

SYRACUSE REGIONAL AIRPORT AUTHORITY

SYRACUSE HANCOCK INTERNATIONAL AIRPORT
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**Syracuse Regional Airport Authority
Regular Meeting Agenda
Friday, March 10, 2023
11:00 a.m. – 12:30 p.m.
Syracuse Hancock International Airport
SRAA Board Room**

1. Roll Call
2. **Consent Agenda**
 1. **Approval of Minutes from the January 20, 2023 Regular Board Meeting**
 2. **Resolution approving new SRAA title for Duty Manager**
 3. **Resolution approving new SRAA title for Customer Experience Manager**
 4. **Resolution approving new SRAA title for Senior Information Technology Systems Administrator**
3. **Airport Scorecard**
4. **New Business/Discussion**
 1. **Resolution Electing the SRAA Vice Chair of the Board of Directors**
 2. **Resolution approving increase in Consolidated Facility Charge (CFC)**
5. **Committee Reports**
 1. **HR committee**
 2. **Finance Committee**
 3. **Governance Committee**
 4. **Audit Committee**
6. Adjournment

* **Bolded items = materials available**

Minutes of the Regular Meeting of the Syracuse Regional Airport Authority

Friday, January 20, 2023

Pursuant to the notice duly given and posted, the regular board meeting of the Syracuse Regional Airport Authority was called to order on Friday, January 20, 2023, in the Syracuse Regional Airport Authority Board Room located in the Syracuse Hancock International Airport by SRAA Board Chair Ms. Jo Anne Gagliano.

Members Present:

Ms. Jo Anne Gagliano – Chair
Dr. Shiu-Kai Chin
Ms. Latoya Allen
Mr. Tom Fernandez
Mr. Michael Frame
Mr. Kenneth Kinsey
Mr. Michael Lazar
Mr. Nick Paro
Mr. Nathaniel Stevens
Mr. Robert Simpson

Members Absent:

Dr. Donna DeSiato

Also Present

Mr. H. Jason Terreri
Ms. Robin Watkins
General Counsel R. John Clark
Ms. Joanne Clancy
Mr. Jason Mehl
Chief Werbeck
Captain Anthony Sobiech
Mr. Dan Zenk
Ms. Debi Marshall

Chair Gagliano started the SRAA Board meeting at 11:01 a.m.

Roll Call

As noted above all members were present, except Dr. Donna DeSiato.

Swearing in Ceremony – Chief Mark Werbeck and Captain Anthony Sobiech – Executive Director Terreri provided background regarding the SRAA being formed in 2014 and how when he arrived in 2019, he was tasked to create a true Airport Authority. This required changes to the SRAA Enabling Legislation in order to include establishing a police force. The Authority was very lucky to find a new Chief to lead this effort. Director Terreri introduced Chief Mark Werbeck and provided further background on the purpose and level of service that is envisioned for a police force at the SYR airport. Chief Werbeck has been working around the airport since 9/11 and therefore can bring an amazing level of expertise. Director Terreri stated that it has been decades since a new police force was established in the State of New York, so it took a lot of effort to complete this process successfully.

General Counsel R. John Clark conducted the swearing in ceremony for the new SRAA Police Chief for the new SRAA Police force that is scheduled to begin on March 6, 2023, and congratulated them on their new roles.

Chief Werbeck addressed the group and thanked the board and staff for all of the assistance that they provided him in navigating how to create this new police department. Twenty officers have been hired to date and all are well qualified professionals. Chief Werbeck then introduced Captain Anthony Sobiech and provided background information on him and swore him into service.

Mr. Simpson pointed out how important the partnership was with Assemblyman Magnarelli and Senator Mannion for bringing forth the legislation and helping us push this through. He would like to formally recognize both with a resolution of thanks to them from the SRAA board for making this police department a reality. All agreed.

Presentation of year end numbers and preview of SYR Annual Report

Director Terreri proceeded with the Regular Board meeting by beginning to discuss the SYR Annual Report. He thanked the staff for another great year and for all their hard work on this year's report creation. He highlighted both this past year and future accomplishments and thanked the SRAA board for continuing to move the airport goals forward. The SRAA ended 2022 within 2% of 2019 numbers which if all recall, was a three decade record and SYR is on track to exceed those numbers in 2023. With 39 non-stop daily departures that result in 260 connections, therefore growing the global reach, we can connect nearly anywhere in the world with a single stop. The Employee of the Year Award was voted on by SRAA staff this year in a new ballot box process. Kristine Carson, Human Resources was selected by her peers. Director Terreri congratulated Kristine on her teamwork and accomplishments.

After a brief pause to allow folks to leave the meeting after the ceremonies, Jo Anne Gagliano again welcomed Nathaniel Stevens to his first board meeting.

Consent Agenda:

Having no objections or comments regarding the consent agenda, a motion was made by Mr. Lazar and seconded by Mr. Simpson, and the consent agenda was unanimously approved.

Airport Scorecard

Director Terreri discussed the status of the end of the calendar year scorecard which is half of the year as the Fiscal Year is July 1st. Positive trends continue on the finance side with both operating revenue and expenses. Some of the lower expenses can be attributed to the light winter weather. Commercial Development CFC revenues have continued to outpace budget numbers which will assist with future parking needs. RPE numbers are down a little, which is a function of increased passenger numbers but not increased concession offerings. Concessions expansion options continue to be worked on so that the RPE does not level out. Landed weight numbers are going up through the end of the year along with passenger enplanement data forecasts. CFO Watkins stated that there is a higher number of enplanements than budgeted and that is a good story for the airport because that increases all revenues, parking, concessions, etc. Director Terreri complimented the Operations and Maintenance Teams for their hard work. CFO Watkins explained further revenues such as the Remain Over Night (RON) revenues from planes parking overnight. Expenses are slightly below budget due to timing and weather with ending the calendar year overall slightly ahead of budget. No further questions were asked.

New Business/Discussion

Chair Gagliano reminded the board that with Bill Fisher's departure from the board, the Vice Chair of the Board position is open. She encouraged board members to nominate themselves or others and explained the ballot process and the role of that position, the skill sets needed for that role and the critical needs in the coming year. The voting process will be held on March 10, 2023, at the Regular Meeting of the Board.

Director Terreri explained the 3-5 year growth plan at the airport including land development, integrating with the UAS industry and overall next steps that this role will need to help with these complex challenges with checkpoint and baggage expansions, and non-aeronautical parcels being developed. Knowledge of the funding process is a critical skill for this Vice Chair leadership role. Chair Gagliano stated in the absence of a Vice Chair, that she will lead the upcoming Governance Committee meeting, as the Chair of the Governance Committee is historically the Vice Chair of that Committee.

Chair Gagliano continued the agenda to discuss the single resolution on the agenda.

Resolution Approving Application and Acceptance of Funds for New York State Aviation Capital Grant Program Funds for Redesign of Deicing Pad(s)

Director Terreri explained the need for re-design of the deicing pads to allow for faster through-put. CFO Watkins stated it is a Capital Improvement Grant with New York State and this will allow some projects to move up earlier in the schedule, upgrade the drainage and increase the pad sizes. A conversation ensued regarding the Glycol recovery and recycling program. Having no further discussion regarding this resolution, a motion was made by Mr. Simpson and seconded by Mr. Lazar.

The resolution was adopted: 7 ayes, 0 nays, 0 abstain

Committee Reports

Chair Gagliano reminded the board that they have been given a schedule of SRAA Board and Committee meetings for the 2023 calendar year to hold these dates for attendance. She also advised the group of the names of the participants for each committee.

Director Terreri reminded the board that the State of the Airport will be held on Friday, January 27, 2023.

Mr. Frame inquired about NYAMA's involvement and analysis on CLCPA, NYS climate infrastructure, electrification piece, electric vehicles, etc. he would like to find out any impacts to the airport that the Finance Committee or board could understand and help with. Director Terreri stated that there are challenges to the electrification capacity levels coming into the airport and discussions are being held with National Grid regarding the infrastructure improvement process planning needed to bolster that electrification.

Fiduciary acknowledgment forms were provided and collected for board members. There were no other committee related reports provided.

Adjournment

A motion was made by Mr. Lazar and seconded by Mr. Simpson to adjourn the meeting. The meeting was adjourned at 12:05 p.m.

DRAFT

DUTY MANAGER

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for performing a variety of tasks associated with the efficient and effective operations of Syracuse Hancock International Airport (SYR). Under general direction, this position is responsible for the day-to-day activity of the airport, including airfield, terminal, and landside, during an operational shift. This position has the authority to direct shift staff to ensure a safe and secure environment for the traveling public. As the senior airport official on duty during non-business hours, this position represents the executive team and has the authority to make decisions in the best interest of the airport. Employees in this class must be able to exercise independent judgement based upon the situations encountered and their knowledge of federal, state & local regulations, industry best practices and a variety of operations manuals and procedures. Assignments are received from the Director of Airport Operations or designee in both oral and written form. Work performance is evaluated through supervisory observation, complaints received from the public, carriers, tenants, and other concerned persons. Does related work as required.

TYPICAL WORK ACTIVITIES

- Overseeing all shift activities including the coordination and monitoring of all functions to ensure work is performed in a consistent manner with airport policies, procedures, and regulations, and in accordance with airport standards and to ensure the safety and security of passengers, tenants, and employees.
- Represents Airport Management in all aspects of airport operations.
- Ensuring the operational efficiency and safety of the airport by performing standard safety and security inspections of the aircraft operating area (AOA) and terminal facilities in compliance with applicable FAA and TSA regulations/directives and airport rules and regulations and directs necessary responses and corrective actions for all deficiencies noted during inspections.
- Coordinating the airport's response to critical incidents, irregular operations (IRROPS), and emergencies and provides effective resolutions to problems/issues.
- Monitoring and inspecting airport activities, properties, and facilities. Monitoring the performance of airlines, tenants, concessionaires, and others to ensure their adherence to airport rules and regulations.
- Coordinating scheduling, scope of work, and safety issues with stakeholders on all construction and maintenance projects to ensure minimal operational disruption and monitors all construction activity to address safety and customer satisfaction concerns.
- Serving as liaison between the Airport and contractors during construction activities; coordinates and directs maintenance and construction work on runways, taxiways, aprons, and terminal facilities; ensures safety and security are maintained during these activities; and issues Notice to Airmen (NOTAMS) to advise all concerned parties of airfield conditions.
- Record and provide reports on incidents and accidents that occur on airport property.
- Monitor and approve the use of shared-use equipment including gates, ticket counters, jet bridges, and baggage carousels to ensure critical equipment is available during regular operations and irregular operations and emergencies.
- Providing direction and instruction on resolving critical incidences/situations, operational activities, security-related activity, security breaches, and violations of rules and regulations, etc.
- Responding to and managing the Airport Emergency Operations Center (AEOC) during emergencies; serves as the liaison to the incident commander. Prepares and communicates a variety of airport operational advisories and notifications to air carriers, general aviation operators, air traffic control, tenants, governmental agencies, and airport users.
- Reviewing and maintaining records and operational logs and prepares reports and correspondence.
- Investigating complaints, issues, concerns, and inquiries and providing recommendations for resolution
- Making recommendations for general policy development for Airport operations.
- Represent the organization, both internally and externally, by supporting the strategic direction, strategic priorities, objectives, vision, mission, and values of the Authority.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Expert knowledge of 14 CFR Part 139 and 77, and 49 CFR 1542.
- Expert knowledge of the operations and activities associated with the operation of an international airport.
- Ability to provide excellent customer service to all stakeholders.
- Working knowledge of a two-way radio communication system, air to ground and communicating with the tower, using phonetic alphabet.

- Knowledge of SMS and ability to report safety related items for risk assessment.
- Ability to establish and maintain a harmonious working relationship with Federal, state and local officials, SRAA employees, the air carriers, tenants, and general public, and be able to work effectively with people from diverse backgrounds.
- Ability to assess operational situations, make sound judgement calls to ensure safety and follow through to successful resolution.
- Ability to act in calm and rational manner during stressful and emergency situations.
- Ability to effectively communicate in English with a clear and distinct voice, including public speaking.
- Ability to effectively communicate in writing.
- Must be able to manage multiple projects concurrently, organize work in an effective and efficient manner, and meet deadlines.
- Ability to read and interpret instructions in the English language.
- Ability to use computers, and proficient in Microsoft Suite.
- Ability to perform the essential functions and physical requirements of the position with or without a reasonable accommodation. Physical requirements include ability to work standing, sitting, or walking for long periods of time, ability to lift up to 75 lbs., ability to work in all weather conditions, ability to drive a vehicle, use of hands and fingers, use eyes to see for close vision and depth perception.
- Ability to work 24/7 shift work.

MINIMUM QUALIFICATIONS

- A. Graduation with a bachelor's degree from an accredited college or university in criminal justice, aviation management, airway science, public administration, business administration, or in a field related to the job, plus four (4) years of experience in airport security, terminal airport operations, or airside airport operations at a Part 139 Certificated Airport, including two (2) years of experience which were in a leadership/supervisory capacity; or
- B. Graduation with an Associate's degree from an accredited college or university in criminal justice, aviation management, airway science, public administration, business administration, or in a field related to the job, plus six (6) years of experience in airport security, terminal airport operations, or airside airport operations at a Part 139 Certificated Airport, including two (2) years of experience which were in a leadership/supervisory capacity; or
- C. Eight (8) years of experience in airport security, terminal airport operations, or airside airport operations at a Part 139 Certificated Airport, including two (2) years of experience which were in a leadership/supervisory capacity; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B), and (C).

SPECIAL NECESSARY REQUIREMENT

At time of appointment, possession of the license as required by the New York State Department of Motor Vehicles for the class of vehicle being operated. Eligibility for and continued possession of the license is required for employment.

Must pass a pre-employment background check and obtain and maintain SIDA clearance, and Customs & Border Protection clearance.

Required to obtain AAEE Certified Member designation within first two years.

Customer Experience Manager (SRAA)

DISTINGUISHING FEATURES OF THE CLASS

The Customer Experience Manager is responsible for the customer experience of Syracuse Hancock International Airport (SYR) passengers and community alike while being the point of contact for all media inquiries. This position will serve as the “Brand Ambassador” for SYR by developing unique travel experiences while professionally responding to customer concerns across all social media platforms. Other responsibilities include implementing a marketing and communications program specifically related to the promotion of airport services and serving as the primary coordinator of special events and projects. The position reports to the Chief Commercial Officer or designee.

TYPICAL WORK ACTIVITIES

- Develops and publishes social media content, with guidance from supervisor
- Leads website maintenance, including publishing and editing content, and contacting the website vendor for necessary updates and changes
- Develops and implements passenger enhancement programs, such as Pets Easing Travelers program and Fly Guide ambassador program, which may include orientation, scheduling, logging monthly volunteer hours, placing uniform orders, pet therapy bookmark orders, and ensuring vaccination records, certifications and insurance is up to date
- Develops, implements, and assists other SRAA team members in event coordination, including inaugural events, press events, and employee events
- Manages all media relations such as press events, statements, inquiries, coordination of interviews and preparation of SRAA staff for requested interviews
- Ensures SYR brand is consistent and up to date with local organizations, COCs and business partners
- Participate in emergency and safety training through classroom training, and emergency drills and tabletop, functional and full-scale emergency exercises.
- Organizes and provides airport tours for local organizations and community groups
- Organize table set up, pick up and drop off for welcome events
- Writes and edits newsletter, E-blast content, and press releases
- Receives, tracks, logs, and drafts reply to inquiries and complaints received
- Leads the preparation of the Annual Report to the community
- Any other duties as assigned

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of all media used in marketing, their characteristics and applicability
Thorough knowledge of the principles and practices of effective written communications
Good knowledge of writing style, vocabulary, spelling and grammar; technical writing skills preferred
Good knowledge of newsletter design

Ability to communicate clearly and effectively, both verbally and in writing, with individuals and groups from diverse backgrounds, including vendors, tenants, customers, management, and staff.

Ability to establish and maintain effective interpersonal working relationships with others

Ability to research and verify information

Ability to proofread written publications and graphics

Ability to take quality photographs and video

Working knowledge of computer applications for office operations, including word processing and spreadsheets

Working knowledge of Microsoft 365, Word Press, Illustrator, Photoshop and Canva

Ability to engage with online community on behalf of a brand

Ability to work independently with minimal supervision

Ability to use good judgment

Tact and courtesy in dealing with staff and public

Ability to meet the physical requirements of the position, which includes being stationary at a desk, utilizing a computer workstation, being mobile throughout the airport, and being able to speak clearly, with or without a reasonable accommodation.

Ability to work evenings, weekends, and holidays when necessary for airport events or emergencies

Ability to manage and protect confidential information

MINIMUM QUALIFICATIONS

A. Graduation from a regionally accredited or New York State registered College or University with baccalaureate degree and two (2) years of professional level work experience, or its part-time equivalent, in public relations, marketing or communications.

B. Six (6) years of paraprofessional or professional level work experience, or its part-time equivalent, two (2) years of which must have been professional level work experience in public relations, marketing or communications.

C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

D. Required to obtain AAAP Certified Member designation within the first two years.

NOTE: Successful completion of graduate semester credit hours in public relations, marketing or communications from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees may be substituted for work experience as follows: Thirty (30) graduate semester hours is equivalent to one (1) year of work experience.

SENIOR INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR (SRAA) 03629

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The Senior Information Technology Systems Administrator will provide key support and ongoing maintenance for all Airport Technology Systems. This person must possess the ability to troubleshoot computer systems, networks, and their associated peripherals under stressful situations. The airport maintains various systems incorporating all computers, phones, displays, and networks used throughout the airport. This position will interface closely with technology users, airlines and other tenants. This position may supervise lower-level IT support positions. The Senior Information Technology Systems Administrator will report to the Director of Information Technology and assume their duties when requested.

TYPICAL WORK ACTIVITIES

- Supervision of IT Services Administrator, including assignment of tasks, job coaching, and evaluation of performance
- Coordinate daily IT helpdesk operations and timely response
- Perform project management and act as project lead on IT projects assigned by the Director of Information Technology
- Administrate SRAA backup software and ensure that backups are configured, performed, and tested
- Assist Director of Information Technology with researching, testing, procuring, and implementing new software and hardware
- Lead initiative for integrating SRAA systems and data with Azure public cloud services
- Develop and implement written IT policies and procedures for functions position has oversight of.
- Implementation and adherence to TSA and SRAA cybersecurity requirements.
- Provide ongoing support and assistance to airlines, tenants, personnel, and vendors.
- Ensure adequacy of system testing during initial implementation and assure adequate resolution of test exceptions.
- Primary focus on shared-use systems with responsibilities for all technology
- Provide training and assistance to end users.
- Installation, maintenance and troubleshooting of IT hardware, including laptops, desktops, switches, servers, printers, point of contact solutions, etc.
- Maintenance of virtual servers, switches, cloud-based functionality and FIDS systems, including implementation, updates and problem resolution.
- Provide network configuration, support, and troubleshooting expertise when necessary.
- Maintain detailed documentation of all devices associated with the networks.
- Respond to inquiries and provide information when needed.
- Assist with the maintenance and operations of the Airport Control Access and Alarm Monitoring System (ACAMS) systems as needed.
- Participates in the administration of Active Directory, DNS, DHCP, RDS, WSUS, etc.
- Administering VMware ESX and executing VM management tasks.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the operation of networked computer hardware, software, peripherals, and communication devices.

- COMPTIA A+ Certification
- COMPTIA Sec+ Certification
- Cisco CCENT or CCNA Certification
- Experience with VMWare VCenter
- Experience with Cisco Catalyst and Meraki Routing and Switching
- Experience with Active Directory and Windows Server Administration
- Experience with Office 365
- Experience with Azure AD
- SonicWALL CSSA
- Cisco ASA Firewall
- Microsoft MCP/MCSA/MCSE
- Using HP PCM, SNMPv2 and v3

Ability to gain knowledge of Airport Common Use platforms and security systems.

Ability to evaluate end-user/department hardware and software needs.

Knowledge of project management tools and ability to meet deadlines and manage and prioritize multiple projects with competing deadlines

Ability to learn and use new hardware and software products and adapt to new concepts.

Knowledge and application of various backup and filtering systems, both cloud based and on premises.

Knowledge of physical networking equipment and configuration best practices.

Ability to read/understand and interpret technical and procedural manuals.

Ability to work independently with minimal supervision.

Ability to communicate clearly, both verbally and in writing, with customer base, management, and staff.

Skilled in developing and maintaining effective interpersonal relations.

Ability to work professionally and respectfully with a diverse staff, tenants, and vendors

Ability to understand and follow verbal and written instructions.

Must be able to work the required schedule, including weekends, holidays, and on-call as needed

Ability to perform the physical requirement of the position, which consist of moving from one work location to another, sitting or standing at a workstation for extended periods of time, repetitive use of hands and wrists, and may involve lifting objects weighing up to 25 pounds, with or without a reasonable accommodation

PREFERRED QUALIFICATION

Previous supervisory experience is preferred.

MINIMUM QUALIFICATIONS

Open Competitive:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a bachelor degree, or higher, in Computer Science, Information Technology, Information Systems, or a closely related field; or equivalent Military experience/training in Computer Science, Information Technology, Information Systems, or closely related field; and 4 years experience in information technology services; or
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate degree in Computer Science, Information Technology, Information Systems, or a closely related field; or equivalent Military experience/training in Computer Science, Information Technology, Information Systems, or closely related field; and 6 years of experience in information technology services; or
- C. An equivalent combination of experience and training as defined by the limits of (A) and (B).

Rev. 2/2023

DRAFT

**RESOLUTION ELECTING _____
AS VICE-CHAIR OF THE BOARD OF THE SYRACUSE REGIONAL AIRPORT
AUTHORITY**

WHEREAS, the Syracuse Regional Airport Authority (the “Authority”) is a public benefit corporation, formed and operating pursuant to Article 8, Title 34 of the New York Public Authorities Law, as amended;

WHEREAS, by Resolution No. 4 of 2019 regular meeting the Board of the Authority appointed William Fisher as Vice-Chair of the Board to fill the Vice-Chair vacancy created by Vice-Chair Jo Anne Gagliano’s elevation to Chair of the Board as of such meeting;

WHEREAS, the Board wishes to fill the vacancy in the Vice-Chair position on the Board created by the Chair Appointment and Section 4.4 of the Organizational By-Laws of the Authority grants the Authority Board the power to elect by ballot, the Vice-Chair of the Authority;

WHEREAS, at its March 10, 2023 regular meeting an election (ballot requirement waived upon consent of all members present) to fill the Vice-Chair position was conducted by the members of the Board.

NOW, THEREFORE, after due deliberation having been had thereon,

BE IT RESOLVED, that the Board of the Syracuse Regional Airport Authority hereby elects Board Member _____ as Vice-Chair of the Authority, effective as of March 10, 2023.

Vote: Ayes ____ **Nays:** ____ **Abstentions:** ____.

Signed: _____
Secretary

Resolution Adopted Date: March 10, 2023

RESOLUTION AUTHORIZING INCREASE IN CUSTOMER FACILITIES CHARGES IN CONNECTION WITH RENTAL CAR FACILITY OPERATIONS

WHEREAS, the Syracuse Regional Airport Authority (the "Authority") is a public benefit corporation, formed and operating pursuant to Chapter 463 of the Laws of New York 2011 and Article 8, Title 34 of the New York Public Authorities Law, as amended (collectively the "Enabling Act"); and

WHEREAS, Section 2799-bbb of the Enabling Act provides that the purposes of the Authority include the development, expansion, maintenance and financing of aviation related facilities in Central New York in general and the Syracuse Hancock International Airport ("Airport") in particular; and

WHEREAS, the operations of the Airport include the provision of commercial rent a car operations through various concession agreements with private rent a car companies ("Concession Agreements") in order to serve the needs of the traveling public, and as operator of the Airport the Authority is charged with the maintenance, development and expansion of Airport rent a car operations as necessary; and

WHEREAS, private rent a car counters are currently located in the Airport terminal and rental cars are located in the Airport's approximately 40-year-old parking garage and occupy approximately 480 ready return spaces, in addition to other Airport locations used for cleaning, fueling and repair of rent a car (collectively the "Consolidated Airport Facilities"); and

WHEREAS, the Consolidated Airport Facilities require substantial improvements in order to meet the increasing needs of the traveling public at the Airport; and

WHEREAS, Section 2799-hhh of the Enabling Act authorizes the Authority to fix, revise, levy and collect such fares, rentals, rates, charges and other fees for the use and operation of any real property, aviation facility, or other facility operated by the Authority; and

WHEREAS, Section 396-Z of the New York General Business law allows rent a car companies to recover from vehicle renters any consolidated facility charges ("CFC's") imposed by an airport operator or its governing entity for the finance, design, construction and operation of consolidated airport facilities; and

WHEREAS, by Resolution No. 36 of 2018 the Authority engaged the professional airport financial consulting firm of Landrum & Brown, Inc. ("L&B") to advise it, among other things, with regard to the renovation and/or redesign of the Consolidated Airport Facilities and the financing necessary for such improvements; and

WHEREAS, L&B recommended, among other things, that the Authority:

- a. Commencing on or about September 1, 2019 impose a CFC on each car rental transaction at the Airport in the amount of \$5.00 per transaction per day or portion thereof, and that such amount be adjusted from time to time as necessary to support the costs and expenses described at c. below;
- b. That on or about September 1, 2019 such CFC also be imposed at such other vehicle rental locations subject to the imposition of such charge by the Authority; and
- c. That all CFC's imposed and collected by the Authority be used to fund capital costs, debt service, reserve funds and all other costs and expenses associated with the improvement of the existing Consolidated Airport Facilities or the construction of new Consolidated Airport Facilities; and

WHEREAS, by Resolution No. 16 of 2019 L&B's recommendations were approved and adopted by the Board and CFC's at the rate of \$5 per transaction per day or portion thereof, were

imposed effective on or about September 1, 2019; and

WHEREAS, in order to meet the anticipated costs and expenses of the existing Consolidated Airport Facilities and/or the construction of new Consolidated Airport Facilities, Authority management has recently recommended that the CFC be increased to \$7.50 per transaction per day or portion thereof, effective upon notice of such CFC increase to the rental car companies.

NOW, THEREFORE, after due deliberation having been had thereon, it is hereby RESOLVED, by the Board of the Syracuse Regional Airport Authority, that the CFC charge be increased from \$5 per transaction per day or portion thereof, to \$7.50 per transaction per day or portion thereof effective upon notice to the rental car companies of such CFC increase.

Resolution Adopted Date: March 10, 2023

Vote: Ayes Nays: Abstentions:

Signed: _____
Secretary



Human Resources Committee Meeting Minutes

Thursday, March 2, 2023

Pursuant to the notice duly given and posted, the Human Resources Committee meeting of the Syracuse Regional Airport Authority was called to order on Thursday, March 2, 2023, in the Syracuse Regional Airport Authority Board Room located in the Syracuse Hancock International Airport by the committee Chair, Mr. Michael Lazar.

The meeting was called to order at 12:02 p.m. by Chair Michael Lazar.

In Attendance:

Michael Lazar - Chair
Ms. Jo Anne Gagliano
Mr. Thomas Fernandez
Dr. Shiu-Kai Chin

Absent:

Ms. Latoya Allen
Mr. Nathaniel Stevens

Staff/Other:

Mr. Jason Terreri
Ms. Joanne Clancy
Ms. Debi Marshall
Mr. Daniel Zenk

Roll Call

As noted above all members were present, except Mr. Stevens and Ms. Allen.

Approval of Minutes from Previous Meetings

As there were no comments on the HR Committee minutes from the October 13, 2022, meeting, Board Chair Gagliano made a motion to approve the minutes and it was seconded by Dr. Chin. The motion was carried unopposed.

Review of the SRAA HR Committee Charter

Committee Chair Lazar reminded the group that a copy of the committee charter is in their packets and welcomed any questions, comments or updates. This is a yearly ABO requirement to review the charter of each committee. No changes were recommended.

Management Report

Director of Human Resources, Debi Marshall discussed updates on information since the last SRAA Board meeting. She let the committee know that there are 19 police officers, two-thirds staffed for the department, and they will take over duties as of midnight on March 6, 2023 and that a press event will be held to commemorate.

Ms. Marshall thanked both Kristine Carson and Lexi Hull in her department for all the hard work it took to on-board the officers so quickly. Chair Gagliano asked how the positions are advertised, and Ms. Marshall explained the multiple ways that all positions are posted based on what positions they are. Over 100 applicants applied to the Police Officer positions. The recruiting process is starting for the Airport Communications Center (ACC). COO Zenk explained the process, responsibilities, scope and staffing levels planned for both the SRAA Police Department and the ACC positions and discussed the build-out of the space due to be completed July 1st. Director Terreri again commended both Ms. Marshall and Mr. Zenk for the speed and planning in creating this department. Ms. Marshall stated that now that it is all established the process will be smoother and faster in the future.

Compensation analysis was conducted and in the next few months all of the data will be made available for the budget for the next Fiscal Year. Ms. Marshall discussed survey results for airport specific roles she receives yearly and how they are broken down and analyzed for comparable job titles along with many other resources to gather data on job descriptions as well for comparisons. The data will be provided to the Finance committee in April. Performance Review Model was discussed and that most recently employees were doing Goal Setting and that the SRAA would like to move to a performance based evaluation and that information will be brought to the HR committee in June. Chair Gagliano inquired if our payroll system could provide this format within the software the airport is already utilizing. Ms. Marshall stated that once the template is created, they can inquire with Paylocity to see if that will work best. Dr. Chin cautioned that the way this gets set up should not put departments in competition with each other. Diversity, Equity, and Inclusion (DEI) Initiatives committee is meeting monthly. They put together a great video for Black History month with Director Terreri and put on the Reach TVs throughout the airport. Ms. Marshall stated that there is a free DEI certificate training program through the University of South Florida and that information has been supplied to the DEI committee to take those modules. Ms. Marshall is enrolled in the Cornell online DEI certificate program with great resources she plans to utilize at the airport. General Counsel Clark determined that the airport is a federal contractor and that affects some things that need to be done.

New Business

Director of Human Resources, Debi Marshall discussed the three new jobs on the committee agenda today. These are common positions that are typically at airports and will focus on the overall passenger experience.

The Customer Experience Manager role has effectively been taken on by Matt Szwejbka, Marketing and Communications Specialist, and he's really stepped up and has knocked it out of the park by doing an excellent job over the past year. The Customer Experience Manager title and job description more fully describes this role. Director Terreri and CCO Mehl stated that he's the Brand Ambassador, especially on social media and he's very, very good with his words and is a forward-facing brand ambassador. Ms. Marshall stated that everything that the Accessibility Committee is working on, Matt has been fully involved with.

The Duty Manager position is responsible for the integration of all things going on at the airport on a daily basis and is a shift position. COO Zenk stated again that this is a common position at airports to have one single immediate point of contact for operations both landside and airside for the whole picture of the entire campus. This could evolve to a 24/7 position. Initially, hiring, training, and staffing it with experienced people would be the goal. Having one number to call for a Duty Manager for each shift is critical to operations, especially during nights and weekends.

The Senior Information Technology Systems Administrator role is a promotional opportunity within the IT department should an employee have the skills and ability to do so. Having that promotional opportunity makes it attractive to candidates to accept a job at the Authority. Director Terreri stated that a current IT employee, Ryan McNeil, has resigned to accept a position in a different industry, and he would like to thank him for all the hard work and sacrifices that he has made in support of the SYR airport. Mr. McNeil deferred going to the new position until the airport was in a good position, and we thank him very much for his loyalty and efforts. Recruitment efforts for IT continues.

Committee Chair Lazar made a motion to recommend that these three positions be brought to the full board for a vote at the next board meeting on March 10, 2023. Ms. Gagliano made the motion and Dr. Chin seconded. The motion carried unopposed.

Chair Gagliano inquired regarding paid internships. Ms. Marshall let her know about the internship with the Syracuse City School district and the three high school interns for IT, Security and Operations departments. College level internships are being examined for timing and budgetary needs. Director Terreri shared the challenges with some internships due to organizational and civil service challenges.

Mr. Fernandez inquired about employee and tenant messaging and COO Zenk explained the electronic format that status is pushed out to airlines and internally the daily activity report is shared, there is a Work Order system and Everbridge communicates emergency information.

Executive Session

Mr. Lazar invited a motion to go into executive session to discuss matters pertaining to the collective negotiation pursuant to Article 14 of the civil service law. Ms. Gagliano approved the motion with a second from Dr. Chin, the motion was carried unopposed.

Executive session began at 12:44 p.m. Executive session ended at 1:12p.m. No action was taken.

Adjournment

A motion to adjourn was made by Mr. Lazar and seconded by Ms. Gagliano, the meeting adjourned at 1:15 p.m.



**Finance Committee Meeting Minutes
Thursday, March 2, 2023**

Pursuant to notice duly given and posted, the Finance Committee meeting of the Syracuse Regional Airport Authority was called to order on Thursday, March 2, 2023 in the Syracuse Regional Airport Authority Board Room located in the Syracuse Hancock International Airport by committee Chair, Dr. Shiu-Kai Chin.

The meeting was called to order by Dr. Chin at 10:04 a.m.

Members Present

Ms. Jo Anne Gagliano
Dr. Shiu-Kai Chin
Mr. Michael Lazar
Mr. Michael Frame
Mr. Nick Paro

Members Absent:

Mr. Robert Simpson
Mr. Nathaniel Stevens

Also Present:

Mr. Jason Terreri
Ms. Joanne Clancy
Mr. Jason Mehl

Roll Call

As noted above all members were present other than Mr. Simpson and Mr. Stevens.

Review and approval of minutes from the previous meeting:

Finance Chair, Dr. Chin stated that the first item on the agenda was to review and accept the minutes from the October 13, 2022 Finance Committee Meeting. Having no comments or adjustments, Mr. Lazar made the motion and Mr. Paro seconded that motion. Motion carried unanimously.

Review of the Finance Committee Charter

Chair Chin noted that a copy of the Finance Committee charter was made available on the Teams website in their packet and inquired if anyone had any questions, comments or changes to the

charter for consideration. He stated that this committee does an excellent job with their responsibilities. No changes were suggested.

CFO Report/Project Updates

Director Terreri shared the CFO report with the committee while CFO Watkins is at a conference. Landed weights were slightly lower than budget due to some challenges with the airlines. Additional frequencies are forthcoming. Passenger budget also was not met by a small amount, future flights will be returning and correct this issue by the end of the fiscal year. January was above budget and also the busiest January on record. February is on track to do the same. Mr. Lazar inquired about flight cancellations, and Director Terreri stated that it is rare even during the Southwest issues here at SYR. SRAA is very pro-active on social media in these cases. From a revenue perspective, landing fees are down, terminal fees, concessions and ground transportation are up and are ahead of the operating budget for year to date. Expenses did not meet the budget due to timing issues. The surface lots for parking were not planned in the budget but were needed to accommodate current and future parking needs. Previously, the SRAA was discouraging passengers from parking at the airport because we were afraid of not having enough room, now there is enough parking for passengers with options in pricing, giving the airport increased revenues and better passenger experience. Various parking-related questions were discussed and answered.

Director Terreri then discussed the budget process and how there are certain projects that could not be deferred and the importance of maintaining and increasing cash reserves for future bonding project ratings. Chief Commercial Officer, Jason Mehl provided further information regarding the importance of increasing the airport's bond rating. A detailed financial presentation regarding bond ratings and project funding needs will be discussed at the SRAA board offsite meeting in March. Chair Gagliano stated that she appreciates that Director Terreri and the Executive Team always explains the "why" behind various financial data and projects. Director Terreri reminded the committee that with Micron's announcement, the airport needs to double the checkpoint by 2025 as well. Director Terreri let the committee know that there will be a meeting in late March with the FAA that he would like them to attend to discuss our collaborative approach to the upcoming growth challenges. Dr. Chin stated that the strategy is on a critical path and timing will be important. Mr. Lazar questioned how investments were being handled. After a brief discussion, Director Terreri and CCO Mehl stated that they would bring further information regarding that to the March 10, 2023 board meeting. The Cost Per Enplanement (CPE) continues to go down, which is a good measurement for our airline partners to see. The goal is to continue to drive that trend via various efficiencies that will drop some of the costs. The current Airline Use and Lease Agreement does not allow SYR to put any debt on to the airline's rate base. Mr. Lazar questioned the costs due to increases in payroll both for wage increases and the number of FTEs. Know projects were discussed along with potential funding sources and dates. Director Terreri pointed out all projects that are currently planned to be funded by SRAA funds to make them shovel-ready to have the ability to go after grants for these projects.

Dr. Chin asked how the board can help the most. Director Terreri said that the most important thing is advocating for the airport with the community and local leaders in order to help accelerate the airport's ability to generate revenue. The SYR airport needs to be a part of the larger community growth project considerations. Mr. Mehl explained dynamic pricing algorithms that he is researching for parking options for both the leisure and business traveler. He will keep the board updated on these discussions and Chair Gagliano stressed that the board should stay open-minded for these different ways of thinking about solutions to increase revenues. A discussion continued regarding parking and the future technology partnerships that will be helpful once the landside project is in process. Dr. Chin shared that the SRAA Board is the first line advocates for the airport so the more knowledge they have the better they can assist. Chief Commercial Officer Mehl stated again that our number one priority is the passenger experience.

Director Terreri reminded the committee that the new SRAA Police Department takes over service at the airport on March 6th and there will be a press event and luncheon afterwards.

Adjournment:

With no further questions, Mr. Paro made a motion to adjourn, and Mr. Lazar seconded that motion. The meeting was adjourned at 10:57 a.m.



**Governance Committee Meeting Minutes
Thursday, March 2, 2023**

Pursuant to notice duly given and posted, the Governance Committee meeting of the Syracuse Regional Airport Authority was called to order on Thursday, March 2, 2023 in the Syracuse Regional Airport Authority Board Room located in the Syracuse Hancock International Airport by SRAA Chair, Ms. Jo Anne Gagliano.

The meeting was called to order at 11:11 a.m. by SRAA Chair Gagliano.

Members Present

Ms. Jo Anne Gagliano
Mr. Michael Lazar
Mr. Thomas Fernandez
Mr. Nick Paro
Mr. Nathaniel Stevens
Vice Chair – open/TBD

Members Absent

Mr. Kenneth Kinsey

Also Present

Mr. Jason Terreri
Ms. Robin Watkins
Ms. Joanne Clancy
Mr. Jason Mehl

Review and approval of minutes from previous meeting:

SRAA Chair Gagliano reminded the committee that she would be chairing this meeting in the absence of having a Vice Chair yet, as the Vice Chair is typically the Chair of the Governance Committee. She asked the Committee to review the past committee minutes and waive the reading and adopt the minutes. A motion was made by Mr. Paro and seconded by Mr. Lazar and was unanimously approved to accept the minutes from the September 8, 2022, Governance Committee meeting.

New Business

SRAA Chair Gagliano welcomed new Governance committee member, Nathaniel Stevens. She explained that multiple policy reviews are required by the New York State Authorities Budget Office (ABO) and need to be reviewed yearly and their importance. Therefore, the Governance Committee reviewed the SRAA Governance Charter and discussed Enabling Legislation updates. Ms. Clancy let the committee know that the last changes to this charter occurred in 2020. No committee members had questions or suggested changes to the charter.

Director Terreri discussed changes to the Enabling Legislation. General Counsel Clark has been working diligently with The Hill East Group to advocate for two changes. One of the suggested edits is regarding civil service classifications of certain aviation positions. Director Terreri recently presented at a Transportation Committee meeting at a New York State Association of Counties (NYSAC) conference regarding these challenges and has a unanimous resolution from NYSAC in support of our position. The New York Aviation Management Association (NYAMA) is supportive, Assemblyman Magnarelli and Senator Mannion are also supporting these efforts along with The Hill East Group to advance our airport concerns to the state, we are setting meetings with the Governor's office to explain these issues and have had meetings with the county and Assemblyman Magnarelli and Senator Mannion's teams on specific items and have their support. The second item is regarding the creation of a Commercial Subsidiary. This would give the airport control over certain functions and gives the airport the ability to drive control over programs to enhance the customer experience such as wheelchairs. The airlines currently contract these ground services out through the current model and as an example discussed, for wheelchair and passenger needs, they do not open their ticket counters until 2 hours or less prior to flights. These policies are impacting the SYR airport's reputation in the community and can have a negative impact on our passengers. If a Commercial Subsidiary was in place, the SRAA could staff local kiosks, local products vendors, have baggage service controls in place, etc. Chief Commercial Officer, Jason Mehl, stressed the importance of putting this subsidiary in place in the future to be cost effective and to enhance passenger experiences in a variety of ways. Director Terreri shared his experience with similar models at other airports that he has worked in. The subsidiary language in the Enabling Legislation was removed to allow for a speedy process during the approval for the new SRAA Police Force, but this legislative year the subsidiary language was added back. The Director and committee members further discussed additional codes language changes that will need to be updated as well over the next few years and codified in the Enabling Legislation. Regular meetings are being held on these topics. Director Terreri gave examples of airline deicing employees being paid very low wage rates which makes it difficult to recruit and retain those employees. Deicing could be an example of another function that could be taken over in the future and managed by the subsidiary to set more appropriate salaries for those types of key positions by utilizing a Commercial Subsidiary model. This would assist in cost sharing of services for operational efficiencies as well as boost customer service levels with our passengers. Director Terreri stated that the "ask" he has of the board members is to communicate and advocate these issues when out in the community and with our local representatives.

Chair Gagliano shared with the board the current 2023 standing committee participant list and reminded the committee of the Vice Chair vote on March 10th at the Regular Meeting of the Board. Candidates will be given the opportunity to share their experience with the Board prior to the ballot vote. Chair Gagliano stressed the importance of paying attention to any real or perceived conflicts of interest and that they must be disclosed on the Fiduciary Disclosure form which has been provided to board members to complete if there are any conflicts especially because the Vice Chair would serve as the Chair in her absence. Chair Gagliano went over the term dates of each board member and the rotating two-year seat was discussed. Chair Gagliano requested again that those who are interested should let her know and that they can distribute materials at the meeting should they wish to. Mr. Paro noted that the County Executive has historically appointed the Vice Chair role with the mayor having seven appointments including the Chair role.

Executive Session

There was no Executive Session.

Adjournment

Having no other topics brought to the committee, a motion was made by Mr. Paro to adjourn the meeting and seconded by Ms. Galiano. The meeting was adjourned at 11:40 p.m.