

REGULAR MEETING OF THE BOARD OF COMMISSIONERS, MEMPHIS-SHELBY COUNTY AIRPORT AUTHORITY (MSCAA) April 16, 2026

CALL TO ORDER

MSCAA Board Meetings are held at the Airport Authority Offices unless noted otherwise and are available to watch via ZOOM Webcast.

APPROVAL OF BOARD MEETING MINUTES: ***March 26, 2026***

Resolutions for Approval This Month

Approval of Contract Amendment No. 25 – Glycol Management Program – Control Facility/Construction - Turner Construction Company

Approval To Execute a Contract - Snow Removal Equipment Building – Site Preparation Package/Construction - VuCon, LLC

Approval Of Funding Authorization Level No. 11 – TMSP: Construction Manager At Risk (CMAR) To Execute a Contract Amendment for the New Baggage Handling System (BHS) for the Terminal - Turner Construction Company, Inc./Ardmore Roderick, Inc./Chris Woods Construction Company (Tri-Venture)

Approval to Negotiate a Contract - Baggage Handling System (BHS) Operation and Maintenance - Vanderlande Industries

Division Reports

TREASURER and PROPERTIES REPORTS

Sylvester Lavender, Vice President of Finance and Administration/CFO

OPERATIONS REPORT

Marshall Stevens, Vice President of Operations/COO

INFORMATION ITEMS

NEXT BOARD MEETING – ***May 21, 2026***

Minutes of the Monthly Meeting of the Board
April 16, 2026

Chairman Michael Keeney called the meeting to order.

Recognition of visitors

Board Meeting viewed via Zoom Webcast to Airport Authority Staff and the Public. The Board and Executive Staff attended in person.

Minutes of the meeting held: March 26, 2026, were approved upon motion of Pace Cooper, seconded by Jack Sammons, and otherwise unanimously carried.

Resolutions for Board Approval:

Item 1: Upon motion of Pace Cooper, seconded by Pamela Clary , otherwise unanimously carried, the following resolution was adopted:

RESOLUTION

WHEREAS, by Resolution No. 21-4995, adopted August 12, 2021, approval was granted for award of contract to Turner Construction Company in the amount of \$11,590,000.00 with an Initial Contingency Amount (ICA) of \$1,159,000.00 (10%) for a total Expenditure Authority amount of \$12,749,000.00 for the project described as:

**GLYCOL MANAGEMENT PROGRAM – CONTROL FACILITY - CONSTRUCTION
MSCAA PROJECT NO. 08-1260-05
MEMPHIS INTERNATIONAL AIRPORT**

WHEREAS, the original contract was for construction of the maintenance and operations facility for the Centralized De-ice Facility; and,

WHEREAS, the scope of work consisted of grading, utility installation, pavement, building construction and associated mechanical, electrical, HVAC, plumbing systems, and other efforts as necessary; and,

WHEREAS, the following amendments to the contract scope and amount have been approved and executed per the corresponding Board Resolution or Airport Authority Management action in accordance with MSCAA Policy:

Contract Agreement 08-1260-05	Board Resolution or Management Action	Date	Scope	Cost	Contingency
Contract	Resolution No. 21-4995	August 12, 2021	CDF Maintenance & Operation Facility	\$11,590,000.00	\$1,159,000.00

Amendments 1 - 24	CPES	Multiple	Varies	\$1,044,652.85	(\$1,044,652.85)
				Cost	Contingency
SUBTOTAL		Contract + Approved Amendments (1-24)		\$12,634,652.85	\$114,347.15
Max Approved Expenditure Authority (Cost/Contract Amount + Contingency)				\$12,749,000.00	

WHEREAS, Airport Authority Staff have negotiated final claimed costs for the original project in the amount of \$230,712.00; and,

WHEREAS, it is now Airport Authority Management's desire to install an elevator to the CDF Maintenance and Operations Facility to enhance access to the second and third floors; and,

WHEREAS, Airport Authority Staff has negotiated the cost of the new elevator in the amount of Two Million Seven Hundred Forty-Four Thousand Three Hundred Thirty-Seven and 00/100 Dollars (\$2,744,337.00) and recommends an ICA in the amount of \$274,433.70 (10%); and,

WHEREAS, the Airport Authority Staff recommends Contract Amendment No. 25 is in the amount of Two Million Nine Hundred Seventy-Five Thousand Forty-Nine and 00/100 Dollars (\$2,975,049.00) and an ICA in the amount of \$274,433.70 (10%) for the aforementioned scope, which, in accordance with Airport Authority Policy 701, requires approval of the President and CEO and the Board; and,

WHEREAS, if approved, the total amended Contract Amount will be \$15,609,701.85 and the maximum expenditure authority (cost/contract amount + contingency) will be \$15,884,135.55; and,

WHEREAS, the Airport Management's Capital Program Executive Staff, by action taken on April 10, 2026, recommends approval of Contract Amendment No. 25; and,

WHEREAS, Airport Authority Management recommends the approval of Contract Amendment No. 25 with Turner Construction Company in the amount of \$2,975,049.00;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Memphis-Shelby County Airport Authority, that the President and CEO or his designee is hereby authorized to execute a Contract Amendment No. 25 with Turner Construction Company as herein described, cost to be paid from Capital Outlay, and other funds as identified by the CFO.

Discussion

- Chairman Michael Keeney asked when it was decided that an elevator was needed in the Centralized De-ice Facility (CDF). President Terry Blue responded that the omission of the elevator in the initial construction was an oversight due to a miscommunication, but in the past few years of using the facility and through discussions with the tenant user, it was evident the elevator is needed.
- Commissioner Pamela Clary inquired as to how the installation of an elevator was not considered as part of ADA code by the project inspector. President Terry Blue explained that due to the unique use of the facility, the code inspector did not require the elevator. However, the installation of an elevator will address an ADA need since the restrooms are located on the second floor.
- Commissioner Gregory Fletcher asked why the reconciliation of the CDF Project is just now being closed out. President Terry Blue explained that the project has not been completely closed out due to ongoing punch list items with the contractor and minor tweaks that have been made since the facility opened. This is the final reconciliation.
- Commissioner Pamela Clary inquired about the location of the elevator. President Terry Blue responded that it would be on the north side, exterior of the facility and will not interfere with the facility operations.
- Commissioner Belinda Anderson inquired about the timeframe for installation of the elevator. President Terry Blue reported the installation requires approximately six-month with lead time for materials.
- Commissioner Jack Sammons asked if emphasis is being placed on acquiring a good vendor for the elevator installation. President Terry Blue reported that the service and maintenance will fall under the existing contract the Authority has with Kone. They have been doing a great job maintaining the current equipment for the terminal building.
- Commissioner Pamela Clary inquired about the cost of the elevator if it had been installed when the facility was constructed. President Terry Blue said it would have been less expensive in the original construction.

Item 2: Upon motion of Jack Sammons, seconded by Albert Glenn, otherwise unanimously carried, the following resolution was adopted:

RESOLUTION

WHEREAS, pursuant to public advertisement, bids were received as follows:

REQUESTS FOR BIDS
SNOW REMOVAL EQUIPMENT BUILDING – SITE PREPARATION PACKAGE -
CONSTRUCTION

MSCAA PROJECT NO. 23-1476-17-01
MEMPHIS INTERNATIONAL AIRPORT

Received March 19, 2026

BIDDER	BID
VuCon, LLC*	\$5,297,518.00
Grinder & Haizlip*#	\$6,112,601.93
W&T Contracting*	\$7,229,896.40
Bearden Integrated Services*	\$7,806,855.41
<i>Engineer's Estimate</i>	\$6,617,304.65

**local*

#non-responsive

and,

WHEREAS, the bid includes the site preparation for a new Snow Removal Equipment Building at Memphis International Airport; and,

WHEREAS, the scope of work consists of, but is not necessarily limited to, demolition of existing infrastructure, grading/earthwork, storm drainage, utility installation (fiber optic/electrical/water), erosion control, Portland cement concrete pavement (including subgrade preparation), joint sealing, asphalt pavement, sodding, chain link fencing, and other efforts as necessary; and,

WHEREAS, the Bids were evaluated according to established criteria; and,

WHEREAS, VuCon, LLC was deemed the lowest responsive bidder; and,

WHEREAS, the Airport Authority Management's Capital Program Executive Staff recommended award of the Contract in the total amount of \$5,297,518.00 to VuCon, LLC and an Initial Contingency Amount (ICA) in the amount of \$529,751.80 (10%) for the project for a total funding authorization amount (contract plus contingency) of \$5,827,269.80, which, in accordance with Airport Authority Policy 701, requires approval of the President and CEO and the Board; and,

WHEREAS, in accordance with its Small Business Participation Program (SBPP), the Airport Authority established a SBE goal of 12% for the full term of this contract; and,

WHEREAS, VuCon, LLC is a local prime contractor, and is utilizing a local certified SBE totaling 15.0% SBE Participation, which will total \$792,045.50 on this project; and,

WHEREAS, Airport Authority Management recommends the approval of a contract with VuCon, LLC in the amount of \$5,297,518.00;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Memphis-Shelby County Airport Authority, that the President and CEO or his designee is hereby authorized to execute a contract with VuCon, LLC as herein described, cost to be paid from federal grants, capital reserve funds, or any other funds as identified by the CFO.

26-5201
04-16-26

Discussion

- Commissioner Jack Sammons asked what is parked in the big shed the Board approved several years ago. President Terry Blue explained that the building is filled with more than 50 other pieces of the fleet and equipment. Some of the other fleets are stored in old warehouses that are not suitable for this type of equipment. The new structure would consolidate the equipment to one area in the proper environment.
- Commissioner Clary asked if the floor of the space is level. President Terry Blue explained that there will be a concrete floor. Although the successful bidder came in \$1.2 m under the engineers' estimate, the Authority team has done its due diligence to ensure that the bidder is good.
- Commissioner Pamela Clary inquired about bid price. President Terry Blue confirmed that the price is fair.
- Commissioner Gregory Fletcher asked if the building has been designed and will there be restrooms and people movers in the space. President Terry Blue responded no and explained that the building is essentially a shed with a canopy. It is not intended to be a staffed facility. Commissioner Gregory Fletcher asked if there would be any electrical feed into the space. President Terry Blue responded yes, for engine block heaters, if needed.
- Commissioner Pamela Clary asked if the shed would be durable over time. President Terry Blue reported that the other building similar to this one held up well. The site will be prepped should we need to expand in the future. The location is convenient to the airfield to minimize response time during winter operations
- Commissioner Jack Sammons asked if the current owner's representative is overseeing this project. President Terry Blue explained that the Authority has two different owners' representatives. MFA has everything outside the fence (landside). This project would have been under Parsons, their contract is ending, and we are soliciting bids right now for a new representative.
- Chairman Michael Keeney expressed appreciate to Congressman Cohen and Congressman Kustoff for their support of the funding for this project. President Terry Blue added that the Authority maintains a capital projects list, and this project has been on the list for some time. The support of our congressmen has made this happen sooner.

Item 3: Upon motion of Jack Sammons, seconded by Pamela Clary, otherwise unanimously carried, the following resolution was adopted:

RESOLUTION

WHEREAS, by Resolution No. 22-5056, adopted October 20, 2022, approval was granted for award of contract to Turner Construction Company, Inc./Ardmore Roderick, Inc./Chris Woods Construction Company (Tri-Venture) for the project described as:

TERMINAL MODERNIZATION AND SEISMIC PROGRAM CONSTRUCTION MANAGER AT RISK (CMAR) SERVICES MSCAA PROJECT NO. 22-1459-01

WHEREAS, the scope of services under the contract is to provide preconstruction services during the various design phases with the intent of forming a Guaranteed Maximum Price (GMP) for construction followed by a transition to assuming the risk of delivering the Terminal Modernization and Seismic Program (TMSP) project as the Construction Manager; and,

WHEREAS, the Board has approved amendments to the base contract to add additional scope and the associated funding as set forth in the table below:

Contract Agreement 22-1459-01	Board Resolution or Management Action	Date	Tri-Venture Amendment Number(s)	Scope	Cost / GMP	Contingency	DBE Goal
Base Contract	Resolution No. 22-5056	October 20, 2022		Preconstruction Services	\$3,000,000.00	\$300,000.00	0%
Funding Authorization N/A	Resolution No. 23-5087	April 20, 2023	N/A	Expansion of the East Employee and Overflow Passenger Parking (Yellow) Lot	Administratively withdrawn / not executed		N/A
Funding Authorization 1	Resolution No. 23-5123	October 29, 2023	1.0.0 2.1.0	Mobilization To Support TMSP	\$2,000,000.00 \$3,000,000.00 \$5,000,000.00		24%
Funding Authorization 2	Resolution No. 23-5124	October 29, 2023	1.1.0 1.1.1	Expansion of the East Employee and Overflow Passenger Parking (Yellow) Lot	\$2,100,000.00		10%
Funding Authorization 3	Resolution No. 24-5140	March 21, 2024	2.1.0 2.0.0 2.2.0	Enabling Components of the Upper/Outer Drive Replacement	\$22,000,000.00		26%

Funding Authorization 4	Resolution No. 24-5148	July 18, 2024	1.2.0	Demolition of Concourse A	\$8,400,000.00		26%
Funding Authorization 5	Resolution No. 24-5159	December 12, 2024	2.3.0	Upper/Outer Drive Replacement	\$59,281,028.00	\$3,468,585.10	18%
Funding Authorization 6	Resolution No. 25-5168	May 15, 2025	1.3.0	Installation of Trash Chutes on Concourse B	\$550,000	\$55,000	12%
Funding Authorization 7	Resolution No. 25-5169	May 15, 2025	3.0.0	Early Release Package for CBIS/Admin Building	\$20,956,396.00	\$2,095,639.60	27%
Funding Authorization 8	Resolution No. 25-5186	Sept 18, 2025	2.3.1	Schedule Acceleration of B Tunnel Closure	\$2,867,362.08		18%
Funding Authorization 9	Resolution No. 25-5188	October 23, 2025	3.0.1	Full Construction of CBIS/Admin Building	\$56,994,821.00	\$5,699,482.00	10%
Funding Authorization 10	Resolution No. 26-5193	February 19, 2026	5.0.0	Early Release Package #1	\$8,500,000.00		
Approved Funding Authorization Amount To Date (Cost/GMP + Contingency)						\$201,268,313.78	

and,

WHEREAS, it is now Airport Management's desire to implement another contract amendment with the Tri-Venture for the installation of a new Baggage Handling System (BHS) as a part of the TMSP which would require approval of Funding Authorization No. 11; and,

WHEREAS, the scope of services will include, but may not be limited to, Construction, Installation, and Site-Adapt Design of a new and replacement BHS including all components of the (2 + 1) Checked Baggage Inspection System (CBIS) that includes TSA functional spaces like the CBRA, OSR, employee spaces, and parts storage as required to comply with TSA Other Transaction Agreement (OTA) for Allocable and Non-Allocable items. The BHS will include Scale/Label/Dispatch

(SLD) induction systems at each ticket counter position, a new complete inbound baggage system to the CBIS and back to the baggage makeup space including a combination of new and existing carrousel with all new state of the art controls, all new outbound belts and carrousel, new oversize inbound belts and a new outbound oversize baggage chute; and,

WHEREAS, Airport Authority Management has negotiated a contract amendment with the Tri-Venture to establish a Not-To-Exceed (NTE) budget amount of Ninety Million One Hundred Ninety Nine Thousand Three Hundred Eighteen and 82/100 dollars (\$90,199,318.82) and recommends an Initial Contingency Amount (ICA) in the amount of \$8,200,000.00 (10% of construction costs less fees) for the aforementioned scope, which, in accordance with Airport Authority Policy 701, requires approval by the President and CEO and the Board; and,

WHEREAS, if approved, Funding Authorization No. 11 will increase the Board approved funding authorization amount to date for TMSP construction from \$201,268,313.78 to \$299,667,632.60; and,

WHEREAS, the Airport Management's Capital Program Executive Staff, by action taken on April 10, 2026, recommends approval of Funding Authorization No. 11 to Contract Agreement 22-1459-01;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners, Memphis-Shelby County Airport Authority, that the President and CEO or his designee is hereby granted Funding Authorization Level No. 11 in order to execute amendments to Contract Agreement 22-1459-01 with Turner Construction Company, Inc./Ardmore Roderick, Inc./Chris Woods Construction Company (Tri-Venture) for the associated scope as herein described with costs to be paid from FAA Grants, TSA Grants, Terminal Capital Funds, and other funds as identified by the CFO.

26-5202
04-16-26

Discussion

- President Terry Blue reported that the Transportation Security Administration (TSA) has an estimated \$40m participation partnership with the Authority on this project.
- Deputy Federal Security Director-TSA, Kevin McCarthy, shared that the new Baggage Handling System will minimize the staffing requirement because the machine will require minimal contact with luggage, which reduces the risk of on-the-job injuries.

Item 4: Upon motion of Jack Sammons, seconded by Albert Glenn, otherwise unanimously carried, the following resolution was adopted:

RESOLUTION

WHEREAS, the installation of a new Baggage Handling System (BHS)

including all components of the Checked Baggage Inspection System (CBIS) is a major component of the Terminal Modernization and Seismic Program (TMSP); and,

WHEREAS, pursuant to public advertisement, the Joint Venture of Turner Construction, Ardmore Roderick, and Chris Woods Construction (Tri-Venture) in their capacity as the TMSP Construction Manager at Risk (CMAR) under guidance of the Airport Authority solicited proposals for the installation of the BHS system; and,

WHEREAS, proposals were received from the following firms:

**REQUEST FOR PROPOSALS
BAGGAGE HANDLING SYSTEM**

Proposer (listed alphabetically)

Automated Systems Inc. (ASI)

Daifuku Co., Ltd.

Diversified Conveyors International, LLC (DCI)*

Five Star Alliance

Vanderlande Industries

* local

WHEREAS, a selection committee consisting of Airport Authority staff along with advisory participants from both the TMSP Design Team and the CMAR evaluated the proposals based upon established criteria and selected the top three firms for interviews, and, following interviews, subsequently ranked the top three firms in the following order:

1. Vanderlande
2. Diversified Conveyors (DCI)
3. Daifuku

and,

WHEREAS, Vanderlande Industries was selected to be the installer for the BHS for the TMSP; and,

WHEREAS, the precedent Resolution #26-5202 is for the approval of Funding Authorization #11 for the Tri-Venture CMAR to facilitate the construction, installation, and site-specific design of a new BHS including the CBIS; and,

WHEREAS, because of the critical nature of the BHS, the Authority intends to contract with the company selected to install the BHS to operate and maintain the new system within some very tight operating parameters. Therefore, the proposals for the installation of the BHS system also included a component for a service

agreement with the Airport Authority for the Operation and Maintenance (O&M) of the BHS system once installed; and,

WHEREAS, the following proposals for BHS O&M were received:

**REQUEST FOR PROPOSALS
BAGGAGE HANDLING SYSTEM
FOR MEMPHIS INTERNATIONAL AIRPORT
Received December 19, 2025**

Proposer	Total O&M Years 1-3	Total O&M Years 4&5	Total O&M Years 1-5	O&M Parts Markup
Automatic System (ASI)	\$8.11M	\$6.10M	\$14.21M	15%
Daifuku	\$ 6.42M	\$ 4.72M	\$ 11.14M	15%
Diversified Conveyers (DCI) *	\$ 7.99M	\$ 5.70M	\$ 13.69M	30%
Five Star Alliance	\$ 11.95M	\$ 7.94M	\$ 19.89M	10%
Vanderlande Industries	\$ 6.75M	\$ 4.17M	\$ 10.92M	20%

* *local*

and,

WHEREAS, the initial term of the contract will be for a period of three (3) years with two (2) one-year renewal options to be exercised at the Airport Authority's sole discretion, for a potential total contract term of five (5) years; and,

WHEREAS, pricing calculations and proposals were based on current estimated efforts; therefore, final costs over the five-year contract period will be negotiated; and,

WHEREAS, the selection committee consisting of Authority staff along with advisory participants from both the TMSP Design Team and the CMAR evaluated the proposals according to established criteria; and,

WHEREAS, Airport Authority management will negotiate a contract for services to be performed with the top-ranked firm; and,

WHEREAS, Airport Authority management recommends that Vanderlande Industries Inc. be designated the top-ranked firm;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Memphis-Shelby County Airport Authority that Vanderlande Industries Inc. be hereby designated the top-ranked firm, and the President and CEO or his designee

be hereby authorized to negotiate and execute a contract for BHS and CBIS maintenance services in accordance with this Resolution, with costs to be paid from the Terminal Modernization capital funds, Airport Authority's annual operating funds, or any other funds as identified by the CFO.

26-5203
04-16-26

Discussion

- President Terry Blue reported that the new baggage handling system is set to be operational by early 2029.
- Commissioner Pamela Clary requested that the Board be informed at some point of how the new administration building is funded and where those costs come from. It would be helpful to understand the sources of revenue that are paying for it. President Terry Blue said he would provide the information to the Board.
- Commissioner Gregory Fletcher asked what part of the building construction is included or is it the equipment, and the installation of the equipment. President Terry Blue explained it is the equipment and installation for inbound and outbound conveyor belts.
- Commissioner Gregory Fletcher confirmed that the Authority has met all of the government funding requirements for the project and that the airlines have agreed with the construction of the new baggage system. President Terry Blue responded yes, the Authority has met all requirements, and the airlines are in agreement.
- Commissioner Gregory Fletcher asked if the contract price includes the conveyor design. President Terry Blue confirmed yes, for the outbound system and inbound arrivals.
- Commissioner Jack Sammons asked if there will be counters in the A and C ticketing areas. President Terry Blue responded, yes, "B" ticketing will be for screening.
- Commissioner Jack Sammons inquired what other airports reported about the firm Vanderlande Industries, chosen for this project. VP of Operations, Marshall Stevens responded, yes, we checked references from other airports.
- Commissioner Jack Sammons requested that Authority management track how much was spent on the contingency and detail what the expenditures were for. President Terry Blue agreed that information will be tracked and provided.
- Commissioner Pamela Clary asked how long the contingency is held before using it for something else. President Terry Blue responded, the hold time can vary depending on the project.
- Commissioner Jack Sammons asked will the new baggage handling system project impact how fast passengers receive their luggage. President Terry Blue explained that some of the impact will be passenger perception and some will be performance. The desire is to have a mechanism to monitor and track performance that can be shared with the airlines.
- President Terry Blue reported that Authority management is in the process of creating construction videos to share the process with the public.

Item 5: Division Reports

Treasurer and Properties Report

Sylvester Lavender, VP of Finance, Administration/CFO, presented a power point on the status of the Airport Finances and Properties update, a copy of which is available upon request.

- Commissioner Gregory Fletcher inquired if the decrease in enplanements is tied to the number of available seats on an aircraft. Director of Properties Jason McBride responded that the airlines are reducing capacity and right sizing aircraft. While both enplanements and available seats are going down, the airlines are getting the right aircraft size for the right completeness level.
- Commissioner Pamela Clary asked if there are any projections for air service for the rest of the calendar year due to the increase in fuel costs. President Terry Blue responded that there is uncertainty across the industry. However, at MEM, the airlines seem to be catering more to college football games such as Ole Miss, and adding one-time flights for scheduled away games.

Properties Report

- HMSHost has hired a new Director of Operations, SueEllen Pullins. She has been at MEM since December 2025. Ms. Pullins comes to Memphis by way of Houston, TX. She has made impactful changes in operations and customer service, starting with Chilis Restaurant. This is the first month that Chili's has taken market share, and it is tied with, Chick-fil-A. Her addition of new employees has minimized wait times and long lines for passengers to be served. The Omega Bodega doubled their revenue from last year as a result of some of the management practices that Ms. Pullins has put in place. Concession revenues increased by 8% when you compare it to last year. Revenue for emplaned passenger spend is the highest it has been in seven years at \$13.02.
- Mr. Lavender introduced SueEllen Pullins to the Board and asked her to say a few words about her background. Ms. Pullins shared her approach to recognizing her employees and providing extensive training. The team has taken a different approach to increasing sales through great customer service.

Operations Report

Marshall Stevens, Vice President of Operations/COO, presented a power point on the progress of the airport operations (terminal and airside) and construction projects, a copy of which is available upon request:

Spotlight

- We want to recognize **Latina Sewell** with, GAT, which is our ground handler for Spirit Airlines. Ms. Sewell assisted a passenger who left a personal item on the aircraft; the passenger wrote; ***with a smile on her face, she offered to go back to the airplane and get the item and bring it down to me in baggage claim.***

Mr. Stevens expressed how important it is to build connections that provide a positively memorable experience. The passenger said; ***I will make sure to stop and see her every time I fly out of Memphis.***

- Commissioner Jack Sammons asked how the passenger comments are received. Mr. Stevens explained that the comments come through several ways. Our flymemphis website, MemSmile program, through the Terminal Operations Team, those employees have a QR code on their badges, and we are putting the QR Code in other areas throughout the airport so that if you hit that QR code, it allows you to submit the comment. When a comment comes in the information is shared with the tenant or department being recognized.
- The annual student **Arts In The Airport** event will be held on Thursday, May 7th in the A Ticket Lobby at 5:30pm.
- This National Public Safety Telecommunications Week (4/12-18).

TSA REPORT

Passenger traffic through the security checkpoint has softened a bit after spring break.

Construction projects continue to progress:

1. Concourse A demolition continues in preparation for the new Administration building.
2. There is scheduled maintenance of the moving walkways.
3. General Aviation Airports: The Charles W. Baker Terminal; that project is almost complete. A grand opening ceremony will be scheduled in June.

Information Items

By motion of Chairman Michael Keeney, the meeting was adjour

Item 6. Next meeting is: May 21, 2026