



JOHN WAYNE  
AIRPORT  
ORANGE COUNTY

A photograph of an airplane's wing and tail section, viewed from a high angle, set against a bright blue sky with soft, white clouds. The image is overlaid with a semi-transparent blue filter.

# SUNNIER SKIES AHEAD

JOHN WAYNE AIRPORT  
2020 ANNUAL REPORT

# WEATHERING TODAY, PREPARED FOR TOMORROW



At John Wayne Airport, the safety and security of our guests and employees is always our top priority. During 2020, the impact of the COVID-19 pandemic was felt deeply as air travel around the world came to a near halt. Passenger traffic was the lowest during the pandemic in April with approximately 500 passengers per day, a decrease of 97% compared to 2019.

Our efforts turned to quick responsiveness, implementation of health and safety initiatives, and immediate measures to minimize the financial impact and address tenant sustainability.

We're proud of our efforts, and will continue practicing outstanding stewardship and doing all we can to safely serve our guests and community in the weeks and months ahead.

# LEADING TOWARD RECOVERY



CONTINUED LEADERSHIP  
TO PAVE THE WAY TO RECOVERY



# LEADING TOWARD RECOVERY

Not only did we take quick and decisive action from the onset of the pandemic, we also continue to demonstrate leadership to pave the way to recovery. Here are a few ways we were immediately proactive, and how we are leading by example to respond, adjust and emerge stronger.

## 1. Health, safety and security – always paramount

In response to the COVID-19 pandemic, we were immediately proactive. We coordinated closely with the Orange County Health Care Agency, Orange County Fire Authority and the CDC to keep abreast of the latest developments and implement airport-wide policies. The Airport also activated the JWA Emergency Operations Center to coordinate with all Airport stakeholders to begin implementing numerous operational, safety, communications, and cleaning protocols.

## 2. Caring for our community

We increased deep cleaning and disinfecting, installed plastic barriers, set up hand sanitizer dispensers, and promoted healthy practices by providing free masks.

### 3. Right-sizing for fewer travelers

To adjust to travel restrictions, we suspended Valet parking, reduced parking staff, ceased Main Street public parking shuttle service, placed temporary walls closing off gates in Terminal A and Terminal C and closed extra TSA screening checkpoints. We also collaborated with the Sheriff's Department to reduce Airport Police staffing costs.

### 4. Committed to satisfying guests, but within healthy limits

We reduced restaurant hours, reconfigured seating areas, and temporarily suspended guest experience programs.



### 5. Temporary suspension of "extras"

During the height of Orange County's initial lockdown, we temporarily suspended the JWA Ambassador Program, Airport Tours, AirPAWS Therapy Dog Program, and JWALive music program.

### 6. Ramped-up communications

To help guests navigate our facilities safely, we developed and implemented the "Healthy Travels" communications program, including physical distancing signage in the Terminal, two videos, a newsletter, social media, Terminal announcements, and information on the JWA website.



**7. COVID-19 County EOC response**

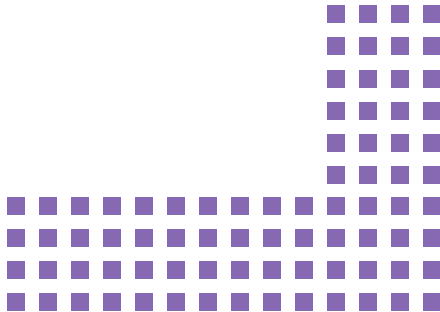
In March, we assigned a Public Information Officer (PIO) and a JWA representative to the Orange County Operational Area (OCA) Emergency Operations Center (EOC). These two representatives worked at the OCA EOC remotely for several weeks beginning March 13 to support the OCA COVID-19 response.

**8. Capacity projections**

The Access and Noise office handled numerous air carrier capacity returns and produced load factor and passenger projections related to the COVID-19 pandemic. These analyses were the foundational data used by other JWA divisions to assess their division’s impacts. We continue to closely monitor the industry’s COVID-19 impacts, including forecasting passenger totals, capacity returns and requests.

**9. Traveling again with confidence**

To mitigate future safety concerns, we developed a lighthearted “Welcome Back” communications campaign, including Terminal signage, social media, JWA website, roadway banners, window clings, digital signage, branded logo face masks, and guest outreach. Our messaging promotes all we’re doing to provide a safe, clean and healthy environment for employees and guests.





COMMITTED TO  
SUPPORTING OUR ORANGE  
COUNTY NEIGHBORS

BEING A  
GOOD  
NEIGHBOR



# BEING A GOOD NEIGHBOR

We're always committed to supporting our Orange County neighbors and being a courteous member of the community.

## 16.5 Tons

Of recyclable and non-recyclable materials were collected during our Waste Amnesty recycling program

### 1. Award-winning sustainability

We received the Airports Council International (ACI) Environmental Achievement Award for our Waste Amnesty recycling program. Over several days, we collected nearly 16.5 tons of recyclable and non-recyclable materials, including scrap metal, e-waste, batteries, furniture, wood and plastic containers, from Airport tenants.





## 2. Zero emissions ahead

Using \$2.1 million in Federal Aviation Administration (FAA) Zero Emissions Vehicle (ZEV) Grant Funds, we ordered three electric shuttle buses that will be delivered in September 2021. We will replace compressed natural gas (CNG) powered vehicles with electric vehicles to reduce global warming emissions.

## 3. Liquid Collection Stations

After successful pilot program testing, we installed liquid waste collection stations at all security check points to reduce liquids in trash containers, improve the quality of recyclables, reduce the weight of the trash, and in conjunction with our filtered water refill stations, cut down on water bottle waste.



# 300

Participants attended JWA's virtual Spirit Airlines announcement event



## 4. Live-streaming exciting news

Demonstrating healthy practices, we held a virtual event to announce our new partnership with Spirit Airlines via live stream from the Terminal, with more than 300 participants including news media and the public. A second live stream event was held to promote Spirit's inaugural flights.



## 5. A Chemical Improvement

To reduce exposure to highly toxic fluorinated chemicals (called PFAS), we replaced our Aqueous Film Forming Fire Fighting Foam (AFFF) to a safer AFFF in the Airport's fire vehicles.

## 6. Supporting Civil Rights

We embraced our civil rights responsibilities, trained staff, coordinated filing of the Disadvantaged Business Enterprise (DBE) Goal Accomplishments Report and the Airport Concession DBE three-year goals, and implemented other tools and updates to improve the Airport's civil rights program.



OFFERING THE  
SAFEST AND MOST  
COMFORTABLE  
GUEST EXPERIENCE

# COMFORT AND CONVENIENCE



# COMFORT AND CONVENIENCE

For those who are traveling, our goal is to continue offering the safest, most comfortable and enjoyable guest experience possible. That includes our highly efficient processes, friendly staff, and the many “extras” that have become a hallmark of John Wayne Airport.

## 1. More power

We enhanced accessibility, availability and visibility of electrical outlets in Terminal seating, making charging your devices more convenient than ever.

## 2. Ongoing guest satisfaction award

John Wayne Airport ranked #2 among large airports in North America by J.D. Power's 2020 North America Airport Satisfaction Study, continuing our record of top rankings.

## 3. New restaurants, coming soon

In preparation for two new restaurants, we extended Terminal utilities (electric, gas, water and waste) within future concession spaces—establishing essential utility connection points.



# No. 2

Among large airports in North America by J.D. Power's 2020 North America Airport Satisfaction Study

## 4. Making travel less 'ruff'

In early 2020, we launched the AirPAWS Therapy Dog Program in partnership with Orange County Animal Allies, which brings trained therapy dogs to the Thomas F. Riley Terminal to help make travel more "PAWs-itive" and enjoyable for JWA guests. After a temporary suspension due to COVID-19, certified K-9s and their (mask-wearing) handlers are back to roaming the Terminal and interacting with guests as they wait for their departing flight.

## 5. Award-winning, personalized travel assistance

Our Helping Hands personalized travel assistance program received an Achievement Award for Best in Category – Human Services from the National Association of Counties (NACo). The program provides individual assistance for families/ individuals with special needs or hidden disabilities, such as Autism. The program helps guide travelers through the arrival, check-in, security and boarding process, easing the stress of airport travel.

## 6. Faster Wi-Fi

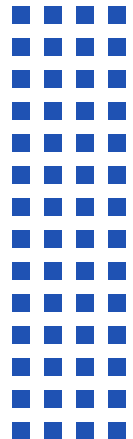
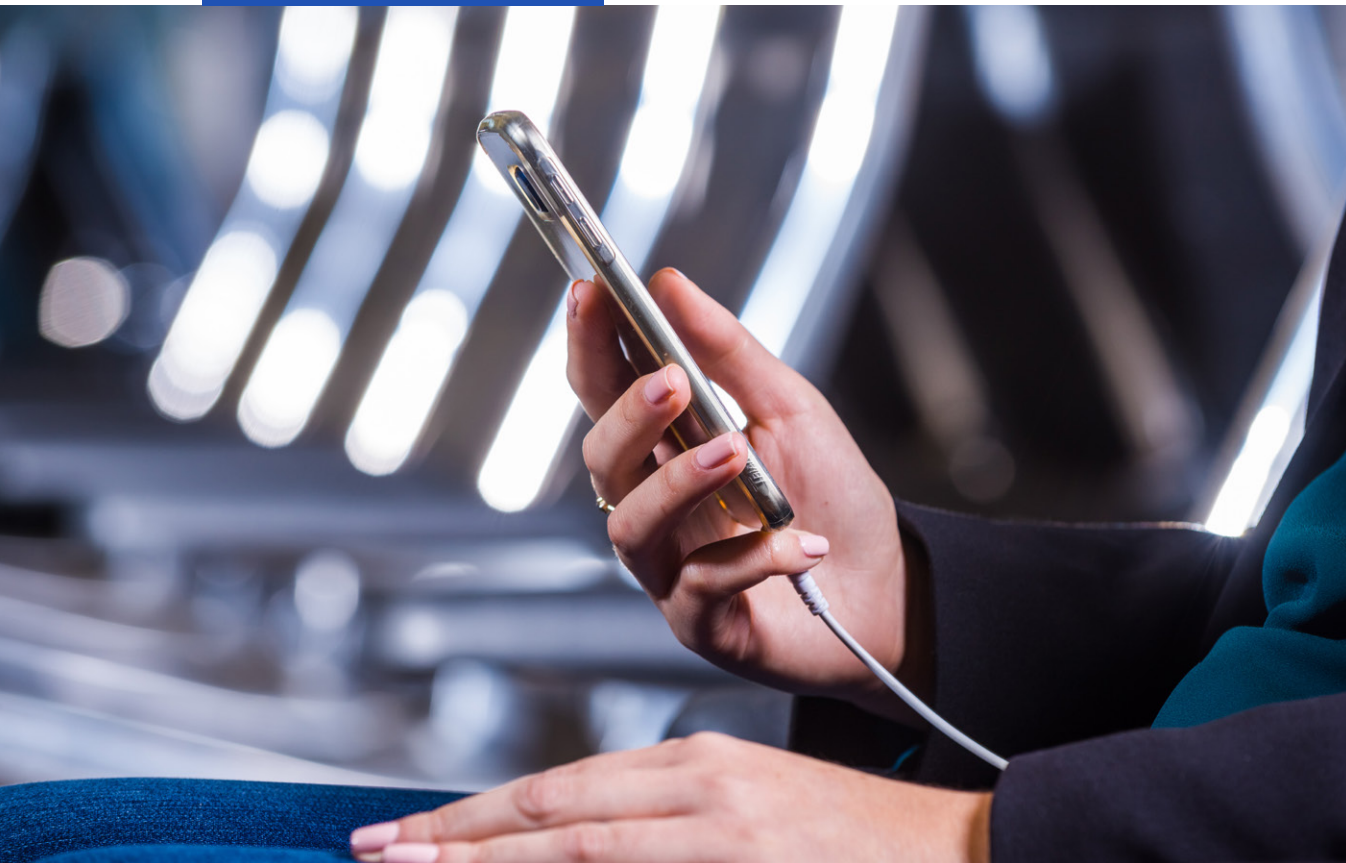
Surfing the internet, checking email and staying connected while waiting for flights just got faster. We installed Boingo 5G Wi-Fi in our Terminal to give guests the high-speed, low-latency internet experience they expect.

## 7. Contactless food ordering and gate delivery

Guests can use their mobile devices or digital wayfinding signage throughout the Terminal to pre-purchase food and beverage items for pick-up or gate delivery free of charge.

# 5G

Boingo Wi-Fi has been installed in the Terminal



## 8. More options for adventure

We welcomed four new air carriers, introducing seven new markets and reinstating service to Mexico and Hawaii in 2021, and integrated the first new carrier, Spirit Airlines, into the Common Use Passenger Processing System (CUPPS) for self-service check-in and Flight Information Display (FID) system.

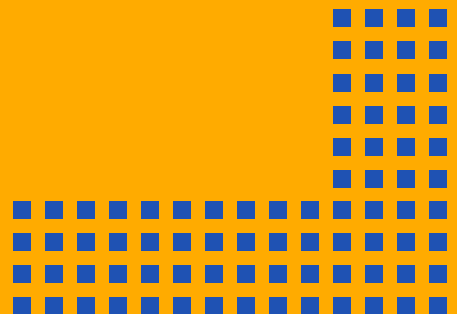
## 9. Thirsty for convenience

Drinking water is an important way to stay hydrated during flight days—and we're making it easier than ever. We increased the number of water bottle filling stations throughout the Terminal, allowing water bottles of virtually any size to be refilled with fresh, cold, filtered water at no charge.



## 10. New Flight Information Display (FID) system

In June, JWA IT oversaw the successful implementation of a new cloud-based FID system with improved reliability and enhanced graphical display of air carrier flight information.





## 11. Music to your ears

We expanded the JWAlive music program to include new artists, produced a music video featuring JWAlive musicians, and conducted ten live stream events featuring live music in the Terminal with simultaneous broadcasts on social media. While this program was temporarily suspended during the height of the pandemic, it's now back safely, amidst proper social distancing guidelines.

## 12. A welcoming new policy

We launched the OC AirPASS program, which allows non-ticketed guests to come through security to watch airplanes, enjoy live entertainment, eat at our restaurants, shop, and greet arriving loved ones at the gates or accompany them before their flights.





READY TO RECONNECT  
GUESTS WITH FAMILY,  
FRIENDS AND BUSINESS  
ASSOCIATES

ENSURING  
SAFETY:  
OUR TOP  
PRIORITY



# ENSURING SAFETY: OUR TOP PRIORITY

When the time is right, John Wayne Airport is ready to reconnect guests with family, friends and business associates and welcome everyone back to a cleaner, safer and more secure environment. Our “Healthy Travels” practices implemented throughout the Terminal follow County and State guidelines to protect the health of all employees and guests.

## 116

AirEx participants, from 14 organizations, agencies, departments, and divisions

### 1. A full-scale triennial disaster exercise

This exercise, held every three years, simulated response to a Boeing 737-800 commercial aircraft experiencing engine failure and fire while taxiing for departure. The mass-casualty drill provided training opportunities for JWA Operations, Aircraft Rescue and Fire Fighting, Airport Police Services and mutual aid emergency response agencies. Due to COVID-19, the drill was limited to exercise personnel only. The FAA later commended JWA for conducting the drill during the COVID-19 pandemic and acknowledged our successful completion.

## 2. FAA certification inspection

In January, the Airport successfully completed its annual FAR Part 139 Certification Inspection. The three-day comprehensive inspection included a review of numerous facility and personnel training records, a detailed assessment of the airfield and Aircraft Rescue and Fire Fighting training records, equipment, and a timed response drill.

## 3. Emergency Operations Center (EOC) exercise

JWA staff joined the County EOC Exercise—providing oversight in the County’s policy room and activating the EOC in our Terminal administration area. Our Airport team established communication between the County EOC and Airport EOC and all parties participated in the WebEOC program.



## 4. Enhanced rental car area

We redeveloped our rental car area, which features new and safer passenger walkways, one-way directional roads and parking, better lighting and ventilation, and other improvements to ensure guest and employee safety, and a superior guest experience.

## 5. Hoag pop-up health clinic

Located post-security across from Gate 10 in Terminal B, Hoag opened a pop-up health fair to offer Airport guests complimentary flu vaccinations and screenings, nutrition and exercise tips for travelers, virtual reality health demonstrations, and more. In 2021, Hoag is offering COVID-19 Rapid Testing in Terminal B, before TSA screening. The tests are approved for international travel.





**YEARS OF SMART  
FISCAL STEWARDSHIP  
AND CONSERVATIVE  
PREPARATION PAY OFF**

# **STAYING FINANCIALLY SOUND**



# STAYING FINANCIALLY SOUND

**\$44.9M**

Amount John Wayne Airport qualified for in relief funding

Fortunately, years of smart fiscal stewardship and conservative practices have positioned JWA to weather the COVID-19 storm and its direct impact on reduced travel. In recent years, we've paid down bonds early to lower debt, built up cash reserves and maintained a low cost of enplanement to make us all-the-more attractive to air carriers. Today, despite recent challenges, our financial stewardship continues.

## 1. Relief funds

The United States government implemented the Coronavirus Aid, Relief and Economic Security Act (CARES Act) airport grant program. JWA qualified to claim up to \$44.9 million for payroll, general airport revenue bond debt payments, Aircraft Rescue Firefighters, and security costs. We expedited the application, approval and claiming of CARES Grants to preserve our cash position.



## 2. Progress with General Aviation Improvement Program (GAIP)

As part of this multi-year improvement project, we awarded GAIP leases in 2020, with new Fixed Base Operators beginning operations to redevelop General Aviation at JWA starting January 1, 2021.

## 3. Careful eye on stewardship

Going forward, we will continue our legacy of prudent stewardship of financial resources by continually evaluating processes to improve efficiency and using grants, passenger facility charges and other resources to optimize funding of eligible capital projects.

## 4. Strategic decision-making

We applied a portion of CARES Grant funds to targeted expenses to stabilize air carriers' rates and charges and assuage their financial concerns.



# WEATHERING TODAY, PREPARED FOR TOMORROW



2020 was an unprecedented and difficult year for us all. Yet, despite the challenges, we are confident that John Wayne Airport has taken the right steps—and will continue to act with speed and agility—as Orange County returns to better days.

We know people want to travel, and we anticipate those opportunities will be coming soon. With more than 30 non-stop destinations to choose from, John Wayne Airport is here to connect you to where you want to go.

**We're ready for you.  
And we look forward to sunnier skies ahead.**



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AIRPORT  
ORANGE COUNTY