
BOSC Date 05/31/2023

Chair: Viji Prasad Co Chair: Carrie Sullivan

Minutes

1. Welcome and Introductions

C.S welcomed everyone to the May BOSC meeting covering Aprils operation, C.S thanked and recognized the participation of the airlines and ground handlers, there is a lot of work that goes on outside of the meeting focussed on incidents and how they are best responded too as-well as summer planning meetings, we have taken a look at the previous summer to understand how we can ensure a smooth peak operation and that the system is also operating as well as possible some of the information will be covered later in the meeting, all of the work that has been done is only as good as your participation and collaboration as we address any areas of improvement within the operation, we have the LAWA safety team that do a lot of work across the airfield as-well as in the bag room, if you see something say something we all need to be aware of and follow the operating guidelines, all the safety bulletins and evidence that is shared is for the community's learning and we ask the airlines and the ground handlers to ensure that this information is shared with your teams so that they can also learn and benefit from the work the BOSC is doing, thank you to the airlines that have been working with us on trials and sharing documentation especially to Air New Zealand and Emirates, you should be receiving our monthly baggage performance and it would be good to hear if that is benefiting you or whether we can help you further to understand what the performance means within that report and also would ask you share this information with your teams so they can get further understanding of performance and areas of opportunity.

2. Airline/Ground service provider feedback

No specific commentary from the community this month J.R commented that with the new performance report focussing on late diverts and bags at risk we are hopeful this will encourage further debate and discussion.

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 27 closed items and 2 open items (see attached tracker)

4. Safety review

A.M introduced the first element of the safety report focussing on the behavior of people

operating within the bag room, there has been good progress on FOD control and the bag hall environment in general the focus on behaviors is currently looking at the closure of curtains when transporting baggage dollies, we have been having a lot of discussions with the teams within the bag room and majority of people are on board with the approach I would say 1 in 20 people are not open to the discussions. We have started issuing citations for open curtains, and expand attention on driving behavior with a focus on driving speed following a few incidents seen recently, A.M shared pictures showing examples of curtains not being secured properly, small build up of FOD and examples of damage to a great pipe within the bag room that was caused due to excessive driving speed, we are going to start issuing more citations for speeding and working closer with the ground handlers safety teams. The TBITEC management team have been invaluable, and have great present on the ground within the bag rooms ensuring that rules and regulations are followed.

L.W updated the group on the up-coming safety office meetings, the Ground Service Provider Meeting is Wednesday 7th June 13:00-14:00, Airport Operations Airfield & Ramp Safety Meeting is on Wednesday 21st June 13:00-14:30 located in the airport police department multi-purpose room with a virtual option available as-well. If any questions, please contact the Airfield Safety Office (airfieldsafety@lawa.org) (424) 646-5890.

A.R presented the next element of the safety report focussing on emergency stops and conveyor safety, the E-stop protocols were shared and the purpose of an E-stop discussed, the community we're reminded that the Emergency stops should not be used to control the flow of bags on the carrousel or the piers, if a E-stop is activated the maintenace teams need to re-set them and they will impact an area 50 feet within the activated E-stop, for example if you are to activate a E-stop on a pier you will impact sort piers either side of you and in turn other airlines and ground handlers operations.

C.S added that we have around 35 flights that leave between 20:00-00:00 and that any activation will impact other airlines, C.S asked the group if there is any further education needed for the community on the use of E-stops and the resulting impact when activated for reasons outside of their intended use.

R.M asked whether there had been a recent bulletin on this subject?

C.S commented that the team will re-send a bulletin and that the impact of the incorrect use of an E-stop especially with the summer peak upon us can be wide reaching.

Action: E-stop bulletin to be shared with community for education and reminder

A.R shared further slides making it clear that E-stops should only be used during emergencies, that they disable and impact sorting for numerous make-up zones when activated and that the overall goal will be to increase system knowledge and familiarization through the system walks that take place.

A.R discussed the importance of belt safety and the need to ensure that colleagues are not attempting to retrieve any items from between belts themselves as the dangers of being caught between belts resulting in injury are high, if you have an item that has fallen between conveyor belts please contact the team who will arrange safe removal, we are also seeing incidents of people standing sitting or walking on conveyors the only people who can access the conveyors are the O&M teams who have been trained on safe practices, there has also been an example

of an employee who has been using the E-stop on the conveyor belts to stop the flow and use the belt to rest they have been reminded not to do this.

A.R the reason we are discussing the E-stop use is due to the issues seen on April 29th where an E-stop was triggered in the NBHS (TBIT bagroom) that effected sector 6 which s tied to multiple sort piers and both upper and lower loops, the E-stop was triggered by an employee tossing a bag over a restricted area striking the E-stop in the process.

C.S 70% of the volume is from the NBHS so the severity of any impact is more severe, there is more space and availability at the west gates which should be kept in mind going forward.

A.R covered bag room safety reminders and that all incidents should be being reported to LAWA, ARCC, APD and TBITEC, the bag hygiene signage was shared, and key reminders discussed.

A.R shared an example of mis-use of the black tub fro transporting a duffle bag on April 25th, the bag was too big for the tub resulting in a bag jam and damage to the LMS cable connector due to this impact the upper loop was INOP for a 15 minute period something that could have been easily avoided, a recent read and sign was shared with the community and a reminder sent that if in doubt whether a bag is oversize treat it as oversize to not cause damage to the system

5. Performance review

Ju.R presented the first element of the perfomance report, 617,230 bags were seen across April, the ATR read rate was at 96.71% and we are seeing the benefits from the improvement project there is till work to be done to increase the read rate to the SLA, the cage report covering not loaded bags was shared with detail on local and transfer bags as well as out timeliness and final active process, these metrics are also divided by carrier, flight and handler and included in the pack for the community to review, the utilization heat maps for the upper and lower security matrix were shared showing how screening is being utilized and balanced across the system the ticket counter heat maps were also shared with the community, the post EDS security tracking zone performance was shared with the KPI for number of invalid bags to CBRA set at 3% and performance just above at 3.125%, we had seen a degrade in performance due to spikes on two days which was caused by two machines flushing bags to CBRA which has been rectified.

C.S commented that we shared the information as these are areas that TBITEC track performance with you for your review of the areas that may impact you, if you have any questions please feel free to reach out to us.

A.P presented the next element of the perfomance report which is a time in system review identifying bags that have diverted late and are therefore at risk of missing the intended outbound flight, the first slide showed a summery of time in system for both normal and oversized bags for TBIT, T1.5 and T5 there are a few data errors on the T5 information but it shows as a whole an accurate picture, the averaged time for bags in TBIT was 23m 40s for oversized and 22m 42s for normal sized, T1.5 36m 38s for oversized and 29m45s for normal sized, T5 10m 56s for oversized and 6m 2 s for normal sized this information does exclude the time bags spend in the EBS, the next slides showed a break down for booth oversized and standard

sized bags across all terminals this is broken down into the different parts of the journey, some data is missing so a request to the ground handlers to ensure sufficient scans are being carried out and we are receiving good accurate data. The interline baggage journey time was shared with an average of 18-19minutes from TBIT induction at CT1 to pier delivery, the re-check process will also be added going forward.

A.P shared the next slides which covers the bags that are diverting late and why, a target has been set of 1 bag per 1000 passengers for in-system performance meaning any bag inducted early or on-time should not be diverting late, the report highlights known system issues across the 20th, 28th and 30th April, we are using this report to map any known system issues and carrying out further analysis on any spikes where a known system issue hasn't caused impact, the count of diverted late vs BSM generation prior to ETD was shared this data clearly shows that a 60 minute cut off for bag except ace is appropriate and any bag outside of that window is at a higher risk of missing its intended flight if no expedite process is followed.

A.P we also look at this information and broken down the airlines that have the highest number of late BSM generation (based on a 60 minute cut-off) the first slide showed QR, QF and EI with a high number of late BSM's being generated further investigation showed these were driven by known system incidents, when we removed those incidents across the 12th, 15th, 17th, 20th and 29th of April we see that HA and Y4 have a higher number of late BSM's being generated, we understand that the domestic process has a 45 minute cut off at input but want to highlight the risk these bags are under.

A.P shared the same slides for the interline product which shows the increase in late divert bags being inducted after the 60 minute window, this information is shared with Ron and the interline teams and supports the decisions on hot bags and expedite processes, the breakdown of timing by outbound airlines was shared and there is work on going to produce the same data for the inbound airlines so we can understand any risks and ensure we can perform at our best over the summer peak.

C.S commented that the time that the BSM is issued vs the time the bag is inducted into the system will also have an impact on this report and if you are holding bags at check-in for re-packing or holding crew bags for input this will be reflected in the system time data, it is important for us to have true numbers so would appeal to the community that once you have generated the BSM to input the bag as quickly as possible.

J.H commented that we need to take into consideration the times when bags are sitting behind the counter due to the belts being slow or not working and that we also will have a lag time from tags generated from the kiosks, our cut off time is 1 hour and any bag that is inputted after that will get a late tag on the bag and follow our expedite process.

C.S any system slowdown is captured within the report and for clarity my understanding is the BSM won't be generated until the bag is activated at the ticket counter when inputted.

J.H that is correct, but I don't know when the BSM is produced?

A.P generally it won't be produced until the tag is activated at the counter, but I will look further into some of the Y4 bags to confirm.

Action: A.P to review Y4 bags and understand when BSM generation is occurring

J.H we are also excepting bags all throughout the day for our night flights to try and smooth the peak.

C.S there are a number of moving parts and as we evaluate the data and have more access to the data we can have further conversations on what is happening and how we can work together.

J.H yes these reports are really helpful to allow us to identify any areas of improvement and understanding of issues when the belts are slowed down or stopped they also allow me to identify any times of day we might be holding bags at the counter.

J.R just to build on the points discussed, the work we have been doing with the baggage data group is showing us a good representation of when bags are at risk of not making their flight, the overall aim is not to apportion blame but to understand where there are system issues causing delays or where there may be localized process improvements that if undertaken would improve the overall passenger proposition at LAX, to J.H point this information is also good to understand when expedite processes are most valuable and should be implemented.

6. Operational issues and updates

J.C presented the operational updates and continuous improvement works across TBIT and T5 these include, summer readiness, TBITEC initiatives and continuous improvements, BHS/ICS ATR enhancements, BHS hygiene, QCC compliance, monthly stakeholder walks across T5 (TBIT pending), airline performance reporting, Increased system availability, Power stability analysis, ICS familiarization tours, KPI performance reporting and Bag room rules and regulations.

J.C updated further on the ICS familiarization tours, thanks to the airlines and ground handlers that have participated in the walks so far this month with 64 colleagues taken part to date.

J.C shared the managed early baggage check in pilot that begun on May 15th, it is a 6 week trial period located on Aisle B (standby alone service check-in position) operating daily from 15:00-21:00 with AF, KL and SQ participating this is a pilot where we want to optimize the EBS use, if you are interested in taken part in this please contact terminal manager E.Mc or C.S, any opportunity we have to flatten the peaks across the operational day I'll benefit the system and overall performance.

G.C the early bag drop trial hours seem to change, the teams seem to take a break at 16:00 and resume at 19:00 could this be checked?

Action: TBITEC team to check and confirm operating hours of trial

J.C shared the BHS hygiene and CTX performance initiatives focussed on aligning process and communication across the operation, the Vanderlande team have completed installation of static deflectors and new belting, the intent is better bag hygiene and reduction in CTX damage, these initiatives are not going to fix the issues as a whole and we still rely on good bag hygiene the TBITEC team will continue to carry out training and on the spot observations.

J.S shared a new slide covering the Top 5 recommendations for airline support within the operation they are: Communication, which is key to a successful operation, we want to encourage communication to ensure issues don't become disruption events, Compliance

training and familiarization, Airline performance reports and tools as the group have seen today we have a suite of reports and tools available to the community and are here to support any training needed to ensure you get the best out of them, QCC's and Advanced planning. We feel these items when worked together as a community will support a successful operation.

J.A shared the T5 updates including the ATR read rate updates, Bag Hygiene training and bag-room rules and regulations signs. There is continued work on identifying the issues driving poor ATR read rates and an issues with scanners 4 & 5 has been identified, bag hygiene still has a focus on the correct application of bag tickets ensuring the sticky sides are secured properly there is ion-going training so please reach out to us to arrange any sessions needed, Bag room rules and regulations signs will be posted in the bag-room these will help to address any safety concerns and GSE congestion concerns around entrance and exits.

C.S commented that we owe the community a thank you for their efforts on bag hygiene we are seeing less issues to the CTX machines across the terminals please keep up the good work.

J.A presented the operation enhancement initiatives including the T7 HMI project currently we have a physical presence in T7 with the HMI install we can monitor remotely and react accordingly.

7. Interline update

J.R presented the interline update covering the April 2023 summary dashboard from calop (see presentation) if there are any questions regarding interline performance for April please reach out to Ron. S and the team or send them through to me and I will pass on.

8. Monthly Focus item

J.C presented he monthly focus item which is EBS optimization, the first slide covered an overview of the EBS and the LAX highlights including high availability (3600 positions) which can be utilized up to 72 hours in advance, we have a system that can handle high volume and as J.H highlighted earlier the increased use to flatten the peaks throughout the day will only help the operation. System details were shared there are 3657 positions available in the bag stores, 1000 bags per hour capacity, 16 cranes meaning built in redundancy. The EBS has ability to store based on BHS operational needs, can batch build (bag segmented delivery) with capacity to meter outbound flows based on need (question to the community on what your individual batching requirements are) there is outbound flexibility with chute allocation and flight planning changes.

J.C shared slides covering the EBS utilization by hour highlighting the increased utilization across peaks but still sitting well below capacity, we have the system that is fully capable, and the recent trials are showing this. Further data was shared on storage time.

J.C shared slide on check-in flexibility highlighting extended traveller check-in (up to 72 hours in advance, anytime common use bag drops or automated check-in and more flexibility and freedom to the traveler, due to the storage there is no need to man piers when early check-in

is in progress.

Ju.R shared the data on EBS utilization over the previous 12 months, a little less than a ¼ of bags handled have used the EBS, the average duration of bags is 1.31 hours, the storage usage is seen to pick up as we introduced segmented delivery, the airlines and flights utilizing the EBS were also shared with AF currently the highest users.

P.A it has been highlighted that we can check-in passengers up to 72 hours in advance, but this is only for domestic carriers, foreign carriers can only check-in a bag up to 24 hours before departure?

J.C we wanted to highlight the system capabilities and understand that not all carriers can check-in that much in advance.

Ju.R its also worth noting that the EBS can support delayed bags if a flight is cancelled for example these bags can be stored until a new flight is allocated.

P.S I would like to add that the use of the EBS will also support the flattening of the peaks and this we will support the operation, we are more than happy to meet with any airline that would like further information or support to increase usage.

AOB

C.S as has been mentioned the ability to flatten the peak and reduce baggage demand is beneficial to the operation, it is also worth noting that if you can open earlier than it will greatly reduce queues (picture shared from slide pack of large check-in queues) the early check-in trial is available to all the airlines, and this is a chance to improve your customer experience as well, I know some airline have restrictions but I believe there are more airlines that could work with us and explored the opportunity to enhance the customer experience and performance of the system.

No further business meeting closed.