



## **NORFOLK INTERNATIONAL AIRPORT**

### **Norfolk International Airport Overview**

*Updated May 14, 2018*

Norfolk International Airport is the major airport serving Coastal Virginia and northeast North Carolina. Offering daily arrivals and departures to major cities throughout the United States, Norfolk International presently ranks in the top 15% of the country's airports in terms of passengers served annually, with nearly 3.4 million passengers and over 70,000 flight operations in 2017. 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 airlines – Allegiant, American, Delta, Frontier (eff 8/12/18) Southwest and United. These airlines provide the Coastal Virginia and northeast North Carolina regions with access to key destinations throughout the U.S. and the world.

#### **DEVELOPMENT**

From its modest beginnings in 1938 to its current status as southeastern Virginia's primary link to the global air transportation network, Norfolk International Airport has continually grown and adapted to meet the region's ever-changing aviation needs.

#### **Passenger Terminal Refurbishment:**

To insure that the Airport's terminal facilities remain attractive, comfortable and up to date, the Authority engaged the architectural firm of Gresham Smith and Partners (GSP) in the fall of 2010 to

develop a scope of work to refurbish interior treatments which is anticipated to be completed over a multi-year time frame. The firm has completed a major renovation of the Departures Terminal Lobby, which includes the installation of a large sky light in the lobby area, the installation of new terrazzo flooring in the center of the lobby and the replacement of carpet and wall coverings around the periphery of the lobby. This phase also included terrazzo flooring along the length of both concourses and a major expansion of the Transportation Security Administration's (TSA) passenger screening checkpoint on Concourse B. This project will allow the TSA to expand screening operations and install newer screening technology at the checkpoint. Construction for the first phase is complete as of May 2014.

In July 2014, Phase Two of the Refurbishment Project was sent out to bid with E.T. Gresham selected as the general contractor. Work has begun on this phase which will include a renovated and enlarged security checkpoint at Concourse A, new and renovated restrooms, skylights and continued interior finishes on Concourses A & B, new terrazzo and carpet in the Arrivals Building and new carpeting in the ticketing lobbies. Anticipated completion is Spring 2016.

#### Upgrade of the General Aviation Facilities:

The Norfolk Airport Authority hired the architectural firm of Hanbury Evans Wright Vlattas in 2010 to design a major upgrade of the Airport's General Aviation facilities. These facilities handle the needs of all corporate and private aircraft operating at Norfolk International. The upgrades will include a major renovation of the interior of the General Aviation Terminal building as well as an expansion of the facility's public parking area. The plans also call for updating the exterior of the terminal building to include cleaning and sealing of all exposed aggregate surfaces, painting of all exterior trim and the addition of an oversized canopy at the landside entrance to the building. New exterior lighting and landscaping are also included in the scope of work. The Authority solicited bids for this work in August of 2012 and awarded a construction contract to the firm of J. B. Denny Company. Construction is now complete.

A contract for Phase Three renovations to further improve facilities within the Departures Terminal at Norfolk International Airport was awarded to Axis Global Enterprises, Inc. The architect is Gresham Smith and Partners. The project cost estimate is \$3.5 million and is underwritten by federal and state entitlement funds and Airport Authority funds. The project commenced on September 2016 with a completion date of March 2018.

Improvements to public elements include: renovation of the public restrooms in the Departures Terminal second-level main lobby and first-level ticketing lobbies, renovation of the Family Convenience Room in the Departures Terminal second-level main lobby, construction of three "Mother's Rooms" in the Departures Terminal second-level main lobby and on both Concourses A and B, a new Visitor Information Center in the main lobby and relocation of Delta's ticket counter operation to the North side ticketing lobby.

In 2017, new restaurants have been opened by HMSHost: The Local@ORF, a gastropub incorporating products from local farms and breweries. In partnership with AB InBev, HMSHost has opened Here's to the Heroes honoring all branches of the United States military and those serving. The menu features bar favorites and a variety of healthy options. ORF|MKT features a carvery and salad station using fresh, local products whenever possible. HMSHost continues to operate Back Bay Bistro, James River Grill, Great American Bagel, Burger King, and three Starbucks stores. New Jersey-based Hudson News Group manages all airport retail operations. Hudson currently operates

Hudson News, Tech On-The-Go, Discover Hampton Roads, KidsWorks, \$10 Boutique and Sweet Indulgences.

Projects planned for 2018/2019: US Customs entry facility at the general aviation terminal, relocated rental car return facility in Garage A, expanded public and employee parking, improved ramp access on Concourse A, improved wayfinding, landscaping and rehabilitation of the airfield.

## **MASTER PLAN**

The Norfolk Airport Authority is updating the Master Plan for Norfolk International Airport (ORF) to account for changes at the Airport, in the aviation industry, and in the region since the Airport's 2008 Master Plan. The Master Plan Update (MPU) will include projects that will extend the useful life and value of the Airport to meet the air transportation needs of the region over the next 20 years. Airport Master Plans are updated every 10 years to analyze market trends, assess facility requirements to accommodate anticipated growth, and guide future airport development.

## **AIRPORT FUNDING**

Norfolk International Airport is a user-supported facility. It is self-sufficient and does not rely on local tax dollars for day-to-day operations. Operations revenues are generated by airline rates and charges, leases, tenant fees, parking fees and concession contracts. Airside improvements such as runways, taxiways and lighting systems are largely funded by federal and state grants. Landside improvements are largely funded by passenger facility charges (PFCs), direct airport funding or financial instruments like revenue bonds.

## **A “GREEN” AIRPORT**

Environmental preservation has become second nature since our beginnings in 1938, and the Airport's best management practices currently include recycling, waste reduction, noise reduction, water conservation and energy efficiency. The Norfolk Airport Authority pledges to continue conservation stewardship for the public benefit.

## **ECONOMIC IMPACT**

Airports across the world have historically proven to be economic engines for their communities. Norfolk International Airport is one of the most powerful economic generators in the southeastern Virginia region. According to the Virginia Department of Aviation the Airport directly and indirectly generates over 10,000 jobs with a payroll of \$341,444,000 and contributes \$1,075,242,000 in annual economic activity.

## **AIRPORT PASSENGER PROFILE**

Airport surveys indicate the following characteristics of Norfolk International Airport travelers in 2017:

- Purpose of Travel – Pleasure travel (48%) slightly outweighed business travel (47%) with the remaining being “both” or “other”.
- Frequency of Travel – The median number of trips per year is 4.7, with 53% taking fewer than 5 trips per year and 25% taking 5 or more trips per year.
- Residence – 63% of airport users reside in Virginia and 37% reside outside of the Commonwealth.
- Military affiliation – Active duty military households account for 15% of airport users and 85% of users have no military connection.
- Age of Travelers – The median age of airport travelers is 42, with 71% of travelers between 25 and 54 years old.

- Educational Attainment – The median years of education of airport users is 14.6 years, with 63% of users having a college or post graduate degree.
- Annual Household Income – The median household income is \$59,800, with 32% of travelers having a median household income of \$75,000 or better.
- Gender – Males represent 50%, and females represent 50% of air travelers.

## **GROUND TRANSPORTATION**

All ground transportation services are now located in the new arrivals terminal. On-site rental car companies include Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National and Thrifty. James River Transportation is the authorized shuttle service providing door-to-door service to the entire area. Taxicab service is also available through ten different taxicab companies. Transportation network services are provided by Lyft and Uber.

## **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 nearly 3,000 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, 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 per each half hour, or any part thereof, up to a maximum of \$24.00 per day. Long-term rates, including garages, are \$1.00 per each half hour, or any part thereof, up to a maximum of \$9.00 per 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. Gate A1 is configured with US Customs and Border Protection facility requirements to allow the processing and handling of international flights. 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 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 military welcome center.

## **PEDESTRIAN BRIDGE**

The arrivals terminal is connected to the main passenger terminal by a climate-controlled elevated pedestrian bridge. The 362-foot bridge, equipped with floor-to-ceiling windows and skylights offers

convenient access from the arrivals terminal and adjacent parking garages to the second floor of the main terminal.

### **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 Group manages all airport retail operations. Hudson currently operates Hudson News, Tech On-The-Go, Discover Hampton Roads, KidsWorks, \$10 Boutique and Sweet Indulgences. FAO Schweets, a new store featuring a variety of confection dispensers, is slated to open fall 2018 on Concourse B.

Food and beverage facilities are managed by HMS Host Corporation. Host manages several restaurants and lounges throughout the facility including Burger King, Starbucks, The Local @ ORF, Here's to the Heroes, Back Bay Bistro, James River Grill, Great American Bagel Bakery, La Tapenade and ORF|MKT.

### **AIRFIELD FACILITIES**

Norfolk International Airport occupies approximately 1,088 acres. 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. Cargo aircraft as large as the Antonov AN124 have used the main runway for freight delivery/pickup.

### **AIR CARGO SERVICES**

Nearly 60 million pounds of air cargo were shipped in and out of Norfolk International Airport in 2015. Two modern Air Cargo Terminals provide users with a total of 88,000 square feet of space. Cargo carriers include Federal Express, United Parcel Service, and Mountain Air Cargo.

### **GENERAL AVIATION SERVICE**

General aviation services, or fixed based operations, are provided by Signature Flight Support 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.

Signature Flight Support  
6101 Burton Station Road  
Norfolk, VA 23502  
Local Phone: 757.857.3463  
Toll Free Phone: 800.485.4041  
Aircraft Charters: 800.548.1978  
Fax: 757.857.3409  
<https://www.signatureflight.com/location?iata=ORF&dirOnField=>

## **FAA INFORMATION**

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: Robert Bowen, Executive Director

Airport Telephone: (757) 857-3351

Operators: Signature Flight Support, 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.

## **FIRE DEPARTMENT**

The fire station at Norfolk International Airport (NIA) is a 24 hour a day state-of-the-art facility boasting leading edge aviation industry standards. With 24 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. NIA's fire training facility utilizes the most modern training techniques and operates in an environmentally safe manner. In addition, a fully

equipped mobile emergency command center is available, 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**

Wireless internet access (WiFi) is available in all public areas of Norfolk International Airport's terminals. Limited free WiFi and affordable rate plans are available. Norfolk Airport Authority maintains a comprehensive travel planning resource on the website featuring 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).