



NORFOLK INTERNATIONAL AIRPORT

Master Plan Update

Public Information Meeting #1 – May 30, 2018

Comments Received by June 15, 2018

All written comments on the Master Plan Update and Public Meeting are provided in this document in the order of receipt. A total of 55 substantive comments were received by the end of the comment period, June 15, 2018. *Responses to the most frequently asked questions are included as a separate document.*

Written comments were received through multiple means, including:

- Study website comments
- Direct email
- Comment cards & letters
- Public meeting verbal comments

Comment Process

During this phase of the study, citizens, stakeholders and agencies were offered several ways to submit comments on the study by June 15, 2018. At the public meeting, printed comment forms were available to fill out and turn in or mail using USPS. A stenographer was also available at the public meeting to record verbal comments. The project website included a fillable online comment form and a printable PDF. Mailed comments and questions were directed to Anthony Rondeau at the Norfolk Airport Authority.

1. **Edward M. 5/4/2018**

I am disappointed that the Airport removed the People Mover walkway. It was a step in the wrong direction. I realized it was not working most of the time but when it was it was a Major Convenience.

2. **David S. 5/8/2018**

Replace the people mover from the garage to the terminal. Nothing could exceed its priority!

3. **Christine F. 5/9/2018**

I understand I can give input regarding the airport renovations. The last time I was there to pick up someone, it was difficult to find the arrivals board. There was only one (that I found) in an out of the way place. I think it should be more central... like where all the green foliage is... which by the way, is way too tall and very obstructive. I can see people missing each other because of it. Perhaps less foliage, a more central arrivals/departures board (or three), as well as more chairs in the central area. Thank you.

4. **Christine P. 5/10/2018**

We have seen an increase in feedback from our customers on the lack of moving walkway to the arrival area, which was recently taken out. No plan to replace in the master plan

5. **Shirley W. 5/10/2018**

It is quite a distance from plane to baggage. We arrived on April 10-17 and it was extremely difficult. We are in our 70's and I developed hip pain. We had family arrive and that was the first things they said about the moving sidewalk. We were in LA, Baltimore, Chicago, Orlando, Atlanta all have this accommodation. Shame on you Norfolk for not making it a little easier for seniors to travel.

6. **Kristine C.** 5/11/2018

What is the airport doing to attract airlines into Norfolk and current airlines to offer more direct flights? Currently there are very few direct flights from Norfolk. We cannot expect to grow tourism or our cruise ship industry without affordable direct flights. Thank you

7. **Lise** 5/16/2018

Need more direct flights. Need more affordable flights.

8. **Kath V. M.** 5/17/2018

Why can't ORF be a point for interviews and fingerprinting for Global Entry Passes? We applied and can't get RIC appointment, only Dulles and that's too far. Thank you.

9. **Iris R.** 5/19/2018

Is there any possibility of ORF becoming a major HUB? I travel to the country of Panama and it's always a carnival getting to a REAL international airport. Also, can someone explain to me why going to Panama to my destination, takes like 14 hrs. (It takes 3 planes) The problem is my returning flights. It takes anywhere from almost 30 hrs. to a day or two more. I feel this discourages people to travel. Thank you for your time and attention to this matter.

10. **Connie G.** 5/20/2018

I travel often to Atlanta from ORF, I have family, investment property, and grandchildren there. When Southwest had a non-stop flight to Atlanta from ORF, I usually found it to be more economic, but if the times weren't good I would use Delta which were not that much higher. Since Southwest moved their nonstop flight out of ORF to Richmond, Delta now has no competition, and the cost of that flight has skyrocketed! I can fly to the West Coast for what it costs to fly to Atlanta. I wish Southwest could bring some nonstop flights back to ORF, Delta sure won't change their rates, They got us!!! I am a volunteer at the USO at the airport and spend time there each week. I must compliment you on the bathroom updates, and hope you will continue to update them all, the tile work is beautiful. Also, the grounds of the airport are breathtaking in the Spring (I recently nominated the airport for an award of merit to the Council of Garden Clubs) Now you just need to plant some more summer color when most of our tourists are visiting. Our other real need is a quiet place for people to go who might be stuck in the airport, I was recently in the Albuquerque Airport, similar in size to ours, and was delayed. They had an upper observatory area with couches, comfortable chairs, rocking chairs, facing out to the mountains, it was out of the noise of the food court, and terminal and was a very peaceful place to be. A rooftop garden, or outside garden with nice seating to get some fresh air would be nice. Perhaps something could be worked out with the Botanical Gardens for slice of land with a view, and a little walking trail to stretch the legs. That outdoor space might include a little playground for children, Parents traveling with children who have delayed flights have no place for their children to let off steam. We have many military servicemen and their families who spend untold hours in the USO. It is a wonderfully large space thanks to the wonderful people of the airport who have supplied that space, they are so grateful, but sometimes I would just love to be able to send them someplace other than the front sidewalk or parking garage for some air and quiet. But besides the military, our general traveling public would enjoy those spaces. Travel can be stressful, a de-stress area would be good for those traveling and your employees who have to deal with stressed people. I hear many families running around downstairs below the USO waiting for rental cars, lots of screaming and crying goes on, how nice if they had someplace to go while they waited, they could call them when their cars were ready. The area could include the little borrow boxes I see in parks of magazines, books, and children's books, you might get some Boy Scout troops to build them as a project to reach rank. Anyway, you get my idea. I think our airport is a gem, and a pleasure to travel through.

11. **Judy S.** 5/20/2018

Dear Norfolk International Airport,

I will not be at the meeting but would like to share a few suggestions.
I have not seen the master plan.

1. Very very long to walk...put in rapid walk system or more attendants with wheelchairs or beep beep carts like other airports
2. Eventually customs section, and add one or two international flights to airport- It is not an international airport
3. To make economic hub, more direct flights to cities, and one or two international flights (maybe one charter flight in winter to warm bahama destination)
4. More seats while waiting for passengers to come out of walkway.
5. small haircut/barber 3 chair shop like detroit airport

I love the airport...just wish we did not have to connect all the time...used to love direct to nashville/austin texas.

12. **Judy S.** 5/21/2018

I see the TNC staging area on the Master Plan but I cannot find the staging area for the taxicabs. Was this an oversight or is the taxicab staging area not moving thus, it was not included?

13. **Brandon G.** 5/22/2018

Hello,

Reading today's Pilot article about ORF's 20-year master plan, my suggestion or request is to continue bringing in more non-stop destinations, esp. to the West Coast and internationally.

I am grateful for the new non-stop flights to Denver, and am crossing my fingers that places like Vegas, LA, or Seattle will soon be added to the mix. In addition, I noticed more East Coast cities popping up, and would love to see Miami as well.

However, I have friends or relatives who drive to Reagan, BWI, or even Richmond to fly to their next destination. Being able to fly out of ORF without having to worry about driving a few hours (plus deal with parking) could save time and money. I'm sure demand dictates a lot of your decisions, but I think offering more non-stop flights could help the passenger numbers continue to increase.

Thank you for your time, and I look forward to hearing more about the Master Plan.

Sincerely,
Brandon G.

14. **Shell S.** 5/23/2018

Change name from ORF to something beginning with N, it is very confusing and would give new vibe to the airport

15. **Cocoa425** 5/23/18

Moveable walkway. Keep it! For those of us with disabilities, small children, etc., the moveable walkway is a godsend.

16. **Gail J.** 5/23/2018

To Mr. Rondeau-

I am a resident of Norfolk and if I did not have to fly out of ORF, I would not. I have always been so proud of the lovely, organic, setting for our airport. I have loved leaving, returning, and welcoming guests.

But since the people-mover has been retired, I dread my travel experience in Norfolk. I am not in need of a wheelchair. I am not in need of golf cart transport. But the extraordinary walking distance between gates and baggage retrieval is a lot to ask of folks like me who need to take it a tad easy (two hip replacements, in my case). Others have no medical issue, just need a little reasonable amount of help.

I just want to go on record as one who would choose to accommodate those with physical needs over new carpet.

17. Sherry W. 5/24/2018

The moving walkway from gates to the baggage area is one of the most important features of our airport. The long walk is very strenuous on elder folks or if there is any difficulty in walking long distances. I would recommend reinstalling the moving walkway to assist the elderly and those unable to walk long distances.

18. Stacy W. 5/24/2018

Dear Sir,

I have been a frequent business traveler for 16 years now and have seen quite a few changes at the Airport. I travel to Boston every other week. I am frustrated and I must admit angry that there are no more direct flights to Boston. There was a perfect flight via Delta which would arrive at 9am and depart in the evening. Now along with the other business suits I must fly Southwest connect in BWI and not get to Boston until 11 am and I do not get home 4 planes later until midnight which makes for an exhausting day! AA has connections also but DC, Philly and LGA are disasters and you have to walk on the tarmac so by the time I make it to my meeting I am a mess! Please Please reconsider a business direct flight to Boston.

Secondly removing the people walk was another disappointment each time I walk to baggage claim it takes at least 18 min I hear people complain. You could have asked the public for donations if the city was short on funds as this was much needed!

I thank you for your attention.

Respectfully yours,
Stacey W.

Stacey W. CMC, CMCN

19. Ekendall C. 5/24/2018

I'm Frequent traveler through ORF. Two things bug me-lack of flight choices. I try to always use American Airlines. Also, the food is the worst from any other airport I go to. It always tastes like it was cooked elsewhere and assembled on site. Even the fast food is bad. Can't we do something about that? I always get to the airport early and I would enjoy a nice beverage, like hot chocolate as I don't drink coffee...and a nice pastry or full meal. Starbucks is too expensive and awful. Why aren't we supporting local eateries instead of chains? We have to use Starbucks and BK? No other local coffees, good danish, good food? Are you making the rent there too expensive for a mom and pop to thrive?

20. Kay S. 5/25/2018

In response to the article in Thurs. Pilot my

one suggestion is to install a moving walkway like all other airports have.

I am an older person and dragging a heavy bag is not easy. Have never seen an airport that didn't have one.

21. Margrit B. 5/29/2018

Concerning the plan for Norfolk Airport, may I make some suggestions. I am a senior and since the moving sidewalk has been removed, find it impossible to walk to the gates to greet visitors. Can some provisions be made for those of us who are unable to walk the distance to the gates from the garage? Also, it seems every time I meet someone the last baggage port is being used, while the first 3 are empty, why make it so difficult for passengers? Some of the travelers looked very tired, as they trek to the last baggage station, some coming from long overseas flights. I like our airport, let's make it more user friendly!

22. Draven P. 5/30/2018

I think adding a international route would be great, since tourists love going to Norfolk/Virginia Beach. For example, people enjoy going to the Caribbean & making Norfolk - the Caribbean would be great for people taking vacations. Or another example, People might want to visit family in Canada or Mexico. Giving an airline like Westjet or Caribbean Airlines would make travelers have a one way to one of their vacation spot that they could want.

23. Blount H. 5/31/2018

Completing the second runway is of utmost importance for the future of this airport. A second runway adds redundancy that will be beneficial in case of emergency and will help the airport avoid complete shut-downs for main runway repairs. Recent terminal improvements have made ORF more attractive and functional. I would encourage the Airport Authority to consider replacing the single, long moving sidewalk that connects the departures and arrivals terminals with several shorter moving sidewalks as this is a long passageway for seniors, those with disabilities, and travelers toting luggage. Please don't completely abandon the concept of a moving sidewalk simply because the ultra-long system is problematic. Over the long term, the rental car return center needs to be relocated into a parking garage or some provision should be made for pedestrian walkways to both terminals that offer protection from rain and snow. Currently, there is no concrete sidewalk on a direct path from the rental car return center to the arrivals terminal and the long walk to the departures terminal is has no overhead cover.

24. Ira P. 5/31/2018

Residents of hunt club point want to minimize any future plane noise. We have eagles and wildlife and old growth forest. The less noise the better. Thanks.

25. Anita B. 5/31/2018

Please advise if the flight pattern will be changing and how the number of planes and decibels will impact our community

26. Anita B. 5/31/2018

Please advise how this will be funded... our property taxes are already high, so I am hoping that the airlines will absorb costs.

27. James M. 5/31/18

Figure 1-3 (area airports depiction) shows NALF Fentress as a GA airport when it should be labeled as a military airport. Reviewing your KORF runway APZ slide, you label runway 14/32 correctly but the balloon for the 14 end of the runway has it labeled as "24" instead of "14". The 32 end balloon is correct.

28. Will C. 5/31/18

Thank you for including autonomous vehicle technology in future plans.

29. Kristy R. 5/31/18

Couple comments. One, need to think about the cell phone lot and its proximity. Need to look at the Virginia Beach flooding study and the Norfolk flooding study, incorporating into the city plan or the Norfolk long-term plan, but just incorporating those different studies into the plan because that could affect their plan down the road.

And that's really my comments, is just thinking about the big picture in all of the other studies and activities and long-term plans that are going on in the area. Either moving security so that you can move easily and freely between the concourses or a connection between the concourses behind security. That's really my comment, is to think about how to do that. If they move TSA further out, you can -- more walking, more -- you can visit the shops and the stores and the restaurants on both concourses because, otherwise, you're stuck on one or the other.

30. Paul W. 5/31/18

All right. I left off my written comment was that runway 14-32 is important for general aviation, not just for the wind direction, which is what's always commented about, but also it gives a way for us to depart and arrive without necessarily interrupting the flow of commercial traffic to the bigger runway, so it's not just a convenience for us, it also does act as a way to relieve some of the use of the primary commercial runway. Even in adverse wind conditions, many of us will do that just in an effort to help make things go a little smoother.

It might speed things up for us, but it also doesn't take up a landing slot on their main runway. The way the timing and the rules work, they can get us in between to landings on runway five that are still spaced out normally. We can space ourselves for the crossing runway without interrupting the normal spacing to the primary runway. That's my comment.

Oh, yeah, the other issue we have is one that's been brought up by the AOPA, the pilots association nationally, that cited Norfolk Airport as one of the top seven problem airports for general aviation in that there's no way to arrive or depart here without paying signature aviation for services that you don't use, don't want, and don't need because they have control over all of the ramp space for general aviation. And what some other airports have done is create either a general aviation terminal that's not affiliated with the FPO or simply a parking ramp and a rain shelter where people can meet their Uber or something and drop off and go and still pay the airport fees but not pay signature fees you don't need. Thank you.

31. Oystein D. 6/1/2018

Runway 14/32 has limited value to most aircraft operations. Future maintenance funds could be better spent elsewhere. Regarding the possible relocation of the ORF Vortac, unless this becomes a DOD requirement, may I instead suggest decommissioning.

32. Robert P. 6/2/2018

Thanks so much for publishing this information and having a mailing list. I am excited about the update and the future of the airport. It has been a good couple of years for growth and adding new services, airlines and frequencies. It is especially nice to see how the peak season schedule has evolved in recent years. I look forward to more announcements moving forward. I see several potential enhancements or new services that could be viable.

33. John D. 6/3/2018

Top priorities in my opinion as a semi-frequent traveler and ORF being my home airport: 1. Add parallel runway. 2. Relocate rental car returns to within the terminal. Living in the area I don't rent cars at the airport. However, I cannot imagine the negative impact of dropping off a rental car in a rainstorm then having to deal getting from the drop off office back to the departures terminal. It baffles me why they did not move the rental car return area to the arrivals building when they built the building and moved

the rental car desks there. 3. Fix the moving sidewalk between the departures and arrivals buildings!!!! This one is inexcusable. To walk from A8 to the parking garage or Door 5 to catch an Uber with luggage and no moving sidewalks anywhere along the route is ridiculous. I'm relatively young and healthy and find it exhausting. It's bad enough that one was not included between the departures terminal and concourse A, but to contemplate not replacing the broken one between departures and arrivals is cruel. 4. Replace the misspelled signage. How embarrassing. Case in point: "Mens Restroom". There is no such word as Mens. How did those ever get put up to begin with? 5. Restart airport catering. I fly ORF-DFW regularly on their morning flight. For a 3+ hour flight to not have a hot breakfast in first class is always disappointing. Now that there are a number of longer early morning flights with first class service, it would seem there is sufficient need.

34. **Matthew N.** 6/5/2018

In the past, I've experienced significant delays from the time I exit the plane and the time I receive my bag. Helping airlines speed up the process should be a part of the master plan. Best, Matt

35. **Clinton I.** 6/5/2018

There needs to be public transit access to the airport. The fact that there isn't any is shameful, especially if there will be a focus on sustainability, public transit is necessary.

36. **David D.** 6/8/18

Sorry I could not attend the last meeting so you may have addressed this concern already. Many citizens around here who I have spoken with are seriously lamenting the removal of the walkway and think it reflects badly on the functionality and quality of our airport. I am one of those. I am aware that there have been structural issues; they should be solved with the necessary engineering. Hope you will reconsider the recent decision and restore it. Thanks, David Davenport, President, Riverpoint Civic League

37. **Martha M.** 6/8/2018

I am very concerned that the study focuses solely on the Norfolk Airport and does not appear to consider its relationship to other airports in the area or the potential need for a "regional airport" or the dispersion of population projected over the next several decades. The focus is very myopic. We would all be better served if the Norfolk, Peninsula and Richmond airports were considered part of one air service network and were structured to compliment each other rather than be repetitive. If Hampton Roads is to be an international business player, we must move past such narrow thinking and planning.

38. **Richard B.** 6/9/2018

In the public's document, I see very little on plans for public transit at the airport.

Yes, there is small mention of "light rail" access, but we all know that light rail will be years in coming to the airport and if one lives in Virginia Beach, it may never come. Yet with thousands of students in the area and many enlisted service people here, bus service must be a high priority for making the airport user friendly and affordable. From experience, the authorities seem to want to fill up the numerous parking spaces and, no doubt, rely on parking fees for income to the airport coffers. Certainly, the taxi people do not want public transit competing for their fares.

It is shameful that an airport of Norfolk's size and importance gives so little attention people who depend upon public buses. I would like to see the planners give serious attention to making our airport friendly to all who want to fly. Bus shelters and special lanes for riders must be a greater part of your plan.

39. **Jack P.** 6/10/18

Ladies and Gentlemen, In response to your article in the May 23, 2018 Virginian Pilot, I am interested in weighing in on a concept for creating an international airport system in Hampton Roads. It starts small,

but it grows us into a significant size that may help us to become a Hub as passenger growth takes hold. It occurs to me that: We need an airline company that could start small with flights to and from one city in Europe. The initial city probably should be London, since the British, the Irish and the Scots are as close to connections with the USA as any countries in Europe. We need to set up a plan for a two week tour of our history and our future. It would include an interactive tour of Hampton Roads, Williamsburg, Richmond and Washington, D.C. It might take us back to Hampton Roads by making a loop that takes visitors with stops down the Eastern Shore of Virginia and across the Chesapeake Bay Bridge Tunnel. We would also set up a plan for US citizens for a similar tour of London and the surrounding environs: English/Irish and Scot history and future. We need to grow the Tourism Sector of our economy, and we need to build our airport into a real Airline Hub for Southeastern Virginia serving Hampton Roads (Southside and the Peninsula), Williamsburg, Richmond, the Eastern Shore and Northeast North Carolina. To "Forecast future aviation activity" and to "Assess future facility needs" is a start. But it all starts with a vision. A well considered interactive tourism plan with a "wheels up, wheels down" airline may be just what we need to get this thing going. Respectfully submitted, Jack Pope

40. Alexander H. 6/11/2018

Has any review been done to move the departures and check in booths to the arrivals/baggage hall and both security check points to in front of the where the old moving walkway was? This would potentially provide multiple benefits: Expanding the apron on the American/Southwest concourse to allow for adding of 4/5 additional gates (along the current concourse security bridge. Consolidated streamlined always productive security screening teams. Reduced perception of long walk without mover installed.

41. Dan B. 6/11/2018

Do not close runway 14/32. It is a vital asset to the general aviation community, being used often when winds are too strong for using 05/23. (I have landed a Boeing 727 on that runway several times due to extreme winds making runway 05/23 unusable.) Many times in the 39 years I have been flying out of ORF, both as a commercial pilot, corporate pilot I've landed on 14/32 because 05/23 was closed due to a disabled aircraft. Closing runway 14/32 would be a slap in the face to the many aircraft owners and corporate owners with aircraft based here. Pilot

42. Scott G. 6/12/2018

The primary concern for the airport master plan must be the repair/replacement of runway 5/32. We simply cannot allow for a multiple-month shutdown of the runway to occur. We must build a second runway, whatever it takes. If the FAA won't get behind this, then the city needs to enlist the help of its citizens to make the FAA better aware of the concerns and impacts. Let me know where I can help.

43. Mark G. 6/13/2018

The lack of access to and from the airport by public transit is a glaring deficiency. Although the proposed plan makes allowance for a light rail link, should one ever be built, bus service could begin immediately. The logical link to the existing transit network would be from the Military Circle and/or Newtown Road Tide stations.

44. Clay R. 6/14/2018

You need to do everything possible to get a second runway parallel to the current runway. Additionally, we need more service options. I'm talking JetBlue, Alaska Air, and legitimate international flights. Please stop pushing Allegiant Air. They are truly awful and really just a glorified charter service flying to minor cities and secondary airports in major cities. We should aspire to better in Norfolk.

45. Chris O. 6/14/2018

This may not be in the scope of the master plan discussion, but I think it's important for ORF to court "boutique" airlines (eg, Alaska, JetBlue) that serve business and leisure destinations beyond standard hubs and traditional vacation spots. Service from these carriers would not only encourage competition on price with current carriers, but also on quality of service. I would also suggest that the adoption of

long-range variants of smaller aircraft (eg, Boeing 737 Max, Airbus A-320neo) by European budget carriers like Wow, Norwegian, and others creates an opportunity for Norfolk to introduce transatlantic destinations to its portfolio. Given Norfolk's status as the North American headquarters for NATO, as well as the area's long-standing shipping ties to global ports, it makes sense for Norfolk to have direct service to European capitals utilizing aircraft that are equipped to operate out of a smaller airport like ours. While it's difficult to imagine a widebody international flight departing from Norfolk, anyone who's flown to Chicago on a 737 from Norfolk can easily attest to the fact that aircraft that size are easy to fill with the passenger base already here. Future growth makes it easy to envision full 737 Max and A-320 neo's leaving Norfolk for London, Brussels, etc.

46. **Jeffrey D.** 6/14/2018

ORF needs to become larger to better serve the Hampton Roads community. It boasts 23 domestic non-stop flights, but these locations typically result in layovers for people rather than their destination. Many of my friends and family drive to Richmond or Washington to fly in order to find a non-stop flight, resulting in greater convenience and lower price to the customer. I have even driven to D.C. to fly to Denver non-stop. ORF will continue to be a second-rate airport until it gets serious about increasing the number of runways and attracting more airlines. Hampton Roads isn't that much smaller than Charlotte, and Charlotte does it well.

47. **Brian M.** 6/14/2018

Mr. Rondeau,

Please include these comments as an official public comment on your Proposed Master Plan.

I don't believe I have ever met you, but I have been associated with the Norfolk International Airport for over 30 years.

One of my first official visits to ORF was as a high school student when I was selected to spend the day with Mr. Kenneth Scott and tour the airport.

I grew up living within a few miles of ORF, I have worked as an airline ticket agent, airline supervisor, baggage handler, operations agent, and trainer on the airline side. On the General Aviation side, I have been a student pilot, flight instructor and corporate pilot for over 20 years now. I have been good friends with airline managers, FBO management, air traffic controllers and I am familiar with a few members of the airport authority.

Generally speaking, I believe that ORF is an attractive airport that most of the airline travelling public would find to be very nice. I hear complaints about not enough flights or maybe some price comments, but I believe you would receive mostly good feedback from the public as it relates to airline flying.

Over the years I have heard that your airline tenants have NOT been very happy. From my years over there I remember lots of restrictions and bureaucracy to airlines wanting to implement their own marketing and operational ideas. The first of which I can recall was when the baggage sizing boxes were implemented. Some efficient airlines came up with the idea to be able to turn planes more quickly and wanted these boxes at the ticket counters and gates while the other legacy carriers had not yet adopted them. The airport authority would not allow individual airlines to implement this and instead insisted that the airport authority come up with a box that all airlines could use. This slowed the process, probably added expense and was contrary to what other airports in the country were allowing the airlines to do. Another more ridiculous memory that I have was related to the size of the wreath that could be hung behind the ticket counter at Christmas. CAPITALISM means to me that companies be allowed to compete, and competition sometimes means private companies need to be able to do things DIFFERENTLY. ORF has always seemed very restrictive to me.

Another complaint I heard from an airline manager was when the airport was marketing the NATO flight to Belgium or some other country over there. There was advertising money spent on newspaper ads and billboards talking about how ORF finally had an "International Flight." Several of my airline manager friends were furious that you would spend money supporting ONE airline - a competitor when they had plenty of international connections available through their hubs. Those were airlines that had been loyal to ORF for many years. How can you as an airport authority favor one airline over another?

My main concern these days is the General Aviation side of the airport. The fact that there is a MONOPOLY at ORF has always hurt this airport.

Competition is a good thing. I know the argument has been for years that "there is not enough business to support two FBO's" but that does not take into account that General Aviation is not just one type of operation. General Aviation is not just "everything other than airlines." For years there has been a perception that the airport authority did not understand or care about General Aviation.

Some General Aviation customers are weekend pilots flying for fun. Some are students doing training - which will remember their time at ORF when they become airline pilots or corporate jet pilots. Some are business executives learning to fly, flying themselves or riding in the back of their corporate airplanes. These people decide whether to open or expand businesses in the Hampton Roads area. If you own a business and own a corporate aircraft but you cannot get adequate hangar space, deicing, maintenance, fuel price, and customer service how likely are you to locate your business and your airplane in the Norfolk area? Many companies want to build their own hangar, have their own fuel etc. I've heard all the arguments why this "cannot be done" but the fact is that it's being done all over the country except at ORF.

The simplest example of this is that at MOST of the airports I visit when I drop off a passenger their taxi / limo / company vehicle or personal vehicle is driven to the aircraft door for them. The people that can afford corporate aircraft don't typically want or need to use a "terminal building." For 30 years at ORF this has not been possible except for a very few individuals and high-profile celebrities or politicians. The GA Gate that allows ramp access is not automated like at most airports. It requires an FBO employee to drive a long distance to open it and a long drive out to the ramp. It is faster to make the VERY long walk through the terminal - which is also a very strange design compared to most FBOs. If we did a survey of GA airports along the east coast and timed how long it takes for a CEO traveler to get from the aircraft door to the city street I'm sure ORF would be LAST. It's a very inefficient FBO in that regard.

The other assumption that ORF has made about GA is that all of them want the same thing. Signature is a fantastic FBO chain. For the high-end customer that wants good service, free popcorn, bottled water and a fancy lobby it meets their needs. For a charter operator, freight hauler or commercial operator that is trying to make money with an airplane the prices are too high. For a private airplane owner or flight student the prices are astronomical.

AOPA has named Norfolk Airport as one of their MOST COMPLAINED ABOUT FBOs!

One friend who has had a higher end single engine airplane based at ORF for over 15 years goes from the SIGNATURE FBO at ORF up to the SIGNATURE FBO at Charlottesville or Roanoke he reports that he gets no discount on fees. Did you know that if I fly my private 4 seat airplane from Hampton Roads Airport over to ORF my "Facility Fee" would be FIFTY DOLLARS. Perhaps that is what you want to do - discourage private flying so that the airport is not congested. I'm sure Southwest wants as few small piston twins as possible in their way but as long as you keep runway 14-32 open we aren't in their way. Piston powered General Aviation is dying in this country because of the cost of flying. Ridiculous fees make it worse. **Student pilots are REQUIRED to visit "Towered Airports" as part of their training. God help them if they have to go to the bathroom when they land because it will cost them \$50 to do that**

at ORF.

Fuel pricing is also another issue. I believe in Capitalism and in volume discounts etc. I don't think everyone should pay the same price. That said, the full retail price of jet fuel at Signature/ORF would drive away most people that were not part of a chain or did not get some type of discount program.

I'm sure you have a "STUDY" that shows that GA traffic is "DOWN" at ORF.

Consider this - Jet and Turboprop traffic at PVG and CPK is UP!

Why is this? Maybe because ORF has become unfriendly or not economical to them.

Take a look at how many corporate aircraft are being manufactured and purchased.

As the airlines become more of a pain to ride on more and more people want to fly privately.

This is even more true of airports where someone cannot go non-stop to many destinations.

A master plan from long ago had TWO FBO's on the plan. It also used to require an FBO to maintain a flight school, maintenance shop etc.

Most of those requirements have gone away. I have heard that "no more T-hangars will be built" There is a waiting list for T-hangars at ORF and the rent just rose by 33%. It sounds like a business I would WANT to be in not want to be getting out of.

The unwillingness of Norfolk and Virginia Beach to cooperate on the airport is harming this airport. Your air freight terminal should be on the Virginia Beach side of the airport where there is an industrial park. There should be through the fence operations making air cargo more efficient.

That would free up space for other activities where the cargo terminal is today.

IF the PSA Airlines building ever becomes vacant this building should be "zoned" as a potential FBO.

Your GRE facility was built on what I believe was valuable land for a private corporate hangar or small FBO. That facility should have been placed near the intersection of taxiway F and Runway 23. Some GA operators think the GRE was put there on purpose to limit GA development.

I have viewed your ORF Master Plan.com and here are some discrepancies with it:

1-6 "Reliever Airport" are not accurately listed. Hampton Roads Executive and Chesapeake Regional are listed as Reliever Airports according to the Virginia Department of Aviation.

Figure 1-3 "NFE" not a Civilian General Aviation Airport - It's Military.

2.1.3 - This paragraph is technically accurate but, in my opinion, shows the attitude the airport authority has towards piston powered small aircraft. What I hear is - "We had to add a bunch of concrete to create a holding area, so our important airliners can get past a piston powered plane doing a run-up. ACTUALLY - with GA being on its own side of the airport the airlines and GA never mix. This paragraph should be changed to simply state that a box allows a plane not ready for takeoff to be passed by one that is.

2.1.4 - We now have "General Aviation Charters" that are using Airline style aircraft. 727, 757, Regional Jets etc. I know space is limited at ORF but if possible, these large jets should not be mixed with smaller General Aviation planes. When they are mixed there is a potential for humans to be injured that are on the ramp and for smaller planes to receive jet blast damage. There is a pad on the GA side that works most of the time for this but it's a long way from the terminal or the landside gates. The airline side also receives a good number of airline diversions particularly during the summer months. It has been the policy of the airport in the past to not let those diverted planes use the unoccupied gates/jetways at the terminal. For years there were brand new gates that were built that were off limits for use in times

like these. There was also an "International Arrivals Facility" that was off limits when one the diversions was from outside the US. Perhaps that has changed now. If it hasn't it should. Just imagine how a bunch of passengers from New York would feel about Norfolk when their return flight from Cancun to Newark diverted to ORF and they had to sit on the plane for hours rather than be able to deplane and use the bathroom. I doubt they would come to Norfolk on their next vacation.

Many of these gates and facilities are built with Federal Dollars. The Norfolk Airport Authority should do their best to accommodate people that visit ORF on an unplanned visit - particularly when it's on an airline that already services Norfolk.

GA Apron - Some say that it is a requirement of the grants that GA aircraft be given access to airports and a place to park without having to utilize the FBO. I have not verified this, but I intend to check on it. Some gates have a pass code only given to pilots. Some airports may require the FBO to serve these pilots without charging them. I do know some pilots and perhaps the AOPA organization that have ORF on their radar and will be looking into this type of access. The easiest fix would be to have Signature lower their fee for planes under 6000 pounds to \$10 ramp fee, \$25 overnight parking or something reasonable. For years the Piedmont FBO probably had a ramp fee of some sort for small GA aircraft, but they never bothered to collect it because they recognized that today's GA pilot is tomorrow's corporate or airline pilot. They wanted to build good will in the industry.

Pilots also often bought fuel from the FBO because the price of the 100LL fuel was reasonable. I recognize the insurance issue that FBO's have but that does not justify the high fees that are charged. Walmart has high insurance costs too, but they let RV operators park in their parking lot overnight for free.

The FBO is not just a private company - they operate on a contract to serve the public good. Particularly when they are allowed to have a MONOPOLY it is the job of the Airport Authority to insure that they do operate fairly with reasonable fees and policies that do not discriminate or discourage use of something that WE CITIZENS PAY FOR. Access to system.

Take a look at the published retail fuel prices today:

100LL: Signature ORF: \$6.18. Hampton Roads Exec: \$5.39 full serve or \$4.59 self-serve
Jet A: Signature ORF \$6.56 Hampton Roads Exec: \$4.49 full serve or \$3.79 self-serve.

Where would you buy fuel?

Why doesn't ORF have a 100LL self-serve fuel facility like Signature AVL, Signature INT etc.

MORE ON FUEL

Airlines used to buy their own fuel and store it in the airport fuel facility. The FBO managed that fuel, accepted it, tested it and kept track of deposits and withdrawals just like a bank would do with money. Airlines paid the FBO to pump the fuel into plane but had some control over the cost of the fuel.

Corporate operators have no such option. Some of your BASED customers might like to have their own fuel facility or to have a similar deal that the airlines have. Is this possible and if not, why not?

Another option would be to have COMPETITION. There used to be TWO fueling companies on the airport. Piedmont and ASII. Those that have been around a while know that ASII was asked to leave the airport when they flipped over a fuel truck, but many people feel that that was just the excuse the airport used to get rid of the COMPETITION. Ironically, ASII is part of ASIG which owns Signature, so they are actually BACK on the field after the airport supposedly got rid of them. I find that hilarious.

I don't know why the airlines and the airport don't feel that having all the fueling at an airport done by one company is risky. No other option?

When fuel trucks on the airline side break guess where they get the fuel trucks from? The General Aviation side. When that happens there are delays getting General Aviation planes fueled. The same would be true of deicing. I read that Southwest does their own deicing. Why would that be? So, they can control cost and control the speed of it.

A few years ago, a contractor hired away a large number of staff from the FBO to go work at NAS Oceana. The fact that so many left should tell you that the FBO was not paying their employees well enough to stay. A sudden loss of that many people did effect service for a while. How does the airport feel about having ONE company do all the fueling on the airport? 90% of the deicing? I prefer competition for insuring good prices, good service and a backup should one be needed. When I worked on the airline side we had a contract with one fueling company but occasionally used the other one when needed.

2.1.2 Runways

Runway 14-32 used to accommodate 727-100 and 737-200 aircraft operated by People Express and I believe Piedmont.

I know the runway was shortened due to FAA requirements and now since it is under 5000 feet it is really only usable by General Aviation.

I'd like to see the airport try to get the runway back to 5000 ft which is what many corporate jet operators feel is a safe length.

I believe if it was 5000 or more it's possible some regional jets could use it for landing if the main runway was blocked.

14-32 is a VALUABLE ASSET and should be maintained - and plowed when it snows.

When we get a really bad storm the wind often favors that runway.

I strongly DISAGREE that ORF needs a "Parallel Runway" We don't have the traffic to support it and it won't be far enough from the main runway for wake turbulence etc. I think the airport should study what Asheville NC did when they needed a new runway. They built a new parallel runway next to their existing runway and then decommissioned the old runway once the new one was open. If this can't be done the only alternative I see is to close the first 1/3 of Runway 23 and fix the bump. That has to be fixed. I suggest wintertime as a time to do this when planes have better performance and could operate on a shortened runway with minimum loss of capacity due to lower temperatures.

Ideally - if cities could cooperate and money was available I'd like to see runway 14-32 extended into Virginia Beach/Burton Station.

Yes, there is railroad track to move, a road, lots of politics etc. It's easy to list why we CAN'T do it but why not figure it out?

If it could be lengthened to **6522 ft** that is what Southwest Airlines uses every day in their hub at Midway Airport in Chicago with fully loaded 737's.

The whole runway would have to be redone to handle the weight but that seems possible without major disruption to operations on 5-23.

2.4 Airport Parking -

There has traditionally been a problem with commuting airline employees (Pilots/Flight Attendants) not receiving discounted parking. They park at hotels and other places close to the airport and ride shuttles to the airport. Many of the commuting pilots are ex-military who live in the area and now work for the airlines. Some of them are low paid regional airline pilots or flight attendants. It seems to me that it would be a win-win for you to support the airline workers, support military veterans and capture some missed revenue for your parking concession. Many commuting crew have hard feelings against the airport for your shortsightedness. Perhaps this has changed since I have been aware of it, but it went on for YEARS.

Other airports have programs to accommodate these crew members. I wonder if any of these crew have been the ones making complaints to the FAA about your runway?

2.5.8 - FBO and Flight School

This is a quote from your presentation: "Small flight schools will periodically sublease approximately 10 aircraft from the FBO."

This is a complete fabrication. No such activity is occurring and has not for years. The airport authority allowed Piedmont Aviation to close their flight school many years ago and there seem to be so many barriers to this activity that no flight school has been successful since then. There is one operator there now that has a simulator and perhaps a few planes for rent but is not operating like a typical flight school would. The FBO and perhaps the airport have seemingly done everything in their power to eliminate flight training and aircraft rental from ORF.

2.5.9 MRO -

Another incorrect and misleading statement. "ORF leases property for one MRO-dedicated facility, located in the General Aviation Area and measuring approximately 49,000 square feet, to PSA Airlines. It is a full-service, overnight MRO facility that provides maintenance support **for all aircraft** operating at the Airport." FALSE. They service PSA airlines not "all aircraft."

It is my understanding that the previous FBO had a maintenance shop that was certified as an "MRO" but when Signature took over the contract they eliminated the "MRO." They have a maintenance shop that works on corporate type aircraft. A friend of mine who owns a small piston powered aircraft was told by an FBO employee that he "Did not want to bring his plane there because it would be too expensive for him."

Meanwhile, the airport has rules and regulations that would prevent an (affordable) outside mechanic from coming onto the field to change a tire, change oil etc. Pilots of small planes currently fly away to other airports to have their work done. Hopefully they are not forced to fly a plane they would rather not fly or have concerns about flying because they are too afraid of the cost of the shop at ORF.

On the other hand, if your corporate jet or airliner blows an engine those people have the resources and are allowed to bring outside vendors onto the airport to service their planes. Do you see a lack of fairness here? You don't have competition, you have an FBO with high prices and then you give a certain portion of your customer base no alternative but to leave the airport for services (or break the rules and sneak their mechanic in). Everyone is concerned about liability, but I'm concerned about the pilot who crashes because his airplane was acting strange, but he felt like he was forced to fly it to a maintenance shop instead of having a mechanic look at it where it sits.

Slide Show Dated 5-30-18 - Slide 3 DO YOU SEE ANYTHING MISSING?

Key Airport Features

- 70th largest primary airport in the United States
- Primary airport serving Hampton Roads region of Virginia and northeast North Carolina
- Currently served by five airlines, with an additional one announced – Daily, non-stop service to 23 domestic destinations
- Covers 1,300 acres
- Two Active Runways – Runway 05-23 – Runway 14-32
- Cargo Operations – UPS – FedEx

Whoever made this presentation doesn't know there is an FBO or General Aviation!

And perhaps you have wondered why the General Aviation community may not be a fan of the Airport Authority.

What I have seen over 30 years at ORF is a very nice airport that on the surface is beautiful and pleasant to fly out of.

Below the surface, I have seen a parking garage be built that wasn't thought out clearly and had to be basically torn down and rebuilt to be higher.

A lobby that was remodeled to put concessions in the middle of the floor and then all that was ripped out because it was in the way.

A huge people moving walkway to the baggage area that was probably expensive to install and now is "beyond it's useful life" so it gets ripped out.

A general aviation facility that was poorly designed in the first place and now has been remodeled still has the same problems it had before.

Beautiful snow plows and a Taj Mahal of a storage facility for them but they only plow the main runway when it snows. Used to not plow airline gates and wouldn't plow the FBO ramp. They must be the least used snow plows on the east coast. I'm not unreasonable. I know we get snow infrequently, I know the main runway is the most important and plow operators need to sleep. BUT - two days after a snow storm when there are big chunks of ice on the General Aviation side at taxiway intersections and when the 14-32 runway remains closed for days we pilots begin to wonder if you know we exist over on the GA side. Then the sand doesn't get swept up weeks later. Sand eats propellers and jet engines!

It's unfortunate that many in the General Aviation community feel that the Airport Management and Airport Authority don't know there is a General Aviation side of the airport and that you don't feel that we are an "Asset."

Finally, I don't know how much anyone from the airport authority or the airport administration gets out to see what other airports and FBO's are like, but I highly recommend that you do that. RDU had an interesting situation where they had a higher end FBO that serviced mostly corporate jet and turboprop aircraft and a lower end FBO that serviced freighters and piston powered private planes. It was a good place for General Aviation to go. We had options of great service for high cost or low service for low cost. Both FBO's were successful as far as I could tell. Then the airport insisted on building TWO new nearly identical FBO buildings near each other with a public terminal between them. I haven't been there in a while, but it seems like a customer could park at their choice of FBO or could simply use the terminal instead of an FBO. It's still a nice airport to visit with a corporate airplane but the small mom and pop FBO sold out to one of the chains and now it's TWO higher priced FBOs on the airport trying to do the same thing. In my opinion it was better the way it was. Not every aviation business has to provide the same exact service. They need to offer a service that is in demand.

In that case the airport authority meant well and thought they were doing the right thing, but they messed up a good thing.

In today's business environment it seems to me that Government (including airport authorities) seem to want to be heavily involved in business and business always seems to want a hand out or tax break to grace a city with their presence. We know Newport News has some issue with that.

Norfolk Airport has done a great job in many ways but what would make the airport more successful is to allow more COMPETITION on the airport and to allow different ideas, different business models and different ways of operating. I doubt if today an airline like People Express would be able to operate because of how they ran their operation, but it was a great concept for several years. Yes, it folded eventually and that is also the right of a business. If you allowed another FBO or fuel contractor to come onto the airport Signature Flight Support would adapt and survive. It would not be the end of the world.

Even if it can't happen NOW, there should be accommodation in the master plan for expanded competition on the General Aviation and on the Airline Side. Allocating all the land for alternate uses and then saying "Sorry, no space for another FBO" is UNACCEPTABLE.

Open the airport for business!

Sincerely,

Brian M.
Flight Instructor, Corporate Pilot, and Former Airline Employee.

48. **Bob & Carole P.** 6/14/2018

Please consider installing several short moving walkways within the terminal for us Baby Boomers! We are traveling a lot in our retirement!

49. **Melanie P.** 6/14/2018

We need many modes of public transit to and from the airport!!!

50. **Harriet S.** 6/15/2018

It seems important to me that the airport needs to have some sort of public transportation access built into its plans. Bus service would be most helpful, as would an extension of light rail to serve the airport. I believe this should be part of the plan, done in cooperation with HRT and with the planning for the extension of light rail.

51. **Jake B.** 6/15/2018

I'd like to add a voice in favor of light rail access to ORF.

52. **Judith B.** 6/15/2018

Have you forgotten to make plans for public transit service to Norfolk International Airport? On one of your slides, I see Future light rail access. That will be wonderful, but we know that cannot happen for many years. Meanwhile, what arrangements are you making for public transit either MAX buses or regular buses to serve the airport? Currently, no public transit passes within one mile of the Norfolk International Terminal. The closest transit service is HRT Bus 15. <https://gohrt.com/routes/route-15.pdf> Bus 15 passengers who are heading to their airport jobs or to flights at the terminal, must get off the bus on Military Highway at Norview Avenue. They must then walk 1 mile to the airport terminal, and the last 1/2 mile has no sidewalks. That situation is unacceptable. Moreover, Norfolk International Airport is being outpaced by its nearest neighbors: " In June 2018, the Richmond International Airport is getting new bus service, right to the terminal. http://ridegrtc.com/media/routes/Rte._7AB_June_2018.pdf " Even the Newport News/Williamsburg Intl Airport is served by HRT buses, all day long, 7 days a week (until 10:30 pm, Mon-Sat) <https://gohrt.com/routes/route-116.pdf> Nearly every other medium-sized airport in the US has transit service. Norfolk International does not. Your plans should include transit very soon. Respectfully submitted, Judith E. B.

53. **Keith C.** 6/15/2018

Please see comments below on the May 30th briefing and Working Paper #1:

1. A number of recent studies indicate that impacts to the Hampton Roads region from recurrent flooding and sea level rise may be significant. Several planning efforts are underway to identify strategies to protect important regional facilities and infrastructure. Will the master plan update for the airport include consideration of potential future impacts of recurrent flooding and/or sea level rise on airport facilities and infrastructure and off-site infrastructure that supports the airport?
2. The availability of high-speed internet service is increasingly viewed as critical infrastructure for the future. The HRPDC is working with five south side Hampton Roads cities to increase the availability of high-speed internet service in the region. Will the master plan update include consideration of the future demand and availability of high-speed internet service to the airport?
3. Will the master plan update consider issues related to future energy security and energy resiliency at the airport?
4. Please clarify the life expectancy of the project to reconstruct Runway 5-23. Has the need for long term closure for reconstruction been eliminated?

5. Suggest referring to “Hampton Roads” as the region where the airport is located (see for example “America’s First Region” on pages 1-5 and 1-6 for example). The Hampton Road’s Partnership discontinued operations in 2013 (see page 1-5).

Please let me know if you would like to discuss any of these comments in further detail. Thank you for the opportunity to participate in the airport planning process.

54. **Marilyn A.** 6/15/2018

To whom it may concern:

By removing the moving walkways at ORF, you have created a real problem and mobility issue for those who might have difficulty walking the long distance from the gates to baggage area and exits. This includes seniors, young children, and any others who have mobility issues and do not necessarily require a wheelchair.

This was a stupid decision and a serious disservice to the patrons of this airport. Every other airport of this size has moving walkways to accommodate anyone who wants to use them.

What are the alternatives for these people?

Many, many people are very angry that the moving walkways were removed. Why??????????

This is a step backward for this beautiful airport and does not enhance it in anyway.

Restore the moving walkways.

55. **Marc H.** 6/15/2018

Why are we not including anything for public transit to the airport? It would seem incredibly logical if we are now looking at light rail via military highway that a transit stop at the airport be included as part of that plan.

Comment Form – Side B

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Anthony E. Rondeau
Deputy Executive Director
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