



Operations Memorandum

To: CVG Airlines and Tenants

From: Brian Cobb, VP - Customer Experience

Subject: Service Animal Relief Areas (SARAs) – Regulatory Requirement

Date: August 3, 2016

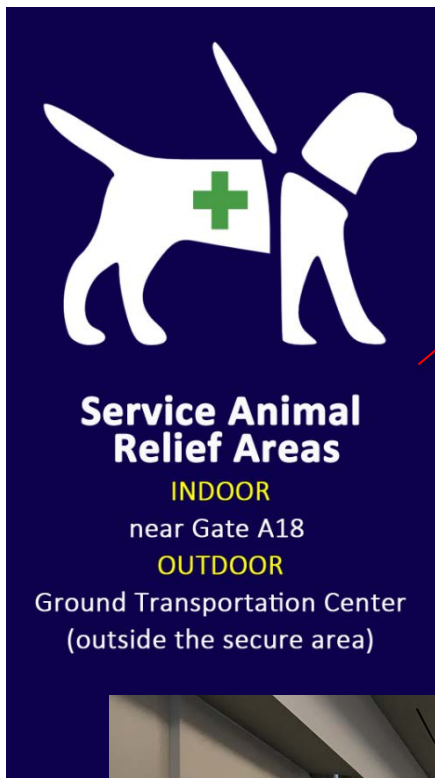
"On August 5, 2015, U.S. Department of Transportation (DOT) published a final rule addressing service animal relief areas amending 49 CFR 27.71(h). (See 80 FR 46508) Under that final rule, primary airports must provide at least one service animal relief area [SARA] in each airport terminal. This service animal relief area, with limited exceptions, must be located in the sterile area of each airport terminal to ensure that individuals with service animals are able to access service animal relief areas when traveling, particularly during layovers. DOT decided that it will not adopt specific requirements with respect to dimensions, design, materials, and maintenance of SARAs."

The above requirement is effective August 4, 2016. CVG is in compliance with the installation currently located near Gate A18, serving all sterile areas beyond the Terminal building. This location is intended to be temporary while we work with contractor(s) on two permanent installs and outfitting options at the mid-points of Concourse A and Concourse B.

The SARA is outfitted with a turf-surface designed for the intended purpose. The customer will have access to the necessary amenities to perform clean-up. The installed unit is equipped with embedded sprinklers for a rinsing, which is activated by a height-compliant push-button feature close to the doorway. Additionally, a hose mechanism, waste bags, and garbage container are included in the space for added measure.

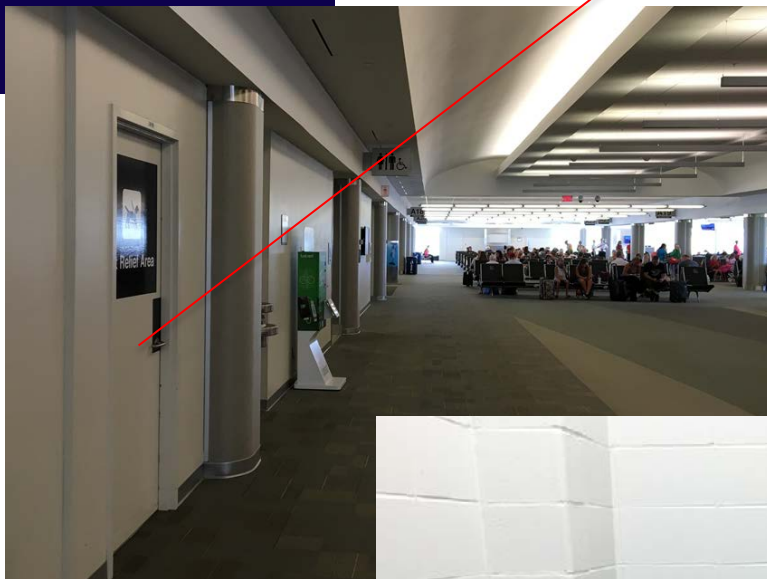
Given the regulatory nature, please ensure all personnel are aware of the requirement and location of the SARAs. The regulation is specific to Service Animals (wearing service animal vests and credentialed), however, the SARA may be used for emotional support animals and pets, as may be necessary. As a reminder, there is also an outdoor SARA located on Baggage Claim Level nearest to the Ground Transportation Center. Customers using the outdoor location will be required to return through the Security Checkpoint when on a departing flight.

Please see the attached images for awareness purposes. Thank you for your support and customer service assistance with this very important service offering.



Digital image to run on the Information Displays throughout CVG.

Current (temporary) location prior to reaching Gate A18.



Sprinkler rinse activated by push button.

A hose feature has been added as extra measure.

