


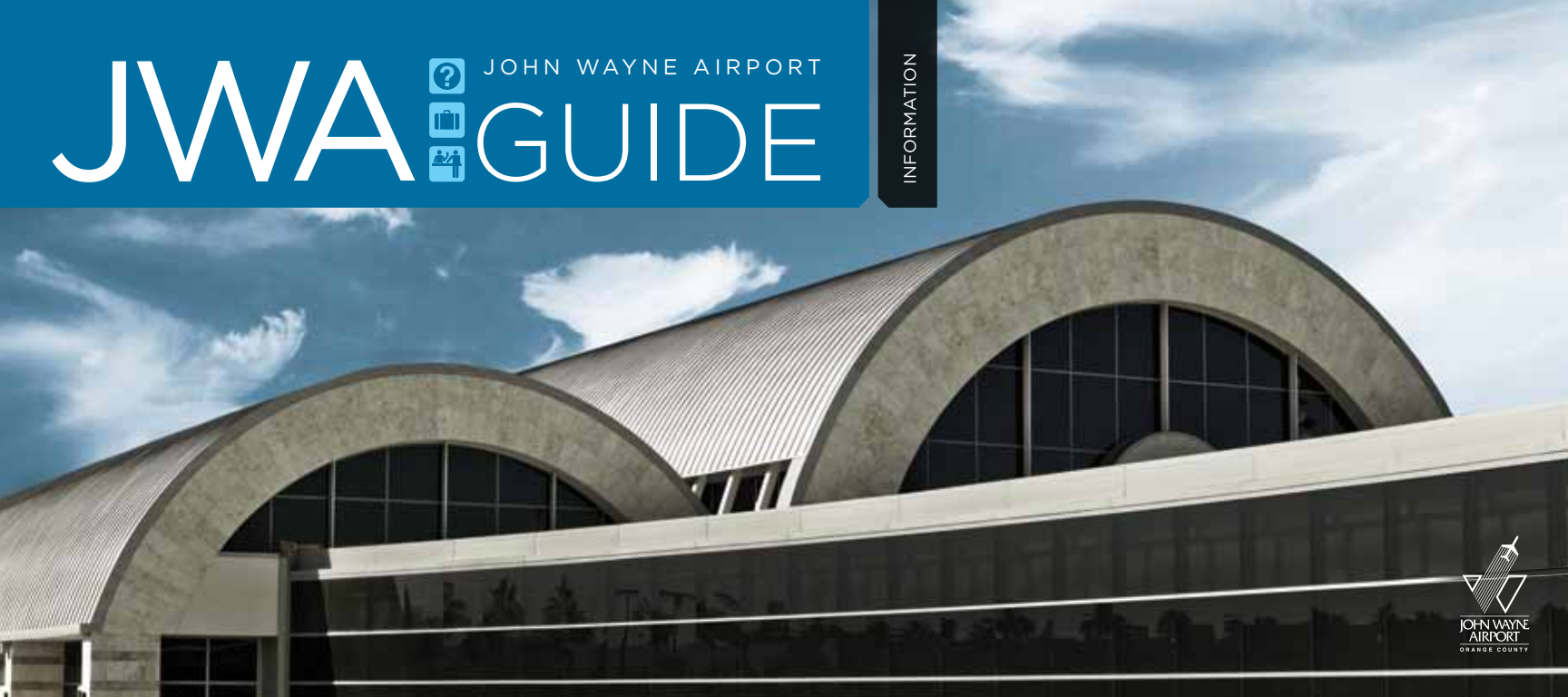
# JWA

JOHN WAYNE AIRPORT



# GUIDE

INFORMATION



JOHN WAYNE  
AIRPORT  
ORANGE COUNTY

# WELCOME TO JOHN WAYNE AIRPORT



JOHN WAYNE AIRPORT (SNA) IS OWNED AND OPERATED BY THE COUNTY OF ORANGE. IT IS THE ONLY COMMERCIAL AIRPORT AND ONE OF TWO GENERAL AVIATION AIRPORTS IN THE COUNTY AND IS LOCATED APPROXIMATELY 35 MILES SOUTH OF LOS ANGELES, BETWEEN THE CITIES OF COSTA MESA, IRVINE AND NEWPORT BEACH.

The Airport spans 500 acres and two runways serve commercial and private aircraft: a 5,700-foot main runway and a 2,887-foot general aviation runway. ✈️ Nine commercial, two commuter and two all-cargo airlines operate at John Wayne Airport. The Airport serves almost 9 million passengers and handles more than 15,000 tons of cargo each year. ✈️ JWA recently completed construction of a 282,000 square foot Terminal C with six additional gates, more security checkpoints, a new parking structure and many exciting passenger amenities. ✈️ Approximately 500 general aviation aircraft are based at the Airport and are supported by facilities offering aircraft fueling, hangar space, maintenance services, aircraft sales, charter flights and flight instruction. ✈️ While security and public safety are our top priorities, we strive to provide travelers with an attractive and efficient airport experience on their journey through John Wayne Airport.



# JWA TERMINAL INFO



## CHECK-IN SERVICES

Airline Ticket Counters are available for check-in services on the Departure (upper) Level of Terminals A, B and C. A government-issued photo identification is required when checking in for your flight. Children under the age of 18 do not require an ID. Check with your airline for updated flight information and confirm your reservations 24 to 48 hours in advance. Skycaps are available curbside to provide check-in services for some airlines. Please check with your airline.

You may also visit your airline's Web site and print your boarding pass ahead of time and proceed directly to the gate if you have no checked luggage.

## SECURITY SCREENING

All passengers must pass through a security screening checkpoint to board their aircraft. Security screening checkpoints are located on the Departure (upper) Levels in Terminals A, B and C and all gates are accessible from any checkpoint. Only ticketed passengers are permitted through security screening. Baggage screening and security screening checkpoints are under the jurisdiction of the Transportation Security

Administration (TSA). Be prepared for TSA staff to enforce the “1+1” rule. You are allowed one carry-on bag and one personal item – such as a purse, briefcase or laptop computer – through the security screening checkpoints. TSA restricts the amount of liquids travelers can pack in their carry-on bags. Liquids must not exceed 3.4 oz. and must fit inside one quart-sized, clear plastic, zip-top bag. Please visit [www.oacair.com](http://www.oacair.com) for travel tips or visit the TSA Web site at [www.tsatraveltips.us](http://www.tsatraveltips.us). You may also call TSA Customer Service at 866.289.9673.

Baggage carts are permitted through the security screening checkpoints at John Wayne Airport.

#### ELECTRICAL POWER OUTLETS

Electrical power outlets are located at most gates, between the backs of the passenger seating rows, and are available at no cost to travelers. Terminal C offers work stations with electrical outlets.

#### FREE WIFI

JWA is pleased to provide free wireless internet access to passengers throughout the concourses, lounges and concession areas of the Riley Terminal. Passengers

wishing to access the free service should look for JWAFREEWIFI in their computer’s “available wireless networks” list.

#### AIRLINE CLUB LOUNGES

American Airlines Admirals Club – across from Gate 8  
United Airlines United Club – across from Gate 9

These comfortable and quiet seating lounges for Club members are located on the mezzanine level of the Terminal, and also offer business conference services.

#### BAGGAGE CLAIM

Located on the Arrival (lower) Level of Terminals A, B and C, Baggage Claim areas are easily accessible by escalator, elevator or stairs. The escalators and stairs are adjacent to the security checkpoints, while the elevators are located near the Terminal exit doors.

Airlines in Terminal A (arriving at Gates 1A through 8) typically utilize Baggage Carousels 1 and 2. The oversized baggage pickup is located behind Carousel 2. Airline Baggage Claim offices are located near Carousel 1. Airlines in Terminal B (arriving at Gates 9 through 15) typically utilize Baggage Carousels 3 and 4. The oversized baggage pickup is located behind

Carousel 3. Airline Baggage Claim offices are located near Carousel 4. Airlines in Terminal C (arriving at Gates 16 through 22C) typically utilize Baggage Carousels 5 and 6. The oversized baggage pickup is located behind Carousel 6. Airline Baggage Claim offices are located near Carousel 5.

Baggage Carousel 7 is designed to be used for domestic and international arrivals and is located in Terminal C.

Skycaps are available for assistance with baggage.

#### INTERNATIONAL AIR SERVICE

Gates 13 and 14 have been modified to provide a secure corridor for arriving international passengers to access the new U.S. Customs and Border Protection area where Customs, Immigration and Agricultural screening will take place. Once passengers have completed the screening process, they will retrieve their baggage from new Baggage Carousel 7. This carousel, like Gates 13 and 14, has been designed to be open to the Terminal when used for domestic service or secured when needed for international arrivals.





A

**P** Parking A1

## CONCESSIONS

A variety of food and specialty item concessions are located throughout Terminals A, B and C. While the majority of the concessions are located in the secure area of the Terminals (only accessible to visitors with a boarding pass), snack shops and news stores are also available for all visitors on the Departure (upper) Level near the ticket counter areas.





















### Dining

- |   |   |
|---|---|
| <b>1</b> Starbucks                      | <b>13</b> Hobie Sand Bar                      |
| <b>2</b> California Pizza Kitchen       | <b>14</b> Subway                              |
| <b>3</b> McDonald's/McCafé              | <b>15</b> Pei Wei                             |
| <b>4</b> Zov's Grab-and-Go              | <b>16</b> Jerry's Wood-Fired Dogs             |
| <b>5</b> La Tapenade Mediterranean Café | <b>17</b> Pinkberry                           |
| <b>6</b> Oasis Grill & Sky Lounge       | <b>18</b> Zov's                               |
| <b>7</b> Starbucks                      | <b>19</b> Javi's                              |
| <b>8</b> Brioche Dorée Café & Bakery    | <b>20</b> Carl's Jr./Green Burrito            |
| <b>9</b> Vino Volo                      | <b>21</b> Starbucks                           |
| <b>10</b> Creative Croissants           | <b>22</b> Ciao Gourmet Market                 |
| <b>11</b> Starbucks                     | <b>23</b> Anaheim Ducks Breakaway Bar & Grill |
| <b>12</b> McDonald's/McCafé             |   |

### Shopping

- |  |   |
|--|---|
| <b>A</b> Hudson News Newswall                    | <b>L</b> Caterina's                       |
| <b>B</b> Hudson News/Discover OC/ Tech on the Go | <b>M</b> OC Travel Mart                   |
| <b>C</b> Caterina's                              | <b>N</b> CNN Newsstand OC/ Tech on the Go |
| <b>D</b> Sunglass Hut                            | <b>P</b> CNBC News Express                |
| <b>E</b> Rip Curl                                |   |
| <b>F</b> CNN Newsstand OC                        |   |
| <b>G</b> CNBC News OC                            |   |
| <b>H</b> South Coast News                        |   |
| <b>J</b> InMotion Entertainment                  |   |
| <b>K</b> Beachfront News                         |   |

### Symbols Legend

- |   |   |
|---|---|
|  Men's Restrooms   |  Pay Phones                              |
|  Women's Restrooms |  Telecommunications Devices for the Deaf |
|  Family Restroom   |  Ticketing/Check-in                      |
|  Elevator          |  Skycaps                                 |
|  Escalator         |  Baggage Carts                           |
|  Stairs            |  Baggage Claim                           |
|  Parking           |  ATM                                     |
|  Buses/Shuttles    |  Information                             |
|  Taxis             |  Art Exhibition                          |
|  Rental Cars       |  Valet Parking                           |

## TRAVELERS WITH SPECIAL NEEDS

Travelers with special needs may reach an Airport Operator by dialing “0” from any White Courtesy Phone in the Riley Terminal or by calling 949.252.5200. Assistance is also available at the Information Booths adjacent to the Baggage Carousels.

SERVICE ANIMALS can now enjoy the convenience of a Pet Relief Area while at the Airport. The Pet Relief Area can be found on the Arrival (lower) Level outside of Terminal A near the entrance to Parking Structure A1. Owners are asked to clean up after their animals, using the waste disposal bags and receptacle provided.

ELEVATORS are located next to the escalators near the Terminal exits and at Gates 1A and 22A (for commuter flights).

GROUND TRANSPORTATION is available at the Ground Transportation Center. Shuttle and taxi companies offer wheelchair accessible vans. For faster service, it is recommended to make reservations before arriving at the Airport.

TELECOMMUNICATION DEVICES (TDD/TTY) for the hearing impaired (TDD) are available on the Arrival (lower) and Departure (upper) Levels (see Terminal Map). Contact the Airport Operator via TTY at 949.955.9153.

WHEELCHAIRS are available upon request at no cost. Contact your airline in advance of your departure/arrival or dial “0” from any White Courtesy Phone for assistance.

RESTROOMS are ADA compliant. Family restrooms are located next to restrooms on the Departure (upper) Level.

## AIRPORT INFORMATION & ASSISTANCE

AIRPORT INFORMATION BOOTHS are located in the Baggage Claim areas (lower level) across from Carousels 2, 3 and 7. John Wayne Airport employees are available to answer Airport- or tourism-related questions.

WHITE COURTESY PHONES are located throughout the Riley Terminal. By dialing “0” from any White Courtesy Phone, you will be connected to an Airport Operator.

## AMBASSADORS

JWA has approximately 80 dedicated local citizens, some with decades of experience in the field of aviation, acting as volunteer Ambassadors. They are stationed on the Departure (upper) Level during the busiest travel times and provide Airport users with friendly, knowledgeable service. Ambassadors are trained in customer service and are available to answer questions and give directions to travelers.

## LOST AND FOUND

If an item has been lost at the Airport, John Wayne Airport Police Services may be able to help. Call 949.252.5000 to check on the lost item or dial 2.5000 from a White Courtesy Phone. Inquiries concerning items lost on an airplane should be directed to the airline.

## ART EXHIBITS

The Airport Arts Program, overseen by the five-member Airport Arts Commission, presents museum quality exhibitions in the Riley Terminal, provides periodic special programs in conjunction with the exhibitions and sponsors a county-wide Annual Student Art Contest/Exhibition.

The Vi Smith Concourse Gallery is located on the Departure (upper) Level of the Riley Terminal opposite Gates 2-5 in Terminal A and opposite Gates 18-21 in Terminal C.

Orange County: *Destination Art & Culture* is located prior to security screening along the pedestrian walkway connecting Terminals B and C.

Flight of Ideas, a permanent art display, is suspended from the ceiling above Terminal C Baggage Claim.



# JWA PARKING



John Wayne Airport offers several parking options: Terminal Parking Structures A1, A2, B2 and C, curbside Valet Parking, and Main Street Parking. All parking facilities are open 24 hours and all offer short- and long-term parking. All vehicles are subject to search. For parking information, please call an Airport Operator at 949.252.5200. If you can't remember where you parked, call Airport Police Services at 949.252.5000 for assistance.

JWA's new Parking Access and Revenue Control System (PARCS) allows the Airport to electronically manage parking spaces and availability so passengers can find a parking space more easily. The new Parking Space Count System allows passengers to see how many spaces are available on each level as they enter the parking facility. Individual sensors located in ADA and short-term (2-hour) spaces will provide the exact count of these spaces to be displayed on roadway signage. The space count system will also inform passengers on the roadway if the lot is full.

Real-Time Parking Data will integrate with the Airport's Web site, allowing for passengers to view parking availability online and via mobile devices.

### TERMINAL STRUCTURES (A1, A2, B2 AND C)

Terminal parking is accessible from the Departure (upper) Level only. A1 (north) and C (south) are adjacent to the Terminal. A2 and B2 are located across the Terminal roadway. A1, B2 and C offer 2-hour limited parking. \$2 per hour, maximum \$20 for each 24-hour period.

### VALET PARKING/PRONTOWASH

Valet Parking is located on the Departure (upper) Level between Terminals A and B and in front of Terminal C. You can call 949.752.5558 or dial 2.4018 from any White Courtesy Phone in the Riley Terminal and advise Valet Parking staff of your arrival for faster service. \$30 for the first 24-hour period or portion thereof, then \$10 per hour up to \$30 maximum per additional 24-hour periods.

Passengers who valet park at John Wayne Airport may now have their cars washed and detailed while traveling. Your car will be ready when you return!

### MAIN STREET (OFF-AIRPORT) PARKING

Main Street Parking is located at 1512 Main Street in Irvine. Courtesy shuttle service to and from the Riley

Terminal is available every 15 minutes. Shuttle buses are lift-equipped. \$2 per hour, maximum \$14 for each 24-hour period.

### ACCEPTED PAYMENT METHODS

Cash, Visa, MasterCard, Discover Card and American Express are accepted in all parking lots. Debit cards bearing the Visa or MasterCard logos are acceptable.

**CONTACTLESS CREDIT CARDS:** With the implementation of JWA's new state-of-the-art Parking Access and Revenue Control System (PARCS) passengers will be able to waive their contactless credit cards such as MasterCard PayPass and American Express Pay at entry and exit lanes in lieu of inserting them into the machines, making for a quicker transaction.

**EXPRESS EXIT LANES:** Passengers paying by credit card will be allowed express exit through these unattended and dedicated lanes.

**TICKETLESS OPTIONS:** When exiting a parking facility, passengers will have the opportunity to exit without the assistance of a cashier by simply swiping the same credit card they used upon entering. This ticketless method

eliminates having to keep track of a parking ticket while away on travel, reduces wait time at exit, and eliminates waste from disposal of the paper parking ticket.

### HANDICAPPED PARKING

Handicapped accessible parking is available in all parking lots. Vehicles parking in handicapped accessible spaces must display a valid handicapped placard or license plate. Valet Parking has wheelchair access.

### HEIGHT RESTRICTION

Oversize vehicles may only be parked on the top levels of Parking Structures A2 and B2, which have a height clearance of 9' 4". These lots are located across the roadway from the Terminal and are accessible from the Departure (upper) Level. There is no oversize vehicle access to the lower levels. Any vehicles taller than 9' 4" should be parked in the Main Street Parking lot. Parking Structure A1 has a height clearance of 7' 10" and Parking Structure C has a height clearance of 8' 2".

# JWA GROUND TRANSPORTATION

John Wayne Airport is easily accessible by bus, taxi, limousine and door-to-door shuttle vehicles. These services are offered in the Ground Transportation Center (GTC) located on the Arrival (lower) Level, between the A2 and B2 Parking Structures. The GTC can be reached from the Thomas F. Riley Terminal by crossing the Airport roadway at the traffic light near the John Wayne Statue. Car rental pick-up and return is located on the Ground Level of the GTC.

## RENTAL CARS

ON-SITE rental car companies offer convenient services at the Terminal. Rental car counters are located on the Arrival (lower) Level, between Terminals A and B, across from the statue of John Wayne. The rental car return is located on the lower level of Parking Structures A2 and B2.

OFF-SITE rental car companies are licensed to pick up passengers from the Terminal and shuttle them to their off-site locations.

## SHUTTLE SERVICES

Shuttles are located on the Arrival (lower) Level in the GTC. Look for uniformed Shuttle Coordinators on the third island who can assist you with your ground transportation needs.

## LIMOUSINE SERVICE

Over 500 limousine companies provide service at John Wayne Airport. All limousine service must be arranged in advance. Please check your local telephone directory for a listing of companies or visit [www.yellowpages.com](http://www.yellowpages.com) and search for "Limousines" in the "714" or "949" area codes.

Be sure to verify with the limousine provider that the company is licensed to pick up passengers at John Wayne Airport. Any state-licensed limousine company is allowed to drop off passengers on the Departure (upper) Level roadway without restrictions.

## TAXI SERVICE

Taxi cabs and vans are always available in the Ground Transportation Center. Cabs seat up to 5 and vans up to 7 people. Look for coordinators who can assist you with your ground transportation needs.

## BUS/TRAINS





Orange County Transportation Authority (OCTA) buses, Routes 76 and 212, service John Wayne Airport. The OCTA bus stop is located on the Arrival (lower) Level outside of Terminal B. The iShuttle, Route A connects the Tustin Metrolink Station to John Wayne Airport via Von Karman Avenue.

## REGIONAL AND NATIONWIDE BUSES & TRAINS

The nearest train stations are located in Irvine, Santa Ana and Tustin, all approximately 10 miles from John Wayne Airport. The closest Greyhound stop is located in the Santa Ana train station.

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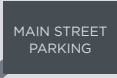
FROM SOUTH 55 ONLY

-  Parking
-  Buses/Shuttles
-  Valet Parking
-  Taxis
-  Rental Cars

FROM NORTH 55 ONLY



THOMAS F. RILEY TERMINAL



73

CAMPUS DRIVE

405

TO CAMPUS DR

AIRPORT WAY

TO NORTH 55 AND MAIN STREET PARKING

MacARTHUR BOULEVARD

FROM 405 SOUTH TO 405 SOUTH

DOUGLAS

MICHELSON DR

TO NORTH 55

MAIN STREET



## PASSENGER PICK-UP & DROP-OFF

Curbside parking is for the immediate loading and unloading of passengers only. No unattended vehicles are permitted. When picking up passengers, it is best to park in the Terminal Parking Structures. The rate is an economical \$2 per hour, and dedicated two-hour parking spaces are available in Parking Structures A1, B2 and C. You can then wait for your party either in the Ticket Counters area on the Departure (upper) Level or in the Baggage Claim area on the Arrival (lower) Level. Only ticketed passengers are allowed beyond the security checkpoints.

During peak hours the Arrival (lower) Level roadway can get very congested. Allowing enough time and parking your car will help make your experience less stressful. Curbside parking is not allowed.

John Wayne Airport can be accessed by the San Diego (I-405) Freeway, the Costa Mesa (SR-55) Freeway, and the Corona Del Mar Freeway/San Joaquin Hills Transportation Corridor Toll Road (SR-73).

For internet mapping directions, use:

John Wayne Airport  
18601 Airport Way  
Santa Ana, CA 92707  
949.252.5200  
www.ocair.com

#### **DRIVING FROM THE INLAND EMPIRE**

To Terminal & Terminal Parking:

Take the SR-91 West to the SR-55 South  
Take the transition to the I-405 South  
Stay in the right lane and exit to John Wayne Airport

To Main Street Parking Lot:

Take the SR-91 West to the SR-55 South  
Exit MacArthur Boulevard and turn left  
Turn right on Main Street  
Main Street Parking lot is on the left after  
Sky Park Circle

#### **DRIVING SOUTH FROM LOS ANGELES**

To Terminal & Terminal Parking:

Take the I-5 South to the SR-55 South  
Take the transition to the I-405 South  
Stay in the right lane and exit at John Wayne Airport

To Main Street Parking Lot:

Take the I-5 South to the SR-55 South  
Exit MacArthur Boulevard and turn left  
Turn right on Main Street  
Main Street Parking lot is on the left after  
Sky Park Circle

#### **DRIVING NORTH FROM SAN DIEGO**

To Terminal & Terminal Parking:

Take the I-5 North to the I-405 North  
Exit MacArthur Boulevard off ramp  
Turn left on MacArthur Boulevard  
Turn right at the next traffic light onto  
the Terminal Roadway

To Main Street Parking Lot:

Take the I-5 North to the I-405 North  
Exit MacArthur Boulevard off ramp  
Turn right on MacArthur Boulevard  
Turn left on Main Street  
Main Street Parking lot is on the left after  
Sky Park Circle

#### **DRIVING SOUTH FROM THE SOUTH BAY**

To Terminal & Terminal Parking:

Take the I-405 South  
Exit MacArthur Boulevard off ramp  
The Terminal roadway entrance is straight  
across MacArthur Boulevard

To Main Street Parking Lot:

Take the I-405 South  
Exit MacArthur Boulevard off ramp  
Turn right on McArthur Boulevard  
Turn left on Main Street  
Main Street Parking lot is on the left after  
Sky Park Circle

# JWA CONTACTS

## AIRLINES - TERMINAL A

ALASKA AIRLINES  
800.426.0333

AMERICAN AIRLINES  
800.433.7300

CONTINENTAL AIRLINES  
800.525.0280

DELTA AIR LINES  
800.221.1212

DELTA CONNECTION  
(SKYWEST)  
800.221.1212

WESTJET  
888.937.8538

## AIRLINES - TERMINAL B

UNITED AIR LINES  
800.UNITED1

UNITED EXPRESS  
(SKYWEST)  
800.241.6522

US AIRWAYS  
800.428.4322

US AIRWAYS EXPRESS  
(MESA)  
800.428.4322

## AIRLINES - TERMINAL C

FRONTIER AIRLINES  
800.432.1359

SOUTHWEST AIRLINES  
800.435.9792

## CARGO

FEDEX  
800.463.3339

UPS  
800.742.5877

## SHUTTLES

A PROMPT SHUTTLE  
714.833.0741

A ROYAL SHUTTLE/  
SUPER SAVE SHUTTLE  
714.715.4566

ABC SHUTTLE  
714.856.9760

ADVANCE SHUTTLE  
800.567.7500

AIRWAY ONE SHUTTLE  
714.715.9615

AMPM SHUTTLE  
949.678.4549

APOLLO SHUTTLE  
877.927.6556

BEST SHUTTLE  
800.708.0560

DISCOUNT SHUTTLE  
800.699.4826

GO FLY AIRPORT SHUTTLE  
909.772.8516

GOLDEN COAST  
310.673.3881

NEW EXPRESS  
TRANSPORTATION  
877.977.3748

PRIMETIME  
800.733.8267

PROMPT SHUTTLE  
949.833.7675

SHUTTLE 2000  
714.713.9827

SUPERFLY SHUTTLE  
714.715.1885

SUPERSHUTTLE  
800.258.3826

AMERICAN SHUTTLE/  
ATLASTRANSPORTATION/  
LUCKY SHUTTLE/  
ORANGE COUNTY CRUISER  
949.586.4347

## RENTAL CARS ON-SITE

ALAMO RENT-A-CAR  
800.327.9633

AVIS RENT-A-CAR  
800.230.4898

BUDGET RENT-A-CAR  
800.527.0700

ENTERPRISE  
800.736.8222

HERTZ  
800.654.3131

NATIONAL  
800.227.7368

THRIFTY  
800.847.4389

## RENTAL CARS OFF-SITE

AMERICAN EAGLE  
877.323.9595

AM-PM RENT-A-CAR  
800.220.4310

FOX/PAYLESS  
310.261.4475

GO RENT-A-VAN  
800.464.8267

SNA AUTO RENTAL  
877.342.4477

STOP THEN GO  
RENT-A-CAR  
888.704.7867

UNITED AUTO RENTAL  
888.660.0101

U-SAVE CAR &  
TRUCK RENTAL  
888.755.6664

## TAXI

JOHN WAYNE AIRPORT  
YELLOW CAB SERVICE  
800.535.2211

## AIRPORT INFORMATION

CUSTOMER SERVICE  
949.252.5200

TEXT TELEPHONE (TTY)  
949.955.9153

LOST & FOUND  
949.252.5000

