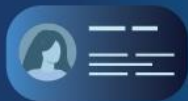




ICAO



2025 ICAO **TRIP** SYMPOSIUM

MONTRÉAL, CANADA | NOVEMBER 4 - 6



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Sho KAGAWA

Senior Manager/Security Dept.,
Narita International Airport (NAA)





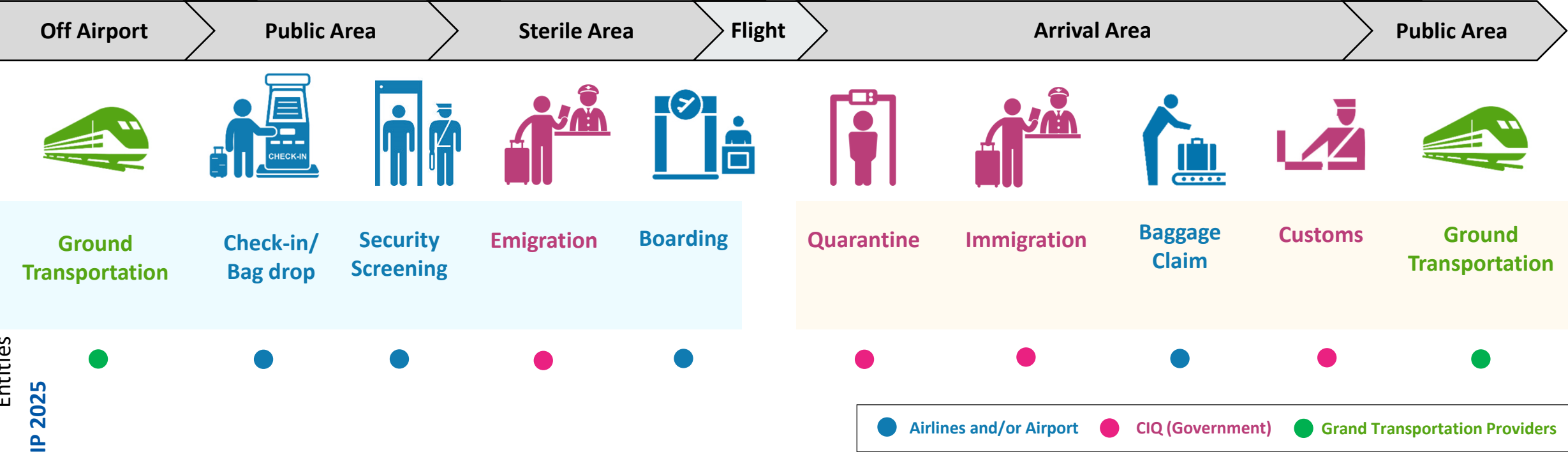
Being a “**Conductor**” of an orchestra — leading and collaborating with various stakeholders



Airport Operator's Roles | Customer Journey and Touchpoints

Departure

Arrival



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

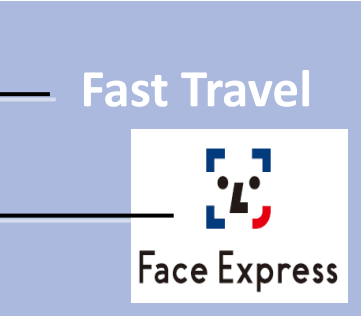
In order to enhance the overall customer experience, airport operators as platformers need to cooperate and collaborate with stakeholders effectively and actively.

Value of Fast Travel

Automation of boarding procedure

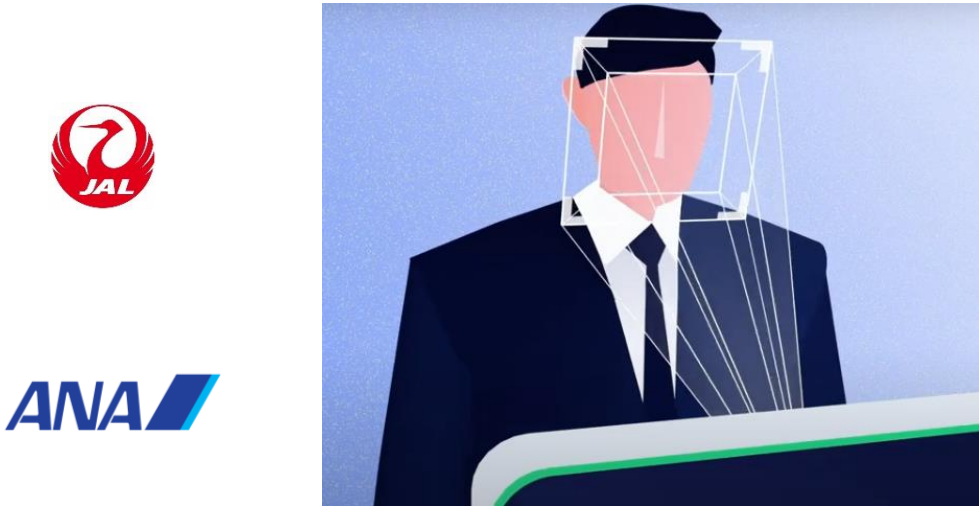
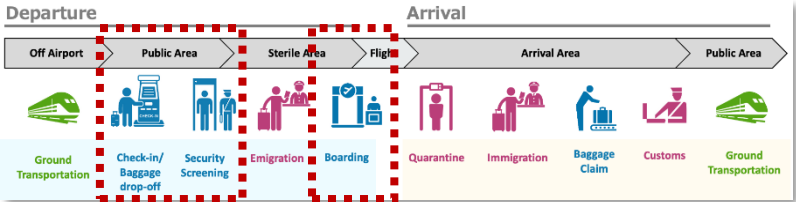
Labor saving through automation and high-efficiency facilities

Further labor saving through biometrics authentication and facility Efficiency Enhancement and Pax Experience Value Improvement



Objectives	Value Proposition	Measures
Improving Pax Convenience Operational Efficiency	<ul style="list-style-type: none"><u>Improved Convenience and Efficiency</u> through Simplified Boarding Procedures	<ul style="list-style-type: none">Face Express for CIQ<u>Collaboration w/ other service</u>
	<ul style="list-style-type: none"><u>Reducing waiting times</u> at each touchpoint through modified enrollment flow and off-airport process	<ul style="list-style-type: none"><u>Off-airport app</u>Unified 2-Step Operation
	<ul style="list-style-type: none">Promoting common use of automated equipment to optimize check-in facilities	<ul style="list-style-type: none">Common CUBD staff deployment
Labor saving	<ul style="list-style-type: none">Contributing to <u>airline staff reduction</u> and labor saving through automated procedures	<ul style="list-style-type: none"><u>Expansion of automated equipment</u>Obtaining of TSA CertificationHandling Transfer Pax
Enhanced Security	<ul style="list-style-type: none">Biometrics authentication for identification improves accuracy which contributes to <u>preventing "impersonation"</u> during boarding procedures	<ul style="list-style-type: none"><u>Increasing Face Express users</u>

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



Check-in

Bag Drop

Security

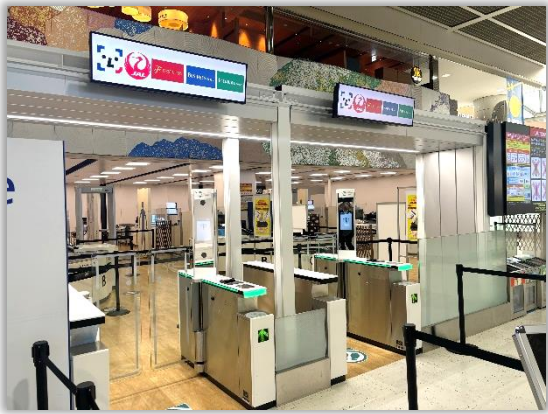
Boarding



CUSS



CUBD

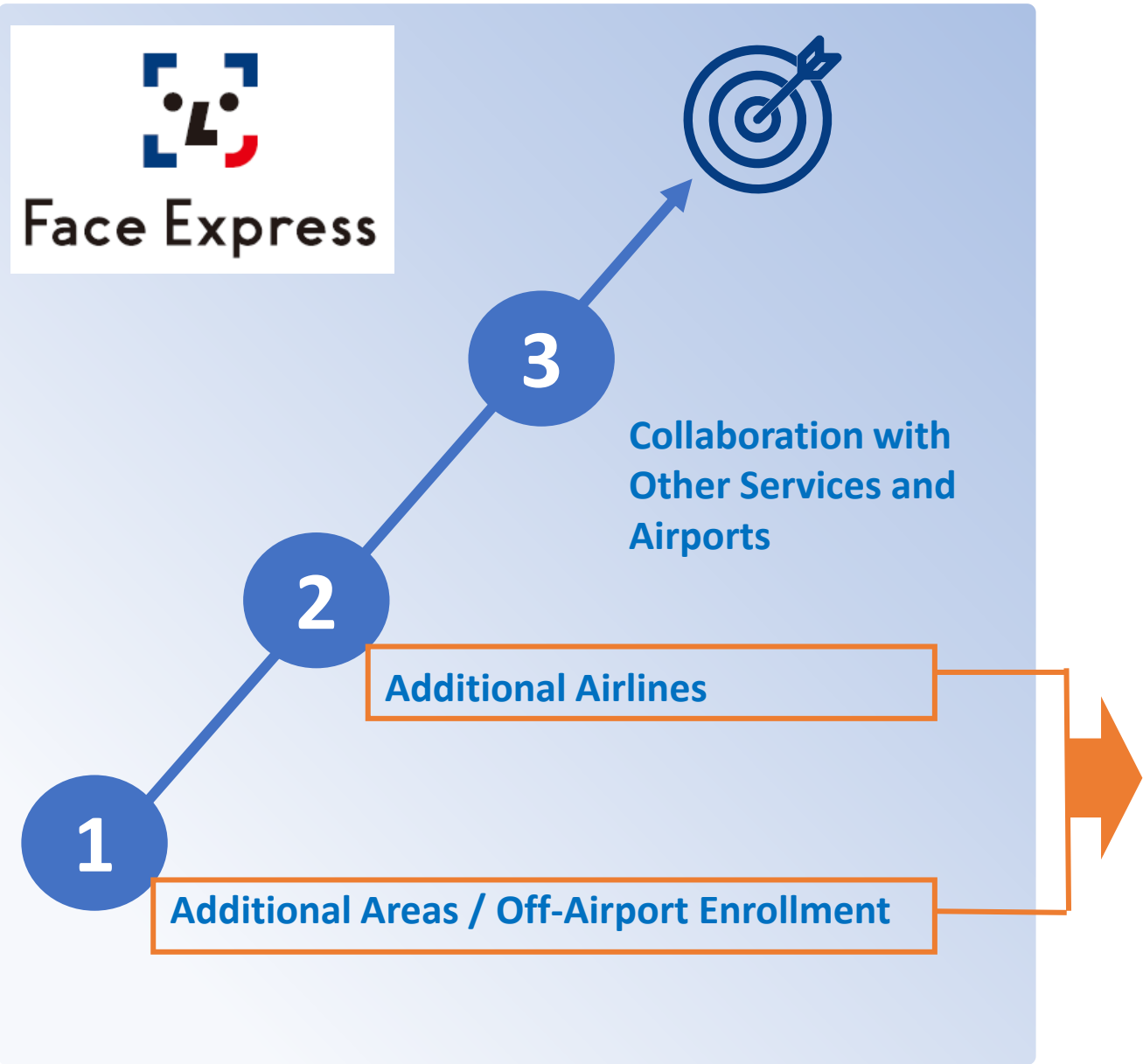


PRS



ABG

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

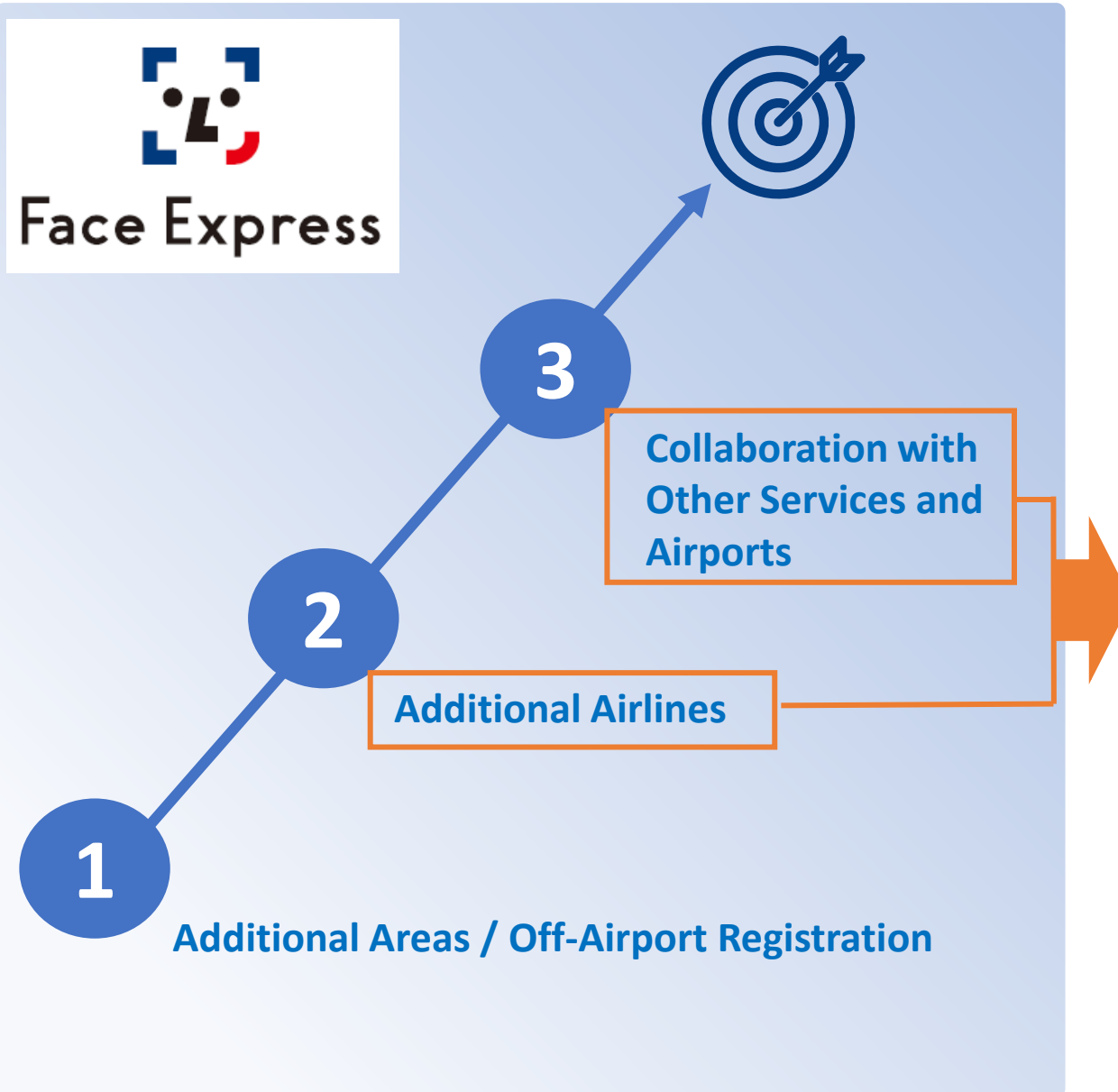


- ✓ Aiming to enable all pax to use automated procedures and establish an environment where Biometrics boarding can be satisfactorily used by carriers, we'll implement more CUBDs and Face Express.
- ✓ By encouraging enrollment before security and developing an off-airport app, we will improve capacity and passenger experience.

		Check-in		Bag Drop	Security		Gate
		CUSS	Off-airport app	CUBD	PRS (DEP)	PRS (TRN)	ABG
As is	Enrollment	○	—	○	○	—	—
	Numbers (FE ratio)	238 (10%)	—	74 (70%)	45 (33%)	—	20 (100%)
To be	Enrollment	○	○	○	○	Next Phase	○
	Numbers (FE ratio)	238 (100%)	—	210 (100%)	45 (100%)		All Gates

*T1・T2 Int'l

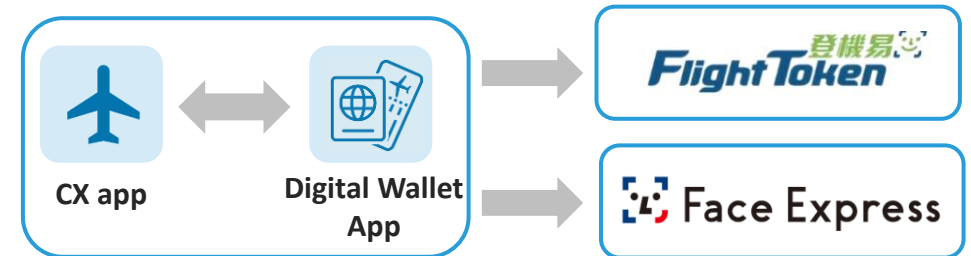
Case study #1 | Streamlining CX by utilizing facial recognition technologies



IATA Digital Identity End-to-End PoC



- ✓ Two pax 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 across the borders.



IATA: Fully Digital Travel Experience Closer to Reality

<https://www.iata.org/en/pressroom/2024-releases/2024-10-30-03/>

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



Challenge #1

- ✓ Limited human resources within the CIQ, security and handling staff
- ✓ Limited access to passenger forecast data for stakeholders



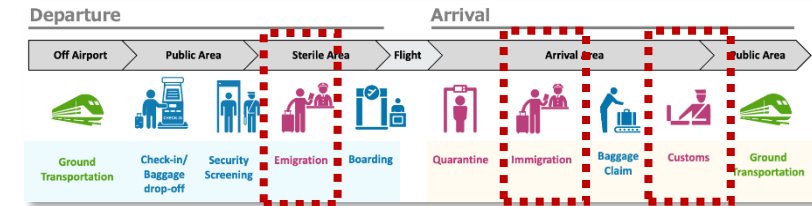
Solution #1-1

- ✓ NAA and stakeholders have established the “Immigration and Border Control Enhancement WG” to identify challenges for pax flow, formulate and implement solutions together.
- ✓ In the near future, the stakeholders will be working together within Narita Operation Centre for better airport.



Solution #1-2

- ✓ NAA estimates hourly passenger volumes for each terminal and shares them with immigration for improvement of operation and reputation as 5 star airport.
- ✓ This allows them to allocate staff more efficiently and reduce passenger waiting time.



Immigration and Border Control Enhancement WG

Airlines
(AOC)

Gov.
(CAA, CIQ)

Ground
Transportation
Providers



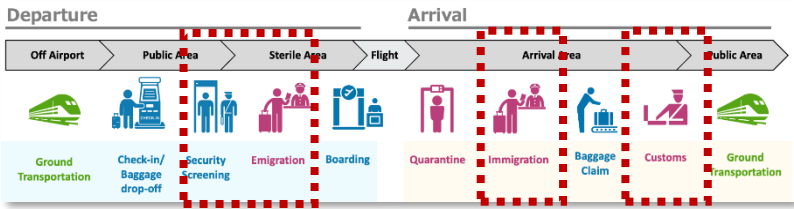
Correlation between waiting time and open immigration booths



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

Challenge #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 pax with an estimated waiting time.
- ✓ At the same time, simulation data based on historical trends is used in streamlining security checkpoint operation.

Solution #2-2

- ✓ The Immigration Service Agency and Customs installed the Integrated KIOSKS that enable pax to go through CIQ fast track by submitting the required info online after disembarking.
- ✓ JESTA will get started in FY 2028 for visa-exempt visitors by utilizing iAPI before boarding in terms of counter terrorism as well .

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保安検査場 待ち時間
Security Checkpoints
Waiting Time

北 North 0m 15 - min

南 South 100m 0 - 10 min

T1 North wing	JAPANESE PASSPORT 0-20 minutes wait VISITORS 0-20 minutes wait
T1 South wing	JAPANESE PASSPORT 0-20 minutes wait VISITORS 0-20 minutes wait
T2 North wing of the main building	JAPANESE PASSPORT 0-20 minutes wait VISITORS 0-20 minutes wait
T2 South wing of the main building	JAPANESE PASSPORT Out of Hours VISITORS Out of Hours

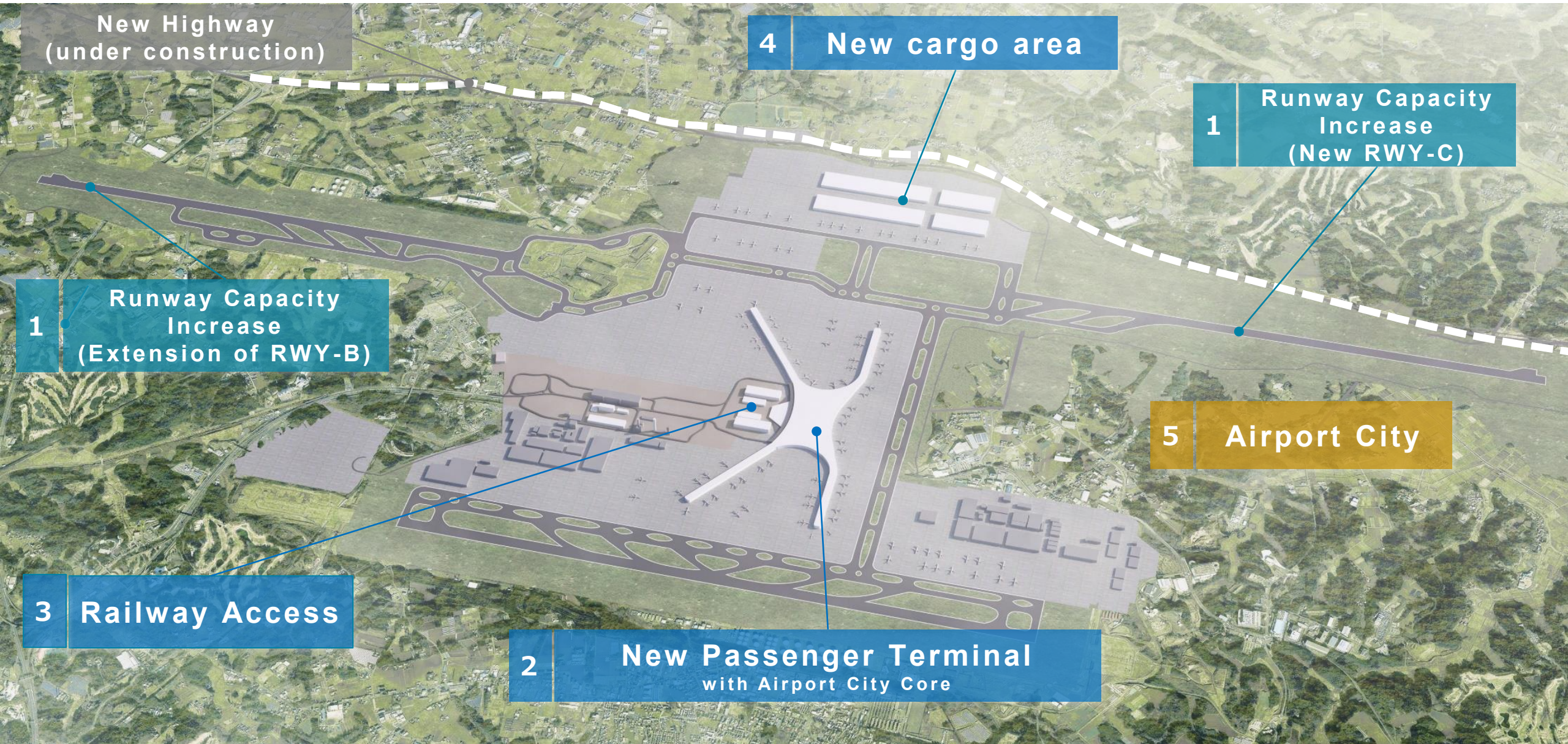
Visit Japan Web

Prior registration to Visit Japan Web is required

JESTA

SUBMIT

Our Plan | New Narita Airport Development



Thank You

