

Press Office  
Department of Aviation  
City of Chicago



# News Release

November 30, 2005  
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## **REMOTE SKYCAP SERVICE TO O'HARE NOW AVAILABLE AT MCCORMICK PLACE**

***Chicago conventioners are baggage- and worry-free for the remainder of their stay***

CHICAGO - The City of Chicago Department of Aviation, Chicago Convention and Tourism Bureau and Metropolitan Pier and Exposition Authority today announced the availability of a new express baggage handling and check-in service made possible through its partnership with Baggage Airline Guest Services Inc., or "BAGS." This service is now available to the more than 60,000 conventioners in town this week for the Radiological Society of North America's (RSNA) annual conference.

For a \$10.00 fee, conventioners attending shows at McCormick Place will have the option of receiving a boarding pass with seat assignment and checking in up to two bags on the day of their departure from Chicago O'Hare International Airport. Convention attendees are able to continue their seminars, browse the exhibition floor longer and enjoy their remaining time in Chicago without rushing to the airport to stand in ticket counter lines and possibly missing their flight. Upon arrival at O'Hare, these travelers can proceed directly to the gate or enjoy the airport's award-winning food, beverage and retail options.

Participating airlines include American, Continental, Delta, Northwest, United and Ted. These carriers account for more than 92 percent of O'Hare's departures.

"We are always in search of cutting-edge ways to enhance customer service within Chicago's Airport System," said First Deputy Aviation Commissioner Pat Harney. "This innovative service will eliminate the stress of airport lines and check-in delays."

The remote skycap service is permanent at McCormick Place and will eventually be made available to major hotels, smaller convention and meeting facilities and other remote locations throughout Chicagoland.

"BAGS will ultimately allow visitors more time to discover what the City of Chicago has to offer," said Chicago Convention and Tourism Bureau Acting CEO Bill Utter. "We are thrilled BAGS will assist us in our efforts to turn conventioners into tourists."

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[www.flychicago.com](http://www.flychicago.com)

“McCormick Place remains the largest and most successful convention center in the nation,” said Metropolitan Pier and Exposition Authority CEO Leticia Peralta Davis. “This new service will help ensure our role as a leader within the convention and tradeshow industry.”

The Transportation Security Administration (TSA) credentials all BAGS employees, who act as agents of the airlines. Employees must also submit to FBI background checks. BAGS' trucks transport the luggage in locked compartments to the airport, where the luggage undergoes the same security-screening process as baggage checked by passengers at airline ticket counters. This ensures that an intact and traceable bag arrives at the individual's final destination.

BAGS is the first TSA-approved full-service, multi-airline remote passenger check-in system in the country. Baggage can be checked as early as 12 hours and as late as three hours before departure. BAGS follows the rules of most major airlines accepting no more than two bags per person. For more information, please visit [www.airportbags.com](http://www.airportbags.com).

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The Chicago Airport System is self-supporting, using no local or state tax dollars for operations or capital improvements at O'Hare and Midway International airports. Together, Chicago's airports generate more than \$45 billion in annual economic activity and 540,000 jobs for the region. Please visit [www.flychicago.com](http://www.flychicago.com) to learn more about the Chicago Airport System.

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