

# Cincinnati/Northern Kentucky International Airport

## Operations Memorandum

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To: CVG Airport Airlines, Tenants and Concessionaires

From: Brian Cobb, Director - Customer Services

Subject: Moving Walkways

Date: November 21, 2013

Our contract conveyance vendor has surfaced component replacement issues with some of our moving walkways. This impacts similar models that can be found in our transportation tunnel and Concourse B. The impact to Concourse A may be limited due to different model types. We're working with Kone, KCAB's Conveyance Contractor, on repairing these and getting them back into service as soon as practical. Unfortunately, due to the lead time for replacement parts, the walkways may be impacted for several weeks. We have asked Kone to look into other possible options to expedite returning units to service.

We recognize that this is occurring at one of our busiest times of the year. However, the safety of our customers and co-workers alike take precedence over convenience. Visual safety barriers are being deployed at the impacted sites to prevent further use. Additionally, advisory signage and alternate travel guidance (i.e. train or walking options) will be deployed at strategic points. Most importantly, it rests with the collective Airport community to support our mutual customers with the available information and best recommendations.

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.