BAGGAGE REPORT 2014
A DECADE OF IMPROVEMENT

2013 AT-A-GLANCE
Increase in passengers enplaned
3.13 BN
5.1%

Drop in mishandled bags per 1000 passengers
6.96
21.2%
decrease versus 2012, representing 21.8 million mishandled bags.

10-YEAR TREND
2003 - 2013
2-digit passenger growth
65.56%
increase in passengers enplaned.

Significant improvement in bag handling performance
47.07%
decrease in mishandled bags per 1000 passengers.

Dramatic cost reduction
49.24%
decrease in cost of mishandled bags per passenger.

2013 BAG DELAYS AND TRANSFER
Transfer bags account for
45%
of all delayed bags.

Drop in transfer bag mishandling
23.2%
decrease versus 2012, representing 9.78 million bags mishandled during transfer.

#baggagereport @sitaonline #SITAInsights
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SITA AT A GLANCE

The air transport industry is the most dynamic and exciting community on earth – and SITA is its heart.

- Our vision is to be the chosen technology partner of the industry, a position we will attain through flawless customer service and a unique portfolio of IT and communications solutions that covers the industry’s every need 24/7.
- We are the innovators of the industry. Our experts and developers keep it fuelled with a constant stream of ground-breaking products and solutions. We are the ones who see the potential in the latest technology and put it to work.
- Our customers include airlines, airports, GDSs and governments. We work with around 450 air transport industry members and 2,800 customers in over 200 countries and territories.
- We are open, energetic and committed. We work in collaboration with our partners and customers to ensure we are always delivering the most effective, most efficient solutions.
- We own and operate the world’s most extensive communications network. It’s the vital asset that keeps the global air transport industry connected.
- We are 100% owned by the air transport industry – a unique status that enables us to understand and respond to its needs better than anyone.
- Our annual IT surveys for airlines, airports and passenger self-service are industry-renowned and the only ones of their kind.
- We sponsor .aero, the top-level internet domain reserved exclusively for aviation.
- In 2012, we had consolidated revenues of US$1.57 billion.

For further information, please visit [www.sita.aero](http://www.sita.aero)