

# SYRACUSE REGIONAL AIRPORT AUTHORITY

# 2019 ANNUAL REPORT

Atlanta ✈ Boston ✈ Charlotte ✈ Chicago ✈ Denver ✈ Detroit ✈ Fort Lauderdale ✈ Fort Myers ✈ Minneapolis ✈ Myrtle Beach ✈ Nashville ✈ NYC-LaGuardia ✈ NYC-JFK ✈ Newark ✈ Orlando ✈ Orlando-Sanford ✈ Philadelphia ✈ Punta Gorda ✈ Raleigh-Durham ✈ Sarasota-Bradenton ✈ Tampa ✈ St. Petersburg-Clearwater ✈ Washington DC-Dulles ✈ Washington DC-National ✈ Atlanta ✈ Boston ✈ Charlotte ✈ Chicago ✈ Denver ✈ Detroit ✈ Fort Lauderdale ✈ Fort Myers ✈ Minneapolis ✈ Myrtle Beach ✈ Nashville ✈ NYC-LaGuardia ✈ NYC-JFK ✈ Newark ✈ Orlando ✈ Orlando-Sanford ✈ Philadelphia ✈ Punta Gorda ✈ Raleigh-Durham ✈ Sarasota-Bradenton ✈ Tampa ✈ St. Petersburg-Clearwater ✈ Washington DC-Dulles ✈ Washington DC-National ✈ Atlanta ✈ Boston ✈ Charlotte ✈ Chicago ✈ Denver ✈ Detroit ✈ Fort Lauderdale ✈ Fort Myers ✈ Minneapolis ✈ Myrtle Beach ✈ Nashville ✈ NYC-LaGuardia ✈ NYC-JFK ✈ Newark ✈ Orlando ✈ Orlando-Sanford ✈ Philadelphia ✈ Punta Gorda ✈ Raleigh-Durham ✈ Sarasota-Bradenton ✈ Tampa ✈ St. Petersburg-Clearwater ✈ Washington DC-Dulles ✈ Washington DC-National



SYR





## LETTER FROM THE CHAIR

### JO ANNE C. GAGLIANO

The Syracuse Regional Airport Authority Board and I are proud to present to the community the 2019 annual report of the Authority's accomplishments. After last year's landmark renovation and upgrade to the passenger terminal, we are enjoying the fresh aesthetic transformation that welcomes visitors to our community.

The transformation will enhance our passengers' travel experience, security and navigation in and around the airport. The Board wishes to sincerely thank our airlines, business partners, management team, employees and passengers for their patience as the transformation took place. In addition to new terminal improvements, the airport is also now home to a new Regional Aviation History Museum, developed by Onondaga Historical Association, that offers a unique experience to our visitors. We are proud to have received the 2019 Onondaga Historical Association Medal recognizing outstanding and meritorious service to local history for contributions to preserve Onondaga County history.

The board and I would like to express our deep appreciation to our past executive director, Christina Callahan, for her leadership throughout this significant renovation. Early this year, Christina began a new chapter in her career, taking on the position of deputy general manager of LaGuardia Airport. We are so proud of her as an industry leader and appreciate her excellent leadership and service to our employees, airport and the Authority over the years. After a comprehensive national search, the Authority's search committee found an excellent candidate in Jason Terreri, our new executive director. We are excited to have Jason lead the Authority into our next phase of growth and development. His record of success and experience is enormously beneficial as we continue to improve the passenger experience, expand air service, and modernize our facilities. We welcome Jason and his family to our beautiful Central New York region and look forward to working with him in the coming years. I would personally like to thank each of the members of the search committee and our interim executive director, John Carni, for their dedication and commitment during the search process.

Syracuse Hancock International Airport saw its busiest travel year in more than a decade, as passenger traffic continues to rise and air service expands and grows.

**The board is committed to promoting the growth and success of Syracuse Hancock International Airport.**

To continue the progress with improvements to our facility as a gateway to the central New York region, future goals at the airport include improvements to parking, vehicle and pedestrian circulation, car rental locations and drop-off/pick-up areas. Regular operation, maintenance and customer service is paramount to our success, and we thank the many people responsible for our airport's function and safety.

I am honored to serve as Chair of the Syracuse Regional Airport Authority and thank the City of Syracuse Mayor Ben Walsh for his support of the Authority and its mission. In addition, I sincerely appreciate the time, dedication, and commitment of my fellow community-spirited Authority board members. I look forward to continuing to serve the Authority.



LETTER FROM THE  
SRAA EXECUTIVE DIRECTOR

H. JASON TERRERI, IAP A.A.E



I am incredibly excited to join the fantastic team here at Syracuse Hancock International Airport. When my family and I considered the opportunity to move to Syracuse, we were impressed by the local community, the unique aspects that exist here, and the amazing potential of this growing airport.

My career goal has always been to lead an airport team that is recognized by the industry as best-in class. From the day I started at SYR, I have seen our top-notch staff exceed expectations on all levels.

With this high-performing team beside me, I am already accomplishing this goal. I see great potential for SYR as we continue to grow our nonstop destina-

Jason Terreri was confirmed as the new executive director of Syracuse Hancock International Airport in April 2019, with a unanimous vote by the SRAA Board.

Jason is a seasoned industry veteran with more than 15 years of senior airport management experience. He previously served as the senior operations project director for Airports Worldwide, Inc., in Sanford, Florida. He was responsible for airport planning and development activities, including strategic deployment of capital and guiding the efficient execution of projects at various airports within the Airports Worldwide, Inc., portfolio. Additionally, Jason provided guidance and oversight for air service development.

Prior to his tenure with Airports Worldwide, Inc., Jason was the assistant director of airports for the Horry County Department of Airports in South Carolina. In that role, Jason oversaw Myrtle Beach International

tions, overall passenger numbers, and the many services and amenities we offer. Our newly renovated terminal building welcomes travelers with a light-filled, modern aesthetic that celebrates SYR and our bright future.

One of my goals is to create an even stronger “sense of place” at SYR. When you fly through our airport, the space should celebrate Central New York and give you a sense of the unique character of our beautiful region. The airport is the first and last impression of our community, making it a great place to showcase all of the amazing things we have to offer.

Improving the customer experience is always a top priority. We are continuing to enhance the airport’s infrastructure, including finding innovative solutions to address parking challenges, improving the rental car experience, and reducing curb congestion.

Airport’s operations and airfield maintenance, the communications center, planning and development, and three general aviation airports. Jason also spent nine years at Hartsfield-Jackson Atlanta International Airport in various business development, properties, and operations roles.

Jason is a licensed commercial pilot and former flight instructor. He graduated from the Florida Institute of Technology with a degree in aviation management, and received a master’s degree in public administration with a concentration in aviation policy from the University of Nebraska.

In 2009, Jason earned his Accredited Airport Executive (A.A.E.) designation from the American Association of Airport Executives (AAAE). In 2012, he was recognized by Airport Business Magazine as one of its Top 40 Under 40. Having earned his International Airport Professional (IAP) designation for Airports Council International (ACI) in 2014, Jason was elected to the board of directors for the IAP Community of Practice.

We’ve had great success bringing new destinations to SYR—24 nonstop flights! These new service options have helped us achieve record passenger numbers over the past few years. By maintaining a cost-competitive environment, we will empower growth by our current airline partners, and effectively recruit new providers.

With our varied air service portfolio and diverse and valuable land assets, we are well on our way to becoming a role-model airport. SYR is well positioned to be a catalyst for business and community growth beyond just passenger service by expanding the ways we serve the needs of the community and aviation industry.

We’re on course for a very positive future for SYR, and I can’t wait to see what the next few years bring. I hope everyone reading this annual report will be a part of our continued success story!

“I’m delighted to be joining the team of Syracuse Airport professionals, and my family and I becoming members of the region and the Syracuse community. This is an exciting time for the airport and I look forward to contributing to expanding our customer base, developing additional top-notch facilities at the airport, and getting to know the wonderful Central New York region that the airport serves.”





## SYRACUSE MAYOR BEN WALSH



Congratulations to the Syracuse Regional Airport Authority for the many accomplishments highlighted in this year's Annual Report. Syracuse Hancock International Airport is a point of community pride in ways we have not seen in decades, and it is experiencing consistent increases in services and usage from people across our region.

**Our airport makes a compelling first impression that reflects the resurgence occurring in Syracuse and Central New York.**

The SRAA team is working every day to ensure that travelers have a great experience and continue visiting our city and region.

The completed renovation of the terminal in 2018 gave Syracuse Airport an entirely new look. Grandeur is now how the main entrance can be described, including a beautiful SYR sign capturing the city's brand. Future projects at the airport are expected to remain reflective of the goal to create a modern facility with first-rate amenities and services for travelers and

state-of-the-art infrastructure for our transportation providers.

After completing a national search for a director, we're happy to welcome Jason Terreri to Syracuse. Terreri brings more than 15 years of industry experience overseeing passenger services and new business development. I'm confident Jason's leadership will keep our airport moving on a positive, upward trajectory and will help us address the next phases of improvements to the facility, including improving the parking infrastructure, and areas designated conveniently for ridesharing services. Accommodating new ways to travel is essential and a great way to remain in step with a growing population of millennials, and new private-sector jobs in the area.

As a frequent traveler, often visiting cities where the environment exudes a new age of progress, I am proud to know that our airport is advancing. It is our mission to be a growing city that embraces diversity and creates opportunity for all. The Airport Authority is a critical and effective partner. Thank you to the staff who continuously work hard to provide great service at the airport.



## ONONDAGA COUNTY EXECUTIVE RYAN MCMAHON

Central New York is experiencing undeniable progress and growth and the Syracuse Regional Airport plays an important role in our overall success. The Airport is a critical piece of economic development infrastructure that has recently experienced significant investments to better serve the ever increasing traffic coming to our community.

Some of these investments include the completion of the Terminal Improvement Project and the addition of more non-stop destinations. All of these items have provided an enhanced experience for travelers and are crucial for continuing the economic momentum in Central New York.

This year we welcomed new Executive Director Jason Terreri and wish him and his team the best of luck. I am confident that they will bring the Syracuse Airport to new heights in services and destinations.

Syracuse, Onondaga County and Central New York are lucky to have such a tremendous team at the air-

port that help keep things running smoothly on a daily basis. They are tremendous ambassadors that exemplify to all the visitors of the airport what a great place Central New York is to live, work and play. Thank you to everyone for your work and dedication.

Serving as County Executive, I have the unique opportunity to speak with different leaders across the state and country.

**I can confidently say that Central New York is quickly becoming the model of how to adapt and innovate for the new economy. This includes recognizing the important value our airport plays to our local economy.**

Thank you again to everyone for your work in contributing to the undeniable success and momentum happening in Central New York.





# THIS 2019 ANNUAL REPORT IS DEDICATED TO ALL OF OUR AMAZING TSA STAFF



Transportation Security Administration

During the lapse in funding for the federal government and the Transportation Security Administration (TSA), the transportation security officer (TSO) workforce experienced a loss of two paychecks over the 35-day government shutdown from December 22, 2018, until January 25, 2019. This was unprecedented. Despite the government's closure, and since TSA is a national security entity, TSOs still needed to come to work to perform their critical function and ensure the traveling public arrived at their destinations safely and on time. Due to the professionalism and dedication of the security officers assigned to Syracuse, there was no diminishment of operations, nor was there any increase in call-offs. A contributing piece to TSA's success during the shutdown was the overwhelming support that was offered by the traveling public, the staff of the Syracuse Hancock International Airport, and SYR's various stakeholders and tenants. On behalf of the entire security workforce at TSA Syracuse, please accept our very sincere thank you for this support.

**Bart R. Johnson**  
TSA Federal Security Director



"It is my honor to recognize the TSA officers at Syracuse Hancock International Airport for their dedicated work to promote safety and protect our national security. As a member of the House Homeland Security Committee in Congress, I have worked on airport security issues alongside TSA and have seen first-hand the great strides made to improve safety practices in Syracuse. Thanks to the work of the Syracuse TSA officers, travelers and local businesses continue to have confidence in the Syracuse Hancock International Airport."  
-Representative John Katko (NY-24)





**Mission**

Protect the nation's transportation systems to ensure freedom of movement for people and commerce.

**Vision**

An agile security agency, embodied by a professional workforce, that engages its partners and the American people to outmatch a dynamic threat.

**Core Values**

Integrity. Respect. Commitment.



## TERMINAL IMPROVEMENTS

# THE BRAND NEW SYR!

In November 2018, SYR cut the ribbon on our landmark \$45 million passenger terminal renovation and upgrade.

Working on an accelerated timeline, this multi-phase, large-scale project was completed on time after just 13 months of construction, with passenger access and airline operations uninterrupted.

Our main lobby space is completely modernized with a glass curtain wall spanning the length of the building, locally quarried stone walls, updated flooring and lighting, new furnishings, and a streamlined layout that delivers a more functional, and welcoming space. Original 1960s architectural features such as the sawtooth ceiling were preserved and highlighted with unique wooden accent panels and pendant lights. Free-standing kiosks for rental car, ground transportation, taxi, and general information make amenities easily accessible.

A new exterior façade and canopy boldly brand the airport and bring natural daylight into the entire front of the terminal. Energy-efficient lighting throughout the building furthers the airport's commitment to sustainability.

A new Regional Aviation History Museum features local aviation milestones and contributions and displays large pieces of aviation equipment.





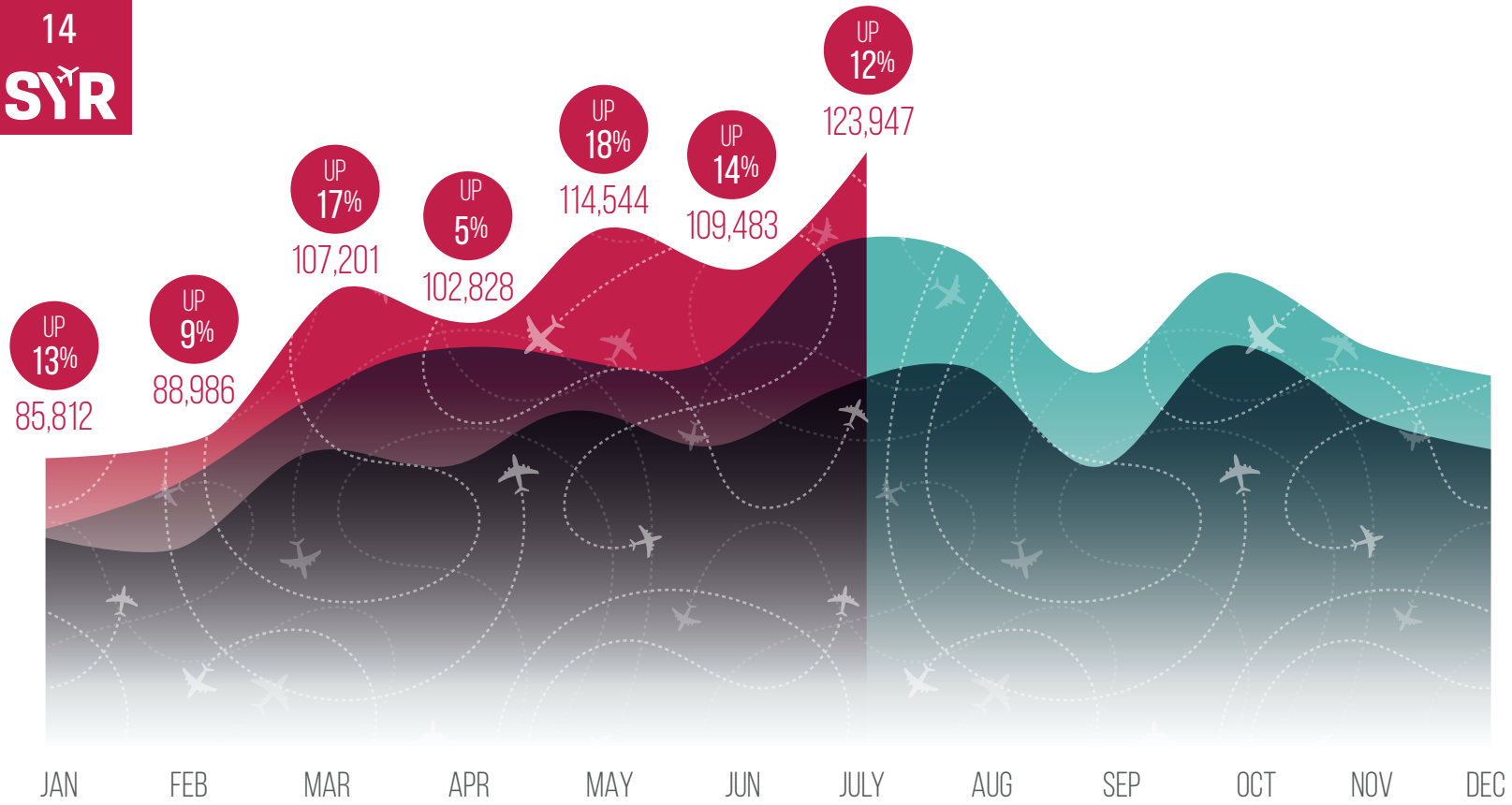


New York Governor Andrew Cuomo, Syracuse Mayor Ben Walsh, former Onondaga County Executive Joanie Mahoney and current Onondaga County Executive Ryan McMahon, along with other dignitaries, cut the ribbon on the new terminal improvements in November 2018.





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SYR



15  
SYR



KEEP FLYING SYR!  
SYR CONTINUES OUR  
RECORD GROWTH





Atlanta  
 Boston  
 Charlotte  
 Chicago  
 Denver  
 Detroit

Fort  
 Lauderdale  
 Fort Myers  
 Minneapolis  
 Myrtle Beach  
 Nashville



NYC–LaGuardia  
 NYC–JFK  
 Newark  
 Orlando  
 Orlando–Sanford  
 Philadelphia  
 Punta Gorda  
 Raleigh-Durham  
 Sarasota-Bradenton  
 Tampa  
 St. Petersburg-Clearwater  
 Washington DC–Dulles  
 Washington DC–National





In February, United Airlines announced it is continuing to strengthen its domestic route network by offering new daily service between Denver and Syracuse. A Denver nonstop flight adds a sought-after destination to Syracuse's lineup, and improves connection opportunities to popular locations across the west coast and internationally.

# SYR > DEN UNITED ANNOUNCES DIRECT FLIGHT TO DENVER

"Syracuse's economic vitality and future growth is something that United is proud to be part of and support. The launch of the service between Denver and Syracuse will be United's only service from Denver to Upstate New York, illustrating the company's commitment to the region."

-Jill Kaplan, United's President of New York and New Jersey.

"The announcement of a new United Airlines flight to Denver is yet another victory for Central New York air travelers and is proof the \$65 million renovation of Hancock—\$9 million of which I was proud to secure—continues to attract new business and flights to the area. The creation of this route will increase travel options by connecting Central New Yorkers to new domestic routes and countless international flights out of Denver, as well adding competition to the growing market. I was proud to work with Hancock to realize this critical and important launch, and will always fight to bring expanded air services to Central New York."

-U.S. Senator Charles Schumer







FRONTIER'S FIRST FLIGHTS TO  
TAMPA + FORT MEYERS



ALLEGIAN'T'S FIRST FLIGHTS TO  
SARASOTA + PUNTA GORDA







## SALUTING OUR VETERANS

# HONOR FLIGHT MISSION 13



On April 27, Honor Flight Syracuse Mission 13 flew 80 men and women who served in the United States Armed Forces during World War II, the Korean War, and the Vietnam War to Washington, DC, to visit monuments honoring their service and sacrifice.

Veterans and their supporting flight team visit the WWII Memorial, the USAF Memorial, and the Korean and Vietnam War Memorials.

The capstone event is observing the changing of the guard at the Tomb of the Unknown Soldier in Arlington National Cemetery. Mission 13 also includes an Honor Flight Guardian for each veteran, and other volunteers who accompany them and help navigate the day. The LeMoyne College Nursing Program generously cares for veterans' health and safety on each mission.

Honor Flight Network was formed in 2005 to transport veterans at no cost to Washington, DC, to visit their memorials. Since October 2012, more than 900 veterans have traveled from Central and Northern New York and the Mohawk Valley.





# CAN WE HELP YOU? FLY GUIDE AMBASSADORS



In fall 2018, SYR airport launched the Fly Guide Ambassador Program! Our volunteers help the flying public and visitors access general information and provide guidance, especially during peak travel times. Often serving as a visitor's first impression of Central New York, Fly Guides are a wealth of knowledge on everything from airport facilities/amenities, local amenities, flight information, and more. Keep an eye out for our smiling volunteers roaming the terminal with large "Ask Me" pins next time you wander through SYR airport.

**On average, our team of volunteers collectively puts in about 54 hours of volunteer service each month.**

# THANK YOU, ERIC AND CODY!

The SYR PET Program (Pets Easing Travelers)—founded in November 2016 in conjunction with our partners at PAWS of CNY—said good-bye, and good luck to one of its most prolific therapy teams in July.



Eric Dayton and his golden retriever Cody logged more than 270 volunteer hours at SYR between November 2017 and July 2019.

Cody, with his adoring big brown eyes, a wagging tail, and contagious smile turned into an "affection-magnet" every time he strolled through the airport. It was quite common to see Cody sprawled out in one of the gate areas, throngs of children piled on top of him, and a smile on his face from ear to ear. As a small token of our appreciation for their volunteer service, the airport threw a "farewell party and group terminal visit" that gathered almost the entire PET Program in our Veronica room. Eric and Cody were also presented with gifts and a plaque to commemorate the occasion. Keep an eye out for yellow-vested dogs, their yellow-shirted humans, and "Pet Me" leash wraps if you'd like to experience some canine love while traveling.





# HIGHLIGHTING CNY BUSINESSES ADVERTISING PROGRAM

To showcase the many amazing features of our region, we brought our terminal advertising program in house in 2019. As the gateway to Central New York and beyond, SYR connects people to our local area as they seek adventure, reunite with family, travel for business, and open new doors for their future. Our new and improved terminal advertising program publicizes local organizations to local, national, and global passengers. With more than 55 new advertising locations throughout the terminal, organizations interested in having their message stand out have many options to choose from. SYR will continue to expand our advertising program in the year ahead, giving advertisers access to our more than 2 million passengers annually.



# STAYING SAFE TRIENNIAL EXERCISE

Every three years, the Federal Aviation Administration (FAA) requires airports such as Syracuse to conduct a full scale, multi-agency emergency response exercise. On August 8, 2018, 206 participants from local fire departments, law enforcement agencies, government agencies, volunteer agencies, and ambulance corps simulated an aircraft incident with 65 victims and 15 people playing the roles of family and friends of the victims. Additionally, for three days leading up to the full-scale exercise, live fire training was held on an aircraft simulator with the Syracuse Fire Department, New York Air National Guard, and several local volunteer fire departments bordering the airport property. The aircraft trainer was also used for exercises with the Syracuse Police Department SWAT Team and the Onondaga County Medical Examiner's office.

Exercises such as these not only fulfill the FAA mandate, but ultimately ensure that all agencies that would be involved in an airport emergency response are prepared to meet the challenge.





CENTERSTATE CEO  
PRESIDENT AND CEO  
ROBERT SIMPSON



As Central New York's gateway to the world, Syracuse Hancock International Airport is a vital economic engine for our region. CenterState CEO's member businesses recognize the importance of convenient, competitive air service and, for years, our organization has responded by making it a strategic priority.

Over the last year, passenger traffic at Hancock Airport has soared as new flights have been added and many of our region's most recognized industries—including aerospace, defense, unmanned aircraft systems, climate systems and our world-class colleges and universities—experience tremendous growth. Against this backdrop, we work in close partnership with the Syracuse Regional Airport Authority as they strive to continually expand air service options and enhance the airport experience for more than two million passengers each year.

In recent months, we have seen tremendous progress in these efforts, with new nonstop flights to popular destinations, including daily, nonstop flights between Syracuse and Denver.

**The completion of a major terminal renovation project has also made the airport more modern, efficient and welcoming for business and leisure travelers, alike, providing a valuable, positive first impression of Syracuse and Central New York.**

With the recent introduction of Executive Director Jason Terreri and his talented team at the airport, I'm confident that we will see even more progress in the year ahead.

SNOW REMOVAL CHAMPS  
SYR WINS BALCHEN/  
POST AWARD



For the second year in a row, SYR received the Balchen/Post Award, an international recognition for excellence in snow and ice control, in the small commercial category. The award was presented on April 29, 2019, at the International Aviation Snow Symposium by the Northeast Chapter of the American Association of Airport Executives to our snow and ice control team for their dedicated efforts in maintaining the airport in safe and operational status. John Carni, Director of Airport Operations stated, "This is truly a testament to not only the hard work of our Airfield Maintenance and Operations teams, but also their dedication to ensuring the safety of the traveling public."

**"Here locally, we know the skill our teams display with regards to snow and ice control at SYR airport. However, there's no better compliment than to have that exceptional level of expertise recognized internationally by your peers." –John Carni**



EMPLOYEE  
SPOTLIGHT

**ELANA ESSIG**  
MANAGEMENT  
ASSISTANT,  
SRAA

HOW MANY YEARS HAVE YOU BEEN AT SYR?

1.5 years.

DO YOU REMEMBER THE FIRST TIME YOU FLEW?

When I was 13, I was a part of the Syracuse Children's Choir. We went on a tour to China. We flew from Syracuse to Chicago to Hong Kong. It was a really unique experience for my first time flying.

WHAT'S A PLACE YOU'VE NEVER BEEN, BUT WOULD LOVE TO VISIT?

Japan. It looks like a beautiful country! The use of advanced technology in everyday life would be so much fun to explore, I would love to meet a robot!

WHAT'S THE BEST THING ABOUT YOUR JOB?

I get to work with true professionals who treat the airport as their home. I am constantly learning and laughing and given the opportunity to explore different paths. There is no one thing that is the best thing about my job, its everything together. Knowing that I come to work every day to a job that I really love makes me feel like a very lucky lady.

WHEN YOU'RE NOT AT WORK, WHAT'S YOUR FAVORITE THING TO BE DOING?

Taking my dog, Rocky, for a walk; annoying my cat, Kitty; woodworking; and working on projects around the house with my husband.

EMPLOYEE SPOTLIGHT

**TOM MEEKER**  
CARPENTER,  
CITY OF SYRACUSE

HOW MANY YEARS HAVE YOU BEEN AT SYR?

3 years.

DO YOU REMEMBER THE FIRST TIME YOU FLEW?

31 years ago I flew to Florida on my first plane trip.

WHAT'S A PLACE YOU'VE NEVER BEEN, BUT WOULD LOVE TO VISIT?

Italy, Ireland, and Israel.

WHAT'S THE BEST THING ABOUT YOUR JOB?

The people! Great people here.

WHEN YOU'RE NOT AT WORK, WHAT'S YOUR FAVORITE THING TO BE DOING?

Golfing and hunting.





EMPLOYEE OF  
THE YEAR

DEBI MARSHALL  
HUMAN  
RESOURCES  
MANAGER

"Debi is outstanding. She always puts the employees first and consistently exceeds all of our expectations. We are a better organization because of what she has accomplished this year. Congratulations!"

**-Jason Terreri, SRAA**  
Executive Director



"Debi is a professional. She is very sensitive to the confidential nature of what she handles. She continually thinks outside the box, suggesting new ideas and improvements to existing responsibility items. She is easy and fun to work with and responds in a timely and thorough manner, giving alternate ideas when appropriate. Debi is a real asset to the SRAA team."

**-Michael Lazar,**  
SRAA HR Committee  
Chair

"Debi is always extremely helpful, knowledgeable in her field and an excellent advocate for our employees."

**-Jo Anne Gagliano,**  
SRAA Chair

"She has done an awesome job with a whole bunch of things—helping to create a unified workforce, stepped up to the role of ADA coordinator, instrumental in our new volunteer ambassador program, developed our internship program, and more!"

**-Joanne Clancy,**  
Executive Assistant

"Congratulations! Debi is well deserving of this recognition for all her hard work and attention to detail that she has put in since joining the Airport Authority. Debi has been helpful to myself and is always very approachable and responsive when called upon!"

**-Ron Bowles,**  
Director of Airfield  
Maintenance

"Your hard work and creativity is appreciated by all. Congratulations and hope we have you for many more years to come."

**-Dennis Mathers,**  
Director of Terminal/  
Landside Operations

"Having Debi with the authority has made a huge impact. Her work ethic and achievements in her short time here speak for themselves."

**-Brian Dorman,**  
Director of Planning and  
Development

"I am amazed by her dedication and perseverance in accomplishing so much in the past year. As an employee here, it is comforting to know that we are in good hands with Debi."

**-Elana Essig,**  
Management Assistant

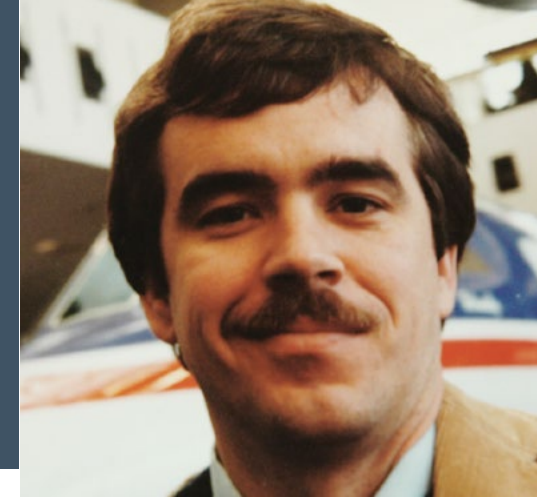


# AMERICAN AIRLINES STATION MANAGER JOHN P. WALSH RETIRES



John P. Walsh, who retired in August 2019 as the station manager for American Airlines, has worked at SYR since 1972. He is the third generation of the Walsh family to have worked at SYR—going back to his grandfather in 1925. John started working for Sair Aviation 47 years ago and then joined Empire Airlines, which merged with Piedmont Airlines, who merged with US Air, who changed its name to US Airways, who merged with America West, who finally merged American Airlines! John says, “I love what I do, I love airplanes, I like the people I work with, and because of my work history I have not lost sight of what it takes to get here.” To honor his decades of service, one of the airport’s conference rooms was renamed the John P. Walsh Conference Room.

**“We are both proud and grateful for the 37 years of service John has given to American Airlines. Through those years, he has positively impacted countless team members as well as customers. We wish John the best of luck as he starts a new chapter in life with his family.” –Doug Parker, Chairman and CEO, American Airlines**



“John will not be closing his chapter with American Airlines. He will always be a part of our American Airlines SYR legacy. John grew up with aviation in his blood and a great love for all aircraft. His fascination with the industry will always be a part of who he is. We thank John for all of his dedication and commitment to the airline(s) he has worked for and merged over his 47-year career. He has been a strong pillar in our company’s growth and will never be forgotten. Thank you for everything John. Here’s to you and your family enjoying your retirement years!” **–Donna Paladini, Vice President of Domestic Stations, American Airlines**

“The entire team in the Northeast Region congratulates John on reaching this milestone and wishes him the best as he flies into retirement. Through the years, we have developed strong relationships and John has become a subject matter expert, a resource for all of us, and most importantly, a friend. We could always count on John and he was the steady hand leading the SYR Team. We are grateful for all of his hard work, long hours and dedicated service. Best of luck my friend and thank you for everything.” **–Rich Ashlin, Managing Director of the Northeast Region, American Airlines**

“Close Enough” **–Fran Pulizzi, AA CSC, SYR**

“As you soar into retirement, words cannot express the impact you have made on “Team SYR”! Thank you for your caring, compassion, mentorship, sense of humor and practical jokes, you will truly be missed! Best of luck as you embark on the next leg of your journey and Thank you for flying with us for the last 37 years!” **–Teresa Lockwood, AA Customer Service Manager, SYR**

American Airlines Station Manager John Walsh is a leader who understands the value of inter-organizational collaboration as the precursor for success in the ever evolving business of commercial aviation. John is a friend and a mentor who will be missed by the entire SYR community. I wish John and his family all the best for a healthy, happy retirement.” **–Brian D. Bushnell, Assistant Federal Security Director/ Screening, TSA**

“Come on, John, let’s go” **–Donna Gates, SYR AA Administrative Assistant**





## LEARNING IS FUN VISITORS ENJOY AIRPORT TOURS

SYR Airport is committed to involving the public in programs related to aviation as often as possible.

The airport's tour program gives children of all abilities, as well as young adults with developmental disabilities, the opportunity to experience various facets of airport life.

A typical tour of SYR starts off with a visit to the ticketing counter, where one of our airline partners greets the group and explains the ticketing counter experience. The groups then get to learn more about the screening process, exit portals, and baggage claim areas. Lastly, the airport rescue and fire fighting (ARFF) station staff generously donate their time to showcase all of the equipment, techniques, and unique challenges that go into running a 24/7 ARFF station.



## OPEN TO ALL ENHANCING ACCESSIBILITY

A major focus at SYR is enhancing accessibility for the airport community, specifically people with disabilities. In March 2019, the airport started quarterly Airport Accessibility Committee meetings with airport management/staff, airport tenants, and members of Aurora of CNY. The committee focuses on implementing best practices in airport accessibility, ensuring customers and employees with disabilities have equitable and inclusive services. This is all part of the airport's mission to "optimize customer service and exceed customer expectations."

Current services/programs available to the airport community include:

- › Aira service for people who are blind/low-vision
- › Sorenson video relay phones for people who are deaf/hard of hearing
- › Baby care rooms for nursing parents
- › Service animal relief area

For more information on ADA and accessibility resources at SYR, visit: [syrairport.org/assistance](http://syrairport.org/assistance).





# SYRACUSE REGIONAL AIRPORT AUTHORITY BOARD

Ms. Jo Anne C. Gagliano  
*Chair*



Mr. William P. Fisher  
*Vice Chair*



Dr. Shiu-Kai Chin  
*Finance Officer*



Mr. John B. Johnson, Jr.



Ms. Latoya Allen



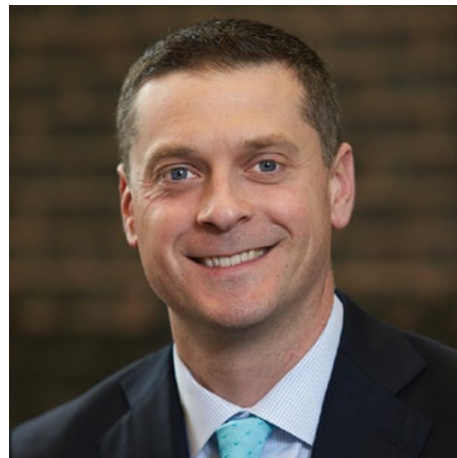
Mr. Kenneth J. Kinsey



Mr. Michael J. Lazar



Hon. Damian M. Ulatowski



Mr. Robert Simpson



Hon. Michael Quill



Dr. Donna De Siato





**Audit**

- Dr. Donna DeSiato (Chair)
- Mr. Kenneth Kinsey
- Mr. Michael Lazar
- Mr. Robert Simpson
- Ms. Jo Anne Gagliano (Ex-Officio)

**Finance**

- Dr. Shiu-Kai Chin (Chair)
- Mr. William Fisher
- Mr. John Johnson, Jr.
- Mr. Michael Lazar
- Mr. Robert Simpson
- Ms. Jo Anne Gagliano (Ex-Officio)

**Governance**

- Mr. William Fisher (Chair)
- Mr. Kenneth Kinsey
- Mr. Michael Lazar
- Hon. Michael Quill
- Mr. Damian Ulatowski
- Ms. Jo Anne Gagliano (Ex-Officio)

**HR**

- Mr. Michael Lazar (Chair)
- Ms. Latoya Allen
- Dr. Shiu-Kai Chin
- Mr. William Fisher
- Hon. Michael Quill
- Mr. Damian Ulatowski
- Ms. Jo Anne Gagliano (Ex-Officio)

SRAA ORGANIZATION





## FINANCIALS

STATEMENT OF NET  
ASSETS—UNAUDITEDFOR THE YEAR ENDED  
JUNE 30, 2019

## ASSETS

Cash and Cash Equivalents	\$23,235,704
Restricted Cash and Cash Equivalents	\$23,827,218
Accounts Receivable	\$9,002,885
Prepaid Expenses	\$694,155
Capital Assets, Net	\$9,404,319
Net Miscellaneous	\$422,268
<b>Total Assets</b>	<b>\$66,586,549</b>

## LIABILITIES

Accounts Payable	\$7,650,053
Net Due to Other Funds	\$328,973
Note Payable Current	\$15,757,000
Net Miscellaneous	\$514,412
<b>Total Liabilities</b>	<b>\$24,250,438</b>

## NET ASSETS

Net Investment in Capital Assets	\$9,404,319
Restricted	\$23,827,218
Unrestricted	\$9,104,574
<b>Total Net Assets</b>	<b>\$42,336,111</b>

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**TOTAL LIABILITIES AND NET ASSETS \$66,588,549**

## FINANCIALS

STATEMENT  
OF REVENUES,  
EXPENSES, AND  
CHANGE IN NET  
ASSETS—UNAUDITEDFOR THE YEAR ENDED  
JUNE 30, 2019

## OPERATING REVENUES

Landing Fees	\$9,033,395
Parking Rents	\$10,241,767
Terminal Rents	\$7,401,534
Concessions	\$7,975,334
Miscellaneous	\$16,928
<b>Total Operating Revenues</b>	<b>\$34,668,958</b>

## OPERATING EXPENSES

Cost of Services	\$5,936,091
Administration	\$7,728,262
City Aviation Fund Lease	\$3,336,250
City Aviation Fund Expense	\$9,970,965
Depreciation	\$700,000
<b>Total Operating Expenses</b>	<b>\$27,671,568</b>

## NON-OPERATING REVENUE AND EXPENSE

Capital Grants	\$16,274,960
Passenger Facility Charge Revenue	\$5,118,759
Investment Income	\$65,912
City Aviation Fund Capital Contribution	\$(61,796,229)
Project Expenses	\$(2,255,075)
<b>Total Net Assets</b>	<b>\$(42,591,673)</b>
Change in Net Assets from Revenue and Expense	\$(35,594,283)
Net Assets, Beginning of Year	\$77,930,394
Additions	\$(35,594,283)

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**NET ASSETS, END OF YEAR \$42,336,111**





# MOVING ON CONGRATULATIONS TO CHRISTINA CALLAHAN

In spring of 2019, former SRAA Executive Director Christina R. Callahan, CM, left SYR for a new position as deputy general manager at LaGuardia Airport. Christina spent a 21-year career at SYR, steadily rising through the organization and overseeing major restructuring and capital improvements.

From all of us at SYR, thank you for your decades of service and we wish you all the best!





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