

**CVG Airport Authority  
Stakeholder Alignment Meeting Minutes  
February 19th, 2025**

**Facilitator: Hans Stokke**

**Scribe: Ashley Cooper-Jones**

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**Call to Order and Introductory Remarks**

The regular [in person] CVG Stakeholder Alignment Meeting was called to order on  
Wednesday, February 19th, 2025, at 2:03 p.m. by Hans Stokke, CVGAA.

Hans Stokke, CVGAA, reviewed all open items on 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]**

**Security Department Updates**

CVGAA -Chris Heitzman briefed the following:

- Attendees were informed of the upcoming Main Checkpoint Operational Hours
  - Effective March 2<sup>nd</sup>, one lane at the main checkpoint will remain open and operational for 24 hours. This 24-hour operation will take place from Thursday – Sunday as a 4 day operation.
  - Effective April 6<sup>th</sup>, this same individual lane will then provide a 24-hour operation 7 days a week.
  - During these early stages of implementation, the use of this lane will be for employees ONLY; including direct flight crew, concession members, and airline employees.
  - Steve Listerman additionally alluded that this will not impact the start and end operating times of the bag system for processing.
- Heitzman explained the upcoming changes at Gate NE-4
  - Currently, NE-4 has two gates to pass through before complete access to the airfield, the first gate [swipe only] is going to be removed and demolished to increase operational efficiency.
    - The manned gate with a badge swipe and pin access will remain as is.
  - A proper General Notice will be distributed prior to these changes.
- Safe Skies Program
  - On February 25<sup>th</sup>, the Safe Skies Program will begin explosive detection equipment testing throughout various screening locations on campus, as CVG is participating as an early pilot participant. Heitzman has requested continued cooperation and support with any temporary impacts or changes of flow in the screening areas.
- A brief security and safety moment was discussed regarding recent occurrences at the airport.
  - Heitzman thanked employees for remaining vigilant in high-risk areas and continuing to ensure one another's safety through day-to-day operations.

TSA- Jim Aasen discussed the following:

- Continued Airline Inspections
  - American Airlines inspection has successfully been completed, Frontier Airlines inspection will commence next Monday. Jim thanked the relevant attendees for their cooperation.
- Jim reminded the group that Atlas presence should be anticipated to increase, no action or response is needed on his behalf. Awareness only.

CBP- Had no major updates for attendees.

**Safety Department Updates**

CVGAA – Todd Bahlau described the following:

Reminder

- Todd provided an SMS data review capturing 2024 annual data.
  - 2023 and 2024 had shared the same count of total Incident Reports totaling to 309.

- Various tenants were responsible for approximately 40% of Incident Reports last year, top locations occurring on the CVG Ramp.
- Todd summarized that their continuous data refinement goals is to not only update categories, but to identify trends and make actionable safety takeaways.
- *Further specific data points have been posted at the end the minutes.*

### **Emergency Management Updates**

CVGAA – Kenny Losekamp shared the following:

- On March 21<sup>st</sup> at 11:30 in the morning, an Airline Disaster Meeting will take place. A calendar invite will be shared soon. If you do not think you have received the proper invite, please email Kenny Losekamp ([kllosekamp@cvgairport.com](mailto:kllosekamp@cvgairport.com)) and copy in Hans Stokke ([hstokke@cvgairport.com](mailto:hstokke@cvgairport.com)) for any questions or invites.

### **Facilities & Maintenance Updates**

- Brian Barnott and Tim Haizlip reminded the tenants:
  - Tim asked airline tenants to ensure all gate and ramp areas are clear of snow equipment and chocks during a snow event. In the event that the facilities team can assist with gate area snow removal, clearing the gate areas will prevent damage to trucks and equipment.
  - Please ensure that Ground Service Equipment lights are on when operating, especially after dark and during limited visibility conditions.
- Hans Stokke provided the following reminder:
  - Do not drag water hoses on the ground, please prevent damage to nozzles.
  - Continue to follow water cabinet best practices through the winter months.

### **Terminal Services Updates**

CVGAA – Meleia Michels provided awareness on recent Lost and Found Department changes:

- The department now operates under a new system, Lost and Found Software, the website now reflects these changes for proper passenger navigation.
  - Meleia Michels reminded the group if a lost item is found, the sooner it is returned to the lost and found office, the better the chance of it getting returned to its owner.
  - If an item is found outside of operating hours, please drop the item off at the information booth or call airport operations to support.

### **Parking & Concessions Updates**

CVGAA- Carlos Ruiz provided both concession and transportation updates:

- The current Chick-Fil-A location in Concourse B will relocate to the immediate proximity to the left currently occupied by Earl of Sandwich. This transition has been set to take place in Q4 of 2025. This new space will allow for menu expansion in comparison to its current menu offerings.
  - Upon completion of this move, Jimmy Johns will occupy the newly opens space, set to take place in Q1 of 2026.
- The highly anticipated Dunkin Donuts in Concourse A is still underway construction, the current timeline of completion is set for mid-April.
- The Bengals Bar and Kitchen in Concourse B has been set to open for operation at the end of this month.
- In March, The Gaslight District in Concourse A will become Taste of Belgium. No further details at this time.
- Effective March 1<sup>st</sup> at approximately 3AM, the employee shuttle drop off location will change from Ground Transportation East to Ground Transportation West. *Please see the attached Operations Memorandum attached.*
  - In addition to this change, Bus Genius will be fully deployed. *See slides and QR codes attached for further information.*

### **Human Resource Updates**

CVGAA Jessica Warner reviewed the upcoming opportunities for employers on campus:

- On April 24<sup>th</sup> from 4 – 7PM at Turfway Park, the CVG Career Fair will be held. on site employers are encouraged to register and participate for free.

- Another opportunity for on-site employers is to post jobs in the online campus jobs portal, please refer to previous meeting minutes for additional information or contact Tricia Jamison ([tjamison@cvgairport.com](mailto:tjamison@cvgairport.com))
- The quarterly Strategic Workforce Collaborative Meeting has been scheduled for February 27<sup>th</sup> at the CVG Centre from 9 – 11AM. Jessica encourage and invited on site employers' attendance.

### **Terminal Modernization Program**

CVGAA – Kevin Watts provided the following updates:

- Baggage Handling System Updates:
  - 70% submittal to TSA for baggage handling system (BHS) still on track for Q1 2025.
  - The total TMP design progress currently sits at 60%.
  - Concourse B BHS Demo is nearly complete, Concourse A will immediately follow.
  - Concourse B East Make Up Area
    - All airlines will be moved to Concourse B in the interim while Concourse A bag makeup area is demoed and reconstructed.

CVGAA – Damian Weller provided the following updates:

- Passenger Boarding Bridge (PBB) replacement project – Concourse B updates:
  - Upcoming outages and intermittent closures are set to take place through April for continued warranty work. Any direct impact will be discussed with relevant tenants.
- The initial Glycol System work has been completed on schedule.
  - For any upcoming impact work, scheduling will be sent to carriers and tenants of impact.

CVGAA – Eric Rysdon provided the following updates:

- Concourse A Pavement Rehab Project will go out to bid at the end of March with a planned start time in June of 2025.
  - Initial impact will be planned for A19 and A21.
- Concourses A & B Underground Storage Tank Replacement
  - A4, B13, A13 will be impacted; each tank expected to take 21 days to complete replacement
  - Schedule will be sent regarding coordination
- Parking Garage Structural Repair work will soon resume, entering is second year. Please reach out to Eric Rydson for any questions on this project.

### **Stakeholder Discussion & Updates**

***Carrier & Handlers, Concessions, & Remaining Tenants – no concerns were raised.***

American Airlines raised the following concerns:

- They have realized slowed performance and general unction of various elevator locations. Upon these various occurrences of temporary outage/impacts, they have not made any work orders or contacts to x7777.
  - Facilities and maintenance have taken note of these concerns.

Ashley Cooper provided closing remarks and appreciation for everyone's ongoing support through the high passenger volumes. At the conclusion of the formal meeting, a breakout session will be held for airline carriers and handlers to discuss baggage room/belt items.

### **Adjournment**

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on Wednesday, February 19th, 2025, at 2:59 p.m. by Hans Stokke, CVGAA.

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**Minutes were submitted by Ashley Cooper-Jones**

**Minutes were approved by Hans Stokke**

*Meeting minutes will now be available on the csinfo site where all archived meeting minutes are housed "Meeting Minutes" > Archive – "CVG Stakeholder Alignment Meeting."*

# SMS Data Review – Total IRs (Cont)

Incident Reports			
2023		2024	
Total	309	Total	309
IRs/Month	25.75	IRs/Month	25.75

IR Type			
2023		2024	
Property Damage (131)	42.4%	Property Damage (122)	39.5%
HAZMAT (94)	30.4%	HAZMAT (75)	24.3%
Equipment Issue (41)	13.3%	Equipment Issue (54)	17.5%
Other (34)	11.0%	Other (39)	12.6%

IR Responsible Party			
2023		2024	
Tenant (155)	50.2%	Tenant (131)	42.4%
CVG (52)	16.8%	CVG (69)	22.3%
Contractor (31)	10.0%	Unknown (36)	11.7%
Unknown (29)	9.4%	Contractor (33)	10.7%

IR Location			
2023		2024	
CVG Ramp (71)	23.0%	CVG Ramp (44)	14.2%
Cargo Ramp (35)	11.3%	Jet Bridge (26)	8.4%
TWY (32)	10.4%	Concourse (B) (21)	6.8%
Roadway (27)	8.7%	RWY 9/27 (20)	6.5%
RWY (21)	6.8%	Cargo Ramp (19)	6.1%
Concourse B (18)	5.8%	Roadway (14)	4.5%
Other (17)	5.5%	A-Hub (12)	3.9%

IR Source		
2023	2024	
Not Recorded	Aircraft (52)	16.8%
	Unknown (26)	84.0%
	Vehicle - CVG (23)	7.4%
	Jet Bridge (21)	6.8%
	Tug (21)	6.8%
	Vehicle - Motorist (14)	4.5%
	Weather (12)	3.9%

# SMS Data Review – Tenant IRs (Cont)

Tenant - Incident Reports			
2023		2024	
Total	155	Total	131
IRs/Month	12.92	IRs/Month	10.92

IR Type		
2023	2024	
Not Recorded	HAZMAT (51)	38.9%
	Property Damage (43)	32.8%
	Other (21)	16.0%
	Equipment Issue (15)	11.5%

IR Source		
2023	2024	
Not Recorded	Aircraft (34)	26.0%
	Tug (21)	16.0%
	Employee (13)	9.9%

IR Location		
2023	2024	
Not Recorded	CVG Ramp (30)	22.9%
	Cargo Ramp (19)	14.5%
	Jet Bridge (11)	8.4%
	T-Drive (11)	8.4%
	A-Hub (6)	4.6%

# Lost & Found General Updates & Reminders:

- We have transitioned to **Lost & Found Software** at the beginning of February
- Please bring items from gate areas, restaurants, shops, and other Airport areas to the office as soon as possible to get logged; *can be left at Information Booths if helpful.*
- Items we do not accept:
  - Checked luggage which was left behind from a recent flight.
  - Items found on an aircraft/in airline possession which need to be shipped to a passenger.
- Current Office Hours:
  - Mon, Thurs, Friday = 8:00 AM to 6:00 PM
  - Tues, Wed = 9:00 AM to 5:00 PM
  - Saturdays = 10:00 AM to 3:00 PM



## Point of Contact

Meleia Michels

[mmichels@cvgairport.com](mailto:mmichels@cvgairport.com)

859-445-4095

**To: CVG Airlines and Tenants**

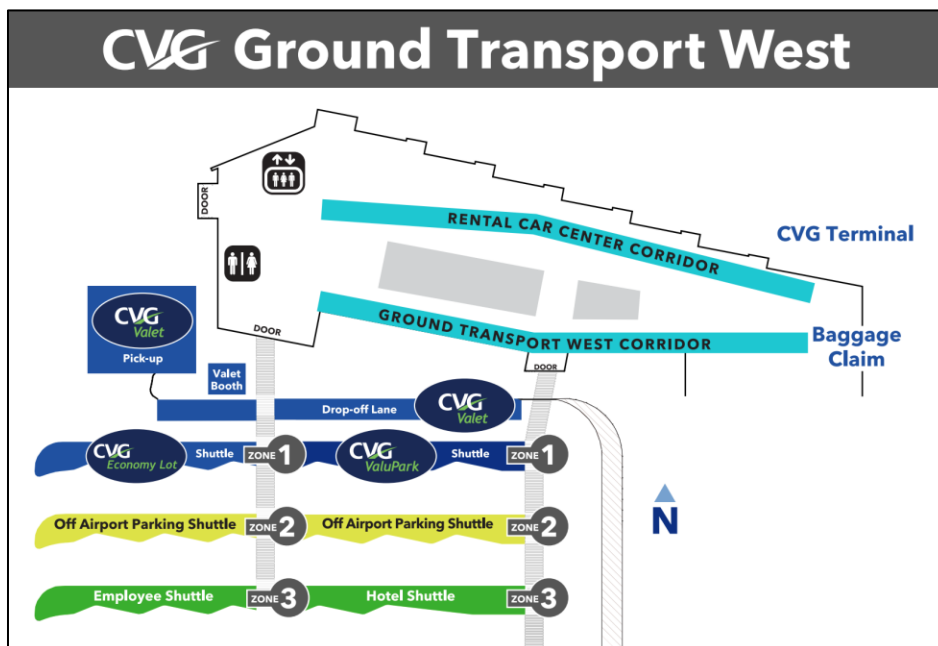
**Subject: Ground Transportation Location Changes**

**Date: 02/11/2024**

**Effective March 1<sup>st</sup>, 2025**

This Operations Memorandum serves to provide information regarding upcoming ground transportation changes set to take place at the main terminal on Saturday March 1<sup>st</sup>, 2025, at approximately 3 AM.

After this set date and time, the CVG Employee Shuttle will no longer pick up/drop off at Ground Transportation East. Employees who utilize this service should then go to Ground Transportation West Zone 3. Please refer to the updated location map below:



In addition to the planned location change, **Bus Genius** app will be made available for employees who utilize the CVG employee shuttle services. This app shares real-time bus location and displays the estimated arrival time along the shuttle route, providing headway activity for employee pickup at the lot or Main Terminal.

To prevent overloading buses, this system encapsulates a passenger counter, providing a green, yellow, and red, display capacity. Please scan the QR code to the right to download Bus Genius.

For questions or concerns about these upcoming changes regarding employee shuttle transportation, please contact Kim Collins, Sr. Manager of Parking & Ground Transportation at [kcollins@cvgairport.com](mailto:kcollins@cvgairport.com).

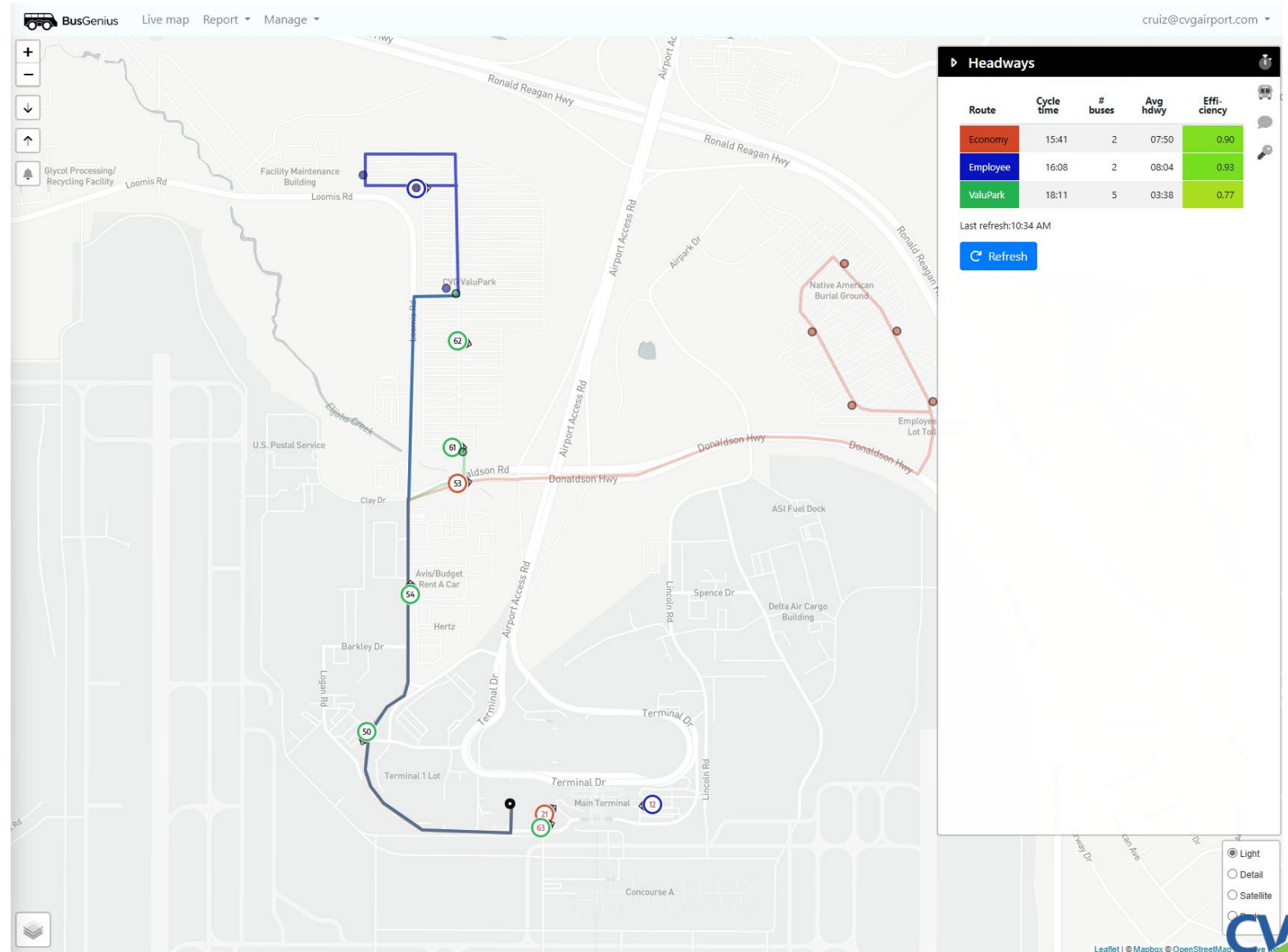
Thank you for your cooperation.



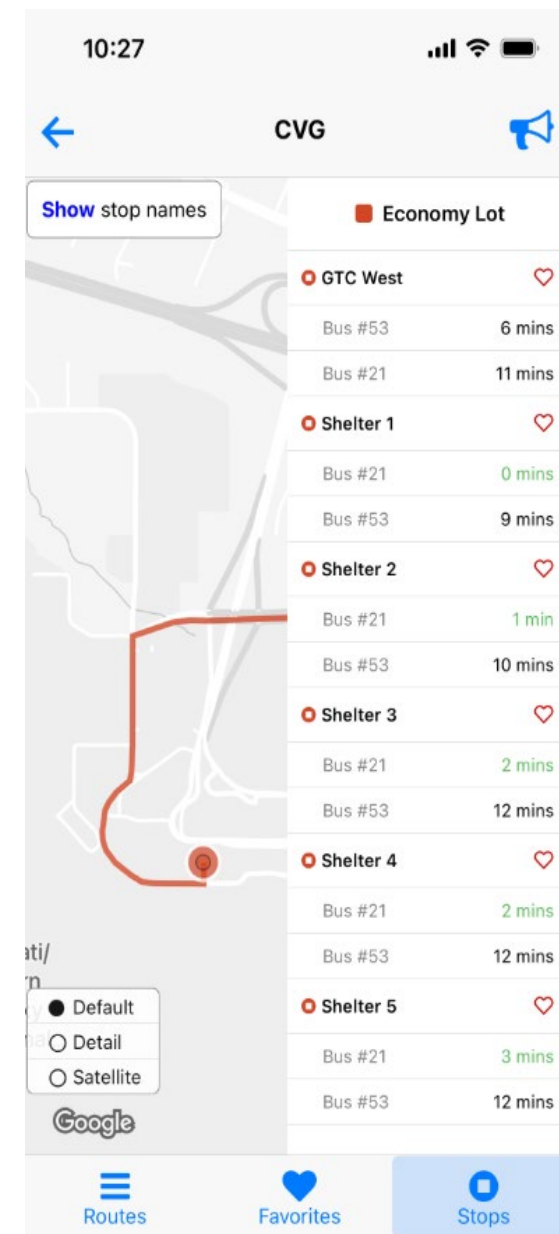
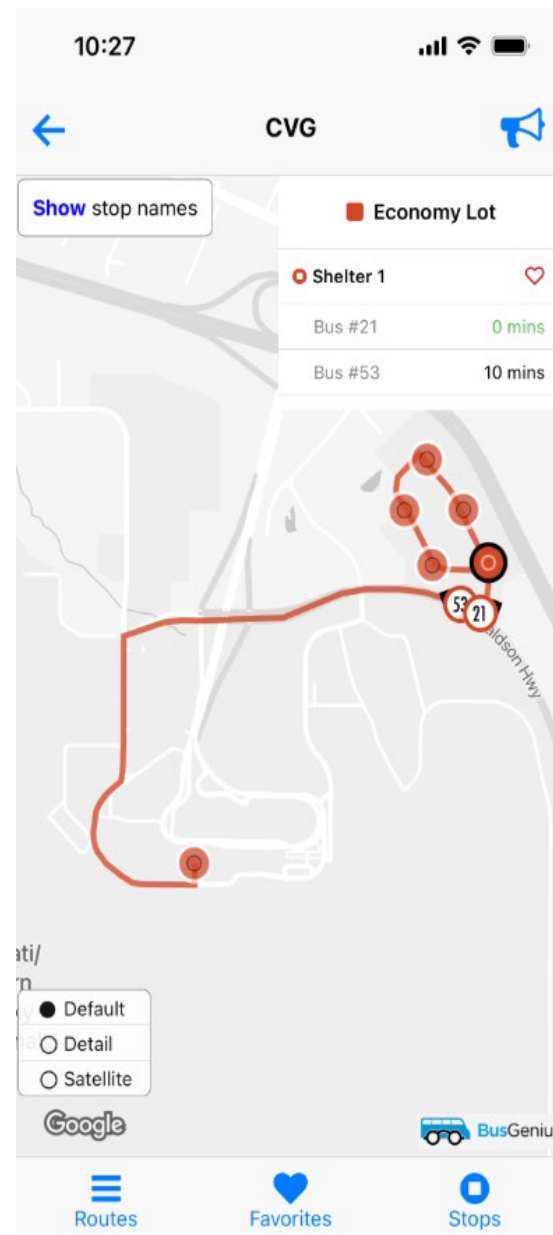
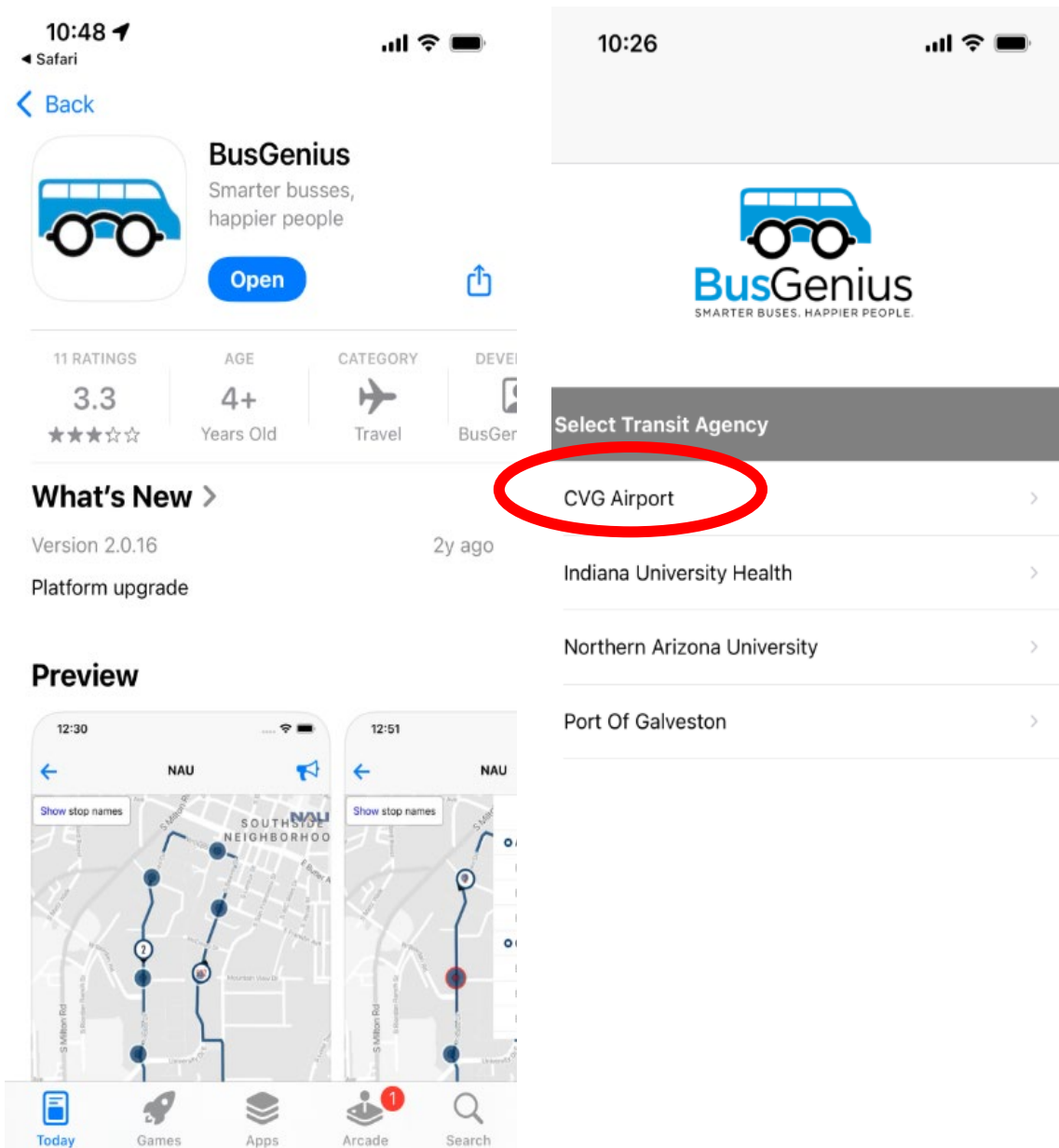


# BusGenius – Shuttle Tracking

- Real-time bus location and estimated arrival time at each shelter
- Automatic people counter
  - Green – space available
  - Yellow – limited space
  - Red – full capacity
- Constant headway
- Scan QR code to download the App:







# CVG All-Campus Job Fair

## *Employer Registration is Now Open*

- **Date:** April 24<sup>th</sup>
- **Time:** 4:00pm – 7:00pm
- **Location:** Turfway Park Racing & Gaming
- **Cost:** Free
- **How to register:**  
<https://www.cvgairport.com/careers/careerfair/employer-resources-career-fair-2025/>



# CVG Campus Jobs Portal

## *Centralized Jobs Portal for Campus Employers*

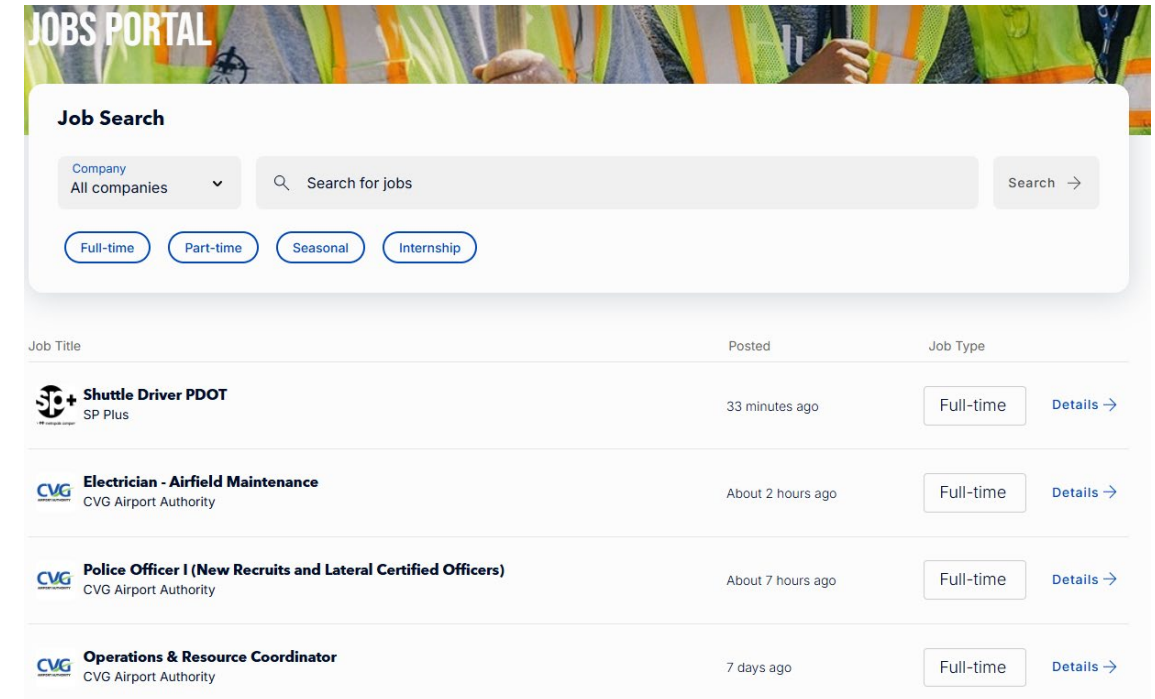
- **How to register:** CVGairport.com/careers
- **Need Assistance:** Contact Tricia Jamieson

Point of Contact





Tricia Jamieson

[tjamieson@cvgairport.com](mailto:tjamieson@cvgairport.com)

859-653-6086



The screenshot displays the CVG Campus Jobs Portal. At the top, there's a banner with the text "JOBS PORTAL" and a background image of people in safety vests. Below the banner is a "Job Search" section with a dropdown menu for "Company" (set to "All companies"), a search bar with the placeholder "Search for jobs", and a "Search" button. Below the search bar are four buttons: "Full-time", "Part-time", "Seasonal", and "Internship". Below the search section is a table of job postings with columns for "Job Title", "Posted", and "Job Type".

Job Title	Posted	Job Type
 <b>Shuttle Driver PDOT</b> SP Plus	33 minutes ago	Full-time <a href="#">Details →</a>
 <b>Electrician - Airfield Maintenance</b> CVG Airport Authority	About 2 hours ago	Full-time <a href="#">Details →</a>
 <b>Police Officer I (New Recruits and Lateral Certified Officers)</b> CVG Airport Authority	About 7 hours ago	Full-time <a href="#">Details →</a>
 <b>Operations &amp; Resource Coordinator</b> CVG Airport Authority	7 days ago	Full-time <a href="#">Details →</a>

**CVGairport.com/careers**



# Strategic Workforce Collaborative

## *Connect with CVG Campus Employers*

- **Location:** CVG Centre -77 Comair Blvd, Erlanger, KY 41018
- **Date:** February 27
- **Time:** 9:00 AM – 11:00 AM

We will be offering SHRM Continuing Education Units (PDCs) for SHRM-certified Human Resources professionals in attendance.

Point of Contact

Jessica Warner

[jwarner@cvgairport.com](mailto:jwarner@cvgairport.com)

859-653-7599

