

JOHN WAYNE AIRPORT
ORANGE COUNTY

Rebounding
STRONGER



JOHN WAYNE AIRPORT
2021 ANNUAL REPORT

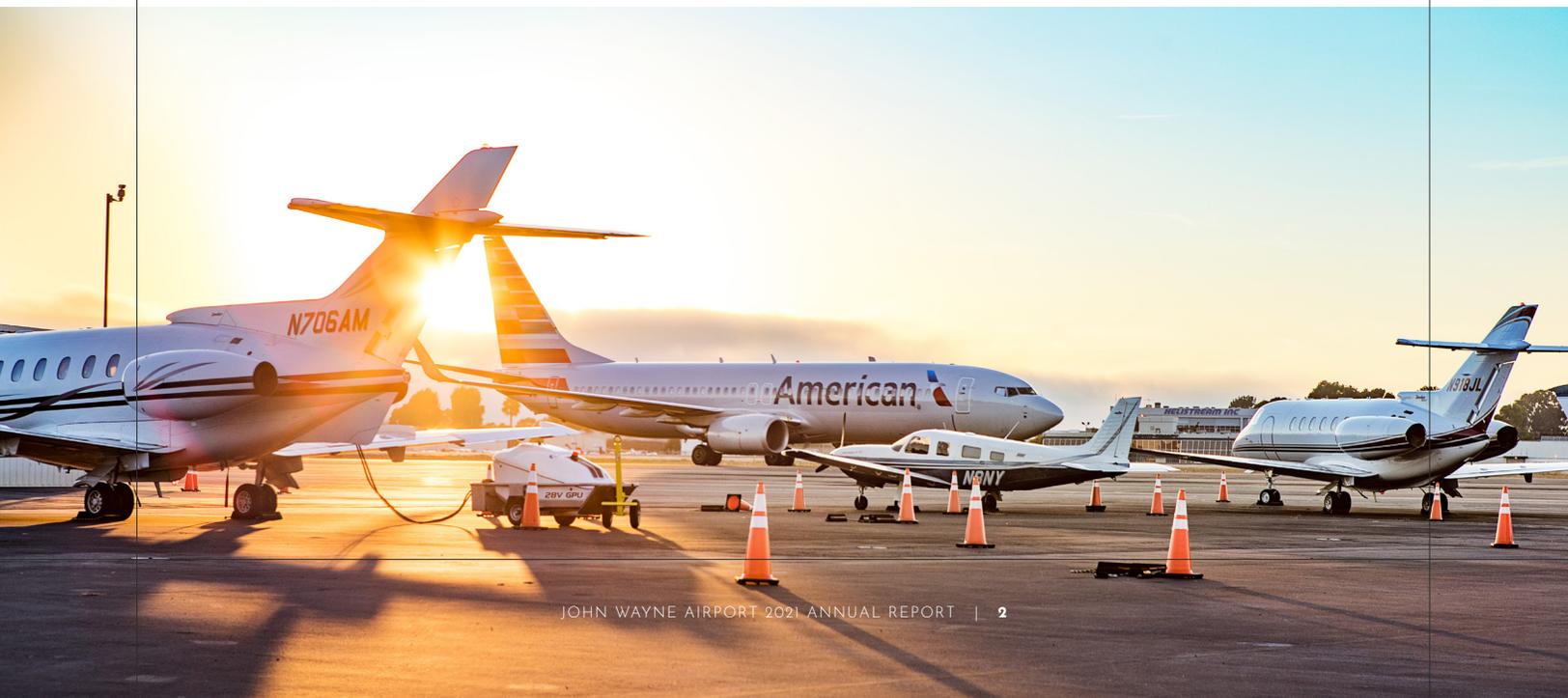


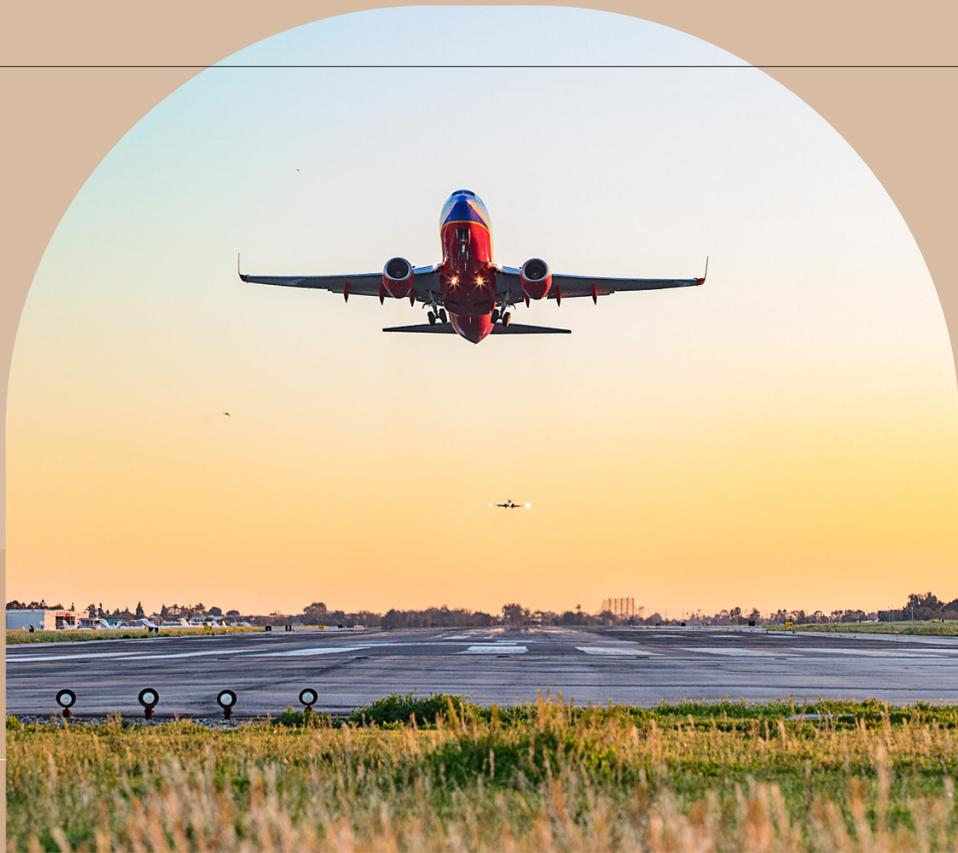
AS THE PANDEMIC CONTINUED IN 2021, SO DID OUR UNWAVERING COMMITMENT

During the past year, while facing the challenges of new COVID-19 variants and evolving guidelines, John Wayne Airport never lost sight of our priorities. We continued to implement health and safety initiatives, practiced smart fiscal stewardship and reinforced our efforts to deliver a superior guest experience.

We focused on adapting, adjusting and *rebounding stronger*.

This dedication helped us demonstrate incredible agility during an ongoing and unprecedented time in our nation's history. All to serve the traveling public, our stakeholders and our Orange County community.



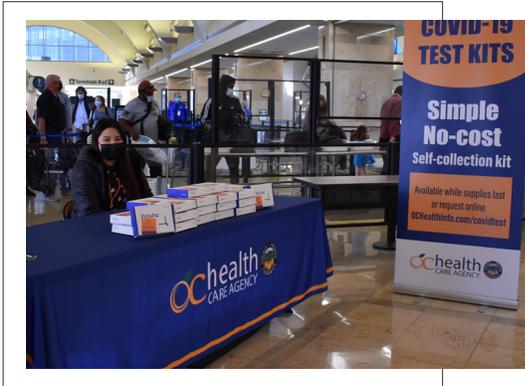


Leading **RECOVERY**



REBOUNDING STRONGER FOR BETTER DAYS AHEAD

Navigating the impact of a global pandemic was a challenge for airports of all sizes, across the entire nation. Yet during 2021, we still found ways to make progress. While the pandemic continued, John Wayne Airport took active steps to lead by example, respond with agility and protect what matters.



01

COVID-19 RESPONSES FOR TENANT RELIEF

We continued our COVID-19 response initiatives with dozens of amendments for tenant relief measures issued throughout the year.

02

HEALTH, SAFETY AND WELLNESS—OUR TOP PRIORITIES

We partnered with **Hoag Health Services** to open two Fly Well Clinics, serving travelers both pre- and post-security, providing COVID-19 Rapid Testing and on-site health care services by licensed professionals. This healthcare team was available to treat minor illnesses and injuries, schedule telehealth consultations, provide vital screenings and prescriptions, and address cold/flu and travel sickness. We also collaborated with the **O.C. Health Care Agency** to promote COVID-19 testing through a test kit giveaway at multiple pre-security locations in the Terminal.

03

ENCOURAGING HEALTHY BEHAVIORS WHILE TRAVELING

We continued the long-term implementation of our **Healthy Travels** campaign to promote healthy behaviors while traveling during COVID-19 pandemic.

04

ADDING AIRLINES AND DESTINATIONS

We provided on-boarding support and operational readiness for three new airlines: **Allegiant Airlines, Sun Country, and Air Canada.**



“We took active steps to *lead* by example, *respond* with agility and *protect* what matters.”

05 PROGRESS WITH OUR GENERAL AVIATION IMPROVEMENT PROJECT (GAIP)

As part of our multi-year GAIP, we successfully transitioned and on-boarded three new Fixed Base Operators effective January 1, 2021, for leases ranging from 30 to 35 years.



DID YOU KNOW?

\$3.1 MILLION

Received from FAA towards the purchase of electric shuttle buses

06 GREENER OPERATIONS, MORE SUSTAINABILITY

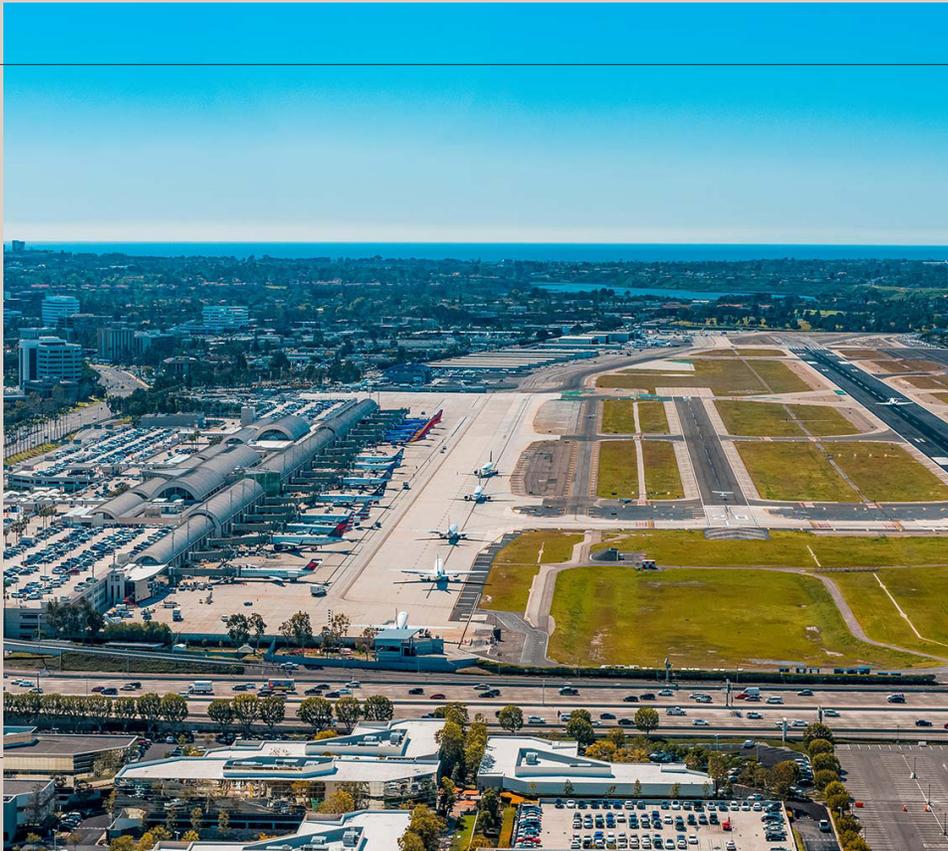
We received three electric shuttle buses, procured with **Federal Aviation Administration (FAA) Zero Emission Vehicle Grant Funds**. These buses replace compressed natural gas (CNG) powered vehicles, and will be put into service in 2022 to reduce global warming emissions.

OUR PLANS FOR *continued* PROGRESS



07 WE'LL PAVE THE WAY FOR EMPLOYMENT

In 2022, we plan to use tenant marketing funds for an Airport-wide job fair, open to all JWA tenants and stakeholders that operate from the Terminals.

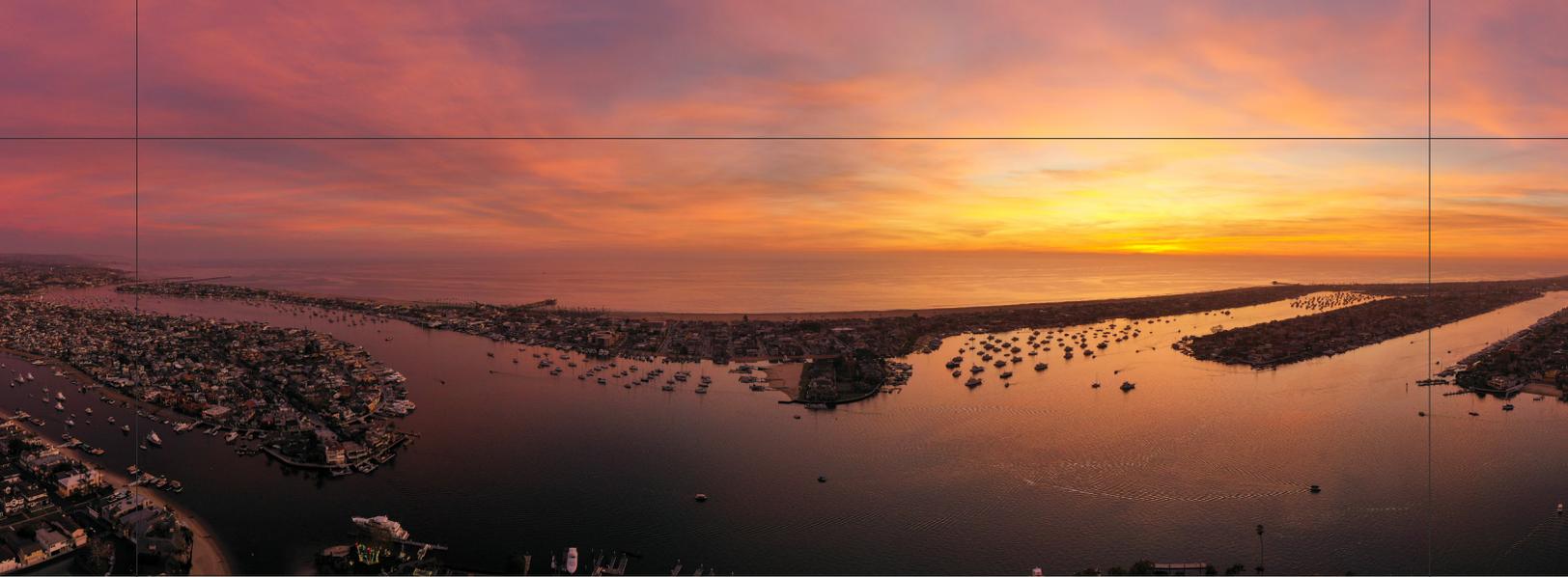


BEING A *Good* NEIGHBOR



RECOGNIZING OUR RESPONSIBILITY TO THE COMMUNITY

We love our location in Orange County—and the people in it. Furthermore, we want the feeling to be mutual. That’s why, year after year, we look for new ways to support our OC neighbors and remain a conscientious member of the community.



01

UNIFIED NOISE CONTROL FOR A UNIFIED COMMUNITY

We launched a new public flight tracking system called **WebTrak**, which is fully integrated into the Airport's noise monitoring system. The streamlined, integrated system enables Airport staff and the public to use several aircraft noise monitoring platforms from the same data source, which allows more efficiency and ease for both the public and Airport staff.



02

FLYING FRIENDLY

We began development of our **JWA "Fly Friendly"** program for general aviation jet operators. We researched more than 10 airport fly friendly programs throughout the country. We coordinated monthly meetings with a newly created Fly Friendly working group of aviation professionals and community members to study and determine the best approach in program design. We worked with software developers on scoring criteria, and analyzed potential modifications to noise abatement departure procedures.

03

REACHING THE COMMUNITY WITH AWARD-WINNING MARKETING EFFORTS

In 2021 we created and launched the redesigned John Wayne Airport website, which received local and international awards. We also created the 2021 JWA calendar and the **award-winning 2020 JWA Annual Report**—all to keep our community and stakeholders informed, engaged and up-to-date.

04

CHANGE THAT LEADS TO “PAWS-ITIVE” CHANGE

We partnered with **OC Animal Allies** to collect spare change from traveling guests to benefit OC AirPAWS (trained therapy dogs that serve as four-legged Airport ambassadors) and other Animal Allies programs.



OUR PLANS FOR *continued* PROGRESS

05

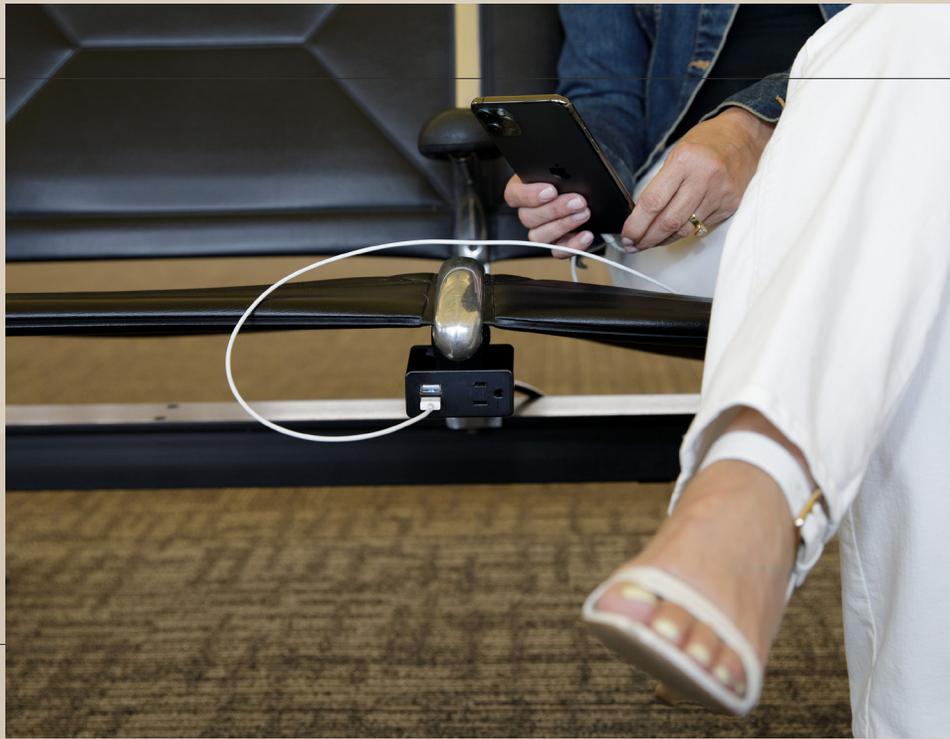
WE’LL INCREASE ENGAGEMENT OPPORTUNITIES

In 2022, we’ll create a community outreach campaign to highlight the developments and programs that have improved community engagement and sustainability at the Airport. We’ll enhance social media interaction by creating seasonal messaging campaigns focused on public engagement, aviation education and critical information. And together with our tenants, we’ll plan new guest experience events to increase public engagement.

06

WE’LL COORDINATE A JWA ACCESS AND NOISE OFFICE (ANO) OPEN HOUSE

The event will be an opportunity for the general public to view some of the systems that the **ANO staff** utilizes daily, ask questions, and learn about some of the challenges the Airport faces when it comes to noise mitigation efforts, Airport operations, and the FAA.



COMFORT & Convenience



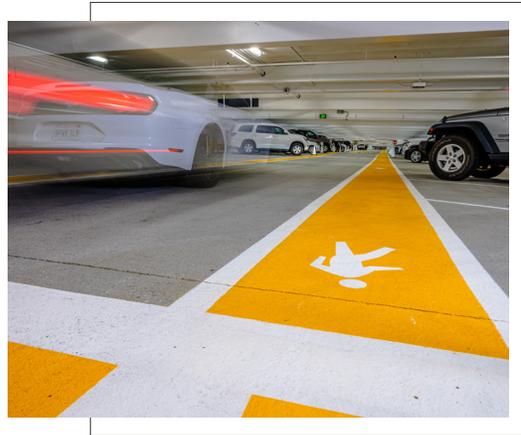
OFFERING A WIDE VARIETY OF SERVICES AND AMENITIES

As passengers return to traveling, we'll continue to do all we can to deliver the most convenient and enjoyable guest experience possible. That includes a wide and diverse selection of dining options, super-fast Wi-Fi in all of our Terminals, and more charging stations in our seating areas—one for nearly every seat. Guests can also enjoy our ongoing services, including friendly Customer Relations Assistants, volunteer Ambassadors, our AirPAWS Therapy Dog Program, JWAlive music program, and our award-winning Helping Hands personalized travel assistance for families/individuals with special needs. All of this, plus convenient parking and shuttle services, and so much more.

01

SIMPLER, EASIER NAVIGATION FOR RENTAL CARS

We completed the first two (out of five) phases of the **Rental Car Reconfiguration** project. Finished work includes painting and re-stripping of the rental car area in the parking garage, and the construction of a new exit ramp on the south end of the parking structure.



02

TAKING CONVENIENCE TO NEW HEIGHTS

We completed the RFP process and on-boarded a new elevator/escalator contractor—enabling JWA to effectively manage the everyday “ups and downs” of passenger traffic through each Terminal.

03

MORE DINING OPTIONS, COMING SOON

In 2021, we completed Terminal modifications to add two 500-square-foot spaces for **two new restaurants** with airfield views located near Gate 6 and Gate 14.



04

WELCOMING TRAVELERS WITH KIND, KNOWLEDGEABLE GUEST ASSISTANCE.

Maintaining guest satisfaction is in our DNA. In 2021, we re-established the **Volunteer Ambassador Program**, designed to enhance the travel experience by providing superior customer service to guests as they navigate our Airport. (Look for the new custom designed Hawaiian style shirts and smiling faces.) We also implemented our new **Volunteer Management Program, Volgistics**, to make it easier for volunteers to check in, check out and log hours via the app.

Maintaining *guest satisfaction* is in our DNA.

OUR PLANS FOR *continued* PROGRESS



05

YOU'LL SEE MORE SMILING FACES

In 2022, we plan to recruit additional Ambassadors—increasing our team from **48 to 80 volunteers**.

06

WE'LL EXPAND OPPORTUNITIES TO DINE, SHOP AND RELAX

We'll issue new concessions contracts with multiple new locations identified throughout each Terminal. We'll also seek to develop a **Common Use Lounge** that, if feasible, would be available to all passengers (not just airline club members).





07

WE'LL ENSURE SMOOTHER SAILING FOR BAGGAGE

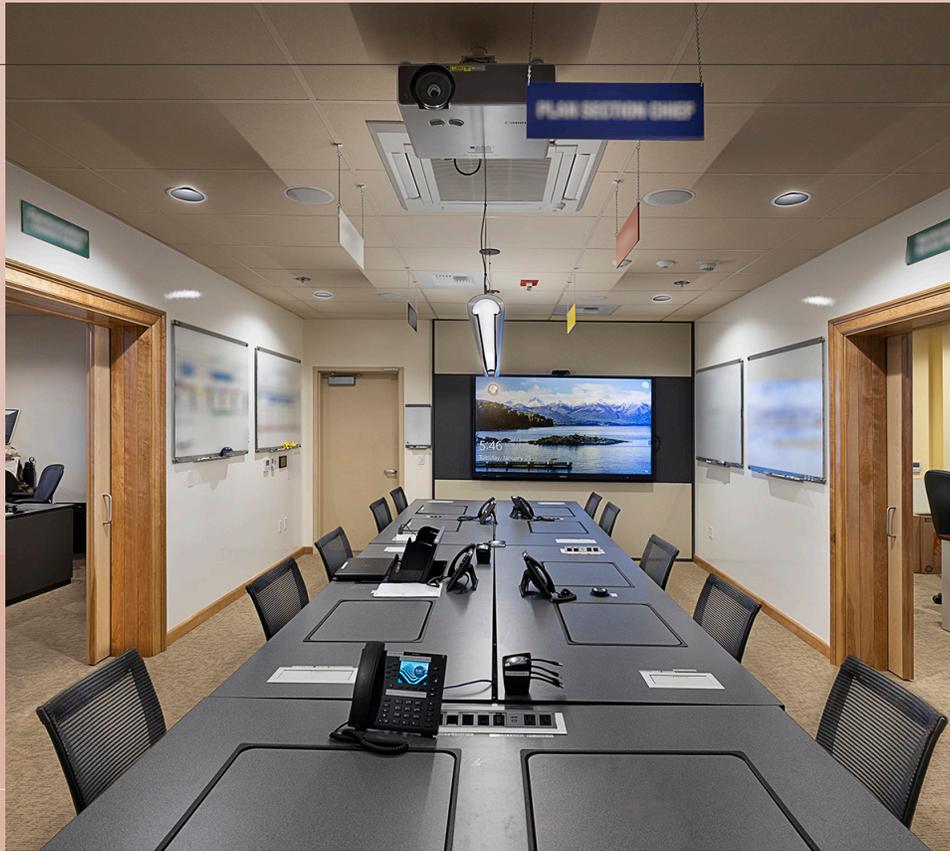
We'll complete our baggage handling system infrastructure assessment, and initiate the upgrade to our existing inbound baggage systems in Terminals A & B to current baggage system standards. Our work will include **modifying size, layout, mechanical and electrical controls** to replace the aging system and address bag jam issues.

08

WE'LL IMPROVE PASSENGER PARKING AND TRANSPORT

We'll secure a new contract for parking/valet/shuttle services. In addition, we'll complete the renovation of our Rental Car kiosks and re-open a newly improved Level O in the parking garage.



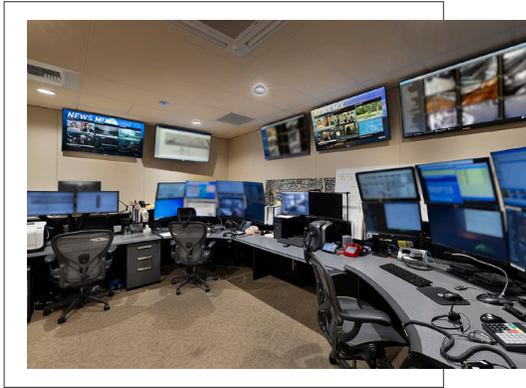


SAFETY: OUR TOP *Priority*



ENSURING A CLEAN, SAFE AND SECURE ENVIRONMENT

As the pandemic recedes, John Wayne Airport stands ready to help even more guests get back to their love of travel—giving every passenger the confidence and assurance they need with our clean, safe and secure environment.



01

ENHANCED VIDEO VISIBILITY

We completed upgrades of the Airport's CCTV security system, which included installation of a **Genetec Video Management System** at the Airport's Operations Center, as well as the required electrical and telecommunication infrastructure upgrades.

02

ANOTHER BRIGHT IDEA: IMPROVED AIRFIELD LIGHTING

We completed the **Airfield Lighting Improvements Project**, which included replacement of Runway 20R-2L incandescent edge lights with LED lights, installing in-pavement runway guard lights to increase safety at Runway/Taxiway intersections, replacement of old airfield signage and power cables, and replacement and relocation of the Airport rotating beacon.

03

FAA CERTIFICATION INSPECTION

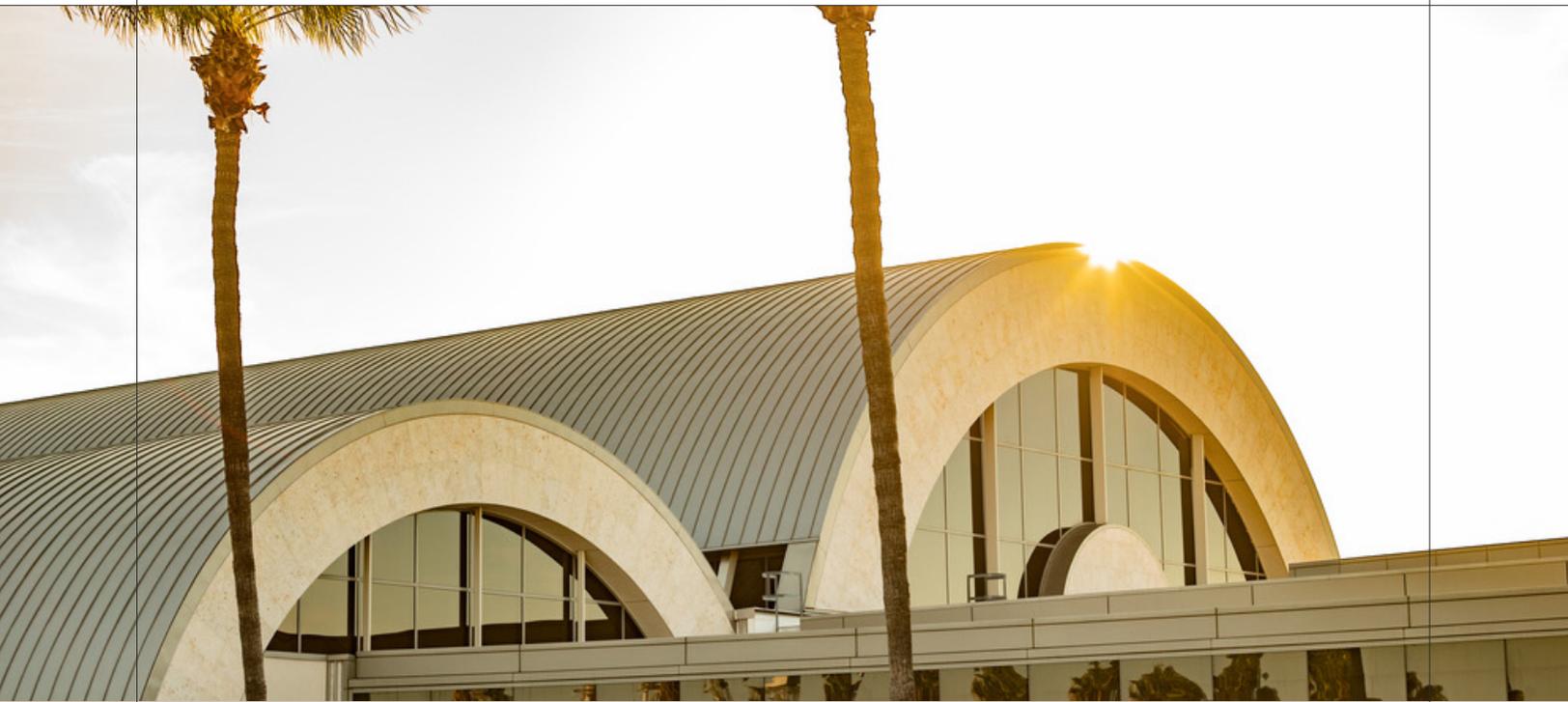
In February, the Airport successfully completed its annual **FAA Part 139 Certification Inspection**. The three-day comprehensive inspection included a review of numerous facility and personnel training records, a detailed assessment of the airfield and Aircraft Rescue and Fire Fighting training records,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

04

EMERGENCY PREPAREDNESS IS A NON-NEGOTIABLE

We facilitated Emergency Response Team (ERT) training for numerous JWA staff and stakeholders. Whatever the emergency, preparedness is always key.





OUR PLANS FOR *continued* PROGRESS

05

WE'LL PREPARE FOR RAINY DAYS AND INCREASED PASSENGER TRAFFIC

We'll complete the Terminal roof and floor expansion joints project—improving our Terminal facility from top to bottom. The roof repair project will ensure water-tight protection year-round, while the floor expansion joints project will improve the beauty of our walkways.



06

WE'LL CONTINUE AIRFIELD SAFETY EFFORTS

We'll develop and welcome an enhanced **airfield safety program** for maintenance staff—reinforcing our priority of protection.

07

WE'LL EXPAND OUR SAFETY TEAM

We plan to welcome a fourth **Explosive Detection Team (EDT)** to increase our efforts to locate explosive devices. Another canine sniffer and handler means even more safety for the traveling public.



STAYING *Financially* SOUND



BENEFITING FROM A HISTORY OF CONSERVATIVE FISCAL PRACTICES

Throughout the pandemic, JWA has benefited from our long history of careful stewardship and conservative fiscal practices. Together, our cash reserves, early bond repayment and low debt help us maintain our low cost of enplanement, which makes us highly attractive to airlines. That's good for us, good for them, and great for the traveling public.

“Years of smart, fiscal *stewardship* and conservative *preparation* pay off.”

01

TAKING ADVANTAGE OF AVAILABLE RELIEF FUNDS

In 2020, the U.S. government implemented the **Coronavirus Aid, Relief and Economic Security Act (CARES Act)** airport grant program. In 2021 we expedited the application, approval and claiming of additional and applicable FAA and TSA grant funds to preserve our cash position. JWA applied grant funds to targeted expenses to stabilize tenants’ rates and charges, and to assuage their concerns.



02

OUR TOP-NOTCH FINANCIAL RATINGS JUST GOT BETTER

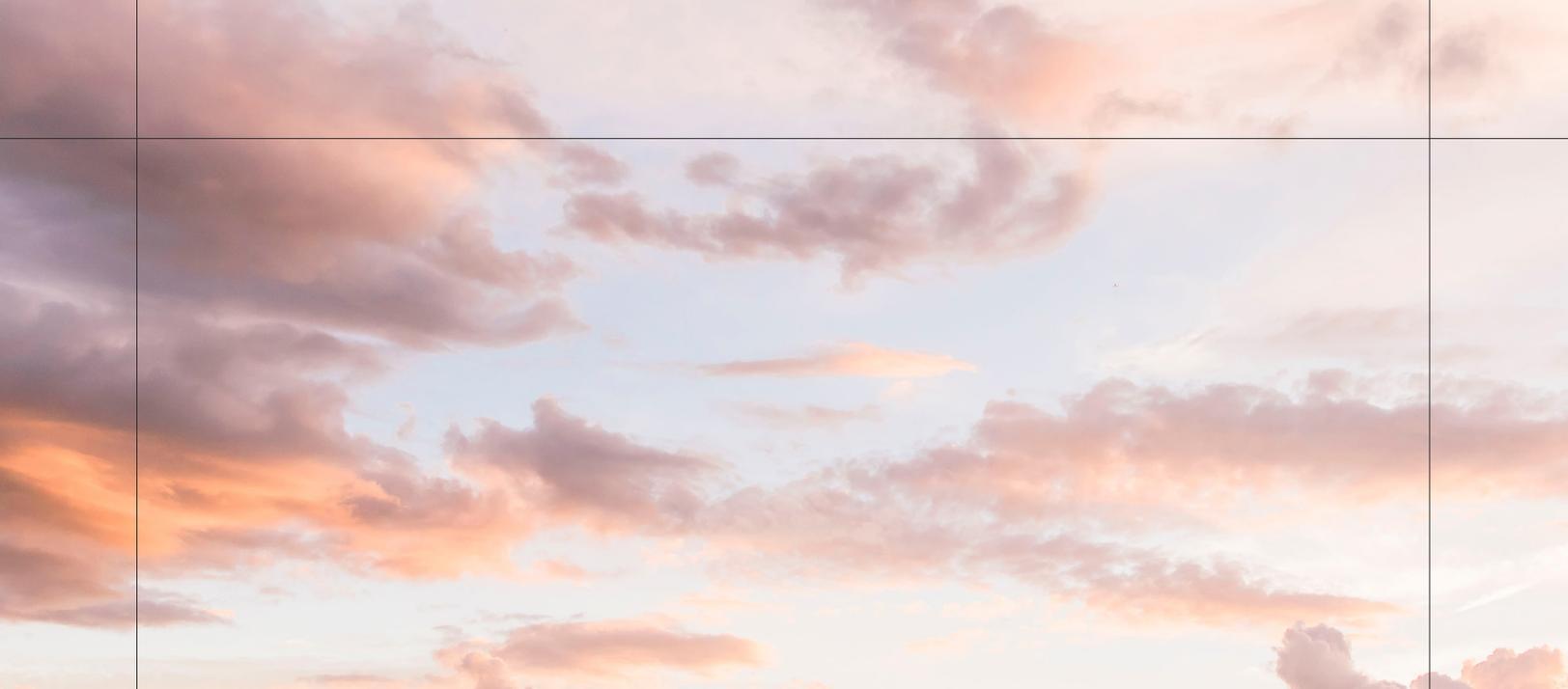
S&P Global Ratings raised its long-term rating of the County of Orange, California Airport Revenue Refunding Bonds to **AA- from A+**.

OUR PLANS FOR *continued* PROGRESS

03

MORE FINANCIAL STEWARDSHIP AHEAD

Going forward, we’ll continue our legacy of prudent stewardship of financial resources by continually evaluating processes to improve efficiency; pursuing and utilizing grants, passenger facility charges, and other resources to optimize funding of eligible capital projects and expenditures; and updating revenue structures as applicable, and assessing cost/benefit of new revenue concepts and trends.



AGILE, RESPONSIVE AND BETTER THAN EVER

There's no doubt, 2021 was another challenging year. However, as JWA closed out the year, we're proud of the many positive changes we made, the many plans to advance our progress in 2022, and the strong rebound we've been able to achieve.

We ended the year strong, increasing passenger traffic to 71% of our 2019 pre-pandemic levels. We were pleased to see each month getting us progressively closer to our typical passenger levels, signaling renewed confidence in air travel.

To our guests and travelers: We say thanks for your continued loyalty. We look forward to serving you in the months ahead.



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