

# FAST TRAVEL

The icon consists of three parallel, upward-sloping lines that curve slightly to the right, ending in arrowheads, symbolizing speed and progress.

## The Problem

Passengers are standing in long lines to complete airport formalities. According to the 2009 IATA Corporate Air Travel (CATS) survey, over 50% of passengers worldwide want more self-service options to speed up their journey.

## The Solution

IATA's Fast Travel Programme provides passengers with self-service options in six areas:

- Check-in: allowing passengers to receive their boarding pass via self-service channels (web, kiosk, mobile phone), avoiding long-lines at the check-in desk.
- Bags ready-to-go: enabling passengers to deliver their bags tagged for acceptance by an airline check-in agent, speeding up the check-in process for those passengers travelling with baggage.
- Document scanning: allowing passengers to scan their travel documents at kiosks for onward transmission to government agencies, avoiding ID checks at the check-in desk.
- Flight re-booking: enabling passengers to obtain a new boarding pass for cancelled or delayed flights via a self-service kiosk, avoiding long lines at transfer desks.
- Self-boarding: providing automated boarding gates for passengers, like in a train or metro station, reducing boarding queues.
- Bag recovery: allowing passengers to report a missing bag at a kiosk instead of waiting in line at a baggage service counter.

## The Benefits

- Lower costs: Fast Travel will save between US\$0.8 and US\$1.6 billion across the industry every year, depending upon industry adoption.
- Passengers will be able to have more control over their journey and complete airport formalities faster.

## IATA's Approach

Fast Travel conducted 18 pilots in 2008, involving airlines, airports and suppliers. These pilots defined the business case for each of the six areas. They also defined IATA's role in Fast Travel:

- Create the standards required to allow the industry to develop self-service solutions
- Facilitate the implementation of shared infrastructure where it makes sense
- Champion the implementation of the programme where it is cost-effective for airlines

## The Targets

The IATA Board has set the following targets for 2009:

- Bags ready to-go: 10 airlines capable, 2 in a shared environment
- Document scanning: 75 CUSS sites offering self-scanning capability
- Self-boarding: 10 airlines capable, 1 with automated ID checks required by international travel
- Bag recovery: 10 airlines capable, 2 in a shared environment

The Fast Travel team will continue to monitor the check-in and flight re-booking areas in 2009. Self-service check-in doesn't need collective industry action to grow. Flight re-booking is currently considered premature due to the level of complexity involved. In 2009, the Fast Travel team will determine if there is a critical mass of airlines ready to move in this direction.