TBIT Construction News

LAX TEC CORP

AvAirPros

Baggage Reconciliation System — Phase 1

The project recently opened the first four (4) sets of new Sort Piers for operational use by the airlines. The new TASS BRS Workstations were installed at the west end of each set of Sort Piers, but the TASS BRS system is not yet ready for roll-out. Therefore, existing airline BRS systems were installed at each of the new workstations to allow for continued operation until TASS BRS is ready to come on-line. Where existing BRS systems could not be run on the new equipment, the existing workstations were moved from the old piers to locations near the carrier's assigned new Sort Pier.

The new BRS workstations, equipment, and programs represent one of the early phases of TASS to be implemented. Airlines and Ground Handlers are urged to attend the TASS BRS workshops conducted by SITA to learn about the array of new features available for use to make BRS easier and friendlier.

In addition to the installation of the new BRS Workstations, the project has installed a series of new Access Points (AP's) for the wireless system used by the new Handheld Scan Devises (HSD's). When TASS BRS comes on line, all of the TBIT airlines and ground handlers will have use of the wireless scanners as part of the new system.

The program will provide one (1) BRS Workstation for each set of Sort Piers. Although there is only one monitor, one laser printer, and one bag tag printer at each workstation, there are two computers which share this equipment. There is a quick process to allow "switching" between two programs, airlines or flights for the interim period where different airlines are assigned to the upper and lower piers.. Eventually, when all 12 sets of piers (24 piers) are operational, there will be more flexibility and room to allow large aircraft flights to be assigned to both upper and lower piers.


A typical BRS Workstation on the left will be replaced by the new BRS Workstation shown on the right.

Understanding TASS Baggage Reconciliation System (BRS)

In the early planning phase of the TBIT Refurbishment Program we highlighted the fact that two of the more important elements to the entire project will be the new IT system (TASS) that will support airline operations and the new "in-line" baggage system. Both of these systems are now coming "on-line" and can provide improved productivity and cost savings to the TBIT tenant airlines. However, as TASS roll-out approaches, we've received indications that there is a significant amount of misunderstanding regarding the capabilities/benefits of TASS, and what if any costs related to TASS/SITA may exist. Therefore, we offer this brief summary regarding one element of TASS, the Baggage Reconciliation System (BRS), with the objective that better understanding of the cost/benefit of this program will encourage use of one of the more powerful tools available to our member airlines.

Cost of TASS BRS

- The BRS system and all hardware components (hand-held scanners), IT work stations at the bag pier (computers/printers) have all been incorporated into the overall TBIT Refurbishment Project.
- The cost of the software BRS program and IT hardware is going to be paid for by the tenant airlines as a part of the CMJV contract
- The only remaining decision is the management control of these assets.
  - The current resolution for member consideration recommends that LAXTEC purchase these assets directly from CMJV and manage their allocation and maintenance similar to the current CUTE Club arrangement. Cost of purchase will be amortized over three years and be allocated based upon the current LAXTEC airline usage formula.

- The other alternative is that LAWA will manage and maintain these assets. As noted previously this will be a cumbersome process and the maintenance of these assets will be cost plus the standard 42% admin. fee charged by LAWA.
- The LAXTEC Executive Committee supported approval of the proposed resolution and being the most cost-effective and operationally oriented alternative available.
- THERE IS NO ADDITIONAL USE / TRANSACTON FEE FOR ANY OF THE BRS COMPONENTS.
- The BRS system is a "stand-alone" system and does NOT require subscription to any other proprietary SITA software system. Any airline operating from TBIT providing BSM information to TASS can utilize this system with **no additional fees/charges**.
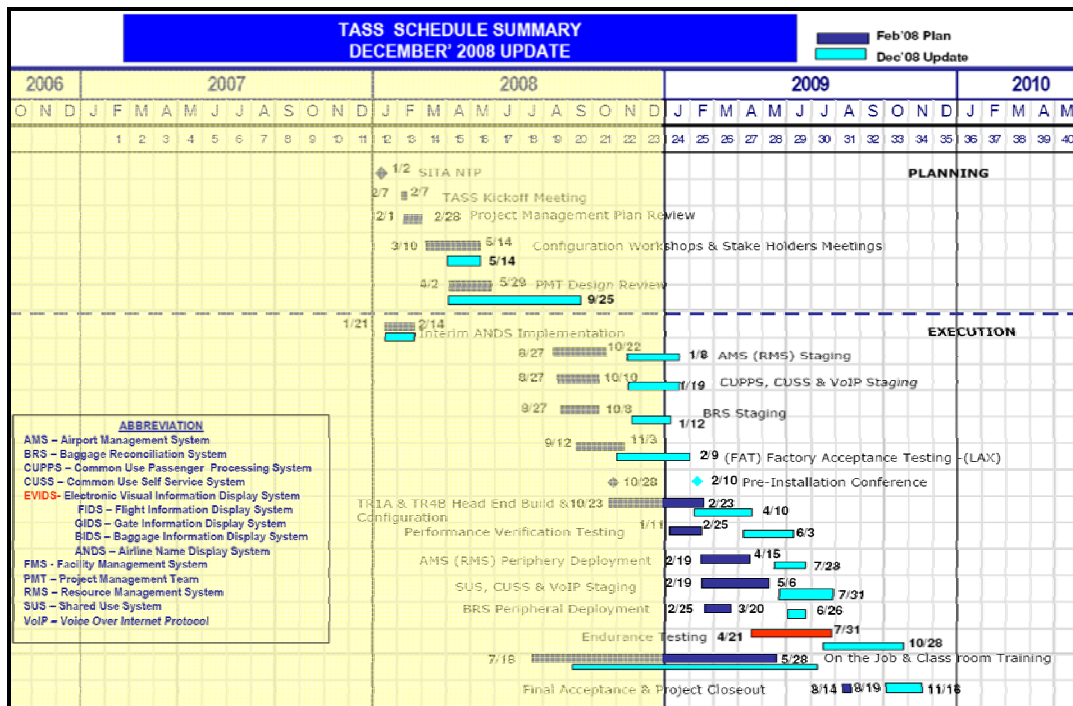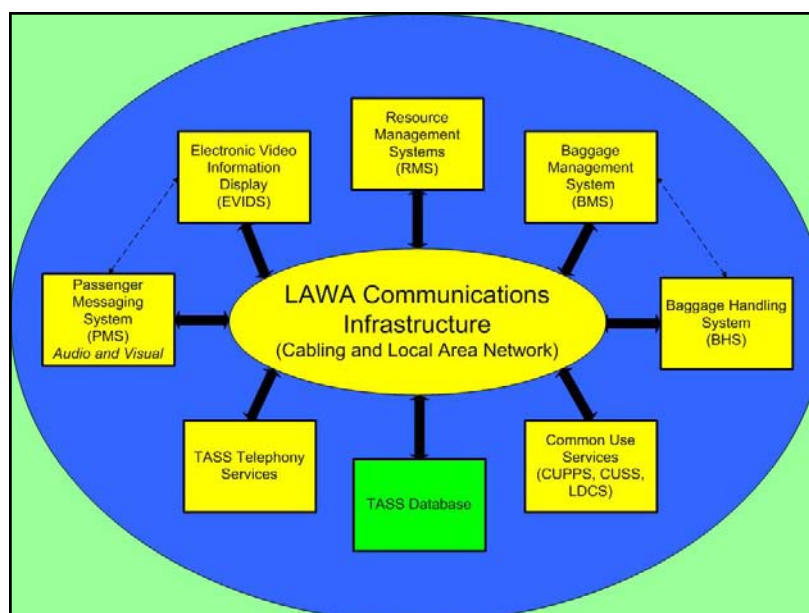
Benefits of TASS BRS

- Use of the hand-held scanners provides airlines with the ability to know the exact the location of each bag loaded on a flight by container, by location in the container, to a much higher degree of accuracy than the current manual systems.
- Use of the hand-held scanners allows for 100% accuracy in container segregation by class of service or local vs. connecting bags. The hand-held scanners has a "red-light/green-light" feature that will indicate if a bag is being loaded into the wrong container based upon BSM data.
- Bags for passengers not yet approved for loading (e.g. interline bag arrives at make-up but passenger has not yet check-in in) and/or bags put on hold after a passenger check-in are alerted to the loading staff and not allowed to be placed into containers.
- Airline staff has immediate and "real-time" access to status of bags loaded on each flight. This included interline connecting bags. Once a bag is scanned by the hand-held unit airline staff can confirm to local or connecting passengers that their bags are on-board by accessing the system through a CUTE workstation at the gate or check-in counter.
- Airlines can easily determine the status of bags loaded on a departing flight. This includes information such as

how many bags are not yet loaded, whether these are originating at LAX or interlined from other airlines, as well as the specific airline/ flight they were interlined from. This status would also indicate whether there were any bags still onboard that needed to be offloaded. This allows informed decisions to delay a departure and/or take proactive measures to locate and expedite bags to the aircraft

- Information can be accessed: 1) from any CUTE terminal in the building, 2) from the Hand Held Terminals (HHT), 3) from the IWS at the baggage makeup belts.
- If necessary to "off-load" a bag due to passenger deciding not to travel, an immediate message can be sent from the ticket counter/boarding gate to ramp personnel in the bag room via the hand-held scanner indicating which bag(s) must be offloaded. Further, the data stored in the BRS system is sent to the hand-held scanner to provide quick and accurate information as to the location of the bag(s) that must be off-loaded. The system records the offload so that information is accurate to any approved person accessing the records.
- Management of stand-by bags can be accomplished without continuous phone calls from the boarding gate to the bag-room. Information sent through the CUTE system to the hand-held scanners provides immediate confirmation of which bags have been cleared as passengers are provided boarding clearance.

Summary of Cost / Benefit of TASS BRS

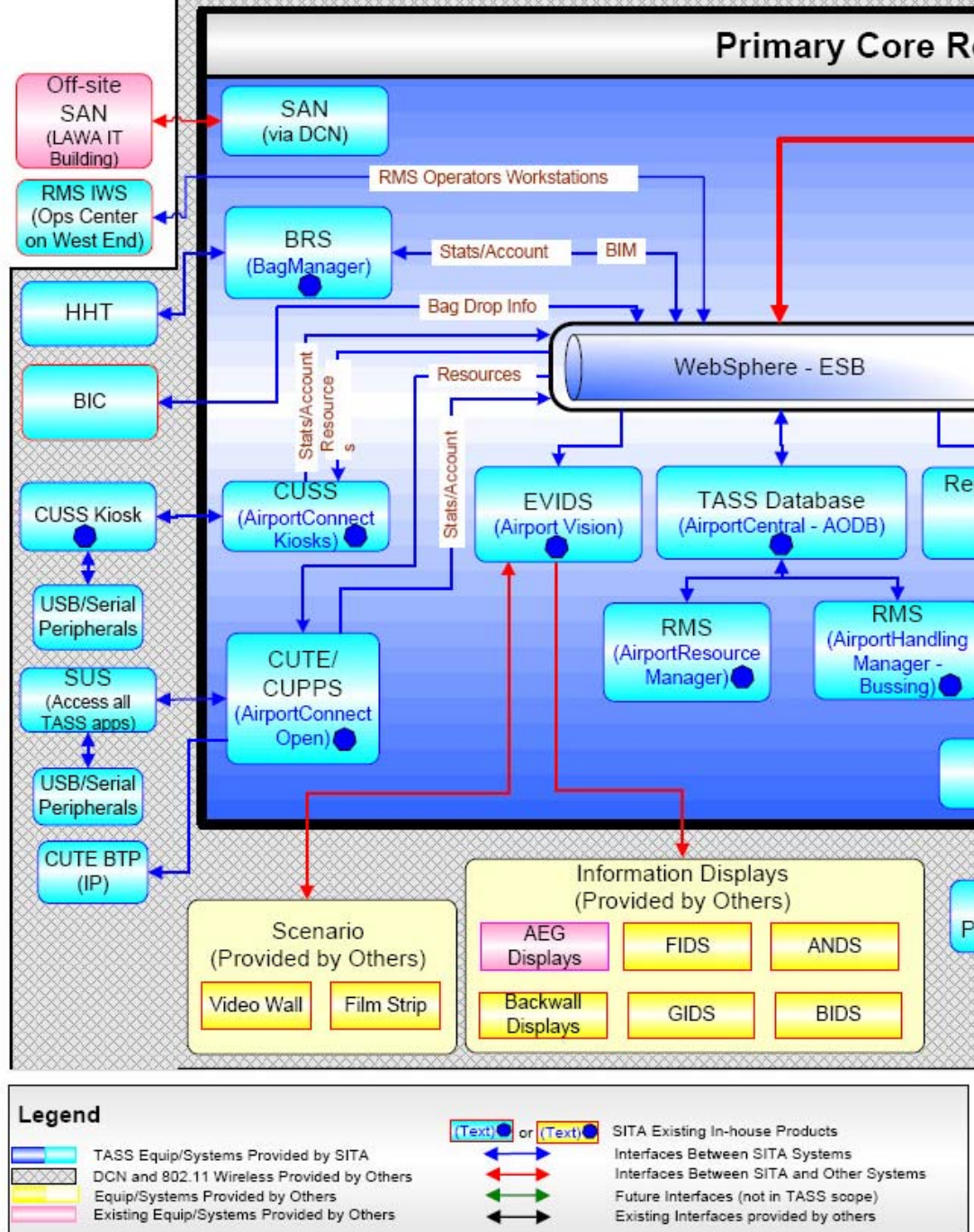In summary, the BRS system with the hand-held scanners is a cost-efficient and powerful tool that can improve and assist airline operations with no requirement to "subscribe" to other IT systems, and without any use/transaction fees. Transition from the current "bingo" sheets to the BRS system can be accomplished quickly and with nominal training, providing accurate and real-time operational information for airline use.
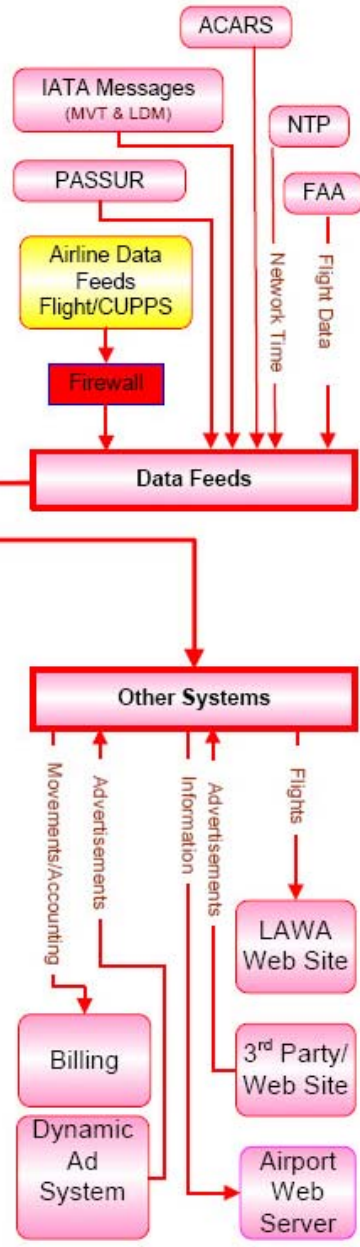
Los Angeles World Airports

TASS O

TBIT DCN and 802.11 W

(Volume 11)

Primary Core R

Off-site SAN (LAWA IT Building)

SAN (via DCN)

RMS IWS (Ops Center on West End)

RMS Operators Workstations

BRS (BagManager)

Stats/Account   BIM

HHT

Bag Drop Info

WebSphere - ESB

BIC

Stats/Account Resources

Resources

CUSS Kiosk

CUSS (AirportConnect Kiosks)

Stats/Account

EVIDS (Airport Vision)

TASS Database (AirportCentral - AODB)

Re

USB/Serial Peripherals

RMS (AirportResource Manager)

RMS (AirportHandling Manager - Bussing)

SUS (Access all TASS apps)

CUTE/ CUPPS (AirportConnect Open)

USB/Serial Peripherals

CUTE BTP (IP)

Information Displays
(Provided by Others)

Scenario
(Provided by Others)

AEG Displays   FIDS   ANDS

P

Video Wall   Film Strip

Backwall Displays   GIDS   BIDS

Legend

TASS Equip/Systems Provided by SITA	(Text) or (Text) SITA Existing In-house Products
DCN and 802.11 Wireless Provided by Others	Interfaces Between SITA Systems
Equip/Systems Provided by Others	Interfaces Between SITA and Other Systems
Existing Equip/Systems Provided by Others	Future Interfaces (not in TASS scope)
	Existing Interfaces provided by others

VERVIEW

ireless

om TR1A

Base Systems Provided by Others

Resources

BIM

Status/Statistics

Stats/Account

Visual Page

porting & BIT (MIS)

Single Sign On

Access to CUPPS

BIM

Resource Info

Flt Info, Resources, BIM

Stats/Account

FMS

LDCS (Maestro LDCS)

PMS

Message Broker (Localized BagMessage)

VoIP

PBX

TR4B Flag Well

Redundant Core Room On TBIT Campus

VoIP hones

BHS

MIRS

LAWA/TBIT PSTN

3rd Party BRS

Tenant PBXs

Tenant PSTNs

CLARK CONSTRUCTION McCARTHY

ACARS

IATA Messages (MVT & LDM)

NTP

PASSUR

FAA

Airline Data Feeds Flight/CUPPS

Firewall

Network Time

Flight Data

Data Feeds

Other Systems

Movements/Accounting

Advertisements

Information

Advertisements

Flights

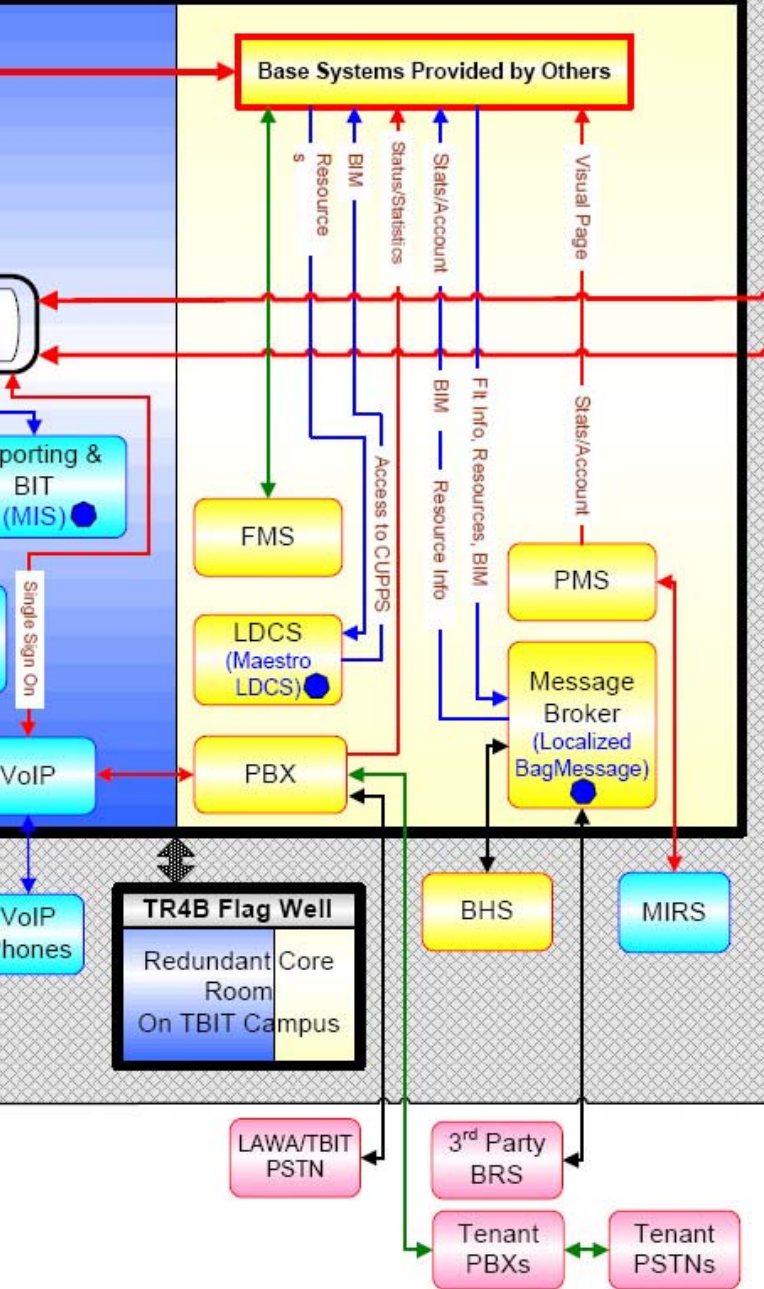LAWA Web Site

3rd Party/ Web Site

Billing

Dynamic Ad System

Airport Web Server

SITA

Another new feature of the TASS program is the ability to print IATA Fallback Tags from the Ticket Counter Cute workstation. The program resides under Maestro and can be accessed using the step-by-step instructions below. It is not as difficult as it might appear and does not require creating dummy flights or PNR's. Please use this program to print IATA Fallback Tags for use on Crew Bags in lieu of no tags or the emergency use only TBIT fallback tags.

IMPORTANT INFORMATION
PRINTING IATA FALLBACK TAGS FOR CREW BAGS

Load bag tag stock in the printer sufficient to cover the quantity of tags you wish to print.
Press **Ctrl-Alt-Delete** to show SITA login window.
Enter the following login information:
      Username: **XS**
      Password: **XS**
Once the login process has completed, click **Start** in the lower left hand corner to bring up the menu.
Select the **Maestro** login from the menu choices.
    It is likely that a "Maestro Program Launcher" information window will pop up with the following text: "Workstation 'LAXBLKZXXX' not found in the table file 'wrkstns.txt'."
Click "**OK**" to close this window.
After a brief period (2 seconds) a login prompt for **Maestro** should appear.
Enter the following login information:
      Username: **admin**
      Password: **admin**
      Airline: **Insert your two-letter airline code**
Once login is completed, select **printer admin** from the menu on the left side of the screen.
Click "**bag tag**" from the next menu
Click "**Fallback sortation tag**" from the next menu.
The three digit IATA code for the airline will be grayed out, but should be correct for your airline. This screen will also request the following information be entered:
      Enter four-digit location code: **4400**   (LAX code)
      Pier/Chute/lateral Indicator: Enter the appropriate 2-digit pier assignment based on your current pier assignment. (01 through 24)
      Stock length: **140**
      Quantity to print: Enter the amount you wish to print up to 100. If you are unsure, select a quantity of "1" to test before proceeding.
Click "**Print tags**"

PLACING IATA BAGGAGE TAG ON CREW BAG:
OPTION 1: Tear off only enough of the baggage tag to stick to side of luggage.
OPTION 2: Wrap baggage tag around handle. Be sure Bar Code portion is in readable position.

Place bag with tag/handle "following" the path of baggage. WHEELS UP. If tub is used, be sure side of bag with "sticker" tag is facing UP

New TASS VoIP Telephones Installed
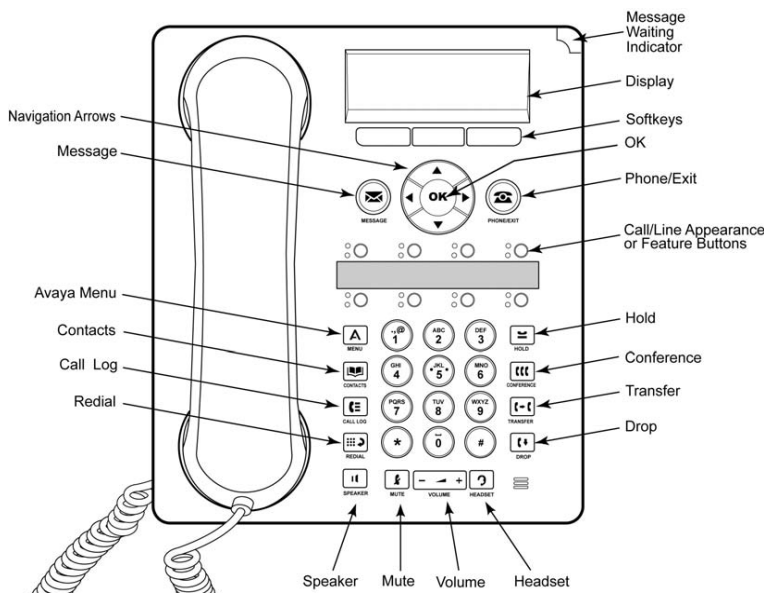
CAUTION ! DO NOT UNPLUG THE PHONE !
This will cause the CUTE workstation set to go dead. If a phone is stolen or is unplugged accidently, please call the local SITA technician. They can get the computer workstation back on-line quickly.

Putting a Call on Hold
1. Press the Hold button to put your active call on hold.
2. To resume the call, press the call/line appearance button where the call is on hold.

Transferring a Call
1. Press the Transfer button.
3. Dial the telephone number.
4. Press the Transfer button again.

Conference Calls
1. While active on a call, press the Conference button.
2. Dial the telephone number.
3. Press the Conference button again. All are connected.

Dropping the last call/person added to a conference call
    While active on a conference call, press the Drop button.

Phone Exit Press this button to get back to home screen on the display.

PASSUR Data Feed Update

Goal and Purpose: To provide LAWA operational systems with the most accurate and detailed flight activity to maximize TBIT Airlines operational efficiencies, customer service, and safety.

Value to LAWA and the TBIT Airlines: Ensuring that all LAWA Common Use Systems are powered by the most accurate and complete data, live and historic.

Description: A feed from the PASSUR database, including data from the PASSUR at LAX, to support operational systems, including but not exclusively, In-Line Baggage system, FIDS, BIDS, Gate Management, CUTE, CUSS. Information would also be stored for historical use on LAWA servers.

Last fall we asked the TBIT Airlines to sign a form granting permission to "Transmit Airline Data via PASSUR". To date 15 airlines (LAXTEC can provide a list of those who have signed the form so far) have signed the form which granted PASSUR the permission to provide a direct feed to the new LAWA/TASS Resource Management System (RMS) which includes the following:
    Total PAX on board
    Flight Personnel (The number of flight personnel (pilots, cabin crew etc) on the flight).
    Total Disembarking Passenger Count (Count of passengers disembarking at the specified airport).

Disembarking Non Infants Passenger Count
    (Count of non-infant passengers disembarking at the specified airport).
Disembarking Infant Passenger Count (Count of infant passengers disembarking at the specified airport).
Departing Infant PAX (Count of infant passengers departing from specified airport).
Departing Non Infant PAX (Count of non-infant passengers departing from the specified port).
Joining Infant PAX (Count of joining infant passengers at the specified airport).
Joining Non Infant PAX (Count of joining non-infant passengers at the specified airport).
Transit Infant PAX (Count of transit infant passengers at the specified port).
Transit Non Infant PAX (Count of transit non-infant passengers at the specified port).

For those airlines who have not signed the permission form, you may want to give strong consideration to doing so as this information is needed regardless. Currently you have to make multiple calls to provide this information to LAWA. In the future the data delivery, with each airlines permission to PASSUR, will be delivered automatically saving the airlines an important and time consuming operational step by automatically delivering this data to the RMS.

The photo above shows the TBIT Departures Lobby with the new over-ticket counter lighting dimmed 50% on the left side and at full 100% lighting on the right side.

Comments From the Executive Director

The month's newsletter is dedicated entirely to TASS, the IT system that will support TBIT tenant airlines and LAWA Terminal Operations in optimizing the use of the terminal, and provide the airlines with opportunity to maximize efficiencies and customer service enhancements. As noted over the past several years TASS is one of the more important elements of the entire $723M Refurbishment Program for the airline community, and represents an investment of over $10 Million dollars.

In addition, as TBIT transitions to a full common-use facility it will become increasingly important that all tenant airlines share information from their own IT operating systems to TASS, and follow the operating protocols of the "in-line" bag system. Lack of cooperation by any single airline, or group of airlines will limit the ability to optimize the use of the facility, thereby jeopardizing your investment in this project, and potentially have an operational impact on the entire TBIT airline community operating at the same time of day. To this end, we seek your

support in participating in the "train the trainer" sessions that will take place during the next several months, and your active commitment to have your staff utilize the operating procedures of the systems as they become operational.

Frank Clark
Executive Director—LAXTEC