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**BOSC Date 09/27/2023**

**Chair: Tim Ihle Co Chair: Carrie Sullivan**

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**Minutes**

**1. Welcome and Introductions**

C.S welcomed everyone to Septembers BOSC.

C.S we have three airlines in the room with us thank you for your participation and being present and welcome to everyone on the line, you would of all received the minutes and the presentation from the last meeting, If you haven't attended the meetings throughout the year or would recommend you revisit the presentations as there is a lot of good information on safety that can help you in the bag room, a lot of good information on the contingencies related to the baggage system, the monthly KPI's for the contractors, I know we have had feedback on who holds the contractors accountable and I can assure you as a contractor to LAWA we are held in a very high standard along with all of our contractors we have 5 oversight meetings a month with 3 of those being very specific to what is happening with TBITEC and the Performance, monthly we report in the KPI's for all of the contractors to Doug Webster and Mike Christensen who are the senior leaders in the operations and maintenance areas, we also have two weekly meeting with D.W and M.C and their team focussed on the contracts, performance, planning and continuous improvement. If any airline handler or anyone in the community has feedback it is always welcome, we have a direct platform with the senior leaders from the LAWA deputy organization, additionally we have a quarterly meeting with the LAWA deputies including the CEO and the executive committee of TBITEC in that meeting we have an agenda and minutes are produced for those meetings which are facilitated through the Foursails group, if there is ever any issue or concerns you have more than ever we have communication with LAWA and TBITEC at the highest levels. We have substantial amounts of engagement through the safety team to keep everyone safe and keep the equipment safe and we report on those learnings and continuous improvement through this meeting as well as the TOSC meeting, the minutes for the TOSC meeting can be found for the members on the website if you have not visited we highly recommend you revisit as I think through TBITEC and LAWA there are some very good presentations from which everyone can learn.

C.S I wanted to get that on the record I ave spoken to some of you and I think a lack of communication can be the cause of most things and I've spoken to Sheila and Doug on how we can enter communicate to the community and we will be focussing on that going forward, there was a request to have the meetings in person which we have been doing, all of this shows there re amble meetings for the airlines and the ground handlers to connect and there is concern that there would be break off faction, when there is lack of Governance in meeting you risk facing anti trust when you discuss collective services and contracts, I do warn against break out faction meetings without governance, all the airline have training and you know your own internal companies training and we ask that you refer to that as you have meetings

as groups of airlines discussing rates and charges or contracts.

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## **2. Airline/Ground service provider feedback**

J.R before we move onto the open forum and an opportunity for the community to feedback I wanted to highlight the questions and feedback we received at the last meeting and the status of each of those. (Slide in presentation with updates on each item)

D.C thank you to Alex Pierce from BROCK for all the communication relating to Smart Suite, as well as Janaye and the team, we use the system everyday and it has been a help for the team , I do have some questions about the communication between SSE and Vanderlande system as everyday we see bags that go through SP2 and we don't see a scan for them, we have regular communication with the control room and they can trace the bags so the question would be why some of those scans do not appear on SSE? This presents a problem for our teams as they can see where the bags are.

A.P there has been some investigation into this and we have a meeting this week between TBITEC, Vanderlande and myself to look at the messages and transactions being generated and make sure they are flowing all the way through SSE, we definitely have heard your communications on that and are moving forward on the investigation once we have identified where the issues are we will let you know and communicate the time to fix.

D.C thank you for that I would also like to pass my thanks on to A.R following the help he has provided and information which has been shared with head office, I would also like to state that I think its wonderful that we have reimplemented the hybrid meetings with attendance in person as well as virtual as I feel this helps communications.

C.S thank you Daniel if there are any other airlines that have any concerns or need more support feel free to reach out to TBITEC and we can support you through BROCK and Vanderlande Smart Suite is available for your baggage as you reconcile and dispatch is available if you are in the operation and need support there are a couple of airlines that we get a fair amount of calls from and we will follow up with you on how to use smart suite as this provides the ability to track down any bags that have been delayed.

A.R please don't be shy in making these requests it was only a few days ago I had a airline reach out and ask me what Smart Suite is, I know we have been going through familiarization and informing the community over the last year but if you need help to create a log in or on how to use the application reach out to anyone from the TBITEC team we will help.

D.C Can I just ask as I recently realized that we don't have access to Smart suite on the SITA workstations and having access to the application in the bag halls through these would save a lot of time, is it possible to make a request to have the application analyzed and understand if the workstations can support it being installed.

C.S I think it would be within your own company to make that request to SITA as the work would need to be carried out through programming by your airline.

J.C we have had discussion around this as the application is cloud based, the discussions are

with LAWA I.T and we will keep discussing as recognize the benefit of easier access for the end users, we will keep this at the top of our priority list.

**Action: access to SSE via SITA workstations to be discussed further with LAWA I.T**

P.T my understanding from asking a few years ago it that it isn't allowed due to the fire wall and it being a cloud-based application.

J.C we will continue those discussion to conclusion.

C.S I did see some instructions on the email chain regarding this as to what is needed, we will capture as an action and take away.

C.S any further feedback from the community or any of the ground handlers.

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### **3. Review of minutes outstanding actions and improvement tracker**

J.R updated on the previous minutes and actions tracker (see action tracker) no comments from previous minutes so they will be considered signed off and agreed.

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### **4. Safety review**

A.M presented the first section of the safety review from the LAWA team.

A.M the focus this month is on the facility and in particular a focus item's: Sharp Items, easily damaged elements and misuse of floor space.

A.M a few weeks ago a colleague was injured in the BHS the image shows sort pier 56 and the display mount in that area you can see we have bumpers installed in the lower corners on the signage to protect against striking injuries, but the arrow points towards the Steel mounting bar that runs to a point below the sign, unfortunately a colleague was small enough to be able to walk under the sign and when doing so caught their head on the sharp metal corner of this bar this resulted in a cut which required stitches, we have put a temporary fix in with some protection on the sharp edges, when the bag room went live we carried out inspections and identified what we thought were all the risks and applied the bumpers you see today, unfortunately we missed the area that caused the issue, due to this we have inspected over areas within the bag room and identified areas where a similar incident could occur some of these areas already had temporary solutions on them and we will be ensuring that we install the correct bumpers on all areas identified, we have bumpers on order and will use any stock we have currently.

A.M the next slides show examples of equipment which has been damaged and examples of incorrect use of floor space, there are also examples of damage to pipe work caused by being struck by baggage vehicles due to the design of the building these cannot be located anywhere else we will be reviewing if there are additional protective measures we can put in place but it is down to each of us when operating in these areas to ensure we protect the equipment and the building.

A.M I also want to spend some time reminding the team about FOD we are seeing a build up

again in certain areas after a period where we were as a community on top of the issues and the bag room was clean and tidy we need to work together as a team too ensure we don't see these issues building up again.

A.M the last slide is a statement 'safety of employees is the paramount concern. Thus, we circle back to the basics again, this time for the managers of the facility, i.e., ourselves. I want to be clear with this statement that its down to all of us including ourselves to ensure we all can operate in a safe environment.

A.R presented the second element of the safety review from the TBITEC team.

A.R we wanted to focus this month on conveyor safety and the bag room, the first thing I wanted to focus on was the control station for the conveyors the slide shows the buttons available and their functions. The important elements to remember are the E-stop is for emergency use and not for use when you have finished work in the area, if you are approaching your work area and all conveyors or belts are working but yours is not its more than likely due to an E-stop activation and if you contact Vanderlande they can come and reset the belt. Images of the control buttons were shared and the following general safety recommendations shared: Always know the location of start and stop controls, the controls must be marked to avoid confusion and allow people to make fast decisions on suing them, training must be given to all employees about the controls where they are and how to access and use them, Use E-stop in case of life/safety emergencies only to stop the belt immediately, use the stop function to turn the belt off and If the E-stop is active the belt will not run.

A.R the importance of using the stop correctly at the end of your operation on the ticket counters this will turnoff/time out your conveyor belt, it is the agents responsibility who ACAM the fire door to ensure it is closed at the end of the shift we do not want to be in a situation where someone has access the belts who shouldn't or a small child were to end up in the baggage system examples of which have been seen in multiple airports.

A.R reporting of incidents is crucial we had an example recently (13<sup>th</sup> September) where an incident occurred around 7:50 where a dolly came loose from a tug and struck the cage, unfortunately this wasn't reported and we relied on CCTV in the area to identify the operator and follow up with them, All incidents must be reported immediately, contact your company, ARCC, APD and TBITEC, Safety is ways first, do not move any of the damaged equipment until APD approves.

A.R lastly, we want to focus on the rules and regulations when it comes to bag room staging the rules are clear that you can only stage 7 AKES at the sort piers, we are noticing more people take advantage of the area and setting 8-9 containers per sort pier.

R.M baggage hygiene training and accreditation you used to do packs for this is that still on place?

A.R we are going to continue doing this going forward so if you have someone who has an expired badge, please let us know and we can carry out some refresher/re-certifying training.

R.M that's good to know as we have a new schedule and different shifts that I'm not sure are aligned with when you carry put the training so will keep a close eye on it.

R.M there is a lot of focus on baggage hygiene for departures but not as much on arrivals we

are seeing large boxes and items coming in resulting in more bag jams and waiting for Vanderlande to come clear them resulting in customer complaints is there any focus on the arrival element of the operation when it comes to bag hygiene?

J.C there should be signage and visual aids at every induction point, we will review and make sure that they are clear and in place and follow up with the ground handlers on correct practice.

C.S I know not everyone wants to hear this but at one time airline had oversight of the offload and some may still, we now see that resources have been cut to the bare minimum and it may be that station managers need to justify their resources, for every item that is broken there needs to be a payment, this may be an opportunity for the station managers to carry out a review of their LAX operation, LAX is unlike the template for other ports I've worked for an airline before and there is a template if there are exceptions to the template you have to make a case you may not always look good but it's on behalf of the customer.

C.S we set aside a fair amount of time in this meeting to focus on safety and equipment and we would appeal that during your meetings with the ground handlers to spend the same amount of time on this subject safety is paramount to everything we do, as we walk around the ramp I ask us all to be conscious and aware of our environment, I can't appeal to you enough to focus on these items we are very fortunate in LA in how we work together but we would appeal to you to assess your operation and your resources.

P.T whilst we are on the topic of safety last winter there was a discussion about applying some sort of adhesive or grip to the entrance to the NBHS when its wet it becomes like ice and I was wondering as we enter the winter period did anything ever happen with that?

A.M I don't have the specific details to hand but I know that the LAWA maintenance group is aware and they have been looking at different ways of addressing the issue, the process is definitely underway and on the radar.

C.S we will revisit as I know we captured it on our own capital program, as A.M says I know they were trying to come up with the best solution we will track it here through this group on the tracker.

**Action: entrance to NBHS becomes slippery when wet, plans being reviewed to resolve issues update needed for BOSC**

P.T can we get some clarity on safety vests there seems to be mixed messages within the bag rooms as to who needs to wear them and who doesn't?

A.M you are required to have a high viz vest the only exception that is made to that is when you are outside but very close to the building what is described as in the shadow of the building, I will take it away from a bag room specific point of view and feed back to the group.

**Action: clarity needed on use of high viz vests on the bag rooms**

P.T would a safety fair or some side of safety event promoting safety awareness be something that TBITEC would be willing to sponsor as its difficult for an airline to do on their own.

C.S I know Lew and the team have done events similar to what you describe, I would say it would be driven by L.W and team and we would support we are careful not to take over areas of LAWA responsibility but would absolutely support them, I do think to that end we have talked

about implementing our walks again as a community focussed on the facility and the bag room something we can work together with LAWA on we have made significant steps in T5 doing this and historically when we have ad these we have achieved a lot both inside and outside the building something we can track quarterly in this meeting.

**Action: safety walks with the TBIT community to be implemented and tracked**

C.W absolutely agree, and I know the community are keen on joining these walks and safety awareness initiatives.

G.C could there be a review of the contact numbers needed in different events that are posted in and around the BHS.

C.S let us revisit the contacts that are posted but I would also say it's part of your responsibility to ensure all employees are aware of the numbers they may need to contact.

**Action: review of contact details posted in and around the Bag halls and BHS**

C.S I would like to state that the work that Angel and the team do to keep in contact with the ground handlers and ensure that they are following all safety practices are trained and up to date is excellent and I'm sure that the ground handlers on the call would agree with that.

L.M agreed.

R.E agreed.

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## **5. Performance review**

J.R presented the performance review for August 2023.

J.R the first slides cover off the BHS KPI's, there were 721,044 bags processed through the BHS in August, Overall ATR read rate was 93.37%, ICS ATYR read rate was 96.24%, average sortation performance was 99.45% with a bag to dump ratio of 5.43 per 1000 bags, total jams ICS are shared in the pack and sit below 1%.

J.R moving onto the late divert report, I have now included an explanation sheet on late divers and how it is used as a performance measure this will be included in each presentation pack as a reminder to the community.

D.C what is the current mishandled rate for the BHS system for August.

J.R 8.43/1000 well above target but mainly driven by the two main outliers in August which were the 20<sup>th</sup> and 24<sup>th</sup> August, the 20<sup>th</sup> driven by the weather event and subsequent power failures and the 24<sup>th</sup> by the power event, this is versus an overall rate of 13.42/1000.

D.C so the target is 1/1000?

J.R the in-system target is 1/1000 which has obviously missed this month mainly driven by those two big incidents.

D.C what would the rate be if we removed the two big incidents?



J.R the rate would be 2.25/1000 if those events on the 20<sup>th</sup> and 24<sup>th</sup> were removed.

D.C so I can share with my head office any action plans or significant changes in place to support the achievement of the target?

C.S the late divert isn't all driven by the system there is also a number of bags that late divert due to the fact they have been entered into the system late but the airlines and handlers, we are working towards the IATA standard and as TBITEC we hold Vanderlande accountable for the availability and performance of the system but there is work to do as a community to understand how we can all support the overall objective.

P.T to be fair the clock starts ticking from when the bag hits the ICS system.

J.R with late divert reporting that is now not correct we start the clock ticking from BSM generation so probably give ourselves a harder task.

P.T previously we didn't have the measure until a bag hit the TSA element of the system.

J.R correct, and we were conscious of that when creating the late divert with BROCK TBITEC and Vanderlande we wanted to account for the legacy system, so we measure from BSM generation through to delivery to sort pier, we have the breakdown of the bags journey through all the elements of the BHS.

J.R there is a slide in the pack that shows the late divert per month split into system and late input plus the reason and number of events that have impacted the baggage product this shows majority of the issues we have seen are driven by the surrounding facilities whether that be power or fire alarms.

J.R unfortunately we are running low on time, the late divert pack for the month has lots of information including daily breakdowns of events and the number of bags late inputted into the system which in turn builds the overall performance figures for the month, there are also the utilization heat maps for the EDS machines.

J.R I'm happy to spend any time in a smaller group or 1:1 with anyone from the community as I'm sure A.P from BROCK or the TBITEC would be as well to further discuss late divers the approach and what we are wanting to achieve, please feel free to reach out.

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## **6. Operational issues and updates**

J.A presented the first part of the operational updates focussed on T1.5/T5

J.A shared with the community the updates relating to best practice, TBITEC initiatives and continuous improvements, BHS hygiene, QCC compliance, Bag room safety, Increased system availability, ICS familiarization tours, KPI performance and reporting, Bag room rules and regulations, T7 JMI project and Winter planning.

J.A the first slide is a reminder to everyone about smart suite enterprise as a baggage trace/tracking resources, this is a great tool to track and trace your bags and provides real time information and allows the airlines to make smart decisions, as well as providing advanced

analytics through power BI which helps provide the data and scorecards that we share with the community, we are working with the duty managers to review the tracking points and ensure we are providing the most up to date mapping of the bag journey and a clear legend for your use, we are also reviewing the system communications we have multiple systems that need to talk to each other and are conducting discussions and meetings to ensure we are capturing the product on its journey finally end user training it has already been touched on. But it is continuous and on-going if we have any new colleagues joining us or new airlines please reach out and we can provide the training.

D.C thanks so much for sending the updated scanning point list it is very helpful, with updating the tracking points it would be really useful if the points can have a description that identify where the bag is rather than having to go to the machine and identify, this will support making decisions to hold for bags or not more confident.

J.A this is something we are taking into consideration, and we will ensure that those tracking points are easy to understand.

J.A winter planning focus, sort pier assignment policy we want to remind everyone they are subject to change for example if we have an airline delay, we may need to move another airline if we were to have another August 20<sup>th</sup> event, we will also consider more moves to support the operation.

D.C we would like to understand more about communication during contingency and mitigations is this something we could cover offline in a separate session?

C.S these were covered in a previous meeting I think if we could pull them forward and share along with the minutes it will help everyone's understanding.

J.C we also have a pretty extensive system and want to drill that down to share the most helpful for the community there is work ongoing on a document that will support this that is in progress and the team are working on it today, a lot of the information is also covered in our ICS system walks which support understanding and knowledge.

J.C presented the next element of the operational update focussed on TBIT.

J.C want to share a few updates from the terminal which re pertinent following the power disruptions and weather event seen in August these are collaborative between LAWA TBITEC and Vanderlande: there is a collective collaborative and comprehensive review of power resiliency options for the BHS/ICS for both short/long term to manage disruptions and maintain equipment reliability, some of the short term solutions include, ADF data collection project, LMS/VSD task force analysis, Resources – staffing and increased equipment, Airline/GH support, BHS contingency review – screening sorting options, power stability improvements, Equipment access/process improvements and the completed BHS fire alarm programming which has segregated the BHS from the building. The long-term solutions include RS-X grid – power receiving station and BOP 2 infrastructure improvements.

D.C thanks for the update on the carts where are they going to be located?

J.C we are working with LAWA on an improved space and once that is known we will inform the community.



D.C how many carts do we currently have?

J.C 22 in total consisting of 12 new carts and refurbished carts.

P.T would like to recognize that the fire alarm work seems to have resulted in much improved reliability of the system we have seen a few fire alarms with no impact.

J.C more than a few we know of one day where we had 11 alarms and there was no impact on the BHS.

A.M they have reprogrammed the signaling so that alarms outside of the BHS do not impact the BHS itself and result in shutdowns.

J.C I wanted to touch on some of the continuous improvements works and initiatives that the Vanderlande team have put in place this includes new dashboards that allow further analysis following issues to allow better decision making in fix to ensure the same issues doesn't impact again where possible. (Examples shared on slides)

D.C do TBITEC speak to the airlines and handlers that are causing the bag hygiene issues?

J.C we do we identify the cause of the issue and respond at the time where possible, Vanderlande are also really good at providing us pictures and evidence of the issues which we can use to follow up or as part of the education piece we do, these are captured in a weekly tracker which is also shared with the community.

J.C we can see on the slides the improvements we have seen in the bag jam performance the sample shared shows the TC11\_13 area and through the work completed we have seen a 64.84% reduction in bag jams in this area this work will continue in other parts of the BSH.

J.C further examples of improvements on PEC blockages and the benefit of the tweaks being made are shared with the community, one of the areas identified was driven by wheel height of the carts and following some belt speed changes and other elements we see significant improvement.

J.C further examples of work completed are within the pack as well as the BHS housekeeping examples which we want to share with the community.

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## **7. Monthly Focus item**

C.M from Techflow provided the monthly focus item which is a quarterly update of the EDS performance

C.M the first slide shows the TBIT performance from June 1<sup>st</sup> through to 25<sup>th</sup> of September, this covers each of the CTX's in GTBIT across both north and south this covers the performance numbers, the operational hours that were available, the total downtime and meantime between critical failure, how frequently P1 tickets were raised, whether the AO was missed and the amount of time the equipment was available for. You can see from the table that TBIT performance is continuing to improve all CTX's far exceed the minimum SLA of 86%+ available operational hours, FST average mean repair time is 1.2 hours and bag jam frequency and

downtime duration is continuing to decline.

C.M there are always areas for improvement and these include operator resolved P1's – P1's that are called in. It RTS before FST arrival, UPS are in bypass due to continued power events – recent repairs \$10k per UPS (x3), there is a lot of debris and dirt building up in TBIT north under EDS locations and TBIT south still has i op HVAC, and the temp is very high.

C.M in regard to the bag jam rates I will have a year-to-date performance available for the team on the next call and will share it with J.R to be distributed.

C.M the next slide is showing the no. Relevant tickets (tickets that are not at the fault of SMITHS and maintenance) this shows over 30 P1 tickets that what called in and by the time the FST (Field service technician) arrived they were already up and running, this is a big waste of FST time and a strain on a resource that isn't infinite. These mainly are related to the power failures and when we experience power blips everyone panics and calls in the faults what we need to be doing is ensuring that the machine goes through the correct startup procedure before identifying whether or not we need to escalate it i'll be working on that with the TSA, we can see from the table that anything in green is a bag jam we have seen a massive reduction in downtime numbers and I would like to thank TBITEC and their work with the community as we continue this route I think we will shortly be in a position where we are not even needing to talk about it as an issue.

C.M the last slide shows the total amount of downtime and the total amount of tickets raised we can see these are reducing month on month which is what is driving the good performance, this is also driven by the root cause analysis being completed and components being replaced as they fail rather than reboots and another ticket being raised for replacement at a later date.

C.M I think we will continue to see this down trend and the interruption on the bag flow from TSA equipment reducing, one last comment performance this month as an airport was slightly down and we have some tickets to investigate TBIT specifically the old 5500 have been removed and the new 5800 have been installed in the lobby area currently 3 of 4 are operational they are the same machines as used for the oversize product, they are still under warranty so don't have much interaction with them but can support any questions if they arise, finally the CTX 9800 SIOC's that are currently used by Delta have come off warranty and fall under our ownership now.

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## **8. AOB**

C.S at this time we will close the meeting if there are any additional questions please reach out, the pack is full of good information and information that you wouldn't be aware of that supports and improvement across the operation, I hope that this shows the management of the contracts and alleviates any concerns that may have been in place, there is a full programme of governance and KPI's in place between LAWA TBITEC and all contractors.

No further AOB meeting closed.



# LAWA & TBITEC: Baggage Operations Sub Committee

(TBIT AND TBIT WEST AOC COMMITTEE)

