



## **MEM mourns the passing of Blue Suede Volunteer Dr. Larry Wilk**

The Memphis International Airport (MEM) family mourns the passing of Dr. Larry Wilk, a longtime member of the airport's Blue Suede Volunteer team. For many years, Larry served as a wonderful ambassador for the airport and for Memphis, providing guidance to passengers and balancing their need to quick assistance with his knack for storytelling.

Before volunteering at MEM, Larry practiced Optometry for more than 40 years. He also served in the Air National Guard and was a licensed pilot, at one point operating a private charter service. His community spirit was not limited to the airport, as he was also an active volunteer with the Make-A-Wish Foundation.



While the pandemic caused a hiatus with the airport's volunteer program, Larry remained in touch with his fellow volunteers and airport staff and continued to be a community advocate. While Larry will certainly be missed, his presence will remain in the new modernized B Concourse, where his donation of military aircraft photographs will be featured in the new military lounge.



## Memphis International Airport partners with Züpmed to provide onsite COVID testing and services

Memphis International Airport has partnered with ZüpMed, a local concierge medical clinic to open an onsite COVID-19 testing and services location in the B ticketing lobby across from the Southwest Airlines and American Airlines counters. Designed to provide fliers with immediate access to COVID testing and travel guidance during the pandemic, the new project is called Travelers Health Services. The site will be open seven days a week from 5 am-8 pm. Hours may be adjusted based on passenger traffic.

“For the foreseeable future, COVID-19 will continue to affect air travel,” said Scott Brockman, President and CEO of the Memphis-Shelby County Airport Authority. “We believe that this is an important service to have onsite and available to passengers.”

Travelers Health Services will provide both molecular and antigen “rapid” tests and will serve as a collection point for PCR assays—COVID tests that will be processed by the company’s partner laboratory nearby. Staff will also be able to address minor medical problems, offer seasickness remedies for those headed for a cruise, or replace common medication prescriptions that may have been left at home.

Passengers can learn more about COVID testing requirements by visiting the Centers for Disease Control (CDC) [website](#). For more information about ZüpMed, visit <https://www.zupmed.com> or call (901) 701-7010.

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## Memphis International Airport offers Thanksgiving travel tips

Memphis International Airport (MEM) is projecting a total of 78,000 people to pass through the security checkpoint during the Thanksgiving travel period that runs from Friday, November 19 through Monday, November 29. The projected total represents an approximate decrease of 7.5% compared to Thanksgiving 2019 and an increase of 90% compared to Thanksgiving 2020.

The expected peak day is Sunday, November 28, with a projected checkpoint throughput of about 9,000. Other expected peak days include Friday, November 19; Wednesday, November 24; Saturday, November 27 and Monday, November 29. With numbers approaching 2019 levels, MEM is providing passengers with tips to help ensure a more efficient travel experience.

### Passenger Travel Tips

- MEM recommends that travelers arrive at the airport at least **TWO HOURS before their departure time**. The busiest period for passengers is between 4-8 am.
- Prior to coming to the airport, passengers can also save time by checking in online via their airline's website.
- Passengers should check with their airlines to monitor schedules.
- Airlines rather than the airport are responsible for all aspects of ticketing, scheduling, gate operations and baggage handling. Check with your airline if you have questions about these subjects.

days. When this occurs, additional signage will be added, and additional parking staff will help direct drivers to available parking spots.

- MEM is also prepared to activate an overflow parking area should the economy, short-term and long-term garages reach capacity. Should this occur, additional parking staff will help direct drivers to this lot. For convenience, drivers parking in the overflow lot may want to drop off luggage and other passengers at the terminal before parking.

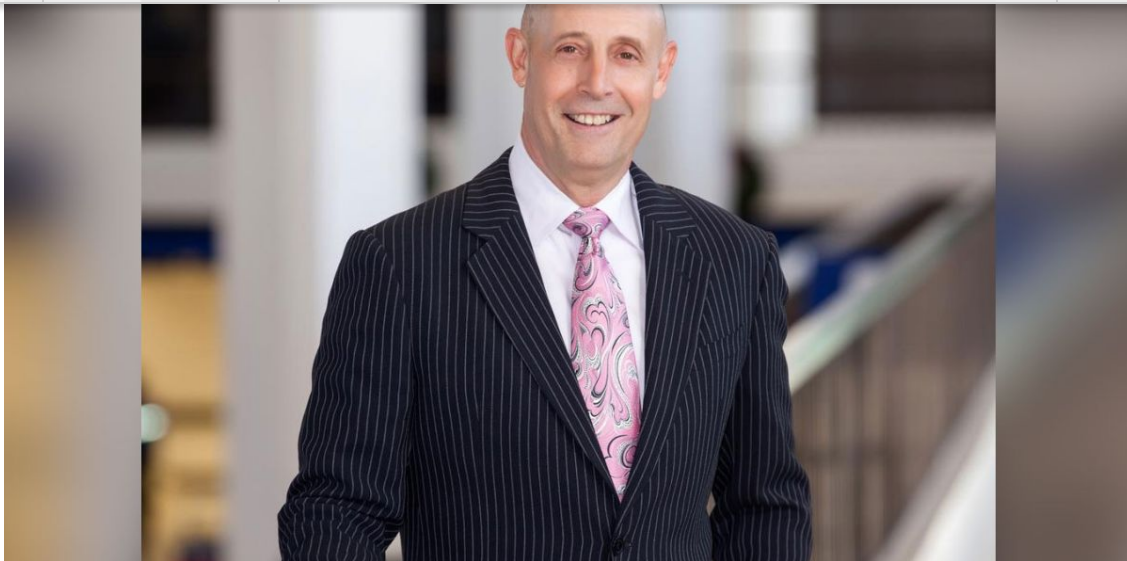
## TSA

- Screening continues to be performed primarily at the B Checkpoint. The C Checkpoint will be opened only during limited hours during peak periods. Hours of operation at the C Checkpoint will vary daily based on demand. Please follow the directions of TSA and airport personnel.
- As a temporary exemption from its "3-1-1" rule (no liquids in excess of 3.4 oz. in carry-on bags), TSA is allowing one oversized liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags.
- In order to expedite security screening time, passengers should review the Transportation Security Administration's (TSA's) [list of prohibited items](#).
- Firearms in carry-on bags are prohibited by federal law. Check your bags before you arrive at the airport.

## COVID-19 Measures

- [The federal mask mandate is still in effect for all U.S. airports until January 18, 2022.](#) **Federal law requires passengers over the age of 2 (with limited exceptions) to wear a mask when traveling through U.S. airports, including MEM.**
  - Passengers without a mask will be denied security screening and access beyond the TSA checkpoint.
  - Passengers without a mask may be denied entry, boarding, or continued transport. Failure to comply with the mask requirement can result in civil penalties.
  - Complimentary masks are available at the ticketing counters and the TSA checkpoint, and additional masks are available for sale at retail shops.
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## Memphis Business Journal names MSCAA's Forrest Artz as 2021 Nonprofit CFO of the Year honoree

Forrest Artz, Vice President of Finance and Administration/ CFO for Memphis-Shelby County Airport Authority (MSCAA), was recently honored by the Memphis Business Journal as a finalist for its 2021 Nonprofit CFO of the year. Artz joined MSCAA in 2008 and he has 23 years of experience in the aviation industry. His leadership responsibilities include managing MSCAA's strategic business, preparing and monitoring the airport's budget, managing airline use and lease agreements, negotiating rates and charges to ensure a strong financial airport position, treasury oversight, revenue bond debt issuance, risk management, and federal and state grant oversight. Artz oversees the Airport's Procurement, Properties, Human Resources, Finance and IT departments.

Before joining MSCAA, he served the Deputy Comptroller for the City of Chicago's Aviation Department overseeing O'Hare International and Midway Airports' financial activities for more than 10 years. Artz also previously served as an Audit Manager with Deloitte & Touche and as the Finance Manager for the City of Tucson.

He received a B.S. in Accounting from the University of Arizona and is a licensed CPA. Artz is a graduate of Cochise College with a focus on the professional pilot's program, holds a commercial pilot's license and is a Certified Flight Instructor (CFI). enjoys giving back to his community in addition to serving on numerous boards and committees. If weather permits, he also enjoys a round of golf or two.

*Read Forrest's interview at the link below.*

[Read the MBJ Article](#)



## Memphis Bar Association honors MEM's Amber Floyd in Champions of Justice Awards

The Memphis Bar Association's Access to Justice Committee recognized MEM's Amber Floyd as a 2021 Champion of Justice during the Virtual Pro Bono CLE and Awards Ceremony on Friday, October 29.

"It is a joy to celebrate those that freely give their time and talents to help the most vulnerable in our community, says Access to Justice Committee Chair Danielle Woods. "This year's Champions of Justice all exemplify what it means to ensure that everyone has access to justice."

The Access to Justice Committee is a partnership between the Memphis Bar Association, Memphis Area Legal Services, the Community Legal Center and private attorneys with the mission to provide legal aid and education to under resourced members of our community.

***Congratulations, Amber!***

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## **Memphis City Council approves reappointment of Gregory Fletcher to Airport Authority Board**

The Memphis City Council has approved the reappointment of Gregory Fletcher to the Memphis-Shelby County Airport Authority (MSCAA) Board of Commissioners. Fletcher, who was nominated by Shelby County Mayor Lee Harris, has served on the MSCAA board since September 2019. His new term will expire on December 31, 2027.

Fletcher is a retired attorney and most recently was a shareholder at the Memphis firm of Baker, Donelson, Bearman, Caldwell and Berkowitz. He is a commercial pilot and a veteran of the U.S. Navy, where he served as a Naval Aviator. His father, Willard Fletcher, was the second President and CEO of MSCAA, serving from 1975-1985.

"With his aviation experience, business acumen and community involvement, Gregory Fletcher has been an integral part of the MSCAA board for the past couple of years," said Pace Cooper, Chairman of the MSCAA Board of Commissioners. "His reappointment ensures continued stability and expertise for our board as we work together to navigate our airport's future."

[Read Full News Release](#)

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## Memphis International Airport launches Sunflower lanyard program to assist travelers with hidden disabilities

Memphis International Airport (MEM) has launched a Hidden Disabilities Sunflower lanyard program to assist travelers with hidden disabilities.

The lanyards, which are free for passengers, allow those with hidden disabilities to discreetly indicate they might need additional assistance from employees, such as extra time needed at check-in or security, escorting to gates, or assistance with reading signage or other airport procedures. No documentation is required for those requesting the sunflower lanyard. Program participation is voluntary, and passengers do not need to disclose the nature of their disability. Airport employees received training for the new program in August and September.



The Hidden Disabilities Sunflower Lanyard Program was started in London's Gatwick Airport in 2016. It is now recognized by most airports in the UK as well as a growing number of U.S. airports.

[Read Full News Release](#)





## Frontier Airlines launches nonstop Memphis-Miami service

Frontier Airlines launched its new nonstop flights between Memphis International Airport (MEM) and Miami International Airport (MIA) on Monday, November 1. The service will run three times weekly, on Monday, Wednesday, and Friday. Miami is the fourth route for Frontier at MEM, joining Denver, Las Vegas, and Orlando.

"We are thrilled to see Frontier continue to expand at MEM," said Pace Cooper, Chairman of the Board of Commissioners for the Memphis-Shelby County Airport Authority. "We expect that our passengers will welcome this low-cost option to a destination as popular as Miami."

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## New job opportunities available with MEM

The Memphis-Shelby County Airport Authority is looking to fill two newly posted positions:

- **Building Maintenance Steam & Refrigeration Engineering Operator**

This position is under limited supervision, responsible for operating and maintaining work involving heating plant operations, refrigeration, and air conditioning systems within all airport terminals, buildings, parking lots, and related facilities. A First Class Steam and Refrigeration License and Refrigerant Transition and Recovery Certification is required. A Refrigeration First Class Proficiency License or Master Gas License is preferred. You must obtain a Class II Airport Operations Area (AOA) License within six (6) months of employment.

- **Line Service Specialist**

This position is working at the General Aviation Airports. The position is responsible for performing maintenance, alteration and modification of all airport structures, equipment, grounds, and facilities at the general aviation airports. Responsibilities are for all Fixed Base Operator (FBO) duties including aircraft refueling and ground handling operations.

[Read Full Job Descriptions & Application Info](#)

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## Memphis International Airport holds full-scale emergency response exercise

On Monday, October 18, 2021, Memphis International Airport held its 2021 Full-Scale Emergency Response Exercise. This exercise allows airport departments to practice and evaluate the airports' ability to effectively manage a mass casualty incident should such an incident occur.

The Federal Aviation Administration (FAA) mandates that Memphis International Airport (MEM) must have and maintain an Airport Emergency Plan (AEP) designed to minimize the possibility and extent of personal injury and property damage on the airport in an emergency. Included in the AEP are procedures for prompt response to airport emergencies including aircraft incidents and accidents. The FAA requires that MEM test the AEP through a full-scale exercise at least once every three years. The 2021 Full-Scale Exercise is designed to meet this requirement.

The exercise features collaboration between many different first responder organizations, as well as numerous entities at the airport.

This year's exercise simulated an accident involving an aircraft and a vehicle. Airport personnel, law enforcement and local first responders were dispatched to the scene, while other airport entities also worked on various aspects of the response.



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Work on the [modernized B Concourse](#) continues. While no opening date has been set at this point, the airline gate areas are largely complete and contractors are working to complete the retail and restaurant locations. The bulk of the remaining work is focused on the airline operations space on the ground level below the gates. The project has been slowed by COVID, workforce, and supply chain related issues, but we are getting closer to bringing you MEM Reinvented!

The latest photo gallery is available on the [Modernization Images](#) page at [flymemphis.com](http://flymemphis.com).





[View modernization photo gallery](#)

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