

**CVG Airport Authority
Customer Experience & Airline Carriers Meeting Minutes
February 1st, 2024**

Facilitator: Meleia Michels
Scribe: Ashley Cooper

Call to Order and Introductory Remarks

The regular [in person] Customer Experience & Airline Carriers Meeting was called to order on February 1st, 2023, at 3:01 p.m. by Meleia Michels, CVGAA. Meleia Michels, CVGAA, reviewed all open items from the action item list, via verbal relay. Meleia also provided group reminders, including the scope and purpose of this meeting.

New Business [As stated below]

Terminal Operations and Construction Related Activity

CVGAA -Meleia Michels provided the following updates and reminders:

- The second phase of the Passenger Boarding Bridge Replacement Project will begin on Monday February 5th, 2024, following the morning push. This project is to immediately impact gates B9 and B24. Phase two will impact Concourse B gates only. *See the distributed operations memorandum attached.*
- Meleia Michels respectfully provided a fair reminder that throughout March and April[tentative], Gates B6 and B8 will be closed for fuel pit work. Being international gates, CVG and Delta will coordinate for other available international gates during that time. Specific dates regarding this work will be release at a later date.
- Meleia Michels provided the opportunity to debrief the Level 4 Baggage Outage that occurred during the early morning of February 1st, 2024. Greg Rice, United Airlines, expressed concerns of the outage call complications and dysfunctional order of level assignment. Kevin Watts, CVG. confirmed mentioned issues and explained the solutions that will be provided in the upcoming baggage system remake.
- Terminal Times, January, was offered for attendees to take back to their appropriate break spaces for staff consumption and reading. *Terminal Times is also attached.*
- Lastly, Meleia Michels reviewed ACI Airport Service Quality metric scores to the team, mentioning score improvements relevant to the airline carriers' performance. *Data is also attached and is not to be shared with other airports or entities.*

Facilities & Maintenance

CVGAA – Tim Dodson provided the following information regarding recent work requests:

- Solutions are currently being searched to aid recent and frequent water cabinet issues, possibly being an indicator light or alarm in the event that the cabinet is not secure or functional. Tim reminded the group that staff is available at all hours to provide facilities and maintenance services, he urged to immediately call rather than wait till the following business day.

Airline Carriers & Handlers

Allegiant Air – Kandace Brewer proposed discussion regarding the following:

- Significant taxi time delays regarding a recent weather event on January 19th, 2024. Airlines experiences many delays, cancellations, and prolonged deicing procedures. Additionally, communication barriers between IDS, Airport Operations, and the Control Tower were discussed.

Southwest Airlines – Lateea Horton inquired updates on Gate A3/A5 jet bridge heat.

- Tim Dodson explained planned action and approach for this work request. Provided a timeline that would not allow for correction until post cold weather season.

Delta - Tammie Roberson – Inquired the possibility of increased language display on signage throughout CVG campus.

- Meleia Michels explained that the mentioned concern it is a topic of discussion for the upcoming Terminal Modernization Project. If there are any further specific requests, to please reach out for discussion.
- Meleia Michels also reminded the airline representatives that the CX staff and information booths in both concourses have access to Language Line, a phone facilitated translation service.

Safety

CVGAA – Chris Snyder & Tod Bahlau summarized the following information:

- Safety completed a FOD walkthrough this previous week, Concourse A provided good scores and report, but explained that there is always room for improvement.
 - Kandace Brewer, Allegiant Air, followed up by requesting FOD Cans be increase and placed closer to one another throughout Concourse A.
- To reinforce all passenger and employee safety, please ensure that SSI document that is housed at gates are to always be secure in a locked space. Also reminded that boarding bridge doors are to be locked and closed before leaving the gatehouse unattended.

Other Advisories

CVGAA – Tim Evans made introductory remarks as a recent attendee of the meeting:

- Tim respectfully reminded that international operations require an airline representative to be present in the FIS space as long as there are any passengers being processed to re-enter Concourse B for exit.

Adjournment

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on
February 1st, 2023, at 3:35 p.m. by Meleia Michels, CVGAA.

Minutes were submitted by Ashley Cooper.

Minutes were approved by Kristin Rice and Meleia Michels.

*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 Project, Phase 2

Date: 01/29/2024

Effective February 5th, 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 21st, 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 1st, 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 or 859-206-2044.

Thank you for your cooperation.

The Terminal TIMES

A monthly publication for employees at the Terminal, Concourses, and across the CVG campus.

JANUARY 2024

• **Holiday season wraps up as we kick off the New Year!**

Many people and organizations helped make the season bright at CVG! A big thanks to all who were involved in assisting travelers, business partners, and one another throughout the year.

CVG



Santa and Mrs. Claus visited for a short time before the big day.



Carolers greeted passengers during the busy travel season.



Delta staff worked together and posed for a quick photo before a flight.



American staff handed out cookies to travelers.

2023 Compliments

PASSENGERS LEAVE POSITIVE FEEDBACK
ON CVG'S SOCIAL MEDIA CHANNELS.
HERE IS WHAT THEY'RE SAYING.



Ivy - Heading out to spend the next 10 days with my family in Florida and have to say that everyone I've encountered at [@cvgairport](#), from parking attendant to shuttle driver to security to [@starbucks](#)...literally everyone has been SO darn nice and pleasant! Happy Holidays to all! Let's ALL spread that kindness!!



Tiffany B. - Really kind, helpful service. Easy to navigate. Loved the Subway [Ottobot] cruising around. Great priced flights. Highly recommend this airport. Have a fun adventure!



Michael L. - Our experience was fully positive. From the Avis rental through check-in and boarding. [There is] plenty to choose from for restaurants, and a play area for small children. Oh, very clean restrooms, too.



Frederick J. - [@Allegiant](#), shout out to Karen in the Cincinnati airport customer service desk - she made my experience today amazing and turned a tough situation into a win for your airline. I'll fly with you guys again any day!!

Employee spotlight: HEIDI TIEN

Customs and Border Protection Officer



How long have you worked for CBP at CVG?

I have been at CVG since August of 1997. I began my career with U.S. Customs and Border Protection at Los Angeles International Airport.

What is your favorite experience you've had while working here?

My most recent favorite experience was clearing FC Cincinnati when they returned from Toronto after clinching the Supporter's Shield. As an FC Cincinnati season ticket member, it was great seeing the entire team and staff so excited. It was awesome being the first to congratulate them and welcome them home. I was able to play their victory song "Mr. Brightside" on the overhead system which made them very excited. We have been fortunate to be able to encounter several sports and entertainment personalities at CVG, including the Moroccan men's national team when they arrived to play (and then get defeated by) the US men's national soccer team and we also cleared the New York Yankees when they arrived from Toronto to play the Cincinnati Reds this season.

Other than that, I love when we partner with our other enforcement entities (Airport Police and TSA) to ensure that we're working together when we encounter people who are not following the law. We have had some great follow up cases and investigations by working together and coming to an understanding

of each other's roles and capabilities. This partnership also extends to our youth law enforcement explorer program. We have several local youth meet with us weekly to learn about careers in law enforcement. We travel throughout the country and compete against other youth programs and have a nice collection of awards as a result of the training they receive from this partnership.

What makes you excited to come to work?

Every day is a different day and I never know what is going to happen. I am always eager to help others and make a positive impact on someone's day. I am also fairly capable of doing my job enforcing our laws which can also ruin people's days. Many people are familiar with who we are, but many are not familiar with why we do what we do and what is truly involved in our daily mission. When people see us in action, they come to a better understanding and a new perspective for what our agency accomplishes daily. I enjoy helping people come to a better understanding of who we are and what we do.

What advice would you share with other employees on the airport campus?

CVG is like a small town with how it is designed and how it functions. Everyone must work together to make

sure everything is operating as it should and that we take care of each other and travelers passing through. It is important to understand and appreciate each other's roles and how they are interconnected. Every employee at CVG has an impact and sometimes they don't realize the level of that impact. Just one interaction or action can make a huge difference in someone's day. It's important to be ready to take on new challenges and simply expect the unexpected.

What do you like to do in your free time?

I recently became an empty nester with my last child leaving for college. My daughter graduated from UCLA last year and has a job that keeps her in Los Angeles for now. My oldest son is a senior at UCLA. My youngest son is a sophomore at Rensselaer Polytechnic Institute in Troy, NY. With all three kids on opposite coasts, I spend a lot of my free time traveling to see them. I also travel a lot for work and often compare my experiences in other airports with what I see at CVG. I am not afraid to recommend things that I see at other airports. Just ask any of my friends at the airport how often I make suggestions. 😊 When I am home, I can be found at Paycor Stadium fundraising for our youth explorer program at every home Bengals game (and Taylor Swift concerts!) or I am at Great American Ball Park or TQL cheering on our local teams.



What's new at CVG

A new taxi service is now available at Ground Transport East thanks to a partnership between CVG and zTrip. The service combines the reliability of traditional taxis with the convenience of on-demand ride-hailing services.



This winter, CVG has four carrier options to Cancun with new nonstop service from American and Delta in addition to existing service from Frontier and Vacation Express. American Airlines took off on Saturday, December 9 with its first international flight from CVG. Delta Air Lines launched its flight on Saturday, December 16.

As many of you are aware, the airport conducted a full-scale disaster exercise in September. If you haven't seen the video that showcases the size and scope of the event, you can view that [here](#), visit @CVG.Airport on YouTube, or scan this QR code.



The airport construction season has come to a close and will restart in the spring. Many projects are now complete including the Concourse B apron rehabilitation, the west apron rehabilitation project, and nine passenger boarding bridges were installed in Concourse B in 2023. The passenger boarding bridge project will continue throughout 2024.

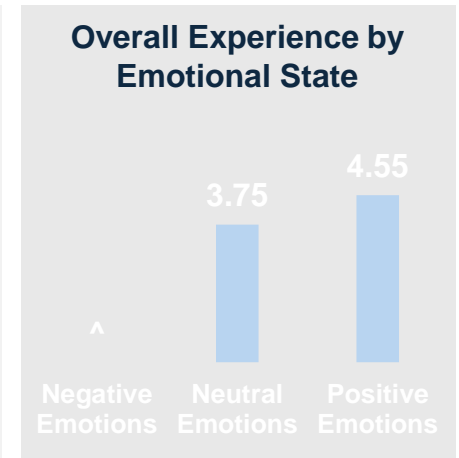
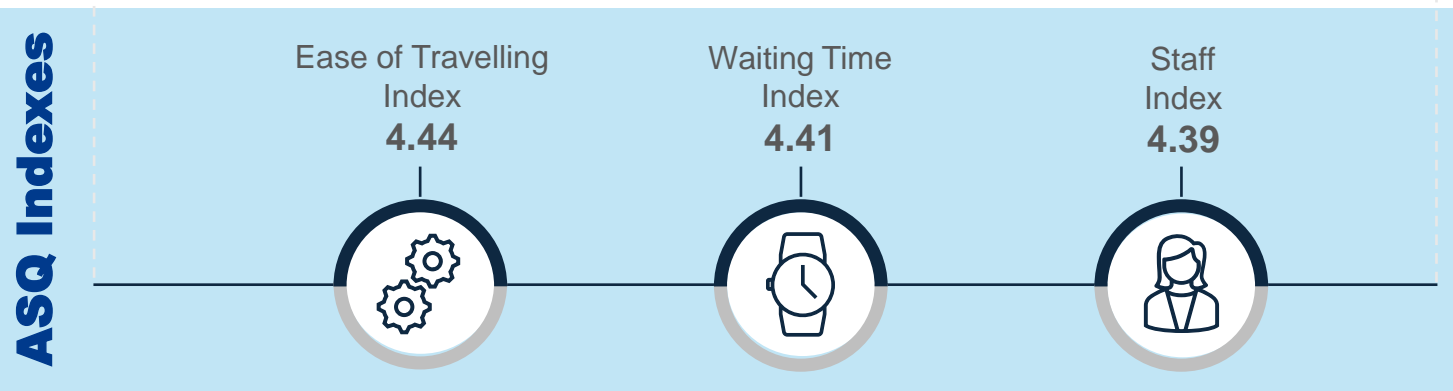
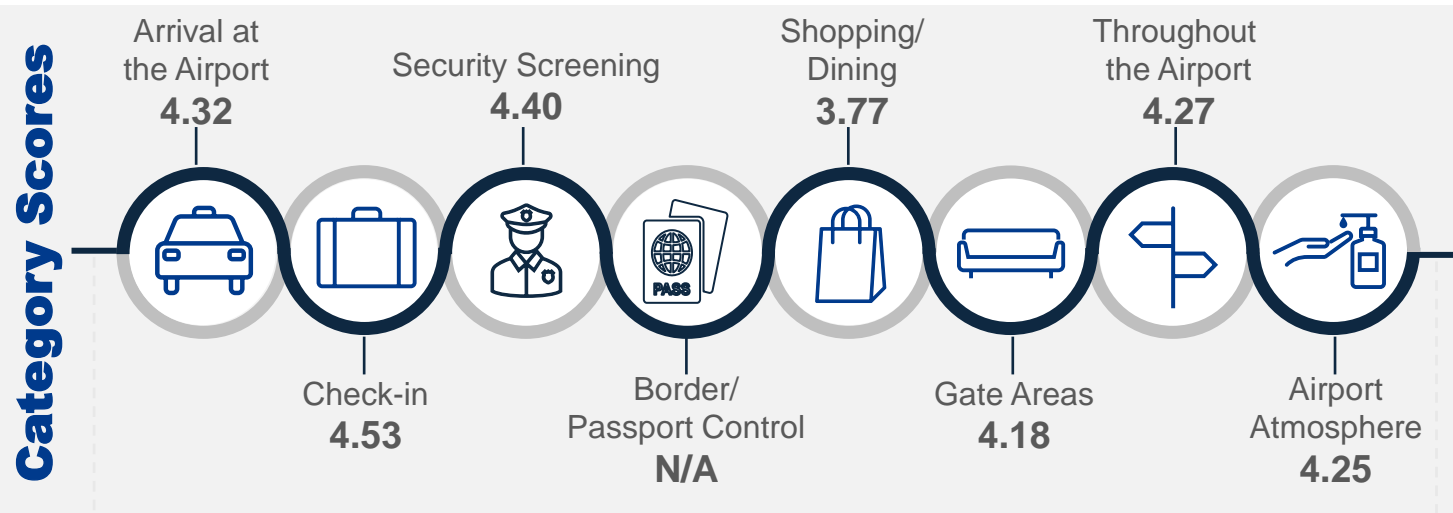


CVG – Airport Performance

Key Highlights – Q4 2023

Overall Satisfaction: 4.41 (+0.04 vs Q3 2023)

Overall Experience: 4.32 (+0.06 vs Q3 2023)

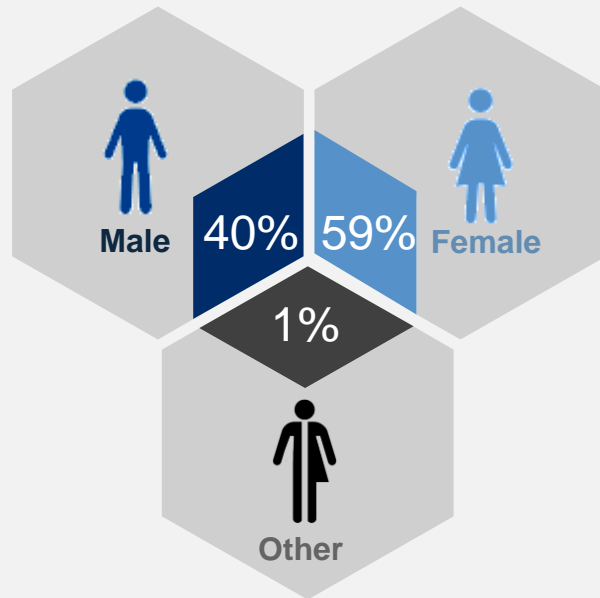


^ Results cannot be presented due to the very small sample (<10)

CVG – Passenger Profile

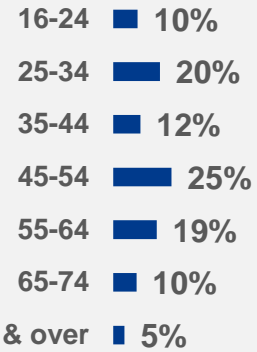
Demographics – Q4 2023

Gender



(n=347)

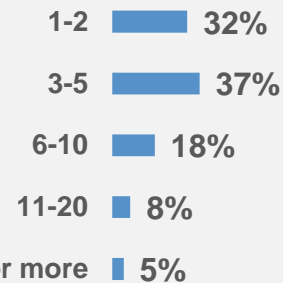
Age



(n=354)

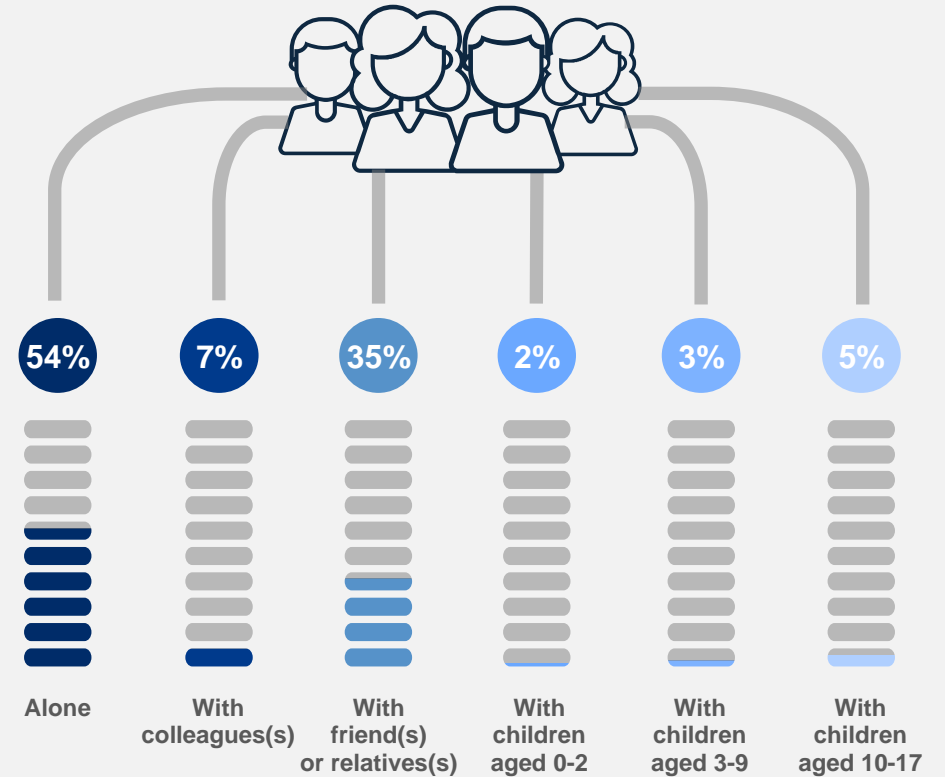
Return Trips

(Past 12 Months)



(n=354)

Group Composition*



(n=354)

Base (n): Respondents providing a valid response

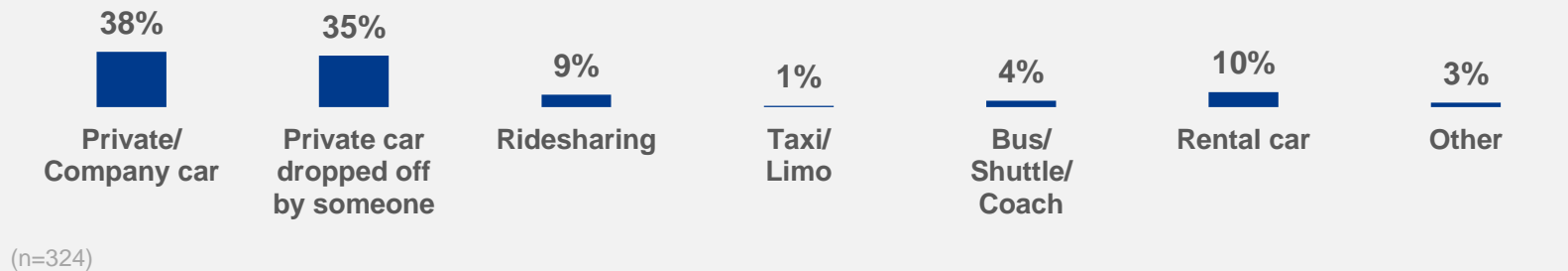
Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

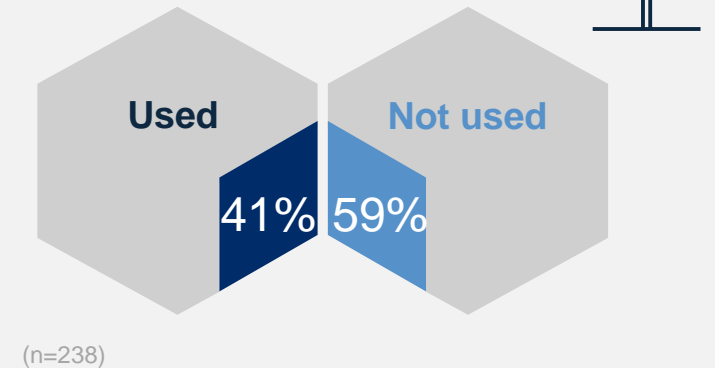
CVG – Passenger Profile

Travel Behavior – Q4 2023

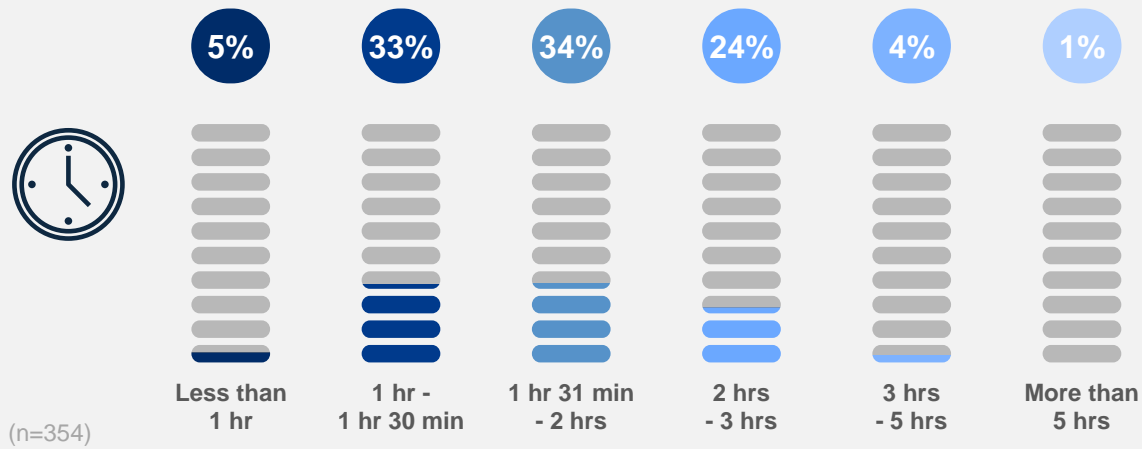
Mode of Transportation



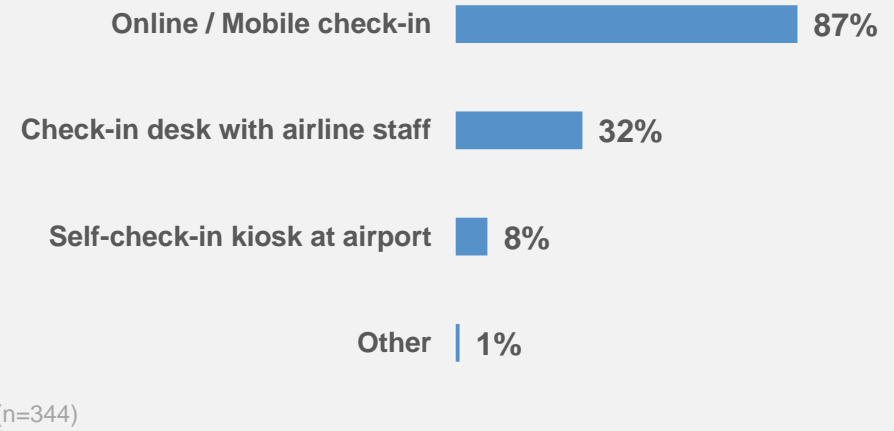
Parking Usage



Arrival Before Departure Time / Duration of the Connection



Mode of Check-in*



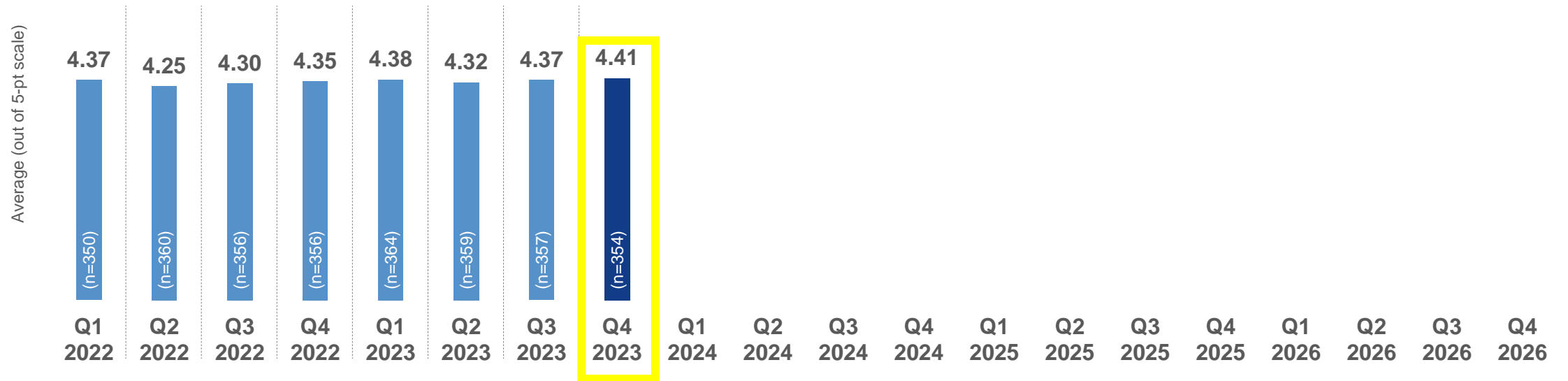
Base (n): Respondents providing a valid response

Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.

* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

CVG – Trend Over Time

Overall Satisfaction Score & Rank



Base (n): Respondents providing a valid response

Q10. Based on your experience today, please rate THIS airport – Overall Satisfaction

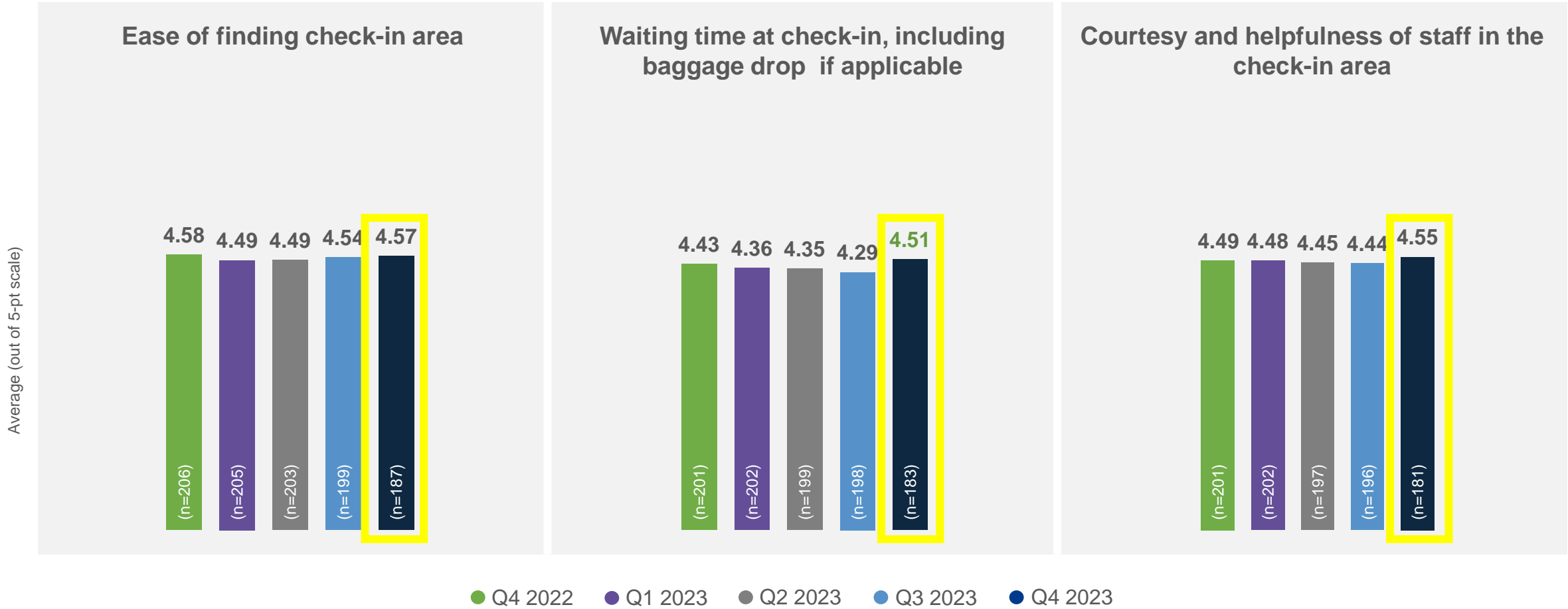
Rank is based on all ASQ participating airports for each quarter.

Note: The green and red values indicate that the performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.



CVG – Trend Over Time

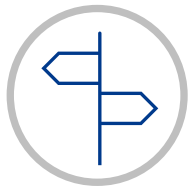
Satisfaction by Service Quality Items: Check-In



Base (n): Respondents providing a valid response.

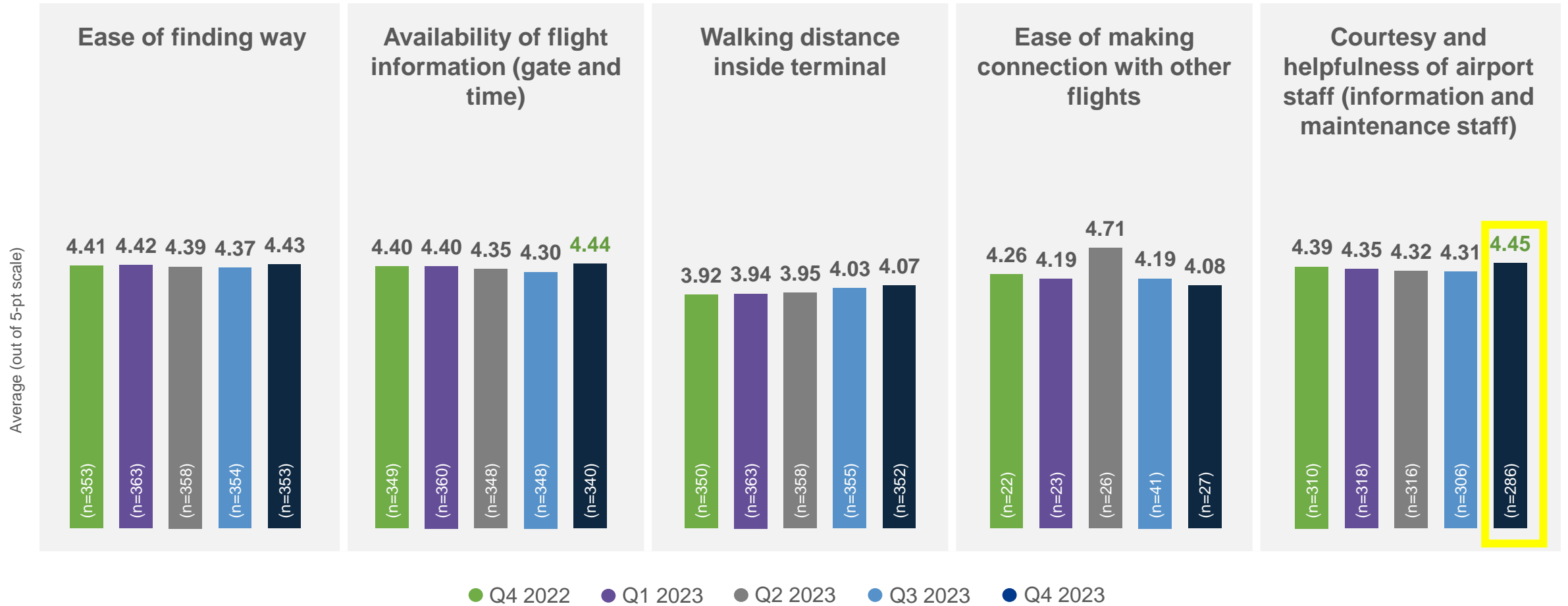
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



CVG – Trend Over Time

Satisfaction by Service Quality Items: Throughout the Airport (1/2)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.