

SYRACUSE REGIONAL AIRPORT AUTHORITY

2018 ANNUAL REPORT

SYR

Celebrating a
Year of SYRious
Accomplishments

SYR



LETTER FROM THE CHAIR

PATRICK MANNION



The Syracuse Regional Airport Authority Board is proud to provide this annual report on the remarkable progress experienced in 2018.

Our efforts are focused on improving the passenger experience, expanding air service, and modernizing our many facilities, including the passenger terminal.

If you have flown recently you have had to navigate through the extensive construction work going on throughout. Some \$60 million is being invested in a way that is transforming the airport's look, efficiency, security and convenience. The Board thanks our airlines and other business partners for their patience throughout this process. And, to the millions of passengers who have experienced some inconvenience, we also thank you for your fortitude. When the construction is over and the dust settles, we promise, it will all be worth it.

Air service expansion is a top priority and 2018 has been a banner year. With the arrival of Frontier Airlines, we have new direct flights to Denver, Raleigh, Ft. Myers, and Tampa, and additional direct flights to Orlando and Chicago. Allegiant Airlines continues to expand service and has added direct flights to Nashville, Orlando-Sanford, and Punta Gorda. One key measure of success is passenger enplanements and those numbers are increasing at a double digit pace. With direct service up to 24 destinations and passenger traffic expanding rapidly, we are on track for a historic year.

Plenty of other positive occasions have been celebrated over the past twelve months, including the opening of Million Air's new fixed base operator and our completion of a major capital improvement to our maintenance facilities.

A few shout-outs are well deserved. To Governor Andrew Cuomo, the people of the State of New York and the New York

State Department of Transportation, and County Executive Joanie Mahoney. Without their support the terminal project would have not seen the light of day. To the new Mayor of the City of Syracuse, Ben Walsh, whose support and attention during the first year of his first term has been well focused and appreciated. And, finally, our SRAA Board Member Mike Lazar who has stepped up as the Board liaison during the construction and has given unselfishly of his time and expertise in making our outcomes that much better.

The Board abides by our mission statement, the statement we developed some eight years ago: to provide safe, secure, efficient and affordable transportation to our 12 county region. 2018 is a year we made great progress in strategically meeting our goals and tactically improving our facility to deliver a first class experience.

Please enjoy the 2018 Annual Report to our Community.

LETTER FROM THE SRAA EXECUTIVE DIRECTOR

CHRISTINA R. CALLAHAN, CM



What makes an airport stand out? Many will say affordable fares, convenient schedules, on time departures, lots of room in the overhead bin, great food, and short lines at the security checkpoint. Others might say it's access to a quiet space, places to plug-in, and bags that don't get lost. All of those things are very important, of course, and we will continue to strive every day to give our passengers a first-class experience.

Let us not overlook the one asset that truly makes an airport great though: its people. The men and women who work tirelessly to give passengers a great experience, are the unsung heroes and heroines at every airport, and so we dedicate this 2018 Annual Report to them.

They are the ones who work holidays and weekends, sacrifice their children's birthday parties, football games, and other special events to ensure that our passengers have a great experience day in and day out. They are the backbone of our airport operation; so the next time you fly, please take a moment to thank the person who helps you through security, or with your bag, or gives you directions to your departure gate—I promise you, it will make their day.

What is important to you as the passenger, our customer, is important to us, and we want to give you that great experience. Whether you live in Central New York, or are visiting the area for the first time, we want you to feel as good about Syracuse Hancock International Airport as we do;

justly proud of its role as Central New York's front door, warmed by the memories evoked by our classic red "Syracuse" sign welcoming you back and, most recently, our terminal and security upgrades smoothing connections to family and friends in every corner of the world.

The airport's history goes back to 1927, when the visionary leaders of Syracuse realized what an economic asset an airport would be to Syracuse and the region. More than 90 years later, we are preparing to unveil the new Syracuse Hancock International Airport, and we couldn't be more proud as we carry on the vision of those early leaders. The first-class, 21st century facility that has been designed and built in recent months will pay homage to the rich history of aviation in Central New York with the addition of the Regional Aviation History Museum. Working closely with the Onondaga Historical Association, we will give aviation enthusiasts, young and old, a look back at our very unique aeronautical history, and, hopefully, inspire a lifelong love for aviation in our youngest of visitors.

Our recent history has been as equally exciting as those early days of aviation. In the last five years alone, we have seen tremendous change—both to the facility and in the operation itself. We took a 1962-era terminal building and re-purposed it for today's busy traveler. In 2013, we made improvements that made passenger screening faster and quicker; the following year, we gave passengers more restaurant and retail options as well as new air service, with the addition of Allegiant Airlines; and in 2015, we brought TSA PreCheck to SYR, making the passenger screening process even easier. In 2016 we held the Syracuse International Airshow for the first time in 14 years; in 2017, we launched our Pet Therapy Program and

gave families with babies and small children a quiet space of their own, easing the anxiety and stress of air travel; and this year, we renovated both airline concourses, added new furniture, lighting, additional electrical outlets, and even more non-stop service with Frontier Airlines. We now have direct service to a record-setting 24 destinations, including never-before-served cities Denver, Raleigh-Durham, Nashville, and Ft. Myers. This is truly an historic time for Syracuse Hancock International Airport.

Still later this year, we will reopen the entire terminal as we unveil our vision for the new Syracuse Hancock International Airport. As this project comes to fruition, we are excited to share our vision of this amazing facility with our community and look forward to realizing the regional growth it can foster and sustain.

These are exciting times for both our airport and our region. By identifying our collective community goals, by working together, and by capitalizing on our unique assets, such as the new Syracuse Hancock International Airport, we, as a region, can achieve a success the visionary leaders of yesterday only dreamed.

A heart-felt thank you to the members of the Board and to the dedicated, hard-working, thoughtful men and women of the Syracuse Regional Airport Authority, the City of Syracuse Department of Aviation, and all who work at Syracuse Hancock International Airport.

"Aviation is proof that given the will, we have the capacity to achieve the impossible."

-Eddie Rickenbacker



RECOGNIZING
SYR'S VALUE TO
OUR COMMUNITY
SYRACUSE MAYOR
BEN WALSH

As the Mayor of Syracuse, it is my honor to highlight the tremendous work completed by the Syracuse Regional Airport Authority (SRAA) and congratulate everyone involved on the accomplishments detailed in this year's annual report. The efforts by the SRAA are vital to our economy and provide a wonderful service to our city, our residents, and our region. In the last 12 months, new services and partnerships have enabled the Syracuse Hancock International Airport to connect the City of Syracuse with the rest of our country in more ways than ever before.

Strides such as these are made possible under leadership like that of Executive Director Christina Callahan.

Congratulations to Christina for being awarded the 2018 Director of the Year in the small airports category by *Airport Experience News*. This award recognizes Christina's nonstop efforts and continued success while overseeing the near-completed Terminal Improvement Project, which will carry our regional airport into the future.

In May and June of 2018, Allegiant launched inaugural nonstop flights from Syracuse Hancock International Airport to Orlando Sanford International Airport (SFB) and Nashville International

Airport (BNA). In July and August, Frontier Airlines named Syracuse their "new home," adding nonstop service to Denver (DEN), Raleigh/Durham (RDU), Chicago-O'Hare (ORD) and Orlando (MCO). Our partnerships with Allegiant and Frontier to provide low fares and nonstop flights to new destinations are integral to our regional economic growth. We are pleased that the addition of these new services has set a record number of airlines and nonstop flights at Syracuse Hancock International Airport, and broken decade-old records in passenger traffic.

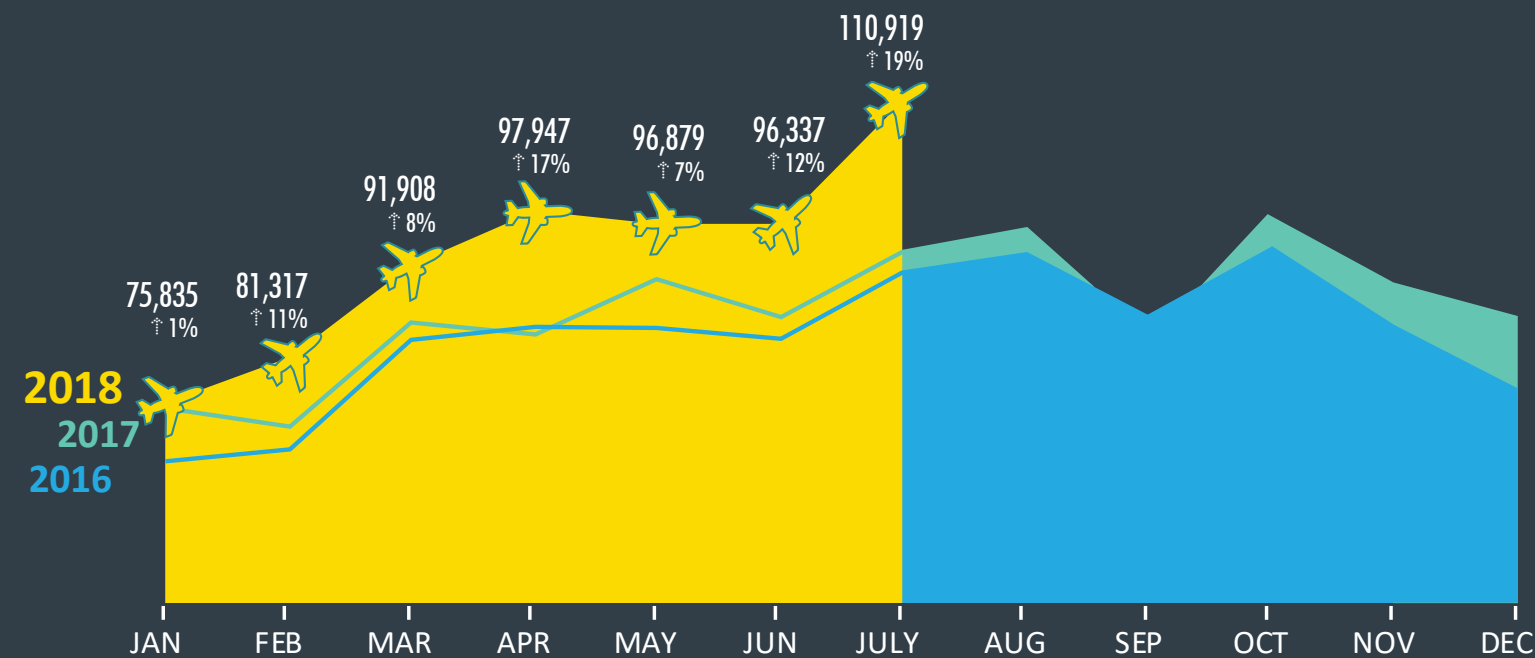
Finally, I would like to extend my gratitude and congratulations to everyone honored with the Balchen/Post award, presented by the Northeast Chapter of the American Association of Airport Executives. This award recognizes our diligence in keeping passengers safe with sound snow and ice control proving that we are leaders in winter travel and tourism.

The past year has been monumental for the SRAA and one of the most successful years to date. I am grateful for the investments and continued collaboration with New York State and the Office of the Governor. Thank you to the airport staff for your hard work to grow our service and continue improving delivery to passengers here at home and across the northeast.

RECORD ENPLANEMENTS

In 2018, SYR has seen record numbers of passengers. With nonstop flights to 24 destinations, the Airport continues to draw travelers from across the

region. Major terminal improvements and new amenities are making SYR the airport of choice for business and leisure travel for Central New York.



EMPLOYEE OF
THE YEAR

JENNIFER SWEETLAND
**DIRECTOR OF MARKETING, COMMUNICATIONS
AND AIR SERVICE DEVELOPMENT**
SYRACUSE REGIONAL AIRPORT AUTHORITY



Christina R. Callahan, CM,
Executive Director

“Ask anyone who knows her, and you will hear the same words used to describe Jennifer Sweetland: smart, energetic, dedicated, hard-working, creative, thoughtful, generous, and kind. Jennifer’s never ending enthusiasm and love for the Airport is seen in everything she does. Never one to seek the spotlight, this year we shine the spotlight on her as our Employee of the Year.”

Brian Dorman
Aviation Project Officer

“Jennifer is an ambitious, confident & hard working colleague. She is always willing to help out and put in the extra time and effort to complete the projects and tasks at hand.”

Ron Bowles
Director, Terminal/Landside Facilities

“Jennifer is always upbeat and motivated; she has always been very approachable and responsive in working with me, no matter what it entails. She is very deserving of this nomination for all her ideas and improvements to the Airport.”

Debi Marshall
HR Manager

“Jennifer is continually thinking about what is best for the Airport, holds herself to high standards, and puts 100% into everything she does. Not only is she dedicated to her work, and great to collaborate with, but she’s a wonderful person, caring for the public she serves, as well as her co-workers.”

Cheryl Herzog
IT Support Services Administrator

“Jennifer maintains a consistent positive attitude not only with her colleagues, but also with her work assignments. She is self-motivated and is very organized with the many tasks assigned to her. She takes pride in her work. Jennifer is overall a great person to work with.”

Maureen Fogarty
Fiscal Officer

“Like myself, she came to work in a surrounding that was unique and total unfamiliar to her previous experience. Jennifer has the ability to identify “real” issues, prioritize and see that resolution and completion are the end result. She’s a model of learning from “the ground up” and growing into her ever evolving role here. It’s a joy and pleasure to call her co-worker and friend.”

Dennis Mathers
Assistant Director Terminal/Landside Facilities

“Jennifer is a great co-worker. Always in a cheerful mood and willing to go the extra mile, to make any project she works on perfect.”

Patrick Mannion
Chair, SRAA

“No matter the request, no matter all that’s going on around her, Jennifer always responds quickly, completely and wearing a smile.”

Michael Lazar
SRAA Board Member

“Take these words: dedicated, organized, multi-tasker, considerate, intelligent, hard worker, wants to learn new things, able to keep lots of balls in the air, team player, loves her job, innovates, motivates others. Stuff them into a person with whom it is fun to work with, and you have Jennifer.”

John Carni
Deputy Commissioner

“Jennifer is a great co-worker because she has a strong work ethic and is extremely dedicated to the airport team. I have witnessed first hand the numerous projects she juggles and what a tremendous job she does. Jennifer is an amazing choice for employee of the year.”

LEADING BY EXAMPLE

BRIAN DORMAN NAMED 40 UNDER 40 BY TWO PUBLICATIONS



Brian Dorman, Aviation Project Officer at the SRAA, was named to *Aviation Business's* 40 under 40 list for 2018 and the 40 Under 40 list from the *Central New York Business Journal*. The *Airport Business* Top 40 Under 40 showcases top talent and leading thinkers in the aviation industry who are building success today and innovations for the future. Candidates were vetted on innovation, outstanding attributes, and commitment and involvement in the industry. The *CNY Business Journal* recognizes outstanding individuals in our community who demonstrate leadership and achievements in their personal and professional lives.

As an integral part of the SRAA's team, Brian plans, designs, and coordinates construction projects to improve airport facilities. Brian is the SRAA's lead project manager for the ongoing terminal renovation and has worked as a project manager/engineer on large-scale state and local projects for 8 years. He is able to adapt to the constant activity and moving parts of multi-million-dollar civil engineering projects while ensuring their safe, cost-effective and timely completion. Brian is involved with every step of the construction process from concept and design to completion.

Brian is the "go-to" person for all projects because of his experience and expertise in project management and ability to communicate efficiently and effectively.





WELCOME TO THE NEW SYR

Major improvements are underway! A streamlined layout and new interior and exterior materials and furnishings will give passengers a more modern, functional, and welcoming space. Built in 1962, SYR's terminal still features many of the original materials and layouts from more than 50 years ago. Significant enhancements will deliver an enhanced passenger experience, simplifying movement in and around the airport. Working on an accelerated timeline, this multi-phase, large-scale project will be completed in October 2018—with passenger access and airline operations maintained without interruption.

\$63
MILLION



300+
WORKERS

14,500
SQUARE FEET
OF NEW SPACE

13 MONTHS OF
CONSTRUCTION



400 TONS OF
STEEL





SEPT. '17



DEC. '17



FEB. '18



MAR. '18



MAY. '18



JUNE '18



JULY '18



AUG. '18

BUILDING A BETTER TERMINAL

NEW FEATURES THROUGHOUT CONCOURSES

Flooring and Seating

New furniture, including seating, tables, and chairs, were installed in both the north and south concourses. Built-in charging stations in the tables and chairs make traveling easier for passengers with mobile devices. New flooring throughout the concourse unifies the space.

Jet Bridges

A new jet bridge was installed at Gate 20 in the north concourse, replacing a 28-year-old bridge that was at the end of its useful life.

Restrooms

The south concourse men's and women's restrooms were completely renovated to replace their vintage 1987 fixtures and finishes. Both restrooms were brought up to code to meet ADA requirements. A new family restroom was also added.

Elevator

The elevator at gate 3 in the south concourse was removed and replaced.





Years at SYR? I've been at SYR for 10 years.

What is your favorite place to fly? Charlotte, NC, to visit my daughter and her family.

What is your favorite thing about living in Syracuse? My favorite thing is Syracuse's central location to many county and state parks. There are so many things to do; you can hike, walk, bike ride, camp, and picnic at the beach. There are also some spectacular waterfalls and beautiful sunsets.

Do you have a funny story about working at SYR? I came to work the customer service shift at 4 a.m. and noticed a woman sleeping under the table where I was stationed. I didn't want to wake her so I stood to the side to assist passengers. An officer woke her up and asked her to move to the seating area. She was very apologetic and explained she came in on a late flight and needed a dark, warm place to sleep until the rental cars opened.

EMPLOYEE SPOTLIGHT

CHERYL HERZOG
INFORMATION TECHNOLOGY SERVICES ADMINISTRATOR,
SYRACUSE REGIONAL AIRPORT AUTHORITY

“During the renovation project, employees were asked to volunteer as information aides and airport ambassadors. Many stepped up, but Cheryl was the absolute best, embracing this challenge from day 1. She came in at 4am many mornings, stayed till 6, and would often come back in the evening. **What set her apart was her willingness to go to any length to help the passengers with her ever-pleasant smile and warm personality.**”

-Bill Ryan
 Director of Business Development



Years at SYR? I will have 28 years on October 16, 2018.

What is your favorite place to fly? To California to see my family.

What is your favorite thing about living in Syracuse? I like the city; it's small. I have been here since 1988, plus I enjoy my good job for the City.

Do you have a funny story about working at SYR? In all the years I have worked here there have been many funny things, I really couldn't name just one! It's fun to work here.

EMPLOYEE SPOTLIGHT

NHIA LEE
CUSTODIAL WORKER
 CITY OF SYRACUSE
 DEPARTMENT OF AVIATION

“Nhia has been nothing but a model employee for the eight years she has been working for me.

She is reliable and goes out of her way to do her part in maintaining the building. Nhia has stepped up and took on acting crewleader duties when needed. She deserves recognition.”

-Ron Bowles
 Director of Terminal/Landside Operations

CALLAHAN
NAMED 2018
DIRECTOR OF
THE YEAR



Airport Experience News named Christina Callahan the 2018 Director of the Year in the small airports category, featuring her in the September issue.

"We are honored to recognize the work and career of Christina Callahan," says Ramon Lo, publisher of *Airport Experience News*. "Her passion and impact on SYR is evidenced by the gains the airport has made during her tenure."

The magazine recognized her long tenure at the Airport and how she has steadily risen through the organization over the past 21 years. After the Syracuse Regional Airport Authority took ownership of the Airport, Callahan became the Airport's first executive director, having previously served as commissioner of aviation. As a regional aviation leader, she will become president of the New York Aviation Management Association this year. She is also vice chair of ACI-NA's Small Commercial Airport Committee and serves on the AAAE Diversity Committee.

"I am grateful for being named Director of The Year by *Airport Experience News*. We have made great progress at Syracuse by capitalizing on our vision for the Airport and our greatest asset, our people; from teamwork within our organization; and by collaborating with our business partners and the community as a whole. The truth is, this award belongs to the amazing team of people I get to work with every day and the members of the Board of the Syracuse Regional Airport Authority who have been nothing but supportive of me and our efforts to advance our mission."

HOW CAN WE NEW CUSTOMER SERVICE
HELP YOU? PROGRAMS TAKE OFF



SYR's new Fly Guide Ambassador Program engages volunteers from every corner of the Syracuse region to take on the role of airport ambassador. We recognize that many travelers need guidance navigating the airport, so Fly Guides will be available right where people need them the most.

Equipped with a smart tablet and dressed in even smarter blazers, our Fly Guides are there to answer questions, lend a hand, and provide guidance to the two million passengers who fly SYR each year. The airport held an information session for a number of interested volunteers in July, in preparation for the program's official launch in October.



In March, SYR staff formed a customer service program to help direct passengers through the construction in the terminal. The program was staffed in key locations during peak periods to ensure passengers had the best experience possible during the reconfiguration of the terminal. Eighteen dedicated staff members took shifts as early as 4am and well into the late evening—in addition to their regular work day. Without their help, the airport would not have been able to provide our passengers with the experience they expect and deserve at SYR!



William "Liam" Wicks, Jr.
Human Resource Management and
Political Science
St. John Fisher College

“Over the course of my internship I learned the complexities of running an airport. There are countless moving parts, which include retail stores, high security, construction/maintenance work, and the obvious need to have airline passengers travel while being as safe and efficient as possible. This proved to be the perfect opportunity to learn the intricacies of **running a complex business**, and is an opportunity which taught me lessons I will carry for the rest of my career.”

Raphaela Martin
Travel and Tourism
Johnson & Wales University

“What I learned most about working at the Syracuse Regional Airport Authority is that **customer service** is always the number one priority. When you enjoy what you do, it makes the day fly by and keeps everyone in a good mood. Making passengers happy makes me happy. Even if it’s as little as directing a customer to the restroom and as big as helping a customer re-book a ticket at the correct airline desk. I’m a people person and will do whatever it takes to ensure all of the passengers I come across have the best experience!”

Mackenzie Mead
Psychology and Sociology
SUNY Geneseo

One thing I learned this summer is that there is no job too small at the airport. People in each and every department have the ability to impact day-to-day passenger experiences. Whether you are a concessions employee or a SRAA board member, your **conscious work decisions** ensure that the airport is a friendly, welcoming, and exciting place for all.



L-R: Mackenzie Mead, Liam Wicks, Ryley Amond, Rosa Velez, Sandra Gregoire (FAA), Raphaela Martin, Shelby Davis, Sarah Engel, Matt Murad

AN EDUCATIONAL AVIATION EXPERIENCE

SYR INTERNS GAIN VALUABLE SKILLS



Back L-R: Matt Murad, Liam Wicks, Raphaela Martin, Karen VanSlyke (TSA), Rosa Velez, Ryley Amond, David Petrella. Front: Mackenzie Mead

Matthew Murad
Physics
Rochester Institute of
Technology

“What I learned most was awareness and **creating solutions** on the fly. I had to be proactive identifying customers in need of assistance and then concisely give them answers to their problems.”

Rosa Velez
Airport Management
Vaughn College

“During my internship, I learned the way an airport functions and how **everyone collaborates** with one another. Most importantly, I learned how to read the signage better!”

Ryley Amond
Business Management and Economics
Nazareth College

“This internship really helped me gain a better perspective on the relationships and the constant streams of communication needed to properly run and maintain an airport of any size. Only through **communication and adaptability** can an operation of this magnitude be undertaken; this is only amplified during the terminal improvement project.”

David Petrella
Aerospace Engineering
University of Maryland, College Park

“I gained a new understanding for how important **person-to-person interactions** are for travelers. These brief first impressions, limited by the fast-paced nature of travel, require concentrated and expedited customer service. I couldn’t have found a better place to learn and practice this skill than at the SYR airport.”



INTERN SPOTLIGHT

SHELBY DAVIS SYRACUSE UNIVERSITY

Shelby is a graduate student at Syracuse University studying civil engineering with an emphasis on structural engineering. She is also a 2017 graduate of SUNY Oswego where she got her bachelor's of science in physics.

While at the airport, Shelby has helped oversee the major terminal improvement project and has gained a considerable amount of knowledge in construction management.

The biggest thing Shelby learned from her time at the airport is that a construction schedule is a tool to help guide the project, but revisions are always needed to meet the end goal.



Sarah is a third-year student at Rochester Institute of Technology, studying marketing. This summer, she applied her studies to her internship at the airport, where her key roles are social media marketing, graphic design, and program coordination.

Born and raised in Syracuse, Sarah has fond memories of flights to and from the airport. Her favorite part of working at the airport is the exciting, fast-paced environment. Every day is different!

Her interests in aviation and marketing have been integral in her work for the Syracuse Regional Airport Authority and she enjoys connecting with the many travelers that choose to fly Syracuse.

INTERN SPOTLIGHT

SARAH ENGEL ROCHESTER INSTITUTE OF TECHNOLOGY



- ATLANTA
- BOSTON
- CHARLOTTE
- CHICAGO
- DENVER**
- DETROIT
- FORT LAUDERDALE
- FORT MYERS**
- MINNEAPOLIS
- MYRTLE BEACH
- NASHVILLE**
- NEW YORK CITY—LAGUARDIA
- NEW YORK CITY—JFK
- NEWARK
- ORLANDO
- ORLANDO—SANFORD**
- PHILADELPHIA
- PUNTA GORDA**
- RALEIGH-DURHAM**
- TAMPA**
- TORONTO
- ST. PETERSBURG-CLEARWATER
- WASHINGTON DC—DULLES
- WASHINGTON DC—NATIONAL

New routes added in 2018

24 NONSTOP DESTINATIONS

7 NEW NONSTOP ROUTES



DENVER



ORLANDO-SANFORD



PUNTA GORDA



FT. MYERS



NASHVILLE



RALEIGH



TAMPA



CELEBRATING INAUGURAL FLIGHTS TO NEW CITIES



KEEPING CNY COMPETITIVE

RANDY WOLKEN—
PRESIDENT AND CEO,
MANUFACTURERS
ASSOCIATION OF CNY

Hancock Airport is a critical asset for our region. Residents count on its service to travel to see our nation and the world. For businesses, it is their connection to the rest of the globe and allows them to be competitive. And, it is often the first place a visitor will see in our community. We are blessed to have Hancock Airport for all of us to use.

MACNY and its hundreds of member companies truly count on Hancock to remain competitive in the fast-paced economy we must operate in today.

The terminal improvements will only add to the value that Hancock Airport offers to the entire region. With new service offerings and additional flights, Hancock Airport is setting the standard as it seeks to create the airport of the future.

I look forward to the exciting future of Hancock Airport. I am certain that regional businesses, business travelers, residents and visiting tourists will be pleased with the Syracuse Regional Airport Authority and its continued work of investing in our success as a community.

SYR TAKES OFF WITH NEW LOGO

In 2018, SYR launched a new, bold graphic identity focused on our airport identifier, SYR. Along with our major terminal renovation and other improvements, we are continuing to make ourselves known as the airport of choice for upstate New York.



SYRACUSE
— HANCOCK —
INTERNATIONAL AIRPORT





CELEBRATING 31 YEARS OF SERVICE

JOHN SMOROL RETIRES

The Airport is proud to recognize John Smorol, Airport Maintenance Supervisor–Airfield. John is retiring after 31 years of dedication to making Syracuse Hancock International Airport run safely and smoothly. John began as a laborer in 1987, but quickly rose to become an airport maintenance worker in 1989

and airport maintenance crew leader in 1993. Since 2003, he has been airport maintenance supervisor.

In his time at the Airport, he has led and inspired dozens of staff and he will be missed greatly by his many colleagues.

Ron Bowles
Director of Terminal/Landside Operations

“Johnny was still a crewleader when I came to the Airport as a maintenance worker, I worked under him then and also when he became the supervisor of that department as a crewleader myself. John has always been supportive to me as I followed his same path up the Airport chain and wish him all the best in his well-deserved retirement!”

Brian Bushnell
*Assistant Federal Security
Director/Screening*

“Wishing you and your family all the best in retirement, John. Thank you for the many years of collaboration and friendship. You will be missed.”

John Carni
Deputy Commissioner of Aviation

“Wishing you success and happiness in the next chapter of your life. I am thankful for our 27 years of working together and more importantly the friendship we have forged. Congratulations, buddy!!”

There are few people who know snow like John Smorol. John's institutional knowledge, his single-minded dedication to the airport, his reliability and dependability, will be greatly missed. I want to thank John for his 31 years of serving Syracuse Hancock International Airport, and wish him and his wife Donna all the best.

—Christina R. Callahan, C.M.
SRAA Executive Director

Maureen Fogarty
Fiscal Officer

“John was here over 10 years when I started, and he was known as a natural on the airfield, especially when using the largest snow removal equipment. I'll miss his daily wit, honesty and willingness to help out. But most of all, I'm happy for him as he moves into a more relaxed chapter in his life, without the daily grind and major responsibility for the traveling public's safety and his team of co-workers he always supported and assisted both professionally and personally. Commander, you should be so proud of your career and accomplishments here at SYR.”

SYR RECEIVES BALCHEN/POST AWARD

OUTSTANDING SNOW AND ICE CONTROL

The Airport received an international award for the excellent performance of airport snow and ice control for the 2017/18 winter season. The Balchen/Post Award in the Small Commercial category was presented by the Northeast Chapter of the American Association of Airport Executives (AAAE) at the 52nd Annual International Aviation Snow Symposium in April. The award recognizes the Airport's snow and ice control team for their dedicated efforts in maintaining the airport in safe and operational status. "Congratulations to our fearless snow fighters who work tirelessly to ensure the safety of the

flying public in all weather conditions," said Christina Callahan, Executive Director. Mayor Ben Walsh complimented the Airport's dedicated airfield staff, saying, "The competition for this award is fierce, and to be acknowledged by the airport industry as being the best in snow removal is an honor. Here's another reason to take pride in winter in Syracuse. The people at Hancock International Airport find a way, in almost any winter conditions, to keep our city open for travelers. It is no easy task, and we take it for granted too often. I salute the dedicated people at Hancock on this very well deserved honor."



AMERICAN AIRLINES STAFF EARN CUSTOMER CUP

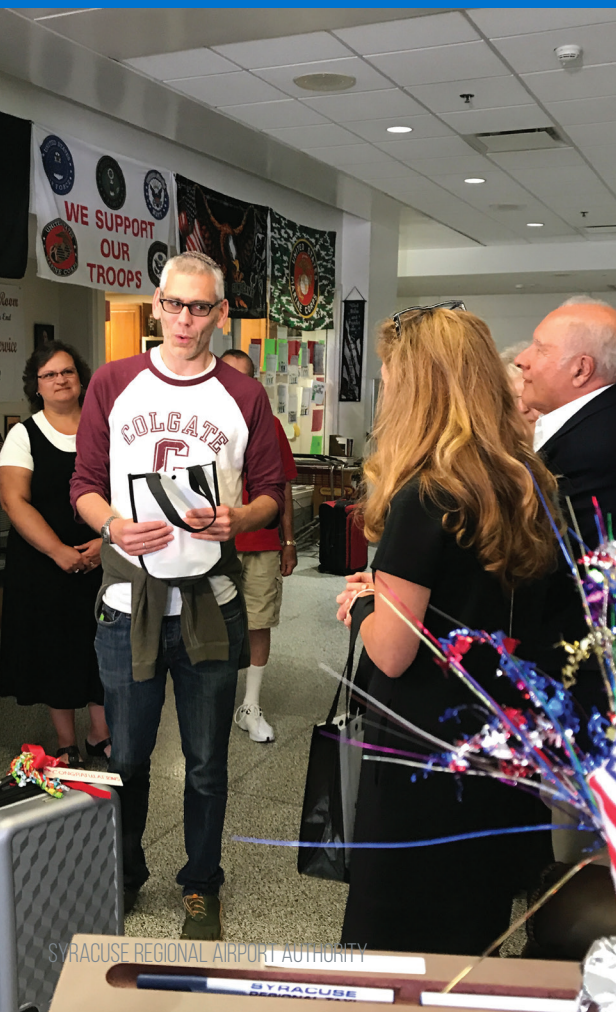
American Airlines 

This June, the airport celebrates a victory in customer service. The Customer Cup, a quarterly event by American Airlines, recognizes employees in a particular airport for going above and beyond customer expectations. We are proud that SYR's American Airlines group brought the cup home to Syracuse for the first time. There are 369 American Airline stations worldwide and only 12 win each quarter. The Airport and American Airlines teamed up to celebrate the achievement with an all-day banquet and trophy ceremony. Supporting and caring for travelers has continued to be a key tenet in our mission, and a goal the airport strives for each day. Winning stations competed against similarly sized stations in their categories, and were evaluated against a variety of metrics.

CELEBRATING 10 YEARS OF SUPPORTING OUR TROOPS

In July, the Gregory Harris Military Courtesy Room at the Airport celebrated its 10th anniversary of giving our troops a comfortable place to rest and recharge when traveling. The room has served more than 106,000 soldiers over the past decade, and with a new location and fresh renovations, is ready to serve the next ten years of men and women in uniform. The room began when two TSA

agents who were also veterans saw the need. They hated seeing military sleeping on couches or the floor of the airport and they decided to take action. With the support of the airport, two former baggage rooms were converted into the original military courtesy room that is one of only two rooms of its kind in the country. It is run solely by donations and operated by volunteers.



THERAPY DOGS MAKE TRAVEL FUN

Our Pets Easing Travelers (PET) program brings certified therapy animals from PAWS of CNY into the terminal to help anxious travelers and families. The program has been a huge success and the handlers and their furry sidekicks are popular with travelers of all ages!



SYRACUSE REGIONAL AIRPORT AUTHORITY BOARD



MR. PATRICK MANNION
CHAIR



MR. WILLIAM P. FISHER
VICE CHAIR



DR. SHIU-KAI CHIN
FINANCE OFFICER



HON. MARK NICOTRA



MR. KENNETH J. KINSEY



DR. DONNA DE SIATO



MR. MICHAEL J. LAZAR



HON. KHALID BEY



MR. JOHN B. JOHNSON, JR.



MS. JO ANNE C. GAGLIANO



HON. MICHAEL QUILL



We want to extend a special thank you to Beth Rougeaux, one of SRAA's original board members, for her service on the SRAA board and various committees.



SRAA COMMITTEES

Audit

Dr. Donna DeSiato
(Chair)

Ms. Jo Anne C. Gagliano

Mr. Kenneth Kinsey

Mr. Michael Lazar

Mr. Patrick Mannion
(Ex-Officio)

Finance

Dr. Shiu-Kai Chin
(Chair)

Mr. William Fisher

Ms. Jo Anne C. Gagliano

Mr. John Johnson, Jr.

Mr. Michael Lazar

Mr. Patrick Mannion
(Ex-Officio)

Governance

Mr. William Fisher
(Chair)

Hon. Khalid Bey

Ms. Jo Anne C. Gagliano

Mr. Kenneth Kinsey

Mr. Patrick Mannion
(Ex-Officio)

Mr. Mark Nicotra

Hon. Michael Quill

HR

Mr. Michael Lazar
(Chair)

Dr. Shiu-Kai Chin

Mr. William Fisher

Ms. Jo Anne C. Gagliano

Mr. Patrick Mannion
(Ex-Officio)

Mr. Mark Nicotra

Hon. Michael Quill

SRAA ORGANIZATION



FINANCIALS

STATEMENT OF NET
ASSETS—UNAUDITEDFOR THE YEAR ENDED
JUNE 30, 2018

ASSETS

Cash and Cash Equivalents	\$14,641,520
Restricted Cash and Cash Equivalents	\$37,696,600
Accounts Receivable	\$11,621,528
Prepaid Expenses	\$243,735
Capital Assets, Net	\$8,689,982
Total Assets	\$72,893,365

LIABILITIES

Accounts Payable	\$5,942,615
Accrued Liabilities	\$103,607
Net Due to Other Funds	\$617,027
Note Payable Current	\$11,750,000
Net Miscellaneous	\$63,080
Total Liabilities	\$18,476,329

NET ASSETS

Net Investment in Capital Assets	\$8,689,982
Restricted	\$37,696,600
Unrestricted	\$8,030,454
Total Net Assets	\$54,417,036

TOTAL LIABILITIES AND NET ASSETS \$72,893,365

FINANCIALS

STATEMENT OF
REVENUES, EXPENSES,
AND CHANGE IN NET
ASSETS—UNAUDITEDFOR THE YEAR ENDED
JUNE 30, 2018

OPERATING REVENUES

Landing Fees	\$7,725,220
Parking Rents	\$8,997,117
Terminal Rents	\$7,168,823
Concessions	\$7,025,061
Miscellaneous	\$8,708
Total Operating Revenues	\$30,924,929

OPERATING EXPENSES

Cost of Services	\$5,608,615
Administration	\$8,160,140
City Aviation Fund Lease	\$3,464,052
City Aviation Fund Expense	\$10,621,288
Depreciation	\$600,000
Total Operating Expenses	\$28,044,093

NON-OPERATING REVENUE AND EXPENSE

Capital Grants	\$13,738,299
Passenger Facility Charge Revenue	\$4,424,839
Investment Income	\$44,459
City Aviation Fund Capital Contribution	\$(19,616,295)
Project Expenses	\$(431,519)
Total Net Assets	\$(1,840,218)
Change in Net Assets from Revenue and Expense	\$1,040,618
Net Assets, Beginning of Year	\$53,376,418
Additions	\$1,040,618

NET ASSETS, END OF YEAR \$54,417,036



THANK YOU

Thank you to Jennifer Sweetland, Director of Marketing, Communications, and Air Service Development for the SRAA; and Courtney Armbruster, Senior Communication Specialist at the C&S Companies for their hard work and dedication creating this year's annual report.

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