



MEMPHIS-SHELBY COUNTY

AIRPORT AUTHORITY

Operations Report

September 16, 2026

Service Spotlight



Recognition

Darnice Brooks – Paradies

On Wednesday, August 5, a call came into Terminal Operations advising that a female passenger had experienced an incident in the women's restroom near Gate 4. Darnice was informed that the passenger was unable to exit the restroom and needed assistance.

When we arrived at the location, Darnice had already contacted the Facilities Maintenance team as well as the Airport Police Department (APD) for assistance.

She remained with the passenger, reassuring her that everything was going to be okay. Darnice then helped clear the restroom, located the passenger's husband so he could assist, and ensured that other passengers were redirected to nearby available restrooms.

Darnice could have easily ignored the call for help; instead, she stepped in and demonstrated what true hospitality and customer service look like. Her compassion, initiative, and commitment to assisting a passenger in need reflect the highest standards of service and professionalism.

Recognition

Victoria Billingsley and Anna Alonso – MSCAA and Global AMS

On behalf of our entire family, I want to express our deepest gratitude to Anna and Victoria for the extraordinary kindness and care they showed our elderly family member on August 7. She was traveling alone from Madrid to Houston when her flight was diverted to Memphis. She had wheelchair assistance arranged, and when our family could not reach her or determine where she was, we were extremely frightened and helpless from Houston.

Victoria immediately stepped in, coordinating with police and airport authorities to locate her and make sure she was safe. She also kept our family informed throughout the ordeal. Her compassion and quick action gave us reassurance during an incredibly frightening time.

Anna then went above and beyond by staying with her throughout the entire night, making sure she was safe, comfortable, and cared for. Knowing that Anna was there with her meant everything to our family.

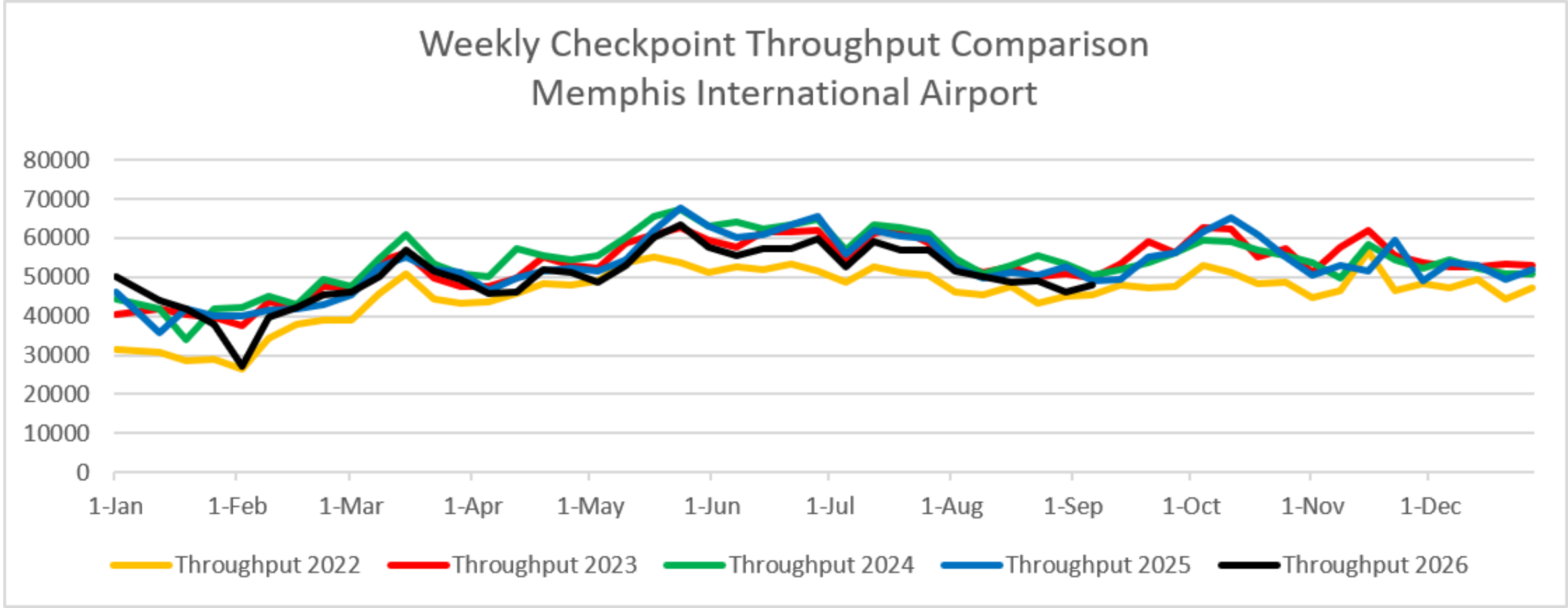
In a situation that was frightening and overwhelming, Anna and Victoria showed extraordinary compassion and humanity. They treated our family member as though she were their own family member, and we will never forget that.

TSA Activity Recap





MEM Weekly Checkpoint Throughput Comparison





Checkpoint Metrics

August 2026 total throughput – 212,508

- Down 5.6% compared to August 2025

September 2026 total throughput – 56,779 (through 9/8)

- Down 1.1% compared to same period in September 2025

Labor Day 2026 Weekend total throughput – 46,432

- Down 5.1% compared to Labor Day 2025

September 2026 Available Seats – 245,429

- Down 8.1% compared to September 2025



Fall Travel

Fall Break

- Desoto County Schools – October 5-9. Peak travel days will be October 1-5.
- Shelby County Schools and some of the suburban districts – October 12-16. Peak travel days will be October 8-12.
- Detailed Projections to follow.

Columbus Day Holiday

- October 12th. Peak travel will overlap the second Fall Break

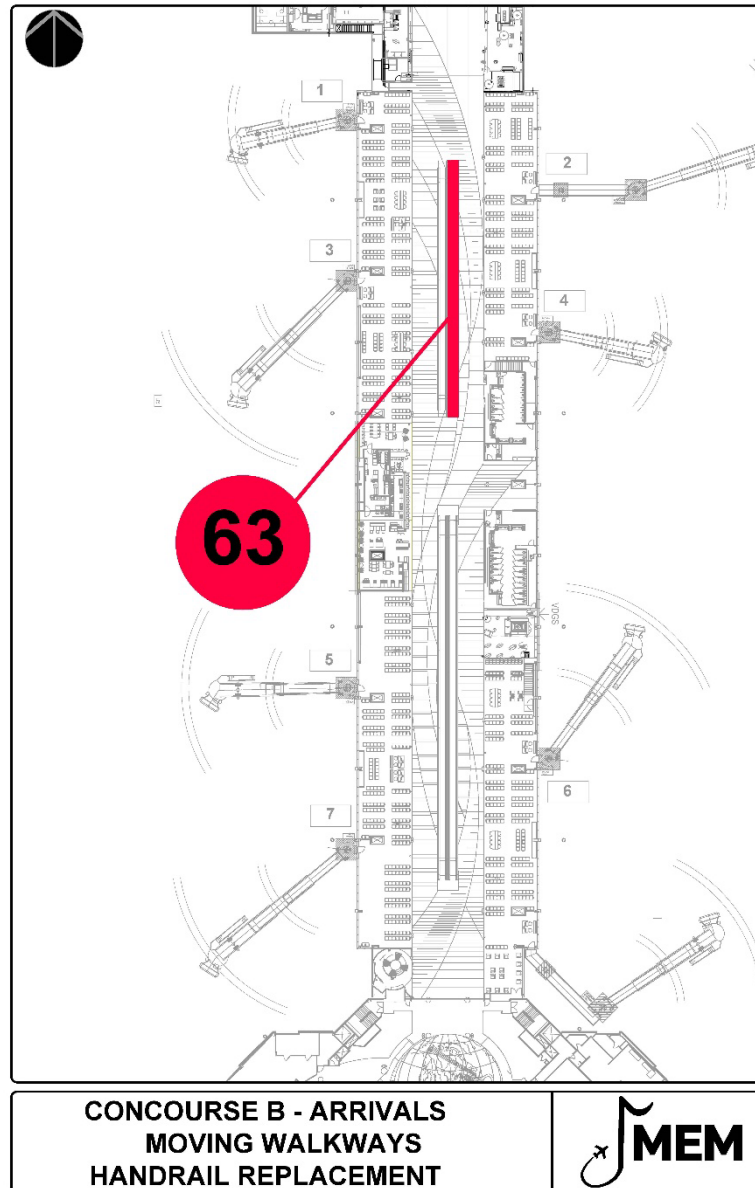
Ole Miss Football

- Expected to impact Sunday travel throughout the Fall. Projected 9,500+ throughput (100% LF) on September 13

Operations, Maintenance & Development



Moving Walkway Maintenance

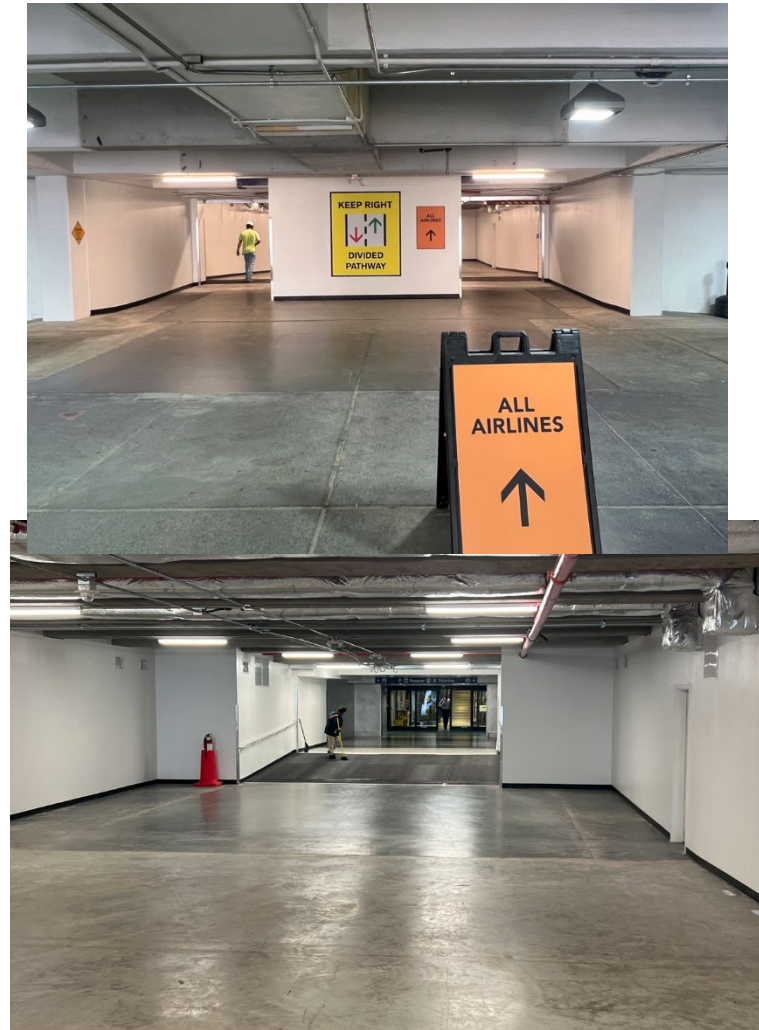
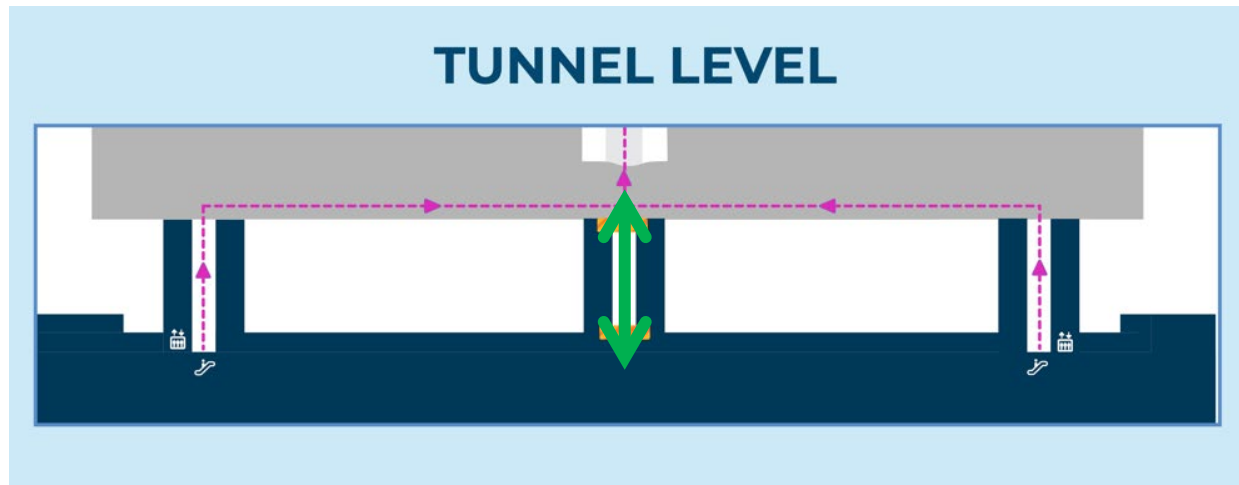


TMSP – Outer Road – Demo/Replacement

- 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. **UPDATE: B Pedestrian Tunnel re-opened on 9/2/26. All 3 pedestrian tunnels currently open.**

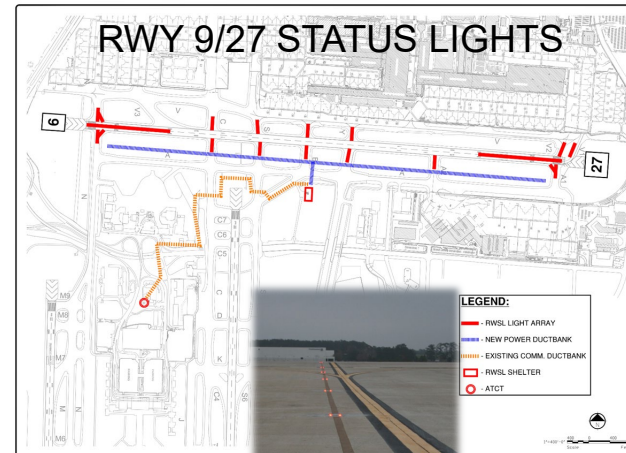
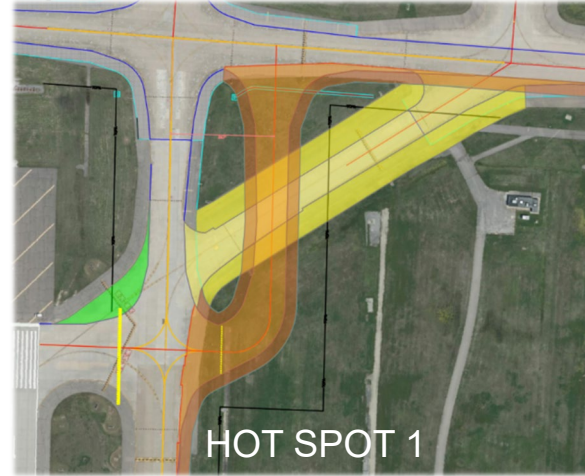
❖ OUTER ROADWAY IMPACTS:

- 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.



Ongoing MEM Airside Projects

- **Taxiway Bravo/Hot Spot 1**
 - Contract Awarded
 - NTP TBD
- **Runway 9/27 Status Lights**
 - Pre-Construction / Procurement Activities
 - Construction Start: September 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)
 - Contract Awarded
 - Late 2026 to Early 2027 Construction
- **18R Precision Approach Path Indicator (PAPI)**
 - Bids due 9/15/26
 - Fall 2026 Construction (October)



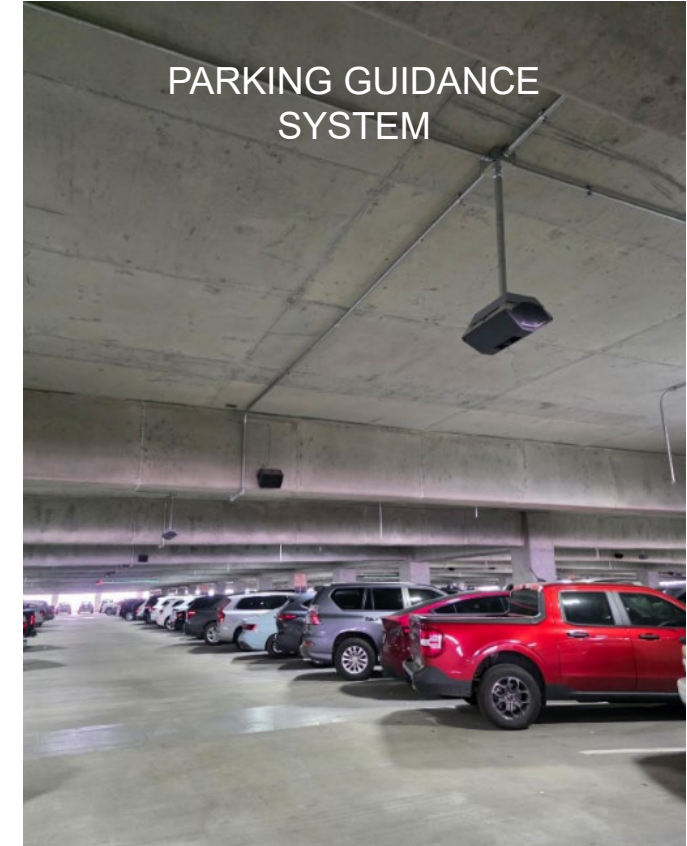
Ongoing MEM Landside Projects

- **Parking Information Signage**
 - Design being updated based on airport name change.
 - Late 2026 Construction
- **Parking Guidance System (Economy & Short/Long Term Garages)**
 - Economy Garage (95% Complete / Commissioning)
 - 3-Story Garage (35% Complete)
 - November 2026 Completion
- **East Parking Lot – Phase 5**
 - Pre-Construction/Procurement
 - Fall/Winter 2026 Completion
- **CONRAC Facility/Garage**
 - Programming/Preliminary Design Underway
 - Final Design & Construction Timing TBD

EAST PARKING LOT



PARKING GUIDANCE SYSTEM



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

PARKING INFORMATION SIGNAGE

Upcoming Project Actions

Second Quarter, FY 2027

- Airport Construction Management, Administration, and Inspection Services – Consultant Selection
- On-Call Designer – Consultant Selection
- TMSP – CMAR Early Release Package 2 for Phase 1A & Long Lead Equipment– Construction Amendment
- Parking Information Signs – Construction Contract
- TMSP – CMAR Terminal GMP – Overall Terminal Project – Construction Amendment
- CQC and Testing Services – Consultant Selection

Third Quarter, FY 2027

- Airport Monument Sign – CMAR Contract
- Landside Construction Administration, Inspection, and PM Services – Year 5 Budget
- On-Call Airport Planner – Year 5 Budget

2026 Runway 5K at MEM

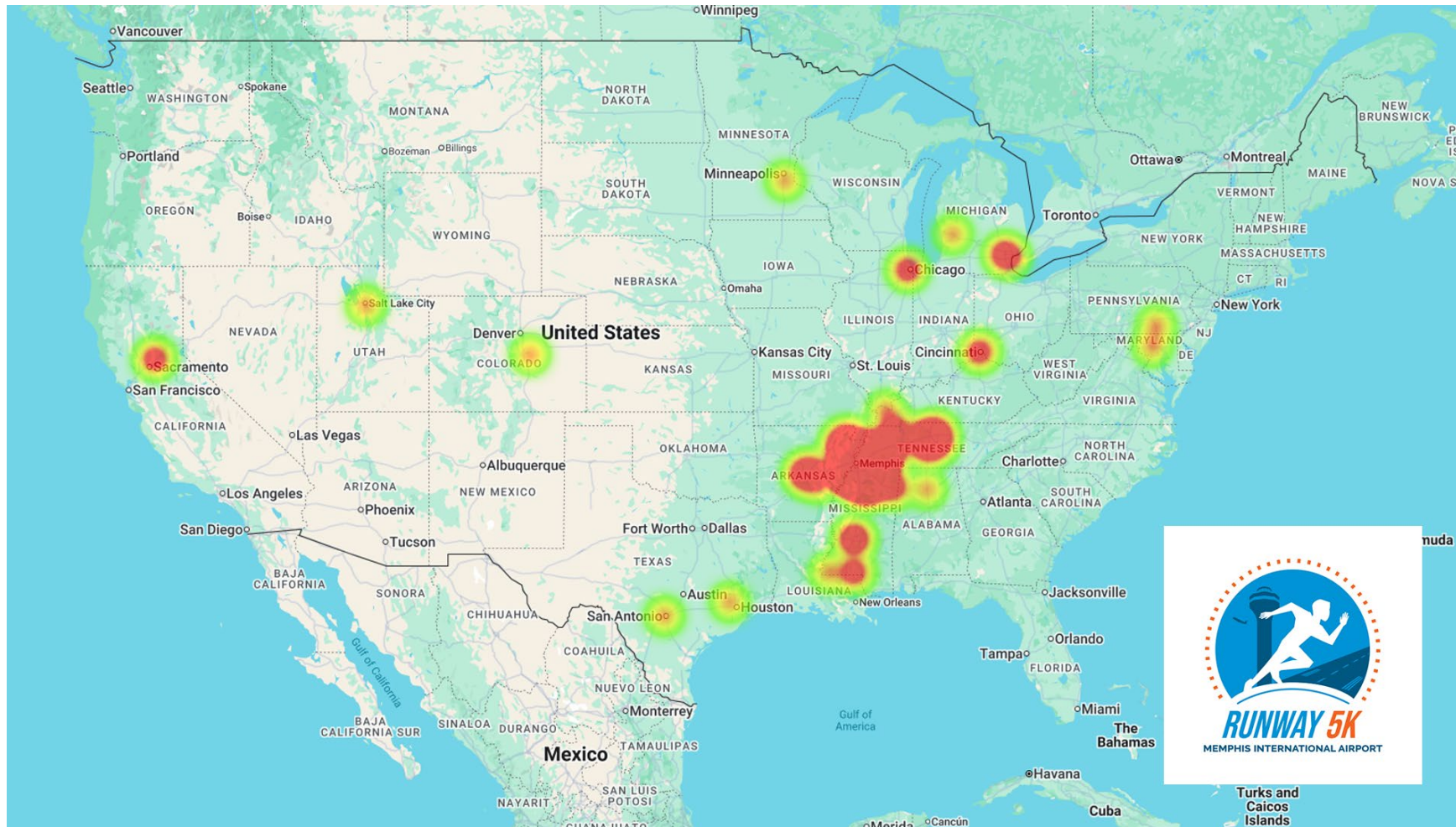
Saturday, September 19th



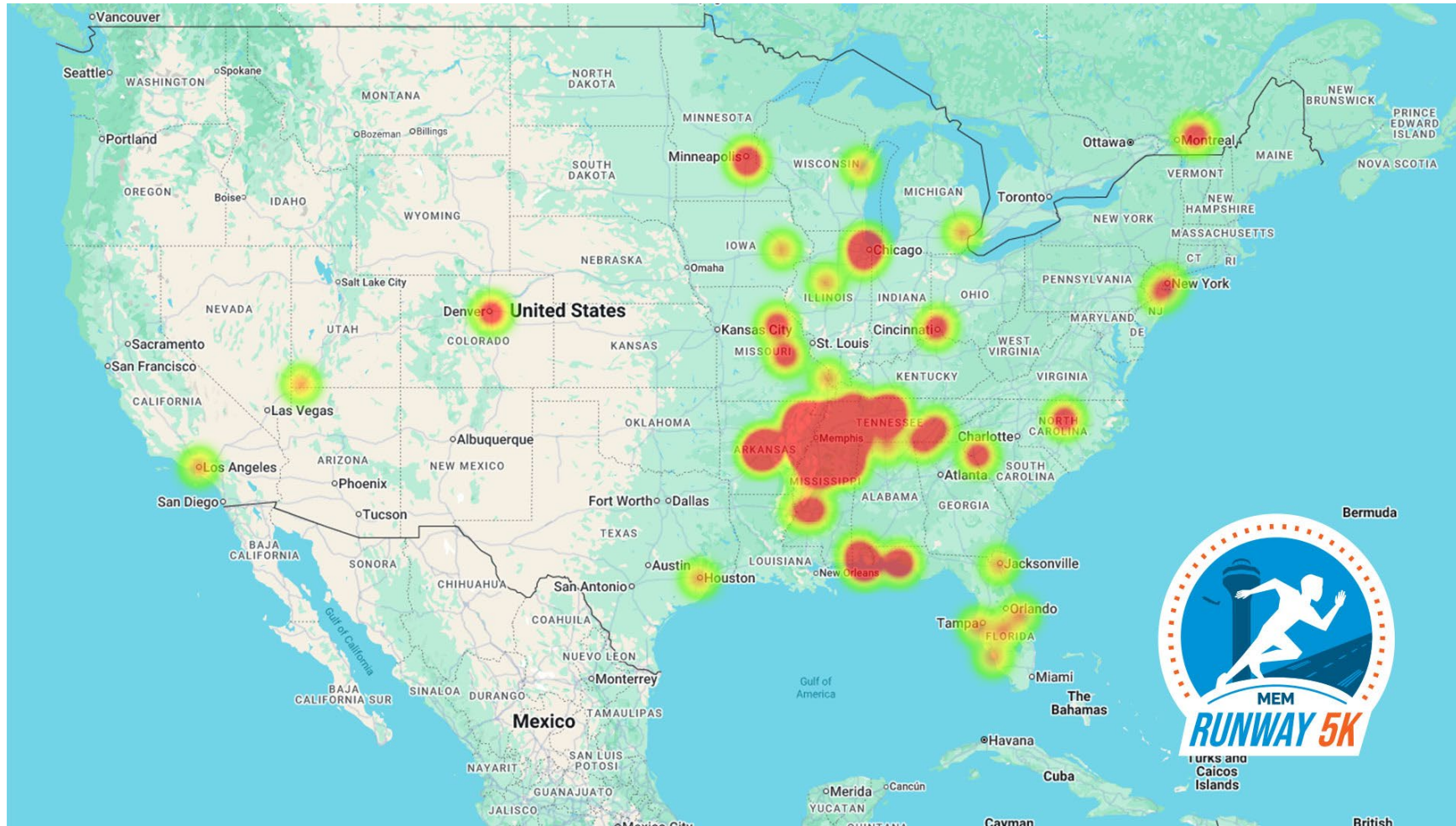
Almost 1,200 registrants

**All proceeds benefit the Airport
Community Foundation**

MEM Runway 5K Participant Locations (2025)



MEM Runway 5K Participant Locations (2026)





TAKE OFF WITH US

 **MEM**