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**BOSC Date 01/03/2023 (Jan)**

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

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## **Minutes**

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

C.S welcomed the group to Februarys BOSC meeting, thanked the teams for the ongoing work behind the scenes pulling together the material and performance reporting, C.S touched on the airline specific which are being shared with the community to give more insight into baggage performance and provide the opportunity for each carrier to identify ways in which they can improve their own performance, Then interline report has been included in this months BOSC and will be a regular agenda item going forward, the TBITEC team is open to engagement from the community relating to individual baggage performance.

Following feedback around no tag bags we have broken down by date and continue to analyze the data to understand if they are being produced from a consultant location, C.S thanked everyone for the work over the last week following the record rain seen at LAX the joint efforts of everyone meant we managed to run without any major incident.

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### **2. Review of previous minutes, outstanding actions and improvement tracker**

J.R asked the group for agreement on the previous meetings minutes, no comments were made and minutes were agreed, J.R then updated the group on the open actions (See action tracker) the group was updated on the baggage data and analytics group and the direction the work is going in, including split of Local and Transfer bags and 'in system' and 'out of system' causal factors/buckets.

C.S commented that with tag-off bags it would be good to know how many bags delta are dealing with as the owner of the product this year, and reminded the community of the importance of the bingo stickers being placed on bags at check-in in-puts.

P.T commented that Emirates are seeing lots of tag-offs at the SP1 pier in some cases they are able to reclaim those bags form the MSC and get them on top the flight in other cases it's the interline product where they see issues, an example was shared where 5 bags from west jet had no data associated with them, usually the bags we receive from west jet have the bingo sticker but these particular examples had no information.

**Action: further data needed on Tag-off bags to fully investigate data and analytics group to explore further as part of work on-going**

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### **3. Safety Review**

D.H presented the first element of the safety review focussing on bag room safety and behavior TBITEC continually work with LAWA ops and safety to brief on regulatory requirements, bag room directives and make sure training and knowledge of hazards is at the forefront, the picture shared of colleagues lying on baggage belts and other horseplay should never happen there have also been incidents of mis-use of emergency stops resulting in mass impact across the sort piers we need to do a better job sharing the safety briefings and complying with the bag room rules and regulations, the safety notices are generally reactionary but please contact the team if any further information is needed to support, there are 5 areas of focus that we are working on 1. spring clean and fire control ongoing with bag room scrubs, thanks to everyone participating in the FOD walks, 2. Driving within the bag room we have seen incidents of damage to equipment and need to slow down and pay attention to the signage as well as ensuring only authorized vehicles are driven on the bag room, 3. Hazards around the equipment within the bag rooms and that the training provided is ensuring that everyone is aware and where not escorted if they need to attend the area, 4. Slips trips and falls as shared previously with the winter alert, 5. Baggage hygiene QCC continue alongside the info graphics and belt markings to support good bag hygiene. TBITEC are here as an asset to support training but would ask that training and safety briefings are followed and rolled out to the whole teams, going forward if we see grievous violations of safety procedures we will report it to LAWA for citation we don't want anyone too get hurt or anyone to do anything that is adversely impacting the operation for everyone, we will cover incident and accident reporting in a future session working with LAWA op's and safety to ensure everyone know the correct way to identify and report so a investigation can be held and prevent reoccurrence, TBITEC welcomes the opportunity to work together as a community to be safe in the baggage room area.

A.M presented the next area of the safety briefing covering the working environment within the bag room, photos were shared that show the impact of incorrect removal of FOD and trash within the bag room environment, the work on-going with the ground handlers was discussed and DNATA thanked for their support recently in clearing the area, we encourage everyone to get involved and keep the momentum going, some pictures we're shared showing some baggage system panels that had come loose Vanderlande responded and rectified straight away so if you see similar please report. Broken equipment was discussed and is an item that will have extra focus over the coming weeks, smooth service issues within the bag halls was discussed currently work is on-going to identify the best solution we continue with our safety briefings ensuring that colleagues keep to the correct speed in the bag halls, incorrect vehicles going through the bag halls is on the radar and we will cite any vehicles cutting through.

D.H asked that the airline and handler community perform their own QCC's and attend the scheduled meetings (invites to follow)

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### **4. Performance Review**

Ju.R from Vanderlande presented the first element of the performance review focusing on Total NLB local vs transfer 75% of the bags identified as missed are transfer bags, NLB by out timeliness which shows which bags missed when late or on time, NLB by out timeliness and final active process, NLB by carrier, delivered on time but missed broken down by carrier and flight, NLB by BSM received showing blanks bags and bags that have been through manual encode, NLB by below wing handler was shared.

P.T commented that on the individual airline report shared for Jan and Dec certain bags are showing as late on flights that had published delays and questioned whether the data we have is taken into account new estimated departure times.

Ju.R replied that assuming everything is working as it should then this is being taken into account this relies on VIBES (baggage handling system brain) receiving the status update to be able to reflect that within the system and report, if the window is not being updated then the system and report will in turn see them as late

P.T there are incidents where a operational issue may mean the flight has to be pushed back 20 minutes or so that is being updated in our system but not sure if it is translating to other systems

P.T also stated that they are seeing issues with rush bags and crew bags where the crew bags are producing double BSM's and we need to delete one and rush bags are not showing within the BROCK data A.P is working on this with Emirates

Ju.R with the report shared it will only show one bag record for the bag loaded or not.

A.P one thing to recognize is that we are doing a little bit of a shift at the moment where we are focussed on the bags that are scanned into the cage, this is while we are working on improving our reporting through the data and analytics group.

C.S with regard to the build time and the departure time I would suggest we have a qualifier or page with exceptions that explain that if the airlines don't update their departure times it will impact the report.

**Action: qualifier to be added to report**

P.T with the rush bags we think it may be an identification issue within the systems as are rush bags are labelled as such and this might be unique to emirates.

P.T asked if it would be possible to receive a list of tag numbers so they can delve deeper into the issue

J.R commented that this is part of the work we are doing through the data and analytics group and is something we aim to provide with more regularity going forward

C.S acknowledge the team for the work following the recent power spikes with systems returning quicker than previously, thank you to Techflow, TSA, Vanderlande, TBITEC and all involved

A.P presented the next part of the performance review breaking down the cage report further looking at MBRT over time (Dec-Feb) broken down by local transfer and busted (bags which have been removed from flights as their passenger has missed as well), Bag handling total in bar graph form showing clearly the number of busted connections, Cage MBR transfer and local bags, MBR by process at fault including screening, sortation, not seen, transfer, check-in and BRS with an accompanying slide showing the breakdown vs time of delivery, the last slide in the pack showed the breakdown by carrier split into local and transfer.

L.S from TSA added that recent observations at the south bag room where passengers come out of CBP have shown that there are issues being faced with a large number of unknown bags due to bag hygiene issues, if we can keep an eye on how bags are being presented then this

should improve the TSA cant move the bags further than 8 feet.

D.H stated TBITEC will focus on that and have the duty manger observe and follow up with the service provider where needed.

R.S added that he has observed the area many times and noticed that when certain types of bags hit the diverters they can spin and end up against the side walls which in turn will impact the ability to screen them.

**Action: Observations to be carried out and identify and bag hygiene issues as well as look at the performance of the diverters and whether tubs are needed.**

R.S presented the interline report for the month showing the number of tag offs seen in the months of Jan (67 received from TBIT), the tag off process and contact information for Delta, de-emphasized the importance of using the bingo stickers on bags, examples of bags that are being delivered to the calop cage that shouldn't be were shared with the community and the ask was made that lost property is utilized for these items as they do not travel through the system, (if any airlines are missing a wheelchair that is with delta at the moment), the mishandles report was shared with 1543 reported for Jan a request was made that any mishandled bags are sent to Ron and the interline team so they can analyze and ensure the connections are made, volume was shared which is heading back to pre pandemic numbers, the total transfers for LAX were also shared showing numbers being back to pre pandemic throughput, Hot baggage data was shared, the community was reminded that if they know they have bags coming after that have closed the sort pier please call the dispatch number for interline and we will deliver to the gate this service will help ensure more bags make their original outbound flight, CTX availability was shared the figure shared showed availability at 64% which is very low for availability

Ju.R commented that the calculation is based off of BHS alarm data which can not be the most reliable source for equipment being OOS through the data and analytics group we are working on improving the accuracy

J.R commented that there are examples of availability being measured across the 24 hour day rather than the operational day which can impact the measurement

R.S shared the TBIT recheck report which doesn't include the hot bags as system bags only, McGhee contact information was shared and a further reminder around contacting if gate delivery's or anything else is needed.

R.S also shared that work is ongoing with BROCK to work out some of the issues through reporting with unknown bags through the interline report

**Action: add R.S to baggage data and analytics group**

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

A.R provide the TBIT operational updates and issues section, focussing on Bagroom safety and best practice, conveyor controls and safety, Bag room FOD control, Staging, equipment damage, Continuous improvement, Monthly event tracker, BHS hygiene incidents, summer planning, system improvements and availability.

Bag room safety examples were shared and the community were asked to ensure that all safety documents that are shared are passed onto the whole team and read and sign is completed, reporting of equipment damage or incidents is important immediately once the incident has occurred we have seen examples recently of reports not being made until hours after the event by which time equipment and people have moved on and the police cannot make their report, the community were reminded of the importance of correct E-stop use an example was shared where a stop was used inappropriately which took 9 sort piers out of service, please contact the TBITEC team if further training is needed we will send out invites for further training over the coming weeks and months, a new area for bulk staging of FOD has been approved which we believe will help remove the FOD items from the bag room making it easier and more local, further examples of poor BHS hygiene were shared and the community reminded of the importance of using tubs where needed, Monthly focus and acknowledgements were shared alongside further continuous improvement initiatives

J.A presented the T5 update including Carousel B repair which M.B updated the community on the work JBT conducted returning the equipment back to service earlier than anticipated, J.A further updated the community on BHS lighting project which JBT have completed and the terminal stakeholder walks which are in progress please join the walks where possible throughout the year The T5 train the trainer bag hygiene initiative which was rolled out last week was updated on and the VSU upgrade project due to commence late march was presented

J.R briefed the community on the event tracking report within the pack and asked the community to review and feedback any questions if needed.

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

The area of focus this month is the work the ground handling community are doing with LAWA to ensure the bag room is tidy and safe, each handler has a focus month with Menzies currently working with LAWA following the work DNATA carried out in February.

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## **7. Monthly focus item**

Peak planning was the monthly focus item this was discussed during the operational issues and updates section of the meeting with a request out to the community for summer schedules and resourcing to be shared with the team as soon as possible to help form the plans. Top ten airlines support tools and resources was presented as a way to receive feedback from the community leading into the peak periods and ensure collaborative working for success

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## **8. AOB**

C.S acknowledged to the airlines and ground handlers that the incidents over the weekend have been taken away the team provide as much information as they can at the time of the event, the incident Sunday where there were interruptions to the community as readers were not sorting the bags this has been discussed with LAWA and Vanderlande, LAWA maintenance is



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looking into the fire alarms and understand what is driving them, Andy additional information will be provided over the next few days.

No further AOB

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Meeting close



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