



MEMPHIS-SHELBY COUNTY

AIRPORT AUTHORITY

Operations Report

August 19, 2026

Service Spotlight



Recognition

Gloria Hightower– Menzies Aviation

My grandson flies home to BWI every year for 3 years now. He is 12 this year. In the past, it seemed we were invisible. Not today. As soon as we arrived and stopped in front of Southwest, she was greeting us and offering to serve. She asked us questions about our adventure, spoke to our grandson about safety and enjoying his flight, took photos for us, assisted him with tagging his bag, and was just a breath of fresh air. I sat back and watched as she extended service and kindness to most everyone passing through her area. She did not wait to be summoned. She approached folks in the terminal to see what she could do for them. We felt she was a God send today as she made saying goodbye a little less stressful. Thank you for the opportunity to lift her up.

Recognition

Justin Gary – MSCAA

I wanted to take a moment to recognize Justin Gary for consistently providing outstanding customer service. While all of our technicians at the GA's go above and beyond for our customers, Justin is continually being recognized by customers through ForeFlight. The positive feedback he receives reflects the professionalism, dedication, and customer first attitude we strive to provide every day.

"Just returned from my first trip to Memphis along with four other aircraft and kept them at Dewitt Spain. Justin is absolutely fantastic and could not have done any more for us than he did!"

"This is the perfect GA airport for a visit to Memphis. Runways and ramp in great condition, easy and affordable fuel, but best of all is the friendly staff, especially Justin. He comes out to meet you, will help move your plane, helps with everything you need and embodies what he calls the 'laid back culture.'"

"Justin was great. I came in for some bbq. While I was gone, Justin towed my plane to the fuel island and filled it up so we were ready to go when I got back. Will be stopping here again."



Terminal Operations – Customer Service is KEY

Recognize your employees that go above and beyond
– send in your nominations for next month

How to nominate someone:
QR code



Email: Memsmile@flymemphis.com
Info@flymemphis.com

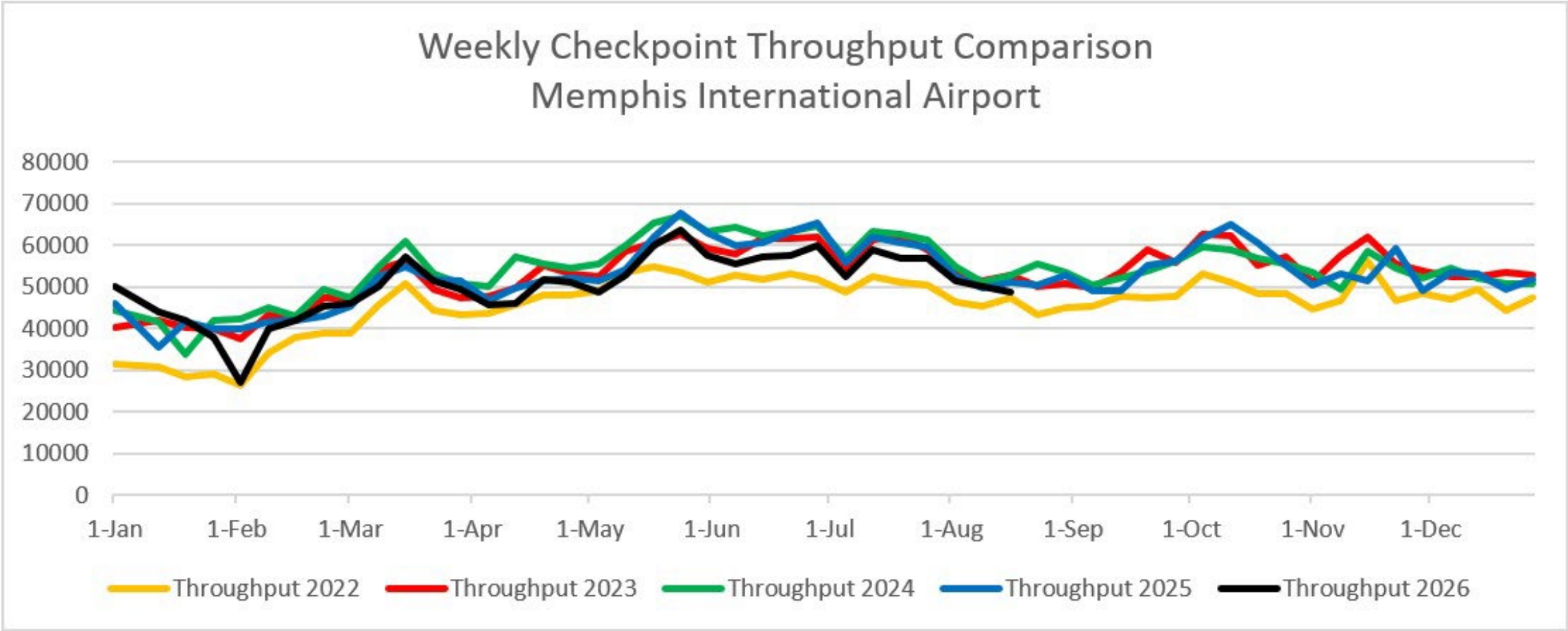
- Announced during monthly TEAMS and Board Meetings
- Prizes:
 - Certificate
 - Digital signage in Terminal
 - Gift Card
 - Award pin for lanyard

TSA Activity Recap





MEM Weekly Checkpoint Throughput Comparison





Monthly Throughput Comparisons

July 2026 total throughput – 248,089

- Down 3.9% compared to July 2025

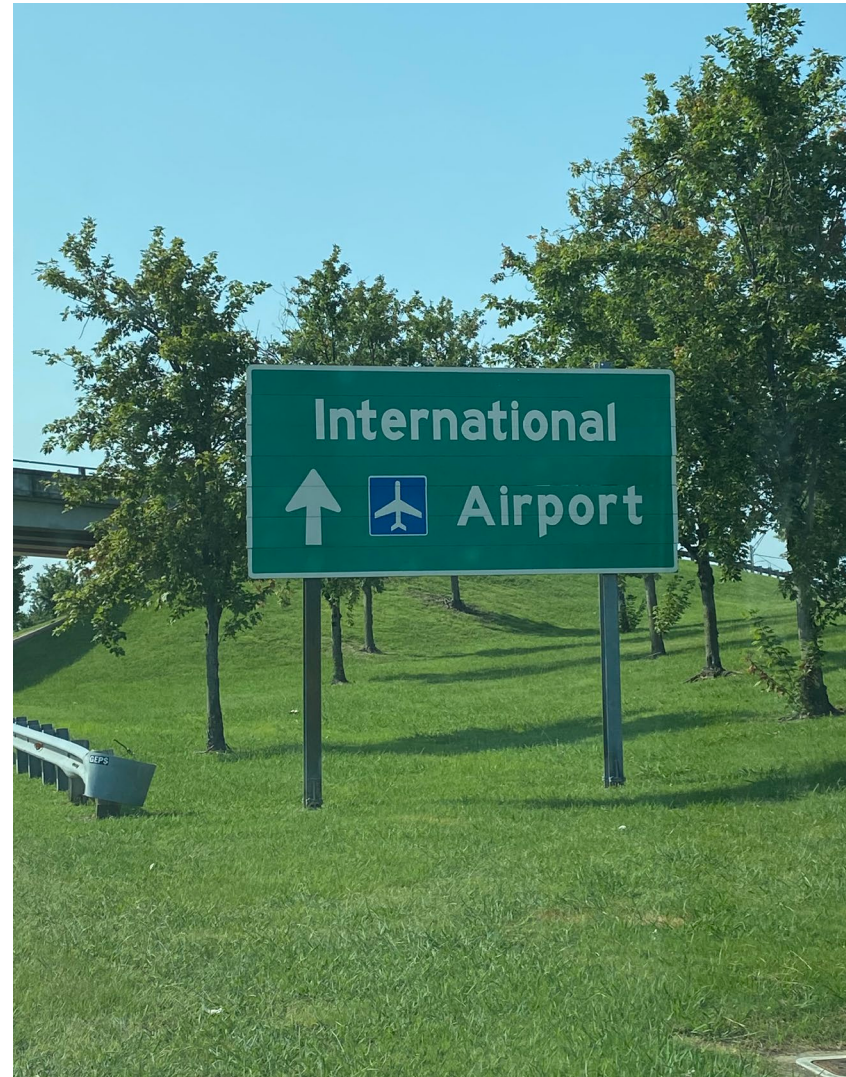
August 2026 total throughput – 112,082 (through 8/16)

- Down 2.6% compared to same period in August 2025

Operations, Maintenance & Development



Airport Renaming - Signage



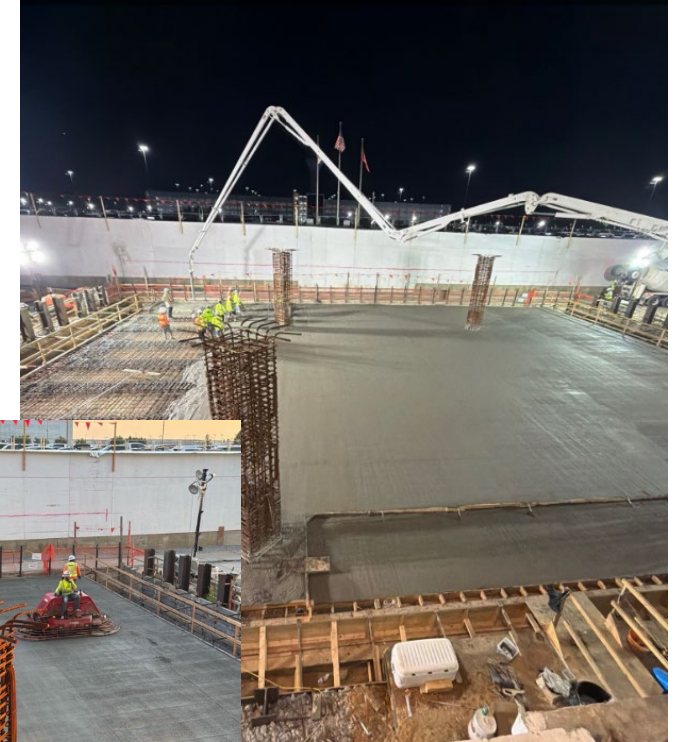
Plough Blvd./Airways Split

TMSP – Outer Road – Demo/Replacement

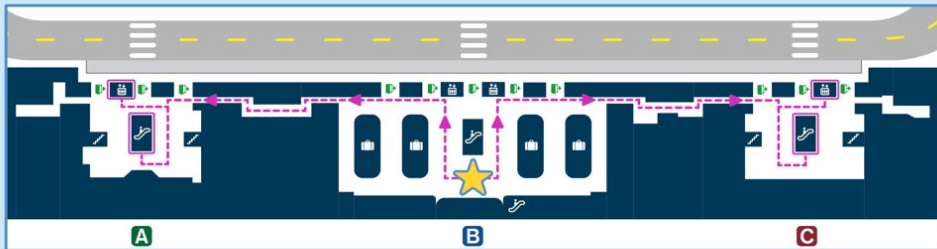
- Outer Roadway Demolition preparation efforts started on September 10, 2025.
- Drilling has started for the new roadway structure.
- Terminal B Pedestrian Tunnel closed on 10/21/25. Work anticipated to be completed by 3/4/26. **UPDATE: New anticipated date for pedestrian tunnel opening: Early September 2026.**

❖ OUTER ROADWAY IMPACTS:

- Terminal B Pedestrian Tunnel is closed. All pedestrian traffic routed to Terminal A and Terminal C.
- Coach Buses moved from upper/outer drive to upper/inner drive with staging area near Blue Lot.
- Lower/outer drive and lower/middle drive are closed.
- Annex and Vendor Lot access has been relocated
- Access to/from parking is being restricted to dedicated crosswalks.
- Commercial traffic was transitioned to the new location on September 9, 2025.

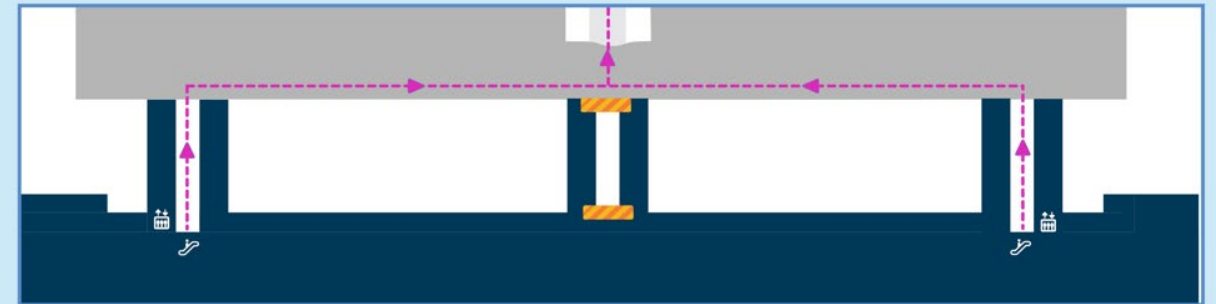


ARRIVALS LEVEL



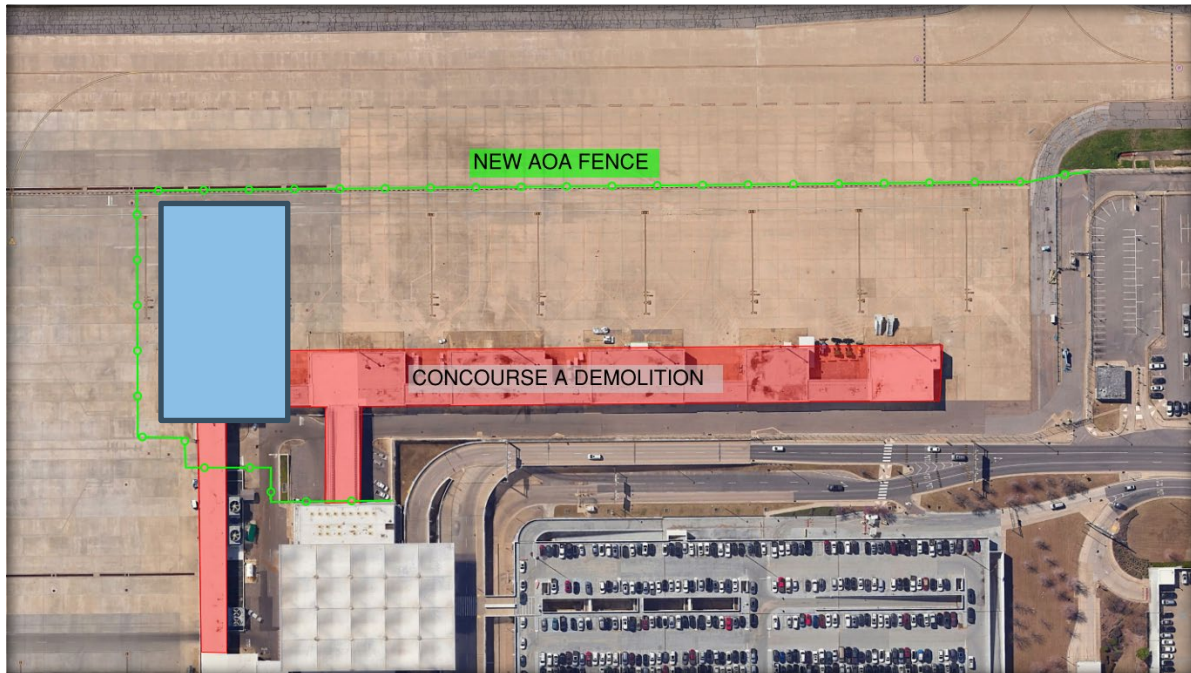
 YOU ARE HERE
- - - - - DETOUR ROUTE

TUNNEL LEVEL



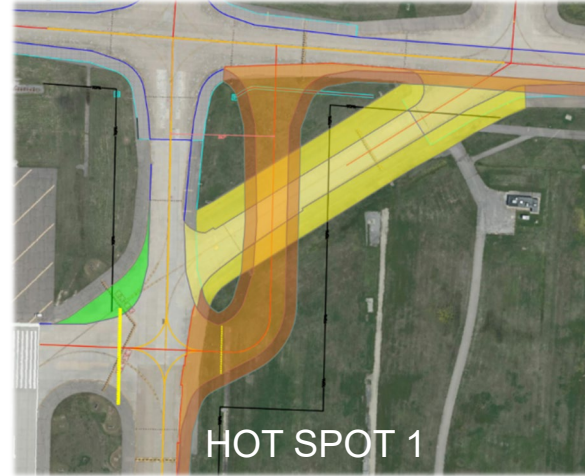
TMSP – Administration/CBIS Building

- New MSCAA Administration Building
 - Relocating MSCAA Administration offices impacted by TMSP project.
 - Bottom level houses the new CBIS
 - Steel Erection Underway. Topping out ceremony on 8/19.
 - Completion Late 2027
- ❖ **IMPACTS:**
- **Continued construction traffic on around the Concourse Vehicle Service Road**
 - **Large crane requiring NOTAMs**

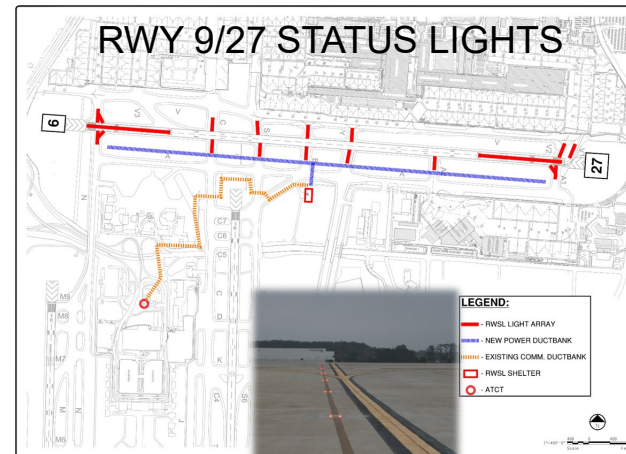


Ongoing MEM Airside Projects

- **Taxiway Bravo/Hot Spot 1**
 - Bids Received and Under Review
 - Anticipate August Board / NTP TBD
- **Runway 9/27 Status Lights**
 - Pre-Construction / Procurement Activities
 - Construction Start: Mid-Late 2026
 - Project Completion: Spring 2027
- **Airfield Popouts (Taxiway Yankee)**
 - Finalizing Design & Phasing
 - Construction Start: 2027/2028
- **Snow Removal Equipment (SRE) Storage Building**
 - Phase 1 is a Site Preparation Package
 - Construction underway
 - Phase 2 is for the Storage Building (1st Phase)
 - Bids Received / August Board
 - Late 2026 to Early 2027 Construction
- **18R Precision Approach Path Indicator (PAPI)**
 - Design Complete and Under Review
 - Fall 2026 Construction (October)



18R PAPI



SRE BUILDING



Ongoing MEM Landside Projects

- **Parking Information Signage**
 - Design being updated based on airport name change.
 - Late 2026 Construction
- **Parking Guidance System (Economy & Short/Long Term Garages)**
 - Project Underway / Levels 3-6 Economy Garage
 - Approx. 12-Month Construction Duration
 - Will require coordinated closures of parking areas within the garages
- **Rotunda Trash Chutes**
 - Construction 98% Complete
 - Final control set up and commissioning
 - Training and Activation August 2026
- **East Parking Lot – Phase 5**
 - Pre-Construction/Procurement
 - Fall 2026 Completion
- **CONRAC Facility/Garage**
 - Programming/Preliminary Design Underway
 - Final Design & Construction Timing TBD

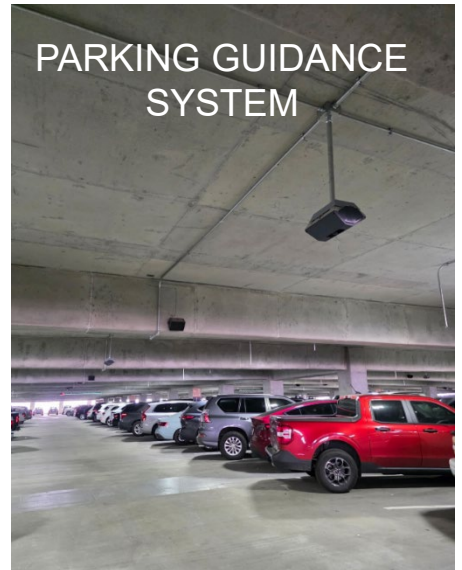
EAST PARKING LOT



TRASH CHUTES

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

PARKING INFORMATION
SIGNAGE

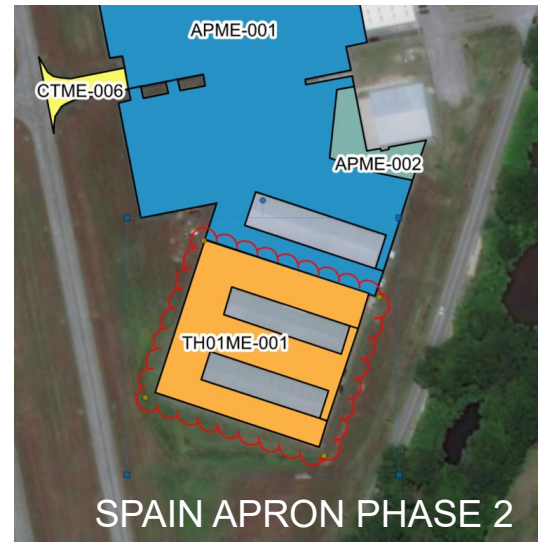
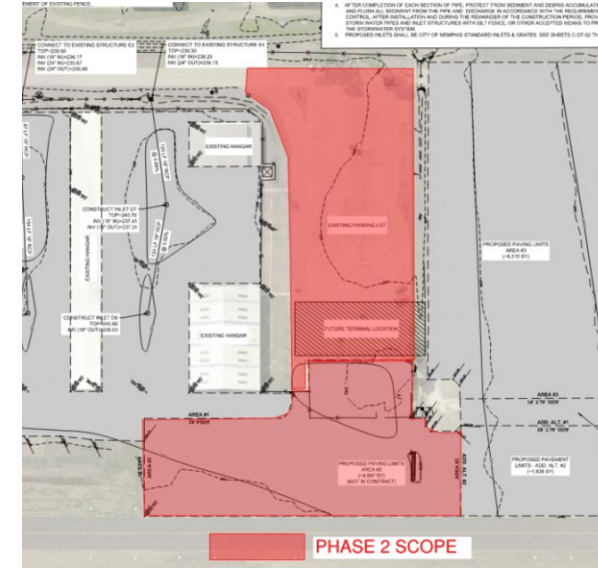


PARKING GUIDANCE
SYSTEM

Ongoing GA Projects

- **Charles Baker Airport Terminal**
 - 98% Complete.
 - Terminal Dedication on June 16th, 2026
 - Project completion expected August/September 2026
- **Charles Baker Airport Pavement Rehabilitation – Phase 2**
 - Contract Approved at May 2026 Board
 - Construction Start: August/September 2026
 - Project Completion: October 2026
- **DeWitt Spain Airport Pavement Rehabilitation – Phase 2**
 - Southernmost T-Hangar Pavement
 - Under Design
 - Tentative Summer 2027 Construction

BAKER APRON PHASE 2





TAKE OFF WITH US

 **JMEM**