



2025 ANNUAL REPORT

Table of Contents

- President & CEO’s Message 3**
- Board of Commissioners 4**
- Executive Management Team 5**
- 2025 Passenger Activity 6**
- Financial Performance 7**
- Economic Impact. 9**
- TransformORF 10**
- Air Service Development. 11**
- Community Engagement 12**
- Community & Industry Partnership 13**
- Advertising 14**
- Employee Engagement 15**
- Employees Giving Back. 16**
- Arts & Entertainment 17**
- Commercial Activity 18**
- Customer Experience 19**
- Digital Presence. 20**
- Airside Operations 21**
- Landside Operations 22**
- Public Safety 23**
- Technology & Innovation. 24**
- Our Commitment. 25**

President & CEO’s Message

By almost any measure, 2025 was a historic year for the Norfolk Airport Authority. The pages that follow will tell much of that story in far greater detail, but please indulge me for a moment as I highlight a few of my favorite events from over the course of the past year.

Passenger traffic at Norfolk International Airport set a new annual record for the fourth consecutive year, falling just short of the 5 million mark. There is no question in my mind ORF would have exceeded that threshold for the first time ever were it not for some snow-related cancellations early in the year, or a brief reduction in flights stemming from the federal government’s shutdown for a few weeks last autumn. Coming so close to 5 million for a second straight year gives us an obvious goal to pursue for 2026, though.



Our capital improvement program took several big steps forward including the long-awaited return of the moving walkways, the closure of a seldom-used runway to make way for additional revenue-generating developments, as well as the groundbreaking for a new roadway alignment that will make it easier than ever to drive into or out of the airport.

ORF’s network of nonstop destinations was also greater than ever in ‘25, bolstered by the springtime launch of an airline ORF had hoped to attract for more than a quarter-century – JetBlue Airways. Its presence brought new nonstops to Boston and Fort Lauderdale, along with announced plans for San Juan, Puerto Rico, service set to begin in March 2026.

Similarly, last year also saw the announcement of ORF’s first scheduled commercial international service since 2001 when Breeze Airways revealed its Cancún, Mexico, nonstops would launch in January 2026.

Lastly, we launched a refreshed promotional campaign around the theme of Here & There For You last spring. By year’s end, it had earned honors from Airports Council International – North America as the top marketing program among medium-sized U.S. and Canadian airports. And of course, ORF was again recognized by SkyTrax as a 4-Star Regional Airport, and was its No. 4 placeholder on the list of the World’s Best Domestic Airports for 2025.

I could go on, but there is still more to read in the pages that follow. I remain immensely proud to lead the primary commercial airport for Coastal Virginia and northeastern North Carolina. On behalf of everyone at ORF, I thank you for another fantastic year. Thanks for flying with us at ORF.

-Mark Perryman
President & CEO, Norfolk Airport Authority

Board of Commissioners

Norfolk Airport Authority's nine-member Board of Commissioners is comprised of business and civic leaders appointed by Norfolk City Council. Each serving a four-year term, 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 in balancing the airport's growth with sound management practices.



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.

Commissioner — 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 "Chip" Rock

Commissioner — Rear Admiral, USN,
Retired-Navy Region Mid-Atlantic



Bruce B. Smith

Commissioner — Real Estate
Developer;
Bruce Smith Enterprises, LLC



Mary Ellen "Mel" Price

Commissioner — CEO/Managing
Principal;
Work Program Architects



Charles "Evans" Poston Jr.

Commissioner — Director, Federal
and State Affairs;
Troutman Strategies



Executive Management Team

The Norfolk Airport Authority is a political subdivision of the Commonwealth of Virginia. The Authority is led by a President and Chief Executive Officer who is supported by an Executive Management Team that oversees the day-to-day operations of Norfolk International Airport (ORF). More than 230 employees across the Administration, Building Maintenance, Field Maintenance, Finance, Fire, Information Technology, Human Resources, Janitorial, Market Development, Operations, Parking and Police departments work around the clock to ensure the airport remains safe, efficient and fully operational.



Mark A. Perryman
President and
Chief Executive Officer



Steven Djunaedi
Vice President and
Chief Commercial Officer



Anthony E. Rondeau
Executive Vice President and
Chief Development Officer



Melinda Montgomery
Vice President and
Chief Operations Officer



Mark A. Trank
Senior Vice President and
General Counsel



Kanama Bivins
Vice President and
Chief Financial Officer



Chris Jones
Vice President and
Chief Marketing and
Communications Officer



2025 Passenger Activity

Passenger traffic at Norfolk International Airport (ORF) increased in 2025 for the fourth consecutive year with 4.89 million passengers served. This represents a slight increase over 2024's total of 4.86 million passengers. ORF added JetBlue in April 2025, though Allegiant exited the market last summer.



AIRLINE	2025	2024	CHANGE
ALLEGIANT	45,951	58,502	-21.5
AMERICAN	1,405,132	1,425,583	-1.4%
BREEZE	422,944	358,351	18%
DELTA	1,278,196	1,214,893	5.2%
FRONTIER	92,647	64,014	44.7%
JETBLUE	44,451	-	100%
SOUTHWEST	771,332	776,339	-0.6%
SPIRIT	176,786	239,414	-26.2%
UNITED	651,199	724,904	-10.2%

Financial Performance

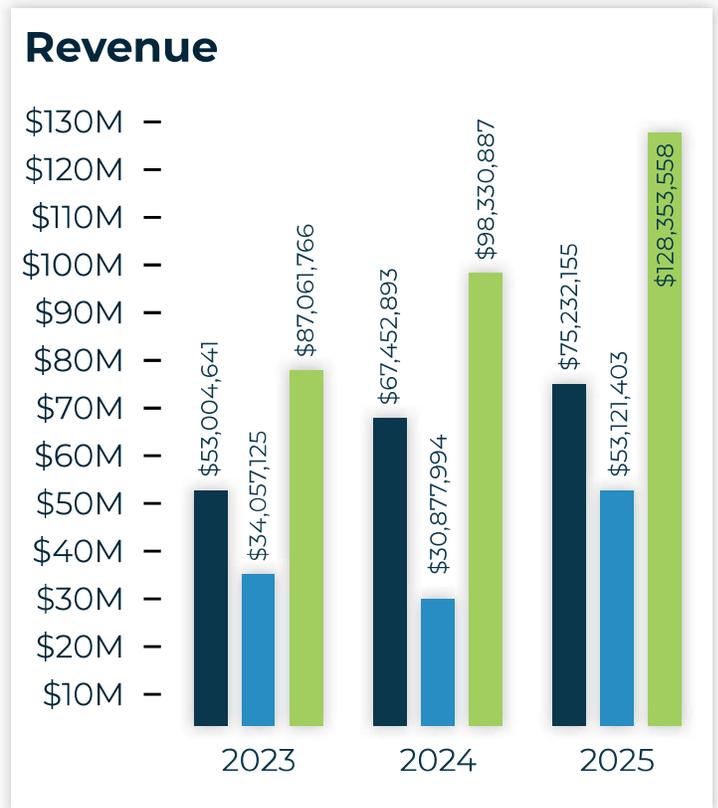
In 2025, the Authority advanced a strong and sustainable financial outlook. Driven by continued passenger growth and new airline lease agreements, Fiscal Year 2025 was a record year, with operating revenues increasing 30.5 percent due to higher airline rents and increased traveler demand.

ORF has experienced steady growth over the past decade. Since 2015, five new airlines have added service, contributing to a 67.8 percent increase in passenger traffic and a more resilient revenue base.

Capital improvements are supported by a balanced funding strategy that includes operating revenues, federal and state grants, Passenger Facility Charges (PFCs), Customer Facility Charges (CFCs) and revenue bonds. The Authority's Series 2019 and 2021 bonds are rated A3 (stable outlook) by Moody's and A (stable outlook) by S&P, enabling continued investment, workforce growth and long-term financial resilience.

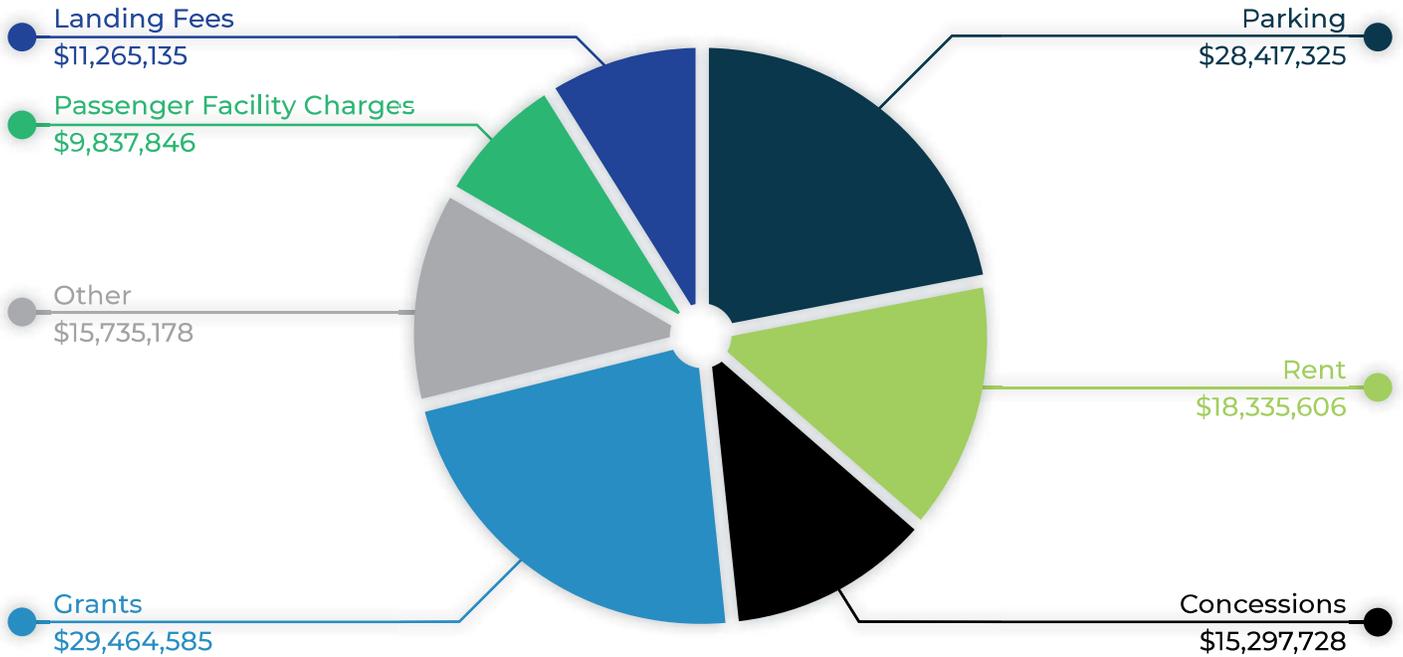
Together, these accomplishments position ORF to meet future demand, support regional economic growth and deliver lasting value to passengers, airlines and the community.

Operating Non-Operating Total

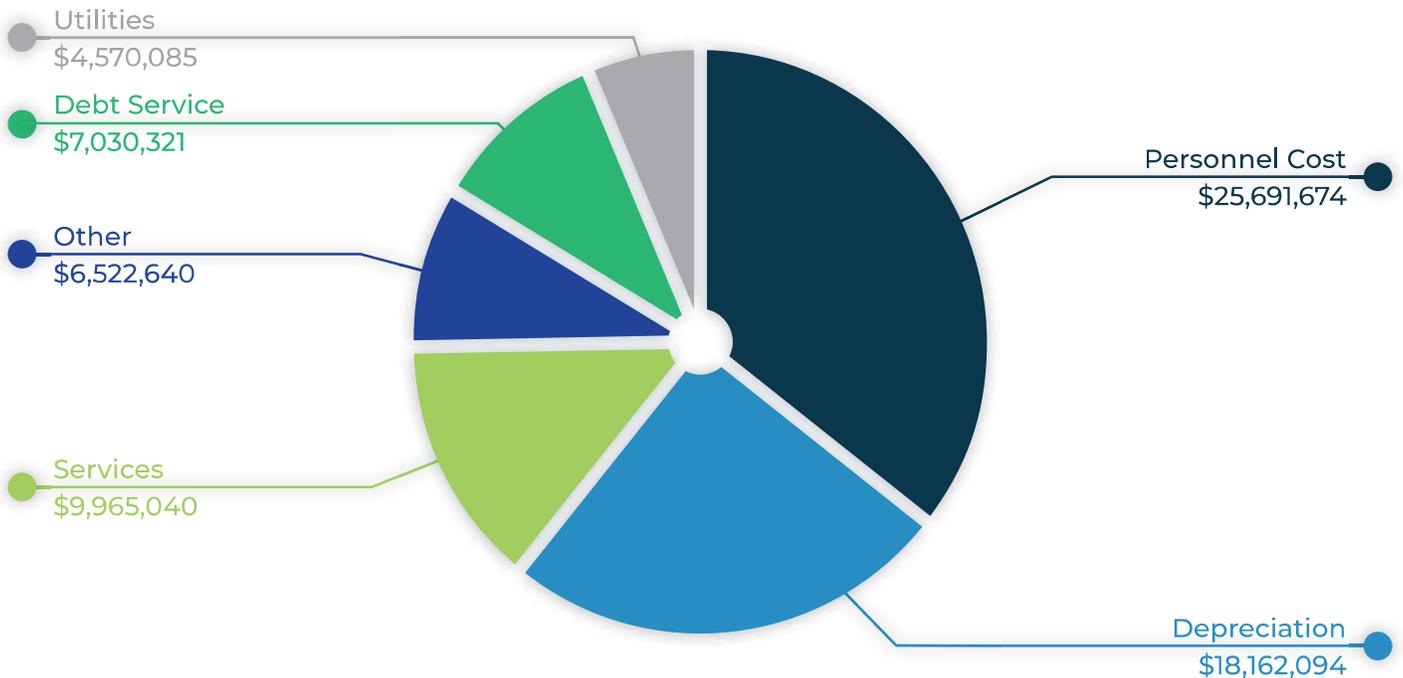


Financial Performance (Cont.)

Revenue Sources FY25



Expense Categories FY25



Economic Impact

According to a 2024 study by the Dragas Center for Economic Analysis and Policy at Old Dominion University, ORF generated nearly \$2.7 billion in regional economic activity that year, underscoring the airport's significance as a powerful economic engine. The study also highlighted steady growth in jobs and worker earnings across Virginia and North Carolina, reinforcing the airport's role as a catalyst for regional prosperity.

Over the five-year period analyzed, ORF invested nearly \$380 million in capital improvements, enhancing airfield and terminal infrastructure to support long-term growth, improve operational efficiency and meet future demand.



ORF delivered **\$2.68 billion** to the economies of Virginia and Northeast North Carolina.

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

\$1.2 billion
In Job Earning



Nearly 22,500
Jobs



Nearly \$380 million
Capital Improvements Completed from
2019-2024



\$1.673 billion
GDP



TransformORF

TransformORF is the most ambitious modernization effort since the Departures Terminal opened in 1974. This multi-phase initiative represents a nearly \$1 billion investment in the future of Norfolk International Airport.

Projects Completed through 2025:

- ✪ Full rehabilitation at the ends of Runway 5/23
- ✪ Installation of moving walkways on the pedestrian bridge
- ✪ Expansion of the Park & Wait Lot

These improvements are already delivering measurable gains in safety, accessibility, and convenience.

Planned Enhancements

- ✪ Expansion of Concourse A with three new gates, a central bar and restrooms
- ✪ New Federal Inspection Services facility to support international travel
- ✪ Realignment of airport entrance intersection to improve roadway access
- ✪ Expanded aircraft observation area
- ✪ Updated dining and retail options featuring local and national brands
- ✪ Consolidated TSA security checkpoint in the Main Lobby
- ✪ Expanded ticketing lobby
- ✪ Expanded Norfolk Airport Authority offices
- ✪ Consolidated rental car center

Together, these investments will create a more integrated and efficient airport campus.



Air Service Development

Norfolk International Airport (ORF) is a key economic engine for Coastal Virginia and northeast North Carolina, connecting the region to the global transportation network and supporting commerce, tourism, business investment and quality of life.

For the fourth consecutive year, ORF achieved record passenger growth, serving nearly five million travelers. Nine airlines provided nonstop service to 45 destinations, including the nation's five largest carriers American, Delta, JetBlue, Southwest and United, and four low-cost carriers Allegiant, Breeze, Frontier and Spirit.

Among 20 peer airports, ORF ranked fifth in capacity growth for 2025, adding more than 170,000 seats year over year, and it led all Virginia airports outside Washington, D.C. in total seats added.

New or returning services included:

- ✪ JetBlue's presence at ORF began April 30 with nonstop flights to Boston, followed by nonstop service to Fort Lauderdale.
- ✪ Breeze Airways resumed seasonal nonstop service to New Haven, Conn.; Akron, Ohio; San Diego; Columbus, Ohio; Portland, Maine; Pittsburgh; Los Angeles; Syracuse, N.Y.; Phoenix and Orlando.
- ✪ Delta Air Lines returned its seasonal nonstop service to Boston.
- ✪ Frontier Airlines added seasonal nonstop service to Dallas-Fort Worth.
- ✪ Southwest Airlines resumed seasonal nonstop service to Dallas-Love Field and St. Louis.
- ✪ Spirit Airlines added seasonal nonstop service to Boston, New York-LaGuardia and Detroit.
- ✪ In September, Breeze announced new nonstops for Cancún and Mexico beginning January 2026.



Community Engagement

The Norfolk Airport Authority remains committed to strengthening the community through education, outreach and inclusive engagement initiatives.

In the spring, the Authority hosted a multi-department internship program for high school and college students interested in aviation careers. Participants gained hands-on experience in Administration, Police, Fire, Information Technology, Operations, Parking and Maintenance. Four college-bound interns continued through the summer, exploring career pathways in the airport industry. The Authority was recognized as a 2025 Top Virginia Employer for Interns by the Virginia Talent + Opportunity Partnership.

ORF also hosted airport familiarization events for aviation students from Hampton University and Elizabeth City State University, as well as Norview High School Naval JROTC cadets.



Students from the Boys & Girls Clubs of Southeast Virginia and YWCA South Hampton Roads participated in the annual “Sky’s the Limit” program where they explored commercial air travel and learned about aviation career opportunities.



In partnership with The Arc of Virginia, VersAbility Resources and American Airlines, ORF hosted “Wings for All,” an inclusive event that helps reduce travel anxiety by guiding participants through the airport experience from check-in to boarding.

Airport staff and tenant partners joined American Airlines and the Gary Sinise Foundation to provide a memorable “Snowball Express” send-off to Walt Disney World for families of fallen heroes.



Authority team members also participated in STEM outreach at the Virginia Air & Space Science Center and Chesapeake Public Schools’ World of Works Expo, demonstrating how coordination and teamwork keep airport operations safe and efficient.

Additional engagement efforts included Coffee and Cocoa with a Cop events, hosting the Chesapeake Police Citizen’s Academy Alumni Association and participating in the Downtown Norfolk Grand Illumination Parade.



Community & Industry Partnership

The Authority continued to invest in community engagement, safety and the advancement of the aviation industry throughout 2025 by partnering with a wide range of local organizations and initiatives including:

✪ Sponsorship of 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 partnerships included the Norfolk Tides baseball team and the Norfolk Admirals ice hockey team, as well as Virginia Beach United FC men’s and women’s soccer teams. In addition to promoting air service and airport amenities at these venues, the Authority hosted employee outings that strengthened engagement among team members.



✪ Sponsorship of Skate the Riverwalk, a new waterfront ice-skating experience at Norfolk’s Winterfest Riverwalk. The attraction invited visitors to skate under the stars while enjoying festive music, hot cocoa and seasonal holiday cheer.

✪ Continued partnership with the U.S. Department of Homeland Security’s Blue Campaign providing the Authority’s employees with training to recognize and report potential human trafficking in aviation settings. The initiative also gave staff access to ongoing awareness resources.

✪ The Authority was honored to host delegates from the International Facility Management Association (IFMA) during its Airport Council Spring Conference, held in Norfolk in April. As the world’s largest and most widely recognized association for facility management professionals, IFMA plays a vital role in advancing industry collaboration and the Authority was pleased to support this important gathering.



✪ In October, the Authority hosted the American Association of Airport Executives (AAAE) Airport Social Media Summit in Virginia Beach. The event welcomed communications and marketing professionals from airports across North America and provided a valuable forum to explore emerging topics, share insights and strengthen connections across the airport community.



Advertising

In March, ORF launched **Here & There For You**, a new marketing campaign designed to raise awareness of the airport as the primary air gateway for Coastal Virginia and northeast North Carolina. Developed in partnership with Sway Creative Labs, the campaign emphasizes ORF's role as both a vital transportation hub and a trusted community partner. Featuring refreshed visuals, community-focused messaging and an updated brand voice, Here & There For You reflects ORF's commitment to supporting travelers at every stage of their journey while reinforcing our focus on service expansion and customer-centered operations.

The campaign reached approximately 1.8 million residents across the Virginia Beach–Chesapeake–Norfolk, VA–North Carolina Metropolitan Statistical Area in 2025. Targeted advertising was strategically deployed through social media, streaming video and audio platforms and outdoor billboards to maximize visibility and engagement.

As part of this rebranding, ORF also changed its website address to FlyORF.com to better align with industry standards. Social media handles also took on the FlyORF identity.

At December's ACI-NA's 2025 Marketing and Communications Conference in Kansas City, ORF received a first-place award recognizing the campaign's traveler-focused approach. ACI-NA honors airports across the United States and Canada for marketing initiatives that demonstrate a strong understanding of traveler needs and effectively drive passenger engagement and community awareness.



Employee Engagement

The Norfolk Airport Authority is committed to fostering a supportive workplace culture in which every employee plays a vital role in the airport's success. While continued investment in facilities remains a priority, investing in the workforce is central to advancing ORF's transformation.

In 2025, the Authority added 65 new employees, bringing total staffing to 231, with 16 internal promotions. The workforce remained highly experienced with an average tenure of nine years; 73 employees had more than 10 years of service, including 31 with more than 20 years.

In January, the Authority introduced a Spot Bonus Program enabling managers to recognize exceptional performance through immediate awards.

Mentorship continued as a cornerstone of professional development with participants completing the Authority's nine-month mentorship program and being recognized at a luncheon.



In recognition of Women's History Month, the Authority honored "SHEROES" who exemplified strength, courage, kindness, compassion and perseverance. Honorees included:

- ✦ Sheila Balli - Human Resources
- ✦ Nancy Ilanes - Janitorial
- ✦ Sally McCoy - Police Dispatch
- ✦ Denique Pitter-Nottingham - Police Dispatch

Employee recognition programs honored individuals who demonstrated professionalism, dedication and excellence. The 2025 honorees included:

- ✦ **January–March:** Trey Clark, Operations
- ✦ **April–June:** Tiffney Smith, Finance
- ✦ **July–September:** Thomas Sessoms, Operations
- ✦ **October–December:** Andrew Davis, Information Technology
- ✦ **Employee of the Year:** Andrew Davis, ORF I.T. Technician II



Employee engagement was strengthened through twice-yearly staff forums with executive leadership, providing opportunities for open dialogue and feedback. Employee suggestions were incorporated into operations, including enhanced benefits and the introduction of an employee suggestion box program.

Throughout the year, employee events and outings fostered camaraderie. Activities included employee appreciation meals and outings to Norfolk Tides and Norfolk Admirals games.



Employees Giving Back

Authority staff members volunteered their time to support local organizations and community events throughout the year.



Team members joined survivors, caregivers and supporters in the fight against cancer at the American Cancer Society's Relay for Life event at Chesapeake City Park.



Employees donated household and hygiene items for Seton Youth Shelters in Virginia Beach, reinforcing the Authority's commitment to supporting individuals and families in need.



Volunteers participated in United Way's Day of Caring at Trails of Purpose, an organization that supports service members and their families as they navigate the challenges of trauma, transition and reintegration following military service.



The Authority Police Department raised funds to support the fight against breast cancer, with proceeds donated to the Sentara Breast Cancer Foundation.

Arts & Entertainment

The arts and entertainment took flight at ORF enhancing the airport environment with photo stations, art exhibits, gallery display and live music. All were designed to create a welcoming and memorable experience for travelers and guests.

In July, museum display cases were installed in the Main Lobby creating a dynamic space for regional museums and artisans to showcase highlights from their collections. In 2025, exhibitors included Old Dominion University's Barry Art Museum, the Naval History Museum and a timeline celebrating the history of Norfolk International Airport.



Throughout the year, original works by local artists from the Chrysler Museum's Perry Glass Studio were displayed in the Main Lobby. Rotating installations from the Glasstopia collection highlighted diverse artistic styles while celebrating the artists' cultural backgrounds and creative disciplines.



The Main Lobby also came alive with music. As part of ORF's Live from the Lobby series, local musicians performed jazz, classic rock, R&B and more on Friday afternoons entertaining travelers, visitors and employees alike.

ORF's Student Art Wall showcased the creativity of talented elementary, middle and high school artists from across the region. Monthly rotations brought fresh perspectives and vibrant energy to the Main Lobby throughout the year.

The holiday season brought extra cheer with festive decor and seasonal music during the Holiday Music Festival. Performances by Wings & Strings and Jazz Flights with the Jet Setters delighted guests, while Santa and Mrs. Claus hosted a temporary workshop, welcoming visits and photos with the young and young at heart.



Commercial Activity

Avolta, the parent company of Hudson and HMSHost, manages the retail and food and beverage operations at ORF. This operational alignment has enhanced efficiency and contributed to the overall traveler experience.

Hudson

Record-breaking passenger traffic in 2025 drove an 8% year-over-year increase in revenue for Hudson’s retail locations. The stores continue to offer a blend of national brands and locally sourced products, providing travelers with both quality and variety.

Hudson employees volunteered their time for airport and community outreach initiatives, including donations of food and merchandise.

In addition, Avolta’s Journey For Good Foundation contributed \$20,000 to the Foodbank of Southeastern Virginia and the Eastern Shore. This grant was supported in part by ORF travelers who chose to round up their purchases at Hudson stores and HMSHost restaurants. Through this collective effort, meals were provided to individuals and families in need across the community.

HMSHost

Strong passenger traffic contributed to a 6.1% increase in revenue at HMSHost restaurants. Offering a diverse range of dining options from quick-service concepts to full-service experiences, HMSHost features menus that highlight locally inspired flavors alongside traveler favorites.

Throughout 2025, HMSHost reinforced its commitment to the airport and the surrounding community. Ongoing charitable initiatives included complimentary meals for federal employees during the government shutdown and food donations for Snowball Express and USO initiatives.



Customer Experience

For the third consecutive year, ORF earned a 4-Star Regional Airport rating from Skytrax. ORF was also ranked No. 4 on Skytrax's 2025 list of the World's Best Domestic Airports, the highest placement achieved by any North American airport. For more than 25 years, Skytrax's Airport Star Rating program has served as an industry benchmark, evaluating up to 800 customer-facing elements across the entire passenger journey.

Throughout the year, ORF hosted a variety of special events in the Main Lobby to engage and celebrate travelers. We recognized Valentine's Day, Earth Day, World Art Day, Mother's and Father's Days, Welcome Summer, Customer Service Week, Fire Prevention Month and Veterans Day.

The Authority launched Welcome Waggin', a therapy dog program featuring certified dogs that visit the terminal to provide comfort, reduce travel-related stress and enhance the overall passenger experience.

In April, ORF's Volunteer Ambassador Program celebrated its 25th anniversary marking decades of service and thousands of volunteer hours assisting passengers, visitors and guests. Volunteer ambassadors, in partnership with tourism counselors from the Norfolk Convention and Visitors Bureau, were on duty at the Main Lobby Information Center daily from 9:00 a.m. to 9:00 p.m.

Volunteer Coordinator Tricia Hodges was honored with a 2025 Norfolk Champion of Hospitality Award by the Norfolk Tourism Foundation and Visit Norfolk. The award recognizes outstanding hospitality professionals who consistently go above and beyond in service excellence.

Additional customer-focused amenities introduced in 2025 included:

- ✦ Rental car companies Sixt and Thrifty Rental Car joined the ORF family, expanding our offerings to 10 rental car brands, all conveniently located in the Arrivals Terminal.
- ✦ A partnership with Boomerang to efficiently manage and return items lost at the airport.
- ✦ A partnership with Flippit to ship items not permitted through TSA checkpoints to passengers anywhere in the United States for a flat fee.
- ✦ Upgraded Mothers Rooms featuring new furnishings, equipment and decor, creating a calm, private environment for nursing mothers and caregivers traveling with young children.

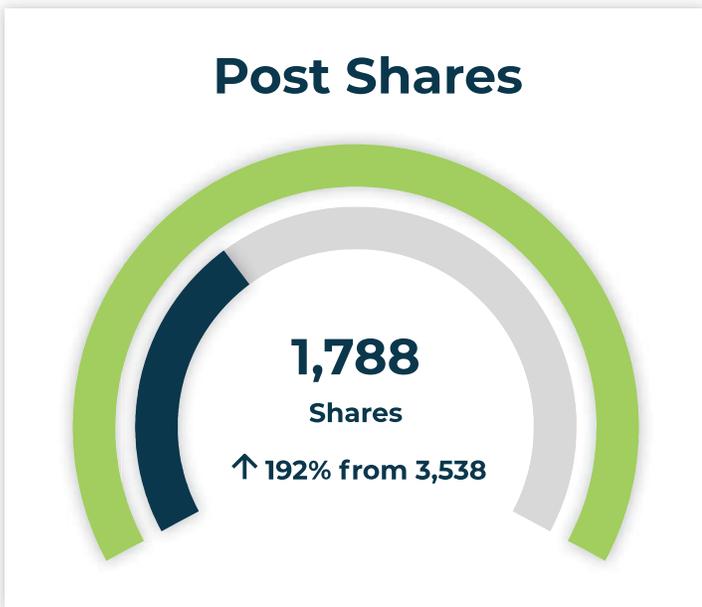
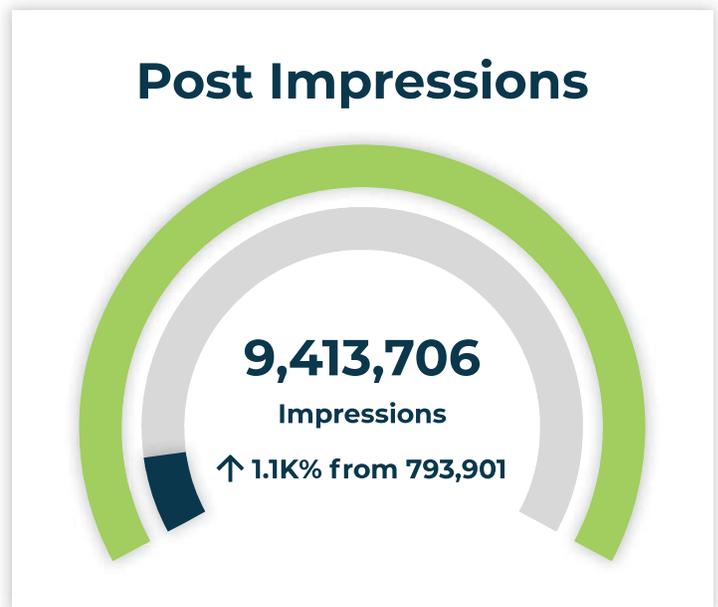
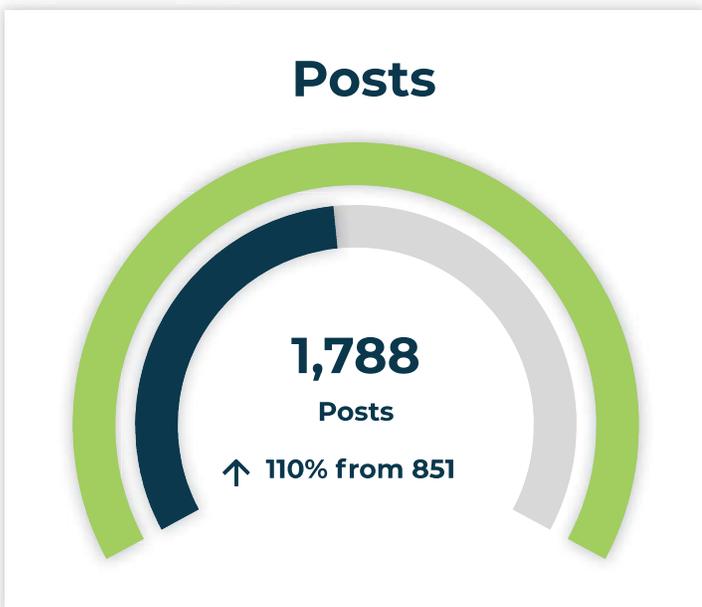


Digital Presence

The Authority connects with a broad audience including travelers, employees, community members and media outlets through a growing digital media program. By leveraging a strategic mix of paid advertising and organic content across Facebook, Instagram, X (formerly Twitter), YouTube and LinkedIn, social media engagement increased substantially in 2025. This balanced approach has proven to be an effective and efficient way to reach audiences seeking timely and relevant airport information.

The infographics below include LinkedIn, Facebook, Instagram, X and Youtube.

■ 2025
 ■ 2024



Airside Operations

In 2025, the Authority successfully completed the FAA’s FAR Part 139 Airport Certification Inspection, confirming that ORF meets the highest safety standards for commercial airport operations. The comprehensive review evaluated airfield infrastructure, personnel training, fueling, fire and winter operations and wildlife management. This accomplishment reflects ORF’s commitment to operational excellence and aviation safety.

Additionally, the FAA formally accepted ORF’s Safety Management System (SMS) Plan for inclusion in the Airport Certification Manual. The SMS establishes a proactive, airportwide approach to hazard identification, risk management and continuous improvement. It provides clear guidance to employees and tenants. These initiatives reinforce ORF’s leadership in safe, efficient airport operations and its dedication to the safety of passengers, staff and the aviation community.

ORF’s Operations team traveled to Buffalo, NY, to accept the Balchen-Post Award for Excellence in Airport Snow and Ice Control at the International Aviation Symposium. ORF received an Honorable Mention in recognition of maintaining safe airport operations during the severe winter conditions experienced in early 2025.



Landside Operations

Parking revenue is vital to operations at ORF. As a user-supported facility, the airport does not rely on local tax dollars for day-to-day operations. Instead, revenue is generated through parking fees, airline facility leases and related charges, tenant fees and concession contracts.

- ✪ Parking generated nearly \$27.6 million in revenue in 2025.
- ✪ 1,182,159 customers used the airport's parking lots and garages.
- ✪ An average of 5,340 vehicles parked each day.
- ✪ Each vehicle carried an average of 2.79 passengers.
- ✪ The average length of stay was 2.91 days.
- ✪ Nearly 37,000 prepaid reservations were made through the Parking Perks loyalty program, which offers members rewards, upgrades and discounts. Membership growth was driven by targeted advertising campaigns and monthly email communications.



Public Safety

The safety and security of travelers at ORF remain our highest priority. A comprehensive, highly trained team of first responders is on duty 24 hours a day, ensuring constant readiness.

The airport is supported by a dedicated 23-member fire department specially trained in aircraft rescue and firefighting, along with a state-certified police force consisting of 37 officers and seven dispatchers. Together these teams ensure the airport is fully prepared to respond to emergencies at any time.

Firefighters and police personnel completed annual training in Cardiopulmonary Resuscitation (CPR) and the use of Automated External Defibrillators (AEDs) to respond to sudden cardiac arrest. Stop the Bleed kits are also readily available throughout the terminals. In addition, the fire department conducted CPR training courses for Authority employees.

In 2025, live fire training exercises were conducted twice, and ORF successfully completed its FAA-required full-scale emergency response exercise. This comprehensive drill evaluated readiness for a simulated aircraft accident and is essential to maintaining airport certification. The exercise involved coordinated participation from fire and police departments, emergency medical services, disaster response teams, emergency communications and search and rescue units.

Airport police officers completed recurrent training to address the unique challenges

of securing an airport environment. The Authority continues to work closely with the Transportation Security Administration (TSA), Federal Bureau of Investigation (FBI) and other federal partners to stay informed on the latest intelligence, policies and technology related to airport security.



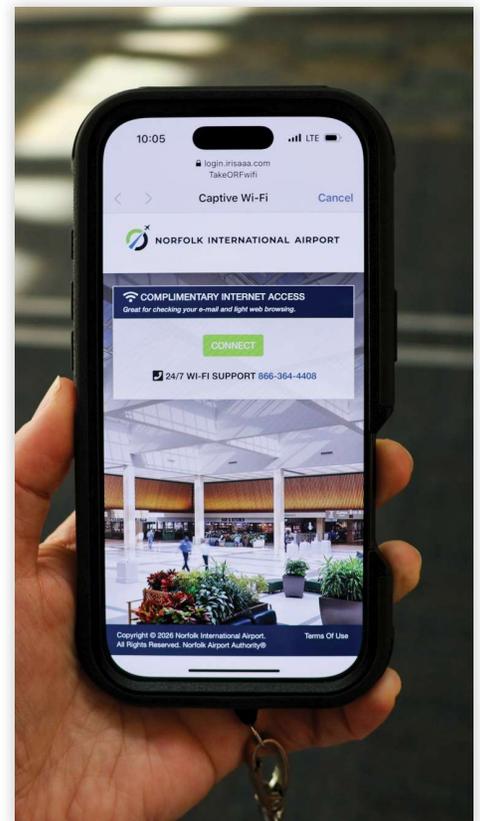
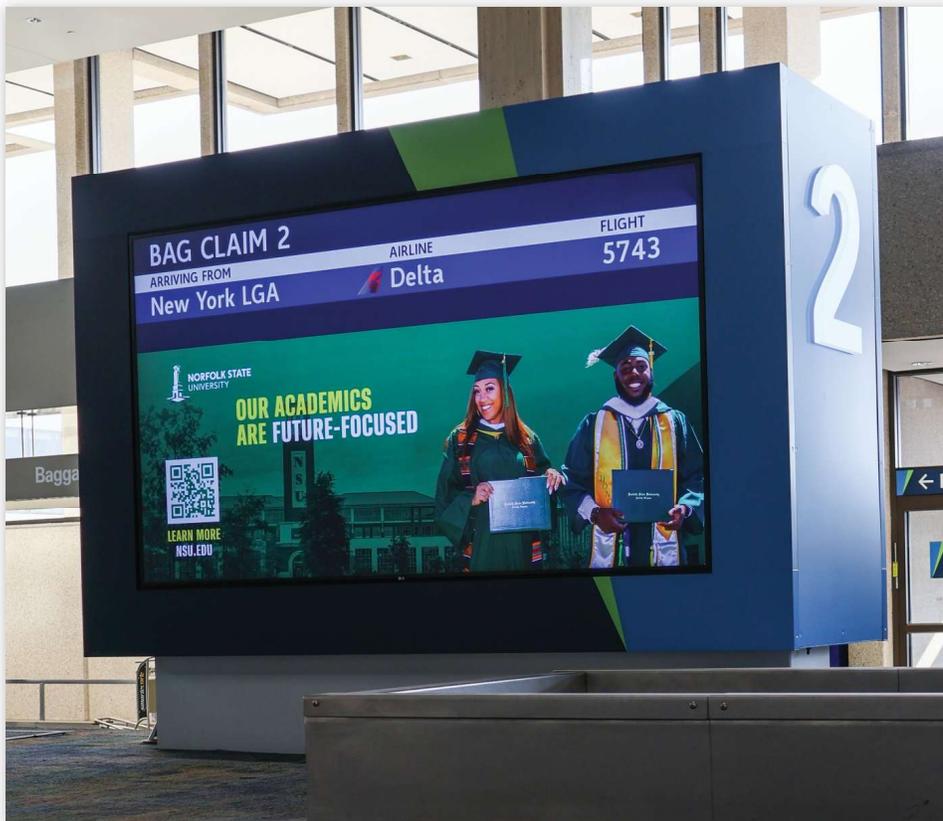
Technology & Innovation

The Authority's Department of Information Technology expanded its full-time staff in 2025. The department is developing reliable systems that ensure robust connectivity, enhanced security and resilient infrastructure to support ORF's planned expansion and the increasing demands of air travel.

The I.T. Department made significant progress in addressing cybersecurity challenges, including:

- ✘ Adopting state-of-the-art security tools that provide continuous monitoring and ensure compliance with data protection regulations and Homeland Security policies.
- ✘ Enhancing network reliability through automatic failover capabilities to prevent service disruptions during planned maintenance or emergency outages.

In addition, the I.T. Department continues to identify and recommend cost-effective solutions that maximize return on investment while advancing the Authority's transition toward a more fully digitized enterprise.





Our Commitment

The Authority is committed to strengthening and expanding the airport and air service to support the continued growth and vitality of our region. As an industry leader, we take pride in the integrity of our work and the high standards by which we operate. Our mission is rooted in collaboration, mutual respect and the creation of a welcoming environment for all who pass through our airport.

We strive for operational excellence by empowering our employees, partners and passengers, knowing that a strong, connected community is the foundation of our success.

HERE & THERE FOR YOU.

