

JOHN WAYNE AIRPORT  
ORANGE COUNTY

# Building a Solid Foundation for the Future

2024 ANNUAL REPORT



## CONNECTING PEOPLE, PLACES AND OPPORTUNITIES

For more than a century, John Wayne Airport has been a key partner for Orange County, and today, our commitment to superior guest experiences has never been stronger.

2024 was another outstanding year as we kicked off our \$700 million Airport-wide Capital Improvement Program—the largest investment in the history of the Airport. We also earned top honors in JD Power’s 2024 North American Airport Satisfaction Study and continued engaging our community while building a solid foundation for the future. We’re proud to serve Orange County, and look forward to many decades of thoughtful, sustainable and guest-centered service ahead.

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

SECTION 01

## STAYING ENGAGED AND NURTURING GOODWILL IN OUR COMMUNITY

We love our location in Orange County—and the people in it. That’s why we work so hard to nurture meaningful relationships with local travelers, residents and businesses, while respecting curfews, promoting sustainability and being a conscientious member of the community we’ve been part of for the past 100 years.



01

## CONTINUED THE CONVERSATION ON NOISE MITIGATION

We hosted the Federal Aviation Administration's (FAA) quarterly Western Service Area Noise Forum, where Executive management, along with FAA representatives, took part in a one-day meeting to discuss pertinent issues surrounding Airport noise mitigation.

02

## ENGAGED LOCAL RESIDENTS WITH AirACADEMY

We completed the Spring and Fall sessions of JWA AirACADEMY—a unique, interactive seven-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

## PROMOTED JOB OPPORTUNITIES FOR THE CONTRACTING COMMUNITY

We planned and executed Capital Improvement Program (CIP) Industry Day to raise awareness within the contracting community, especially Disadvantaged Business Enterprises (DBEs), about CIP projects and how to bid on them. It was a great success with nearly 200 people attending.



04

### GREW OUR JWA FAMILY

We transitioned 40 staff members from OCPW to JWA Maintenance. The Maintenance division is responsible for planning, organizing, and implementing strategic actions for building and airfield repair and maintenance, and management of our central utility plant.



### DID YOU KNOW?

In 2024, JWA reached  
670 community members through  
17 community presentations.

01

## WE'LL SIMPLIFY NOISE REPORTING DATA

To reach a broader population of those possibly affected by Airport operations, we'll reevaluate our public-facing data reports to determine a simpler, more impactful way to disseminate data.

02

## WE'LL BREAK MORE GROUND

We'll host a construction kick-off for limited-service Fixed Base Operator Jay's Air Center.



03

## WE'LL CONTINUE ENGAGING THE COMMUNITY

We will hold Spring and Fall sessions for JWA AirACADEMY for local residents.



## DID YOU KNOW?

JWA completed  
7298 maintenance work orders  
from December 2023 through  
November 2024.



# Ensuring Safety: Our Top Priority

SECTION 02

## RELENTLESSLY NAVIGATING THE NON-NEGOTIABLES

At John Wayne Airport, safety and security are always paramount. They guide every decision we make for our guests, aviation partners, tenants, employees and volunteers. Whether travelers are parking, clearing security, boarding a flight or passing time in our terminals, we go to great lengths to ensure their safety, security and peace of mind, with as little disruption as possible.





01

### BEGAN IMPLEMENTATION OF \$700 MILLION CAPITAL IMPROVEMENT PROGRAM

Progress is happening at John Wayne Airport! In 2024, we embarked on our multi-year journey to modernize, upgrade and keep our facilities in excellent operating condition for years to come.

02

### ESTABLISHED THE FIRST JWA SAFETY RECOGNITION AWARD PROGRAM

We created this program to support safety awareness and recognize employees and teams who demonstrate exemplary actions that advance JWA's safety goals. The Airport Director honored two employees with this award at the Airport's quarterly all-staff meetings.

03

### ELEVATED FIREFIGHTING EXCELLENCE

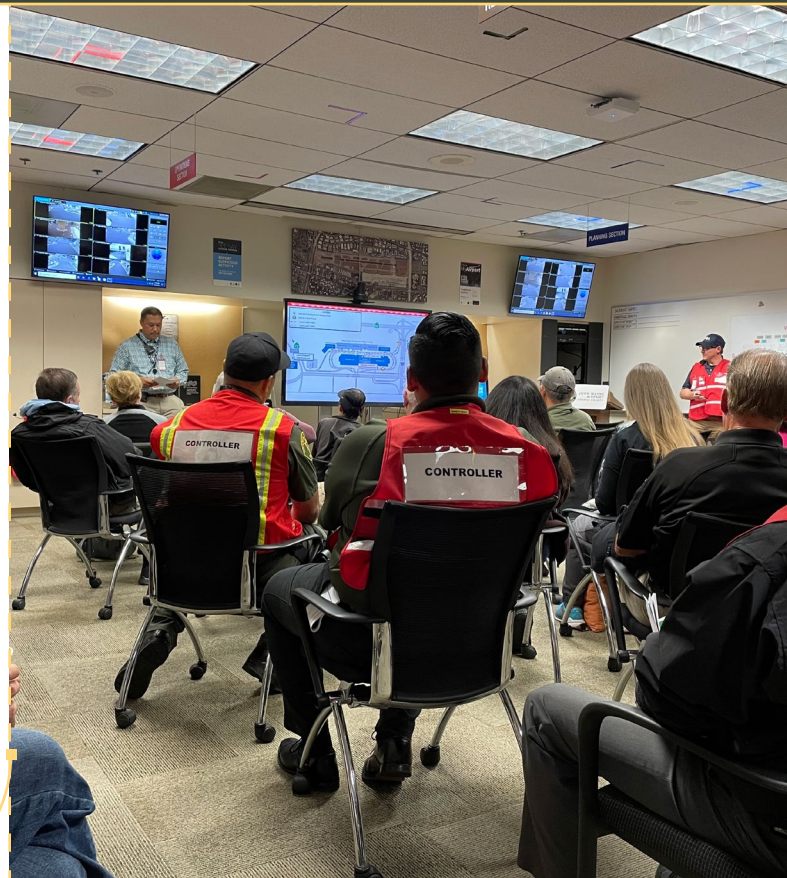
We received, completed user acceptance testing, and put into service the first Oshkosh Aircraft Rescue and Fire Fighting (ARFF) vehicle at JWA with Flourine-Free Foam (F3) instead of Per- and Polyfluoroalkyl (PFAS) foam.



04

## PREPARED FOR THE UNEXPECTED

We designed, planned, coordinated, and executed six emergency preparedness and security response drills and exercises which included over 300 first responders, mutual aid responders, and support responders.



## DID YOU KNOW?

Airport Operations, OCFA ARFF, and OCSD APS responded to 16 aircraft emergencies and recovered 21 disabled aircraft.



## DID YOU KNOW?

Four times a year, JWA removes rubber buildup from 300,000 square feet of runway surface to maintain touchdown friction for safer landings.

05

### ENABLED MECHANISMS FOR FASTER REPORTING

We launched the first JWA Aviation Worker Hazard Reporting System (Aerosimple) available to all Airport, County, airline, tenant, contractor, agency, and other Airport business partner employees.

06

### CONDUCTED ESSENTIAL SAFETY TRAINING

We trained 2,449 JWA and business partner employees in Airport security and airfield driver responsibilities. The OCFA ARFF also conducted in-class Fuel Handler Safety Training for 29 personnel.

01

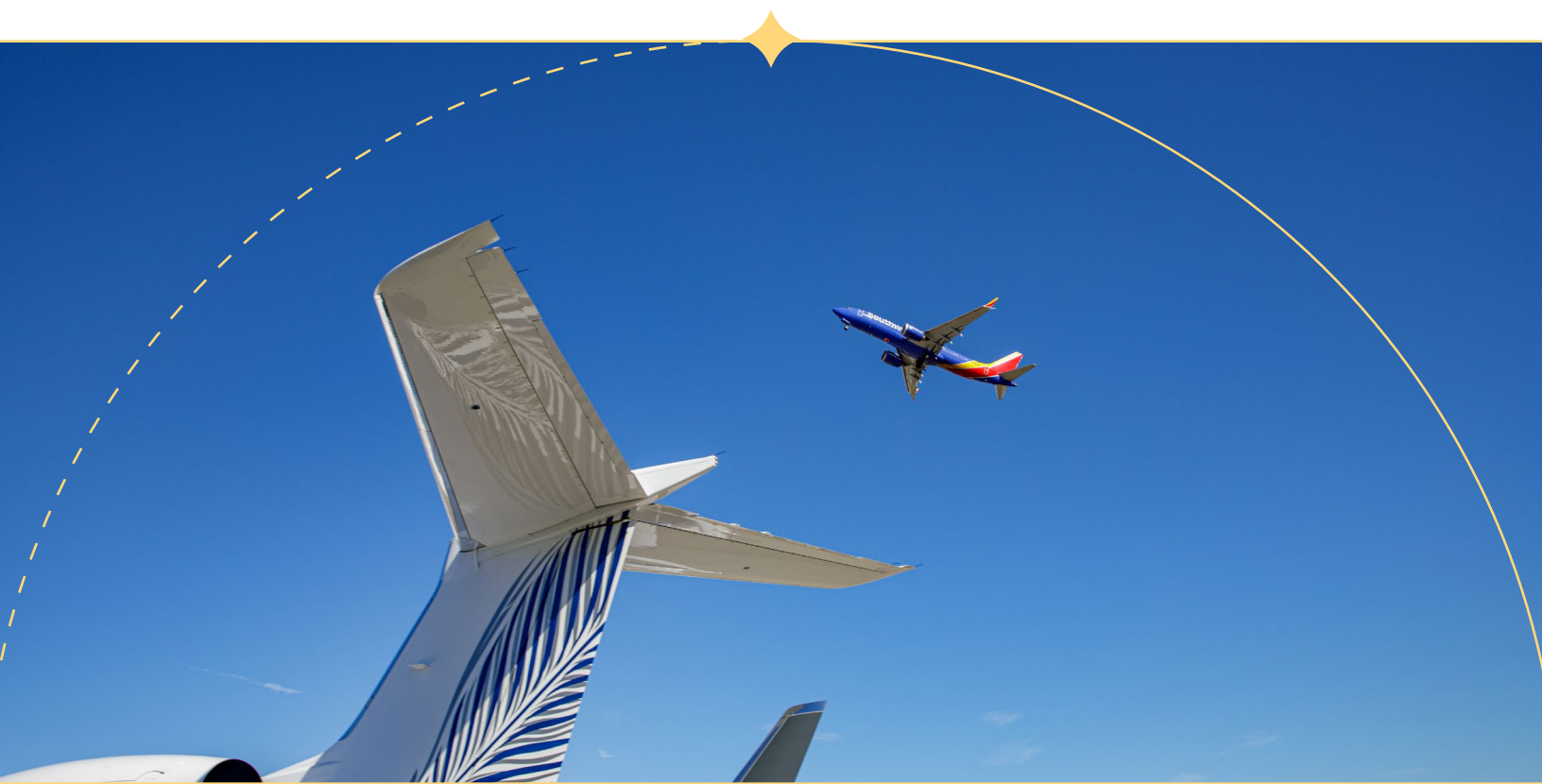
## WE'LL STAY VIGILANT ON SAFETY TRAINING

We'll design, plan, coordinate and execute Unified Incident Command Post (UCP) drills, an Airport Emergency Plan Table Top Exercise, an Airport Emergency Operations Center (EOC) Functional Exercise, an Aviation Security (AVSEC) Table Top Exercise, an Active Shooter/Force Protection full-scale exercise, and an Airport Evacuation Team drill.

02

## WE'LL SPEED AND SIMPLIFY IDENTITY MANAGEMENT

We'll transition our Airport Identity Management System (IDMS) to more efficiently badge all aviation and Airport employees.





03

## WE'LL IMPROVE HAZARD REPORTING

We'll expand our Hazard Reporting System (Aerosimple) by establishing a public-facing link for travelers to report hazards.



DID YOU KNOW?

The Airport reported  
zero injuries in 2024.

# Enhancing Comfort & Convenience

SECTION 03

## BUILT ON AWARD-WINNING GUEST EXPERIENCES

A superior airport experience is crucial not just for leisure travelers, but for all the businesses that rely on travel to connect with clients, partners and markets. At John Wayne Airport, we take great pride in making people's time here enjoyable. From a wide range of dining options to convenient parking, personalized travel assistance, AirPAWS Therapy Dog Program, Wi-Fi enabled workspaces and more, our ongoing efforts aren't only a win for JWA but for the entire community.





01

## RECEIVED THE GOLD-STANDARD IN RECOGNITION

We proudly announced our #1 ranking in Customer Satisfaction among large airports in the J.D. Power 2024 North America Airport Satisfaction Study. This prestigious recognition reflects JWA's unwavering commitment to providing an exceptional guest experience.



02

## AWARDED CONCESSIONS CELEBRATING ORANGE COUNTY'S DIVERSE, LOCAL FLAVORS

The Board of Supervisors approved 15-year Concession Lease Agreements with new Food and Beverage and Retail businesses in support of the Concession Development Program.

03

## EXPANDED OUR TEAM OF FRIENDLY VOLUNTEERS

We increased our number of active volunteers by 44%—from 50 to 72. That means even more opportunities to deliver superior customer service to traveling guests.

04

## IMPROVED OUR MAINTENANCE PROCESS

We conducted a full migration to the County adopted Computerized Maintenance Management System (CMMS) Assetworks/AiM, including training of all staff. The new system enables more flexibility and more streamlined maintenance to keep our Airport functioning at its best.



### DID YOU KNOW?

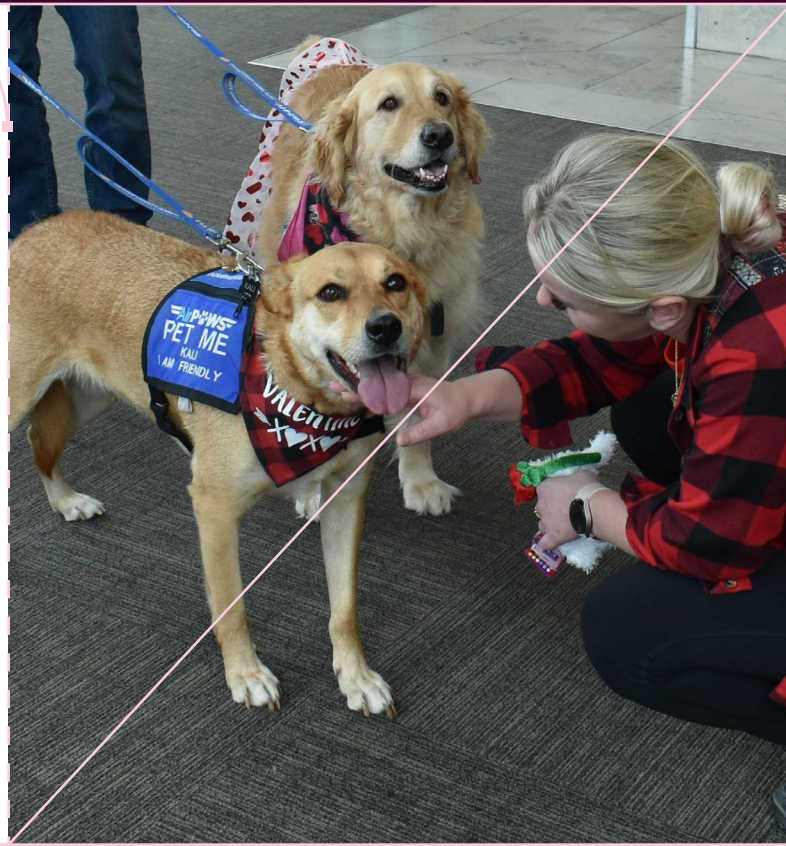
A total of 1,974,268 bags were checked in 2024.



05

## RECEIVED OTHER NOTABLE HONORS

We were ranked among the Top 10 Best U.S. Airports by Travel + Leisure and received the 2024 Excellence in Public Information & Communication Award by the California Association of Public Information Officials for our year-long “100 Years of Flight” outreach celebration.



## DID YOU KNOW?

In 2024, JWA volunteers clocked a total of 8,261 hours—6,518 hours by Ambassadors and 1,743 hours by AirPaws volunteers.

01

### WE'LL BRING MORE LOCAL FLAVOR

We'll open 5-10 Food and Beverage and Retail concessions as part of Phase 1 of the Concession Development Program.

02

### WE'LL CONTINUE FOCUSING ON GUEST EXPERIENCE

We will seek new ways to improve travelers' use of self-park, shuttle and valet services.

03

### WE'LL OFFER KID-FRIENDLY ENTERTAINMENT

Parents, rejoice! We designed and installed a beach-themed children's play area near Gate 12, giving kids a place to expend some energy before those long flights. It opened for use in February 2025.

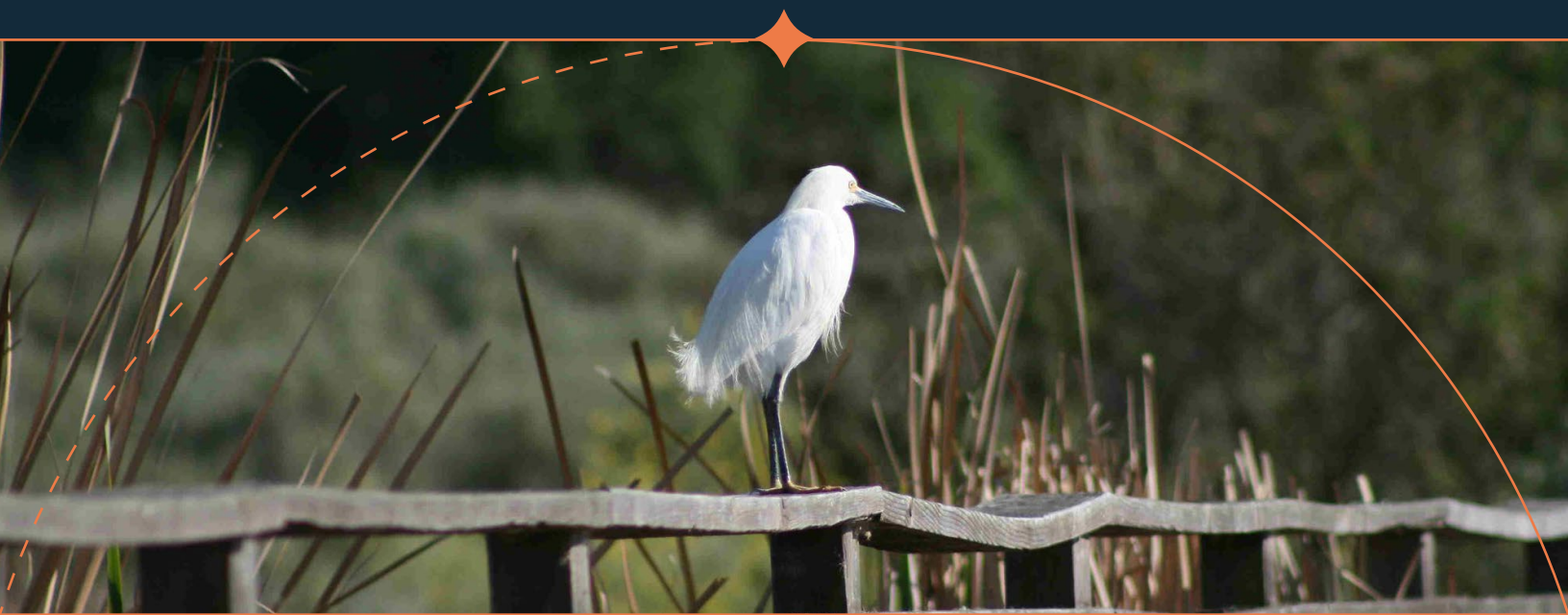


# Thinking Sustainably

SECTION 04

## CREATING A MORE ECO-FRIENDLY ENVIRONMENT

At John Wayne Airport, our commitment to protecting our planet is unwavering. We continually evaluate and implement new ways to improve energy efficiency, reduce our carbon footprint, conserve water, minimize waste and use sustainable construction processes whenever possible. Our ongoing efforts are paying off—not only for the Airport, but for the greater good of the world.





01

## HELPED OUR CONCESSION PARTNERS GO GREENER

We developed and kicked-off an Airport-wide Green Concessions Program focusing on sustainability in construction and operations of tenant spaces in the Terminal. Sustainability focus areas include energy and water conservation, waste minimization, source reduction, edible food recovery, employee awareness, and training.

02

## REDISTRIBUTED FOOD THAT WOULD OTHERWISE GO TO WASTE

We implemented an Edible Food Recovery Program to support concession tenants in the Terminal. Through the program, 2,000 lbs. of edible food were donated by concession tenants to those in need in our local communities in 2024.



03

## PUT ELECTRIC TRANSPORTATION IN MOTION

We began operating five all-electric shuttles to transport employees and customers between the Main Street Parking Lot and Terminals.

04

#### **LOWERED GAS EMISSION AND CONTINUED OUR CONVERSION TO LED LIGHTING**

We replaced rooftop air conditioning units from Gas/Electric to all electric. We also replaced Pressure Sodium Lamps with LED lighting on all parking structures roofs, the ground transportation center and the upper roadway.

05

#### **SUPPORTED “ON THE GROUND” ENERGY TRANSITIONS**

We upgraded four commercial gates’ electrical systems to allow airlines to install electric chargers and further convert Ground Service Equipment to electric units to reduce air emissions.

#### **DID YOU KNOW?**

We achieved a 2%  
reduction of greenhouse  
gases from 2023.

06

## ENSURED PROTECTION OF NATURAL RESOURCES

We completed 50+ inspections for Stormwater Pollution Prevention Plan, Spill Prevention Control and Countermeasures Plan, and Hazardous Materials Management Plan, and Underground Storage Tank to ensure compliance with regulations.



### DID YOU KNOW?

We obtained a 10% increase in trash diversion from the first half of the year.



01

### WE'LL KEEP UP THE GOOD WORK ON SUSTAINABILITY

We'll transition the final three Oshkosh Aircraft Rescue and Fire Fighting (ARFF) vehicles at JWA from Per- and Polyfluoroalkyl (PFAS) foam to Flourine-Free Foam (F3).

02

### WE'LL SET BENCHMARKS FOR CONCESSIONS PARTNERS

We'll aim for 50% of concessions to reach Certified Level in our Green Concessions Program and 30% to reach Silver and Gold Levels.



03

### WE'LL DEMONSTRATE OUR COMMITMENT TO REDUCING CARBON EMISSIONS

We'll demonstrate our commitment to reducing carbon emissions through Level 2 Airport Carbon Accreditation.

04

### WE'LL IMPROVE ON-SITE COMPOSTING

We'll complete installation of an organics composter to increase efficiency in collecting compostable food waste.

# Staying Financially Sound

SECTION 05

## OUR LEGACY OF SMART FISCAL STEWARDSHIP CONTINUES

Year after year, John Wayne Airport's financial stability, conservative fiscal practices and careful stewardship continue to guide us to new levels of success. Not only are we debt-free, we maintain strong cash reserves and a low cost of enplanement, which makes us highly attractive to airlines and the traveling public. Those are just a few more reasons JWA is Orange County's favorite airport.



01

### SECURED FEDERAL FUNDS TO DRIVE SUSTAINABILITY

JWA was awarded \$10.6 million through the FAA's Bipartisan Infrastructure Law (BIL) Airport Terminal Program (ATP) Grant Competition. The grant enables JWA to significantly improve energy efficiency, reduce carbon footprint, and improve the passenger experience and safety by replacing four aging public escalators within Terminals A and B.

02

### RECEIVED ADDITIONAL FUNDS FOR ACCESSIBILITY IMPROVEMENTS

We were also awarded \$20 million through the Federal Aviation Administration's (FAA) Airport Improvement Program (AIP) Supplemental Discretionary Grant Competition. This grant enables the renovation of 12 public restrooms within Terminals A and B, ensuring compliance with Americans with Disabilities Act (ADA) standards and other relevant building codes. The project will also improve efficiencies along the path of travel from the terminal entrance to these facilities, enhancing ease of access for all passengers.

#### DID YOU KNOW?

JWA has 84 fire hydrants and  
maintains 6,571 pieces of  
equipment.



01

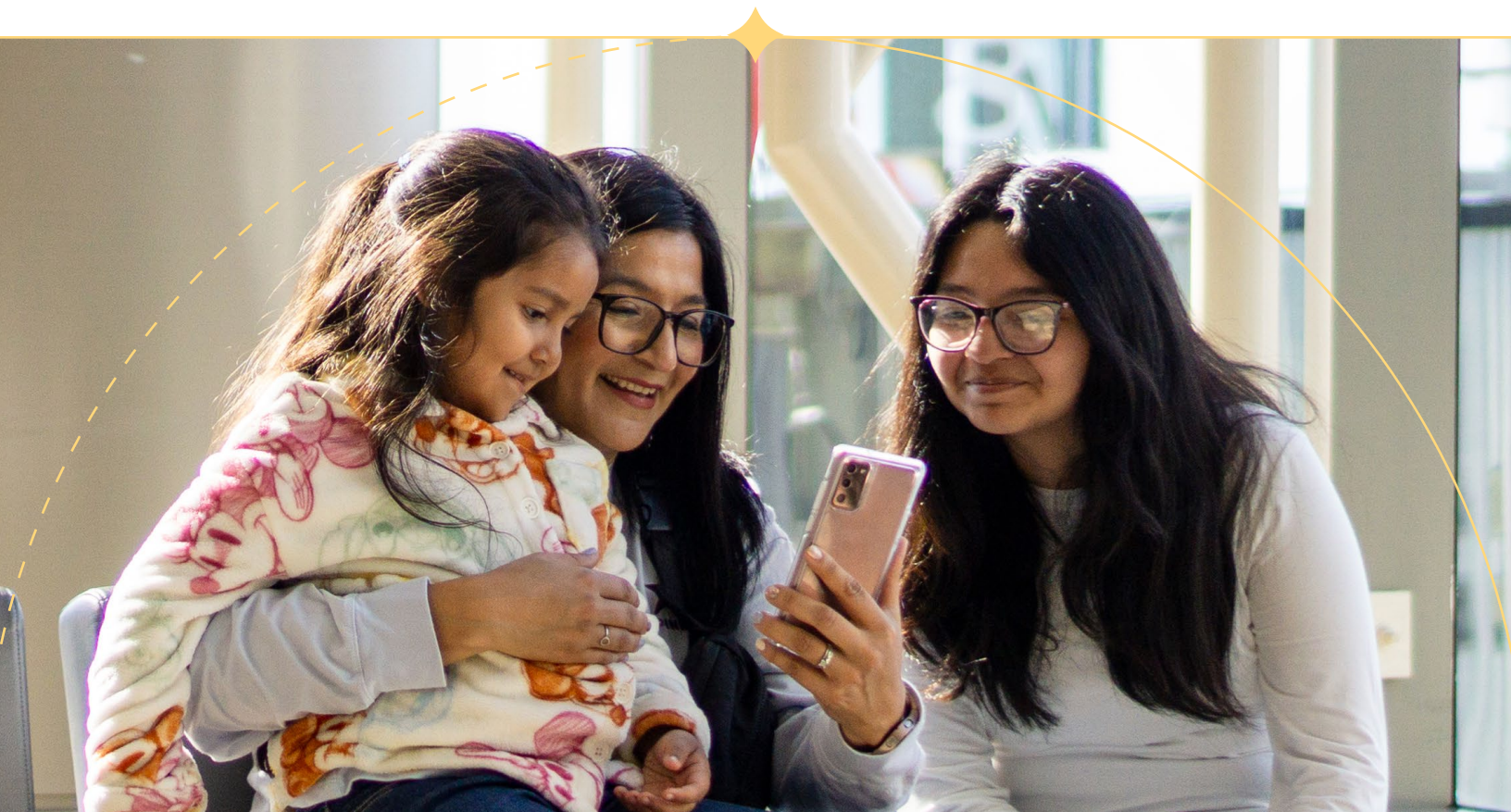
### WE'LL SEEK TO SECURE MORE FUNDING

We hope to receive approval from the FAA for Passenger Facility Charge (PFC) application No. 3 in the amount of \$34.5 million to fund the Facility Security Improvements, Common Use Passenger Processing System (CUPPS) Replacement, and Facility Accessibility Improvements projects.

02

### WE'LL FOCUS ON TAXIWAY IMPROVEMENTS AND ROAD SAFETY

We'll submit an amendment to PFC application No. 2 to request an additional \$58+ million to fully fund the Taxiway A, E, and D Reconstruction and vehicle road safety improvement project.



## A SOLID YEAR OF IMPROVEMENTS WITH MORE TO COME

From critical processes to the smallest details, John Wayne Airport continues to build on our reputation as Orange County's favorite travel partner. Yet no matter how many improvements we make, our commitment to our guests and our community never ends. That's why we're always looking at new ways to improve our amenities, our services, our sustainability and our support—both to our guests, our partners and our neighbors.

Keep flying with us... as we continue making improvements and making our Airport better than ever.

We look forward to seeing and serving you in 2025 and beyond.

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ORANGE COUNTY

