



**CINCINNATI / NORTHERN KENTUCKY
INTERNATIONAL AIRPORT**

**BAGGAGE HANDLING SYSTEM (BHS)
OUTAGE
RESPONSE PLAN
REVISION 9.0**

Revision History

<u>Version</u>	<u>Description</u>	<u>Date</u>
0.0	Response Plan Rev 0	07/27/2018
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2.0	Updated per BHS Meeting 08/02/2018	08/09/2018
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1. Objectives

1.1 Response Plan Implementation Risk

If any part of the baggage system becomes inoperative, this Response Plan will be implemented.

This plan, depending on the nature and duration of the event, requires multiple stakeholders to communicate in a timely and efficient manner. Failure to implement the plan according to the agreed upon processes and procedures will only aggravate an already difficult situation.

1.2 Desired Outcome

The desired outcome of this Response Plan is to process as many bags as possible, in the shortest timeframe, despite a system event that prevents normal operations.

The Response Plan shall remain in place until the system has been restored to its original state and all failures have been resolved.

1.3 Potential Impacts

If an event occurs that creates an extended interruption to normal baggage processing, all stakeholders may be required to quickly and efficiently modify their operations to ensure all baggage is processed in a timely manner. CVG Airport Authority (CVGAA) and their BHS Contractor, the Airlines and Ground Handlers, the Transportation Security Administration (TSA), and other Stakeholders will work together for this process to succeed. Operations and processing of both inbound and outbound baggage may be affected, and contingencies must be developed for these operations.

2. Definitions

A-Hub: A-Hub is the baggage make-up area located on the ramp level, west side, of A Concourse near gates A2 & A4.

ADM: Airport Duty Manager.

AO: Airport Operations Center. Contact number: (859) 767-7777.

B-Bags: TSA screening area located in B Concourse.

Baggage Staging Areas: Areas pre-determined to be used for level 3 and 4 baggage outages as needed.

BHS: Baggage Handling System. The baggage handling system is any conveyor, carousel, or screening machine that takes a bag from induction to pick-up point.

BHS contractor: Current CVGAA Contractor to maintain and operate the baggage system.

BHS BC: Baggage Claim Line.

BHS CS: Curbside Baggage Line.

BHS OS: Oversized Baggage Line.

BHS TC: Ticket Counter Line.

BHS High Speed Line: High speed line that carries baggage between Terminal, A Concourse, and B Concourse.

CBIS: Checked Baggage Inspection System.

CBRA: Checked Baggage Reconciliation Area.

Control Room: Central location and office where personnel monitor and control the baggage system.

Control Room Operator (CRO): CVGAA Contractor that operates the baggage system from the control room.

CVGAA: Cincinnati/Northern Kentucky Airport Authority. *Formerly known as KCAB.

EDS: Explosive Detection System.

ETD: Explosive Trace Detection.

Everbridge: Mass notification system used by CVGAA for communications between CVGAA and stakeholders.

Everbridge Conference Call: Feature within Everbridge that is utilized to coordinate initial needs and requests as well as check-ins throughout the incident.

Everbridge Incident Chat: Feature within Everbridge available on outages level 2-4 (except scheduled outages) where incident information and updates are communicated in real time.

FID: Flight Information Display.

Inbound: Baggage from arrival aircraft going to baggage claim.

Level 1: A level 1 outage is an outage or issue within the baggage system that has no affect to baggage operations.

Level 2: A level 2 outage is an outage or issue within the baggage system with minor impacts to baggage operations requiring marginal stakeholder assistance.

Level 3: A level 3 outage is an outage or issue within the baggage system that causes major impact to baggage operations and requires efforts from most stakeholders.

Level 4: A level 4 outage is a major/complete outage of the baggage system. This will require assistance from all stakeholders.

Outbound: Baggage from terminal going to departure aircraft.

Peak Operations: Currently defined as 4 am to 8 am (seven days a week). These times may be extended during periods of high travel (i.e., Christmas, Spring Break, Easter, etc.)

T-Drive: Baggage area located under the Terminal building where outbound oversized baggage is picked-up and inbound is dropped-off for baggage claims 1, 2, and oversized baggage.

Ticketing West: Ticket Counters 1 (TC-1) and 2 (TC-2) and Oversize 1 (OS-1)

Ticketing East: Ticket Counters 3 (TC-3) and 4 (TC-4), Oversize 2 (OS-2), and Curbside 4 (CS-4)

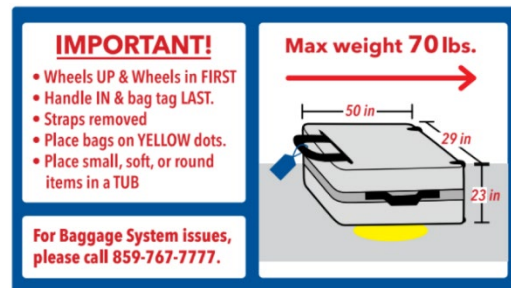
3. General Baggage Outage Operating Procedures

3.1 Communications

- 3.1.1** All questions or issues with the baggage system shall be reported to the AOC at (859) 767-7777 to ensure that the proper departments/personnel are notified.
- 3.1.2** During outages, Airline carriers will assign a staff member to be the POC (point of contact) to coordinate and communicate with CVGAA personnel. This staff member should remain visible at the applicable ticket counters.
- 3.1.3** Everbridge should be used for all baggage outages.
- For BHS Level 2-4 outages, an Everbridge incident chat will be initiated to increase coordination among the effected stakeholders for the duration of the incident. The incident chat feature is another means of communication between airlines, CVGAA, and the BHS Contractor to provide updates to the outage, activation, and closure of T-Drive use, etc. This incident chat will be monitored by the Airport Duty Manager on duty and Control Room Operator throughout the incident.
- 3.1.4** Prior to declaring a BHS Outage event, the following items must be taken into consideration to ensure the proper response is initiated.
- Critical nature of failed components.
 - Difficulty in correcting the failure.
 - Availability of new components to correct the failure.
 - Availability of appropriate personnel to correct or manage the event.
 - Estimated Time to Repair (ETR) the failure.
- 3.1.5** Baggage outage response operations, involving maintenance personnel, will generally be coordinated on radio channel CVG AW1. The specific radio channel assignment will be announced during the initial stages of response.
- 3.1.6** For BHS Level 2-4 outages, Airport Operations will evaluate the impact to operations and determine the initial response, which includes establishing communication with control room operator and impacted airlines.
- 3.1.7** For BHS Level 3 and 4 outages, CVGAA will establish an Incident Command (IC) at the Terminal Ticketing Level for the duration of the incident. An operational point of contact person may also be established to maintain effective communication with the incident commander and all stakeholders at each operational location (Ticketing, T-Drive, BHS Control Room, Failure Location). The point person's unit number, and location, will be announced over the identified radio response channel.
- 3.1.8** If the baggage outage requires the movement of baggage in non-public areas, the maintenance point person will need to provide updates to ADM and/or incident commander throughout the outage and request assistance if needed.
- 3.1.9** Hearing Protection should be worn in applicable high noise level areas.

3.2 Baggage Handling

- 3.2.1** Unless approved by the TSA, baggage may only be inducted into the baggage system at the induction points.
- Baggage may not enter T-Drive if it has bypassed the baggage system, except in cases of live animals, firearms, and other specialty items deemed non-conveyable. It will be the responsibility of the carrier to ensure these items are screened.
- 3.2.2** CVGAA employees on the terminal ticketing level will only move baggage to/from ticket counters, induction points, and the baggage staging areas unless otherwise approved by the Airport Duty Manager.
- 3.2.3** If a Baggage Staging Area has been established, all affected airlines will inform their passengers to deliver their baggage to this area once it has been checked in by the airline.
- Baggage within the Baggage Staging Area(s) cannot be left unattended.
- 3.2.4** If baggage is stranded in the baggage system, it may be routed to an unused baggage claim carousel if feasible to do so and agreed upon by the BHS Control Room and ADM/Incident Commander. Once baggage has arrived at the baggage claim carousel, CVGAA and stakeholder personnel will relocate all baggage back to the ticketing level where it will be inducted back into the baggage system.
- 3.2.5** If baggage stranded in the baggage system can't be rerouted to an unused baggage claim carousel, CVGAA personnel may only assist in retrieving stranded baggage if the system has been locked out by the BHS Contractor. CVGAA personnel must verify that the system is locked out prior to assisting.
- 3.2.6** Climbing or walking on a conveyor belt is a major safety risk and is only authorized for BHS Technician(s).
- 3.2.7** Baggage size limitation:
- Checked Baggage –
 - 54" Long x 24" Wide x 30" High
 - Weight Limit: 70 lbs.
 - Oversize Baggage –
 - 70" Long x 39" Wide x 36" High
 - Weight Limit: 100 lbs.
 - Any oversized item exceeding the size or weight limit shall be transported to T-Drive for screening, if accepted by the airline.
- 3.2.8** Firearms will not be handled by CVGAA or BHS contractor personnel.
- 3.2.9** All baggage should be placed on the conveyor belts with the wheels up and entering first into the baggage system. The bag tag should be trailing and the last to enter the baggage system.
- 3.2.10** Outbound baggage must be placed on the yellow dots located on the baggage belts. Proper bag hygiene is essential to prevent further baggage issues. If multiple carriers are sharing induction points, be sure to leave open spaces for carriers downstream to insert bags.
- 3.2.11** All inbound oversized baggage must be brought up the elevator from T-drive to baggage claim during T-drive screening operations.



3.3 Upgrading/Downgrading the Level of System Outage

3.3.1 Incident Level Upgrading and Downgrading

- If the outage level needs to be increased or decreased based on incident details, the BHS contractor will update the Everbridge to reflect the status change.
 - All updates to an incident will take place from within the original incident in Everbridge. A new incident should not be created unless there are additional baggage system issues unrelated to the original incident.
 - The BHS contractor will coordinate with the CVGAA prior to sending an Everbridge change notification (upgrading/downgrading).
- If a baggage incident escalates to a higher level of outage, additional individuals may be added to the notification message. All users that receive the updated notifications will have access to the original incident chat.
- A BHS incident will never be downgraded below a level 3.
- When the baggage system has been repaired and operations have been returned to normal, the BHS contractor will close out all applicable Everbridge notifications.

4. Outage Level Specific Triggers and Outline

4.1 Level 1

4.1.1 Level 1 Outage Characteristics:

- No impact to Stakeholders or baggage processing.
- Sufficient work arounds or redundancies have been established to continue baggage processing with minimal impact to operations.
- Duration of the event does not affect baggage operations.

4.1.2 Examples of events that may result in a Level 1 outage:

- Screening equipment failure of one or more EDS machines outside of peak operations. (not causing backups and cascading of baggage)
- Equipment failure on a line that has redundancy.
- Bag jam lasting more than 10 minutes.
- Door fault.
- Failure of graphics displayed in the control room, but the system is still operating normally.

4.1.3 Everbridge

- BHS Contractor - Initial notification of an outage will be sent after 10 minutes without a resolution or when the resolution of the outage is expected to be longer than 10 minutes.
- Level 1 outage notifications will not include a contingency.
- BHS Contractor will send Everbridge updates for any of the following criteria:
 - Major updates to the outage incident.
 - Previous estimated time to completion will expire in less than 15 minutes.
 - Estimated time to completion is determined or has changed.
 - Upon request by CVGAA.
- Upon completion of the outage, the BHS Contractor will close the incident with notification.

4.1.4 Level 1 Response

- **BHS Contractor**
 - CRO – Upon recognition of a fault, dispatches appropriate BHS contractor personnel to the faulted conveyor or device for inspection and determination of impact.
 - Technician notifies CRO and Supervisor via radio (OPS Channel 12) of:
 - Type of failure
 - Estimated Time to Repair
 - CRO sends out Level 1 notification via Everbridge.
 - Technicians institute corrective action.

4.2 Level 2

4.2.1 Level 2 Outage Characteristics

- Minor impact to Stakeholders and baggage processing.
- Planned maintenance. (Must be sent 24 hours in advance unless approved by CVGAA)
- Any issue that affects normal baggage processing.
- Sufficient work arounds have been established to continue baggage processing with a minimal impact to operations.
- Outbound baggage induction may occur at alternate locations.
- Baggage make-up may occur at alternate locations.
- Inbound baggage induction may occur at alternate locations.
- Inbound baggage claim may occur at alternate locations. (Carriers to update FIDS information)
- Duration of the event does affect ongoing baggage operations.
- A Level 2 outage will include an airline contingency that will provide information and instruction for continued baggage operations.

4.2.2 Examples of events that may result in a Level 2 outage:

- Screening equipment failure of two or more EDS machines during peak operations. (Causing backups and cascading baggage)
- Inbound line or claim unit failure.
- Fire alarm in certain parts of the buildings.
- Equipment failure on a line that has redundancy but happens during peak operations. (Causing backups and cascading baggage)
- Oversize line failure on either east or west ticket counter lines.
- Ticket counter line goes down requiring induction at the alternative ticket counter on the same side of the terminal. (Ticketing East or Ticketing West)
- System panel/communication failure of 1 panel.

4.2.3 Everbridge

- BHS Contractor Initial notification of an outage should be sent after 10 minutes without a resolution or when the resolution of the outage is realistically expected to be longer than 10 minutes.
- Level 2 outage notifications will include a contingency.
- BHS contractor will send Everbridge updates for any of the following criteria:
 - Major updates to the outage incident.
 - Previous estimated time to completion will expire in less than 15 minutes.
 - Updated estimated time to completion is available.
 - Upon request by Airport Operations.
- Upon completion of the outage, the BHS contractor will close the incident with notification.

4.2.4 Level 2 Response

- **BHS Contractor**
 - CRO – Upon recognition of a fault, dispatches appropriate BHS contractor personnel to the faulted conveyor or device for inspection and determination of impact.
 - Technician notifies CRO and Supervisor via radio (OPS Channel 12) of:
 - Type of failure
 - Estimated Time to Repair
 - CRO sends out Level 2 notification via Everbridge.
 - Technicians institute corrective action.
- **Airlines**
 - Provide staff, as able, to assist with any baggage contingencies.
- **CVGAA**
 - Provide staff to assist with any baggage contingencies.

4.3 Level 3

4.3.1 Level 3 Outage Characteristics

- Major impact to Stakeholders and baggage processing.
- Sufficient work arounds have not been established to continue baggage processing without a major impact to operations.
- Outbound baggage induction may occur at alternate locations.
- Baggage make-up may occur at alternate locations.
- Inbound baggage induction may occur at alternate locations.
- Inbound baggage claim may occur at alternate locations. (Carriers to update FIDS information)
- T-drive may be used for some baggage processing, while continuing to use standard processing. (All requests for TSA processing in T-Drive must come from Airport Operations or the Incident Commander)
- May cause baggage to miss or delay flights.
- Duration of the event does affect ongoing baggage operations.

4.3.2 Examples of events that may result in a Level 3 outage:

- Screening equipment failure of three or more EDS machines at any time.
- Fire alarm in CBIS / CBRA areas.
- Equipment failure on a line that has one redundancy (i.e., high speed lines) but happens during peak operations. (Could cause backups and cascading)
- Oversize line failure on both east and west lines.
- Ticketing East or West lines are inoperable, and baggage needs to be transported across the Terminal.
- T-Drive is needed to process overflow bags due to a failure.
- System panel/communication failure of more than 1 panel.
- Multiple Level 2 events are occurring simultaneously.

4.3.3 Everbridge

- BHS contractor Initial notification of an outage will be sent after 10 minutes without a resolution or when the resolution of the outage is realistically expected to be longer than 10 minutes.
- All Level 3 initial outage notifications will include a contingency.
- An Everbridge Conference Call will be initiated by CVGAA within 15 minutes of receiving initial baggage outage Everbridge notification from BHS contractor.
- Everbridge Conference Calls will be initiated throughout the event by CVGAA personnel, as required, to provide updates and to coordinate response efforts.
- BHS contractor will send Everbridge updates for any of the following criteria:
 - Major updates to the outage incident.
 - Previous estimated time to completion will expire in less than 15 minutes.
 - Updated estimated time to completion is available.
 - Upon request by Airport Operations.
- More frequent updates are recommended if the cause or resolution of the outage is unknown.

- Upon completion of the outage, the BHS contractor will close the incident with notification.

4.3.4 Level 3 Response

- **BHS Contractor**
 - CRO – Upon recognition of a fault, dispatches appropriate BHS contractor personnel to the faulted conveyor or device for inspection and determination of impact.
 - Technician notifies CRO and Supervisor via radio (OPS Channel 12) of:
 - Type of failure
 - Estimated Time to Repair
 - CRO notifies CVGAA Airport Operations Center (AOC) at (859) 767-7777 and sends out Level 3 notification via Everbridge.
 - Participates in all Level 3 Conference Calls and Incident Chats. CRO or Supervisor informs Stakeholders of the details of the event.
 - Technicians institute corrective action.
 - Update Everbridge as appropriate.
- **TSA**
 - Participates in all Level 3 Conference Calls and receives T-Drive requests for approval.
 - **T-Drive OS Line (If required)**
 - Dispatch personnel to appropriate location per Appendix 2, with ETD machines, if required based on baggage volume. The number of personnel available will be determined during the conference call.
 - Relocate ETD machine(s) utilizing equipment set up by CVGAA (tables, safety cones, etc.) from storage room (T-A1-15) and set-them up as detailed in Appendix 5. (ETD machines that have been unplugged to relocate require 30 minutes to boot up once plugged in)
 - Process outbound baggage per designated TSA/ETD protocol.
 - Mark “CLEAR” bags with highlighter on bag tag. Highlighter color being used will be determined by TSA and stated during the conference call.
 - **T-Drive EDS (If required)**
 - Post 7 (see Appendix 2) – process baggage input to EDS machine per designated TSA protocol.
 - **CBIS (If required)**
 - Dispatch personnel to designated Post 10 (see Appendix 2).
 - Remove bags from inside all EDS machines and supervise movement of bags.
 - Where and how they are screened and placed for carrier pick up will be decided during the conference call.
- **Airlines / Ground Handlers**
 - **Departures Level (As needed)**
 - Airline agents will check-in passengers and tag bags per normal operations.

- Ticketing agents, passengers, and/or CVGAA staff will transport bags to their respective baggage staging areas, where CVGAA personnel will accept the bags and feed them into the system in a controlled manner.
- Baggage will be inducted in the order that it is received from each airline. Each airline may prioritize their baggage by flight but must provide personnel in the baggage staging area to assist.
- Follow airline contingencies.
- **T-Drive Make-up Carousel (If required)**
 - Post 8 (see Appendix 2) – airline baggage handlers will sort bags from the carousel to their respective baggage carts. Once a cart is full, it is moved from the carousel and delivered to the airlines designated location.
 - Carts are to be located around the carousel based on the current oversize cart layout as depicted in Appendix 5.
 - Inbound tugs with empty carts will stop at the carousel and drop carts. Tugs will then pick up full carts.
- **CVGAA**
 - **Airport Operations Center**
 - ADM will initiate and lead the Everbridge Conference Call.
 - ADM will stay in contact with the CRO to ensure updates go out as required and to help ensure resources are used as efficiently as possible.
 - Telecommunicators will dispatch various maintenance departments to help as required.
 - **Departure Levels (As needed)**
 - Dispatch airport operations personnel to ticketing for airline coordination.
 - Dispatch personnel to designated Posts 1, 2, and 3, at ticket counters and tip chute per Appendix 2.
 - Posts 1 and 2 – accept only properly tagged bags from airline agents or passengers for induction into the BHS.
 - Meter flow into the system.
 - **T-Drive OS Line (If required)**
 - Dispatch personnel to designated Post 6 at T-Drive per Appendix 2.
 - Post 6.1-6.3 – Place baggage from OS line onto baggage carts, when able, in two stacks of 4 bags each, ensuring that all bag tags are facing the same direction. The same individual should then transport bags to ETD machines (post 7) for screening. Once bags have been cleared and marked with designated color by TSA, transport and load the bags onto the outbound carousel. TSA may request that baggage be placed on tables to be hand searched. Baggage should not be touched while on the tables until TSA has cleared and given approval to remove the baggage from the table.
 - **CBIS (If required)**
 - Dispatch personnel to designated Posts (9-11) in screening area, if required, per Appendix 2.
 - Posts 10 and 11 – remove bags from EDS lines to first divert point at conveyor SS1-16. Place bags on AL1 line for screening in CBRA.

4.4 Level 4

4.4.1 Level 4 Outage Characteristics

- Normal baggage processing is not possible.
- A single point of failure event has occurred.
- Outbound baggage induction may occur at alternate locations.
- Baggage make-up may occur at alternate locations.
- Inbound baggage induction may occur at alternate locations.
- Inbound baggage claim may occur at alternate locations. (Carriers to update FIDS information)
- T-drive, or another determined location, may be used for baggage processing, as standard processing is not available. (All requests to TSA for T-Drive use must come from CVGAA)
- Will cause baggage to miss or delay flights.
- Duration of the event affects ongoing baggage operations.

4.4.2 Examples of events that may result in a Level 4 Response outage:

- Screening equipment failure of all EDS machines.
- Equipment failure on a line that has no redundancy and there is no work around possible.
- Upper-level baggage control system failure. (Operating system)
- Loss of utility power.
- System panel/communication failure of 2 or more panels.
- Multiple Level 3 events are occurring simultaneously.

4.4.3 Everbridge

- BHS contractor Initial notification of an outage will be sent after 10 minutes without a resolution or when the resolution of the outage is realistically expected to be longer than 10 minutes.
- All Level 4 initial outage notifications will include an airline contingency.
- An Everbridge Conference Call will be initiated by CVGAA within 5 minutes of receiving initial baggage outage Everbridge notification from BHS contractor.
- Everbridge Conference Calls will be initiated by CVGAA personnel, as required, based on incident details to coordinate major updates and incident status.
- BHS contractor will send Everbridge updates for any of the following criteria:
 - Major updates to the outage incident.
 - Previous estimated time to completion will expire in less than 15 minutes.
 - Updated estimated time to completion is available.
 - Upon request by Airport Operations.
- More frequent updates are recommended if the cause or resolution of the outage is unknown.
- Upon completion of the outage, the BHS contractor will close the incident with notification.

4.4.4 Level 4 Response

- **BHS Contractor**
 - CRO – Upon recognition of a fault, dispatches appropriate BHS contractor personnel to the faulted conveyor or device for inspection and determination of impact.
 - Technician notifies CRO and Supervisor via radio (OPS Channel 12) of:
 - Type of failure
 - Estimated Time to Repair
 - CRO notifies CVGAA Airport Operations Center (AOC) at (859) 767-7777 and sends out Level 4 notification via Everbridge.
 - Participates in all Level 4 Conference Calls. CRO or Supervisor informs Stakeholders of the details of the event.
 - Technicians institute corrective action.
 - Update Everbridge as appropriate.
- **TSA**
 - Participates in all Level 4 Conference Calls and receives T-Drive requests for approval.
 - **T-Drive OS Line (If required)**
 - Dispatch personnel to appropriate location per Appendix 2, with ETD machines, if required based on baggage volume. The number of personnel available will be determined during the conference call.
 - Relocate ETD machine(s) utilizing equipment set up by CVGAA (tables, safety cones, etc.) from storage room (T-A1-15) and set-them up as detailed in Appendix 5. (ETD machines that have been unplugged to relocate require 30 minutes to boot up once plugged in)
 - Mark “CLEAR” bags with highlighter on bag tag. Highlighter color being used will be determined by TSA and stated during the conference call.
 - **T-Drive EDS (If required)**
 - Post 7 (see Appendix 2) – process baggage input to EDS machine per designated TSA protocol.
 - **CBIS (If required)**
 - Dispatch personnel to designated Post 10 (see Appendix 2).
 - Remove bags from inside all EDS machines and supervise movement of bags.
 - Where and how they are screened and placed for carrier pick up will be decided during the conference call.
- **Airlines / Ground Handlers**
 - **Departures Level (As needed)**
 - Airline agents will check-in passengers and tag bags per normal operations.
 - Ticketing agents, passengers, and/or CVGAA staff will transport bags to their respective baggage staging areas, where CVGAA personnel will accept the bags and feed them into the system in a controlled manner.

- Baggage will be inducted in the order that it is received from each airline. Each airline may prioritize their baggage by flight but must provide personnel in the baggage staging area to assist.
- Follow airline contingencies.
- **T-Drive Make-up Carousel (If required)**
 - Post 8 (see Appendix 2) – airline baggage handlers will sort bags from the carousel to their respective baggage carts. Once a cart is full, it is moved from the carousel and delivered to the airlines designated location.
 - Carts are to be located around the carousel based on the current oversized cart layout as depicted in Appendix 5.
 - Inbound tugs with empty carts will stop at the carousel and drop carts. Tugs will then pick up full carts.
- **CVGAA**
 - **Airport Operations Center**
 - ADM will initiate and lead the Everbridge Conference Call.
 - ADM will stay in contact with the CRO to ensure updates go out as required and to help ensure resources are used as efficiently as possible.
 - Telecommunicators will dispatch various maintenance departments to help as required.
 - **Departure Levels (As needed)**
 - Dispatch airport operations personnel to ticketing for airline coordination.
 - Dispatch personnel to designated Posts 1, 2, and 3, at ticket counters and tip chute per Appendix 2.
 - Posts 1 and 2 – accept only properly tagged bags from airline agents or passengers for induction into the BHS.
 - Meter flow into the system.
 - **T-Drive OS Line (If required)**
 - Dispatch personnel to designated Post 6 at T-Drive per Appendix 2.
 - Post 6.1-6.3 – Place baggage from OS line onto baggage carts, when able, in two stacks of 4 bags each, ensuring that all bag tags are facing the same direction. The same individual should then transport bags to ETD machines (post 7) for screening. Once bags have been cleared and marked with designated color by TSA, transport and load the bags onto the outbound carousel. TSA may request that baggage be placed on tables to be hand searched. Baggage should not be touched while on the tables until TSA has cleared and given approval to remove the baggage from the table.
 - **CBIS (If required)**
 - Dispatch personnel to designated Posts (9-11) in screening area, if required, per Appendix 2.
 - Posts 10 and 11 – remove bags from EDS lines to first divert point at conveyor SS1-16. Place bags on AL1 line for screening in CBRA.

Appendix 1. Baggage Outage General Responsibilities

AIRLINE
<input type="checkbox"/> Notify the Airport Operations Center at (859) 767-7777 of any baggage system issues.
<input type="checkbox"/> Acknowledge receipt of BHS outage Everbridge. Login to Everbridge Secure Chat within incident.
<input type="checkbox"/> Follow any contingencies provided in Everbridge messaging.
<input type="checkbox"/> Maintain a point-of-contact individual at the ticket counters to communicate with Airport Operations.
<input type="checkbox"/> Participate in any Level 2, 3, or 4 outage conference calls/incident chats.
<input type="checkbox"/> Level 3/4 Outage (IF ESTABLISHED), Direct customers to drop-off their checked and tagged luggage at the Baggage Staging Area(s). *Baggage may be prioritized by flight but not by airline.
<input type="checkbox"/> Provide staff for assistance through completion of event.

BHS CONTRACTOR
<input type="checkbox"/> Identify and correct any issues with the baggage system.
<input type="checkbox"/> Communicate with Airport Duty Manager/Airport Operations for all outages.
<input type="checkbox"/> Initiate Everbridge incident within pre-determined timeframe for the incident.
<input type="checkbox"/> Acknowledge receipt of BHS outage Everbridge. Login to Everbridge Secure Chat within incident.
<input type="checkbox"/> Participate in any Level 2, 3, or 4 outage conference calls/incident chats.
<input type="checkbox"/> Send Everbridge updates and close incident as appropriate.

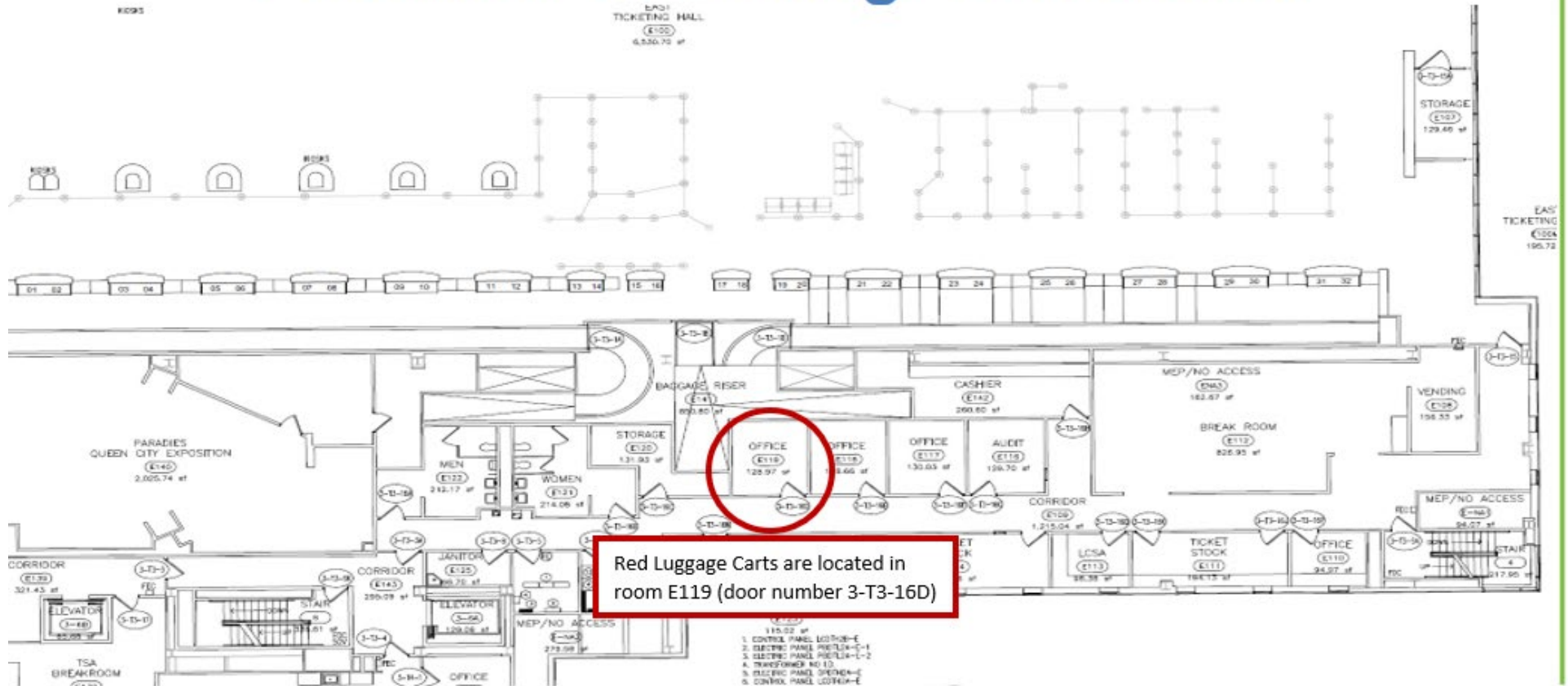
TSA
<input type="checkbox"/> Acknowledge receipt of BHS outage Everbridge. Login to Everbridge Secure Chat within incident.
<input type="checkbox"/> Approve or deny any request from CVGAA for the use of T-Drive additional screening during the conference call.
<input type="checkbox"/> Mobilize personnel to fulfill approved T-Drive requests or assist with moving baggage off of lines post-screening.
<input type="checkbox"/> Participate in any Level 2, 3, or 4 outage conference calls/incident chats.
<input type="checkbox"/> Maintain communications with the Airport Duty Manager/Airport Operations through the duration of the incident.

CVGAA
<input type="checkbox"/> ALL: Acknowledge receipt of BHS outage Everbridge. Login to Everbridge Secure Chat within incident.
<input type="checkbox"/> ADM: Initiate and coordinate Everbridge conference call(s). Ensure that all needs and requests have been discussed.
<input type="checkbox"/> AOC: Dispatch appropriate departments to assist with the outage.
<input type="checkbox"/> Participate in any Level 2, 3, or 4 outage conference calls/incident chats.
<input type="checkbox"/> Maintenance: Set up T-Drive for screening operations if approved.
<input type="checkbox"/> Maintain presence in Main Terminal, T-Drive, and baggage control room or wherever is needed
<input type="checkbox"/> Provide staff and assist with moving baggage where necessary

Appendix 2. Personnel and Post Assignments

Post #	Location	Description	Equipment	CVGAA	Airlines	TSA
1	West Ticketing (TC1 & TC2) –Oversize Outbound Belt (OS1)	Place bags on belt & maintain security of belt entrances	Baggage Carts	3	2	0
2	East Ticketing (TC3 & TC4) - Oversize Outbound Belt (OS2)	Place bags on belt & maintain security of belt entrances	Baggage Carts	3	2	0
3	Mechanical Level - Tip Chute	Try to ensure no bag jams occur	N/A	1	0	0
4	T-Drive Operation - Oversize Belt	Move bags from OS line to roller bed for EDS screening in TSA shack	N/A	0	1	0
5	T-Drive Operation – EDS Screening	TSA to continue screening bags using approved measures	N/A	0	0	3
6.1	T-Drive Operation – OS Line	Move bags from OS line to rolling carts. Bags must be in two piles of 4 with all bag tags facing the same direction	Baggage Carts	5	0	0
6.2	T-Drive Operation – ETD Screening	Transport bags to ETD stations for screening.	Baggage Carts	Personnel from 6.1 should remain with their carts from 6.1 through 6.3		
6.3	T-Drive Operation – Clear Baggage	Transport “TSA Cleared” bags from ETD stations to outbound carousel	Baggage Carts			
7	T-Drive Operation - ETD Screening	TSAs to screen outbound bags using approved measures	ETD machines, tables, power strips, cones, and carts	0	0	3
8	T-Drive Operation - Outbound Baggage	Airlines to sort bags to respective carts for delivery to aircraft	Tugs and carts	0	10	0
9	CBIS - Baggage Screening	Remove bags from inside EDS machines and place on floor adjacent to conveyors	ETD machines, tables	0	0	FSD
10	CBIS	Transfer bags from EDS 03, EDS 04 lines and conveyors downstream to OG1 or OG2 for screening in CBRA.	Baggage carts, roller bed conveyors	2	0	0
11	CBIS	Transfer bags from EDS 01, EDS 02 and conveyors downstream to ML1 for screening in CBRA.	Baggage carts, roller bed conveyors	3	0	0
Total				17	15	6

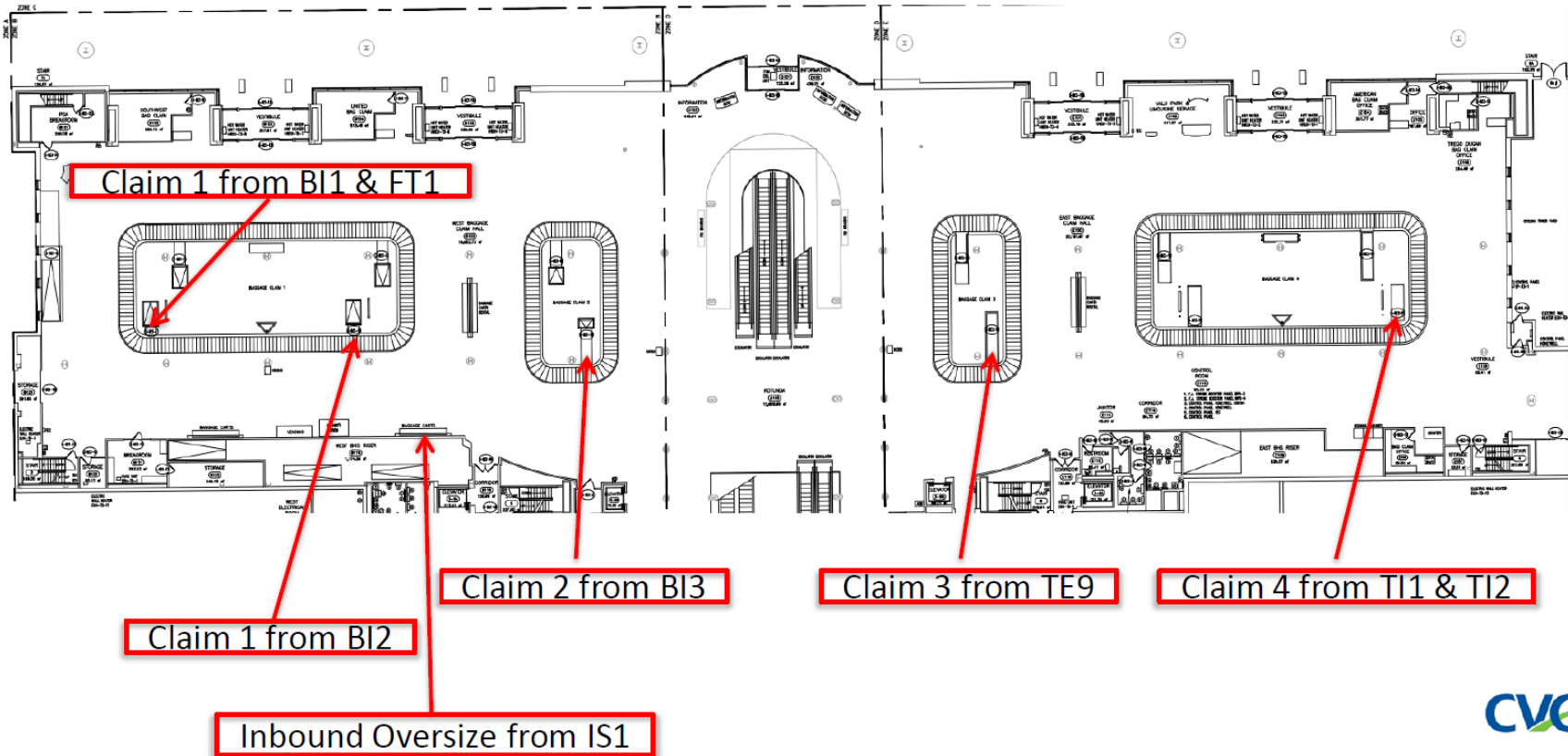
Terminal Ticketing: Outbound



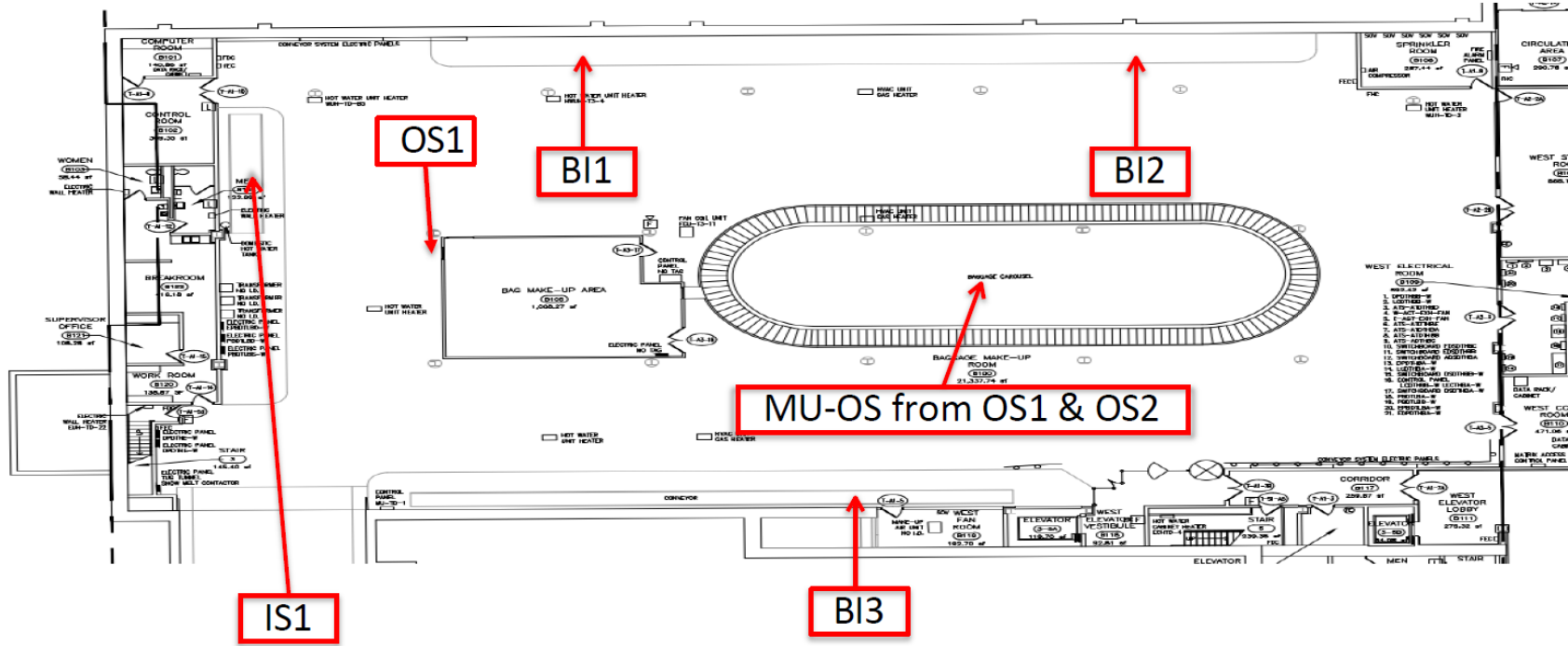
Red Luggage Carts are located in room E119 (door number 3-T3-16D)



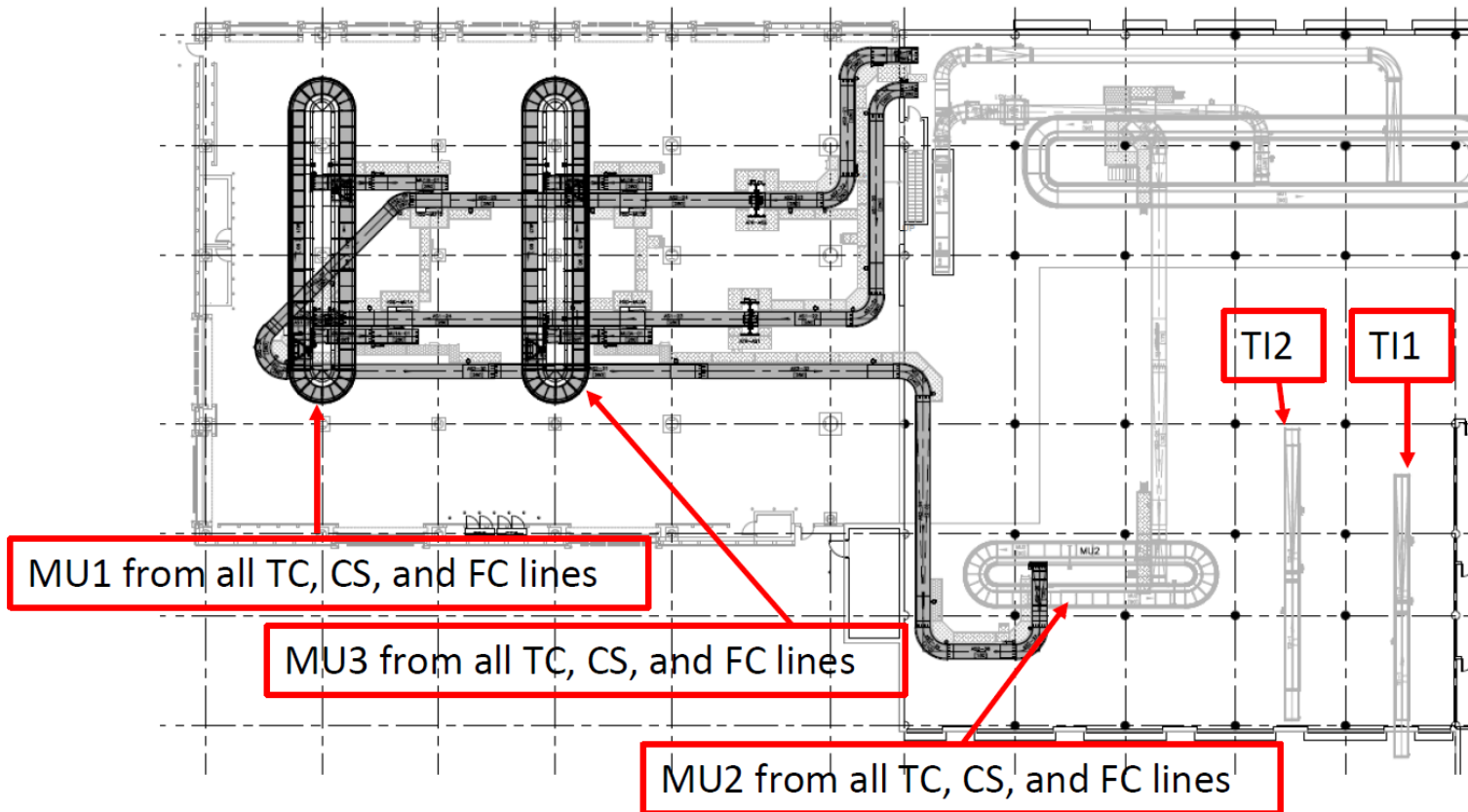
Terminal Bag Claim: Inbound



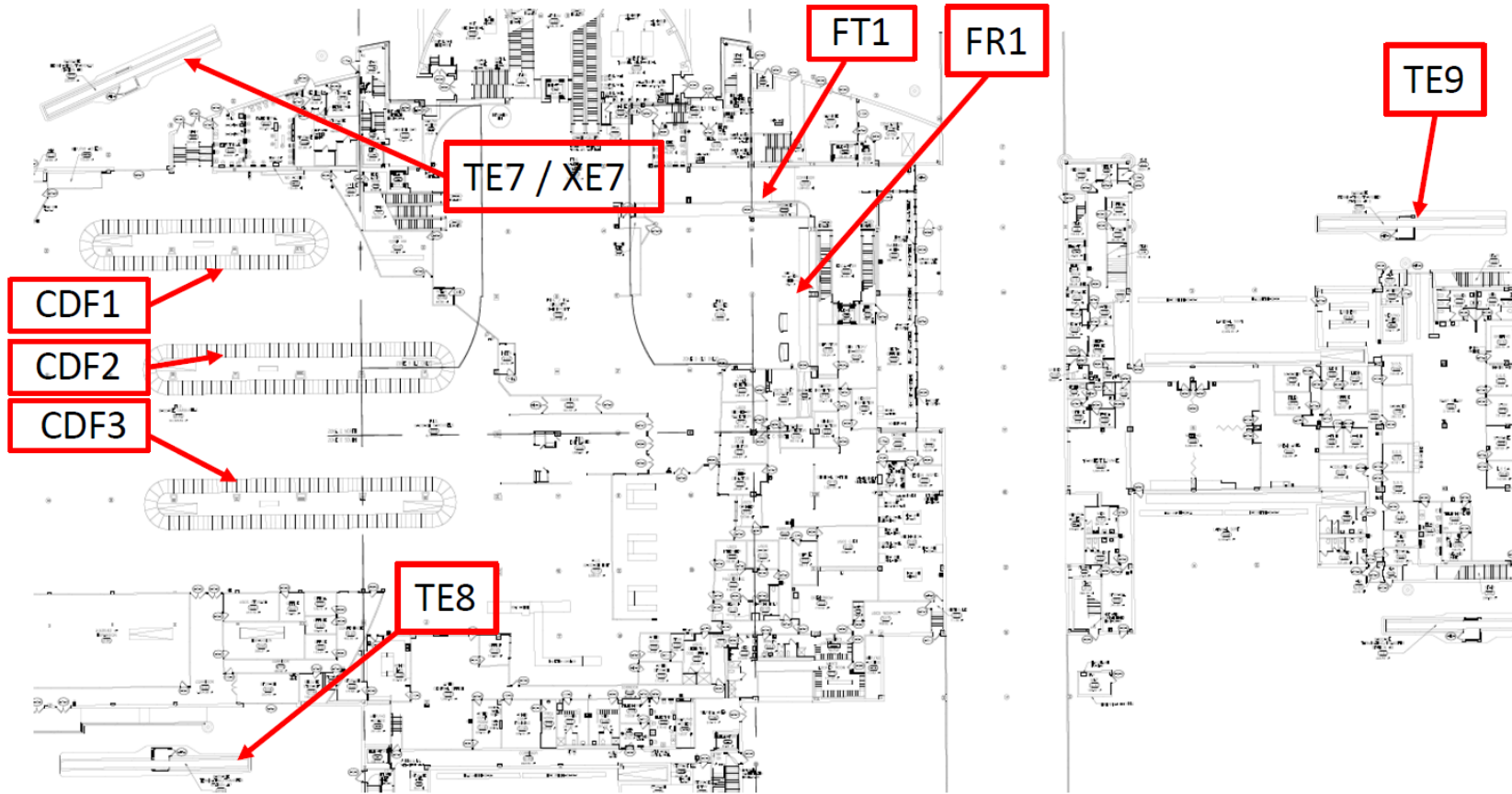
T-Drive: Inbound / Outbound



Concourse A: Inbound / Outbound

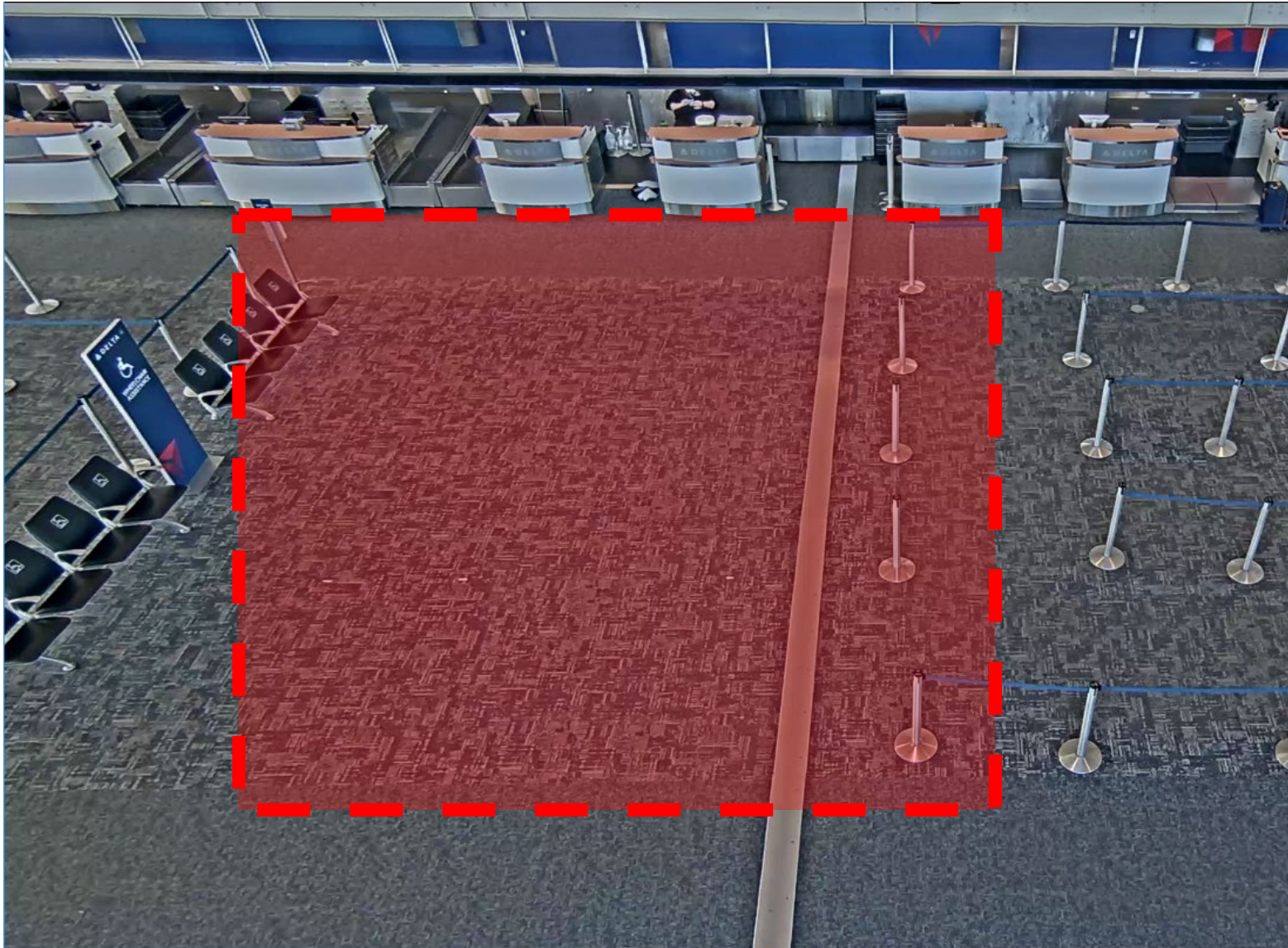


B-Concourse: Inbound / Outbound

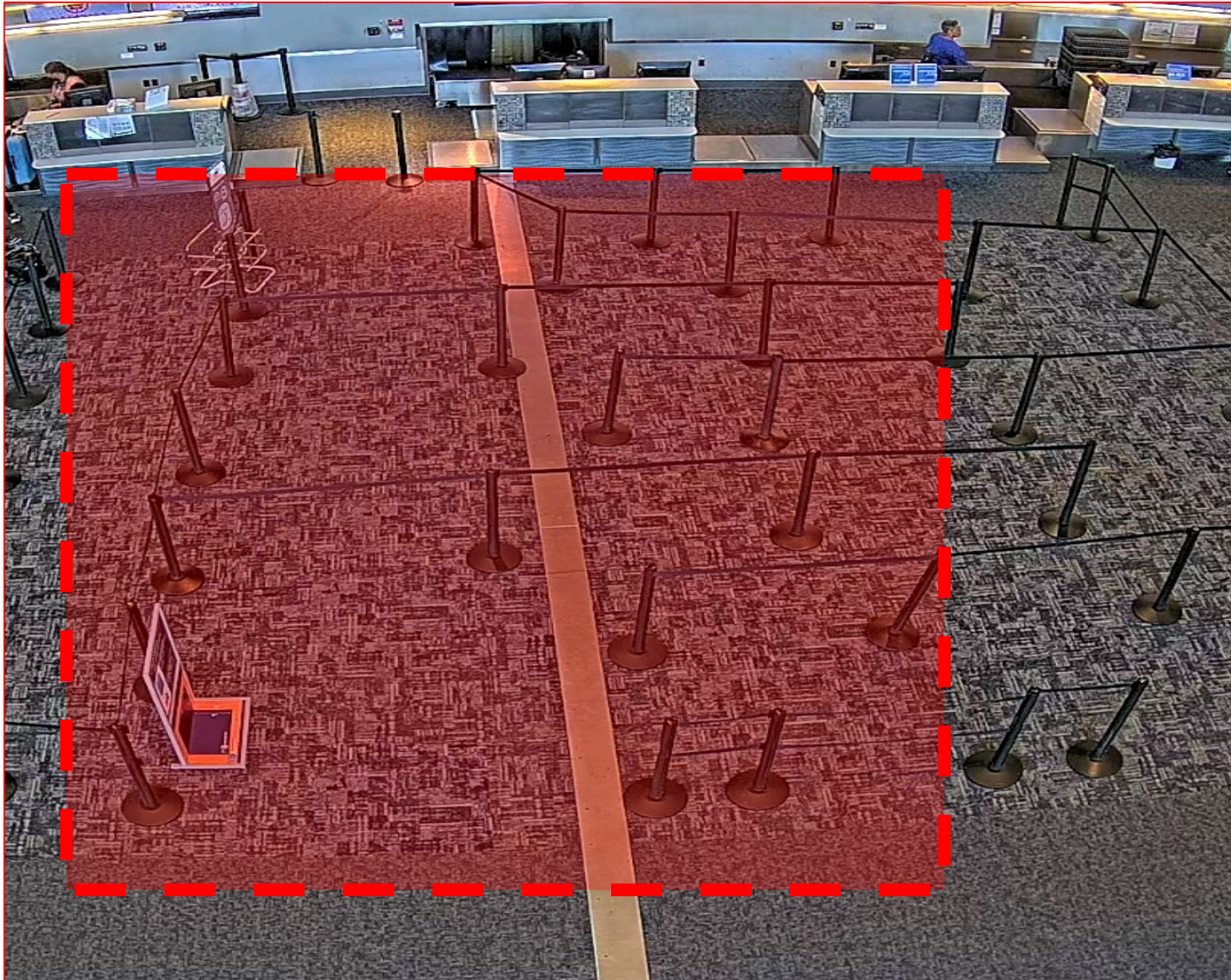


Appendix 4. Recommended Baggage Staging Areas

Ticketing East Recommended Staging Area:

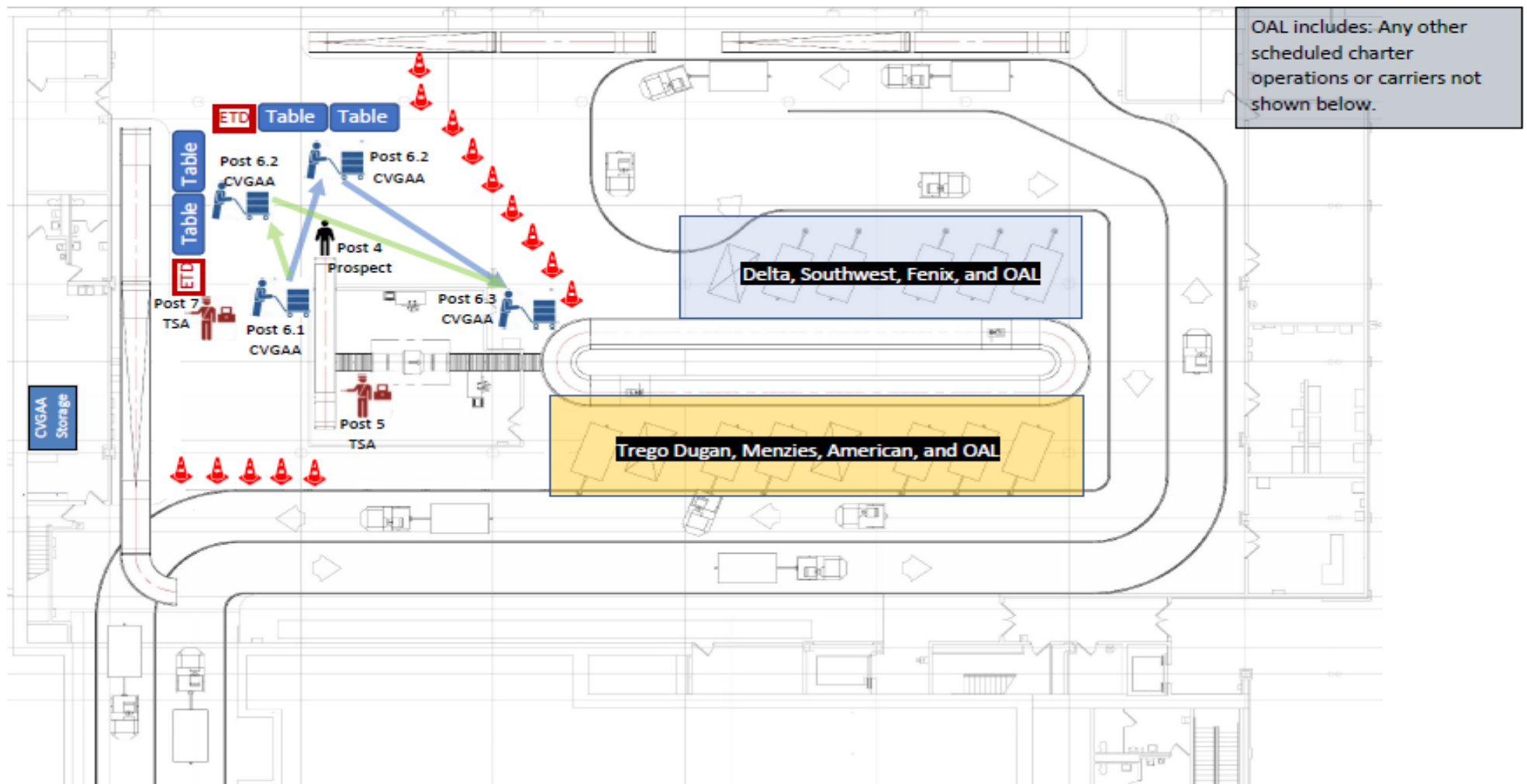


Ticketing West Recommended Staging Area:



Appendix 5. T-Drive Assignments/Post Map

Based upon TSA approval, Inbound baggage will be delivered to T-Drive via Oversized baggage induction lines.



Baggage placed on carts, when able, should be in two stacks with 4 bags high on each side.
All bag tags should be facing the same direction.