



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.