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**TOSC Open Session:** January 10, 2024  
**Chair:** Sheila O’Neil – Air New Zealand  
**Co-Chair:** David (DJ) Anderson – American Airlines

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## Minutes

### 1. Welcome and Introductions – Tim Ihle and Sheila O’Neil

- Tim and Sheila opened the meeting and welcomed attendees.
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### 2. LAWA Safety Program – Andrew Marino

- Presented updates on the LAX safety program.
  - Emphasized the importance of inspecting equipment before use.
  - Shared examples of incidents caused by equipment faults.
  - Announced upcoming inspections with ground service providers and quarterly airfield and ramp safety meetings.
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### 3. LAWA Executive Update – Doug Webster

- Doug provided performance statistics for on-time arrivals and baggage.
  - Discussed the status of the Airport Operators Committee (AOC) and the minimum connecting times at LAX.
  - Touched on security concerns with unhoused individuals in the Bradley complex and assures efforts to address the issue.
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### 4. Focus Topic – Crisis Intervention Team (CIT) - Airport Police Update – Officer Lane / Lt. Trahan

Officer Lane

- Senior Lead Officer Lane from Airport Police introduced herself, addressed homeless increase attributed to inclement weather.
- Collaborated with patrol officers, paths, and Department of Mental Health (DMH) to address the issue.

- Noted incident at Qantas and Cathay Pacific.
- Encouraged reporting incidents to Airport Police dispatch.
- Discussed Crisis Intervention Team (CIT) collaboration with DMH and People Assisting the Homeless (PATH)
- Informed community that they can call Airport Police Dispatch’s Emergency Number (424 646-6911) to report concerns. As this is not an emergency, the dispatcher may put the caller on a brief hold if there is another emergency call.
- Emphasized importance of obtaining incident numbers.
- Efforts to increase visual presence and addressed airline concerns.
- Officer Lane mentioned hiring new officers for night shifts.

#### Lt. Trahan

- Lt. Trahan introduced himself. Supported the statements made by officers regarding the homeless count in TBIT.
- Mentioned contacting Watch Commander and Chief Rambo regarding the issue.
- Discussed the multifaceted responsibilities of patrol officers.
- Addressed the awareness of upper management and ongoing efforts to address the issue.
- Provided his email address for direct contact.

#### Remarks

##### Daniel Castro

- Represents Hawaiian Airlines and expressed gratitude for the work of CIT and airport police.

##### Carrie Sullivan

- Suggested sharing statistics with airlines to showcase the impact of efforts.

##### Tim Ihle

- Expressed gratitude for the work of the airport police.
- Asked about dispatching officers for individuals not posing a direct issue but taking up space.

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#### 5. CBP Update – Bill Hicks

- Reported December's international passenger arrivals.
- Discussed the biometric exit saturation rate and the goal of reaching 75%.

- Provided updates on summer landing rights plans.
  - Mentioned modifications to the rush bag procedure due to increased volume.
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## 6. Airport Police Update –Officer Foley

- Reported crime statistics for TBIT in December.
  - Noted an increase in security violations and emphasizes the importance of preventing piggybacking.
  - Urged employees to close doors behind them and stand by doors when security alarms are triggered.
  - Responded to a question about door bounce, clarifying that standing by the door is essential, regardless of the side.
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## 7. LAWA Emergency Management - Stacy Barnes

- Informed about upcoming preparedness meetings with air carriers to discuss family assistance plans, evacuation plans, and emergency preparedness.
  - Mentioned the completion of the LAX emergency operations plan update.
  - Announced upcoming evacuation drills in all terminals over the next 18 to 24 months.
  - Encouraged airline participation in drills and provided information on how to request the updated LAX Emergency Action Plan (EAP)
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## 8. URW Westfield - Juan Castillo

- Provided updates on newly opened locations: Bradley West
  - Requested submission of airline schedules for staffing purposes.
  - Reminded about online ordering options for concessionaires.
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## 9. LAX Airport Operations - Rodney Thompson / Eve McEneaney / James Janovec / Jose Rodriguez / Mario Lafaurie / Richard Chong

Rodney Thompson

- Discussed gate management and resource management during the winter schedule.
- Noted the closure of Gate 225 due to the MSC South project and potential impact on remote operations in the future.
- Mentioned efforts to restore Gate 131 to a full Group 5 gate.

- Provided updates on AMS Web airline onboarding and encouraged more participants.
- Requested submission of summer schedules for Tibet, MSC, and T 1.5 by the end of January.

#### Eve McEneaney

- Provided construction updates related to TBIT and South Vertical Core, mentioning pretesting, alarms, and upcoming testing that may impact building operations.
- Discussed ongoing work on doors, entrance doors, connectors, and the transition to LB and IB, highlighting construction activities in preparation for opening the South Vertical Core.
- Talked about CUSS kiosks removal and installation, focusing on the north side of Aisle C and plans for other areas.
- Mentioned infrastructure work, preparation for the fence, and installation of new LED monitors in Aisles A, B, and C.
- Updated on the content working group and the development of how screens will display logos. Requests logos from airlines.
- Addressed ongoing work on Gate 225, plans for painting, and the need for an exercise to evaluate jet bridge classification.
- Provided updates on ongoing projects like Pump House 2 and CTX project, mentioning power shutdowns and goals.
- Reminder about boarding gate queuing issues and the importance of managing queues to avoid violations.
- Acknowledged the need for better queuing management and discussed the possibility of outlining floor space outside the gate area for better visibility.

#### James Janovec

- Highlighted the successful opening of new gates at Terminal 3 and ongoing IT discussions with Frontier Airlines.
- Mentioned new concessions in Terminal 3.
- Reminder about the prohibition of using E-bikes, scooters, and skateboards inside the terminals.

#### Jose Rodriguez

- Provided updates on impacts, including T5 domestic water shutdown for the roadway utility enabling project.
- Updates on the CTX project, mentioning power shutdowns, goals, and the activation of DS machines.
- Informed about Porter Airlines' successful trials at Terminal 6 and their upcoming operations.

- Reminder about LAFD fire inspections campus-wide and requests assistance in identifying fire violations.

#### Mario Lafaurie

- Reminded ground handlers not to drive through the breezeway and bus port areas.
- Acknowledged the success of the holiday season and preparation for summer operations.
- Mentioned the addition of airlines like Frontier and the need to address staffing levels.
- Invited any airline to tour bus operations for better coordination.
- Addressed concerns about vehicles going through the breezeway during construction.
- Discussed the potential impact of gate 225 closure on summer operations.

#### Richard Chong

- Provided a summary of the holiday season Landside volume.
- Noted support from various departments in mitigating traffic issues.
- Mentioned incidents such as an earthquake, protests, and a disabled bus affecting operations.
- Informed about the accelerated rental car shuttle building opening in the second quarter of the year.
- Mentioned the installation of a new traffic signal at West Way and World Way South.
- Shared information about upcoming protests with no specific details.

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#### LAWA IT - Aura Moore

- Summarized efforts to increase biometric tech usage.
- Highlighted success with 24 airlines achieving high usage.
- Acknowledged 14 airlines with low or no usage.
- Emphasized the need for remaining airlines to increase utilization.
- Reported 44% flight saturation rate, targeting 75%.
- Offered ongoing support for airlines.

#### Comments

- Question raised about bus gate biometric readers and adding a second unit to assist with wide body departures. Aura's team commits to making them fully operational and discussion expands to additional readers for Wi-Fi-enabled airlines.
- Airlines are encouraged to seek support from IT team.

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## 10. Action Tracker Review

- Action tracker status is included in the presentation.

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## 11. Any Other Business, New Items – Tim Ihle

- Nothing additional to discuss. Closed Open Session and Opened Closed Session.

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**Minutes:**

**1. Opening Comments – Doug Webster**

- New CEO starting on February 5th.
- Considering CEO's participation in next month's meeting for a quick introduction. Busy with preparations for CEO's arrival, ensuring he is informed on various issues.
- Runway 24R expected to reopen around February 10th or 11th, about a month later than initially projected.
- Once Runway 24R reopens, plan to cut over to 24L for refurbishment with a 5 to 6-month closure.
- Mention of potential impacts on carriers using Runway 24L as a departure runway for Group 6.
- Group 6 aircraft expected to move back to Runway 25L for departures during the refurbishment.
- No significant airfield impacts reported so far.

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**Opening Comments – Carrie Sullivan**

- Focused on enhancing the culture of care for facilities and equipment, emphasizing the importance of looking after new facilities.
- Initiative to increase walks and engage airlines, ground handlers, and staff to raise awareness about the cost of constant repairs.
- Focus on the reliability of equipment, particularly ground power, with plans to reach out to airlines and address issues.

- Reaching out to airlines for ground power issues, including the possible replacement or upgrading of ground power.
  - LAX station manager engagement encouraged. Korean Airlines has provided feedback regarding the use of ground power as it relates to their A380.
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## 2. Biometric Exit Board Gates – Aura Moore

- Aura shared slides on biometric technology, highlighting achievements:
    - 24 airlines achieved 73-100% biometric gate usage.
    - Efforts from June to November increased usage, with 5 airlines exceeding 50%.
    - 6 airlines achieved over 20% usage post-June, while 14 had low or no usage.
  - Installation of E gates/biometric units at various gates, including gate 135.
  - Focus on increasing usage for remaining airlines, targeting a 75% flight saturation rate.
  - Encouragement for 25 airlines with less than 70% usage to increase their usage.
  - LAWA IT offers assistance for biometric technology implementation.
  - Clarification on bus gates needing a second biometric unit for comprehensive coverage.
  - Discussion on the added security measures of biometric exit and a reminder of Monday meetings for technical assistance.
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## 3. Interline Baggage Update – Ron Smith

- Jasmin Alcala mentioned Ron's absence.
  - Ron notified the community of a new carrier for tag-offs, which is Alaska for the current year.
  - Quick reminder in the new year about this change, offering to forward the email with contact details for Alaska's assistance if needed.
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## 4. Service contract performance scorecards – Tim Ihle

- Tim circulated the performance scorecards to the community via email.
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## 5. Executive Director Report – Carrie Sullivan

- Focused on collaborating with airlines' techops to improve GPU usage.
  - Emphasis on coordinating the BOP 2 contingency plan.
  - Acknowledgment of Byron Mendez's interim role as Terminal Manager in Terminal 5.
  - Mention of Samuel Schneider taking over as Terminal Manager of Terminal 5.
  - Collaborative background walks with TBITEC LAWA stakeholders and service providers.
  - Introduction of data reporting updates, including the deployment of sort pier pool reporting.
  - Updates on baggage tracking improvements and PCA hose modification.
  - Focus on continuous improvement projects, including GPU straps and general housekeeping.
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## 6. General Manager Update – Chris Walrath

Jasmin Alcalá (TBITEC)

- Provided updates on baggage-related issues, particularly bag jams during peak operational times.
- Highlighted efforts to maintain proper spacing at counters to prevent bag spacing-related jams.
- Discussed service contracts performance scorecard and audits conducted, noting an increase in flagged items.

Janaye Cobb (TBITEC)

- Update on terminal projects for TBIT, including the status of the ready cache machine.
- Discussion on SmartSuite enterprise application availability at common use workstations.
- Updates on ticket counter relocations and crowd control measures for Chinese New Year.

Samuel Schneider (TBITEC – Terminal 5)

- Acknowledged Byron Mendez stepping down and introduced himself as the new terminal manager of Terminal 5.
- Project updates for Terminal 5, including the inbound VHS refurbishment project, chiller replacement project, and sort peer refresh.
- Mentioned the Terminal 5 sort peer refresh as a significant improvement initiative.

Elida Erazo (TBITEC)

- Presented updates on baseline schedules, including the completion of February schedules and processing schedules for March and April.
- Collaboration with Spirit for potential operations at a different terminal.
- Mentioned the need for further review and collaboration with airlines.

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## 7. Airline Agenda Items

- No agenda items were brought up by the airlines.

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## 8. Any Other Business, New Items – Tim Ihle

- No new items were discussed.