

**CVG Airport Authority**  
**Customer Experience & Airline Carriers Meeting Minutes**  
**May 2<sup>nd</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, May 2nd, 2024, at 3:03 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 a closure of Gates B8 & B11. Gate B6's bridge replacement is complete but is still offline for fuel pit work. B6 is scheduled to be back online May 28, subject to be completed ahead of schedule.
- The next phase of the Passenger Boarding Bridge Project is scheduled to begin on Monday, May 27th, following the morning push. This phase will immediately impact Gates B12 & B27. *See the distributed operations memorandum attached.*
- Hans provided a fair reminder about the new Charter form available on csinfo. To request any changes once a charter form has been completed, please follow up via email, including the Customer Experience, Operations, and Police Department email groups. Formal confirmation of any requested changes will be received there.
- Hans Stokke provided a reminder that of PrimeFlight scheduled to begin operations on May 15<sup>th</sup>. As a result, baggage makeup areas will be reconfigured, including the rehab of makeup unit 4. This unit is tentatively scheduled to be operational in early July, parts have been ordered and plans are in progress. New layouts are currently in review; the most appropriate configuration will be properly distributed within the next two weeks.
- Hans reiterated the area in which common use stock paper and equipment is housed. Please rethread common use stock paper once your flight has concluded, to prevent any complications for the next gate agent.
  - Tenants relayed that the majority of the group does not have cleared access to that space. Hans will consider its current location and access, will follow up.

**Security & Safety Department Updates**

CVGAA -Hans Stokke provided the following updates and reminders:

- Hans reviewed the recent Matrix door configurations that have been changed at the employee screening area on the Welcome Point level of the terminal. *See the distributed operations memorandum attached.*
  - Tenants followed up with current badge swiping issues, Tim Dodson and Facilities members have been informed to provide a solution.
  - Tammie Roberson – Delta – Inquired about DL employee 100% screening qualifications in that area. Ensuring that they are not being double screened when it's not required.
- Hans invited discussion and reminder of the screening implications when taking personal and company items through the employee screening area. If company/work related items are being brought into the sterile area, the employee must wait at the double doors to the left of the exit lanes and call AOC to request an inspection.
  - Wheelchairs are not permitted to be taken through the employee screening corridor.

CVGAA –Tod Bahlau requested the following:

- Todd recommended that all safety precautions continue to take place on the AOA. From recent events, it is crucial to be reminded that all keys be removed from any machine or equipment when staged.

### **Facilities & Maintenance**

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

- As a result of a recent outage last Friday, complications were summarized to be a result of redundancy issues that have previously been addressed. Additionally, the series of scheduled rolling power outages had contributed, as the JSM system was not properly returning online. Further investigation and other potential preventive solutions are underway.

### **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.
- Apron maintenance & painting is currently taking place around the concourses. United gates are anticipated to be impacted next prior to the schedule increase. This scope of work is to only take up to 24 hours, Hans will reach out with any scheduling impacts or accommodations.

CVGAA – Brian Barnott invited discussion regarding the following:

- Recent FOD walks continue to have no participation from tenants. Invites will be forwarded to the total group again. Potential rescheduling was also discussed in accordance with a scheduling form distributed last season.

### **Adjournment**

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on  
Thursday, May 2nd, 2024, at 3:32 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"*



To: CVG Airlines and Tenants

Subject: Passenger Boarding Bridge Replacement, Phase 2

Date: 01/29/2024

**Effective February 5<sup>th</sup>, 2024**

Beginning Monday, February 5th, 2024, the second phase of the passenger boarding bridge replacement project will begin. This phase is scheduled to be completed on Friday, June 21<sup>st</sup>, 2024, and will impact Concourse B Gates only.

Initial work will begin at Gates B9 and B24, closing those gates for approximately 4 weeks until Friday, March 1<sup>st</sup>, 2024. *See the remaining [second and third] phases of this project below.*

**Phase II: (10) PBBs (02/05/2024 – 06/21/2024)**

Gates in no order: B3, B5, B6, B8, B9, B11, B12, B20, B24, B27.

**Phase III: (9) PBBs (02/05/2024 – 06/17/2024)**

Gates in no order: B1, B2, B4, B13, B14, B16, B21, B23, B28.

Please see the schedule below for the [second] phase of this project.

## Phase II Replacement Schedule

(10) PBBs (02/05 – 06/21)

February 5 – March 1	March 4 – March 29	April 1 – April 26	April 29 – May 24	May 27 – June 21
B9 & B24	B5 & B20	B3 & B6	B8 & B11	B12 & B27

**Note that this schedule is subject to change, given that the passenger boarding bridges can be completed ahead of schedule.**

For any additional questions or concerns, please contact Damian Weller at [dweller@cvgairport.com](mailto:dweller@cvgairport.com) or 859-206-2044.

Thank you for your cooperation.



**To: CVG Airlines and Tenants**

**Subject: Employee Screening Matrix Door Configuration**

**Date: 04/25/2024**

**Effective Immediately**

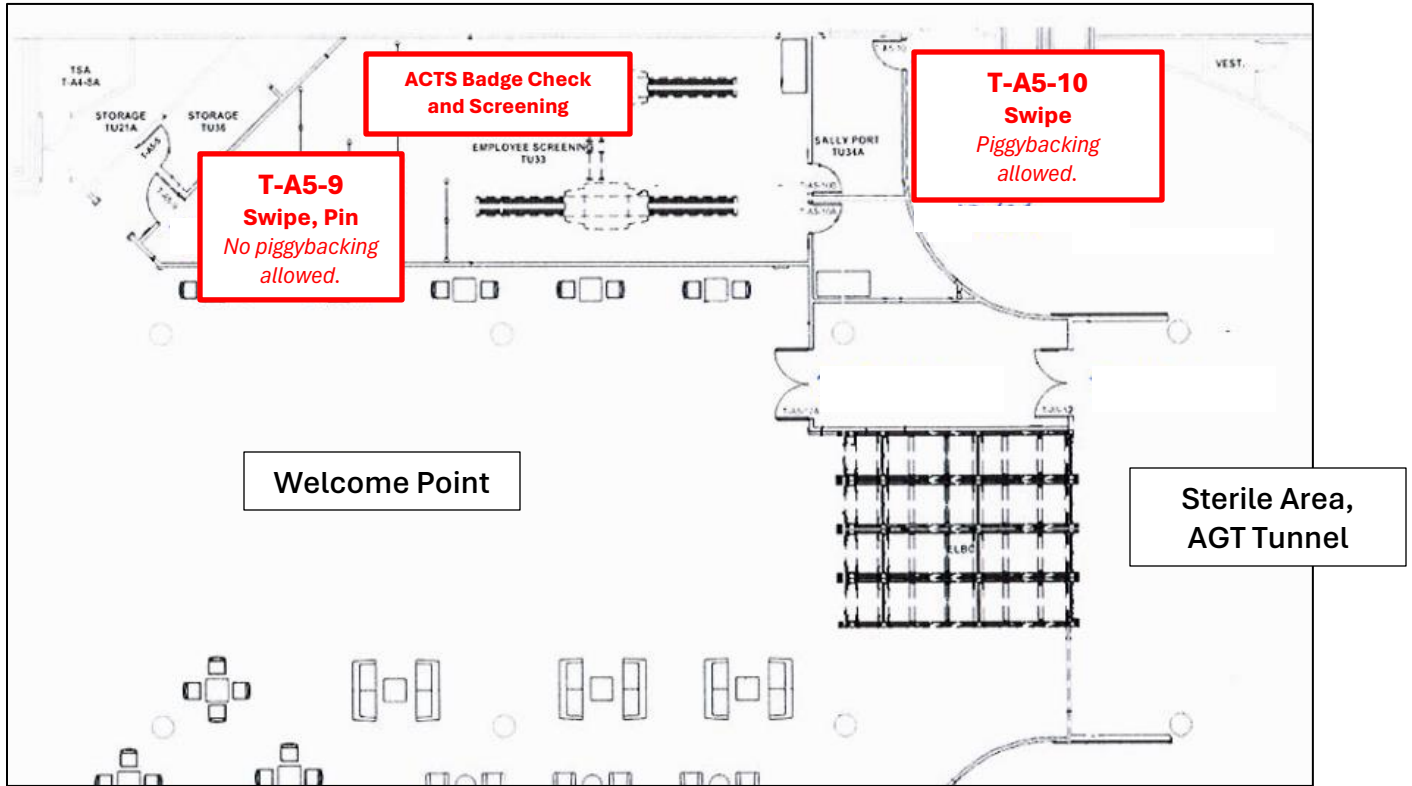
On Thursday April 25<sup>th</sup>, 2024, the Matrix Door configuration at the employee screening area on the welcome point level has changed.

**See new configuration direction below:**

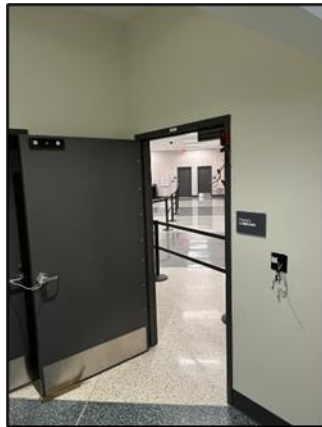
- All badge holders must swipe and enter their pin number at the first door, T-A5-9, no piggybacking is allowed.
- Badge holder must then present badge to present security personnel, all employees are subject to additional screening as previously performed.
- Lastly, badge holder will then swipe at door T-A5-10 to enter sterile area (AGT Tunnel). *Please note that piggybacking is allowed if said employee verifies anyone entering behind them is wearing a SIDA badge.*

***Please see numeral door reference and map visual on the FOLLOWING PAGE ATTACHED...***

For any additional questions or concerns regarding this project, reach out to Chris Heitzman at [CHEITZMAN@CVGAIRPORT.COM](mailto:CHEITZMAN@CVGAIRPORT.COM) or 859-743-5949.



Door T-A5-9



Door T-A5-10



**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.