

JOHN WAYNE AIRPORT
ORANGE COUNTY

ALL-TIME
Highs.

NEW
Horizons.

CELEBRATING A STANDOUT YEAR

For John Wayne Airport, there were many reasons to be proud in 2022, including a few historic milestones.

Our passenger numbers soared in 2022, with **numbers exceeding pre-pandemic levels by 6.6%**. Our guest experience ratings are at an all-time high. Based on our 2022 Passenger Survey, **94% of passengers rated their John Wayne Airport experience a four or five out of five**. And we connected with hundreds of residents and community leaders to guide our path forward.

We hope you will read on for more details about our fantastic year and our future plans—all of which aim to provide the best travel experience for our Orange County residents and guests.



BEING A *good neighbor*

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STAYING ENGAGED AND SUPPORTING OUR COMMUNITY

We recognize our responsibility to the community we serve—one we take very seriously. We work hard to develop and nurture meaningful relationships through partnerships that connect our business values with our social responsibility, and year after year, we look for new ways to support our neighbors and remain a conscientious member of the community.

HERE'S A SNAPSHOT OF OUR WORK IN 2022:

01

STRENGTHENED RELATIONSHIPS IN THE COMMUNITY.

We collaborated with FAA to host two virtual public meetings. They were opportunities for the general public to learn about our Access and Noise program and FAA's role in managing the airspace in Orange County.



02

HELPING KIDS WITH AUTISM SOAR TO NEW HEIGHTS.

We partnered with American Airlines to host the **"It's Cool to Fly American" event** – a full mock airport experience, that helps children and their families know what to expect from their air travel experience, without actually taking off.



03

NEW "HELPING HANDS JOURNEY" VIDEO.

We understand that traveling through an airport can be a challenging experience for individuals with hidden disabilities like Autism. Travelers can now take a **virtual tour through the Airport** and become accustomed to the crowds, sights and sounds.

DID YOU KNOW?

We provide more than **38,000 jobs**

to local workers and bring billions of dollars to the local economy.



04

QUIETER SKIES OVER LOCAL NEIGHBORHOODS.

We launched the Fly Friendly Program, an education, outreach and annual awards program for general aviation jet operators designed to minimize aircraft noise and support environmental stewardship.



05

SOCIAL MEDIA ENGAGEMENT TAKES OFF.

We enhanced social media content creation, focused on interactive posts, videos, and message responses, which increased social media engagement, with a **27,785% net audience growth.**

06

SHARING EXPERIENCES.

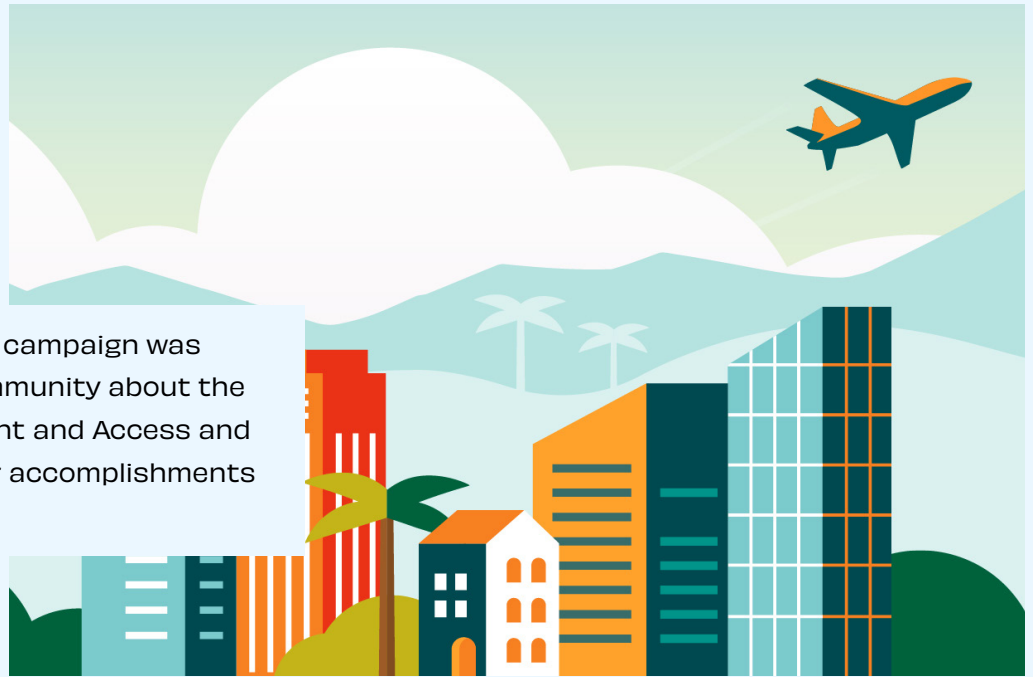
We enjoyed our time supporting the community this year at several local events, including the Hoag Classic Golf Tournament, Costa Mesa Fish Fry, and Tustin Tiller Days. And, we promoted the Make-A-Wish "Trips That Transform" campaign for the second time. We also held our first-ever John Wayne Airport Job Fairs, attracting more than 245 job seekers, landing **20 new hires.**



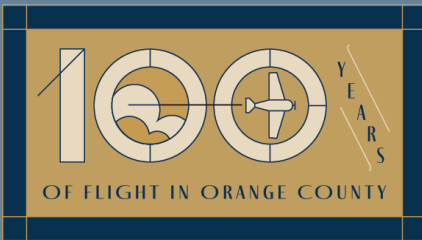
07

CONNECTING WITH THE COMMUNITY.

A multi-faceted informational campaign was developed to educate the community about the Airport's Settlement Agreement and Access and Noise Office, and highlight our accomplishments and contributions.

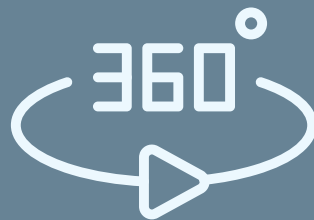


ON THE HORIZON IN 2023:



WE'LL CELEBRATE A MAJOR MILESTONE—OUR 100TH ANNIVERSARY.

We'll design, plan and implement the **"100 Years of Flight in Orange County"** events and marketing materials to celebrate a century of aviation in Orange County.



WE'LL SHOW YOU AROUND IN NEW WAYS.

We'll create a narrated **360-degree virtual airfield tour** as an educational (and fun) way to see areas that are normally off-limits.



YOU'LL SEE MORE VIDEOS.

We'll focus our social media efforts on updating the John Wayne Airport YouTube account, including **new videos touring various aspects of the Airport.**

An aerial photograph of ocean waves, showing the intricate patterns of white foam and deep blue water. The text is overlaid on this image.

ENHANCING *comfort & convenience*

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REINFORCING A SUPERIOR GUEST EXPERIENCE

One of the long-standing hallmarks of John Wayne Airport is our simple, convenient and outstanding guest experience. Our efforts here never stop—we're continually exploring ways to give travelers more dining options, a wider diversity of retail shops, streamlined parking and shuttle services, and plenty of comforts that make traveling easier and more enjoyable.

HERE'S WHAT WE DID IN 2022:

01

EXCELLENT PASSENGER SURVEY RATINGS, ONCE AGAIN!

Our most recent Passenger Survey results confirm John Wayne Airport continues to earn consistently high approval ratings from travelers. Overall, **94% of passengers rated their John Wayne Airport experience a four or five out of five**, citing customer service, cleanliness, and overall convenience of traveling through the Airport as their top reasons.



02

MORE OF ORANGE COUNTY'S FAVORITE DINING CHOICES.

We opened Jamba Juice, OC Pizza and Odoba Mexican Eats – three new interim quick-serve restaurant locations managed by a certified local Airport Disadvantaged Business Enterprise operator.



03

... AND MORE DINING OPTIONS IN THE WORKS.

We completed an agreement to develop an additional post-security Coffee Bean and Tea Leaf and another in Terminal C baggage claim, along with a Sambazon Acai Bowl in Terminal B. A new quick-serve restaurant, Brodard, and casual dining and bar restaurants, Taps and Greenleaf, are also expected to open in 2023.

04

MAKING TRAVEL FUN.

We engaged travelers with JWA swag giveaways, live music, selfie stations, therapy dogs, our summer "Fun in the Sun" prize wheel, and for the first time offered complimentary holiday gift-wrapping in the Terminal.



DID YOU KNOW?

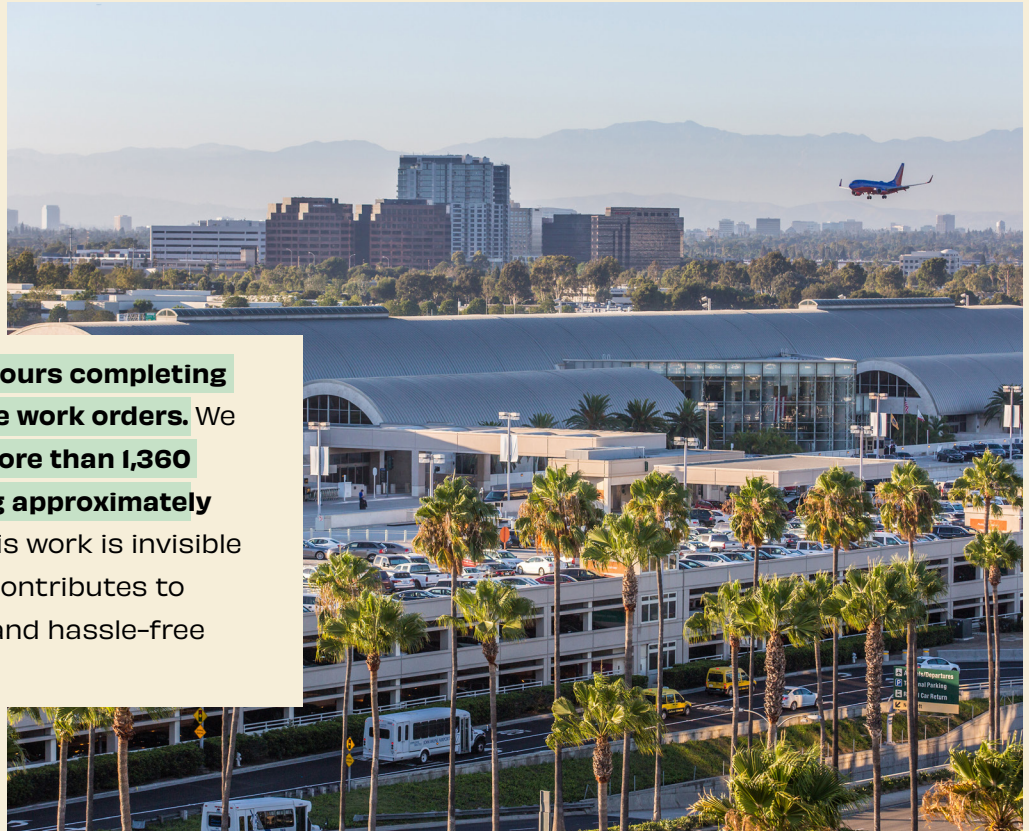
In 2022 we hosted
228 JWAlive music

performances throughout the Terminal, plus seven days of holiday carolers.

05

SMOOTH OPERATIONS BEHIND THE SCENES.

We logged **more than 28,800 hours completing more than 13,000 maintenance work orders.** We also reviewed and approved **more than 1,360 maintenance projects totaling approximately \$18.8 million.** While much of this work is invisible to travelers and guests, it all contributes to ensuring a safe, comfortable and hassle-free travel experience.



ON THE HORIZON IN 2023:



WE'LL MODERNIZE AND TRANSFORM JWA CONCESSION PROGRAM.

We plan to issue a concession redevelopment RFP and award **new food, beverage and retail leases** designed to embody the vibrant essence of Orange County and Southern California.



WE'LL IMPROVE AND UPDATE THREE TAXIWAYS.

We plan to reconstruct and realign three of our taxiways which are the primary surfaces used by air carriers to access the Thomas F. Riley Terminal and for general aviation aircraft using ACI Jet.



ENSURING SAFETY: *our top priority*

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100% COMMITTED TO PROTECTING WHAT MATTERS

Whether boarding a plane, arriving on a flight or waiting in our Terminals, we are 100% committed to maintaining the highest degree of safety and security, and we meet or exceed all federally mandated security regulations. Knowing that we have security covered, you can rest assured and enjoy our Airport and travel with ease.

01

MULTI-FACETED AIRFIELD SAFETY IMPROVEMENTS.

We completed the Airfield Lighting Improvements Project, which included replacing incandescent edge lights with LED lights, installing in-pavement runway guard lights to increase safety at Runway/Taxiway intersections, replacing old airfield signage and power cables, and replacing and relocating the Airport rotating beacon and tower.



02

CONTINUAL REINFORCEMENT THROUGH SAFETY TRAINING.

We completed over **1,000 safety tailgate meetings** (informal safety meetings conducted before work shifts). We also provided trainings addressing: Operating in an Airfield Movement Area; Lock Out/Tag Out; Confined Space; Basic Electrical Safety; and OSHA/Cal-OSHA Basics for Vendors and Contractors.

03

ENHANCED PROPERTY SECURITY.

We planned, designed and started a Perimeter Fence Enhancement Project, which will provide **additional security to our property.**

04

BOLSTERING OUR SECURITY TEAM.

We established the first Airport Law Enforcement Academy for new OCSD Airport Police Service Command Staff, deputies, and Sheriff Special Officers.



05

SECURITY FROM THE SKIES.

We developed the first **JWA Unmanned Aerial Systems-Drone Incident Response Plan**, which will offer additional visibility and a more coordinated and efficient response from security personnel, first responders and law enforcement.

DID YOU KNOW?

John Wayne Airport safety efforts encompass our entire property, which includes

510 acres of land
and two runways.

06

PREPARE, PREPARE, PREPARE.

We completed four significant **emergency response exercises with more than 100 participants at each session**, including the Annual Airport Emergency Plan Tabletop Exercise – Catastrophic Earthquake Scenario, Annual Aviation Security (AVSEC) Tabletop Exercise – Terrorist Attack Scenario, Annual Active Shooter/Rescue Task Force Full-Scale Exercise, and Sheriff SWAT Training.



ON THE HORIZON IN 2023:



WE WILL STRIVE FOR EVEN STRONGER RESILIENCE.

We'll implement our IT Cyber Security Incident Response Plan to **increase our protection and resilience from potential cyberattacks.**



FULL-SCALE TRIENNIAL DISASTER EXERCISE.

The exercise will simulate response to a commercial aircraft accident. Approximately 500 people will participate, including first responder agencies and simulated victim volunteers.



PROGRESS WITH OUR GENERAL AVIATION IMPROVEMENT PROGRAM (GAIP).

As part of our multi-year GAIP, development will begin on Clay Lacy Aviation and Jay's Aircraft Maintenance.



THINKING *sustainably*

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STAYING ENGAGED AND SUPPORTING OUR COMMUNITY

John Wayne Airport is committed to upholding best practices in environmental responsibility and has been a leader in implementing policies that provide both sustainability and cost-effectiveness. As we continually strive to protect lives and property, we use green building materials, follow sustainable methods and operate efficiently to conserve energy and natural resources.

HERE'S A GLIMPSE OF OUR WORK IN 2022:

01

EXPANDING OUR SUSTAINABLE BUILDING INITIATIVES.

We successfully incorporated **Green Building Standards** into tenant projects. FBOs and concessions are currently building to more energy and water-efficiency standards.



02

REDUCED AIR EMISSIONS—ON THE GROUND AND IN THE SKIES.

We received **two additional electric shuttle buses**, increasing the fleet to five electric buses. John Wayne Airport has also worked with airlines to ensure they are committed to **reducing ground support equipment (GSE) emissions** and identifying the actions needed.

DID YOU KNOW?

JWA's decades long commitment to transitioning from traditional diesel or gasoline fueled GSE to electric GSE has helped avoid approximately

3,400 metric tons of ghg emissions annually.

03

HEIGHTENED PROTECTION FROM STORMWATER POLLUTION.

We implemented enhanced pollution prevention practices to meet stringent stormwater discharge requirements.



04

LESS IS MORE! MINIMIZED WASTE AND RECYCLING.

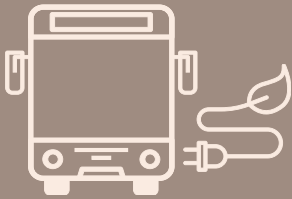
Our Liquid Waste Collection Bins are **removing nearly 60 tons of water from waste per year**, and through our Waste Amnesty Event we **recycled 10 tons of waste** from our commercial ramp.

05

MAINTAINING ESSENTIAL COMPLIANCE.

We assured Airport compliance with **more than 40 environmental permits and conditions.**

ON THE HORIZON IN 2023:



GOING ELECTRIC.

Kick off operation of our **5 electric shuttle buses** which is expected to **reduce GHG generation by approximately 274 metric tons annually.**



INCREASING FOOD DONATIONS.

Purchase equipment and develop programs and training to promote increased **food donations to local charity organizations** over the next two years through Food Donation Grant from CALRecycle.



SUSTAINABILITY AND COLLABORATION.

Coordinate with airlines and Fixed Based Operators to bring **sustainable (low carbon) aviation fuel and unleaded aviation fuels to the Airport.**



STAYING *financially sound*

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YEARS OF SMART FISCAL STEWARDSHIP AND CONSERVATIVE PREPARATION PAYING OFF

Year after year, our legacy of prudent stewardship and conservative fiscal practices help us maintain strong cash reserves, low debt and low cost of enplanement, which makes us highly attractive to airlines and the traveling public. We continued to make fantastic progress in 2022 on the financial front.

HERE'S A GLIMPSE:

01

ONWARD AND UPWARD! TAKING ADVANTAGE OF AVAILABLE INFRASTRUCTURE FUNDS.

We applied for \$23.1M in discretionary Bipartisan Infrastructure Law - Airport Terminal Program funds to commence **the Escalator and Elevator projects and the Restroom ADA Improvements project.**



02

MILLIONS IN AIRPORT UPGRADES AND SAFETY IMPROVEMENTS.

We prepared new Passenger Facility Charge applications for **more than \$161M of eligible capital projects,** which include airfield lighting and signage upgrades, airfield perimeter security improvements, upper roadway Methacrylate Road Protection Coating, taxiway reconstruction and safety improvements to vehicle service roads.

03

MORE STREAMLINED RESOURCE MANAGEMENT.

We transitioned our entire Maintenance Division from JWA to Orange County Public Works. This helps us streamline maintenance projects, be more proactive, increase responsiveness, and focus our resources on the most strategic projects and priorities.

DID YOU KNOW?

John Wayne Airport operates on a

financially
self-supporting basis.

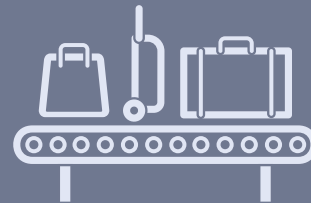
No general fund tax revenues are used to support the Airport's financial obligations.

ON THE HORIZON IN 2023:



SMART FISCAL STEWARDSHIP

The Airport's outstanding bonds, \$60.9M, will be defeased in the first quarter of 2023, using Passenger Facility Charge (PFC) collections and federal aid specifically restricted for airport debt and operating expenses.



WE WILL CONTINUE STRENGTHENING THE AIRPORT FROM THE INSIDE OUT.

We'll fund ongoing and new capital improvement projects and maintenance projects, including new baggage handling system, new elevators and escalators, new signage, and more electric charging stations.



NEW HORIZONS IN SIGHT

There's no doubt that 2022 was another outstanding year—filled with historic milestones, an exciting transition to new leadership, a renewed focus on community engagement, and many plans for positive changes ahead.

As we continue to reimagine our future, we will keep doing what we do best. We'll continue delivering a superior guest experience every time. We'll aim to surpass the expectations of our travelers and guests. And we'll strive to maintain our reputation as Orange County's favorite Airport.

To our guests and travelers: We say thank you for your continued loyalty. We appreciate you choosing us, and for your faithful partnership throughout the years.

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