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## Authority Mission Statement and Performance Measurements

**Name of Public Authority:** Syracuse Regional Airport Authority

**Public Authority's Mission Statement:**

**Mission**

The Syracuse Regional Airport Authority serves Upstate New York, providing a safe, convenient, seamless passenger experience while enhancing economic opportunity, development, and growth in the region.

**Vision**

To be recognized as a best-in-class airport elevating the customer experience and exceeding stakeholder expectations, while using innovative technology and optimizing the economic prosperity of the region we serve.

**Values**

The Syracuse Hancock International Airport holds these values and beliefs as core to its culture, mission, and vision for its customers, staff, partners, and stakeholders:

- We believe in safety & security.
- We believe in health & wellness.
- We believe in community relationships.
- We believe in trust & transparency.
- We believe in reliability & responsiveness.
- We believe in innovation & technology.
- We believe in environmental sustainability.
- We believe in independent financial stability.
- We believe in diversity & inclusion.

**Date Adopted:** March 26, 2021

**List of Performance Goals (If additional space is needed, please attach):**

- Provide safe, efficient and low-cost air transportation service
- Stimulate air service, economic development, trade and tourism by focusing in the shared goals of stakeholders
  - More service to more destinations
  - Lower operating costs
  - Increased non-aeronautical revenue
- Optimize customer service
- Continuous improvements to the terminal building and public-use facilities
- Development of a new Strategic Plan
- Development of a new Master Plan
- Establish an Airport Communications Center (ACC)



**Additional questions:**

1. Have the board members acknowledged that they have read and understood the mission of the public authority?

Yes.

2. Who has the power to appoint the management of the public authority?

The 11 voting members of the Syracuse Regional Airport Authority are responsible for appointing the management.

3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority?

The Syracuse Regional Airport Authority does not currently have a formal policy regarding management. Other management employees are hired by the Executive Director, with certain positions (CFO, COO and General Counsel) requiring the Board's concurrence.

4. Briefly describe the role of the Board and the role of management in the implementation of the mission.

The Board's role includes:

- Management Oversight and Evaluation
- Financial Oversight
- Understanding Statutory Requirements
- Deciding, Implementing, and Monitoring Authority Policies
- Self-Evaluation
- Participation on certain RFP committees, projects

Management's Role:

Meet the goals and objectives of the Authority, specifically as described in the mission statement, recruit and retain employees, manage and oversee day-to-day operations of the airport, prepare and present annual budget and capital plans, air service development, and act as the liaison between the airport/SRAA the public and other government agencies.

5. Has the Board acknowledged that they have read and understood the responses to each of these questions?

Yes.