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**BOSC Date 29/03/2023**

**Chair: Viji Prasad Co Chair: Carrie Sullivan**

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## **Minutes**

### **1. Welcome and Introductions**

C.S welcomed the group to March BOSC, C.S thanked everyone for their ongoing work behind the scenes, there is a significant amount of work that's taken place and we hope you are seeing results of that, TBITEC are continuing to communicate on improvements an example being the smaller peel off stickers on tags being applied to bags this is relevant when we look at bags that are in the cage and can make a significant difference in re-united the customer timely with their bags, you see the domestic airlines consistently doing this but not within our community as much, we hope that the presentations and the work that Jake, the TBITEC team Vanderlande and other teams are doing is making a difference and that you are able to include this in your corrective action as you report on baggage performance we are working with the interline group significant amount of work completed and work ahead thanks to Ron for being on the call there are significant amount of tools available to you and if you need any support with using them please reach out to us.

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

J.R introduced this item as something that has moved up the agenda and is a specific portion of the meeting the community can utilize to feedback any issues or best practice as-well as requesting areas of support

There was no specific feedback this month from the community but J.R/C.S assured the group that this is a open forum and feedback is welcome throughout the meeting

C.S commented that one of the items we covered last month was covering the performance reports for individual airlines on missed bags Emirates commented that the departure time can change due to various reasons, the critical bag performance that you receive is based on the times within the system and as per bulletins shared please be sure to update the operational teams anytime this changes

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

J.R confirmed that last months minutes had been signed off with no queries or questions against them

J.R went through the action tracker to date we have 4 open items and 25 closed items (see attached tracker)

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#### **4. Safety review**

A.M talked the group through the work that has been ongoing over the last month focused on Bag hall safety working with the ground service providers, the focus has been infrastructure and with the rain seen we are waiting to hear back from the maintenance team on how we can address the slippery floor in those weather conditions, we are awaiting repairs on pier 26 which was dramatically impacted by a tug accident we covered in the previous BOSC, we are continuing with the FOD drop situation inside the North BHS the initial place we wanted to put the FOD cart has been put on hold so at this time we are doing the FOD drop inside the BHS, I still want to put the FOD drop cart in place the original position doesn't work so work continues to identify a more suitable location

D.H presented the safety slides focussed on the ground service provider FOD schedules the focus continues to be on baggage hall safety and the impact of FOD and poor housekeeping, Bag room hygiene and especially tub hygiene and the correct storage of tubs after use anything can cause a disruption to the baggage system and ICS attention to detail goes along way to supporting performance, we will continue to preach this as part of SMS doctoring to promote quality assurance and risk mitigation, Equipment damage and the rules and regulations relating to driving standards were shared specific incidents relating to damage to information screens were shared, the community was reminded to slow down and follow the daily safety briefings that should be being delivered but their own safety teams, key reminders this month looked at LAWA work rules and policies the safety alerts and op's bulletins continue to be shared to support mitigating risk to damaged equipment and personal injury, the importance of reporting damage and incidents to LAWA the Airport Police and the dispatch centre was shared with the group learnings are taken from any incident with the aim being to ensure incidents don't reoccur.

C.S commented that the pictures that were shown of the damages occurred come at a price and that these expenses are passed back to the community in some form, we try to identify the responsible party who causes the damage so they can be re-charged but without the correct reporting this isn't always possible, it should also be clear that the damages shown are the significant damages there are many more damages that occur that carry a cost.

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#### **5. Performance review**

R.P presented the performance reports focusing on baggage throughput for the month of February which was 527,587. Total not loaded bags local vs transfer we see that the transfer make up the majority of the NLB and will require most attention going forward, NLB by timeliness, an final active process, not ;loaded local bags split by carrier the community was asked to contact Vanderlande if any support needed on this element, the team analyses the numbers week by week and month by month and reach out to the community where needed but feel free to contact Vanderlande where you think we can improve and if you specifically need more attention, Not loaded local bags delivered on-time by carrier again the community was asked to review the data and contact directly if any support needed, Not loaded bags delivered on time by flight, Not loaded bags by BSM received this is very much a airline focus as bags are not loaded due to lack of BSM we all know this creates issues and delays so want to

work together to see if we can fix any issues being seen, Not loaded bags delivered on time by below wing handler the focus will be on the carrier firstly and then the handling company, the bingo stickers that were mentioned at the start of meeting are important to be able to identify the bags and with the ATR upgrade work coming to completion if we can encourage the use of the bingo stickers on both sides of the bag it will greatly increase the chance of the bag tag being read.

C.S commented that we have a lot of good information more than we have had historically and thanked the team for this, the TBITEC team with J.C leading are in progress creating increased insight into all areas of the handlers impact, J.R shared a HAL model covering ground handler performance (a score card) that is available on their website, we are not looking to publish anything at this time but we are wanting to work with the airlines on how we can improve performance and safety through training and education there is a timeline towards the end of June for further evaluation and progress report on the ground handlers the goal is to simply to help everybody do better as it relates to the operation of equipment, we all know that there is no one group in charge of the bag room and all need to participate at the right level.

A.P presented the BROCK slides focussed on the work on bag journey times which will form the basis of the MBR report going forward, A.P talked the group through the time in system analysis live report which is still a work in process, the bag journey has been split into distinct points across all elements of the system, for each process bags are looked at that were scanned at both the beginning and the end scan points these bags are called bags analyzed but it should be noted it isn't all your bags, a true percentage of product covered will be added to the report when completed, this report is measuring T1, T5, T1.5 and TBIT processes as-well as measuring Oversize bags for T1.5 and TBIT the recheck bags is a work in progress and will be added to the report once some location identification has been completed with the interline team. ( a clear visual explanation is included in the presentation pack)

High level process locations have been shared within the presentation for people to familiarize themselves with.

A.P shared his screen showing the group the live report describing the processes and the current KPI's against the timings this shows you what is happening daily across the different processes, this provides the ability to have oversight and identify anything we need to investigate further, graphs were also shared showing the trends day by day against KPI's.

C.S on the oversize does the data capture the point of the BSM being issued

A.P what we currently have is the first scan point at induction, we are going to add the BSM creation as this will identify any bags that have been sitting too long before being inducted through screening, an example was shared showing a bag that sat for 15 mins from BSM creation to induction this is the sort of example we want to drill down further into

A.P described all of the scanning points identified within the report

M.J asked if any scanning points will be added for T5

J.A we have the scanning points which will be shared with BROCK to provide the metrics going forward

M.J was wanting to see how long the bags are sitting with TSA before they go through the

system

A.P what we have is as bags are tracked through TSA and are getting screened if the bags are cleared it is taking less than a minute to go through (caveated with this doesn't include CBRA

A.P last comment would be as was mentioned we are hoping by next meeting we can take the timing disposition of the bag and CBS able to identify bags that are late all through the journey or for bags that enter on time but come out late where the process failed, this will expand into more visibility on performance through all the processes

R.P you mentioned you cannot capture all bags do you know the percentage of bags being captured?

A.P another metric we are working on adding to the report

R.S its worth noting that we are working together to come up with the number and scanning g points for the recheck area as-well, more to come on that piece

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

J.C presented the operational issues and updates section covering the continuous improvements and initiatives across TBIT, this included Airline reporting tools, segmented bag delivery, BHS hygiene, ATR enhancement work, QCC compliance, terminal walks airline, summer planning, critical component testing.

The airline reporting tools available were shared showing the community the criticality of reporting the most up to date departure information , without this information we cant adjust your flight build windows without that information it will impact baggage delivery and result in more bags dumping or not being delivered to pier. The use of EBS and segmented bag delivery was discussed and the community reminded to update the TBITEC team on any schedule changes or airline needs. Tag off update was provided evidence was shown that has seen tags not being properly utilized with the sticky element not being peeled off properly a community bulletin has been sent out reminding the community of best practice

The ATR enhancement project update was provided showing the work that's has been ongoing and the introduction of the analytics tool a video was shared showing the new ATR set-up in operation.

R.M thank you for setting up the tours it provides valuable inside into what is happening in the system during disruption, we have a issue with crew bags BSM with our DCS not being supported

J.C we know that BSM's are the most valuable to ensure bags make it through the system we can work with SITA to identify what is available whats we can also do is program any manual tags you have with barcodes to the correct sort pier, we could also use contingencies fallback tags that can be used if needed

C.S what happens in other city's that have this issues?

R.M there is a feature that is utilized what I would like to understand is how can we use the

feature or get it re-instated

C.S we will take it offline

**ACTION: discussion to be had around crew bags for Air New Zealand**

J.A updated the group on T5 operational updates focussing on the BHS lighting upgrade and the stakeholder walks that are ongoing (see presentation for March focus areas) the takeaways from the March wash were shared with a power wash to be scheduled

J.A updated on the bag hygiene initiatives and training program and the vertical sorter units (VSU) upgrade work which is ahead of schedule images were shared to bring to life the work being carried out on the VSU's

C.S thank you to the team for conducting the walks we would encourage American and jet blues participation it is a healthy discussion and feedback you have is welcome during those walks, one of the purposes of the walks is to improve communication directly between the parties.

R.P shared the TBIT event tracking overview and summary covering power outages fire alarms and instances of poor bag hygiene and equipment damage (see presentation)

J.R poor bag hygiene and equipment damage will continue to be highlighted until we can get a better grip of it as a community the damage and potential disruption caused by these issues can be very impactful to the operation as a whole.

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## **7. Interline update**

R.S presented the interline update for the month covering the work ongoing with BROCK on reporting with the system upgrade scheduled for activation on May 1<sup>st</sup> as we get closer to the date we will share all the information

Tag off received were shared and a reminder to the community around the importance of bingo stickers shared, if callop can identify who a bag belongs to they will run that bag over to the correct airline or flight.

Mishandled reports were shared which sat at 12 airline reports and 1,524 mishandles reported the community was asked to share the mishandle reports with Ron and the team as they will work to improve where possible, bags handled data was shared (see presentation), there has been an increase in the interline numbers currently trending higher than pre pandemic numbers, total system bags 185,561, Total transfers handled 139,988, LAX daily transfers handled avg 5,000 LAX audit scan compliance 57.33% and feb bag rate \$2.48.

LAX projected transfers for march were shared (see presentation) the audit scan completion rate is being worked on to increase.

Contact information was shared please feel free to contact if any assistance needed.

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## **8. Monthly Focus item**

C.M presented the monthly focus item which was the quarterly update on the work Techflow, the TSA and SMITHS have been undertaking, LAX performance OCT 22-March 23 was shared with February highlighted as being above agreed AO SLA at 98.83%, TBIT performance was shared showing AO performance trending above SLA of 98% Dec-Feb March to date % sitting Lower at 96.42% due to specific issues with parts availability resulting with longer DT alongside a few issues with response time, the number of P1 tickets generated was shared as well as the mean time between critical failures. Work is on going to restock parts and improve that element of response, information was shared on the bag jam percentage with a view to look at the time frame where the focus has been focussed on bag hygiene, there has been great participation across all organizations to address these issues.

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C.M shared photos and evidence of damage caused to CTX machines due to poor bag hygiene and bag strikes these examples had resulted in thousands of dollars worth of damage and unnecessary downtime .

## **AOB**

J.R informed the group that there were circa 25 more slides in the appendices covering system performance and safety from JBT and Vanderlande as-well as a op's bulletin on that was recently shared with the community

J.R also recognized that this was Duane Hayden's last BOSC and thanked him for the contribution to the meeting alongside the work he has undertaken to improve the operation with the community.

No further AOB

Meeting closed



LAWA & TBITEC: Baggage Operations Sub Committee  
(TBIT AND TBIT WEST AOC COMMITTEE)

