Advisory # 2022-A-065

Data/GPS Connectivity Issues at the CVHA and Surrounding Airport Areas

Date: December 8, 2022

From: Groundside Transportation

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Subject: Data/GPS Connectivity Issues at the CVHA and Surrounding Airport Areas

Groundside Transportation is aware of connectivity issues in the following areas:

- Commercial Vehicle Holding Area (CVHA), specifically around CVHA Building & adjacent roadways

- T1 & T3 Underpass Roadways - T1, Arrivals & Ground level | T3, Arrivals

- T1 & T3 Departures level

- Roadways leading to and from the Airport

Please be advised that the GTAA Groundside Transportation and IT & Communications Systems teams are working together with telecommunication providers and are investigating this connectivity issue. We ask that you be patient and bear with us until we find the root of the problem.

Should your tablet lose connectivity resulting in loss of display of your position in queue, please follow these steps:

- Sign off the CVTA Application and turn off your tablet

- Wait 1 – 2 minutes and restart your tablet

- Log into CVTA Application and sign in –your position in the queue should be preserved

If the above, does not resolve the issue, please proceed to the AVI Office *(note: Even though you cannot see your position on your tablet, the AVI Dispatcher can access a list with your exact last position and can manually place you back in the queue).*

The staff at the AVI office is available to assist you; however, we ask you for your patience and ensure you are always respectful and courteous.