

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 (web, kiosk and mobile phone), 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.
- **Document check:** Allows passengers to scan their travel documents at kiosks 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 via a self-service kiosk, avoiding long lines at 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 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.
- 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 2012 achievements (114 Airline / Airport pairs being Fast Travel compliant for a target of 100) the project is now entering into a mass implementation phase.

The IATA 2013 Board target is to drive Fast Travel capability penetration to include 20% of eligible passengers.

* when fully implemented