



# 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 15 airlines offering Fast Travel facilities

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



1	AS - Alaska Airlines Inc.	96.19%
2	LH - Deutsche Lufthansa AG	96.13%
3	LX - Swiss International Air Lines	95.12%
4	NZ - Air New Zealand Ltd.	91.62%
5	SK - Scandinavian Airlines Systems	89.01%
6	HA - Hawaiian Airlines, Inc.	88.92%
7	LA - LATAM Airlines Group S.A.	87.78%
8	QR - Qatar Airways Co. (W.L.L.)	86.67%
9	G3 - Gol Transportes Areos Ltda.	84.61%
10	AA - American Airlines Inc.	84.35%
11	SV - Saudi Arabian Airlines Corporation	83.89%
12	AC - Air Canada	82.98%
13	MS - Egyptair	82.55%
14	OS - Austrian Airlines AG	81.22%
15	TF - Braathens Regional Aviation AB	80.74%

## Industry Target

- By 2020, 80% of global passengers will be offered a complete suite of self-service options

## Status (as of the end of April 2018)

- Global regulatory enablement for Fast Travel is 70.35%
- Currently 44.46% 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