



## Operations Memorandum

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**To:** CVG Airlines

**From:** Brian Cobb, VP - Customer Services

**Subject:** Gate, Loading Bridge, and Component Operations at Concourse A

**Date:** January 21, 2015

Trending operational and maintenance-related concerns indicate the need to address specific actions with personnel operating the loading bridges at Concourse A. Personnel are asked to review, familiarize, and take appropriate action with the items listed below. Damaged or missing components should be reported to the Airport Communications Center (extension 7777 or [7777@cvgairport.com](mailto:7777@cvgairport.com)). Repairs related to improper use and removal by the operator will incur a chargeback for any associated labor and replacement components.

### **Fall Protection-Related**

Each bridge is equipped with blue fall-prevention curtains for required use when deploying the mobile bridge adapter on regional jet aircraft. Each fall-prevention curtain is equipped with four carabineers (clasps) to create a secure, four-point attachment to the bridge and adapter.

The bridge roll-up door must be closed completely and secured at the bottom when the bridge is not connected to an aircraft or not in use and unattended. Users should note that in addition to fall protection, limiting use of the roll-up to boarding/deplaning/servicing purposes helps retain heating/cooling throughout the facility.

Each bridge ramp access stair is equipped with a removable chain on the upper platform. The intended use of the chain is for ease of access when moving carryon baggage to/from the bridge. The chain must be reconnected when not in use or when the bridge is left unattended.

### **Passenger Accessibility and Safety-Related Equipment**

The bridge may only be used for storing passenger accessibility and safety related equipment (e.g. bridge adapter, boarding chair, fuselage positioning guide pole). Damage to walls, bridge adapters, and guide posts result when equipment is placed along the sidewalls while the bridge is being maneuvered. The bridge adapter may be placed in the rotunda to the left of the ramp access door. Boarding chairs may be placed in this location or in the gate area, behind the departure information

screens. The positioning guide pole has a designated hanger near the cab controls; do not hang the device by the dangling guide chain. Bridge operators should confirm the safety and accessibilities equipment is stowed securely and away from any equipment-to-bridge pinch points prior to positioning the bridge. All other materials (e.g. aircraft cleaning supplies and restocking materials) are to be stored in approved operations lease areas or approved containers (e.g. ramp level cabinets), and not in the bridge, gate, or emergency stairwell areas.

### **Ground Power, Pre-Conditioned Air (PCA) and Potable Water Units**

Ground power cords are to be fully retracted and stowed on the bridge when not connected to aircraft. Repairs and replacements of cords indicate that they are left on the ramp exposed to drive-overs, dangling and dragging across the ramp when the bridge is in motion, and/or near overextended while remaining connected to the aircraft during bridge movement resulting in damage to the plug head and bridge stow brackets.

Pre-Conditioned Air (PCA) units must be properly shut down and hose attachment rewound on the reels when not in use. Use of the PCA e-stop feature for non-emergency related operations or shortcuts to shutting down the unit is strictly prohibited. This causes main breaker faults and rapid degradation of the heating/cooling elements. Leaving the hose deployed when not connected to the aircraft increases the chance of vehicle drive-overs or dragging when the bridge is moving, both resulting in hose tears.

Potable water cabinets require strict adherence to sanitary standards. Use of potable water for alternative use (e.g. service cart refills) is strictly prohibited. Operators are reminded that there is a dedicated water source located at the triturator facility adjacent to Terminal 2. Potable water hose lines must be stowed in the temperature controlled cabinet and dust-cap in place when not servicing the aircraft.

### **Foreign Object Debris (FOD)**

Trash bags removed from the aircraft by flight crew or ground personnel must be taken to the nearest dumpster for disposal. Trash bags/waste materials left on the ramp or bridge stairs is not an acceptable practice. Operators are reminded to complete a FOD walk post-departure to prevent trash bags from being left for extended periods of time, open to the elements, and susceptible to causing wind-blown hazards. FOD buckets will be placed on the bridge exterior in the near-term for use by ground personnel. Additionally, small waste containers are placed in the cab area for general use, but may not be used for waste removed from the aircraft.

### **Gate Appearance and Boarding Door Lock**

Use of the gate information display (GID) structure to hang clothing or stow equipment is prohibited. All such materials must be secured in the gate podium structure out of passenger sight or placed in lease-hold operations areas.

Each boarding door is equipped with an adjacent floor-mounted locking mechanism to hold the door open. All locking mechanisms have been adjusted to confirm its working order. Belt stanchions are not be used to prop doors open. Please report floor-mounted locking mechanism problems to the ACC to initiate a work order request.

Taking these reasonable, precautionary steps help ensure:

- safety-related features remain in full-effect,
- ramp operations remain free and clear of debris,
- bridges and components have reduced down-time, remain accessible and uninterrupted for airline operation,
- and CVG retains a positive customer experience for clean and orderly appearance standards.