



## Operations Memorandum

**To:** CVG Airlines and Tenants

**From:** Brian Cobb, VP - Customer Experience

**Subject:** Revised: 2016-2017 Winter Operations Overview

**Date:** November 23, 2016

[Changes have been made to Pad assignments 8, 10, and 13 along with associated taxi flow due to Concourse C demolition planning]

This Operations Memorandum incorporates several winter operations topics applicable to most staff. Please share for a safe and efficient winter season.

### Employee Parking

Staff using the Employee Parking Lot has likely noticed the center section has been isolated after the recent restripe and expanded parking efforts. The center section closure is a preemptive measure to assist with snow removal and safety concerns raised in prior seasons. During a snow event, this area will be cleared first, pushing snow to the outer sections of the lot. Once clear, the center section will be reopened for parking. Snow removal will then transition to the outer sections. Expanded parking sections (as illustrated in green below) were designed to be comparatively the same distance or less as walking from the middle of the center section to the nearest shuttle pick-up point.



### Deicing

#### *Gate Departure*

As a reminder to all airlines/ground handlers, we must jointly avoid extended tarmac delays. We ask that the following procedural steps be used when sending aircraft to the pad.

1. Ops/Ramp Prior to pushback:
  - a. Relay pad assignment (and letter if using Pad 13) to flight crew.
  - b. Confirm with Deice team that the pad 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.**
    - i. KCAB has asked Delta Ramp Tower to provide feedback if effective metering is not used resulting in taxilane congestion while waiting for the assigned pad.
    - ii. KCAB, like airlines, is bound to Extended Tarmac Contingency plans as mandated by the DOT. KCAB will take proactive measures to ensure passengers are not stranded onboard aircraft for three hours (domestic) or four hours (international) or greater. KCAB's plan may be found in detail at CVGairport.com.
2. Pilot
  - a. Communicates pad assignment and letter to Delta Ramp Tower.
3. Deice Team
  - a. Confirms deice pad is open and operational. Pad indicator light must be flashing green. 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.**
  - b. Upon completion of deicing, will radio the pilot to contact Delta Ramp tower for further taxi direction to intersection assignment and hand-off to FAA Tower.
  - c. Upon completion of deicing services, the designated person will update KCAB's SurveyMonkey data capture tool. The site can be found at:  
<https://www.surveymonkey.com/r/deice1617>
4. Delta Ramp Tower
  - a. Clears the pilot to commence pushback and taxi to pad assignment.
  - b. Spot "A" assigned aircraft will be routed north of Concourse C along Ramp 2 North or South, then south along Echo.

### ***Pad Assignments***

- |         |   |
|---------|---|
| Pad 7:  | IDS (Allegiant, FedEx, OneJet, United)  |
| Pad 8:  | ASIG ( <u>Air Canada, American, Frontier</u> ), Delta ( <u>widebody</u> ): <u>access via Taxilane Echo</u>  |
| Pad 10: | Delta ( <u>narrow body</u> ): <u>access via taxilane to the east of Echo as depicted on pg 3</u>  |
| Pad 13: | ASIG ( <u>overflow needs only</u> )<br>- <u>"A" (limited to A320/B737 or smaller) "</u><br>- <u>"B, C, and D" limited to emergency use only and prior approval required</u> |
| Pad 12: | Delta Private Jets and Ultimate Air Shuttle   |

*\*DHL to use all pads within their immediate control.*



## General Practices

### *Pre-Event Conference Calls*

Tenant leaders have been invited to participate on Pre-Event 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 KCAB so that the invitee list may be updated.

### *Passenger Loading Bridges (PLB)*

Concourse bridges are equipped with floor heat. This feature only heats the cab floor portion that is exposed to the elements and 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 possible. This will help retain heat in the Concourses and minimize temperature fluctuations throughout the facilities.

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

As outlined during the annual Winter Operations coordination meeting with tenant leaders, KCAB's priority is with maintaining primary runways, taxiways, and roadways. As conditions permit, KCAB units will clear snow closer to the gate areas and buildings. The tenant 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 KCAB units will remove and pile in appropriate locations. KCAB has provided approved snow-melt product (NAC) to tenants to apply to walkways and ramp areas prior to events and to areas susceptible to refreezing. *Staff is not permitted to use any salt product on the Aircraft Operations Area (AOA) ramp at any time.* Supplies will be periodically checked and replenished.

During significant events, the pre-Event coordination call with tenant leaders will discuss planned times for KCAB large snow plow units to assist with gate area snow removal. Tenant staff must remove all aircraft support equipment (GSE, chocks, cones, etc.) away from the gate, positioning those items close to the Concourses. This allows for the plows to clear large paths in short time and without having to maneuver around obstacles.

### **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 KCAB (7777). This is to ensure adequate staff is available to process (CBP) and exit/transport (KCAB) from Concourse B to the non-secure side of the Terminal.

Thank you in advance for your support in these collective efforts.