



# MEM Commercial Drive Operations 4<sup>th</sup> Qtr. 2024 – 2<sup>nd</sup> Qtr. 2027

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Patrick Rice, Manager of Ground Transportation

Oct 29, 2024



# Agenda:

- Welcome & Introductions
- Introduction of the new Permitting System and requirements
- Introduction of updated Rules and Regulations
- MEM on the Move and how it will impact commercial operations
- Discuss upgrades in anticipation of construction and timeline
- Interim Ops (Middle Drive ~ 11 Dec 24 – 31 Mar 25)
  - Layout each modes' temp location
- ICC Ops (New Commercial Drive ~ 1 Apr 25 – approx. Apr 27)
  - Layout each modes' location for next two years
- Q & A
- Tour

# Commercial Drive Permits & Rules and Regulations

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Effective 1 Dec 24



# New Commercial Drive Webpage

<https://flymemphis.com/commercial-gt-services/>

The screenshot shows the Memphis International Airport website's Commercial Ground Transportation Services page. The header includes the airport logo, navigation links (FLIGHTS, PARKING & TRANSPORTATION, PASSENGER GUIDE, ABOUT MEM, CONNECT), and contact information (2491 Winchester Rd., Memphis, TN 38116; +1 901 922 8000; Contact MEM). The main heading is "Commercial Ground Transportation Services".

The main content area contains the following text: "The Memphis-Shelby County Airport Authority (MSCAA) requires all commercial ground transportation service providers operating on Airport property more than three (3) times per month during any given month to obtain a permit. This includes picking up only."

**Who is a commercial ground transportation service provider?**

- Taxicabs
- Charter/Coach Buses
- Limousines
- City Buses
- Shuttles Operators
- Hotel/Motel Shuttles
- Occasional Users
- Parking Shuttles
- Fixed Base Operator Shuttles

**Transportation Network Providers (TNCs) must enter a contract with MSCAA.**

- [Rules and Regulations](#)
- [Commercial Drive Operating Permit Application Form](#)

Drives & Parking Areas	Height Limits/Restrictions
Upper level drive lanes	N/A
Lower level inner drive lane	10'-10"
Lower level center drive lane	11'-2"
Lower level outer drive lane	13'-0"
Vendor parking area	8'-2"
Public parking lots	8'-2"

**Alert: Upcoming Outer Drive Construction Impacts**

MEM is undergoing a multi-phased terminal modernization & seismic program; therefore, the commercial drive and routing will change through the project. Please routinely refer to this website for updates to YOUR operation requirements.

**Current**

**Taxi/Limousine** - Operations are located on the LOWER MIDDLE outer roadway in front of the Baggage Claim level of

On the right side of the page, there is a search bar, a "TRANSLATE" section with a language dropdown set to "English", and a "NAVIGATE" section with links to Home, Flights, Nonstop Destinations, Parking & Transportation, Passenger Guide, About MEM, MEM on the Move, Press Room, and Connect.

# Permits

- Replacing the 5 yr/indefinite agreements system
- Renewed annually
- Apply at :  
<https://flymemphis.com/commercial-drive-operating-permit-application/>
- Vehicle inventory for LPR system
- Accounts must be current to renew
- All commercial drive operators will transition to permits by 28 Feb 25

# Permit Application Form

2491 Winchester Rd., Memphis, TN 38116 +1 901 922.8000 Contact MEM

Memphis INTERNATIONAL AIRPORT

FLIGHTS - PARKING & TRANSPORTATION - PASSENGER GUIDE - ABOUT MEM - CONNECT -

## Commercial Drive Operating Permit Application

Please complete the form below to apply for a Commercial Drive Operating Permit at Memphis International Airport.

\* indicates required fields

### Submitter's Information

**Full Name \***

First  Last

**Email \***  **Phone \***

### Company Information

**Company Legal Name \***

**Does your business license list an address within Shelby County, TN? \***

Yes  No

**Mailing Address \***

Street Address

Address Line 2

Search ...

TRANSLATE

English

NAVIGATE

- Home
- Flights
- Nonstop Destinations
- Parking & Transportation
- Passenger Guide
- About MEM
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# Rules & Regulations

Updated to reflect:

- New permitting system
- Changes due to construction
- Upcoming tech upgrades
- Simplify and clarify existing sections
- Enforcement of late fees and penalties

<https://flymemphis.com/wp-content/uploads/2019/11/commercial-operators-rules-regs.pdf>





# Outer Roadway Construction Project (ORCP)

- The current upper outer driveway will be demolished and upgraded over a two-year period
- The lower middle and outer will close during that period
- There will be a commercial drive management team (CDMT) starting shortly before the closures
- The lower outer drive will close first to prep the new Interim Commercial Curb (ICC)
- Middle drive will close once the ICC is ready
- TNCs pick-up will move to new ICC
- Rental car deliveries to be impacted



**Phase I: Dec 24 – Mar 25**  
**Commercial Vehicles Shift to Middle Curb**

# Projected Schedule: Outer Roadway Construction ~ 6-Month Outlook

Activity	2024												2025																					
	September				October				November				December				January				Feb				March				April					
	2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	3	10	17	24	3	10	17	24	31	7	14	21
<b>Commercial Curb (ICC)</b>	Initial Phase - STG Work																																	
Phase 1 - Internal Parking Garage Work	Construction																																	
Phase 2 - Commercial Lane Work																																		
<b>Outer Roadway</b>																																		
Tunnel Decommissioning (OR-1)																																		
Tunnel Partial Fill (OR-1)																																		
Roadway Rebuild (OR-2)													Mobilization																					

as of 10/10/2024

SUBJECT TO CHANGE

↑  
Close LL Outer Roadway  
12/9/24

↑  
Shift to the middle lane operation,  
charter buses move to UL

↑  
Closure of the Outer Roadway  
4/2/25

# Phase I: Commercial Vehicle Curb Assignments

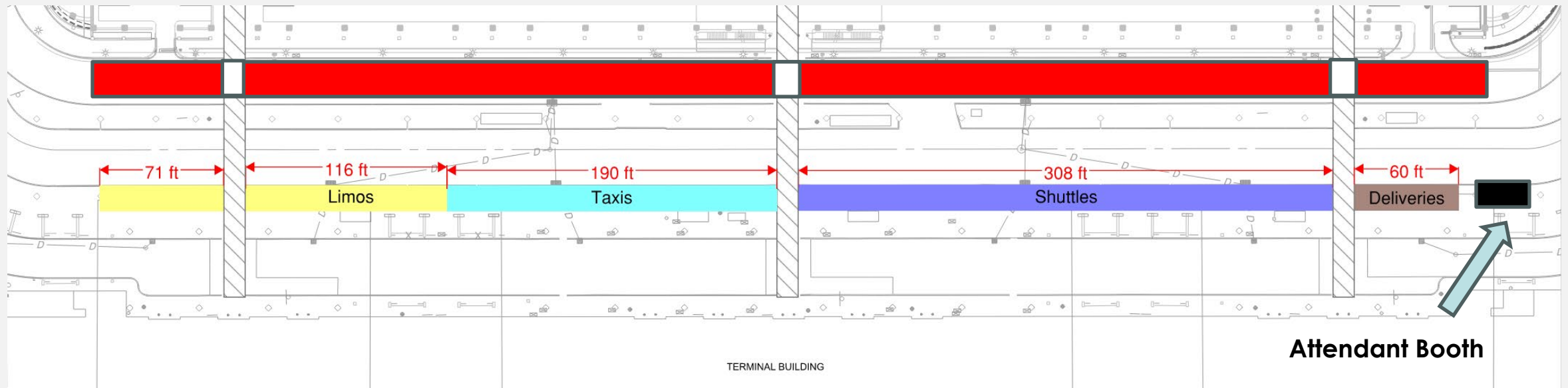
## Phase 1 (Dec-Mar)

- **Lower-Level Outer Curb**  
Closed for construction.

## Middle Curb –

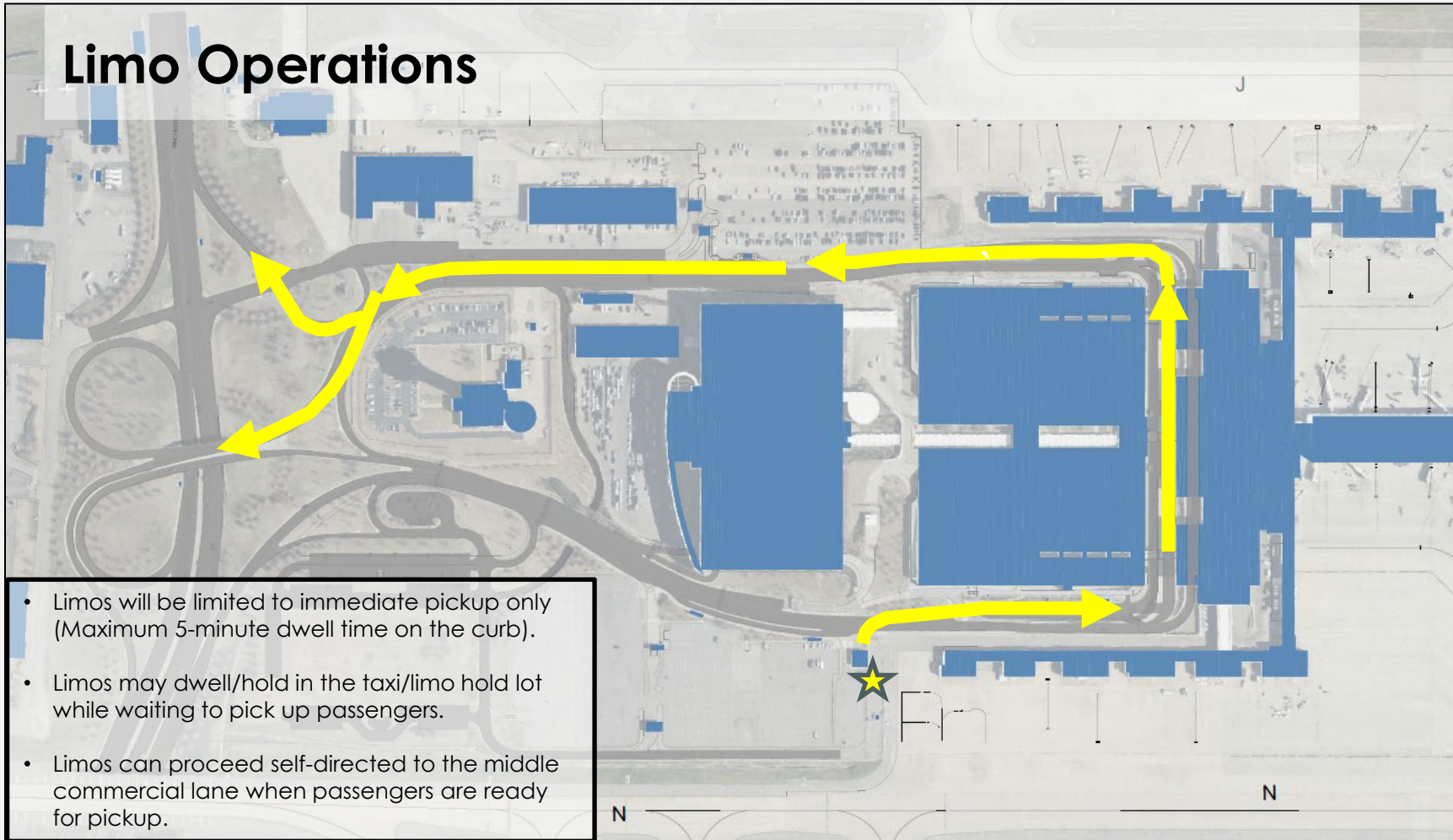
Commercial vehicles except

- Coach buses
- TNC's





## Limo Operations



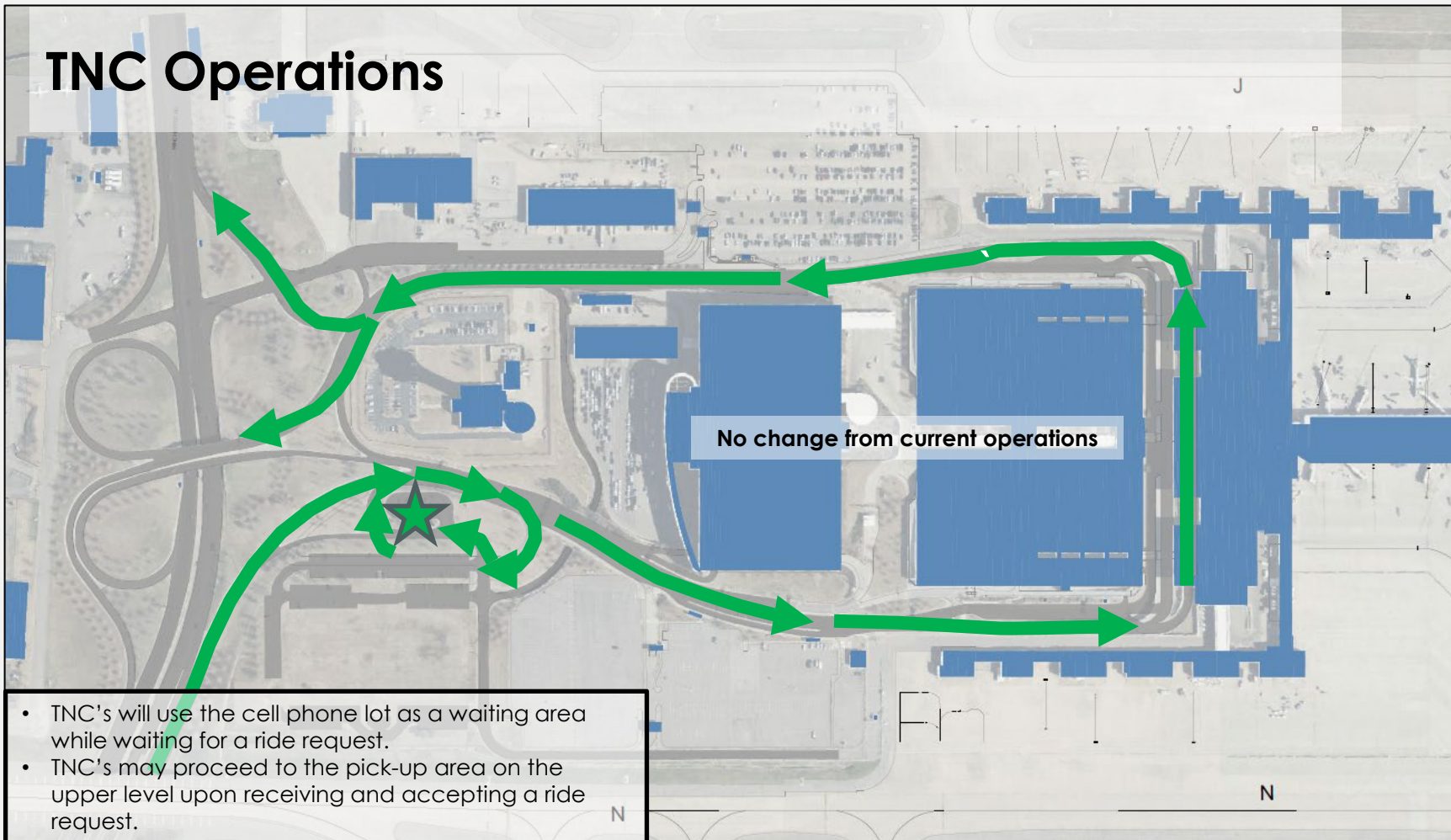
- Limos will be limited to immediate pickup only (Maximum 5-minute dwell time on the curb).
- Limos may dwell/hold in the taxi/limo hold lot while waiting to pick up passengers.
- Limos can proceed self-directed to the middle commercial lane when passengers are ready for pickup.

## Taxi Operations



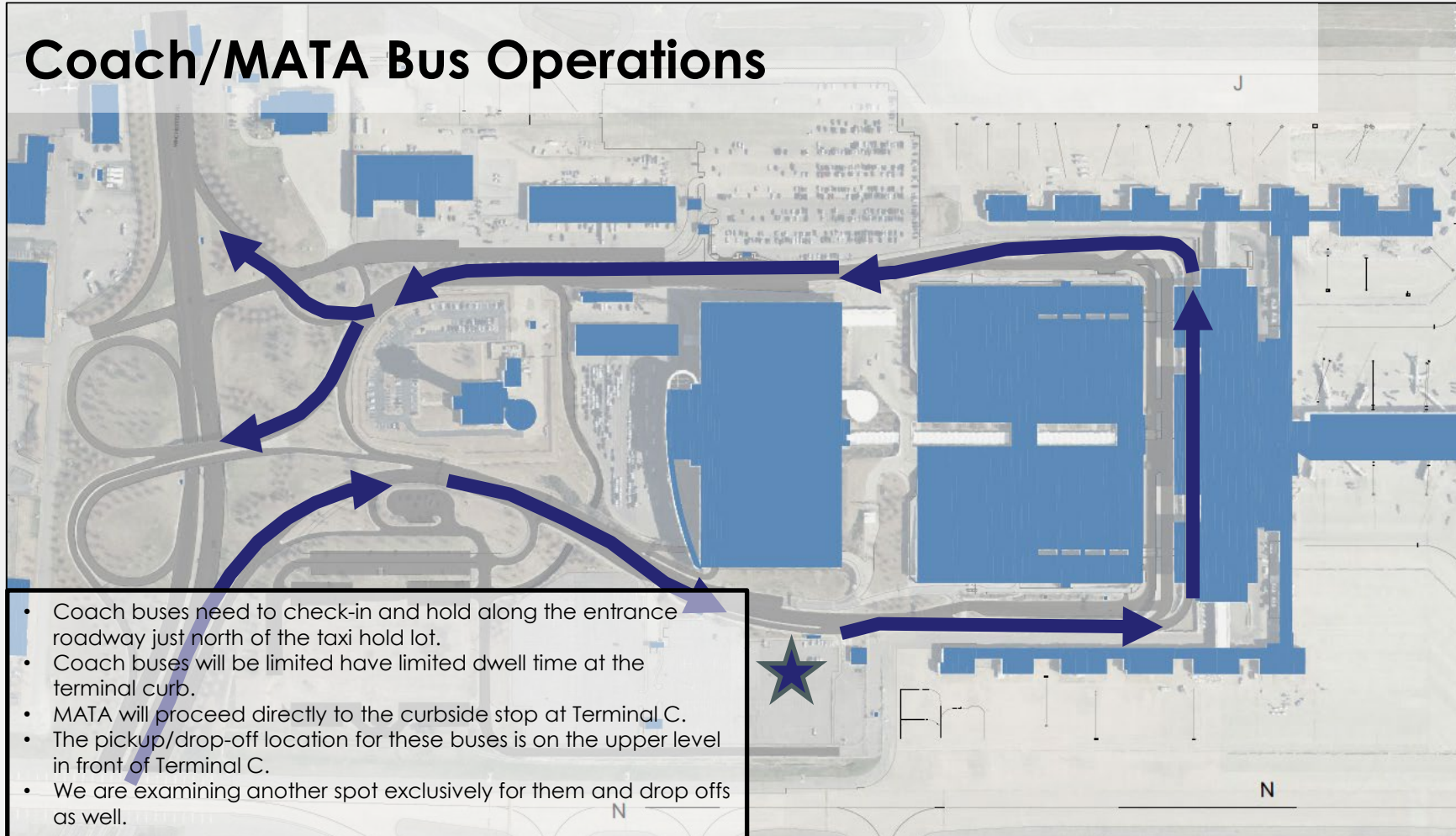
- Taxis will use the taxi/limo hold lot, south of the Blue Lot.
- A member of the CDMT will instruct the next taxi to proceed to the limited allotted queue at the middle curbside.

# TNC Operations



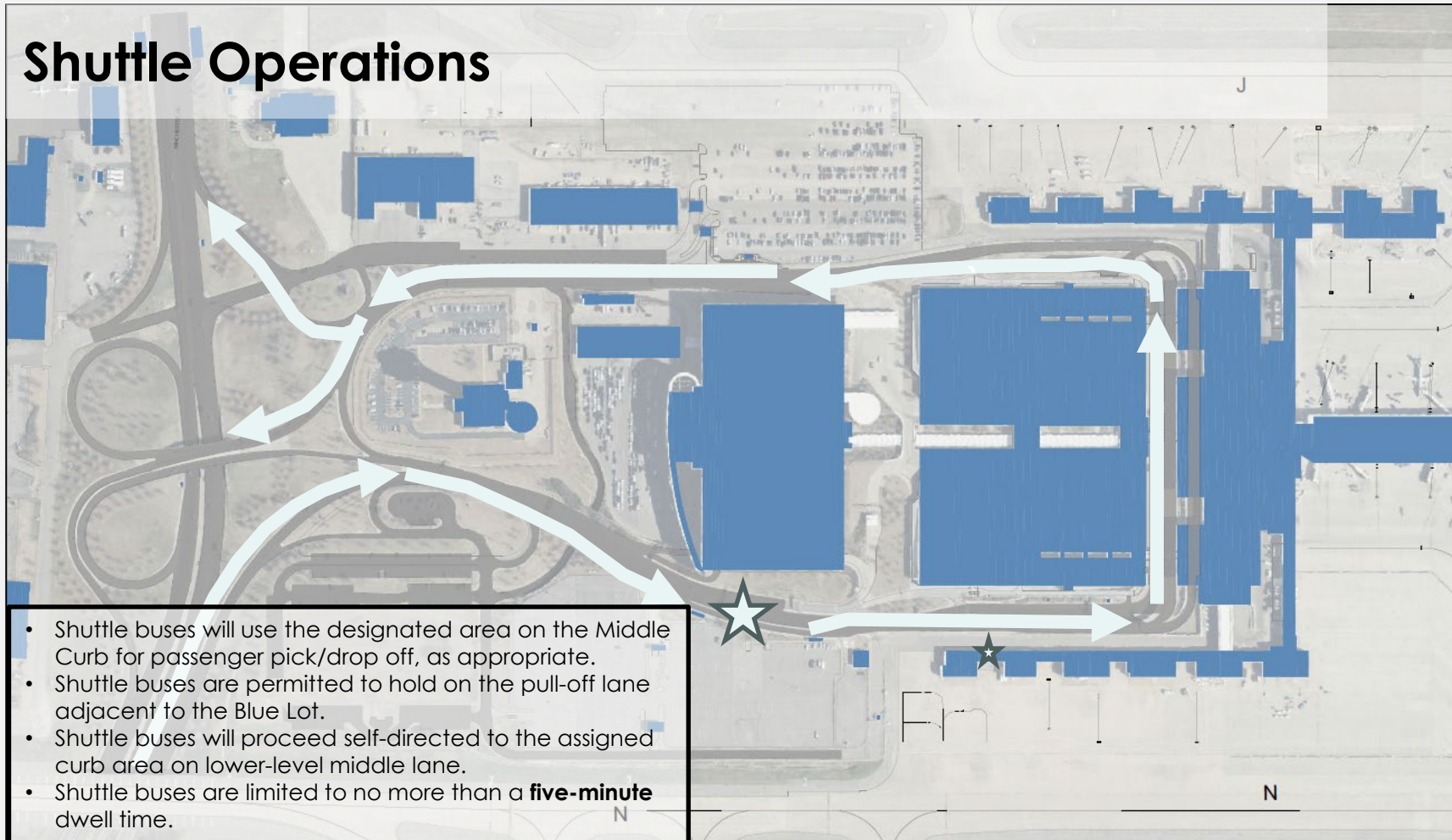


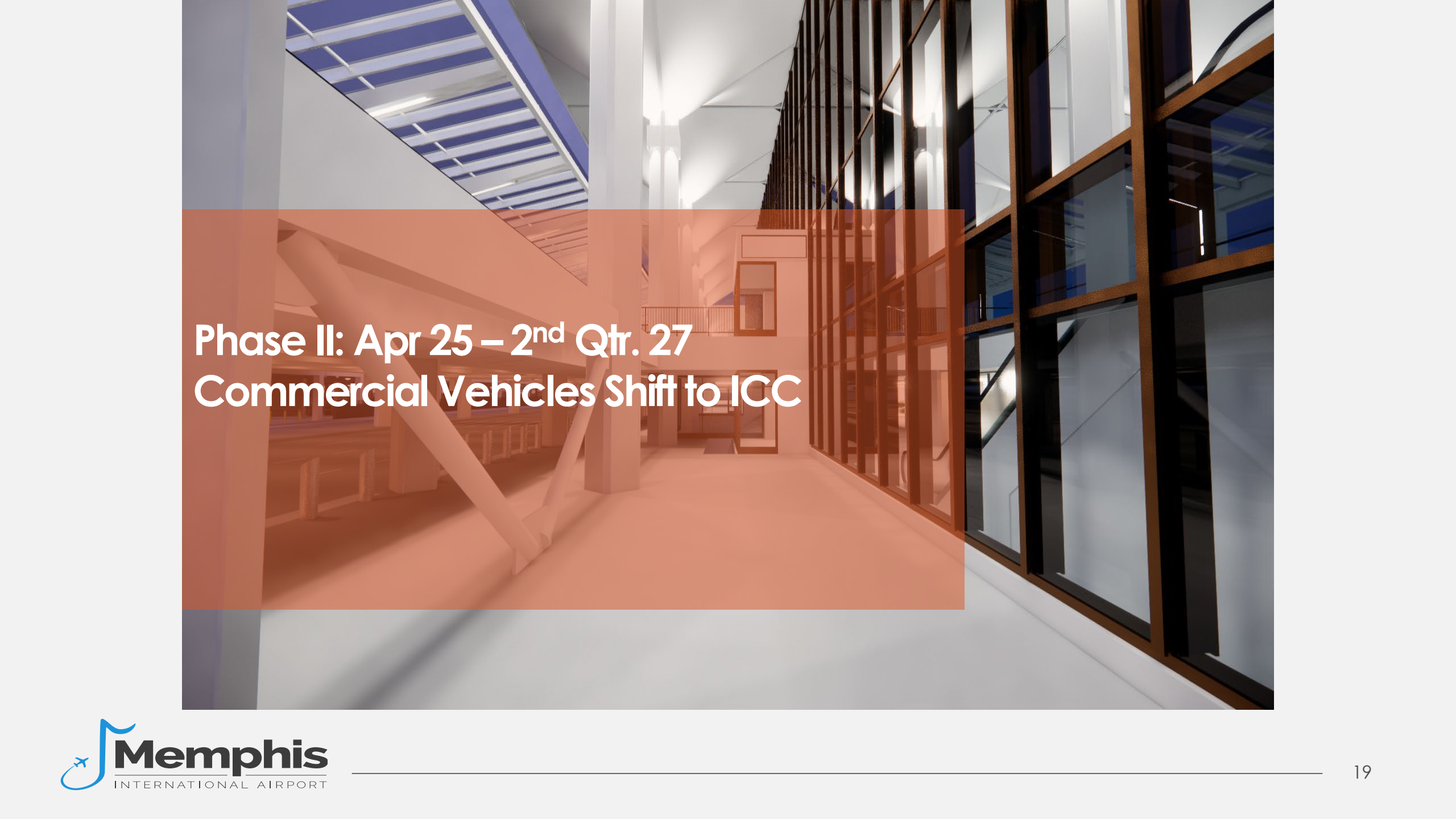
## Coach/MATA Bus Operations



- Coach buses need to check-in and hold along the entrance roadway just north of the taxi hold lot.
- Coach buses will be limited have limited dwell time at the terminal curb.
- MATA will proceed directly to the curbside stop at Terminal C.
- The pickup/drop-off location for these buses is on the upper level in front of Terminal C.
- We are examining another spot exclusively for them and drop offs as well.

## Shuttle Operations





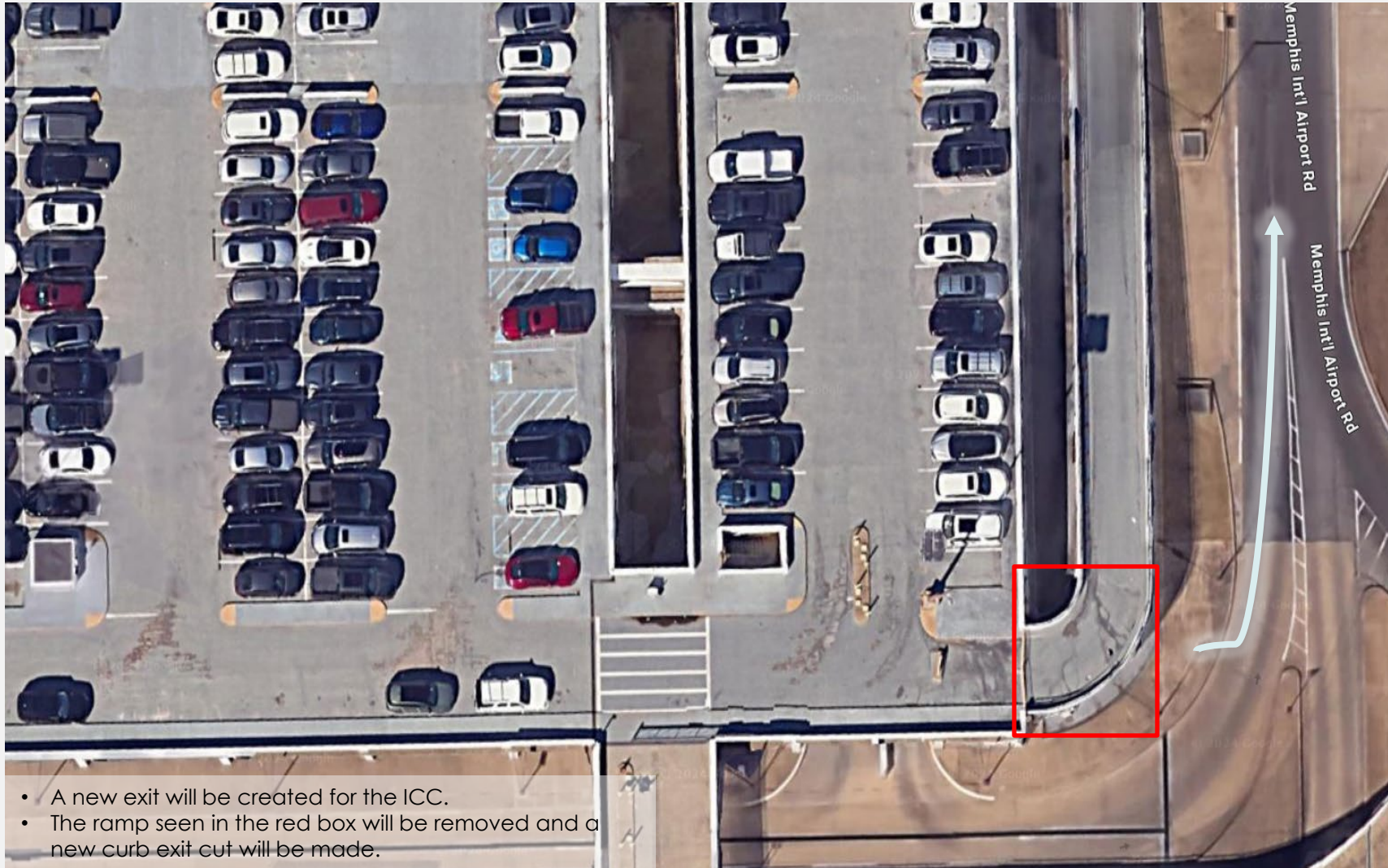
Phase II: Apr 25 – 2<sup>nd</sup> Qtr. 27  
Commercial Vehicles Shift to ICC



# New ICC Entry Point



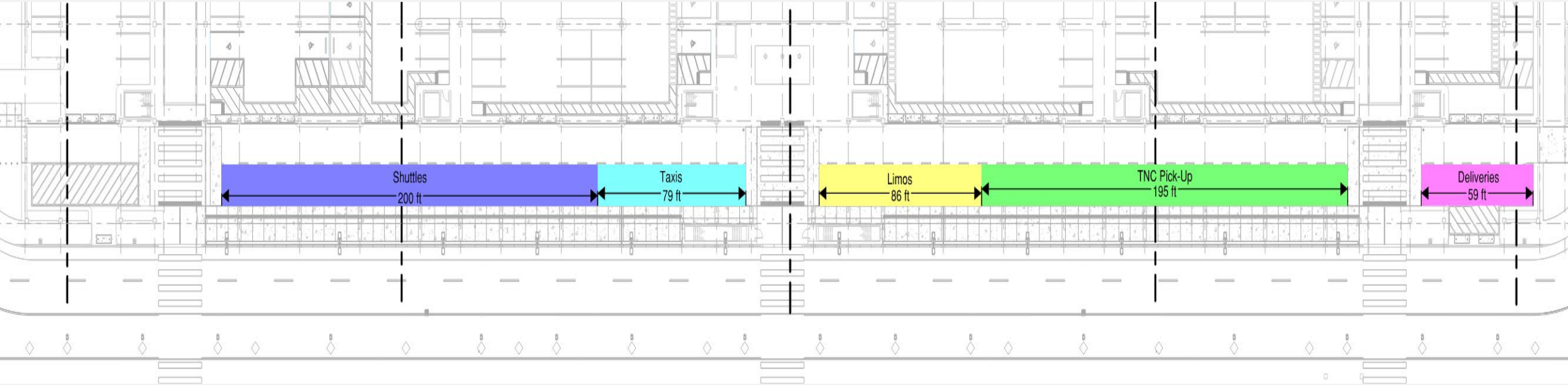
# New ICC Exit Point



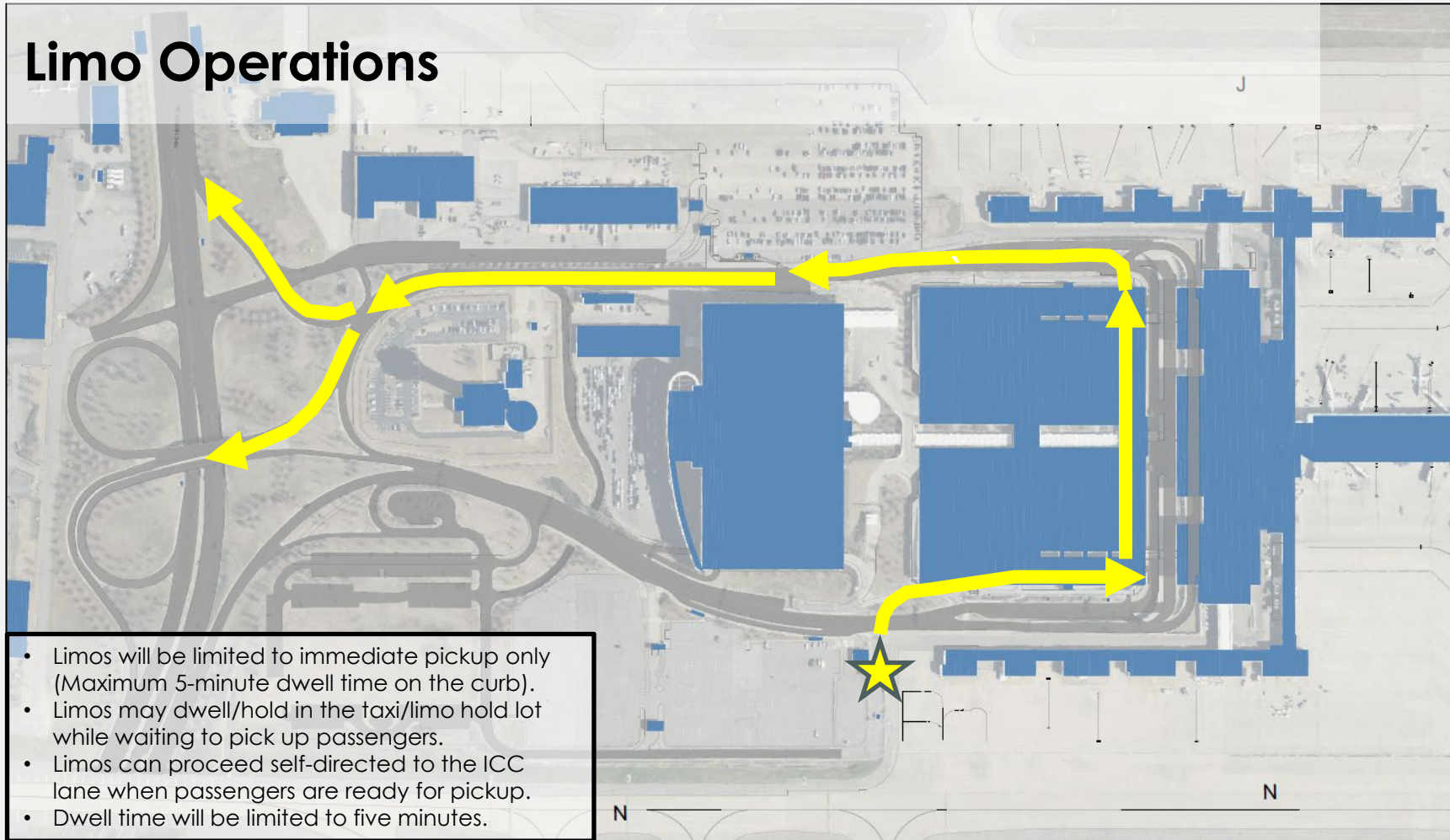
- A new exit will be created for the ICC.
- The ramp seen in the red box will be removed and a new curb exit cut will be made.



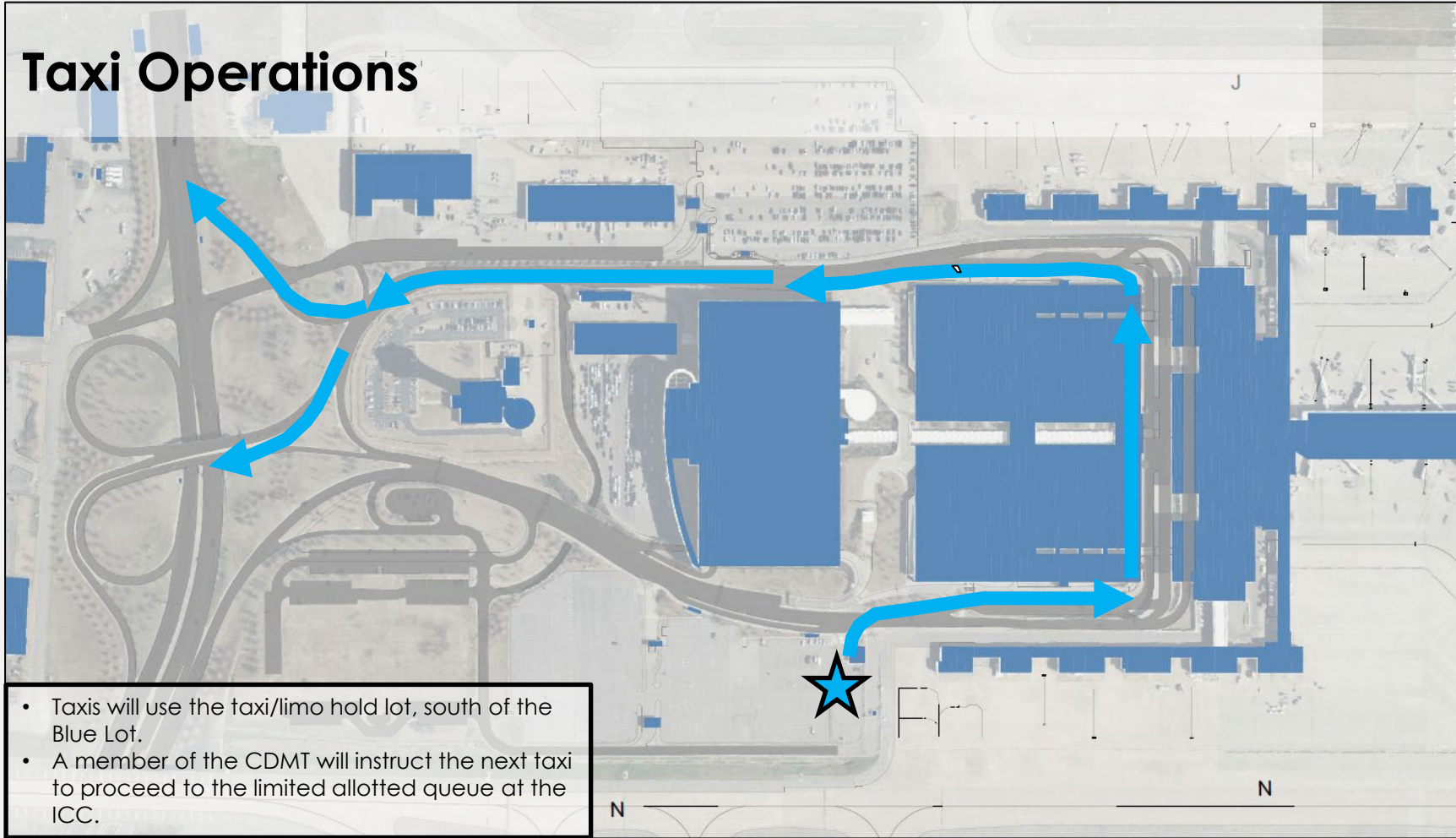
# Phase II: ICC Curb Assignments



# Limo Operations

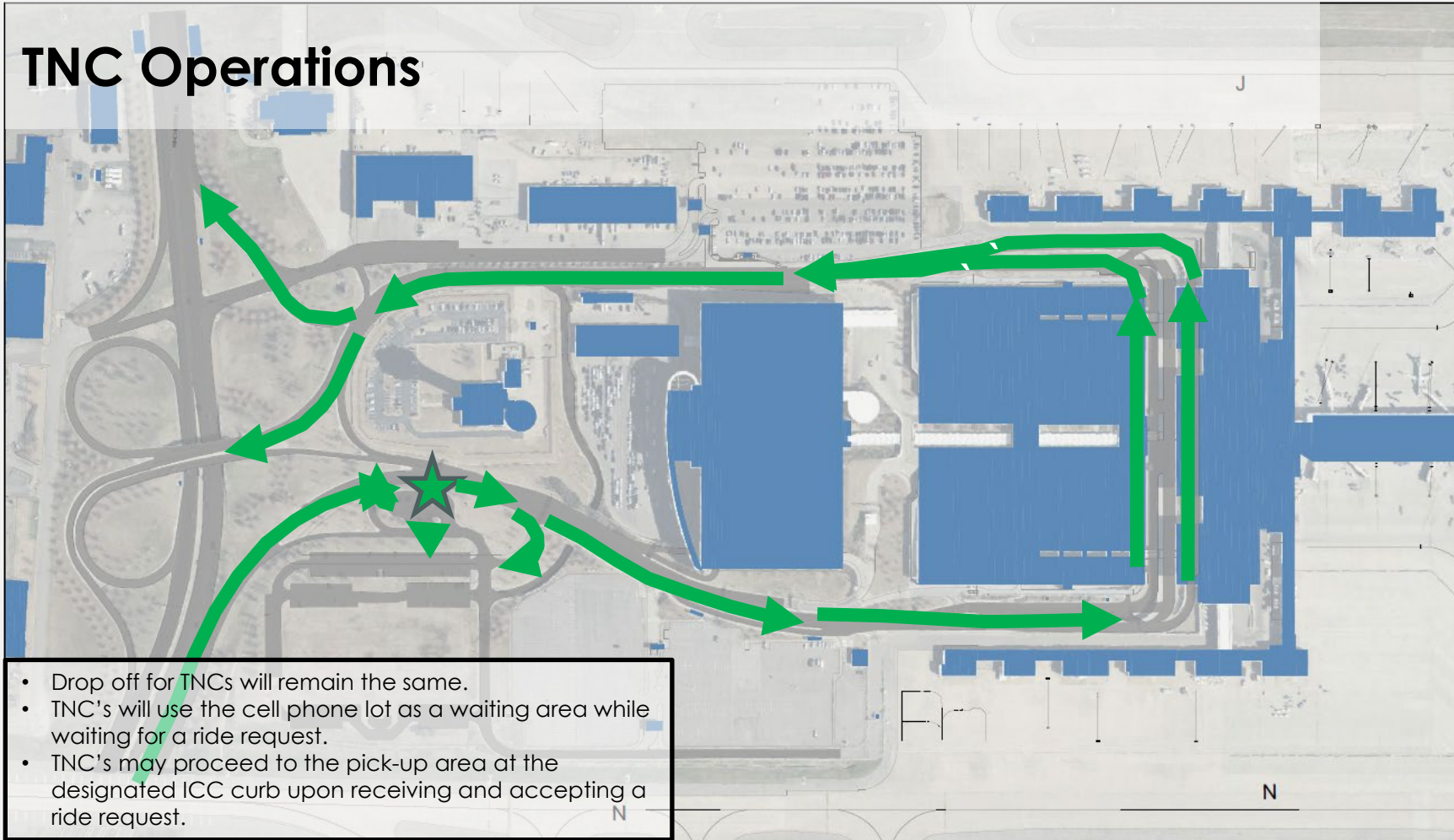


## Taxi Operations

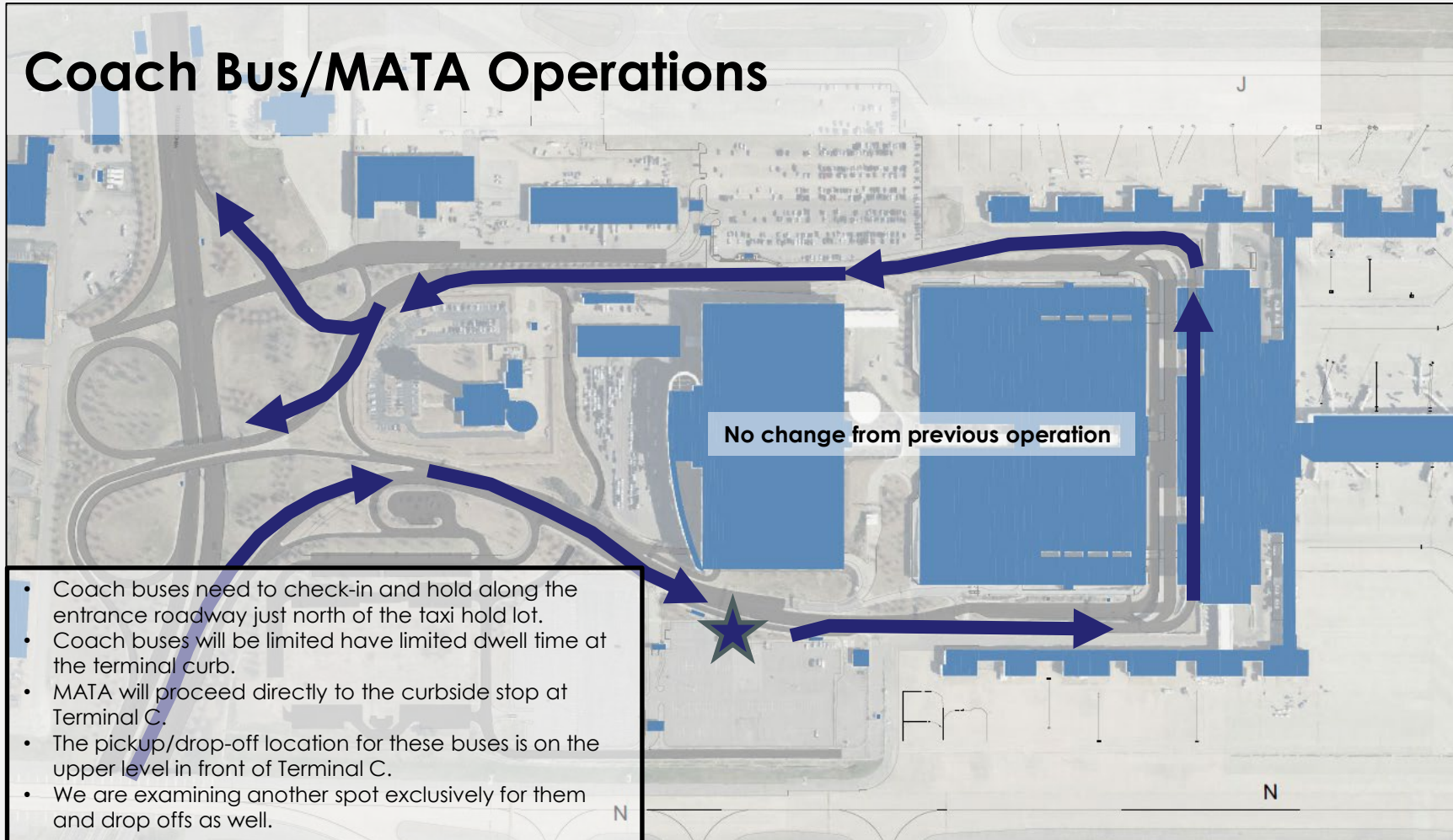




# TNC Operations

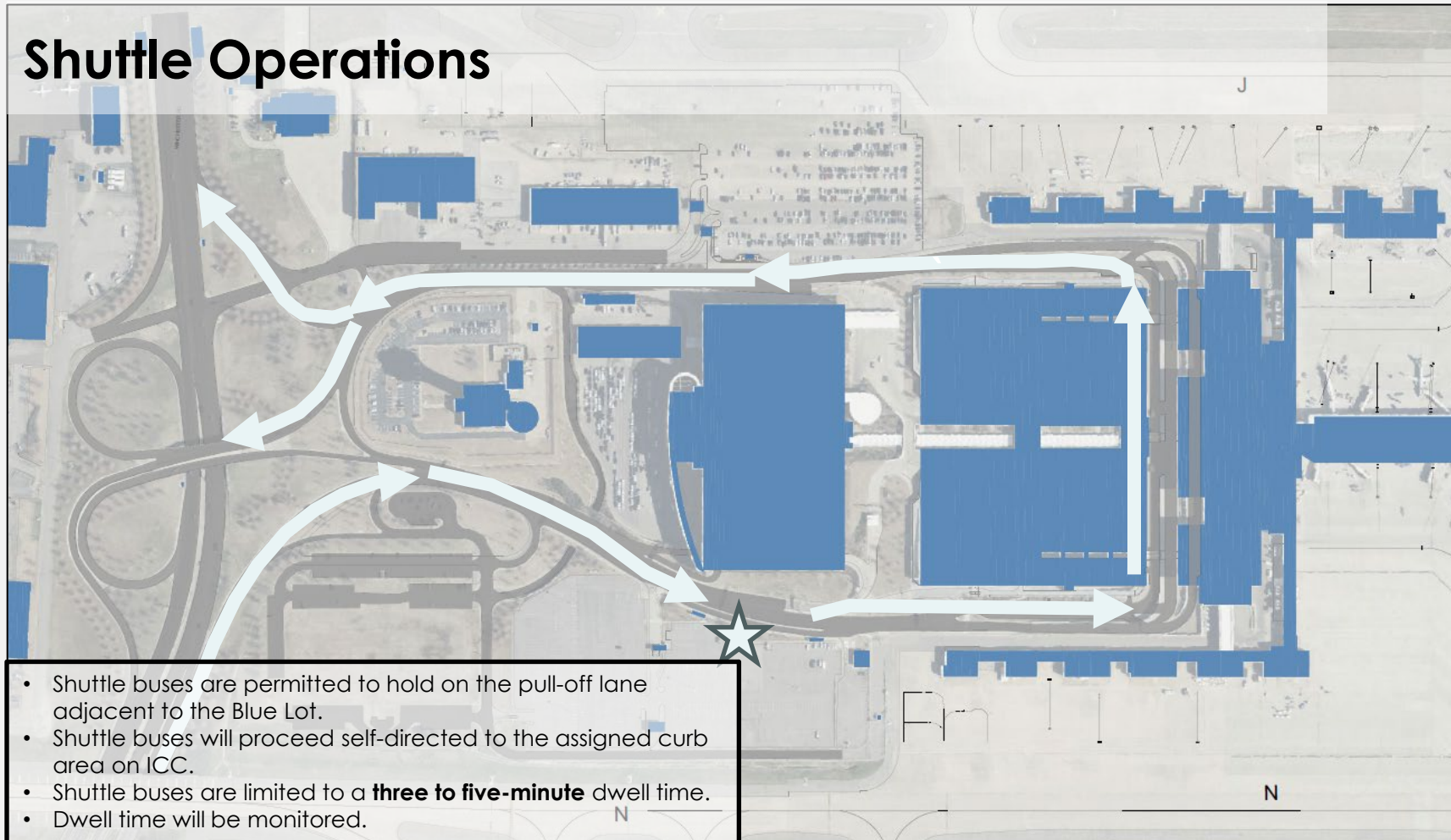


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# Shuttle Operations







**For any other questions,  
you can reach us at:**

**[gt@flymemphis.com](mailto:gt@flymemphis.com)**



Tour



**TAKE OFF WITH US**