



Gates 1-23



Business Diversity Development (BDD) **ANNUAL REPORT FISCAL YEAR 2022**

.....
ACCELERATING GROWTH BY INCREASING INCLUSION AND DIVERSIFYING OUR SUPPLIERS AND PARTNERS

MESSAGE FROM THE PRESIDENT & CEO

Memphis-Shelby County Airport Authority (MSCAA) is proud to present the Business Diversity Development's (BDD) Annual Report to highlight the airport's minority, women-owned and disadvantaged business participation efforts. We understand that Memphis International Airport (MEM) is a critical economic engine for our region, and the work of the Business Diversity Development Department is integral to our mission.

This report identifies areas of success within the past year, future growth opportunities for disadvantaged businesses enterprises (DBEs), and challenges in participation. MSCAA had an exciting year with the opening of a new, modernized concourse and a centralized consolidated deicing facility to help passenger airlines and cargo carriers to avoid delays caused by icy conditions. I believe these projects help usher MEM into a new era but they would not have been possible without the participation of our local and DBE firms.

As we continue to look to the future, identifying DBEs for our Master Plan projects may be a challenge because the pool of diverse companies is significantly smaller than the pool of non-diverse entities in the Memphis metro region. We also recognize that DBEs and the aviation industry are still recovering from the impacts of the pandemic, but this organization is committed to engaging with all who are ready, willing, and have the capacity to participate. Our future modernization projects will help spur economic opportunity for the region and we can meet that goal by working to create more prime, joint venture and equitable contracting opportunities for local DBE firms.

The employees of MSCAA are proud of our accomplishments and the work of our BDD team for leading the charge for minority, women-owned and disadvantaged business participation at MEM. We will continue our quest to raise the bar as we strive to provide a "positively MEMorable" experience for all who do business with us.

Scott A. Brockman, A.A.E.

President & CEO

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SUMMARY

The Memphis-Shelby County Airport Authority (MSCAA) Business Diversity Development Annual Report celebrates the achievements of Fiscal Year 2022 (FY 2022).

MSCAA knows that “A Recovering Diverse Market” is the best way to ensure that we all emerge from this pandemic with an increased hope in the future of business development. Therefore, MSCAA has long placed emphasis on equality and fairness as a necessary tool for the attraction and retention of talented minority- and women-owned business enterprises (MWBE). This gives organizations like MSCAA the best chance of retaining the best and most capable MWBEs, allowing us to grow our businesses together.

When integrated into businesses, diversity sparks innovation, as it brings different

perspectives together to refine ideas on how to succeed in “A Recovering Diverse Market”. This report reflects that effort.



“Diversity is a fact, but inclusion is a choice we make every day. As leaders, we have to put out the message that we embrace and not just tolerate diversity.”

– Nellie Borrero, Managing Director,
Senior Strategic Advisor,
Global Inclusion & Diversity at Accenture



MSCAA continues to use its network of community partners to increase, enhance and develop opportunities for minority, women-owned and small businesses. As we move forward, we are poised to face the challenges ahead with a renewed and greater sense of collaboration and unity.

THE TEAM



SCOTT BROCKMAN
PRESIDENT & CEO



MICHAEL FULTON
DIRECTOR OF GOVERNMENT
AFFAIRS & BDD



JOE CLAIBORNE
SENIOR MANAGER OF BDD



REGINA ARMSTRONG
DBE PROGRAM
ADMINISTRATOR



STEPHANIE JEFFRIES
DBE PROGRAM
ADMINISTRATOR



STACY HARRIS
DBE CERTIFICATION
SPECIALIST



PATRICK WOODS
CONTRACT
COMPLIANCE
COORDINATOR

PROGRAM GOALS

1. To provide an environment that promotes equal access to and maximizes business opportunities to D/M/WBE firms seeking to provide goods and services for MSCAA.
2. To provide technical and developmental assistance to D/M/WBE firms in order to promote their stability and growth.
3. To serve the entire community through the process of inclusion; create and implement initiatives that promote the enhanced economic, business and educational concerns of the community.
4. To increase the visibility of the Business Diversity Development (BDD) Department among small and diverse businesses and other agency stakeholders.
5. To increase the efficiency of the administrative functions of the BDD Department and improve monitoring and tracking of all Airport projects.
6. Ensure there is nondiscrimination in all airport operations.
7. Assure no person shall be excluded from participation in or be denied the benefits of or be otherwise subjected to discrimination on the basis of their disability.



WHAT WE DO



Goal Setting

- Calculate the overall FAA participation goals for MSCAA for a 3-year period
- Calculate individual project goals to determine the appropriate percentage of D/M/W/SBE participation



Monitoring & Enforcement

- Monitor whether DBE/ACDBE/SBE firms listed on a project are performing the work specified in the contract
- Monitor DBE projects and contract payments
- Assist with non-contractual, regulatory-related issues between primes and subs



Certification

- Certify companies as DBEs, ACDBEs and SBEs
- Assist DBEs, ACDBEs and various government agencies with document requests for interstate certifications



Administration

- Perform outreach with community stakeholders and current and potential DBE/ACDBE/SBE firms
- Provide information for financial management resources to DBE/ACDBE/SBE firms

FEDERAL PROGRAMS

Disadvantaged Business Enterprise (DBE) Program

MSCAA currently operates a DBE Program that is regulated and administered by the Federal Aviation Administration (FAA), as required by 49 CFR, Part 26. This program refers to our procurement spending and construction costs.

Small Business Participation (SBP) Program

Small Business Participation Program is designed to encourage small businesses, without regard to race or gender of the business owner, to participate in requests for bids from MSCAA.

Requirements

- The business must meet the size standards in accordance with 13 CFR Pt. 121 for their industry.
- Business management and daily business operations must be controlled by one or more U.S. citizens.
- They must have a personal net worth (PNW) not exceeding \$1,320,000.
- Any additional groups found to be socially and economically disadvantaged by the SBA under section 8(a) of the Small Business Act.

Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program

MSCAA has established an Airport Concessions Disadvantaged Business Enterprise Program in accordance with the regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 23. Memphis International Airport is a primary airport that receives federal funds authorized for airport development and has signed grant assurances

that it will comply with 49 CFR Part 23. It is the policy of MSCAA to ensure that ACDBEs, as defined in 49 CFR Section 23.3, have an equal opportunity to receive and participate in concessions opportunities at MSCAA's airports.

Title VI of the Civil Rights Act of 1964

The Federal Aviation Administration (FAA) is responsible for investigating complaints against recipients of Federal financial assistance in FAA programs. Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000d) prohibits discrimination on the grounds of race, color or national origin. Title 49 of the U.S.C. section 47123, "Nondiscrimination" further prohibits recipients of FAA financial assistance from engaging in discrimination based on sex and religion. Additionally, the Age Discrimination Act of 1975, as amended (42 U.S.C. Section 6101 et seq.) prohibits discrimination against FAA program beneficiaries on the grounds of age.

Under these laws, airports are required to take affirmative action to ensure that there is nondiscrimination in all of their operations, including but not limited to:

- Their local and state funded contracting program
- The benefits and services provided by their tenants, air carriers, concessionaires and fixed based operations
- Employment activities related to programs receiving Federal financial assistance
- The airport's requirement to conspicuously display nondiscrimination posters at their airports, notifying the flying public of their rights
- The airport's obligation to address and Environmental Justice in their planning and operation Limited English Proficiency

Americans with Disabilities Act (ADA/Section 504-Airport Disability Compliance Program

The overall objective of the applicable ADA and Section 504 requirements are specified in 28 C.F.R. Part 35 and 49 C.F.R. Part 27, respectively, and include:

- Ensuring that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in, or be denied the benefits of, the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity or recipient of federal financial assistance. 28 C.F.R. §35.130(a); 49 C.F.R. § 27.7(a).
- Providing reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability, unless it can be demonstrated that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden. 28 C.F.R. §35.130(b)(7); 49 C.F.R. § 27.7(e).
- Ensuring that terminal facilities and services shall be readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs. 49 C.F.R. § 27.71(b).
- Through the establishment of this ADA Program, the Authority assures that no person shall be excluded from participation in or be denied the benefits of or be otherwise subjected to discrimination on the basis of their disability.

NON-FEDERAL PROGRAMS

Business Diversity Development (BDD) Program

The Business Diversity Development Program is designed to encourage disadvantaged, minority and women-owned businesses to participate in requests for bids issued by MSCAA. This program was created in response to a disparity study, which was commissioned by the Memphis-Shelby County Intergovernmental Consortium. The Consortium consisted of eight other governmental agencies and the Greater Memphis Chamber. The disparity study was completed in October 1994, and it was determined that disparity existed between majority firms and D/M/WBEs in the Memphis Area Statistical Area (MASA).



20

22

23



GOAL SETTING

MSCAA is a recipient of federal and state grant funds that contribute primarily to capital improvement project costs. As a recipient of federal funds for Airport Improvement Projects (AIP), we are required by the FAA to set overall goals for DBE and ACDBE participation, which includes separate goals for car rental and non-car rental concessions. These two goals are determined primarily by MSCAA's historical spend data, future project lists, and our current disparity study.

For the FY 2020 – FY 2022 period, MSCAA expects approximately \$174,687,354 in federally funded contracts. Therefore, at least \$45,790,090 is expected to be disbursed to DBEs during this goal period.

Current Goals

- | | | |
|--------------------------|----------------|--------|
| • DBE | FY 2020 – 2022 | 26.63% |
| • ACDBE (Non-Car Rental) | FY 2020 – 2023 | 21.61% |
| • ACDBE (Car Rental) | FY 2020 – 2023 | 4.32% |

PHIS SUPPLY CO!



Restrooms Gates 9-23

PHIS SUPPLY CO!



MONITORING AND ENFORCEMENT

After setting a DBE goal on a project, BDD is responsible for monitoring and enforcement activities such as: attending pre-bid meetings, performing good faith effort (GFE) reviews (including the review of DBE participation), conducting Commercial Useful Function (CUF) reviews, attending pre-construction meetings, attending weekly project progress meetings, verifying payments to DBEs and conducting site visits throughout the duration of each project. MSCAA is required to:

- **Ensure that work committed to DBEs is performed by DBEs.**

Monitors the work on-site to verify that work awarded is actually performed by the DBEs and ACDBEs.

BDD reviews records of all contracts, leases, joint venture agreements, or other related agreements to ensure inclusion of all required contract provisions and the firm's commitment to the DBEs/ACDBE's participation level.

- **Provide a running tally of DBE attainments (actual payments to DBEs).**

The federal prompt payment mechanism requires prime contractors to pay their subcontractors within 30 days after receiving payments from MSCAA. BDD utilizes B2GNow to verify DBE participation reporting. The system is accessible by all firms doing business with MSCAA and includes capabilities for automated communication with contractors via email regarding compliance issues and concerns, submission of DBE utilization reports, tracking of contract goals, and verification of subcontractor payments.

- **Assist with non-contractual issues between primes and subs**

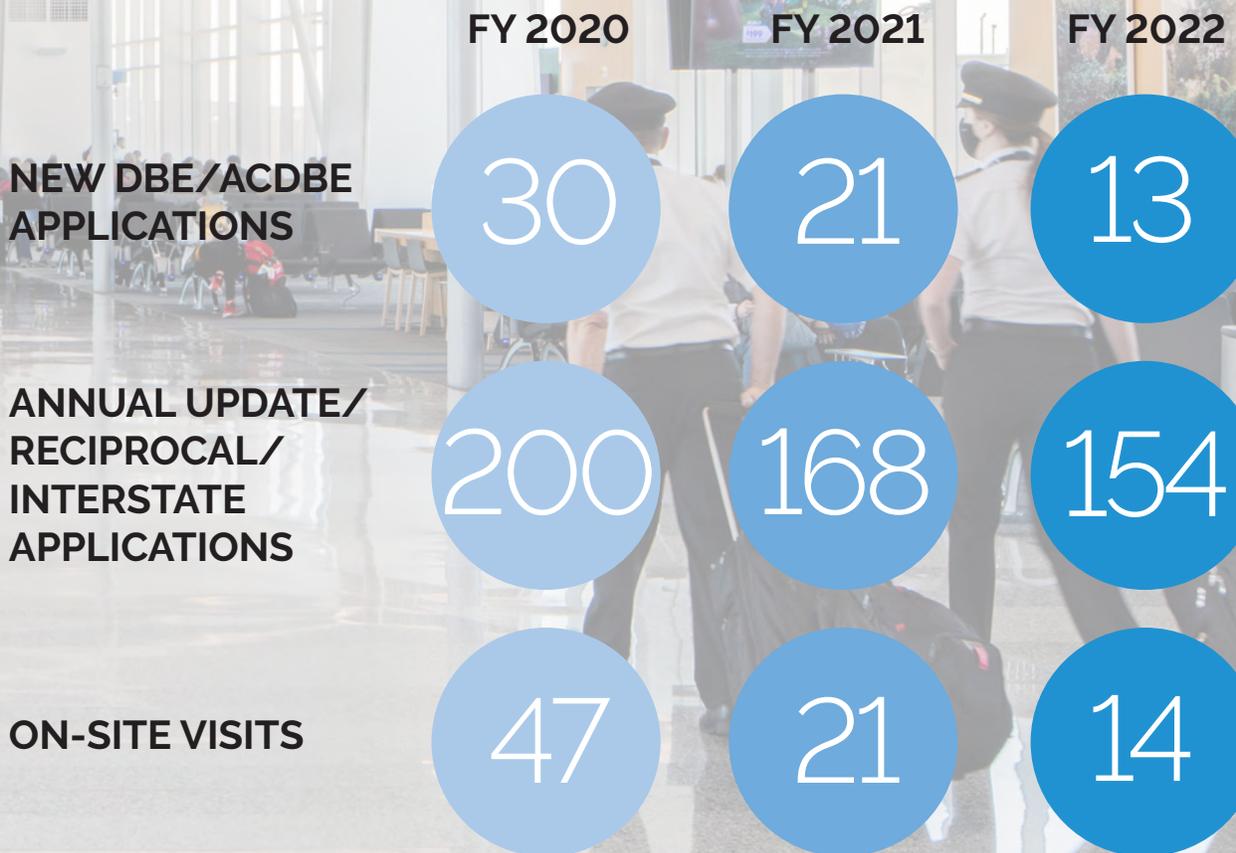
If it is determined that a regulatory concern exists, BDD, in conjunction with the appropriate MSCAA Department representative, will work with the contractor or vendor in an effort to amicably resolve the matter.

CERTIFICATIONS

MSCAA uses the certification standards of 49 CFR Part 26 to determine the eligibility of firms to participate as Disadvantaged Business Enterprises (DBEs) in U.S. Department of Transportation-assisted contracts.

The goal of the DBE certification program is to increase participation among minority groups in terms of federal projects.

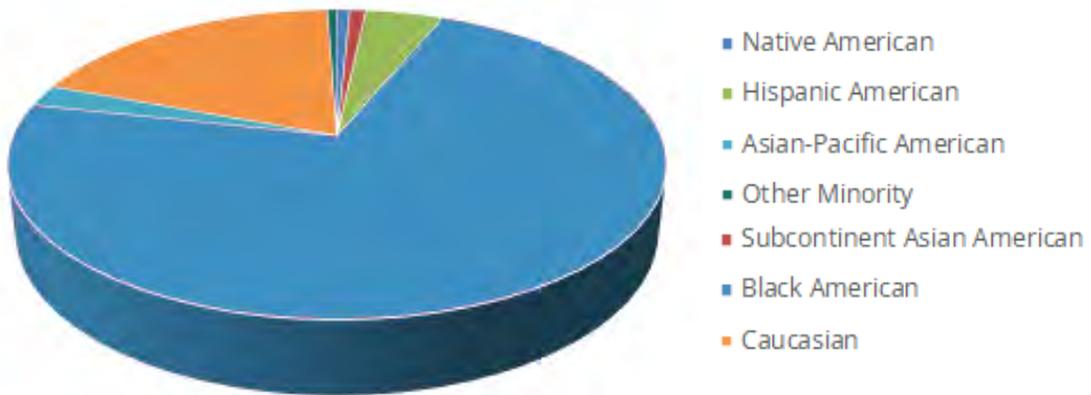
The qualifications can be found in 49 CFR 26.61 through 26.73.



DATABASE REPORTS

BDD's current database consists of 528 DBE, ACDBE, and SBE files. As a member of the Tennessee Uniform Certification Program (TNUCP), MSCAA has access to approximately 1,700 certified companies with national ties.

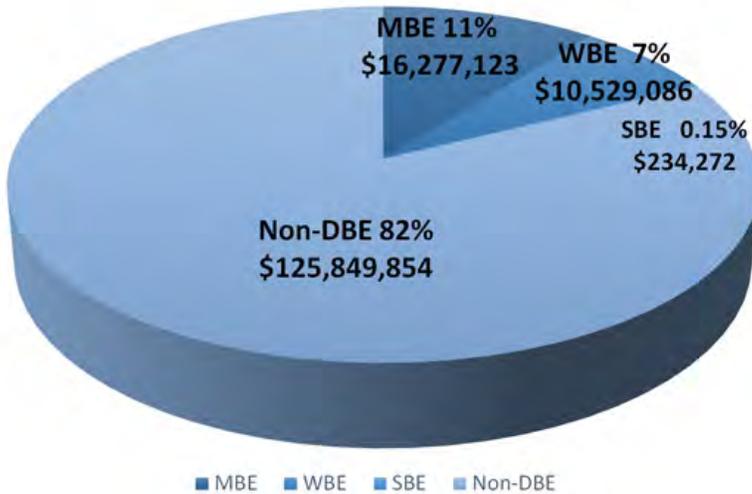
Count of Firms by Ethnicity



ETHNICITY	COUNT OF BUSINESSES	PERCENT OF DATABASE
NATIVE AMERICAN	4	0.8%
SUBCONTINENT ASIAN AMERICAN	5	0.9%
HISPANIC AMERICAN	24	4.5%
BLACK AMERICAN	381	72.2%
ASIAN-PACIFIC AMERICAN	12	2.3%
CAUCASIAN	99	18.8%
OTHER MINORITY	3	0.6%
TOTAL	528	100%

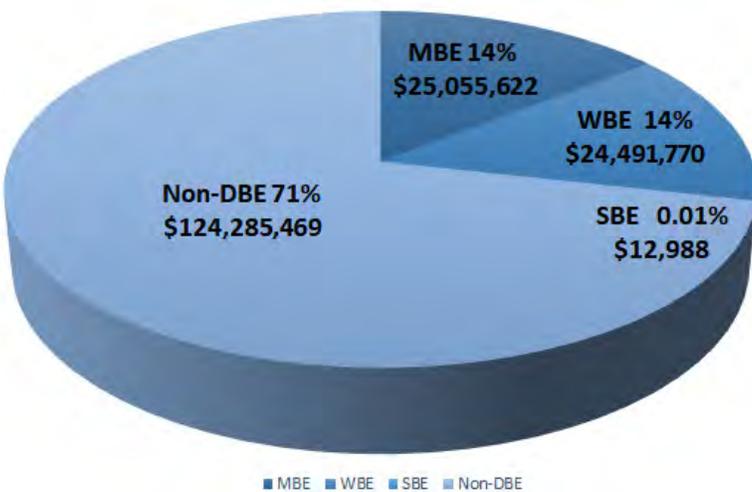
OUR SPEND

FY 2022



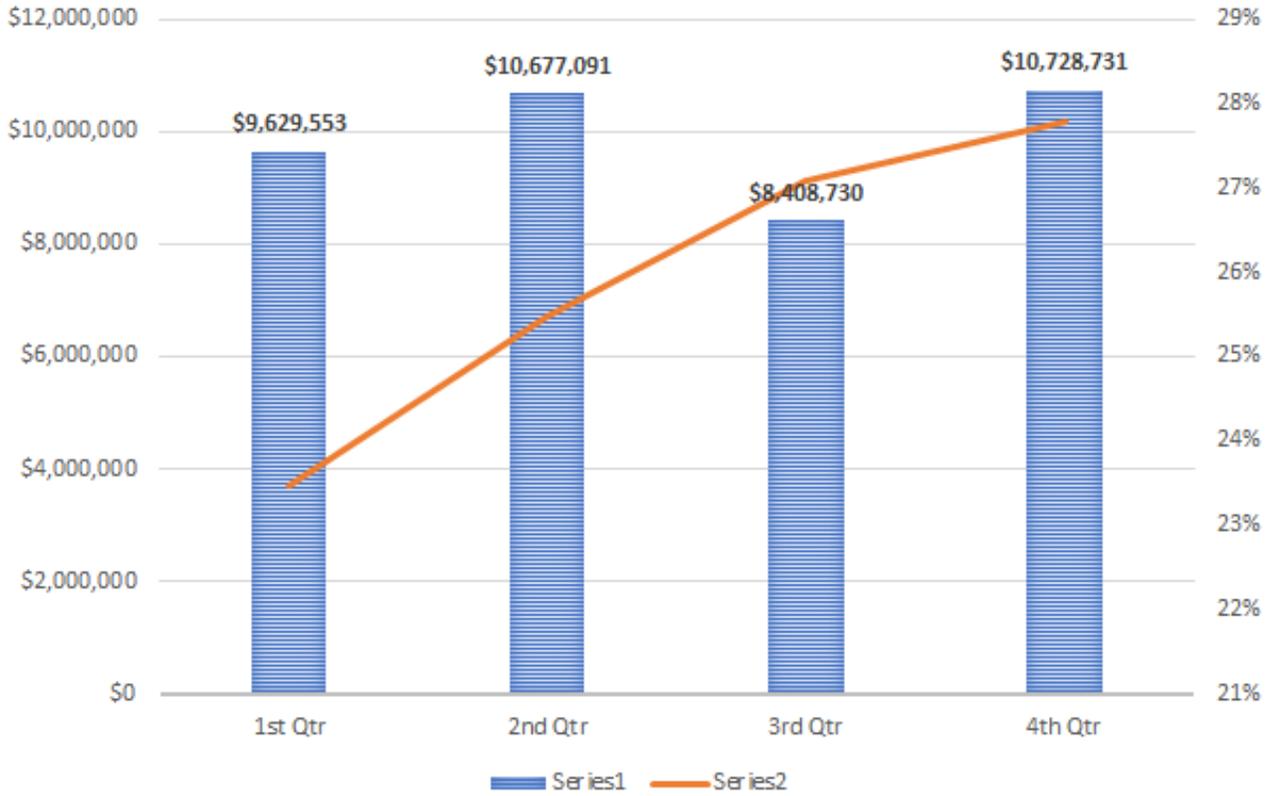
MBE	\$16,277,123	11%
WBE	\$10,529,086	7%
SBE	\$234,272	0.15%
NON-DBE	\$125,849,854	82%
TOTAL	\$152,890,335	

FY 2021



MBE	\$25,055,622	14%
WBE	\$24,491,770	14%
SBE	\$12,988	0.01%
NON-DBE	\$124,285,469	71%
TOTAL	\$173,845,849	

LOCAL SPEND FY22



1ST QTR	\$9,629,553	23%
2ND QTR	\$10,677,091	25%
3RD QTR	\$8,408,730	27%
4TH QTR	\$10,728,731	28%
TOTAL	\$39,444,105	

D/M/W/SBE

	1st Qtr		2nd Qtr	
	07/01/2021 - 09/30/2021		10/01/2021 - 12/31/2021	
Total Eligible Dollars Expensed	\$41,328,785		\$41,899,396	
	Amount Paid	%	Amount Paid	%
<i>Minority Business Enterprise (MBE)</i>	\$5,421,218	13%	\$3,828,816	9%
<i>Women Business Enterprise (WBE)</i>	\$2,994,473	7%	\$3,011,149	7%
<i>Small Business Enterprise (SBE)</i>	\$75,927	0.20%	\$35,759	0.09%
<i>Disadvantaged Business Enterprise (DBE)</i>	\$9,702,978	23%	\$8,384,395	20%
Local Spend	\$9,629,553	23%	\$10,677,091	25%
Local DBE Spend	\$6,133,318	15%	\$5,672,182	14%
Number of D/M/W/SBE Firms				
Number of New D/M/W/SBE Firms				

SPEND

3rd Qtr		4th Qtr		Total	
01/01/2022 - 03/31/2022		04/01/2022 - 06/30/2022		FY 2022	
\$31,061,776		\$38,600,378		\$152,890,335	
Amount Paid	%	Amount Paid	%	Amount Paid	%
\$3,101,726	10%	\$3,925,363	10%	\$16,277,123	11%
\$2,485,808	8%	\$2,037,656	5%	\$10,529,086	7%
\$79,469	0.30%	\$43,116	0.10%	\$234,272	0.15%
\$6,460,285	21%	\$6,900,971	18%	\$31,448,630	21%
\$8,408,730	27%	\$10,728,731	28%	\$39,444,105	26%
\$4,633,975	15%	\$4,733,781	12%	\$21,173,255	14%
				33	
				4	



MILLION DOLLAR CLUB

During FY 2022, nine (9) certified DBE companies received payments for work performed on MSCAA projects in amounts ranging from \$15,840 to \$1.5 million.

BUSINESS NAME	ETHNICITY	GENDER	AMOUNT
DANIELLE'S APPROACH, LLC	CAUCASIAN	FEMALE	\$1,547,683
C. FOSTER CONSTRUCTION, INC.	BLACK AMERICAN	MALE	\$481,661
2ND G&J SECOND ACCOUNT	BLACK AMERICAN	FEMALE	\$478,211
CARROLL'S ROOFING & CONSTRUCTION, LLC	BLACK AMERICAN	MALE	\$462,962
CASTLE BLACK, INC.	BLACK AMERICAN	MALE	\$377,858
TOPCAT MASONRY CONTRACTORS, LLC	BLACK AMERICAN	MALE	\$213,421
JACOBSEN/DANIELS ASSOCIATES, LLC	BLACK AMERICAN	MALE	\$17,713
HARRIS MILLER MILLER & HANSON INC.	CAUCASIAN	FEMALE	\$16,125
TIOGA ENVIRONMENTAL CONSULTANTS, INC.	CAUCASIAN	FEMALE	\$15,840
TOTAL			\$3,611,472



DIVERSITY CONTRACT AWARDS FOR FY22

The following 7 certified DBE companies were awarded contracts in amounts up to \$2.3 Million for work performed on MSCAA Projects. Some of the companies listed below were not listed on the previous page because they have either not started their work or have recently started.

BUSINESS NAME	CATEGORY	ETHNICITY	GENDER	AWARD
DANIELLE'S APPROACH, LLC *	WBE	CAUCASIAN	FEMALE	\$2,300,207
G&J CONTRACTORS	MBE	BLACK AMER.	FEMALE	\$1,545,400
CASTLE BLACK, INC.	MBE	BLACK AMER.	MALE	\$396, 210
SKY RENOVATIONS & DEVELOPMENT GROUP, INC.	MBE	BLACK AMER.	MALE	\$93,016
JACOBSEN DANIELS ASSOCIATES, LLC *	MBE	BLACK AMER.	MALE	\$50,000
HARRIS, MILLER, MILLER & HANSON, INC. *	WBE	CAUCASIAN	FEMALE	\$50,000
TIOGA ENVIRONMENTAL CONSULTANTS	WBE	CAUCASIAN	FEMALE	\$50,000
TOTAL				\$4,484,833

* NON-LOCAL COMPANY

SUCCESS STORIES

APS Facility Maintenance

APS Facility Maintenance has been working with the Memphis-Shelby County Airport Authority since 2008, and they are currently on a five-year contract.



“From the beginning it has been helpful to be able to list them as a reference,” said Lorenzo Myrick, president and CEO of APS Facility Maintenance. “The Airport Authority carries a lot of clout. The magnitude of the organization’s size requires you to put policies and procedures in place to meet their standards. That level of quality fans out throughout your whole culture.”

One example Myrick gave is insurance. Meeting the Airport Authority’s insurance requirements has helped APS secure other contracts. “When we sit down with other companies, we already have insurance above and beyond what is required,” he said.

APS Facility Maintenance is a full-service facility maintenance contractor. They employ 56 employees and have a corporate headquarters complete with a training facility. APS serves a variety of clients from high-rise office buildings and college campuses to sports arenas, the IRS and the Regional Medical Center. For the Memphis-Shelby County Airport Authority, they have provided commercial janitorial services, general contracting and landscaping.

Myrick learned about the airport's Business Diversity Development Program through the Memphis Minority Business Council Continuum. "The BDD Program was very helpful," Myrick said. "Initially it was intimidating, but they worked closely with us to help us learn what was needed to meet this kind of contract, including the required reporting mechanisms."

If you are a minority or Disadvantaged Business Enterprise (DBE) business thinking about the BDD program, Myrick offers this advice: "Don't be intimidated. Dive in. They are very cordial and offer a good mentorship. Be sure you have the commitment to the job, because the airport operates 365 days a year. In other words, know your customer."

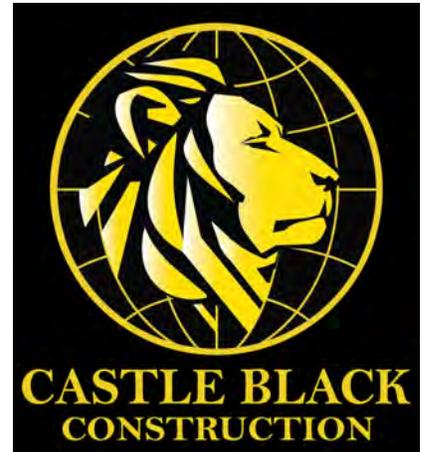


SUCCESS STORIES

Castle Black Construction, Inc.

Castle Black Construction entered its first contract with the Memphis-Shelby County Airport Authority in 2022. The company has been demolishing old retail spaces in Terminal A and Terminal C, and then providing construction work in preparation for Spirit Airlines and the relocation of TSA.

Castle Black President and CEO Jonathan Logan said this contract means a lot to his business. "One of my major concerns was for us to get into the airport and perform well, so we would be invited back to bid on more projects," he explained. "I'm thankful that our team has done well, and everyone at the airport has been pleased with our work."



Castle Black offers multiple services including: Design-build, general contracting and construction management. They have the ability to manage any construction project from its inception to completion. This includes any combination of services their customers need to ensure the construction cycle is complete on time and within budget.

Jonathan Logan and his twin brother, Jarrett, founded the business in 2005. Their company has grown to be a family of 20 plus full-time and contract employees. They have completed projects for many sectors including government, health care, education and corporate clients.

Logan learned about the airport's Business Diversity Development program through various job meetings and also through the diversity portal on the flymemphis.com website.

"[The BDD Program staff] were very helpful in assisting me with all the program requirements," Logan said. "These kinds of contracts involve lots of paperwork and insurance requirements. They made sure we had a seamless process."

Logan offers this advice to other minority or DBE businesses that want to work with the airport: "The process can be tedious, but I would advise everyone to stay the course. Make sure you have a strong back office that can help with the documentation. Keep bidding even if you don't win the first project or even the second one. Keep trying."



SUCCESS STORIES

Nancy Harkey Enterprises, LLC

Nancy Harkey Enterprises, LLC, has been contracted with the Memphis-Shelby County Airport Authority since May 2021. This Airport Concession Disadvantaged Business Enterprise (ACDBE) business has a partnership with Paradies Lagardère, a North American travel retailer and restaurateur company. .

Together Nancy Harkey Enterprises, LLC, and Paradies Lagardère operate eight retail stores in Memphis International Airport. The stores include Relay, TripAdvisor, Grind City Essentials, Bluff City Market, Market 901, Memphis Supply Co., Distillery District and the PGA Tour Fan Shop.

“I like giving back to the community, and the Airport Authority contract allowed me to expand my business and in turn provide more jobs for the community,” said Nancy Harkey, president and CEO of Nancy Harkey Enterprises, LLC. “The Memphis International Airport has been a pleasure to work with. I receive great support from them.”

Nancy Harkey Enterprises, LLC, also has food service businesses in the Birmingham International Airport, including Burger King, Starbucks, Chick-fil-A, Great American Bagel and three bars, as well as two gift shops in the Huntsville International Airport. The company offers training for their employees at all three airports to elevate employment opportunities for those individuals. Harkey has more than 33 years of successful hands-on

experience in retail and food service management. She has also been a travel agent for more than 34 years.

Harkey learned about the Memphis airport's Business Diversity Development Program at the Airport Minority Advisory Council (AMAC) Annual Airport Business Diversity Conference.

For any minority-owned business for Disadvantaged Business Enterprise (DBE) thinking about working with the airport, Harkey advised, "Get yourself involved in businesses that airports need. Learn what is offered in the airports and see how you can qualify. You should be a hands-on partner with the airport."





OPPORTUNITIES FOR GROWTH AND DEVELOPMENT

BDD has identified the following areas of potential capacity growth for local, minority, and women owned businesses:

- Fuel
 - Fuel Management
 - Fuel Supply
 - Fuel Facility Management (*A certified DBE has been identified, however, BDD is working to identify a local DBE*)
- Mentor/Protégé Opportunities
- New DBE Prime Contractors
 - Sub to Prime
- Pavement Joint Resealing (*A certified DBE has been identified, however, BDD is working to identify a local DBE*)
- Professional Services
 - Legal Services
 - Financial Management
- Shelter Market Program
- Minority New Car Dealership
- Minority-Owned Banks
- Procurement Barriers

HIDDEN DISABILITIES SUNFLOWER LANYARD PROGRAM

The Sunflower Lanyard Program was designed to assist travelers with hidden disabilities. The program began 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. Memphis International Airport launched this program in October of 2021.

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.

Anyone can request lanyard(s) by going to our website at flymemphis.com, then click on the  icon at the top right or bottom right of the page. They will then complete a short request form. The requested Lanyard(s) will be mailed within seven (7) days.



MONTH/ YEAR	SUNFLOWER LANYARDS ISSUED FY 2022
OCT '21	146
NOV '21	21
DEC '21	6
JAN '22	5
FEB '22	16
MAR '22	5
APR '22	6
MAY '22	7
JUN '22	62
TOTAL FY '22	274

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Purpose

The purpose of the Title VI of the Civil Rights Act of 1964 is to prohibit programs that receive federal funds from discriminating against participants on the basis of race, color or national origin.

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”

MONTH/ YEAR	TITLE VI COMPLAINTS FY 2022
OCT '21	0
NOV '21	0
DEC '21	0
JAN '22	0
FEB '22	0
MAR '22	0
APR '22	0
MAY '22	0
JUN '22	0
TOTAL FY '22	0

AMERICANS WITH DISABILITIES ACT (ADA)

The Authority assures that no person shall be excluded from participation in or be denied the benefits of or be otherwise subjected to discrimination on the basis of their disability. It is the Authority’s policy to protect the rights of persons with disabilities, to provide the public with access to the Airports, to respond to the needs of persons with disabilities, and to comply with the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973 as amended. The overall objective of the applicable ADA and Section 504 requirements include:

- Ensuring that no qualified individual with a disability shall be excluded from participation in, or be denied the benefits of, the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity or recipient of federal financial assistance.
- Providing reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability, unless it can be demonstrated that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden.
- Ensuring that terminal facilities and services shall be readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs.

MONTH/ YEAR	ADA COMPLAINTS FY 2022
DEC '21	0
JAN '22	0
FEB '22	0
MAR '22	0
APR '22	0
MAY '22	0
JUN '22	0
TOTAL FY '22	0

MONTH/ YEAR	ADA ACCOMMODATION REQUESTS FY 2022
DEC '21	0
JAN '22	0
FEB '22	0
MAR '22	0
APR '22	0
MAY '22	1
JUN '22	2
TOTAL FY '22	3

BDD DEPARTMENTAL TRAINING AND DEVELOPMENT

MSCAA is making a concerted effort to offer training and development opportunities to our team members. We are proud to show that BDD team members have taken advantage of these and other professional development opportunities:

TRAINING TYPE	JOE CLAIBORNE	REGINA ARMSTRONG	STEPHANIE JEFFRIES	STACY HARRIS	PATRICK WOODS
CCA		X	X		FINISHED 1 OF 2 YRS
CM			X		
PMP			X		
ADAC			X		
FAA ANNUAL CIVIL RIGHTS TRAINING	X	X	X	X	X
B2GNOW 2022				X	
AMAC 2022	X	X			X
UAIA 2022	X		X		

American Contract Compliance Association – Certified Compliance Administrator (CCA)

Attendees who successfully complete the CCA program requirements accumulating at least 4.2 continuing education units (42 hours of training) through ACCA will receive ACCA's certification as a Certified Compliance Administrator. This typically requires 2 years of training. Networking and information exchange combined with a structured classroom curriculum creates an optimum learning environment. ACCA's faculty is comprised of local and nationally recognized experts in their respective fields.

AAAE Certified Member (CM)

The C.M. exam is a 180-question multiple-choice test comprised of information contained in the four Bodies of Knowledge modules, and measures a candidate's comprehensive knowledge of airport management, regardless of airport size. The Bodies of Knowledge Modules cover: 1) Finance & Administration, 2) Planning, Construction & Environmental, 3) Airport Operations, Security & Maintenance, and 4) Communications & Community Relations. According to the AAAE, the C.M. "is a useful credential when seeking employment within the airport management profession and for students and corporate members who interact with airport professionals."

Project Management Professional (PMP)

This Project Management Professional (PMP®) credential is the most important industry-recognized certification for project managers. Globally recognized and demanded, the PMP® demonstrates that you have the experience, education and competency to lead and direct projects. Many project management skills translate seamlessly between industries, so certified professionals are expected to be prepared for a wide range of scenarios and outcomes.

ADA Coordinator (ADAC)

The ADA Coordinator Training Certification Program is offered through the University of Missouri-College of Human and Environmental Sciences, School of Architectural Studies and the Great Plains ADA Center.

FAA Annual Civil Rights Training

Provides training opportunities to airport sponsors in the following areas of Disadvantaged Business Enterprise/Airport Concessions Disadvantaged Business Enterprise (DBE/ACDBE) program, Title VI of the Civil Rights Act of 1964, Limited English Proficiency (LEP), Environmental Justice (EJ), American with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and other civil rights policies and regulations.

B2GNow Annual Training

Attendees can expect to accelerate their diversity and compliance digital transformation journey with access to inspiring keynotes, educational sessions, customer best practices stories, and explore new, innovative diversity management solutions in 1:1 session.

AMAC Annual Training

This highly acclaimed conference is the premier industry-wide event of the year—serving as a hub for education, advocacy and networking opportunities that promote diversity and inclusion in the aviation and aerospace industries. The conference offers airports, government agencies, corporations and entrepreneurs the opportunity to cultivate new relationships and expand their national presence through engaging and relevant educational and networking events.

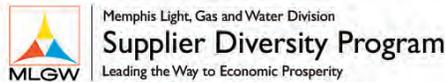
Universal Access in Aviation (UAIA)

Provides a unique opportunity for dialogue among key stakeholders in aviation around the world. UAIA sees representatives from airports, airlines, airline service companies, suppliers, government agencies and travelers with disabilities. This conference, held biennially by Open Doors Organization since 2006, offers an open exchange of ideas and best practice solutions related to customer service and accessibility for air travelers with disabilities and older adults.



COMMUNITY PARTNERS

MSCAA's integrated approach to diversity and inclusion is founded on lasting partnerships with organizations across the region. We sincerely appreciate the valued partners that are helping us build an airport that reflects the communities and customers we serve.





TAKE OFF WITH US

MEMPHIS SHELBY-COUNTY AIRPORT AUTHORITY

BUSINESS DIVERSITY DEVELOPMENT (BDD)

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