



The Empty Carousel a Consumer's Guide to Checked and Carry-on Luggage

Scott T. Mueller

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In this no nonsense book, I have used my personal background as a system manager of baggage services to create a tight and easy to follow guide on both the mysteries of how luggage is lost and, more important, how we as travelers can take the assertive stance to prevent mush of the world wide frustrating problem. The Empty Carousel explains how mistakes are made - whether internally or at the baggage carousel - and how to cope with these mistakes. The Empty Carousel wisely informs the air traveler how to label and mark their luggage, pitfalls to avoid in check-in and pickup of luggage, and even the complex rules and regulations binding the airlines in baggage recovery or reimbursement, giving timelines and inside information on how to take care of things ourselves. To understand the significance and educational benefits of The Empty Carousel, you should also know the significance of this alarming problem that continues to escalate today. The statistics below are the latest released by the media regarding this escalating problem. The New York Times reported in November 2007 that by the end of 2007, close to five million travelers will have been stuck scratching their heads at an empty luggage carousel. One carrier alone and the regional airline it owns mishandled approximately 639,146 bags through the end of September 2007. There are currently 112 domestic carriers in service today. A special report just released in 2008 from the Transportation Security Administration (TSA) reveals that in a three-year period nearly 42,000 travelers have reported items as lost from their luggage at an estimated value of more than \$31 Million. We are not talking lost for a couple of days. We are talking lost for good!! Listed as MIA are medicine, clothing, fine jewelry, laptops, perfume and even cell phones. (Keep in mind that these numbers do not necessarily reflect reports of missing items directly reported to the Air Carriers) The U.S. Department of Transportation Bureau of Transportation Statistics in March of 2008 released the 2007 airline statistics on baggage. U.S. carriers reporting flight delays and mishandled baggage data posted a mishandled baggage rate of 9.01 reports per 1,000 passengers in December, up from both December 2006 s rate of 8.93 and November 2007 s 4.89 rate.

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