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**BOSC Date 28/09/2022**

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

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## **Minutes**

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

J.R welcomed the group to Septembers BOSC, and passed on apologies from C.S and V.P who were on leave, thanked the group for their participation over the last few months where jointly we have all been focussing on safety, firstly and foremost to ensure everyone goes home each day to their friends and family's as well as making sure that all colleagues are aware of LAX rules and regulations and are following correct operational procedures, there has been a lot of work going on in the background to improve the performance reporting and accuracy of data and this forms the main body of the meeting by continuing to work together we can focus on improvement areas and ensure the baggage passenger proposition is the best it can be at LAX airport.

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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 Septembers safety review, last month we focussed on the speed of driving around the terminals and the gate areas, this month we want to focus on speed of vehicles inside the bag-room, the speed limit in the TBIT bag-room is 5mph and 3mph in the interline bag-room, LAX rules and regulations were shared showing the speed limits (5.2.2) and stating that at no time shall speeds exceed a reasonable prudent speed, consistent with existing traffic, lighting and weather conditions (11.1.2.5), pictures were shared with the group which showed a colleague driving through the MSC bag-room towing 4 dollies when only 3 should be towed at most, the pictures also showed the damage that the colleague caused to a concrete bollard whilst driving to fast and cutting a corner to sharply, a video was then shared with the group of the incident that had been described. the safety team are working with the associated company and waiting to have a meeting with the individual to review the video. Unfortunately this is a clear example of a disregard for the rules and regulations and safety practices. L.W shared some of the good work that WFS and Menzies have been doing in regards to FOD walks recently, we have recently concluded our FAA part 139 inspection where the FAA come out and inspect our airfield for an entire week there has been a major emphasis on FOD which can be generated in

many ways one of which is broken equipment, the FAA commented that the airfield was clear and in good order so we would like to thank you all for the continued work in keeping the areas clear of broken equipment and any other type of FOD as these comments are very positive. L.W presented the next slide which covered the next Airfield/Ramp safety meeting to be held on the 18<sup>th</sup> October 2022 10:00-11:20 via MS teams, if anyone doesn't have an invite who would like one please email [AirfieldSafety@lawa.org](mailto:AirfieldSafety@lawa.org)

D.H presented the next set of slides and reminded the group the importance of following rules and regulations which are posted on the walls around the bag-hall, D.H stated the team will take some snap shots of those rules and regulations and send out to the committee as a reminder, D.H shared general reminders of the dangers of moving equipment and pinch points around the baggage operation. D.H presented slides on the recent program of FOD walks that have been completed by the teams including work completed in T5 and TBIT.

D.H stated that the bag-room scrubs will continue alongside the continuing work on bag hygiene and regular safety bulletins being shared.

J.R reiterated the importance of understanding the dangers of moving equipment and pinch points within the baggage operation unfortunately there was a recent fatality at New Orleans airport where a colleague got their hair caught in moving machinery, this is a real and present danger and one that we need to all be aware of.

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

F.T presented Septembers performance review, the first slide showing the Not loaded bag percentage for the period of 20<sup>th</sup> August to 24<sup>th</sup> September which had reduced from 4.04% to 3.16%. F.T reminded the group that the data focussed on the airlines who share their information with BROCK via the Smart Suite Enterprise tool. Two days in particular were highlighted as having abnormally large Not loaded bag percentages this was explained on the next slide as a lack of scanning of bags from EI on the 20<sup>th</sup> August, and a lack of scanning of bags from LATAM on September 10<sup>th</sup>. The two examples further emphasize the importance of the reconciliation process to this method of understanding Not loaded bags, it also pushes us to understand a second method of measuring performance through system performance, the good news story is the reduction in Not loaded bag percentage month on month, also a lot of the noise is now being removed and we are getting much closer to a point of understanding what will drive performance improvement projects. By removing the two days highlighted the Not loaded bag percentage drops to 2.95% which equates to around 30/1000. The last few slides focussed on air New Zealand and emirates Not loaded bags over the period providing a breakdown of the bags identified. One bag in particular showed a strange re-booking process the data for this bag was shared with the group on the last performance slide.

P.T shared with the group that where BROCK is showing 37 bags missing for emirates the reality is only 9 had missed throughout the month of August, there seems to be issues with rush bags and also some crew bags information that has been discussed previously with BROCK, F.T responded that we will share with BROCK, J.R asked the airlines on the group whether they would be willing to work with the foursails and BROCK team to discuss the data in more detail and drill down to understand the difference being seen between reports.

**Action:** J.R to reach out to the airlines on the call to set up a meeting with foursails and BROCK

W.J asked if bags that missed their original outbound flight on the day but were later rushed on another flight on the same day were being captured in the data, J.R responded that if a bag missed its original outbound flight it is captured as a missed bag within the report, F.T confirmed any bag that doesn't travel with its passenger is captured as Not loaded. W.J stated he would be very interested in the data and understanding the discrepancies.

R.M stated that if you look at the calop report it shows many more cage bags than the performance report is this something that can be tracked as seems to be a disconnect. J.R responded that there seems to be a great opportunity to form a working group with the airlines on the call and will reach out to set-up as soon as possible.

J.A/J.C updated the group on the staffing levels, the part and inventory levels and upgrades/safety operational bulletin slides.

J.R updated the group on PM completion, Read rates, system availability, average and total bags for the period.

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

J.C presented operational issues and updates covering the EBS early check-in and bag acceptance, common use bag drop readiness and deployment any self bag participants need to work with SITA and LAWA I.T for testing and or deployment of live operations additional communication will be sent to our airline partners for follow up we are looking forward to this coming on line soon. J.C covered continuous improvement works focusing on the UPS installation to support the CTX PLC's, ATR read rate improvement, BHS hygiene initiatives and fallback sort pier tags. Ju.R provided further detail on the ATR read rate improvement project sharing information on the cameras being installed and the expected benefits.

J.C presented the high level overview for the month which showed the impactful BHS events including fire alarms, CTS issues and system issues, J.C stated that a combination of LAWA TBITEC, foursails, TSA smiths and our O&M partners are all focussed on improving the issues seen over the last month and finding the route causes, SMITHS detection are bringing in experts to support LAX and the focus is there to work together and resolve as quickly as possible, any opportunities to improve response and contingencies is also our goal alongside mitigating the impact as much as possible.

J.C presented the month to date cage bag report showing the majority being transfer bags, we have seen an increase in local bags left behind frequently due to BHS disruption we encourage the feedback we receive on any challenges whether that be interline related, system challenges or aircraft restrictions. Equipment damage was also updated on unfortunately some issues were not reported resulting in longer downtime of the equipment, please remember to report any damage as soon as it occurs.

J.C presented on the lower security operational loss on the 21<sup>st</sup> September this was caused by a loose bag strap being caught around a roller an example of poor bag hygiene, we ask for everyone's support on bag hygiene to ensure we can run an efficient operation.

A high level overview of the BHS incident seen on the 12<sup>th</sup> September, Ju.R talked the group through the issues seen which were a perfect storm of smaller issues happening at the same time, rather than a larger BHS issue. The result of this was a massive increase of bags in the system trying to leave through the north outputs which were not available this resulted in mass cascade and lots of bags recirculating through the loop system. We would normally have 400-500 bags in transport in the system (not including bags in storage) during the time period this event covers we had three times that's number, (roughly 1400 bags in circulation) once the faults were cleared the bags were bale to leave the system but the volume of bags left in the system resulted in challenges with bag jams and congestion, the main takeaway from this event is to use other outputs as release valves and reduce the faults seen in the most timely fashion.

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

Discussion held on setting up a working group to look further into the Not loaded bag data and align the airline community with BROCK and foursails team. P.T W.J R.M agreed to work together to set up a meeting.

Action covered in performance update.

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## **7. Monthly focus item**

D.H updated the group on the soft launch of the new dispatch centre covering the purpose and contact details, (please see attached slide pack) the dispatch centre is officially launching on October 1<sup>st</sup> and is a 27/7 operation.

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## **8. AOB**

P.H updated the group that his last day with LAWA was October 14<sup>th</sup> and wanted to thank everyone for their help and support over the last 5 and a half years.

There was no further AOB this month

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

