

JOHN WAYNE AIRPORT
ORANGE COUNTY

2025

People



First.

Excellence

Always.



JOHN WAYNE AIRPORT
ANNUAL REPORT

Where Excellence Takes Flight

2025

What a year 2025 has been for John Wayne Airport. Guided by our commitment to “People First, Excellence Always,” we approached every decision and initiative with a focus on serving our community and delivering exceptional experiences. For the second consecutive year, we earned the #1 ranking in Customer Satisfaction among large airports in the J.D. Power North America Airport Satisfaction Study—excelling in five core dimensions and earning recognition as Most Trusted among Large Airports. But this prestigious honor is just one reflection of a year filled with meaningful progress.



While other airports talk about innovation, we put it into action—deploying real-time shuttle tracking, creating our first podcast, introducing family-friendly amenities like a TSA Family Screening Lane and children's play area, earning international Carbon Accreditation certification, and transforming our concessions program with authentic Orange County flavors.

Behind these visible achievements lies something even more important: a fundamental commitment to doing things right. We secured \$49 million in federal funding for infrastructure improvements. We completely overhauled our emergency preparedness plans. We implemented cutting-edge security technology. We expanded charging stations, upgraded our network infrastructure, and achieved every major safety inspection milestone.

These aren't just accomplishments on paper—they're tangible improvements that make traveling through JWA safer, easier and more enjoyable every single day. And we're just getting started.

Read on to discover how we're building our Airport worthy of Orange County's trust, today and for generations to come.

Building for Tomorrow

Modernizing JWA for Generations to Come

Progress is happening at John Wayne Airport. Our multi-year Capital Improvement Program represents one of the most significant investments in our Airport's history. From upgraded elevators and escalators to airfield improvements and barrier-free access enhancements, we're modernizing infrastructure, enhancing safety, and building world-class facilities worthy of Orange County.



SECTION
ONE



Our work in 2025

01 Improved safety for ground transportation

We achieved substantial completion of the Terminal C Lower Roadway Safety Enhancement Project, creating safer conditions for passengers, vehicles and Airport operations.



02 Modernized vertical transportation for enhanced safety and reliability

We completed Phase 1A improvements to our elevators and escalators, upgrading critical systems to improve passenger safety and convenience with better directional lighting and more dependable operation.

03 Improved airfield safety with infrastructure realignment

We completed the Taxiway B Service Road Realignment Project, enhancing safety for both aircraft operations and ground vehicles by optimizing traffic flow and reducing potential conflict points on the airfield.

50K

Linear feet of new striping for the Taxiway Bravo (B) capital improvement project.

04 Enhanced accessibility for all travelers

We completed the Facility Accessibility Improvements Phase 1A Project, ensuring ADA compliance throughout key areas of the Airport and reinforcing our commitment to creating a welcoming, barrier-free travel experience for guests of all abilities.

What's ahead in 2026?

01 We'll continue upgrading our facilities

We'll complete phase 1B of the Elevators/ Escalators Improvement Project, extending safety and reliability enhancements throughout the Airport.

03 We'll continue expanding accessibility improvements

We'll complete the Facility Accessibility Improvements Phase 1B Project, furthering our commitment to ADA compliance and ensuring barrier-free access throughout additional areas of the Airport.

02 We'll advance our General Aviation facilities

We'll finalize the plan review of Jay's 14+ acre limited-service Fixed Base Operator (FBO) development project and initiate construction in the fall of 2026 as part of our General Aviation Improvement Program (GAIP). This development will help us accommodate larger aircraft, improve office space for private aviation users, and provide enhanced safety improvements for general aviation operations.



Rendering of new hangar for Jay's Air Center.

Being a Good Neighbor

Fostering Relationships That Strengthen Our Community

For more than a century, John Wayne Airport has been Orange County's travel partner, and our commitment to the community has never been stronger. In 2025, we continued engaging with neighbors, supporting local businesses, advancing air service and finding new ways to make travel more convenient—all while strengthening the ties that make JWA an integral part of Orange County life.

SECTION
TWO



Our work in 2025

01

Launched our first-ever podcast

We wrote and produced Destination SNA, a new JWA podcast that takes listeners behind the scenes of Airport operations, explores Orange County aviation history, and highlights the people and stories that make our Airport special.

02

Welcomed the airport industry to Orange County

We hosted and coordinated the Southwest Chapter of the American Association of Airport Executives Summer 2025 Conference---bringing together aviation professionals from across the region to share best practices and celebrate innovation in our industry.

03

Strengthened airline partnerships and planned for the future

We made five airline headquarters visits to discuss air service market potential, the transition to next-generation aircraft fleets, and the future of JWA air service beyond 2030—ensuring Orange County remains well-connected to the destinations that matter most while continuing to be a good neighbor.



DID YOU KNOW?

JWA reached 1346 community members through 24 presentations.

04

Elevated JWA's profile throughout the community

We elevated JWA's community presence, strengthened stakeholder relationships, and increased public awareness of key Airport programs that brought our story to more Orange County residents than ever before.

\$261,250.73

Donations raised for the Treat Our Troops program by Paradise concessions at JWA, including South Coast News, CNBC News, and CNBC Express.

What's ahead in 2026?

01

We'll champion cleaner, quieter skies

We'll work toward achieving a 50% or higher fleet mix of next-generation aircraft at JWA, which means reduced emissions and quieter operations for our neighboring communities.

02

We'll continue pursuing expanded air service opportunities

We'll continue our analysis and outreach with airlines to attain a 12.5 million annual passenger limitation, ensuring JWA can serve more travelers while maintaining our commitment to the community.

03

We'll engage guests in exciting new ways

We'll implement an interactive guest-engagement platform that creates more opportunities to connect with passengers and gather feedback to enhance their JWA experience.



Ensuring Safety:

Our Top Priority

Where Protection and Preparedness Never Rest

At John Wayne Airport, protecting people is paramount. From the moment guests arrive to the moment they depart, we employ cutting-edge technology, comprehensive emergency preparedness, and vigilant security measures to create an environment where safety is never compromised. Our commitment extends beyond compliance—we strive to anticipate challenges and maintain JWA as one of the safest airports in the nation.

SECTION
THREE



Our work in 2025

01

Strengthened checkpoint security with advanced validation

We deployed card readers at TSA checkpoints to validate that employees possess a physical badge and are authorized to access the sterile area of the Terminal—adding an essential layer of protection for guests.

02

Enhanced visibility across the Airport

We deployed more than a dozen new camera views to provide continuous camera coverage throughout the Terminal and surrounding high-traffic areas, ensuring comprehensive monitoring and rapid response capabilities.

03

Revolutionized employee credentialing

We implemented Airbadge, a new cloud-native Identity Management System, which streamlined the background check process and reduced onboarding time from months to weeks or even days—helping us maintain a fully staffed, security-cleared workforce.



DID YOU KNOW?

New Airport Emergency Plan outlines detailed response procedures for emergency incidents.

04

Modernized critical infrastructure for reliability

We continued to upgrade and replace systems, ensuring our technology remains secure and dependable.

2,517,410

Bags checked in 2025.

05

Achieved maintenance excellence through strategic planning

We completed our Maintenance Implementation Plan and implemented the Future of Maintenance, transitioning from reactive to proactive system replacement.

06

Launched safety-focused training for maintenance teams

We established the Shift Kick-Off (SKO) Safety-Focused Training program, which includes a rapid risk assessment process to identify the most hazardous work tasks for each shift.



DID YOU KNOW?

There are over 5500 Airport-issued ID badged employees at JWA.



07

Completely rewrote our emergency response framework

We completed a six-month project that encompassed a full rewrite of the entire Airport Emergency Plan.

08

Empowered the community with preparedness knowledge

We led our first Airport Preparedness and Safety Fair, in support of National Preparedness Month.

What's ahead in 2026?

01

We'll prepare for world-class sporting events

We'll begin planning and implementing security procedures and coordinate facility modifications in preparation for the 2026 FIFA World Cup and the 2028 Olympic Games.

02

We'll test our emergency readiness at the highest level

We'll design, plan, coordinate and execute the Triennial Aircraft Emergency Response Exercise (AIREX), ensuring all responders are prepared.

03

We'll strengthen our digital backbone

We'll complete the Network Upgrade and Resiliency project, to provide faster, redundant internet connections, expanded bandwidth, and modern firewall infrastructure.

04

We'll enhance our explosive detection capabilities

We'll complete the Explosive Detection Team Facility Improvements Project, providing our canine teams with improved resources to keep the Airport secure.



Enhancing Comfort & Convenience

Elevating Every Moment of the Journey

The little things make the biggest difference. At John Wayne Airport, we understand that comfortable seating, easy charging access, great food and smooth logistics transform travel from a task into a pleasure. That's why we invest in the details—continually upgrading our facilities, expanding our services, and listening to what travelers need to make their JWA experience not just efficient, but truly enjoyable.

SECTION
FOUR



Our work in 2025

01

Earned top honors for customer satisfaction—again.

For the second consecutive year, John Wayne Airport proudly ranked #1 in Customer Satisfaction among large airports in the J.D. Power 2025 North America Airport Satisfaction Study. This achievement reflects our unwavering commitment to providing an exceptional guest experience built on trust, convenience and care.

02

Made traveling with families easier and more welcoming

We introduced family-focused amenities including a Mamava lactation pod, universal changing tables, a TSA Family Screening Lane, and a new multi-faith prayer space—all designed to make travel easier and more inclusive for everyone.



DID YOU KNOW?

Scored 730 in J.D. Power 2025 Airport Satisfaction Study, improving by 43 points compared to our 2024 #1 score.

03

Transformed our dining and retail landscape

Our Concession Development Program has fully commenced and is advancing steadily, with three locations that opened in December 2025, seven concession locations currently under construction, and an additional seven scheduled to begin construction in the first quarter of 2026—bringing even more of Orange County's vibrant flavors and local favorites to our Terminals.



DID YOU KNOW?

JWA volunteers clocked 9,008 hours in 2025 – 7,494 by Ambassadors and 1,514 by AirPAWS teams.

06

Powered up guest convenience throughout the Terminals

We installed new outlets and phone charging receptacles, and procured new wall-mounted charging units to increase guest charging options—ensuring travelers can stay connected and powered up no matter where they're waiting.

04

Secured long-term airline partnerships

We completed and fully executed all 16 commercial, commuter and cargo Airline Lease Agreements for a term of five years, ensuring continued reliable air service and stable operations for Orange County travelers.

05

Revolutionized the parking shuttle experience

We partnered with ACE Parking to develop and deploy the first real-time Parking Shuttle Tracking system at JWA. Passengers can now scan a QR code with their mobile device to see live wait times and track Main Street Long-Term Parking Shuttles in real-time—taking the guesswork out of shuttle arrivals.



What's ahead in 2026?

01

We'll elevate the guest experience

We'll finalize and execute new agreements with United and American club lounges for a five-year extension of their club operations, including a requirement for each airline to invest a minimum of \$800,000 to refurbish and enhance their respective lounge spaces.

02

We'll make valet parking even more convenient

We'll coordinate the implementation of a new Valet Reservation System, giving guests the ability to reserve their spot in advance for a seamless arrival experience.

93

Helping Hands assists in 2025.

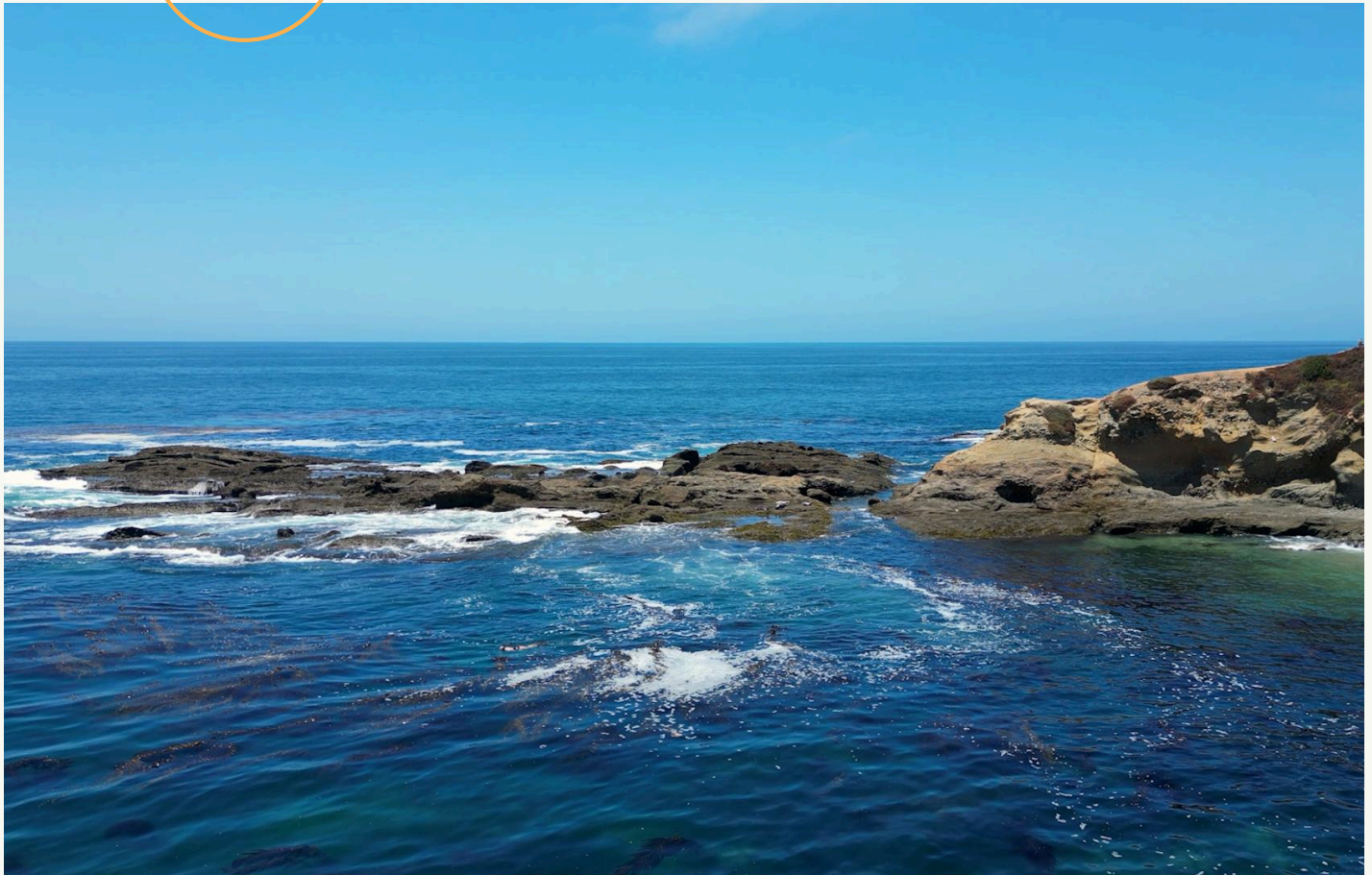


Thinking Sustainably

Building a Greener Future, One Innovation at a Time

Protecting our environment is central to who we are at John Wayne Airport. Through innovative programs, strategic partnerships and measurable commitments, we're working to create a more sustainable future for Orange County. Whether reducing emissions, conserving water, advancing green building practices or minimizing waste, every initiative reflects our dedication to being responsible stewards of the resources we share.

SECTION
FIVE



Our work in 2025

01

Earned international recognition for carbon reduction leadership

We earned Airports Council International (ACI) Level 2 Carbon Accreditation, recognizing JWA's leadership in reducing emissions. Certification validates our audited carbon management plan, annual tracking, and sustained progress over three years.

02

Advanced sustainable building practices
Airport-wide

We introduced the Green Concessions Program to drive CALGreen Tier 1 compliance and sustainable operations. We achieved the first tenant certification and progressed 16 other tenants through design review and permitting.



5,900

Pounds of edible food donated by concession tenants to local communities in 2025.



What's ahead in 2026?



DID YOU KNOW?

Clay Lacy is participating in the SCE Green Rate Program to cover 100% of their electricity use with renewable electricity.

01 We'll make sustainability progress visible and measurable

We'll develop sustainability tracking dashboards that provide transparent, real-time insights into our environmental performance and progress toward our goals.

02 We'll reimagine our landscape for water conservation

We'll initiate a Landscape Masterplan to support water conservation improvements across Airport grounds, ensuring beautiful spaces that respect California's precious water resources.

03 We'll brighten the airfield while reducing energy use

We'll replace approximately 180 high-pressure sodium apron lighting fixtures with LED fixtures and associated lighting controllers, significantly reducing energy consumption while improving visibility and safety.

525

Metric tons of Greenhouse Gas Emissions reduced in 2025.

Staying Financially Sound

Fiscal Strength That Fuels Our Future

Strong financial stewardship is the backbone of everything we accomplish at John Wayne Airport. Through strategic grant applications, careful budget management and smart capital investment, we maximize every dollar to improve facilities, enhance safety and deliver exceptional experiences for our community. Our conservative fiscal practices and proactive planning ensure JWA remains financially resilient while continuously investing in the infrastructure improvements Orange County deserves.

SECTION
SIX



Our work in 2025

01

Secured nearly \$50 million in federal infrastructure funding

JWA accepted and executed two Federal Aviation Administration (FAA) grants totaling \$49.7 million through the Bipartisan Infrastructure Law (BIL) Airport Infrastructure Grant (AIG) and the Airport Improvement Program (AIP). These grants will fund Phase 1 of the Airport Power Generation & Distribution Upgrades project, ensuring reliable power for decades to come.

02

Unlocked \$36.4 million for critical improvements

The FAA approved JWA's Passenger Facility Charges (PFC) application in the amount of \$36.4 million. This funding will support several critical capital improvement projects, including airfield lighting and signage upgrades, taxiway pavement rehabilitation, facility security enhancements through closed-circuit television (CCTV) improvements, replacement of the Common Use Passenger Processing System (CUPPS), and facility accessibility improvements to restrooms and paths of travel.



What's ahead in 2026?



01

We'll pursue funding for the next phase of infrastructure improvements

We'll initiate development of JWA's fourth Passenger Facility Charges (PFC) application to fund key Capital Improvement Program projects. These include baggage handling upgrades, vertical conveyance improvements, stormwater enhancements, accessibility upgrades, and other eligible infrastructure improvements.

02

We'll compete for competitive Terminal improvement grants

We'll submit an application for the FAA's Bipartisan Infrastructure Law (BIL) Airport Terminal Program (ATP) competitive grants to request funding for portions of Phases 2, 3 and 4 of the Vertical Conveyance System Improvements project.

Onward and Upward: Moving Forward Together

Looking back on 2025, we see a year of remarkable achievement—but when we look ahead, we see even greater opportunity. Every improvement we make, every dollar we invest, and every partnership we strengthen brings us closer to our vision of being not just Orange County's favorite Airport, but one of the finest regional airports in the nation.

The work ahead is ambitious. We'll welcome world-class sporting events, complete transformative infrastructure projects, expand our sustainability initiatives, and continue raising the bar for guest experience. We approach these challenges with confidence, knowing that our foundation is solid, our team is dedicated, and our commitment to excellence is absolute.



To our guests, our airline partners, our community members and our stakeholders: thank you for your continued trust and support. We don't take it for granted. Every day, we strive to earn your loyalty and exceed your expectations.

Welcome aboard as we continue this journey together. The best is yet to come.

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