



CINCINNATI/NORTHERN KENTUCKY INTERNATIONAL AIRPORT

2015 FAA National Civil Rights Training Conference

Brian Cobb
Vice President, Customer Experience

2015 FAA National Civil Rights Training Conference

Day 1 Presentation

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Cincinnati / Northern Kentucky International Airport

TOPICS

About CVG

Emergency Safety

Familiarization Tours

Shuttle Access

Airport Community

ABOUT CVG

Cincinnati, USA

52%

Nation's Population w/in 90min

24th

Largest Metropolitan Area

2.1

Million Neighbors

1

Million Labor Force

10

Fortune 500's

300

Colleges & Universities

400

Foreign-owned firms

ABOUT CVG

A map of North America with numerous flight routes radiating from the Cincinnati area (CVG). The routes are represented by lines of varying colors (green, orange, red) connecting CVG to various other airports across the continent. Major airports shown include SEA, SFO, LAX, SAN, LAS, PHX, DEN, MCI, STL, XNA, MEM, DFW, IAH, MSY, JAX, TPA, SFB, PIE, MCO, PGD, RSW, FLL, FPO, MIA, CUM, MBJ, and PUD. Other airports shown include MSP, MSN, MKE, GRR, DTW, YYZ, BOS, BDL, PIT, MDT, TTN, PHL, NYC, WAS, RDU, CLT, MYR, and SEA.

Airport

6 Million Annual Passengers

3.6 Billion Dollar Enterprise

80% Local Origination

16 Operating Airlines

#1 North American Airport 2011-15*

***SkyTrax**

EMERGENCY SAFETY

Event Hazards

Fire

Tornado

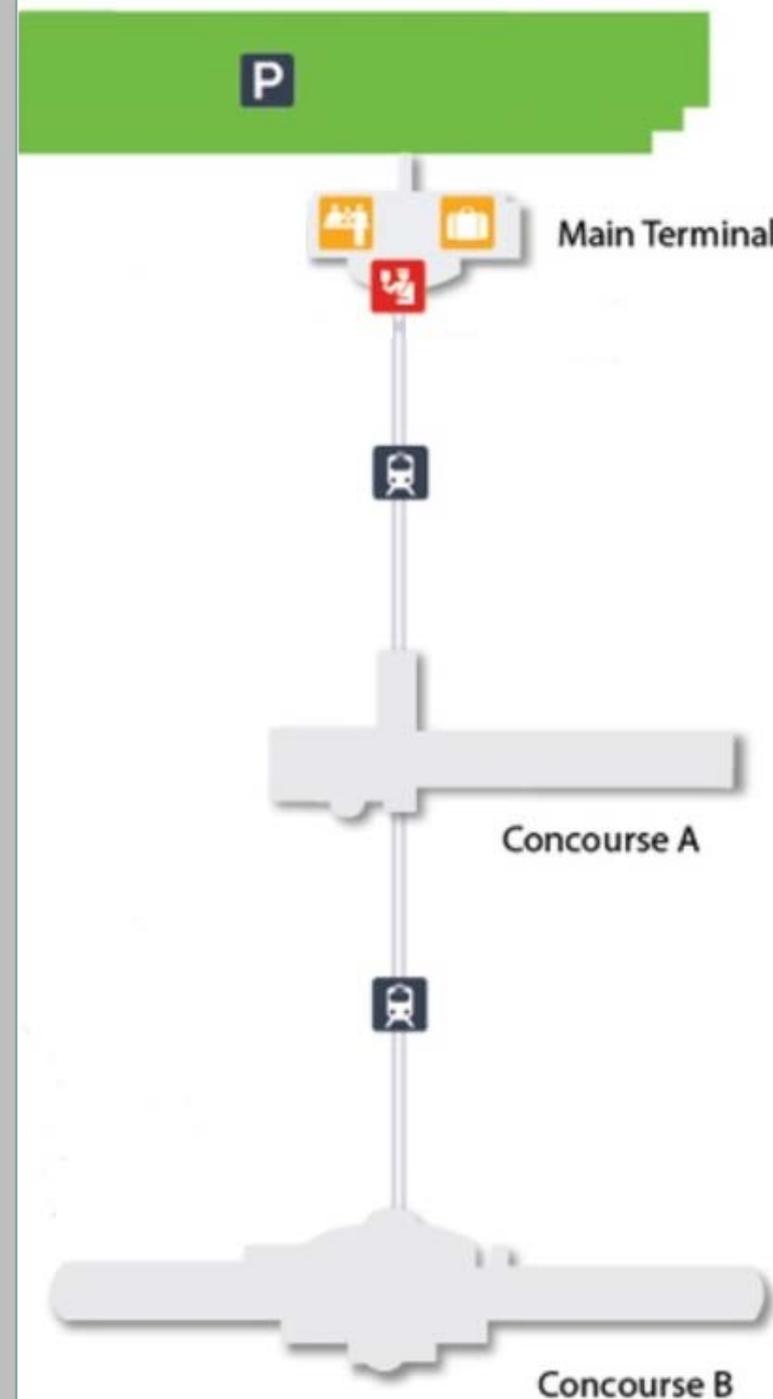
Earthquake

Preparedness

Airport Training

Local EM Broadcasts

Audible/Visual Pages



EMERGENCY SAFETY

Responsibilities

Tenant Roles

Situational Awareness

Emergency Response Personnel

Event Response

Fire Zoning

Severe Weather Shelter

Evacuation Routing



FAMILIARIZATION TOURS



Advertise

Joint Press Releases

Media Engagement

Enrollment Options

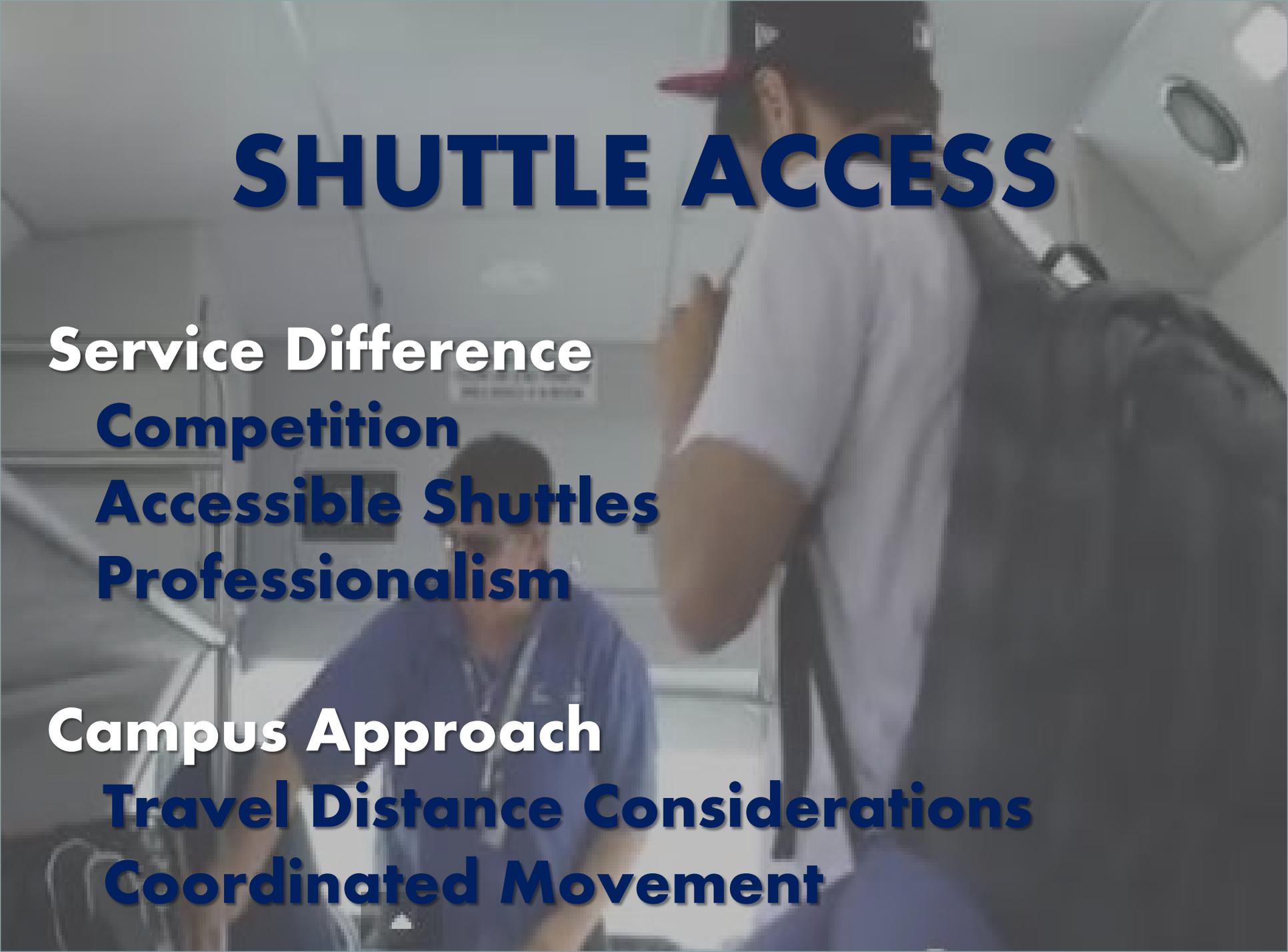
Implement

Airport Training

Event Day

Survey

SHUTTLE ACCESS

The background image shows the interior of a shuttle vehicle. A driver wearing a white shirt and a red baseball cap is seen from the side, looking forward. A passenger in a blue polo shirt is seated in the foreground, looking towards the camera. The interior features overhead luggage racks and a window.

Service Difference

Competition

Accessible Shuttles

Professionalism

Campus Approach

Travel Distance Considerations

Coordinated Movement



AIRPORT COMMUNITY

Ongoing Collaboration

Joint Education Opportunities

Engagement of Regional Partners

Customer Experience Delivery

Recognition

Airport Event Celebrations

Positive Press Opportunities

Public Acknowledgements



CINCINNATI/NORTHERN KENTUCKY
INTERNATIONAL AIRPORT

THANK YOU!



CINCINNATI/NORTHERN KENTUCKY INTERNATIONAL AIRPORT

2015 FAA National Civil Rights Training Conference

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Day 2 Presentation

Brian Cobb

Vice President, Customer Experience

Cincinnati / Northern Kentucky International Airport

TOPICS

Technology at CVG

Translation Services

Tablet-based ASL

In Development

Assistive Wayfinding

TECHNOLOGY IN USE

Translation Services

3rd Party Contracted Services

Tablet and phone-based solution

Live-video ASL interpreting

3rd Party Apps for signage

 ALL STAR GAME 2015
JULY 14 * FOX

IN DEVELOPMENT

Assistive Wayfinding

Emerging device technology

Three-part approach to mapping

Video + CC

Google street view + AR

iBeacon routing



CINCINNATI/NORTHERN KENTUCKY
INTERNATIONAL AIRPORT

THANK YOU!