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**ANNUAL  
REPORT**



# Table of Contents

<b>President &amp; CEO’s Message</b> . . . . .	<b>3</b>
<b>Norfolk Airport Authority Board</b> . . . . .	<b>4</b>
<b>Executive Management Team</b> . . . . .	<b>6</b>
<b>2024 Passenger Activity</b> . . . . .	<b>7</b>
<b>Financial Performance</b> . . . . .	<b>8</b>
<b>Economic Impact</b> . . . . .	<b>10</b>
<b>Transform ORF</b> . . . . .	<b>11</b>
<b>Community Engagement</b> . . . . .	<b>12</b>
<b>Community &amp; Industry Partnership</b> . . . . .	<b>14</b>
<b>Employee Engagement</b> . . . . .	<b>16</b>
<b>Employees Giving Back</b> . . . . .	<b>18</b>
<b>Air Service Development</b> . . . . .	<b>19</b>
<b>Arts &amp; Entertainment</b> . . . . .	<b>20</b>
<b>Commercial Activity</b> . . . . .	<b>21</b>
<b>Customer Experience</b> . . . . .	<b>22</b>
<b>Digital Presence</b> . . . . .	<b>23</b>
<b>Operations</b> . . . . .	<b>24</b>
<b>Parking</b> . . . . .	<b>25</b>
<b>Public Safety</b> . . . . .	<b>26</b>
<b>Technology &amp; Innovation</b> . . . . .	<b>27</b>
<b>Our Commitment</b> . . . . .	<b>28</b>

## President & CEO's Message

It's easy to focus on what's to come when your organization is racing rapidly toward the next phase of a once-in-a-generation transformation. But it's also wise to pause and reflect on from where you've come.

Years from now, we'll look back and remember Norfolk International Airport's notable 2024 milestones — three straight years of record passenger growth; more nonstop routes than ever; breaking ground or completing critical airport expansions and improvements, to name just a few. But search beyond those achievements and you'll find the underlying principles that continue to make the Norfolk Airport Authority so successful. Commitment to our passengers. Commitment to our staff members. Commitment to the communities we serve.



As the primary commercial airport for Coastal Virginia and northeastern North Carolina, Norfolk International Airport touches lives in a manner that's unmatched elsewhere in the region. We're not the largest industry in Hampton Roads, nor are we as omnipresent as our local military installations, though we are the place where countless residents and visitors come to make new memories. In a region that's rife with rich history, ORF helped families and friends add pages to their personal storylines in a way that's only possible through the wonders of air travel.

We take that responsibility seriously and strive to make each trip safe, efficient and memorable. As you look back at the highlights of this year, please remember my colleagues who helped make those memories possible. Their dedication is second to none and that's why I'm proud to lead the best airport team there is.


**Thanks for flying with us at ORF. -Mark Perryman**

**President & CEO of the  
Norfolk International Airport**

# Norfolk Airport Authority Board

The nine-member Board of Commissioners is comprised of business and civic leaders appointed by Norfolk’s City Council. Serving in four-year terms, Commissioners play a vital role in the governance and development of Norfolk International Airport. Their focus on safety, security, efficiency and fiscal responsibility is key to balancing the airport’s growth through sound management practices.

## Commissioners



**Peter G. Decker, III,  
Esquire**  
**Chair – Attorney, The  
Decker Law Firm**



**Susan Pilato**  
**Vice Chair – Principal,  
PC&A Business  
Environments**



**Michael B. Burnette**  
**Treasurer – Founder  
& Managing Partner,  
Burnette Development**



**Joel English, Ph.D**  
**President Emeritus,  
AIM Centura College**



**Peggy H. Newby**  
**Commissioner – CFO/  
Chief Operations Officer,  
Fort Norfolk Plaza  
Medical Associates, LLC;  
COO/Administrator, NSU  
Spartan Health Clinic;  
Vice President, The  
James E. Newby, Jr. M.D.  
Foundation**



**Charles “Evans” Poston,  
Jr.**  
**Commissioner –  
Government Relations  
Consultant, Hunton  
Andrews Kurth**



## Norfolk Airport Authority Board (Cont.)

### Commissioners



**Mary Ellen "Mel" Price**

**Commissioner – CEO/  
Managing Principal,  
Work Program  
Architects**



**Charles "Chip" Rock**

**Commissioner – Rear  
Admiral, USN, Retired-  
Navy Region Mid-  
Atlantic**



**Bruce B. Smith**

**Commissioner – Real  
Estate Developer, Bruce  
Smith Enterprises, LLC**



## Executive Management Team

The Norfolk Airport Authority is a political subdivision of the Commonwealth of Virginia. A President and Chief Executive Officer along with an executive management team oversee the day-to-day management of ORF. More than 225 employees in ORF’s Administration, Building Maintenance, Field Maintenance, Fire, Information Technology, Janitorial, Market Development, Operations, Parking and Police departments keep the airport open and operational around the clock daily.



**Mark Perryman**  
President & CEO



**Steven C. Sterling**  
Executive Vice President & Chief of Staff



**Anthony E. Rondeau**  
Executive Vice President & Chief Development Officer



**Mark A. Trank**  
Senior Vice President & General Counsel



**Jarred M. Roenker**  
Vice President & Chief Financial Officer



**Shelia D. Ward**  
Vice President & Chief Operations Officer



**Chris Jones**  
Vice President & Chief Marketing & Communications Officer

## 2024 Passenger Activity

Norfolk International Airport reported its third consecutive year of record passenger traffic with more than 4.8 million passengers served.



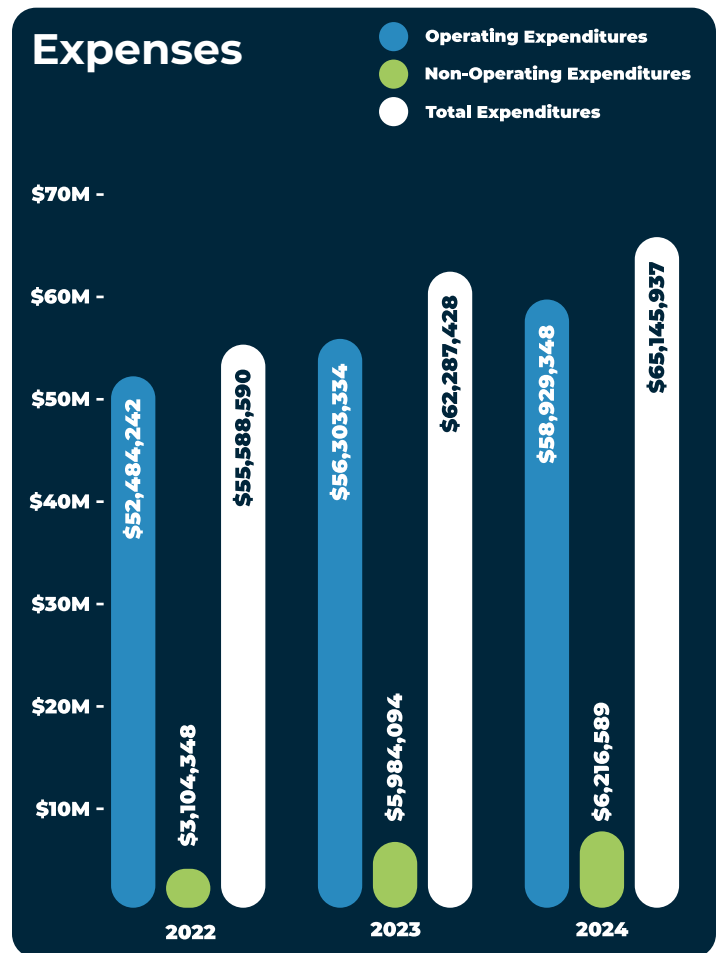
Airline	2024	2023	Change
Allegiant	58,502	73,703	-20.6%
American	1,425,583	1,338,623	6.5%
Breeze	358,351	250,862	42.8%
Delta	1,214,893	1,196,334	1.6%
Frontier	64,014	88,617	-27.8%
Southwest	776,339	734,498	5.7%
Spirit	239,414	165,517	44.6%
United	724,904	701,486	3.3%

# Financial Performance

Ensuring the financial health of the Norfolk Airport Authority is a collective effort that spans multiple departments. Whether it's our parking team delivering excellent customer service, our procurement team securing the best prices, or our commercial team negotiating leases to generate revenue, the financial success of the Authority relies on everyone working together to achieve our strategic goals.

In 2024 we made significant strides toward a strong financial future. With increased passenger growth and new airline lease agreements, Fiscal Year 2024 marked a record year for the Authority's financial performance. Operating revenues increased by 27%, driven by higher airline rents and a surge in travelers.

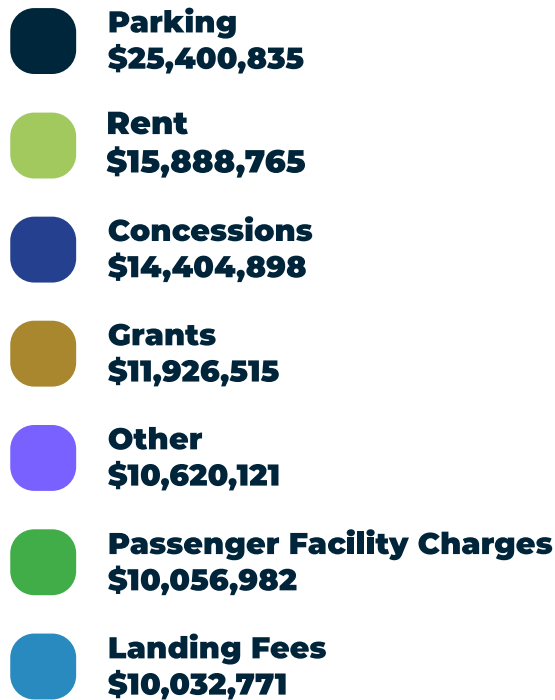
This financial strength has not gone unnoticed. Moody's, a credit rating agency, upgraded our debt rating from A3 to A2 – a historic achievement for the Authority. This upgrade enhances our ability to continue investing in capital projects and expanding our team for future growth.



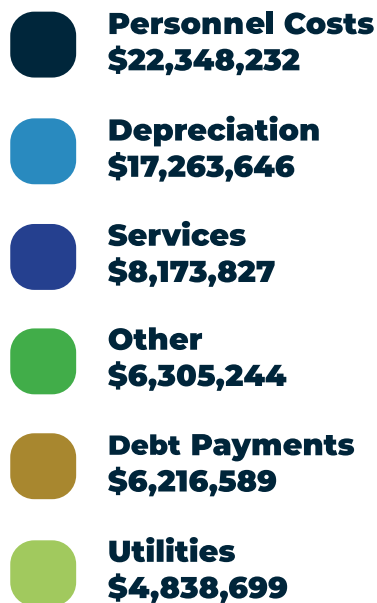


## Financial Performance (Cont.)

### FY24 Revenue Sources



### FY24 Expense Categories



## Economic Impact

ORF plays a vital role in driving economic growth for the Hampton Roads region and surrounding communities. Whether it's for the timely movement of people or cargo, the airport's presence provides an unquestionable benefit for both commercial activity and the overall quality of life in Coastal Virginia and beyond.

According to a study produced by the Dragas Center for Economic Analysis and Policy at Old Dominion University, the airport drove more than \$2.2 billion in regional economic activity in 2023.

Showing a steady increase in jobs and worker earnings in Virginia and North Carolina, it's clear the airport is a key asset to the region's growth and vitality. The airport also invested nearly \$200 million in capital projects to improve its airfield and terminal infrastructure within the five-year period included in ODU's analysis.



ORF delivers **\$2.2 billion annually** to the economies of Virginia and Northeast North Carolina.

Transform ORF, now underway, is valued at nearly **\$1 billion**, all funded without local taxes.



Nearly **\$270M** Capital Improvements Completed from 2019-2023



**\$981.6M** In Job Earnings



Nearly **17,000** Jobs



**\$1.377B** GDP

## Transform ORF

In 2024, Norfolk International Airport began the largest modernization endeavor since the opening of the existing departures terminal in 1974. Nearly \$1 billion in improvements over the next several years include projects that will enhance passenger experience and improve operational efficiencies for the airlines, tenants and Norfolk Airport Authority.

A groundbreaking ceremony was held in June to kick off the capital improvement campaign. Projects completed in 2024 included the rehabilitation of Runway 5/23, the relocation and the expansion of a Park & Wait Lot and upgrades to seating at the gate areas. Work began on the installation of moving walkways on the pedestrian bridge and the expansion of Concourse A to include three more jet bridges, a large hold room, restrooms and pet relief area. Construction of a Federal Inspection Services Facility to include Global Entry processing is also underway.

View other ongoing projects at: [TransformORF.com](https://TransformORF.com)



Groundbreaking Ceremony



Runway 5/23 Rehabilitation



FIS Expansion



Moving Walkway



## Community Engagement

Norfolk Airport Authority plans and participates in initiatives to benefit the community. Activities in 2024 included:

- Last spring, the Authority launched an internship program for high school & college students interested in aviation careers. Interns worked with Administration, Police, Fire, Information Technology, Operations, Parking, Building and Field Maintenance.
- Four college-bound student interns spent part of their summer with departments to learn about airport and aviation careers. Each intern was given opportunities for professional development and networking. The Authority was also awarded the 2024 Top Virginia Employer for Interns by Virginia Talent + Opportunity Partnership.
- We were also recognized by the Commonwealth as a Virginia Values Veterans V3 Certified Company. A certificate was given that celebrated the organization for completing and sustaining all requirements for the V3 Program and our commitment to recruiting, hiring, training and retaining Virginia’s veterans and serving members of the National Guard and Reserve.



- The Arc’s Wings for Autism®/Wings for All® program gave families the confidence to take to the skies by providing an airport “rehearsal” as well as a presentation on aircraft features and in-flight safety protocols.

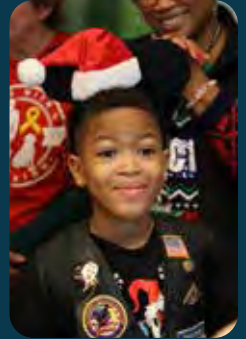
- Nearly 75 local children participated as part of ORF’s second-annual Sky’s the Limit event. Participants enjoyed a firsthand look into the wonders and opportunities of commercial air travel and gained exposure to career opportunities available with airports, airlines and their supporting agencies and business partners.
- A community drive-in movie night allowed neighbors and employees to gather and enjoy Disney’s “Planes” by the planes.
- Team members represented the airport at the American Cancer Society Relay for Life event at Chesapeake City Park. Participants included a mix of survivors, caregivers and others who came out to support everyone involved in the fight.





## Community Engagement Cont.

- Airport staff and tenant companies partnered with American Airlines and the Gary Sinise Foundation to provide a fun and engaging send-off to Disney World for families of fallen heroes during the annual Snowball Express event.
- Staff members across several departments were on site twice last year at the Virginia Air & Space Science Center’s Aviation STEM events to show and tell students how an airport works to keep operations safe and seamless.
- Seniors from Chesapeake Career Center visited ORF’s police and fire departments to meet and learn from our first responders.
- Airport police participated with their K-9 partners at the City of Chesapeake’s National Night Out Against Crime to provide a demonstration for nearly 100 attendees. Airport police also took part in a Chesapeake Police Citizen’s Academy Alumni Association event to discuss policing in the airport environment and share details of upcoming projects underway at ORF.
- Coffee and Cocoa with a Cop events provided opportunities to engage with travelers and the airport community.
- Airport police officers competed in the Mission: POW-MIA plane-pull competition to raise awareness of POW-MIA initiatives at the Virginia Aviation Museum. NAA staff also attended the museum’s Girls in Aviation Day to discuss airport and aviation careers with school-aged girls.
- Staff from several departments designed and constructed an airplane float in the theme of “Retro Wonderland” for the Downtown Norfolk Grand Illumination Parade.



## Community & Industry Partnerships

Norfolk Airport Authority is invested in community engagement, safety and advancing the aviation industry. In 2024, we supported our community by partnering with various organizations.

The airport sponsored local collegiate and professional sports teams including football and men’s and women’s basketball at **Hampton University, Norfolk State University, Old Dominion University** and the **College of William & Mary**. Professional sports sponsorships included **Norfolk Tides** baseball and **Norfolk Admirals** ice hockey. ORF also sponsored **Virginia Beach United FC**.

In addition to promoting air service and airport amenities at these venues, the Authority also hosted employee outings for its team members.



ORF hosted the **National Oceanic and Atmospheric Administration (NOAA)** as part of a tour to raise awareness about severe weather. This event targeted fourth and fifth-grade students from local public and private schools.

Attendees had the chance to interact with NOAA’s aircraft — a **U.S. Air Force** Reserve C-130 Hercules and NOAA WP-3D Orion. They asked questions and took photos. Other displays included mobile command centers, water rescue boats, and fire/rescue vehicles.

The event was a collaboration among Police, Fire and Operations Departments and **Signature Aviation**.





The airport was the site for first-of-its-kind flight tests conducted in partnership with **GE Aerospace** and **NASA**. The goal was to understand contrails better, using new test methods and technologies. After each flight, the collected data was analyzed at ORF.



ORF partnered with the **U.S. Department of Homeland Security** to provide training to NAA employees as part of the Blue Campaign initiative. The focus of the training was on recognizing signs of human trafficking in aviation settings and knowing how to report potential cases. Through this initiative, airport staff members gained access to awareness resources for ongoing education.

## REPORT HUMAN TRAFFICKING

If you observe the following indicators of suspected human trafficking activity, you should report them right away.



No control of travel  
identification/documents



No freedom of movement/  
social interaction



Difficulty articulating  
reasonable/logical  
travel plans



A non-genuine  
relationship; particularly  
parent/guardian-child

Report Suspected Human Trafficking to the Homeland Security Investigations Tip Line:

**1-866-347-2423**

## Employee Engagement

Norfolk Airport Authority is focused on building a strong, supportive culture where every employee is recognized as essential to the operation of the airport. In alignment with our Strategic Plan PRIDE values (Professionalism, Responsiveness, Innovation, Diversity and Excellence), we are committed to fostering professional development, growth and a sense of community among employees.

We welcomed 50 new employees for a total of 226 employees in 2024. There were 24 internal promotions. The average tenure was nine years, and 75 employees had more than 10 years of seniority; 32 possessed more than 20 years of service.



The Authority launched its inaugural mentorship program where mentees completed the 9-month program and were honored at a luncheon.

Employee of the Quarter and Employee of the Year programs recognized those who exemplified professionalism, hard work and dedication.

Those honored in 2024 were:

- Jan. – March: Orlando Todd, Parking
- April – June: Ron Smith, Fire Department
- July – Sept.: Chris Runnels, Field Maintenance
- Oct. – Dec.: Drew Davis, I.T.

During the International Food Cookout in July, Firefighter Ron Smith was named Employee of the Year. He received an engraved award to commemorate this achievement and was honored again on Aug. 9 when he threw out a ceremonial first pitch at a Norfolk Tides game.



Weekly food truck visits began in January. Local small business operators were onsite each Thursday offering a variety of menus for ORF employees and travelers to enjoy.



## Employee Engagement (Cont.)

During Women’s History Month in March, Norfolk Airport Authority recognized women that exemplified strength, courage, kindness, compassion & perseverance. “SHEROS” honored were:

- Lexus Parham, Human Resources
- Tami Parlett, Airport Police
- Mabel Pierce, Airport Police
- Lourdes Robinson, Parking
- Cathy Sutherland, Parking



Events and outings also provided an opportunity for bonding and encouraged confidence and a sense of ownership in the airport. Events included:

- Employee Appreciation meals
- Picnic and Norfolk Tides baseball game
- Holiday luncheon and appreciation gifts
- Seasonal food truck visits with complimentary treats for all employees
- Aviation in Black History game night
- Memorial Day ceremony honoring lost military service members
- Women’s History Month honoring the women of Norfolk Airport Authority
- Juneteenth Lunch and Learn

- International Food Cookout
- Breast Cancer Awareness Month honoring team members who fight breast cancer
- Men’s Health Awareness Month luncheon
- Sentara 3D Mobile Mammography screenings offered onsite at ORF
- Veterans Day luncheon with guest speaker U.S. Navy Capt. Janet Days
- Official sponsor of Norfolk Admirals Hockey with employee outing to the game

Semiannual Staff Forum sessions continued in 2024 to allow leadership to discuss upcoming initiatives and invite staff feedback and suggestions. Many suggestions were incorporated into our operations, including a new employee break room for frontline staff that opened in February.



## Employees Giving Back

Norfolk Airport Authority staff members volunteered their time to support local organizations and events. These efforts included:



**United Way Day of Caring**

Volunteers cleaned trails and grounds at Equi-Kids Therapeutic Riding in Virginia Beach. Equi-Kids provides equine-assisted services to a large and diverse community of children and adults with special needs. Programs also serve military members, veterans and first responders.



**Annual Donation Drive Benefits Salvation Army**

ORF employees came together in a heartwarming display of community spirit to support the Salvation Army Men's Shelter in Norfolk. Overall, 735 items were collected, affirming our organization's commitment to offering aid and support to those in need.



**Out of the Darkness**

Team NAA gathered to highlight suicide prevention during the Out of the Darkness event at Mount Trashmore Park in Virginia Beach. In addition to walking to raise awareness of suicide prevention, participants shared messages of hope and remembrance.



**American Cancer Society Relay for Life**

Cancer survivors, caregivers and employees and their families walked in Chesapeake City Park to raise awareness and offer support for those battling cancer.



**Breast Cancer Awareness**

Airport Police led the initiative to raise funds to support the fight to end breast cancer. Funds raised were donated to the Sentara Breast Cancer Foundation.

## Air Service Development

Norfolk International Airport is a vital asset driving the growth of the region. Its convenient access to the global transportation network fuels commercial activity, economic development, tourism, and enhances the overall quality of life in Coastal Virginia and beyond.

For the third consecutive year, ORF set a record for passenger growth, serving nearly 5 million travelers. This surge was largely driven by capacity expansions from low-cost carriers. In total, eight airlines, including the four largest U.S. carriers (American, Delta, Southwest, and United), along with four low-cost carriers (Allegiant, Breeze, Frontier, and Spirit), provided nonstop service to more than 40 destinations.

According to the U.S. Department of Transportation, ORF ranked as the 65th largest airport out of 699 commercial service airports nationwide in terms of total passengers served. Among peer airports, it ranked fourth in seat capacity recovery in 2024 compared to pre-pandemic 2019, adding more than 550,000 seats. ORF also led Virginia’s airports in the percentage of seats recovered and added.

New air services added in 2024 include:

- Breeze Airlines launched nonstop service to San Diego and Phoenix.
- Delta Air Lines resumed nonstop service to Minneapolis, previously suspended during the pandemic.
- Frontier Airlines introduced nonstop service to Atlanta, Philadelphia, and San Juan, Puerto Rico.
- Southwest added nonstops to St. Louis.
- Spirit Airlines began nonstops to Boston.





## Arts & Entertainment

Two new sculptures were commissioned and installed at ORF in 2024. A locally produced LOVE work sculpture was unveiled in the Arrivals Terminal in March. Created in partnership with Virginia is for Lovers (Virginia Tourism Corporation), this photo station offers a warm welcome for travelers. A scan of the QR code on the base of the sculpture provides a high-flying augmented reality experience.

In June, a 10-foot original sculpture of ORF's logo mark was installed in the Main Lobby. A perfect spot for photos with family and friends, it also served as the stage for musical performances and media events.

Original works by local artists from the Chrysler Museum Perry Glass Studio were on display in the Main Lobby. Installations from the Glasstopia IV and V collections featured a variety of styles showcasing the artists' cultural backgrounds and disciplines.

On loan from the Virginia Beach Neptune Festival, a replica bronze maquette of the iconic King Neptune statue located on the Virginia Beach Oceanfront was installed in the Main Lobby in April. It's the perfect welcome for travelers embarking on adventures throughout the Coastal Virginia region and beyond.

The Main Lobby Student Art Wall featured works by artists from the region's elementary, middle and high schools. Works rotated each month, bringing vibrancy and creativity to the airport throughout the year.

ORF's weekly Live from the Lobby series expanded to feature more local musicians. Performances were held Friday afternoons from noon to 3:00 p.m. Genres included jazz, classic rock, R&B and more.

The Main Lobby was merry and bright with festive holiday décor and sounds of the season during the Holiday Music Festival. Festive interludes with Wings & Strings and Jazz Flights with the Jet Setters delighted travelers and guests. Santa and Mrs. Claus set up a temporary workshop for visits and photos with the young and young at heart.





## Commercial Activity

Hudson and HMSHost have merged to form Avolta, combining retail and food & beverage businesses under one unified brand. This new identity reflects a more diversified business model designed to better serve travelers.

### HUDSON

Record-breaking passenger traffic contributed to a 12% year-over-year increase in revenue for Hudson's retail stores at ORF. Hudson offers a mix of well-known national brands and quality local products.

Notable updates include:

- Expanded offerings in Tech on the Go stores, including travel amenities, health and wellness items, gaming, and children's learning products
- Locally sourced and branded merchandise added to the retail selection
- Seasonal promotions, including two for the price of one and mix-and-match discounts
- Eco-friendly bags made from recycled materials introduced at all locations
- Participation in airport and community outreach events, with donations of food, merchandise and staff time

### HMSHost

Strong passenger traffic led to a 10% revenue increase at HMSHost restaurants at ORF. With a variety of dining options from quick service to full-service experiences, HMSHost offers menus that feature locally inspired flavors and traveler favorites.

Updates for 2024 include:

- Renovation of the Starbucks location in Concourse B to reflect current brand standards
- Implementation of order ahead through the Starbucks app at all locations
- Introduction of QR codes at all restaurants for easy pay and go from the table



## Customer Experience

For the second year in a row, Skytrax awarded Norfolk International Airport a 4-Star Regional Airport rating. Among more than 500 airports rated in the 2024 survey, ORF was among the few 4-Star airports in the United States. Skytrax annual ratings are known as a global benchmark of airport standards. Additional customer amenities for 2024 included:



KidsPort Play Area opened in the Main Lobby. Sponsored by Children’s Hospital of the King’s Daughters, the space provides a fun and engaging spot for little ones. Complimentary coloring books, activity kits and My First Flight badges are available at the Information Center.



Photo stations were added to the Main Lobby and Arrivals Terminal. Original ORF logo and LOVE work sculptures provide the perfect spots for photos with family and friends. The LOVE work includes a QR code which launches a virtual reality experience on your smartphone.



Our own Volunteer Ambassadors and tourism counselors from the Norfolk Convention and Visitors Bureau were on duty daily at the Main Lobby Information Center. To better serve visitors and guests, their hours were expanded to include weekends and evenings.



Parking Perks Loyalty Program members took advantage of reserved discounted prepaid parking, new flexible refunds, monthly bonus promotions as well as air service news.



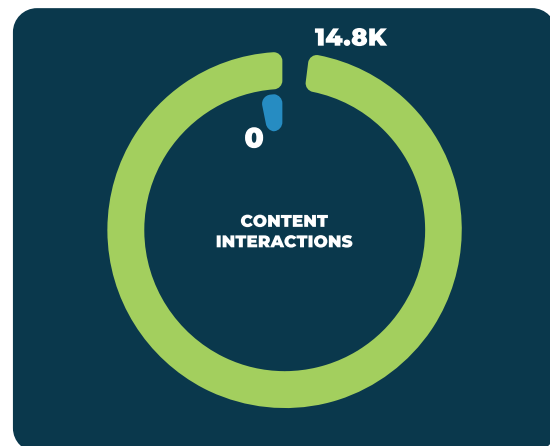
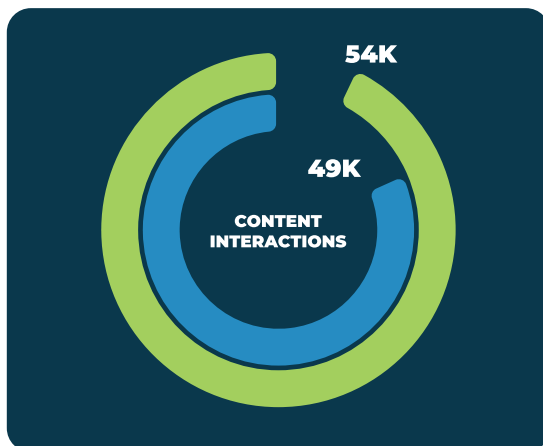
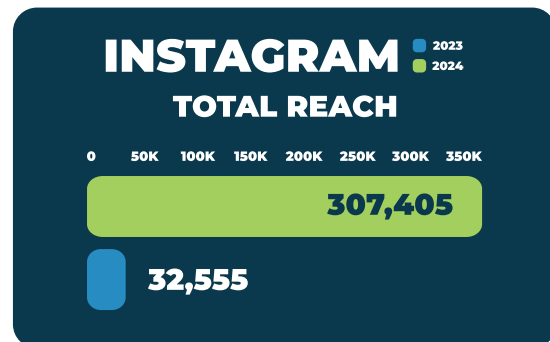
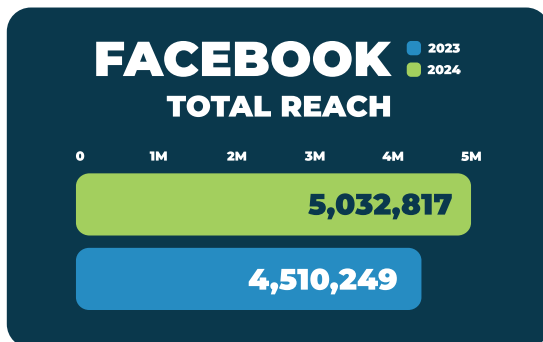
Located just seconds from the Arrivals Terminal curbside, a new expanded Park & Wait Lot for passenger pickup is quick, easy, and free.



Massage chairs were added to the Main Lobby and Arrivals Terminal. Chairs provide deep-tissue Shiatsu massage therapy for travelers and visitors to the airport.

## Digital Presence

Norfolk Airport Authority connects with a broad audience of travelers, employees, the community and media outlets through a growing digital media program. Leveraging a mix of paid advertising and organic content on Facebook, Instagram, X (formerly Twitter), YouTube, and LinkedIn, social media engagements grew substantially in 2024. These channels offer an effective and efficient way to reach those seeking airport information.

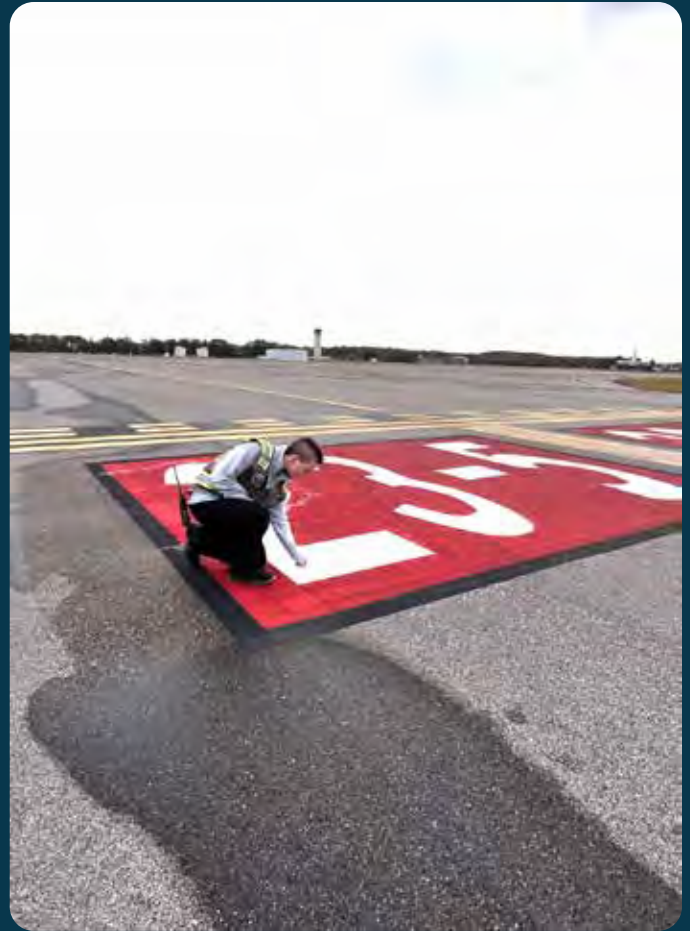




## Operations

For the third consecutive year, ORF successfully completed its Part 139 inspection with no discrepancies. This achievement demonstrated a strong standard of excellence and professionalism. The FAA requires commercial service airports to meet strict and specific requirements to ensure public safety. The comprehensive review process, covering everything from runways and lights to safety procedures and wildlife programs, ensures that the airport is not only compliant but also prioritizes safety.

ORF's Operations team began development of a FAA Safety Management Systems (SMS) Program. The FAA requires an SMS program to ensure airport and air transportation safety by identifying and mitigating safety hazards. The process of composing the plan will continue through 2025 and will include input from all airport tenants.





## Parking

Parking revenues are essential to operations at ORF. As a user-supported facility, the airport does not rely on local tax dollars for day-to-day operations. Revenue is generated through the collection of parking fees, airline facility leases and associated fees, tenant fees and concession contracts.

- Total revenue from parking was nearly \$26.8 million in 2024.
- More than 970,500 customers used the parking lots and garages.
- An average of 5,288 cars parked per day.
- Each car carried an average of 2.75 passengers.
- The average length of stay was 2.85 days.
- Nearly 36,400 prepaid reservations were made through the Parking Perks loyalty program, which offers earned rewards, upgrades, and discounts to members. Membership was driven by advertising campaigns and monthly email blasts.



## Public Safety

The safety of travelers at Norfolk International Airport is our utmost priority. A comprehensive, well-trained team of first responders are on duty 24 hours a day.

A dedicated 23-person fire department specifically trained in aircraft rescue and firefighting, along with a state-certified police force consisting of 37 officers and seven dispatchers, ensure the airport is well-equipped to handle emergencies at any time.

Firefighter EMTs and police personnel train yearly to be proficient in Cardiopulmonary Resuscitation (CPR) and the use of Automated External Defibrillators (AED) to treat sudden cardiac arrest. Stop the Bleed Kits are also readily available through the terminals. EMT conducted multiple CPR training courses for Norfolk Airport Authority employees.

Live fire training exercises were held twice in 2024. Additionally, a tabletop aircraft emergency was conducted to simulate the response capabilities of airport staff, first responders and other stakeholders.

Airport police officers completed recurrent training to ensure they were prepared for the unique challenges of securing an airport environment. The Authority's team works closely with the TSA, FBI, and other federal agencies to stay updated on the latest intelligence, policies, and technology related to airport security.





## Technology & Innovation

The Norfolk Airport Authority’s Department of Information Technology has expanded its full-time team with the addition of an I.T. Manager. The department’s focus has shifted toward developing reliable systems that ensure robust connectivity, enhanced security and scalable infrastructure to support ORF’s planned expansion and the growing demands of air travel.



**The I.T. Department has made significant strides in addressing cyber security challenges. These included:**



Focused growth on implementing a comprehensive cyber security framework, including encryption and real-time threat detection.



Adoption of state-of-the-art cyber security tools, providing continuous monitoring to ensure compliance with data protection laws and Homeland Security policies.



Network enhancements, including automatic failover features to prevent disruptions during planned or emergency outages.

Additionally, the I.T. Department continues to discover and propose cost-effective solutions that maximize return on investment while paving the way for a more digitized enterprise.

## Our Commitment

Norfolk Airport Authority is committed to strengthening and growing our region while serving as an industry leader. We take pride in what we do and how we do it.

Our mission emphasizes collaboration, respect, and fostering a welcoming environment for everyone. We aim for excellence in operations while recognizing the value of inclusivity and equity for both employees and passengers.

**STRONGER TOGETHER. LET'S FLY.**