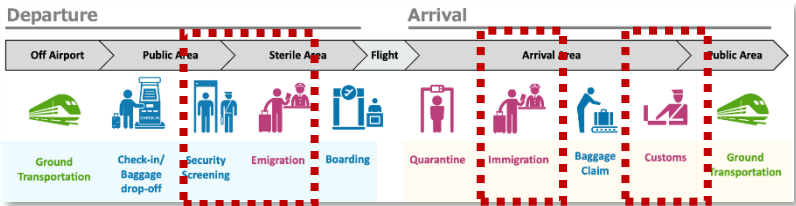


# Case study #2 | Cooperation with the Government and other stakeholders



## Issue #2

- ✓ Congestion at the security checkpoints and the Immigration area



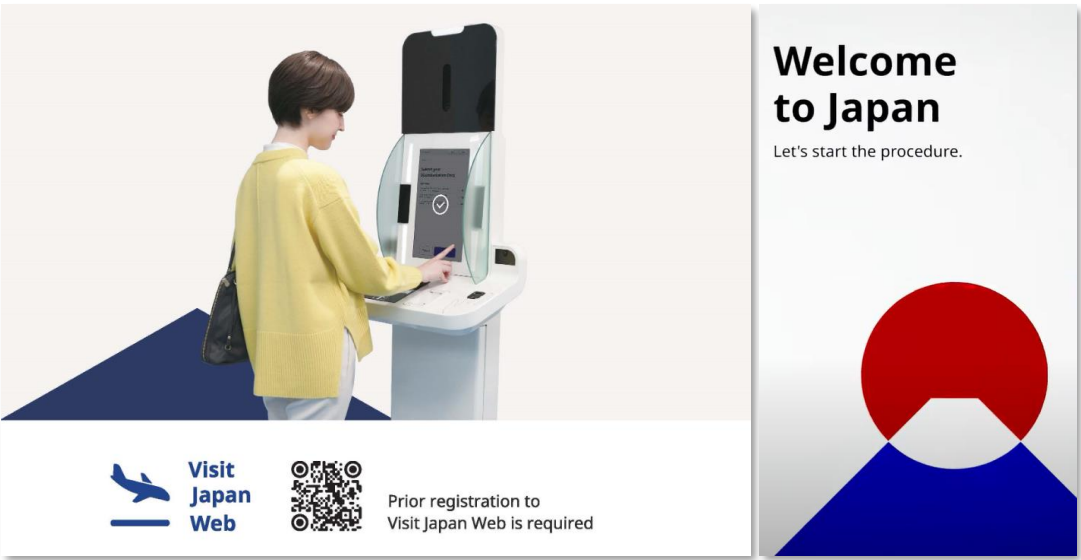
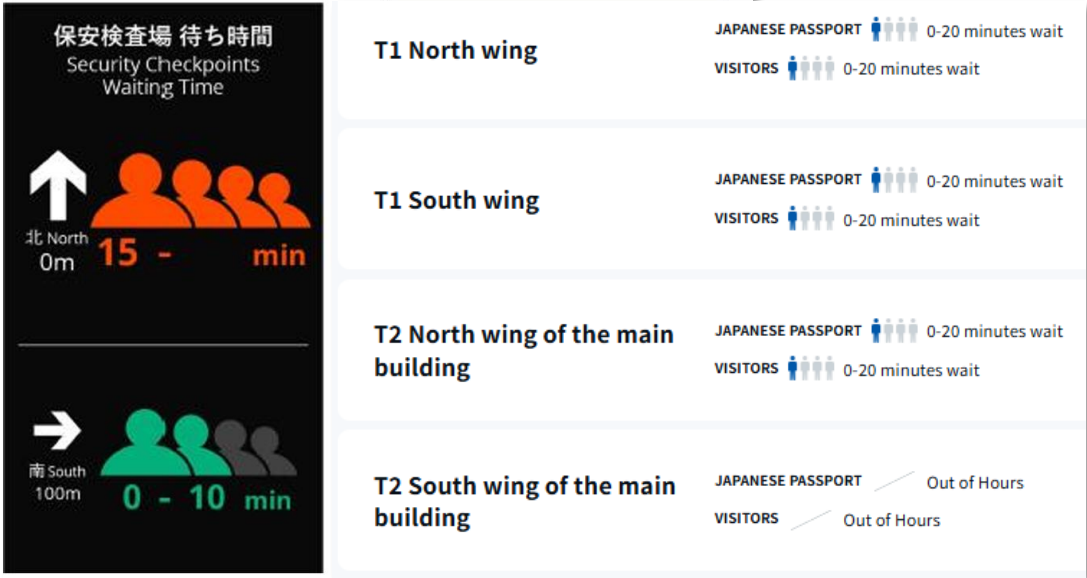
## Solution #2-1

- ✓ Passenger Flow Management – PFM System has been introduced to monitor congested areas and provides passengers with an estimated waiting time



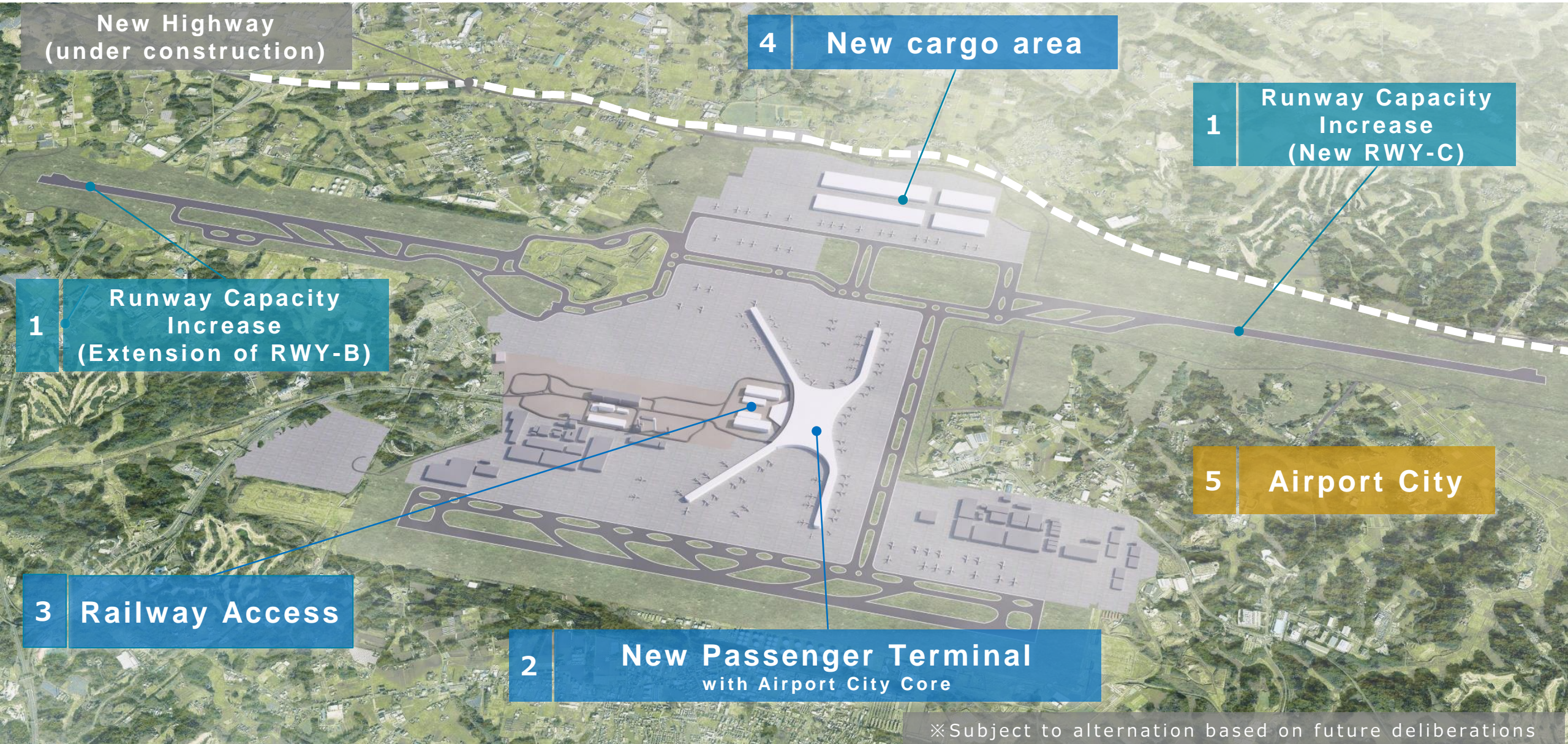
## Solution #2-2

- ✓ The Immigration Agency and Japan Customs installed the Integrated KIOSKS
- ✓ Passengers can go through the immigration process faster by submitting the required information after disembarking



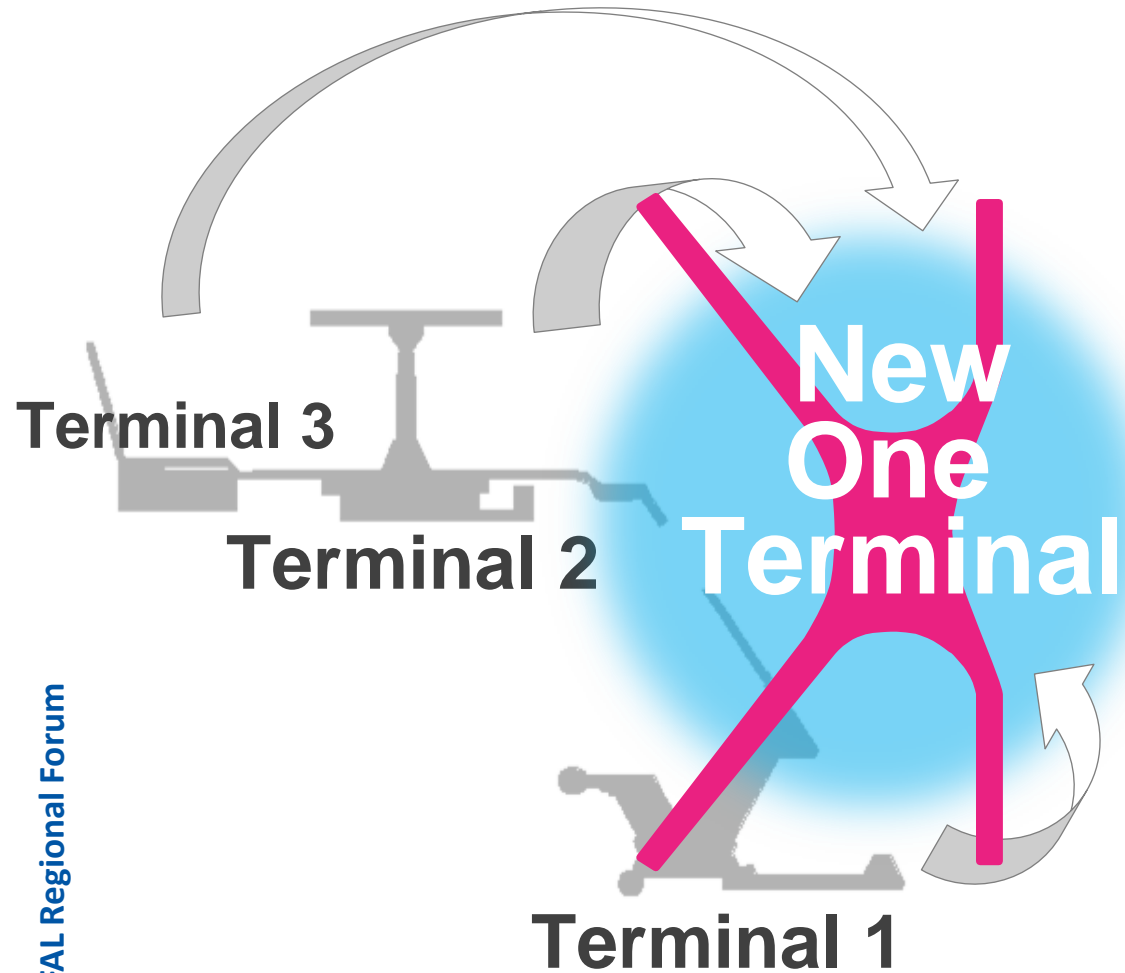


# Our Plan | New Narita Airport Concept - 5 key pillars





# Passenger Terminal | Consolidated into “One Terminal”



Secure a sufficient handling capacity with compact scale



Flexibility compatible with various aviation needs



Convenience and comfort from the users' perspective



Efficient business environment at a reasonable cost



Reduction of environmental burden





**We are working together with a variety of stakeholders to design an outstanding airport community where all of the airport staff can take pride in working with a smile**







# Narita Airport

Connecting Japan to the World

Thank you!



**Masaki Takeuchi, MBA**

Airport planning and operations expert at Narita Airport in Tokyo, Japan | MBA in Mark...



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# Thank You

