



Fact Sheet - Fast Travel

Definition

The Fast Travel initiative responds to consumer demand for greater convenience as well as offering lower costs for the industry. It consists of six projects designed to offer a range of self-service options that give passengers more control over their journey.

Projects

1. **Check in:** allowing passengers to receive their boarding pass via self-service channels (web, kiosk, mobile phone or automated), avoiding long lines at check-in desks.
2. **Bags ready-to-go:** enabling passengers to deliver their bags tagged and ready for acceptance. This self-tagging could be done at kiosks, through Home Printed Bag Tags or Electronic Bag Tags. Baggage would then be accepted by an airline representative or a self-service bag drop.
3. **Document scanning:** allowing passengers to scan their travel documents at kiosks for data verification and compliance with destination and transit requirements.
4. **Flight rebooking:** allowing passengers to get proactively rebooked and obtain their new boarding pass via a self-service channel such as kiosks in case of delays or cancellations; thus avoiding long lines.
5. **Self-boarding:** allowing passengers to self-scan their boarding token to gain entry to the aircraft, potentially using automated boarding gates similar to a train or metro station.
6. **Bag recovery:** enabling passengers to report a missing bag via a self-service channel instead of waiting in line at a baggage claim service counter.

Top 16 airlines offering Fast Travel facilities

1	LH - Deutsche Lufthansa AG	96.32%
2	AS - Alaska Airlines Inc.	96.18%
3	LX - Swiss International Air Lines	95.10%
4	NZ - Air New Zealand Ltd.	90.70%
5	HA - Hawaiian Airlines, Inc.	89.27%
6	SK - Scandinavian Airlines Systems	89.01%
7	JJ - LATAM Airlines Brasil	88.30%
8	QR - Qatar Airways Co. (W.L.L.)	86.43%
9	SV - Saudi Arabian Airlines Corporation	83.89%
10	AC - Air Canada	82.90%
11	MS - Egyptair	82.61%
12	G3 - Gol Transportes Areos Ltda.	82.30%
13	AA - American Airlines Inc.	81.33%
14	XL - LATAM Airlines Ecuador	81.22%
15	TF - Braathens Regional Aviation AB	80.74%
16	LA - LATAM Airlines Group S.A.	80.51%

Platinum airlines: offering four or more Fast Travel options to at least 80% of their passengers



Industry Target

- The target for 2017 is to achieve Fast Travel global regulatory enablement of 75%
- The estimated enablement for 2017 is 72%
- By 2020, 80% of global passengers will be offered a complete suite of self-service options

Status (as of the end of October 2017)

- Global regulatory enablement for Fast Travel is 70.13%
- Currently 42.84% of global passengers have access to Fast Travel compliant solutions

Fast Travel benefits

- Passengers: speed, convenience and control
- Airlines: simplified processes, reduced costs and increased customer service
- Airports: improved use of existing infrastructure and better service