



TAKE OFF WITH US

# Memphis

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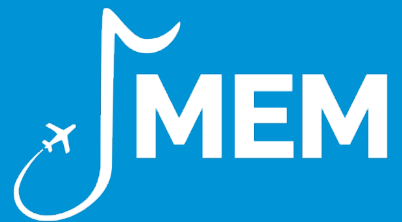
INTERNATIONAL AIRPORT

## Operations Report

May 21, 2026

# Service Spotlight

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# Recognition

## Ms. Laverne Perkins – Distillery District (Paradies)

I am writing to formally commend Ms. Laverne who works at the Distillery District at the Memphis Airport, for the outstanding service and genuine care she consistently provides us passing through your airport. We first met Ms. Laverne in 2023 during a visit to Ole Miss for my oldest daughter's orientation. While stopping at the Distillery District to purchase a bottle of bourbon, Ms. Laverne assisted me (picking out a great bourbon by the way). What began as a simple interaction quickly turned into a meaningful conversation about my travels and family. She ended that encounter with a heartfelt hug and words of encouragement that left a lasting impression.

Since that time, nearly every trip we make through Memphis on our way to visit our daughter in Oxford includes a stop to see Ms. Laverne. Without fail, she remembers us, greets us warmly, and offers the same genuine kindness that made that first meeting so memorable. Her impact extends beyond just me. My wife has made several solo trips, and those departures are not always easy, as she often leaves in tears. Ms. Laverne has been there each time to greet her, comfort her, and lift her spirits. As a family, we all enjoy taking a selfie with her, and it has become a meaningful tradition that we share with those back home who are not able to make the trip.

In an environment where most interactions are brief and transactional, Ms. Laverne stands out. She creates connection. She brings warmth, compassion, and authenticity to her role. She represents your organization in a way that goes far beyond customer service. She represents humanity at its best. People like Ms. Laverne are rare. She has made a lasting impact on our family, and I am certain we are not the only ones. I wanted to take the time to recognize her and express our sincere appreciation for the care she shows to others every single day.

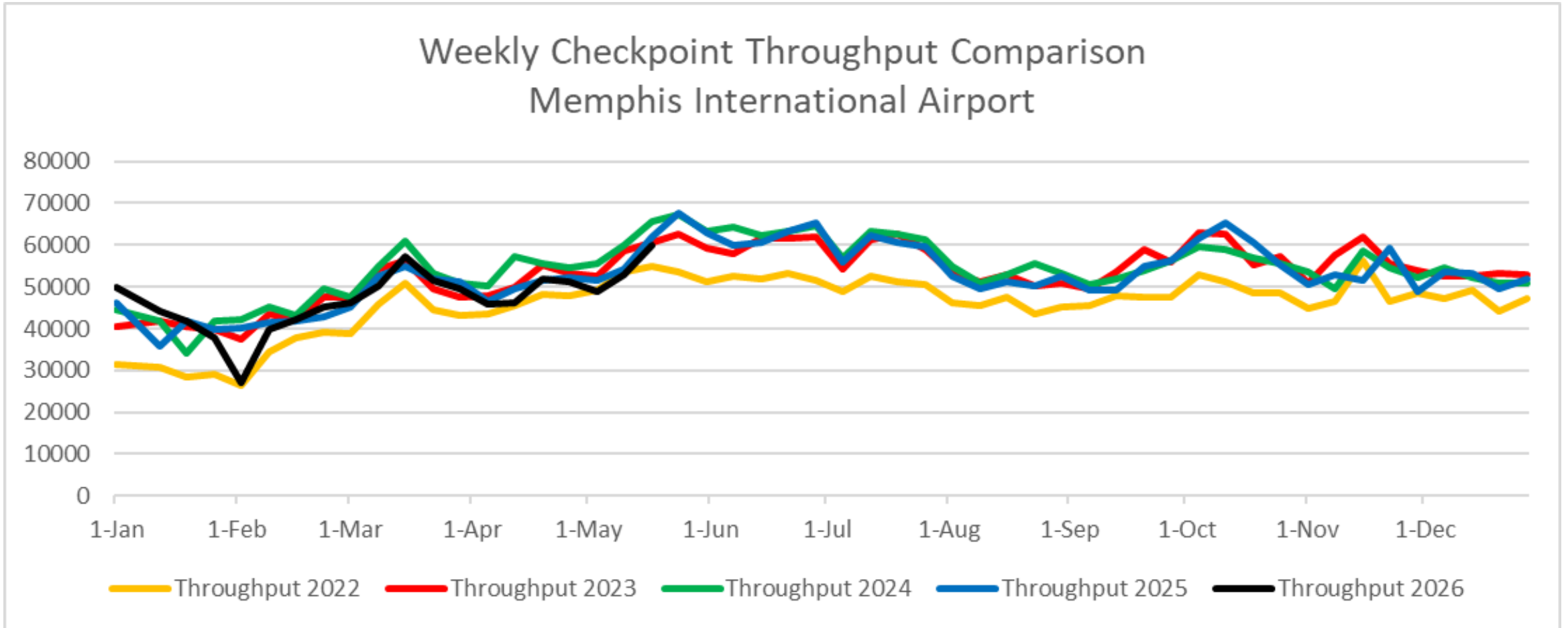
# TSA Activity Recap

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# MEM Weekly Checkpoint Throughput Comparison





# Checkpoint Metrics

## **April**

- Total Throughput – 211,862 -0.99% compared to Apr 2025.

## **May**

- Total Monthly Available Seats – 283,916; -3.5% compared to May 2025
- Total Throughput (through 5/18) – 146,303; -2.2% compared to same period in 2024.

## **Memorial Day Holiday Travel Week**

- Historically the busiest single travel week (Sun-Sat) of the year at MEM.
- Throughput during this week in 2025 – 67,583; Busiest single week at MEM since Summer of 2008.
- Projected throughput this year – 62,000; -8% compared to 2024.



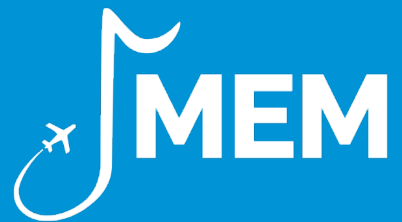
# Memorial Day Holiday Travel Period

Thursday, May 21<sup>st</sup> – Tuesday, May 26<sup>th</sup>

Memorial Day Weekend 2026						
	2025 (Actual)			2026 (Projected)		
	Available Seats	Load Factor	Actual Throughput	Available Seats	Load Factor	Projected Throughput
Thursday, May 21, 2026	10,250	94.2%	10,028	9,860	92%	9,571
Friday, May 22, 2026	10,413	94.8%	11,054	9,903	92%	9,610
Saturday, May 23, 2026	7,971	96.8%	8,063	7,466	89%	7,144
Sunday, May 24, 2026	9,688	91.1%	9,426	8,976	91%	8,668
Monday, May 25, 2026	10,469	87.9%	9,568	9,734	90%	9,260
Tuesday, May 26, 2026	9,040	84.5%	8,283	8,052	93%	7,988
Total/Average	57,831	91.6%	56,422	53,991	91%	52,241
			2026 vs. 2025:	-6.6%		-7.4%

# Operations, Maintenance & Development

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# Terminal Operations

On Sunday, May 10<sup>th</sup> Terminal Ops celebrated Mother's Day with our passengers.



# Terminal Operations

- Friday, May 15<sup>th</sup> was “Customer Appreciation Day”
  - Signage and balloons
  - ID office held a raffle giving away a couple of great gifts to their customers.







# Ground Transportation & Parking

## Parking Status – [www.flymemphis.com](http://www.flymemphis.com)

### PARKING AT MEM

#### Parking Availability by Lot

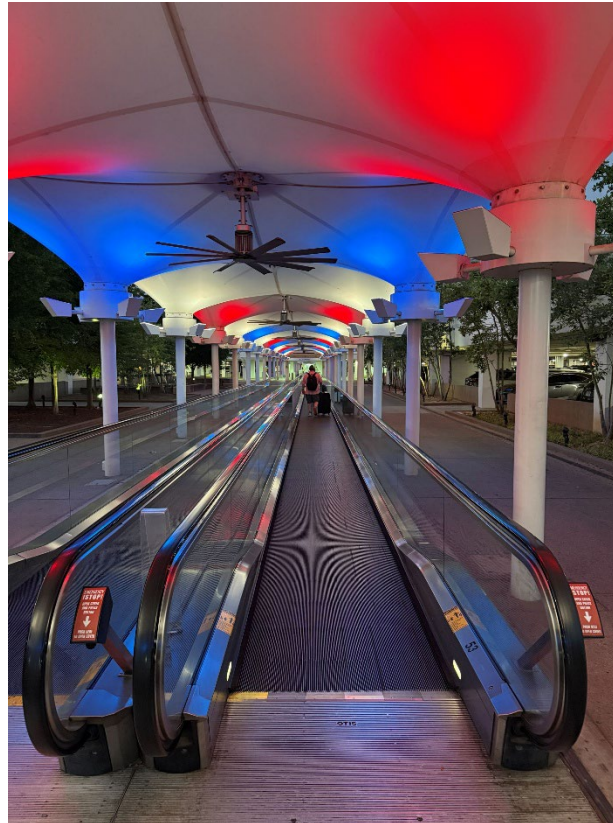
LAST UPDATED: 5/19/2026, 8:20:42 AM — REFRESH PAGE FOR LATEST COUNTS

Lot Name	Available Spots	Occupancy
Short Term	186	 71.1%
Long Term	202	 89.8%
Economy Garage	678	 85.1%
Blue & Yellow Lots	1651	 30.2%

Note: Yellow Lot is used as an overfill lot when Blue Lot is full. Staff will direct you to Yellow Lot only when open for overfill capacity.

 [VIEW LEVEL-BY-LEVEL PARKING AVAILABILITY](#)

# Patriotic MEM



# Military Lounge



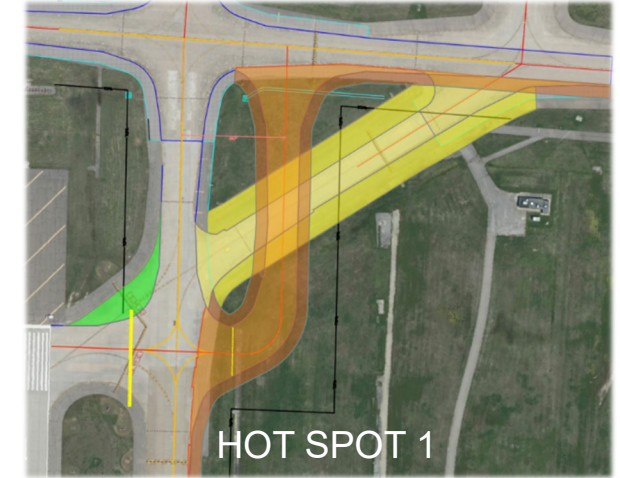
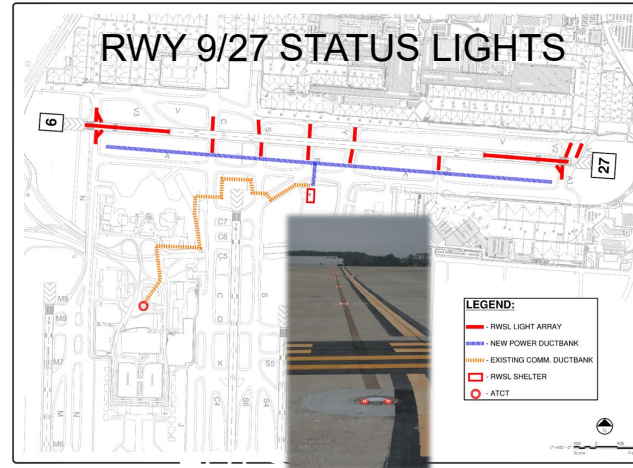
# Ongoing MEM Airside Projects

- **Taxiway Bravo/Hot Spot 1**

- Project has been rebid.
- Advertised: 5/11/26 / Bids Due: 6/9/26

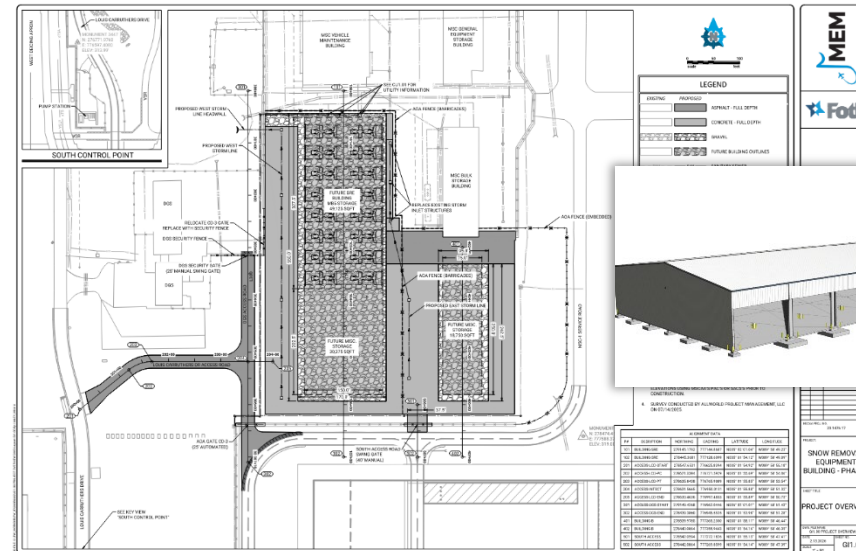
- **Runway 9/27 Status Lights**

- Contract Executed / Pre-Construction Activities
- Construction Start: Mid 2026
- Project Completion: Spring 2027



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

- Multi-Phase Project
- Phase 1 is a Site Preparation Package
  - Bids Received / April Board
  - Summer 2026 Construction
- Phase 2 is for the Storage Building (1<sup>st</sup> Phase)
  - May 2026 Bidding
  - Summer 2026 to Early 2027 Construction



- **Airfield Popouts (Taxiway Yankee)**

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

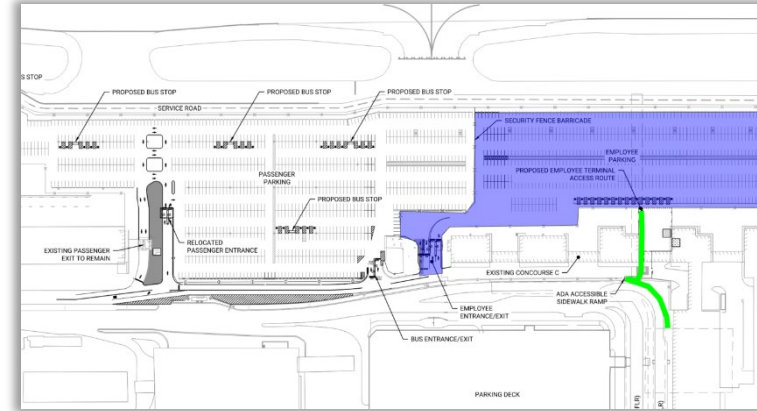
SRE BUILDING



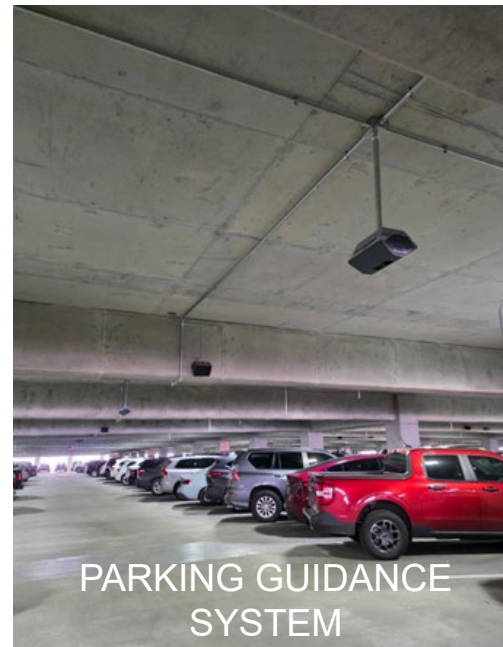
# Ongoing MEM Landside Projects

- **Parking Information Signage**
  - Design complete December 2025
  - Bidding 1<sup>st</sup> Phase May/June 2026
- **Parking Guidance System (Economy & Short/Long Term Garages)**
  - Project Underway / Levels 4-6 Economy Garage
  - Approx. 12-Month Construction Duration
  - Will require coordinated closures of parking areas within the garages
- **Rotunda Trash Chutes**
  - Construction Underway
  - Completion Delayed: May 2026
  - Training and Activation June 2026
- **East Parking Lot Expansion – Phase 5**
  - Advertised / Bids Due 5/7/26
  - Construction June – October 2026
- **CONRAC Facility/Garage**
  - Programming/Preliminary Design Underway
  - Final Design & Construction Timing TBD

EAST PARKING LOT



TRASH CHUTES



PARKING GUIDANCE SYSTEM

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

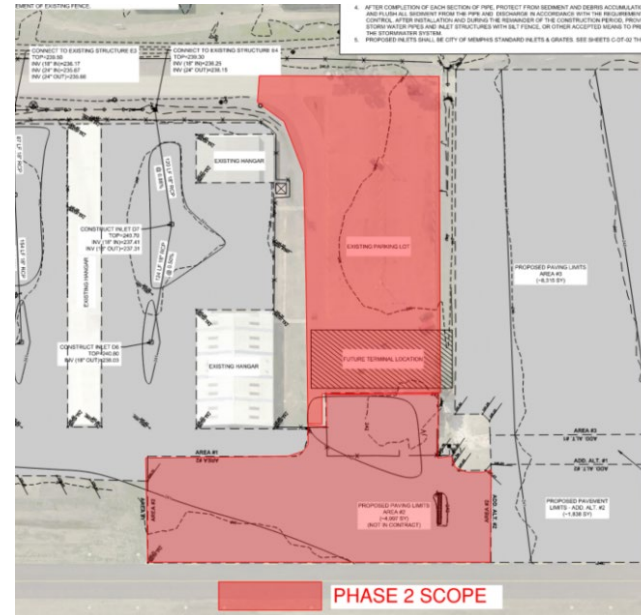
PARKING INFORMATION SIGNAGE



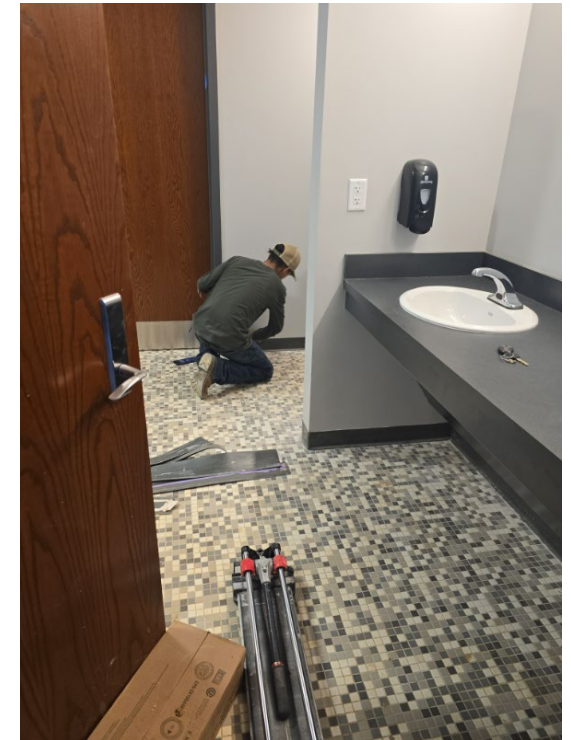
# Ongoing GA Projects

- **Charles Baker Airport Terminal**
  - 96% Complete.
  - Terminal Dedication on June 16<sup>th</sup>, 2026
  - Project completion expected July 2026
- **Charles Baker Airport Pavement Rehabilitation – Phase 2**
  - Includes pavement rehabilitation of:
    - Apron around the fuel farm
    - Terminal parking lot
  - Design Complete
  - Bids Received / May Board
  - Construction: Summer 2026

BAKER APRON PHASE 2



BAKER TERMINAL





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**JMEM**