

JOHN WAYNE AIRPORT  
ORANGE COUNTY

# Our Future is Bright!

2023 ANNUAL REPORT



## CLOSE TO HOME, CLOSE TO PERFECT

At John Wayne Airport, we are always working hard to make your airport experience better—and our strong progress in 2023 made it another standout year. During the first full year with JWA's new leader, we made huge strides across all of our priorities, while positioning the Airport for a very bright future.

Some notable highlights include becoming **debt-free by defeasing \$60.9 million** of JWA's outstanding Airport Revenue Bonds, celebrating **100 Years of Flight** in Orange County, and embarking on a **\$711 million Capital Improvement Program** that will keep our facilities in excellent operating condition for years to come—including new baggage handling systems, new elevators and escalators, parking improvements, more electric vehicle charging stations, and taxiway improvements. We're also well on our way to **revamping concessions** to embody the vibrant essence of Orange County.

We are proud that our Airport is a powerful economic engine that drives the regional economy by generating more than **45,000 jobs** and over **\$5.7 billion dollars** in annual economic impact.

We hope you'll read on for more details about our fantastic year and future plans—all of which aim to earn your loyalty and keep JWA your airport of choice.



# Being a Good Neighbor

## STAYING ENGAGED AND SUPPORTING OUR COMMUNITY

For more than a century, John Wayne Airport has been a key travel partner for Orange County and our commitment to the community is just as strong today. That's why year after year, we look for new ways to support and engage with our OC neighbors—enforcing noise limits, alleviating traffic congestion, maintaining timely communication, addressing concerns, and cultivating positive relationships with local residents, businesses and stakeholders.

## WHAT WE DID IN 2023

### 01.

#### Celebrated a century of travel in Orange County!

We successfully planned and implemented **"100 Years of Flight in Orange County"** with a historic timeline art display, fun Terminal events, giveaways, and era-style entertainment throughout the year.

### 02.

#### Engaged the community with AirACADEMY

We launched a new **community education program called JWA AirACADEMY**—a unique, interactive six-week experience to improve residents' and stakeholders' understanding of Airport history, programs, initiatives and operations. **90% of participants rated the program 5 out of 5.**

### 03.

#### Recognized (and awarded!) voluntary noise-reduction efforts

After one full year running the **Fly Friendly program**, we recognized general aviation jet operators who voluntarily adopted more sustainable aviation practices and technologies to help reduce aircraft noise.



### 04.

#### Advanced our commitment to diversity and inclusion

We developed **new tourism and business partnerships**, including destination marketing organizations, local chambers of commerce, and advocacy organizations supporting diversity and inclusion.

## 05.

### Cultivated strong local relationships

Our Airport Director conducted **43 “meet-and-greet” meetings and 12 community/industry presentations** to build and strengthen valuable ties with our OC businesses and neighbors.



## 06.

### Strengthened Orange County employment and economy

Based on our most recent Economic Impact Study (conducted in 2023 based on 2022 activity), JWA supports more than **45,000 total jobs**, with **\$2.3 billion** in labor income. We also contributed **\$352 million** in state and local taxes.

### ON THE HORIZON IN 2024

## 01.

### We'll get even more social

We'll create new guest experience activities by leveraging connections to people through **social media and promoting events, Terminal improvements, and art exhibitions** in traditional media.

### DID YOU KNOW?

Last year we increased social media engagement with **931,080 video views** and enjoyed a **218% increase** in overall engagement.





# Ensuring Safety: Our Top Priority

## RELENTLESSLY NAVIGATING THE NON-NEGOTIABLES

With safety and security always priority one, John Wayne Airport continues its steadfast commitment to maintain a safe environment for our guests, aviation partners, tenants, employees and volunteers. Whether boarding a plane, arriving on a flight or waiting in our Terminals, we are 100% committed to protecting what matters. We meet or exceed all federally mandated security regulations and are vigilant to maintain the highest degree of safety. We have security covered, so you can relax and travel with ease.

# WHAT WE DID IN 2023

## 01.

### Kept a watchful eye

We upgraded to **high-resolution CCTV cameras** in high-traffic areas and **increased CCTV memory storage**.

## 02.

### Performed full-scale safety training

We designed and executed the **Triennial Full-Scale Exercise (AIREX)** involving a simulated mass casualty incident resulting from an aircraft accident. The AIREX included over **300 first responders, mutual aid responders and support staff** to treat, triage, transport and track 84 patients.

## 03.

### Remained vigilant to safety first (always)!

We provided safety training covering **476 topics** to contractors, tenants, FBOs, and County employees. We also completed **112 comprehensive field inspections**.

## 04.

### Bolstered response resources for survivors, families and friends

We planned and hosted the first, two-day **National Transportation Safety Board (NTSB) Post-Accident Family Assistance Workshop** to help address the needs of survivors, families and friends of those involved in a transportation incident.



## DID YOU KNOW?

In 2023 we trained **2,570 JWA and business partner employees** in airport security and airfield driver responsibilities.

### 05.

#### Prepared for the unexpected

We designed and executed **11 emergency preparedness and security response drills and exercises** with over **490 participants**. Our work included four Unified Incident Command Post drills, an Airport Emergency Plan tabletop exercise, an Airport Emergency Operations Center functional exercise, an Aviation Security tabletop exercise, a full-scale active shooter/force protection exercise, a SWAT exercise, and an Airport Evacuation Team drill.

**300+**

participated in full-scale AIREX training exercise



## ON THE HORIZON IN 2024

### 01.

#### We'll pave the way for more improvements

We'll begin the design of our **Taxiway B widening and service road realignment project**.

### 02.

#### We'll strive to improve our safety risk controls

We'll implement the new **FAA-regulated Safety Management System (SMS) program** to increase our effectiveness at managing safety risk and safety risk controls.





# Enhancing Comfort and Convenience

## **ENSURING A SUPERIOR GUEST EXPERIENCE**

There are countless reasons JWA is the top travel choice for many Orange County residents. Near the top of the list is our superior guest experience—recognized by travelers in survey after survey. From our focus on “local OC flavors” at dining concessions to our wide variety of retail shops, productive workspaces, and free, high-speed Wi-Fi, we pride ourselves in going above and beyond to make traveling easier and more enjoyable.

# WHAT WE DID IN 2023

## 01.

### Invested in our future with facility improvements

Progress is happening at JWA. In June 2023, we received Board of Supervisors' approval on a **\$711 million phased Capital Improvement Program**, which includes new baggage handling systems, elevators, escalators, lighting and signage, improvements to parking structures, and more electric vehicle charging stations.

## 02.

### Paved the way for more of OC's favorite dining and concession choices

To further modernize and transform our **37,000 square feet of casual dining, quick-serve, coffee shops and retail stores**, we selected concession operators designed to embody the vibrant essence of Orange County and Southern California. Our vision is to represent the culture, vibe and feel of Orange County with many of your local favorites.

## 03.

### Delivered faster, better wireless internet

Need to stay connected while you wait? **We upgraded our Wi-Fi service** to improve the passenger experience throughout the Airport—helping you relax, check email or get work done while you're here.



## 04.

### Created a refreshed Mission and Vision

To help make our bright future a reality, we **developed JWA's new Mission, Vision and Values** to help our team clearly align with who we are, who we aspire to be, and how we'll get there.

# 05.

## Connected travelers to more places they love

By executing a new airline lease and onboarding Breeze Airways, we introduced new **nonstop destinations to Orlando, Provo, Cincinnati, Columbus, Grand Junction and Pittsburgh**—giving Orange County passengers even more travel options.

## ON THE HORIZON IN 2024

# 01.

## We'll bring more local flavor

We plan to add **new restaurants and retail locations** in Terminals A, B and C.

# 02.

## We'll offer kid-friendly entertainment

Parents, rejoice! We'll **design and install a beach-themed children's play area** near Gate 12, giving kids a place to expend some energy before those long flights.



# 03.

## We'll improve access for non-ticketed guests

We plan to **transition our OC AirPASS program to a fully online service**. This will streamline the process of issuing post-security access passes to those who want to shop, dine, watch planes or greet friends and relatives when they arrive at the gate.





# Thinking Sustainably

## CREATING A MORE ECO-FRIENDLY ENVIRONMENT

At John Wayne Airport, we are not only committed to taking care of guests, but also protecting our planet's precious resources. From reducing landfill waste to advancing sustainable building initiatives and encouraging our tenants to do the same, we're proud to lead the way with environmental best practices. Our relentless commitment includes reliance on green building materials, sustainable methods, zero-emission vehicles, energy-efficient lighting, and fuel-efficient aircraft.



## WHAT WE DID IN 2023

### 01.

#### Reduced food waste by encouraging donation

We identified and renovated **a room to serve as a food donation hub** to support increased food donations from concessions at JWA.

### 02.

#### Less is more! We took another step to minimize landfill waste

We worked with our waste hauler and Orange County Public Works to bring an **organics compactor to the Airport** to improve organics diversion.

### 03.

#### Expanded our sustainable building initiatives

We developed a **draft Green Building Policy for Airport projects** to streamline inclusion of sustainable design features and address mitigation measures in Airport projects.

### 04.

#### Took the lead in environmental stewardship

We initiated a **Green Concessions Sustainability Program** to encourage concession tenants to work towards environmental stewardship and sustainability practices in greenhouse gas emissions reduction, energy conservation, water efficiency, air quality, preservation of natural resources, and waste reduction.



## DID YOU KNOW?

In 2023, we notably **reduced the fleet NO<sub>x</sub> emission factor** associated with ground support equipment **by 12%** from our 2017 baseline.

## 05.

### Supported partners' sustainability goals

We supported new concessions partners in their efforts to build facilities in accordance with **JWA Green Building requirements**.

### ON THE HORIZON IN 2024

## 01.

### We'll actively manage carbon emissions

To help us effectively reduce our carbon footprint, we plan to **achieve Airport Carbon Accreditation Level 1** – a global carbon management certification program.

## 02.

### We'll applaud sustainability success

We will develop and implement the **Green Concessions Sustainability Program** and proudly recognize concessions partners that achieve green business models.





# Staying Financially Sound

## **YEARS OF SMART FISCAL STEWARDSHIP AND CONSERVATIVE PREPARATION PAYING OFF**

Our financial stability is a long-standing hallmark of John Wayne Airport's operation—and we are proud of our integrity and commitment. Our history of conservative fiscal practices and careful stewardship help us maintain strong cash reserves, low debt and low cost of enplanement, which makes us highly attractive to airlines and travelers alike. In 2023, our financial stewardship helped us achieve another impressive milestone—becoming debt-free.

## WHAT WE DID IN 2023

### 01.

#### Mission accomplished: We're debt-free!

We defeased **\$60.9 million** of JWA's outstanding Airport Revenue Bonds—rendering the debt obligation null and void without prepayment penalties.

### 02.

#### Made a strong impact on the local economy

JWA contributed more than **\$5.7 billion** to the Orange County economy in 2022, including **\$3.4 billion** in direct impacts, **\$1.2 billion** in indirect impacts, and **\$1.2 billion** in induced impacts.

### 03.

#### Added new revenue through ridesharing

We signed a new agreement with Turo for rideshare services at the Airport—increasing JWA enterprise fund revenue by approximately **\$1 million annually**.

## ON THE HORIZON IN 2024

### 01.

#### We'll aim to capitalize on grant funding

We'll prepare and submit a **Bipartisan Infrastructure Law (BIL) Airport Infrastructure Grants (AIG) application** to support phase one of our Airport Power Generation and Distribution Upgrades Project.



**\$60.9M**  
in outstanding bonds  
defeased



## BRIGHT FUTURE AHEAD

There's no doubt that 2023 was another outstanding year—filled with **strong performance, new beginnings and great expectations** for the future.

No matter how many improvements we make, our work is never done. **Our commitment to our guests and community is stronger than ever,** and we will continually seek new ways to make John Wayne Airport the very best travel experience.

As our bright future unfolds in 2024 and beyond, we will keep doing what we do best—**surpassing the expectations of our guests and maintaining our reputation as Orange County's favorite airport.** Thank you for choosing John Wayne Airport... we hope to see you soon!

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