



Operations Memorandum

To: CVG Airlines and Tenants

Subject: Terminal Modernization Project – Update 6

Date: February 14, 2018

Completed

CONCOURSE A

KCAB's contractor has completed work in this area and will be finalizing very minor fixes and expansion joint replacement in the coming weeks. Thank you to all airlines, concessions, and tenants who have supported the temporary moves and traffic flow needs during this portion of the project.

Underway

CONCOURSE B

KCAB's contractor has started project work in Concourse B. The east end ceiling tile, lighting, and carpet replacement in the gate hold areas in addition to painting the primary corridor will be complete by the end of next week. Contractors are currently working in the gate area of B14 and central food court during the overnight hours. Once these areas are complete the contractor will begin the work on the far west end and moving toward the center tentatively beginning February 26. The FIS/Customs carpet replacements will be complete by February 23 followed by minor touch-ups with a target completion of March 1. The project manager is working with Delta on applicable gate closures. It is anticipated that each two-gate configuration will take approximately a week with target completion for all Concourse B elements by April 30.

Underway

BAGGAGE CLAIM

All phases are complete as originally designed. Baggage information displays (BIDS) and flight information displays (FIDS) are in their final installation stages. A part of the update will include the re-numbering of the baggage carousels from 1 through 6 and reduced to 1 through 4, more communication is forthcoming once a switchover date is identified. All elements are targeted to be complete by March 1. *As we near completion, a reminder to all tenants that brand specific messaging (e.g. placards, stanchions, and signage) around and on the carousels will be prohibited.*

Underway

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

KCAB's contractor has completed work in the tunnel to the parking garage and is scheduled to re-open on February 18. The meet/greet lounges are complete along with the rest of the Welcome Point area.

Work is also progressing in the garage vestibules, beginning on Level 1 and working up to Level 5. During this construction, there will be periods of limited restrictions to the elevators and escalators in support of flooring replacements. The contractor will ensure that at least one elevator is available at all times. This work will be complete by March 16.

A NOTE ON DESIGN ELEMENTS

As identified previously, metal work around baggage claim to evoke the Roebling Bridge and wood themes to touch upon our local connections to the Bourbon Trail have been incorporated and nearing completion. In the coming months, we anticipate adding large-scale artistic images to build upon our regional influence and CVG's spirit to Embrace What's Next in the coming years.

Many thanks to all of our tenants who have supported the transitional issues and temporary disruptions. Survey feedback regarding the improvements has been positive and a great indicator on the cooperative approach that we've taken to minimize inconveniences and maximize the customer experience. All of us play a key role in the delivery and we're grateful for your dedication to improving CVG for years to come.