

Ground Transportation Options at Syracuse Hancock International Airport

ONLY Fort Drum In-Processing Soldiers may contact Fort Drum reception at (315) 772-0423/2564 or 1-800-661-7158. A representative will arrange a shuttle to come to Syracuse Hancock International Airport for pick-up.

Syracuse Regional Airport Taxi is contracted by the City of Syracuse to provide exclusive ground transportation services at Hancock Airport. They do provide transportation to Fort Drum and Watertown for soldiers on Military Active Duty and their families for a flat rate of \$167.00 per vehicle. You should confirm any such information with the Syracuse Regional Airport Taxi staff at (315) 437-5555 or www.syracusetaxi.com prior to entering into an agreement.

Trailways Bus Service provides bus transportation to and from Watertown daily. The cost is \$17.00 per person one way or \$34.00 round trip. They depart from Hancock Airport at 7:00am and arrive at Watertown at 8:15am. A second bus departs at 5:15pm and arrives in Watertown at 6:45pm. Departure and arrival times may vary slightly so please call Trailways Bus Service directly at 1-877-908-9330 for confirmation.

Independent Taxi or Cab Companies

Although not intending to dictate one service over another, information and guidance is being offered to help you make an informed decision in selecting transportation to either Fort Drum or Watertown.

- You have the right to contact the taxi or other carrier of your choosing and they can come to Hancock Airport to pick you up.
- The taxi or other operator can pick you up only and cannot solicit other patrons from Hancock Airport.
- The taxi or other operator cannot enter the terminal but must park their vehicle in the designated taxi parking area adjacent to both terminal ends. You should be outside looking for them.
- Make sure an agreed-upon fee to your destination is known in advance of leaving the Airport.
- The rates should be on display within the taxi or other vehicle.
- Although not set in stone, most legitimate companies will charge a flat fee for one passenger. But if others are traveling, they are either allowed to split the fee or ride at a reduced rate. If this is not offered, ask and be specific.
- If an option to split a fare between passengers is given, ensure it applies if the passengers go to different buildings on Fort Drum. Some companies will not allow a split fare if patrons go to different buildings.
- If you cannot get an agreement to your liking or if you are unsure of an agreement, you may wish to reconsider this service.

Any issues regarding suspected illegal activity on the part of any ground transportation services should be brought to the attention of the Uniformed Security Division at (315) 442-5220. The office is located just south of the center terminal.

Sergeant William Galvin of the City Licensing Division oversees the ground transportation vendors for the City of Syracuse. He can be contacted at (315) 478-0445.