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**BOSC Date 26/06/2022**

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

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## **Minutes**

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

J.R explained it the group that the not loaded baggage report is unfortunately not available this month due to uncertainty over the data accuracy.

C.S welcomed everyone to the meeting thanked the group for the continued commitment to baggage improvement and stated that we have seen improvement since the last meeting especially around damaged equipment which was last months focus item, In this meeting we will focus on some of the investments made by h LAWA including Smart Suite Enterprise (SSE) which is an ongoing focus within the community over the last month this is alongside continued focus on safety driven by Lew Winslow and team through the monthly safety meeting. C.S stated that we are relying on the airline community to share key messages with their own suppliers.

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

J.R checked that there were no concerns with last months minutes and updated the group on the action tracker (see tracker)

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### **3. Safety Review**

L.W presented the safety review slides focussing this month on the mis-use of GSE, there have been no specific reports regarding issues or incidents within the bag room this month but please ensure any issues seen or you come across are reported to the ARCC, the team keep a track of incidents across the airfield but if not being reported we don't know about them and can't follow up appropriately. Focusing now on congestion on the airfield we do see issues with mis-use of GSE for example if a baggage loader is left incorrectly on a gate an aircraft is then unable to enter that gate causing delays. Another recent example saw chocs being left out on a gate overnight a vehicle driving at night then subsequently hit the chocs due to lack of visibility and ended up striking a aircraft engine, It is vitally important gates are cleared and equipment is returned to the correct areas, Eve and Her team have pulled together the slides which show examples of the issues we have been discussing. Myself and the team meet regularly with the ground service providers to discuss these issues alongside having a member of the team who checks each gate at the start of the operation starting with TBIT. Equipment is at risk of being impounded and as a community we need to work together to tackle the issue.

P.H commented that through recent pass renewal the training video covers all of the issues spoken about and that it may be a case of re-training offenders.

L.W responded that P.H is exactly right an comments are appreciated as well as explaining that citations are handed out along with impounding equipment and that the team work to combat the situation as best as they can.

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

J.R reiterated that as per the email shared before the meeting by Fred Tasker and my comments at the start of the meeting unfortunately the not loaded bag report is not available this month the team would like to pass on our apologies for this work is on-going to the resolve the data inaccuracies and that we are aiming to get to a point of understanding through the dat any system issues or concerns that would fall under LAWA/TBITEC control before moving towards the airline and ground service provider community, alongside this we are also working towards a throughput report which will be able to support the busier summer months.

J.R ran through the staffing, parts, upgrades and system performance reports within the presentation adding that all work that has been completed to support a successful summer operation will be shared via the summer planning document.

C.S reiterated that bags per hour reporting will be shared going forward and that we are joined this month by Ron Smith who will present on the interline service and how we can improve, we are focussing on bag hygiene, CTX performance alongside other initiatives progress of which will be shared in the future.

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

M.M presented this months slides covering operational events since last months meeting, mitigations implemented and airlines impacted.

M.M presented the actions that have been closed down since last month, of the 114 open actions 86 have been closed and 28 remain open. The Bag trace mailbox is now up and running this alongside SSE training and familiarization sessions will help the community with tracking of product. The black tub trial was successfully completed earlier in June the data needs a full review to understand the size of benefits that can be realized. Bag Hygiene is a key elements of a successful change to the operating process. The segmented bag build update was provided.

M.M updated the group that the weekly baggage systems update call has now shifted its focus away from contingencies and into operational performance, EBS, Bag segmentation and SSE familiarization calls are being held this week please join.

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

R.S presented this months update focussing on the interline service and addressing the

feedback received from the recent baggage survey. There has been an increase in traffic of over 41k bags which has provided some challenges, the number of hot bags being seen recently has also increased across both domestic and transfers. The hot bag process and monitoring was explained to the group touching on the use of systems and planning. The challenges faced are driven by bags arriving at LAX as hot bags when they were not scheduled to be. Emphasis was put on the amount of monitoring carried out throughout the operational day and the community reminded that the bag service can be requested and a tail to tail operation activated. The misconduct dat for the first week of June was shared with the group averted with the fact work needs to be done on data accuracy. Passenger connection times of 60-90 mins to reach re-check is posing some issues and work is on-going internally to improve the situation, CTS availability is also causing some issues but work on-going with the TSA and Smiths to improve this, other issues that are impacting the service are Audit scanning compliance, late arrivals and the terminal construction projects.

C.S may we ask that we have a SOP highlight what the airline community can do to support

R.S yes a lot of missed bags within reporting system have been delivered on time to make outbound flight and when investigated further it has transpired that weight restrictions and late boarding at gate has caused some of this.

C.S can a report be provided and shared with Jake showing the missed bags for interline.

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## **7. Monthly focus item**

M.M presented the slides showing the group how to utilize the SSE for bag tracking and hot bags emphasizing the quality of information available on both PC/tablet and mobile platforms, the group was reminded of the sessions being held this week for familiarization and further opportunity for detail and questions.

J.R added that this is an opportunity to help us to help you and that the tools available if used correctly will support performance improvement when working together as a community.

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## **8. AOB**

W.J does the SSE also track and identify rush bags

M.M yes these should be identified once through scan points.

E.S Can you confirm that the McGhee team are still carrying out regular runs and not just relying on Audit scans.

R.S Yes still monitoring regularly and also constantly moving to carry out the pick-ups and drop offs, work is on-going to remind domestic carriers of process.

R.M recently I've been hit hard with missed bags on TBIT to TBIT connections, a lot of this seems

to be down to new colleagues from McGhee and Callop not being aware of process.

M.M if you can send us some tags of bags impacted we will investigate and feedback

R.M customers being asked to take hot bags so would like to get the message and process out there as a reminder for all.

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

