



**To:** CVG Airlines and Tenants  
**From:** Brian Cobb, VP - Customer Experience  
**Subject:** Terminal Modernization Project – Update 5  
**Date:** December 15, 2017

## Underway

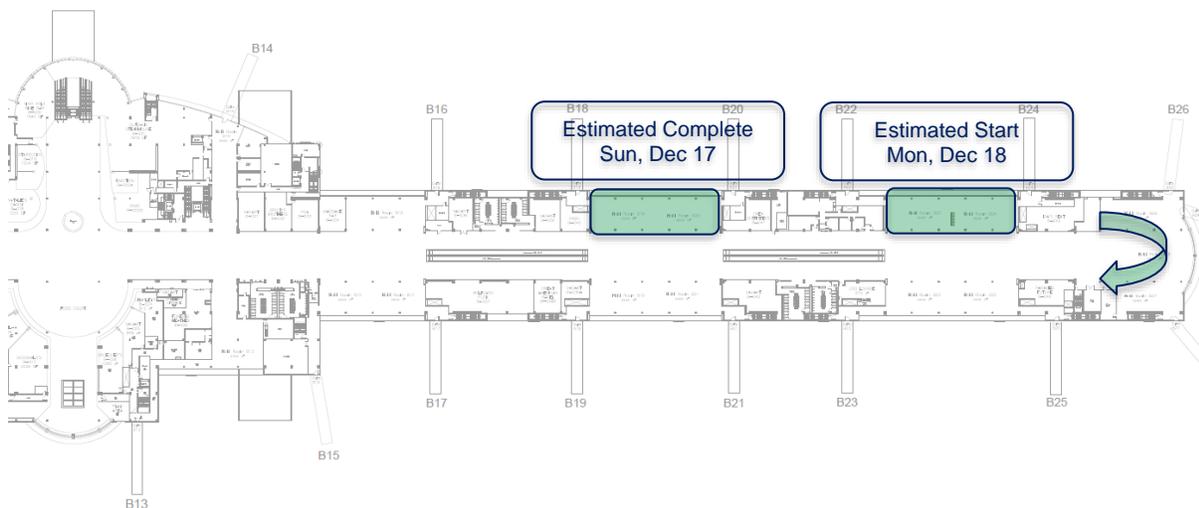
### CONCOURSE A

KCAB’s contractor is in the final stages of carpeting the corridor areas and small spaces. Baseboard and final construction checklist items are anticipated to be completed by Friday, December 22. 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. This work will include ceiling tile, lighting, and carpet replacement in the gate hold areas in addition to painting the primary corridor. The project manager is working with Delta on applicable gate closures. It is anticipated that each two-gate configuration will take approximately a week to complete. Gates A18 and 20 are expected to be finished in the next few days. Work will progress to Gates A22 and 24 to the east end of the Concourse and work back to the west in the coming weeks.

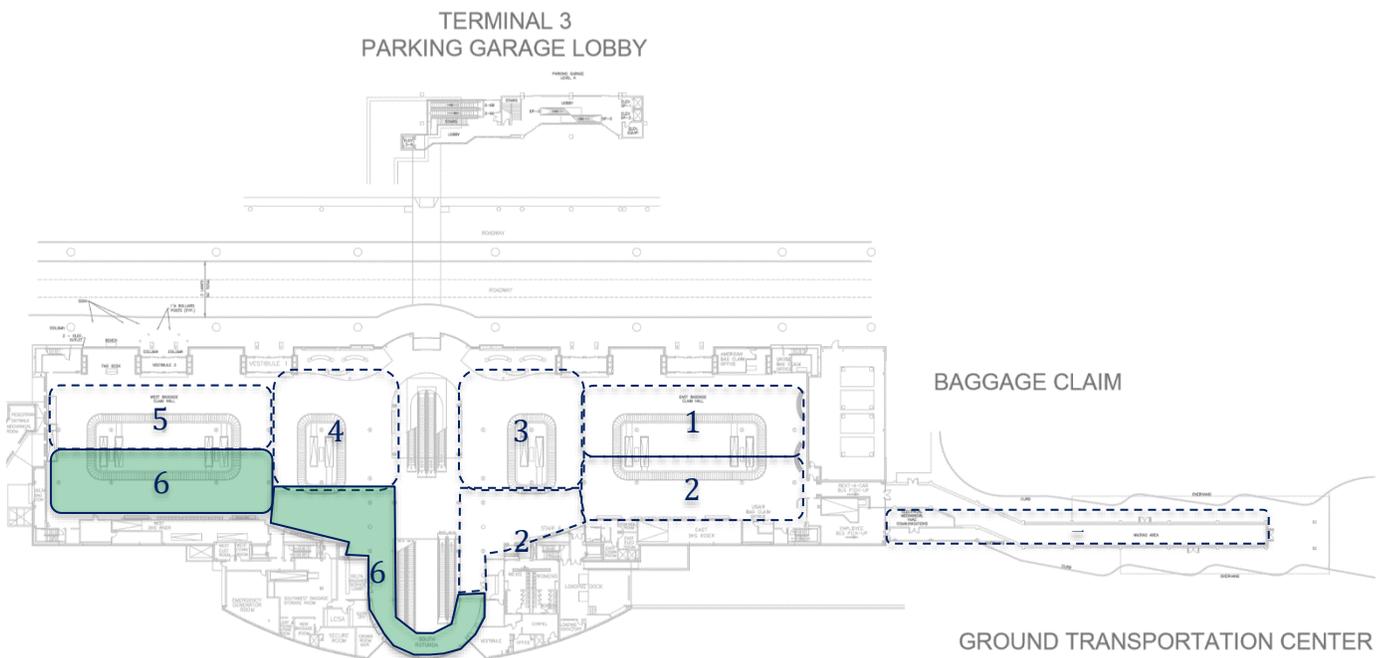


Work will also begin in the coming days within the FIS Customs and Border Protection area. All work related to this portion is being coordinated among CBP and Delta.

## Underway

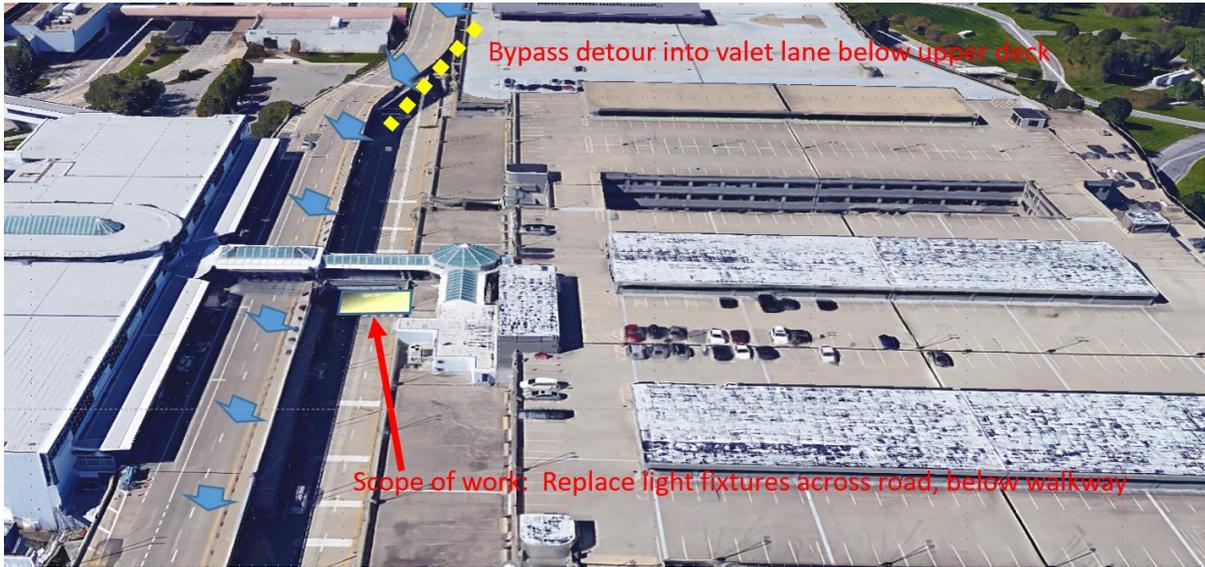
### BAGGAGE CLAIM

Phase 5 is in the final stages of completion. KCAB's contractor will be moving forward with Phase 6 to include work near the Delta Bag Service Office around to the Chapel and Meditation Room. *As we near completion, a reminder to all tenants, that brand specific messaging (e.g. placards, stanchions, signage) around and on the carousels will be prohibited.*



Additional project work of replacing the entrance doors to larger, slide-style is progressing well. The contractor will complete baggage claim in the next few days and has initiated work on ticketing level, working their way west to east.

Of particular note for the bag claim level is work slated for Sunday, December 17 between 12 midnight and 4 a.m.. The contractor will replace lighting elements between the outer curb and the garage vestibule. Similar to recent garage roof repairs, traffic will be diverted to the inner curb (valet) during this work period. See below illustration for traffic impact.

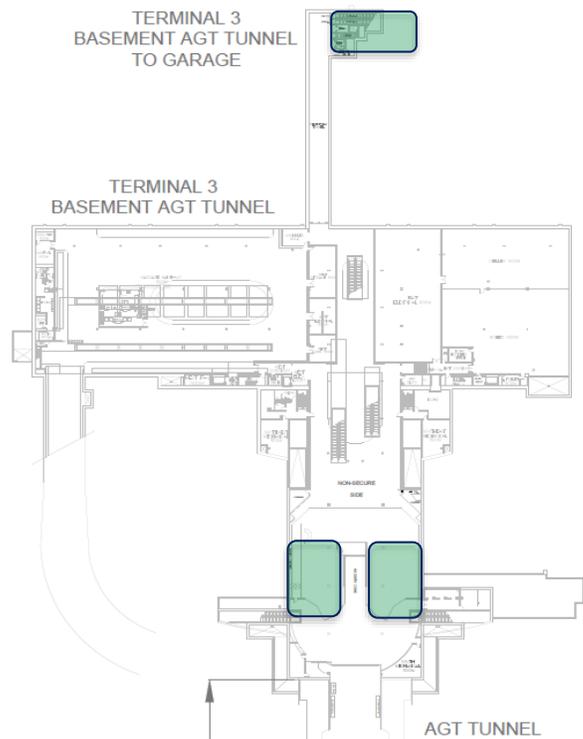


**Underway**

**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. We anticipate the east portion of the meet/greet area will reopen early the week of December 18, with work progressing to the west area shortly thereafter.

Work is also progressing in the garage vestibules, beginning on Level 5 and working down. 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.



### **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.