
PLEASE NOTE: Due to the COVID-19 virus we will **NOT** meet in 4A/B until further notice:

It is preferred all participation is via the web: <https://global.gotomeeting.com/join/794002573>

If the link does not work, please call **(872) 240-3212** Access Code: **794-002-573**

TOSC Open Session: August 11th, 2021

Attendees: Jim Kawashima, Paulo Enriquez de Coss, Jane Thede, Toni Wilson, Angelica Leyva, Lee Wong, Merced Iglesias, Iliana Thomas, Robert Enriquez, Rudy Torres, Matthew Chong, Alejandra Tamayo, Viji Prasad, Michael Christiansen, James Janovec, Michael Hoffner, Eddie Mejia, Rudy Barba, Allan Solorzano, Joe McGlynn, Amanda Sieker, Rodney Thompson, Mario LaFaurie, Lew Winslow, Cassandra Heredia, Officer Segura, Ron Smith, Chris Read, Fred Tasker, George Marcas, German Cordova

Co-Chairs: Allan Solorzano - GM, TBITEC
Viji Prasad - Director of Airport Operations, LAWA

Duration: 60 minutes

Agenda:

1. Welcome and Introductions – Allan Solorzano

- Allan welcomed the community confirming that this was the first of the TBIT TOSC meetings under the new governance structure
- Allan announced that Siemens have now taken over the O&M contract for the T1 baggage system and introduced George Marcas and German Cordova from Siemens

2. Comments and operational issues - Viji Prasad

- Viji introduced the session as a step forward in our new collaborative governance structure and highlighted that we will be increasing focus on operational performance going forwards
 - Chris and Fred gave an overview of the new Airport Performance scorecard which focuses on the top 4 metrics of safety, on time performance, baggage operations performance and customer satisfaction
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3. CDC – Dr Alli Ertl

- Dr Ertl was engaged on an emergency and was unable to attend. Update will be presented next month
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4. TSA – Alejandra Tamayo

- Alejandra gave a positive update and highlighted one outstanding issue which is the power supply to the KCM area.
 - In response to a question from Allegiant on lane opening and passenger queue management it was noted that Allan will share an existing SOP for separating out T1.5 to West Gate passengers to assist with efficiency
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5. LAWA Airport Police – Officer Ford / Officer Segura

- Officer Segura updated on the dangers of allowing piggy backing through ACAMS doors and reminded the community on everybody's responsibilities in avoiding security breaches and challenging breaches of security regulations
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6. Westfield / Concessions – Juan Castillo / Christopher Adkins

- No update presented from concessions this month
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7. LAWA operations reports: R. Thompson

- Rodney updated on the number of flights now increasing and the importance of schedule balancing. Please inform Rodney and James Tran before adding flights to your schedule as the evening operation at the West Gates is becoming very busy

- **Landside operations – Richard Chong (Include parking updates)**

Richard updated on the impact of the new T2.5 bridge works and how disruption will be kept to the minimum possible

Traffic volume is currently around 76,000 vehicles daily which is a 12% rise month on month from February

Richard briefed on the issues that have been affecting parking capacity and traffic flow and the impact is fully recognized and appreciated. The opening of the new ITF West facility (4000 economy parking spaces) and the Smart Parking system will bring significant improvements to the parking situation including 100 EV chargers in each garage

Briefed on the impact of construction work outside the CTA (Lincoln to Manchester) with DWP upgrading a water line

Superbowl planning is in full swing, and an operational plan will be shared with the community as the 4-day Superbowl period will see a significant increase in both ground transportation and aircraft charter operations

- **Terminal operations – James Janovec**

James updated on terminal operations including the new 1.5 connector bridge going into T2. This opens in October; an operational plan will be shared with the community, and this should also lead to a reduction in ramp congestion around gate 21

New generators are being installed to give each terminal an independent back up power supply

James thanked the community for their patience and consideration during this period of significant construction works

Michael Hoffner updated the community on the dangers of people using electric scooters and reminded the community that the use of these scooters in terminal buildings is against regulations

- **Bus operations – Mario Lafaurie**

Mario updated on the bussing operation and the challenges they face at shift handover times (11.30- 13.00 and 18.00-19.00)

The bussing team are working more closely with G2 to improve communications on where and when passengers require a bus

Between 01.00 and 04.00 there are no passenger operations however staff still need to travel between T1.5 and West Gates and it is planned to operate a scheduled bus service every 15-20 mins so staff always know they will have a bus on route to them

- **Airside/Safety – Lew Winslow/Alex Fagin**

Alex gave a presentation on vehicular accidents with the biggest problem being vehicle vs vehicle and break aways from tugs and vans. He reminded the community of the importance of ensuring your vehicle and load is safe before starting a journey

The West Gates ramp area is congested, and it is planned to introduce a 10-mph speed limit to reduce the number of accidents in this area

Updated on the swapping out of fire extinguishers

- **8. LAWA Emergency management – Cassandra Heredia / Stacy Barnes**

(Include planned exercise/drill schedule and update on critical employee icon)

- Cassandra updated on the FCC emergency broadcast test
- Briefed on the forthcoming exercise and training programme including the next exercise which is a cyber security scenario simulating a ransomware attack
- Briefed on the new Terminal Safety Teams which include tenants who will be able to assist in the case of an evacuation event

9. Action tracker review – Christopher Read

- Chris briefed on the new action tracker which will be circulated to the community prior to each TOSC meeting and will be used for updating the community on relevant issues and resolutions

10. Open and New Items – Christopher Read

- Please raise any new items either directly with Chris or through the LAWA and TBITEC teams to ensure they are logged and tracked. Viji reiterated the importance of raising operational issues at the time of occurrence and not waiting until the TOSC to raise an issue. This will assist in prompt resolution of issues

5 minutes break to allow participants and service providers to leave the conference call before the Airline Only meeting begins - If you are not an airline Manager, please disconnect your call now

TOSC Closed Session: August 11th, 2021

Co - Chairs: Viji Prasad – Director of Airport Operations, LAWA
Allan Solorzano – GM, TBITEC

Duration: 60 minutes

Agenda:

1. Opening Comments - Viji Prasad

- Viji reminded the team of the importance of collaboration and communication across the community, raising issues and giving feedback is vital in allowing the LAWA and TBITEC teams to help improve operational performance

2. Airline Survey Results - Chris Read

- Chris presented the results of the Airline Partner survey and described how this feedback is now being used to prioritize Operational Improvement Projects at the airport

3. Service contracts performance presentation – TBITEC

- **Performance score card – Chris Read / Fred Tasker**
- Chris and Fred introduced the Service Contracts Performance scorecard and described how this will be presented to the community going forwards to give greater visibility of key operational KPIs in the operation

4. ARL/ALO – Brett Kennedy/Anne Shea – AvAirPros

- No ALO update presented this month
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5. TBITEC Update – TBITEC

- Projects and or general updates
 - Financial Performance
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- Allan and Amanda updated on TBITEC activities including the financial performance and the appointment of 2 new duty managers
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6. Open and new items – Christopher Read

- Several carriers raised concerns around cleanliness of restrooms, and it was requested that any instances of concern should be raised with a call to the ARC
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