



---

### 3. Operational update – Viji Prasad

- Viji briefed on the airport performance scorecard and the importance of the metrics in driving safe operations and happy passengers, on time, with their bags
- 

### 4. Baggage operations update – Fred Tasker

- Fred briefed on the ongoing work to measure missed bags performance and the improved data analytics which will be available through the Brock Smart Suite Enterprise tool. Fred reaffirmed that the root cause analysis capability will also drive key operational improvement projects to reduce missed bag rates across the airport
- 

### 5. Interline baggage update – Ron Smith

- Ron updated on interline baggage performance noting that for T1.5 Sun Country is the only airline in the interline community. Ron briefed on the hot bag process for bags at -60 mins and – 30 mins
- 

### 6. Service contract performance scorecard – Chris Read / Fred Tasker

- Fred updated on the development of the service contract scorecard and October's performance. Noted that VDL are slightly under target on fault response times, and we have seen a slight drop in sortation accuracy. Slight increase in average passenger dwell time at bussing gates to 14 mins. Noted that key focus currently is the report on DART data from service providers
- 

### 7. LAWA T1.5 operations update – James Janovec / LAWA Ops Team

- James updated on terminal operations including the T1.5 connector and Delta operations at T2. New striping taking place on the ramp for bus parking.
- Richard updated on landside operations, currently seeing 71,000 vehicles daily in the CTA and over the Thanksgiving holiday we are expecting a 17% uplift. New parking structures coming online including additional EV charging stations
- Mario updated on the bussing operation, including the new radio comms procedure in place with the bussing team and G2 secure which will improve communications and the service provided to passengers. New schedule for staff deployment for T1.5 bussing operations which is working well
- Rodney updated on ATM numbers and the busy periods of the evening peak. At TBIT West there is a program of planned stand closures to install prepositioning and anti-collision systems on PBBs. In discussion with 4 carriers who are new to LAX likely to join in coming months. New SITA AMS 6 has been rolled out

- Lew updated on aircraft damage and aircraft cut off incidents and highlighted some revisions to airfield signage to improve safety and reduce incidents of vehicles interfering with aircraft. More detailed incident information will be shared at the next meeting
- 

#### **8. TBITEC projects update – Allan Solorzano**

- Jasmin updated on the communication expansion on radio frequencies for all bussing operators.
  - Allan updated on a new baggage operations live dashboard for the community to use which combines baggage operational data from all data sources, SITA, Vibes and Brock. This provides live baggage tracking and will be a valuable operational improvement, this tool will be delivered shortly
- 

#### **9. Airline partner updates – Allegiant / Sun Country / Viva Aerobus**

- Allan raised an issue on behalf of Allegiant who incurred flight delays due to a TSA checkpoint not opening on time. Allan is discussing with TSA and will report back to James
- 

#### **10. Action tracker review – Christopher Read**

- Chris updated on open action items including aircraft cut offs, FOD bins on remote stands and power resilience. Viji updated on badging office operations which includes additional appointments on Saturdays. Noted that Frances is keen to help the community and is keen to coordinate with badging coordinators. The updated action tracker will be circulated.
- 

#### **11. AOB and new items – Christopher Read**

- Lee from Viva Aerobus raised the issue of bags being delivered late and not travelling with passengers. Allan is ensuring Vanderlande data will be provided to Viva Aerobus. Lee noted a jet bridge problem on gate 209B, Allan is investigating and will report back