



Response to BARA's supplementary submission

25 April 2019

In response to BARA’s supplementary submission, dated 3 April 2019, regarding Airport operator commercial accountabilities, Brisbane Airport Corporation (BAC) would like to respond to statements made regarding lost baggage at Brisbane Airport and to provide important clarifying information.

BAC provides, and is responsible for, the entire baggage handling system infrastructure. However, during the baggage journey (from check-in to aircraft and aircraft to baggage carousel), there are a number of parties that have direct responsibility for baggage at different times. This has been outlined below along with the primary reason for why baggage may miss its connection.

Item	Responsibility	Reasons for miss connect bags
Check in pax	<ul style="list-style-type: none"> Airline / ground handler 	<ul style="list-style-type: none"> Late input to system No bag tag attached Bag not presented correctly e.g. not in tub or label incorrectly positioned
Transfer bags	<ul style="list-style-type: none"> Airline / ground handler 	<ul style="list-style-type: none"> Late input to system (staffing levels / inside MCT) No bag tag attached Quality of tag Manual hand written tags Incorrectly delivered i.e. delivered custom hall instead of baggage makeup area BNE not receiving bag form originating port
Baggage handling system infrastructure	<ul style="list-style-type: none"> BAC 	<ul style="list-style-type: none"> BHS system failure Caught in system Fell of belt Unable to read tag (dependent on step one and two)
Baggage make up area	Airline / ground handler	<ul style="list-style-type: none"> Resourcing levels (ground handlers) Late pick up from oversize Bags lost in transit

If baggage is in the baggage handling system and it has missed the designated flight, our contracted security provider, ISS, is responsible for ensuring that the mishandled bag is returned to the airline.

As per the BARA submission, misconnected baggage (based on direct check-in only) at BNE, represents 0.13% percent of the total bags that go through BAC’s check in each year:

Direct check in bags (2018)	3,267,548
Mishandled direct check in bags (advised by BARA)	4,236
Percentage of total	0.13%
Daily average	11.6 bags

Based on the information available to BAC, only three events have been identified at BNE that resulted in missed bags in 2018. The reasons have been detailed in the table below.

Date	Reason	Missed bags
31/03/2018	<ul style="list-style-type: none"> Failure security system - Manual secondary screening (explosive trace detection) on bags being rejected 	<ul style="list-style-type: none"> 4 missed bags
26/04/2018	<ul style="list-style-type: none"> Network system failure (Baggage Sortation Messages) 	<ul style="list-style-type: none"> 70 missed bags
19/12/2018	<ul style="list-style-type: none"> Network system failure (Baggage Sortation Messages) ⁽¹⁾ 	<ul style="list-style-type: none"> No reported missed bags – delayed flights

Note (1): Review of network to support baggage messaging is underway to increase system integrity.

To gain a better understanding of the total misconnected baggage at BNE, BAC requires airlines to provide their misconnect baggage numbers on an ongoing basis. As part of the Service Level Agreement (SLA) framework and KPIs agreed with airlines in 2018, BAC has identified that misconnected baggage should be monitored when being transferred between the international and domestic terminals, not just domestic transfers. BAC continues to work with the airlines through the SLA process on this matter.

BAC is committed to ensuring all baggage that passes through BNE is successfully connected with its owners. We are in discussions with our airlines partners to improve the timeliness of the flow of information on mishandled bags to ensure swift action can be taken to address any mishandling of baggage.