



Spirit Airlines to launch nonstop service between Memphis and three destinations in 2022

Spirit Airlines has announced it will launch nonstop service to three destinations at MEM in 2022, with daily flights to Las Vegas McCarran International Airport (LAS) and Orlando International Airport (MCO) on April 20 and daily flights to Los Angeles International Airport (LAX) beginning June 8. Tickets are now on sale at www.spirit.com.

Headquartered in Miramar, Florida, Spirit Airlines becomes the ninth airline serving MEM. The airline will operate 182-seat Airbus 320 aircraft for its flights.

Tennessee and nearby states could use more high value flight options to popular leisure destinations,” said John Kirby, Vice President of Network Planning at Spirit Airlines. “Also, Memphis is a vibrant community with so much to explore in music, food, culture and more for visitors looking for a rich experience.

“The arrival of Spirit Airlines at MEM provides our passengers with more low-cost travel options, and reflects our continued recovery from the pandemic,” said Pace Cooper, Chairman of the Memphis-Shelby County Airport Authority Board of Commissioners. “These three new daily routes indicate that Spirit sees Memphis as a promising market and we look forward to their continued growth at MEM.”

The schedules are as follows:

April 20-June 7

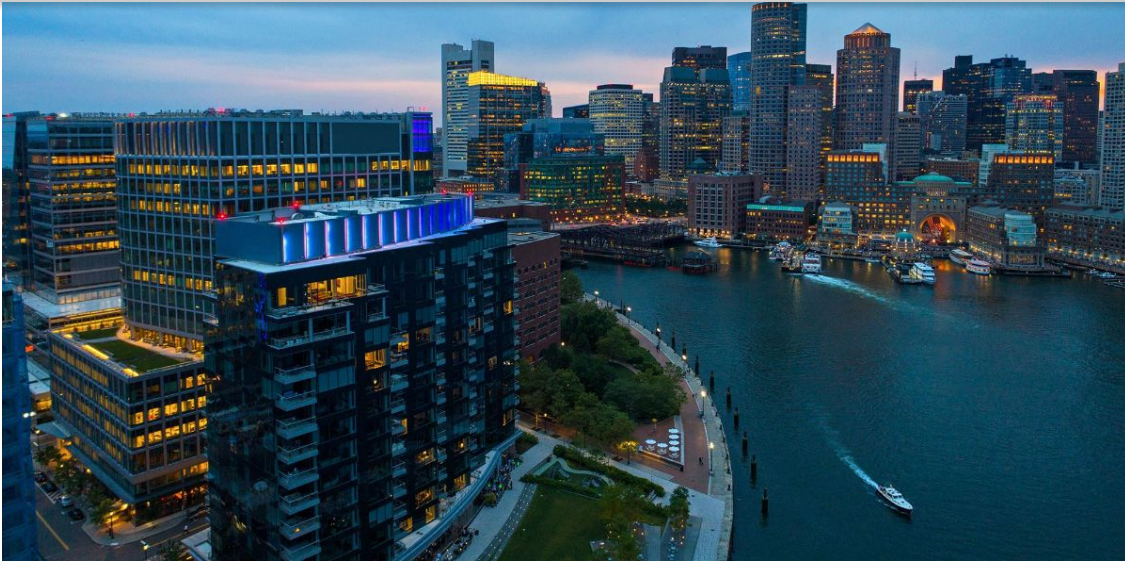
MEM to LAS	LAS to MEM
Departs: 9:50 am (CT) Arrives: 11:15 am (PT)	Departs: 12:05 pm (PT) Arrives: 5:26 pm (CT)

MEM to MCO	MCO to MEM
Departs: 6:16 pm (CT) Arrives: 9:21 pm (ET)	Departs: 8:00 am (ET) Arrives: 9:00 am (CT)

Starting June 8

MEM to LAX	LAX to MEM
Departs: 6:30 am (CT) Arrives: 8:23 am (PT)	Departs: 9:13 am (PT) Arrives: 3 pm (CT)
MEM to LAS	LAS to MEM
Departs: 3:50 pm (CT) Arrives: 5:15 pm (PT)	Departs: 6:05 pm (PT) Arrives: 11:26 pm (CT)
MEM to MCO	MCO to MEM
Departs: 5:10 pm (CT) Arrives: 8:15 pm (ET)	Departs: 3:20 pm (ET) Arrives: 4:20 pm (CT)

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American Airlines to launch nonstop service between Memphis and Boston in June

American Airlines has announced it will launch nonstop service between Memphis International Airport (MEM) and Boston Logan International Airport (BOS) starting June 9, 2022. Tickets go on sale on Saturday, December 18 at www.aa.com.



The airline will operate a 76-seat Embraer 175 aircraft for the route. With the addition of Boston, American Airlines will offer service between Memphis and nine destinations, including Charlotte, Chicago, Dallas, Miami, New York, Phoenix, Philadelphia and Washington, D.C. The airline also ran seasonal service between Memphis and Orlando from June-September 2021. Boston previously ranked #3 on MEM's list of top unserved destinations.

"American is excited to connect Memphis International Airport with Boston, complementing our existing service to eight other destinations," said Brian Znotins, American Airlines Vice President of Network Planning. "American is already the largest carrier in MEM and this new route allows us to provide local Memphians with more ways to connect to our global network. And whether they're traveling for business, spending time with friends and family or taking a much-needed vacation, we're eager to be their airline of choice."

"Boston service is something that MEM has pursued for years, so this is a tremendous development for MEM and our passengers," said Pace Cooper, Chairman of the Memphis-Shelby County Board of Commissioners. "We know that passengers will welcome this addition to the market and are grateful to American Airlines for their continued expansion."

The schedule is as follows:

- Departs: 10:05 am (CT)
- Arrives: 2:05 pm (ET)

Boston to Memphis

- Departs: 7 am (ET)
- Arrives: 9:35 am (CT)

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Airport Authority board elects Michael Keeney as Chairman

Michael Keeney has been selected as the Chairman of the Board of Commissioners for the Memphis-Shelby County Airport Authority (MSCAA). Keeney, the sixth executive to hold the chairman's title in the Airport Authority's history, was unanimously elected for a five-year term by board members at their December 16, 2021 meeting. He succeeds Pace Cooper, whose term as Chairman ends on December 31, 2021. Keeney's term begins January 1, 2022.

Commissioners also selected Pamela Z. Clary, executive vice president and partner for Community Capital LLC, as Vice Chairwoman, and Jim Keras, president of Jim Keras Automotive Group in Memphis, as Secretary.

Keeney joined the MSCAA board in 2015.

"I am honored to serve in this role and I am grateful to our outgoing chairman, Pace

new era for Memphis travelers.”

He has practiced law since 1993 and formerly served as the managing shareholder of the Memphis office of Lewis Thomson law firm. Keeney is a 1992 graduate of the University of Tennessee College of Law in Knoxville, TN, and received a Bachelor of Arts degree in Philosophy from Lambuth College in Jackson, TN, in 1988.

Keeney currently serves on the board of directors for Orgill, Inc. and BankTennessee. An active community volunteer, Keeney serves on several nonprofit boards including the board of directors for the Boys and Girls Club of Greater Memphis, Christian Brothers University, West Clinic Foundation, Dixon Gallery and Gardens and is a member of the University of Memphis Board of Visitors. Keeney is a member of the Tennessee Sports Wagering Advisory Commission and serves as President of the University Neighborhoods Development Corporation.



Airport Authority VP of Finance/CFO Forrest Artz to retire in October

Forrest Artz, Vice President of Finance/CFO for the Memphis-Shelby County Airport Authority (MSCAA), has announced his retirement effective October 29, 2022. 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. MSCAA will begin an immediate national search for his

"Throughout Forrest's tenure with MSCAA, we have consistently maintained a very strong financial foundation," said Scott Brockman, MSCAA President and CEO. "He has been instrumental to the success of many critical projects including debt management, use and lease agreements, and navigating our financial operations through both a de-hubbing and a pandemic. We are so grateful for Forrest's contributions to the airport and our community, and wish him the best in the future."

Artz was recently honored by the Memphis Business Journal as a finalist for its 2021 Nonprofit CFO of the year. He has been instrumental in numerous critical projects for MSCAA and Memphis International Airport, including. Under his leadership, MSCAA has consistently maintained high ratings from financial agencies, including Moody's (A2), Fitch (A), Standard and Poor's (A) and KBRA (A+).

An active member of the community, Artz was appointed as Chairman of the Memphis & Shelby County Sports Authority in 2014. He is a member of the Leadership Memphis Executive Class of 2018.

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).

He and his wife, Melinda, have two children and three grandchildren.

Airport Authority issues 2021 Business Diversity Development annual report

Disadvantaged, minority, women-owned businesses comprise 29% of spending

Memphis-Shelby County Airport Authority (MSCAA) has released its Business Diversity Development (BDD) report for the Fiscal Year 2021 (July 1, 2020-June 30, 2021). According to the report, Disadvantaged, Minority and Women Business Enterprises (D/M/WBEs) were awarded 29% of the \$173.85 million total spent in the areas of construction, professional services and goods & services contracts.

The report also lists areas identified for potential growth for D/M/WBEs, including pavement joint resealing, fuel management, professional services, legal services, new DBE prime contractors, minority-owned banks and car dealerships, and

Other statistics detailed in the report:

- During FY 2021, 30 certified DBE companies received payments for work performed on MSCAA projects in amounts ranging from \$200K to more than \$3.6 million.
- 164 annual/reciprocal/interstate applications were received.
- 21 new DBE certifications
- Between FY 2020-2022, MSCAA expects approximately \$174.7 million in federally funded contracts, which should result in more than \$45.79 million spent with D/M/WBEs during that time period.



“MSCAA is committed to investing in the local community, and this report is a testament to that commitment and the hard work of our BDD staff,” said Scott Brockman, President and Chief Executive Officer of MSCAA. “The airport’s role as one of the Mid-South’s largest economic growth engines is even more crucial as our community continues to recover from the effects of the pandemic.”

[Read the 2021 BDD Annual Report \(.pdf\)](#)



**Memphis International Airport offers
holiday travel tips**

Friday, December 17 through Monday, January 3. The projected total represents an approximate decrease of 11% compared to the same time period in 2019 and an increase of 68% compared to 2020.

The expected peak day is Thursday, December 23, with a projected checkpoint throughput of about 8,000. Other expected peak days include Sunday, December 19; Sunday, December 26; and Thursday, December 30. MEM is sharing the following tips to help ensure a more efficient travel experience:

Arrival, Parking and Check-In

- 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.
- The economy parking area may periodically reach capacity during peak travel 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**

- 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.

Onsite COVID Testing

Travelers Health Services, which is operated by local medical concierge clinic ZüpMed, is 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 site is open seven days a week from 5 am-8 pm. Hours may be adjusted based on passenger traffic. Both walk-ins and appointments are accepted.

Travelers Health Services provides both molecular and antigen “rapid” tests and serves as a collection point for PCR assays—COVID tests that are processed by the company’s partner laboratory nearby. Passengers can learn more about COVID testing requirements by visiting the Centers for Disease Control (CDC) [website](#). For more information about ZüpMed/Travelers Health Services, **visit** <https://www.zupmed.com> **or call** (901) 701-7010.

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Work continues on B Concourse

Construction crews continue to work to complete the modernized B Concourse. While many aspects of the construction have been completed, the primary remaining work remains in the airline operations space beneath the gate areas. The construction has been slowed by COVID, workforce, and supply chain-related issues but crews are trying to complete it as quickly as possible. MEM is now working to open the concourse in early 2022.

The latest photo gallery, which includes photos of the unfinished airline operations space, is available on the [Modernization Images](#) page at flymemphis.com.





Significant work remains in the airline operations space underneath the gates.

[View modernization photo gallery](#)



Air Service in the Age of the Pandemic

One of the most common things an airport hears is “We need flights to <insert desired destination>.” We understand that, and we are continually meeting with airlines to expand options for passengers. Air service was a complex process prior to the COVID-19 pandemic, and that complexity has reached new levels as the aviation industry has worked to rebound. Routes across the nation were suspended for months during the height of the pandemic, and while most of them have returned at MEM, passenger traffic has changed. The most dramatic current effect is that business travel has not yet returned to prior robust levels, meaning that leisure traffic is currently driving the market. Despite that, our recent TSA checkpoint numbers have ranged between 80-90% of what we saw in 2019, when MEM experienced a record number of origin and

Basics of Air Service

Profitability is always going to be the top factor in an airline's decision to offer new service, which means that the biggest influence on new service is a significant, sustainable passenger base. Also, airports don't choose where the airlines fly, the airlines do. An airline has to believe there is sufficient long-term demand before it will commit to adding a route. Bringing in the aircraft, staff and other factors associated with a new route is a multimillion-dollar venture for an airline, and they are very deliberate in making these decisions. The strongest case we can make for additional air service is demand, and while that element is largely out of the airport's control, we try to complement that data with additional information to help solidify our case.

Building the case for more MEM service

MEM literally has discussions weekly with airlines about air service. These can come in the form of phone calls, in person meetings and conferences devoted to connecting airlines and airports. Our goals for Memphis International Airport (MEM) vary, depending on the airline. Sometimes we're working to maintain existing service. Sometimes we know that MEM is being considered for a route and we want to move up the list and re-emphasize the importance of that route. And sometimes we are making a case for a particular route. In short, our goal is to see how MEM can fit into the short-, medium-, and long-term business plans of various airline companies.

As mentioned earlier, the airlines have extensive passenger information. Airlines sell the tickets, so they know where and how passengers are traveling through their network. Our goal at MEM is to provide additional information about potential routes: to share data that the airlines don't already have. To that end, we've established partnerships with Memphis Tourism, Greater Memphis Chamber, and other regional chambers and business development groups. This allows us to share extensive information about tourism spending, business travel needs, and corporate connections to other markets. That type of information can be crucial in recruiting new service.

Recent Air Service Additions

The pandemic obviously had a devastating effect on the airline industry, but MEM experienced some success during the past couple of years with some air service additions:

- December 2021: Spirit announces nonstop service between MEM and Las Vegas, Orlando, and Los Angeles starting in 2022.
- December 2021: American announces nonstop service between MEM and Boston starting in 2022.
- November 2021: Frontier launches nonstop Memphis-Miami service
- June 2021: Frontier launches nonstop Memphis-Las Vegas service, American Airlines launches seasonal Orlando flights
- November 2020: Southwest launches nonstop Memphis-Phoenix service
- August 2020: Delta launched non-stop service to Salt Lake City, a transfer hub for Delta
- March 2020: Southwest launches Memphis-Atlanta service

travel demand. This bodes well for the future, but the job is never done. We relentlessly pursue frequent and affordable air service. To that end, we maintain a list of our top unserved destinations as potential targets for new routes. A few things are important to consider when looking at this list: 1) the list changes all the time based on the airlines' passenger data, which is measured by PDEW or "Passengers Daily Each Way." 2) We will always have a top five or top 10 list of unserved destinations: for each city we mark off the list, another one replaces it. 3) air service is always a two-way street. These other cities are also working at add Memphis as a destination. 4) A city's position on the list is less important than the PDEW number: if a destination is ranked #9 but has only 30 passengers per day each way, it's likely not a strong candidate for new service. Below are our current top five unserved destinations:

- | | |
|------------------|---------|
| 1. Baltimore | 64 PDEW |
| 2. Seattle | 65 PDEW |
| 3. San Diego | 57 PDEW |
| 4. Raleigh | 49 PDEW |
| 5. San Francisco | 47 PDEW |

We've ended 2021 on a positive note with a new airline, Spirit announcing three routes to begin in 2022. We continue to have conversations with numerous airlines, and we are optimistic about MEM's continued growth in a rebounding industry. Have questions about this article or air service in general? Please email us at info@flymemphis.com.



2491 Winchester Road, Suite 113 | Memphis, TN 38116 | 901.922.8000
www.flymemphis.com



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