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**BOSC Date 07/12/2022**

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

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## **Minutes**

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

C.S welcomed the group to the meeting, discussed how since the meeting started in Feb of this year we have seen many improvements across the system and operation, thanked everyone for bringing agenda items too the committee and contributing to the meeting positively, some of the outstanding improvements seen include fire alarm impact seen and the contingencies that are now in place when we see disruption, C.S also took the opportunity to thanks our partners in the TSA for raising the bar and improved collaboration, Brock for their contribution to identifying performance areas for focus. As we look to 2023 we would like to hear more from the community on what they would like to see from the meeting, J.R will send a feedback from out to the community to gather thoughts, In January we will look back on this year and the items that have worked well and what is wanting to be seen going forward working with the group. Finally C.S again thanking everyone for their contribution throughout the year.

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### **2. Review of previous minutes, outstanding actions and improvement tracker**

J.R asked the group if everyone was happy with the previous months minutes which were agreed he then took the group through the action tracker covering both open and closed actions (see attached action tracker)

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### **3. Safety Review**

L.W presented the first element of the safety review which covered the dangers winter weather can pose to the operation, two videos were shared with the group which show the dangers of unsecured freight and baggage the videos showed baggage tins being blown off of dollies on the ramp resulting in damage to vehicles and equipment the risk of injury is high as is the potential for a catastrophic event if an item were to collide with a plane on the runway the group were reminded of the importance of checking loads are secure before leaving the baggage halls. L.W also shared the FOD walk calendar with the group for further information or if you want to join the FOD walks reach out or access the calendar. D.H thanked he team for pulling together the next presentation which focuses on slips trips and falls, D.H also reminded the group to call the dispatch office when needed the teams and duty manages are there and have educational resources to share covering baggage hygiene before passing over to Angel Rodriguez. A.R presented the slides covering slip hazards and causal factors as well as

information on who to contact when a clean-up is needed, Trip Hazards which are generally caused by poor housekeeping, Unsecured equipment, Personal items, baggage tubs and improper bag storage, Fall Hazards including new high curbs which are in and around the baggage halls. A.R also shared with the group examples of poor behavior when returning items including baggage and black baggage tubs incorrectly stored around the sort piers. A.R also shared slip, trip and fall prevention with an emphasis on maintaining good situational awareness at all times, lastly the FOD bag-room cleaning schedules was shared and the group reminded that the 2023 schedule will be sent out soon.

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#### **4. Performance Review**

A.P presented the performance review which covers the data for the 15 airlines we know we are getting good data from, the Not loaded bag percentage of 4.16% had increased 2.8% for the month the daily volume was slightly reduced from the previous month, there are a few days that break the average not loaded per day which currently sits around 250, the next few slides explored those days further showing issues with certain airlines not providing scans for particular flights, if those flights discussed are excluded from the data the not loaded figure for the month drops to 3.5% which is more in line with the performance seen over the previous few months. A.P the shared with the group some of the work that has been carried out with EK providing a detailed break down of the bags not seen for the month. A.P let the group know that we are open to carrying out similar work with any willing airlines to help improve performance and get a good understanding of any issues and also support the confirmation of the data accuracy we are working to achieve if interested please contact Alex [apierce@brocksolutions.com](mailto:apierce@brocksolutions.com) or Jake [jake.redmond@foursailspartnership.com](mailto:jake.redmond@foursailspartnership.com) C.S asked if an airline queried Smart Suite what data they would be shown, A.P confirmed that all this data is within smart suite so available through self service, J.R stated that within the appendices is some documentation around self service and some further information will come out with the minutes in the next couple of days.

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#### **5. Operational updates and Issues**

J.C presented the slides the first section showing examples of the new power BI tool Vanderlande have created which has data covering bag volumes YTD, by day, ticket counters, BHS throughput, upper and lower screening and device throughput incident tracking across fire alarms and power outages, EBS utilization which supports planning and invalid bags to CBRA these are all examples of information that can be shared through 2023 and can form part of the conversation around what the airline and ground service community want to see, the next slides showed staffing, parts, upgrades and safety bulletins, PM completion, read rates, system availability and bag numbers across T5 and TBIT, J.C shared the teams contact information, the continuous improvement works were shared with the group including the UPS work that was completed to support the CTX machines stability this work was completed successfully on the 5<sup>th</sup> November following the recent power event on the 26<sup>th</sup> November happy to report we saw no negative impact to the CTX machines and the PLC's remained stable with no loss of data or damage to the components, updates were also given on the Ani Fog film installation and ATR read rates, the operational impact events tracker was shared with the group and J.C explained the learning taken from events seen and the increased efforts behind the scenes the teams are going to to improve. Cage bag graph was shared with the group and plans for how improvement

will be sought in 2023 including that the team will be reaching out to the airlines to understand how they can support, the bag hygiene and CTX initiatives were shared with the group alongside important reminders focussed on bag hygiene training and practice. The group were reminded of bag and tub staging locations, Smart suite enterprise use and fallback sort pier tags contingency support. J.A presented the slides updating the group on T5 initiatives and stated that all successful improvements in TBIT will be rolled out in T5 and that the works on-going with CTX improvements are happening as well., the group were also reminded about the 3mph speed limit and breezeway restricting project which was completed at the start of November. The oversize regulations visual aid was shared with the community.

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## **6. Airline/ground service provider**

J.R introduced the question point for this months section “what performance data do the airline and ground handling community want to see in 2023’ C.S added that the TBITEC team will be looking to focus more on performance alongside the other areas and that if the T.O.R is included in the minutes for any airlines that’s have joined the meeting later in the year as this may help shape their response for 2023, C.S also let the group know that the reason A.P has focussed on EK’s operation is due to the fact they volunteered and if any other airlines are willing to collaborated they would be welcome. C.S added that one of the recent focus areas has been bags left behind in the cage and that they are mainly driven by interline bags, next year we will provide a summary report within the meeting covering the interline performance. J.R reminded the community that a feedback from will come out with the minutes that gives a further opportunity, finally the importance of working together and collaborating to improve performance was spoken about and how we can only achieve our goal of happy passengers traveling on time with their bags together.

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## **7. Monthly focus item**

C.M presented this months focus item which was an update on the work Tech-flow, TSA, SMITHS and the operational and maintenance teams are doing to improve CTX reliability and performance, the first slide updated the number of P1 and P2 fault incidents over the last three months showing a reduction in P1’s and increase in P2’s this is positive as shows SMITHS are resolving problems before they turn into more serious P1 incidents, the overall downtime has reduced significantly over the last three months from 2341 hours in September to 911 in November, TBIT specific dat was shared which is showing all metrics trending down where needed and availability increasing, C.M explained the difference between relevant and non-relevant P1 tickets (relevant being a fault with a machine and non relevant being a bag-jam) this has all been achieved by ensuring the PM quality has improved, training has been completed, bag jam mitigations have been implemented e.g. Bump-outs installed, staffing increases and tech-flow site visits, daily calls and availability. The next slide showed the bag-jam numbers over the last three months focussing on significant incidents and downtime the graph shows a reduction in downtime which has partly been achieved through stocking critical parts on site which are damaged regularly. The third slide showed the OOG/overweight smiths machine a 5800 system which carries out all scanning of these items, emphasis was placed on the fact this is a new machine that is built to screen longer items excessively large items will

need to be hand searched/swabbed. The remaining slides showed significant bag James that have happened at LAX over the last few months multiple images were shared that show significant damage to the CTX machines dues to OOG and oversize items being inputted into the system the community was reminded about the importance of good bag hygiene. Craig let the group know of the expected work upcoming including additonal bump-outs being installed.

C.S spoke to the community around the fact that the slides shared are just a sampling of the damage and issues caused by poor bag hygiene, and asked that all parties take responsibility over what bags are entered into the system, there are known peak periods each day where if we lose any of the baggage system it has a negative impact on performance and can result in passengers bags missing their flight what gets entered into the baggage systems is all of our responsibilities and too much of the time issues are being caused due to oversize items in the system.

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## **8. AOB**

C.S reminded everyone that as we enter the holiday peak the gift giving bags and boxes can increase and TBITEC may be need to mitigate some of the product going into the system and asked that the airline community can increase their visibility in the bag room to support the operation, please can all share the information with their ground handlers and anyone who may not of made the meeting there is a lot of good information to be shared from these packs. C.S also thanked the team for their contribution to the year to date and reminded everyone what has been achieved.

Next meeting to be held in January 2023 meeting invites to follow.

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

