



# SITA 2025 BAGGAGE IT INSIGHTS

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**SITA**

A young woman with long brown hair is smiling broadly, looking upwards. She is wearing a striped, off-the-shoulder top and denim shorts. She has a large blue backpack on her back and a brown leather shoulder bag with a studded pattern and fringe. She is holding a black handbag. The background shows an airport baggage claim carousel with blue luggage.

**EXECUTIVE SUMMARY**

# Reinventing travel and transport

David Lavorel, CEO SITA



## Executive summary

With global air traffic hitting a record 5.3 billion passengers in 2024, pressure on baggage systems has never been greater. Yet the industry is responding. This year's SITA Baggage IT Insights Report shows that baggage handling is not just keeping pace but steadily improving.

Even with passenger traffic up 8.2%, the mishandling rate dropped to 6.3 per 1,000 passengers, down from 6.9 the year before – an 8.7% improvement from 2023, and a 67% drop since 2007. Still, 33.4 million bags were mishandled in 2024, a clear signal that while progress is real, the work is far from done.

The financial impact remains substantial. Mishandled baggage still costs airlines an average of US\$5 billion annually – a clear signal that scalable, smarter automation is no longer optional. Technology has made a difference, but unlocking the next leap in performance will require better data sharing and seamless coordination across the industry.

Behind the scenes, automation and real-time data are unlocking faster, more accurate baggage operations. Of the 33.4 million mishandled bags, 66% were resolved within 48 hours, evidence that passengers are more likely to be quickly reunited with their belongings.

Meanwhile, airports and airlines are investing in a smoother passenger experience from the very start. Touchless, self-service bag drops and tracking via electronic tags, IoT, and GPS are becoming widespread. Today, 42% of passengers use real-time baggage tracking. By 2027, that number is expected to nearly double to 82%.

One of the most notable innovations in 2024 was the integration of Apple's Share Item Location feature with SITA WorldTracer®, allowing passengers to share their AirTag location directly with airlines. British Airways, Lufthansa, Qantas, Cathay Pacific, and Virgin Atlantic were among the early adopters.

Another milestone was the introduction of Modern Baggage Messaging (MBM) Version 2, a new industry standard designed to enhance data quality and reduce mishandling by a further 5%. Built on IATA Resolution 753, MBM shifts the focus from simply reporting issues to predicting and preventing them.

Regionally, performance is improving across the board. North America's mishandling rate improved by 4.5% to 5.5 per 1,000 passengers, better than pre-2019 levels. Europe reduced its rate to 12.3 (from 15.7 in 2022), while Asia-Pacific maintained its global lead with just 3.1 mishandled bags per 1,000 passengers.

So, what's next? With passenger expectations rising, baggage can no longer be treated as a back-end logistics function. It's a critical part of the journey, expected to work as intuitively and reliably as a rideshare or delivery app. Passengers want visibility, speed, and confidence.

Meeting these expectations will depend on systems that connect every player – airlines, airports, ground handlers, and passengers – through intelligent, real-time data flows. Baggage handling has come a long way. But for journeys to truly feel seamless, bags must move with the same speed, transparency, and reliability as the passengers themselves.



# BAGGAGE MISHANDLING

# Handling more, mishandling less

## A look at the yearly mishandling rate

In 2024, total passenger traffic jumped by 8.2%, rising from 4.9 to 5.3 billion. But instead of buckling under pressure, performance improved. The mishandling rate dropped to 6.3 bags per 1,000 passengers, down from 6.9 the year before, an 8.7% year-on-year improvement. That's a clear sign that smarter, connected systems are making a difference.

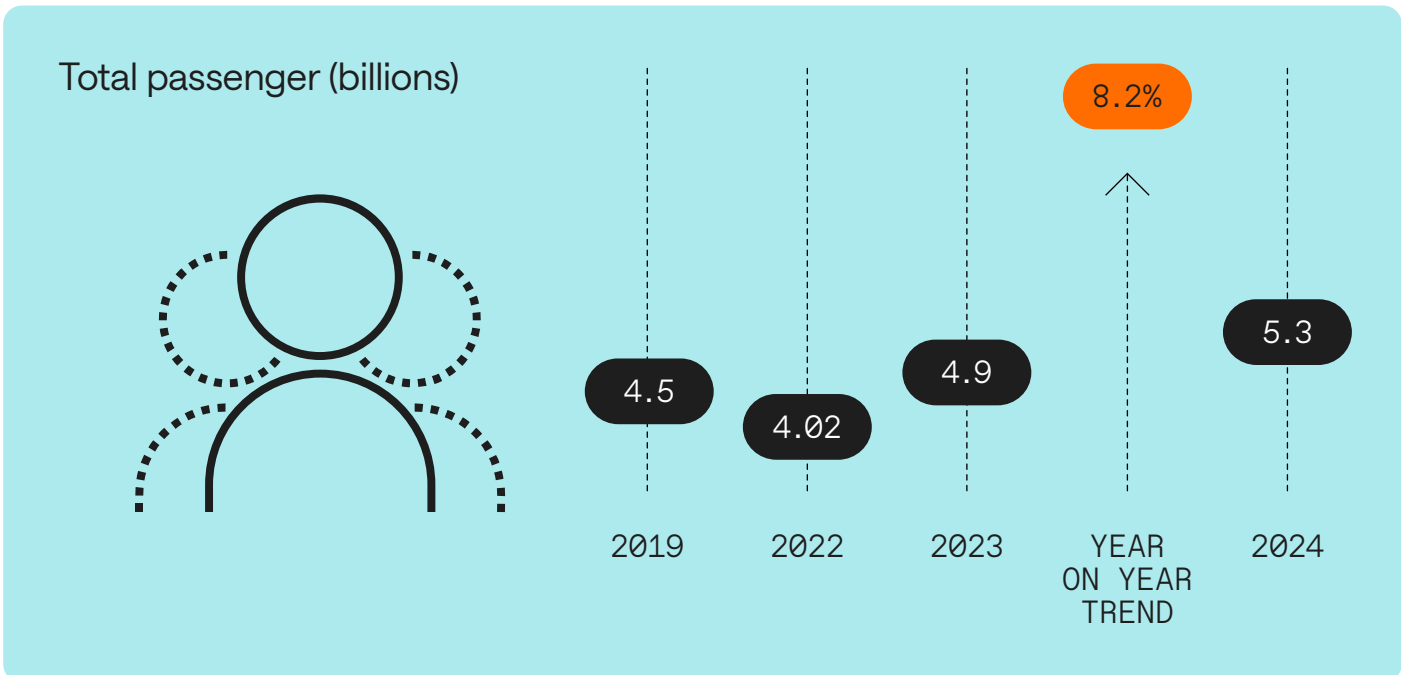
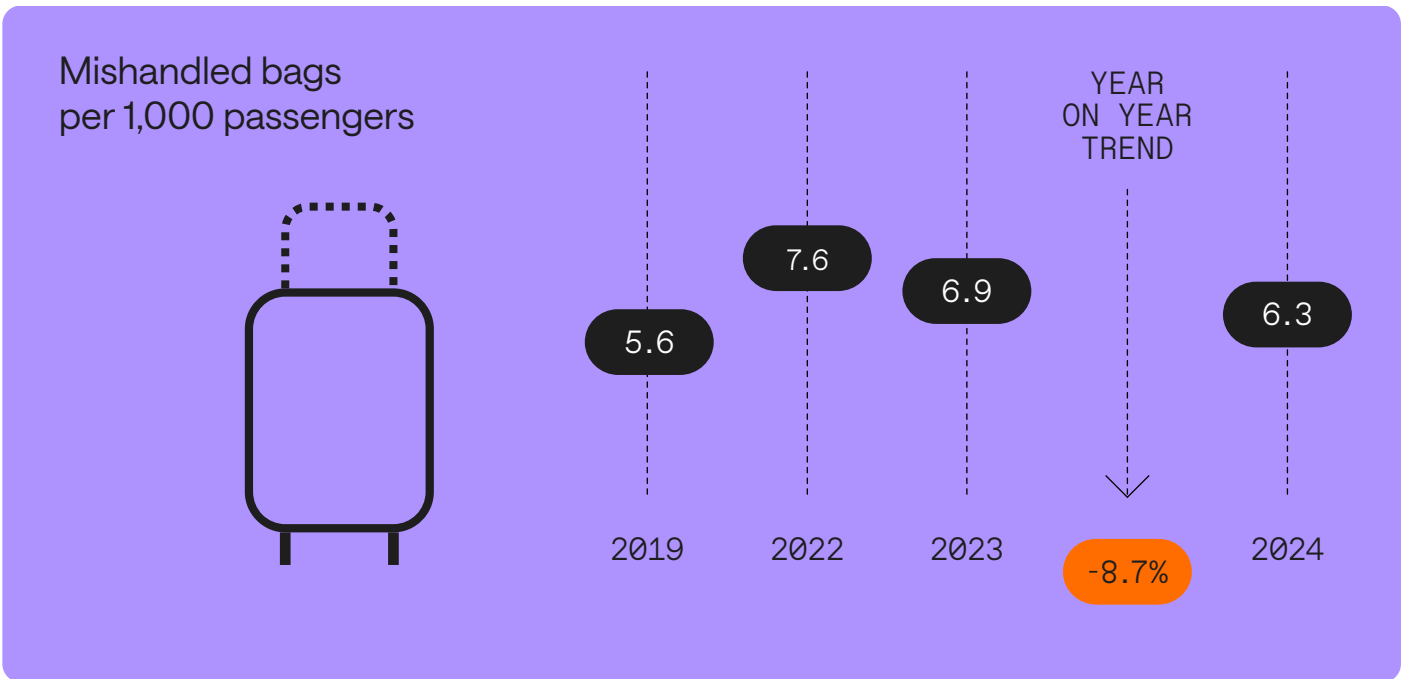
Zooming out, the long-term trend is more nuanced. Passenger numbers have surged 22% since 2018, yet the mishandling rate has stayed relatively stable, even though it

remains above the pre-pandemic level of 5.6 in 2019. In today's high-volume environment, maintaining that level of control reflects real progress. Much of it comes down to more intelligent tech, better coordination, and industry-wide efforts to modernize.

Automation and data are doing the heavy lifting. From self-service bag drops to real-time tracking, digital solutions are helping operators move bags faster, with fewer errors. But these gains rely on having the right infrastructure in place.

Many airports and airlines still face gaps that limit their ability to scale and with global traffic expected to hit **8 billion by 2037 (IATA)**, bridging that gap is urgent.

The takeaway? Airlines and airports investing in intelligent baggage systems today are already reaping the benefits: more resilience, lower costs, and smoother passenger experiences. Those that don't risk falling behind in an increasingly connected and competitive world.



# The long-term trend

## Overall volumes show tech investment is key

The year-on-year gains are encouraging, but the real story lies in the long-term shift. Passenger traffic has more than doubled since 2007 – up 114% – but baggage mishandling hasn’t followed the same curve. In fact, it’s gone the other way.

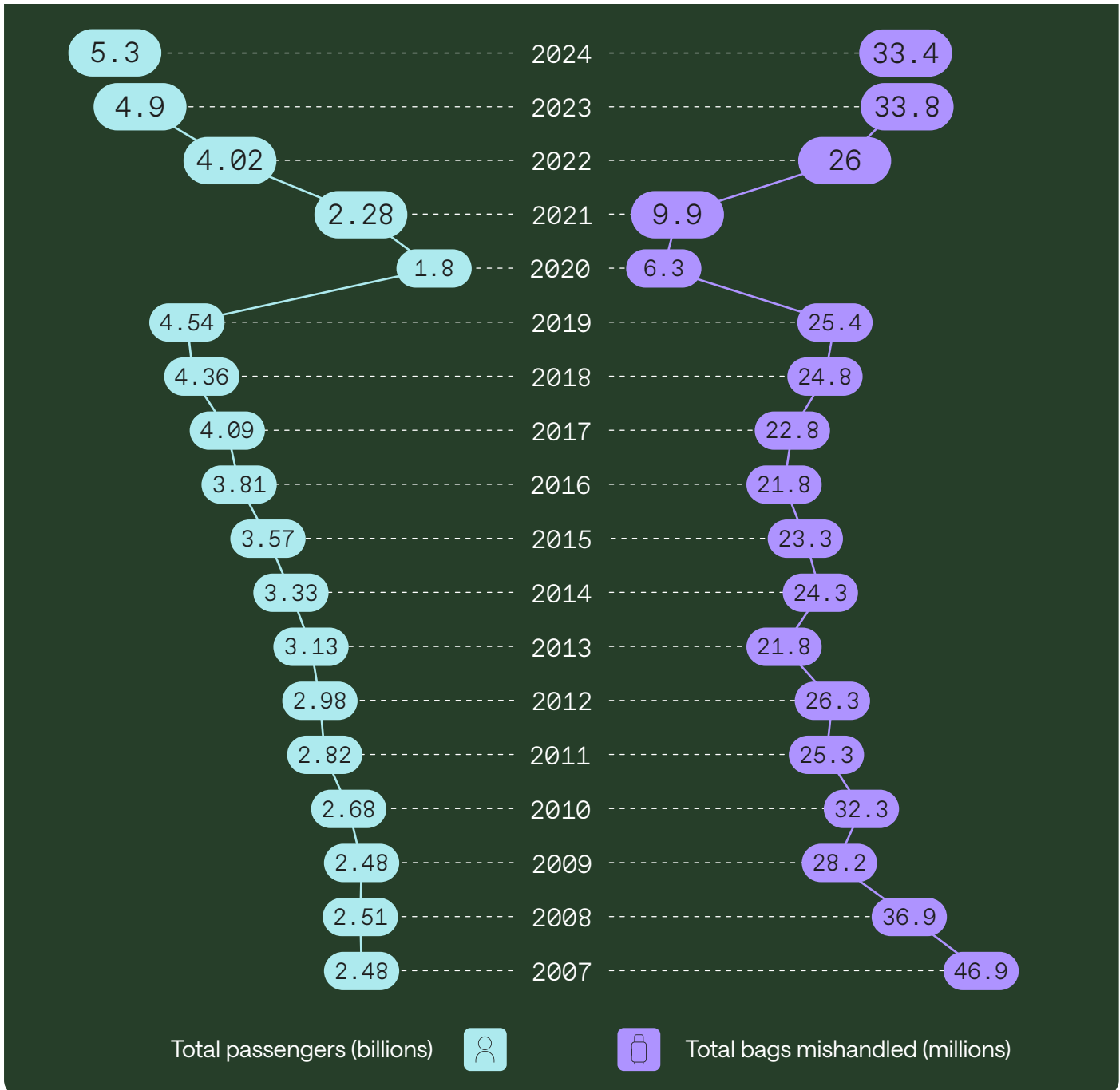
Back in 2007, when we started publishing this report, 46.9 million bags were mishandled across just 2.48 billion passengers. Fast forward to 2024: the industry handled 5.3 billion passengers, yet mishandled only 33.4 million bags, a 29% reduction. These insights, drawn from our own WorldTracer® data, tell a clear story: the industry is evolving.

Even against a more recent benchmark, the trend holds. Compared to 2019, airlines processed 0.8 billion more passengers in 2024, but only 8 million more mishandled bags, a clear sign of growing resilience and smarter system performance.

Part of the shift reflects changing behaviours. On short-haul and low-cost routes, more passengers are travelling light, favouring carry-on luggage and easing the load on hold baggage operations. But the real driver is operational transformation. Automation, predictive recovery, and connected baggage management are helping airlines and airports keep baggage moving, even as volumes surge.

Still, the cost of disruption remains significant. The industry spends \$5 billion each year dealing with mishandled baggage, covering everything from reimbursements and courier returns to tracing, storage, and recovery logistics. Every delayed or lost bag disrupts the flow, erodes confidence, and adds avoidable cost.

Keeping pace with growth will demand more than upgrades, it calls for a baggage ecosystem built around real-time responsiveness, shared intelligence, and fluid, end-to-end data movement. That’s what will keep bags and journeys flowing smoothly.



# The long-term trend

## Mishandling rate shows an even clearer picture

As we've just seen, passenger volumes have more than doubled – up 114% since 2007 – while the total number of mishandled bags dropped by 29%. That trend becomes even more striking when we look at the mishandling rate, which dropped by 67%, from 18.9 to just 6.3 bags per 1,000 passengers. That's a dramatic improvement in a part of the journey that once caused the most friction.

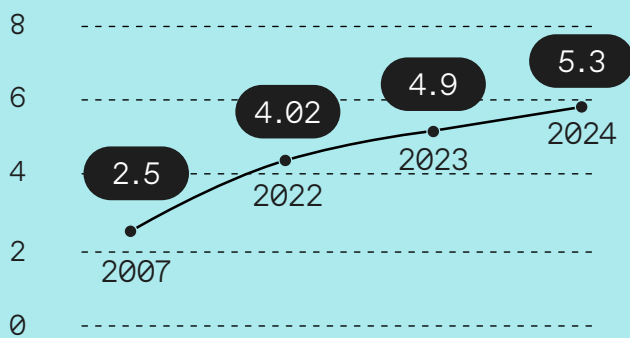
But while performance has improved, passenger expectations have grown exponentially. Today's travelers expect their bags to be visible, traceable, and treated with the same precision as an online delivery. It's no longer enough to reduce mishandling, the industry now has to deliver transparency.

These long-term gains reflect a shift in mindset. Airlines and airports are no longer managing baggage as a reactive process, they're proactively reshaping it using data, automation, and AI-powered systems. Bags are increasingly traceable, recoverable, and visible to both passengers and operations teams, often in real time.

According to SITA's [Air Transport IT Insights](#), the top priority for future baggage management is to make real-time tracking standard, not just for operational staff but for passengers too. And it's getting close. By 2027, real-time baggage visibility is expected to be the norm across much of the industry.

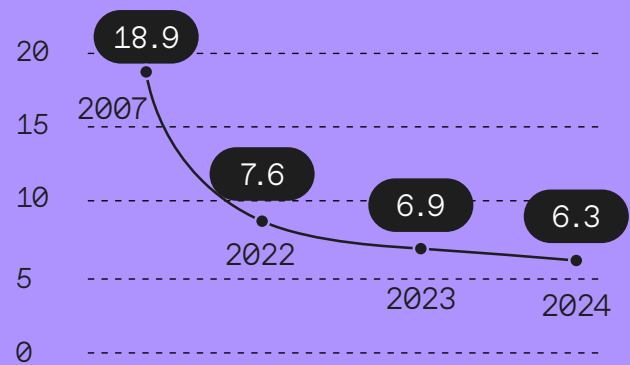
Behind these gains is a simple truth: when data flows seamlessly between airlines, airports, ground handlers, and passengers, baggage follows. The vision ahead is clear – fully traceable bags, minimal manual intervention, and journeys that stay connected from check-in to arrival.

Total passengers  
(billions)



LONG-TERM TREND 114%

Mishandled bags  
per 1,000 passengers



LONG-TERM TREND -67%

# What's still going wrong?

## And what passengers expect now

In 2024, delayed bags made up 74% of all mishandled baggage, by far the biggest source of disruption. While that's down slightly from 77% in 2023, the scale of the issue remains significant. Lost or stolen bags accounted for 8%, and damaged or pilfered bags rose to 18%, up from 15% the year before.

Unlike lost or damaged items, most delayed bags can be recovered quickly if airlines know where they are. That's where tracking has the greatest impact. With real-time visibility across the entire bag journey, delays can be prevented, expectations managed, and trust preserved.

And that trust matters. 47% of passengers want to track their bags in real time, and 38% see value in digital ID tags. In a world of connected travel, people expect baggage to be as visible as a food delivery or ride-hailing app.

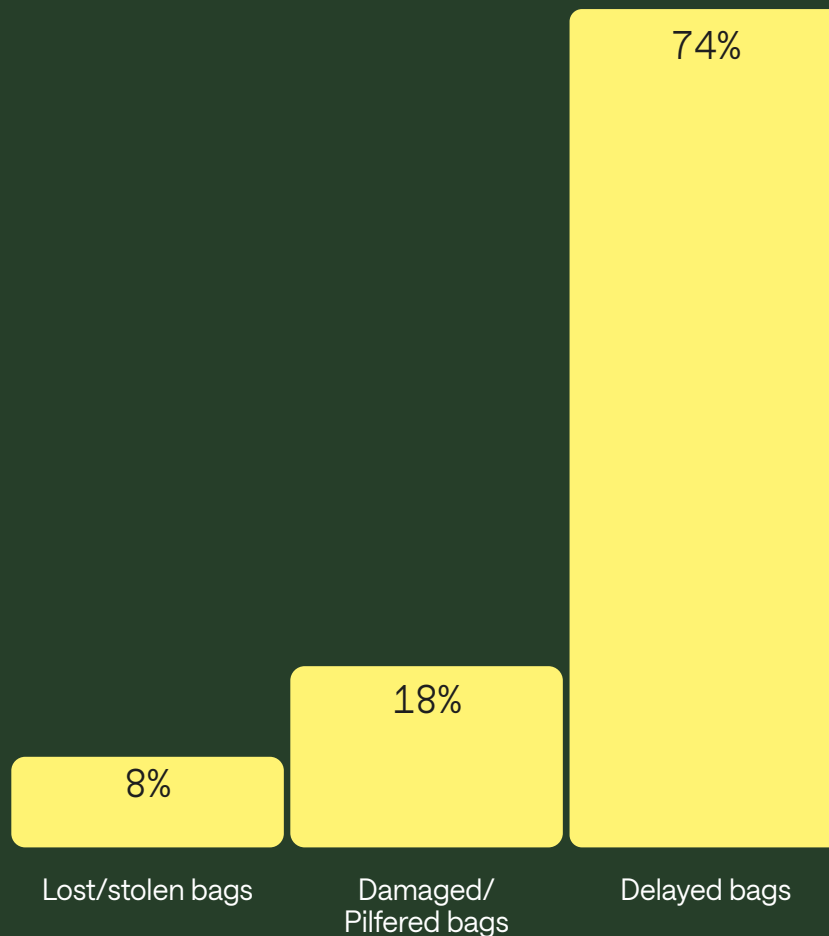
The industry is responding.

In 2023, just 43% of airlines provided real-time tracking to staff and 38% to passengers. Projections had expected modest increases to 47% and 50% by 2026. But the pace has exceeded expectations. By 2027, 92% of airlines plan to give operations teams real-time bag status, and 82% will offer it to passengers.

This momentum reflects a deeper shift: baggage tracking is no longer a service enhancement it's an operational necessity. As adoption becomes standard, the focus is shifting from reactive recovery to proactive prevention.

The result? Fewer delays, smoother flows, and a baggage experience as connected as the journey itself.

### Breakdown on mishandled bags



# Why are bags still delayed?

Delayed baggage remains the biggest challenge in baggage handling, accounting for 74% of all mishandled bags in 2024, and most of it still comes down to one thing: transfers.

Transfer mishandling made up 41% of all delayed bags, down five percentage points from 2018, but still the leading cause of disruption. Moving luggage between flights, especially on tight connections or between different carriers, continues to expose one of the weakest links in the chain.

Other causes also carry weight. Failure to load bags accounted for 17%, while ticketing errors, bag switches, and security issues combined for another 16%. Operational factors — including airport processes, customs, weather, and space or weight constraints — contributed 10% of delays.

Meanwhile, loading errors held steady at 8%, and arrival mishandling and tagging errors each represented 4%.

Together, these figures show where the system still breaks down, often at handover points where coordination, timing, and real-time visibility are essential. Tackling these issues, especially around transfers, means enabling smarter collaboration and seamless data flow between every link in the journey.

Because when bags change hands but information doesn't, that's when they fall out of sync and out of reach.

Transfer mishandling and failure to load are the top reasons for delayed bags.



Tagged error 4%

Arrival mishandling 4%

Loading error 8%

Airport/customs/weather/  
space-weight restrictions 10%

Ticketing error/bag switch  
/security/other 16%

Failure to load 17%

Transfer mishandling 41%

# Domestic vs International and the challenge of complexity

Not all flights face the same baggage challenges. In 2024, international flights had a mishandling rate of 11.2 bags per 1,000 passengers, while domestic flights stood at just 1.9. That's nearly a six-fold difference, clearly shown in the graphic, and largely driven by the added complexity of international travel: longer layovers, tighter transfers, and multiple handovers.

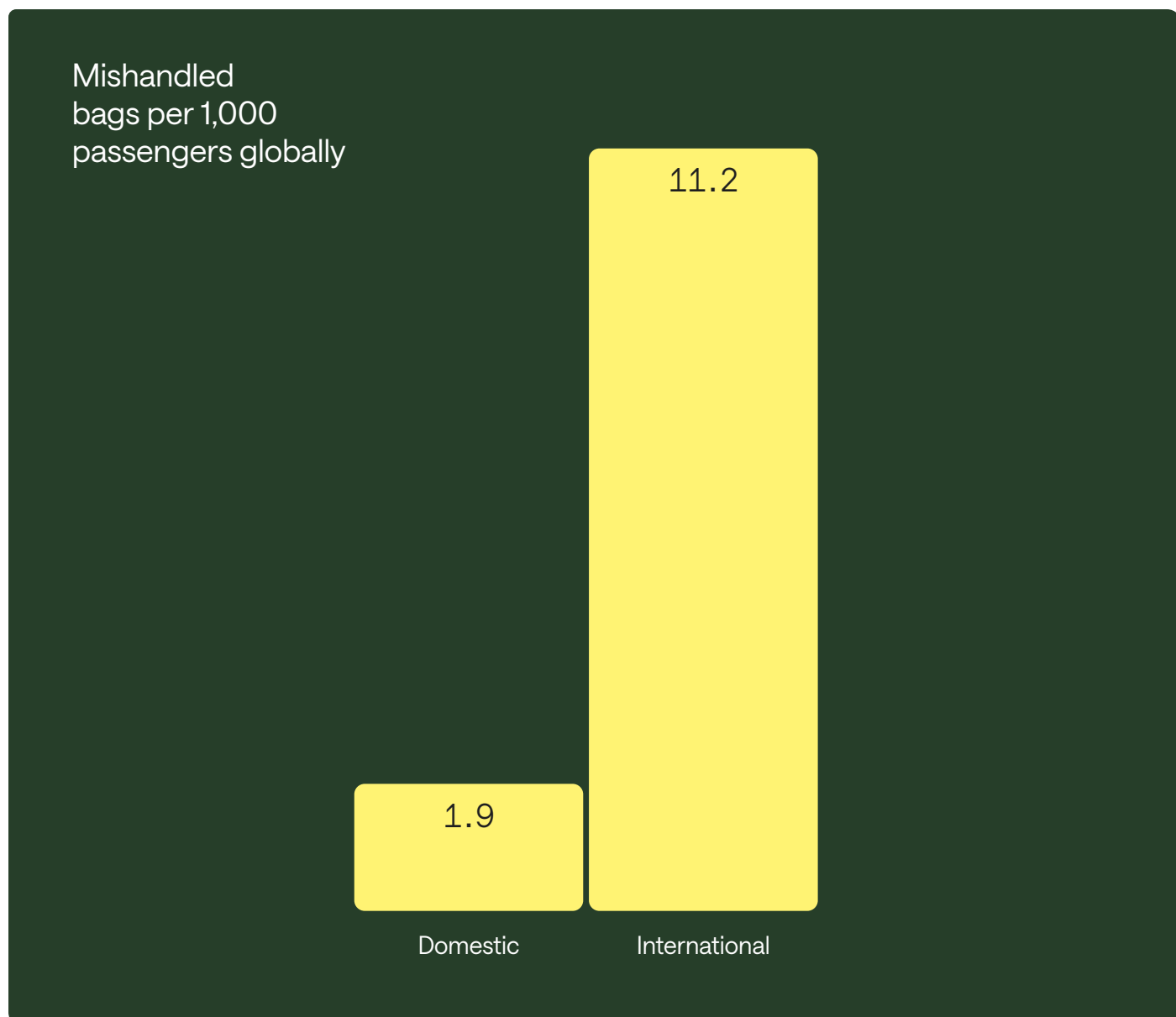
But the direction of travel is encouraging. Both rates are improving.

Domestic mishandling dropped by 21%, down from 2.4 in 2023 to 1.9 in 2024. International mishandling improved by 7%, falling from 12.1 to 11.2 bags per 1,000 passengers, despite a 13.6% surge in international traffic, [according to IATA](#).

The improvement reflects growing resilience and smarter handling even under pressure.

What's making the difference? On domestic routes, simplicity helps. Fewer touchpoints mean fewer chances for things to go wrong. But on international journeys, the gains are being driven by better coordination, shared data, and real-time tracking. It's a sign that the principles of flow – visibility, automation, and collaboration – are working at scale.

The gap is still there, but it's closing. And that's a powerful indicator that baggage handling is no longer bound by complexity. Instead, it's being redefined by connectivity.



# From tracking to trust

## How transparency is transforming baggage

Better baggage handling starts with better tech. That's been the throughline of this report and nowhere is that clearer than in the rise of real-time tracking.

For years, baggage tracking data was invisible to passengers, locked within airline and airport systems. But now that loop is closing. Real-time information is flowing more freely between passengers, airlines, airports, and ground handlers and it's transforming the experience.

In 2024, baggage tracking saw the biggest leap in airline tech investment. That's no coincidence. 47% of travelers say mobile tracking would make them more confident

checking in a bag, and 38% say a digital ID tag would boost their trust. While passengers once relied on AirTags and "Find My" apps, airlines are catching up. Today, 42% already offer real-time bag updates, a figure expected to double by 2027.

Self-service processes are evolving to match. Two-thirds of airlines now offer unassisted bag drop, with another 16% set to follow by 2027. And biometric bag drops are on the rise offering passengers a faster, touchless, and more intuitive experience. But smart tech alone isn't enough. Clear instructions and user-friendly design are critical to help travelers move through the process smoothly.

Behind the scenes, AI is also helping airports better manage passenger flows. 40% are already using AI for real-time congestion management, improving movement and cutting wait times.

In short, the future of baggage isn't just about automation. It's about creating an intelligent, connected system where bags and passengers move effortlessly through every stage of the journey.



**AIRLINES**

**Self bag-tag print**

Printing bag-tags at home



Printing bag-tags at airport



**Self bag-drop**

Self bag-drop (unassisted)



Self bag-drop off site (e.g. hotel)



**Bag tracking**

Real-time baggage status information directly for passengers



**AIRPORTS**

**Self bag-drop**

Touchless



Biometric-enabled



Single token



0% 50% 100%

Implemented ● By the end of 2027 ● No plans ●

# Where's my bag?

## Why recovery speed is just as critical as prevention

Even when things go wrong, passengers want to know one thing: how quickly will I get my bag back?

In 2024, 66% of all mishandled bags were returned to passengers within 48 hours – that's more than 22 million bags successfully reunited with their owners within two days. According to data collected through WorldTracer®, 5.41 million bags were returned within 12 hours, 8.4 million within 24 hours, and 8.3 million within 48 hours.

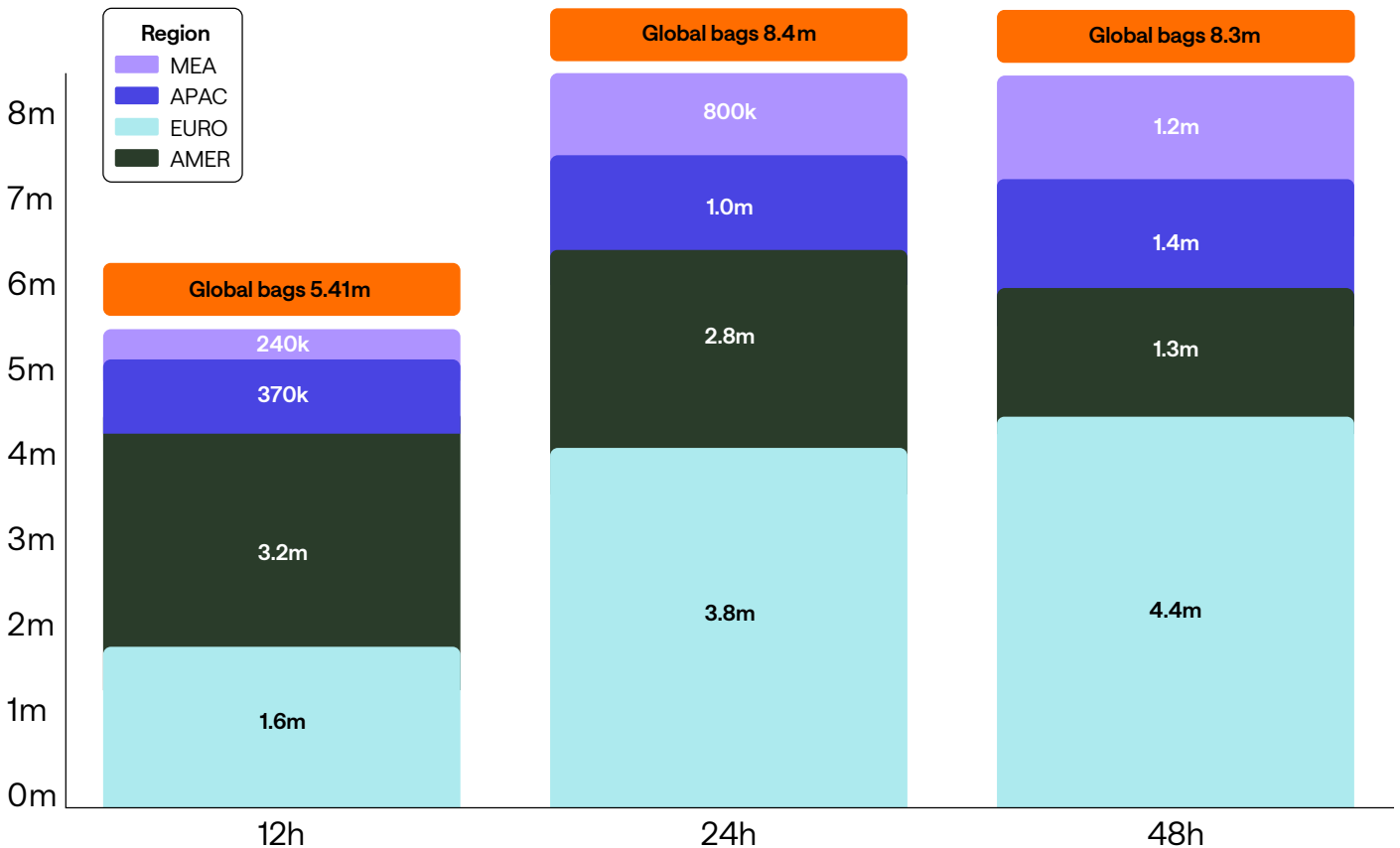
That speed matters. When a bag gets back to a passenger the same day – or even before they leave the airport – it turns a frustrating experience into a manageable one.

Every hour counts, not just for customer satisfaction, but for reducing the operational costs of tracing, storage, and courier services.

Recovery performance also varies across regions. Europe led the way, returning 4.4 million bags within 48 hours. The Americas followed with 3.2 million, while Asia-Pacific and the Middle East & Africa each resolved over a million within the same time frame. These variations reflect different levels of data sharing, infrastructure maturity, and system integration – all key enablers of faster resolution.

The takeaway? As passenger volumes climb, fast recovery is no longer a bonus, it's the baseline. In an industry where confidence is everything, the ability to return a mishandled bag within hours is becoming just as important as preventing the mishandling in the first place. And the more fluidly data moves through the ecosystem, the easier that becomes.

Global volume of bags recovered stacked by region and time



# Long-term improvements in regional performance

“In 2024, Asia Pacific airlines continued to achieve strong baggage handling performance rates despite a robust increase in travel volumes. The mishandled baggage rate of 3.1 bags per thousand passengers was comparable to the previous year’s performance. Ongoing manpower shortages and infrastructure congestion were among the operational challenges confronting the industry. Airlines continue to invest in new technologies to address inefficiencies and meet customer expectations.”

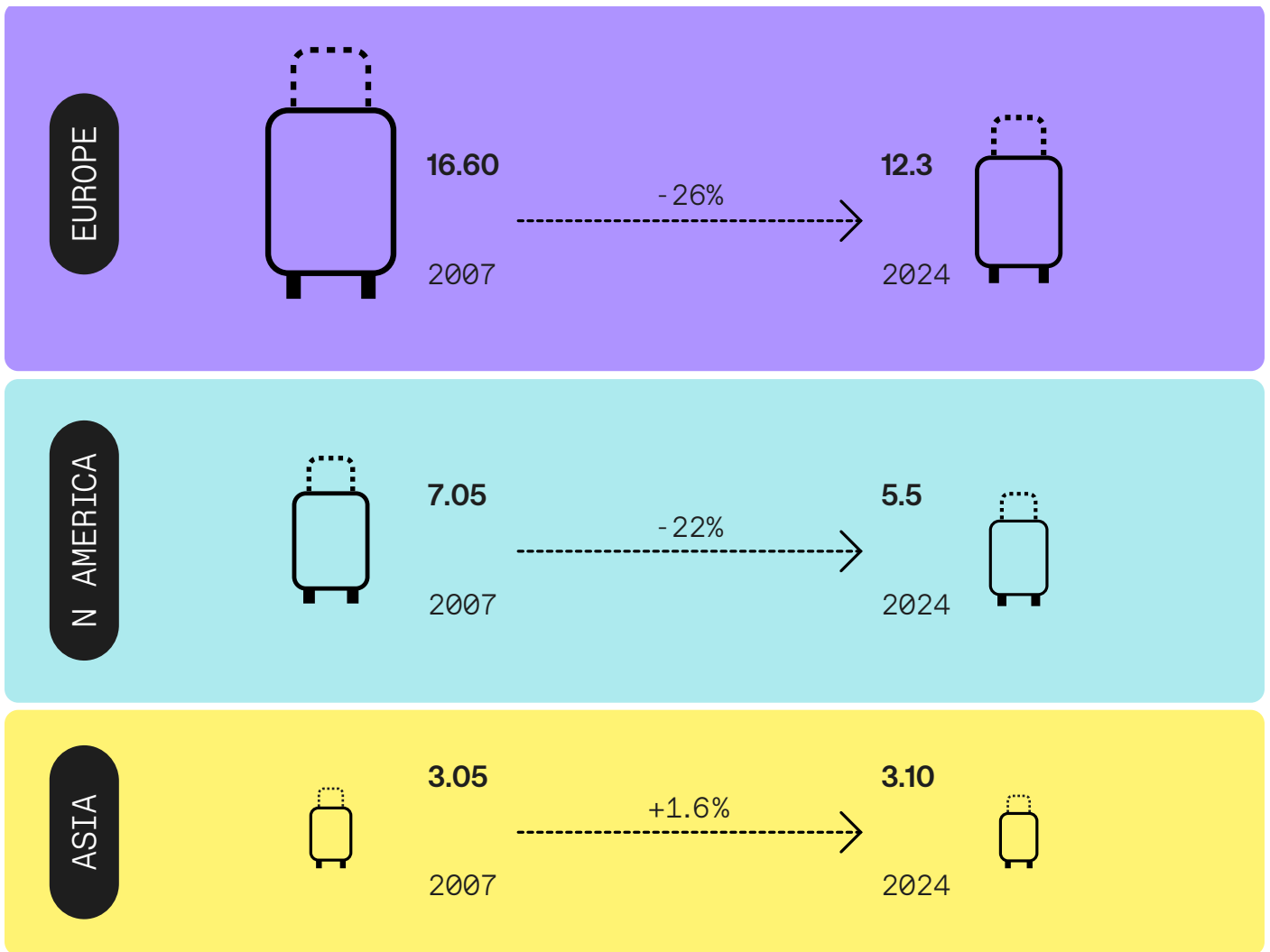
**Beatrice Lim**  
Director, Industry & Regulatory Affairs, Association of Asia Pacific Airlines

Data source: Asia: Association of Asia Pacific Airlines

“In 2024, U.S. airline baggage handling performance improved yet again. The mishandled bag rate fell another 4.5% to 5.51 per thousand checked bags boarded. Investments in equipment and information technology, along with workforce training, translated to an outcome superior to that seen in 2019. We expect this trend to continue in 2025.”

**John Heimlich**  
Vice President and Chief Economist, Airlines for America Data

Data source: North America: DOT Air Travel Consumer Report



Mishandled bags per 1,000 passengers by region



مطار البحر الأحمر الدولي  
Red Sea Int'l Airport

# Case study: Red Sea International Airport & SITA

Red Sea International Airport (RSI) is redefining air travel in Saudi Arabia's luxury tourism hub. With its vision to be a world-leading facility, RSI needed a seamless, tech-driven experience to match its high-end destination.

Following the success of SITA's Air Taxi Terminal deployment, RSI partnered again with SITA to power its new Main Terminal Building. The goal? A fully digital, effortless journey for passengers while optimizing airport operations.

## A frictionless passenger experience

With SITA Flex and Maestro departure control, passengers can check in and board using just their mobile devices. No long lines, no unnecessary waits. Baggage is handled intelligently too – SITA Bag Manager tracks every bag in real-time, ensuring it arrives where it should, when it should.

For those who want to skip the hassle of carrying bags altogether, RSI has embraced off-airport check-in through SITA's Smart Luggage Project with DUBZ. Guests can check in luggage from their hotel and have it delivered to their final destination – no baggage carousels, no hauling bags through the terminal.

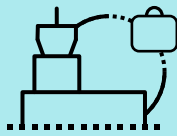
## A model for the future

By 2030, RSI is set to welcome a million guests annually. Thanks to SITA's smart, interoperable solutions, the airport is ready. The collaboration between RSI and SITA is about more than just technology – it's about creating a seamless, stress-free journey from arrival to departure.

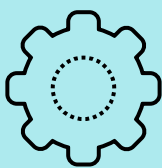
For RSI, this isn't just an airport. It's the gateway to a world-class experience, powered by innovation.

“Guests flying out of The Red Sea will be able to check in their bag at their respective hotel, enjoy the destination for as long as they can, and go to the airport later than they normally would.”

Michael White  
Chief Commercial Officer  
Red Sea International Airport



Off airport check-in



Interoperable solutions



Seamless Departure



# Case study: Apple & SITA

## Solving real-world problems with Apple’s Share Item Location feature

“This integration with Apple will make it easy for airlines that use our industry-leading WorldTracer® solution to implement Share Item Location for more efficient baggage management. It will be a huge benefit for passengers.”

Nicole Hogg  
Director of Baggage, SITA

Air travel is booming! More people are flying than ever, which means more bags to handle. In 2024, 5.3 billion passengers took to the skies, and 33.4 million bags were mishandled. With global passenger traffic set to double by 2040, it’s time for airports and airlines to level up and be ready for what’s next.

To tackle this, we’ve integrated Apple’s Share Item Location feature with SITA WorldTracer®, to make locating baggage smarter and faster.

### How does it work?

Apple’s Share Item Location lets users securely share the location of an AirTag or Find My network accessory with airlines. This helps them locate and recover their lost items. The shared location is automatically disabled once the item is back with the passenger. The owner can stop it at anytime and it expires after seven days. Privacy and safety are built into Find My by design.

SITA WorldTracer® is the world’s only fully global baggage tracing and matching system. It gives airlines and ground handlers a single, worldwide database to report and track lost baggage.

This saves money, smooths operations, and makes the passenger experience better.

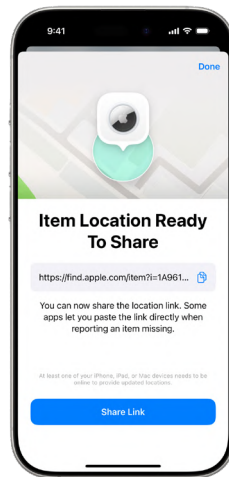
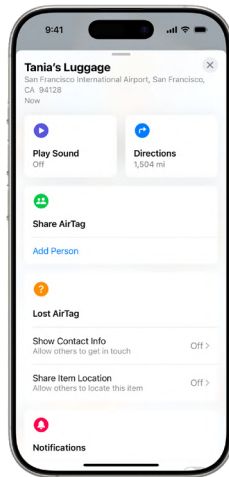
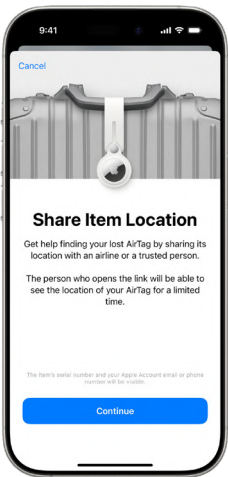
### What this means for passengers

Thanks to the integration of Apple’s Share Item Location feature, passengers can now share their item’s location with any registered airline using WorldTracer®. Finding and recovering lost baggage will be easier than ever.

When a passenger sends a Share Item Location link, baggage tracing agents can solve delayed baggage reports more efficiently. The end result? Airlines will be able to locate and reflight bags faster.

Leading airlines, including British Airways, Lufthansa, Qantas, and Virgin Atlantic, have already adopted this feature.

This integration gives passengers a smart solution that lets them travel with confidence, knowing they can keep track of their bags from takeoff to landing. It’s a digital solution that solves real-world problems faster, so airlines can take better care of passengers.



# Revolutionizing baggage handling

End-to-end visibility and communication means less headaches for passengers, airlines, and airports alike.

Baggage has always been a headache in aviation, causing frustration, lost time, and anxiety. We're changing that story with data and tech, bringing transparency, efficiency, and confidence to every bag's journey.

Gone are the days of reactive baggage handling with missing bags and scrambled operations. We've flipped the script. In 2024, mishandled bags dropped to 6.3 per 1,000 bags, a 17% improvement from 7.6 in 2022. Even with soaring passenger demand, baggage management is now smarter, faster, and more reliable thanks to real-time data, advanced analytics, and cutting-edge tech.

Our belief is simple: 'Every bag matters.' Airlines and airports now have crystal-clear visibility over baggage flows, making sharp, informed decisions instantly. From optimizing resources to identifying potential disruptions, data drives smoother operations and fewer mishandled bags.

For passengers, our tech is like having a remote control. They can already track their food deliveries in real time – why not their bags too? With the latest integration of Apple's AirTag and "Share Item Location" feature into SITA WorldTracer®, that's exactly what we're making possible. Passengers can see their checked bags' real-time location on their phones. This hands-on control reduces anxiety and boosts traveler confidence and trust.

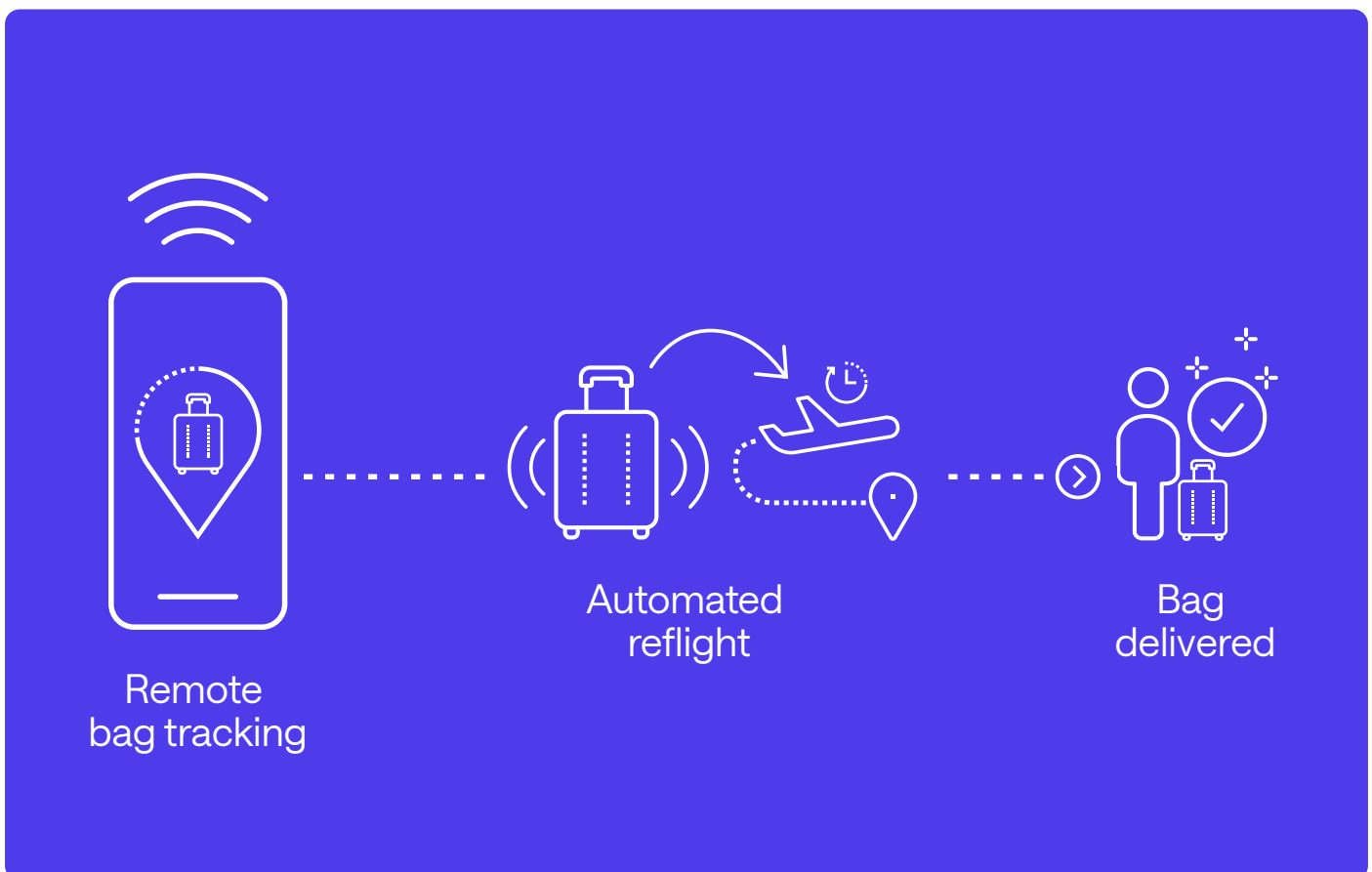
When mishandling does happen, WorldTracer Auto Reflight automatically reflies bags using the original tag, keeping the repatriation process as seamless and efficient as possible. It also detects fault stations and reasons for loss without any human intervention.

And we're not stopping at tracking. We're setting new standards in accuracy and efficiency with computer vision tech, capturing images of every bag as it moves through key airport touchpoints.

This helps with offloading bags, addressing fraudulent claims, and improving tracking accuracy. Our tech supports every part of the baggage process. Our advanced baggage solutions use smarter automation and sharp insights from reliable WorldTracer data to drive the baggage ecosystem. We're making operations leaner, more resilient, and more passenger-friendly – powered by tech that turns information into action.

Baggage shouldn't be an afterthought. Baggage should be easy. No stress, no delays, no guesswork. Just smooth, fast, and reliable. We're shaping a future where baggage is a full service, from door to destination, designed around your passengers. Simple. Smart. Effortless.

Nicole Hogg  
Director of Baggage, SITA





# Enhancing baggage management through data modernization and collaboration

The aviation industry has made good progress in baggage management, but reducing mishandled bags remains a priority.

With passenger traffic at record levels, the need for complete, high-quality data, powered by modern baggage messaging technology, is more critical than ever.

Sustained improvement depends on harnessing the power of data, adopting modern technology, and fostering collaboration between airlines and industry partners.

A key part of this journey has been IATA Resolution 753, which laid the foundation for better baggage tracking by requiring airlines to monitor and share tracking data at four core tracking points in the bag's journey.

But compliance alone is not enough.

To fully reap its benefits, the industry has to shift from simply collecting data to actively transforming it into insight. This will prevent mishandling, optimize operations, and enhance passenger confidence.

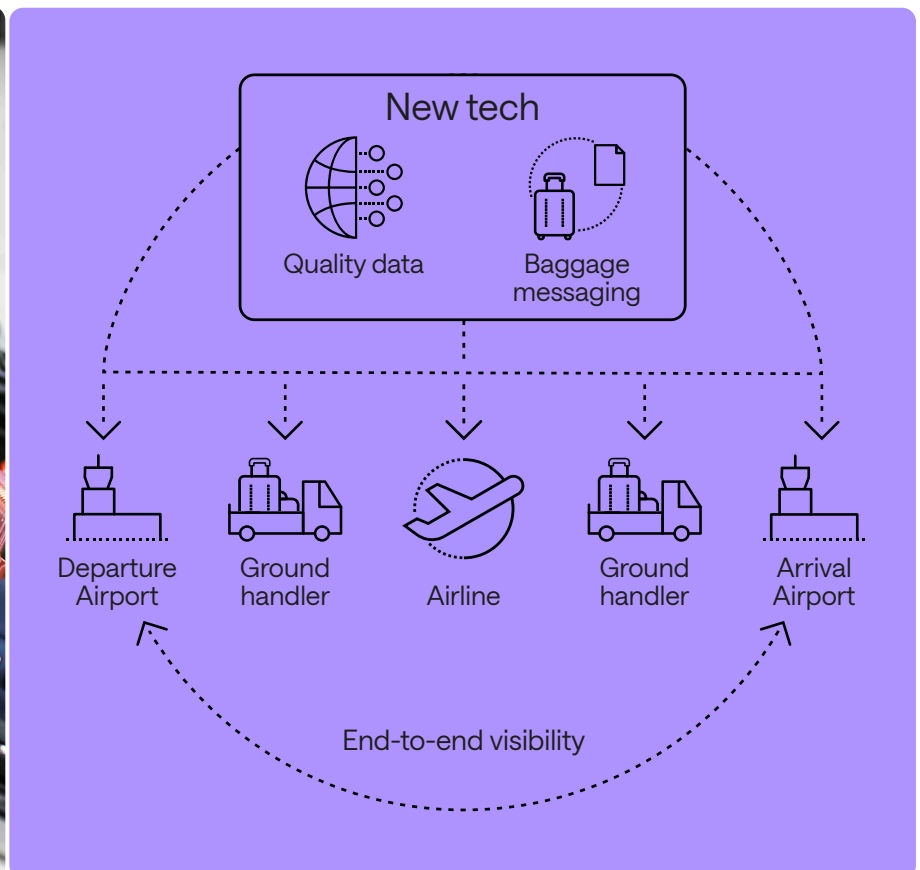
How do we achieve this? By ensuring data quality and modernizing baggage messaging technology across stakeholders. Effective baggage tracking requires data that is comprehensive, accurate, secure, and adaptable. A milestone in 2025 was the development and approval of Version 2 of the Modern Baggage Messaging (MBM) standard, along with its implementation guide and XML schema. This new standard addresses several limitations of the previous version, particularly in terms of data quality.

Modernization is long overdue. IATA has intensified efforts to accelerate the industry's transition to modern technology in baggage messaging. The transition aims to reduce messaging costs, improve security, create future-proof baggage operations, and lower the global baggage mishandling rate by 5% through improved message quality.

Ultimately, collaboration remains the cornerstone of these efforts. Airlines cannot tackle these challenges alone. Industry partners, including technology providers such as SITA, play a pivotal role in enhancing data quality, implementing modern messaging standards, and facilitating seamless data sharing across the ecosystem.

Through collective effort, the industry can revolutionize baggage operations, transforming data into a powerful tool that enhances efficiency, reliability, security, and passenger satisfaction.

Getnet Taye, PhD  
Senior Manager, Global Baggage Operations & Innovation, IATA





# Smarter together: Using data to deliver better baggage journeys

Over the past year, we've seen clear progress in baggage management. Airports, airlines, and industry partners are working more closely to reduce mishandled baggage. This collaboration is paying off, but there's still more to do.

Airports are stepping up in baggage management, putting passengers at the center of smarter, faster, and more reliable bag journeys. Airports Council International (ACI) member airports continue to invest in technology that empowers travelers, from selfservice bag drops to real-time tracking updates.

The key is quality data. When airports, airlines, and ground handlers share complete and timely data, we can make better decisions, faster.

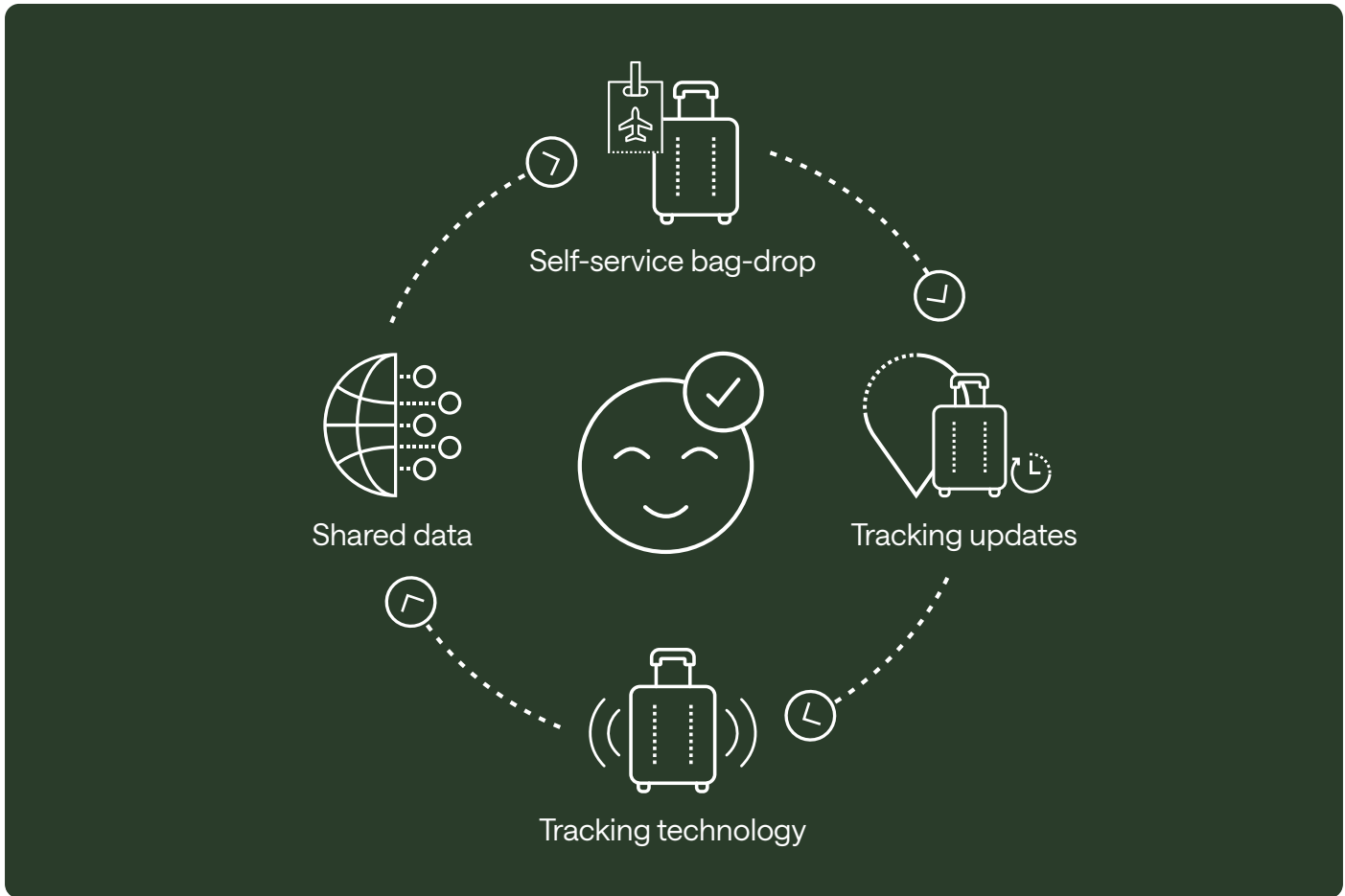
It helps us track bags accurately, communicate clearly with passengers, and respond quickly when things go wrong. But for this to work, the data must be reliable – and shared openly.

Airports are doing their part by investing in automation, self-service options, and integrated bag tracking systems. We're also looking at ways to use emerging technology, including AI, to improve how we recover delayed bags and support passengers in real-time.

Seamless integration between systems, shared accountability, and data-led strategies are not just ideal – they are essential.

Still, the industry must keep moving forward and collaboration remains key. Airports can't solve baggage challenges alone. Only through close coordination with all industry partners can we realize the full benefits of technology and data. Together, we can continue to reduce mishandling, speed up recovery, and deliver the seamless, stress-free journey travelers expect.

**Darryl Dowd**  
Vice President, Safety, Security and Operations ACI World



# Methodology

## What is a mishandled bag?

A mishandled bag is a report of a delayed, damaged, or pilfered bag. It's recorded by either an airline or its handling company on the passenger's behalf and handled as a claim.

This report uses IATA's forecast passenger total for 2024 in the analysis of baggage handling performance data. For year-on-year performance comparisons with 2024, passenger numbers and related bag handling statistics have been updated since last year's report to reflect confirmed IATA passenger data for 2024.

## Scope of the 2025 Baggage IT insights report

SITA applies a weighting system, based on IATA passenger traffic statistics, to its WorldTracer® data to calculate the baggage mishandling rates. This weighting ensures that the results represent global passenger traffic and compensate for annual fluctuations.

## Sources

1. IATA Air Passenger Market Analysis, January 2024
2. 2024 SITA Air Transport IT Insights
3. 2024 SITA Baggage IT Insights
4. 2024 SITA Passenger IT Insights





## Registered Office

### SITA SC

2 Avenue des Olympiades  
B-1140 Brussels  
Belgium  
Tel: +32 (0) 2 745 0517

## Geographic Offices

### Americas

600 Galleria Parkway SE  
Suite 1000  
Atlanta, GA 30339  
USA  
Tel: +1 770 850 4500

### Asia Pacific

11 Loyang Way  
Singapore 508723  
Republic of Singapore  
Tel: +65 6545 3711

### Europe

Chemin de Blandonnet 10  
1214 Vernier  
Switzerland  
Tel: +41 22 747 6000

### Middle East & Africa

Holcom Building  
Cornich Al Nahr  
Beirut - Lebanon  
Tel: +961 1 637300



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WWW.SITA.AERO