



Operations Memorandum

To: CVG Airlines and Tenants

From: Brian Cobb, VP - Customer Experience

Subject: Revised: 2016-2017 Winter Operations Overview

Date: December 28, 2016

[Changes have been made to Pad assignments 13 due to Concourse C demolition planning; Pad13 will no longer be accessible for this season only as of January 2, 2017.]

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 2: | Delta (narrow body) |
| Pad 7: | IDS (Allegiant, FedEx, OneJet, United) |
| Pad 8: | ASIG (Air Canada, American, Frontier, <u>OneJet</u> : access via Taxilane Echo) |
| Pad 10: | Delta (narrow and widebody): access via taxilane to the east of Echo as depicted on pg 3 |
| - Pad 13: | <u>CLOSED FOR SEASON: DEMOLITION RELATED</u> |
| Pad 12: | Delta Private Jets |

Not for Navigational Purposes



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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.