

# Baggage

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It has been a busy few years for baggage. IATA resolution 753 which introduced the tracking of bags at key stages of their journey as a common capability that all airlines should be capable of came into effect in June. This resolution was introduced because airlines wanted to have visibility of bags during interline journeys, something that they often miss.

# 56%

Of passengers want to know where their bag is at all times\*

\*IATA Global Passenger Survey results



Of course, airlines are not the only party that wants to have this visibility. The passengers have been very clear that they would also like to have visibility of their bags and know where the bag is throughout their journey. Whilst resolution 753 introduced a very basic tracking, whether airlines use this to inform passengers remains a business decision. This is normally driven by the confidence that the airline has in the information, which varies by region, country and airport depending upon how bags are being scanned.

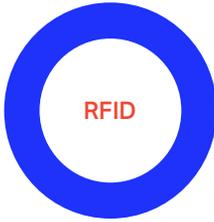
## Current baggage messaging fails airline needs

Expensive, Inefficient, error-prone  
& complex



A further factor that undermines the confidence that airlines can have in baggage tracking data is the messaging that is being used. It is quite hard to believe that in today's connected world we still have Type B messaging as a basis for sharing information on baggage. This year IATA has worked hard to improve this messaging, and our members have considerably updated the standards for information exchange, however Type B is still expensive, inefficient and error prone. A more sustainable solution exists though.

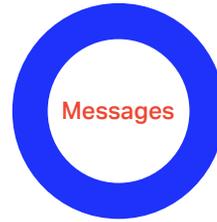
## IATA's Answers to these needs



- AGM Resolution next June
- RFID is an efficient means to track bags
- \$3.5bn in savings over 7 years



- Resolution 753
- Airlines are all aware and working on this common capability
- 56% sharing data about hot baggage between journey partners



- Ancient teletype still used to send bag data around the globe
- Message failure = mishandled bags
- XML is a modern alternative the will reduce message failures



So, you can understand the problems that we face in baggage. There is a lack of consistent data and an issue in communicating that data. IATA is working with our members to solve these issues.

753 introduced tracking, and all our members are aware of this need and are working towards having every bag tracked.

At the same time, we have updated the recommended practice for RFID to ensure there is a common global performance standard. RFID gives us a real opportunity to track bags consistently and with a high degree of accuracy. RFID readers are also cheaper than barcode readers, so it is likely that there can be more tracking points going beyond what is specified in Resolution 753.

Capturing the data is only a part of the problem though, we also have to have a good way to share this data with the world. Baggage messaging is now part of the Airline Industry Data Model (AIDM) and this allows us to have modern messaging using XML over the internet. XML baggage messages are self-defining, so there is no interpretation of meaning, and robust – because we use

MQTT the messages can be queued when there is a transmission issue and delivered quickly once the issue is restored.

RFID and XML together allows for growth

Passengers **X2**  
2035  
Baggage **X2**

Whilst addressing mishandling

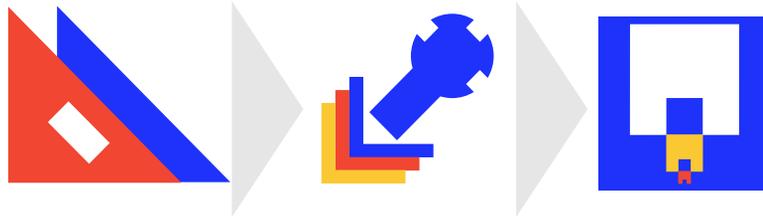


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A modern infrastructure for baggage is an essential component for the future of airport operations. We are expecting a growth in the passenger numbers. This will inevitably lead to more bags being carried. If we were not making these preparations then the increased baggage volumes would lead to greater costs even if we could keep the level of mishandling constant. With these changes we expect to see a continued reduction in mishandling rates.

In addition to this benefit, there will be more information available to the airlines regarding every bag. The airline can use this to fix problems quickly when they do occur, sometimes enabling recovery before the end of the passenger journey.

## Delivering a baggage vision



- Mishandling reduced for all controllable factors

- Airlines, airports and ground handlers have the tools needed to proactively control baggage

- Airlines, airports and ground handlers have a sustainable baggage operation



One of the things we are often asked is “what is the vision for baggage”... We obviously want baggage to be right – the right bag to the right place at the right time. So, we continue to focus on mishandling. Some things we cannot control – air traffic delays being the major item in that area, but where airlines and airports can control the outcome we want them to be able to do so. To do this they need a set of tools that enable proactive baggage management. RFID and XML provide the data for building these tools.

Finally we are looking to have a sustainable baggage operation for all the stakeholders. In the longer term, we should see a move to reusable baggage labels based on RFID that remove the need to queue for a baggage label as well as the waste that baggage operations generate.

Thank you

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