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John Wayne Airport Named Best Large Airport in J.D. Power Satisfaction Survey

County of Orange, CA (Sept. 22, 2017) — John Wayne Airport, Orange County, owned and operated by the County of Orange, has received the J.D. Power Award for Best Large Airport in the 2017 North America Airport Satisfaction Survey.

“The County of Orange Board of Supervisors is very proud of John Wayne Airport and the great customer service provided to both our residents and our visitors,” said Chairwoman Michelle Steel, Second District Supervisor. “We strive to offer a convenient and stress-free travel experience, even during the busiest travel periods.”

The 2017 North America Airport Satisfaction Study measures overall traveler satisfaction with mega, large, and medium North American airports by examining six factors (in order of importance): terminal facilities; airport accessibility; security check; baggage claim; check-in/baggage check; food, beverage and retail. John Wayne Airport, the only commercial service airport in Orange County, Calif., ranks highest among large airports with a score of 796. When compared to last year’s survey results, John Wayne Airport significantly improved in every category, an exceptional achievement.

“This award is an acknowledgement of the excellent experience provided at John Wayne Airport,” said Vice Chair Andrew Do, First District Supervisor. “We will continue to find innovative ways to exceed the expectations of our guests.”

Now in its 12th year, the North America Airport Satisfaction Study is based on responses from 34,695 North American travelers who traveled through at least one domestic airport with both departure and arrival experiences (including connecting airports) during the past three months. Travelers evaluated either a departing or arriving airport from their round-trip experience. The study was fielded from January through August 2017.

“Safety for the public and passengers at JWA is our top priority,” said Supervisor Todd Spitzer, Third District. “To ensure top-flight security at the airport with comfort and convenience for travelers is a testament to this award.”

John Wayne Airport (JWA) is owned by the County of Orange and is operated as a self-supporting enterprise that receives no general fund tax revenue. Located approximately 35 miles south of Los Angeles, between the cities of Costa Mesa, Irvine and Newport Beach on unincorporated county land, JWA is the only commercial service Airport in the County. The service area includes over three million people within the 34 cities and unincorporated areas of Orange County.



“John Wayne Airport is truly one of the best airports in the country, and this recognition solidifies that distinction,” said Supervisor Shawn Nelson, Fourth District Supervisor.

“We continually look for ways to improve the airport, whether it’s through state-of-the-art technology, adding comfortable and private areas for nursing mothers, or new pet relief areas,” said Supervisor Lisa Bartlett, Fifth District. “We are always thinking ahead and putting our guests and their needs first.”

John Wayne Airport serves more than 10 million passengers annually and reaches more than 20 nonstop destinations in the United States, Canada and Mexico. John Wayne Airport’s Federal Aviation Administration designated call sign is SNA. More information can be found at www.ocair.com.

“We are grateful to the Orange County Board of Supervisors for granting us the authority to operate the airport in an effective and efficient manner,” said Barry Rondinella, Airport Director at John Wayne Airport. “Their leadership and support have enabled us to provide a superior guest experience in a world-class airport.”

For more information about the North America Airport Satisfaction Study, visit <http://www.jdpower.com/resource/north-america-airport-satisfaction-study>.

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