

Summary of Evaluation Test Results of Advanced Body Scanner Operation

~ Body scanners will be gradually installed at major domestic airports from FY2016~

This is to inform about the summary of evaluation test results of advanced body scanner operation conducted by MLIT at three airports, Kansai, Narita and Haneda, from October to December last year.

1. Inspection time was an average of about 80 seconds which realized time crunch of an average of about 10 seconds compared to whole body contact inspection. Further efforts to attain efficient operation will be made to achieve shorter inspection time.
2. About 70% of customers made favourable answers concerning the overall inspection and future installation in response to customer questionnaires (about 2,500 customers).

Based on such results, we plan to gradually install body scanners at major domestic airports from FY2016.

In May last year, Headquarters for prevention of transnational organized crime and international terrorism (Headquarters Chairman: Deputy Vice-Minister) decided a policy regarding "Enhancement of counter-terrorism measures in response to the murder of Japanese nationals by terrorists". The policy describes that "Upgrading of security check by introducing advanced security check equipment at airports shall be considered".

Civil Aviation Bureau, aiming at stricter security check and smoother stream of passengers at the same time, has conducted operation evaluation tests of advanced body scanner which has been increasingly introduced in foreign countries and the test results are to be studied for future installation.

The evaluation test results are as follows:

1. Effects on operation of security check area

- (1) Number of customers checked by body scanner: 17,765 people, a total at three airports

In case of advanced body scanner: Average inspection time was about 80 seconds. *1

(Reference) In case of whole body contact inspection: Average inspection time was about 90 seconds. *2

*1: From entry into body scanner to completion of contact inspection

*2: From entry into portal metal detector to completion of contact inspection

- (2) Points for further improvement

For most customers, body scanner inspection was the first experience and consequently, it took time to give a full explanation about the following:

- ① Preparation for security check (remove a jacket and also remove all personal belongings from pockets)
- ② Appropriate posture at the time of security check (stand still or rotate by the type of equipment)

We will think out a better way to familiarize customers with the new inspection method in order to conduct inspection more efficiently and thereby reduce inspection time.

2. Results of customer questionnaires (For more details, please refer to Exhibit)

- (1) Number of customers who returned questionnaires : 2,509 people, a total at three airports

① Overall inspection by body scanner	Satisfied / Slightly satisfied	70 %
	Neither satisfied nor dissatisfied / No answer	22 %
	Slightly dissatisfied / Extremely dissatisfied	8 %
② Future installation	Actively install / Moderately install	73 %
	No strong opinion / No answer	22 %
	Better to conduct "whole body contact inspection"	5 %



(2) Points for further improvement

Response from customers was generally favourable one, however, we understand that some customers are dissatisfied with body scanner inspection or prefer to whole body contact inspection.

Taking these into full account, we continue to respond carefully and politely to each customer at the time of providing information, undertaking public relations activity and conducting inspections.

[Contact information]

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(As the above extension numbers are exclusive for inquiries about the operation test results of advanced body scanner, the service period is limited until April 28 excluding Saturdays, Sundays and Public Holidays)

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