

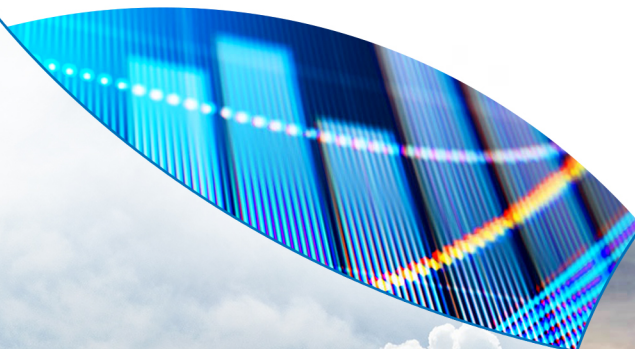
Fly Syracuse

 2020

SYRACUSE REGIONAL AIRPORT AUTHORITY

# ANNUAL REPORT

 SYR®







MESSAGE FROM

# THE CHAIR

**I would personally like to thank each and every essential SRAA employee who reported to work to maintain a clean, safe, and dependable operation.**

The Syracuse Regional Airport Authority (SRAA) Board and I are proud to present this 2020 Annual Report to the community. As a vital community asset, Syracuse Hancock International Airport (SYR) experienced a year of incredible successes and unique challenges as the Board, staff and employees remained focused on its mission.

A notable highlight of this year was the formation of the Airport Accessibility Committee. In November 2019, the SRAA partnered with both local advocates for those with developmental disabilities as well as aviation stakeholders to host the inaugural Wings For All® event, right here at SYR. Initiatives such as this have afforded us the opportunity to support our community members of all abilities.

After posting record-breaking passenger traffic numbers in 2019, the onset of the COVID-19 global pandemic dealt a significant challenge to the aviation industry. We are clearly not immune to this in Central New York, and the precipitous decline in travelers has been the worst in modern aviation history. SYR was deemed essential infrastructure and has, therefore, remained open and operational throughout this public health emergency. Even as traffic slowed, dedicated SRAA

employees remained on the frontlines, cleaning, disinfecting, and ensuring that SYR continued to serve those in the community who had essential travel to conduct. As a result, I would personally like to thank each and every essential SRAA employee who reported to work to maintain a clean, safe, and dependable operation throughout the duration of the local peak of the global pandemic.

Looking ahead, we may not be certain of what the future will look like, or what the “new normal” is for our community; however, we do know that SYR is an essential economic engine that will help drive local recovery. The SRAA will continue its commitment to our 12-county region by seeking, not only a return to pre-COVID-19 air service but will also do our best to stimulate new air service opportunities. We continue our support of and commitment to accessibility policies and technology, keeping SYR an airport for travelers of all abilities and we will continue to pursue initiatives that make the community proud of our airport as the gateway to Central New York.

I am truly honored to serve as Chair of the SRAA, and sincerely appreciate the efforts of my fellow board members. Their dedication to serving the SRAA and our community further inspires me to continue my service.



**JO ANNE C.  
GAGLIANO**



# MESSAGE FROM OUR MAYOR

Only a year ago, Syracuse Hancock International Airport (SYR) experienced its busiest travel month in the last three decades. The arrival of COVID-19 in early 2020 brought air travel in the United States and here in Syracuse to a near standstill. Through this extraordinary swing in circumstances, the Syracuse Regional Airport Authority (SRAA) has delivered quality service, effective operations and superior safety performance.

Under wide ranging conditions, passengers, employees, services providers, TSA staff, suppliers and vendors can always depend on Syracuse delivering a safe, clean and healthy airport environment. On behalf of the City of Syracuse, I'd like to thank Executive Director Jason Terreri and the entire SRAA team for their work to ensure airport facilities continue to adhere to U.S. Centers for Disease Control and Prevention and New York State Department of Health requirements, constantly adapting to provide the best service to those traveling to and through SYR.

**BEN  
WALSH**

This track record is not at all unusual for the Authority and airport staff. I've seen it over and over again as both a traveler and as Mayor. I was honored to participate in a simulated flight experience through Wings for All/Wings for Autism administered by Arc of Onondaga and United Airlines, with SYR last November. Volunteers and a flight crew took the time to make sure passengers with different abilities were prepared with a comfortable and familiar reference point for what to expect when flying. The caring and consideration that went into that event from simulating passenger arrival, airport security, and gate location to getting off the plane are hallmarks of the SRAA approach in serving our community.

Shortly after becoming mayor about two and half years ago, my team in city government and I established a vision for the City of Syracuse: to be a growing city that embraces diversity and creates opportunity for all. The Authority's work to ensure an inclusive and accessible airport facility is an important part of achieving that vision. Resources like Videophones for the hearing impaired, updated family restrooms and baby care rooms, Aira access use by those who are blind and of low vision, convenient parking areas for people of all abilities and the creation of an Accessibility Advisory Committee are demonstrations of the Authority's commitment to serving passengers of all abilities.

The challenges of the COVID-19 pandemic have highlighted the importance of taking care of each other – in our families, our communities, and our local government. I'm proud of the way the Syracuse Hancock International Airport and the SRAA have done that during the past year both in response to COVID-19 and before its arrival. I deeply appreciate the efforts of all staff, especially the essential and frontline workers, who do their jobs with excellence and determination each and every day to ensure Syracuse and Central New York are served by a world class airport.

# MESSAGE FROM THE COUNTY EXECUTIVE

There is no doubt that 2020 has been a challenging year for our community. We started off the year with undeniable progress in almost every sector of our economy. Airport enplanements were up, our community was receiving rave reviews about our newly updated airport and even the rest of the country was finally recognizing the value and ease of doing business right here in Central New York.

Then, just like every other community across the world, we were struck by COVID-19. It paralyzed our economy as we were forced to shut down so we could starve, and ultimately defeat, this virus. Our airport was not immune to these devastating closures and enplanements plummeted. But we have now come out on the other side of this virus and our community is poised to pick up where we left off and we will do so in a safe, healthy and responsible manner.

The economic effects of COVID-19 are profound, but I believe ultimately they will be temporary. Prior to this pandemic we were working hard, with real

results, to diversify our economy, create opportunities for everyone, sharing with the rest of the country and world why Syracuse and Central New York is the best place to do business. These efforts are now providing the foundation we need to emerge from this health and economic crisis stronger and better than ever before.

The Central New York community has risen to the occasion and banded together in a way that only Central New Yorkers know how. We will continue to prove every day that we can live our lives, go to work, shop and even travel in a way that is safe, healthy and beneficial to our economy. The team at the Syracuse Regional Airport Authority (SRAA), under the leadership of Executive Director Jason Terreri, have continued to operate in a professional and dedicated way during this pandemic to ensure any and all travelers continue to receive the same high level of service people have come to expect from our airport. It should give all of us confidence and ease of mind that the team at SYR is ready to help us travel, when we are ready and in whatever the new norm may be, and do so safely. Thank you to the entire team for their tireless efforts and we look forward to many safe, successful trips going forward!

**RYAN  
MCMAHON**



# MESSAGE FROM OUR EXECUTIVE DIRECTOR



**H. JASON  
TERRERI**  
IAP, A.A.E.

My first year serving as the Executive Director of the Syracuse Regional Airport Authority (SRAA) has certainly been one for the record books. Syracuse Hancock International Airport (SYR) has literally set records for passenger traffic growth, but has also experienced the most dramatic decline in aviation history due to a global pandemic - all within the span of 12 months. Through it all, the SRAA has remained steadfast in its commitment to strengthening the airport's position as a vital community asset.

The year 2019 proved to be the busiest in three decades at SYR with just shy of 2.6 million passengers passing through. This - combined with a Department of Transportation (DOT) report indicating SYR had the second fastest falling airfares in the nation - certainly seemed to signal the start of an exceptional 2020. Then, a global pandemic struck.

The COVID-19 global pandemic shook the aviation industry to its core. In fact, as this report goes to print, it remains unclear when travel will return to pre-pandemic levels. As airports across

The SRAA has remained steadfast in its commitment to strengthening the airport's position as a vital community asset.

the country - and quite frankly around the globe - scramble to meet the challenges introduced by the newest strain of the coronavirus, I am proud to say that SYR has seized the opportunity to step into the spotlight. Our team worked to install state of the art UV-C lighting throughout the airport and in our air handling system. The installation of this airborne disease-fighting equipment, combined with our enhanced disinfecting efforts, have positioned SYR as a role-model in the fight against the spread of infectious diseases.

Throughout this public health emergency, our employees continue to step up and work tirelessly to ensure SYR remains safely open and operational to accommodate the travel needs of our community.

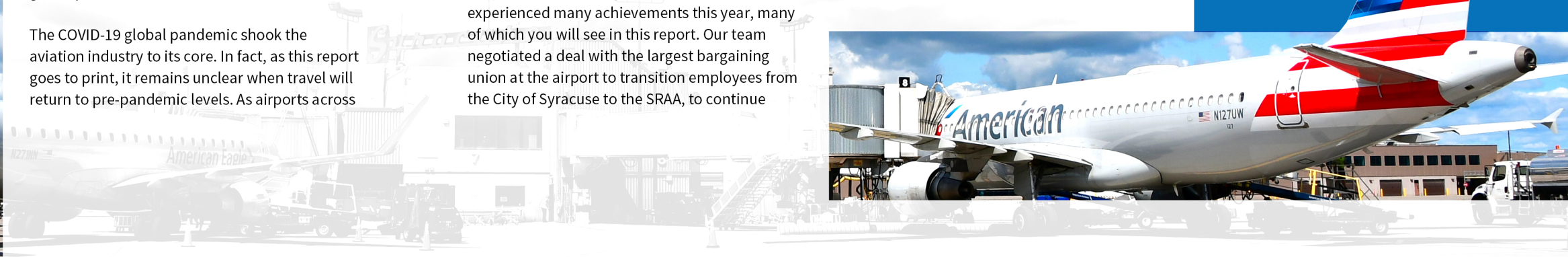
Despite those challenges, we have also experienced many achievements this year, many of which you will see in this report. Our team negotiated a deal with the largest bargaining union at the airport to transition employees from the City of Syracuse to the SRAA, to continue

the mission of unifying the airport's workforce.

We partnered with Arc of Onondaga and United Airlines to host the inaugural Wings For All® event at SYR, which is in alignment with our mission to accommodate, serve, and be inclusive of travelers of all abilities.

We have and will continue to collaborate with our local community and business partners to improve and expand air service needs for our community.

As tumultuous as this year has been, I look to the future of our airport with great optimism. More amazing achievements lie ahead for the SRAA and SYR, and I feel honored to lead this organization to those future success stories!





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# A DEDICATION

## TO OUR EMPLOYEES AT SYR

The 2020 Syracuse Regional Airport Authority (SRAA) Annual Report is dedicated to the amazing essential employees who work in various roles throughout the airport. The year 2020 will forever be remembered as the year that saw a global pandemic which decimated the air travel industry not only across the United States, but around the world. Even in the face of unprecedented declines in traffic, airports such as Syracuse Hancock International Airport (SYR) were deemed essential infrastructure, thus remaining open for business. While many employees throughout the airport community were either furloughed or sent home to work remotely, these employees reported to work every day. The frontline employees from across the airport community allowed essential air travel to continue smoothly, and safely. Additionally, they have supported the slow recovery of SYR passenger traffic by instilling confidence that all entities within SYR remain ready to serve the traveling public, no matter the circumstances. We sincerely thank and dedicate this year's report to them.





TOTAL PASSENGER TRAFFIC

2,583,193

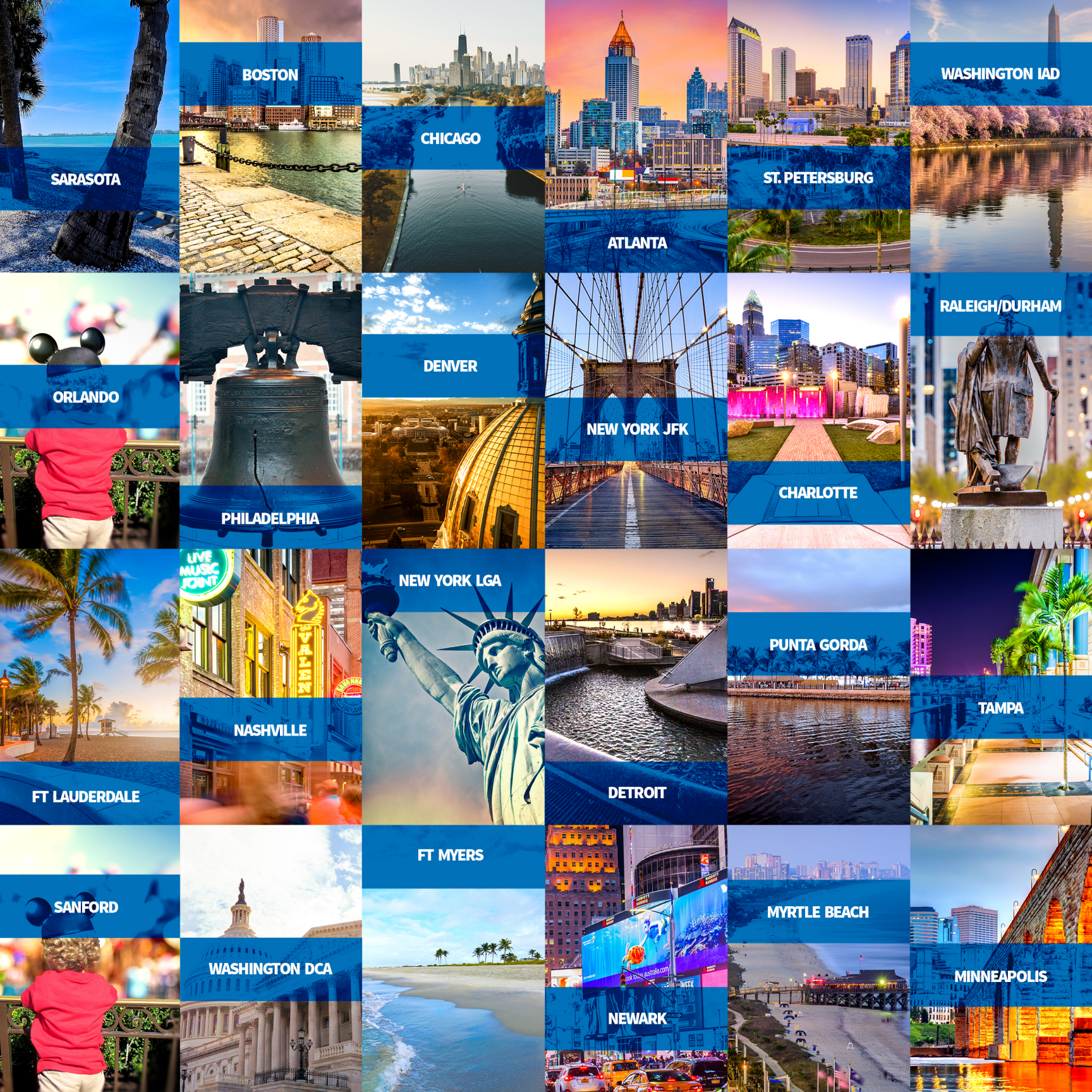
11.5% TRAFFIC INCREASE IN 2019

BUSIEST YEAR  
IN 3 DECADES

2.64 MILLION PASSENGERS

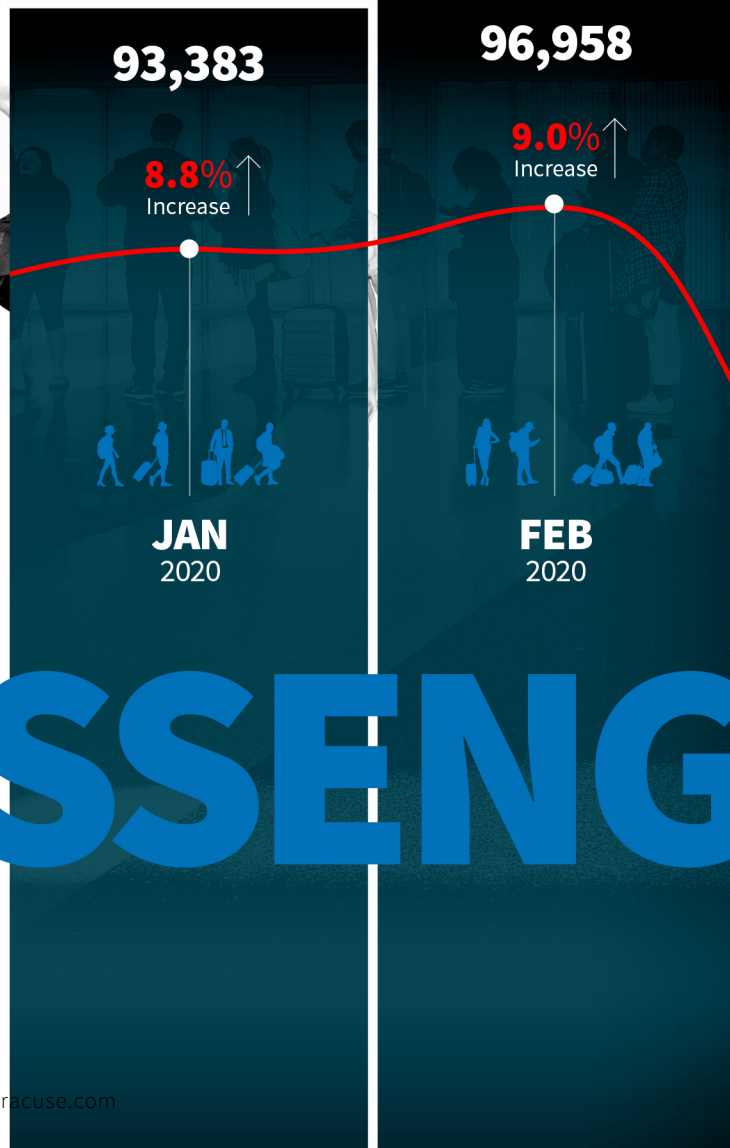








## Passenger traffic at Syracuse airport soars to highest level in 3 decades



# PASSENGER TRAFFIC



## Coronavirus Air Travel: These Numbers Show the Massive Impact of the Pandemic

Passenger traffic is down by 95 percentage and cancellations in some regions are up 5,000 percent.

BY MARK ELLWOOD  
April 13, 2020

## Coronavirus in NY: Cuomo orders lockdown, shuts down non-essential businesses

By Bernadette Hogan, Julia Marsh and Nolan Hicks

March 20, 2020 | 11:50am | Updated



# COVID HITS US



Passenger Traffic

CNBC

MARKETS BUSINESS INVESTING TECH POLITICS CNBC TV

## US airlines are losing money for the first time in years as coronavirus ends travel boom

PUBLISHED THU, APR 23 2020-10:53 AM EDT | UPDATED THU, APR 23 2020-7:25 PM EDT

## Trump declares national emergency over coronavirus

BY BRETT SAMUELS AND MORGAN CHALFANT - 03/13/20 03:32 PM EDT

9,860 COMMENTS

5,781







**We SY<sup>✈️</sup> Riously<sup>®</sup> miss you!**

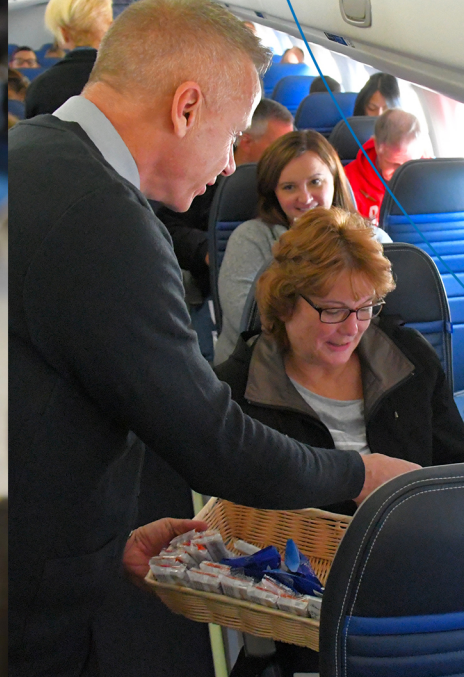
WHEN THE TIME COMES, WE'LL BE READY WHEN YOU ARE

*Syracuse*

Comments:

- Miss you as well!!!!  
Like · Reply · Message · 5d · 3
- Great ad, but so sad! 😞 Can't wait to travel!!  
Like · Reply · Message · 5d · 4
- I am ready when you are!!  
Love · Reply · Message · 1w · 1
- I miss you. See you in September.  
1d · 1 like · Reply
- I miss you too!  
17h · 1 like · Reply
- Safety first always! But the second we are able to travel safely, I can't wait to be back in the Syracuse airport.  
1w · 2 likes · Reply





## REDUCING STRESS PLACED UPON TRAVELING FAMILIES



# WINGS FOR ALL<sup>®</sup>

SYR EDITION



“This was  
amazing.  
Immeasurable  
what you did  
for our family.”



WINGS  
FOR ALL<sup>®</sup>



On November 16, 2019, Syracuse Hancock International Airport (SYR) partnered with Arc of Onondaga, United Airlines (ExpressJet) and Arc US for the inaugural Wings For All<sup>®</sup> event at SYR. This airport rehearsal program gives people with development disabilities and their families the opportunity to experience and learn about how their loved ones will react to the wide-ranging stimuli that are present in the airport setting. Ultimately, the goal is to reduce the stress placed upon these families when traveling when encountering bright lights, noises, TSA security screening,

crowds, and other overwhelming (and overstimulating) variables. Throughout the event, the individuals and their families were shown wonderful community support by local celebrity mascots such as Scooch (Syracuse Mets) and Otto (Syracuse Orange), as well as a myriad of therapy dog teams from our SYR PET Program. This event proved to be wildly successful, and SYR greatly looks forward to hosting this event again in the future.



# EMPLOYEE OF THE YEAR



**JEFF ZAWACKI**

Steamfitter

City of Syracuse, Department of Aviation

## *Scientists Consider Indoor Ultraviolet Light to Zap Coronavirus in the Air*

Some researchers hope a decades-old technology might get its moment and be deployed in stores, restaurants and schools.

**Jason Terreri**  
Executive Director

“ Since joining our team, Jeff has proven himself to be an innovative leader who works everyday to improve the customer experience at SYR. Congratulations, Jeff! ”

“ The idea to utilize UV-C lighting in high traffic areas of the airport was brilliant. The added layer of protection it provides compliments American Airlines’ ongoing commitment to provide a clean and safe environment for our passengers and team members. Our customers and airport family have noticed the many improvements that have been made over the last few months in response to COVID-19, and the lighting is a welcome enhancement to these continuing efforts. ”

**Teresa Lockwood**  
American Airlines SYR General Manager

“ TSA appreciates Jeff Zawacki for his commitment to swiftly installing UV-C lighting in the security checkpoint area at the onset of the COVID-19 pandemic. The UV-C lighting is an important component in the layered approach to minimize exposure risks and Jeff’s efforts demonstrate SYR’s commitment to protecting TSA employees, airport employees and the traveling public. ”

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

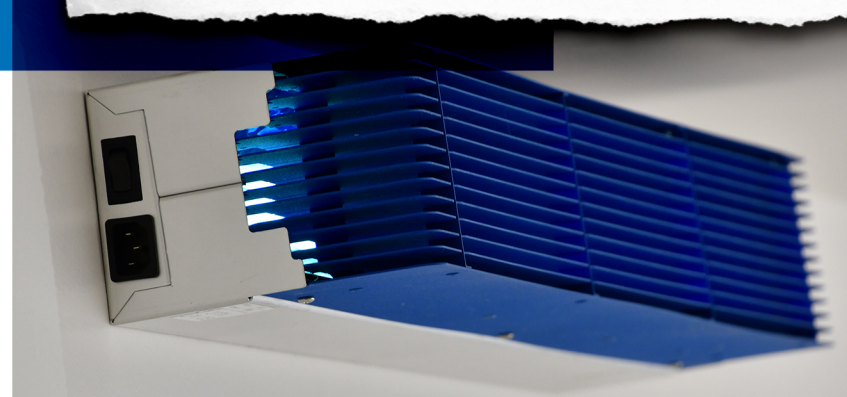
“ Jeff being named employee of the year is absolutely well-deserved. He took the initiative of researching and presenting the benefits of UV-C lighting during a challenging and unknown time for everyone. The installation of the UV-C lighting is a crucial element to the airport’s dedication to ensuring passenger safety. This is just an example of how he continually goes above and beyond in his role at the airport. He does it all with a smile on his face and a positive attitude. Congratulations, Jeff! ”

**Jennifer Sweetland**  
Director of Marketing, Communications and Air Service Development

“ Jeff approached me during the onset of the COVID-19 pandemic with an innovative idea to utilize UV-C lighting to purify the air in high-use areas of the airport. His ability to think outside the box not only helped keep the airport community safe, but also received national attention. ”

**John Carni**  
Chief Operations Officer

*Syracuse Hancock International Airport in upstate New York, for example, has installed the fixtures above security checkpoints and its arrivals areas.*



“ Jeff is a down-to-earth, consummate professional. Ever since he came on board at the Airport, I’ve been impressed with his complete dedication to his work and the needs of the Airport. He’s a wonderful asset to our team! ”

**Debi Marshall**  
Human Resources Manager



# LOCAL 400a JOINS

SYRACUSE REGIONAL AIRPORT AUTHORITY



On January 1, 2020, more than 50 City of Syracuse, Department Of Aviation employees officially transferred employment to the Syracuse Regional Airport Authority (SRAA) as members of the Local 400a Bargaining Unit. Putting a bow on a year of negotiations, one month prior, the Terminal Maintenance Staff and Airfield Maintenance Staff marked the momentous occasion with a ceremonial signing of the agreement in the J. P. Walsh Conference Room with SRAA and union officials. Upon initial formation of the SRAA in 2014, a “Services Agreement” was signed with the City of Syracuse with an expiration date of 2024 regarding the employment of those city workers by the airport. “This moves the SRAA one step closer to achieving its vision of a unified airport workforce,” said SRAA Executive Director Jason Terreri.

“This moves the SRAA one step closer to achieving its vision of a unified airport workforce,” said SRAA Executive Director Jason Terreri.





# SYR HOSTS NYAMA FALL CONFERENCE

SYR hosted the annual New York Aviation Management Association (NYAMA) Fall Conference at the Marriott Syracuse Downtown in September 2019. The three-day annual event is designed to provide airport managers, corporate representatives, public officials, aviation experts, and students the opportunity to network and hear panel discussions, speakers, and events covering a wide variety of topics pertinent to aviation in New York State. Specifically, this year's conference featured presentations and panel discussions on topics such as the ever-growing drone sector, future-proofing the airport workforce, emergency preparedness, and air service development.

Provide airport managers, corporate representatives, public officials, aviation educators, and students the opportunity to network and hear panel discussions...

## MARRIOTT SYRACUSE DOWNTOWN

AGM

NYAMA



# EMPLOYEE SPOTLIGHT

The 2020 Annual Report shines a spotlight on all the essential, frontline Syracuse Regional Airport Authority (SRAA) and Syracuse Department of Aviation (DOA) employees who reported to work at the airport every day throughout the local peak of the COVID-19 global pandemic. While many SRAA/DOA employees worked remotely, a critical group of essential workers remained on the frontline, both battling the spread of the COVID-19 disease and keeping Syracuse Hancock International Airport (SYR) open and operational. In addition to following the guidelines issued by the Centers for Disease Control (CDC), the

SYR custodial crew implemented enhanced cleaning techniques throughout the airport. This included utilizing a hospital-grade misting system to clean and disinfect high touchpoint areas. Additionally, members of the heating, ventilation, and air conditioning (HVAC) team combatted the spread of COVID-19 by installing UV-C technology throughout the airport, including the air handling units to attack airborne viruses and bacteria. Without these dedicated employees, the airport would not have been able to remain open and operational. We are SYRiously grateful for all our employees!

**ESSENTIAL  
FRONTLINE  
SRAA & DOA**

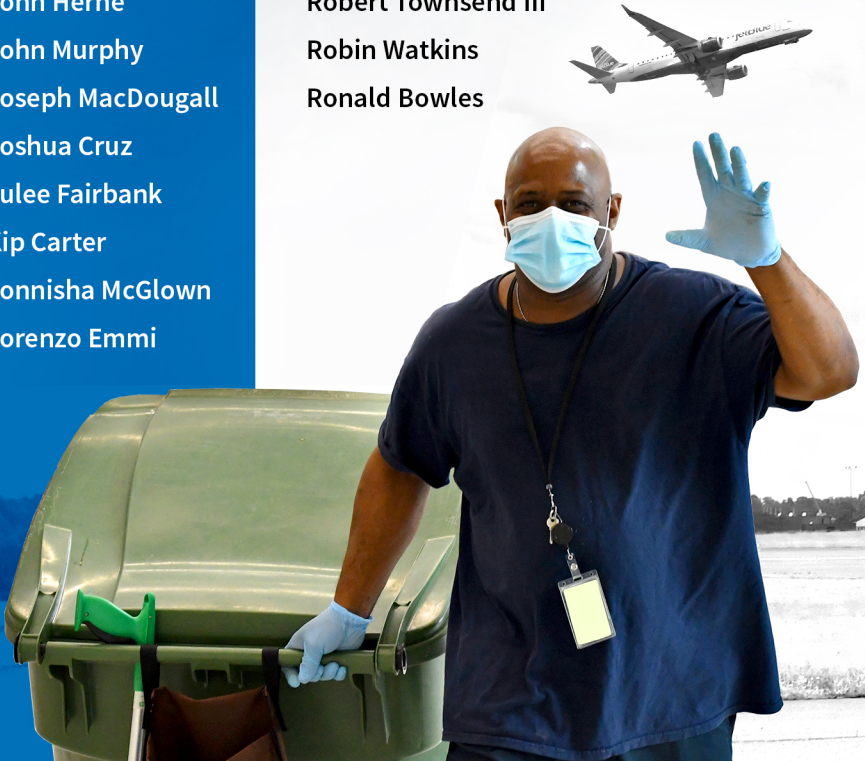


Aaron Harris  
Aireyanna Kennedy  
Alan Overend  
Alejandro DeLaPaz  
Alfred Fratto  
Andrea Mazzarella  
Andrew Baker  
Anthony Caltabiano  
Anthony Geruso  
Ashley Downey  
Barbara Kraus  
Barbara Manipole  
Brian Coe  
Brian Higgs  
Brian Phillips  
Brandon McMullen  
Carl Allen  
Cheryl Herzog  
Champagne Rowe  
Christopher Guardiano  
Daniel Bradley  
Daniel Ryan  
Daniel Trifoso  
Darren Gilcher  
David Herzog  
David Sada  
Debi Marshall  
Dennis Mathers  
Derek Kenny  
Edna Mathis  
Edward Godzac  
Elizabeth Cooper

Eric Reichert  
Frank Moran  
Frank Mucci  
Gerald Bowles  
Gerald Solomon  
Heather Rudick  
Homer Baker  
Itasha Williams  
James Sweeting  
Jason St. Dennis  
Jason Terreri  
Javonne Murrell  
Jeff Zawacki  
Jeffery Kunsman  
Jeoffrey Kelly  
Joanne Clancy  
John Alexander  
John Carni  
John Herne  
John Murphy  
Joseph MacDougall  
Joshua Cruz  
Julee Fairbank  
Kip Carter  
Lonnisha McGlown  
Lorenzo Emmi

Louis Piscitell  
Luigi Pascarella  
Marian Maher  
Mark Strife  
Michael Pitonzo  
Molly Dishaw  
Nichole Harlow  
Nhia Lee  
Oliver Cabiles  
Pamela Smith  
Patrick Barrett  
Paul Ristevski  
Peter Ryan  
Phil Ashley  
Rahshon Glover  
Raymond Post  
Rick Haag  
Robert Townsend  
Robert Townsend III  
Robin Watkins  
Ronald Bowles

Seann Chapman  
Sherman Judge  
Sonya Branch  
Susan Campbell  
Susan Valentino  
Thomas Toole  
Timothy Barett  
Timothy McMahon  
Tina Burke  
Tod Starowicz  
Tom Meeker  
Tracy Budzielek  
Virginia Fofi  
Walt Bliss  
William Campbell  
William Scott





2019 SYR

# HOLIDAY CONCERT SERIES



**RECORD  
BREAKING  
YEAR FOR  
THE SERIES**



During the busy holiday travel stretch, passengers and airport employees alike were treated to the sounds of the season courtesy of the 2019 SYR Holiday Concert Series. This was a record-breaking year for the series with 10 performances filling the recently-renovated Grand Hall with holiday music – and more! A wide variety of community talent was showcased this year, ranging from elementary-aged bands to professional trios. The school-aged groups were treated to a pizza party in the John P. Walsh Conference Room as a thank you for their time and effort. Both passengers and airport tenants alike gave the series rave reviews, and SYR looks forward to expanding the series even further in the years to come.







QUARTERLY

# TOWN HALL MEETINGS

To better inform and engage airport staff, Syracuse Regional Airport Authority Executive Director Jason Terreri launched quarterly Town Hall meetings this past year. Held in the John P. Walsh Conference Room, these meetings offer a forum for employees from all departments to not only get updates and the latest developments and plans for the airport, but serves as an opportunity for them to provide management with ideas and feedback from their perspectives. The Town Hall meetings have proven successful in ensuring a unified and fully supported workforce at SYR.



The Town Hall serves as a platform to bring day-to-day operational concerns to the attention of airport management.



# VOLUNTEER APPRECIATION LUNCHEON



APPRECIATE  
THE EFFORTS  
OF ALL



Syracuse Hancock International Airport (SYR) hosted the first Annual Volunteer Appreciation Luncheon on December 4, 2019; volunteers from both airport volunteer programs – Fly Guide Ambassadors and Pets Easing Travelers (PET) Program were treated to a luncheon as a thank you for helping assist our passengers at SYR. In addition to lunch and thank you gifts, volunteers received certificates of appreciation and specific volunteers were recognized for their contributions to SYR. Marjorie McKay, Fly Guide Ambassador, received the Outstanding Volunteer Award with 291 hours of volunteer service this year to SYR. Susan Fritzen and her therapy dog, Olive, earned “Honorable Mention” status with their weekly visits to passengers at the airport. We deeply appreciate the efforts of all our wonderful volunteers and look forward to expanding each program further in the coming year.

  
*Fly Guide*

  
PETS EASING TRAVELERS



# CONSTRUCTION OF NEW DEICING FLUID STORAGE FACILITY

Deicing facilities were the intense focus of August, as a new glycol storage facility was constructed at Syracuse Hancock International Airport (SYR). Glycol – commonly used as aircraft deicing fluid – is a mainstay of airlines operating at airports such as SYR for more than half of the year. The deicing fluid run-off must be collected and monitored before being deemed safe for release from the airport property. Previously, the used glycol was contained in open-air collection lagoons. The construction of the new glycol storage facility has meant fewer chemicals being used, a more environmentally friendly process, more storage capacity, and the elimination of unpleasant odors from the glycol breakdown process. Initiatives such as this help to further SYR towards a cleaner, greener future.

**A MORE  
ENVIRONMENTALLY  
FRIENDLY PROCESS**



# PRE-SECURITY FURNITURE

Syracuse Hancock International Airport (SYR) installed all new furniture on the public side of the airport. The furniture is comprised of a mixture of backed benches, backless benches, and the much-talked-about vector benches. The vector benches gained popularity on both social and traditional media for their likeness to the layout of our two active runways at SYR. The wooden look was chosen for its durability in the high-use airport environment as well as being aesthetically pleasing when placed with the pre-existing wooden theme in our Grand Hall.





# DELTA STATION

OF THE YEAR



**FIRST  
TIME  
AWARD**



Syracuse Hancock International Airport (SYR) celebrated a victory with one of our airline partners. The SYR Delta Air Lines operation earned the distinction of “Delta Station of the Year 2019” for similarly sized airports. Using a combination of company data and customer surveys, the local SYR operation was evaluated using a variety of metrics including safety, customer service, finances, and cargo operations. On a scale of one to five, we are proud to report that the local SYR operation earned a combined category score of 4.94. To celebrate the SYR operation winning this award for the first time, Delta executives held a station party in the SYR John P. Walsh conference room in March. SYR congratulates our partners at Delta Air Lines for their superb work.





# WORKING TOGETHER AVIATION HISTORY MADE AT SYR

Aviation history was made this year as an unmanned MQ-9 Reaper drone from the New York Air National Guard's 174th Attack Wing took off for an unescorted flight from Syracuse Hancock International Airport (SYR). It was the first time a military drone conducted integrated airspace operations from a commercial airport in the United States without a manned escort. Previously, every MQ-9 flight was required by the Federal Aviation Administration (FAA) to be followed by a manned aircraft while flying up to and from 18,000 feet of altitude, as well as between SYR and the airspace over

Lake Ontario. Upon entering the Lake Ontario airspace, the drones were free to conduct their training missions. The manned aircraft served as the eyes in the sky to warn the Reaper's operators back at the airport of any potential hazards, such as aircraft flying nearby. This arrangement, however, proved cumbersome when the guard needed to respond quickly during federal or state missions. This all changed with the installation of the military's new ground-based "detect and avoid" radar system. This allowed the 174th Attack Wing to prove to the FAA that missions (both

training and live) that originate from SYR could be done safely and effectively without an escort. This template established at SYR, showcasing how unmanned, unescorted military drones and manned commercial aircraft can safely operate from the same airfield, is expected to be replicated at other commercial airports across the country.



PROOF  
THAT  
MISSIONS  
COULD BE  
FLOWN  
WITHOUT  
ESCORT

Central NY News

## Reaper drones make history, fly unescorted in and out of Syracuse airport

Updated Sep 27, 2019; Posted Sep 25, 2019



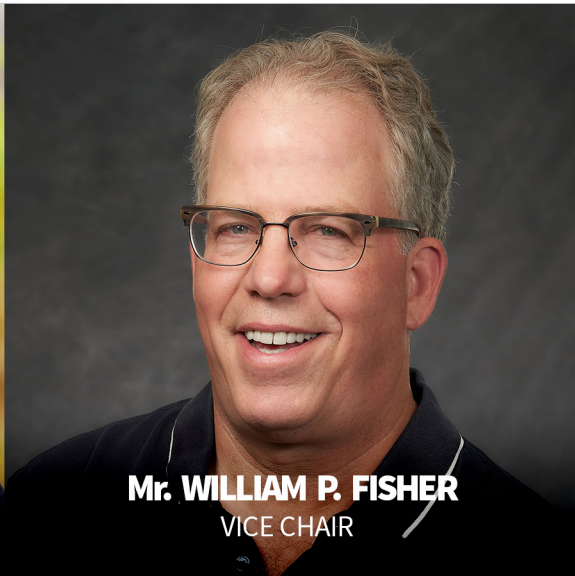


SYRACUSE REGIONAL AIRPORT AUTHORITY

# BOARD MEMBERS



**Ms. JOANNE C. GAGLIANO**  
CHAIR



**Mr. WILLIAM P. FISHER**  
VICE CHAIR



**Dr. SHIU-KAI CHIN**  
FINANCE OFFICER



**Mr. MICHAEL FRAME**



**Ms. LATOYA ALLEN**



**Mr. KENNETH J. KINSEY**



**Mr. MICHAEL MIRIZIO**



**Mr. MICHAEL J. LAZAR**



**Mr. ROBERT SIMPSON**



**Hon. MICHAEL QUILL**



**Dr. DONNA DESIATO**





# SYRACUSE REGIONAL AIRPORT AUTHORITY COMMITTEES



## AUDIT

JO ANNE C.  
**GAGLIANO**

Chairperson

WILLIAM  
**FISHER**

Vice-Chairperson

ROBIN  
**WATKINS**

Chief Fiscal  
Officer/Treasurer

JASON  
**TERRERI**

Secretary

Donna DeSiato **Chair**

Kenneth Kinsey

Michael Lazar

Robert Simpson

Jo Anne C. Gagliano  
**Ex-Officio**

Jason Terreri **Staff**

John Carni **Staff**

Robin Watkins **Staff**

Cheryl Herzog **Staff**



## GOVERNANCE

William Fisher **Chair**

Kenneth Kinsey

Michael Lazar

Michael Quill

Michael Mirizio

Jo Anne C. Gagliano  
**Ex-Officio**

Jason Terreri **Staff**

John Carni **Staff**

Robin Watkins **Staff**

Cheryl Herzog **Staff**



## FINANCE

Shiu-Kai Chin **Chair**

William Fisher

Michael Frame

Michael Lazar

Robert Simpson

Jo Anne C. Gagliano  
**Ex-Officio**

Jason Terreri **Staff**

John Carni **Staff**

Robin Watkins **Staff**

Linda Ryan **Staff**



## HUMAN RESOURCES

Michael Lazar **Chair**

Latoya Allen

Shiu-Kai Chin

William Fisher

Michael Quill

Michael Mirizio

Jo Anne C. Gagliano  
**Ex-Officio**

Jason Terreri **Staff**

John Carni **Staff**

Debi Marshall **Staff**

Robin Watkins **Staff**

Kristine Carson **Staff**



## BOARD DEVELOPMENT

Jo Anne C. Gagliano **Chair**

William Fisher **Vice Chair**

Shiu-Kai Chin **Finance Officer**

Jason Terreri **Staff**

John Carni **Staff**

Robin Watkins **Staff**

Cheryl Herzog **Staff**



DEDICATION

# MILESTONES

We sincerely appreciate your hard work and efforts year over year. Thank you for your dedication to our team. **SYRiously®**

MAY  
2015

**TIM  
BARRETT**

Airport Maintenance  
Worker

FEB  
2015

**BRIAN  
DORMAN**

Director of Planning  
& Development

AUG  
2015

**LINDA  
RYAN**

Aviation Contracting  
Officer

JUL  
2010

**DAN  
RYAN**

Asst. Airport  
Security Coordinator

AUG  
1990

**JOHN  
CARNI**

Chief Operations  
Officer

5 Years

10 Years

30 Years



COVID-19

# MESSAGE



**H. JASON  
TERRERI**  
IAP, A.A.E.

The Syracuse Hancock International Airport (SYR) serves as a vital economic catalyst for the CNY community. While the COVID-19 pandemic has created significant challenges for both the community and the airport, our team remains committed to ensuring that the airport is safe, clean, and ready to welcome you back. When you're ready to travel, we'll be ready to serve you. We continue to work with all carriers – those currently serving SYR as well as potential new airlines – to ensure that we connect our community to the world. As our recovery continues, we thank you for making SYR your airport of choice.

## INITIATIVES FOR THE COMING YEAR

Our team is looking forward to the coming year and the initiatives that we've outlined for the airport. As this report goes to print, the "Taxiway Reconfiguration Project" is close to completion on the airfield, improving safety for all who utilize Syracuse Hancock International Airport (SYR). The concession program at the airport will be getting a complete refresh, which will include expanding the Dunkin' Donuts kiosk into a full-service operation and the addition of a new local wine and craft beer

bar in Terminal A, strengthening the "sense of place" SYR seeks to provide.

The main SYR runway (10-28) will undergo a massive rehabilitation project in 2021. This undertaking includes the installation of new runway surface sensors, rehabilitation of the runway surface to maintain structural integrity, and rehabilitation of the existing edge lighting system.

The coming year will also see the removal of

the old – and much maligned – exit portals in both terminals. At the time of their installation, the exit portals were considered state of the art. However, the soon to be installed upgraded exit hallway technology is expected to dramatically improve the flow of arriving passengers.

To better focus our vision for the Syracuse Regional Airport Authority (SRAA), we are pursuing the development of an updated SRAA Strategic Plan. This plan will help guide the decision making of our organization for the next five years.

We'll also be updating our Master Plan to align the needs of the community with our development plan. This Master Plan will create a 20-year vision for the airport to ensure we continue to be an economic catalyst for the community.

To promote Upstate New York as an attractive destination, the SRAA invested in the development of the "Find SYRenity, Miles from the Masses" national marketing campaign. Released in key markets across the country, the campaign showcases SYR as the entry point to all that our amazing region has to offer.

Thanks to the initiatives laid out here, the SRAA greatly looks forward to continuing to improve the service SYR provides to Central New York – and beyond.

A handwritten signature in white ink, appearing to read "H. J. T.", located at the bottom right of the page.





SYRACUSE REGIONAL AIRPORT AUTHORITY

**SYR**<sup>®</sup>

[flysyracuse.com](https://flysyracuse.com) | [syrsraa.org](https://syrsraa.org)

