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2020 Year In Review: MEM navigates unprecedented challenges in 2020, looks ahead to 2021

Without a doubt, 2020 and the COVID-19 pandemic changed the world. Coming off a year record origin and destination growth in 2019, Memphis International Airport was poised to continue its momentum in 2020. Then, in March, the pandemic changed everything for the airport industry. Memphis-Shelby County Airport Authority President and CEO Scott Brockman recently provided an overview of 2020 to the MSCAA Board of Commissioners that

featured the following highlights:

Safety Initiatives

COVID-19 required the airport, airlines, TSA and other tenants to team together to implement new procedures and protocols in order to mitigate the spread of the virus. These include:

- Masks required to enter the airport and to board aircraft.
- Increased cleaning and sanitation of high contact areas of the airport
- MSCAA employees who report to the airport are tested on a weekly basis.
- Floor markings are in place which illustrate the recommended 6' distancing between passengers.
- Installation of shields separating passengers and airport workers
- Reduced passenger contact between TSA officers and passengers at the checkpoint
- Sanitizer containers of up to 12 oz. are now allowed in carry-on luggage.

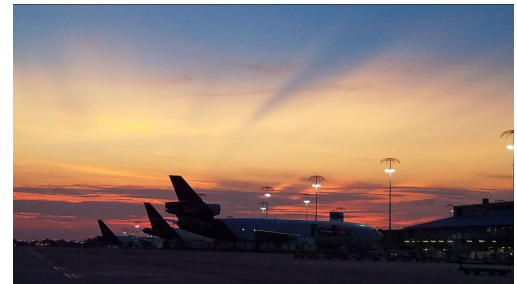


Core Business and Operation

In spite of the pandemic, the Airport Authority maintained its strong financial status while still managing and maintaining a very large, complicated operation. The passenger reduction also meant a significant drop in revenue for MEM, which comes primarily from parking, rental cars, food, beverage and retail concessions and airline terminal rents and landing fees. The airport receives no local tax revenue. Some of the revenue loss was offset by \$24.7 million in federal CARES Act funding. Nonetheless, the airport is projected to be under budget for the current fiscal year.

Passenger Traffic

Overall, passenger traffic dropped by more than 56% in 2020 compared to 2019, with 2,029,836 passengers traveling through MEM vs. 4,644,490 in 2019. At the onset of the pandemic, passenger traffic dropped significantly. As a result, airlines began reducing destinations and frequencies in order to adjust. As is always the case with flights, passenger demand drives the available air service. Schedules have remained very fluid, with frequent adjustments being made. Most airlines are adopting a new approach to scheduling by reducing service on days of the week that feature lower traffic. Despite the passenger downturn, there were some positive developments. According to TSA checkpoint figures, MEM passenger traffic outpaced the national average by more than 9%. In addition, three new routes were added in 2020: Southwest service to Phoenix and Atlanta, as well as Delta service to Salt Lake City. All in all, the airline industry faces a lengthy recovery, but as passenger numbers increase, MEM passengers can expect gradual resumption of routes and frequencies that were temporarily discontinued. Significant reduction in passenger traffic also impacted the airports' restaurants and retail locations, with several temporarily closing. As volume has increased, some of these have reopened and expanded hours.



Cargo

Unlike passenger traffic, cargo posted a very strong year in 2020 as e-commerce increased substantially. A

total of 10,172,615,629 pounds of cargo was handled at MEM in 2020, almost 7% higher than 2019's total of 9,531,640,512. Late in the year, cargo and FedEx had new significance as MEM's largest tenant began shipping the COVID-19 vaccine as part of federal government's Operation Warp Speed. FedEx makes up more than 99% of all cargo handled at MEM.



Looking Ahead to 2021

Despite the unprecedented challenges of 2020, work continues on a number of projects and initiatives that will guide MEM into the post-pandemic future:

- **B Concourse Modernization:** The modernized B Concourse will open in 2021, likely in mid- to late summer. The concourse will feature wider corridors, moving walkways, more natural light controlled by state of the art exterior windows, new artwork from a variety of local artists, and new food and retail options.
- **Mission Support Center:** MSCAA will open a new Mission Support Center in early 2021, which will house the Airport's Police, Operations, Communications Dispatch, Purchasing and Warehousing, and Airfield Maintenance areas. The facility will allow for improved efficiency and quicker response due to its centralized location.
- **Centralized Deice Facility:** This facility will provide state of the art aircraft deicing for up to 13 aircraft simultaneously while enhancing our environmental partnerships. This project also included a relocation of Louis Carruthers Drive and the construction of taxiway bridges connecting the center and west runways on the south side of the airport.
- **MSCAA Master Plan:** The new master plan will be completed in 2021 and will chart the course of a number of long-term construction projects for MEM and its general aviation airports.

[Download a pdf of the accompanying PowerPoint presentation here.](#)

TSA implements Executive Order regarding face masks at airport security checkpoints

TSA now requires individuals to wear a mask at TSA airport screening checkpoints and throughout the commercial and public transportation systems. This requirement will remain effective until May 11, 2021.

The federal face mask requirement extends to the nation's domestic network of airports; passengers and crewmembers flying aboard airplanes operated by domestic and foreign air carriers with inbound flights to U.S. ports of entry; and surface transportation modes, such as passenger rail, bus systems, and over-the-road bus companies. Passengers without a mask may be denied entry, boarding, or continued transport. Failure

to comply with the mask requirement can result in civil penalties.

[Read the full Press Release here.](#)



Latest commercial air service updates

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

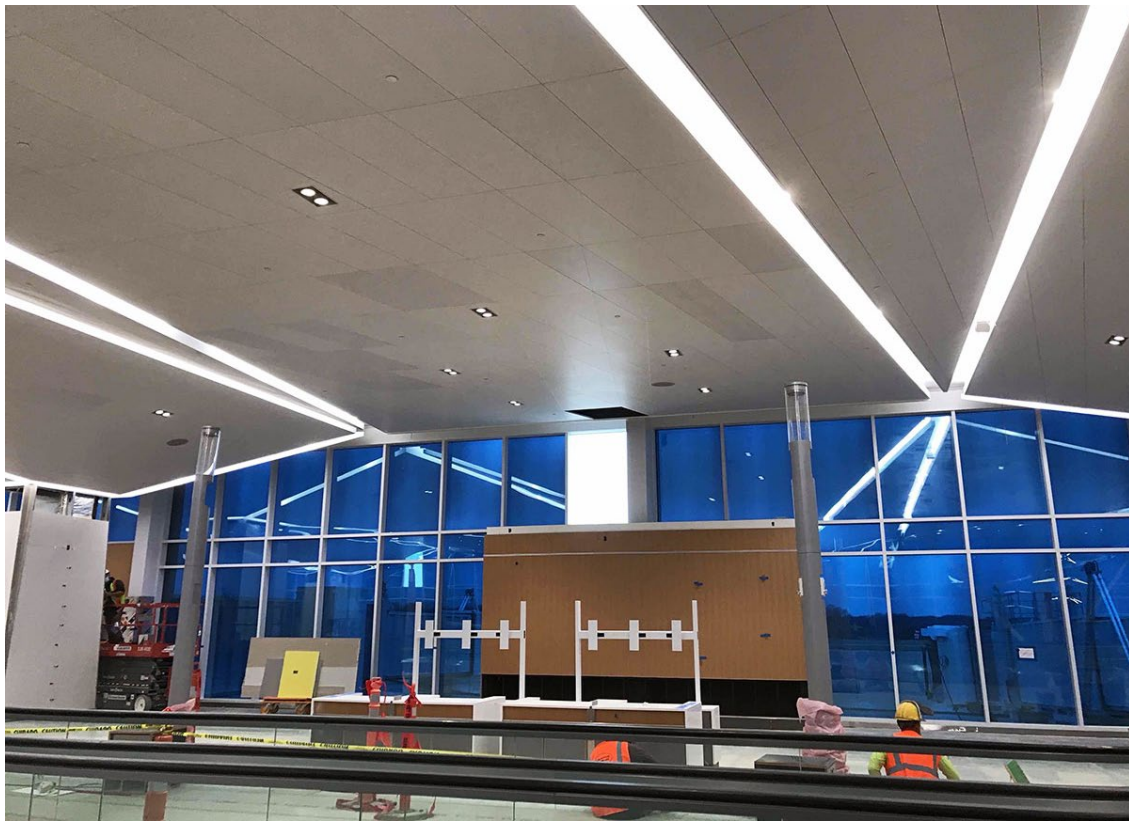
- **Allegiant:** Austin, Destin-Ft. Walton (seasonally suspended, resumes April 30), Ft. Lauderdale, Las Vegas, Los Angeles, Phoenix (seasonally suspended, resumes February 11), Orlando-Sanford, Punta Gorda, and St. Pete-Clearwater
- **American Airlines:** Charlotte, Chicago, Dallas, Miami, Phoenix
- **Delta Air Lines:** Atlanta, Detroit, Los Angeles, Minneapolis, Salt Lake City
- **Frontier:** Denver, Orlando
- **Southwest Airlines:** Atlanta, Baltimore (resumes in April), Chicago, Dallas, Denver, Houston, Orlando, Phoenix, Tampa
- **United:** Chicago, Denver, Houston



International travelers must prove to be COVID-free

For international travelers returning to the U.S., of January 12, 2021, the CDC is requiring for [pre-departure testing of all passengers](#) on flights to the United States. In accordance with the [CDC Order](#), airlines must verify that each passenger over the age of 2 provides a negative COVID-19 test result, conducted within 3 calendar days prior to departure, and an [attestation](#) that they received a negative test result or have recovered from COVID-19.

[Read CDC News Release](#)

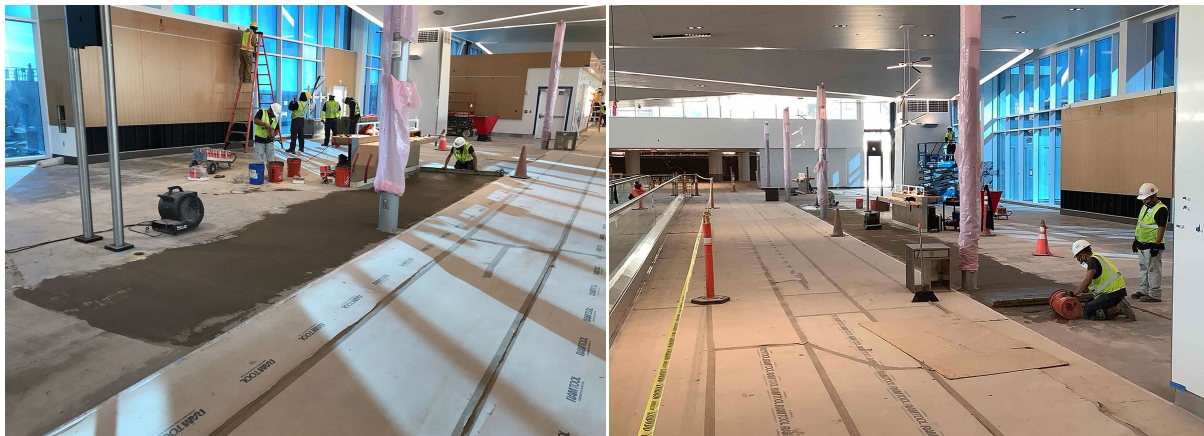


B Concourse modernization progress continues

Project on schedule to be completed in mid-2021

The high ceilings, bright natural light, and external finishes are looking great! Despite the pandemic's effects on passenger travel, Memphis International Airport's (MEM's) concourse modernization project continues to progress. The project is scheduled to be completed in mid-2021.

January & February 2021 B Concourse progress:





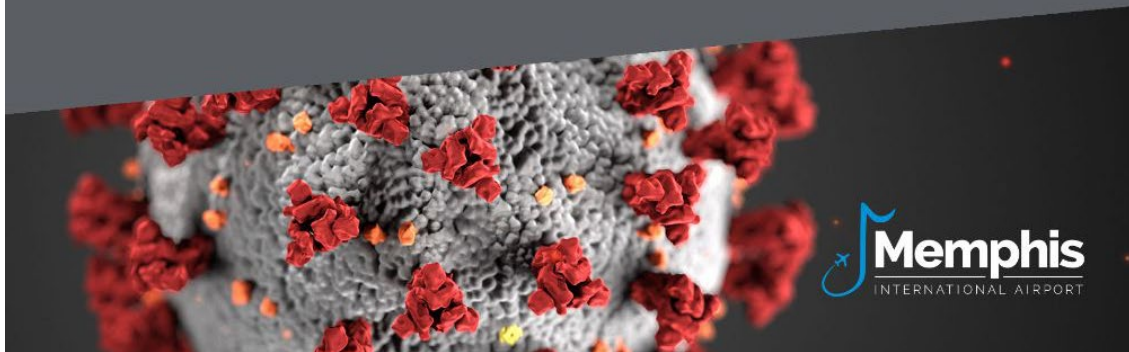


Read more on modernization at flymemphis.com

MEM and COVID-19 (Coronavirus):

Learn more at:

www.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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