

Cincinnati/Northern Kentucky International Airport

Operations Memorandum

To: CVG Airport Airlines, Tenants and Concessionaires

From: Brian Cobb, Vice President of Customer Services

Subject: Update: Moving Walkways

Date: January 17, 2014

On behalf of the Kenton County Airport Board, please accept our apologies for the service challenges experienced with the moving walkways. We very much appreciate everyone's continued patience as this service event continues to unfold. We also recognize that this began during one of the busiest times of the year and continues into an extended period of time. While this has impeded our award winning service and amenities, the safety of our customers and co-workers alike take precedence over convenience. Advisory signage and alternate travel guidance (i.e. train or walking options) remain deployed at strategic points to help share messaging updates. Most importantly, it rests with the collective Airport community to support our mutual customers with the available information and best recommendations to meet service recovery expectations.

As a recap to the event, our conveyance vendor has determined the need to make significant repairs with all of our moving walkways. This has impacted all moving walkways in our transportation tunnel and Concourses A and B. KCAB's conveyance vendor is working to make all necessary repairs and return all moving walkways to service as soon as practical. Unfortunately, due to extensiveness of the repairs and the amount of replacement parts required, many of the moving walkways will be out of service for an undetermined period of time. KCAB has provided our conveyance vendor a priority list for return to service based on the greatest benefit to customer volume and convenience.

Thank you for your understanding and support. We're forever grateful for the pride in our delivery and amenities and look forward to quickly returning our award winning home to its full operational state.