

Baggage Handling System Hygiene Policy**Section 4.5.7****PURPOSE**

To establish proper baggage hygiene requirements and procedures for the correct placement of baggage, on baggage conveyor systems at San Jose Mineta International Airport (SJC).

AUTHORITY

City of San Jose Municipal Code Title 25 and San Jose Municipal Code 25.06.010.

SCOPE OF APPLICATION

The Scope of Application applies to those that use the Airport's Baggage Handling Systems.

POLICY

The Airport Baggage Handling System (BHS) transports luggage from ticket counters to the AOA or the AOA to baggage claim. The Airport baggage handling systems transport passenger bags through security screening equipment that requires bags be tracked throughout their journey from the checked baggage screening area input conveyors out to the make-up carousels. Although the baggage handling systems are built to handle the current bag volumes, the systems have limitations and are susceptible to degraded performance if certain basic baggage hygiene rules are not followed. Poor bag hygiene results in bag jams, degraded system performance and even full system outages that affect not only the offender, but all users of the system. To avoid these problems, a set of simple baggage hygiene procedures must be adhered to by everyone who will be using these systems. For this reason, both the TSA and SJC are requesting that all airlines and baggage service companies reiterate with their front-line supervisors, ticket counter agents and ramp personnel the importance of following proper bag hygiene procedures and that they go over the rules laid out in the following sections, which must always be practiced.

Effective June 1, 2025, Airport personnel who fail to follow the defined baggage hygiene procedures will be subject to Administrative Citation(s) for violating SJMC 25.06.010 in the amount of \$100 for each violation. Repeat offenders will be subject to progressive fines as set forth in the [schedule of fines](#).

DEFINITIONS

AOA	Air Operations Area
BHS	Baggage Handling System
EDS	Explosive Detection Systems
TSA OSR	TSA Oversize Room

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Policy must be adhered to by all Airport, Airlines, and Contracted personnel at SJC who are directly involved in the handling and placement of checked baggage into the Airport's BHS and must be included in all applicable contracts and training programs effective June 1, 2025. Personnel who fail to follow the defined baggage hygiene procedures are subject to Administrative Citation(s) for violating SJMC 25.06.010.

Airport Operations to identify violators of this policy and issue Administrative Citations as necessary.

PROCEDURES**PASSENGER CHECK-IN PROCEDURES**

At the time of passenger check-in, airline customer service agents are to ensure the following:

- **Backpack Hip Supports** – Backpack hip supports need to be folded back and tied down around the backpack so that they do not extend out like wings.
- **Duffle Bags and Backpacks** – All duffle bags and backpacks shall be put into tubs. When tubs are unavailable, Velcro or snap clasp together all duffel and backpack straps.
- **Remove Dangling Items** – All loose ribbons, belts, chains, etc. must be removed or tucked inside the bag.
- **Remove Old Tags** – All old bag tags including tear-off (bingo) tags, cruise ship tags and tour tags need to be removed from bags.
- **Remove Straps** – Loose straps must be removed from bags, secured, or the bags need to be placed in tubs with all straps inside the tub.
- **Stow Wheeled Bag Handles** – Fully retract all bag handles and be sure they are locked in place. If handle cannot be stowed, agent must take the bag to the TSA OSR.

BAGGAGE CHARACTERISTICS

The table below lists the minimum and maximum baggage dimensions for the standard conveyor. Items that are larger than 21 inches in height and/or 54 inches in length should be taken to the TSA OSR for processing. For Ramp Personnel, oversized items must be taken to the appropriate oversized belt or oversized drop-off point.

General Rule: If an item cannot be easily handled by one person it must not be placed on a conveyor. See the Prohibited Items section for further detail on non-conveyable items. Items that are smaller than the Standard Conveyor Minimum shall be placed into tubs. See the Tubbing Guidelines section for more information.

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Conveyor Type	Length	Width	Height
Standard Conveyor Maximum	54 "	33 "	21 "
Standard Conveyor Minimum	12 "	12 "	4 "

TUBBING GUIDELINES

Bag tubs shall be used for any single item that is irregular in shape or does not have at least one flat surface and will tend to roll around or move while being transported on a conveyor. One item at a time shall only be placed into a tub, this is to prevent bag tracking issues. The following guidelines shall be used for determining which items must be placed into tubs:

- **Child Car Seats** – Place upside down in a tub with the tag on the outside of any plastic wrap and the plastic wrap tucked under the seat (see attachment A). Odd sized car seats that do not fit in a tub or that do not clear the over height bar, should be taken to the TSA OSR.
- **Duffle Bags** – All duffle bags that are less than 36 inches must be placed into a tub.
- **Garment Bags** – Place into a tub.
- **Items that are smaller than the above-listed size for Standard Conveyor Minimum** – Place into a tub. Tape all lightweight items to bin.
- **Items Weighing Less than 10 Pounds** – Place into a tub and tape the item to the bin.
- **Roller Duffle Bags** – All duffle bags that are less than 36 inches must be placed into a tub.
- **Small Boxes** – defined as anything that weighs less than 10 lbs., place into a tub and tape to bin.

BAGGAGE PLACEMENT ON CONVEYORS

Proper placement of checked baggage on the conveyor system will increase the likelihood that bags travel through the system without issue. Proper placement also helps reduce the number of bags that require secondary screening which extends the bags travel time from input point to make-up carousel. The following guidelines shall be adhered to:

- **Bag Spacing** – A minimum 36" gap is required between any two pieces of baggage being placed on a conveyor to ensure that the system can properly track and distribute the baggage (see attachment A).
- **Four Wheeled Bags** – Place flat onto conveyor with the wheels trailing and the bag tag forward.

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- **General Bag Orientation** – Baggage and baggage tubs must be placed on conveyors such that its longest dimension is in the direction of conveyor travel and the shortest dimension is its height.
- **Golf Clubs** – Golf clubs must have wheels trailing, wheels facing up, bag tag forward. Bags larger than 54" should be taken to TSA OSR. For Ramp Personnel, oversized items must be taken to the appropriate oversized belt or oversized drop-off point.
- **Items Weighing More than 100 Pounds** – Take to the TSA OSR. For Ramp Personnel, oversized items must be taken to the appropriate oversized belt or oversized drop-off point.
- **Large Boxes** – Place on conveyor such that the longest dimension is in the direction of conveyor travel and the shortest dimension is its height.
- **Overstuffed Bags** – Overstuffed baggage with rounded surfaces must be placed on the largest flat surface of the bag, or in a tub.
- **Taping Items to Bin** – If an item appears unstable in a bin, is a small box, or less than 10 pounds, the item shall be taped down to the bin. Tape shall extend from one end of the bin to the other, taped over the top of the item to ensure it remains stable inside the bin during transport on the BHS.
- **Two Wheeled Bags** – Place onto conveyor with wheels up and with the wheels trailing (bag tag forward).

PROHIBITED ITEMS – NOT CONVEYABLE

The following items are not allowed to be placed directly onto any conveyor. These items, and items with similar characteristics, must be handled by the current manual oversize procedures. This list of prohibited items is not all-inclusive, but serves as an example of non-conveyable items:

- Any item less than 4 inches in height unless it will fit in and is placed into a tub.
- Any item longer than 54" (Note: that the 54" calculation includes straps, handles tags and any other items that would add to the length of the bag)
- Any items above 21" in height. Personnel must not force or bypass the height bars at the ticket counters.
- Any Musical Instrument
- Bags with unretractable handles
- Baseball bats
- Bowling balls
- Crutches
- Fishing poles
- Hockey sticks
- Shovels
- Skim boards
- Skis and snow boards
- Strollers
- Surf boards

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- Toolboxes
- Walkers
- Wheelchairs

ITEMS SUSCEPTIBLE TO DAMAGE

The following items, if placed directly on the conveyor or packed inside baggage, cannot be guaranteed to make it through the system without damage and therefore should be handled at the airlines discretion, as oversized or non-conveyable:

- Anything warranting a "Fragile" or "Handle with Care" tag.
- Electronics
- Glass beverage containers including those for wine and alcohol.
- Glassware
- Porcelain objects

BAG TAG PROCEDURES

The baggage handling system depends on being able to read airline generated bag tag barcodes for tracking the bag through the BHS. Following certain basic bag tag procedures helps increase the likelihood that the tag will be read correctly:

- **Clearly Present Barcodes** – Bag tags must be placed on the bag and then 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.
- **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.
- **Place Tags Outside Plastic Bags** – Protective plastic bags can be placed over baggage and placed directly on 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 and then pulled out through a hole in the plastic bag so that the tag is not obstructed by the opaque plastic bag.
- **Remove Old Bag Tags** – All old bag tags and tear-offs (bingo) tags must be removed to avoid the automatic tag reader getting conflicting barcode information.
- **Report Poor Tag Print Quality** - Poor quality barcodes on tags with incomplete printing or streaking reduces the probability that the barcode can be read or is even valid. When poor quality tags are noticed, a service call must be made to have the printer serviced.
- **Tear Off or "Bingo" Tags** – Do not place tear off tags on the bags. They do not increase the barcode read rate and they litter the system and can damage the screening equipment.
- **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

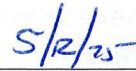
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system and ensure the highest level of system performance. When fallback tags are used on bags in tubs, do not place the fallback tags directly onto tubs.

Approved:



Director of Aviation



Date

Baggage Handling System Hygiene Policy**Section 4.5.7****ATTACHEMENT A****STANDARD PROCEDURES FOR BAG HYGIENE**

Improper bag hygiene may result in an administrative cite per SJMC 25.06.010

Wrong Way

This bag has its wheels facing the directions it's going in.



These bags are way too close together.



This car seat's strap is hanging out and the car seat is not in a bin.

**Right Way**

- Tuck all handles in.
- Wheels must be facing the opposite direction of the belt.
- Four-wheel bags must be placed flat-side down.



- Maintain 3 feet of space between bags.
- Bags must fit under the height bar. If they don't, they must go to oversize.
- Minimum weight = 10 lbs.



- Use a bin for:
- Backpacks & Small Bags
 - Car seats (place face down)
 - Items with a lot of straps
 - Lightweight items (tape and secure them to the bin)



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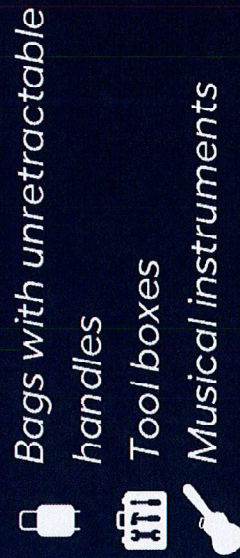
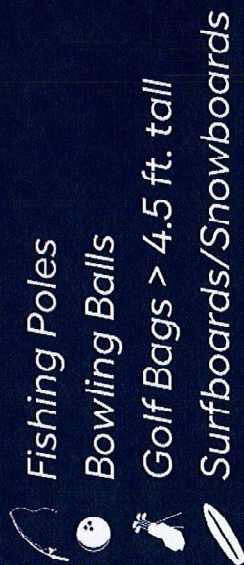
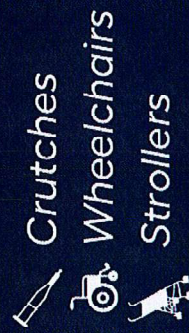
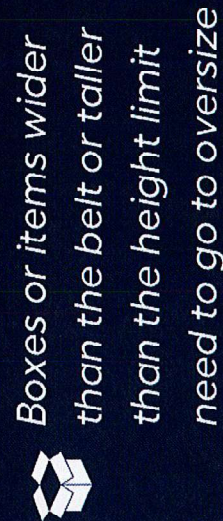
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Boxes or items wider than the belt or taller than the height limit need to go to oversize

Improper bag hygiene may result in an administrative cite per SIMC 25.06.010

