



NORFOLK INTERNATIONAL AIRPORT

Norfolk International Airport Overview

Updated February 2025

As the major airport serving coastal Virginia and northeast North Carolina, Norfolk International Airport ranks in the top 13% of U.S. airports with nearly 5 million passengers and more than 75,000 flight operations in 2024. Skytrax has awarded Norfolk Airport a 4-Star Regional Airport rating. Among 572 airports rated in the 2024 survey, Norfolk Airport was one of just seven 4-Star airports in the United States. Skytrax annual ratings are known as a global benchmark of airport standards.

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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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. A President and Chief Executive Office along with a staff of more than 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 eight airlines – Allegiant, American, Breeze, Delta, Frontier, jetBlue, Southwest, Spirit 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:

In 2010, Norfolk Airport Authority began a major renovation of the Departures Terminal Lobby. The project included installation of a large sky light in the lobby area, 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.

Norfolk Airport Authority upgraded the Airport's General Aviation facilities in 2013. 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.

In July 2014, Phase Two of the Refurbishment Project began. Work included a renovated and enlarged security checkpoint at Concourse A, new and renovated restrooms, skylights and continued interior finishes on Concourses A & B, terrazzo flooring, and new carpet in the Arrivals Building and the ticketing lobbies. Work was completed in 2016.

Renovations to further improve facilities within the Departures Terminal at Norfolk International Airport commenced in September 2016. 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. Phase Three was completed in 2018.

Projects initiated 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, passenger loading bridge installations and construction of Garage D to expand public and employee parking.

TRANSFORM ORF

Norfolk International Airport (ORF) is undertaking the largest modernization endeavor since the opening of the existing departures terminal in 1974. This includes phased projects that will enhance the passenger experience and increase operational efficiencies for the airlines, tenants and Norfolk Airport Authority.

In 2024, Norfolk Airport Authority began multi-phase plans to modernize public areas in the airport terminals along with projects to improve the traveler experience. \$1 Billion in improvements over the next several years include: runway 5/23 rehabilitation, installation of moving walkways on the pedestrian bridge, Concourse A expansion, construction of a Federal Inspection Services Facility, an airport hotel, a consolidated TSA Checkpoint, consolidated ticketing lobby, new checked baggage inspection system (CBIS), expanded baggage makeup area, expanded shipping and receiving areas, a new rental car facility, and an expanded cell phone lot facility.

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

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 2023 exceeded 16,700 jobs that paid about \$982 million in earnings, with GDP more than \$1.7 billion and total economic output of \$2.2 billion.

AIRPORT PASSENGER PROFILE

Airport surveys indicate the following characteristics of Norfolk International Airport travelers in 2024:

- Purpose of Travel – Pleasure travel (50%) slightly outweighed business travel (48%) with the remaining being “both” or “other”.
- Frequency of Travel – The median number of trips per year is 3.3, with 66% taking fewer than 5 trips per year and 24% taking 5 or more trips per year.
- Residence – 61% of airport users reside in Virginia and 39% 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 38, with 79% of travelers between 25 and 54 years old.
- Educational Attainment – The median years of education of airport users is 15 years, with 56% of users having a college or post graduate degree.
- Annual Household Income – The median household income is \$57,143, with 43% 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 in the Arrivals Terminal-Garage A complex. On-site rental car companies include Alamo, American, 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 eleven different taxicab companies. Transportation network services are provided by Lyft, Uber and Wave Riders. Peer-to-peer car sharing is offered by Turo.

PARKING

All parking garages are connected to the Arrivals Terminal allowing for covered transfer from car to gate. Garages have 24-hour manned security, closed-circuit monitoring system and liberal placement of incidental assistance telephones. Security escort service is available. Hourly parking rates are \$5.00 per each half hour, or any part thereof, up to a maximum of \$25.00 per day. Daily rates, including garages, are \$3.00 per each half hour, or any part thereof, up to a maximum of \$12.00 per

day. Patrons can reserve and pre-pay discounted parking in all facilities. Complimentary electric vehicle charging stations are in Garage A Level 1 (hourly parking), Garage C Level 2 (daily parking) and Garage D Ground Level and Level 3 (daily parking). Complimentary motorcycle parking is available in the Permit Parking Lot.

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, information center and children's play area 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 and transportation network providers, a satellite Airport Police station and 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.

CONCESSIONS

Food/beverage and retail concessions are located throughout the main departures terminal lobby and both airline concourses.

Hudson News Group manages all airport retail operations. Hudson currently operates Hudson News, Tech On-The-Go, Bayside Market and FAO Schwarz.

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

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 | E-mail: info@norfolkairport.com

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 state-of-the-art facility boasting leading edge aviation industry standards. With highly trained fire personnel on duty around the clock, 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 can move 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.

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 2021. 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
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Local Phone: 757.857.3463
Toll Free Phone: 800.485.4041
Aircraft Charters: 800.548.1978
Fax: 757.857.3409
Website: www.signatureflight.com

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.

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: Mark Perryman, President and Chief Executive Officer

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