



# Fast Travel

## Fact Sheet June 2017

### 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

- **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
- **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
- **Document scanning:** allowing passengers to scan their travel documents at kiosks for data verification and compliance with destination and transit requirements
- **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 and so avoiding long lines
- **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
- **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

### Airlines offering Fast Travel options to at least 80% of their passengers (Top 12) as June 30, 2017

<b>LH Deutsche Lufthansa AG</b>	<b>96.45%</b>
<b>AS Alaska Airlines</b>	<b>96.18%</b>
<b>NZ Air New Zealand</b>	<b>90.07%</b>
<b>HA Hawaiian Airlines, Inc.</b>	<b>89.27%</b>
<b>SK Scandinavian Airlines</b>	<b>89.01%</b>
<b>JJ TAM Linhas Aereas</b>	<b>88.30%</b>
<b>QR Qatar Airways Co.</b>	<b>86.43%</b>
<b>AC Air Canada</b>	<b>82.90%</b>
<b>MS Egyptair</b>	<b>82.61%</b>
<b>SV Saudi Arabian Airlines</b>	<b>82.19%</b>
<b>XL Lan Ecuador</b>	<b>81.22%</b>
<b>AA American Airlines</b>	<b>80.69%</b>

## Industry Target

- The BMA target for 2017 is to achieve **75% global enablement** (regulatory approval) of three essential Fast Travel components 1) Mobile Boarding Pass, 2) Home Printed Bag Tag and 3) Electronic Bag Tags
- By 2020 80% of global passengers will be offered a complete suite of self-service options

## Status (as of the end of June 2017)

- Currently we stand at **68.63% global enablement** (regulatory approval) of the combined Fast Travel components
- Currently **41.31%** of global passengers are offered Fast Travel self-service options

## 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