
BOSC Date 26/06/2022

Chair: Viji Prasad Co Chair: Carrie Sullivan

Minutes

1. Welcome and Introductions

C.S welcomed the group to Julys BOSC, commented that the meeting has come a long way and there is great content being shared concerning operations and safety, the next step is to expand the meeting to a wider audience to ensure all carriers and ground handlers are receiving the information

Action: MLT to discuss expanding the meeting

C.S thanked BROCK for the ongoing work to improve the data reporting as well as thanking all members for their continued collaboration and efforts.

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)

3. Safety Review

J.R introduced the safety review commenting that there have been observations made where new starting colleagues have not necessarily been following correct process, observations have been made at both check-in and the operation of jet bridges.

L.W presented commenting that there has been a intake of new drivers over the last few months amounting to 10-15% of the work force and that not all process and safety measures are being followed correctly, L.W reminded the group that the safety team work closely with and meet the ground service providers on a regular basis.

L.W presented videos showing examples of incidents where process has not been followed, the first video showed chocs not being properly put away on stand this resulted in a vehicle hitting them at night and the driver being ejected fortunately no injuries were sustained, another video was shared which sho caused unsafe behavior in the baggage hall two colleagues cut across the tug and dolly rather than walking round the front or back of the train. The same video showed how a lack of guide person when reversing resulted in the tug and dolly train crashing into a parked van. L.W also showed a photo of a baggage cart being left in the red hatched area on stand meaning that the jet bridge couldn't be moved without crashing into the cart another example of bad practice or process not being followed.

A.F commented that there are clear rules and regulations that when followed keep everyone safe but short cuts are being taken, A.F encouraged the group to challenge and educate and to not walk by if they witness unsafe or incorrect practice as this will support building a safety culture within the operation.

4. Performance Review

A.P presented the performances review slides focusing on not loaded bag analysis, A.P updated the group that upgrades have been installed which have helped with data accuracy, there are still some carriers where the data isn't as accurate but carriers where we are confident the data is accurate. The two big categories contributing to missed bags are not scanned and originating bags not seen, A.P broke down NLB by flight number and percentage.

Further analysis was provided for NZ and EK showing the breakdown of the NLB half of which are in airport control and half due to process failure from the carrier or ground handler, C.S asked if the airlines can drill down into their NLB themselves, A.P answered yes for their own product via SSE.

P.T commented that he has had a look into the data and asked why BROCK does not recognize bags that are scanned after the flight departure which is an issue they see every day, question asked as items such as strollers and walking aids are scanned in at check-in but the passenger will carry them to the gate before they are then loaded, there is a lack of coverage aircraft side so reconciliation needs to be carried out later.

A.P responded that SSE rolls up 5 hours after departure so these scans should be being captured and if examples can be provided then further investigations can be carried out.

Action: P.T to provide examples to A.P

P.T also commented that he has seen evidence of bags in system not dropping in time, this info is shared daily with the TBITEC duty management teams and currently one bag from yesterday is still showing as stuck in the system

R.M commented that due to the issues seen in the UK there are a lot of rush bags on site causing a higher number of NLB than is accurate

J.R commented that the team are aware of the issues and working hard to support the community

C.S asked that when a rush bag is dealt with whether a new tag is added and BSM created

R.M replied that NZ keep original tag but other airlines may use a different tag that shows up in world tracer but isn't against the original claim

C.S the volume of unaccompanied bags has been a problem and LAWA have worked with various contractors to try and accommodate space and storage the team have also coordinated with FED EX to pick up bags and that the team will continue to stay close to the issues ensuring that bags are not stored in an unsafe manner

J.R presented staff requirement, spare and stock levels, system availability, throughput and PM completion

5. Operational updates and Issues

M.M presented updating the group the group on significant events since Junes BOSC, two events had occurred learnings of which had been shared with all relevant teams and parties. M.M also presented on BHS action items covering the black tub trial, bag advance cord works, hot bag monitoring and BHS opening and closing times, the remaining significant open items are transfer bag handling during contingency and bags lost in tracking on CBRA.

M.M presented an update on ICS segmented bag delivery, EBS use and benefits including the upcoming trials with Voltaire's, Fire alarm activations were also presented showing the group the number of events and the duration the BHS was impacted, CTX outage was also presented covering number of issues duration of outages.

M.M presented the daily cage report showing number of bags left in cage and stated that carriers and ground service providers are being contacted to work as a team to resolve and improve.

6. Airline/ground service provider

J.A presented this months item which was a focus on bag hygiene and the impact it has on the BHS and operation, the update also covered training provided to colleagues, key rules to follow and multiple examples of bad practice and its impact.

7. Monthly focus item

J.R provided the group with an update on the summer planning work showing 36 items the team have been working on to ensure the BHS and associated processes are ready for the next increase in volumes.

8. AOB

No AOB for Julys meeting



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

