

## **Norfolk International Airport Overview**

Norfolk International Airport is southeastern Virginia's dominant airport serving the Greater Hampton Roads area and northeastern North Carolina. Offering nearly 200 arrivals and departures daily to major cities throughout the United States, Norfolk International presently ranks in the country's top 65 airports in terms of passengers served annually, with 3.9 million passengers in 2005. Adjacent to the celebrated Norfolk Botanical Garden, Norfolk International Airport is surrounded by year-round beauty and has become a national role model for reconciling expanding air facilities and a delicate ecological sanctuary.

### **LOCATION**

Norfolk International Airport is located one mile east of I-64 (Norview Ave exit #279), eight miles northeast of downtown Norfolk, Va.; 20 miles west of the Virginia Beach oceanfront; and 45 miles southeast of Williamsburg, Va.

Norfolk Airport Authority  
2200 Norview Ave.  
Norfolk, VA 23518-5807  
757.857.3351  
757.857.3265 fax  
Web: [www.norfolkairport.com](http://www.norfolkairport.com)  
E-Mail: [info@norfolkairport.com](mailto:info@norfolkairport.com)

### **ADMINISTRATION**

The Norfolk Airport Authority is a political subdivision of the Commonwealth of Virginia. A nine-member board of commissioners appointed by Norfolk City Council governs the Authority. An executive director and a staff of over 200 employees in administrative, police, fire, parking, building maintenance, field maintenance, and janitorial positions oversee the day-to-day management of the airport.

### **SCHEDULED AIR SERVICE**

Norfolk International is served by six major airlines - American, Continental, Delta, Northwest, Southwest and US Airways - and six regional carriers - American Eagle, Continental Express, Delta Connection, Northwest Airlink, United Express and US Airways Express. The airlines combined provide the Hampton Roads and northeastern North Carolina region with nearly 200 daily arrivals and departures to key destinations throughout the U.S. and the world.

### **GROUND TRANSPORTATION**

All ground transportation services are now located in the new arrivals terminal. On-site rental car companies include Avis, Budget, Dollar, Enterprise, Hertz, National, and Thrifty. Carey VIP Airport Connection is the authorized shuttle service providing door-to-door service to the entire Hampton Roads area. Taxicab service is also available through six different taxicab companies.

## **PARKING**

A nine-level, long-term parking garage, adjacent to the new arrivals terminal, was opened in July 2002 to provide close-covered convenience and quick access for travelers and parking customers. The garage accommodates up to 315 "ready" rental cars on the ground level, and 2,859 short- and long-term public parking spaces throughout the other eight levels. An interior double helix system provides easy vehicular access from one floor to another. An additional 4,700 parking spaces are located throughout two short-term surface lots, one short-term metered lot, two long-term surface lots, and two long-term, five-level garages, all within a short walk of the terminal. Garages have 24-hour manned security, closed-circuit monitoring system, and liberal placement of incidental assistance telephones. Car escorts and complimentary battery and lockout assistance are also available. Short-term parking rates are \$1.00/first hour, \$0.75/half-hour thereafter, or a maximum of \$18.00/day. Long-term rates, including garages, are \$1.00/hour or a maximum of \$7.00/day.

## **MAIN PASSENGER TERMINAL**

Norfolk International Airport's 400,000-square-foot passenger terminal was built in 1974 and houses all airline ticket counters, two airline concourses with 24 gates, and various retail and food concessions. The Norfolk Airport Authority's administrative offices, police and security offices, and conference facilities, are also located in the main passenger terminal.

## **ARRIVALS TERMINAL**

The new arrivals terminal became operational in June 2002. The first floor of the 243,000-square-foot facility houses state-of-the-art baggage claim facilities for arriving passengers; ground transportation facilities to accommodate rental cars, taxis and limousine services; and military and visitor information services. The second-level mezzanine serves as the connection point to the pedestrian bridge, connecting the arrivals and main departures terminal buildings. The mezzanine includes Airport Authority Parking offices, Transportation Security Administration offices, and a USO/ASYMCA military lounge.

## **PEDESTRIAN BRIDGE**

The arrivals terminal is connected to the main passenger terminal by a climate-controlled elevated pedestrian bridge. The bridge, equipped with floor-to-ceiling windows, skylights and moving sidewalks, comfortably transports travelers from the arrivals terminal and adjacent parking garage to the second floor of the main terminal and offers an elevated scenic view of the Norfolk Botanical Garden.

## **CONFERENCE FACILITIES**

Several conference rooms adjacent to the main passenger terminal lobby are available for rent on an hourly or daily basis for meetings, seminars and receptions. Catering services and audiovisual equipment are available for each private room.

## **CONCESSIONS**

Food/Beverage and Retail concessions are located throughout the main departures terminal lobby and both airline concourses. New Jersey-based Hudson News manages all airport retail operations; food and beverage operations are managed by HMS Host Corporation. Current retail shops in the airport are Hudson News & Book Corner (in the main lobby and both

concourses), Hudson's \$10 Boutique, Travel Tunes, and Discover Hampton Roads/Hampton Roads Racing.

HMS Host manages several restaurants and lounges throughout the facility and is currently renovating and rebranding several concepts. Current offerings include Freemason Abbey Restaurant and Tavern, A&W All-American Food, First Colony Coffee, The Virginia Nut Company and Freshens Yogurt, Wolfgang Puck To-Go, Back Bay Bistro, USS Norfolk Lounge, and Godfather's Pizza. Included in the renovation to be completed by spring 2007 are familiar names such as Starbucks Coffee, Phillips Seafood, UNO Pizzeria, and Great American Bagel Bakery.

### **AIRFIELD FACILITIES**

Norfolk International Airport's airfield facilities consist of a main runway (5-23) which is 9,000' x 150' and a crosswind runway (14-32) which is 4,876' x 150'. These capabilities allow operations by all scheduled aircraft types, including Boeing 747s, 757s, 767s, and certain Airbus models.

### **AIR CARGO SERVICES**

Approximately 70 million pounds of air cargo are presently shipped in and out of Norfolk International Airport. Two ultramodern Air Cargo Terminals provide users with a total of 88,000 square feet of space. Cargo carriers include Airborne Express/DHL, Federal Express, United Parcel Service, and the U.S. Postal Service.

### **GENERAL AVIATION SERVICE**

General aviation services, or fixed based operations, are provided by Landmark Aviation with full-service facilities for maintaining and housing private and corporate aircraft. The modern 54,000-square-foot terminal facility offers everything from aircraft rental to sightseeing flights and aircraft repair.

Landmark Aviation  
6101 Burton Station Road  
Norfolk, VA 23502  
(757) 857-3463  
[http://www.landmarkaviation.com/fbo\\_network/locations/ORF/](http://www.landmarkaviation.com/fbo_network/locations/ORF/)

### **NORFOLK INTERNATIONAL - ORF**

Coordinates: 36 degrees 53' 40"N - 76 degrees 12' 06"W

Elevation: 27'

Traffic Pattern: Left

Runways: 5-23/9000' X 150' (Grooved Concrete Asphalt), 14-32/4876' X 150' (Grooved Asphalt)

Runway Lights: 5-23 HIRL, 14-32 MIRL

Rotating Beacon: Yes

Sectional Chart: Washington

Location: 3 miles Northeast

Fuel: Jet A, 100LL

Maintenance: Major AF & PP

Manager: Kenneth R. Scott  
Airport Telephone: (757) 857-3351  
Operators: Landmark Aviation, 6101 Burton Station Road, Norfolk, VA 23502 (757) 857-3463  
Hours of Operation: 24 Hours  
Remarks: Attended continuously, Simultaneous operations on intersecting runways.  
Published Instrument Approach: Yes  
AWOS III: No  
WeatherMation (Modem): (757) 857-0941  
Identifier: ORF  
Coordinates N36-54, W76-12  
UNICOM 122.95  
ARINC 130.57  
Tower 120.8  
Ground 121.9  
Clearance 118.5  
Approach 118.9  
ATIS 127.15

### **POLICE/SECURITY**

The Norfolk Airport Authority's Police Department is responsible for providing public safety and law enforcement throughout the entire grounds of Norfolk International Airport. Norfolk International's Police Department maintains outstanding relationships and works closely with Cities of Norfolk and Virginia Beach Police Departments, the Bureau of Criminal Investigations of the Virginia State Police, the FBI, FAA, and the Alcohol, Tobacco and Firearms Bureau. The Transportation Security Administration (TSA), a division of the Department of Homeland Security, is currently responsible for all passenger and baggage screening responsibilities at Norfolk International Airport. Pre-boarding screening capabilities include two fully staffed checkpoints during airport operating hours. Screening equipment includes magnetometers, handheld metal detectors, x-ray machines, and explosive trace detection equipment that are able to identify various threats to aviation.

### **FIRE DEPARTMENT**

The fire station at Norfolk International Airport (NIA) is a state-of-the-art facility boasting leading edge aviation industry standards. With approximately 20 highly trained fire personnel, superior firefighting equipment, and continual certified training programs, Norfolk International's Fire Department maintains aircraft rescue and firefighting capability that exceeds the federal requirements for the largest airports like Chicago's O'Hare and Dallas/Ft. Worth. A new fire training facility was completed in 2001, boasting leading edge aviation industry standards. A fully equipped mobile emergency command center was also acquired in 2002, complete with the latest communication equipment for use in any airport emergency condition.

### **FIELD MAINTENANCE FACILITY**

Norfolk International Airport's Field Maintenance Department is responsible for the landscaping and maintenance of all airport grounds including the exterior of passenger and support facilities, runways, taxiways and aprons. The Airport's Field Maintenance Facility consists of a 41,500-square-foot building which houses snow removal and other field maintenance equipment, and a 6,000-square-foot sand storage area, which holds and heats up to 800 tons

of sand. Norfolk International's snow equipment is capable of moving 12,500 tons of snow per hour, thereby meeting the FAA's recommended runway clearance time of one-half hour for one inch of snow depth.

### **FAA NORFOLK CONTROL TOWER**

Built in 1995, the FAA Norfolk Air Traffic Control Tower stands 134 feet high. Operated and managed by the Federal Aviation Administration, the Norfolk Tower handles approximately 1,100 aircraft per day, 24 hours per day and 365 days per year. Radar coverage is provided by ASR-9 terminal system with a six-level weather detection capability. Also available for use is an Enhanced Target Generator (ETG) lab with two radar scopes to accomplish training objectives, as well as the IDS4 system, a specialized microcomputer network system designed to distribute and display both static and real-time data regarding weather and other rapidly changing critical information to air traffic controllers.

### **INTERNET SERVICES**

The Norfolk Airport Authority maintains a comprehensive travel planning resource on the Internet featuring booking capabilities for flights, hotels and rental cars, flight schedules, real-time flight status, airport maps and other helpful air travel information.

Web Site: [www.norfolkairport.com](http://www.norfolkairport.com)

E-mail: [info@norfolkairport.com](mailto:info@norfolkairport.com).