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CVG Operations
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The Rules and Regulations of the Airport require each person operating at the Airport to comply with the Rules and Regulations of the Airport, including the obligation to comply with all directives of the Chief Executive Officer and/or the Chief Operating Officer or their designee. This Handbook is being furnished as an aid to assist you in understanding some of your obligations under the Rules and Regulations of the Airport while operating at the Airport. This Handbook is not a complete summary of the Rules and Regulations of the Airport which are available at www.cvgairport.com. It is each person’s responsibility to review the Rules and Regulations of the Airport in its entirety to understand all obligations applicable to persons operating at the Airport. To the extent there is a conflict with this Handbook and the Rules and Regulations of the Airport, the Rules and Regulations shall control. To the extent there is a conflict with this Handbook and federal, state or local laws, such federal, state or local laws shall control.

1. Definitions

The following words and terms for purposes of this Operational Manual shall have the following meanings:

“Airport” means all land and improvements within the geographic boundary lines of the Cincinnati/Northern Kentucky International Airport, Boone County, Kentucky.

“Alliance Carrier” means an air carrier that has entered into an agreement with another air carrier to share passengers with one another in a national or international network and to substantially cooperate with one another in joint marketing ventures and/or branding in a national or international marketplace.

“Board” means the Kenton County Airport Board, a public and governmental body corporate and politic created pursuant to the provisions of Chapter 183 of the Kentucky Revised Statutes, or, if such entity shall be abolished, the board, body, commission or agency succeeding to the principal functions thereof or to which the powers and duties thereof shall be given by law.

“Code Share Carrier” means an air carrier that (i) is a parent or subsidiary of another air carrier, or (ii) operates at the Airport under an air carrier’s trade name and uses that air carrier’s two-letter designator code for some or all of its flights serving the Airport, or (iii) operates at the Airport using a trade name of a parent or subsidiary of an air carrier and uses the two-letter designator code of such parent or subsidiary for some or all of its flights serving the Airport.

“Company” means a company that has entered into a Lease Agreement with the Board including any successor company by merger, consolidation or sale of
substantially all the assets of such company or other entity succeeding to the principal functions thereof.

“Chief Executive Officer” means the Chief Executive Officer of the Board, or his or her designee, or such other person authorized to act as the Chief Executive Officer of the Airport.

“Chief Operating Officer” means the Chief Operating Officer, or his designee, responsible for the day-to-day operations of the Airport under the general supervision of the Chief Executive Officer.

“Lease Agreement” means the Lease Agreement between the Board and a Company, that permits the Company to use portions of Concourse A and/or Terminal.

“LAN” means the local area network that provides passive infrastructure cabling via local area network access points located at gate areas, ticket counters, operational areas, and airline shared space.

“Shared Equipment” means the multi user flight information display system (“MUFIDS”), the LAN, paging system and the baggage handling system (conveyors, carrousels and associated equipment), that are designated for use by the Company, including the automated guideway transit (AGT) system in the passenger tunnel connecting Terminal 3 to Concourse A.

“Terminal” means Terminal 3 at the Airport.

2. Introduction

This Operational Manual has been developed to assist each Company and its employees operating out of the Terminal and Concourse A at the Airport in understanding some of their responsibilities. There are other applicable Airport Rules and Regulations, local, state and federal laws which govern behavior on Airport property, included restricted areas, not otherwise set forth in this document. The Board shall furnish changes to the Operational Manual thirty (30) days in advance of the effective date of such changes, except in the case of an emergency or exigent circumstances and in such cases notice shall be given as soon as practicable and shall effective when delivered to the Company. Changes to the Operational Manual that are furnished to local station managers or other local representatives of the Company shall be binding on the Company. A complete and current copy of the Airport Rules and Regulations is maintained with the official custodian of Board records and you are encouraged to review the same.
The Company shall adhere to the requirements of this Operational Manual. The Company shall ensure that its Code Share Carriers and Alliance Carriers adhere to all of the requirements of this Operational Manual. To the extent the Operational Manual permits employees of the Company to operate the Shared Equipment, the Company shall insure that only properly trained and supervised employees use the Shared Equipment, within normal operating capacity, consistent with manufacturer recommendations and without abuse. The Company shall develop a training curriculum for all Shared Equipment. All employees engage in utilization of Shared Equipment must be appropriately trained in the safe and appropriate use of the Shared Equipment. The Board reserves the right to audit training programs. If equipment is observed being used incorrectly, the Board has right to require any employee to cease use of the equipment until properly trained.

The representative of the Board for purposes of this Operational Manual shall be the Chief Executive Officer, and/or the Chief Operating Officer or his/her designee, who shall have the authority to act on behalf of the Board with respect to all matters pertaining to this Operational Manual.

For the Company to provide a safe environment for all passengers, customers and others at the Airport is paramount. Although equipment and systems are regularly inspected, any equipment or system with a defect and/or safety issue should be removed from service immediately by the Company and the Company should immediately report the problem to the Airport Communications Center (ACC) at 859-767-7777.

While secondary to safety, the customer experience at the Airport is critical; any issues with cleanliness in any area of the Airport or cosmetic damage to any surface or structure should be reported by the Company to the Airport Communication Center.

Conflict between companies should be brought to the attention of the Vice President of Commercial Management for resolution.

In the event of irregular operations, significant weather event or other exigent or unforeseen situation, the Company and employees must comply with the verbal and/or written instructions of the Chief Operating Officer or his or her designee.

2. Terminal and Curbside Area

Passenger Loading and Drop-off

Passenger loading and drop-off will occur on either the departure (upper) or arrival (lower) levels at the Terminal. Terminal signage clearly indicates the traffic flow and passenger areas.
Departures. The upper level is designated for departing traffic and is comprised of three (3) lanes. Passengers can be dropped off on the right-hand side. Signage will indicate “No Parking” (drivers cannot leave their vehicles unattended). The left lane is for through traffic. No stopping, standing or parking will be allowed.

For the disabled, the inner most curb includes a hash-marking as a visual indicator for temporarily staging a vehicle for offloading purposes only. CVG Public Safety Assistants (PSAs) have been briefed to allow for this activity and support directional needs (e.g. securing a wheelchair vendor). The lane is marked to width-standards to support sufficient passenger egress from their vehicle. Additionally, curb cuts are spaced to support wheelchair accessibility to the elevated curb.

Arrivals. The lower level is designated for arriving traffic and is comprised of six (6) lanes with two groups of three lanes separated by a passenger curb. The right three (3) lanes are available to permitted operators of commercial vehicles e.g., taxi, bus, shuttles, etc. The outside three (3) lanes (i.e., left three lanes) are available for other traffic including passenger pick-up and drop-off, pre-arranged limousines, and tour/charter busses.

For the disabled, the outer-most island designated for passenger pick-up includes an inner most curb with hash-marking as a visual indicator for temporarily staging a vehicle for offloading/loading purposes only. CVG Public Safety Assistants (PSAs) have been briefed to allow for this activity and support directional needs (e.g. securing a wheelchair vendor). The lane is marked to width-standards to support sufficient passenger egress from their vehicle. Additionally, curb cuts are spaced to support wheelchair accessibility to the elevated curb.

**Skycap/Porter Services**

Skycap Services are provided in Terminal 3 utilizing two primary contracts:

- The first is contracted by a consortium of Air Canada, Allegiant, American, Frontier, Southwest, United and itinerant operators serviced by Trego Dugan Aviation in/among the Common Use Premises
- The other is contracted by Delta Air Lines to support their leased premises.

Skycap personnel are an integral part of the passenger experience. Given this, skycaps are to positively greet passengers in a friendly manner and transport their baggage from their autos, buses, taxicabs to the screening area. Skycaps are the front line of operations for departing passengers by identifying passengers, comparing their IDs with their tickets, as well as issuing boarding passes and claim checks.

Skycaps must appropriately tag and identify all customer bags with the correct routing tags for either international or domestic flights. The skycap is also responsible for communicating wheelchair needs to dispatchers so that prompt passenger pick-ups are assured.

Skycaps on the east side of the Terminal have access to a curbside baggage
system induction point. A similar induction point is not available to carriers operating on the west side of Ticketing level at the Terminal; any Skycaps serving these carriers must bring the checked baggage into the terminal and induct the bags to the system using the standard belt and/or oversized belt as necessary.

**Skycap Baggage Dollies**

Skycap baggage dollies (“baggage dollies”) must be in good working condition at all times. Hand written messages or verbiage that is not guest-friendly (i.e., Do Not Touch) will not be allowed. In addition, baggage dollies should not have any torn carpet, broken handles, bumper guards, or sharp edges. When not in use, skycap baggage dollies must be removed from public sight to the extent practicable and not attached, via rope, chain or cord, to any part of the facility.

**Wheelchairs**

Safety is of the utmost concern for passengers in the Terminal. Wheelchairs must be in good working condition at all times with no hand written messages or labeling on any portion of the wheelchair with no loose wheels, missing foot rests or side arms. Broken wheelchairs should be removed from public sight and stored. At no time should wheelchairs be attached to any part of the facility (e.g., chained to railings).

**Passenger Screening**

The Transportation Security Administration (TSA) Security Screening Checkpoint (SSCP) is located on the south end of the Passenger Terminal on the ticketing level.

3. **MUFIDS**

**Overview**

The Multi User Flight information Display System (MUFIDS) utilized in concourse A and Terminal includes several sub systems that support and enhance passenger and airline information services, including check-in, boarding and baggage areas. MUFIDS includes the following subsystems:

- Flight Information Display System (FIDS)
- Gate Information Display System (GIDS)
- Bag Information Display System (BIDS)
- Visual Paging Information System (VP)
- Video Advertising System (ADV)

The Local Area Network (LAN) provides the communication and distribution network throughout the terminal and concourse via the structured cabling system
including backbone cabling and horizontal cabling. Given the distance between the various elements of the MUFIDS system and the performance limitations of the cabling, several rooms with network equipment are located throughout the Terminal and Concourse A. The rooms include a single Main Distribution Frame (MDF) room, several Intermediate Distribution Frame (IDF) rooms and multiple communications (COMM) rooms.

Physical Access
Access to the MDF, IDF, and COMM rooms are controlled via electronic or mechanical locking mechanisms. The MDF has a MATRIX ID card reader; access to this room will be strictly limited to employees identified by the Company as requiring access. The IDF and Comm rooms are secured with mechanical locks; keys to these rooms will be provided to the local airline manager.

In addition to secured entries to MDF, IDF and COMM rooms will have keyed server cabinets. Each Company will be provided a copy of keys to their respective cabinets. The airport will retain a copy of all keys associated with server cabinets located in all MDF, IDF and COMM rooms. Cabinets for Code Share Carriers and/or Alliance Carriers of the Company may be provided in the discretion of the Chief Operating Officer. The Company is responsible for the acts and/or omissions of its Code Share Carriers and/or Alliance Carriers.

The local manager is responsible for providing and maintaining a list of employees who are permitted to access the MDF, IDF and COMM rooms.

In the event the Company requires access to the COMM room or IDF and the key to the door is not available, the duty manager should call the Airport Communications Center at 859-767-7777 to request access. Similarly, should the Company require access to the MDF and the employees with card access are not available, the station manager should call the Airport Communications Center at 859-767-7777 to request access.

Airport Supported Components
In addition to the passive cabling network and the LAN, the Board is providing and maintaining the following components of the MUFID System:

- MUFIDS PC (2 per airline)
- Connectivity to Airline Data Feed (COMNET)
- FIDS Monitors
- BIDS Monitors
- GIDS Monitors
- ADV and VP Monitors

Any service outage or maintenance issue should be reported immediately by the Company to the Airport Communications Center at 859-767-7777. The ACC is not able to directly respond to any request for technical assistance. During the hours
between 0700 and 2100 the ACC will initiate a call with the on-site IT support desk; the support desk will respond directly to individual making request. Outside the staffed on-site support hours, the ACC will contact on-call IT support.

4. Terminal and Concourse Paging System

Voice Paging
Gate specific voice pages are performed by the Company and terminal-wide or concourse-wide guest/passenger voice pages are performed by the ACC. Operation of the voice paging system is to be performed only by person(s) under appropriate supervision who have received proper instruction from airline personnel of the Company who have read and understand manufacturer operational and training information, received appropriate instruction and equipment familiarization.

Voice paging and announcements in the gate area by staff members of the Company will be broadcast within a specific zone based on the gate location associated with the page.

Visual Paging System Protocols
In addition to the audio/voice paging system, The Terminal and Concourse A are equipped with a visual paging system. The visual paging messages are displayed on designated monitors within the public areas of the Terminal and Concourse A. All visual paging requests should be directed to the ACC. The system is not directly accessible to the Company.

System Support
For repairs and maintenance of the voice paging and/or visual paging system, contact the Airport Communications Center at 859-767-7777.

5. Automated Guideway Transit

The automated guideway transit (AGT) system transports passengers to and from the Terminal to Concourses A and B. Operation and maintenance of the system is the responsibility of Delta Air Lines, Inc (“Delta”). The AGT consists of two separate trains that move along the guideway to passenger depots located at the Terminal, Concourse A and Concourse B. The Terminal and Concourse B are the end-points of the system with the Concourse A passenger depot representing the only mid-point stop. The train starts at the Terminal, stops at Concourse A and Concourse B; after stopping at Concourse B the train reverses directions and makes stops at Concourse A and the Terminal. The trains are synchronized, departing the two end-points (Terminal and Concourse B) simultaneously.
Both trains will run during hours with scheduled flight activity. During periods of low demand one train may be shut down and operate in an on-demand capacity via the system call button located in each passenger depot. Should one of the two trains stop working due to mechanical or system issues, the other train will continue to run. In the unlikely event that both trains are out of service due to mechanical or system issues, passengers will be required to walk through the AGT tunnel to move between the Terminal and Concourses.

Although the AGT is operated by Delta any calls to request servicing or to report problems should be made through the Airport Communications Center at 859-767-7777. The Board will coordinate service requests with Delta’s contracted maintenance provider.

6. Baggage System

The baggage system transports baggage to and from the Terminal to Concourses A and B. Operation and maintenance of the system is the responsibility of Delta Air Lines, Inc (“Delta”). As with other shared systems maintenance and repair requests will be directed to the Airport Communications Center. The baggage system consists of the conveyor system, baggage carousels, induction belts, Explosive Detection System (EDS) machines, flight information input devices, and various system control devices. The primary interaction points for Concourse A carriers are the Ticketing Level Induction Belts, Bag Claim Devices and T-Drive in the Terminal building, Concourse A Bag Make Up and “GB8” at Concourse B. The use of the system will be described in more detail in the following sections.
Outbound Baggage - System Activation

Baggage for originating/departing passengers is inducted into the system via two standard induction belts and an oversized induction belt. The regular belts extend east and west along the south wall of the Terminal ticketing level, behind the check-in counters. The oversize belt induction point is located between the standard belts. To activate the system the induction belt must be turned on via the key on the left of the control panel (shown below). The employee must then swipe their badge through the MATRIX card reader and enter their PIN to raise the security door (Shown below) above the induction point on the belt and activate the belt. It is important to note that after opening the security door the employee must ensure that the door is closed before leaving the area. The security door must not be left unattended when in the open position. The “Emergency Stop” button is the red button with the silver pull trim located on the right of the control panel.
MATRIX Card Reader and Induction Belt Control Panel

Example of Induction Belt Security Door in closed position

Baggage Induction
All regular luggage under 70 pounds may be placed on the standard induction belt.
Small bags, soft-sided luggage, light luggage, luggage with loose straps, and duffel-style bags (e.g. round) should be placed in a bin prior to being placed on the standard belt. These types of bags are subject to rolling up/down incline/decline portions of the system. Subsequently, they may roll closer to other bags, losing electronic tracking for multiple bags, or roll off the system.

**NOTE**

To ensure reliable operation of the system, luggage should be spaced apart providing approximately 2-3 feet between each item. All old bag tags and/or small barcodes MUST BE removed from luggage to prevent the system from misdirecting the luggage. Additionally, any luggage with wheels should be placed on the belt with the wheels facing up, wheels in contact with the belt may impede the flow of luggage and cause system jams.

Luggage placed on the standard belt travels to the in-line EDS system located in Concourse B, supported by four (4) x-ray units. From there, bags are routed three possible destinations:

- TSA Checked Baggage Recheck Area (CBRA); bags that are flagged by x-ray scan or disrupted tracking
- To the short-cut line to Concourse A
- Or the tilt-tray baggage sortation system
  - Predominantly Delta bags
  - Concourse A bags that have lost tracking or sent to TSA for additional screening; lost tracking can be prevented by ensuring that bag tag printing is highly-legible and that the tag and/or bar code stickers are legible. Note prior comment about making sure all prior bag tags and bar codes are removed before inducting into the system. Multiple conflicting bar codes will automatically route the bag to recheck.

The sort system reads the baggage tags and directs the luggage to the appropriate conveyance belts to reach the appropriate location in Concourses A and B. Baggage destined for Concourse A will transfer to the carousels located in Bag Makeup on the west end of the concourse.

**Oversized Items**

Irregular items MUST BE inducted on the oversized belt. Oversized and/or irregular items that should be placed on the oversized belt include but not necessarily limited to:

- All luggage in excess of 70 pounds
- Dimensions exceeding 50 inches L x 29 inches W x 23 inches H
  - Visual guides will be present on the induction line for reference
- Car Seats
- Golf Clubs
• Bicycles
• Wheelchairs (no battery)

**NOTE**

The oversized belt is not intended for induction of checked baggage for the purposes of short-cutting the standard belt processing. Requests to use “T-drive” for regular checked bags must be submitted to and approved by TSA prior to this action.

Use of the standard belt MUST NOT be used for ‘coasting’ oversized or heavy items closer to the oversized belt. Several instances of coasting have occurred where the bag has gotten away from the agent, inducted into the full system, and subsequently damaged the system incurring a partial or full system shutdown.

Spacing on the oversized belt between bags is also imperative. Operators MUST NOT ‘stuff’ the oversized line. Agents should be reminded that the east lines merge with the west lines under the west ticket counters. Should both sides of the counter ‘stuff’ large amounts of bags without spacing, the system is compromised and will likely experience a jam which will take several minutes to respond to, identify, and clear the jam.

**Animals**

Animals must not be inducted into the system on the induction belt or oversize belt; animals must be brought to the T-Drive, located on the first level of the Terminal, via the elevator for inspection by the TSA. Likewise, for inbound, animal crates must be transported by hand to bag claim level and placed under the signage just outside the service elevator door.

**Firearms**

Firearms must not be inducted into the system on the induction belt or oversize belt; firearms must be brought to the T-Drive, located on the first level of the Terminal, via the elevator for inspection by the TSA.

**Exempt items**

Items exempt from mechanical screening including human tissue and other items sensitive to x-rays must not be placed on the standard belt. The exempt items may be inducted on the oversize belt however the item must be brought to the attention of the TSA screeners in the T-Drive to ensure that it does not pass through the EDS system.

**NOTE**

These restrictions also apply to inbound baggage/cargo. Human tissue and other sensitive items MUST NOT be placed on the standard system to be retrieved by an agent on the carousel. The sensitive nature of these shipments is concerning to all
involved should the contents be entrapped in the system and subsequently be damaged or destroyed.

**T-Drive**

This area is supported by one (1) x-ray unit. Agents must take note that compromising the capable volume of the single unit compromises the entire airport’s oversized screening capabilities.

All outbound luggage inducted onto the oversized belt will be transferred by hand by airline consortium or contractor to the single x-ray unit for screening. All screened bags, firearms and other exempt items will be placed on the baggage carousel after TSA screening. Items processed in the T-drive must be transferred to the gate via tug. Each airline will have designated space to sort from the carousel. Vehicle traffic moves in a counterclockwise direction around the carousel entering from the ramp south of the Terminal Security Checkpoint building.

Inbound/terminating oversized luggage is brought to the T-Drive to be transferred up to the baggage claim area in the Terminal. Inbound/arriving animals and firearms should be brought to the baggage claim level via the elevator located outside the T-Drive pedestrian access point.

**NOTE**

Tug drivers are reminded to reduce normal speed when entering the tug tunnel and T-drive. The incline/decline is subject to icing and slick driving conditions during inclement conditions. Additionally, the drivers will be approaching automated roll-up doors that must have time to react to sensing an approaching tug. Also, this area is heavily trafficked by airport/airline/TSA personnel in adjusting light conditions. Safety is paramount.

**Inbound Baggage**

Standard size and weight inbound baggage should be placed on one of the two terminating baggage belts located in the Concourse A Bag Makeup room. The belts are labeled TI1-1 and TI2-1 and are the two east most belts on the south side of the bag make up room. The belts transfer the baggage directly to baggage carousel 4. Should claim device 4 fail, the system can be manually reconfigured to direct bags to baggage claim device 3.

Prior to starting the inbound baggage belt, the agent must enter the flight information on the tugman device located adjacent to the belt, following the directions set forth in Appendix A – Tugman Touch Screen Bag Claim Quick Guide.

**System Failure Contingency**

The maintenance contractor, Delta Air Lines, is responsible for effective communication regarding system status. As such, protocols are in place for notifying ACC to share system status via the airport paging/call alert system “Everbridge” to those who have agreed to enroll and receive notifications.
Ticketing Induction Lines to Include Oversize

If east induction lines or oversize fail, bags must be moved by hand/cart to west induction lines or oversize. Alternatively, if west fails, bags must be moved by hand/cart to east side lines.

INLINE EDS Failure or All High-Speed Lines to Concourse B

If one or more units are down, bags will be routed by the system to the remaining EDS unit(s).

If all high-speed access lines or all EDS units are down, bag screening protocols will be dictated by TSA and include one or more of the following actions:

- Bag swab, hand search, and “batching” protocols as approved by the FSD in the ticketing lobby
  - Cleared bags transported by vehicle to predetermined airline pick-up points (e.g. Concourse A carousel)

NOTE

Capacity to screen will be impacted and airlines may need to evaluate on time departure status. Airline and/or ground handlers must coordinate notification and on time decision making with the appropriate airline dispatch office. As such, it is imperative that the airline(s) and/or contractor communicate decisions made to delay or cancel flights to the emergency coordination team to determine if bags assigned to those flights can be removed from the screening process, enabling bags still schedule to depart to receive appropriate priority.

T-Drive EDS Failure

If the single unit is down, TSA will advise of alternate screening protocols.

Tilt-Tray Sorter Failure

All bags will be routed via the shortcut line to Concourse A where all carriers will share the carousels for sortation.

High-Speed lines From Concourse B to Concourse A

If all lines back to Concourse A are down, bags will be routed to Concourse B’s GB-8 drop point. All airlines/ground handlers MUST assign/relocate baggage handling staff to this area to remove bags from the linear line and ground sort. Failure to remove bags from the linear line (non-carousel style) will cause bags to back-up into the system and likely jam or result in further system stops. It is imperative that all airline/ground handlers work with diligence and speed to
quickly create an effective ground sortation system sufficient for sortation personnel and tug drivers to operate cohesively.

Inbound Bag Lines to Carousel 4
Baggage will be brought to the T-Drive via Tug for induction on the belts up to the bag claim devices 1 and 2.

Service and Repair
Although the baggage system is operated by Delta any calls to request servicing or to report problems should be made through the Airport Communications Center at 859-767-7777. The Board will coordinate service requests with Delta’s contracted maintenance provider.

NOTE
Any system outage notifications will originate from Delta/Baggage Control Room and routed to the ACC for mass distribution via Everbridge notification. Likewise, any notification is to include appropriate contingency measures as coordinated between the Baggage Control Room and TSA Operations Control. DO NOT call the ACC for contingency measures as this location only operates as the information conduit. Likewise, any outage is proceeded by a temporary delay in identification of the problem, coordinated leadership notification, and coordinated contingency planning prior to being placed into effect. As such, agents must realize that the system should not be compromised by taking personal action (e.g. ‘stuffing’ operating oversize belt or induction lines).

7. Gate Systems & Protocols

Passenger Boarding Bridges
Passenger boarding bridges are comprised of mechanical and electrical components, hydraulics, fixed tunnels and other components including 400 Hertz, 28.5V DC ground power unit, preconditioned air, and potable water. It excludes the physical gatehouse structure and the electrical feed and power to the passenger boarding bridge equipment. Each bridge is capable of simultaneous omni directional movement including vertical elevation, rotation in a horizontal plane in addition to extension and retraction capability.

Operational Protocols
Operation of Passenger boarding bridges to/from aircraft is to be performed only by person(s) under appropriate supervision who have received proper instruction from airline personnel of the Company who have read and understand manufacturer operational and training information, received appropriate instruction and equipment familiarization.
Pre-Arrival Planning: The operator must check the position of the passenger boarding bridge (if equipped) and ensure that it is in the correct prepositioned spot and at the correct height for the arriving aircraft. In some stations, a safety cone is placed on the "lead in" line and must be removed prior to arrival of each flight. This safety cone serves as a visual reminder to clear the area and check the passenger boarding bridge position during the pre-arrival gate check. If equipment or passenger boarding bridges are out of position, do not allow the aircraft to approach the gate until the positioning is corrected.

Pushback: While the initial phase of the push is it is imperative the passenger boarding bridge be safely cleared before any turns are initiated.

Power Cables
All handling of ground power must be accomplished with particular attention to operator safety. All airline ramp personnel or authorized ground handlers must be trained on the system before operating it. The operator should always handle cables as if the cables were energized, with insulated dry gloves. Cables are to be unplugged properly to reduce potential for damage; cables must be disconnected by firmly gripping only on the plug/terminal and not the cord.

To prevent damage to the aircraft fuselage, the power cable should be disconnected from the two carabineer connected to the hoist mechanism. To prevent damage to the cable and plug, agents MUST ensure that the cable or head is not dragged during hoisting or lowering. Damaged cord maintenance will be charged back to the operator as negligence.

In the event of an electrical outage, the alternatives are the use of portable/mobile Ground Power Unit (GPU) or the aircraft’s Auxiliary Power Unit (APU).

For repairs and maintenance associated with the ground power, contact the Airport Communications Center at 859-767-7777.

Pre-Conditioned Air (PCA)
Each gate is equipped with a single hose system designed to provide cooling, heating and ventilation for the aircraft cabin. All airline ramp personnel and authorized ground handlers must be trained by the Company on the use of the pre-conditioned air systems before operation.

For most effective operations, agents must unwind the hose and ensure no kinks are in the line prior to connecting to and aircraft. To prevent damage to the hose and connection, agents MUST ensure that hose is not driven over at anytime or the connection dragged when storing onto the required roller reel. Damaged hose maintenance will be charged back to the operator as negligence.

For all repairs and maintenance concerning the pre-conditioned air system, please contact the Airport Communications Center at 859-767-7777.
Potable Water

Potable Water is supplied to the passenger boarding bridge via the service transport unit (STU). The supply of drinking water for the aircraft tanks is supplied through a backflow and filtration device and connected via a standard aircraft coupler.

The Potable Water System (PWS) includes:

- **Backflow device:** The backflow device prevents any water from backing up into the city’s water supply that may be contaminated. Any back pressure from the hose at the aircraft that exceeds the supply pressure will dump onto the ground.

- **Filtration:** A water filtration unit will further clean the water before entering the aircraft.

- **Motorized hose storage:** The motorized unit will facilitate the operators in winding and unwinding the hose.

- **Heating element:** Prevents the hose line from freezing during inclement conditions.

For most effective operations, agents must unwind the hose and ensure no kinks are in the line prior to connecting to and aircraft. To prevent damage to the hose and connection, agents MUST ensure that hose is not driven over at anytime or the dust cap is not dragged when storing onto the required roller reel. The hose must be stored in the cabinet immediately after each use. Damaged hose maintenance will be charged back to the operator as negligence.

The Airport maintains responsibility for potable water units on Concourse A to FDA standards. All airline ramp personnel and authorized ground handlers must be trained by the Company on the potable water system prior to operation so that system sanitary requirements are retained.

**NOTE**

Personnel engaged in the removal/disposal of wastes will not perform potable water service or handle potable water equipment during the same shift or until such time as they have showered and changed into clean uniform.

For repairs and maintenance associated with the potable water system, please contact the Airport Communications Center at 859-767-7777.

8. **RAMP OPERATIONS**

Safety must remain paramount it is, therefore, the responsibility of the Company and each and every employee or contractor of the Company on the ramp to comply with all safety guidelines and procedures at all times. All users of and persons on the Airport shall be governed by the Airport Rules and Regulations and the CVG Driver and Security Handbook. Copies of each are available upon request.
Enplaning and deplaning passengers on the ramp
When it is absolutely necessary, due to equipment failure or other uncontrollable circumstance, to enplane or deplane passengers via an aircraft’s air stairs or by mobile passenger stairs and passengers are required to walk across an area of the ramp to/from the terminal building, it is imperative that utmost attention be given to ensuring the safety and security of those passengers. Passengers are not generally aware of the potential dangers that surround them, and it is, therefore, your responsibility to ensure their safety and security by utilizing these procedures.

Extension cords on ramp
As airlines move to employ more electrically powered GSE equipment the demand for space adjacent to the building with direct access to electric outlet will increase. Frontage along building may not be sufficient to position all equipment requiring access to electrical outlets, requiring the use of extension cords. Extension cords must be deployed in a safe manner. The extension cords must be in a safe operating condition, of an appropriate gauge for intended use, free of damage to insulation and casing with factory attached plugs at both ends. When in use extension cords must be placed in a manner that protects employees from tripping hazards and prevents the possibility of any vehicle driving over the cord. When not in use the extension cords are to be wound up and stored safely, not on the ramp surface.

9. Fueling and Other Spill Hazards
All fueling of aircraft shall be done in accordance with nationally recognized practices as set forth in the National Fire Protection Association’s guidance NFPA 407 Standard for Aircraft Fuel Servicing

Hydrant Fueling
The hydrant fueling system is to be used for fueling of all aircraft at Concourse A with the exception of aircraft parked at gate A18. Fueling from tanker truck is permitted for aircraft parked at Gate A18. In the event of system failure, fueling by tanker truck is permitted with prior permission from the Chief Operations Officer or his designee.

Although the Hydrant Fuel System is operated by Delta, any calls to request servicing or to report problems should be made through the Airport Communications Center at 859-767-7777. The Board will coordinate service requests with Delta’s contracted maintenance provider.

Procedures
The aircraft fueling-system operator shall establish internal procedures to follow in the event of a fuel spill. These procedures shall be comprehensive and shall provide for at least all of the following:
• Eliminating the Source of the spill. The immediate stop in the delivery of fuel upon observing a fuel spill by releasing hand pressure from the fuel flow-control valve.

• Activation of the appropriate emergency fuel shutoff device in the event of a failure of the fuel control valve to stop the continued spillage of fuel.

• Immediate response to the spill site by a supervisor for the fueling-system operator.

• Notification to:
  o Airport Communications Center at 859-767-7777
  o 911 if there is an immediate danger to life, health or property
  o Consider it to be an immediate danger if the spill meets one or more of the following criteria:
    ▪ Any Dimension of the spill is greater than 5 feet
    ▪ The Spill area is greater than 25 square feet
    ▪ The fuel flow is continuous
  o Notification to State and Federal agencies when applicable.

• Containing the spill before it enters any drainage system and as a secondary precaution insert the drain blockers into the drain inlets at the respective gate.

• Collecting all spilled material using a dry clean-up method
  o Vacuum Type System
  o Absorbent Material

• Remove drain blocks once all of the released material has been collected

• Properly dispose of material

• Ensuring that all individuals directed to respond to a spill are:
  o Properly trained
  o Have the proper equipment and material to conduct the steps outlined above
  o Cooperate with Airport staff

• Provisions for controlling and mitigating unauthorized discharge through providing:
  o Spill clean-up kits
  o Training and procedures
  o Documentation and reporting
Note: The cleanup of a fuel spill may be initiated by the fire department or by an authorized individual or firm when deemed necessary by the Board. All costs associated with such cleanup shall be borne by the owner, operator or other persons responsible for the spill or release.

Procedures for Vehicle Fueling

All vehicle fueling shall be conducted in accordance with nationally recognized practices. This includes but not limited to NFPA standards associated with fueling and danger mitigation (e.g. vehicle egress in/around aircraft and equipment).

The vehicle fueling operator shall develop a spill prevention and response plan in the event of a fuel spill. This plan should be made available upon request by the KCAB. It shall be comprehensive and must contain at least the following.

- Eliminating the source of the spill. The immediate stop in the delivery of fuel by releasing hand pressure from the fuel flow-control valve upon observation of a fuel spill.
- Activation of the appropriate emergency fuel shutoff device in the event of a failure of the fuel control valve to stop the continued spillage.
- Immediate response to the fuel spill area by a supervisor for the fueling-system operator.
- Location of fueling operations.
- Spill response equipment available/location.
- Notifications -24 hour phone numbers
- Containment/Remediation activities (Response Action to be taken).
- Disposal methods.
- Name and telephone number of Emergency Response contractor, if applicable

In the event of a fuel spill, the vehicle fueling operator shall:

- Notification to:
  - Airport Communications Center (ACC) at 859-767-7777
  - 911 if there is an immediate danger to life, health or property
  - Consider it to be an immediate danger if the spill meets one or more of the following criteria:
    - Any Dimension of the spill is greater than 5 feet
    - The Spill area is greater than 25 square feet
The fuel flow is continuous

- Eliminate the source of the spill to minimize the impact.
- Contain the spill before it enters any drainage system and as a secondary precaution insert the drain blockers into the drain inlets at the respective gate.
- Collecting all spilled material using a dry clean-up method
  - Vacuum Type System
  - Absorbent Material
- Remove drain blocks once all of the released material has been collected
- Properly dispose of material
- Ensuring that all individuals directed to respond to a spill are:
  - Properly trained
  - Have the proper equipment and material to conduct the steps outlined above
  - Cooperate with Airport staff
  - Responsible Party shall notify State and Federal agencies when applicable
  - Repair or remove from service any container that is involved in a spill or release caused by primary container or equipment failure.
  - Institute and complete all actions necessary to remedy the effects of any spill or release, whether sudden or gradual, at no cost to the Airport Board.

Note: The cleanup of a fuel spill may be initiated by the fire department or by an authorized individual or firm when deemed necessary by the Board. All costs associated with such cleanup shall be borne by the owner, operator or other persons responsible for the spill or release.

Investigations: All fuel spills requiring notification to the ACC, Fire Department and/or Federal/State Agencies shall be investigated by the fueling operator. The investigation shall provide conclusive proof of the cause, impact to the environment, and verification of the appropriate use of emergency procedures. Where it is determined that corrective measures are necessary to prevent future incidents of the same kind, they shall be implemented immediately
10. FOREIGN OBJECT DAMAGE

Foreign Object Debris, (FOD) is any debris or objects that can be ingested into jet engines or cause other damage to aircraft or injury to persons, and causes an enormous cost for aircraft repair and millions of dollars in lost revenue annually when aircraft are out of service. Facilities and ramp areas must be kept clean to avoid FOD caused personal and property injury, which can result in lost wages or even permanent disability or aircraft damage that can cause flights to be late or canceled.

Proactive Approach to FOD Management

CVG has a FOD component to all airside driver training and SIDA identification training curriculum. Prior to any person(s) receiving airfield access, the potential hazards of FOD are explained. It is stressed to all parties to be aware of, look for, pick up, and dispose of FOD. The procedures for reporting major FOD to Board staff are also included. The training materials emphasize that controlling FOD at its source is the best approach to FOD management. There are several areas which can typically produce FOD. The personnel working in these areas have the ability to help control FOD by not allowing it to occur at all.

Active Measures to Control FOD

Company: Each Company must have at least one FOD container at each gate on the commercial ramp. The container must be marked and have a secure lid that can be closed tightly. Each Company is responsible to ensure any FOD located on their ramp is picked up and disposed of in the FOD container. The Company is responsible for emptying the container in the trash compactor as provided by the Board. Each Company has a responsibility to report FOD to the Board if they are unable to pick it up and dispose of it properly.

The Board: The Board owns and operates two sweeper trucks. Sweeper trucks are always available for FOD control. The commercial ramp is swept on a regularly schedule. All other areas are inspected at least once per day by the airport safety and security personnel. If FOD is located, they will collect and remove the FOD if able or contact maintenance personnel to send a sweeper truck to address the situation.

FOD near movement area

If FOD is near a movement area use caution and do not cross the line into the movement area. If the FOD has the potential to blow across the movement area line, please notify ACC at 859-767-7777. Appropriate staff will be dispatched to mitigate issue. Under no circumstances should you cross over into the movement area unless properly escorted.
11. Smoking & Open Flames Policy

Employee smoking is permitted in the following locations:

- Terminal – Outside Door A of the Ground Transportation Center
- Concourse A – In designated smoking room accessible via a ramp level door near Gate A17.

Employees are not permitted to smoke in the passenger smoking lounge on the Ticketing level of the terminal nor is smoking permitted anywhere along the passenger loading and unloading areas along the terminal curbfront.

Smoking materials shall not be discarded in such a manner that could cause ignition of combustible materials.

12. Lost and Found Procedures

All found items should be turned in to the Airport Police Department on a daily basis (Monday through Friday) Weekend availability based on staffing

Please fill out the description sheet and give to the police representative along with the found items. Contact the police department at 767-3123 to have an officer pick up the item(s) or drop them off at the Airport Police Department. When members of your agency find items, please do the following:
1. Legibly print the item description
2. Print location and date found
3. Include company who is turning the item over to the police officer
4. Print the original finder’s name
5. Include the original finder’s phone number

The found items sheet should be signed at the bottom by the employee and record the name of the company releasing items to the Airport Police Department and the date.

The police department representative will sign and date the form as well.

These items will be logged into the Airport Police Department where the clerk, dispatcher or officer will enter them into a computer tracking system. The system can create reports of lost items as well as found items in an attempt to identify matches. The Airport Police Department makes arrangements to get the items back to the owner at the owner’s expense.