



Operations Memorandum

To: CVG Airlines and Tenants

Subject: Airport Operations Center Auto-Attendant Changes

Date: 8/7/2023

Effective Immediately

In order to increase efficiency in the AOC due to growing call demand, changes will be made to the auto attendant heard when dialing 859-767-7777. The following will be the new phone option tree.

- **1 – Transfers to our center’s 911 line (this was the previous set up)**
- **2 – CVG Lost and Found (this was the previous set up)**
- **3 – CVG Police Reports**
- **4 – CVG Parking Lot Assistance (flat tire, dead battery)**
- **5 – Aircraft engine run ups and aircraft remote parking**
- **8 – AOC Admin line/general calls (this was previously option 3)**
- **9 – Repeats menu**

The impact to those that call the AOC regularly will be pressing “8” for the admin line as opposed to pressing “3.”

This change will take effect today, 08-07-23. For any questions, please contact Jaime Edrosa at (jedrosa@cvgairport.com).