

**To:** CVG Airlines and Tenants

**From:** Brian Cobb, VP - Customer Experience

**Subject:** Terminal Modernization Project – Update 4

**Date:** October 27, 2017

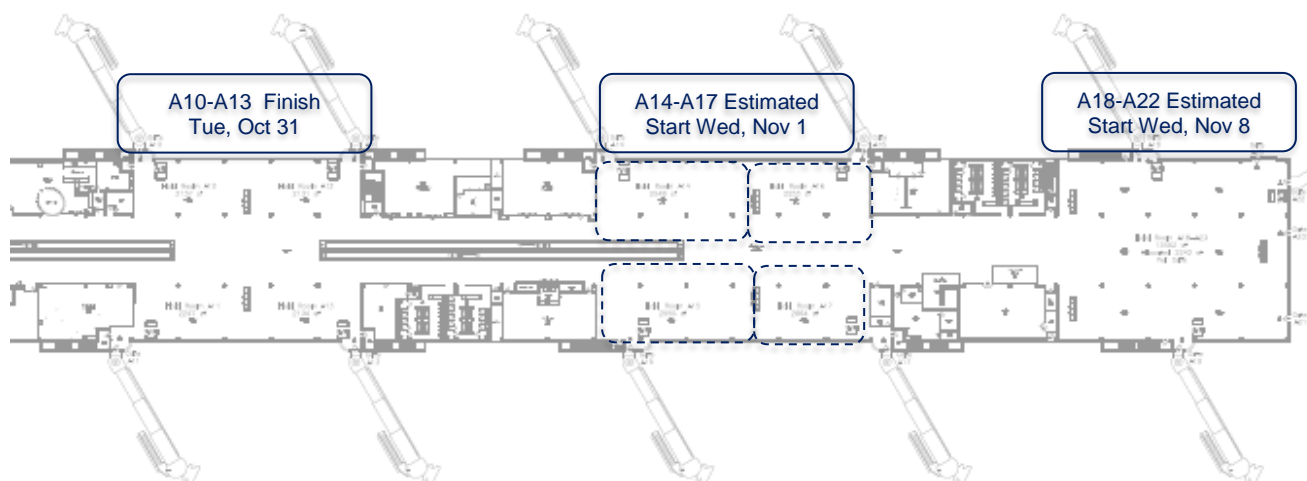
Effective **Wednesday, November 1, 2017**

**CONCOURSE A CARPET REPLACEMENT PROGRESS**

KCAB's contractor continues to progress eastward, completing one gate hold area each work day. Gate hold area work is being conducted on four 10-hour days, beginning Monday and ending Thursday each week. Thank you to Southwest, American, and United personnel supporting the gate coordination efforts.

The contractor is anticipated to complete work in the United area, Gate A12 by Tuesday afternoon. Additionally, another contractor will use Gate A12 downtime to conduct maintenance for Panda restaurant that requires the use of a crane. Operations are anticipated to be turned over to United by late Tuesday afternoon. The Terminal Modernization contractor will then move to the Gate A14-A17 quadrant on Wednesday morning. KCAB staff will work with American and Trego-Dugan staff accordingly.

Flights may need to be flexed to non-leased gates (A1, 2, 4, 16, 17, 21, and 22) for operational need.



## BAGGAGE CLAIM AND GROUND TRANSPORTATION CENTER (GTC) PROGRESS

Reminder that as we look towards the future completion of the modernization project, all tenants may anticipate a renumbering of our carousels to a more simplified 1 through 4 from west to east. As such, we'll work with all tenant airlines on renumbering implications.

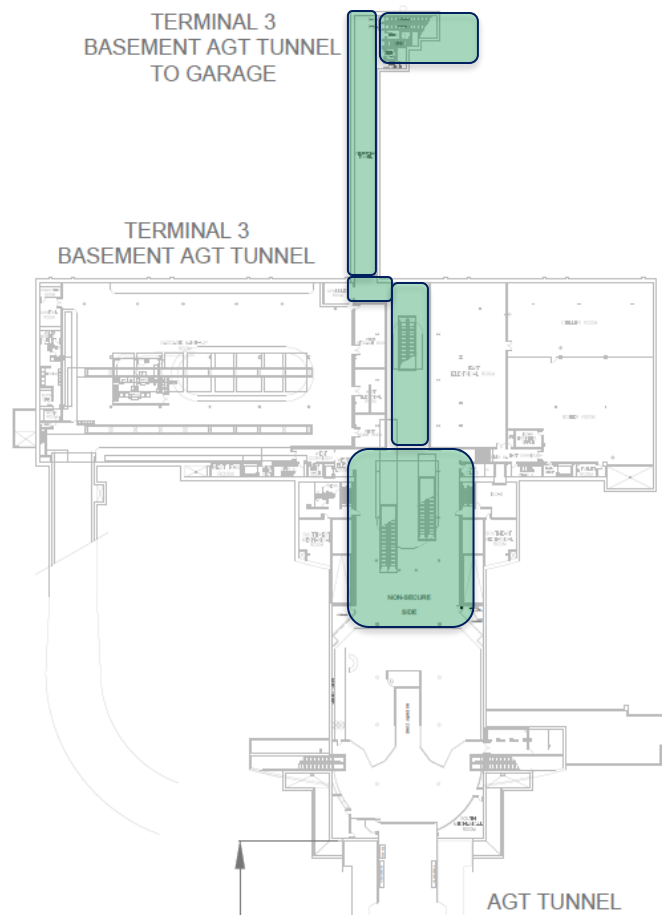
Please accept our thanks to all tenants who have adjusted their operations and supported customer needs while we improve our facilities. Your patience is greatly appreciated.



**Estimated Monday, November 6**

**MEET/GREET LEVEL, TUNNEL TO GARAGE, AND GARAGE VESTIBULES**

KCAB's contractor has already initiated work on less invasive areas. The work has included lighting and ceiling tile replacements in addition to paint. Additional work to begin replacement of carpet will occur around the November 6<sup>th</sup> timeframe. As such, work areas may be blocked occasionally resulting in customers and employees being rerouted for wayfinding purpose.



**A NOTE ON DESIGN ELEMENTS**

Many employees and customers have inquired about the final look. While we're still in the early stages, our Airport Community can anticipate metal work around baggage claim to evoke the Roebling Bridge, wood themes to touch upon our local connections to the Bourbon Trail, and large-scale artistic images to build upon our regional influence while we Embrace What's Next.