

This article is one from the "Do You Know" Series

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DO YOU KNOW: Where Has My Airport Baggage Gone?

By Jonathan Gale, founder, DirectComplaint.com

Why is it when we fly we have to have our baggage checked, x-rayed, sniffed, and occasionally even felt up, but when we get to our destinations, our baggage is not searched, sniffed, or better yet watched so no one other than the owner takes it. Doesn't the airline, the FAA, the NTSB, or the TSA even care about who picks up our baggage from the baggage claim area? Doesn't the little tag they place on our bag account for something? I thought the tags were designed for tracking, to prevent bags from getting lost, or worse yet, stolen.

So who is watching the baggage carousel anyway? Is it a camera? A person? A robot? Or none of the above? All I ask is that the government and the airlines do their due diligence to make sure that my bags are protected from the moment they leave my sight until the time they are given back to me. Did I say given back to me? I meant retrieved by me in a place where hundreds of people are milling around, and hundreds of pieces of luggage are standing alone just waiting for someone, any one--to pick the bag up and take it home.

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I offer the following solutions to solve the problem of stand-alone unprotected luggage:

1. Put a GPS tracking sticker on each piece of luggage and give the passenger the other piece of the tracking GPS sticker.
2. Hire a few more non-English speaking people who have only been in the US for a few months to yell out my name and my baggage claim number.
3. Keep the baggage behind a locked, guarded door and only let in two people at a time.
4. Change the laws to hold the airlines, FAA, NTSB, and the TSA all accountable for lost or stolen baggage.
5. Let the airlines know, that if they want to charge us for our baggage, then we will hold them publicly accountable when the baggage is lost, stolen, or damaged.

We are consumers. The power is in our hands and it is about time we use it. We have the ability to make more of a difference than we realize. Our strength is in our numbers, not to mention, our dollars. With airline ticket prices sky rocketing, and new surcharges all the time, isn't it about time we fight back, and just say, we're really pissed off, and we're not going to fly with you anymore.

If you have a problem with an airline, and you can't get it resolved, log on to DirectComplaint.com, and visit the airline complaint form in the consumer complaint center.

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