
PLEASE NOTE: Due to the COVID-19 virus we will **NOT** meet in 4A/B until further notice:

It is preferred all participation is via the web: <https://global.gotomeeting.com/join/794002573>

If the link does not work, please call **(872) 240-3212** Access Code: **794-002-573**

TOSC Open Session: September 8th, 2021

Attendees: Jim Kawashima, Toni Wilson, Lee Wong, Merced Iglesias, Robert Enriquez, Rudy Torres, Matthew Chong, Alejandra Tamayo, Viji Prasad, Carrie Sullivan, James Janovec, Eddie Mejia, Rudy Barba, Allan Solorzano, Joe McGlynn, Amanda Sieker, Rodney Thompson, Mario LaFaurie, Corey Schultheis, Officer Ford, Chris Read, Fred Tasker, George Marcas, Anne Shea, Brett Kennedy, Iker Barroso Martinez, Iliana Thomas, Jonathan Muralles, Daniel Landix, Steph, Suzanna, James Bourbonnais

Co-Chairs: Allan Solorzano - GM, TBITEC
Viji Prasad - Director of Airport Operations, LAWA

Duration: 60 minutes

Agenda:

1. Welcome and Introductions – Allan Solorzano

- Allan welcomed the community to the meeting, no new introductions were made
 - The team was informed that this is the last month of Frontier operating from T1.5
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2. Comments and operational issues - Viji Prasad

- Viji introduced the airport performance scorecard
 - Chris and Fred gave an overview of the new Airport Performance scorecard which focuses on the top 4 metrics of safety, on time performance, baggage operations performance and customer satisfaction. Noted that OTP improved in August to 82% with the MAA now standing at 84%
 - Viji noted that LAWA are pushing strongly on vaccination and encouraged the community to follow suit
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3. CDC – Dr Alli Ertl

- Dr Ertl was unable to attend this session. Chris referred the community to the CDC website which contains all the pertinent information on Covid safety regulations
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4. TSA – Alejandra Tamayo

- Alejandra updated on passenger numbers and noted that throughput dropped in August compared to July
 - Noted that the T2 – T1.5 connector will be opening shortly (October 25th). A question was raised about any more carriers moving to T1.5 and Rodney confirmed that no more carriers are planned to move to T1.5. T1.5 is currently handling 14 flights daily.
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5. LAWA Airport Police – Officer Ford / Officer Segura

- Officer Ford reminded the community of the importance of monitoring baggage belts to prevent incursions and to maintain a high level of vigilance around unattended bags and suspicious behaviors
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6. Westfield / Concessions – Juan Castillo / Christopher Adkins

- No update presented from concessions this month

7. LAWA operations reports: R. Thompson

- Rodney updated on the importance of carriers informing himself, James and Cody of any schedule changes, this is vital to ensure smooth gating assignment operations.
- Noted that there have been issues with BHS operations between TBIT and MSC, both short term and permanent fixes are in the pipeline

- **Landside operations – Richard Chong (Include parking updates)**

Richard updated on the impact of the new T2.5 bridge build starting next week, and the CTA is currently seeing around 73,000 vehicles per day.

Parking capacity is improving and parking lot 1 is available if the CTA is congested and Smartsheet gives near real time updates on parking availability

Superbowl planning is in full swing and there will be 500 Superbowl SUVs in operation

Lots of construction still underway affecting traffic flow including the gas pipe project and the T2.5 bridge. Detailed plans are in place to mitigate the impacts

Rudy from WSW asked about the future of gas vans operating in the AOA as this will impact many operators, Viji highlighted that this will be discussed in depth at the next meeting. (Added to action tracker)

- **Terminal operations – James Janovec**

James updated on terminal operations including the new T1.5 – T2 sterile connector and detailed familiarization will be conducted with the community. There will be additional space available on the ramp and LAWA are looking at how best to utilize this. Lastly there is a new KCM line at T1.5 which will improve flow

- **Bus operations – Mario Lafaurie**

Mario updated on the bussing operation. Multiple simultaneous arrivals are causing some challenges, particularly around shift handover times and new rosters are being introduced in October to mitigate this. LAWA are working closely with Southwest to reduce congestion around 12A, and Delta bussing has now started which should provide more capacity for LAWA buses to assist T1.5 passengers and stakeholders.

Jim Kawashima asked about monitoring flights arrivals on remote stands to coordinate buses. Mario is trying to improve coordination, and this has been added to the action tracker

- **Airside/Safety – Corey Schultheis**

Corey updated on FOD mitigation activities with 12 new bins being installed at West remote stands. FOD walks continue, and it is important for the whole community to focus on FOD reduction

8. LAWA Emergency management – Cassandra Heredia / Stacy Barnes

(Include planned exercise/drill schedule and update on critical employee icon)

Stacy updated on the exercise with Delta on September 29th and the forthcoming communication and civil disturbance drills. Work is continuing on the Family Assistance webinar and the Terminal Safety Team programme

9. Action tracker review – Christopher Read

- Chris commented on the current open action items and the updated tracker will be issued to the community

10. Future TOSC meeting administration – Christopher Read

Chris proposed that the TOSC meetings migrate to the Microsoft Teams platform from October and issue a fresh series of meeting invitations to replace any legacy AOC meeting invitations

11. Open and New Items – Christopher Read

- Please raise any new items either directly with Chris or through the LAWA and TBITEC teams to ensure they are logged and tracked. Viji reiterated the importance of raising operational issues at the time of occurrence and not waiting until the TOSC to raise an issue. This will assist in prompt resolution of issues

5 minutes break to allow participants and service providers to leave the conference call before the Airline Only meeting begins - If you are not an airline Manager, please disconnect your call now

TOSC Closed Session: September 8th, 2021

Co - Chairs: Viji Prasad – Director of Airport Operations, LAWA
Allan Solorzano – GM, TBITEC

Duration: 60 minutes

Agenda:

1. Opening Comments - Viji Prasad

- Viji reminded the team of the importance of collaboration and communication across the community, raising issues and giving feedback is vital in allowing the LAWA and TBITEC teams to help improve operational performance

2. Baggage Operations Update - Viji Prasad

- Viji thanked Carrie and Allan for their help in implementing the Brock scanning solution. The transfer input for T1.5 is now operational again and work continues on getting TBIT bags into TBIT West as they are currently being portered.

3. Service contracts performance presentation – TBITEC

- **Performance score card – Chris Read / Fred Tasker**
- Fred briefed on the service contract KPI scorecard

4. ARL/ALO – Brett Kennedy/Anne Shea – AvAirPros

- No ALO update required this month
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5. TBITEC Update – TBITEC

- Projects and or general updates
 - Financial Performance
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- Amanda updated on the Smart Bag tracking project and noted that we are awaiting BSMs from Allegiant.
 - Allan updated on financial performance
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6. Open and new items – Christopher Read

- Chris updated on open items
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