



LUGGAGE WOES WORSE THAN EVER FOR PASSENGERS

Airline passengers suffered more luggage problems than ever last year as 42 million bags went missing, 25% more than in 2006, according to a report. Of these, 3%, or one bag for every 2,000 travellers, were never found, said the report from SITA, which provides computerised services including baggage handling to the air travel industry. SITA said the cost to carriers of mishandled baggage in 2007 was €56.50 per piece, €2.3bn in total. The main cause (49%) was mishandling during passenger transfer at airports (down from 61% in 2005). Failure to load bags onto aircraft accounted for 16%, and ticketing errors and security issues 14%; problems at destination airports, space restrictions and tagging errors made up the remainder. Only 2% of checked luggage was affected and most was reunited with its owners within 48 hours.