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**BOSC Date 07/26/2023**

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

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## **Minutes**

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

C.S welcomed everyone to the July BOSC meeting covering June's operation, C.S thanked and recognized the participation of the airlines and ground handlers. Noted that we are now in peak summer operations and the airport is very busy with ATMs, passengers and of course baggage. Noted the criticality of safety as everyone's number one priority. Reminded the community to subscribe to safety bulletins and ensure that the contents of these bulletins are trickled down to all members of the teams. Please keep your continued focus on safety and ensure that all contractors and GHAs are fully briefed on all safety bulletins

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### **2. Airline/Ground service provider feedback**

The partners on the call were Menzies, ATS and Unifi. CS encouraged greater participation from all GHAs in the BOSC. Daniel from Unifi updated that they have had some issues with the baggage system, but the operation is now largely working well. They also have hot weather procedures in place to protect their staff. He confirmed that they handle 4 airlines and that airlines share performance data with them. Noted the delays with some baggage in T1.5. WFS updated on their summer welfare procedures. Noted that the recent power spikes have caused some issues to baggage operations. CS updated on the long-term solution that is being delivered by LAWA to provide a stable power supply. Noted the upgrades to Ups systems on TSA screening equipment and recovery from power spikes is generally improving. MSC largely recovers more quickly than the North Baggage room. As part of this we continue to improve the balance between the 2 bag rooms. Luis from Menzies updated on summer welfare procedures, noted an improvement in recovery from power spikes. Robert Enriquez from ATM updated on their operation, and they are very busy. Suggested we consider improvements to how we improve directing traffic. Confirmed that TBITEC are helping them to obtain baggage performance data. Angel from TBITEC noted thanks to the GHAs for their collaboration in recovering from disruption events. Jack Hanna noted that the movement of OOG bags from TBIT to MSC is challenging and sometimes miss flights, CS will follow up and the process will be reviewed. Jack requested a 1 pager to explain recent improvements and to summarize ongoing improvements. Alan Marshall updated on the new power program; all TSA equipment has now been cutover to the emergency power system which is working well. Chris Walrath updated on disruption events and mitigations being developed

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### **3. Review of minutes outstanding actions and improvement tracker**

CR confirmed that there were no comments or challenges in regard to last month's minutes, the actions tracker progress was shared with 27 closed items and 3 open items (see attached tracker) . Noted that the crew bag process for ANZ is being reviewed with Sita. BSMs for Allegiant are in process, noting the focus on transfer baggage. Work continues on NLB analysis and data sharing

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### **4. Safety review**

A.M gave a full update on safety performance and the full details are contained in the presentation pack. Noted key relevant points. Safety focus must always remain on having safe facilities, containers, vehicles, and behaviors. Noted the recent improvements in FOD management. Dnata are performing well on the ramp in collecting and managing FOD. Emilio Robles from Dnata was on the call and thanked the community for its collaboration and teamwork. Updated on safe behaviors and housekeeping standards. There is always still room to improve in terms of attention to detail, ensure we always set brakes on strings and dollies. Noted an incident when a string rolled into a taxiway. Curtains must be closed on containers. Noted more citations are being issued for housekeeping violations. More safety topic signs are being installed in key locations. TBITEC duty managers work with C&W to remove small FOD.

Andrew Marino updated on a recent safety incident in the bag room. Noted that curtains must always be closed during transportation. Citations are being issued in bag rooms. Andrew shared a video noting a can that was destroyed during transportation. Noted the importance of adhering to speed limits. Doors must always be secured

A.M confirmed that more citations are being issued to enforce safe behaviors and ensure that all safety practices are given the importance that they deserve. Noted the challenges experienced by staff working in the bag rooms, especially during hot weather and helping supervisors and teams are supporting staff in ensuring the stay correctly hydrated

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## 5. Performance review

Alex Pierce presented the performance review, and the full detail is included in the presentation pack. Key points were noted.

In system timing was reviewed, noting the timing process for standard and OOG bags for each of the terminals. Noted the impact of disruption events driving longer in system times. Noted some regular pumps down to staffing issues and these are being addressed through the TBITEC team. Interline bags are generally around 20 mins

Late diverts were reviewed for June with 12.61 / 1000 bags overall. This was made up of 6.98 / 1000 in system and 5.63 / 1000 were late inputs

Noted the curve of BSM generation timing, bag acceptance cut off at 1 hr. is appropriate. Few bags are inducted at under 60 mins, some are inducted at airline request. Cut off at 1 hr. for interline bags is appropriate

Noted some errors on short checked Korean transfer bags. Ron confirmed that interline bags at under 60 mins are treated as hot bags and delivered directly, they should not be inducted into the system and must be treated as hot bags

Juan from VDL updated on the NLB report and cage bags. 4540 NLBs in June, 70% transfer and 30% local. Noted spikes in NLBs on days of disruption events. Analysis was provided on NLBs by date, carrier, and handler

Omar updated on the screening and asset utilization heat maps were shared. Noted TBIT asset utilization at 84.96% and CTX availability at 97.58% for upper security. Lower security saw asset utilization of 93.94% and CTX availability at 95.5%

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## 6. Operational issues and updates

J.C presented the operational updates and continuous improvement works across TBIT and T5 . Full details are included in the presentation pack and key points were noted.

Images from equipment damage, poor baggage hygiene and operational disruption were shared

Operational updates were shared on safe apron management, BHS hygiene, QCC compliance, increased system availability, bag room safety, ICS familiarization tours, ATR enhancements, T7 HMI project

Work is taking place to improve load balancing between MSC and North BHS and the balance has now improved to a 60/40 split. Winter schedules will be reviewed to further improve balancing

Work continues on sort pier balancing, mitigating heavy bag collisions and reducing bag jams. Continuous improvement initiatives include belt replacements, bag jam reduction at TRZ, pop up wheel inspection and V belt replacement, mainline belt replacement

Byron Mendez provided a full update on the T5 improvement projects and key points noted are;

- Improvement works on ATR read rates
- Baggage hygiene training
- Bag room rules and regulations signage
- T5/ T7 BHS Human Machine Interface project

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## **7. Interline update**

Ron Smith updated June's interline performance. Noting that transfer bags are now being treated as hot bags at -90 mins against the previous point of -60 mins at CT1 in TBIT and delivered to the default pier

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## **8. Monthly Focus item**

The TBITEC team presented the monthly focus items which were Top 10 operational best practices and bag room safety.

Jasmin presented updates on best practices for communications, compliance training and familiarization, Internal QCC audits, proper equipment usage, safety, BHS hygiene, Baggage tracking and reporting and advanced planning

A full update on bag room safety was presented including speed limits, safety signage, training and safe behaviors, incidents of graffiti and equipment damage

Baggage room E stops and baggage conveyor safety rules were presented

**AOB**

CS noted with thanks everybody's attendance and participation. Please remember and share the Top 10 best practices

No further business meetings closed.