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FOR IMMEDIATE RELEASE

Mishandled Baggage Falls to an All-Time Low

Unclaimed Baggage Center Explains What This Means for Business

WHAT:

In data released by the Transportation Department's Bureau statistics show that the nation's largest airlines had their best December in 17 years, causing mishandled baggage to fall to an all-time low. There was less chance that bags went awry, with 99.7 percent of fliers getting bags on time. Overall, the rate of mishandled baggage fell to the lowest on the record in 2011, falling to 3.39 per 1,000 passengers from 3.51 the previous year.

As the bag experts, Unclaimed Baggage Center can confirm this trend while also noting an *increase* in passenger items being left on board aircraft as a result of airlines charging for checked baggage.

The job of the UBC is to repurpose and give bags a second home when the owner cannot be found after extensive searches. UBC can speak into the process unclaimed baggage goes through to be reunited with its owner and how it comes to the UBC.

WHO:

Brenda Cantrell, Brand Ambassador at Unclaimed Baggage Center, sits on the board of the Alabama Travel Council Tourism Board. Cantrell is an expert resource to talk about the changing trends in airline baggage.

WHEN:

Upon request for interviews or to provide written commentary

WHERE:

By phone or in studio

DETAILS:

Founded in 1970, the [Unclaimed Baggage Center](#) in Scottsboro, Ala., is a 40,000-square-foot one-of-a-kind shopping destination, which receives 1 million visitors per year from every U.S. state and over 40 foreign countries. Merchandise in the store includes unclaimed baggage and freight and lost articles purchased by Unclaimed Baggage Center following an extensive search for its owner. For merchandise that cannot be sold, UBC has identified key charity partners over the years that are able to responsibly benefit from millions of dollars worth of clothing and hard goods, as well as medical supplies and equipment, helping to *reclaim for good* what was once lost. For more information about the Unclaimed Baggage Center please visit <http://unclaimedbaggage.com/>.