
BOSC Date 10/25/2023

Chair: Tim Ihle Co Chair: Carrie Sullivan

Minutes

1. Welcome and Introductions

C.S welcomed everyone to October BOSC.

C.S everyone should of received the previous meetings minutes and updated actions tracker, we did not receive any feedback so will expect the minutes as closed, we did not relieve any specific agenda items this month so the team have prepared the content and presentations to provide a full view of the baggage operation, I know a few of our colleagues may be at the safety meeting today and we appreciate you splitting up teams members to ensure participation in both meetings, las month we had a couple of action items these are on the action tracker and we are still working through a few of the items, one of which is the access to SSE via the SITA workstations in the bag halls we are in communication and will report back if we have any change, I will hand over to T.I for any comments going forward we will be working with T.I on the meeting and we ask the airlines to provide feedback to us and we will support that, T.I will be the main contact for the meeting going forward and we will support him he is new to this specific area but very experienced in operations across the airport, we have worked together previous and achieved success, T.I has also commented that we should get feedback from the airlines as we look to chart the schedule and agenda for 2024.

T.I thanks C.S I couldn't have said it any better you have covered everything that iOS important, this will be new to me, I will start co-ordinating the TOSC meeting in November and the BOSC soon after.

C.S to the airlines and ground service providers we do have Vanderlande in the room so if there is any feedback as we jointly look to present the performance data for the month.

2. Airline/Ground service provider feedback

C.S we have the items that were raised last month on the action tracker but you will also see the slide covering any updates on specific areas, I wanted to comment on the slippery surface issues seen in the NBH, we are engaged with LAWA and the maintenance team on this and we have gathered a few quotes this is a expensive project and we are trying to evaluate with LAWA the best options as we prepared for the winter months, we have seen today this is going to be a wetter winter and across all of the operation we need to prepare for that.

C.S the clarity on the use of the high viz vests the TSA were going to comment in regard to there staff on that but did provide comments in the previous minutes.

C.S the remaining items are being worked on and are captured on the tracker and will be

monitored until closed.

Ju.R the Hawaiian airlines comment regarding SP2 is something we have been working o with BROCK solutions the BPM issues in particular we did confirm that technically the correct BPM updates is sending from the BHS to SITA and its from the SITA connection to SSE where the message is not getting through, we are waiting for conversations between BROCK and SITA.

A.P I know we confirmed on our side that for some of the bags we looked at we were not getting the message in turn showing us it is a problem with the transport, we haven't had as much feedback about this recently so I'm not sure if it has been fixed I know that D.C is in the room, If you are still seeing this issues and have any examples from the recent period we can look further into it.

D.C I will look at the last couple of days and share the information with yourself and J.C.

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.

4. Safety review

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

A.M good morning everybody, I have a few items I wish to discuss this month.

A.M safety improvements across the bag room something we have been working together with TBITEC on, the first slides show the head bump issues we have discussed previously following the unfortunate incident where a colleague cut open their head, the first pics show where the incident occurred and the temporary fix that was put in place, the following slide shows the final solution that the TBITEC team came up with, this is showing pool noodles that's have been engineered to fit the areas of risk across the bag-hall, this has worked out to be extremely effective, since this photo was taking there has been an improvement with a different type of foam which is even more effective and I'm hoping this will be rolled out across all areas.

A.M the next slide shows some of the other bump protection we have put in place which is high viz and cushioned, the other items we have been looking at are the mounting brackets the monitors used to be installed on, the monitors have been moved to a new location but the brackets remain you can see from the picture the area (highlighted in red) which previously stuck out and had the risk of someone walking into it this area has now been cut off (yellow highlight in picture).

A.M the next item I wanted to discuss is rules, there are sets of rules that apply to all AOA operations, especially the ramp areas, the bathrooms have their own additional rules due to the amount of equipment and activity that occurs, bag-room employees need to be aware of these rules and adhere to them, in each bag-room we have big signage with all the rules stated I have pulled these rules out and included on the presentation from a high level they cover, the number of equipment that can be towed at one time, the speed limits and storage of

equipment, I want to revisit these rules soon and I know that TBITEC want to revisit and together possibly revise them.

A.M whilst talking about rules I would like to highlight an incident we had last week, just outside of the NBH where we stage all of the bag equipment, this area slopes away from the bag-room and unfortunately a dolly was parked up and the break hadn't been applied properly the dolly ended up rolling away and hitting one of our big double sided buses, potentially this could have been very serious if the bus hadn't stopped the dolly we would have been a potential situation with aircraft collision, this is a clear violation of rules and specifically applying breaks to all stationary equipment, I want to set up some additional rules that apply to the NBH and the boneyard as we have been seeing some issues in there, I would like to acknowledge that the visits I have made to the boneyard since that incident all equipment has had the breaks set correctly.

A.M the next slide shows a large amount of trash under the conveyors, we have been doing a good job as a community recently ensuring any big FOD removal, we need to keep on top of the custodians to ensure that the areas are kept clean if you come across a situation like this then please raise a ticket and get it cleaned up.

C.S with the sharp edges in the bag room how do we relate to the project teams on removal of these hazards I'm surprised these items passed inspection following construction.

A.M based on my experience when installing equipment, the construction teams may not be thinking about the area when people are operating in it and not notice an area that people would need to duck under.

Ju.R a bit more background on the area where the colleague cut their head, that was not the original construction design this was a change made following completion when it was realized that the positioning of the tug lane displays was impacting the movement of dollies and resulting in damage, the tug lane displays were then moved to a higher location to ensure they couldn't be hit, once this was completed the original mounts were left there.

E.Mc we have had a workshop recently covering MSC south and I have bough up a lot of these issues from the slippery floor to the steps visibility alongside the protection to the utilities and equipment these have been captured and shared with the design teams.

C.S to the airlines and ground handlers we would appeal to you to incorporate these slides into your monthly meetings and training for any new employees.

Ju.R presented the next part of the safety update covering the safety indicatives and accomplishments.

Ju.R the first slide shows the team have reached 351 days since the last incident and by the next BOSOC we hope to be past the 1-year mark.

Ju.R the next slide shows one of our initiatives which is installing mesh under-guards in the TBIT bag room.

Ju.R the next slide shows the work that has been undertaken on pinch point protection and installation of bearing caps.

Ju.R the next slide shows an example of the ongoing efforts from our safety co-ordination

Alexis Moran who conducted safety observations during recent BHS repairs, these observations ensured that material handling procedures were reviewed and reinforced with the technicians and proper ergonomic techniques were also reviewed, PPE was inspected and safety culture promoted through toolbox talks, barricades were used all equipment was properly de-energized and housekeeping and 5S's were properly followed.

D.M just one item for the legacy bag room we have had several issues with the ladders being extended down and not being properly stowed away which is causing risk and damage to our containers.

A.M when that was reported we checked all the ladders to ensure they were functional and stowed away properly, we have communicated out the need to stow away properly and when in use a cone will be in place.

D.M I know the legacy bag room is up for renovation alongside the cones would it be possible to place the high viz tape across the areas.

A.M yes

ACTION: high viz tape to be added to ladders in bag-room.

E.R I have just driven past carousel 7, the height measures that are in place seem to be overhanging there looks like there is some wire in place to secure it but also that it could come down and hit something.

E.Mc is this the BHS or building infrastructure?

E.R I believe its building infrastructure they have some wires securing them, but it looks to have dropped on the left-hand side and could come down.

A.M I will take care of that today.

C.S it is always welcome to call any item into maintenance or dispatch and don't need to wait until these meetings to report everyone should have the arc number which is very easy to remember 424-646-LAWA.

5. Performance review

Ju.R presented the fist part of the performance review.

Ju.R there are multiple slides within the presentation and the intention is to ensure we have all of the data in one place and for your reference, if there are any questions please ask and we can spend more time on any areas of interest.

Ju.R 699,025 bags processed across September, legacy system availability at 98.66% below target of 99.55, ICS system availability at 99.56% just below KPI, overall ATR read rate is at 92.23% below KPI of 95% mainly driven by SF1 and SF2 issues we are in discussion with the manufacturers of the laser heads as we haven't seen the initial results promised, ICS ATR read rate 95.67% below target of 98.00% again we are working with the SME's on these issues and expect to be able to update further in November, total jams in system holding steady relative to volume under 1%.

Ju.R the next slides break down in more detail some of the items discussed and will be of more interest to the individual airlines on the call.

Ju.R the sort pier performance is covered across multiple slides, we have been working on the bag distribution across the two bag halls with improved performance seen we highlighted a few months ago the split being 70% towards the NBHS which was underutilizing the system and also putting at us additional risk with 'all our eggs in one basket' the TBITEC team have been working with the community with the balance now just below 60% in the NBH, Vanderlande are pushing for a even split.

J.C we would like to thank the airline community following the work that has been done to help balance the flow we are still working through some of the feedback but would want to hear from anyone who may be interested in supporting this initiative.

D.C I saw on the volume by sort piers and sort carrousels that 26 which Hawaiian use is one of the most used is there any difference between them?

Ju.R sort carousels have double the capacity as they are fed from two inputs.

D.C last week I had a discussion around Hawaiian airlines moving to another carousel as this would help the balance we are open to work with the team to help.

C.S more of the methodology has been on the heavy carriers as they seem to gain the most efficiency especially the A380 carriers, we have been working with Qantas and seen the maximum benefit from the move.

Ju.R the inbound report covers the monthly volume which was 663,000 bags and supporting information.

J.C the slide that shows the inbound top 5 faults by device is enabling us to have a more high level overview of the system impacts and the areas that the issues are regularly occurring we can see from the top 3 carousel 10b induction area, the oversize belt and carousel 6 alpha and bravo were the assets that were impacted by faults particularly from over length conditions which are controllable generally these are caused due to poor spacing from the induct or items not being removed in a timely manner, from carousel 6a/b we can see the main issues were emergency stops which are being activated at induction and users trying to activate the belt when its stopped the cause usually being jams or no removal of items at the output. We have info graphics on place please use them to guide offloads and minimize controllable impacts.

Ju.R as J.C says overloading a belt will not speed up the process the information shows that the alarm is controllable and with goof bag hygiene and process you will see quicker offloads.

Ju.R post EDS tracking shown by volume and fault percentage, the average number of Invalid bags to CBRA is just below the 3% target and something that the teams are tracking, this number is driven by spikes on specific lines across the month which are being addressed one at a time, this shows the number of bags that have gone to manual screening that shouldn't of this could be driven by a bag getting lost in tracking, a EDS error on machine or the screening colleague taking too long to make a decision, we monitor this number as we don't want a unnecessary increase in manual labour or bag journey times.

Ju.R the next slides show the not loaded bags local vs transfer which holds consistent with circa

75% of bags driven from the transfer side. We correlate the power and fire events with the spikes in bags not loaded, the next slides break down the same information broken down by carrier and below wrong handler.

C.S these reports all go out to you monthly for review and comment.

Ju.R looking at the event tracking for the month we had 2 power disruptions one at the beginning of the month and one at the end which is a improvement on previous months, we see this improvement more on the fire events, next month we can show a comparison vs previous months as operationally we are seeing a vast improvement.

Ju.r we had no equipment damage for the month of September.

Ju.R the last few slides show the bag hygiene issues we have seen this month with various examples of poor bag hygiene and incorrect items being entered into the baggage system.

C.S the not loaded data that we provide is only based on the vague bags as that is the information, to have a better analysis would be reporting the world tracer data to the interline committee which previously was done, if you are not attending the interline committee we appeal that you do this is a airline contract and they work for you, I'm not sure of the level of investigation that takes place but discussions with some of the ground handlers does suggest some airlines address these issues in more detail than others.

D.C we send R.S the interline information each month who should we send the world tracer data to? Is there a template in place or anything similar?

C.S currently we only receive data from 12 airlines would A.P be able to comment on that?

A.P we definitely are able to take in data and if it can be provided in a excel form or something similar we can provide more commentary and help narrow down the causal factor for any issues with those bags.

D.C if we sent the report straight from world tracer would you be able to use it of would it need to be excel?

C.S why don't you copy us on email sent to R.S and we can review.

P.T not all airlines are using world tracer as it is very expensive emirates have another internal system in place and we do use world tracer for interline reports but internally from emirates to emirates we don't capture that information in world tracer and I'm sure other airlines are in a similar position.

C.S the system can capture the system mishandled bags and we are able to capture that information we are not going to be able to solve it in this meeting and something we should continue to discuss there is a massive effort within the team and driven by D.W to capture not loaded bags.

R.S there is a lot of information behind the bags that are left behind you can capture the data but it doesn't always capture the reason as to why the bags is left behind, passenger issues can drive bags being left behind, bags sitting on the CT1 line can miss due to congestion, there are lots of variables and this is something that we want to continue to work towards on the interline side. We continue to work together to try and capture some more of this information especially

on the interline side from my point of view, the airlines can also reach out to me if they have any specific questions, and the information is needed from the airlines as there can be issues on their side loading as well.

A.P shared his screen showing the in-system time for the month.

A.P I will run through high level the time in system which is shared across multiple slides in various breakdowns of the process.

A.P TBIT in-system time is averaging around 22 mins we do see it vary across the morning and evening peaks and this is something we review weekly through the data and analytics meeting to ensure we can attribute any spikes above the average to known issues.

A.P the T1.5 in-system time is averaging around 29 mins we did previously notice some issues during periods of the day through our weekly meetings and after discussions with J.A staffing was driving this which has since been rectified.

A.P the T5 in-system time is around 7 mins which is quite consistent.

A.P the following slides break down the process per terminal for in-system and oversized bags and explains which points of the journey are driving spikes.

A.P we also show the interline product from induction scan at CT1 through the system this averages around 21 mins, we also can look into the re-check for the product going out of TBIT and this averages around 16 mins oversized is around 22 mins from inductions to pick up to be delivered to another terminal.

R.S how are you getting time measurements for the oversized recheck?

A.P we use the interline scans I don't have that in the document here but will add it to the document which will be shared with the minutes.

A.P I also have a slide showing the late diverts as C.S mentioned earlier if we have more information from the airlines confirming whether the bags have made the flight or not it will provide us with more understanding and areas to look further into.

C.S the focus and the shortcoming from a late input is how much of the pie chart?

A.P around 25% of bags the system had in time and were not able to make the flight, the remaining 75% is driven by bags not being inducted on time, this is all based on certain parameters set and there will be instances where bags have been inducted post the agreed 60 min time and make the flight due to either expedite processes in place for individual airlines or the time of day driving the in-system time.

J.R to build on C.S and A.P point the late divert report is the best proxy we have to not loaded bags, due to time constraints I won't go through this report but it consists of the explanation sheet, the data for the month showing performance once any spurious data driven by late updates to flight changes or non-updates in SSE have been removed, the number of incidents since we started using this report and the month on month performance since May 2023. there is also the summary slides which describe any incidents and contingencies utilized during events that have driven a late divert performance above the 5/1000 trigger, this trigger has now been reduced to 3/1000 post summer operations and is something the weekly data and analytics

team use as a guide for further investigation, we also include a summary of the late input days which have breached the figure to highlight the areas of potential improvement.

6. Operational issues and updates

J.A Smart suite enterprise update we discussed last month about having SSE available at the workstations we did have early conversations with LAWA and I.T this is currently in the planning stage and a couple of months out but a positive step forward, for user training this is still available for everyone, with the potential of having the install on common use workstations we will reach out to the community closer to the time of completion and offer refresher training.

J.A we had a safety concern in T1.5 bought up this was at the MU3 make-up belt a large gap which was a potential pinch point was identified somewhere a hand could easily fit through we didn't want to take the risk so worked with southwest to install a wall you see in the picture to protect and remove that hazard.

B.M T5 we would like to start with a high level overview of performance we say 173,696 bags inducted and 191,927 bags sorted, the R-lineAVR rate was 17% and the highest throughput day we saw was on the 09/01/2023 with 8031 bags inducted, the ATR read rate was 94.90% on ML1 and 96.50% on ML2.

B.M we are still investigating the ATR read rate the ML1 line is below average so we are working with JBT and BROCK and are waiting on some motors to arrive which had a 45 day lead time, these are expected to arrive this week and once arrived we can start testing, the T5 rules and regulations signage has been approved and the request sent to the sign shop once these are received we will be installing them across the bag room.

B.M the T5/T7 BHS HMI project we are still working with BROCK and the LAWA I.T team the security request has been approved and we are now working with the network team to open a port for the HMIO connection to be able to bring the graphic over to T5 we are expecting this to be completed by mid-November.

J.C we will be re-instating the TBIT/MSB bag-room walks we look forward to re-starting these and please look out for an invitation coming out to you soon, BHS hygiene remains a high focus item for us we have moved to a more resource support approach and are using our service provider colleagues to support monitoring and mitigation of impacts, we appeal to you all to expect the feedback from our colleagues and if you have any issues to reach out to us.

J.C the SSE at the common use workstations is being worked through with LAWA I.T and BROCK it is currently pending a review to proceed.

J.C the BHS/ICS contingency working groups will be in place and a collaborative discussion to ensure all process relating to BOP2 and the airline community are understood and workable, these sessions will be starting soon.

J.C we have included our continuous improvement and initiatives from the Vanderlande team which can be reviewed in your own time.

7. Monthly Focus item

Ju.R we wanted to share information on the BHS oversized bags, 13,393 bags were seen across the month of September processed through the TBIT legacy system and secondly the numbers seen in the ICS, the ICS should not be receiving oversized bags and should be diverted via the oversized inverters.

J.C we wanted to provide this data and share the system impacts, anytime there is a oversized bag found in the system there is a delay in the baggage processing time, there is an increase in manual handling and increase in the potential of system damage, we have outlined a re-introduction process in the event that bags come out on Sp1 or SP2 it's not a complex process but we are looking at increasing our scanning and tracking in this area. Further initiatives include analytics updates/tracking, airline and service provider feedback, improved system performance and mitigation of damage.

P.T is it possible to pull a report that shows all the bags that are left behind because the system scanned an old bingo sticker?

Ju.R that's not something that can be generated if the system scans a sticker, and it is accepted then the system sees that as a valid sticker.

P.T if it can't match it up to a flight for example if the system has the tag number but it isn't matched up to a flight?

Ju.R any valid scans we have that do not match to a live flight for sortation we have those numbers the bags get sorted and generally a secondary airline sortation process will be followed if set-up if not then those bags will go to the manual encode area and we do have all of those identification break downs available.

P.T the reason why I ask is in Dubai as a massive HUB if the system reads a barcode and the system cannot match it to a flight then the bag will automatically go to manual encoding, we have process in place to remove old stickers or if they can't be removed cover the barcode with a sharpie pen, we do have interline product that we are noticing poor baggage hygiene coming in and I'm wondering if there is anything more we can do?

Ju.R operationally there is potential for us to evaluate how we use the carrier sortation contingency ever since that was deployed it has been the secondary default in priority for sortation if you do not get a BSM match this is something that can be toggled on and off and something we can look into for specific airlines and if we do get an incorrect bag tag we can automatically send to manual encoding we could reserve using the carrier default sortation for the airlines not using BSM's or as a contingency for when we lose messaging there is certainly potential for review and change.

P.T the reason why I ask is we have those instances where the bag we default down to a pier, and we will be relying on someone identifying it as our bag and bringing it over to us which is happening less and less so was hoping we could have all bags go to manual encoding.

C.S lets take this offline as we have over-ran this is a valid point and something we could start tracking.

ACTION: offline discussion to be held regarding system default for mis-read bingo tags.

8. AOB

C.S as no further AOB we will close the meeting thanks everyone for joining the minutes will come out and if there are any specific items people want to discuss please let us know.