



NORFOLK INTERNATIONAL AIRPORT

Norfolk International Airport Overview

Updated August 2026

As the major airport serving coastal Virginia and northeast North Carolina, Norfolk International Airport (ORF) 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

ORF 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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757-857-3351
757-857-3265 Fax
Web: www.FlyORF.com
E-Mail: info@norfolkairport.com

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

ORF 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.

FACILITY IMPROVEMENTS AND GROWTH

From its modest beginnings in 1938 to its current status as Virginia's primary link to the global air transportation network, ORF has continually grown and adapted to meet the region's evolving aviation needs.

2010–2014: Departures Terminal Lobby Refurbishment — Phase I

In 2010, the Norfolk Airport Authority began a major renovation of the Departures Terminal Lobby. Phase I included the installation of a large skylight in the lobby, new terrazzo flooring in the center of the lobby, and replacement of carpet and wall covering around the lobby's perimeter.

The project also included terrazzo flooring along the length of both concourses and a major expansion of the Transportation Security Administration (TSA) passenger screening checkpoint on

Concourse B. The expanded checkpoint allowed TSA to increase screening operations and install newer screening technology.

Construction of Phase I was completed in May 2014.

2013: General Aviation Facility Upgrades

In 2013, the Norfolk Airport Authority upgraded the Airport's General Aviation facilities, which serve corporate and private aircraft operating at ORF.

The improvements included a major renovation of the General Aviation Terminal's interior and an expansion of the facility's public parking area. Exterior improvements included cleaning and sealing all exposed aggregate surfaces, painting exterior trim, and adding an oversized canopy at the landside entrance. New exterior lighting and landscaping were also included in the project.

2014–2016:

Departures Terminal Refurbishment — Phase II

Phase II of the Refurbishment Project began in July 2014. Improvements included a renovated and enlarged security checkpoint on Concourse A, new and renovated restrooms, skylights and updated interior finishes on Concourses A and B, terrazzo flooring, and new carpet in the Arrivals Building and ticketing lobbies.

The project was completed in 2016.

2016–2018: Departures Terminal Improvements — Phase III

Renovations to further improve the Departures Terminal began in September 2016. Public area improvements included:

- Renovation of public restrooms in the Departures Terminal's second-level main lobby and first-level ticketing lobbies
- Renovation of the Family Convenience Room in the Departures Terminal's second-level main lobby
- Construction of three Mother's Rooms in the Departures Terminal's second-level main lobby and on Concourses A and B
- Construction of a new Visitor Information Center in the main lobby
- Relocation of Delta's ticket counter operation to the north-side ticketing lobby

Phase III was completed in 2018.

2019–2021: Infrastructure and Facility Improvements

Projects initiated and completed between 2019 and 2021 included:

- Construction of a U.S. Customs clearance facility at the General Aviation Terminal
- Replacement of the parking revenue control system
- Construction of elevators at the north and south departure lobbies
- Construction of a passenger access atrium with improved ramp access on Concourse A
- Rehabilitation of the airfield
- Installation of passenger loading bridges
- Construction of Garage D to expand public and employee parking

TRANSFORM ORF

ORF has launched its most ambitious modernization effort since the current Departures Terminal opened in 1974. This multi-phase initiative is designed to enhance the passenger experience while improving operational efficiency for airlines, tenants and the Norfolk Airport Authority.

In 2024, work began on a series of projects to upgrade public areas throughout the terminal and streamline the traveler journey. 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**
- Expansion of the Park & Wait Lot — **complete**
- Expansion of Concourse A, including three additional gates and expanded passenger facilities - **complete**
- Federal Inspection Services (FIS) facility — **complete**
- Improvements to the airport entrance intersection
- Expansion of the aircraft observation area
- Expansion of Norfolk Airport Authority administrative offices
- Consolidation of rental car facilities into a new center
- Consolidation of the TSA security checkpoint in the Main Lobby
- Expansion of the ticketing lobby

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

AIRPORT FUNDING

ORF is a user-supported facility that is self-sufficient and does not rely on local tax dollars for day-to-day operations.

Operating revenues are generated through airline rates and charges, leases, tenant fees, parking fees, and concession agreements. Airside improvements, such as runways, taxiways, and lighting systems, are largely funded through federal and state grants.

Landside improvements are primarily funded through passenger facility charges (PFCs), direct airport funding, and financial instruments such as revenue bonds.

A “GREEN” AIRPORT

Environmental stewardship has been a priority at Norfolk International Airport since its beginnings in 1938. Today, the Airport’s best management practices include recycling, waste reduction, noise reduction, water conservation, and energy efficiency.

The Norfolk Airport Authority is committed to continuing these conservation efforts for the benefit of the community and future generations.

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 ORF 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, 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, up to a maximum of \$30.00 per day. Daily rates, including garages, are \$3.00 per hour up to a maximum of \$14.00 per day. Complimentary electric vehicle charging stations are in Garage D on Ground Level and on Level 3.

MAIN PASSENGER TERMINAL

ORF'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 TSA 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.

DINING AND RETAIL

Food and beverage and retail concessions are located throughout the Main Departures Terminal Lobby and both airline concourses.

Beginning in 2026, ORF is introducing a refreshed mix of dining and shopping options featuring a blend of local favorites and well-known national brands.

Concessionaires Avolta, Faber and Playmakers Group are bringing a variety of new concepts to the Airport, ranging from food courts and bars to expanded retail spaces. More than 40% of the new offerings are expected to represent local businesses.

New additions include hometown favorites COVA Brewing Co., Ghost Kitchen, Pale Horse Coffee, Rusty Taco, Stockpot and Warrior Taphouse, along with national brands such as Dunkin', Baskin-Robbins, and Buffalo Wild Wings.

The 200 Sack Club, a new bar and grill honoring local NFL legend Bruce Smith, opened on Concourse B in April 2026. High Tide Bar Bites and Town Center Cold Pressed opened in the Concourse A gate area in May 2026.

INTERNET SERVICES

Unlimited free wireless internet access (Wi-Fi) is available in all public areas of ORF'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 | 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 ORF. The 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 ORF. Pre-boarding screening capabilities include two fully staffed checkpoints during airport operating hours.

FIRE DEPARTMENT

The fire station at Norfolk International Airport is a state-of-the-art facility designed to meet leading-edge aviation industry standards. With highly trained fire personnel on duty around the clock, advanced firefighting equipment, and ongoing certified training programs, the ORF Fire Department maintains aircraft rescue and firefighting capabilities that exceed federal requirements.

ORF's fire training facility employs modern training techniques and operates in an environmentally responsible manner. In addition, a fully equipped mobile emergency command center is available for airport emergencies, featuring the latest communications technology to support effective incident response and coordination.

FIELD MAINTENANCE FACILITY

ORF's Field Maintenance Department is responsible for the landscaping and maintenance of all airport grounds, including the exteriors of passenger and support facilities, runways, taxiways, and aprons.

The airport's Field Maintenance Facility includes a 41,500-square-foot building that houses snow removal and other field maintenance equipment, as well as a 6,000-square-foot sand storage area capable of storing and heating up to 800 tons of sand.

ORF's snow removal equipment can clear up to 12,500 tons of snow per hour, enabling the airport to meet the FAA's recommended runway clearance time of 30 minutes for a one-inch snow depth.

AIRFIELD FACILITIES

ORF occupies approximately 1,088 acres and features a main runway (5-23) measuring 9,000 feet by 150 feet. The runway accommodates operations by all scheduled aircraft types and has also supported cargo aircraft as large as the Antonov An-124 for freight delivery and pickup.

AIR CARGO SERVICES

Two air cargo terminals provide a combined 88,000 square feet of cargo space. Cargo carriers serving ORF include Federal Express, United Parcel Service, and Mountain Air Cargo.

GENERAL AVIATION SERVICE

General aviation services, or fixed-base operations (FBOs), are provided by Signature Flight Support, offering full-service facilities for the maintenance and storage of private and corporate aircraft.

The modern 54,000-square-foot terminal facility provides aircraft rental, sightseeing flights, and aircraft repair services. A U.S. Customs clearance facility is also available on site to accommodate 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

FAA NORFOLK CONTROL TOWER

Built in 1995, the FAA Norfolk Air Traffic Control Tower stands 134 feet high and is operated and managed by the Federal Aviation Administration (FAA). Norfolk Tower handles approximately 700 aircraft operations per day and may exceed 1,000 operations during peak periods. The facility operates 24 hours a day, 365 days a year.

Radar and surveillance coverage is provided by the Norfolk ASR-9 with Mode S, NAS Oceana ASR-11, NAS Oceana QVR long-range radar, and an ADS-B terminal surveillance system. The radar systems also provide six-level weather detection and processing capabilities. Operating together in fusion mode, these systems provide Norfolk TRACON with comprehensive surveillance capabilities and support the delivery of safe, reliable air traffic services.

The facility also includes an Enhanced Target Generator (ETG) laboratory with two radar scopes to support training objectives, as well as an Information Display System (IDS4) designed to distribute and display both static and real-time information.

FAA INFORMATION

NORFOLK INTERNATIONAL AIRPORT- 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