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**BOSC Date 26/10/2022**

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

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## **Minutes**

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

C.S welcomed the group to Octobers Baggage operational sub committee. C.S thanked the teams for keeping the focus on performance and sharing information with the community, with the number or variants operating there can be many challenges and that we will continue to focus on getting more airline attendance to the BOSC. C.S also acknowledged the number of performance enhancements that have been carried out by the teams and thanked Craig from Tech-flow for joining the call to update on latest CTX stability works and improvements.

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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 thanked the group who attended the recent monthly safety meetings, L.W then presented the first slide covering off the recent FOD walks that have been taking place including the link to the FOD calendar, if anyone wants to carry out more FOD walks then please contact the safety or TBITEC teams, the group was also invited to take part in the Runway 24R FOD walk on the 16<sup>th</sup> November, L.W updated the group on a pretty significant injury that happened in the MSC bag room recently early reports suggest that when trying to attach and tug and dolly one colleagues foot slipped on the accelerator of the vehicle resulting in the other employees foot being caught and crushed between the TUG and the sort pier curb, accidents can happen in a spoilt second we don't come to work expecting to be injured we all need to stay vigil and ensure we are following all process and rules to stay safe.

The TBITEC team presented the next slides in the safety report. A.R presented the first slide covering housekeeping in the bag room, the slide also covered the TBITEC FOD schedules and any items that have been found in the bag room that should not be kept there examples include CHOCKS, Safety cones, plastic sheets and propane tanks the community was reminded on the importance of storing these items in the correct areas, there was also a reminder that any wooden pallets that need recycling need to be taken to gate 417. The FOD schedule was provided to the group covering the remainder of the calendar year. The next slide covered bag

hygiene and gave examples of poor hygiene including oversize items and double bags, the impact of poor was shared which can include on-time baggage delivery, reduced throughput, system fault conditions, ticket counter cascade and overall customer experience, to ensure that the best bag hygiene practices are followed we ask that All lose bag straps are secured or removed, proper spacing is followed, bags are placed with the wheels up, all handles are retracted oversize/odd-size items identified and delivered to designated screening areas and inspect bag tag quality before dispatch. The TBITEC baggage hygiene presentation and acknowledgement form has recently been sent out and we would like to remind the group to complete these elements to be granted the correct badge which ensures all parties know that colleagues have been transited to the correct level, the attendees year to date were shown and if any further information is needed please contact [Tbitec\\_training@tbiteclax.com](mailto:Tbitec_training@tbiteclax.com) or [arodriguez@tbiteclax.com](mailto:arodriguez@tbiteclax.com)

A.R introduced the group to the IAuditor app and how this supports the bag hygiene training and practices discussed through audits of colleagues operating.

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

A.P presented the performance report covering the NLB percentage which has dropped from 2.95% to 2.8% (this covers the 15 airlines we get good data from), the volumes have decreased with 40K less bags seen then the previous month (circa 20%), October 13<sup>th</sup> was showing as a poor performance day but following some investigations we can see that there were no HA009 scans on this date other HA flights were scanned but this particular one wasn't. If we account for the scanning issue we see a new low of 2.67% which is a new low which of course is good news!, the last two slides show flight by flight for the 15 carriers we have accurate data for this month, we have not dived deeper into the emirates and Air New Zealand flights as we normally would but have been working closely with foursails and P.T from emirates to verify the data accuracy of our reports and will continue with this work over the next few weeks.

C.S asked for the difference in percentage of missed bags between local and interline A.P replied Local check-in sits at 2.41% and interline (transfer) baggage 5.79%

J.C presented the slides covering staffing support, Parts, upgrades and operational bulletins as well as system performance covering total PM completion, read rates, system availability, Ave bags per day and total bags.

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

J.C presented the slides covering operational issues and updates this included the BHS continuous improvements MCP retrofit, ATR read rate improvement, BHS hygiene initiatives, CTX performance initiatives including the installation of UPS and fallback sort pier tags. The community was reminded to reach out to the TBITEC team if fallback tags are needed. A.R presented the element of the presentation update it the group on Tug Lane Display modifications and relocation, the community was reminded to report all incidents to the ARCC, AOD and TBITEC. A.R also briefly updated the group on the Visual Docking Guidance System reminders this included what to do if incorrect flight info is displayed the ramp agent responsibilities and what to do if you have to use the manual activation.

J.C introduced a new reporting tool the Vanderlande team have been working on, A.A then took

the group through the report including the timeliness overview, the team have been working on the reports for the last 10 weeks which is hosted in power BI the timeliness element specifically shows the bags that have traveled through the system and which of them are inputted too late or didn't reach the outputs on time even though the bag was inputted in plenty of time. The new reporting tool tracks multiple elements across the system and will be utilized to identify trends and impact to the operation following baggage events. Included with the pack is a more in depth look at a the recent baggage event on the 21<sup>st</sup> of October due to a lack of time we didn't go through these slides but if there are any questions once you have reviewed the pack please reach out to the team.

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

Due to lack of time we didn't cover any specific elements during this section we will continue to engage with the airline community on dat quality, Bag hygiene and housekeeping initiatives.

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## **7. Monthly focus item**

Craig Macina from Techflow updated the group on the on-going work to improve stability and performance of the CTX machines working with TSA, SMITHS, the LAWA, TBITEC and O&M teams, C.S introduced himself and Techflow to the group updating on the role and purpose of Techflow which is to assure and enhance performance whilst making sure all the SLA are met. SMITHS detection are the OEM from the CTX machines at TBIT which includes the 9400 series and the oversize units 5800 series which are brand new and still under warranty. C.M talked through the first slide which shows work completed as of the 24<sup>th</sup> October, the key take always from the slide show that SMITHS are hiring 4 new employees to work at the airport ensuring that the competency of each is at the right level, all the computers within the machines have been baselined which has removed any software that was not needed, Additional P2 works have been identified on certain machines and Terry Stanley and team are on site focussing on 5S, Sick machine P2's, staffing, AOA access/driving. The log files have all been sent to the SMITHS integration engineer for review. LAWA will be provided with monthly updates on work progress and what coming up.

C.M presented the second slide outlining the communication between Tech-flow, TSA and SMITHS, the aim to reduce the number of P1 tickets and repeat calls, 90 days ago we were seeing an average of 10 tickets per machine in a month as we stand today the most a machine has is 3 tickets for October, daily reviews are taking place and tickets that have been open for longer than the SLA are being focussed on, C.M covered off the work he has been doing with Foursails, TBITEC, LAWA and the O&M teams which includes regular calls and meetings on site to discuss issues, SS9 and SS6 have had bump outs/smooth belts and crash bars working with Vanderlande, bag hygiene is a known issue and we are seeing a higher than normal amount of bag jams and damage caused by jams and incorrect items being processed this compounds the already known machine issues and we want to work together to improve hygiene and remove the DT associated with Jams.

C.M presented the third slide covering Technician response time which is set at a SLA of 90

minutes from fault received, over the last 30 days we have seen a failure of this SLA of around 50% which we expect to see significant improvement in over the next 30 days, the slide also covered open and closed P2's as well as key audit findings, the team are also using the knowledge and best practice approach introduced at DFW which resulted in much improved performance and there has been site visits from technicians to support this.

C.M presented the fourth slide which covered the overall metrics for October and September the measures are not where they need to be yet but we have seen significant improvement since September and in the last 90 days since works began, availability is up Downtime is down. This slide also showed the individual performance per machine in TBIT and the trending number of P2's per month which has also improved.

C.M presented the fifth slide showing brief performance for July, August, September and October (to date) with the number of faults per category being recorded, this shows improvement especially on repairs vs non route cause repairs.

C.M presented the last slides which showed examples of poor bag hygiene including oversize and overweight the 5800 which is brand new was out of action for a long period due to poor bag hygiene with a surfboard being incorrectly inserted resulting in internal damage, whilst out of service the 5500's had to be utilized which are end of life machines with a lack of a spare parts available to them (generally only available through buy back machines) a picture of the 5800 was also shown and the design discussed which is for longer items and not all OOG, the damage that oversize and weight items cause was shared with clear images of scratches and marks within the internal curtain area. The earlier bump out and smooth belt work will support these issues being resolved and thanks were given for the support Vanderlande and teams have given to help complete this work quickly.

C.M asked the group if there were any questions C.S thanked C.M for the information and insight before asking whether there is anything we can do to support future new construction to ensure these issues don't continue to happen, C.M responded that Techflow are purely contracted from maintenance purposes, they do provide feedback when requested but design and build of new systems follow the recommendations and best practice within the TSA planning guidance and the TSA are fully aware of issues discussed, C.M highlighted that LAX have a different passenger profile to Dallas for example and is there a way of taken this into account, C.M responded that the input statements of each machine need to be adhered to and that is items do not fit then they need to be dealt with another way either hand search or swab. C.M again thanked Vanderlande and tbitec for working alongside and getting the rectification works done quickly.

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## **8. AOB**

W.J Asked what has been done following the odd-size machine issue to ensure that this type of issues doesn't occur again, J.R replied that re-training has been carried out, refreshed signage and training materials are being produced and shared with colleagues there is also work going on to see if we can improve the visual aids available to support correct bag size. Work is also happening to ensure input statements are known and understood, it was re-iterated that this is a community effort and we all have our part to play.

W.J Also asked if there is any plans to mark the belts to show our colleagues the correct spacing of bags, J.R responded that this is being looked into through both the LAWA and TBITEC teams.

No further AOB.

Meeting ended next meeting November 23<sup>rd</sup>.

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

