

**CVG Airport Authority  
Stakeholder Alignment Meeting Minutes  
November 20th, 2024**

**Facilitator: Hans Stokke**  
**Scribe: Meleia Michels**

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**Call to Order and Introductory Remarks**

The regular [in person] CVG Stakeholder Alignment Meeting was called to order on Wednesday, November 20<sup>th</sup>, 2024, at 2:05 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:

- Chris reminded everyone who uses vehicles on the ramp there should be markings on both sides. Kudos to JSM for including logo on top of vehicles too.
  - Security program states that logos should be visible up to 250 feet.
  - Vehicles should be identifiable including for contractors.
  - Mentioned reaching out to Kevin Watts (or Amazon) for how to get vehicles marked up appropriately
- Security Reminder: Inspections for people within the fence line
  - Reminder will be sent out after meeting
  - Review for prohibited items, weapons, etc.
  - If you are a company that deals with merchandise or consumables (concessions), all of those items have to be inspected. Any store that sells a product to the public.
    - Different type of inspection than what is being done at vehicle gates
    - Must be inspected prior to it entering the sterile area of the concourse(s)
  - Escort Shack will be centralized location for these inspections to occur
  - Jim Aasen (TSA) added:
    - Shrink wrapped items will need to be broken down; please allow for additional time
  - Kandace Brewer (G4) asked if commissary items will be included. Jim Aasen confirmed that those items will not need to be inspected.
  - Kim Trader (Starbucks) asked about commercially sealed items. Chris Heitzman confirmed that they will not tamper will commercially sealed items, unless items look tampered with
    - She additionally asked about food items (sandwiches, coffee beans). Heitzman confirmed that items that are commercially sealed should not be investigated. Shrink wrapped items may be inspected.
  - Chris reminded folks to let their employees know that this may take additional time at the gate

TSA- Jim Aasen discussed the following:

- Upcoming inspections with Southwest and FEAM through the end of the year
- Door incidents/piggybacking happening. General reminder to be mindful of door policies
- Hans mentioned that staffing levels were encouraging for the upcoming holidays

CBP- Had no major updates for attendees.

**Safety Department Updates**

CVGAA -Todd Bahlau summarized the following:

- Recent trend of escort violations

- Abandoned driver
  - Thunderstorms, couldn't get to service road
  - Towing an aircraft from Wheels Up to CVG Remote Parking Ramp
    - Tug operator and brake rider; neither had movement area driver's training
      - Tower granted clearance; didn't wait for escort
      - Received Level 3 violations
  - Individuals should have the "truck symbol" on their badge for escorting in the movement area
- CVGAA – Steve Listerman summarized the following:
- Ramp extinguishers
    - Leased gates
    - Common use gates
    - Remote parking location
    - NFPA 410 requires a ramp extinguisher at each gate (or 200 feet for open ramp space)
      - If you have an aircraft on the gate, you must have a ground ramp extinguisher at the gate
      - Recent Amazon fire which was put out with ramp extinguisher.
    - Will be added to rules & regulations at January board meeting
      - Managers will receive violations if extinguisher
    - Kandace Brewer (G4) asked a question about requirements for common use gates?
      - Steve said that they will be required to provide them for their operation
    - Steve said that some extinguishers will be placed up on the common parking ramp.
      - Will be in place by end of the year
      - Will be providing verbiage to airline managers to assist with purchase justification
    - Reminder to mark your extinguishers so that they are easily identifiable

### **Emergency Management Updates**

CVGAA - Kenny Losekamp relayed the following information:

- Update from NWS: getting rid of wind chill watch, wind chill warning, wind chill advisory; changing to "extreme cold". Air temp and wind chill temps are same value now.
- Get with Kenny for anything Everbridge related.

### **Facilities & Maintenance Updates**

CVGAA – Tim Dodson provided the following updates:

- Non-Emergency Requests
  - Work not associated with your lease
  - Non-Emergency vs. Emergency
    - Emergencies should be called into 859-767-7777 (press 8 for dispatch)
      - Life safety concerns
      - Impeding aircraft operations
  - Considerations
    - Control who has access to the portal
      - You may end up with a bill for certain work
    - Requests are reviewed only a couple times a day
    - If you do not use a valid contact name/email/phone your request may be rejected
  - Process
    - Access portal using the QR Code. Work Request portal can also be accessed here: <https://survey123.arcgis.com/share/3f1846e23e624725a7665d84fa75551d?width=1000>
    - Use drop down menus through primary and secondary descriptions
    - Free form box is very important; use as much detail as possible
    - Please use door numbers whenever possible

- What's Next?
  - Turned into a Work Order or Rejected
    - Follow up email confirming receipt or rejection
  - Status updates
    - Statuses: released, on-hold (reason), completed, closed
    - If you have any questions, please reach out to CVG Facilities
- Tim and Hans walked through filling out a work order
  - Talked about geolocation to the mapping system

CVGAA – Hans Stokke provided the following updates:

- If alarms are being tripped, do not press interior button at jet bridges
- Matrix updates are complete, per Matt Houston
- Matt requested that the doors of the bridges be closed when you start the timer

### **Airport Operations Updates**

CVGAA – Brian Barnott provided the following updates:

- External Airfield Safety Meeting last Wednesday; Snow & Ice Planning Meeting
  - Slide deck & information available at CS Info
  - External Snow Call today
    - If you didn't get the invite, please let Brian know at [bbarnott@cvgairport.com](mailto:bbarnott@cvgairport.com)
    - Prior to Event
      - Forecast monitoring
      - Determination of activation/when
      - Everbridge message distributed
      - Scheduling Pre-Event Call
        - Please be prepared to speak if you have any significant impacts/changes
      - ATCT/CVG meeting to discuss specific event plan of attack (route, weather, communication, priorities)
    - Deicing Plan review
      - Available on CS Info
      - Please make sure that you are familiar with plans prior to upcoming weather events
      - IDS representative will be in ramp tower to assist with operations for cold weather events

### **Customer Experience Updates**

CVGAA – Meleia Michels provided information about Lost & Found procedures & upcoming hours changes:

- Please use Preliminary Form for all found items; all found items should be brought to the office day of (or as soon as possible)
- Hours will be changing to:
  - Monday, Thursday, Friday = 8:00 AM to 6:00 PM
  - Tuesday, Wednesday = 9:00 AM to 5:00 PM
  - Saturday = 10:00 AM to 3:00 PM

### **Parking & Concessions Updates**

CVGAA – Had no major updates for attendees.

### **CVG Human Resources Updates**

CVGAA – Karen Bahl & Andy Jones had the following updates:

- Updates to the Jobs Portal

- All Campus Career Fair = April 24<sup>th</sup> and 25<sup>th</sup>
  - Save the date will be sent mid-January
  - All campus employers invited to attend career fair
- Andy walked through Content Pool submissions for employers
  - Submissions will be posted within 24 hours on the jobs portal
  - Site is free to utilize

### **Terminal Modernization Program**

CVGAA – Bill Siemer had the following updates:

- November Board Request – Phase I (Jan 2025 thru Mar 2026)
  - TMP Design/Builder (AECOM-Hunt/Skanska JV)
    - Design & Preconstruction Services
    - Construction
      - BHS Enabling
      - Terminal Infill, SSCP, Vertical Circulation
  - Program Management (PMG, STV)
  - Airline Technical Representative (Garver)
- Design/Build Process
  - Complete 60% design and secure Guaranteed Maximum Price (GMP)
  - Remaining phases & full scope GMP to Board in Q1 2026
- Baggage Handling System (BHS)
  - 50% design complete
  - 70% TSA design submittal on track for Q1 2026
- BHS Demolition
  - 60% design complete
  - Limited demolition underway (electrical disconnects)
  - Ramp construction start Dec 2024
- Main Terminal, Concourses A & B Restroom Upgrades
  - Objective: Modernize restrooms to improve customer experience and increase internal circulation space and accommodate growth
  - Scope of Work:
    - Expansion: Increase restroom floor area by expanding into adjacent spaces
    - Facility Upgrades: Modernize facilities for Nursing Rooms, Service Animal Relief Areas, Family Restrooms, All Gender Restrooms, and Adult Changing Restrooms
    - Circulation Improvements: Provide larger stalls with outswinging doors, improve circulation space for urinals and lavatories
- Concourse A – Vertical Circulation
  - Objective: Enhance vertical circulation and accessibility by eliminating the single central elevator and adding a new dual elevator bank
    - Scope of Work:
      - Walkway Replacement: Replace existing Tunnel Level west moving walkway with a new shorter walkway
      - Elevator Construction: Construct a new pair of elevators on the west side of the tunnel
      - Center Elevator Removal: Demolish the center elevator and infill slab
- Concourse B – Vertical Circulation
  - Objective: Enhance vertical circulation, meet project demand, and provide redundancy for passengers
    - Scope of Work:
      - Demolition: Demolish west escalators and center elevator
      - Elevator Construction: Construct a new pair of elevators and infill slab

- Escalator Construction: Construct third escalator on the east side to the Concourse
  - Stair Construction: Construct new stair connecting Tunnel Level to FIS Level
- FIS Refresh – Concourse B Apron Level
  - Enhanced Passenger Experience:
    - New Flooring: Replace existing carpet with durable, aesthetically pleasing flooring
    - New Ceilings: Install new acoustic metal ceilings
    - MEP Upgrades: Improve lighting, sprinklers, venting and security cameras as needed
    - Walls: Refresh paint, replace wall bases, signage, and upgrade monitors
    - Restrooms: Renovate with new finishes and fixtures
    - Claim Devices: Replace and reconfigure devices

CVGAA – Damian Weller & Eric Rysdon had the following updates:

- Passenger Boarding Bridge Replacement Project – Concourse B
  - The final Bridge to be completed the week of 12/9. Warranty work is expected to be completed this year.
  - Complete electrical & cooling system replacement work will be tied into the new PBBs 1st quarter of 2025
  - The heating / cooling system is off-line and temporary heat is being provided via electric heat (less robust than the normal system). Restoration of the regular heating system is scheduled for end of December.
  - Pre-Position Function is currently being tested by Delta on (5) gates.
- Concourse A Pavement Reconstruction Project
  - Includes taxiway and apron pavement repair/replacement, airfield lighting, signage and circuiting, pavement markings, and grading and drainage improvements.
  - Expect 4 separate yearly phases, with Phase 1 construction starting ~August 2025 and Phase 4 wrapping up November 2028
  - Gate impacts (Two gates at a time typical) begin in Phase 2 and will continue through Phase 4
  - 30% design received 11/14/24
- Parking Garage Structural
  - Ongoing 10-year program for structural repairs in the parking garage, with second year about to begin
  - Expect 100-200 spots closed throughout the entire program
  - Current projection for Program Completion in 2032
  - Phase 1 construction complete
  - Phase 2 Construction underway, scope includes repairs to staircases, expansion joints, columns, beams, barrier walls, and decking support structures in addition to waterproofing.

### **Stakeholder Discussion & Updates**

#### ***Carrier & Handlers, Concessions, & Remaining Tenants***

- Kandace Brewer (G4) - brought concerns around potable water cabinets being frozen last year. Her team was closing cabinets appropriately. Also asked if they could purchase their own space heater.
  - Matt Houston provided information about quarterly maintenance and preventative checks. Reminded airlines to roll up hoses cleanly and tightly to close door all the way. Looking into technology to alert for heating concerns within the cabinets, more to come.
  - Kandace asked if the QR code was appropriate for issues; Matt let her know it was a judgement call. Recommended if temperatures are freezing, to call x7777 to ere on the side of caution.

- Rodney Brown (AA) asked about monitoring heat on hoses, some melted last year. Matt reminded me that proper storage should help. If there are still concerns, please send pictures to Facilities if something odd does happen.
- Steve Listerman (CVGAA) - reminder if there is a fire to call 911. Do not wait to report a fire incident.
  - Also reminded about busy days/traffic for passenger pick up. Police will use signage and vehicle to divert traffic to ticketing level to assist with alleviating traffic.
    - Increased police presence during busy days within the Terminal and baggage claim level with PSA group to assist with additional traffic control
- Kevin Watts (CVGAA) - request to remind all agents about the importance of baggage hygiene, especially with the increase in holiday traffic.
  - More jams that happen on the ticketing levels, longer lines will be back to the curb front.
- Cassie Kiser (CVGAA) - Terminal Times reminder; please reach out to her with any content requests.

## Adjournment

The regular [in person] Customer Experience & Airline Carriers Meeting was adjourned on  
Wednesday, November 20<sup>th</sup>, 2024, at 3:23 p.m. by Hans Stokke, CVGAA.

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Minutes were submitted by Meleia Michels.

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."*