

**CVG Airport Authority**  
**Customer Experience & Airline Carriers Meeting Minutes**  
**June 6<sup>th</sup>, 2024**

**Facilitator: Hans Stokke**  
**Scribe: Ashley Cooper**

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**Call to Order and Introductory Remarks**

The regular [in person] Customer Experience & Airline Carriers Meeting was called to order on Thursday, June 6<sup>th</sup>, 2024, at 3:04 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 Project is still in progress, resulting in the closure of Gates B12 & B27. B6 is scheduled to be back online June 21<sup>st</sup>, subject to be completed ahead or behind schedule.
- The third phase of the Passenger Boarding Bridge Project is scheduled to begin on Monday, July 7<sup>th</sup>, after the three-week break period occurring from June 22<sup>nd</sup> to July 7<sup>th</sup>. This phase will immediately first impact Gates B1 & B2. *An operations memorandum will soon be distributed.*
- Hans provided notified the attendees that the next upcoming Customer Experience & Airline Carriers meeting will no occur on its typical cadence in July [normally occurs on the first Thursday of each month], but is rescheduled to occur on Wednesday, July 10<sup>th</sup> due to anticipated impacts of holiday traffic.
- Hans informed the group of recent csinfo document refinements; The Remote Overnight Parking [RON] Report has now been updated through August 2024 and will continue to be updated weekly. Please note that this document is subject to change without notice. *See the mentioned report attached below.*
- Hans provided a firm reminder regarding the appropriate smoking and break areas, as there has been an increase in misuse of the Concourse A Sensory Room (near Gate A4) and the Loading Dock at the Main Terminal. He urged the airline and tenant managers to remind their team members of where the appropriate smoking locations and break space are located.
  - As a result of ongoing employee misuse of the Concourse A Sensory room, the short wall partition will be removed for increased visibility, serving as a deterrent. No timeline was provided for this project.
  - Steve Listerman added that in Concourse B, there is another frequent smoking location located near Gate B15; attendees were reminded that the general location is not a designated smoking area and doing so will result in ramp citations.

**Security Updates**

CVGAA -Steve Listerman & Hans Stokke provided the following updates and reminders:

- Steve summarized that the previously mentioned Employee Screening Matrix door [207-8] configuration changeover has been completed and the appropriate signage has been placed. He reminded the group that the first door entering the secure screening area is a PIN & SWIPE, there is no piggybacking allowed. If an employee passes through without doing so, it can result in a one-week suspension of badge privileges.
  - Please refer to the May meeting minutes for more information.

## **Facilities & Maintenance**

CVGAA – Tim Dodson & Hans provided the following information regarding recent outages:

- Hans invited a discussion about a recent Level 4 Baggage Outage that occurred on Sunday June 2nd. As a result, airline debriefs will be scheduled with airline carriers after each Level 4 Outage occurrence. Hans then reviewed the traditional expectations of baggage hygiene below:
  - Keep tags visible, wheels always up.
  - Spacing bags at least 12” apart.
  - Oversized bags and items outside of the following dimensions should always be taken to T-Drive for induction; 70” Long x 39” Wide X 36” High; 100+ Pounds.
- Hans informed attendees that no long-term parking is allowed on the yellow hashed lines in T-Drive. Parking the tugs for bag movement is allowed, but not for overnight/abandoned parking as it limits access to the carousels.
- Hans urged airlines to remember to shut off the FIS escalators once an international operation has ended. If more keys are needed to make this possible, please contact Larry Northcutt with the Lock Shop at [LockShop@cvgairport.com](mailto:LockShop@cvgairport.com). , Turning off the escalators will increase the longevity of the equipment’s life.
- Lastly, airlines now have access to a newly updated work request system. This will be made available via QR Code & Link with *Survey 123*. For reference the QR Code and link has been attached below.
- The final reminder provided was the appropriate behavior that is expected at BMUs, safety should always be prioritized near belts and equipment. Employees must always follow the appropriate protocol and procedure to prevent employee injury.

## **Safety Department Updates**

CVGAA -Casey Kinosz provided the following updates and reminders:

- Casey Reviewed recent Near Misses that have occurred throughout the airfield. It is encouraged that employees always remain diligent and aware to prevent incidents from occurring. There have been about four near misses in 2024 alone, when an airport would usually see one of these described events occur a year. Casey offered to provide any materials or documents when talking with their ramp agents.
  - Steve Listerman added that incidents like this could be prevented when employees acknowledge and come to a full stop and the designated stop lines and look both ways before proceeding to cross areas.

CVGAA -Hans Stokke provided training opportunities for the following:

- Concourse A Wheelchair Installations have been completed and would like to request participation in training to prevent unnecessary damage. This training has been set to occur on June 10<sup>th</sup>, at 1200, at Gate A11.
  - Hans noted that this wheelchair lift is different than the lifts in Concourse B. When the [newly installed] Concourse A wheelchair lifts are in use, the auto level cannot operate simultaneously. The bridge must be stationary and be returned to its original up position upon completion of use.

## **Airfield Maintenance**

CVGAA -Hans Stokke provided the following updates and reminders:

- Both Concourse A & B continue to collect pallets & skids in the improper areas, Hans provided a reminder of the appropriate pallet collection points per the recently distributed operations memorandum, attached.
- Hans posted the upcoming dates of the next FOD walks for both Concourses A and B; attendance is highly encouraged.
  - Concourse A: 06/19/2024
  - Concourse B: 06/26/2024

CVGAA – Hans updated current ongoing wildlife mitigation strategies:

- Hans summarized Bird nesting throughout Concourse B; Josh is currently looking at solutions and safeguards to mitigate this issue. The airlines will be updated with any changes/projects to occur.

### **IT Department Updates**

CVGAA -Hans Stokke provided the following updates and reminders:

- Recently, an increase in work requests has occurred to bring common use stations back online. To prevent any operational issues, please do not unplug or unseat cables. Equipment is not to be relocated to another gate.
  - If more equipment is needed or any technological assistance is required, please contact IT Operations at 859-767-4565.

### **Airline and Stakeholder Updates**

Alaska Airlines – Lexy House debriefed on recent issues:

- Lexi reported recent nesting cleanliness issues at Gate A7 Jet Bridge, the team has been performing nightly cleanups. A work order has been created to fix this issue.

Envoy - inquired about an upcoming change:

- The employee parking exit gate now has signage, notifying employees that a badge swipe will now be required to exit the lot, change effective the 17th. Hans will verify with concessions and confirm this change with the group.

British Airways - Lorraine Ellis offered the ongoing issues:

- Lorraine referred to the ongoing complications of overflowing trash bins. Steve Listerman and Casey Kinosz covered the ongoing locations of FOD buckets and removal/daily cadence of emptying of trash bins.
- Tim Dodson additionally alluded to the next Cleanup Day to be scheduled soon with more information to come.

Prospect - Derek updated the airline managers on current and upcoming staffing:

- There has been an overall staffing increase of 40%, supplemented by a higher attrition rate for all employees, general and supervisory. For comfortable growth and operation, there is a 200-person headcount goal.
- Supervisory staffing will now increase from 4 to 9 positions to increase our presence.
- All Prospect employees will now be required to have the Customs Hologram Seal and access to double doors. It is no longer a post onboarding task; it must be completed before starting.
- Prospect is going to bridge any communication gaps with Bags Inc., when transporting customers to the rental car facilities at CONRAC to eliminate unnecessary additional service times.
- 25 more Staxis have been ordered.

### **Adjournment**

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on  
*Thursday, June 6th, 2024, at 3:51 p.m. by Hans Stokke, CVGAA.*

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Minutes were submitted by Ashley Cooper.

Minutes were approved by 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"*

**Bi-Weekly Scheduled RON Assignments**

Last Updated: 4/29/2024 2:59 PM

Concourse A	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun	8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun	15-Jun	16-Jun
A1	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A2	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A3 (WN)	LEASED													
A4				G4	G4		G4				G4	G4		G4
A5 (WN)	LEASED													
A6	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC
A7	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A8	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A9	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A10 (UA)	LEASED													
A11 (UA)	LEASED													
A12 (UA)	LEASED													
A13 (UA)	LEASED													
A14 (F9)	LEASED													
A15(F9)	LEASED													
A16 (F9)	LEASED													
A17(F9)	LEASED													
A18		G4	G4	G4	G4	G4	G4		G4	G4	G4	G4	G4	G4
A19 (G4)	LEASED													
A20	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4
A21 (G4)	LEASED													
A22	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4

Concourse B	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun	8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun	15-Jun	16-Jun
B1(DL)	LEASED													
B2(DL)	LEASED													
B3(DL)	LEASED													
B4(DL)	LEASED													
B5(DL)	LEASED													
B6		AA	Available after 2130					Available after 2130						
B7(DL)	LEASED													
B8		AA			VB	VB						VB	VB	
B9(DL)	LEASED													
B10	Available after 2300							Available after 2300						
B11(DL)	LEASED													
B12 (closed)	CLOSED													
B13(DL)	LEASED													
B14 (Grp I, II)		AA												
B15(DL)	LEASED													
B16	MX							MX						
B17(DL)	LEASED													
B18(AA)	LEASED													
B19(DL)	LEASED													
B20(AA)	LEASED													
B21(DL)	LEASED													
B22(AA)	LEASED													
B23(DL)	LEASED													
B24(AA)	LEASED													
B25(DL)	LEASED													
B26(AA)	LEASED													
B27 (closed)	CLOSED													
B28(AA)	LEASED													

Airline	Leased Gates
Air Canada	
Allegiant Air	A19; A21
American Airlines	B18; B20; B22; B24; B26; B28
Aslaska Airlines	
Breeze Airways	
British Airways	
Delta Air Lines	B1; B2; B3; B4; B5; B7; B9; B11; B13; B15; B17; B19; B21; B23; B25
Frontier Airlines	A14; A15; A16; A17
Southwest Airlines	A3; A5
Sun Country Airlines	
United Airlines	A10; A11; A12; A13
Viva Aerobus	

CLOSED

AVAILABLE FOR RES

International

**Bi-Weekly Scheduled RON Assignments**

Last Updated: 4/29/2024 2:59 PM

Concourse A	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun	22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun	29-Jun	30-Jun
A1	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A2	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A3 (WN)	LEASED													
A4				G4	G4		G4				G4	G4		G4
A5 (WN)	LEASED													
A6	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC
A7	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A8	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A9	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A10 (UA)	LEASED													
A11 (UA)	LEASED													
A12 (UA)	LEASED													
A13 (UA)	LEASED													
A14 (F9)	LEASED													
A15(F9)	LEASED													
A16 (F9)	LEASED													
A17(F9)	LEASED													
A18		G4	G4	G4	G4	G4	G4		G4	G4	G4	G4	G4	G4
A19 (G4)	LEASED													
A20	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4
A21 (G4)	LEASED													
A22	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4

Concourse B	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun	22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun	29-Jun	30-Jun
B1(DL)	LEASED													
B2(DL)	LEASED													
B3(DL)	LEASED													
B4(DL)	LEASED													
B5(DL)	LEASED													
B6	Available after 2130							Available after 2130						
B7(DL)	LEASED													
B8					VB	VB						VB	VB	
B9(DL)	LEASED													
B10	Available after 2300							Available after 2300						
B11(DL)	LEASED													
B12	CLOSED							MX						
B13(DL)	LEASED													
B14 (Grp I, II)														
B15(DL)	LEASED													
B16								MX						
B17(DL)	LEASED													
B18(AA)	LEASED													
B19(DL)	LEASED													
B20(AA)	LEASED													
B21(DL)	LEASED													
B22(AA)	LEASED													
B23(DL)	LEASED													
B24(AA)	LEASED													
B25(DL)	LEASED													
B26(AA)	LEASED													
B27 (closed)	CLOSED													
B28(AA)	LEASED													

Airline	Leased Gates
Air Canada	
Allegiant Air	A19; A21
American Airlines	B18; B20; B22; B24; B26; B28
Aslaska Airlines	
Breeze Airways	
British Airways	
Delta Air Lines	B1; B2; B3; B4; B5; B7; B9; B11; B13; B15; B17; B19; B21; B23; B25
Frontier Airlines	A14; A15; A16; A17
Southwest Airlines	A3; A5
Sun Country Airlines	
United Airlines	A10; A11; A12; A13
Viva Aerobus	

CLOSED

AVAILABLE FOR RES

International

**Bi-Weekly Scheduled RON Assignments**

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	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul	8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
A1	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A2	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A3 (WN)	LEASED													
A4				G4	G4		G4				G4	G4		G4
A5 (WN)	LEASED													
A6	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC
A7	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A8	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A9	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A10 (UA)	LEASED													
A11 (UA)	LEASED													
A12 (UA)	LEASED													
A13 (UA)	LEASED													
A14 (F9)	LEASED													
A15(F9)	LEASED													
A16 (F9)	LEASED													
A17(F9)	LEASED													
A18		G4	G4	G4	G4	G4	G4		G4	G4	G4	G4	G4	G4
A19 (G4)	LEASED													
A20	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4
A21 (G4)	LEASED													
A22	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4

Concourse B	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul	8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
B1(DL)	LEASED													
B2(DL)	LEASED													
B3(DL)	LEASED													
B4(DL)	LEASED													
B5(DL)	LEASED													
B6	Available after 2130							Available after 2130						
B7(DL)	LEASED													
B8					VB	VB						VB	VB	
B9(DL)	LEASED													
B10	Available after 2300							Available after 2300						
B11(DL)	LEASED													
B12	MX							MX						
B13(DL)	LEASED													
B14 (Grp I, II)														
B15(DL)	LEASED													
B16	MX							MX						
B17(DL)	LEASED													
B18(AA)	LEASED													
B19(DL)	LEASED													
B20(AA)	LEASED													
B21(DL)	LEASED													
B22(AA)	LEASED													
B23(DL)	LEASED													
B24(AA)	LEASED													
B25(DL)	LEASED													
B26(AA)	LEASED													
B27 (closed)														
B28(AA)	LEASED													

Airline	Leased Gates
Air Canada	
Allegiant Air	A19; A21
American Airlines	B18; B20; B22; B24; B26; B28
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Sun Country Airlines	
United Airlines	A10; A11; A12; A13
Viva Aerobus	

**CLOSED**

AVAILABLE FOR RES

International

**Bi-Weekly Scheduled RON Assignments**

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A1	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A2	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A3 (WN)	LEASED													
A4				G4	G4		G4				G4	G4		G4
A5 (WN)	LEASED													
A6	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC
A7	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A8	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A9	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A10 (UA)	LEASED													
A11 (UA)	LEASED													
A12 (UA)	LEASED													
A13 (UA)	LEASED													
A14 (F9)	LEASED													
A15(F9)	LEASED													
A16 (F9)	LEASED													
A17(F9)	LEASED													
A18		G4	G4	G4	G4	G4	G4		G4	G4	G4	G4	G4	G4
A19 (G4)	LEASED													
A20	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4
A21 (G4)	LEASED													
A22	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4

Concourse B	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
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B1(DL)	LEASED													
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B16	MX							MX						
B17(DL)	LEASED													
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B19(DL)	LEASED													
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B21(DL)	LEASED													
B22(AA)	LEASED													
B23(DL)	LEASED													
B24(AA)	LEASED													
B25(DL)	LEASED													
B26(AA)	LEASED													
B27 (closed)														
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Viva Aerobus	

**CLOSED**

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International

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A1	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A2	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9	F9
A3 (WN)	LEASED													
A4				G4	G4		G4				G4	G4		G4
A5 (WN)	LEASED													
A6	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC	AC
A7	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A8	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A9	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA	UA
A10 (UA)	LEASED													
A11 (UA)	LEASED													
A12 (UA)	LEASED													
A13 (UA)	LEASED													
A14 (F9)	LEASED													
A15(F9)	LEASED													
A16 (F9)	LEASED													
A17(F9)	LEASED													
A18		G4	G4	G4	G4	G4	G4		G4	G4	G4	G4	G4	G4
A19 (G4)	LEASED													
A20	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4
A21 (G4)	LEASED													
A22	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4	G4

Concourse B	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
	29-Jul	30-Jul	31-Jul	1-Aug	2-Aug	3-Aug	4-Aug	5-Aug	6-Aug	7-Aug	8-Aug	9-Aug	10-Aug	11-Aug
B1(DL)	LEASED													
B2(DL)	LEASED													
B3(DL)	LEASED													
B4(DL)	LEASED													
B5(DL)	LEASED													
B6	Available after 2130							Available after 2130						
B7(DL)	LEASED													
B8					VB	VB						VB	VB	
B9(DL)	LEASED													
B10	Available after 2300							Available after 2300						
B11(DL)	LEASED													
B12	MX							MX						
B13(DL)	LEASED													
B14 (Grp I, II)														
B15(DL)	LEASED													
B16	MX							MX						
B17(DL)	LEASED													
B18(AA)	LEASED													
B19(DL)	LEASED													
B20(AA)	LEASED													
B21(DL)	LEASED													
B22(AA)	LEASED													
B23(DL)	LEASED													
B24(AA)	LEASED													
B25(DL)	LEASED													
B26(AA)	LEASED													
B27 (closed)														
B28(AA)	LEASED													

Airline	Leased Gates
Air Canada	
Allegiant Air	A19; A21
American Airlines	B18; B20; B22; B24; B26; B28
Aslaska Airlines	
Breeze Airways	
British Airways	
Delta Air Lines	B1; B2; B3; B4; B5; B7; B9; B11; B13; B15; B17; B19; B21; B23; B25
Frontier Airlines	A14; A15; A16; A17
Southwest Airlines	A3; A5
Sun Country Airlines	
United Airlines	A10; A11; A12; A13
Viva Aerobus	

**CLOSED**

AVAILABLE FOR RES

International



# WORK REQUEST FORM



Link: <https://workrequest.cvgairport.com/>

**FOR ISSUES WITH IMMEDIATE NEEDS**

**CALL 911**

or

**Airport Police: (859) 767-7777**

Entering work requests helps CVG keep up with the ongoing maintenance needs on the property. Electronic reports from badge holders help us process these requests quickly and more efficiently. Please scan the code to submit a service request.

**To: CVG Airlines and Tenants**

**Subject: FOD Program – Pallet Disposal**

**Date: 03/25/2024**

**Effective March 27th, 2024**

In the ongoing effort to strengthen the FOD program at the Airport, the current pallet (skid) disposal process is being revised to enhance efficiency and safety across our operations.

- Damaged pallets have been identified as a contributing factor to the debris found on the ramp.
- Improperly stored pallets may create safety hazards; blocking paths of egress, creating trip hazards, and/or presenting a fire hazard when collected in areas not designed for storage.

The pallet collection area located behind the triturator/wash rack will no longer be serviced. Two new collection points for wooden pallets will be activated and available for use by all Airlines and Tenants. Airport maintenance personnel will remove the pallets on a weekly basis, typically Saturday.



**Concourse A - Pallet Collection Point**

Gate A4 ramp area

Near trash compactor

Do not block path to/from dumpster



**Concourse B - Pallet Collection Point**

Gate B13 ramp area

North side of wall near trash compactor

**IMPORTANT NOTES:**

- Only wood pallets should be placed in these areas. All Airlines and Tenants are responsible for their own disposal [or return to vendor] of plastic pallets.
- Discarded pallets shall not be stored in any other locations around concourses A and B.
- Pallets shall be stored in an orderly manner, in stacks of no more than 10 pallets.

For any additional questions or concerns, please contact Airport Operations at [7777@cvgairport.com](mailto:7777@cvgairport.com) or 859-767-7777.

Thank you for your cooperation.

## Common Use Common Issues

**No Simultaneous Logins** This can cause issues like printing to multiple or incorrect positions. Airline applications not launching or malfunctioning. Or other unforeseen issues.

The number one issue we see with common use hardware is peripherals that are not connected. You may find a printer that won't print or a scanner that won't scan. If the screen on them says link down, as shown below (a), you will need to restart the machine. After a restart you will come to the common use login screen (b).



### cMUSE LOGIN

Enter Username and Password &  
Click Login



When you come to this page after a restart, please do not log in for three to five minutes. There are critical background services that need time to start and connect to all peripherals. Typically, after they have started the peripherals will show online. (There are times before that three-to-five-minute

window where it will show online (c) but will then go back to link down before coming back online.)  
Log in as normal after this window.

When an issue arises that is not resolved by a restart, please reach out to the CVG Helpdesk.

**NEVER** unplug any cables from any computer or peripheral unless instructed by IT.

**NEVER** plug anything into the computer or any peripherals. This includes phone chargers, and USB drives.

## HELP DESK

Identify the Problem

Call the Help desk

Give the following to the Help Desk

Name and Airline

Phone number

WSID

Give as much information about the issue

