

**SYR.**

*Syracuse Regional Airport Authority*



**ANNUAL  
REPORT**

**2022**



# MESSAGE

*from the Chair*



Jo Anne C.  
**GAGLIANO**

“SRAA is preparing now to support the prognosticated increase in travelers and cargo that will flow through our airport.”

The Syracuse Regional Airport Authority (SRAA) board and I are proud to present this 2022 Annual Report to the community. As we move into the “new normal” brought about by the COVID-19 global pandemic, Syracuse Hancock International Airport (SYR)’s passenger numbers have returned to near pre-pandemic levels. This tells us Central New Yorkers (and beyond!) are ready to return to travel and we are proud of the way the SRAA team has supported this healthy, safe, and secure return.

Further evidence of the growing local demand for increased air service was observed in June as a new airline joined our lineup of regularly scheduled commercial service air carriers here at SYR. On June 10, 2022, Breeze Airways launched year-round, nonstop service from Syracuse to Las Vegas, NV and Charleston, SC! With these additions, the number of convenient travel options available to Central New Yorkers has grown to 28.

It isn’t just the movement of people that has our board excited – it’s also the “buzz” of Uncrewed

Aerial Systems (UAS), commonly referred to as drones. In October, New York State Governor Kathy Hochul announced the Federal Aviation Administration (FAA) had granted approval for drones to be flown Beyond Visual Line of Sight (BVLOS) across the entire 50-mile New York Drone Corridor between SYR and Rome’s Griffiss International Airport. This key FAA designation will support development of commercial drone and Advanced Air Mobility (AAM) operations, including cargo and passenger transport via uncrewed aircraft.

Additionally, the airport signed a Memorandum of Understanding (MOU) with a consortium of international entities creating the first international AAM corridor between SYR and Québec, Canada. This corridor will foster the establishment of an AAM ecosystem providing a platform for full commercial cargo transport operations using Electric Vertical Take-Off and Landing (eVTOL) aircraft (large, helicopter-sized “drones”). The SRAA is proud to be a part of this international consortium as we aim to sustainably reconnect communities who have

been previously cut off from economic opportunities due to a lack of traditional transportation infrastructure.

The biggest announcement in recent memory for the Central New York region transpired this year when Micron Technology, Inc. announced their intention to build a massive megafab in Clay – essentially in our airport’s backyard. While the full rollout of Micron’s plans will take years, the SRAA is preparing now to support the prognosticated increase in travelers and cargo that will flow through our airport. I am confident our team will rise to the challenge and further facilitate Micron’s ability to conduct global business from right here in Central New York.

I remain grateful for the opportunity to serve as the Chair of the SRAA and thank the City of Syracuse Mayor, Ben Walsh, and Onondaga County Executive, Ryan McMahon, for their support of the SRAA and its mission. I’m honored to serve alongside my fellow board members and look forward to continuing to serve the Authority in the coming year.

# MESSAGE

*From our  
Executive Director*



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

“ Our team exceeded expectations and we close 2022 in a stronger position than the past five years. ”

People often ask me to explain the role of an airport. At its core, an airport is a catalyst for economic development, providing services that allow a community to thrive. Our success at **SYR** is a testament to the incredible team standing behind our mission, vision, and values. Last year we focused on restoring services lost during the pandemic, comprehensive planning for the future, and positioning **SYR** as a priority market for airline expansion. Our team exceeded expectations and we close 2022 in a stronger position than the past five years.

We end the year with more airline seats available at **SYR** than we had in 2019, and new nonstop service to two of our passengers' most requested leisure destinations on Breeze Airways, the newest carrier to service **SYR**. Connecting opportunities have also improved, providing more efficient access to both domestic and international markets. In fact, **SYR** is the only airport in Central New York that will start 2023 with more capacity than in 2019.

We are proud to partner with and support the unmanned aerial systems industry of Central New York. Partnering with NUAIR, we have opened the 50-mile corridor between Rome's Griffiss International Airport and **SYR** and

established the first international drone corridor between **SYR** and Montreal. **SYR** was also selected as one of five airports in the country to host the FAA's drone detection and mitigation technologies.

Our focus on safety and security continued in 2022. With the help of our elected officials, the SRAA was successful in securing legislation to allow the creation of our own police force. Once established, our police will focus primarily on airport and aviation security across the 2,300-acre property.

Plans are underway for a new Airport Communications Center that will provide more efficient oversight and management of our day-to-day operations. Our staff will receive new state-of-the-art communications equipment to monitor airport operations continuously, convey critical information, and operate at the command center during irregular operations or airport emergencies. The center will also provide an enhanced customer experience as it will serve as a 24/7 location for questions or concerns travelers may have.

Improvements in the passenger experience continue with new local product offerings,

introduction of technology solutions, and expanded services. We added over 700 new public parking spaces and initiated designs for a new parking deck, rental car facility, and improved roadway circulation around the terminal. We also began construction on a new business lounge that will open in the first half of 2023. Expanded food and beverage options are available and a new restaurant will also open in the coming year.

Our team has been hard at work to ensure that we meet the needs of our growing community. When Micron Technologies announced Central New York as the home of their new \$100 billion chip manufacturing facility, our team jumped right in to support Central New York's transformation to a global technology hub.

Our priority and focus in 2023 is simple: Regional Responsibility. It is our responsibility to invest in new infrastructure to ensure operational efficiency and support regional growth. It is our responsibility to secure new airline capacity and connectivity to support our local business growth, but also to ensure access to air service for the communities that have seen a reduction in service from the airlines.

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**Ben  
WALSH**

Syracuse is becoming more connected than ever.

## MESSAGE

*from our Mayor*

Year after year, the dedicated team at the Syracuse Regional Airport Authority (SRAA) improves airport operations and ensures that travel for residents and visitors to our beautiful city and region is safe and efficient – the last year was no exception. The SRAA is a vital partner to achieving the vision we have for Syracuse: to be a growing city that embraces diversity and creates opportunity for all.

With major projects like Syracuse Hancock International Airport's parking/landside development underway which will increase parking, enhance weather protection, and shorten walking distances, SRAA's plan will make it easier for travelers to get in and out of the airport. SRAA's return of the Wings for All® event for individuals with intellectual and developmental disabilities was a

great success, ensuring that families can travel with alleviated stress. Plus, the new **SYR** Reading Runway children's library gives traveling families more entertainment for children during their journey.

SRAA continues to expand services, connecting our region to other markets for business and tourism. With added service this year direct or non-stop to Tampa, Las Vegas, and Charleston, Syracuse is becoming more connected than ever before. The region's primary air travel provider is taking the stress out of getting to and from Syracuse by ensuring the airport is an enjoyable and comfortable experience for all. We can all be proud to have a premier international airport serving our city and region.

*inside the fence*



**Ryan  
MCMAHON**

We are prepared to attract another 50,000+ jobs...

## MESSAGE

*from our County Executive*

The momentum and progress we recaptured in 2021 has accelerated to levels unimaginable in 2022. We have started a new chapter in Onondaga County and Central New York that is focused on growth and opportunity instead of dwelling on yesteryear. The rest of the country now looks to us as a model of how to work together collaboratively to get things done. Success has many others and Executive Director Jason Terreri and his team at the Syracuse Regional Airport Authority were undoubtedly a critical part of our success over the last year.

Onondaga County is now the hub for memory technology chip manufacturing with the announcement by Micron Technologies to

invest \$100 billion here in Onondaga County – the largest private sector investment in the history of the country! We have made critical and strategic investments in both our traditional and entertainment infrastructure to keep up with the growing number of travelers coming to our community. And as we prepare to attract another 50,000+ jobs with Micron, those investments and partnerships will be more important than ever. Thank you to the entire team at the Syracuse Airport for their unwavering partnership and relentless efforts to help make Onondaga County and Central New York the place to live, work, and play!

# SYR Joins INTERNATIONAL ADVANCED AIR MOBILITY CORRIDOR



*Leader in sustainability*

ELECTRIC ADVANCED



In October 2022, the Syracuse Regional Airport Authority (SRAA) signed a memorandum of understanding (MOU) to help create the first of its kind international electric Advanced Air Mobility (AAM) corridor between Syracuse Hancock International Airport (SYR) and Mirabel, Québec, Canada. The corridor will foster the establishment of an AAM ecosystem providing a platform for full commercial cargo transport operations using electric vertical take-off and landing (eVTOL) aircraft.

The consortium of international organizations signing onto this MOU includes VPorts, Northeast UAS Airspace Integration Research Alliance (NUAIR), Aéro Montréal, Innovitech, the Unmanned Aerial System Centre of Excellence (Alma), Helijet International, and SYR.

While the initial focus of the corridor is cargo-centric, the technologies developed and tested in this corridor will lead to advancements in UAM (Urban Air Mobility - less than 100 km flight) and RAM (Regional Air Mobility - 100 km - 300 km). The SRAA aspires to reconnect communities who have been previously cut off from economic opportunities due to a lack of traditional transportation infrastructure. Becoming a partner in creating the AAM corridor will allow underserved communities a new transportation alternative that will reconnect those communities and provide additional economic opportunities to its members.

"The SRAA is proud to take part in the creation of an international electric AAM corridor," said SRAA Executive Director Jason Terreri. "This undertaking, which will sustainably connect communities in Upstate New York and beyond, firmly aligns with the SRAA's goal to reduce greenhouse gas emissions through the electrification of transportation-related technology at SYR. SYR is one of the first airports in the U.S. to include UAS/AAM infrastructure planning as part of its Master Plan."

Elevating the customer experience

SYR Launches

# HIDDEN DISABILITIES SUNFLOWER

## Lanyard Program

In May 2022, the SRAA rolled out enhanced support for travelers with hidden disabilities at Syracuse Hancock International Airport (SYR). The airport officially joined the growing global network of airports, shopping centers, and more who participate in the Hidden Disabilities Sunflower Program. The program allows individuals who self-identify as having a non-visible disability to discreetly indicate this information to airport employees and volunteers. Airport employees and volunteers have been trained to recognize the Hidden Disability Sunflower Lanyards and offer extra support, time, and understanding to the individual.

The lanyards may be requested by passengers at their airline's ticket counter, or by reaching out directly to the SRAA.

"Hidden Disabilities take on many forms," said SRAA Americans with Disabilities Act Coordinator Debi Marshall. "An individual may self-identify as someone with learning or cognitive difficulties, mental health conditions, chronic pain, or even temporary mobility issues after a surgery. This program enhances the support we provide to passengers of all abilities at SYR."



# Elevating the customer experience

## New Passenger AMENITIES ADDED



In 2022, the SRAA saw an opportunity to provide more concessions available to travelers at all hours of the day. In September 2022, the SRAA partnered with Costa Coffee to bring two of their Smart Cafés into Syracuse Hancock International Airport (SYR). The Smart Cafés are located post-security checkpoint among the Terminal A and Terminal B gates. Available 24/7, the machines use 100% real beans and 100% real milk to produce barista-quality coffee in under 2 minutes.

Sticking with the coffee theme, the SRAA worked with Dunkin' – which is operated by concessionaire Delaware North – to provide a streamlined “Honor Coffee Bar” offering to SYR travelers in November 2022. Located adjacent the Dunkin' storefront, the cash-only coffee bar provides travelers who are short on time the ability to self-serve fresh coffee during the busy morning rush.

Hot on the heels of the success of the pre-security checkpoint Yo-Kai Express Ramen Machine, the SRAA procured a second unit to be placed post-security checkpoint in December 2022. Located near Gate 26 in Terminal B, the autonomous machine serves hot popular Asian dishes 24/7.

In August 2022, the airport secured a deal to bring ReachTV to gates across SYR. ReachTV is America's largest in-airport TV network, providing entertainment for travelers awaiting their flights. The service has improved the airport entertainment experience by providing a combination of ReachTV originals and network programming, producing a mix of short-form and standard episodic content.



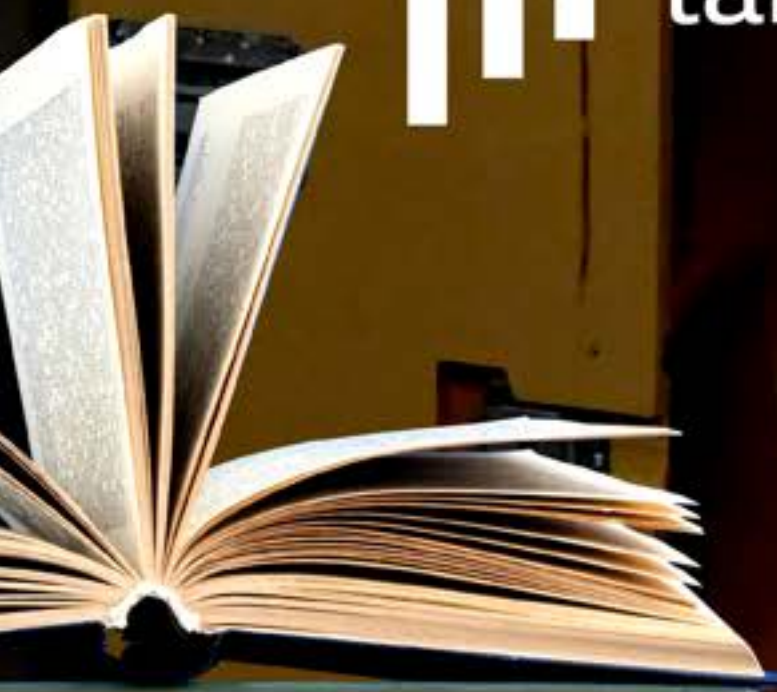




# SYR<sup>✈️</sup> reading runway takes off

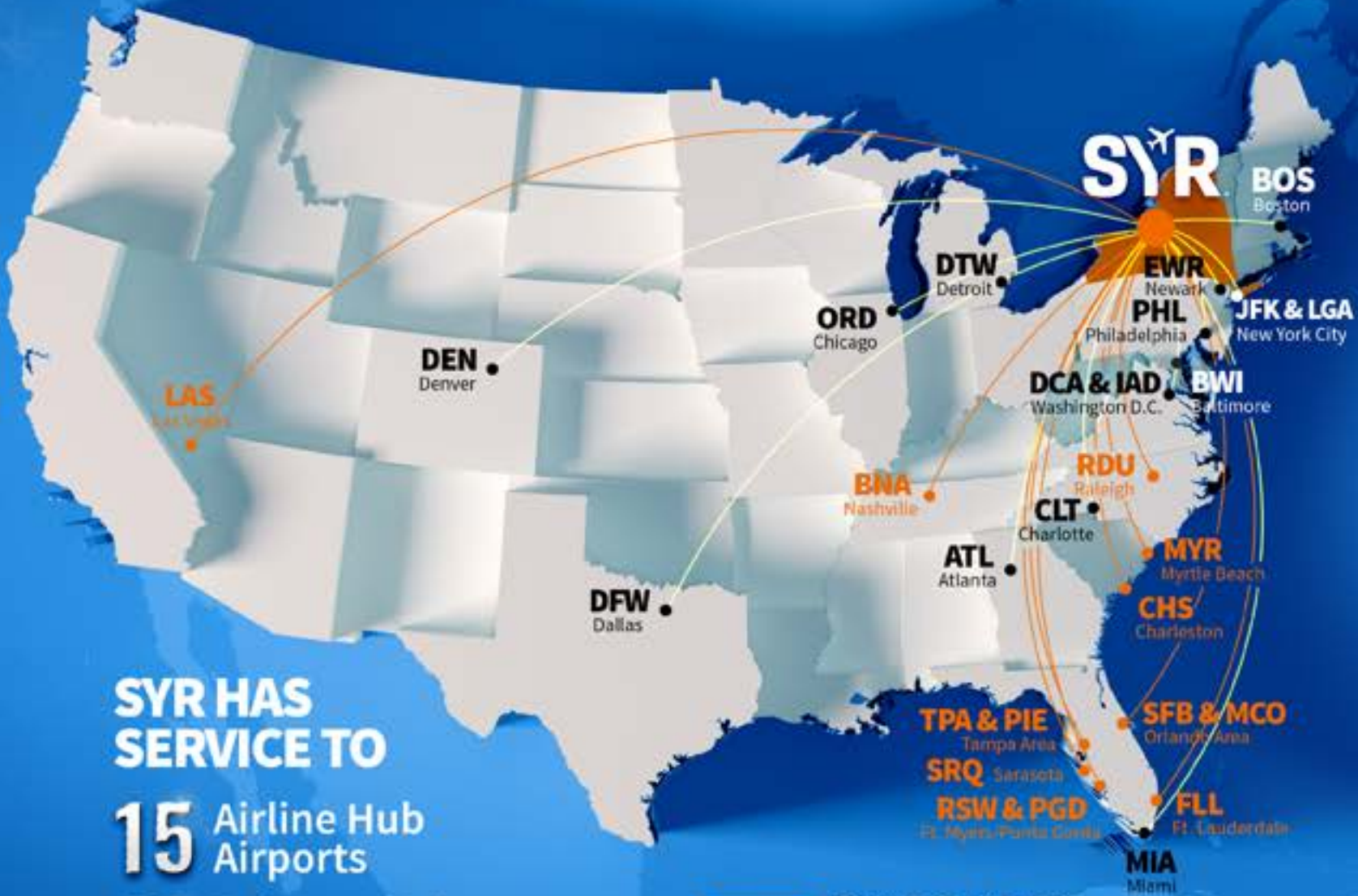
*Elevating the  
customer experience*

In November 2022, the SRAA and Onondaga County Public Libraries (OCPL) celebrated the unveiling of the **SYR Reading Runway** – Presented by OCPL. Representatives from the airport and OCPL spoke at a press event to promote this new amenity for traveling families. The children’s library is located on the second level of the airport near the Transportation Security Administration (TSA) security screening checkpoint. Traveling families are encouraged to peruse the free offerings of the library and take books for their children to enjoy during their journey. OCPL maintains an ample supply of books in the library with no expectation the books will be returned after a family’s trip.



# 28 Nonstop DESTINATIONS

allegiant American Airlines Breeze DELTA FRONTIER jetBlue Southwest UNITED



**SYR HAS SERVICE TO**

**15** Airline Hub Airports

**13** Point-to-Point Markets

— Point-to-Point Service  
— Airport Hub Service



*Supporting growth in the region*

# HUBS PROVIDE GLOBAL

Connections for SYR Travelers

SYR Connects to the world  
**WITH ONE STOP**



**39** Daily Departures to Hub Airports

**260** Connections to West Coast Markets

**41** Connections to Transatlantic Markets

**9** Connections to Transpacific Markets



*Supporting growth in the region*

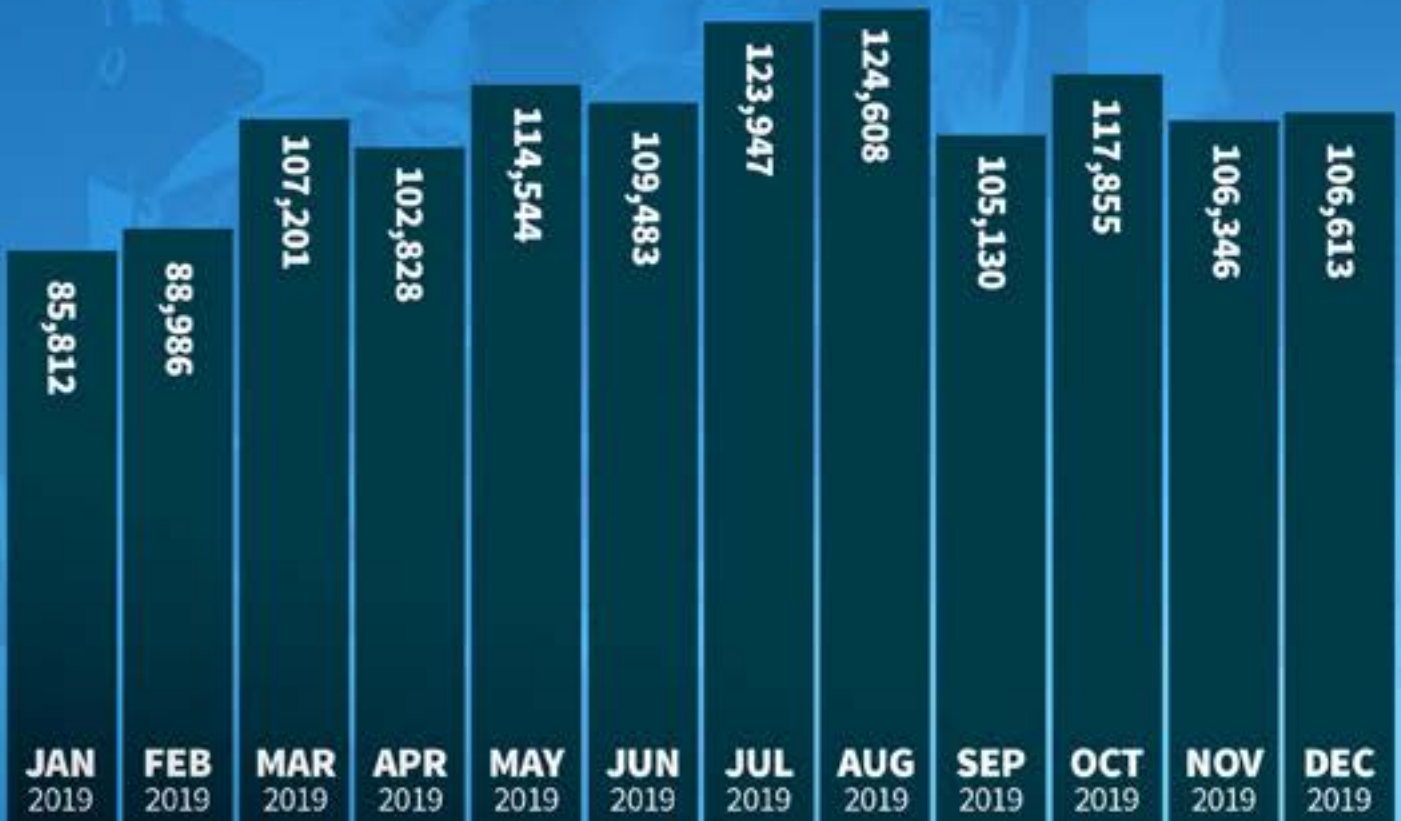
# 2019 Passenger TRAFFIC

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# 2022 Passenger TRAFFIC

<b>2022</b> Total Enplanements	<b>1,265,843</b>
<b>2019</b> Total Enplanements	<b>1,293,353</b>

within  
**2%** of  
record levels



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in the region

Breeze Airways

# LAUNCHES SERVICE AT SYR



On June 10, 2022, Breeze Airways launched regularly scheduled passenger service at Syracuse Hancock International Airport (**SYR**)! The startup airline's initial nonstop offerings from Syracuse brought twice weekly service from **SYR** to Charleston, SC (**CHS**) and Las Vegas, NV (**LAS**). The addition of these two routes brought the number of nonstop destinations served by airlines operating at **SYR** to 28. In November 2022, the low-cost carrier added twice weekly nonstop service from **SYR** to Tampa, FL (**TPA**), further increasing nonstop service from Syracuse to the Tampa region.

On both occasions, travelers and crew alike were treated to parties at Gate 12 of the airport featuring balloons, cookies, a decorative cake, and giveaways. In June, the inaugural inbound flight from Charleston was given a ceremonial water cannon salute by the airport's Aircraft Rescue and Fire Fighting (ARFF) team.



EXPANDING  
SERVICE



*Supporting growth  
in the region*

# Southwest Launches NONSTOP SERVICE TO TAMPA

SYRACUSE TO TAMPA



After rolling out their first ever regularly scheduled service at Syracuse Hancock International Airport (**SYR**) in 2021, Southwest Airlines expanded their **SYR** offerings in April 2022 with the launch of weekly, seasonal service from **SYR** to Tampa International Airport (**TPA**). The SRAA hosted an inaugural flight celebration at Gate 1 of the airport to commemorate the occasion. Travelers were treated to balloons, cookies, a decorative cake, and giveaways. Additionally, the inaugural inbound flight from Tampa was given a ceremonial water cannon salute by the airport's Aircraft Rescue and Fire Fighting (ARFF) team.

"Adding this time-saving link on Saturdays between Syracuse and Tampa will have universal appeal," said Adam Decaire, Vice President of Network Planning for Southwest Airlines. "Whether flying our Syracuse customers to the Gulf Coast, or on quick connections beyond to several dozen warm weather destinations, Central New York and the Finger Lakes are now within faster reach for people looking to cool off this summer and enjoy unique beauty in and around Syracuse."



# IMPROVED PARKING

## Capacity and Experience at SYR

As air travel has robustly rebounded to pre-COVID-19 pandemic levels, so has the demand for parking at Syracuse Hancock International Airport (SYR). In April 2022, the SRAA Board approved a vision for how the parking/landside of the airport needs to develop to meet this demand not only now, but also well into the future. As of this annual report going to print, the multi-year Parking/Landside Redevelopment Project is in the design phase.

To both meet the rising parking demand now and accommodate customer parking during the construction of the new parking garages – a key component to the larger multi-year Parking/Landside Redevelopment Project – a surface parking lot expansion project was undertaken in the final months of 2022. As of early January 2023, 500 surface parking spaces were added to the airport with 400 more expected by early spring 2023.

In addition to increasing parking capacity, the SRAA worked with the airport's parking vendor SP+ to begin providing near-real-time parking lot status updates on the airport's website in December. Customers are now able to conveniently see parking availability across all parking options at the airport, 24/7. This allows travelers to make an informed decision about the ground transportation option they will choose when heading to the airport to catch their flight.



*Supporting growth in the region*



# Enhancing **PUBLIC SAFETY SERVICES**

*Supporting growth  
in the region*

To enhance fire safety and emergency response capabilities at the airport, **SYR** Aircraft Rescue and Fire Fighting (ARFF) responsibilities were assumed by the 174th Attack Wing in July 2022. In addition to the federally mandated ARFF services, the 174th Attack Wing now also provides structural fire services to the airport community. Bringing the ability to respond to structural fires onto the airport property improves response times even further, providing an enhanced level of protection to the airport.

In June 2022, state lawmakers passed a bill authorizing the establishment of a Syracuse Regional Airport Authority (SRAA) police department with its own uniformed police officers. The airport police jurisdiction will be all property under the control of the SRAA and will be certified by the State of New York. This transition to an in-house police department will allow the SRAA flexibility in scheduling work shifts and increased control over staffing levels. Officers working regularly at the airport will have a greater familiarity with the airport environment, further enhancing security.



SRAA POLICE DEPARTMENT





# Developing to **SUPPORT THE COMMUNITY**

This year featured an immense focus on developing the airport to accommodate future growth in the region. In September 2022, the Syracuse Regional Airport Authority (SRAA) was awarded \$20 million for terminal updates and expansion at Syracuse Hancock International Airport (SYR). The funding will support essential upgrades to the airport's Customs and Border Protection (CBP) Federal Inspection Station (FIS) as well as enhancement and expansion of the airport's north concourse (Terminal B). The FIS upgrades will bring the facility in line with state-of-the-art standards and enhance the airport's ability to process international passenger and cargo flights. Enhancements to the airport's Terminal B will improve passenger flow, increase passenger seating, and increase concession space and offerings.

In January 2022, the SRAA announced an exciting partnership with RIT's College of Art and Design to develop a new food and beverage area in the Grand Hall of SYR. Once complete, the higher-end vending machine offerings will increase pre-security checkpoint food options at the airport. As part of the college's Hyperspace 2022 Program, 15 teams of students proposed competing complete design packages for the space, including layout, ceiling and lighting design, millwork design, color and material selection and application, signage, and furniture specification. As of this annual report going to print, the project is expected to be completed in the first quarter of 2023.



*Supporting growth  
in the region*

# Developing to SUPPORT THE COMMUNITY

To accommodate the robust return of travelers – and subsequent parking demand – post-pandemic, the SRAA engaged the services of Landrum & Brown to plan how the parking/landside portion of the airport needs to develop. In April 2022, the SRAA board approved a future landside concept that will be used to help guide development of the final design. It is anticipated that this project will result in an estimated 44% increase in parking capacity, equating to almost 2,000 additional parking spaces. Most of these will be located in two new parking garages, providing all-weather protection and shorter walking distances to the terminal. Additionally, the concept calls for a doubling of curb front capacity to help eliminate existing bottlenecks and provide space for growth, new circulation roadways, and a proper canopy to provide cover from the elements. A new consolidated rental car facility and ground transportation center will also be constructed on the existing overflow parking lot.

In December 2022, the SRAA entered into an agreement with Cavu to bring an upscale lounge to **SYR**. The Escape Lounge will be located in the post-security hallway leading to Terminal A gates and conveniently accessible to all ticketed travelers, regardless of their departure terminal. Premium amenities in the lounge will include a chef-curated menu that changes seasonally, local wines, beers and spirits; gourmet coffee, high-speed Wi-Fi, and more. **SYR** travelers can access this premium offering regardless of airline, status, or credit card in hand. Complimentary access will be available to certain credit card holders and airline status holders. Travelers who do not have complimentary access may also access the lounge for a fee.



PARKING/LANDSIDE



*Supporting growth in the region*

# Engaging with our community

## Wings For All



After a three-year pause due to the pandemic, the highly sought-after Wings for All® event returned to Syracuse Hancock International Airport (SYR) in November 2022. In partnership with The Arc US, Arc of Onondaga, and United Airlines, the event served as an airport rehearsal program for individuals with autism as well as intellectual and development disabilities (IDD).

The program aims to alleviate some of the stress that individuals with autism and IDD and their families experience when traveling by air. The rehearsal provides families the opportunity to experience and learn about how their loved ones will react to the wide-ranging stimuli found in the airport environment. Additionally, airport, airline, and Transportation Security Administration (TSA) professionals are given the opportunity to interact with and learn from people with autism and IDD, as well as their families. This provides a better understanding of how to provide services to better accommodate the unique needs of travelers with autism and IDD.

Approximately 20 families of individuals with autism and IDD rehearsed the entire airport process including parking and walking to the terminal, checking in for their flight, passing through the TSA security checkpoint, navigating the terminal to their gate, and boarding an aircraft provided by United Airlines. Once aboard the aircraft, passengers were provided a snack and beverage service and had the opportunity to interact with United Airlines employees who were guided by United's Bridge Business Resource Group - whose mission is to connect people of all abilities. Volunteer therapy dog teams from the airport's Pets Easing Travelers (PET) Program greeted passengers both participating in the rehearsal, as well as regularly scheduled travelers.





# Expanded SYR COMMUNITY ART PROGRAM

*Engaging with our community*

In early December 2022, the SRAA completed installation of the expanded 2022 **SYR** Community Art program throughout the terminal building. The program features artwork from a variety of community organizations including school districts, organizations assisting individuals with intellectual and developmental disabilities, child advocacy centers, local libraries, juvenile detention centers, and senior living facilities. This year program organizers were challenged by airport leadership to expand the program to better represent the vast **SYR** catchment area, or area the airport serves. Two hundred and twenty pieces of artwork from Onondaga, Cayuga, Oswego, Cortland, and Madison counties now adorn the pre- and post-security checkpoint walls for travelers to enjoy. Displaying the work of local artists further engrains a sense of place, showcasing the talents of Central New Yorkers for all who pass through our airport.

WORK OF LOCAL ARTISTS

SYR COMMUNITY ART PROGRAM

Onondaga County  
Public Libraries

SYR COMMUNITY ART PROGRAM

Loretta: FACE CNY

# Engaging with our community



## Expanded Annual Contest

# Poetry in Flight

In Spring 2022, the Syracuse Regional Airport Authority (SRAA) conducted an expanded version of the airport's annual Poetry in Flight Contest. The revamped version featured a longer six-week submission window and expanded awards format with more poets receiving prizes for their work compared to the inaugural contest in 2021. The contest is a celebration of "National Poetry Month" which occurs each April.

Congratulations to Vicki Wilson of Clinton, NY and Elizabeth Van Buren of Jamesville-Dewitt High School on winning the adult and youth categories respectively this year! Their poems "Airborne" and "Tanka for the Airplane," along with those of six selected finalists, will be displayed in the Syracuse Hancock International Airport terminal for one year. "We deeply appreciate all the poets who participated in the second annual edition of our Poetry in Flight contest," said SRAA Executive Director Jason Terreri. "Displaying their work in our terminal exudes a sense of pride in our region that both visitors and locals alike can appreciate."

The SRAA appreciates not only the poets who submitted their work for consideration, but all our partners who make this annual contest possible.



PRESENTED BY

SYR

INAUGURAL

174<sup>th</sup> Attack Wing

RUNWAY

5K



In September 2022, the SRAA partnered with the New York Air National Guard's 174th Attack Wing to hold the inaugural running of the 174th Attack Wing Runway 5K Presented by **SYR**. Over 400 runners signed up to participate in this extremely unique race. Racers followed a route from the 174th Attack Wing base on the south side of Syracuse Hancock International Airport (**SYR**), out onto the southside taxiways, down the main runway (10-28), and finally back to the 174th's base. Close coordination was required between the SRAA and our federal partners at the Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) to safely, securely, and efficiently execute the race on a partially closed **SYR** airfield. The airport's secondary runway (15-33) and associated taxiways remained open and operational during the race, providing a fascinating opportunity for racers to run in comfortable proximity to aircraft taxiing and taking off.

*Engaging with our community*

# EMPLOYEE of the Year



*Kristine Carson*

Talent Development and Culture Specialist

*Proud of who we are*



"Kristine is confident, funny, smart and makes coming to work fun. Her best quality is treating everyone as an equal regardless of their title. She is the embodiment of everything a Talent Development and Culture Specialist should be. Cheers on a well-deserved "Employee of the year" recognition!"

**Linda Ryan**  
Director of Business Development

"Kristine brings such a great energy to work each and every day. She is always looking for new and exciting ways to incorporate a little fun into the workplace. Thank you Kristine and congratulations!"

**Jason Mehl**  
Chief Commercial Officer

"As her supervisor, I can say without a doubt that Kristine has shined this year, and really taken on the role of "champion of culture." She is often the first person employees meet and get to know at the Authority, and she strives to make everyone feel welcome and included. She does an amazing job of building strong, trusting relationships with folks at every level of the organization, and through her dependability, collaboration, and fun spirit, she works hard to foster a positive work-place culture. She cares deeply about the people she works with and supports in her role, and it shows. This recognition is well-deserved!"

**Debi Marshall**  
Director of Human Resources

"Kristine is always willing to help out and is a pleasure to work with. Kristine's recruitment efforts keep my department running as smoothly as possible. Congrats on being recognized as our Employee of the Year!"

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

"As the airport's Talent Development and Culture Specialist, Kristine is the center of our organization. She provides the first impression of our airport team to every employee who walks through the door and is very creative when hosting a meeting or just celebrating an individual's milestone. She is a true asset to the team."

**Dan Zenk**  
Chief Operations Officer

"Kristine makes us all smile. She has been the catalyst for improving employee engagement and continues to create innovative ways to bring our team together. We are a better organization because of her dedication to our employees."

**Jason Terreri**  
Executive Director

"Kristine is by far one of the most helpful people here. She always goes above and beyond no matter the task. She is a go-to not just for me but my crew as well."

**John Murphy**  
Director of Airfield  
Maintenance

# Volunteer SPOTLIGHTS

*Linda Clark*  
Fly Guide Ambassador



## What's your favorite part of being a volunteer Fly Guide Ambassador?

My favorite part of being a volunteer Fly Guide Ambassador is the people I meet. There are a lot of diverse backgrounds and flying experiences. I especially like to engage with and encourage first time flyers which surprises me how many there are - especially older adults.

## Any memorable experiences from your time volunteering at SYR?

One of my most memorable was an encounter with a family - parents and a young 20ish year-old daughter - who approached the security area and I could sense they were nervous and apprehensive. I approached them and asked if I could be of assistance. They laughed at my perception of them being confused. The parents shared that they were there to see their daughter off on her first flight. After I gave the daughter my enthusiastic spiel of encouragement, I inquired where she was heading on her maiden voyage. She confidently said she was flying to NYC - and connecting to a flight to England to join a group of people she had never met and travel with them on a European tour. I was impressed.

## Any funny moments while volunteering?

My funniest moment was when a young man approached me with a large tin bucket and excitedly said I have a boarding pass for "him" so where do I go? I looked in the bucket and the "him" was a puppy. I told him the puppy had to be in a carrier and could not be put on the plane in a bucket. He kept telling me he had his boarding pass and couldn't understand why the bucket wasn't sufficient. Apparently, he was a dog breeder and this was his first sale out of the area. He finally called his wife to bring him a carrier and while he waited, the puppy was great entertainment for the children flying out.

## Anything else you'd like the world to know about your experience at the airport?

The airport is like coming home. My first job in the summer between high school graduation and college, I worked in the control tower doing some statistical work tracking Cessna flights. It was before computers, so it was a manual process. The air traffic controllers were so kind to me, and I got to see so much of how the airport works. I can't imagine with the technology we have today how operations work but would love to revisit the tower someday. So now that I am retired, I have the opportunity to come back to my starting point - like coming home.

*Proud of the way we are*  
**Fly Guide**



# Volunteer SPOTLIGHTS

Jay Peacock



**Pet**  
SYR  
PETS EASING TRAVELERS

Harley  
Chesapeake  
Bay Retriever



### Why does Harley love doing PET Program visits to SYR?

Harley is scheduled to be at the airport on Monday mornings. He is ready to go every time I pick up his collar. It is the place he enjoys the most. He gets a huge greeting from the employees at the airport. The TSA officers hope the alarm goes off when he goes through the metal detector, so they must frisk him. Gate attendants, store personnel, and custodians treat him like gold. These welcoming gestures makes him feel incredibly special. He is touched by at least one hundred people every time we visit. The airport does not restrict him to being in one place. It allows him to walk where he wants to go. The passengers are incredibly surprised and happy to see him, and love to touch him. This is a perfect spot for him to work. At the SYR Airport he is the king of the castle.

### Why does Jay love bringing Harley to SYR for PET Program visits?

I enjoy bringing Harley to the airport because I see how much comfort he brings people and how the children love to hug him and touch him. We often spend time with people that are going through challenging times and show signs of stress and anxiety. I have heard "You don't know how much I need this right now," more times than I could count. We get as much enjoyment bringing the joy and comfort that the passengers get by seeing and touching Harley, as they do when they see and touch him. It is our way of giving a little break during what might be a stressful time.

### Any memorable experiences while visiting SYR?

The experiences we have had are both joyous and sad. I remember seeing him surrounded by one of the local college's women's lacrosse team, a little girl that would not let go of him when she was getting on a plane, and when a professional cast from a play visiting the Landmark Theater just was enthralled with touching him. We once had four flight attendants ask if he could go to Atlanta with them. We often meet people who are going to, or coming from, the funeral of a loved one. They just want the non-judgmental attention Harley gives them. These events happen regularly, and I am so glad he is there to give them the comfort they need.

### What makes Harley such a fantastic therapy dog, specifically, in the airport environment?

Many things have come together that make Harley an outstanding therapy dog. His size (110 lbs.) makes him easy to spot, he looks like a big teddy bear, and he is exceptionally gentle, especially with children. He adapts to all situations. Large groups, small children, elevators, wheelchairs are all handled without hesitation. He follows my commands and gestures even if he is seeing a situation for the first time. His loyalty to his owners is unwavering. He is a very special animal.

*Proud of who we are*

# SYRACUSE REGIONAL AIRPORT AUTHORITY

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*Proud of who we are*



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# SYRACUSE REGIONAL AIRPORT AUTHORITY

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*Proud of who we are*

# Dedication MILESTONES



*Proud of who we are*  
We sincerely appreciate your hard work and efforts year over year.  
Thank you for your dedication to our team.

**NOV 2017**  
*Alejandro DELAPAZ*  
5 Years  
Airport Maintenance Worker

**SEP 2017**  
*Loulisha MCGLOWN*  
5 Years  
Airport Custodial Worker

**MAR 2017**  
*Tina BURKE*  
5 Years  
Airport Custodial Worker

**NOV 2007**  
*Sonya BRANCH*  
15 Years  
Airport Custodial Worker

**NOV 2017**  
*James SWEETING*  
5 Years  
Airport Maintenance Worker

**JUN 2017**  
*Joanne CLANCY*  
5 Years  
Executive Assistant

**MAR 2017**  
*Richard HAAG*  
5 Years  
Electrician

**OCT 2002**  
*John MURPHY*  
20 Years  
Director of Airfield Maintenance

**FEB 2017**  
*Pamela SMITH*  
5 Years  
Terminal Crew Leader

**MAY 2017**  
*Debra MARSHALL*  
5 Years  
Director of Human Resources

**AUG 2012**  
*Lorenzo EMMI*  
10 Years  
Airport Maintenance Worker

**JUL 2002**  
*Susan CAMPBELL*  
20 Years  
Terminal Crew Leader

**SEP 2017**  
*Sherman JUDGE*  
5 Years  
Airport Maintenance Worker

**APR 2017**  
*William SCOTT*  
5 Years  
Airport Custodial Worker

**MAY 2012**  
*Peter RYAN*  
10 Years  
Asst. Director Terminal/Landside Ops



2023

# INITIATIVES

*Vision for the coming year*



## PLANNING *for the future*

An Airport Master Plan Update will be completed in 2023 providing a 20-year vision of how Syracuse Hancock International Airport (SYR) must develop to meet the needs of our community. The list of projects identified is expansive and includes an extensive, multi-year overhaul of the parking/landside portion of the airport as well as expansion of the passenger and baggage screening areas of the airport. These have been identified as crucial to accommodating forecasted demand for these facilities at SYR. Additionally, the master plan highlights the SRAA's efforts to leverage non-aeronautical land – portions of airport property not required for aeronautical use – to provide in-demand services to our region.

When complete, the aforementioned Airport Master Plan will be one of the first in the nation to include plans for Advanced Air Mobility (AAM) and Uncrewed Aerial Systems (UAS) infrastructure. This is a crucial, timely step in positioning SYR as a **leader in the UAS/AAM space** as the first international drone corridor between the U.S. and Canada is expected to be certified in 2023. This groundbreaking, first of its kind corridor will foster the development of AAM technologies – ultimately preparing the region for the transport of both cargo and people via the next generation of AAM vehicles.



## BUILDING *for the future*

Multiple projects will be undertaken in 2023 with the goal of enhancing the customer experience. The SRAA has invested in seven new passenger boarding bridges, installation of which has commenced as of this annual report going to print. The bridges often serve as the first item arriving passengers encounter at our airport, making this portion of the customer experience vital to providing a great first impression of our region.

The coming year will see construction commence on a new six-million-dollar Customs and Border Patrol (CBP) Federal Inspection Station (FIS). As an international port of entry, SYR's upgraded FIS will be able to accommodate 200 passengers per hour – in line with current CBP standards.

Additionally, a multi-million-dollar expansion of the airport's Terminal B will begin in 2023. This expansion will greatly enhance the passenger experience via new concessions, restrooms, and passenger seating.



# 2023 INITIATIVES

*Vision for the coming year*



**EXCEEDING**  
*customer expectations*

Consistent with the Vision statement of the SRAA, we will continue our efforts to exceed our customers' expectations at every opportunity. Customers can expect improved access to information thanks to the anticipated launch of a new airport website in the first half of the year. While in-terminal, travelers of all abilities will benefit from the scheduled installation of New Flight Information Display Screens which include visual paging. This technology ensures important operational and safety information is conveyed to airport users who may be deaf or hard of hearing.

The SRAA recognizes **SYR** is often the first and last impression visitors have of our community. The SRAA will pursue new concessions offerings that evoke a "sense of place," showcasing products and services from regional vendors to give customers a true taste of what Central New York has to offer.



**INCREASING**  
*connectivity*

The SRAA will continue to engage with both our current airline partners and potential future partners on increasing the options available to **SYR** travelers. For existing carriers and routes, we will aggressively pursue more seats, helping to drive down costs for our customers. Our Air Service Development (ASD) team will continue our relentless pursuit of opportunities for our airline partners to provide connections to key, sought-after markets, benefiting both business and leisure travelers alike.

Connectivity is also a focus at the ground level as the airport authority continues to advocate for better public transportation access to the airport. We envision an airport easily reachable by all airport users, thus affording more Central New Yorkers – and beyond – the opportunity to connect to the people and places that matter most.



*Thank you from the*  
**SYRACUSE REGIONAL  
AIRPORT AUTHORITY**



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