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**PLEASE NOTE:** Due to the COVID-19 virus we will **NOT** meet in 4A/B until further notice:  
The meeting will be conducted via Microsoft Teams: [Click here to join the meeting](#)

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**TOSC Open Session:**      October 13<sup>th</sup>, 2021

**Attendees:**              Jim Kawashima, Toni Wilson, Lee Wong, Merced Iglesias, Robert Enriquez, Rudy Torres, Matthew Chong, Alejandra Tamayo, Viji Prasad, Michael Hoffner, Eddie Mejia, Rudy Barba, Allan Solorzano, Rodney Thompson, Mario LaFaurie, Chris Read, Fred Tasker, George Marcas, Anne Shea, Iker Barroso, Iliana Thomas, Jonathan Muralles, Cassandra Heredia, Christopher Adkins, Lew Winslow, Richard Chong, Jasmin Alcala

**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 and informed them that Amanda Sieker has now moved to a new role in LAWA operations and introduced Jasmin Alcala to the team.
- Allan requested that going forwards all service provider monthly reports are supplied by working day 5 of each month

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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 dipped in September to 79% with the MAA now standing at 83%
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### **3. CDC – Theresa Majeski**

- Theresa 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 – Janis Nagy**

- Janis updated on passenger numbers and noted that throughput dropped in September compared to August
  - Noted that wait times are on average below 5 minutes and noted that the KCM operation is going well
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### **5. Westfield / Concessions – Juan Castillo / Christopher Adkins**

- Christopher updated on concessions with 3 new vending units open in West gates with 3 more due online at the end of the month
  - At your gate delivery service operating from 10.00 – 19.00
  - 3 new permanent spaces opening in mid Dec, LA Confidential, America and Playa Café
  - Michael Hoffner answered the question of T1.5 – T2 corridor opening and confirmed October 25th
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## **6. LAWA operations reports: R. Thompson**

Rodney updated operations and noted that Hawaiian have now moved to West Gates and West gates are currently seeing around 38 ATMs daily

TBIT currently seeing 110 ATMs daily including 20-22 cargo only

3 new airlines looking to serve LAX

ARCC in the process of updating SITA AMS / RMS so may be slightly slower assigning gates during this period

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

Richard updated on traffic volumes with August and September dropping 4% and 6% against July volumes. October is trending upwards by 3% and we are currently 24% below 2019 levels

Economy parking is being opened on October 19<sup>th</sup> by the Mayor with pricing set at \$25/day with a discount for online booking

Updated on garages 2a, 3a and confirmed that T2.5 bridge works will complete by October 20<sup>th</sup>

Construction moratorium in place during holiday and Superbowl periods

- **Terminal operations – Michael Hoffner**

Michael updated on terminal operations including the new T1.5 – T2 sterile connector which opens by October 25<sup>th</sup>

T1.5 lay down area space at gate 21 now provides additional space and the team are assessing the best use for this space

As passenger volumes are increasing, we are cracking down on the usage of scooters and e-bikes etc. as they can be dangerous and are not allowed

- **Bus operations – Mario Lafaurie**

Mario updated on bussing operations. Some challenges with communications between the bussing team and G2 Secure. A meeting will be arranged for this week with LAWA / TBITEC / G2 Secure to resolve. Added to the action tracker

Confirmed that even with the connector opening Delta still plan to bus passengers between T1.5 and TBIT

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- **Airside/Safety – Lew Winslow**

Lew updated on safety and noted that whilst vehicle accidents are trending downwards there is no room for complacency and safety must remain as everybody's focus

Next quarterly safety meeting is on October 27<sup>th</sup>

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## **7. LAWA Emergency management – Cassandra Heredia / Stacy Barnes**

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

Cassandra updated on the severe weather exercise which will now be in November. December will see an operations continuity or civil disturbance exercise and in January there will be an NTSB presentation

Noted that all persons holding the critical icon need to be fully trained

## **8. Action tracker review – Christopher Read**

- Chris commented on the current open action items and the updated tracker will be issued to the community
- Viji noted ongoing work with the badging office which is now open on Saturdays and appointments can be booked online. Viji will share further updates

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**9. 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

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*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:** October 13<sup>th</sup>, 2021

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

**Duration:** 60 minutes

**Agenda:**

**1. Opening Comments - Viji Prasad**

- Viji informed the team that we are currently looking to streamline meetings to make the best use of everybody’s time and that ideas on meeting consolidation will be shared at the next session

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**2. Baggage Operations Update - Viji Prasad**

- This is a placeholder for this month with more detailed baggage operational performance information to be shared next month
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**3. Service contracts performance presentation – TBITEC**

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

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

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

- Jasmin updated on the new Brock Solutions and noted that G2, ATM and Calop have been trained
  - Allan updated on financial performance
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#### **6. Open and new items – Christopher Read**

- James Kawashima requested new heavy bag tags, TBITEC will supply them
  - No other issues raised
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