



August 15, 2014

STATEMENT ON THE PLANE TRAIN INCIDENT

ATLANTA – At approximately 2:35 p.m. at Hartsfield-Jackson Atlanta International Airport, the plane train system went out of service due to a computer system failure. Immediately upon notification, our on-site Bombardier technician was dispatched to the scene to begin working to restore service.

Atlanta Police Department officers, security teams, airline staff, operations employees and medical teams assisted with the flow of passengers and eased congestion.

The 12-car system which runs three miles has a 99.8% reliability for running normally. On this very rare occasion, the computer system failed. A diagnosis of the system was conducted which permitted the technicians to correctly reboot the system. Before full service was restored, a safety run of the system was conducted.

Service was restored at approximately 4 p.m.

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Hartsfield-Jackson Atlanta International Airport

Hartsfield-Jackson (ATL) is the world's busiest and most efficient airport, serving more than 94.4 million passengers annually with nonstop service to more than 150 U.S. destinations and nearly 70 international destinations in more than 45 countries. ATL boasts a direct economic impact of \$32.5 billion in metro Atlanta and \$68.3 billion in Georgia. The Airport is the largest employer in Georgia, with more than 58,000 employees. The Airport is a frequent recipient of awards of excellence for concessions, operations, architectural engineering and construction – including the 2013 Global Efficiency Excellence Award from the Air Transport Research Society, 2013 Project of the Year, Architectural Category for the Maynard H. Jackson Jr. International Terminal from the American Association of Airport Executives Southeast chapter and the 2012 Best Airport in North America, Business Travel Award from the Business Traveler Magazine. ATL has completed more than \$6 billion worth of capital improvements, including a new, energy-efficient rental car center, a gold LEED-certified international terminal and aesthetic and functional upgrades to its concourses, people movers and parking services. For more information, go to www.atlanta-airport.com. Check out the Airport's YouTube channel by visiting www.youtube.com/AtlantaHartsfield, follow us on Twitter (@Atlanta_Airport) and become a fan on Facebook (Hartsfield-Jackson Atlanta International Airport).