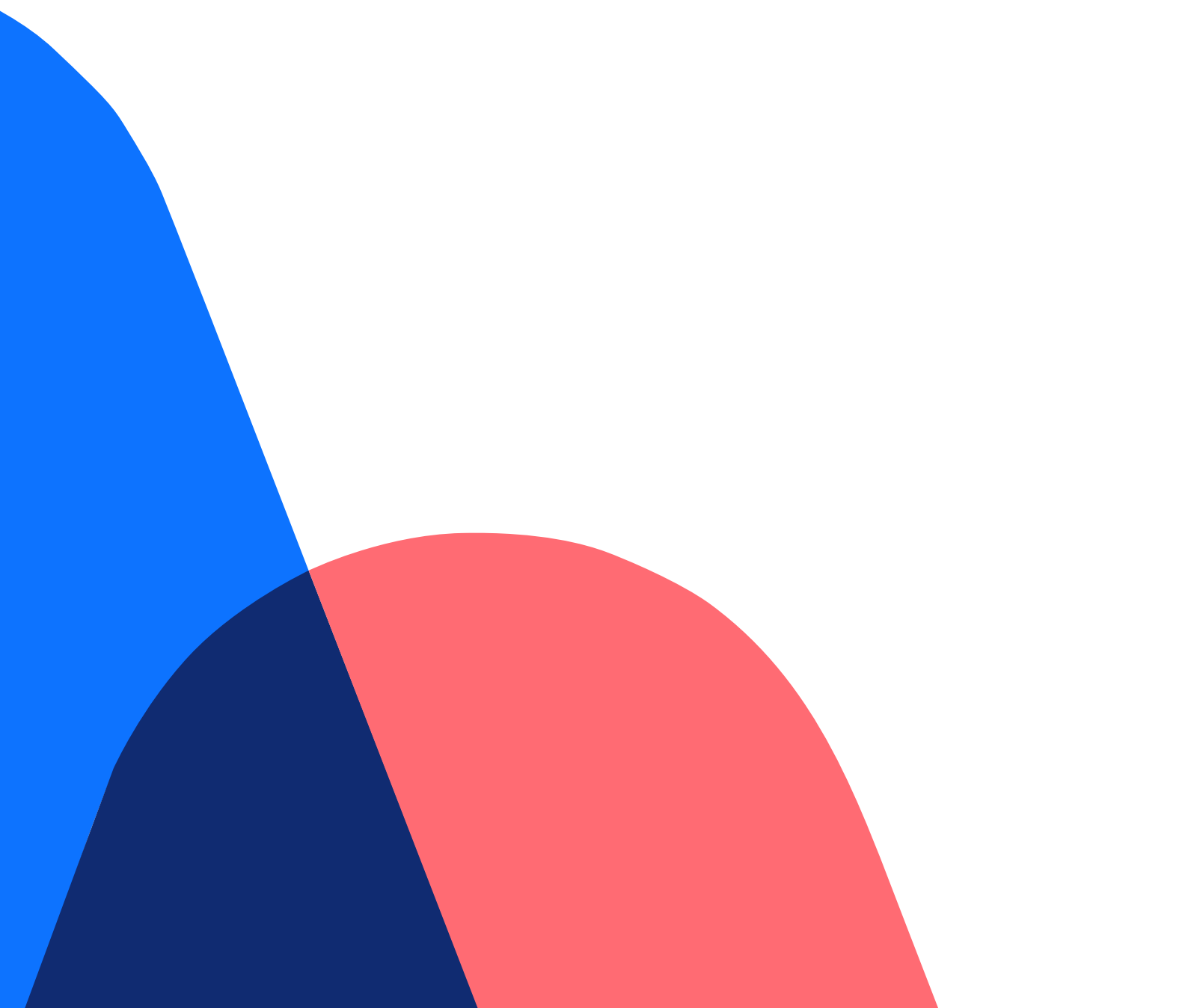




Luggage Report

2024





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AirHelp luggage report 2024

The 2024 AirHelp Baggage Report sheds light on the current situation with baggage transportation in the airline industry worldwide. Last year, a total of 36.1 million bags were either lost, damaged or delayed. Despite developments in automated baggage handling and the introduction of new technologies, the number of affected bags

remains high. Bags are particularly likely to be delayed reaching their destination, with almost half of the problems due to transfer errors. This report provides a comprehensive analysis of the causes and geographical variations, as well as useful information on passenger rights.



Lost, delayed, and damaged luggage

In the last year, worldwide 36.1 million pieces of luggage were not transported properly. With 5.2 billion passengers last year, this means that for every 1,000 passengers 6.92 pieces of baggage were lost, damaged or arrived late. This is a slight increase on the previous year: in 2022, 26 million pieces of baggage did not arrive as planned for 4.02 billion passengers (6.47 pieces of luggage

per 1,000 passengers). In the years before the pandemic, the figure was consistently below six (between 5.57 and 5.72 pieces of baggage per 1,000 passengers). In 2015, 24.3 million pieces of baggage were reported as lost, damaged, or delayed for 3.33 billion passengers — at 9.03 pieces of baggage per 1,000 passengers, this is the highest figure in the last 10 years.

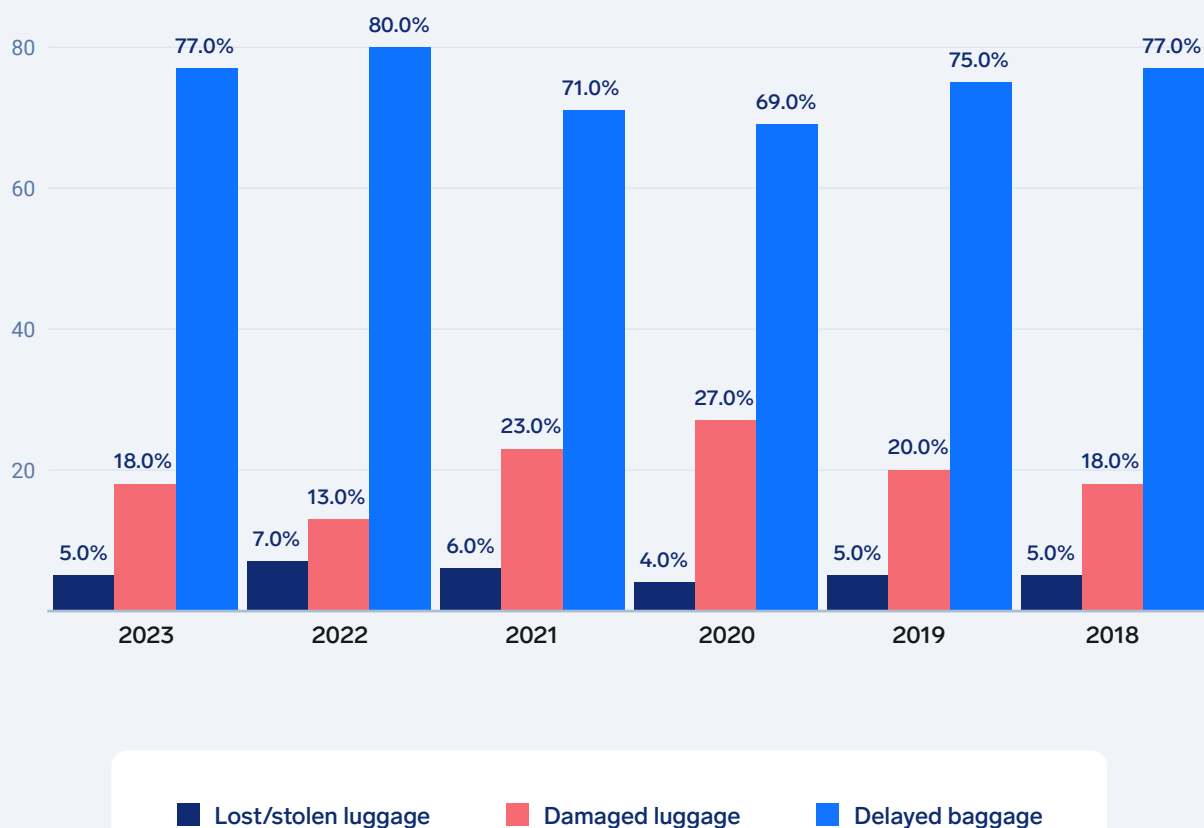


Lost, delayed, and damaged luggage worldwide

Worldwide, delayed bags account for the majority of mishandled baggage reports: in 2023, 77% of the 36.1 million luggage incidents were delayed bags — that's around 27.8 million items of luggage. A further 18% (6.5 million) of all reported problems were due to damaged baggage. Only 5% of baggage issues (1.8 million) were bags that were lost or stolen for good. The distribution

was somewhat different in the previous year: In 2022, delayed bags made up 80% of baggage issues (20.8 million) while 13% (3.38 million) was due to damaged bags, and 7% (1.82 million) lost or stolen bags. Before the pandemic, three-quarters of baggage issues (75%) were due to delays, one-fifth (20%) to damage, and 5% lost or stolen bags.

Breakdown of mishandled bags

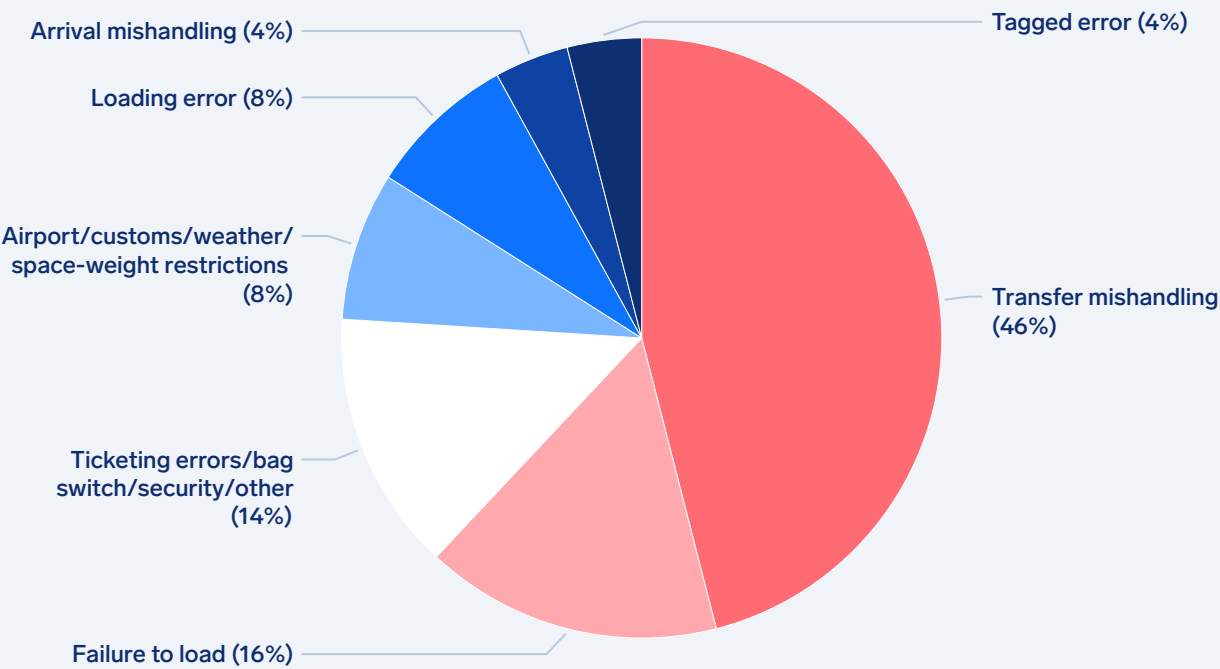


Reasons for delayed luggage in 2023

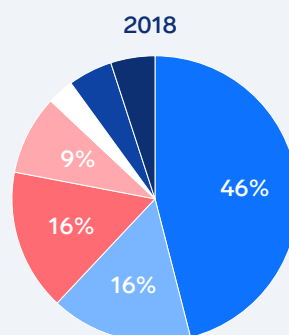
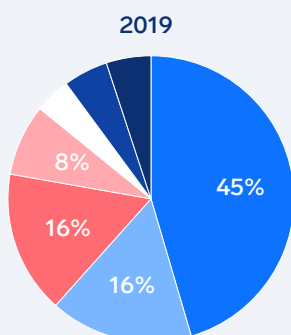
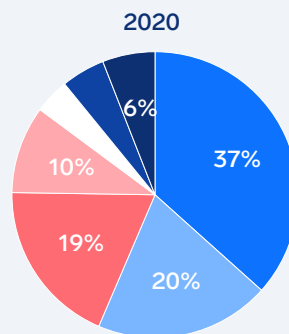
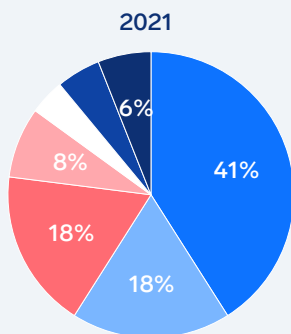
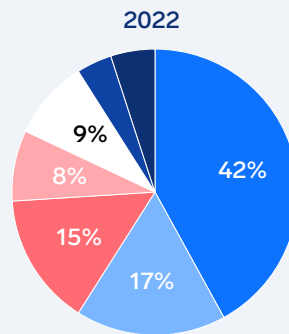
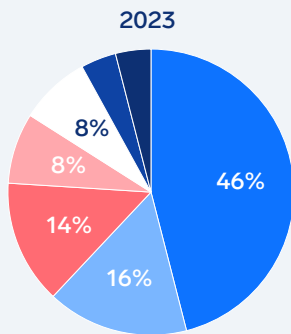
There are various reasons why bags can arrive late at their destination: in 2023 46% of delayed baggage was due to mishandling during transfers — that’s the highest that figure’s been in the past five years. 16% of baggage was not loaded in the first place and therefore arrived at its destination late. Another 8% didn’t arrive on time due to errors during loading, and a further 8% was delayed

because of various airport, customs, weather, or space-weight restrictions. Mishandling on arrival caused 4% of suitcases to arrive late, and another 4% of delayed bags were attributed to incorrect tags. The remaining 14% of suitcases and bags arrived late due to miscellaneous factors including ticketing errors, bag switches, and security reasons.

Reasons for delayed luggage in 2023



Reasons for delayed baggage



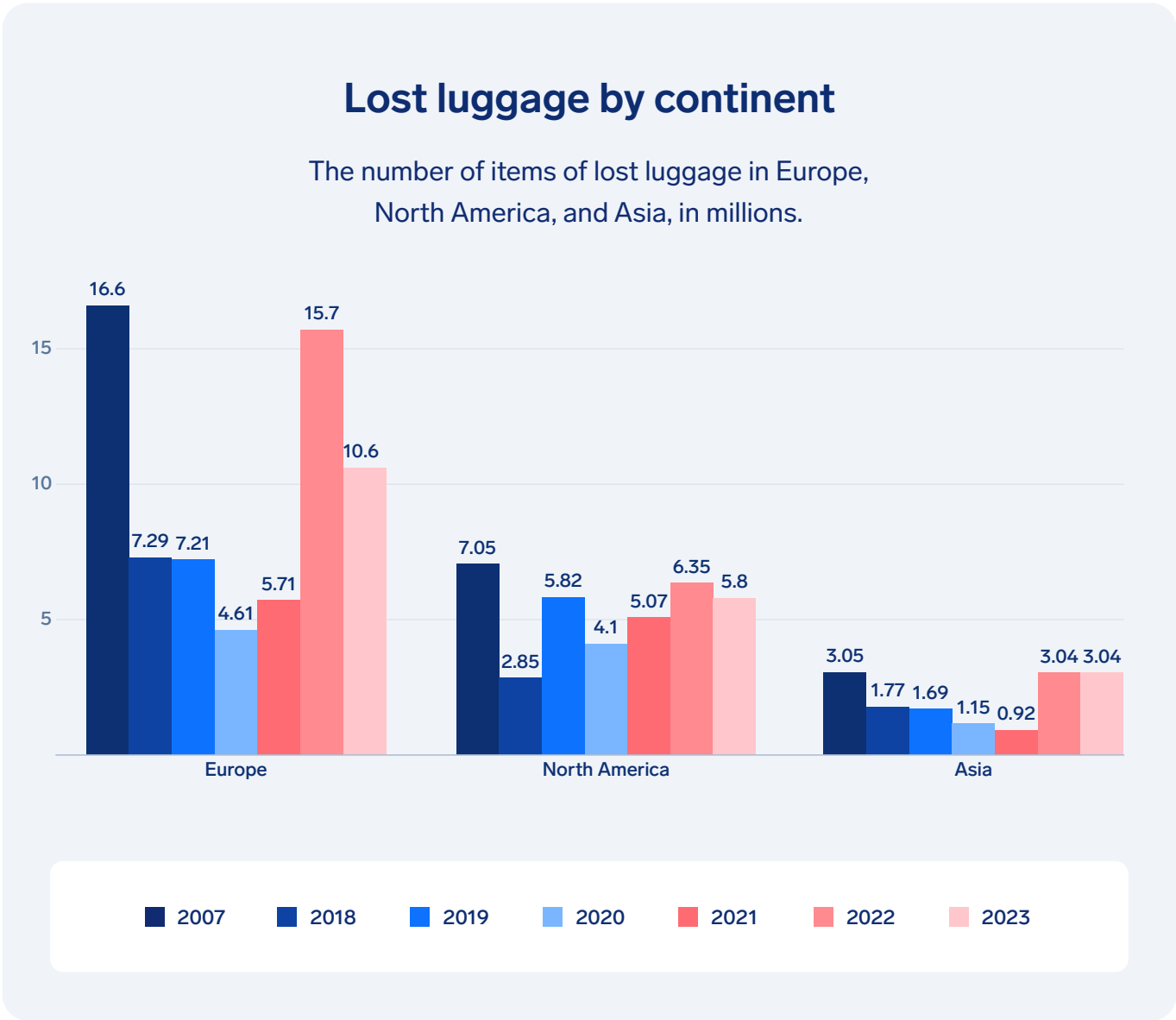
- Transfer mishandling
- Failure to load
- Ticketing error/bag switch/security/other
- Airport/customs/weather/space-weight restrictions
- Loading error
- Arrival mishandling
- Tagged error

Lost luggage by continent

SITA considers three regions in its reports. By far the most baggage is lost in Europe - at least when it comes to absolute figures: in 2023, 10.6 million items of baggage went missing in Europe, compared to 15.7 million the year before. In North America, on the other hand, the figure was only 5.8 million in 2023 and 6.35 million in 2022. Luggage

losses are less frequent in Asia, where the figure was 3.0 million lost bags in 2023, almost unchanged from 3.04 million in 2022.

Asia was also the clear winner before the pandemic: in 2019, 1.69 million bags were lost in Asia, compared to 7.21 million in Europe and 5.82 million in North America.



Lost luggage by airport

In order to understand where luggage is going missing, we've looked at recent data on LuggageLosers.com. Luggage Losers uses reports of lost luggage on social media to estimate lost luggage totals.

According to the Luggage Losers platform, as of 7 October, Juárez Airport in Mexico City loses the most luggage: The probability of luggage going missing there is 2.1%. According to their estimates, more than 78,000 pieces of luggage went missing in the last 30 days. London City and Gatwick airports are in second and third place in the negative ranking. The probability of luggage going missing there is 1.62% and

1.58% respectively. In the past 30 days, it is estimated that around 4,600 suitcases and bags have gone missing at London City and more than 60,000 at Gatwick. In fourth and fifth place are two Indian airports: at Shivaji Airport in Mumbai, the probability of losing luggage is 1.52%, while at Indira Gandhi Airport in Delhi it is 1.13%. According to estimates, around 60,000 pieces of baggage have been lost at both airports in the last 30 days. Frankfurt Airport is in eighth place in the ranking with a probability of 0.6% and an estimated 32,000 pieces of baggage lost in the last 30 days.








	Airport	City	Probability of losing your luggage		Lost bags (last 30 days est.)
1	 Juárez	Mexico City	1 in 48	2.10%	78,472
2	 London City	London	1 in 62	1.62%	4,617
3	 Gatwick	London	1 in 63	1.58%	60,019
4	 Shivaji	Mumbai	1 in 66	1.52%	60,001
5	 Gandhi	Delhi	1 in 88	1.13%	60,012
6	 Heathrow	London	1 in 157	0.64%	41,553
7	 Orlando	Orlando. FL	1 in 161	0.62%	2,308
8	 Frankfurt	Frankfurt	1 in 167	0.60%	32,312
9	 Zurich	Zurich	1 in 174	0.57%	13,848

Table continues on the next page

	Airport	City	Probability of losing your luggage		Lost bags (last 30 days est.)
10	 Charlotte Douglas	Charlotte, NC	1 in 277	0.36%	13,852
11	 Pearson	Toronto	1 in 284	0.35%	1,385
12	 Charles de Gaulle	Paris	1 in 314	0.32%	18,469
13	 SFO	San Francisco	1 in 337	0.30%	13,848
14	 Istanbul	Istanbul	1 in 385	0.26%	13,851
15	 Brussels	Brussels	1 in 398	0.25%	4,616
16	 Sea-Tac	Seattle	1 in 425	0.24%	9,231

Three airports have a 0.09% probability of luggage going missing: Soekarno-Hatta Airport in Jakarta (Indonesia), John F. Kennedy Airport in New York (USA), and Kuala Lumpur Airport in the Malaysian capital. For Soekarno-Hatta Airport, this means that only one in 1,140 pieces of luggage goes missing, in New York the figure is one in 1,074,

and in Kuala Lumpur one in 1,059. El Prat Airport in Barcelona also has good statistics with a probability of 0.12%. Dubai Airport (United Arab Emirates), Sky Harbor Airport in Phoenix (USA), Liberty Airport in Newark (USA) and Fiumicino Airport in Rome (Italy) follow close behind with 0.13%.


















	Airport	City	Probability of losing your luggage		Lost bags (last 30 days est.)
1	 KLIA	Kuala Lumpur	1 in 1,059	0.09%	4,616
2	 Soekarno-Hatta	Jakarta	1 in 1,140	0.09%	4,616
3	 John F. Kennedy	New York City	1 in 1,074	0.09%	4,617
4	 El Prat	Barcelona	1 in 855	0.12%	4,617
5	 Dubai	Dubai	1 in 798	0.13%	9,232

Table continues on the next page

	Airport	City	Probability of losing your luggage		Lost bags (last 30 days est.)
6	 Sky Harbor	Phoenix. AZ	1 in 794	0.13%	4,616
7	 Liberty	Newark. NJ	1 in 785	0.13%	4,616
8	 Fiumicino	Rome	1 in 741	0.13%	4,616
9	 George Bush	Houston. TX	1 in 736	0.14%	4,616
10	 Hartsfied- Jackson	Atlanta	1 in 626	0.16%	13,851
11	 Schiphol	Amsterdam	1 in 620	0.16%	9,231
12	 Humberto Delgado Airport	Lisbon	1 in 609	0.16%	4,616
13	 Changi	Singapore	1 in 563	0.18%	9,231
14	 Denver	Denver. CO	1 in 555	0.18%	9,234
15	 LAX	Los Angeles	1 in 510	0.20%	13,846
16	 O'Hare	Chicago	1 in 481	0.21%	1,385
16	 McCarran	Las Vegas	1 in 439	0.23%	9,233

Lost luggage by airline

An Argentinian airline takes first place in Luggage Losers' lost luggage league: Aerolíneas Argentinas has a probability of 11.45%. Every ninth piece of luggage goes missing here. In second place is Iberia, a European airline - the Spanish airline

loses 3.30% of all items of luggage, which corresponds to one in 30 suitcases. In third place is British Airways with 2.63%, closely followed by Air India (2.50%) and Aer Lingus (2.36%).

	Airline	Probability of losing/delaying your luggage (est.)		Lost bags (last 30 days est.)
1	 Aerolineas Argentinas	1 in 9	11.45%	102,033
2	 Iberia	1 in 30	3.30%	41,103
3	 British Airways	1 in 38	2.63%	108,185
4	 Air India	1 in 40	2.50%	54,598
5	 Aer Lingus	1 in 42	2.36%	20,323
6	 IndiGo	1 in 56	1.79%	52,873
7	 Kenya Airways	1 in 67	1.49%	918
8	 Royal Air Maroc	1 in 103	0.97%	8,214
9	 Aeromexico	1 in 103	0.97%	10,592
10	 KLM	1 in 106	0.94%	16,893
11	 Virgin Atlantic	1 in 109	0.92%	6,774
12	 Frontier Airlines	1 in 111	0.90%	11,058
13	 SpiceJet	1 in 121	0.83%	7,736
14	 Air Canada	1 in 123	0.82%	23,307
15	 Swiss	1 in 124	0.81%	7,692
16	 Vueling	1 in 125	0.80%	14,038

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


	Airline	Probability of losing/delaying your luggage (est.)	Lost bags (last 30 days est.)
17	 Lufthansa	1 in 126	0.80% 32,386
18	 ITA Airways	1 in 129	0.78% 12,981
19	 Etihad Airways	1 in 136	0.74% 12,557
20	 easyJet	1 in 140	0.72% 25,613
21	 Avianca	1 in 149	0.67% 17,811
22	 Brussels Airlines	1 in 151	0.66% 3,877
23	 EgyptAir	1 in 157	0.64% 5,292
24	 Qatar Airways	1 in 166	0.60% 20,348
25	 Ethiopian Airlines	1 in 168	0.59% 6,297
26	 Aegean Airlines	1 in 173	0.58% 4,341
27	 SriLankan Airlines	1 in 174	0.57% 1,942
28	 Wizz Air	1 in 176	0.57% 5,775
29	 Emirates	1 in 180	0.56% 20,858
30	 Air Europa	1 in 183	0.55% 3,857
31	 Air Serbia	1 in 190	0.53% 2,426
32	 WestJet Airlines	1 in 194	0.51% 9,639
33	 American Airlines	1 in 200	0.50% 72,943
34	 JetBlue	1 in 204	0.49% 1,882
35	 Cebu Pacific	1 in 222	0.45% 3,394
36	 Icelandair	1 in 223	0.45% 2,413
37	 South African	1 in 227	0.44% 434
38	 Turkish Airlines	1 in 234	0.43% 21,644
39	 Saudia	1 in 246	0.41% 11,562
40	 Ryanair	1 in 249	0.40% 25,497
41	 United Airlines	1 in 281	0.36% 40,695
42	 Singapore Airlines	1 in 283	0.35% 6,292

According to the Luggage Losers ranking, the most reliable airline is China Southern - with the probability of a luggage issue only 0.01%, that means only one in 17,369 suitcases is lost with the Chinese airline. The Japanese airline ANA follows in second place, also with a probability of 0.01%, with one in 7,338 suitcases going missing. Xiamen

Airlines (China), LATAM Brazil (Brazil), Garuda Indonesia (Indonesia) and Cathay Pacific (Hong Kong) follow with a probability of 0.02%. The airlines EVA Air (Taiwan) and Batik Air (Indonesia) are also very reliable when it comes to the safe transport of luggage with 0.04% each.

	Airline	Probability of losing/delaying your luggage (est.)	Lost bags (last 30 days est.)
1	 China Southern	1 in 17,369	482
2	 ANA	1 in 7,338	486
3	 Xiamen Airlines	1 in 5,448	482
4	 LATAM Brazil	1 in 4,664	484
5	 Garuda Indonesia	1 in 4,535	484
6	 Cathay Pacific	1 in 4,076	482
7	 EVA Air	1 in 2,388	483
8	 Batik Air	1 in 2,228	483
9	 Air New Zealand	1 in 1,940	483
10	 VietJet	1 in 1,774	485
11	 Allegiant Air	1 in 1,529	965
12	 Jetstar	1 in 1,341	963
13	 Norwegian	1 in 1,173	969
14	 Hong Kong Airlines	1 in 1,142	966
15	 Air Arabia	1 in 1,082	966
16	 LOT Polish	1 in 1,037	1,451
17	 Transavia	1 in 944	1,449
18	 Air Asia	1 in 767	3,386

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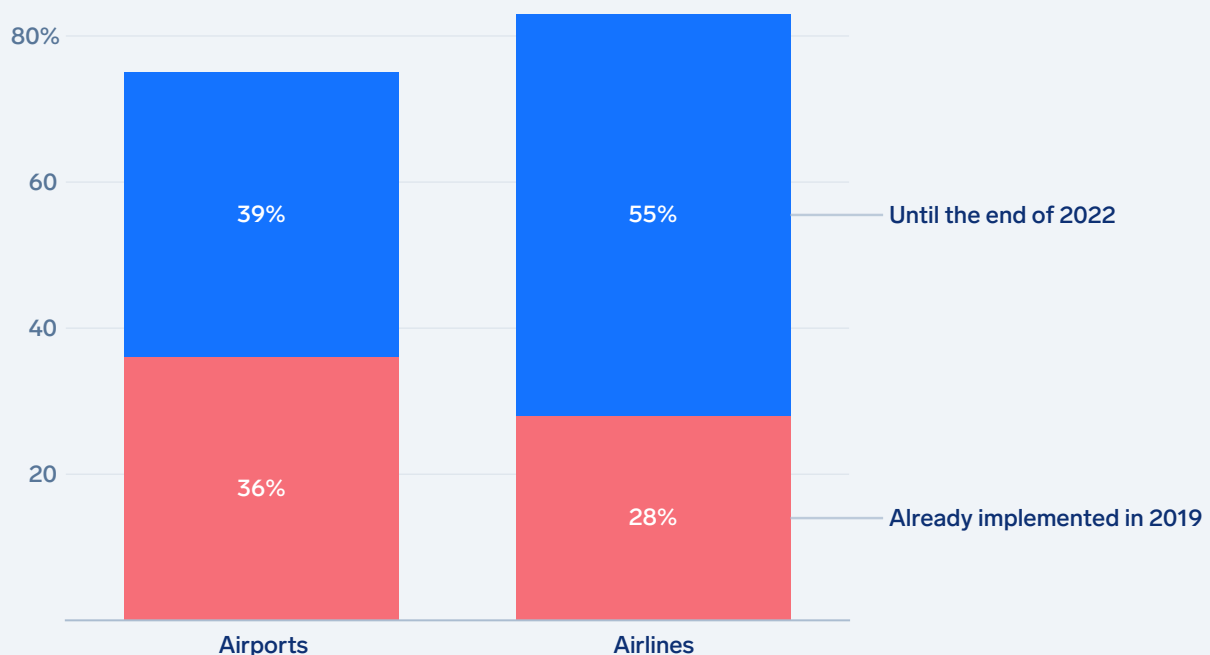
	Airline	Probability of losing/delaying your luggage (est.)	Lost bags (last 30 days est.)
19	 El Al	1 in 734	963
20	 Thai Airways	1 in 646	1,927
21	 Middle East Airlines	1 in 634	485
22	 Qantas	1 in 578	3,378
23	 Virgin Australia	1 in 536	2,896
24	 Gulf Air	1 in 527	962
25	 Hawaiian Airlines	1 in 523	1,938
26	 Alaska Airlines	1 in 507	9,695
27	 Eurowings	1 in 494	3,393
28	 COPA Airlines	1 in 484	2,891
29	 Southwest Airlines	1 in 471	22,714
30	 Croatia Airlines	1 in 414	483
31	 Air France	1 in 361	9,617
32	 LATAM Chile	1 in 357	5,304
33	 SAS Scandinavia	1 in 351	5,304
34	 Delta Air Lines	1 in 341	38,241
35	 Austrian Airlines	1 in 340	3,846
36	 Jet2	1 in 338	3,867
37	 Malaysia Airlines	1 in 331	3,852
38	 Finnair	1 in 314	3,865
39	 Spirit Airlines	1 in 298	6,293
40	 Pegasus Airlines	1 in 297	3,879
41	 TAP Portugal	1 in 287	3,378
42	 Air Transat	1 in 286	1,936

Baggage handling automation

Automation throughout the baggage handling process should make it easier and more convenient for passengers when they drop off their bags at the airport. It's interesting to see what goals airlines and airports have set themselves over the years and how many have actually implemented the measures on time. In 2019, 36% of airports offered

self-service baggage drop-off, with a further 39% planning to introduce it by the end of 2022. Among airlines, 28% of airlines offered self-service baggage drop-off. However 55% of airlines, and therefore significantly more than airports, planned to introduce it by the end of 2022.

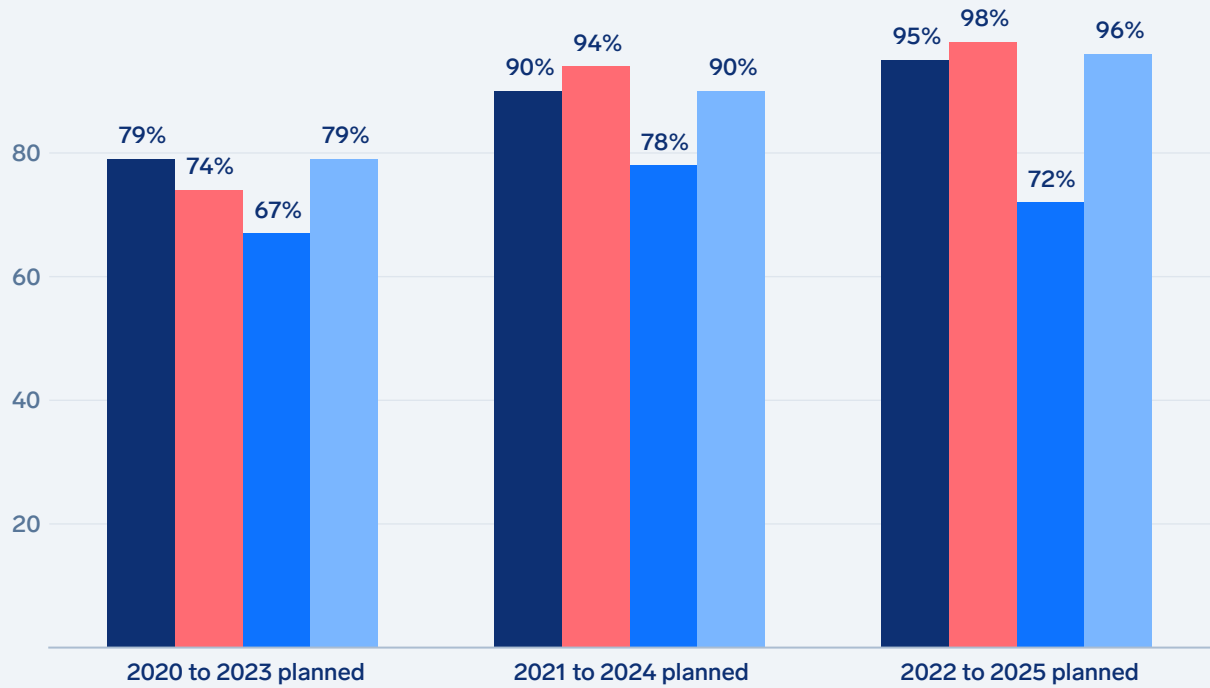
Introduction of self-service bag drops



Unfortunately, between 2020 and 2023, there was no more data on how many airports and airlines actually implemented these measures. The data does show more and

more airports and airlines are planning and investing in baggage handling automation, but the actual implementation of the measures is delayed year after year.

Planned baggage handling services (%)



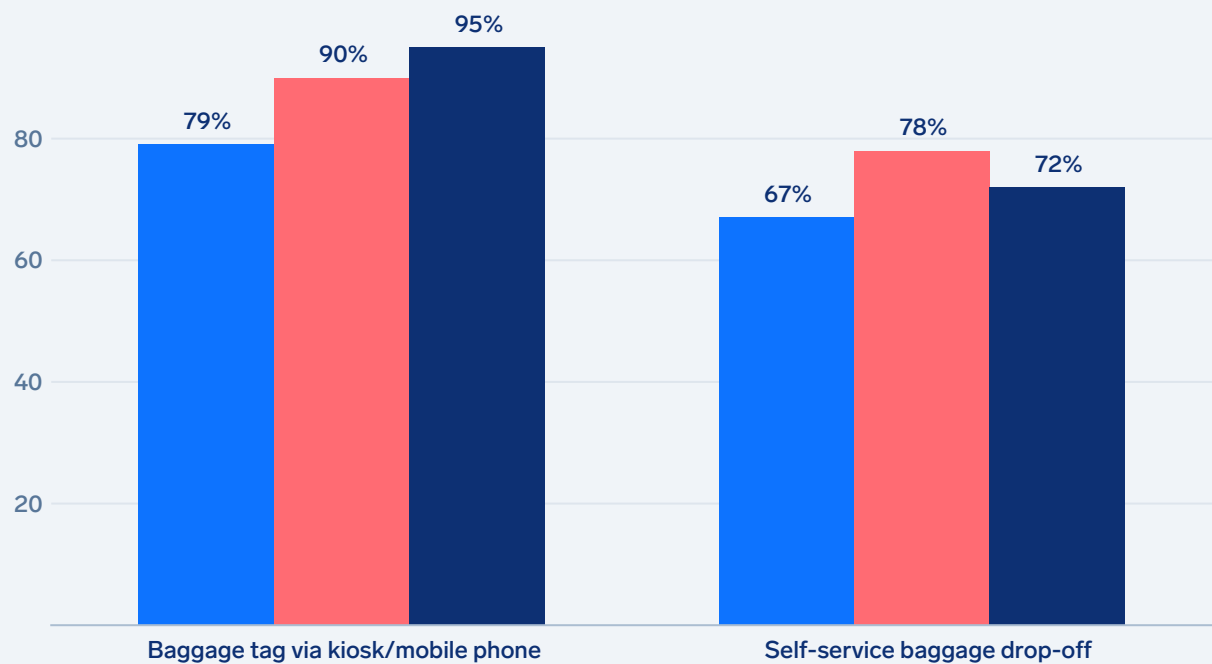
- Baggage tags via kiosk/mobile phone (airports)
- Baggage tags via kiosk/mobile phone (airlines)
- Independent baggage drop-off (airports)
- Independent baggage drop-off (airlines)

Baggage handling automation: Airports

In 2020, 67% of airports stated that they wanted to offer self-service baggage drop-off by 2023. In addition, 79% planned to introduce contactless baggage labelling options for passengers using kiosks and passengers’ smartphones. One year later, the figures for the two measures rose to 78%

and 90% respectively — although the plans were not to be implemented until 2024. In 2022, 72% of airports then stated that they would implement self-check-in by 2025 and 95% plan to offer passengers contactless baggage tag options by 2025.

Automation of baggage handling at airports



- 2020 (planned until 2023)
- 2021 (planned until 2024)
- 2022 (planned until 2025)

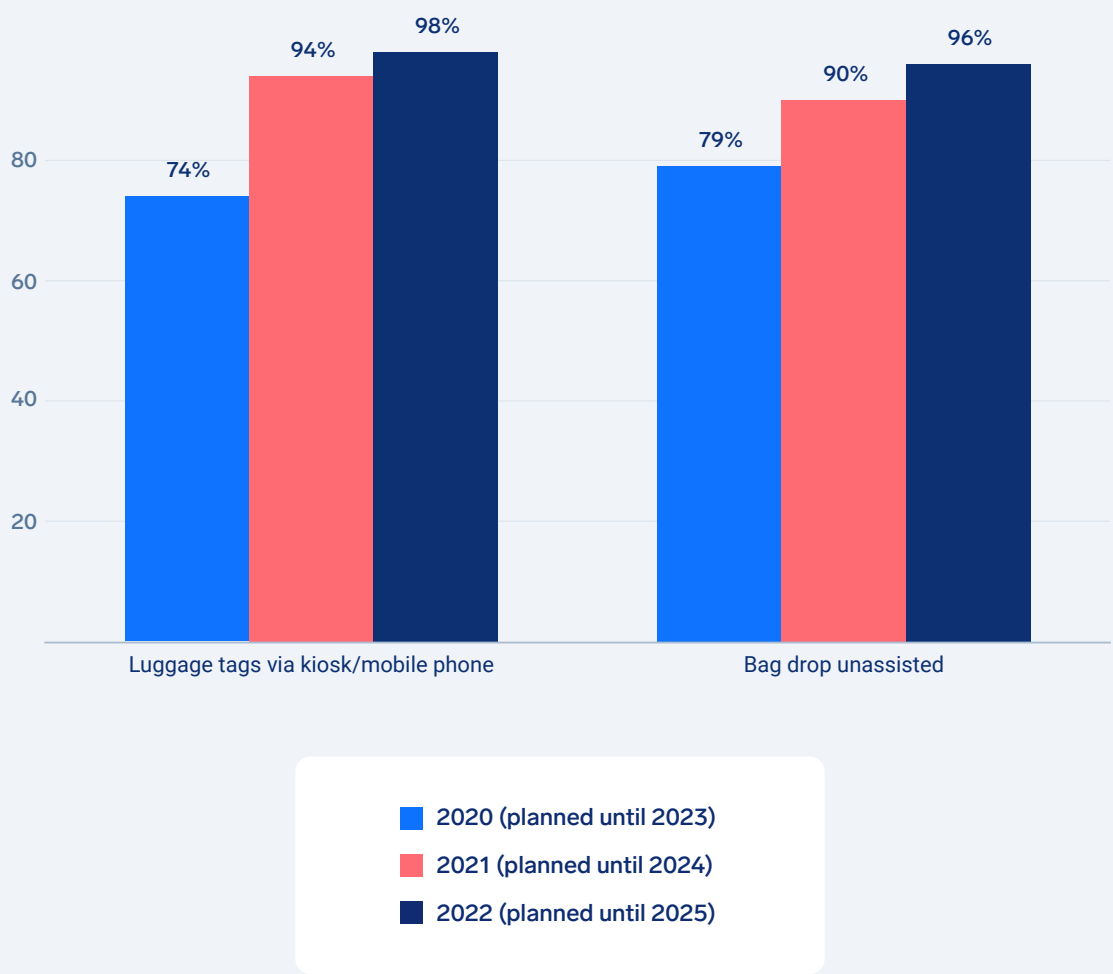
Baggage handling automation at airports

As with airports, according to SITA's survey results, airlines' plans for implementing baggage automation were pushed back further and further between 2020 and 2023. in 2020, 79% of airlines stated that they would enable self-check-in and 74% that they would enable contactless baggage labelling options for passengers by 2023 — in 2021, the figures were already 90% and 94%

respectively. It is worth noting here that more airlines have opted for contactless baggage labelling than self-check-in since 2021.

In 2022, 96% of airlines stated that they wanted to offer self-service baggage drop-off by 2025, and 98% expected passengers to receive their baggage tags via kiosks or on their smartphone by 2025.

Automation of baggage handling at airports



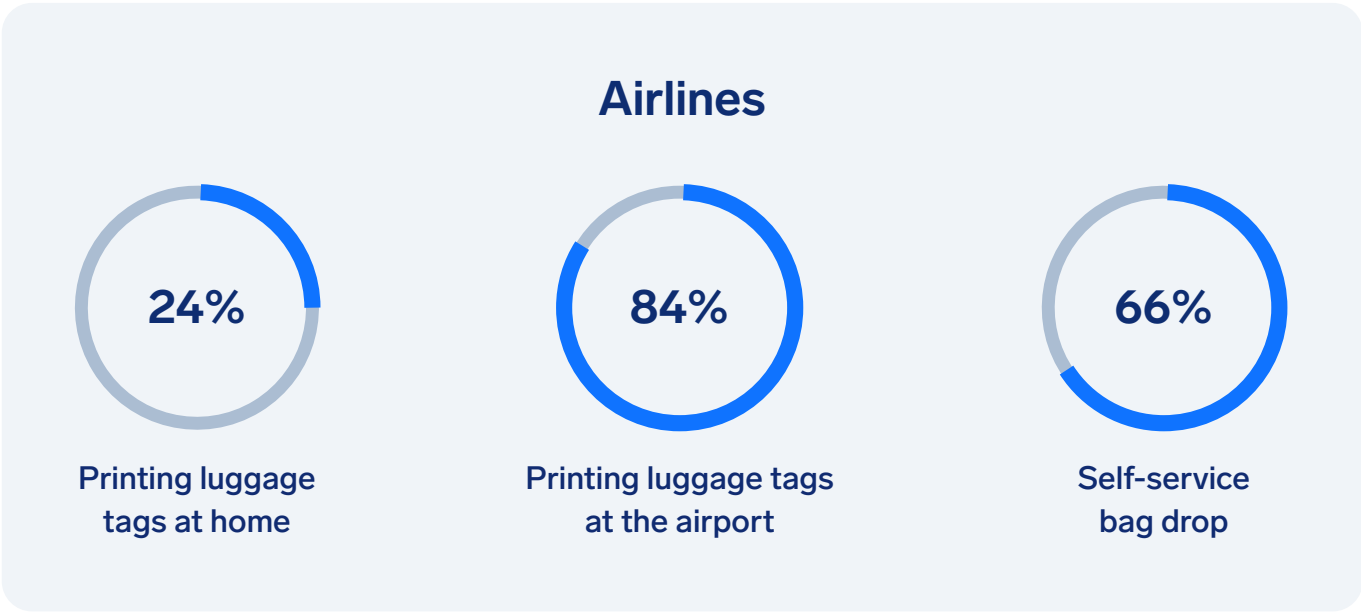
Baggage handling automation: current status

But the key question for passengers is, what is the current situation?

As of last year, 88% of airports have introduced self-service baggage drop-off technologies.

Airlines are making more progress with some technologies than with others: Self-service

bag drops, which 98% of airlines would like to use by 2025, is still only possible for 66% of airlines in 2023. While 84% of airlines allow passengers to print out luggage tags themselves at the airport, only 24% of airlines offer the option of printing luggage tags independently at home.



Your rights if your luggage is lost or damaged

The report shows that, time and again, items of luggage are lost or damaged when flying or only turn up days they should. In such cases, however, travellers should know they are not on their own. In many parts of the world, passenger rights protect against baggage issues and ensure passengers are entitled to replacement purchases, reimbursed by their airline.

Passengers should take the following steps:

1. Visit the lost baggage desk and get a Property Irregularity Report (PIR):

Firstly, holidaymakers should enquire about their bag at the lost luggage counter. They must do this before they leave the airport. They will be issued a form that confirms the issue. This is the Property Irregularity Report.

2. Make replacement purchases:

If the bags haven't arrived on time, passengers are entitled to up to €1,600 to buy the essential items they need until their luggage shows up. For example, clothing and toiletries. It's important to keep all the receipts for the replacement items.

3. Claim reimbursement of costs:

To claim reimbursement, passengers must send a second written claim to the airline within 21 days of receiving the delayed baggage. This claim can only be made on the outbound flight, not on the return flight. Often the costs are not reimbursed in full, as clothing can be reused. For example, airlines usually pay 50% of the price.

4. Claim compensation for lost

or damaged bags: If the suitcase isn't found after three weeks, it is officially considered lost. At this point passengers can submit a claim for the current value of the suitcase and contents, in addition to the replacement purchases. In the case of damaged luggage, the airline must be informed within seven days. It's best for travellers to contact the airline directly at the airport, as this makes it easier to prove where and when the damage occurred.

5. Take photos of your luggage

before departure: We recommend taking photos of your suitcase and its contents before you check it in. This makes it easier to prove loss and damage. Make sure any important items are recognisable. Although, in general, valuable items such as electronic devices, keys, or money should be carried with you in your hand luggage. Also take a photo of the luggage tag as these are easily lost. Just make sure the text is legible.

Sources and notes

This report uses the Baggage IT Insights Reports from the technology company SITA. The reports from 2019 to 2024 were analysed and the data compared with each other. In addition, the website LuggageLosers.com was analysed to determine the airlines and airports with the highest and lowest probability of lost luggage.

Press enquiries

If you have any questions, queries or comments, please contact press@airhelp.com

