



Operations Memorandum

To: CVG Airlines and Tenants

From: Brian Cobb, VP - Customer Experience

Subject: Updated Cot Request Procedure

Date: November 20, 2017

The following cot deployment procedures are effective **11/20/2017**:

When passengers are staying overnight in the airport, airline representatives should call the Airport Communications Center (ACC) at 7777 to indicate how many people will remain overnight and request cots if necessary. The ACC will contact the maintenance department to have the requested cots delivered to the appropriate concourse.

Note: Cots will only be deployed to the A4 and B12 gate areas. Cots will not be sent to the terminal, pre-security.

Airline representatives will then be responsible for setting up and taking down the cots for their passengers. After the cots have been disassembled and placed back into the bin in which they were delivered, the representative must call the ACC to have the cots removed.

ACC will contact maintenance to have the requested cots removed. Barring any unusual circumstances, cots should only be deployed overnight and should be collected and removed during the morning hours upon completion of their use.

Please see below for instructions on the assembly of cots:



1. Bin cots will be in.



2. Cot with two poles.



3. Fully laid out cot.



4. Support poles attached.

5. Fully assembled and sturdy cot.

