

KCAB Mass Notification System Stakeholder

The Kenton County Airport Board (KCAB) uses a mass notification system (MNS) to send out both emergency and non-emergency notifications which may be received by text, voice call or email. Stakeholder entities may be added to the MNS if their responsibilities include emergency response for incidents or are in positions in which they need to know if normal operations are being affected. KCAB will use the MNS to communicate urgent emergency information to those employees who are needed to resolve particular incidents as well as pertinent airport operational information.

KCAB has developed many prepopulated notification groups for specific notifications such as the Signal 500 group which notifies those people responsible for emergency response for an aircraft crash. The MNS is not intended to have all stakeholder employees on the notifications. Only those with operational/supervisor need should be entered into the system.

The MNS uses a cascading – confirm – stop method in sending out notifications. The MNS will send a notification to one delivery method at a time, and move down the list of methods until the person acknowledges the notification. For instance, a message will go to text first and if not acknowledged will move to the next method such as email or phone until the MNS receives an acknowledgement of the notification from the person. It is important to acknowledge the notification by sending back the appropriate requested response, such as a yes or no, so the MNS will stop and not contact the next delivery method.

There are several pieces of information collected on the MNS approval form. The MNS can send out messages to each of these particular areas in the database, for instance only KCAB can be selected and a message can go out to just KCAB employees or the MNS can drill down further to send a message only to certain work areas, such as Concourse B. It is important to complete the MNS form as thoroughly as possible. The following list will assist the completion of the form.

Name – Please use complete name with First MI and Last name.

Check whether this is a new entry, change (such as new phone number or change in department), or removal (such as termination or removal from a group notification list)

Contact information – please put all company notification entries and as many personal entries as the person feels comfortable list. Remember the MNS will continue to call down the list if the notification is not acknowledged.

Contact type – this refers to the type of company the person works for or if the number being added is a company number such as a front desk or guard shack number. KCAB is a Government Agency.

Department – which department the person is assigned to

Company – KCAB, Delta Airlines, DHL, etc.

Airport Location – use the drop down to check where the person is located at most of the time. The MNS can send out notifications to certain areas if it is appropriate.

Affiliation – This should be used only for contractors. Please add who the company is the contracting company.

KCAB Mass Notification System Stakeholder

Based – on or off airport. This is the primary location. Many in our Sig 500 notification group do not work on the airport.

Contact Type – the MNS can send a voice or text message, so it can be set up to call an operation or business phone. Many use the MNS to receive weather updates affecting the airport.

Notification Groups – There are several notification groups set up to alert KCAB Stakeholders of situations that may affect airport operations, such as weather. A list and brief description of the notification is listed below.

- Baggage System outage – a notification will be sent out when the baggage system is not working properly.
- Breach – a notification will be sent out when the TSA Screening checkpoint has experienced a breach and the screening process has been stopped.
- Concourse/Terminal Evacuation – a notification will be sent if there is an evacuation for any reason of the terminal or concourses
- SMGCS Event – a notification will be sent out when low visibility reaches 1,600 feet and a second notification will be sent if low visibility reaches 1,200 feet which implements the SMGCS plan. Also included updates and cancellations.
- Security Notification Group – an alert will be sent if there is a security incident affecting the operations of the CVG Airport
- Signal 500 – a notification will be sent out when an aviation crash occurs at CVG
- Sky Guard * – an automated notification from a 3rd party vendor will be sent out for a lightning event within 5 miles of the airport
- Sky Guard Tornado * – an automated notification a 3rd party vendor will be sent out when a tornado threatens the CVG airport
- Snow Pre-Event – a notification will be sent out alerting of a conference call to prepare for an anticipated snow event.
- Weather – an initial and updated notification will be sent out when severe weather threatens the airport

* A warning on the Skyguard notifications, these are automatic notifications initiated from a weather service and are frequent when severe weather approaches the airport.

Once the form is complete, please submit to the appropriate KCAB department for your organization for approval. Airlines should submit to KCAB Customer Service, Security related submit to Police Chief, tenants and concessions submit to KCAB Commercial Development. Please allow 3-5 days for entry into the MNS.

Cincinnati/Northern Kentucky International Airport

Stakeholder Mass Notification Approval Form

NAME:

New

Change (Only name & Changed Information)

Remove

Work SMS Text Number:

Work Cell Phone Number:

Work Email:

Work Desk Phone Number:

Personal Cell Phone Number:

Personal SMS Text Number:

Home Phone Number:

Alternate Email:

Alternate Phone Number:

Contact Type (Pick One)

Concessions

Passenger Airline

Vendor

Tenant

Government Agency

Rental Car

Contractor

Cargo Airline

Disaster Committee

Department:

Company:

Airport Location:

Affiliation (If Contractor):

Based:

On Airport

Off Airport

Contact Type:

Person

Business

Notification Group(s) Requested (check requested boxes)

Baggage System Outage

Breach

Security Notification Group

Signal 500

Sky Guard

Sky Guard Tornado

Snow Pre-Event

Weather

SMGCS Event

Concourse/Terminal Evacuation

Approval

KCAB Manager - Printed: _____ Signature: _____ Date: _____

KCAB EOC Manager - Printed: _____ Signature: _____ Date: _____