

**CVG Airport Authority
Customer Experience & Airline Carriers Meeting Minutes
March 7th, 2024**

Facilitator: Hans Stokke

Call to Order and Introductory Remarks

The regular [in person] Customer Experience & Airline Carriers Meeting was called to order on March 7th, 2024, at 3:02 p.m. by Hans Stokke, CVGAA.
Hans Stokke CVGAA, reviewed all open items from the action item list, via verbal relay. Hans also provided group reminders, including the scope and purpose of this meeting.

New Business [As stated below]

Terminal Operations and Construction Related Activity

CVGAA -Hans Stokke provided the following updates and reminders:

- The second phase of the Passenger Boarding Bridge Replacement Project continued on Monday March 5th, 2024, impacting gates B5 and B20. Phase two is schedule to run through June 21st, 2024 and will impact Concourse B gates only.
- Hans Stokke respectfully provided a fair reminder that throughout April and May, Gates B6 and B8 will be closed for fuel pit work. Being international gates, CVG and Delta will coordinate for other available international gates during that time. Gate B6 is scheduled for closure on April 1st, 2024 to coincide with the Passenger Boarding Bridge replacement. Specific dates regarding work on gate B8 will be released at a later date.
- Hans Stokke recognized Maintenance Director Tim Dodson to debrief the Level 4 Baggage Outage that occurred during the early morning of February 23rd, 2024.
- Hans Stokke updated the Terminal Garage Parking transition, stating that the RFID Parking Cards will be deactivated as of March 31st, 2024. Tenants with an RFID parking card for the garage have had their badges activated for parking in the T-1 garage, and may begin parking there immediately. These tenants are advised to see Hans Stokke at the conclusion of this meeting for a map, directions and instructions on T-1 garage parking and traffic-flow. Any questions or updates to company parking should be routed to the Parking & Ground Transportation Department at 859-767-7400.
- Hans Stokke recognized Airport Operations Director Casey Kinosz for an update on the External Airfield Safety Meeting which convened on March 6th, 2024. Director Kinosz emphasized the importance of attendance at these meetings going forward as a comprehensive monthly collaboration.

Facilities & Maintenance CVGAA – Maintenance Director Tim Dodson confirmed no further issues to address beyond L4 BHS outage.

Airline Carriers & Handlers CVGAA – Senior Manager- Safety Chris Snyder confirmed no safety issues to address.

Airline Carriers & Handlers

Menzies- GM Greg Rice addressed discrepancies on aircraft staging on the deicing pad during weather events. Airport Operations Director Casey Kinosz confirmed the space to accommodate (3) Group Three aircraft simultaneously, or (1) Group Six aircraft and (1) Group Three aircraft.

Adjournment

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on
March 7th, 2024, at 2p.m. by Hans Stokke, CVGAA.

Minutes were submitted by Hans Stokke
Minutes were approved by Kristin Rice and Hans Stokke.

*Meeting minutes will now be available on the csinfo site where all archived meeting minutes are housed
"Customer Experience & Airline Carriers Meeting Minutes"*



COURTESY PARKING CARD PROGRAM – T1 GARAGE PARKING RULES AND REGULATIONS

The Kenton County Airport Board (KCAB) offers authorized personnel courtesy parking privileges to park in designated areas at the Cincinnati/Northern Kentucky International Airport through March 31, 2026. Your designated parking area is Terminal 1 Garage located near the Car Rental Facility. Access to this garage is via a CVG ID badge.

MATRIX READER:



Entry: Swipe your CVG ID Badge for entry; your pin is *not* required.

Exit: The gate will lift automatically on exit.

Reader/Gate issues: If you experience issues with the gate or matrix reader, please contact the Airport Operations Center at 859-767-7777.

Badge issues: Expired badges will not operate the gates. To renew your badge, contact the CVG Badging Office at 859-767-3171. CVG will not reimburse parking fees incurred due to expired badges.

WHERE TO PARK

This lot is currently in use for CVG Valet vehicle overflow parking and Sixt rental car parking. The Valet parking area is on the ground level West side of the garage and lanes are signed Valet Parking Only. Sixt rental car overflow area is on the rooftop, West side of garage and is signed SIXT Parking Only.

Areas not signed are available for parking on a first come-first serve basis.

PLEASE NOTE:

Your courtesy parking is provided for your daily work at CVG and not for your personal travel. Any badge misuse will result in fees being paid and a loss of parking privileges for all parties involved. Badge misuse is:

- Using someone else's badge or allowing another to use your badge: No person will use or attempt to use another's CVG ID Badge or allow another person to use or attempt to use their CVG ID Badge for any purpose whatsoever.
- Piggybacking in/out with another vehicle.
- Swiping in/out for others

CONTACT INFORMATION:

Gate/Matrix Issues: Contact the Airport Operations Center at 859-767-7777. AOC will contact the Airport Facilities Team who supports all matrix readers throughout the CVG campus and the gates at this lot.

Badge Issues: Contact the CVG Badging Office at 859-767-3171.

Other Issues: Reach out to your company's CVG contact (person who authorized your parking) for assistance or contact the Parking & Ground Transportation Dept. at 859-767-7400.



Directions to the T1 Garage Entrance

- Exit 4B from I-275
- Take Terminal Drive - follow Baggage Claim lower level
- Right onto Hotel Drive
- Second left into the garage

Terminal Drive

Hotel Drive

