
BOSC Date 04/26/2023

Chair: Viji Prasad Co Chair: Carrie Sullivan

Minutes

1. Welcome and Introductions

C.S welcomed everyone to the BOSC and hoped that we see continue to see better participation from the community, C.S commented on the progress that has been made in the baggage operation thanked the teams for their continued focus on safety and reminded the group about the importance of driving safety in all elements of their day-to-day operations. There will be more top come on safety and a briefing from LAWA focussing on actions in and around the airport, C.S thanked the teams for the work that is going on relating to summer planning and data analytics across TBIT T1.5 and T5, when looking at 2022 and 2023 there has been significant progress on data management, disruption management and work continues looking into ways we can improve, we ask for all participants to provide feedback and welcome any information that can support the improvement of the current environment and the equipment we utilize.

C.S reminded the community and specifically to the new airlines that participation within the meetings and with TBITEC is vital to a successful operation and management of the equipment we welcome you engagement and encourage you to reach out to the team if any questions or support needed.

2. Airline/Ground service provider feedback

No specific commentary from the community this month

3. Review of minutes outstanding actions and improvement tracker

J.R confirmed that there were no comments or challenges in regard to last month's minutes, the actions tracker progress was shared with 26 closed items and 3 open items (see attached tracker)

4. Safety review

A.M presented the first element of the safety review focussing on bag room safety good progress has been made on facility issues and FOD with the work that's been done directly with the handling community, the next focus is employee behavior within the bag rooms with specific focus on closing the curtains on the bag containers, the team continue to work on ensuring the cleanliness and environment of the bag hall is the best it can be, currently around

95% of ground handlers are compliant when it comes to closing the container curtains, the first step will be discussion amongst the operation covering the importance of closing the container curtains if needed the next step can and will be citation LAWA have the ability to cite poor and dangerous behavior either through warnings or the point system which accumulate on your LAWA badge, and important element is also the facts the employees company will be cited as well which should encourage a review of the safety practices, multiple pictures were shared covering the issues with open containers including the risk of curtains catching sprinkler heads which in turn will cause flooding in the bag room, the risk of the metal catches hitting items or people, the risk with empty bins being left with curtains up is also very real as the wind can pick them up and send them across the airfield picture was shared of a container lodged in a aircraft engine, the staging area for containers and dollies was discussed and the need for everyone to be vigilant and close the curtains if seen open when in that area.

A.R presented the next safety element for the TBITEC team focussing on the bag room best practices, the bag room computers are common use and the community need to ensure that they are left clean and no graffiti or stickers are left on the stations they should not be being used as break tables, if any graffiti is identified CCTV will be utilized and the individual reported to LAWA police. Housekeeping within the bag rooms was discussed, the improvement In FOD removal is recognized but there is still work to do the number of propane tanks being left in the bag room is an issue that needs addressing, unsafe bag room practices was discussed and photos shared of incorrect behavior, when people are sitting on conveyors not only is it dangerous the phot eyes are being clocked which is impacting the baggage system and its efficiency, the regulation regarding bag container curtains was shared LAWA 11.4.01.

5. Performance review

Ju.R presented the Vanderlande performance slides focussing on total not loaded local bags vs transfer, not loaded bags by out timeliness, by final active practice, by carrier, bags delivered on time by carrier and flight, not loaded bags by BSM and not loaded bags by below wrong handler and airline, if following individual review there are any questions please reach out to the operational team, C.S added that in addition to the reports available within the deck you will get a individual report per airline which can be utilized with your ground handler any questions when received please reach out.

Ju.R present the utilization and throughput heat maps covering the CTX machines these heat maps show the use of each machine throughout the operational day firstly represented in the heat map with the dark red showing high use and the cold blue showing no use, secondly there are also graphs showing the breakdown per machine and the utilization percentage is shown per machine the heat maps and graphs were also shared showing the ticket counter utilization if after review there are any questions or ideas on how to use these heat maps and graphs please feel free to reach out to the team.

C.S commented that the reports shred may not come across as well as they should in the meeting but the work the TBITEC and Vanderlande do utilizing the reports ensures the operation can cope in disruption, as a community it is important to remember that anything we do impacts other operators we are a common use facility if there are any specific questions

regarding the detail of any of the reports please reach out.

A.P presented the next element of the performance review updating the group on the progress that has been made with the in system time report and associated Sankey diagram, A.P shared the steps that are captured throughout the bag journey terminal by terminal, shared the high level overview and start and end processes, the high level bar chart graphs shared broke down the elements of a bag journey and producing a overall time in system, a graph was also showed which includes the wait time for the bags and the drive time with additional times to be added as the report matures. The graphs were shared for all the terminals, A.P shared the Sankey diagram which shows the bag flow and whether they are on time or late through multiple processes the bags which are diverting late are the bags which then need further investigation, a day's worthy of data was analyzed and shared on the screen to bring to life the work that will be done going forward. The bags analyzed showed a number of late check-ins, issues with the interline process which the interline team are following up on, issues with screening and the bags that came in late due to slippage of inbound flights. The late diversion graph was shown which is also plot out by carrier which will be used in the future in discussions with carriers.

D.T asked what the top line represents on the diverted late vs all bags slide.

A.P the top line shows the total number of bags we saw in the system per carrier and helps build the percentage seen.

R.S are you able to get the time measurement graphic from the CT1 to the airlines pier so we can see how long it's taking bags to get through

A.P that is another piece we are working on, and it will be added to the report.

R.S the bags identified as an interline issues were hot bags and following review we can confirm they were delivered, and no misconnections were seen through the hot bag process.

6. Operational issues and updates

J.C presented the first element of the operational issues and updates covering continuous improvements, summer readiness, BHS hygiene, disruption response and data analytics looking for opportunities to improve the system and operation, ICS familiarization tours were reintroduced a month and half ago with a revamp following feedback from the community with focus on how the systems work together and disruptive op's, we will continue to promote the use of the tools available to the community for self-service, the efforts that are on-going to tackle bag hygiene were shared with focus areas on bag tracking and bags going to CBRA, the mechanical mitigations being installed by the Vanderlande team were discussed along with the correct tag usage and removal of old tags from bags. The ATR upgrade initiative is now completed with work finishing at the end of march a slide was shared with an improvement of up to 6% seen in read rates and a reduction of 25-30% of bags being routed to manual code stations a slide was shared showing the improvements seen in the first few days of project completion. The increased areas of focus were shared looking at summer readiness, stakeholder walks, performance reporting, system availability, early check-in pilot, power stability and others, the summer readiness element will focus on the use of mitigations where

needed and ensure that the community are aware of what and when things need to be implemented as well as being aware of the part we all play.

R.M have you seen an increase on tag-less bags we seem to be seeing an increase in the cage report and I was wondering if the self service element with more passengers tagging their bags is having an impact?

J.C it could hence the information included earlier in the slides, there was some investigations carried out and an issue identified with bag tag placement, we promote the use of the bingo stockers and will work with the new incumbents to ensure it is an area of focus.

J.A updated the group on the efforts ongoing at T1.5 including the HMI interface and the SITA BSM generator works, ATR read rates is a focus and work is ongoing with SICK to identify areas to optimize, Bag hygiene training continues to be a focus especially in regards to summer planning and increase in oversize product and the BHS Vertical sortation units project has been complete with 5 VSU's done and no reported issues and a significant improvement in the overall transition and vibration. Further detail was shared on the HMI project with screen shots shared of the graphics that will be available and in turn improve the operational efficiency.

J.R presented the power outages and fire alarms impact which shows the improvements made in these areas in comparison to previous years

7. Interline update

R.S presented the interline update, there is a BROCK update due on May the 1st and if thou have any issues logging in please contact the interline team and we can support, the tag off report was shared with 120 tag offs seen for March the contact information needed for tag offs is included in the slide pack, the number of tag offs seen does seem to be driven by poor application of tags recommendation would be to put the bingo stickers on the bags especially as we enter the summer months we don't want to be seeing an increase in tag-offs, the transfer volume comparison was shared showing that 2023 is trending back to pre-pandemic levels and in some cases higher we are anticipating a busy summer, total system transfers was at 139,938 with a daily average of 4514 and a high day of Wednesday, the projected numbers for April were 73,406 consisting of 46,781 TBIT transfers and 26,606 field transfers the daily average is 6,112. Audit scanning compliance was shared.

If any questions please reach out to the team.

8. Monthly Focus item

J.R presented the monthly focus item which covered evidence of CTX damage caused by poor bag hygiene the images shared were recent issues and the community was remounted that this damage comes at a cost which can be recovered through the current mechanisms in place. The group was asked to share the information with their colleagues especially those who work at

check-in

AOB

J.H a recommendation, I would say that we need to start logging all calls with the call centre rather than going direct to Vanderlande as they can build a log of issues.

C.S we will take this away to replace all the placards and ensure they have the correct information on them.

ACTION: review the signage and ensure it is uninformed across the operation

D.T I question whether that is the correct approach as we will lose valuable time by not going direct.

C.S we will take it offline and weigh up the pros and cons of doing this work