

Key Events

October 2002 – September 2003

October 7-11

ACI World/Pacific Conference

The 12th ACI World/Pacific Conference & Exhibition was hosted by NAA over 5 days at the Sheraton Grande Tokyo Bay Hotel in Chiba. NAA held various events during the conference to welcome and entertain guests.

October 16

Airport South Gate Opens

The south gate at Narita Airport opened on October 16. Previously, vehicle access was limited to the north side; the south gate now provides improved access for local residents.

October 27

Shibayama Railway Opens

Shibayama Railway, which links Shibayama-Chiyoda Station on the south side with Higashi-Narita Station inside the airport, opened on October 27. The railway provides direct access between Shibayama and Tokyo.

December 16

Satellite 3 Opens in Terminal 1

Reconstruction work on Satellite 3 in Terminal 1 was completed and the building opened on December 16. The satellite has a linear design, a departure from the conventional circular design used previously, and provides spacious waiting areas, concessions, and gate lounges.

January 8

e-Check In Proving Trials Begin

Proving trials began on an e-check-in system using biometric technology to identify passengers from physical features. A number of airlines and electrical equipment manufacturers participated in the trials.

Mid-March

Passenger Traffic Plummets with Iraq War, SARS

International passenger traffic plummeted in the spring and summer of 2003 as a result of the Iraq War beginning on March 20 and the SARS outbreak in Southeast Asia and elsewhere around the same time. The SARS outbreak had a particularly devastating effect and passenger traffic in May 2003 fell to 40% of the level for May 2002.

April 14

Tennami Warehouses Open

4 new warehouses with an area of 5,600m² were opened in the Tennami area to meet anticipated growth in international cargo traffic.

April 17

CS Award System Launched

The Narita Airport Customer Satisfaction Committee organized by NAA and other airport agencies introduced a CS award system for airport employees who provide outstanding service. The system is expected to improve staff service levels in the airport. The first of these awards were presented to 6 employees.

May 20

Narita Airport's 25th Anniversary

Since opening 25 years ago, Narita Airport has seen continued growth in aircraft movements supported by expansion in demand for international air transport. Although there have been 2.6 million flights during this time, there has not been a single major aircraft accident.

May 29

Cargo Exceeds 30 Million Tonnes

Air cargo traffic continued to increase with greater diversification in logistic demands and a shift towards a borderless market. As a result of this trend, total cargo volume handled at Narita Airport exceeded the 30 million tonne mark.

July 11

Narita International Airport Company Law Approved

The Narita International Airport Company Law was approved by the Diet. Effective 1 April 2004, NAA (New Tokyo International Airport Authority) will become a special government corporation.

July 11

Advanced Airport System Technology Research Consortium Established

The Advanced Airport Systems Technology Research Consortium held its inaugural meeting on July 11. The consortium was formed by NAA with 58 companies including airlines, delivery companies, printing companies and Kansai and Chubu airports. The purpose of the consortium is to introduce "hands-free" travel for passengers, allowing them to check in their baggage at home and collect it at their destination.

July 31

Airport South Cargo Buildings Open

Two new cargo buildings were completed at the southern end of Narita Airport's maintenance area with a total floor space of 10,000m². A further four warehouses are planned in the next 2 years to bring the floor space to 30,000m² in total.

August 1

Narita-Hiroshima Service Launched

ANA and Fair launched a codeshare service between Narita and Hiroshima. Narita now has 6 cities on its domestic network (Sapporo, Sendai, Nagoya, Osaka, Hiroshima, Fukuoka).

