

FAST TRAVEL

The Problem

Passengers are standing in long lines to complete airport formalities. According to recent Industry surveys, over 50% of passengers worldwide want more self-service options to speed up their journey. Passengers also want to be in control of their journey and avoid long queues, not only at check in but also at other airport process points.

The Solution

IATA's Fast Travel Program is addressing passenger demands for more choice, convenience, and control through self-service options in these areas:

- **Check-in:** Allows passengers to receive their boarding pass via self-service channels (automated, web, mobile phone or kiosk), avoiding long lines at check-in desks.
- **Bags Ready-to-Go:** Enables passengers to self tag their bags ready for acceptance, speeding up the check-in and bag drop process. Self-tagging can be done at a kiosk, with a Home Printed Bag Tag or even an Electronic Bag Tag.
- **Document check:** Allows passengers to scan their travel documents through various channels for data verification and onward transmission to government agencies, avoiding ID checks at check-in desks or gates.
- **Flight re-booking:** Enables passengers to proactively handle the re-booking for cancelled or delayed flights and obtain a new boarding pass through self-service options, avoiding long lines at the transfer desks.
- **Self-boarding:** Provides automated boarding processes for passengers, reducing boarding queues.
- **Bag recovery:** Allows passengers to report a missing bag at a kiosk, over the web or mobile instead of waiting in line at a baggage service counter.

The Vision

By 2020, 80% of global passengers will be offered a complete self-service suite based on IATA industry standards.

The Benefits

- Lower costs: Fast Travel will save up to US\$2.1 billion across the industry every year*.
- Passengers will have options for more control over their journey and complete airport formalities faster.
- Self-service facilities will free up airport space for other use – they occupy less space than traditional check-in desks and reduce passenger queues.

IATA's Approach

IATA's role in Fast Travel is to:

- Create standards required to allow the industry to develop self-service solutions.
- Engage with regulators on the acceptance of new technologies.
- Facilitate the implementation of shared infrastructure where it makes sense.
- Drive the implementation of the program where it is cost-effective.

IATA Board Target

Based on 2015 achievements (29% of global passengers were offered Fast Travel compliant solutions), the project is now in its final implementation stage.

The IATA 2016 Board target is to drive Fast Travel capability penetration and offer solutions to 40% of eligible passengers.

* when fully implemented