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| **TPE MuoR SC Meeting 11dec2018** |

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| MINUTES | | | |
| Place of meeting | EVA 3069 Conference Room, TPE airport | Type of meeting | Face to Face |
| Meeting date(s) | 11dec2018 | Meeting timing | 10:15AM~05:30PM |
| Called by |  | Prepared by | Sunday Huang (BR) |
| Date of issue |  | Number of pages | 4 |

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| Participants | | | |
| **BR** | Ms. Michelle Chang  Mr. Janson Huang  Mr. Jeb Yeh  Ms. Lisa Cheng | **TG** | Mr.Panatta Meesuwan |
| **CA/**  **ZH** | Mr. Arthur Zhu  Ms. Franziska Huang | **TK** | Ms. Yingchu Huang |
| **NH** | Mr.TochinaiKouichi  Ms. Meiling Kuo | **UA** | Mr. Carl Yu  Mr. Jack Quinones  Ms. Rebecca Lee |
| **OZ** | Mr. Yang Sung Woo | **Star** | Mr. Jingwei Zhang |
| **SQ** | Mr. Joseph Wang | **Star** | Mr. Toben Sens |
| **AC** | Mr. Nelson Wang |  |  |

1. **Project Status**

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| A/D # | Description of item | Responsible | Due Date |
|  | * Torben divided project status in three phases. Phase one focused on sell baggage drop units, which will be demonstrate after lunch break. Phase two was mainly about the expansion on the south wing in the terminal two. Also, the installation on SBDs and kiosk machines at counter 16/17. Lastly, phase three focused on the construction of T3 terminal. * Torben discussed some check-in channels that airlines are offering right now at the airport. Torben went through airline by airline to see what check-in methods each airline offers for their passengers at this moment. * Phase two project: The Expansion plan (south expansion) has been completed since September 2017. Since the expansion plan has completed successfully, Torben on the other hand focused on the new installation of SBDs and new kiosk machines. * Torben mentioned that SA will keep monitoring on the brandings, baggage drops units, passengers’ interests on using SBDs and kiosk machines. * Torben emphasized the key concerns within the slides: he pointed out and discussed how to make kiosks more sufficient. UA suggested the location of the kiosk machines. He mentioned that the airport now places some kiosks at the expansion side, which is at the very end of the main building.   As the result, the willingness of using this check in method decreases. All airline carriers agree that in order to increase the efficiency of using kiosks, the location becomes the best interest for passengers.  Good news brought from Mr. Chiang; he mentioned that the airport will provide other additional 38 kiosk machines under no cost consumes. | Torben |  |

1. **Status Update Local PM---**

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|  | * Christen divided the updates in three parts: T2 expansion, T3 construction and the new installation of baggage drop units. * T2 expansion has been completely successfully since last September. The south wing expansion is mainly used for other star alliances carriers. For instance, ANA and Asiana are using counter 23. Air Canada is located at counter 24...etc. * T3 construction is under construction still, and there is no actual specific date for the finishing period. Christen mentioned that TIAC is trying to see the possibility of making one terminal as one alliance in the future. * Torben suggested that SA wants to keep MuoR happens in Taiwan as well. Therefore, he is looking forward to see all the SA airline carriers to be in the same terminal in the future. * Christine then introduced the installation of SBDs. Counter 10 and 11 currently have SBDs installed. Moreover, new SBD machines will be located at counter 16/17; and they are expected to be finish on 20DEC if everything is on schedule. * EVA AIR will take both counter 16/17 for SBDs once the construction is completed. EVA AIR will arrange 6 staffs to assist passengers with any help. For counter 17, we separate this island into two parts. We will offer the first two SBDs for all the US bond flights, and the rest of the SBDs will be all other regular flights. By having separate SBDs and separate staffs will meet the requirement of pre-screen checks for all the US bond flights, UA pointed out. * Torben raised up a question of “how long does it take passengers to check in with the SBDs. OMD answered “it takes about 40 seconds for those passengers with one simple luggage.” * Christen mentioned that TIAC will have promotion on chances to win a price for those passengers who are willing to use SBDs to check in. Activities information will be notified on EVA website. TIAC will hold the press conference when the installation of SBDs is completed. * Torben likes the idea of having promotion on the opening weeks. He believes that by having the promotions will motivate passengers more and increase the willingness of using SBDs and kiosks. | Christen (OMD) |  |

1. **Airport Automation: Technical live Demonstration of SBDs (Walk around)**

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|  | * All the SA carriers walked around the SBD machines at counter 10 after lunch break. Many of the carriers did actually try to check in at SBD machine with real boarding passes and luggage. Andrew from Scarabee pointed out that it takes about 35 seconds to complete a very simple check in process with one check in baggage. * NH brought out the question on “heavy label” on over-weight baggage. She believes that heavy label is necessary to be display on the bag tag because it can let the unloader to know in advance. This question is answered by Jessie from EVA. She answered that the SBD machines will print out a baggage tag with heavy label on there when the machines read any baggage is over 25kg. * UA likes the guideline and the way that the animation displayed on our SBDs machines. All the carriers agree that those animations help and teach passengers how to use the machines to check in. | All SA carriers |  |

1. **Airport Automation: Future ABD Services In TPE**

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|  | * Product presentation and timelines * Technical specification of ABD units * Connectivity options for carriers * Testing options for carriers * Scarabee introduced some backgrounds of their company. Scarabee then introduced their main products. * AC came out a question regarding to the way that “priority tag” displays. UA and AC were wondering that if the SBD machines can print a priority tag on tags when star gold passengers use the machine to check in. The answer is yes, however, lot of carries believe that it doesn’t do much for unloading sequences because it’s printed with black ink instead of having an additional obvious priority tag that usually provides at the traditional counter. Torben believes this is something that we should discuss with all the relevant departments to see if we can solve this problem since bag drop unit is the trend in the future. * Scarabee welcomes all carriers to contact them with any interested in SBDs or want to get any further information. | Scarabee  (Andrew Wright) |  |

1. **Recap and Next Steps**

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|  | * Torben wrapped up the meeting on discussing the project that we have been talking for so long which is the location of kiosks. Torben hopes the number of passengers use kiosks will change. He believes that by having good branding and good direction will help the number increase. * Torben expects there are more kiosks and bag drop units in the terminal 3. * Torben consulted all carriers’ opinion as for Collocation program. * We covered lots of things in the meeting such as expansion part, kiosks, bag drop units, and the possibility of having fast track or star gold track in the future. “The things are happening,” said by Torben at the very end of the meeting. | Torben |  |