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# MEMNotes

from MEMPHIS INTERNATIONAL AIRPORT

## AXN 2022

**DIRECTOR OF THE YEAR**  
MEDIUM AIRPORTS

**Scott Brockman**  
**President and CEO**  
Memphis-Shelby County Airport Authority



## **Airport Experience News has selected Scott Brockman as its Director of the Year, Medium Airports Division**

Congratulations to our President/CEO, Scott Brockman, on being named 2022 Director of the Year, Medium Airports Division, by Airport Experience News (AXN). Airport Experience News names Director of the Year in three categories annually: Large, Medium, and Small Airport Divisions.

*destination airport, with the latest modernization solidifying that effort and positioning the airport for the future,” said Melissa K. Montes, vice president and publisher of Airport Experience News. “In addition, Scott continues to be a leader on the national stage, working for the good of the entire aviation community.”*

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*“I am humbled and grateful for this honor,” said Brockman “More importantly, I am so thankful for the many talented people in aviation I’ve met throughout my career. I have benefited from their knowledge, friendship, and leadership. None of this would be possible without my colleagues, awesome employee teams, engaging board of directors, and of course, my family.”*

**Read Article at Airport Experience News**



## **Consolidated De-Icing Facility (CDF) scheduled to open in November**

The Consolidated De-Icing Facility is nearing completion and is scheduled for a grand opening in November 2022. Last week, the first jets from FedEx came to the de-icing

MEM is one of first airports to complete a de-icing facility on this scale due in large part to cargo operations. The facility is expected to be of huge benefit to airlines at MEM during the upcoming winter months, helping to expedite the de-icing of jets and streamline the flow of cargo jet traffic into and out of Memphis International Airport.





## American Airlines to launch nonstop service between Memphis and Austin in January

American Airlines has announced it will launch nonstop service between Memphis International Airport (MEM) and Austin-Bergstrom International Airport (AUS) starting January 10, 2023. Tickets are on sale at [www.aa.com](http://www.aa.com).

The flight will run Sunday through Friday and American will operate a 76-seat Embraer 175 aircraft for the route. With the addition of Austin, American Airlines will offer service between Memphis and 10 destinations, including Boston, Charlotte, Chicago, Dallas, Miami, New York, Phoenix, Philadelphia and Washington, D.C.

“We’re excited to connect Memphis International Airport with Austin-Bergstrom International Airport starting this winter,” said Philippe Puech, American Airlines Director of Short-Haul Network Planning. “This new route has been a frequent customer request and the largest passenger carrier at MEM is proud to deliver, complementing existing nonstop service to nine other cities across our global network. Whether customers are taking care of business or are traveling to enjoy the sights and sounds of the musical capital cities, we can’t wait to welcome them on board.”

“We are excited and grateful for American Airlines’ continued growth at MEM,” said Michael Keeney, Chairman of the Memphis-Shelby County Board of Commissioners. “This route creates new travel opportunities for both business and leisure travelers alike.”

[View Full News Release](#)

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## Airport Authority Master Plan Update public meetings held October 25 and 26

MSCAA hosted public information meetings on October 25 and 26 at the Holiday Inn – University of Memphis to present details of its current Master Plan Update (MPU).

The purpose of the Master Plan Update is to provide a plan to guide future development of Memphis International Airport (MEM), General Dewitt Spain Airport, Charles W. Baker Airport over a 20-year planning period. In 2018, MSCAA commissioned a comprehensive MPU for each airport.

These informational meetings will allow the public to learn about the master planning process, current inventory of existing facilities, forecasts of future demand, facility needs, alternatives considered to accommodate the needs of the three airports, and which alternatives will best meet the goals and objectives of the MSCAA.

All information presented at the meetings will be posted to [flymemphis.com](http://flymemphis.com) during the first week of November.



[Read More about the Master Plan Update](#)



## Hooks Institute Civil Rights Photography Exhibit Installed at Memphis International Airport

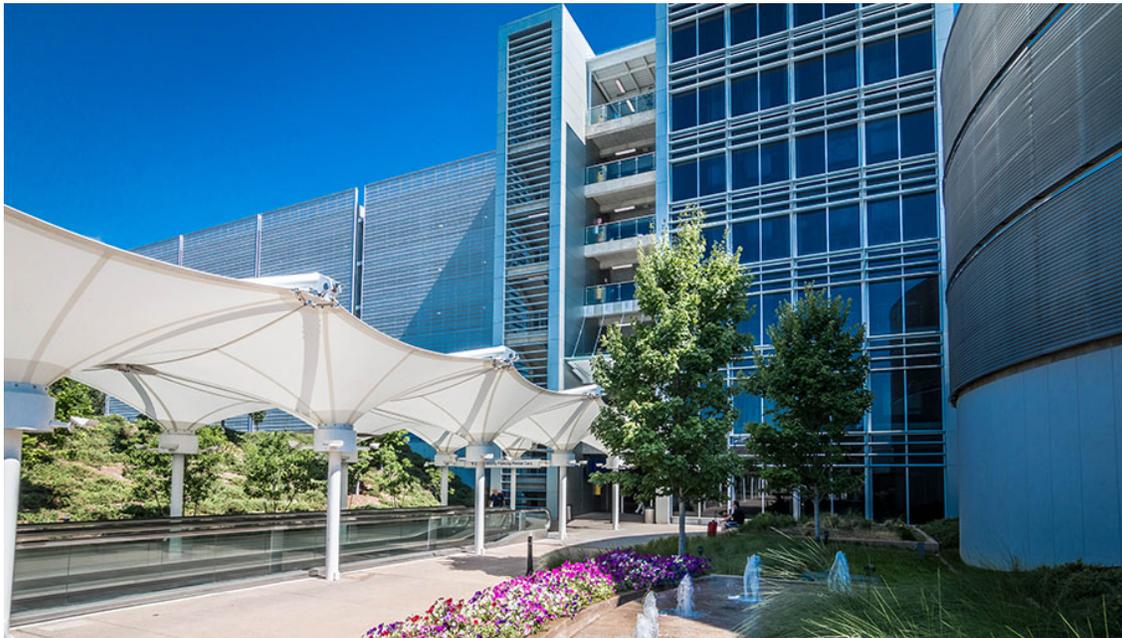
**Exhibit features the photography of Art Shay of the Fayette County, Tennessee, Civil Rights Movement**

The Benjamin L. Hooks Institute for Social Change at the University of Memphis and the Memphis International Airport's co-hosted exhibit featuring the Fayette County Civil Rights Movement through the photographs of freelance photographer Art Shay is now open to the public. The photographs are displayed between the B and C ticketing lobbies, across from the Global Entry Enrollment Center.

"We are honored to partner with the Hooks Institute to display the compelling work of Art Shay," said Scott Brockman, President and CEO of the Memphis-Shelby County Airport Authority. "We want our airport to reflect the Memphis community, and these photographs highlight the crucial role that this great region played in the civil rights movement."



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## **MSCAA board approves elevator replacement project**

The MSCAA board recently approved a contract that will lead to the replacement of the four elevators that operate in the economy parking garage. The elevators have experienced frequent outages and maintenance issues over the past couple of years, and the replacement program will result in significantly more reliable equipment and service.

This project is anticipated to take approximately a year and a half to replace all four elevators. With manufacturing and delivery, installation, and testing and commissioning, the contractor estimates approximately 5-6 months per elevator.

The contractor is KONE and the project cost is estimated at \$1,526,800.



## Chick-fil-A opens at Memphis International Airport

Scores of hungry passengers were already lined up when Chick-fil-A's new MEM location opened at 7am on Thursday, October 27. The long anticipated restaurant addition was celebrated by travelers and employees alike. The location, situated next to Starbucks in the rotunda, is managed jointly by HMS Host and Chick-fil-A. The restaurant is initially operating during limited hours. Additional information will be added soon at [www.flymemphis.com/dining](http://www.flymemphis.com/dining).



*Countdown to Chick-fil-A opening at MEM*



## **MEM wins Airports Council International PR Award for Concourse Modernization Campaign (Medium Airports)**

Memphis International Airport was recently awarded with top honors for “Overall Public Relations Program” for medium sized airports by Airports Council International – North America (ACI-NA). The award was recently presented at ACI-NA’s annual Marketing and Communications Conference in Vancouver, BC. The airport’s campaign included the following elements:

opening, MEM conducted one-on-one media and community leader tours to provide a visual preview of the airport and to show work that remained to be done before opening.

- Grand Opening Event: MEM hosted a grand opening on the first day of operations.
- Video PSA: highlighted the features of the new concourse. The ad was run on all local media outlets and through MEM's sponsorships with the Memphis Grizzlies and University of Memphis Tigers sports teams.
- Website: 3D map was updated to reflect wayfinding in the new concourse.
- Digital Ads: Digital designs were created for social media advertising (*ad shown above*).
- Employee/Passenger Guide: The marketing team created a guide for both airport employees and passengers and posted the guide on the MEM website. The guide provided essential information about gate assignments, locations of stores and amenities, and more.



## TSA completes install of CT scanning equipment at MEM security checkpoints

checkpoints. With the improved security capabilities of this new equipment, MEM passengers utilizing these lanes can now leave their laptop computers, electronic devices and 3-1-1 compliant liquids in their carry-on bags for screening.

However, there are size limitations for these CT units and **all items must fit into the grey divesting bins** and nothing can be placed directly on the moving belts.

**Bin size dimensions are as follows:**

- Depth: 5.5 inches
- Width: 19.5 inches
- Length: 24.5 inches
- CT Tunnel Height: 16.5 inches

All oversized bags must be checked at the airline ticket counters because they will not be accepted for screening at any TSA checkpoint. Also, as our TSA Officers and the passengers learn the new procedures associated with the CT equipment, please allow yourself some additional time to get through the screening process.

Finally, TSA has now installed Credential Authentication Technology (CAT) on all of their checkpoint lanes at MEM. This means that almost all passengers will have to present only their approved government identification to the Travel Document Checker Officer to start the screening process. Passengers will normally not have to present their airline boarding pass at the security checkpoint.

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**Be sure to follow us on social media for the latest news & events!**



**Memphis-Shelby County Airport Authority (MSCAA)**

Do you know someone who'd make a great member of First Team MEM? Here are the positions currently open to applicants:

- Operations Duty Manager
- Accounting Clerk - Accounts Receivable
- Senior Procurement & Warehouse Specialist
- Maintenance Service Technician
- Maintenance Service Electrician
- Building Maintenance Mechanic
- Painter
- Systems Engineer

### MEM Careers Workday Website

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