

# NORFOLK INTERNATIONAL AIRPORT

## Master Plan Update

### Public Information Meeting #1 – May 30, 2018

### Comment Responses to Frequently Asked Questions

The first of two planned public meetings was held for the Airport Master Plan Update on May 30, 2018. As of the end of the public comment period, 55 comments have been received by the Airport, in addition to the comments and discussion during the public meeting. Written comments were received through multiple means, including:

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

The comments varied widely with regard to subject, level of detail, and satisfaction with the Airport (although the majority of the comments viewed the Airport with a positive perspective). While all comments have been reviewed and will be considered during the planning process, it is not practical to reply to each comment individually. As such, this summary lists the most common subjects of the comments submitted, and a brief reply. The most common subjects included:

- Removal of the moving walkway
- General terminal service improvements (concessions, seating, etc.)
- Public transit to the Airport
- Airline services (airline fares, destinations, etc.)
- Runway improvements (crosswind and parallel runways)
- Cost of general aviation aircraft services

#### **Brief Comment Replies:**

**Removal of the moving walkway:** The moving walkway was removed by the Airport due to a failing mechanical condition and inability to adequately repair the current system.

The Airport is investigating if a replacement moving walkway is feasible within the existing corridor. Although this review is being advanced in parallel to the Master Plan process, the master plan will identify any findings and future recommendations for a moving walkway replacement. The Airport is providing alternative services to assist passengers with travel between aircraft gates and the ticketing and baggage areas of the terminal building.

**General terminal service improvements (concessions, seating, etc.):** Many comments include suggested improvements to the passenger experience, including:

- Location of rental cars (drop off/pick up)
- Additional concession and available food services
- Gate seating expansion to address congestion
- Long walking distances and options
- Reduced time required to received baggage

Both the Airport Master Plan and terminal improvements program are addressing these and other concerns. Overall terminal and service improvements are a continuing goal of the Airport.

**Public transit to the airport:** The lack of public transit to the Airport was listed in many comments as a shortcoming. It is understood that other airports of similar size do have public bus service. Considerations include schedule, routes, potential ridership, and costs. In the short-term, the airport is meeting with HRT to discuss potential bus service to the terminal. The Master Plan will provide updates on this effort. Rail and light rail service was also requested in public comments. While rail service would be an advantage to passengers, the high infrastructure costs and property requirements do not make rail service to the terminal a practical short-term option. In fact, very few airports other than major hubs have been successful in providing rail service to their airport terminal. If light rail service expansion in the Hampton Road area is successful, it may be feasible to provide bus or shuttle service between a nearby station and the Airport terminal curbside.

**Airline services (airline fares, destinations, etc.):** Many comments included the desire for more non-stop destinations, additional airlines, greater flight frequency, and lower ticket prices. The Airport Authority shares these goals and is working continuously to increase and improve the flight schedule and options. However, it is important to distinguish between the Airport and the airlines that provide flight services. The Norfolk Airport Authority owns and operates the Airport, while the airlines (Delta, American, etc.) are tenants of the Airport that provide flight services and solely determine the flight schedules, destinations, and prices in a competitive market. The Airport is continuously seeking additional airlines and flights to better serve local and visiting passengers; however, the Airport does not control the business decisions of the airlines.

Recommendations in the Master Plan will include facilities that support additional flights, airlines, and aircraft types, however, market supply and demand will continue to determine airline services. Many factors affect the availability of airlines flights and destinations, including local population base and economic conditions, airport fees charged to airlines, airport competition in the region, fuel prices, etc.

**Runway improvements (parallel and crosswind runways):** Several comments include the provision of a new parallel runway at ORF, as well as retention or elimination of the crosswind runway. These comments will be considered in detail in the Master Plan Study and have significant long-term implications for the Airport. Past studies have addressed future runway facilities and identified many potential alternatives, with numerous advantages and disadvantages. Future working papers of this Master Plan will address these considerations in detail and will seek development of a long term recommended plan.

**Cost of general aviation (GA) aircraft services:** The airport also provides services and facilities to private, corporate, and recreational aircraft. Most of these services are provided by a Fixed-Base Operator (FBO) that leases facilities from the Airport. The FBO then in-turn provides services to GA pilots/aircraft including fueling, aircraft parking, and hangar facilities. GA pilots and users have commented on local high costs and poor services and facilities at ORF particularly for light GA users. While these comments are not directly a master plan issue, the master plan will address potential additional facilities and development locations for this segment of airport users.