

BUSINESS DIVERSITY DEVELOPMENT (BDD)

ANNUAL REPORT FISCAL YEAR 2023

Accelerating growth by increasing inclusion and diversifying our suppliers and partners

MESSAGE FROM THE PRESIDENT

While the everyday focus of Memphis-Shelby County Airport Authority (MSCAA) is often concentrated on the operation of Memphis International Airport (MEM) and our two general aviation airports, we also recognize that the impact of MSCAA goes far beyond the airport boundaries. MSCAA is a critical economic engine for our community and region. Our airports employ thousands of people representing many different companies and government agencies and our operations require the involvement and partnership of hundreds of local businesses.



Our Business Diversity Development (BDD) program is an essential component of our economic development efforts. We believe that it is essential that we attract, retain and grow local, minority- and women-owned business enterprises (MWBE). Our BDD department has worked hard over the years to increase, enhance and develop opportunities for minority-owned, women-owned and small businesses. These opportunities are highlighted in this annual report.

The 2023 BDD Annual Report showcases areas of success, highlights some of our business partners, and identifies areas for improvement. Our continued goal is to create more prime, joint venture and equitable contracting opportunities for local DBE firms. With nearly \$1 billion in construction projects related to our Master Plan recommendations, there is a tremendous amount of opportunity for businesses in the Mid-South.

Thanks to our BDD team, MSCAA is recognized as a local leader in business diversity development. As we move forward into an exciting era of opportunity, we will continue to look for ways to increase partnerships and participation.

Terry Blue, A.A.E.

President



Farewell Message from Scott Brockman

As I approach my retirement on January 1, 2024, I've had a chance to reflect a great deal on my time here at MSCAA and especially the past 10 years as President. One of the things I'm most proud of during my tenure is the tremendous inclusion efforts of our team, whether in projects, services, or products. Those efforts have been led by our dedicated BDD department. Our staff has continually worked with local, minority-owned and women-owned businesses, ensuring that they have all the resources they need to do business with the airport and continue to grow. I'm even more excited for the future, as our coming projects will completely transform MEM and our GA Airports. I know that our DBE partners will be a huge part of that transformation. The future is bright for Memphis!



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SUMMARY

MSCAA knows that empowering minority- and women-owned businesses is vital to the success of our airport and our community. The Airport Authority has a strong history of increasing, enhancing and developing opportunities for minority, women-owned and small businesses. Nonetheless, MSCAA is always looking to improve in this area and identifying additional areas of growth for our BDD efforts.

Over the next three fiscal years, we expect to award more than \$85 million to be disbursed to DBEs for federally-funded contracts. We also continue to add more potential partners through our DBE certification program, which saw 29 new applicants in FY23, more than doubling the 2022 total.

In FY23, Disadvantaged, Minority and Women Business Enterprises (D/M/WBEs) were awarded 23% of the \$109.2 million total spent in the areas of construction, professional services, and goods & services contracts.

To ensure that we continue to build these relationships, MSCAA has continued to provide training, open houses about upcoming projects, certification assistance and many other initiatives.

As we move forward, MSCAA is committed to continual growth in its business diversity efforts, as well as ongoing improvement of its diversity programs.

THE TEAM



SCOTT BROCKMAN
PRESIDENT & CEO



MICHAEL FULTON
DIRECTOR OF GOVERNMENT
AFFAIRS & BDD



JOE CLAIBORNE
SENIOR MANAGER OF BDD



REGINA ARMSTRONG
DBE PROGRAM
ADMINISTRATOR



STACY HARRIS
DBE CERTIFICATION
SPECIALIST



TONI WILLIAMS
ADA / DBE PROGRAM
ADMINISTRATOR



PATRICK WOODS
DBE 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 environmental justice in their planning and operation in regards to persons with 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).



GRIND
ess

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 2023 – FY 2025 period, MSCAA expects approximately \$422,190,000 in federally funded contracts. Therefore, at least \$85,094,266 is expected to be disbursed to DBEs during this goal period.

Current Goals

• DBE	FY 2023 – 2025	20.16%
• ACDBE (Non-Car Rental)	FY 2024 – 2026	20.09%
• ACDBE (Car Rental)	FY 2024 – 2026	3.00%

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 work done 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**

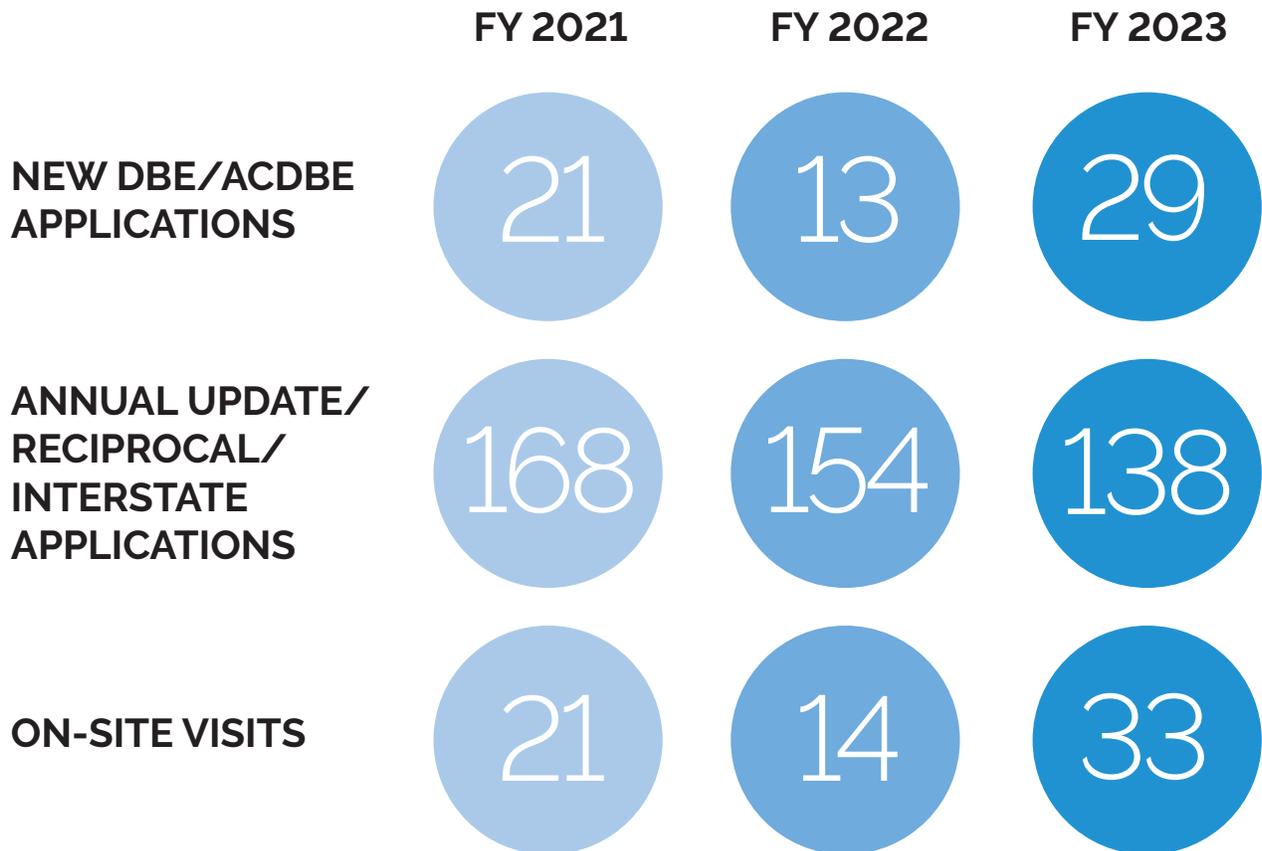
If it is determined that a regulatory concern exists, BDD, in conjunction with the appropriate MSCAA Department representative, will work with the contractor or vendor in an effort to amicably resolve the matter.

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.

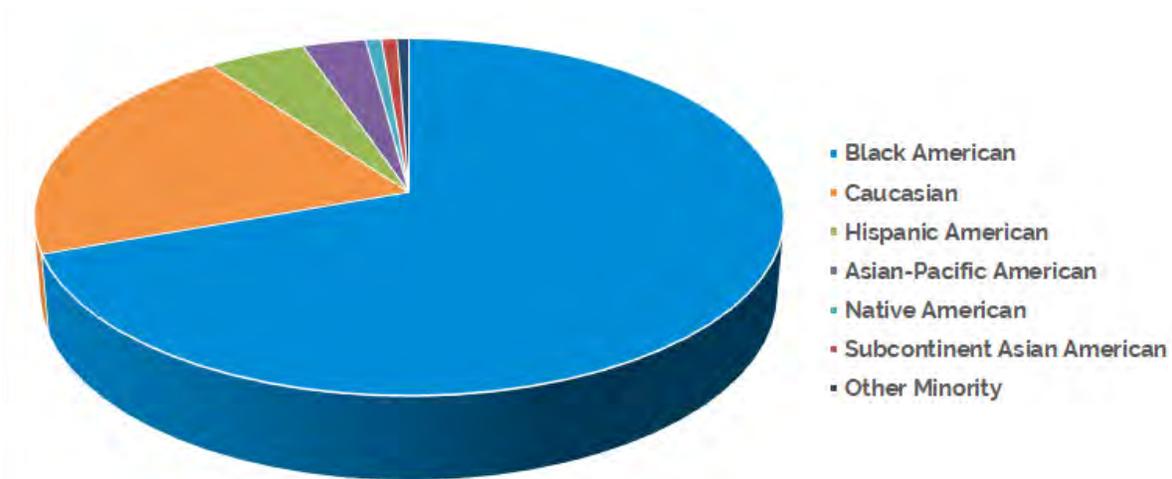
The qualifications can be found in 49 CFR 26.61 through 26.73.



DATABASE REPORTS

BDD’s current database consists of 515 MSCAA certified DBE, ACDBE, and SBEs companies. However, as a member of the Tennessee Uniform Certification Program (TNUCP), MSCAA has access to approximately 1,700 certified other DBEs with national ties.

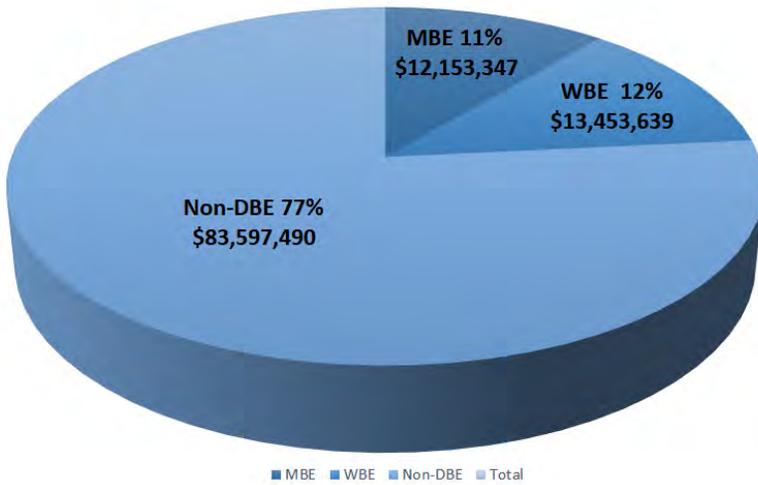
Count of Firms by Ethnicity



ETHNICITY	COUNT OF BUSINESSES	PERCENT OF DATABASE
NATIVE AMERICAN	4	0.78%
SUBCONTINENT ASIAN AMERICAN	4	0.78%
HISPANIC AMERICAN	25	4.85%
BLACK AMERICAN	358	69.51%
ASIAN-PACIFIC AMERICAN	16	3.11%
CAUCASIAN	105	20.39%
OTHER MINORITY	3	0.58%
TOTAL	515	100%

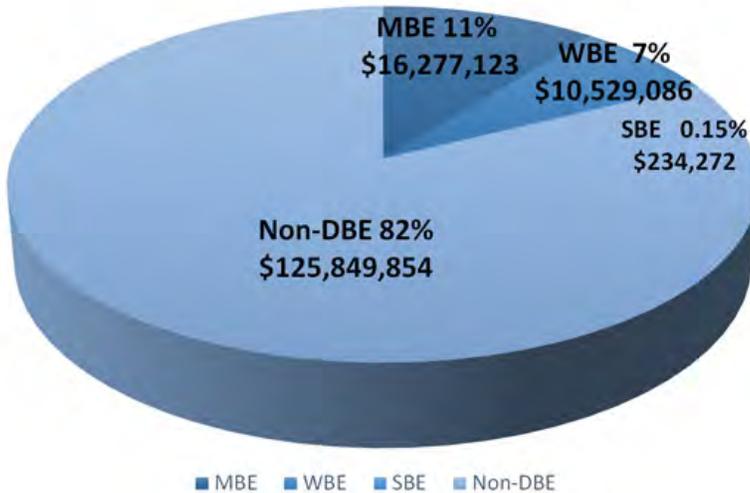
OUR SPEND

FY 2023



MBE	\$12,153,347	11%
WBE	\$13,453,639	12%
NON-DBE	\$83,597,490	77%
TOTAL	\$109,204,477	

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	

D/M/W/SBE

	1st Qtr		2nd Qtr	
	07/01/2022 - 09/30/2022		10/01/2022 - 12/31/2022	
Total Eligible Dollars Expensed	\$36,275,149		\$26,056,852	
	Amount Paid	%	Amount Paid	%
<i>Minority Business Enterprise (MBE)</i>	\$1,358,257	4%	\$1,076,122	4%
<i>Women Business Enterprise (WBE)</i>	\$4,985,508	14%	\$2,365,847	9%
<i>Disadvantaged Business Enterprise (DBE)</i>	\$6,343,765	17%	\$3,441,968	13%
Local Spend	\$6,514,213	25%	\$8,343,284	23%
Local DBE Spend	\$4,353,018	12%	\$2,866,254	11%
Number of D/M/W/SBE Firms				
Number of New D/M/W/SBE Firms				

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 FY2023

3rd Qtr		4th Qtr		Total	
01/01/2023 - 03/31/2023		04/01/2023 - 06/30/2023		FY 2023	
\$22,226,050		\$24,646,426		\$109,204,477	
Amount Paid	%	Amount Paid	%	Amount Paid	%
\$5,481,182	25%	\$4,237,787	17%	\$12,153,347	11%
\$4,379,213	20%	\$1,723,071	7%	\$13,453,639	12%
\$9,860,395	44%	\$5,960,858	24%	\$25,606,987	23%
\$4,889,731	22%	\$5,942,752	24%	\$25,689,980	24%
\$3,847,928	16%	\$2,444,866	11%	\$13,512,066	12%
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SPEND FY2022

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%
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MILLION DOLLAR CLUB

During FY 2023, nine (9) certified DBE companies received payments for work performed on MSCAA projects in amounts ranging from \$700k to \$1 million.

BUSINESS NAME	ETHNICITY	GENDER	AMOUNT
DANIELLE'S APPROACH, LLC	CAUCASIAN	FEMALE	\$1,073,418
INTERSTATE LANDSCAPING OF MISSISSIPPI	CAUCASIAN	FEMALE	\$970,518
AIRFIELD ETC., INC.	CAUCASIAN	FEMALE	\$933,883
H&K PLUMBING AND HEATING, INC.	CAUCASIAN	FEMALE	\$890,947
MISSISSIPPI PAVING AND CONSTRUCTION, INC.	BLACK AMERICAN	MALE	\$873,615
C. FOSTER CONSTRUCTION, INC.	BLACK AMERICAN	MALE	\$877,882
G&J CONTRACTORS	BLACK AMERICAN	MALE	\$860,298
SUMMERFIELD & ASSOCIATES	CAUCASIAN	FEMALE	\$733,001
JACOBSEN/DANIELS ASSOCIATES, LLC	BLACK AMERICAN	MALE	\$737,811
TOTAL			\$6,877,955

DIVERSITY CONTRACT AWARDS FOR FY23

The following 22 certified DBE companies were awarded contracts totalling over \$7 Million.

BUSINESS NAME	ETHNICITY	GENDER	AWARD
INTERSTATE LANDSCAPING OF MISSISSIPPI, INC.	CAUCASIAN	FEMALE	\$970,518
AIRFIELD ETC., INC.	CAUCASIAN	FEMALE	\$933,883
H & K PLUMBING AND HEATING, INC.	CAUCASIAN	FEMALE	\$890,947
MISSISSIPPI PAVING AND CONSTRUCTION, INC.	CAUCASIAN	FEMALE	\$873,615
WIN ENGINEERING, LLC	CAUCASIAN	FEMALE	\$733,200
AARON PATRICK ARCHITECTS	BLACK AMERICAN	MALE	\$475,000
VIC THOMPSON COMPANY	CAUCASIAN	FEMALE	\$312,200
TRANSSOLUTIONS, LLC	CAUCASIAN	FEMALE	\$310,600
NU ERA ENTERPRISES INC.	BLACK AMERICAN	MALE	\$275,000
ALLWORLD PROJECT MANAGEMENT, LLC	BLACK AMERICAN	MALE	\$250,000
ACCESS BUILDERS, LLC	BLACK AMERICAN	MALE	\$226,000
TEAM MURPHY TRUCKING	BLACK AMERICAN	FEMALE	\$199,125
THY, INC	ASIAN-PACIFIC AMERICAN	MALE	\$164,500
INTERSTATE SEALANT & CONCRETE, INC (ISC)	CAUCASIAN	FEMALE	\$148,375
UNISON CONSULTING, INC.	BLACK AMERICAN	FEMALE	\$142,500
SABER STEEL, LLC	CAUCASIAN	FEMALE	\$97,765
TIOGA ENVIRONMENTAL CONSULTANTS, INC.	CAUCASIAN	FEMALE	\$51,700
TOPCAT MASONRY CONTRACTORS,LLC	BLACK AMERICAN	MALE	\$42,500
AMERICAN CONSTRUCTION SUPPLIES, INC.	CAUCASIAN	FEMALE	\$41,334
PAT'S PRO CUT, LLC	CAUCASIAN	FEMALE	\$32,823
MIDSOUTH EROSION CONTROL AND LANDSCAPING, LLC	CAUCASIAN	FEMALE	\$15,555
ARK ROOFING COMPANY, INC	CAUCASIAN	FEMALE	\$15,478
TOTAL			\$4,484,833

SUCCESS STORIES

ABES Engineering

Whether it's designing a community center, updating a wastewater facility or developing marking plans for an airport, ABES Engineering takes pride in making its community stronger through engineering.



ABES, a certified Disadvantaged Business Enterprise (DBE) and Minority Business Enterprise (MBE), has been exploring ways to work with the Memphis-Shelby County Airport Authority (MSCAA) since 2018. In 2022, that diligence paid off when ABES began serving as a subconsultant with Garver on an MSCAA project. ABES is responsible for the marking plans for the Charles Baker Airport Runway Pavement Rehabilitation Project in Millington.

ABES is working on this project thanks to the airport's Business Diversity Development Program and ABES's relationship with Garver, which was strengthened by Garver Partners, a year-long mentorship program.

"This was a great opportunity to understand how to do business with the airport," said ABES CEO Emmanuel Tuombe. "The BDD program sends upcoming opportunities to DBE firms. This helps us prepare and look for partners so when the RFQ (request for quote) is released, we are ready."

For other DBE businesses that want to grow, Tuombe advises them to learn how each agency operates. "Attend outreach events, introduce your business to all the stakeholders you can, and share how you can help them reach their mission and goals together," he said.

Tuombe founded ABES in 2015 as a one-man firm. Today, ABES has 14 full-time employees with more than 100 years of engineering experience. The firm currently has contracts with many local agencies including the City of Memphis and Memphis Light, Gas and Water. ABES has expanded to Nashville and plans to expand to Louisville, Kentucky.

Tuombe hopes the current subcontract is a stepping stone to more projects with the Memphis airport. "This work has been a great opportunity to demonstrate our competency while providing services that make a difference in the community," Tuombe said. "We want to be a key player in designing a modern Memphis airport that serves the community we call home."



SUCCESS STORIES

Mack Transportation Service

Located in Robinsonville, Mississippi, Mack Transportation Service provides shuttle services for the Memphis-Shelby County Airport Authority (MSCAA). For Memphis International Airport, they transport guests from the parking lot to the various terminals.



Owned by Jerry Mack, Mack Transportation Service is a certified Minority and Women-Owned Business Enterprise (MWBE) and Disadvantaged Business Enterprise (DBE). After Mack started his business six years ago, he immediately got certified and completed the paperwork for the Airport Authority's Business Diversity Development (BDD) Program.

"We learned about the program by word of mouth from our friends in Las Vegas," said Mack. "After learning about the program, we immediately went to the website and completed the application."

As a 100% minority-owned business, being certified has helped Mack Transportation Service reach another level and has helped them bid for other business opportunities.

"The BDD program has really changed the playing field for us," said Mack.

Mack highly recommends all businesses, especially those who are MWBE-certified and DBE-certified, to become certified in all federal transportation services. He recommends visiting the airport website to apply and look for opportunities.

“We really enjoy doing business with the airport,” said Mack. “We look forward to continuing our work with them and highly recommend other businesses do so as well.”





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
- Mentor/Protégé Opportunities
- New DBE Prime Contractors
 - Sub to Prime
- Pavement Joint Resealing
- Professional Services
 - Legal Services
 - Financial Management
- Shelter Market Program
- Minority New Car Dealership
- Minority-Owned Banks
- Procurement Barriers



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."

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.

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.

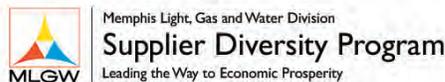


MONTH/ YEAR	SUNFLOWER LANYARDS ISSUED FY 2023
OCT '22	30
NOV '22	4
DEC '22	4
JAN '23	2
FEB '23	7
MAR '23	2
APR '23	11
MAY '23	11
JUN '23	15
TOTAL FY '23	140



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.





MEMPHIS SHELBY-COUNTY AIRPORT AUTHORITY
BUSINESS DIVERSITY DEVELOPMENT (BDD)
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