



## NORFOLK INTERNATIONAL AIRPORT

### Norfolk International Airport Overview

*Updated April 16, 2021*

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 13% of the country's airports in terms of passengers served annually, with over 3.9 million passengers and over 75,000 flight operations in 2019. 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, 20 miles west of the Virginia Beach Oceanfront, 45 miles southeast of Williamsburg and 50 miles north of northeast North Carolina.

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Norfolk, VA 23518-5807  
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#### **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 nearly 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, Southwest and United. These airlines provide the region's travelers with access to key destinations throughout the U.S. and the world.

#### **DEVELOPMENT**

From its modest beginnings in 1938 to its current status as the region's 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. The firm 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 allowed the TSA to expand screening operations and install newer screening technology at the checkpoint. Construction for the first phase was completed in May 2014.

In July 2014, Phase Two of the Refurbishment Project contract was awarded to E.T. Gresham. Work included 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. Phase Two was completed in 2016.

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 was Gresham Smith and Partners. The project cost estimate of \$3.5 million was underwritten by federal and state entitlement funds along with Airport Authority funds. The project commenced on September 2016 with a completion date of March 2018. Improvements to public elements included: 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.

Upgrade of the General Aviation Facilities: 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 included 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 exterior of the terminal building was updated 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 were also included in the scope of work. The Authority solicited bids for this work and awarded a construction contract to the firm of J. B. Denny Company. Construction was completed in 2013.

Projects planned and completed during 2019-2021 include a U.S. Customs clearance facility at the general aviation terminal, replacement of parking revenue control system, construction of elevators at north and south departure lobbies, passenger access atrium with improved ramp access on Concourse A, rehabilitation of the airfield and passenger loading bridge installations. Construction of Garage D to expand public and employee parking will be complete in late 2021.

## **MASTER PLAN**

The Norfolk Airport Authority has updated 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) includes 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. Learn more about the MPU at <http://ORFmasterplan.com>

## **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. In total, the consolidated economic impact of ORF in 2019 exceeded 17,300 jobs that paid about \$775 million in earnings, with GDP in excess of \$1.3 billion and total economic output of \$2.2 billion. This represents an increase over the 2016 results of 2,400 jobs (16 percent), \$140 million in wages (21 percent), \$270 million in GDP (26 percent), and \$280 million in economic output (15 percent).

## **AIRPORT PASSENGER PROFILE**

Airport surveys indicate the following characteristics of Norfolk International Airport travelers in 2019:

- Purpose of Travel – Pleasure travel (49%) slightly outweighed business travel (46%) with the remaining being “both” or “other”.
- Frequency of Travel – The median number of trips per year is 4.9, with 50% taking fewer than 5 trips per year and 27% taking 5 or more trips per year.
- Residence – 65% of airport users reside in Virginia and 35% 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 41, with 69% of travelers between 25 and 54 years old.
- Educational Attainment – The median years of education of airport users is 14.6 years, with 64% of users having a college or post graduate degree.
- Annual Household Income – The median household income is \$57,500, with 35% of travelers having a median household income of \$75,000 or better.
- Gender – Males represent 51%, and females represent 49% of air travelers.

## **GROUND TRANSPORTATION**

All ground transportation services are located in the Arrivals Terminal-Garage A complex. On-site rental car companies include Alamo, Avis, Budget, Dollar, Enterprise, Hertz and National. Rental car reservation, pickup and return facilities are located within the Arrivals Terminal and Garage A.

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 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 4,500 parking spaces are located throughout two short-term surface lots, a long-term surface lot, 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. Security escort service is 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 \$10.00 per day. Complimentary electric vehicle charging stations located in Garage A Level 1 (short term parking) aisles B and C and Garage C Level 2 (long term parking) aisles J and K.

## **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 22 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. A business lounge and information center are located in the main lobby.

## **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 car operations, taxis, shuttle service and transportation network providers, a satellite Airport Police station and Proudly Serving Seattle's Best coffee kiosk. 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 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, Sweet Indulgences and FAO Schwarz.

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, ORF|MKT and Proudly Serving Seattle's Best Coffee.

## **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. Cargo aircraft as large as the Antonov AN124 have used the main runway for freight delivery/pickup.

## **AIR CARGO SERVICES**

Over 60 million pounds of air cargo were shipped in and out of Norfolk International Airport in 2018. 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. A U.S. Customs clearance facility will open in early 2020.

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 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, Norfolk Tower handles approximately 700 operations per day and may exceed 1,000 operations per day during peak times. The facility is open 24 hours per day, 365 days a year. Radar coverage is provided by Norfolk ASR-9 with Mode-S, NAS Oceana ASR-11, NAS Oceana QVR long-range radar and an ADS-B terminal surveillance system. In addition, our radar has six-level weather detection and processing capability. These systems operating together in Fusion mode allow Norfolk TRACON the capability for providing our users the safest most reliable service available today. Also available for use is an Enhanced Target Generator (ETG) lab with two radar scopes to accomplish training objectives, as well as the IDS4 (information display system) designed to distribute and display both static and real-time information. All of these keep our controllers capable, prepared and informed.

### **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.

Website: [www.norfolkairport.com](http://www.norfolkairport.com) | E-mail: [info@norfolkairport.com](mailto:info@norfolkairport.com).