

Taoyuan International Airport - FIDS Systems

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WORLD AIRPORT AWARDS

www.worldairportawards.com

9th April 2025, Madrid, Spain

TAIWAN TAOYUAN INTERNATIONAL AIRPORT WINS TOP AWARD FOR THE WORLD'S BEST AIRPORT BAGGAGE DELIVERY AT THE 2025 WORLD AIRPORT AWARDS

Taiwan Taoyuan International Airport has been honoured for its outstanding baggage delivery services at the 2025 World Airport Awards, announced during the Passenger Terminal Expo in Madrid, Spain, on 9th April.

Mr. Edward Plaisted, CEO of Skytrax, commented: "Taiwan Taoyuan International Airport's consistent ranking among the top airports for baggage delivery underscores its dedication to operational excellence. Efficient baggage handling is a vital component of passenger satisfaction, and this accolade highlights the airport's success in this area."

In previous years, Taiwan Taoyuan Airport has maintained a strong presence in the global rankings for baggage delivery services, reflecting ongoing efforts to enhance operational efficiency and passenger satisfaction.

THE 2025 WORLD AIRPORT AWARDS

The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey.

The awards are recognised as the quality benchmark for the world airport industry, assessing customer service and facilities across over 565 airports. The survey and awards are independent of any airport control or input.

The 2025 Awards are based on the World Airport Survey questionnaires completed by over 100 nationalities of airport customers during the survey period from August 2024 to February 2025.

The survey evaluates the customer experience across all front-line areas of airport service and facilities, from check in, arrivals, transfers, shopping, security / immigration through to departure at the gate.

<http://www.worldairportawards.com>

For further information please contact:

Peter Miller
Head of Marketing
SKYTRAX

E: peter.miller@skytrax.uk

85 Great Portland Street, London W1W 7LT, United Kingdom
Tel: +44 (0) 203 893 2759

Perfect Integration of Intelligence and Humanization

The system intelligently integrates with Self-Boarding (SBD) counters that switch between instructional videos and static information based on context. In baggage claim, a floor-standing dual-screen system with clear numbering helps passengers instantly identify pickup locations, potentially positioning Taoyuan to compete with Changi, Hong Kong, and Doha airports.





Taoyuan
International Airport
桃園國際機場

年度全球最佳 行李運送機場

WORLD'S BEST AIRPORT BAGGAGE DELIVERY

指導單位
Under the Guidance of



全球合作夥伴
Global Partners



亞商卓盛華閣集團
ASIA PREMIER
INVESTMENT HOLDINGS GROUP



World's no.4
Airport Immigration



Best Airport Staff
in Asia - no.5



World's no.5
Improved Airports



World's no.6 Airports
40 to 50 million passengers



World's no.9
Cleanest Airports



World's no.9
Airport Washrooms

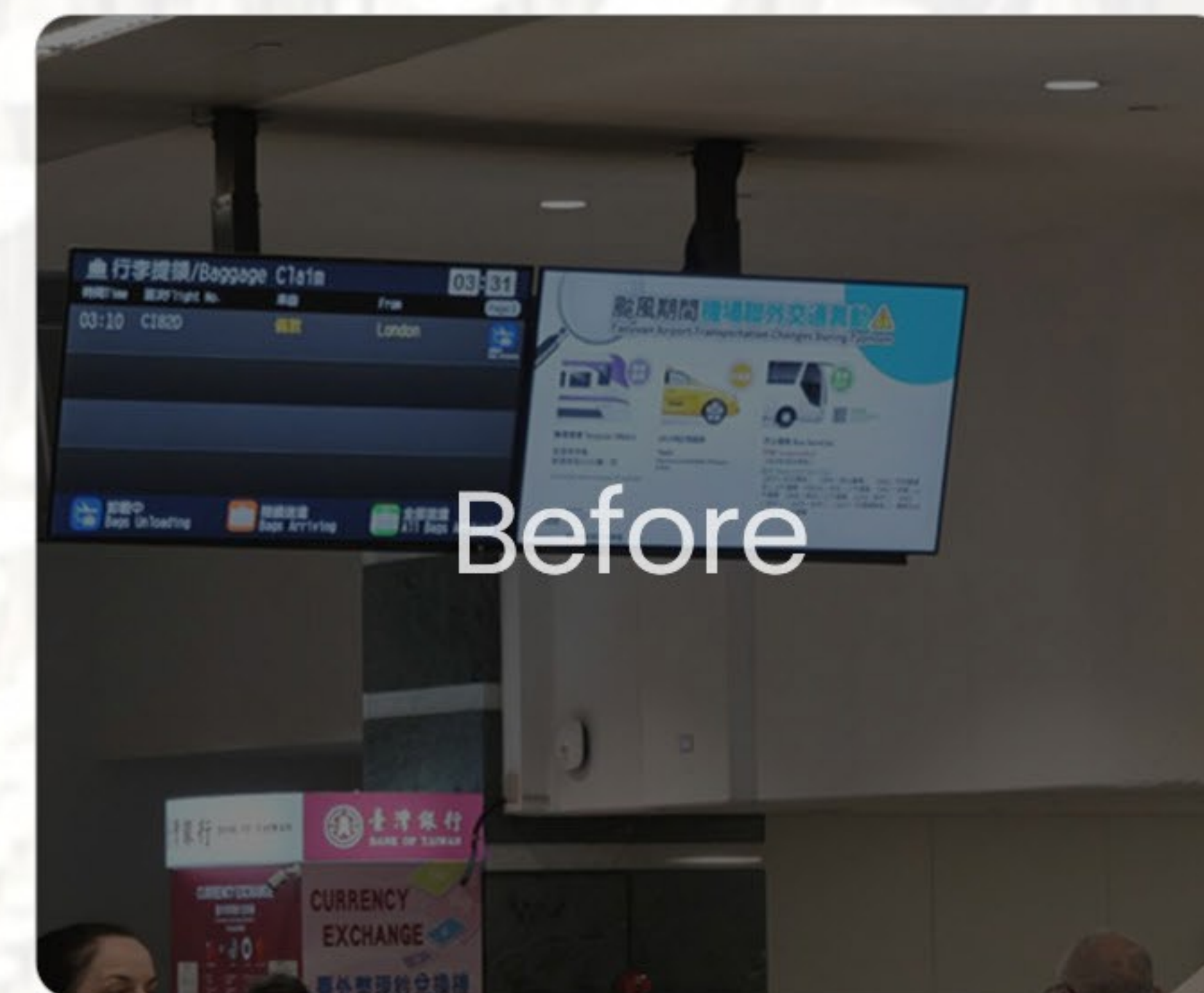
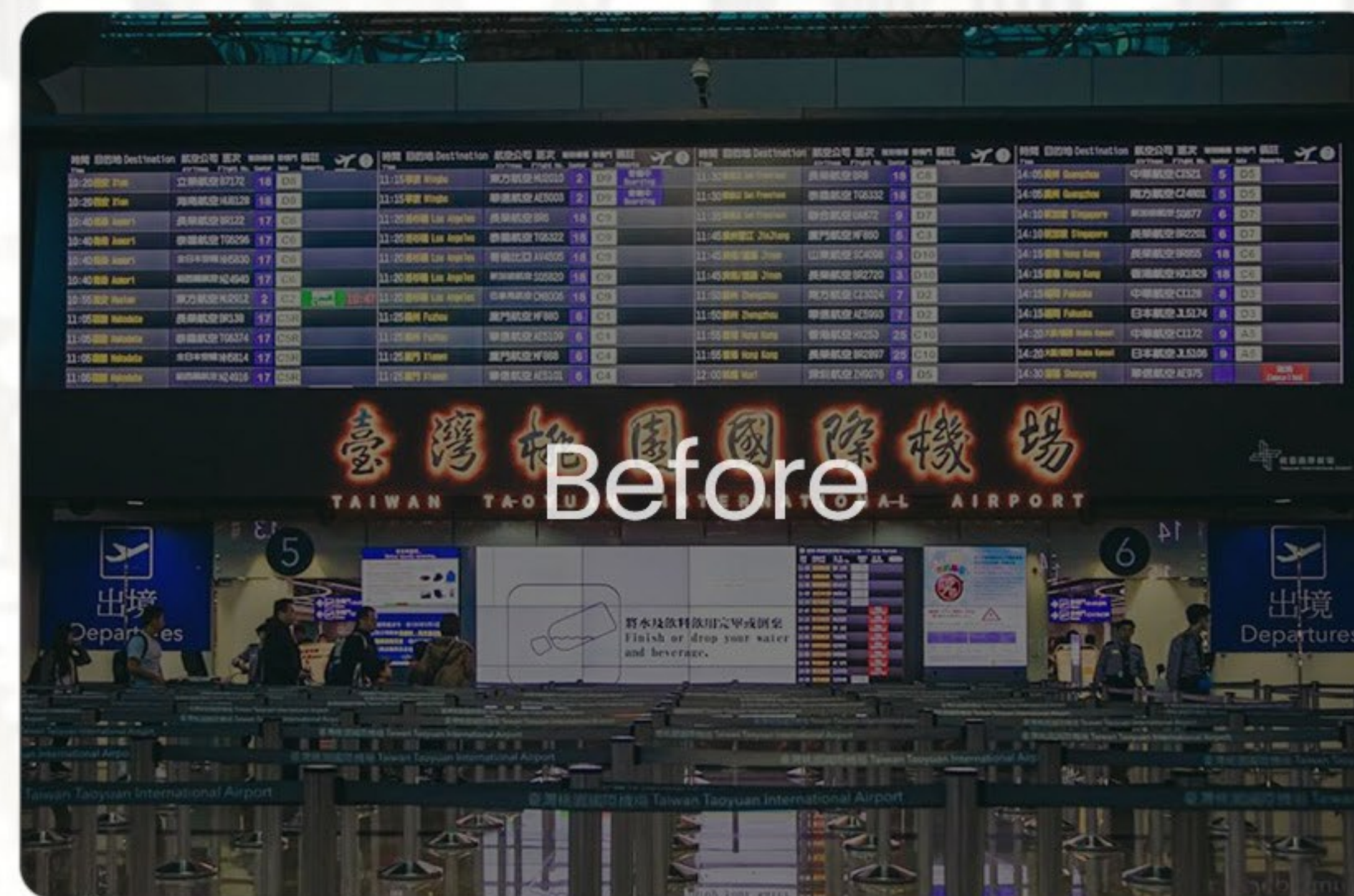
廣告

Taoyuan International Airport's new Flight Information Display System (FIDS) enhances wayfinding through a unified color-coding system. Blue backgrounds with white text indicate flight information, red signals emergency alerts, and green highlights priority lanes—creating instant visual categorization for passengers.

報到櫃檯資訊
Check-in Counters Information

時間 Time	目的地 Destination	航次 Flight No.	航空公司 Airlines	報到 Check-in	櫃檯 Counter	時間 Time	目的地 Destination	航次 Flight No.	航空公司 Airlines	報到 Check-in	櫃檯 Counter
18:30	奧克蘭 Auckland	HZ78 BR2362	紐西蘭航空	12:55	20	14:45	舊金山 San Francisco	UA652	聯合航空		9
08:10	大阪/關西 Osaka Kansai	CI156 JL5102	中華航空	12:50	5	14:50	海防 Ha Noi	BR385	長榮航空		20
08:40	廈門 Xiamen	AE991 MF8024	華航航空	12:40	6	15:00	上海/南浦 Shanghai	CA196 BR2782	中國國際 東方航空		4
10:00	杜拜 (見A103)	EX8367	阿聯酋航空	12:40	4	15:00	上海/南浦 Shanghai	MU5008 CI8001	東方航空	16:00	2
10:35	東京 Tokyo	JL802 CI9902	日本航空	13:15	1	15:15	台北 Taipei	BR160	長榮航空		17
11:15	寧波 Ningbo	MU2010 AE5003	東方航空	16:00	2	15:20	東京 Tokyo	BR196 TG6352	長榮航空		16
11:25	福州 Fuzhou	MF880 AE5109	廈門航空	12:55	5	15:30	台北 Taipei	CI627 CZ7977	中華航空		
11:50	杭州 Hangzhou	CZ3024 AE5993	南方航空	12:20	3	15:30	海防 Ha Noi	BR277	長榮航空		20
11:55	香港 Hong Kong	HK253 BR2897	香港航空			16:00	台北 Taipei	BR716 CA5515	中國國際		20
12:25	香港 Hong Kong	BR899 HX1825	長榮航空			16:25	東京 Tokyo	CI106 HA2806	中華航空		8
12:30	杭州 Hangzhou	CA150 BR2772	中國國際	13:40	4	16:25	台北/南浦 Taipei	CI112 MH6596	中華航空	16:30	8
12:35	上海/南浦 Shanghai	BR752 CA5824	長榮航空	15:55	25	16:25	福岡 Fukuoka	CI116 JL5128	中華航空		8
12:35	東京 Tokyo	CI1104 JL5176	中華航空	12:35	7	16:25	杭州 Hangzhou	BR758 CA5528	長榮航空	16:25	21
12:45	西雅圖 Seattle	DL9888	達美航空	22:25	8	16:25	福岡 Fukuoka	BR102 TG6282	長榮航空		21
12:45	杭州 Hangzhou	MF8690	廈門航空		5	16:30	上海/南浦 Shanghai	BR772 CA5522	長榮航空		20
13:15	北京 Beijing	HU7988	海南航空		22						
13:15	佛山 Foshan	BK794 QZ9744	華山航空		24						

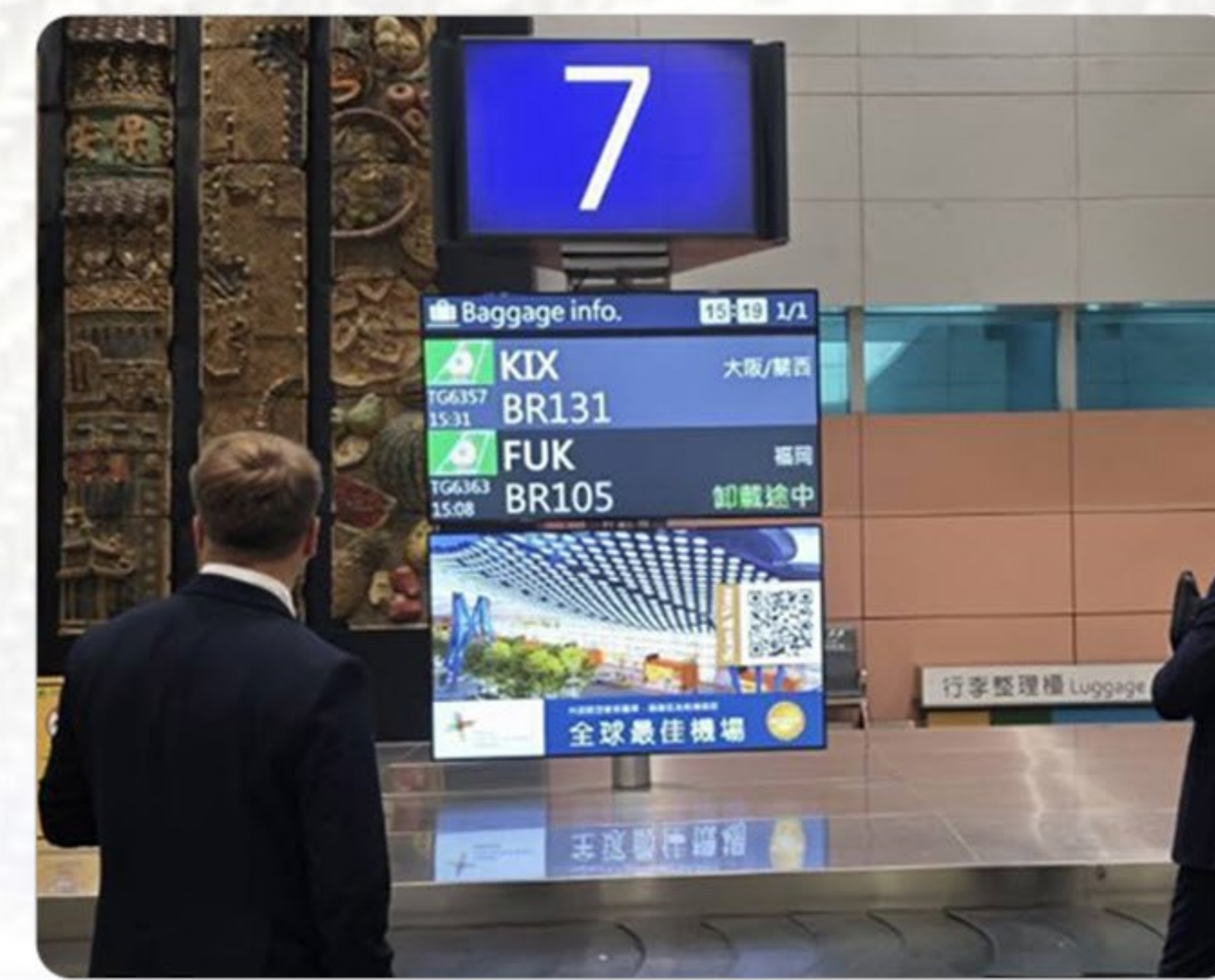
如有任何問題請洽服務台 For assistance, please contact customer service.



報到櫃檯資訊
Check-in info.

時間 Time	目的地 Destination	航次 Flight No.	航空公司 Airlines	報到 Check-in	櫃檯 Counter	時間 Time	目的地 Destination	航次 Flight No.	航空公司 Airlines	報到 Check-in	櫃檯 Counter
20:15	HKG 香港	HX285 BR2895	香港航空	2/2	25	16:50	PUS Busan	BX792 OZ9432	大韓航空		24
20:30	MNL 馬尼拉	BR261	菲律賓航空		19	17:00	LAX Los Angeles	CI6 DL7736	中華航空		8
20:45	BKK 曼谷	BR205 TG6307	泰國航空		19	17:05	OKA Okinawa	CI122 MH5596	中華航空		8
21:10	ONT 安大略	CI24	加拿大航空		8	17:10	ICN Incheon	OZ714 BR2150	大韓航空		23
21:20	IAH 休士頓	BR52 TG6264	泰國航空		19	17:15	NGO Nagoya	CI150 KL4998	中華航空		8
21:40	IST 伊斯坦堡	TK25 BR3503	土耳其航空		4	17:35	SZX Shenzhen	ZH9074 B77151	中國國際		5
21:45	HKG 香港	HX283 BR2891	香港航空		26	17:40	JFK New York	CI12	中華航空		8
23:05	DXB 杜拜	EK367	阿聯酋航空		23	17:45	SIN Singapore	SQ879 BR2203	新加坡航空		6
23:25	MUC 慕尼黑	BR71	德國航空		19	17:50	NKG Nanjing	MU5002 AE5001	中國國際		2
23:25	CDG 巴黎	BR87	法國航空	預計 23:30	17	17:55	PVG Shanghai	CZ3096 CI8501	中國國際		3
23:25	YVR 溫哥華	CI32 VN3004	越捷航空	預計 23:35	7	17:55	PVG Shanghai	CA196 BR2782	中國國際		4
23:30	YVR 溫哥華	BR10 TG6274	泰國航空		19	18:10	HKG Hong Kong	BR857 HX1833	香港航空		19
23:30	SFO 舊金山	CI4 DL7725	加拿大航空		8	18:10	TFU Chengdu Tianfu	CA418 BR2769	中國國際		1
23:30	SEA 西雅圖	CI22	中國國際		8	18:35	PEK Beijing	CA190 BR2766	中國國際		5
23:30	SYD 雪梨	CI51 KL4991	加拿大航空		7	18:40	PVG Shanghai	MU5006 CI8003	中國國際		2
23:35	VIE 維也納	BR65	奧地利航空		19	19:10	JFK New York	BR32 CM8017	中國國際		19
23:40	SFO 舊金山	BR28 TG6254	泰國航空		19	19:20	YYZ Toronto	BR36 AC6548	中國國際		19
23:40	SEA 西雅圖	BR26 TG6262	泰國航空		19	19:20	CKG Chongqing	CA410 B77001	中國國際		4
23:50	LAX 洛杉磯	CI8 DL7735	加拿大航空		8	19:35	SGN Ho Chi Minh	BR381	中國國際		19
23:55	LAX 洛杉磯	BR16 AV4501	阿拉斯加航空		19	19:40	LAX Los Angeles	BR12 TG6244	中國國際		19
23:55	AMS 阿姆斯特丹	KL808 CI9387	荷蘭皇家航空		2	19:40	SFO San Francisco	BR18 CM8011	中國國際		19
00:05	SFO 舊金山	JX12	阿拉斯加航空		9	20:00	ORD Chicago	BR56 TG6272	中國國際		19
00:10	LAX 洛杉磯	JX2	阿拉斯加航空		9	20:10	LAX Los Angeles	JX6	阿拉斯加航空		9
						20:10	SEA Seattle	JX32	阿拉斯加航空		9

服務台 Information desk



Visually Appealing and Intuitive Design

The design integrates MingLiU font for Chinese and Boldface for English text, balancing aesthetics with readability. Left-aligned layouts with proportioned text create clean displays, while enlarged transfer reminders help passengers identify critical information quickly. Dynamic screens have replaced all static signboards for real-time updates.

A70710

廈門
Xiamen

08:40

華信航空AE991
MF9024

航班公告 Flight Information

登機門更改到
Gate Change to

KE 186A8

2025 / 02 / 07
16 59

歡迎蒞臨 臺灣
Welcome to Taiwan
ようこそ 台湾へ
대만에 오신 것을 환영합니다

抵達檢查
Immigration

轉機
Transfer

請洽地勤人員
Please contact airline ground staff.

C41619

JAL12:35
JL 8021

東京成田

開始登機

CI 9902

Gate ChangeToNew Gate

CX451HKG 香港B6

2025.02.07 . Friday
16:19

歡迎蒞臨 臺灣
Welcome to Taiwan
ようこそ 台湾へ
대만에 오신 것을 환영합니다

Arrival
抵達 >>>>>

Transfer
轉機

乘り継ぎ・환승

請洽地勤人員
Please Contact Ground Staff.

C41619

JAL12:35
JL 8021

東京成田

開始登機

CI 9902



Optimizing Information Navigation Efficiency to the Fullest

The FIDS guides passengers from airport entry with strategically placed screens that differentiate between priority and standard lanes at security checkpoints. Triangular signs at the central service counter with dynamic subtitles help passengers locate check-in counters and access flight change information, optimizing the travel experience.



出發

Departures

優先通道

APEC

Priority

APEC

安檢時請出示
護照
登機證

起飛前
40分鐘
至登機門

Go to gate
40 mins
before
departure

祝您
旅途愉快

Have a
great trip!

Entry with
Passport,
Boarding pass

Green and Sustainable FIDS for Long-term Benefits

The FIDS system prioritizes sustainability through energy-efficient LED screens, eco-friendly materials that reduce carbon emissions, and electronic signage that eliminates paper announcements throughout the terminal, demonstrating commitment to environmental responsibility.

