

Department of Airports

Cindy Nichol

Director of Airports

**County Executive**

Ann Edwards

County of Sacramento

Subject:

Sacramento International Airport Baggage Handling System Hygiene Policy

Purpose:

Establish rules and clear boundaries of baggage hygiene and tub requirements for users of the baggage handling system at Sacramento International Airport (SMF).

Background:

Baggage Handling Systems are an integral part of Airline and Airport operations. Baggage conveyors transport checked baggage from the ticket counter areas through security screening / inspection areas, and out to make-up carousels or sort piers. Although our baggage handling systems are built to withstand current and future baggage activity, they are susceptible to disruptions and degraded performance as a result of poor baggage hygiene.

New technologies in Explosive Detection Systems (EDS), which are integrated into our baggage handling systems, require a higher degree of compliance with baggage hygiene. Correct baggage hygiene is paramount to ensure efficiency of baggage handling systems. Improper and careless hygiene of baggage may result in delayed flights, bag jams, partial or full system outages, damage to bags, equipment damage and operational delays.

Action:

This Baggage Hygiene Policy, attached herein, must be adhered to by all Airport, Airline and contracted personnel who are directly involved in the handling and placement of checked baggage onto the Sacramento International Airport baggage handling systems, and must be included in all applicable contracts and training programs.

Effective: August 1, 2023

Cindy Nichol
Airports Director

Attachment: Sacramento International Airport Baggage Hygiene Policy

SACRAMENTO INTERNATIONAL AIRPORT BAGGAGE HANDLING SYSTEM
HYGIENE POLICY

AUGUST 1, 2023

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August 1, 2023



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BAGGAGE HANDLING SYSTEM HYGIENE OVERVIEW

The Sacramento International Airport's (SMF) Baggage Handling Systems (BHS) transport passenger bags through security screening equipment that requires bags be tracked throughout their journey from ticket counters, through the checked baggage screening area conveyors and out to a make-up carrousel or sort pier. Although baggage handling systems are built to handle current and future bag volumes, all BHS have limitations and are susceptible to degraded performance if the certain basic baggage hygiene rules are not followed. Poor baggage hygiene results in bag jams, degraded system performance, system outages that affect the airline that inducted the bag, but all users of the system. In order to avoid these problems a set of simple baggage hygiene procedures must be adhered to by everyone using the Airport baggage handling systems. For this reason, both TSA and SMF require all airlines and aviation support companies to train their front-line supervisors, ticket counter agents and ramp personnel to follow proper bag hygiene procedures and that they ensure these rules are followed at all times.

BAGGAGE INDUCTION LIMITATIONS (Oversized Baggage Protocol)

The table below lists the minimum and maximum baggage dimensions for inducting baggage onto standard conveyors. Items that do not conform to the Standard Conveyor Maximum dimensions below are to be considered non-conveyable and must not be placed onto any conveyor. Instead, they must be delivered to the designated TSA screening areas for manual inspection.

General Rule: If one person cannot easily handle an item, it shall not be put on a conveyor. See the Prohibited Items section for further detail on non-conveyable items.

Items that are smaller than the Standard Conveyor Minimum must be placed into a tub. See the Tubbing Requirements section for more information.

Conveyor Type	Length	Width	Height
Standard Conveyor Minimum	12"	12"	6"
Standard Conveyor Maximum	54"	33"	36'

In addition to the minimum and maximum baggage dimension for standard conveyors, the Sacramento International Airport baggage systems are designed not to exceed 12 cubic feet. For example:

- Given a 54" max length dimension, the width must not exceed 30" long and 12" high.
- Given a 24" max width dimension, the length must not exceed 48" long and 12" high.

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- Given a 30" max height dimension, the length must not exceed 36" long and 30" wide or similar.

BAGGAGE CHECK-IN PROCEDURES

When checking in passenger baggage, airline customer service agents are to ask passengers or personally do the following:

- **Remove Straps** – Loose straps must be removed from bags or the bags need to be placed in tubs with all straps inside the tub.
- **Remove Old Bag Tags** – All old bag tags including tear-off (bingo) tags, cruise ship tags, and tour tags need to be removed from bags before induction.
- **Stow Wheeled Bag Handles** – Fully retract all bag handles and be sure they are locked in their stowed position. If the handle cannot be stowed, the agent shall follow the Oversized bag protocol.
- **Backpack Hip Supports** – Backpack hip supports need to be folded back and tied down around the backpack so they do not extend out like wings.
- **Remove Dangling Items** – All loose ribbons, belts, chains, etc. must be removed or tucked inside the bag. Utilize airline provided ID tags as an alternative to bigger personal ID tags.

After checking the bags for the various concerns bulleted above, airline customer service agents are to check that baggage tagging conforms to the procedures below.

BAGGAGE TAGGING PROCEDURES

Successful delivery of bags to the proper make-up unit / sort pier depends on the system's ability to read the bag tag bar code for tracking the bag through the screening process and delivering it to the correct make-up unit or sort pier. Following certain basic bag tag procedures helps increase the likelihood that the tag will be read correctly and they are as follows:

- **Bag Tag Print Quality** – Check each freshly printed bag tag to ensure it is streak free, clear, legible and centered on the tag. Poor quality barcodes on tags with incomplete printing or streaking reduces the probability that the barcode can be read or is valid. If not, call in a work order to have staff service the printer. For airport equipment call 916-874-0311, select the option for Amadeus common use equipment. For Southwest self service equipment, contact your leadership to have the printer serviced.

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Note: Proper maintenance of bag tag printers is an important component of any baggage handling system's performance. Bar code reading is essential to baggage transport transit times, tracking, sortation, routing and matching of security statuses to the individual bag tag.

- **Remove Old Bag Tags** – All old bag tags and tear-offs (bingo) tags must be removed to avoid the automatic badge reader getting conflicting bar code information.
- **Remove Old “Bingo” Tags** – Remove all old tear-off or bingo tags from the bag before placing new bingo tags onto the bag.
- **Bag Tag Obstructions** – Ensure stickers or handwritten characters are not added to the bag tags. Ensure bag tags are not obscured by ribbons or luggage identification tags, to allow for readability of bar codes. Remove any old tags or bingo stickers on the bags from previous itineraries.
- **Limit Use of Expedite Tags** – Expedite tags generally do not conform to IATA standards and therefore can't be read and properly processed by the baggage handling system.
- **Use Fallback Tags** – The use of locally printed IATA compliant fallback tags is recommended whenever an airline loses the ability to print tags from its corporate system. These tags are properly formatted to be read by the baggage handling system and ensure the highest level of system performance. When fallback tags are used on bags in tubs, do not place the fallback tags directly onto tubs.
- **Bag Tag Placement** – Ensure the bag tag is placed facing up, affixed on handles that are clear of other bag identification tags, straps, or items obscuring the ability clearly read the bag tag bar code for proper routing of the bag.

When placing the bag tag on golf bags, affix the bag tag on the handle of the golf bag.
- **Clearly Present Barcodes** – Bag tags must be placed on the bag and then the bag shall be placed onto the conveyer in such a manner that the tag is clearly presented and the bar codes are unobstructed. This means tags cannot be wrapped around handles, placed under bags in tubs or covered up by any part of the bag.

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- **Place Tags Outside Plastic Bags** – Protective plastic bags can be placed over baggage and placed directly onto the conveyor system on the condition that the bag tag is either applied to the outside of the plastic bag or is attached to the item inside the plastic bag then pulled out through a hole in the plastic bag so that the tag is not obstructed by the opaque plastic bag.

After putting the baggage tag on the luggage, follow the steps below to load the baggage onto the baggage belt.

BAGGAGE LOADING / PLACEMENT ON CONVEYORS

Proper placement of checked baggage on the conveyor system will increase the likelihood that bags travel through the system without an issue. Proper placement also helps reduce the number of bags that require secondary screening which extends the bags travel time from its input point to the make-up carousel or sort pier. The following guidelines are to be adhered to when placing baggage on inbound or outbound conveyors.

- **General Bag Orientation** – Place baggage and baggage tubs on conveyors such that the longest dimension is in the direction the conveyor travels and its shortest dimension is its height.
- **Baggage Spacing** – A minimum of 36" is required between any two pieces of baggage being placed on a conveyor to ensure that the system can properly trace and distribute the baggage.
- **Two Wheeled Bags** – Place the bag onto conveyor with wheels to the rear, facing up and the bag, ensure the handle is fully retracted and that the tag at the front and seeable.
- **Four Wheeled Bags** – Place onto conveyor with wheels to the rear, ensure the handle is fully retracted and that the tag at the front and seeable.
- **Overstuffed Bags** – Overstuffed baggage with rounded surfaces must be placed on the largest flat surface of the bag, or in a tub.
- **Large Boxes** – Place on conveyor such that the longest dimension is in the direction of the conveyor travel and the shortest dimension is its height.
- **Golf Clubs** – If less than 54" long, place on the conveyor. If greater than 54", deliver item to the designated area for TSA to inspect. Ensure the bag tag is placed on the handle, not at the top of the bag.

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- **Items Weighing More than 100 Pounds** - Deliver item to the designated area for TSA to inspect.

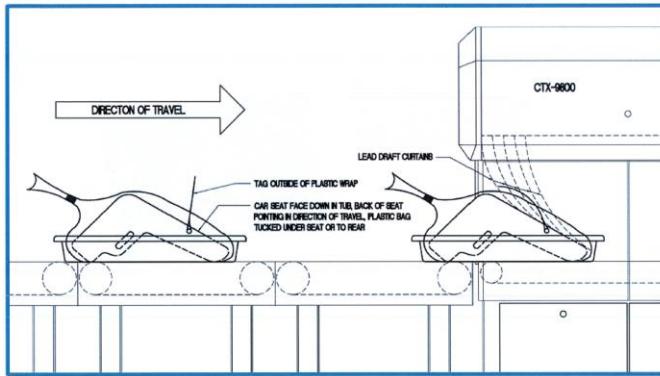
BAGGAGE TUB REQUIREMENTS

Baggage tubs must be used for any items that are irregular in shape or do not have at least one flat surface or may have a tendency to roll around or move while being transported on a conveyor. The following guidelines are to be used for determining which items should be placed into tubs:

- **Items that are smaller than the above-listed sizes for Standard Conveyor Minimum** – Place item inside the tub, if it will fit. If it won't fit in a tub, or sticks out of either end of the tub, it is to be delivered to the designated area for TSA to inspect.
- **Items weighing less than 15 pounds** – Place item into a tub with the item to the back of the tub to ensure that it will pass through the EDS machine.
- **Duffle bags** – All soft sided duffle bags that can fit inside a tub, must be placed into a tub. If the soft sided duffle bag will not fit inside a tub, it is to be delivered to the designated area for TSA to inspect.
- **Roller Duffle bags** – All soft sided duffle bags with wheels that are within the standard bag size (<54") must be placed into a tub. If the soft sided duffle bag with wheels will not fit inside a tub, it is to be delivered to the designated area for TSA to inspect.
- **Garment bags** – All soft sided garment bags that can fit inside a tub, must be placed into a tub. If the soft sided garment bag will not fit inside a tub, it is to be delivered to the designated area for TSA to inspect..
- **Child Car Seats** – Place the car seat upside down in a tub with the bag tag on the outside of any plastic wrap and the plastic wrap tucked under the seat, see picture below. If the car seat will not fit inside a tub, it is to be delivered to the designated area for TSA to inspect.

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- **Small Boxes** – Place into a tub, ensure the baggage tag can be read and is not on the bottom of the small box.
- **Shrink Wrapped Items or Items in Plastic Bags** – Place into tub, ensure the baggage tag can be read and is not covered up or inside the plastic bag.
- **Items that Overhang in Tubs** – If an item is placed in a baggage tub and it hangs out, for example a guitar, the baggage handling system will only understand the tubs length and will not recognize the guitar hanging out of the tub and the item over handing may get crushed.

PROHIBITED BAGGAGE ITEMS – NOT CONVEYABLE

The following items are not allowed to be placed directly onto any conveyor. Use the Oversize Baggage Protocol for these items, and items with similar characteristics. This list of prohibited items is not all-inclusive but serves as an example of non-conveyable items:

- **Surf Boards**
- **Skim Boards**
- **Skis and Snow Boards**
- **Guitars**
- **Gun and Rifle Cases**
- **Hockey Sticks**

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- **Baseball Bats**
- **Job Boxes**
- **Lacrosse Sticks**
- **Shovels**
- **Crutches**
- **Fishing Poles**
- **Bicycles**
- **Persons**
- **Animals**
- **Walkers**
- **Bowling balls**
- **Kettle bells**
- **Any items less than 6 inches in height unless it will fit into a tub**
- **Any item longer than 54" (Note: that the 54" calculation includes straps, handle tags and other items that would add to the length of the bag)**

CHECKED ITEMS SUSCEPTIBLE TO DAMAGE

The baggage handling system transports baggage from the induction points through the security screening process and out to make-up carousels, or sort piers, in a manner that does not damage the contents of the average checked bag. This does not mean, however that baggage is not jostled and transported in a manner that may cause damage to the baggage contents. The following items, if placed directly on the conveyor or packed in baggage, cannot be guaranteed to make it through the system without damage and, therefore should be handled, at the airline's discretion, as oversized or non-conveyable.

- **Glassware**

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- Porcelain objects
- Glass beverage containers including those for wine and hard alcohol
- Electronics
- Musical instruments
- Anything warranting a “Fragile” or “Handle with Care” tag

Pictogram Summary of Sacramento International Airport Baggage Hygiene

