



CINCINNATI/NORTHERN KENTUCKY  
INTERNATIONAL AIRPORT

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## **TERMINAL OPERATIONAL MANUAL**

CVG Airport Authority  
December 2023

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## CVG Customer Experience

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The Rules and Regulations of the Airport require each person operating at the Airport to comply with the Rules and Regulations of the Airport, including the obligation to comply with all directives of the Chief Executive Officer and/or the Chief Operating Officer or their designee. This Handbook is being furnished as an aid to assist you in understanding some of your obligations under the Rules and Regulations of the Airport while operating at the Airport. This Handbook is not a complete summary of the Rules and Regulations of the Airport which are available at [www.cvgairport.com](http://www.cvgairport.com). It is each person's responsibility to review the Rules and Regulations of the Airport in its entirety to understand all obligations applicable to persons operating at the Airport. To the extent there is a conflict with this Handbook and the Rules and Regulations of the Airport, the Rules and Regulations shall control. To the extent there is a conflict with this Handbook and federal, state or local laws, such federal, state or local laws shall control.

## **1. Definitions**

The following terms for purposes of this Operational Manual shall have the following meanings:

"Airport" means all land and improvements within the geographic boundary lines of the Cincinnati/Northern Kentucky International Airport, Boone County, Kentucky.

"Alliance Carrier" means an air carrier that has entered into an agreement with another air carrier to share passengers with one another in a national or international network and to substantially cooperate with one another in joint marketing ventures and/or branding in a national or international marketplace.

"Board" means the Kenton County Airport Board, a public and governmental body corporate and politic created pursuant to the provisions of Chapter 183 of the Kentucky Revised Statutes, or, if such entity shall be abolished, the board, body, commission or agency succeeding to the principal functions thereof or to which the powers and duties thereof shall be given by law.

"CVG AA" means the CVG Airport Authority, the entity responsible for the operations and oversight of the Cincinnati/Northern Kentucky International Airport.

"Code Share Carrier" means an air carrier that (i) is a parent or subsidiary of another air carrier, or (ii) operates at the Airport under an air carrier's trade name and uses that air carrier's two-letter designator code for some or all of its flights serving the Airport, or (iii) operates at the Airport using a trade name of a parent or subsidiary of an air carrier and uses the two-letter designator code of such parent or subsidiary for some or all of its flights serving the Airport.

"Company" means a company that has entered into a Lease Agreement with the Board including any successor company by merger, consolidation or sale of substantially all the assets of such company or other entity succeeding to the principal functions thereof.

"Chief Executive Officer" means the Chief Executive Officer of the Board, or his or her designee, or such other person authorized to act as the Chief Executive Officer of the Airport.

"Chief Operating Officer" means the Chief Operating Officer, or his designee, responsible for the day-to-day operations of the Airport under the general supervision of the Chief Executive Officer.

"Lease Agreement" means the Lease Agreement between the Board and a Company, that permits the Company to use portions of Concourse A and/or Terminal.

"LAN" means the local area network that provides passive infrastructure cabling via local area network access points located at gate areas, ticket counters, operational areas, and airline shared space.

"Shared Equipment" means the multiuser flight information display system ("MUFIDS"), the LAN, paging system and the baggage handling system (conveyors, carousels and associated equipment), that are designated for use by the Company, including the automated people mover (APM) system in the passenger tunnel connecting the Terminal to Concourse A.

"Terminal" means the main Terminal, consisting of the entrance and exit at the Airport.

## **2. Introduction**

This Operational Manual has been developed to assist each Company and its employees operating out of the Terminal and Concourses at the Airport in understanding some of their responsibilities. There are other applicable Airport Rules and Regulations, local, state and federal laws which govern behavior on Airport property, included restricted areas, not otherwise set forth in this document. The Board shall furnish changes to the Operational Manual thirty (30) days in advance of the effective date of such changes, except in the case of an emergency or exigent circumstances and in such cases, notice shall be given as soon as practicable and shall be effective when delivered to the Company. Changes to the Operational Manual that is furnished to local station managers or other local representatives of the Company shall be binding on the Company. A complete and current copy of the Airport Rules and Regulations is maintained with the official custodian of Board records, and you are encouraged to review the same.

The Company shall adhere to the requirements of this Operational Manual. The Company shall ensure that its Code Share Carriers and Alliance Carriers adhere to all of the requirements of this Operational Manual. To the extent the Operational Manual permits employees of the Company to operate the Shared Equipment, the Company shall insure that only properly trained and supervised employees use the Shared Equipment, within normal operating capacity, consistent with manufacturer recommendations and without abuse. The Company shall develop a training curriculum for all Shared Equipment. All employees engage in utilization of Shared Equipment must be appropriately trained in the safe and appropriate use of the Shared Equipment. The Board reserves the right to audit training programs. If equipment is observed to be used incorrectly, the Board has the right to require any employee to cease use of the equipment until properly trained.

The representative of the Board for purposes of this Operational Manual shall be the Chief Executive Officer, and/or the Chief Operating Officer or his/her designee, who shall have the authority to act on behalf of the Board with respect to all matters pertaining to this Operational Manual.

For the Company to provide a safe environment for all passengers, customers and others at the Airport is paramount. Although equipment and systems are regularly inspected, any equipment or system with a defect and/or safety issue should be removed from service immediately by the Company and the Company should immediately report the problem to the Airport Operations Center (AOC) at 859-767-7777.

While secondary to safety, the customer experience at the Airport is critical; any issues with cleanliness in any area of the Airport or cosmetic damage to any surface or structure should be reported by the Company to the Airport Operations Center immediately

Conflict regarding contracted terms between companies should be brought to the attention of the Vice President of Commercial Management for resolution.

In the event of irregular operations, significant weather events, or an exigent or unforeseen situation, the Company and employees must comply with the verbal and/or written instructions of the Chief Operating Officer or his or her designee.

### **3. Terminal and Curbside Area**

#### **Passenger Loading and Drop-off**

Passenger loading and drop-off are designated to occur in their appropriate levels of the terminal, Departure (upper) or Arrivals (lower). Terminal signage clearly indicates the traffic flow and passenger areas.

**Departures.** The upper level is designated for departing traffic and is comprised of four (4) lanes. Passengers can be dropped off on the two most right-hand lanes marked by solid lines. Signage will indicate "No Parking" (drivers cannot leave their vehicles unattended). The two most left lanes are for through traffic. No stopping, standing, or parking will be allowed.

For individuals with disabilities, the inner most curb includes a hash-marking as a visual indicator for temporarily staging a vehicle for offloading purposes only. CVG Public Safety Assistants (PSAs) have been briefed to allow for this activity and support directional needs (e.g., securing a wheelchair vendor). The lane is marked to width-standards to support sufficient passenger egress from their vehicle. Additionally, curb cuts are spaced to support wheelchair accessibility to the elevated curb.

**Arrivals.** The lower level is designated for arriving traffic and is comprised of seven (7) lanes with two groups of lanes separated by a passenger curb. The outside four (4) lanes are available for traffic that consists of passenger pick-up and drop-off, loading lanes are depicted to the right lanes with solid line markings.

The inside lanes are also designated for passenger loading, two loading lanes and one thru traffic lane (most left lane).

For individuals with disabilities, the outer-most island is designated for passenger pick-up includes an innermost curb with hash-marking as a visual indicator for temporarily staging a vehicle for offloading/loading purposes only. CVG Public Safety Assistants (PSAs) have been briefed to allow for this activity and support directional needs (e.g., securing a wheelchair vendor). The lane is marked to width-standards to support sufficient passenger egress from their vehicle. Additionally, curb cuts are spaced to support wheelchair accessibility to the elevated curb.

#### **Ground Transportation**

There are two Ground Transportation locations that each provide different offerings to passengers arriving and departing through CVG.

Ground Transport West can be accessed through both the west side of Baggage Claim and Ticketing levels of the Terminal. In Ground Transport West, individuals can access CVG Valet (Drop-off Lane), CVG ValuPark Shuttle (Zone 1), CVG Economy Lot Shuttle, Off Airport Parking Shuttles, and Hotel Shuttles. These areas are located by zone and are indicated by signage in Ground Transport West.



Additionally, the Rental Car Center is found on the first floor of the Customer Service Building (CSB).

Ground Transport East can be accessed through the east side of Baggage Claim level of the Terminal. In Ground East, individuals can access Rideshare/Uber/Lyft/Limousine Services, Taxi, Employee Shuttle, Shared Ride Vans, Public Transit/Charter Buses. These areas are located by zone and are indicated by signage in Ground Transport East.

All authorized operators of commercial vehicles must have an airport permit to pick up passengers at the Airport. Private pick-ups are not permitted at the Ground Transportation Centers.

## **4. Airport Services and Assistance**

### **Skycap/Porter Services**

Skycap Services are provided in Terminal 3 utilizing two primary contracts:

- The first is contracted by a consortium of Air Canada, Allegiant, American, Frontier, Southwest, United and itinerant operators serviced by Trego Dugan Aviation in/among the Common Use Premises
- The other is contracted by Delta Air Lines to support their leased premises.

Skycap personnel are an integral part of the passenger experience. Given this, skycaps are to positively greet passengers in a friendly manner and transport their baggage from their autos, buses, taxicabs to the screening area. Skycaps are the front line of operations for departing passengers by identifying passengers, comparing their IDs with their tickets, as well as issuing boarding passes and claim checks.

Skycaps must appropriately tag and identify all customer bags with the correct routing tags for either international or domestic flights. The skycap is also responsible for communicating wheelchair needs to dispatchers so that prompt passenger pick-ups are assured.

Skycaps on the east side of the Terminal have access to a curbside baggage system induction point. A similar induction point is not available to carriers operating on the west side of Ticketing level at the Terminal; any Skycaps serving these carriers must bring the checked baggage into the terminal and induct the bags to the system using the standard belt and/or oversized belt as necessary.

### **Skycap Baggage Dollies**

Skycap baggage dollies ("baggage dollies") must be in good working condition at all times. Handwritten messages or verbiage that is not guest-friendly (i.e., Do Not Touch) will not be allowed. In addition, baggage dollies should not have any torn carpet, broken handles, bumper guards, or sharp edges. When not in use, skycap baggage dollies must be removed from public sight to the extent practicable and not attached, via rope, chain or cord, to any part of the facility.

### **Bags INC.**

Bags Inc Bag drop services are located on the first and third floor of Ground Transportation West and curbside of the Terminal on ticketing level. This service is not available for all airlines.

### **Wheelchairs**

Safety is of the utmost concern for passengers in the Terminal. Wheelchairs must be in good working condition at all times with no handwritten messages or labeling on any portion of the wheelchair with no loose wheels, missing footrests or side arms. Broken wheelchairs should be removed from public sight and stored. At no time should wheelchairs be attached to any part of the facility (e.g., chained to railings). Passengers seeking to reserve a wheelchair for transport to or from their

flight must coordinate the request through their airline. Passengers who have not reserved a wheelchair prior to their flight will be subject to a first come, first served wheelchair availability. When not in use, Wheelchairs are to be stored in the wheelchair corrals located in the airport terminal and concourses.

### **Passenger Screening**

The Transportation Security Administration (TSA) Security Screening Checkpoint (SSCP) is located on the south end of the Passenger Terminal on the ticketing level. General screening, TSA Pre-Check screening, CLEAR, and Known Crew Member screenings are available. Each airline/ground handler is required to notify TSA Operations Control Center well before regularly scheduled closing of late departing flights. TSA reserves the right to extend operating hours or close on schedule.

### **Employee Screening**

Per a 2023 security mandate, ACTS is the contracted company who will assist with compliance of 100% employee screening. For CVG, given its size and other factors, employee screening is required at a minimum of 18 hours per week, and may extend beyond that. Screening is randomized and will occur throughout different days and times each week. This process allows for a more secure airport environment and helps to mitigate insider threat.

### **Temporary Beds/Cot Requests**

In the event of a situation that requires the traveling public to stay overnight in the airport, CVG does have cots that are available. Cots may be deployed for exceptional cases. Not all circumstances may be described, however some examples may include but not limited to:

- Extensive international departure delay.
- Diversion with extensive holdover time.
- Extreme weather conditions that prevent access to local roadways.

\*Under all circumstances, CVG AA staff are to use best judgement in assessing the condition of the passenger(s) and their personal well-being along with the air carrier's requirement or ability to offer assistance.

The airline that has the impacted customer should contact the Airport Operations Team at 859-767-7777 to request the cots. The airline will need to provide the following information:

- Airline representative & contact information making the request

- Flight number
- Passenger count
- How many cots are needed
- What location should the cots be set up
  - Concourse A will set up the cots in A4 Gate area.
  - Concourse B sets up cots in B12 Gate area.
- Any specific accommodations or accessibility needs of passengers.

Once call has been made, the Airport Operations Center will issue an Everbridge notification titled "Overnight Passengers in the Airport" with relevant information. Additional updates regarding the situation may be sent out as necessary.

Cots must be cleaned, folded and stored by the airline that uses them by 5am the next day. Please contact the airport for re-storing the used cots.

## **5. MUFIDS**

### **Overview**

The Multiuser Flight information Display System (MUFIDS) utilized in Concourses A Concourse B, and the Terminal includes several sub systems that support and enhance passenger and airline information services, including check-in, boarding and baggage areas. MUFIDS includes the following subsystems:

- Flight Information Display System (FIDS)
- Gate Information Display System (GIDS)
- Bag Information Display System (BIDS)
- Visual Paging Information System (VP)
- Video Advertising System (ADV)

The Local Area Network (LAN) provides the communication and distribution network throughout the terminal and concourse via the structured cabling system including backbone cabling and horizontal cabling. Given the distance between the various elements of the MUFIDS system and the performance limitations of the cabling, several rooms with network equipment are located throughout the Terminal and Concourse A. The rooms include a single Main Distribution Frame (MDF) room, several Intermediate Distribution Frame (IDF) rooms and multiple communications (COMM) rooms.

### **Physical Access**

Access to the MDF, IDF, and COMM rooms are controlled via electronic or mechanical locking mechanisms. The MDF has a MATRIX ID card reader; access to this room will be strictly limited to employees identified by the Company as requiring access. The IDF and Comm rooms are secured with mechanical locks; keys to these rooms will be provided to the local airline manager.

In addition to secured entries to MDF, IDF and COMM rooms will have keyed server cabinets. Each Company will be provided with a copy of keys to their respective cabinets. The airport will retain a copy of all keys associated with server cabinets located in all MDF, IDF and COMM rooms. Cabinets for Code Share Carriers and/or Alliance Carriers of the Company may be provided at the discretion of the Chief Operating Officer. The Company is responsible for the acts and/or omissions of its Code Share Carriers and/or Alliance Carriers.

The local manager is responsible for providing and maintaining a list of employees who are permitted to access the MDF, IDF and COMM rooms.

In the event the Company requires access to the COMM room or IDF and the key to the door is not available, the duty manager should call the Airport Operations Center at 859-767-7777 to request access. Similarly, should the Company require access to the MDF and the employees with card access are not available the

station manager should call the Airport Operations Center at 859-767-7777 to request access.

### **Airport Supported Components**

In addition to the passive cabling network and the LAN, the Board is providing and maintaining the following components of the MUFID System:

- MUFIDS PC (2 per airline)
- Connectivity to Airline Data Feed (COMNET)
- FIDS Monitors
- BIDS Monitors
- GIDS Monitors
- ADV and VP Monitors

Any service outage or maintenance issue should be reported immediately by the Company to the Airport Operations Center at 859-767-7777. The AOC is not able to directly respond to any request for technical assistance. During the hours between 0730 and 1730 the AOC will initiate a call with the on-site IT support desk; the support desk will respond directly to the individual making a request. Outside the staffed on-site support hours, the AOC will contact on-call IT support.

## **6. Paging Systems and Protocols**

**Voice Paging**

Paging can be made in gate-specific areas, or throughout the Concourses & Terminal building. Operation of the voice paging system is to be performed only by person(s) under appropriate supervision who have received proper instruction from airline personnel of the Company who have read and understand manufacturer operational and training information, received appropriate instruction and equipment familiarization.

Voice paging and announcements in the gate area by staff members of the Company will be broadcast within a specific zone based on the gate location associated with the page.

**Automated Paging**

Beginning late 2023, automated paging provided by the Sittig PAXguide system was trialed within Concourse A starting at Gates A14 & A16 with Frontier Airlines. This will provide airlines with the ability to focus on other aspects of the check-in process at the gate area, and help to streamline communications for all passengers. Additional updates and usage information for this system will be provided as relevant.

**Visual Paging System Protocols**

In addition to the audio/voice paging system, The Terminal, Concourse A, and Concourse B are equipped with a visual paging system. The visual paging messages are displayed on designated monitors within the public areas of Terminal, Concourse A, and Concourse B. All visual paging requests should be directed to the AOC. The system is not directly accessible to the Company. Requests for visual paging should include when the visual page is to terminate.

**System Support**

For repairs and maintenance of the voice paging and/or visual paging system, contact the Airport Operations Center at 859-767-7777.

## **7. Automated People Mover**

The automated people mover (APM) transports passengers between the Terminal and Concourses A and B. Operation and maintenance of the system is the responsibility of the CVG Airport Authority. The APM consists of two separate trams that move along the guideway to passenger depots located at the Terminal, Concourse A and Concourse B. The Terminal and Concourse B are the endpoints of the system with the Concourse A passenger depot representing the only mid-point stop. The tram starts at the Terminal, stops at Concourse A and Concourse B; after stopping at Concourse B the tram reverses directions and makes stops at Concourse A and the Terminal. The trams are synchronized, departing the two endpoints (Terminal and Concourse B) simultaneously.

Both trams will run during hours with scheduled flight activity. During periods of low demand one tram will be shut down for maintenance and the other will operate in an on-demand capacity, via the system call button, located in each passenger depot. Should one of the two trams stop working due to mechanical or system issues, the other tram will continue to run. In the unlikely event that both trams are out of service due to mechanical or system issues, passengers will be required to walk through the passenger tunnel to move between the Terminal and Concourses.

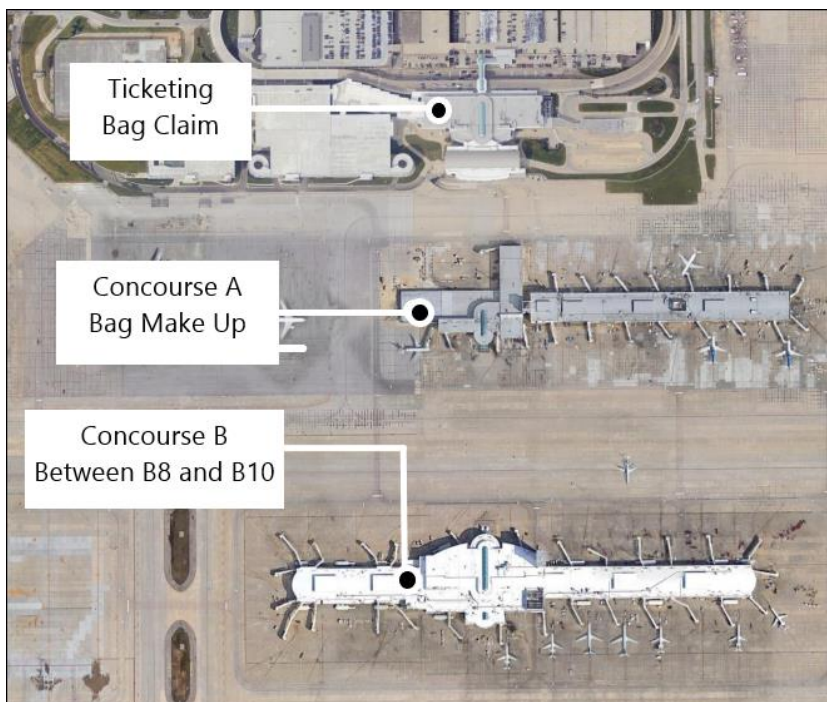
Any calls to request servicing or to report problems should be made through the Airport Operations Center at 859-767-7777.



## 8. Baggage System

The baggage system transports baggage to and from the Terminal to Concourses A and B. Operation and maintenance of the system is the responsibility of the CVG Airport Authority. The baggage system consists of the conveyor system, baggage carousels, induction belts, Explosive Detection System (EDS) machines, flight information input devices, and various system control devices. The primary interaction points for the carriers are the Ticketing Level Induction Belts, Bag Claim Devices Inbound Induction Belts at the Concourses, T-Drive in the Terminal, and Concourse A Bag Make Up. The use of the system will be described in more detail in the following sections.

Any calls to request servicing or to report problems should be made through the Airport Operations Center at 859-767-7777.



### **Outbound Baggage -System Activation**

Baggage for originating/departing passengers is inducted into the system via five standard induction belts and an oversized induction belt. These belts extend east and west along the south wall of the Terminal ticketing level, behind the check-in counters and on the east-end of ticketing curb with the oversize belt induction points located between the ticket counter belts.

To activate the system the belt must be turned on using the Matrix card reader and control panel shown below. The employee must turn the key to on, swipe their badge through the MATRIX card reader and enter their PIN to raise the security door. The belt will start within 60 seconds. **It is important to note that after opening the security door the employee must ensure that the door is closed**

**before leaving the area. The security door must not be left unattended when in the open position, or the last person to swipe can be issued a security citation.** The “Emergency Stop” button is the red button with the silver pull trim located on the right of the control panel. There may be other emergency stop buttons located along the length of the induction belt.

MATRIX Card Reader and Induction Belt Control Panel



Example of Induction Belt Security Door in closed position



## Baggage Induction

All regular luggage weighing more than 5 pounds and less than 70 pounds and having maximum dimensions of 50" long by 29" wide by 23" high may be placed on the standard induction belt.

Small bags, soft-sided luggage, light luggage, luggage with loose straps, and duffel-style bags (e.g., round) should be placed in a bin (ensure bag tag is on top and visible) prior to being placed on the standard belt. These types of bags are subject to rolling up/down incline/decline portions of the system. Subsequently, they may roll closer to other bags, losing electronic tracking for multiple bags, or roll off the system.

### NOTE

To ensure reliable operation of the system, luggage should be spaced approximately 2 feet between each item (use dots molded into the belt for reference). All old bag tags and/or small barcodes **MUST BE** removed from luggage to prevent the system from misdirecting the luggage. Additionally, all luggage should be placed on the belt with wheels up and forward (if applicable) and the bag tag trailing behind. Wheels in contact with the belt may impede the flow of luggage and cause system jams. Ensure all bags tags have good print quality without additional lines or missing information and with barcodes center side to side. Tags trailing the bag allows a better chance of the tag being read by the automated tag readers (ATRs) throughout the system.

Luggage placed on the standard belt travels to the Checked Baggage Inspections System (CBIS) area located in Concourse B, supported by four (4) Explosives Detection System (EDS) units. From there, bags are routed through two possible paths:

- TSA Checked Baggage Resolution Area (CBRA); bags that are flagged by EDS or lost in tracking
  - Bags that are lost in tracking can be prevented by ensuring that bag tag printing is highly legible and that the tag and/or bar code stickers are legible. Note prior comment about making sure all prior bag tags and bar codes are removed before inducting into the system. Multiple conflicting bar codes will automatically route the bag to the default make up unit (currently MU3).
- To Concourse A Bag Make Up Units
  - The ATRs read the baggage tags and use the sortation tables in the program to direct the luggage to the appropriate make up unit in Concourse A based on the carriers 3-digit International Air Transport Association (IATA) number.

## **Oversized Items**

Irregular items **MUST BE** inducted on the oversized belt. Oversized and/or irregular items that should be placed on the oversized belt include but not necessarily limited to:

- All luggage less than 5 pounds or in excess of 70 pounds
- Dimensions exceeding 50 inches L x 29 inches W x 23 inches H
  - Visual guides are present on the induction line for reference
- Car Seats
- Golf Clubs
- Bicycles
- Wheelchairs (no battery)

### **NOTE**

The oversized belt is not intended for induction of checked baggage for the purposes of short cutting the standard belt processing. Requests to use "T-drive" for regular checked bags must be submitted to and approved by TSA prior to this action.

Use of the standard belt **MUST NOT** be used for 'coasting' oversized or heavy items closer to the oversized belt. Several instances of coasting have occurred where the bag has gotten away from the agent, inducted into the full system, and subsequently damaged the system incurring a partial or full system shutdown.

Spacing on the oversized belt between bags is also imperative. Operators **MUST NOT** 'stuff' the oversized line. Agents should be reminded that the east line merges with the west line under the west ticket counters. Should both sides of the counter 'stuff' large amounts of bags without spacing, the system is compromised and will likely experience a jam which will take several minutes to respond to, identify, and clear.

## **Animals**

Animals must not be inducted into the system. All animals must be brought to the T-Drive, located on the lower level of the Terminal, via the elevator for inspection by the TSA. Likewise, for inbound, animal crates must be transported via elevator to bag claim level and placed under the signage just outside the service elevator door, near the oversize inbound belt.

## **Firearms**

Firearms must not be inducted into the system. All firearms must be brought to the T-Drive, located on the lower level of the Terminal, via the elevator for inspection by the TSA. Likewise, for inbound, firearms must be transported via elevator to bag claim level and taken to the carrier's baggage service offices.

**Exempt items**

Items exempt from mechanical screening, including human tissue, must be brought to the T-Drive, located on the lower level of the Terminal, via the elevator for inspection by the TSA. Likewise, for inbound, human tissue must be transported via elevator to bag claim level and taken to the carrier's baggage service offices.

**NOTE**

Human tissue and other sensitive items **MUST NOT** be placed on the system. The sensitive nature of these shipments is concerning to all involved should the contents be entrapped in the system and subsequently be damaged or destroyed.

**T-Drive**

This area is supported by one (1) EDS unit. Agents must take note that compromising the capable volume of the single unit compromises the entire airport's oversized screening capabilities.

All outbound luggage inducted onto the oversized belt will be transferred by hand, by airline consortium contractor, to the single x-ray unit for screening. All screened bags will be placed on the baggage carousel after TSA screening. Items processed in the T-drive must be taken to the gate by tug and cart. Each airline ground handler will have designated space to sort from the carousel. Vehicle traffic moves in a counterclockwise direction around the carousel entering from the ramp south of the Terminal Security Checkpoint building.

Inbound/terminating oversized luggage is brought to the T-Drive to be transferred up to the baggage claim area in the Terminal. Inbound/arriving animals and firearms should be brought to the baggage claim level via the elevator located outside the T-Drive pedestrian access point.

**NOTE**

Tug drivers are reminded to reduce speed when entering the tug tunnel and T-drive. The incline/decline ramp is subject to slick driving conditions during inclement weather conditions. Additionally, the drivers will be approaching automated roll-up doors that must have time to react to sensing an approaching tug. This area is heavily trafficked by airport/airline/TSA personnel in adjusting light conditions and safety is paramount. Lavatory trucks and other non-essential vehicles are prohibited from entering t-drive.

**Inbound Baggage**

Standard size and weight inbound baggage can be placed on the terminating baggage belt located between B8 and B10. The belt is labeled TE9. The belt transfers the baggage directly to baggage claim carousel 3.

Standard size and weight inbound baggage can be placed on one of the two terminating baggage belts located in the Concourse A Bag Makeup room. The



belts are labeled TI1-1 and TI2-1 and are the two east most belts on the south side of the bag make up room. The belts transfer the baggage directly to baggage claim carousel 4.

Standard size and weight inbound baggage can be placed on one of the three terminating baggage belts located in T-Drive. The belts are labeled BI1-1 and BI2-1 and are the two north most belts in T-Drive. These two belts transfer the baggage directly to baggage claim carousel 1. The other belt is labeled BI3-1 and is the south most belt in T-Drive. This belt transfers the baggage directly to baggage claim carousel 2.

### **System Failure Contingency**

The Airport's maintenance contractor is responsible for effective communication regarding system status. In the event of a system outage, contingency plans and communication protocols are in place. AOC will contact all individuals who have agreed to enroll in Everbridge notifications, the airports paging/call alert system.

The appropriate contingency plan is located on the CVG Hub. Refer to CVGAA's General Policy 6010 - CVG Baggage Handling System Outage Response Plan.

## 9. FIS

### International Passengers Arriving at CVG

Passengers who have not been pre-cleared from their previous international destination will be required to process through Customs & Border Patrol in order to legally enter the United States.

When the aircraft arrives at the international gate, airline representatives are required to close the door that leads to the concourse, and then open the roll-up doors that lead to this area. When the key is placed to roll up this entrance, the other door to the concourse will remain locked.

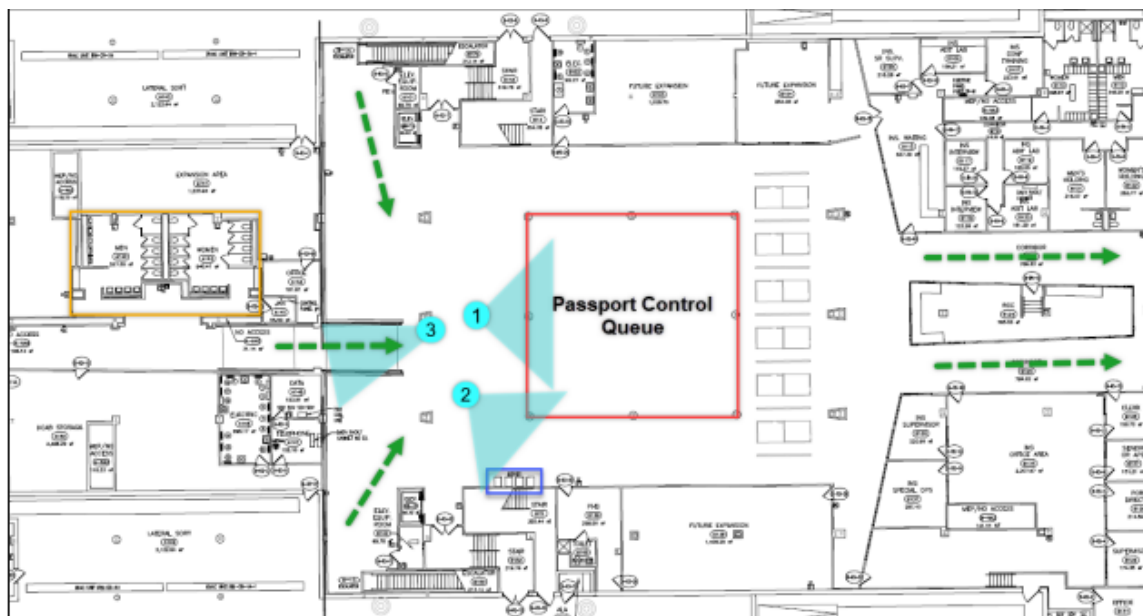
When exiting the aircraft, passengers will proceed up the jet bridge through this designated exit via the roll up doors that specifically leads to the Federal Inspection Site (FIS) area.

Passengers will then proceed down escalators, finding restrooms located prior to CBP processing. Please note these are the last restrooms they will have access to prior to processing through CBP & TSA. Restrooms shown below in the orange box.

Passengers will then be at the entrance to Passport Control.

Signage will help to indicate which lanes for passengers to get into, whether they are citizens or non-citizens, and signage should relay this information in multiple languages. Global entry also has one kiosk to the right-hand side of the entry point, shown below in blue box.

Passengers will then proceed through the documentation check process. Please see image below for area layout:

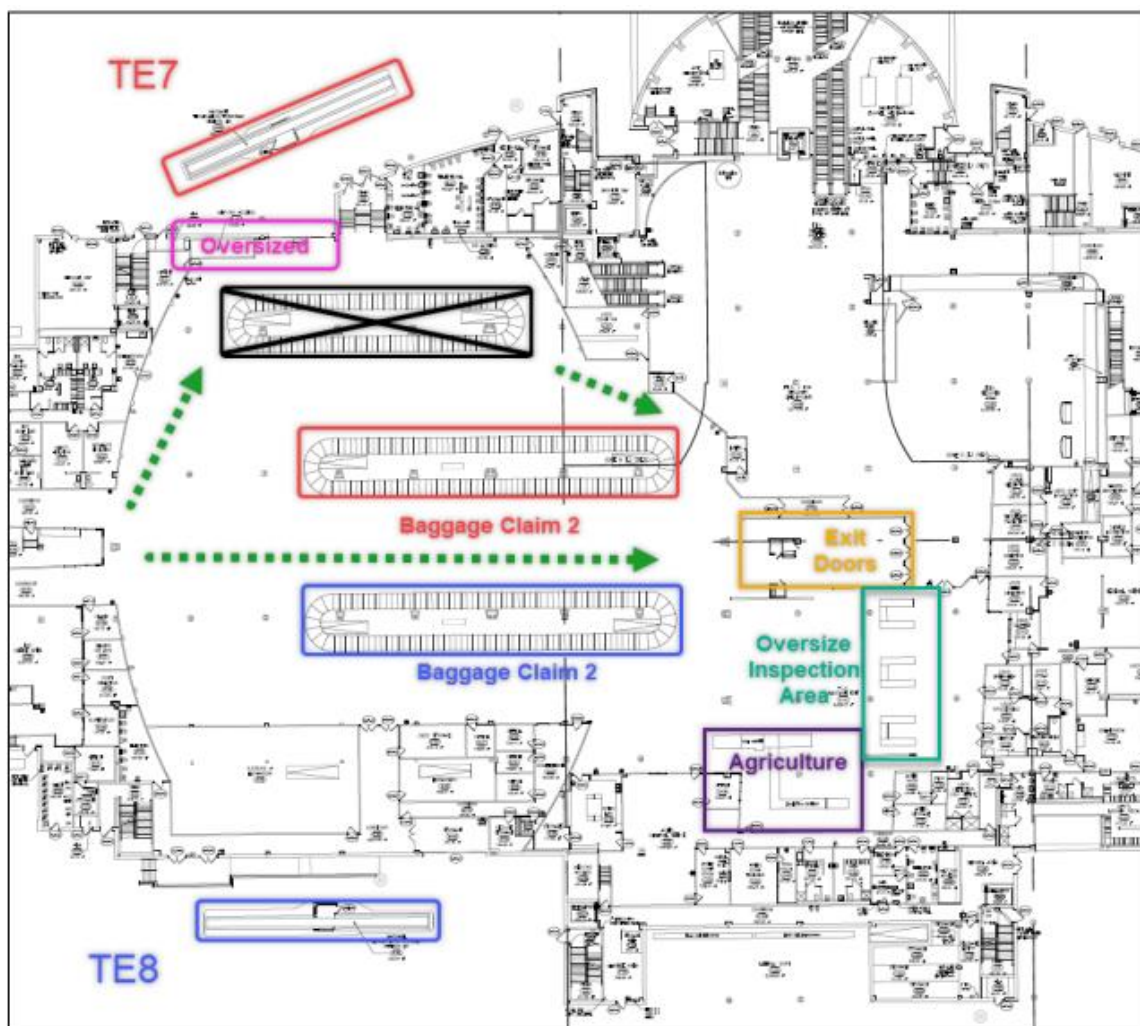


Once cleared through Passport Control, passengers will then proceed to the baggage claim area. They will find their bags on either Claim 2 (TE7) or Claim 3 (TE8). Note that Claim 1 is not in service. Carts are available for passengers use if needed.

Oversized baggage (in pink below) is to be handled by the airline representative. The large area signed "Oversized Baggage" will have a badge swipe for airline/ground handling staff to open and then take those bags to be screened. Please note that these bags have not been screened, and are not able to be provided to passengers yet. **Airline representatives only** should take these items from the Oversized Drop, shown in pink below, to the teal area labeled "Oversize Inspection Area" below.

Passengers who need to process through the Agriculture Inspection (in purple below) should then do so once reclaiming their checked baggage.

Passengers who do not need to process through Agriculture Inspection, or have already done so, should proceed through the exit at this time. Note exit door location in orange box below.



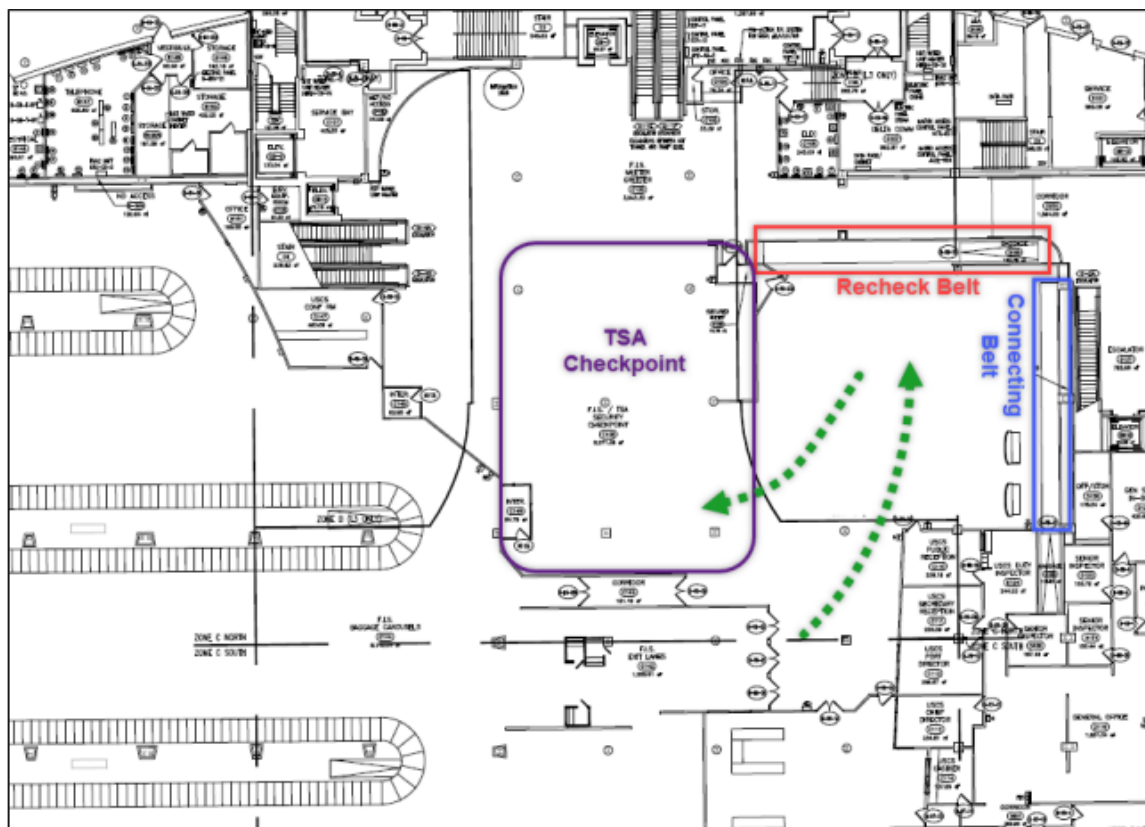


Once exiting the FIS area, passengers will then proceed through the TSA re-screening prior to entering the sterile area of CVG.

Passengers who need to re-check their baggage should see the signage on the right-hand wall, with gate counters occupied by airline/ground handling employees. They will be able to coordinate re-check prior to a connecting flight at that space. Are shown in blue below.

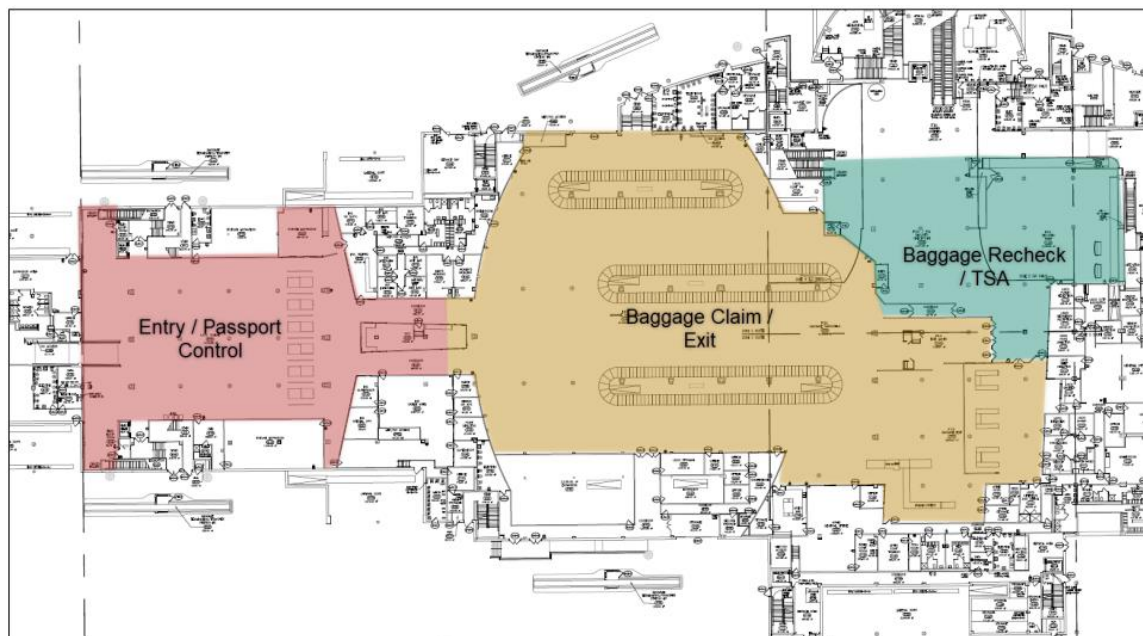
Passengers who are terminating at CVG should proceed to the Baggage Drop area, **where an airline/ground handling employee(s) will assist with dropping their checked baggage on the belt**. Recheck belt shown in red below. This belt automatically goes to Claim 1 in the main Baggage Claim area of the Terminal.

Once checked baggage has been dropped, passengers should proceed through the TSA re-screening area, shown in purple below. Additionally, any liquids purchased in Duty Free stores during their travels should be properly sealed and stowed prior to re-screening. Additional signage is in place that details this, as well.



Once the passengers have proceeded through TSA screening, and are cleared to enter the secure area, they are then free to exit through the airport via the tunnel to the Terminal. From there, they should follow signage for Ground Transportation modes and pick up any baggage from Claim 1.

Please see overall layout of international passenger processing areas below:



### **International Gates**

International gates with access to the FIS area are located in Concourse B and are designated as Gates B1 – B10.

## **10. Gate Systems & Protocols**

### **Passenger Boarding Bridges (PBB)**

Passenger boarding bridges are comprised of mechanical and electrical components, fixed and telescoping tunnels, and other components including 400 Hertz and 28.5V DC ground power unit, preconditioned air, baggage slides, baggage conveyors, and potable water. Each bridge is capable of simultaneous directional movement including vertical elevation, rotation in a horizontal plane and extension and retraction.

For repairs and maintenance associated with the PBB, contact the Airport Operations Center at 859-767-7777.

### **Operational Protocols**

Operation of Passenger boarding bridges is to be performed only by person(s) who have received proper instruction from airline company personnel. This includes but is not limited to having read and understand manufacturer operational and training information and have undergone equipment familiarization training.

Pre-Arrival Planning: The operator must check the position of the passenger boarding bridge (if equipped) and ensure that it is in the correct prepositioned spot and at the correct height for the arriving aircraft. In some stations, a safety cone is placed on the "lead in" line and must be removed prior to arrival of each flight. This safety cone serves as a visual reminder to clear the area and check the passenger boarding bridge position during the pre-arrival gate check. If equipment or passenger boarding bridges are out of position, do not allow the aircraft to approach the gate until the positioning is corrected.

Pushback: During the initial phase of the push is it is imperative the passenger boarding bridge be safely cleared before any turns are initiated.

### **Ground Power Unit (GPU)**

All handling of ground power must be accomplished with particular attention to operator safety. All airline ramp personnel or authorized ground handlers must be trained on the system before operating it. The operator should always handle cables as if the cables were energized, with insulated dry gloves. Cables are to be unplugged properly to reduce potential for damage; cables must be disconnected by firmly gripping only on the plug/terminal and not the cord.

To prevent damage to the aircraft fuselage, the power cable should be disconnected from the carabineers connected to the hoist mechanism. To prevent damage to the cable and plug, agents MUST ensure that the cable or head is not dragged during hoisting or lowering. Repairs to damaged cords will be charged back to the operator as negligence.

In the event of an electrical outage, the alternatives are the use of portable/mobile GPU or the aircraft's Auxiliary Power Unit (APU).

For repairs and maintenance associated with the GPU, contact the Airport Operations Center at 859-767-7777.

**Pre-Conditioned Air (PCA)**

Each gate is equipped with a single hose system designed to provide cooling, heating and ventilation for the aircraft cabin. All airline ramp personnel and authorized ground handlers must be trained on the use of the pre-conditioned air systems before operation.

For most effective operations, agents must unwind the hose and ensure no kinks are in the line prior to connecting to the aircraft. To prevent damage to the hose and connection, agents **MUST** ensure that the hose is not driven over at any time, or the connection dragged when storing onto the required roller reel or into the basket. Repairs to damaged hoses will be charged back to the operator as negligence.

For all repairs and maintenance concerning the PCA system, please contact the Airport Operations Center at 859-767-7777.

**Potable Water System (PWS)**

Potable Water is supplied to the aircraft via fixed position water cabinets and heavy-duty water hoses. The supply of drinking water is supplied through a backflow preventer and connected via a standard aircraft coupler.

The Potable Water System includes:

- Hoses
  - Backflow device: The backflow device prevents any water from backing up into the city's water supply that may be contaminated. Any back pressure from the hose at the aircraft that exceeds the supply pressure will dump onto the ground.
  - Motorized hose storage: The motorized unit will facilitate the operators in winding and unwinding the hose.
  - Heating element: Prevents the hose and lines from freezing during inclement conditions.

For most effective operations, agents must unwind the hose and ensure no kinks are in the line prior to connecting to and aircraft. The water should be flushed through the hose for approximately 90 seconds before connecting it the aircraft. To prevent damage to the hose and connection, agents **MUST** ensure that the hose is not driven over at any time and the dust cap is not dragged across the pavement. The hose must be stored in the cabinet immediately after each use. Damaged hose maintenance will be charged back to the operator as negligence.

The Airport maintains the potable water system to FDA standards. All airline ramp personnel and authorized ground handlers must be trained by the Company on

the potable water system prior to operation so that system sanitary requirements are retained.

**NOTE**

Personnel engaged in the removal/disposal of waste will not perform potable water service or handle potable water equipment during the same shift or until such time as they have showered and changed into clean uniform.

For repairs and maintenance associated with the potable water system, please contact the Airport Operations Center at 859-767-7777.

## **10. Ramp Operations**

Safety must remain paramount. It is therefore the responsibility of the Company and each employee or contractor of the Company on the ramp to always comply with all safety guidelines and procedures. All users of and persons on the Airport shall be governed by the Airport Rules and Regulations and the CVG Driver and Security Handbook. Copies of each are available upon request from the Airport Operations group at [airportopsteam@cvgairport.com](mailto:airportopsteam@cvgairport.com).

### **NOTE**

In accordance with National Fire Protection Association's guidance *NFPA 410 Standard on Aircraft Maintenance*, all ramp operations shall have at least one (1) wheeled extinguisher having a minimum listed rating of 80-B provided at each gate/stand or at intervals of 200ft along the length of aircraft ramps. This requirement includes aircraft receiving maintenance at remote parking locations.

- A verbal and/or written warning. The individual or vehicle in violation being temporarily or permanently removed from the AOA. The individual's AOA access privilege being suspended or permanently revoked.

### **Enplaning and deplaning passengers on the ramp**

When it is absolutely necessary, due to equipment failure or other uncontrollable circumstance, to enplane or deplane passengers via an aircraft's air stairs or by mobile passenger stairs and passengers are required to walk across an area of the ramp to/from the terminal building, it is imperative that utmost attention be given to ensuring the safety and security of those passengers. Passengers are not generally aware of the potential dangers that surround them, and it is, therefore, your responsibility to ensure their safety and security by utilizing these procedures.

- An airline representative will be positioned on the ramp providing security escort and direction to the deplaning passengers. The airline representative(s) shall meet the aircraft and escort the passengers to/from the gate and monitor them until the last passenger is safely inside the terminal or onboard the aircraft.
- Passengers must be transported by vehicle when the distance is in excess of 200 ft. In situations where other aircraft are between the deplaning/enplaning aircraft and gate, an intermediate airline representative(s) shall be positioned between that aircraft and gate. The airline representative(s) shall be within sight and sound and in constant control of enplaning/deplaning passengers at all times. No passengers shall be allowed to walk under any part of an aircraft. No aircraft operation shall be permitted to interfere with passenger enplaning/deplaning. An airline representative, parent or guardian must accompany small children at all times. NO ONE is allowed to smoke while on the ramp. Ramp vehicles shall not drive within 25-ft. of passenger movements on the ramp.

**Extension cords on ramp.**

As airlines move to employ more electrically powered GSE equipment the demand for space adjacent to the building with direct access to electric outlets will increase. Frontage along the building may not be sufficient to position all equipment requiring access to electrical outlets, requiring the use of extension cords. Extension cords must be deployed in a safe manner. The extension cords must be in a safe operating condition, of a proper gauge for intended use, free of damage to insulation and casing with factory attached plugs and ground prongs at both ends. When in use extension cords must be placed in a manner that protects employees from tripping hazards and prevents the possibility of any vehicle driving over the cord. When not in use the extension cords are to be wound up and stored safely, not on the ramp surface.



# 11. Winter Operations

Winter Operations season typically begins in October and concludes in April. During this time, the Airport's common use deice pad, pad 13, is activated for deicing operations. When the Airport is not in winter operations season, pad 13 serves as a remote parking pad.

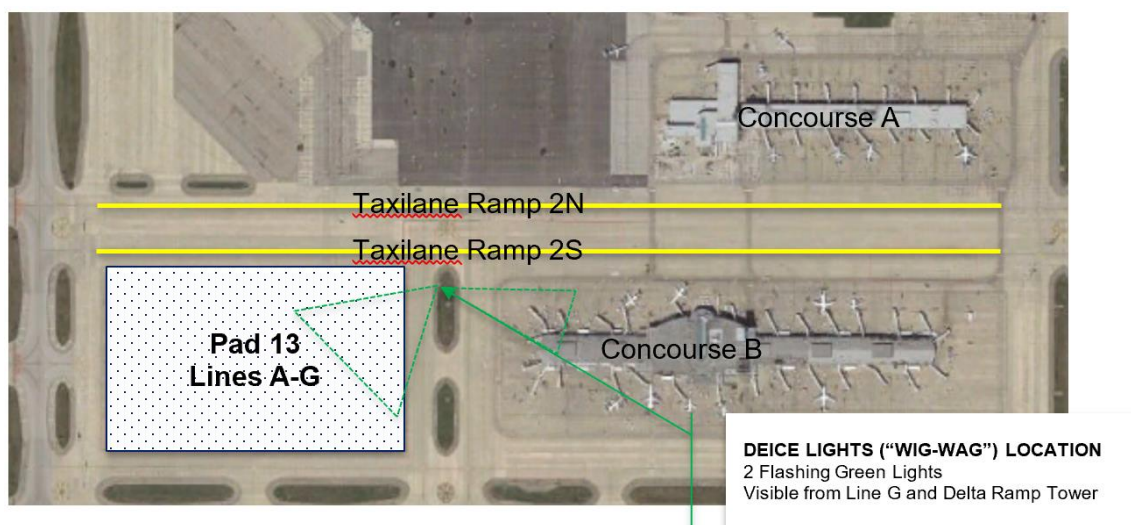
## Deice Pad 13

Pad 13 has sufficient capacity to support all passenger scheduled carrier operations plus FedEx activity and is therefore the single primary pad for all scheduled carrier operators. Other deice pads on the airfield will be available for secondary purposes (e.g., major event warranting use, pump failure, etc.).

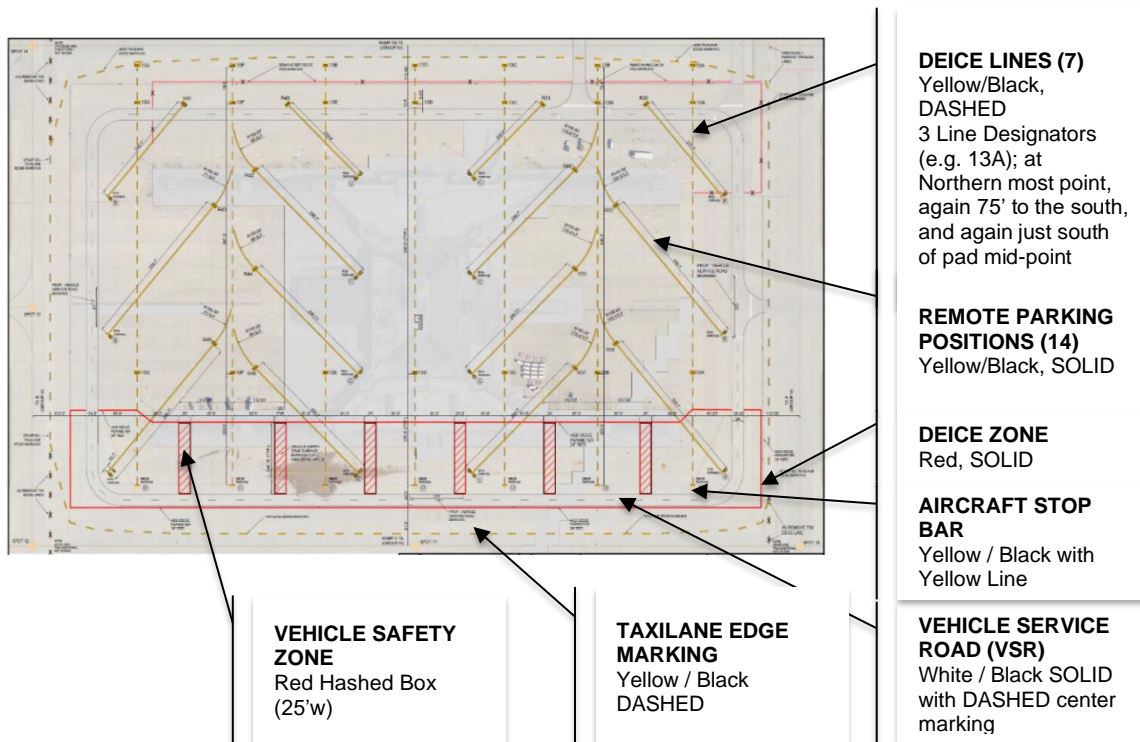
Pad 13 contains seven (7) alphabetic line designators, lines A through G, oriented north to south. While line assignments are coordinated prior to winter operations season through the Airport, all lines are to be considered common-use and non-exclusive, supporting alternate access in the event a carrier/operator experiences an issue causing a line(s) to be temporarily closed.

All lines support Group III aircraft. Lines A and G support Group IV aircraft. The deice operator is responsible for guidance of the aircraft into the final deice position. Sufficient north-south distance exists to support multiple aircraft queueing on a single line. Aircraft are prohibited from blocking Taxi lanes Ramp 2N and/or 2S. Ramp Tower will primarily communicate taxi instructions using Taxi lane Ramp 2N when guiding aircraft to Pad 13 and Taxi lane Ramp 2S when guiding aircraft from Runway 18/36C.

Given low light conditions on Pad 13, deice operators may opt to rent, purchase, or place their own light plants within the red hashed Vehicle Safety Zone.







### Pre-Event Conference Calls

Tenant leaders have been invited to participate on Pre-Event Weather Conference Calls. If invited, you will receive an advance email briefing and call-in number. Participation on these calls has proven to be very helpful towards coordinating safe and efficient efforts across the Airport community; please ensure that your organization is represented. As personnel or roles change within your organization, please notify the CVG Airport Authority so that the invitee list may be updated.

### Activating Deice Pad 13

As a reminder to all airlines/ground handlers, airlines and airports are required by law to mitigate extended tarmac delays. We ask that the following procedural steps be used when sending aircraft to the pad.

1. Airline or Contract Ops/Ramp Personnel
  - a. Prior to pushback:
    - i. Relay numeric pad and alphabetic line assignment (Pad 13 only) to flight crew.
      1. Communicating pad and line assignment, i.e., "Pad 13, Line A", is critical to ensure that other taxi communications with ramp tower and/or FAA ground

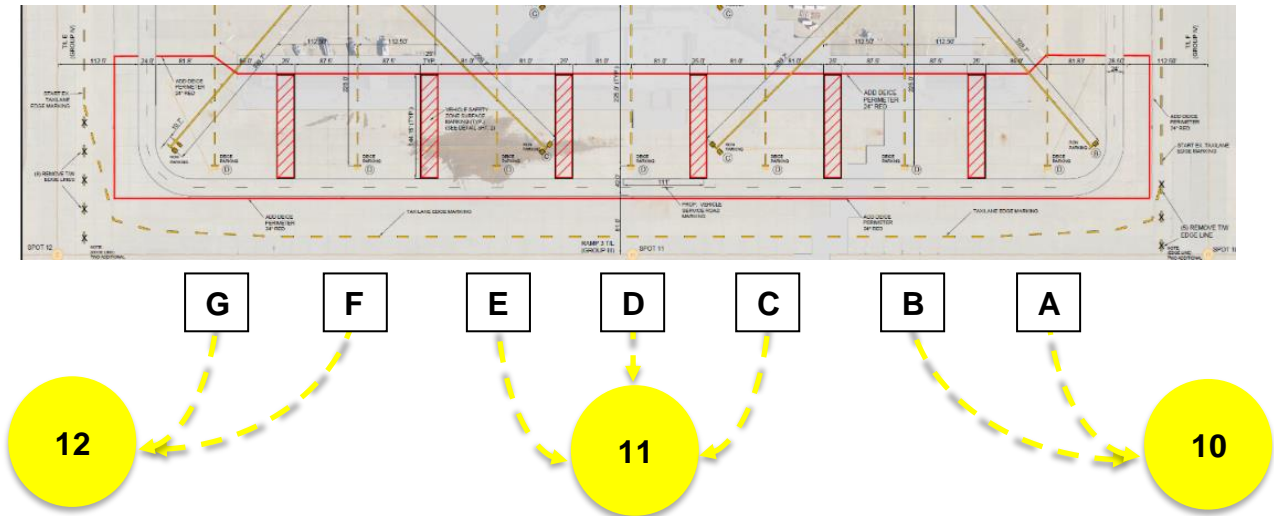
controllers are not confused with taxi lane names, "Taxi Lane Foxtrot."

- ii. Confirm with Deice team that the assigned pad/pad line is clear and able to accept; the airline/ground handler must meter aircraft off the gates and to the assigned pad to prevent extended tarmac delays and deice holdover time concerns.
  - 1. CVG Airport Authority has asked the ramp tower to provide feedback if effective metering is not used resulting in taxi lane congestion while waiting for the assigned pad.
  - 2. CVG Airport Authority, like airlines, is bound to Extended Tarmac Contingency Plans as mandated by the DOT. CVG Airport Authority will take proactive measures to ensure passengers are not stranded onboard aircraft beyond three hours (domestic) or four hours (international) or greater. CVG Airport Authority's plan may be found in detail at [CVGairport.com](http://CVGairport.com).

## 2. Flight Crew

- a. Receives numeric pad and alphabetic line assignment (Pad 13 only)
- b. Communicates numeric pad and alphabetic line assignment (Pad 13 only) to the ramp tower.
- c. Receives taxi clearance from the ramp tower.
- d. Communicates to ramp to commence pushback.
- e. Taxis to deice pad via ramp tower instructions.
- f. Remain on ramp tower frequency 130.9 at all times until departing the Pad.
  - i. This supports
    - 1. Radioing emergency conditions (e.g., smoke in the cabin)
    - 2. Listening for "Pad 13 Emergency All-Stop", if issued by the ramp tower to cease all movement on the pad for emergent safety conditions.
- g. Identifies alphabetic line by
  - i. Visually identifying company/contracted deice vehicle acting as a "Follow-Me" guide that will be positioned online assignment
    - 1. To be used by the first aircraft into the pad

- a. Also, to be used during low visibility operations, upon request to company/contracted deice vehicle; be alert for activation of the Airport's surface movement guidance systems (SMGS) plan that may be in place during extreme low visibility conditions.
  - ii. Visually identifying preceding company aircraft tail and/or other operator(s) assigned to the same contracted deice vendor.
- h. Proceed onto the designated line assignment.
  - i. For the first aircraft on the line assignment, hold short just south of the mid-point (line designator box) until visual confirmation is given by the deice operator to bring the aircraft to a full stop inside the Deice Zone.
  - ii. Wide-body (B767) or long Narrow-body (MD80) may be positioned at an angle to support deice fluid containment. Follow the company marshaller accordingly. The company deice operator is responsible for guiding company aircraft into the Deice Zone and directing other company aircraft to hold short until the wide/long-narrow body is in final position.
  - iii. Multiple aircraft may occupy the designated line. This is at the flight crew's discretion based upon the safe proximity to the aircraft ahead.
    - 1. The last aircraft in line must be inside the north vehicle service road boundary to prevent blocking Taxi lane Ramp 2S. The deice operator is responsible for ensuring this standard is maintained or advising last aircraft crew by radio accordingly.
- i. Follow routine company deicing procedures.
- j. Contact ramp tower for authorization to depart the pad and taxi instructions to the nearest intersection assignment and subsequent hand-off to FAA Ground. DO NOT contact FAA Ground from Pad 13. Flight crews MUST wait until they reach the designated FAA intersection "Spot" assignment.
  - i. Each deice line designation has an FAA intersection "Spot" assignment. They are (see depiction below):
    - 1. 13A & B – Ramp 3, Spot 10
    - 2. 13C, D, E – Ramp 3, Spot 11
    - 3. 13F & G – Ramp 3, Spot 12



- k. Once at the Spot, contact FAA Ground Control for further taxi sequencing.

[Depiction of Pad 13 Aircraft Line Departure Flow to Assigned FAA Intersection "Spot"]

### 3. Deice Team

- a. Confirms deice pad is open and operational.
  - i. Pad indicator lights ("wig-wag") must be flashing green.
  - ii. Notify 7777 to activate pad containment pumps if pad light is not flashing green. No deicing may occur until the pumps have been activated and lights flashing green.
  - iii. Deice personnel *must not* assume that another deice operator has verified the lights are active and pad ready for deice; if the deice operator is unable to visually see the lights from their assigned position (e.g., blowing snow), they must drive to a position using the vehicle service road where they can visually verify the lights have been activated.
- b. Confirm for Ramp/Ops Personnel that you are ready to accept aircraft.
- c. Monitor two radio frequencies at all times.
  - i. Company frequency for direct communication with the flight crew.
  - ii. Ramp tower frequency 130.9 to maintain listen-and-avoid situational awareness for taxi instructions for all aircraft departing the pad.

1. Situational awareness for aircraft departing the pad is critical to everyone's safety in consideration for
  - a. Aircraft cleared to cross the vehicle service road
  - b. Jet blast hazards
  - c. Wayward aircraft taxiing in the incorrect departure direction and/or aircraft taxiing along the adjacent taxi lane, given the deice vehicles in/adjacent to the vehicle service road (VSR).
- d. Using the deice vehicle, act as a "Follow-Me" guide for company aircraft.
  - i. Stage towards the northern part of the pad on the designated line until the aircraft confirms they have a visual on your vehicle
  - ii. Proceed in a southbound direction on the designated line.
    1. Use the "Follow-Me" steps for the first aircraft into the pad.
      - a. Also, to be used during low visibility operations, upon request to company/contracted deice vehicle; be alert for activation of the Airport's surface movement guidance systems (SMGS) plan that may be in place during extreme low visibility conditions.
    2. For the first aircraft in the pad, radio to the flight crew to hold short just south of the mid-point (line designator box) to allow the deice personnel to safely move out of the way and continue routine marshalling practices to the stop bar.
- e. Monitor succeeding aircraft in queue. Multiple aircraft may occupy the designated line. This is at the flight crew's discretion based upon the safe proximity to the aircraft ahead.
  - i. The last aircraft in line must be inside the north vehicle service road boundary to prevent blocking Taxi lane Ramp 2S. The deice operator is responsible for ensuring this standard is maintained or advising last aircraft crew by radio accordingly.
- f. Upon completion of deicing the aircraft, radio the pilot to contact ramp tower for further taxi direction to the assigned intersection assignment and hand-off to FAA Tower.
  - i. Monitoring the ramp tower, confirm that the company aircraft has been given the assigned Ramp 3 Spot intersection. For express safety concerns, under no circumstances should the company marshaller give the all-clear to taxi signal without listening for this confirmation.

- g. Upon completion of deicing services, the designated person will update CVG Airport Authority's data capture tool. The link is shared at the annual winter operations meeting with the Airport and the airlines/operators. Contact the Airport Customer Service team if your company needs the link.
- h. Deice personnel must exit Pad 13 using the north vehicle service road.

#### 4. Ramp tower

- a. Visually confirm the Wig-Wags are operating for Pad 13.
- b. Upon request, clears flight crew to commence pushback and taxi to pad and line assignment.
- c. Maintains orderly flow of aircraft to Pad 13 using Taxi lane Ramp 2N.
- d. Maintains a means of access to the Concourses using Taxi lane Ramp 2S.
- e. Monitor succeeding aircraft in queue that no more than three (3) are on a designated line at any one time.
  - i. One in the Deice Zone and two in queue.
  - ii. The third aircraft in line must be inside the vehicle service road boundary to prevent blocking Taxi lane Ramp 2S.
- f. Be alert for activation of the Airport's surface movement guidance systems (SMGS) plan that may be in place during extreme low visibility conditions.
- g. Monitors ramp control of Pad 13 and alerting aircraft and deice personnel, who are monitoring ramp control, of any taxi hazards.
  - i. NOTE: If emergency circumstances are warranted, the call "PAD 13 EMERGENCY ALL-STOP" is to be used for all deice operators to cease deicing, followed by identification of the hazard and see-and-avoid instructions.
- h. Upon request, clears flight crew to depart pad and taxi to the FAA Intersection "Spot", as assigned:
  - i. 13A & B – Ramp 3, Spot 10
  - ii. 13C, D, E – Ramp 3, Spot 11
  - iii. 13F & G – Ramp 3, Spot 12

#### 5. CVG Airport Authority Ramp Snow Removal and Storm Water Treatment Personnel

- a. Monitor Pad conditions for snow removal purposes.
- b. Open/Close valves according to conditions.

- c. Monitor and utilize vacuum vehicle for excess glycol overspray outside Deice Zone.

### **Snow Clearing, Ramp, and Walkway Preventative Measures**

It is important to note that the primary focus of CVG Airport Authority's maintenance team during a snow event is the maintenance of the primary runways, taxiways, and roadways. Once these surfaces have been satisfactorily plowed and treated and if the maintenance team has enough staffing, a CVG Airport Authority's unit can plow the gate ramp areas if needed/requested by the carrier/operator. The tenant's responsibility is to clear and maintain leased and per-turn gates. Staff must shovel and plow snow away from the Concourses out to the service road where CVG Airport Authority's units will remove and pile in appropriate locations. Additionally, passenger loading bridges must be retracted as much as possible.

Sodium acetate (NAAC) is available from the Airport at the request of the carrier. Requests for NAAC should be made through the Airport Operations Center at 859-767-7777.

### **NOTE**

Staff are not permitted to use any salt product on the Aircraft Operations Area (AOA) ramp at any time.

### **Passenger Boarding Bridges**

Concourse bridges are equipped with floor heat. This feature only heats the cab floor portion that is exposed to the elements and is designed to prevent ice and snow build up on the exterior cab floor. Activating this feature may be done from the control console. The console button/switch will likely be labeled 'floor heat' or 'cab floor deice'. [Light off = Heat off. Light on = Heat on]. Staff should not turn off the heat feature anytime there is a chance of precipitation during the winter months. The feature will cycle on and off as needed anytime the temperature is below 40deg F.

Roll-up doors on the bridge exterior and access doors on the interior should be closed whenever not in use. This will help retain heat in the Concourses and minimize temperature fluctuations throughout the facilities.

### **Late Operations**

Each airline/ground handler is required to notify TSA Operations Control Center well before regularly scheduled closing of late departing flights. TSA reserves the right to extend operating hours or close on schedule.

For late arriving international flights required to clear Customs and after TSA FIS closure, the airline/ground handler must coordinate with Customs and Border

Protection (CBP) as well as CVG Airport Authority's (7777). This is to ensure adequate staff is available to process (CBP) and exit/transport from Concourse B to the non-secure side of the Terminal.



## **12. Fueling and Spill Hazards**

The aircraft fueling-system operator shall establish internal procedures to follow in the event of a fuel spill. These procedures shall be comprehensive and shall provide for at least all the following: Eliminating the source of the spill. The immediate stop in the delivery of fuel upon observing a fuel spill by releasing hand pressure from the fuel flow-control valve. Activation of the appropriate emergency fuel shutoff device in the event of a failure of the fuel control valve to stop the continued spillage of fuel.

All fueling of aircraft shall be done in accordance with nationally recognized practices as set forth in the most current edition of National Fire Protection Association's guidance *NFPA 407 Standard for Aircraft Fuel Servicing*

### **Hydrant Fueling**

The hydrant fueling system is to be used for fueling of all aircraft at both Concourses. In the event of system failure or an irregular operation, fueling by tanker truck is permitted with prior permission from the Chief Operations Officer or his designee.

Any calls to request servicing or to report problems should be made through the Airport Operations Center at 859-767-7777. The Airport will coordinate service requests with the contracted maintenance provider.

### **Procedures**

The aircraft fueling-system operator shall establish internal procedures to follow in the event of a fuel spill. These procedures shall be comprehensive and shall provide for at least all of the following:

- Eliminating the Source of the spill. The immediate stop in the delivery of fuel upon observing a fuel spill by releasing hand pressure from the fuel flow-control valve.
- Activation of the appropriate emergency fuel shutoff device in the event of a failure of the fuel control valve to stop the continued spillage of fuel.
- Immediate response to the spill site by a supervisor for the fueling-system operator.
- Complete notifications to:
  - Airport Operations Center (AOC) at 859-767-7777 for all spills over one (1) gallon.
  - Notification to State and Federal agencies when applicable.
    - Kentucky Department of Environmental Protection  
Emergency Response Team: 1-800-928-2380
    - National Emergency Response Center: 1-800-424-8802
- Containing the spill before it enters any drainage system.

- Collecting all spilled material using a dry clean-up method
  - Vacuum Type System
  - Absorbent Material
- Remove drain blocks once all the released material has been collected.
- Properly dispose of material
- Ensuring that all individuals directed to respond to a spill are:
  - Properly trained
  - Have the proper equipment and material to conduct the steps outlined above.
  - Cooperate with Airport staff.
- Provisions for controlling and mitigating unauthorized discharge through providing:
  - Spill clean-up kits
  - Training and procedures
  - Documentation and reporting

Note: The cleanup of a fuel spill may be initiated by the fire department or by an authorized individual or firm when deemed necessary by the Board. All costs associated with such cleanup shall be borne by the owner, operator or other persons responsible for the spill or release.

### **Procedures for Vehicle Fueling**

All vehicle fueling shall be conducted in accordance with nationally recognized practices. This includes but not limited to NFPA standards associated with fueling and danger mitigation (e.g., vehicle egress in/around aircraft and equipment).

The vehicle fueling operator shall develop a spill prevention and response plan in the event of a fuel spill. This plan should be made available upon request by the CVG Airport Authority. It shall be comprehensive and must contain at least the following.

- Eliminating the source of the spill. The immediate stop in the delivery of fuel by releasing hand pressure from the fuel flow-control valve upon observation of a fuel spill.
- Activation of the appropriate emergency fuel shutoff device in the event of a failure of the fuel control valve to stop the continued spillage.
- Immediate response to the fuel spill area by a supervisor for the fueling-system operator.
- Location of fueling operations.

- Spill response equipment available/location.
- Notifications -24-hour phone numbers
- Containment/Remediation activities (Response Action to be taken).
- Implementation of Best Management Practices.
- Disposal methods.
- Name and telephone number of Emergency Response contractor, if applicable

In the event of a fuel spill, the vehicle fueling operator shall:

- Notification to:
  - Airport Operations Center (AOC) at 859-767-7777 for all spills over one (1) gallon.
- Eliminate the source of the spill to minimize the impact.
- Contain the spill before it enters any drainage system and as a secondary precaution insert the drain blockers into the drain inlets at the respective gate.
- Collecting all spilled material using a dry clean-up method
  - Vacuum Type System
  - Absorbent Material
- Remove drain blocks once all the released material has been collected.
- Properly dispose of material
- Ensuring that all individuals directed to respond to a spill are:
  - Properly trained
  - Have the proper equipment and material to conduct the steps outlined above.
  - Cooperate with Airport staff.
  - Have adequate and proper response equipment to remediate the spilled or released area. Cooperate with CVG Airport Personnel and the responsible Party shall notify State and Federal agencies when applicable. Repair or remove from service any container that is involved in a spill or release caused by primary container or equipment failure.
  - Institute and complete all actions necessary to remedy the effects of any spill or release, whether sudden or gradual, at no cost to the Airport Board.

### Note

The cleanup of a fuel spill may be initiated by the fire department or by an authorized individual or firm when deemed necessary by the Board. All costs associated with such cleanup shall be borne by the owner, operator or other persons responsible for the spill or release.

Investigations: All fuel spills requiring notification to the AOC, Fire Department and/or Federal/State Agencies shall be investigated by the fueling operator. The investigation shall provide conclusive proof of the cause, impact to the environment, and verification of the appropriate use of emergency procedures. Where it is determined that corrective measures are necessary to prevent future incidents of the same kind, they shall be implemented immediately.

## **13. Foreign Object Debris**

Foreign Object Debris, (FOD) is any debris or objects that can be ingested into jet engines or cause other damage to aircraft or injury to persons and causes an enormous cost for aircraft repair and millions of dollars in lost revenue annually when aircraft are out of service. Facilities and ramp areas must be kept clean to avoid FOD caused personal and property injury, which can result in lost wages or even permanent disability or aircraft damage that can cause flights to be late or canceled.

### **Proactive Approach to FOD Management**

CVG has a FOD component to all airside driver training and SIDA identification training curriculum. Prior to any person(s) receiving airfield access, the potential hazards of FOD are explained. It is stressed to all parties to be aware of, look for, pick up, and dispose of FOD. The procedures for reporting major FOD to Board staff are also included. The training materials emphasize that controlling FOD at its source is the best approach to FOD management. There are several areas which can typically produce FOD. The personnel working in these areas have the ability to help control FOD by not allowing it to occur at all.

### **Active Measures to Control FOD**

Company: Each Company must have at least one FOD container at each gate on the commercial ramp. The container must be marked and have a secure lid that can be closed tightly. Each Company is responsible to ensure any FOD located on their ramp is picked up and disposed of in the FOD container. The Company is responsible for emptying the container in the trash compactor as provided by the Board. Trash collected on the ramp should not go in indoor bins. Each Company has a responsibility to report FOD to the Board if they are unable to pick it up and dispose of it properly.

CVG Airport Authority owns and operates two sweeper trucks. Sweeper trucks are always available for FOD control. The commercial ramp is swept on a regular schedule. All other areas are inspected at least once per day by the airport safety and security personnel. If FOD is located, they will collect and remove the FOD if able or contact maintenance personnel to send a sweeper truck to address the situation. CVG Airport Authority owns one FOD Boss that is available for rent by the carrier/operators. Requests for FOD Boss rental must come through CVG Airport Authority's Field Maintenance team.

### **FOD near movement area**

If FOD is near a movement area use caution and do not cross the line into the movement area. If the FOD has the potential to blow across the movement area line, please notify AOC at 859-767-7777. Appropriate staff will be dispatched to

mitigate the issue. Under no circumstances should you cross over into the movement area unless properly escorted.

## **14. Smoking & Open Flames Policy**

Employee smoking and vaping are only permitted in the following designated locations:

- Concourse A – Located near gate A4, accessible ramp level via SIDA badge.
- Concourse B – Located between gates B13 and B15, accessible ramp level via SIDA badge.
- Main Terminal Ticketing Level – Located on the Level C entrance of the terminal parking garage.
- Main Terminal Baggage Level - There are 4 designated smoking areas on baggage claim level available for employees and passengers. Near Passenger Pick-Up poles 1B and 4B, Ground Transportation East (Past the employee shuttle pickup), as well as Ground Transportation West (near Long – Term Parking Pick – Up area).

Smoking is only permitted in these specific designated areas ONLY, as smoking, vaping, or use of any tobacco product beyond these designated areas is strictly prohibited. Smoking near the sliding glass doors on Ticketing and Baggage Claim levels is also prohibited. Individuals must maintain “at least 25 feet outside of the main entrance of the respective building.”

Smoking materials shall not be discarded into urns provided to prevent that ignition of combustible materials. CVGAA Employees can refer to General CVGAA Policy Number 4014: Smoke-Free Workplace Policy.

### **Burn Permit**

Grilling is permitted for special occasions in designated areas on the ramp with a burn permit. To acquire information about grilling and to request a burn permit for an event, tenants should contact [fireinspector@cvgairport.com](mailto:fireinspector@cvgairport.com) for proper permission and instructions from ARFF.

## **15. Lost and Found Procedures**

All found items should be turned in to the Lost and Found Office on a weekday basis (Monday through Friday) 10am – 4pm, noting holiday observance impacting hours.

In the event that an item is found outside of operating hours, all tenants and airlines are to secure and keep the item in an appropriate space until the Lost and Found office is open OR bring the item to the nearest information booth.

Before turning in a found item, a *Found Item Preliminary Report* Must be completed and provided along with the item. This form can be found for printing on the CVG SharePoint Hub.

When members of your agency find items, please do the following:

1. Print the date and time found.
2. Legibly print the item description.
3. Print location details.
4. Include the original company and finder's name that is turning the item over.
5. Print the original company and finder's name, including their phone number.

When turned into the Lost and Found Department, these items will be logged into the Lost and Found tracking system, Boomerang, where the clerk will enter information about the found item. The system can create reports of lost items as well as found items in an attempt to identify matches.

Customers searching for lost items can complete an online form on the CVG website, providing their contact information, item description, and other details. The Lost and Found Department will respond to the customer's inquiry within 48 hours.

The Lost and Found Department will make arrangements to get the items back to the owner at the owner's expense, including shipping. Office pick up is also available to the customer.

The Lost and Found Office is located across from Carousel 1 on the baggage level of the main terminal. The office can be reached at (859) 767-4885.



## **16. Customer Experience**

At CVG Airport, ensuring an unforgettably positive customer experience is everyone's responsibility. Establishing situational awareness is key to making sure our guests begin and end their trip on a positive note. Employees should be mindful of their conduct when in and around the Airport by limiting cell phone usage in front of guests, being cognizant and respectful in conversation with fellow employees, and taking initiative by answering questions from passengers as best as they can. Airport employees should take pride in their workplace by being conscious of cleanliness. Overflowing trash bins and slip/trip/fall hazards in their workspace should be attended to promptly. Trash bins needing attention, slip/trip/fall hazards, conveyance outages, or general uncleanness outside of their workspace can be called into the Airport Operations Center by calling 859-767-7777.

The Airport Customer Experience team has many services available for passengers' seeking assistance. Airport employees should familiarize themselves with these services listed below to best direct guests that may need to utilize them.

### **Airport Information Booths**

The Airport has information booths located in the Terminal Baggage Claim area, Concourse A, and Concourse B. Information booths are staffed by knowledgeable and friendly community volunteers. All locations have access to language interpreters, including American Sign Language. Information booths are staffed from 8:00 am – 8:00 pm, 7 days a week.

### **Service Animal Relief Area (SARA)**

The indoor relief area is centrally located in Concourse A near gate A18 and Concourse B, near gate B13. The outdoor relief area is located on the Baggage Claim level near the Ground Transportation Center East. Customers using the outdoor location will be required to return through the Security Checkpoint before departing on a flight.

### **Mamava Lactation Pods**

The Airport has Mamava Lactation Pods located in the Terminal Baggage Claim area, Concourse A near Gate A4, and Concourse B near Gate B14.

### **Family Assistance Restrooms**

Family Assistance restrooms are located on the Terminal Ticketing Level, Concourse A near Gate A9, and Concourse B near B11 and B15.

### **AIRA**

The Airport's partnership with tech firm, AIRA, connects blind and low-vision travelers with highly trained, remotely local agents. Through the smartphone app, or a pair of Horizon Smart Glasses, travelers can get instant access to visual information at the touch of a button. Travelers can access the Aira service for free, as soon as they enter the airport. Aira is available on any iPhone or Android smartphone.

### **Contact Airport Customer Experience**

Guests and employees can contact Airport Customer Experience by calling 859-767-3230 or by emailing [info@cvgairport.com](mailto:info@cvgairport.com).