



Spring Break travelers drive March growth for MEM

Spring Break travelers helped to fuel a month of passenger growth for Memphis International Airport, with the local Transportation Security Agency (TSA) reporting that 138,665 passengers and employees passed through the checkpoint in March 2021. That total made last month the busiest for MEM since February 2020, prior to the COVID-19 pandemic.

This number represented an increase of 29.7% compared to March 2020, when the rise of COVID-19 cases halted travel across the world. The March 2021 numbers represented a decrease of 35.4% compared to March 2019.

There appeared to be a balanced increase in travel throughout the month, with increasing vaccinations, decreasing COVID-19 cases, and reduction of traveling restrictions all likely combining with Spring Break to boost passenger numbers. The momentum appeared to carry through Easter weekend, with more than 24,000 screened between April 1-5.

Despite the increasing passenger numbers, operations continue to be affected by COVID-19. To see the latest updates, visit www.flymemphis.com/covid-19.



Memphis-Shelby County Airport Authority releases updated Strategic Overview

The Memphis-Shelby County Airport Authority (MSCAA) has updated its Strategic Overview, a focused, comprehensive plan that outlines the organization's goals between 2021-2025. The plan will act as a road map for Memphis International Airport (MEM) and MSCAA's two general aviation airports for the next five years, ensuring improvement across all operational facets. The newest update reflects the impact of the COVID-19 pandemic on MSCAA's short-, medium- and long-term goals.

The plan provides overviews of 10 different areas: Physical/Terminal; Environment; Properties/Cargo; Airfield; Marketing; Communications & Customer Relations; Air Service; Business Model/Finance; Human Capital Management; General Aviation; and Information Technology and Innovation. These overviews include one-, three- and five-year goals. The Strategic Overview can be found at <https://www.flymemphis.com/strategic-overview>.

While this is a five-year plan, the current iteration of the Strategic Overview primarily features timelines that are in the one- to three-year window. Additional five-year goals will be added after MSCAA Master Plan is updated later this year. The Master Plan will establish priorities for long-term construction projects for MEM, General

DeWitt Spain, and Charles W. Baker airports. A more comprehensive revision of the Strategic Overview will be released in early 2022.

"The COVID-19 pandemic changed everything for the world, and of course altered MSCAA's strategic goals," said Scott A. Brockman, MSCAA President and CEO. "Our staff worked diligently to address the challenges of the coronavirus, and at the same time move our airport, its projects and operations forward. This update identifies both broad and specific goals across the major areas of our operations."

[View Strategic Overview](#)



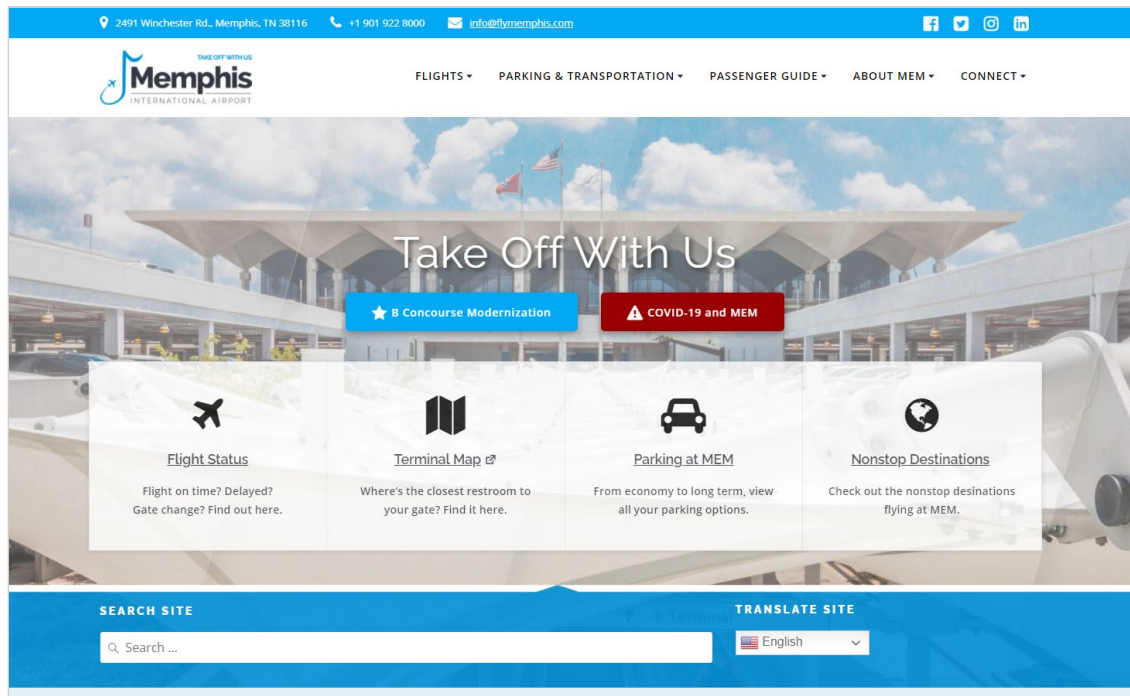
Amber Floyd joins Memphis-Shelby County Airport Authority as General Counsel

The Memphis-Shelby County Airport Authority (MSCAA) has announced the addition of Amber Floyd as its new General Counsel, effective April 5.

Floyd will be responsible for overseeing Airport Authority legal matters including litigation, legal advice, claims, leasing and contracts and risk management. She will report to MSCAA President and CEO Scott Brockman.

Floyd has been employed by the City of Memphis since 2019, most recently serving as Deputy City Attorney. Before joining the City of Memphis, she worked for more than eight years as a senior associate for Wyatt, Tarrant and Combs LLC in Memphis.

"Amber has a wealth of legal experience in both the private and public sectors," said Brockman. "Her experience, achievements and community involvement make her an ideal addition to our leadership team."



Memphis International Airport launches redesigned flymemphis.com

The [site](#), which will be managed in-house, includes a number of improvements and added features, including:

- [New 3-D terminal map](#) that includes enhanced wayfinding and a search function. Points of interest are highlighted within the site text and linked to their location on the interactive map, allowing for easy access to step-by-step directions for passengers.
- Enhanced mobile friendliness, ensuring ease of use on mobile devices like smartphones and tablets.
- New features including additional [modernization photos](#) and a translation feature for multilingual travelers.



"We are excited to launch a new and improved [flymemphis.com](#)," said MSCAA President and CEO Scott Brockman. "This will provide passengers with quick access to what they need most, such as flight information and wayfinding using our new 3-D map. The Authority team continually searches for ways to deliver on our goal of

providing a 'Positively MEMorable Experience.'"

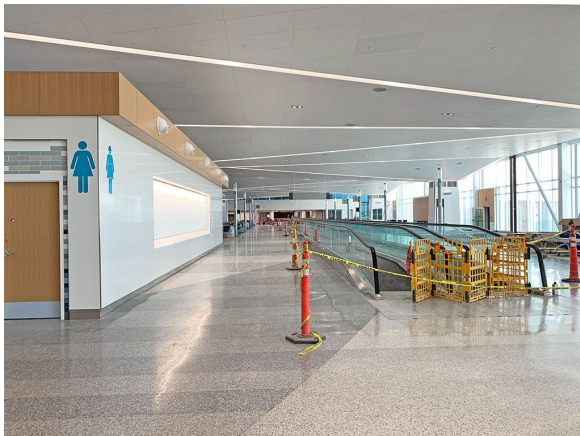
Visit flymemphis.com



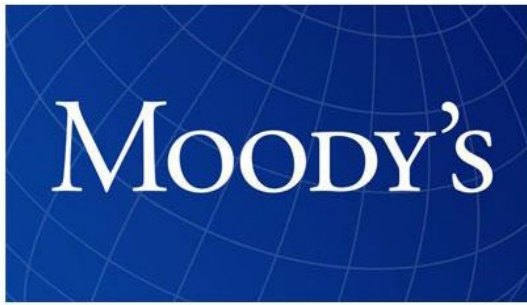
Latest modernization photos offer look at the future of the MEM travel experience

Major progress on the modernization of the B concourse continues as we get closer to the reopening. The new concourse will reinvent the travel experience at MEM with wider walkways, higher ceilings, and technological improvements such as seats with wireless phone charging capabilities.

The latest photo gallery is available on the [Modernization Images](#) page of the redesigned flymemphis.com.



[View modernization photo gallery](#)



FitchRatings



Financial agencies issue updates to Memphis-Shelby County Airport Authority ratings

Memphis-Shelby County Airport Authority (MSCAA) has received updates from financial rating agencies Moody's Investor's Service, Kroll Bond Rating Agency (KBRA) and Fitch Ratings.

Moody's assigned an "A2" rating to MSCAA's forthcoming bonds and Airport Revenue Refunding Bonds. Fitch Ratings assigned an "A" rating to the forthcoming bonds while affirming the "A" rating on the outstanding bonds.

KBRA assigned an "A+" rating to both the forthcoming bonds and Airport Revenue Refunding Bonds, while affirming the same rating on outstanding bonds. All three agencies issued a "Stable" outlook for MSCAA.

[Read Full News Release](#)



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

CDC Issues Updated Guidance on Travel for Fully Vaccinated People

The Centers for Disease Control and Prevention (CDC) updated its travel guidance for fully vaccinated people to reflect the latest evidence and science. Given [recent](#)

[studies](#) evaluating the real-world effects of vaccination, CDC recommends that fully vaccinated people can travel at low risk to themselves. A person is considered fully vaccinated two weeks after receiving the last recommended dose of vaccine.

Fully vaccinated people can travel within the United States and do not need COVID-19 testing or post-travel self-quarantine as long as they continue to take COVID-19 precautions while traveling – wearing a mask, avoiding crowds, socially distancing, and washing hands frequently.

“With millions of Americans getting vaccinated every day, it is important to update the public on the latest science about what fully vaccinated people can do safely, now including guidance on safe travel,” said CDC Director Dr. Rochelle Walensky. “We continue to encourage every American to get vaccinated as soon as it’s their turn, so we can begin to safely take steps back to our everyday lives. Vaccines can help us return to the things we love about life, so we encourage every American to get vaccinated as soon as they have the opportunity.”

[Read Full CDC News Release](#)



Latest commercial air service updates

Airline schedules continue to change frequently, and passengers are encouraged to check with their airlines for the latest developments.

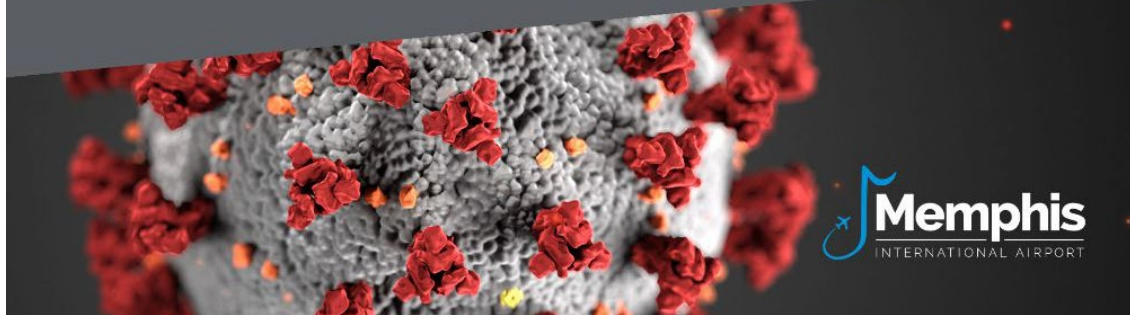
- **Allegiant:** Austin, Destin-Ft. Walton, Ft. Lauderdale, Las Vegas, Los Angeles, Phoenix, Orlando-Sanford, and St. Pete-Clearwater
- **American Airlines:** Charlotte, Chicago, Dallas, Miami, Phoenix
- **Delta Air Lines:** Atlanta, Detroit, Los Angeles, Minneapolis, Salt Lake City
- **Frontier:** Denver, Orlando
- **Southwest Airlines:** Atlanta, Baltimore, Chicago, Dallas, Denver, Houston, Orlando, Phoenix, Tampa

- **United:** Chicago, Denver, Houston

MEM and COVID-19 (Coronavirus):

Learn more at:

[www.flymemphis.com/covid-19](https://flymemphis.com/covid-19)



Keeping the Public Informed

We have created and continue to update a page on our website to keep the public informed of the steps being taken at MEM in response to COVID-19. Screens like the graphic above are currently in rotation in baggage claim and on the jumbotrons.

Visit the page here, and pass along to any of your contacts who may ask what the airport is doing: <https://flymemphis.com/covid-19>

[Read More](#)



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