



TAKE OFF WITH US

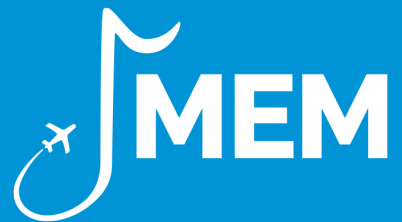
Memphis

INTERNATIONAL AIRPORT

Operations Report

March 26, 2026

Service Spotlight



Recognition

TSA Team at MEM

I am by no means a frequent flyer, but I have been to several airports across the country and the **TSA agents at the Memphis airport are by far the best** I have encountered. They seem happy and very helpful **even in this awful situation we are currently in**. Thank you and keep up the good work. It is noticed and appreciated.

Resident of Colorado

TSA Support

- Domino's Pizza courtesy of the FAA Control Tower staff
- Kroger Sandwiches purchased with passenger gift cards
- Catered lunch courtesy of Brown Baptist Church arranged by MSCAA (Benita)
- Catered lunch courtesy of MSCAA
- TSA appreciation event courtesy by MSCAA where we provided can goods, toiletry items, and diapers
- MSCAA hosted Forward Memphis, a nonprofit that provides a Trusted, Affordable, and Sustainable Alternative to Payday Lending with availability to \$5,000 in financial support.
- MSCAA provided resource list for community organizations
- Upcoming
 - Forward Memphis will return on Thursday, April 2 @ MEM
 - Gift Card Drive, Friday April 3 @ MEM

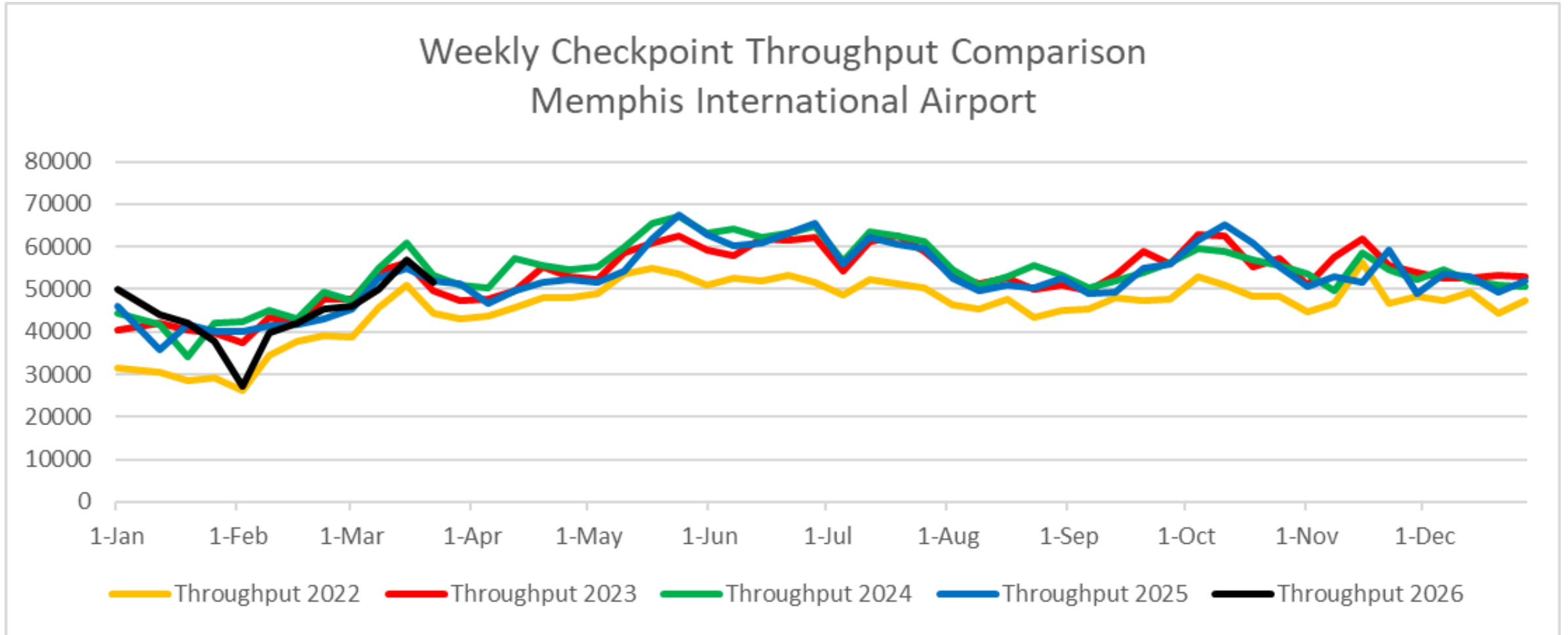


TSA Activity Recap





MEM Weekly Checkpoint Throughput Comparison





Monthly Throughputs

February Monthly Throughput

- Total – 173,396
- Up 1.1% compared to February 2025

March Monthly Throughput (through March 24th)

- Total – 181,440
- Down 0.3% compared to same period in March 2025



Spring Break

		2026	
	Available Seats	Load Factor	Actual Throughput
Thursday, March 5, 2026	9,038	99.5%	9,528
Friday, March 6, 2026	8,758	103.2%	9,555
Saturday, March 7, 2026	6,540	104.7%	6,593
Sunday, March 8, 2026	9,857	104.4%	10,334
Monday, March 9, 2026	9,374	100.0%	9,867
Total/Average	43,567	102.4%	45,877

Spring Break Throughputs

2023 – 45,335

2024 – 47,020

2025 – 46,457



TSA ConfirmID Rollout

Don't Have an Acceptable Form of Identification?



Scan the QR code to pay the \$45 TSA ConfirmID fee or visit [tsa.gov/ConfirmID](https://www.tsa.gov/ConfirmID).

Acceptable Forms of Identification* Include:

- U.S. Passport or Passport Card
- U.S. Department of Defense ID
- DHS Trusted Traveler Card
- REAL ID or Enhanced Driver's License
- Enhanced Tribal Cards

*Visit [tsa.gov/ID](https://www.tsa.gov/ID) for the full list of acceptable forms of identification.



[tsa.gov](https://www.tsa.gov)



Confirm ID Passenger Assistance Area – B Lobby

Since the February 1st roll-out, the number of passengers presenting pay.gov receipts at the MEM checkpoint continues to decline daily.

GoodMaps



GoodMaps MEM Launch Event – March 11th



GoodMaps Airport Partners

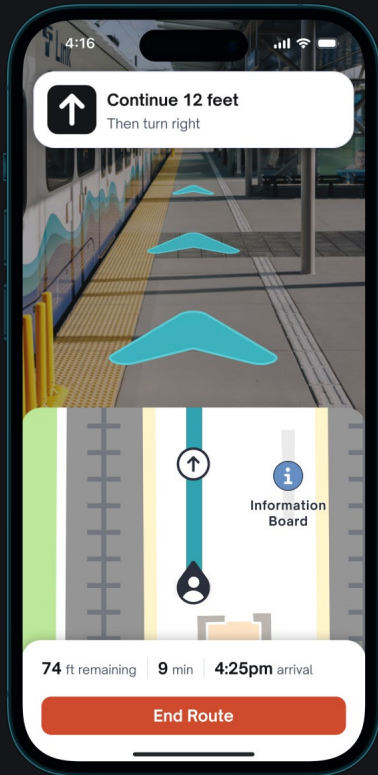
GoodMaps partners with 42+ global airports covering 20 states across 8 countries.

Across GoodMaps airport partner ecosystem over 450,000,000 passengers globally have access to the GoodMaps interactive maps and accessible wayfinding platform for passengers of all abilities.

Across the GoodMaps platform, we had 350,000 uses of the GoodMaps app and interactive web maps in 2025 and are now approaching 67,000 MAUs per month.



An Experience for Everyone... and available in 27 languages



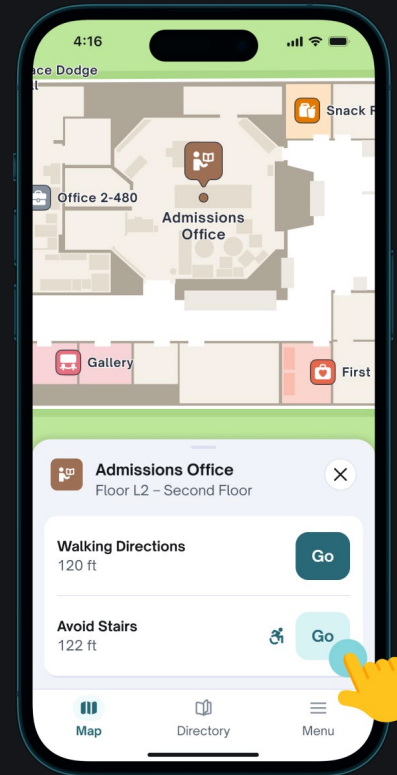
Sighted Users

Augmented-reality based navigation for an intuitive experience.



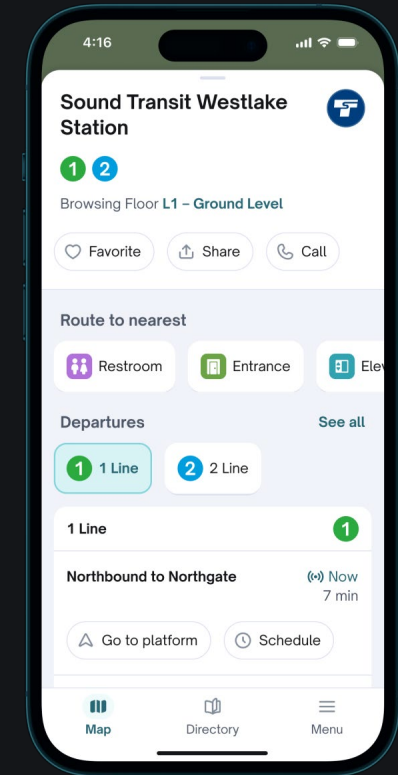
Blind Users

Audio and haptic cues guide the user to their destination.



Reduced Mobility Users

Navigation routes the user away from stairs/escalators and towards step-free friendly features.



Deaf Users

An exclusively visual approach specifically designed for hearing loss audience.

GoodMaps Memphis Awareness

GoodMaps working with MEM to deploy lanyard cards which provide a quick guide on how to use GoodMaps allowing staff to share about the service with passengers!

Also deploying digital and static signage – in terminal and concourse, as well as rental car and parking area structures.



Scan to download
How to use GoodMaps

1. Open the app and check in to PDX.
2. Choose a destination and tap the Go button.
3. Hold your phone with the camera facing out.
4. Pan left to right and then follow directions →

Port of Portland



Escanea y descarga
Cómo usar GoodMaps

1. Abre la app y haz check-in en PDX.
2. Elige un destino y toca el botón Ir.
3. Sostén tu teléfono con la cámara hacia enfrente.
4. Haz una panorámica y sigue las direcciones →

Port of Portland



Navigate with ease!

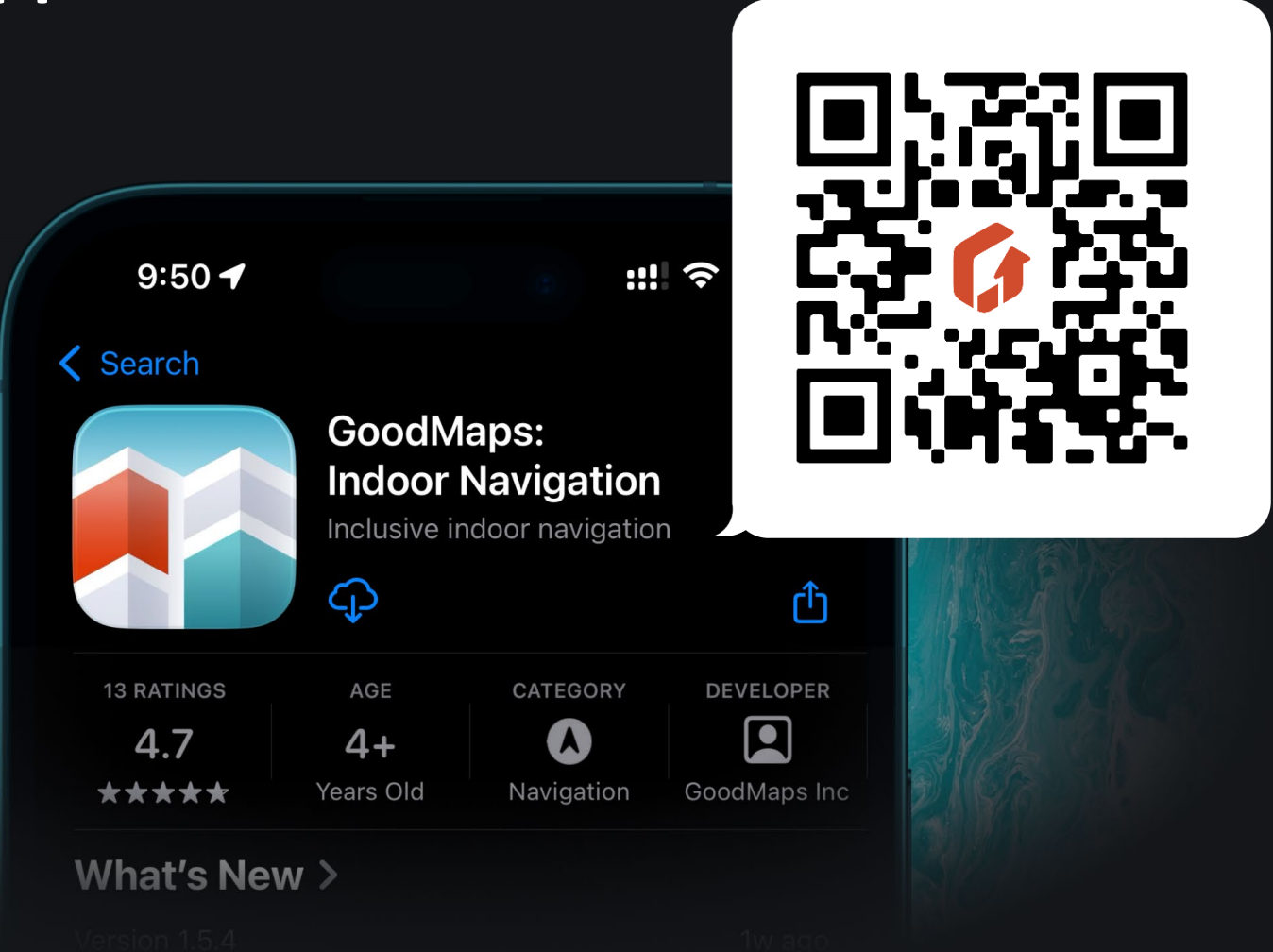
Try our new interactive map for step-by-step guidance around the airport.



Scan the QR code to download the free app



MEM GoodMaps App



The image shows a screenshot of an iPhone displaying the App Store page for the 'GoodMaps: Indoor Navigation' app. The phone's status bar at the top shows the time as 9:50 and signal strength. The app's icon, which features a stylized 3D map with orange, white, and blue geometric shapes, is prominently displayed. To the right of the icon, the app title 'GoodMaps: Indoor Navigation' is shown in bold, with the subtitle 'Inclusive indoor navigation' below it. A QR code with the app's logo in the center is overlaid on the right side of the screen, pointing to the app's page. Below the app title, there are icons for downloading and sharing. A summary section provides key details: 13 ratings with a 4.7 star average (represented by five stars), an age rating of 4+ (Years Old), a category of Navigation, and the developer GoodMaps Inc. At the bottom, a 'What's New' section indicates that version 1.5.4 was released 1 week ago.

9:50

< Search

GoodMaps: Indoor Navigation
Inclusive indoor navigation

13 RATINGS
4.7
★★★★★

AGE
4+
Years Old

CATEGORY
Navigation

DEVELOPER
GoodMaps Inc

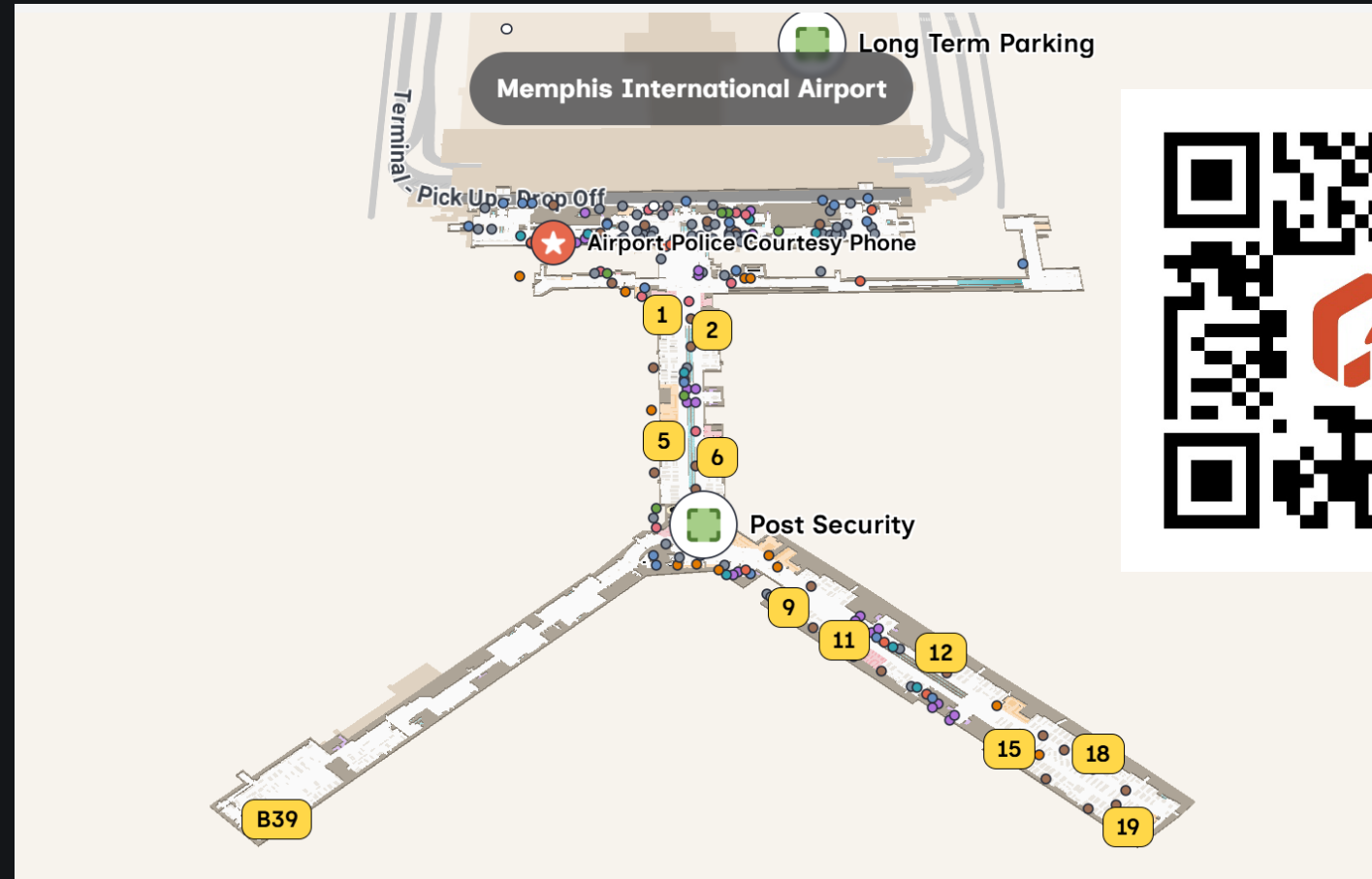
What's New >

Version 1.5.4 1w ago

GoodMaps Web w/Route Preview

GoodMaps Web with Route Preview is a browser-based mapping tool that allows users to explore and understand your indoor environment before visiting with:

- Interactive digital maps of indoor venues by floor
- Turn-by-turn route previews to key destinations (restrooms, exhibits, exits, etc.)
- Directory and Info like menus, hours, and website links



Maintenance & Development



Ongoing MEM Airside Projects

- **Runway 9/27 Status Lights**

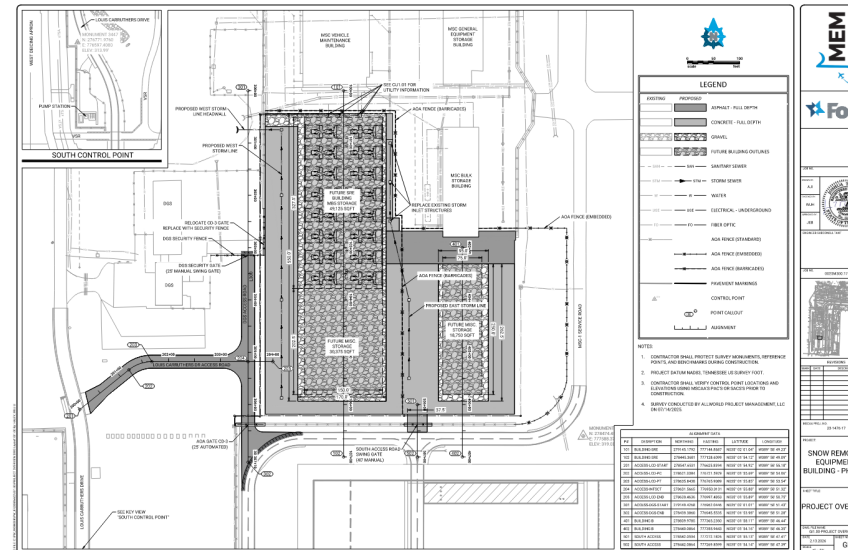
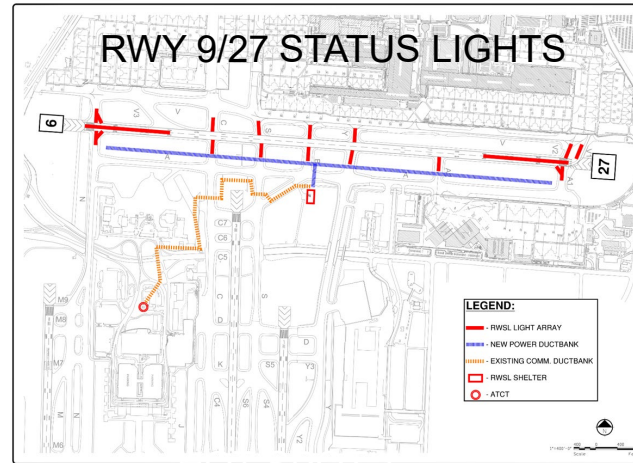
- Bid Received: 2/26/26
- Construction Start: Mid 2026
- Project Completion: Late 2026/Early 2026

- **Airfield Popouts (Taxiway Yankee)**

- Finalizing Design & Phasing
- Construction Start: 2027/2028
- Working with FAA on timing

- **Snow Removal Equipment (SRE) Storage Building**

- Multi-Phase Project
- Phase 1 is a Site Preparation Package
 - Bids received 3/19/26 and under review
 - Summer 2026 Construction
- Phase 2 is for the Storage Building (1st Phase)
 - Summer 2026 Bidding
 - Late 2026/Early 2027 Construction



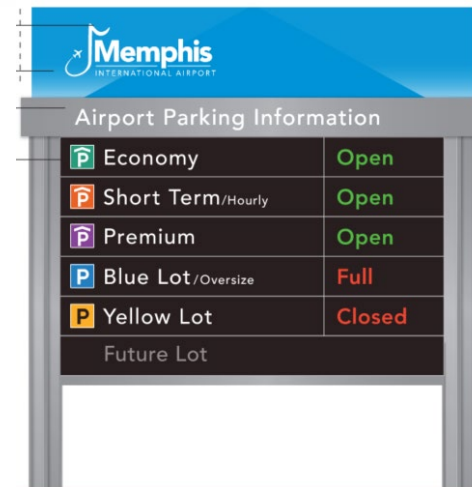
SRE BUILDING



Ongoing MEM Landside Projects

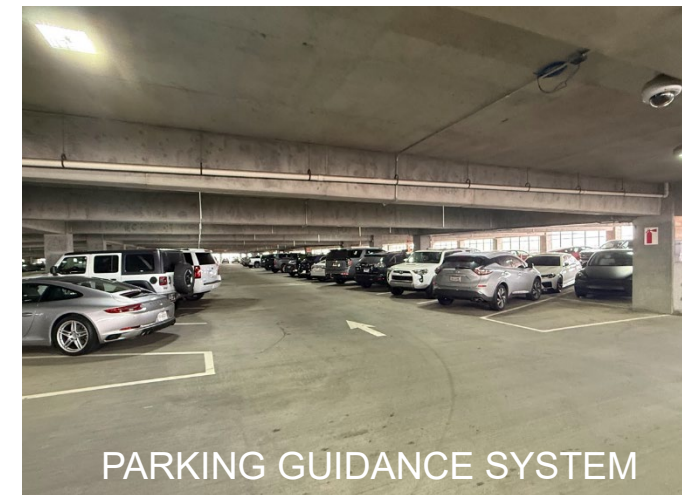
- **Parking Information Signage**
 - Design complete December 2025
 - Bidding 1st Phase April/May 2026
- **Parking Guidance System (Economy & Short/Long Term Garages)**
 - Project Underway
 - Approx. 12-Month Construction Duration
 - Will require coordinated closures of parking areas within the garages
- **Rotunda Trash Chutes**
 - Construction Underway
 - Completion Delayed: Now Late March 2026
 - Training and Activation April 2026
- **CONRAC Facility/Garage**
 - Programming/Preliminary Design Underway
 - Final Design & Construction Timing TBD

CONRAC



Memphis INTERNATIONAL AIRPORT	
Airport Parking Information	
Economy	Open
Short Term/Hourly	Open
Premium	Open
Blue Lot/Oversize	Full
Yellow Lot	Closed
Future Lot	

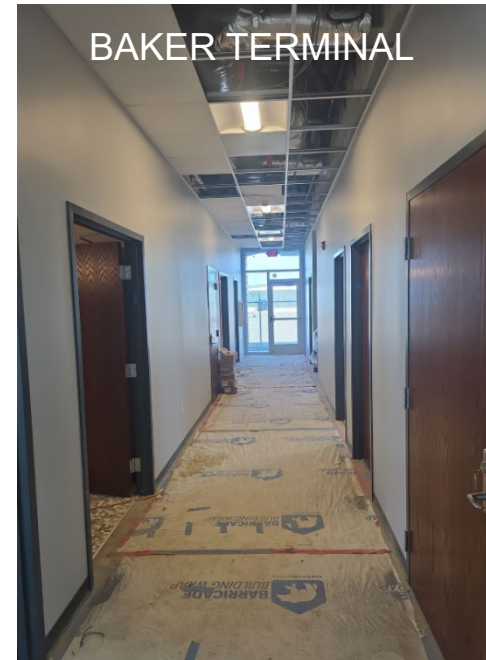
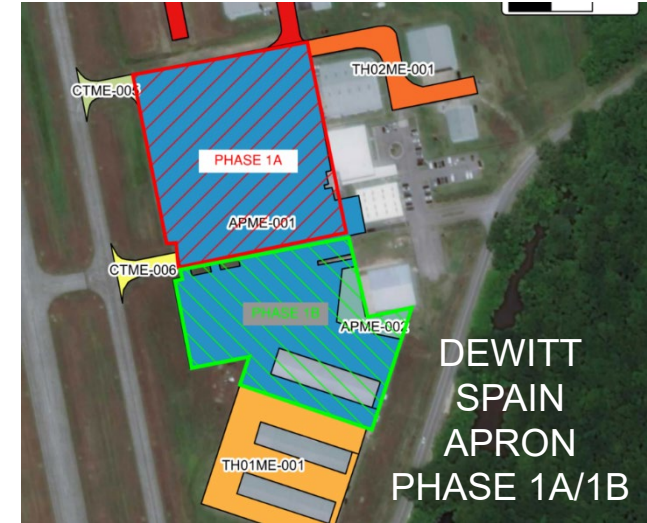
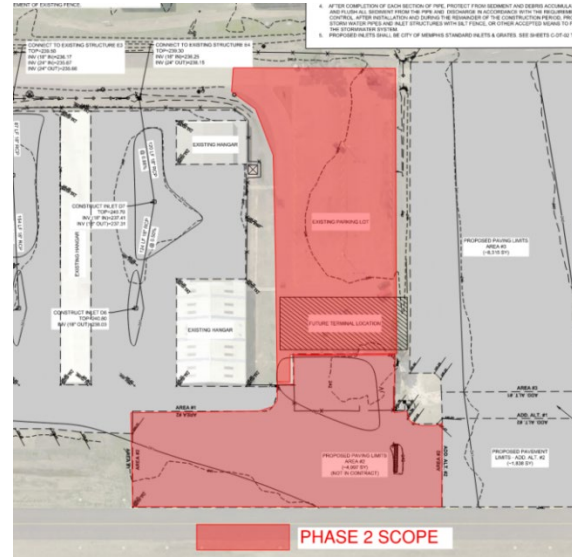
PARKING INFORMATION
SIGNAGE



Ongoing GA Projects

- **Charles Baker Airport Terminal**
 - 91% Complete.
 - Project completion expected May 2026
- **Charles Baker Airport Pavement Rehabilitation – Phase 2**
 - Includes pavement rehabilitation of:
 - Apron around the fuel farm
 - Terminal parking lot
 - Design Complete
 - Bid: April 2026
 - Construction: Summer 2026
- **DeWitt Spain Airport Apron Rehabilitation – Phase 1B**
 - 100% Complete / Punchlist Efforts

BAKER APRON PHASE 2



Upcoming Project Actions

Fourth Quarter, FY 2026

- On-Call Designer – Consultant Selection
- Snow Removal Equipment Building (Phase 1) – Construction Contract
- CDF Control Facility – Construction Amendment
- TMSP – Checked Baggage Inspection System (CBIS) – Construction Amendment
- TMSP – CBIS/Administration Building – Designer Construction Support Amendment
- TMSP – CMAR Early Release Package for Phase 0 & Long Lead MEP Equipment – Construction Amendment
- CONRAC Final Design – Design Amendment
- Parking Information Signs – Construction Contract
- Airport Construction Management, Administration, and Inspection Services – Consultant Selection





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JMEM