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**PLEASE NOTE:** Due to the COVID-19 virus we will **NOT** meet in 4A/B until further notice:  
The meeting will be conducted via Microsoft Teams:

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**TOSC:**                      February 15<sup>th</sup> , 2023                      (10.00 PT)

**Attendees:**

Roger Boop, Doug Webster, Jonathan Muralles , Daniel Landix ,Chris Read, Suzana Ahmed , James Janovec, Richard Chong, Mario Lafaurie, Carrie Sullivan, Alejandra Tamayo, Robert Enriquez , Jasmin Alcala, James Kawashima, Jermaine Keelan, Marisol Hernandez, Marie Keesha, Lew Winslow, Matthew Overmayer, Cassandra Heredia, Jorge Lupercio, Toni Wilson, Lee Wong, Kandi Hobleman, Angelica Leyva, Ron Smith, Viji Prasad, Matthew Chong, Stacy Barnes, Adriene Gray, Nick Chilcote, Jose Rodriguez, Jason Harper, Marlena Hart, Gissela Velarde, Duane Hayden, Merced Iglesias, Khatari Huggins, Jerome Murray, Althea Edwards, Ileana Castellanos, Aurora Xiong, Mark McQueen, Karla Tamez, Guillermo Marron, Mario Ballardo, Maxine Ford, Alejandra Tamayo, Veronica Ceballos, Brian Zerwas, Jose Siguenza

**Chair:**

**Suzana Ahmed – Terminal Manager T 1.5**  
**Jasmin Alcala – Terminal Manager T5**

**Duration:**                      75 minutes

**Agenda:**

- 1. Welcome and introductions – Jasmin Alcala / Suzana Ahmed**
    - Jasmin and Suzana welcomed the community to the meeting of the year. Noted that we have seen some operational challenges with delays to T5 carriers to Las Vegas due to blizzard conditions. Please coordinate with LAWA on any operational delays. Noted that C&W will be the new janitorial service provider for the facilities and will go live from March 1<sup>st</sup>. Noted thanks to Jonathan and Rudy from WSW for all their efforts and good luck in their new roles
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## **2. Safety and operations – Lew Winslow**

- Lew updated on safety. Noting that aircraft cut offs are at 2.75 per 10,000 ops Vs 4.74 in 2019. A good improvement but of course 1 incident is too many so everyone must maintain complete vigilance at all times and obey all signage and speed limits. Noted that most often it is vans, trucks and buses involved and smaller aircraft types. Vehicle accidents currently at 2.30 per 10,000 operations compared to 2.05 in 2019
  - Doug briefed on the airport performance scorecards, noted that the latest ASQ scores are very similar to 2019 pre covid levels for passenger satisfaction. OTP for departures , for Jan 2023 was at 73% overall compared to 76% in 2019. Monthly punctuality was at 71% for TBIT, 48% for T1.5 and 75% for T5. Traffic recovery is at 81% overall vs 2019, 82% for domestic and 76% for international. We expect recovery to be around 86% for summer, domestic traffic looks to be slightly constrained. International recovery will likely surpass domestics in July / August. Noted the focus on recurrent training on use of VDGS and PBBs at the west gates
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## **3. Service provider and tenant coordination update – Cassandra Heredia**

- Cassandra presented a detailed update on ADA wheelchair assistance services. Over 1 million passengers were assisted in 2022. Full details are contained in the presentation pack
  - The LAWA ADA office assists with passenger complaints and the complaints process was explained in detailed
  - Noted that the FAA Office of Civil Rights expects that LEP population must be adequately supported
  - Current challenges to services were summarized with proposed solutions including QR codes at curbside to help passengers request assistance
  - Cassandra remains the sole approver for EPT training packets and instructors
  - Critical icon request process was briefed out
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## **4. CBP update – Bill Hicks**

- Bill was unable to join the call this month
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**5. Airport Police update – Officer Lopez / Officer Ford**

- Officer Ford updated on ACAMS controlled doors as staff have been observed not checking that ACAMS doors are fully closed, leading to the going into alarm. All badge holders must ensure ACAMS doors are closing correctly and if not please report to airport police and the ARCC. Noted that push carts are causing damage to ACAMS doors and must not be used to push doors open
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**6. Service contract performance scorecard – Chris Read**

- Chris updated on the performance scorecards, and these have been circulated to the community
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**7. TSA– Jason Harper / Alejandra Tamayo**

- Jason and Alejandra updated on passenger throughput volumes which were 56k in T1.5 Vs 51k in 2022 and 388k in T5 Vs 266k in 2022. Preparations are underway for summer 2023 planning. Jorge Lupercio noted that planning is underway for summer and spring break periods. Noted the increase in numbers of transients at the airport and requested the community to remain vigilant and communicate any incidents to TSA and airport police.
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## 8. **LAWA Northside operations update – James Janovec**

- James updated on terminal operations and construction works. Noted that the new carrier Lynx commence operations in T1.5 on February 16<sup>th</sup>. T1.5 connector on schedule for May. Reminded the community to not use any road cones in terminal areas
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## 9. **LAWA Southside operations update – Jose Rodriguez**

- Jose updated on the southside terminal operations. There are now biweekly T5 ramp walks on Tuesdays. New fire marshal inspector Robbins now in position and has commenced inspections and these will continue. Noted lighting issues in TSA inspection areas, please report these to the ARCC to ensure TSA are able to perform their role successfully. Updates to tenant location signage. There is currently a spring clean underway, including trash bins for discarded furniture. Carpet tiles at gate 56 being replaced. Noted some concrete issues on the ramp are being addressed
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## 10. **Airport Operations Updates – Rodney Thompson / Mario Lafaurie / Richard Chong**

- **Landside Operations – Richard Chong**

Richard updated on Landside operations. CTA traffic has dropped slightly to around 72k per day which is 20% below 2019 levels. P3 level will return to parking use in mid-March. . Parking structure 2A, work ongoing on fire sprinklers, should be completed in June. Updated on Coachella in April. US Open Golf in June with 150 players involved. APM preparation exercises including tabletops moving up to full scale exercises

- **Bussing operations – Mario Lafaurie**

Mario updated on bussing operations. Bus operations are being planned for summer including more staff for higher demand periods, we are seeing higher throughput in the evenings. Supporting JetBlue operations

- **Airport operations – Rodney Thompson**

Rodney was not on the call this month and all required updates were provided by the LAWA operations team members

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#### **11. TBITEC projects update – Jasmin Alcala / Suzana Ahmed /**

- Jasmin and Suzana updated on several key points
  - SmartPass almost complete
  - Delta connector completing in March
  - Sita BSM generator completed and under final testing, work with ICS connectivity will continue into March
  - Ready Cash machine complete in Feb / March
  - New janitorial service provider C&W start on March 1<sup>st</sup>
  - Lynx airline commencing on February 16<sup>th</sup> and Frontier join in April
  - Jasmin updated on VSU completion on March 25<sup>th</sup>
  - T6 / T7 BHS lighting refurbishment project, replacement, and repair during Q2 2023
  - T5 chiller replacement
  - Operational enhancements, ticket counter storage millwork
  - Baggage spacing indicators being installed
  - Terminal stakeholder walks in progress
  - Baseline schedules
  - TBITEC financial updates
  - Full details are included in the presentation pack
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#### **12. Airline partner updates – Allegiant / Sun Country / Viva Aerobus / Jet Blue / Spirit/ American Airlines**

- No additional new items raised
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#### **13. Action tracker review – Christopher Read**

- Chris updated on open action items and the updated action tracker will be circulated
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#### **14. AOB and new items – Christopher Read**

- Carrie raised a question regarding C&W services, and it was confirmed that there will be specification sheets for LAWA and C&W cleaning services to clarify responsibilities
  - James Kawashima raised a question regarding pedestrian traffic for Delta employees and James Janovec will address the issue to ensure there is a safe pedestrian route
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