

Cincinnati/Northern Kentucky International Airport

Operations Memorandum

To: CVG Airport Airlines, Ambassadors, Tenants and other Operators

From: Brian Cobb, Director - Customer Services

Subject: **Security Checkpoint Floor Replacement Construction**

Date: January 8, 2013

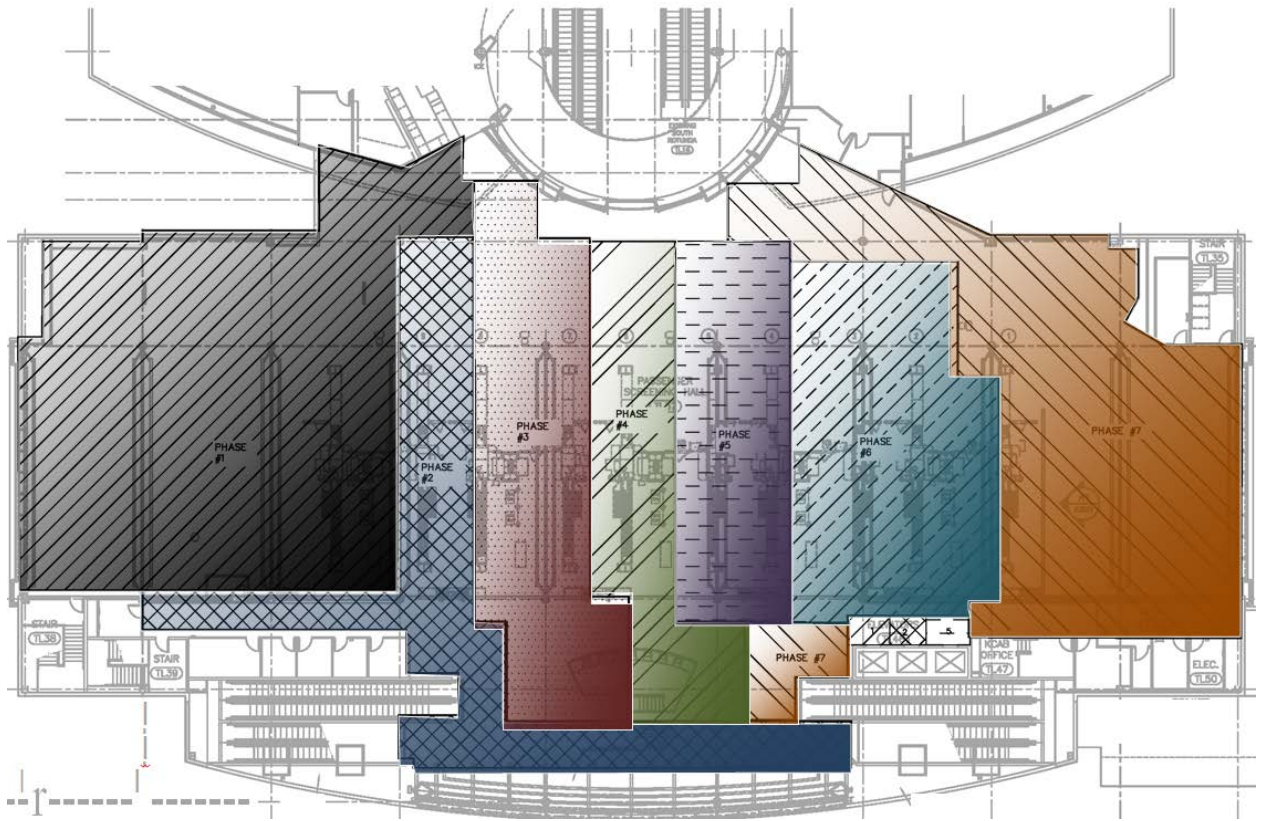
The Airport will be starting a maintenance-required replacement of the entire Checkpoint Floor, Monday, January 14, 2013. All flooring work will be performed during the night time hours, starting at approximately 8:30 pm through 4:30 am.

The project will be ongoing through the end of May and will include seven phases. Phase 1 work will start on the building west end, up to the large wall separating the checkpoint lanes and the queuing space. Please refer to the attached color coded drawing for the breakdown of the phases.

In addition to the replacement of the floor, the Airport is working with the TSA to make improvements to the security lane configuration, queuing, and the checkpoint entrance structure. The Airport and TSA are planning to keep a minimum of 8 security lanes operational at all times during the project. This includes retaining the Pre-Check and Priority Lanes. We can anticipate queues on our peak travel days and times to extend outside of the checkpoint area. Should this occur, the Airport intends to queue customers through floor-signage and/or support staff out towards the bridge and front entrance, then angled towards West Ticketing (American/United/USAirways) if necessary.

PLEASE NOTE ACCESS TO THE SECURITY BY-PASS DOOR AT THE CHECKPOINT WILL NOT BE AVAILABLE DURING PHASE 1 AND PHASE 2 OF THE PROJECT. Employees, not escorting, will be required to use the turnstiles at the tunnel level and take the elevators to the checkpoint level in order to eliminate the need to go through the security checkpoint lanes. Employees escorting individuals will need to escort through the security checkpoint using the Employee lane. After the completion of Phase 2, the by-pass door will once again be available for use.

Access to at least one set of escalators and two elevators will be maintained at all times during the project. TSA will be provided access to their monitoring platform at all times. However, there will be some periods of time when access to some of the rooms at the back of the checkpoint will have limited access. The Airport will work closely with the TSA to access their screening rooms.



More defined phase schedules and updates may be issued at a later date as needed.

Upon completion of the project, customers and staff can anticipate the following benefits:

- + significantly improved floor quality and conditions to address maintenance aspects
- + modernized front-entrance with improved signage and security features
- + improved queuing flow and timing during peak and off-peak periods
- + expanded accessibility for wheelchairs at all lanesets
- + expanded spacing between lanes; supports clear-space for divestiture and recomposure needs
- + lanes shifted and centered in the space, avoiding overburdening one side of the facility
- + increased flexibility in lane access and use during peak and off-peak periods

The Airport greatly appreciates the coordinated efforts with our business partners at the TSA and your cooperation and patience during this project as we improve our facility and the passenger experience.