



## **NORFOLK INTERNATIONAL AIRPORT**

### **Norfolk International Airport Overview**

*Updated April 2026*

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 92,000 flight operations in 2025. Skytrax has awarded Norfolk Airport a 4-Star Regional Airport rating. Among 575 airports rated in the 2025 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, governed by a nine-member board of commissioners appointed by Norfolk City Council. Day-to-day operations are managed by a President and Chief Executive Officer, supported by a staff of nearly 250 employees across Administrative, Airside Operations, Building Maintenance, Human Resources, Field Maintenance, Finance, Fire, Information Technology, Janitorial, Landside Operations, Market Development and Police departments.

#### **SCHEDULED AIR SERVICE**

Norfolk International is served by seven airlines – American, Breeze, Delta, Frontier, JetBlue, 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.

In 2010, Norfolk Airport Authority began a major renovation of the Departures Terminal Lobby. Phase I of 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**

ORF is launching its most ambitious modernization effort since the current departures terminal opened in 1974. This multi-phase initiative is designed to enhance the passenger experience and improve operational efficiency for airlines, tenants, and the Norfolk Airport Authority.

In 2024, a series of projects to upgrade public areas within the terminal to streamline the traveler journey began. Over the next several years, nearly \$1 billion will be invested in improvements, including:

- Rehabilitation of Runway 5/23 – *complete*
- Moving walkways on the pedestrian bridge – *complete*
- Expanded Park & Wait Lot – *complete*
- Concourse A expansion to include three gates and additional passenger facilities
- Federal Inspection Services (FIS) facility - *complete*
- Airport entrance intersection improvements
- Expanded aircraft observation area
- Expanded Norfolk Airport Authority administration offices
- Consolidated rental car center
- On-site airport hotel

- Consolidated TSA security checkpoint in the Main Lobby
- Expanded ticketing lobby

These enhancements will position ORF to better serve passengers today and into the future, while supporting continued regional growth and connectivity.

## **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 2025 exceeded 22,500 jobs that paid about \$1.2 billion in earnings, with GDP nearly \$1.7 billion and total economic output of \$2.7 billion. \$380 million in capital improvement projects were completed in 2019 through 2024.

## **AIRPORT PASSENGER PROFILE**

Airport surveys indicate the following characteristics of Norfolk International Airport travelers in 2025:

- Purpose of Travel – Pleasure travel (51%) slightly outweighed business travel (47%) 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 34% taking 5 or more trips per year.
- Residence – 60% of airport users reside in Virginia and 40% reside outside of the Commonwealth.
- Military affiliation – Active-duty military households account for 14% of airport users and 86% of users have no military connection.
- Age of Travelers – The median age of airport travelers is 39, with 77% of travelers between 25 and 54 years old.
- Educational Attainment – The median years of education of airport users is 14.3 years, with 57% of users having a college or post graduate degree.
- Annual Household Income – The median household income is \$59,500, with 37% 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 in the Arrivals Terminal-Garage A complex. On-site rental car companies include Alamo, American, Avis, Budget, Dollar, Enterprise, Hertz, National, Sixt and

Thrifty. Rental car reservation, pickup and return facilities are located within the Arrivals Terminal and Garage A. Taxicab service is also available. Shared rides services are provided by Lyft and Uber. 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 hour, or any part thereof, up to a maximum of \$25.00 per day. Daily rates, including garages, are \$3.00 per 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 and Garage D Ground Level and Level 3.

## **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. A new International Arrivals Terminal adjacent to Concourse A is home to U.S. Customs and Border Protection allowing the processing and handling of international flights and Global Entry interviews. The Norfolk Airport Authority's administrative offices, police and security offices are also located in the main passenger terminal. A business lounge, information center and children's play area are available 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 shared ride services, 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, skylights and people movers, offers convenient access from the arrivals terminal and adjacent parking garages to the second floor of the main terminal.

## **CONCESSIONS**

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

Beginning in 2026, ORF will roll out a refreshed mix of dining and shopping options featuring a blend of local gems and well-known national brands.

Concessionaires Avolta and Faber, Coe & Gregg are currently in negotiations to introduce a variety of new concepts ranging from food courts and bars to expanded retail spaces. More than 40% of offerings are expected to represent local businesses.

Proposed additions feature hometown favorites COVA Brewing Co., Ghost Kitchen, Pale Horse Coffee and Town Center Cold Pressed, along with national brands like Dunkin', Baskin-Robbins and Buffalo Wild Wings.

The 200 Sack Club, a new bar & grill honoring local NFL legend Bruce Smith, is under construction by The Playmakers Group in Concourse B. High Tide Bar Bites is also under construction in Concourse A gate expansion area. Both are scheduled to open in spring 2025.

### **INTERNET SERVICES**

Unlimited free wireless internet access (Wi-Fi) is available in all public areas of Norfolk International Airport's terminals. 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.FlyORF.com](http://www.FlyORF.com) | E-mail: [info@norfolkairport.com](mailto: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 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'. This runway allows for 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**

Two 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 is on site for international arrivals.

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  
Website: [www.signatureflight.com](http://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 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

Runway: 5-23/9000' X 150' (Grooved Concrete 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