

SYRACUSE REGIONAL AIRPORT AUTHORITY

ANNUAL REPORT

2021





**JO ANNE C.
GAGLIANO**

MESSAGE FROM
THE CHAIR



Community and sense of place has continued to be a focus of our team this year.

The Syracuse Regional Airport Authority Board and I are proud to present this annual report of 2021 to the community. As we emerge from a global pandemic and the significant challenges that the aviation industry has faced, we are pleased to report that we have been experiencing a consistent escalation in traffic levels and air service over the recent months, which has allowed our airline partners to increase flight offerings to our air travelers. As our service to the community grows, protecting the health and safety of our employees, passengers and guests remains a top priority. We are proud and appreciative of the airport team's hard work, as they have continuously implemented mitigation efforts and protocols to combat the spread of illnesses related to COVID-19 within the facility.

Community and sense of place has continued to be a focus of our team this year. Many initiatives including the **SYR** Community Art Program, the "Poetry in Flight" Poetry Contest and the partnership with the Piano and Organ Center have provided an opportunity for individuals of all abilities to share their talents and contribute

to the airport traveler's experience. There was an overwhelming community response to the introduction of these initiatives. Beyond the benefits of art and live music to entertain the travelers, showcasing of our regional talent and community spirit brings a sense of pride and purpose to our community members during a time of reduced community interaction, due to the pandemic.


A very significant and exciting highlight of the year was welcoming Southwest Airlines to the Syracuse Hancock International Airport. This new airline partner provides our region with access to more destinations, more affordable air travel from Syracuse and gives those outside our region access to all of what Upstate New York has to offer. This notable collaborative effort by the Authority and the Central New York community has been years in the making and will further contribute to the mission of enhancing economic opportunity, development, and growth in the region.

The Authority continues to progress improvements to our facility as a gateway to the

Central New York region with significant construction projects such as the Runway 10-28 Rehabilitation. This five-month undertaking included the remediation and reconstruction of the primary runway at the airport. In addition to the rehabilitation, further safety upgrades to lights and signage were implemented. We commend our Executive Director, Jason Terreri, and his airport team, for the hard work and dedication in providing a safe and secure airport to the community. We are proud of their commitment to the mission, vision, and values of the organization and for consistently delivering top-notch management, fiscal responsibility, operations, maintenance, and customer service to those we serve.

I am honored to serve as Chair of the Syracuse Regional Airport Authority and thank the City of Syracuse Mayor Ben Walsh and Onondaga County Executive Ryan McMahon for their support of the SRAA and its mission. In addition, I sincerely appreciate the time, dedication, and commitment of my fellow Authority board members. I look forward to continuing to serve the Authority in the coming year.





SYR's numerous advancements in modernization and systems structures have helped overcome the challenges of COVID-19.

BEN WALSH

MESSAGE FROM OUR MAYOR

Syracuse Hancock International Airport (**SYR**) has demonstrated an unwavering commitment to keeping our community safe and delivering a healthy and clean airport environment to all passengers, employees, service providers, TSA staff, suppliers and vendors. The dedicated team at the Syracuse Regional Airport Authority (SRAA) has succeeded in driving the airport's operations and success even as we continue to navigate the challenges of the COVID-19 pandemic.

While the world experienced a decline in travel with the onset of the pandemic, the SRAA has persevered and celebrated some major successes over the past year. For business leaders and leisure travelers alike, the expansion of American Airlines' nonstop service to markets like Dallas/Fort Worth, and the launch of Southwest Airlines' regular service to Baltimore and Orlando increases the number of nonstop destinations for **SYR** travelers to twenty-seven. As we continue to experience economic growth

throughout the city and the region, increased nonstop destinations will support economic expansion in the greater Syracuse metropolitan area.


As I move into my second term as mayor, my team in city government and I remain committed to the vision we established for the City of Syracuse four years ago: to be a growing city that embraces diversity and creates opportunity for all. The Authority delivers on that mission, ensuring an inclusive and accessible airport facility with major investments like:

- Videophones for the hearing impaired;
- Family restrooms with two baby care rooms;
- Aira access use for those who are blind and of low-vision;
- A Pets Easing Travelers (PET) program; and,
- Parking for individuals of every ability

SYR's numerous advancements in modernization

and systems structures have helped overcome the challenges of COVID-19. At a time when construction projects were affected by above-average rainfall, inflation, and supply-chain challenges, SRAA successfully completed the Main Runway Rehabilitation ahead of schedule. The project also allowed for the addition of new lighting and signage, enhancing necessary safety measures. Finally, congratulations to **SYR** for its Honorable Mention in Small Hub Airport Snow and Ice Control, ensuring travel in and out is safe and effective.

In closing, the exemplary efforts of the SRAA have led to sustained financial viability and growth in spite of extraordinary challenges over the past year. **SYR**, as the primary air travel provider in the Central Upstate New York region, offers a diverse carrier mix, stable economy and manageable capital plan that we can all be proud of. Thank you.



It is also, undoubtedly, a significant reason why the airport continues to grow and enjoy great success.

RYAN MCMAHON

MESSAGE FROM OUR COUNTY EXECUTIVE

This past year has undoubtedly continued to test our community in multiple ways. We started the year by rolling out the vaccine and providing our community with hope and promise of better days. Our community has continued to prove time and time again that we are able to come together in a safe, healthy and responsible way as we work to move forward and towards an inclusive economic recovery.

The mental, social and economic effects of COVID-19 are undeniable and they are profound. However, they also present us with an opportunity to reassess our strengths as a community and build off those strengths for the betterment of everyone. The team at the Syracuse Regional Airport Authority (SRAA) has done just that.

Under the leadership of Executive Director Jason Terreri, the airport has significantly improved the overall experience for every traveler while also continuing their commitment to our local

community. This year, the SRAA announced that we had finally landed Southwest Airlines. This is something that had been talked about for years, but the team at SRAA got it done – and did so while ensuring the highest level of safety and security as we continue to fight COVID-19. With the addition of Southwest, there are now at least twenty-seven destinations serviced by the Syracuse Airport and the promise for many more to come.

The team at the SRAA also followed through on their commitment for an “**SYR** Community Art Program.” Originally launched in November of 2020, the program focused on giving artists of all abilities an opportunity to express themselves and have their work displayed throughout the airport. They reached out to local senior centers, organizations that support individuals with developmental and intellectual disabilities and many others to ensure this program was inclusive and representative of the community we live in. Needless to say, the program has been

a tremendous success and incredibly rewarding for the participants to know that a growing number of people from around the state, country and world are viewing their work thanks to the SRAA.

These are just a few examples of the commitment that Jason and his team have made to both the community and the record number of travelers coming through our airport. It is also, undoubtedly, a significant reason why the airport continues to grow and enjoy great success. As we continue to adapt to our new normal in the era of COVID-19, there is no doubt that many more people are learning about the amazing quality of life, economic opportunities and overall value that our Central New York community provides and the team at the SRAA is a critical partner in that effort. Thank you to the entire team for their tireless efforts and we look forward to even greater success – and flights – going forward!

MESSAGE FROM OUR EXECUTIVE DIRECTOR



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

Despite one of the most challenging years ever faced, the Syracuse Regional Airport Authority (SRAA) team persevered. I am thankful and proud of the dedication, innovative problem-solving, and accountability I witnessed on a daily basis. There is no doubt our team is committed to ensuring SRAA's continued ability to support Central New York through this pandemic and beyond. But the SRAA is just part of the equation. Our recovery from the pandemic and continued success has been made possible because of the trust, commitment, and partnership with the community, all of which positions us for an optimistic 2022.

Last year, we identified our initiatives, and I am happy to report that we completed all of them. The reconstruction of our main runway and taxiway intersections was completed ahead of schedule and under budget. The first phase of our concessions improvement program, which included a full-service Dunkin Donuts and the SYRENITY Bar + Market that offers local craft beers and wines, is open and exceeding

expectations. New exit-lane technology was installed and has significantly improved the **SYR** arrival experience. Our new strategic plan, including new mission, vision, and values statements is complete. Several planning efforts are underway to address the need for improved and additional vehicle parking, long-term airport growth needs, and expanded general aviation service offerings at the airport.

The SRAA was also successful in receiving its first ever investment-grade rating from both Moody's and Fitch rating agencies. This allowed our team to refinance over \$30 million in debt, resulting in significant savings and our ability to re-prioritize funding for critical airport infrastructure projects.

Our ongoing focus on creating a cost-competitive environment for the airlines continues to pay dividends for the community. We have been successful in lowering the Cost-Per-Enplanement (CPE), which represents airlines' cost to operate at **SYR**. This financial strategy, coupled with community engagement and a targeted

approach to air service development, has accelerated the reestablishment of our air service network. With most of our hub services back and new nonstop markets, like our new Dallas/Fort Worth flight on American Airlines and Southwest Airlines entering the market with service to Baltimore/Washington International Thurgood Marshall Airport, we are ahead of our peers as we close 2021.

As we enter 2022, the airport is operating at a higher level. With the introduction of new airlines and markets, we are better connected to the world now than in 2019, pre-pandemic. In fact, our community can reach all major international markets with a single stop!

It has been an exciting year. Early on we saw a glimmer of recovery and now, we're closing the year better than before the pandemic, with a tremendous amount of opportunity yet to come for the airport and our community.

As we enter 2022, the airport is
operating at a higher level.

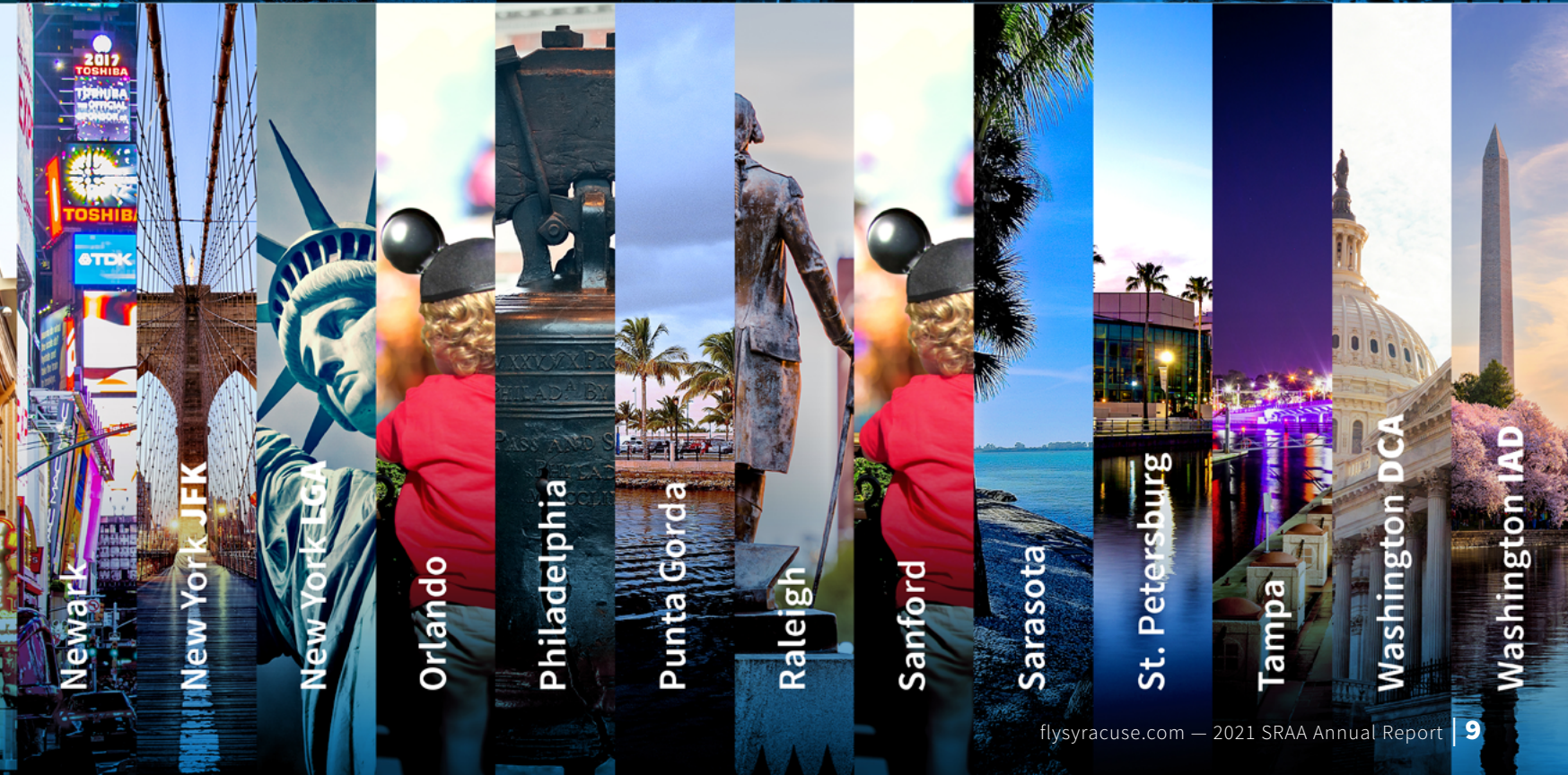
SRAA 2021

ANNUAL REPORT CONTENTS

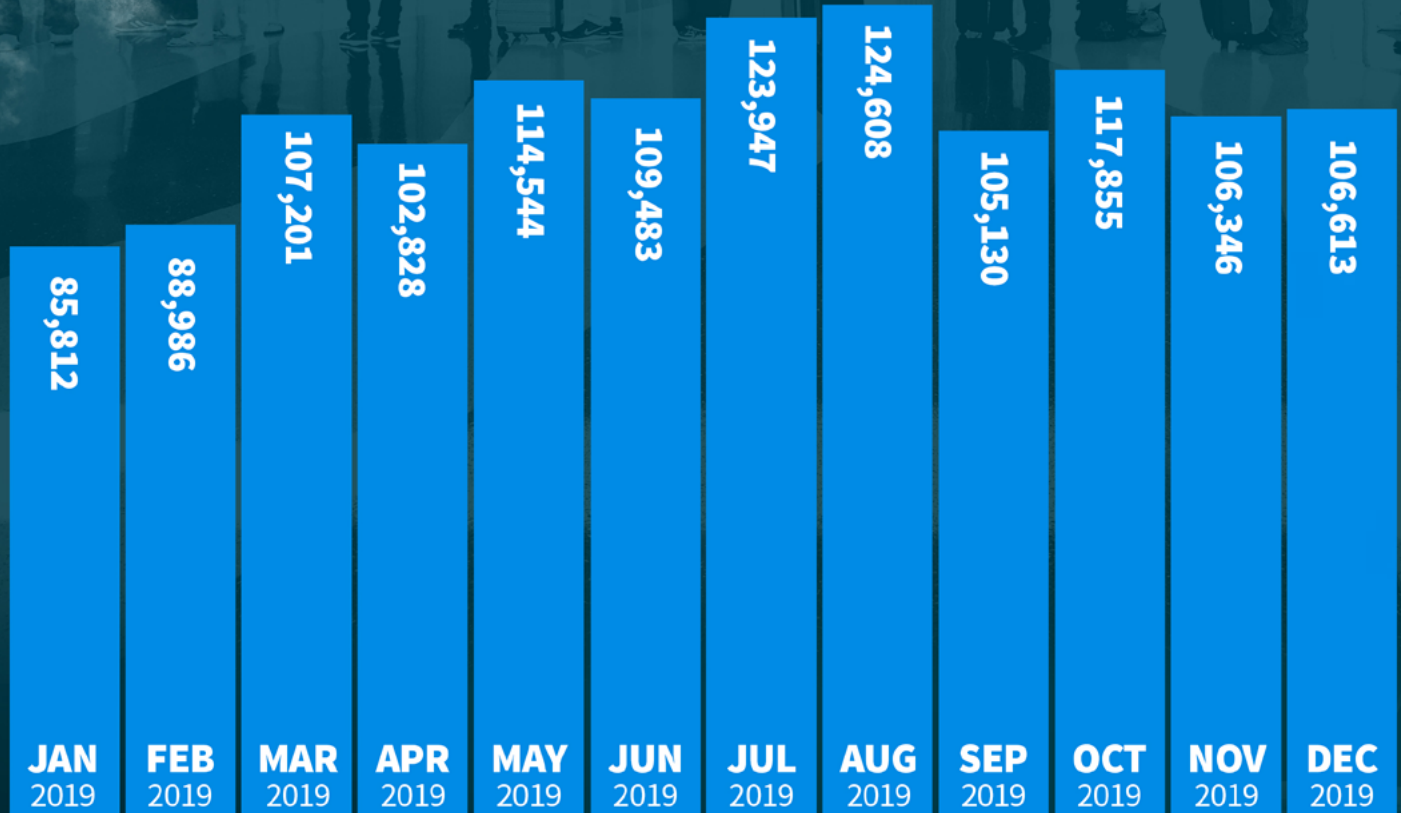
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 <p>Nonstop Destinations</p>	 <p>Passenger Traffic</p>	 <p>Southwest comes to SYR</p>	 <p>American Airlines Expands SYR Service</p>	 <p>Frontier Launches MIA Service</p>	 <p>Passenger Experience</p>	 <p>Exit Portals</p>	 <p>Runway Rehab</p>	 <p>SYR Wins Federal Drone Program Bid</p>	 <p>Employees of the Year</p>	 <p>Community Involvement</p>	 <p>Health Accreditation</p>	 <p>Triennial Exercise</p>	 <p>Employee Spotlight</p>	 <p>Volunteer Spotlight</p>	 <p>Board Members</p>	 <p>Committees</p>	 <p>Work Milestones</p>	 <p>Initiatives</p>
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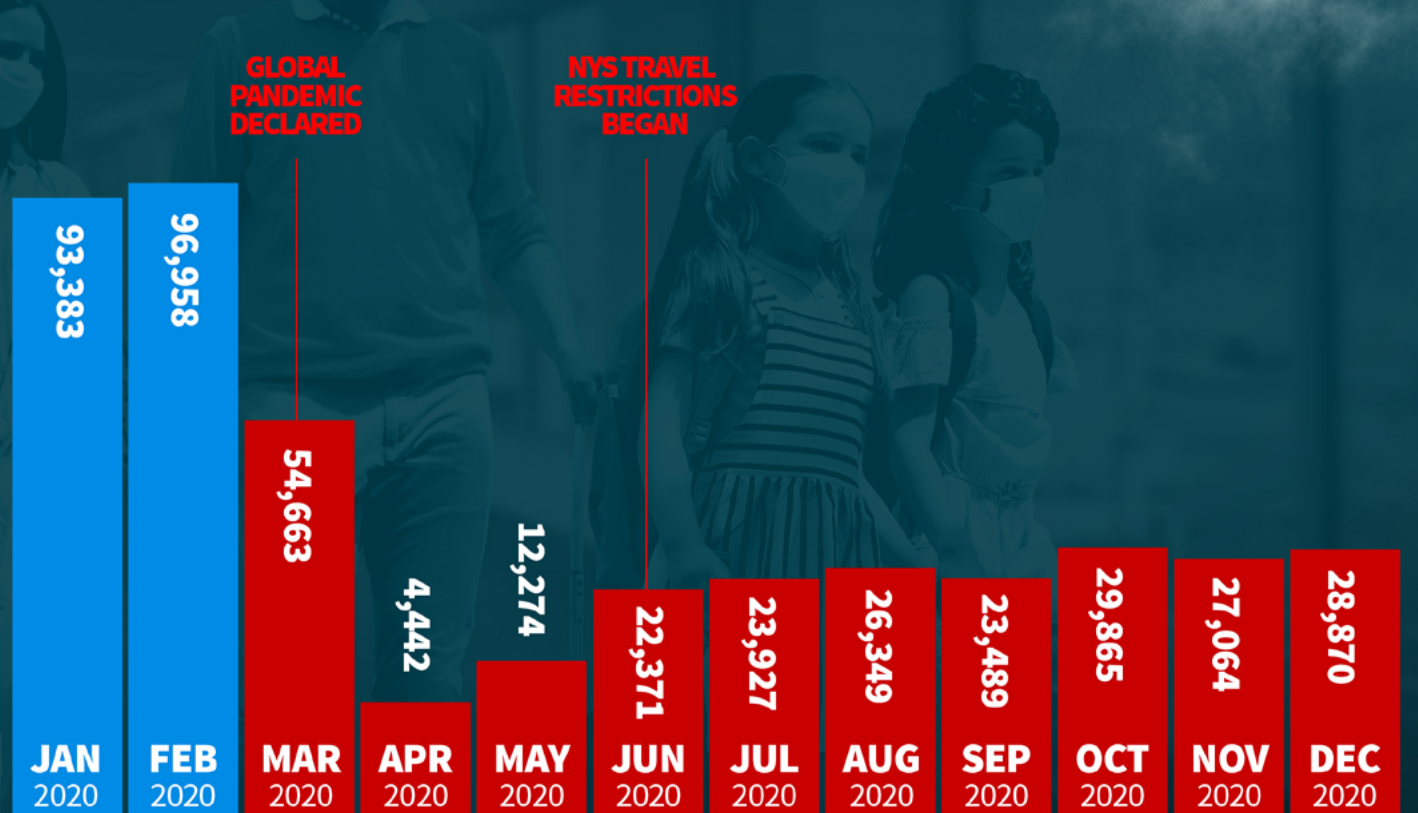
27 NONSTOP DESTINATIONS



2019 PASSENGER TRAFFIC



2020 PASSENGER TRAFFIC



2021 PASSENGER TRAFFIC

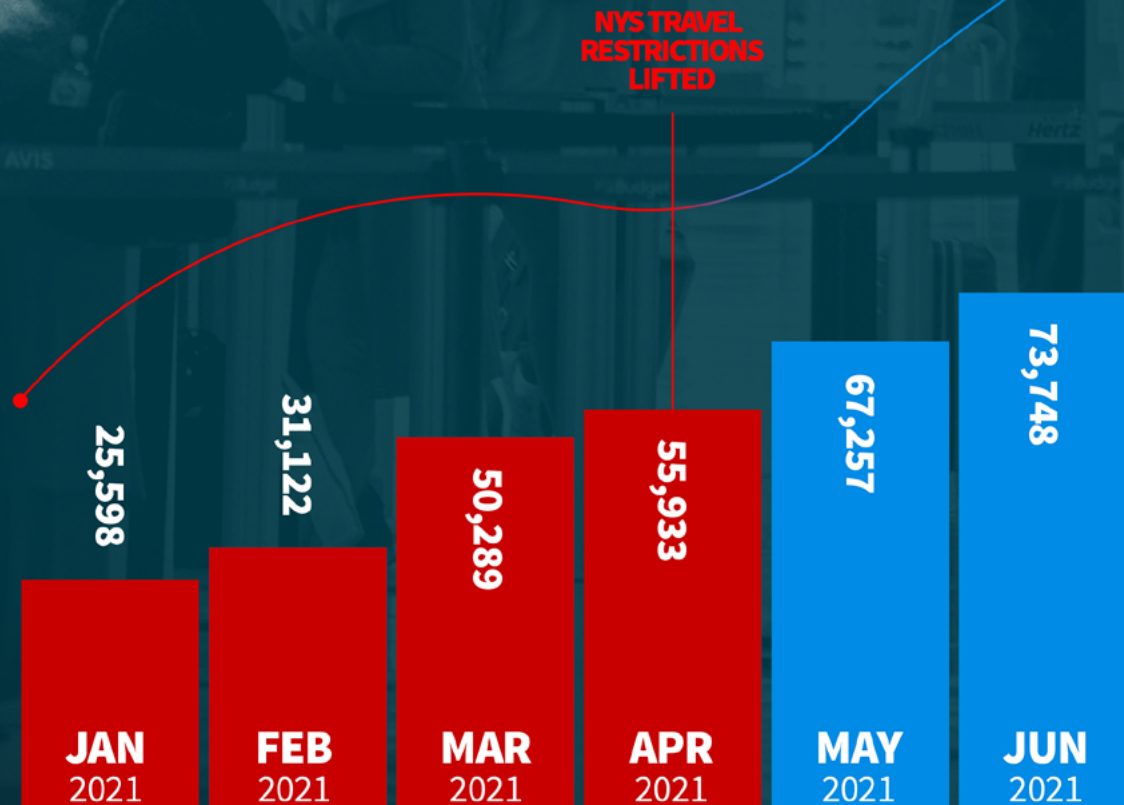
REBOUNDED BY FINISHING 2021 TO WITHIN

7.4%



OF 2019 PASSENGER TRAFFIC LEVELS

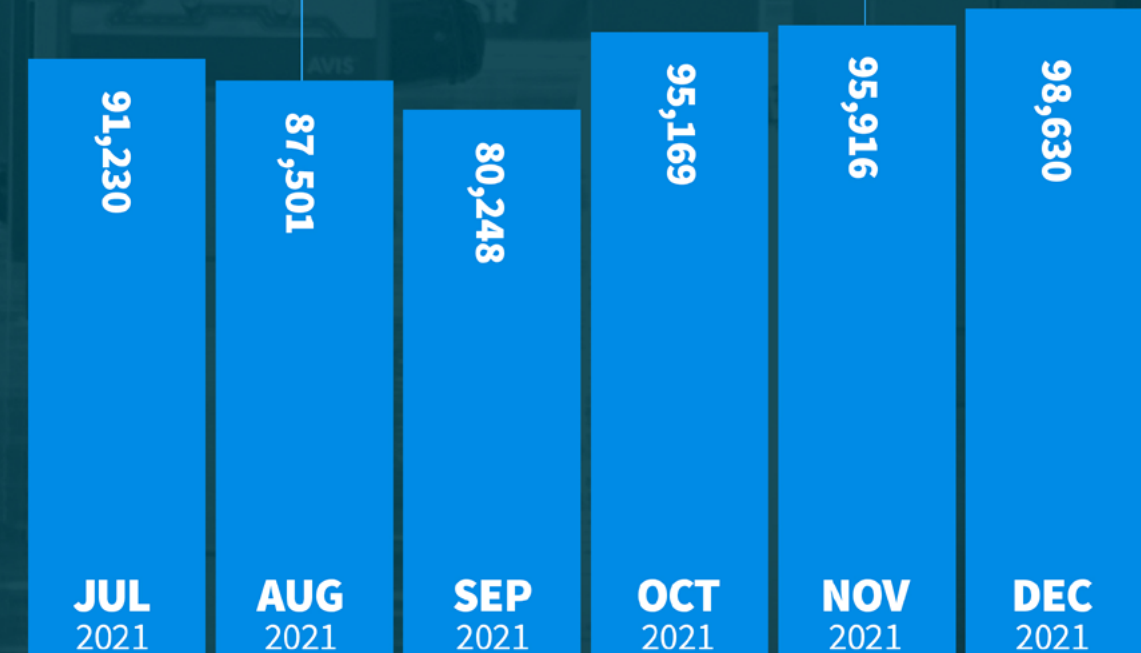
NYS TRAVEL RESTRICTIONS LIFTED



American Airlines Launches Daily DFW Service

FRONTIER AIRLINES American Airlines Launch MIA Service

Southwest Begins Daily Service at SYR





SYRious® NEW DIRECTION

SOUTHWEST COMES TO SYR

In June 2021, Southwest Airlines announced that they would launch their first-ever regularly scheduled flights from Syracuse Hancock International Airport (**SYR**). The world's largest low-cost carrier began service from **SYR** in November 2021 to Baltimore, MD (**BWI**) and Orlando, FL (**MCO**). The launch of Southwest's new **SYR** service was the culmination of a multi-year effort by the airport and the Central New York Community – who had been telling the airport authority for years that they wanted Southwest in Syracuse – to bring some “LUV” to the region.

To celebrate the launch of Southwest's daily service to **BWI**, the Authority held an inaugural flight press event and celebration at **SYR**'s Gate 1 on November 14, 2021. Elected officials, local business leaders, and representatives from Southwest Airlines were on hand to speak about the importance of the occasion. Passengers and crew members alike were treated to snacks, cake, giveaways, and a ceremonial water cannon salute.

The carrier's **BWI** service currently runs three times daily, and the **MCO** service has been flown once weekly on their Boeing 737 aircraft.



Southwest

As Central New York's gateway to the world, Syracuse Hancock International Airport is a vital economic engine for our region. As a regional business leadership organization, air service is one of the most consistent priorities identified by our members, large and small and across every sector, which is why we have long made it a strategic priority. Competitive, convenient air service, to a variety of destinations, plays a critical role in attracting firms and facilitating contacts with businesses in other cities across the country.

Likewise, our region has so much to offer - the Adirondacks, wine country, world-class fishing and so much more - making it a destination for tourism and quality of life. With that in mind, we are proud to work in partnership with the Syracuse Regional Airport Authority as it strives to continually expand air service options and enhance the airport experience for more than 2 million passengers each year.

Our region is incredibly fortunate to have the exceptional team at the airport authority, led by Jason Terrer, which has done an amazing job of attracting more service and nonstop destinations, new carriers and more competitive fares. It is exactly the forward thinking, innovative approach that we envisioned a decade ago when we led the push to create a professionally run airport authority in Syracuse.

Most notably, we are proud to have worked alongside the airport in efforts to bring Southwest Airlines to Syracuse - providing data and giving Southwest's route planners a real picture of why Syracuse should be among the latest destinations on its service map. Welcoming Southwest marked an exciting milestone in our long-term strategic efforts for enhanced air service in our region.

I'm confident that we will see continued progress in the year ahead as our business community works together with the SRAA to deliver more air service options to Syracuse.



Robert M. Simpson
President & CEO

Danny Liedka
President/CEO



Although 2021 was a difficult year for the hospitality industry because of the lingering effects of Covid, Syracuse Hancock International Airport changed that narrative with well-defined positive growth, providing a light at the end of the tunnel for its many partners, demonstrating that the recovery has begun. The activity in 2021 at **SYR** elevated our region, distinguishing it as one of New York State's leaders in air travel. Forward thinking and investments in the future are clearly paying dividends, while at the same time garnering well-deserved attention.

Unlike many who have chosen to hunker down through the pandemic, **SYR** opted to go on the offensive, adding millions in capital improvements and landing perhaps its most sought after airline in the last 20 years. The addition of Southwest Airlines will transform the perception of our region, recognizing it as one of the most progressive communities in New York State, all while giving travelers in and out of Syracuse the affordable airlift options they have been asking for. The management team is to be commended for staying in this heavyweight fight till the final bell, and winning over Southwest Airlines.

I am excited about the future of our region. Having a top shelf airport is one of the biggest pieces of the competitive puzzle, and **SYR** has given us that, with the culmination of massive capital projects, and constantly adding new air service. When selling Syracuse and Onondaga County, the team at Visit Syracuse now has the tools needed to grow our tourism economy. Thanks to **SYR**, that dot on the map next to Syracuse has gotten a whole lot bigger!

American Airlines EXPANDS SYR SERVICE

Emerging post-pandemic, many airlines saw an opportunity for growth at Syracuse Hancock International Airport (**SYR**). American Airlines launched a limited seasonal offering to Miami, FL (**MIA**) in February 2021. The successful limited offering led to another announcement in July 2021 that the carrier would resume weekly, seasonal flights to **MIA** in November 2021.

In April 2021, the carrier announced they intended to begin daily, nonstop service to Dallas-Fort Worth, TX (**DFW**). This new route was highly sought after by business community members, who repeatedly told the SRAA that this destination was a top priority for them. Additionally, a tremendous amount of leisure destinations were opened up as a result of the connection to American's **DFW** global hub. The inaugural flight took place in August 2021 and featured a party for passengers and crew near Gate 9 including balloons, cupcakes, and giveaways. The departing flight was given a ceremonial water cannon salute by the airport's Aircraft Rescue and Fire Fighting (ARFF) team. Initial estimates place the economic impact of this new service to the Central New York region at \$16 million per year.




Miami **MIA**


Dallas **DFW**



Miami MIA



FRONTIER
AIRLINES

FRONTIER AIRLINES LAUNCHES YEAR-ROUND NONSTOP MIAMI SERVICE



In early August 2021, Frontier Airlines announced their intention to launch year-round, nonstop service from **SYR** to Miami, FL (**MIA**). The announcement positioned Frontier as the second airline to announce nonstop service to MIA this year, and the only to offer year-round service from Syracuse to South Florida's "Magic City." The November 1st inaugural flight of the twice-weekly service was a true party in Terminal B! Travelers and crew members alike were treated to cake, cupcakes, giveaways, and a picturesque water cannon salute.

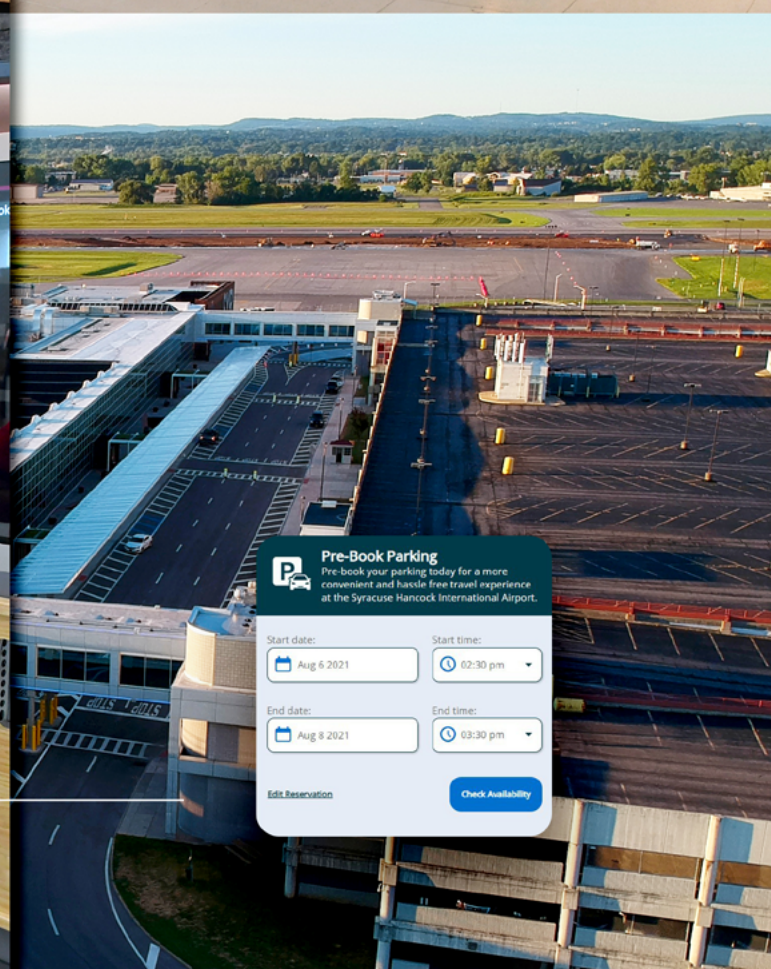
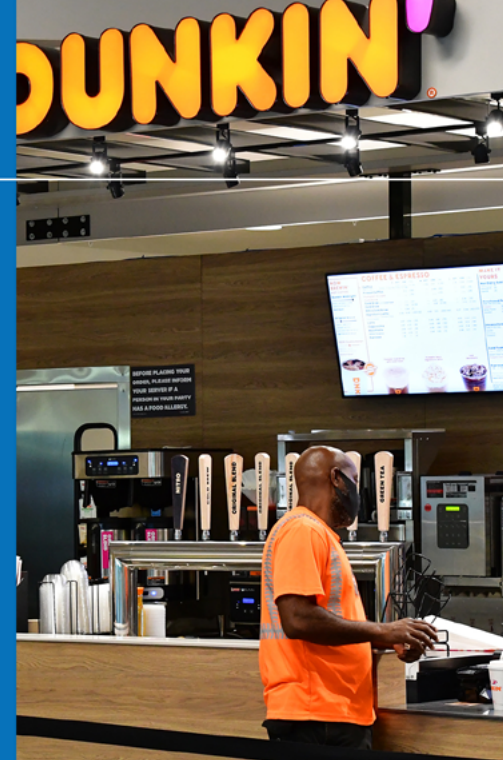


ENHANCING THE PASSENGER EXPERIENCE

This past year, the SRAA moved full steam ahead on improving the passenger experience at **SYR**. In August, two new concessions offerings were announced – the brand new SYRENITY Bar + Market, and an expanded Dunkin'. Located in Terminal A, the SYRENITY Bar + Market features a wide selection of local wine and local craft beer, sit down meal options, and a grab and go component for those seeking a quick bite on the run. The new Dunkin' location provides an expanded menu offering and multiple points of sale to assist with peak hour traffic.

On the land side of the airport property, a new Pre-Book parking option was introduced in late August. Travelers now have the ability to guarantee which zone they will park in during their trip (garage, open lot, overflow lot). This convenient feature on FlySyracuse.com allows travelers to lock in their parking area weeks – or even months – in advance of their dates of travel, offering great peace of mind.

Late in December, three new vending style offerings – with a twist – went live at **SYR**. Two Jabbrbox/Escape Pods were installed at **SYR** to offer travelers the opportunity to rent a private, high-tech space, available for purchase in 15-minute intervals. Located near Gate 5 in Terminal A and across from Gate 26 in Terminal B, the pods feature comfortable seating, a large table, encrypted personal Wi-Fi, a 24-inch screen, and photobooth capabilities. For those seeking higher quality gourmet Asian dishes, the SRAA installed a Yo-Kai Express Autonomous machine between doors 3 and 4 on the first level of the pre-security side of the airport. This machine cooks popular Asian dishes in only 45 seconds, and is available 24/7. Another convenient offering available at any hour is the newly installed CVS Health and Wellness Vending Machine located in the Terminal A hallway near Gate 1. The machine is stocked with items traditionally sold at CVS Pharmacy locations such as over-the-counter health products, healthier snacks, and popular personal care products.



TRY

RY



Congressman Katko Explains the Benefits



GOODBYE EXIT PORTALS HELLO EXIT LANES

In October 2020, the airport unveiled a significant upgrade to the arriving passenger's experience. The long-maligned exit portals – which used to serve as the buffer between the public and sterile side of the airport - were removed in a multi month project. The inefficient exit portals were replaced by state-of-the-art exit lanes. The exit lanes allow – in fact encourage – arriving passengers to simply walk through at a consistent pace. Advanced sensor technology ensures passenger flow remains uninterrupted while maintaining a secure airport environment. To announce the opening of the Terminal B Exit Lanes, the airport hosted a media event in October. Airport officials and elected officials remarked upon the substantial upgrade to the user experience, and members of the media were given the opportunity to see the exit lanes in action.



RUNWAY 10-28 REHABILITATION PROJECT

In April 2021, the airport embarked upon a five-month construction project to rehabilitate the main runway (10-28) at Syracuse Hancock International Airport (SYR). The “Runway 10-28 Rehabilitation Project” – despite exceptionally above average summer rainfall and subsequent weather delays – was completed two weeks ahead of schedule on September 17, 2021. Required approximately once every 20 years, the project entailed remediation and reconstruction of the primary runway surface at SYR. In addition to the work that was performed on the asphalt, new lighting and signage were installed to further enhance safety upgrades to the main runway.



Completed
Sept 17, 2021



SYR WINS BID TO HOST FEDERAL DRONE DETECTION & MITIGATION PROGRAM

In March 2021, the Federal Aviation Administration (FAA) announced that Syracuse Hancock International Airport was chosen as one of five airports in the nation to host the agency’s “Airport Unmanned Aircraft Systems (UAS) Detection and Mitigation Research Program.” The FAA issued a solicitation for expressions of interest in September 2020 outlining the research program. Five airports were chosen to test and evaluate at least 10 different technologies and systems that detect and/or mitigate aviation safety risks posed by UAS to civil airports. The first of the five airports – Atlantic City International Airport (ACY) – was already chosen for an extensive Phase 1 preliminary evaluation of all technologies/systems to be included in the program.

Of the four remaining airports to be selected for Phase 2, one of the airports was required to rank in the top 10 of the FAA’s most recent Passenger Boarding Data. This left **SYR** vying for one of only three remaining slots in the program nationwide. **SYR**’s Phase 2 participation will help generate vital performance data that will be compared to the baseline performance data created in Phase 1 at ACY. This will allow the FAA to evaluate how the same technologies perform in unique operational airport environments.

The Syracuse Regional Airport Authority (SRAA) is grateful to our elected and appointed officials, local UAS community, Central New York business community, local military partners, and federal partners for their extraordinary support during the arduous application process. The Authority expects UAS technology to become an even larger part of our everyday lives. Selection for the research program will position **SYR** at the forefront of UAS operations, opening the door for even more UAS-related opportunities in the future in Central New York.



EMPLOYEES OF THE YEAR



"Aaron has proven himself to be a forward-thinking, strategic leader who is constantly bringing innovative ideas to the table, and is focused on developing the organization, himself, and the people around him to be the best they can be. And he does it all with humility and grace."

Debi Marshall
Director of Human Resources

"Does this guy ever sleep? I have had the privilege of working with Aaron for the past several months and his accomplishments have been immeasurable. During this time, Aaron has displayed countless traits that you want to see in people you are in the trenches with but none more important than his exceptional attitude and commitment to excellence. Aaron brings energy and a 'lead from the front' leadership style that is as genuine as they come. I am proud to be part of the team that Aaron is on!"

Jason Mehl
Chief Commercial Officer

"Aaron has been tasked with several high-level special projects in the past year and has exceeded all expectations. It makes my job easier knowing I can depend on him. Thank you for a job well done."

John Carni
Chief Operations Officer

"Aaron leads by example and is always willing to go above and beyond to advance the airport. He is an innovative leader and well-respected member of our team. Congratulations, and thank you for everything you do for our team."

Jason Terreri
Executive Director

"He is dedicated, hardworking, and only wants what is best for his staff and the Airport. He is a rockstar and this is only the beginning of a great journey in his career with SRAA."

Kristine Carson
Personnel Administrator



AARON HARRIS
Airport Operations Officer



"Bryan Coe is everything you want in a co-worker – kind, reliable, humble, hard-working. He is always available to help when asked, and is a true professional, excelling at his trade. I'm so thankful he's part of our team and getting the appreciation he deserves!"

Debi Marshall
Director of Human Resources

"Bryan comes to work every day with a great attitude that resonates with the whole team. He has been instrumental to the success of the advertising program and has always gone above and beyond when called upon. Keep up the good work."

John Carni
Chief Operations Officer

"Watching paint dry is not something Bryan does well as he always seems to be on to the next project. Bryan is the kind of person you want on your team and that team member that is always 'Getting the Job Done.' Thank you for all that you do for us Bryan. We are truly fortunate to have you as part of our team!"

Jason Mehl
Chief Commercial Officer

"Besides being a tremendously skilled and hard-working tradesman, Bryan brings a great attitude to the airport every day. In the airport environment, it isn't uncommon for us to have numerous concurrent projects. Bryan moves with ease and grace between those projects, and he does it with a smile. We are incredibly fortunate to have him on our team, and he is very deserving of this award."

Jason Terreri
Executive Director

"Bryan is integral to our Advertising Program. By doing a good majority of the work in-house, he keeps our costs low. Every time a new location needs to be prepped or a new wall wrap is going up, he removes the old one and paints the area to prepare it for a new sign. He gets the work done before the deadline and he does it with a smile. I appreciate Bryan!"

Linda Ryan
Director of Business Development

"I feel like he's always going above and beyond and does a lot of work in a quiet way – he's a busy bee."

Joanne Clancy
Executive Assistant



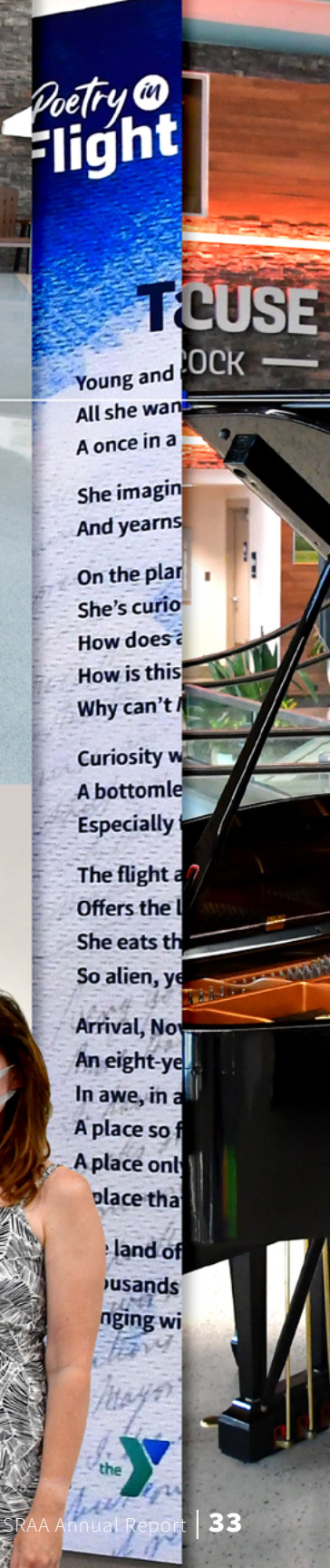
BRYAN COE
Airport Painter

SYRious[®] COMMUNITY INVOLVEMENT

Since our last annual report, the Syracuse Regional Airport Authority (SRAA) has launched a variety of programs to engage the artistic and musical talents of Central New Yorkers, all while bringing a better “sense of place” to Syracuse Hancock International Airport (SYR).

In November 2020, the Syracuse Regional Airport Authority (SRAA) entered into an agreement with the Piano & Organ Center of North Syracuse to have a top of the line, Yamaha nine-foot concert grand piano and an organ placed in our Grand Hall. The instruments are played by volunteers, who are scheduled by the Piano & Organ Center. This particular piano has quite a lineage, including being played by Neil Sedaka, Paul Anka, Alicia Keys, Norah Jones, Jim Brickman, and the late Frank Sinatra, Jr.

In March 2021, the SRAA launched “Poetry in Flight,” a month-long poetry contest meant to celebrate “National Poetry Month”, which is observed each April. The contest – which was conducted in conjunction with the YMCA of CNY’s Downtown Writers Center (DWC) and Delta Air Lines – featured submissions in two categories: Adult and Youth. The poetry was judged by a panel of local writers organized by the DWC. Rebecca Myers of Ithaca, NY won the Adult category and Skylar Dannan of Cazenovia, NY won the Youth category. Their poems – “Long-Haul” and “Flights,” respectively – along with those of selected finalists are now displayed in the SYR terminal near the Regional Aviation Museum. The Youth category winner, Skylar, received a gift basket from Barnes and Noble, as well as one year of enrollment in the Young Authors Academy at the DWC in Syracuse. The winner of the adult category, Rebecca, received a pair of round-trip plane tickets good for travel in the 48 contiguous states or Canada courtesy of Delta Air Lines.



Skylar Dannan
Cazenovia, NY

Rebecca Myers
Ithaca, NY





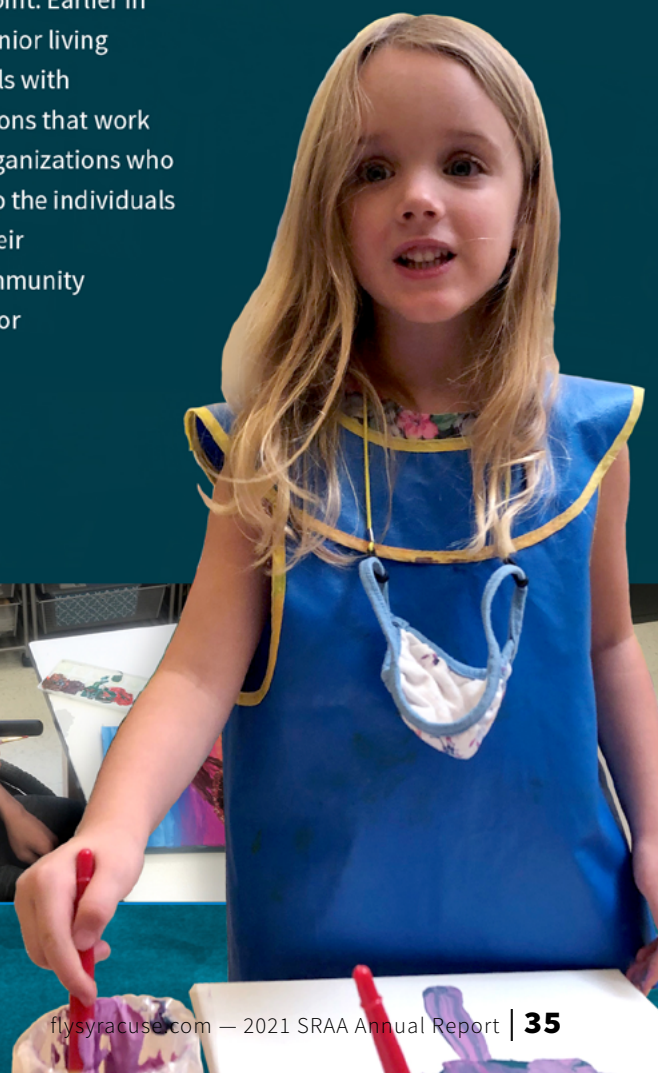
SYRious[®] COMMUNITY

INVOLVEMENT (CONT.)

Also in November 2020, the SRAA launched the “**SYR** Community Art Program.” Consisting of over 120 paintings from 10 community organizations, the artwork is displayed throughout the airport – both pre and post security checkpoint. Earlier in the fall, the SRAA reached out to local high school art departments, senior living facilities, organizations that provide support to families and individuals with developmental and intellectual disabilities, and other local organizations that work with members of our community to gauge interest in the program. Organizations who agreed to participate were delivered blank canvases for distribution to the individuals they serve. The individuals used paint, crayons, and more to create their masterpieces. During the global pandemic, many members of our community felt isolated from the rest of the world. This program served as a way for individuals of all abilities to express themselves artistically.



SYR Community Art Program





SYR EARNS COVETED ACI HEALTH ACCREDITATION



In June 2021, the Syracuse Regional Airport Authority (SRAA) announced that Syracuse Hancock International Airport (**SYR**) had earned the Airports Council International (ACI) Airport Health Accreditation. At the time, of the 519 commercial service airports in the United States, **SYR** was one of just 41 airports to earn this accreditation.

SYR achieved this status through an extensive evaluation process meant to ensure the airport is providing a safe airport experience for all travelers. The airport was largely evaluated using the recommended health measures found in the ACI Aviation Business Restart and Recovery Guidelines, International Civil Aviation Organization (ICAO) Council Aviation Recovery Task Force (CART) recommendations, as well as industry best practices.

The ACI Airport Health Accreditation program enables airports to demonstrate to not only the traveling public, but all aviation stakeholders that health and safety are being prioritized in a measurable, established manner. Additionally, the program promotes best practices across the industry and ensures harmony between global guidance and industry implementation.



SYR HOLDS SUCCESSFUL TRIENNIAL FULL-SCALE EXERCISE

In August 2021, Syracuse Hancock International Airport (SYR) held its Triennial Full-Scale Exercise. The Federal Aviation Administration (FAA) requires that airports like SYR conduct a mock, full-scale emergency exercise once every three years. This full-scale triennial exercise serves as a test of the Airport Emergency Plan (AEP) and ensures that all personnel are not only familiar with the emergency plan but also properly trained and prepared should a real-life disaster occur. During the week prior to the full-scale exercise, an aircraft fire simulator was setup on the SYR airfield. Both SYR Aircraft Rescue and Fire Fighting (ARFF) teams and local fire departments had the opportunity to train on the simulator. This training ensures that first responders throughout our community are prepared in the event of an actual aircraft emergency.

A mock, full-scale
emergency exercise



EMPLOYEE SPOTLIGHT

For this year's employee spotlight, I would like to showcase the entire SRAA staff. Through a true team effort, everyone in this organization has contributed to not only our accomplishments of the past year, but our success moving forward as well. As our industry rapidly rebounded from the impacts of a global pandemic, our entire team united to welcome our travelers back with open arms and make them feel comfortable again. One way our team did this was by going above and beyond the industry standards for health and safety in our terminal. In fact, our team did such a phenomenal job that we were recognized by Airports Council International and earned their Airport Health Accreditation.

Many of the challenges and accomplishments of this past year revolved around the launch of Southwest Airlines' daily service at **SYR**. Welcoming this new partner showcased tremendous coordination across our entire organization: from trades to finance, communications to operations, and airfield maintenance to custodial. We truly celebrated as one team in November when that first Southwest flight taxied through a water cannon salute to pull up to our Gate 1.

Another great example of cross-the-organization teamwork can be

found in our efforts to infuse a stronger sense of place into our airport through new concessions offerings. From the launch of the new SYRENITY Bar + Market, to the new autonomous vending options, to the introduction of the "Upstate of Mind" clothing line being offered, crucial efforts were made across the Authority to take these entities from concepts to reality. Whether it was our trades team reviewing design drawings, our custodial team reviewing surfaces to clean, our communications team promoting the new concessions, or our commercial team engaging our vendors; this multi-pronged effort proved necessary to get the job done.

One doesn't have to search very long to uncover a myriad of other examples of our team coming together over this past year. Our team oversaw the successful completion of the multi-month main runway rehab project ahead of schedule and successfully executed our FAA-mandated triennial drill. Our team worked hard to provide a best-in-class customer experience by earning an Honorable Mention in the Balchen-Post Snow and Ice control awards, launching a new "Curb to Counter" service for those needing wheelchair assistance, hosting numerous customer appreciation events, improving the landside signage, and

unveiling a new pre-book parking option for travelers.

None of the accomplishments of this past year would be possible without a key element: buy-in across the organization. Every corner of the Authority has united around our greater Mission, Vision, and Values (MVV) which includes becoming a best-in-class airport elevating the customer experience and exceeding stakeholder expectations. The MVV was generated as a result of our Strategic Planning Process – a process that saw many sectors of our organization represented.

Representation within the organization was also addressed this year as we strove to provide a voice to all who work for the Authority through our diversity, equity, and inclusion efforts. The future of SRAA is bright, and I truly attribute that to the collective luminosity of the individuals who make up the Authority. Thank you for everything you have done for our organization this past year, and I look forward to seeing what our combined efforts bring forth in 2022.

H. J. T.
H. JASON TERRERI IAP, A.A.E.
 Executive Director



VOLUNTEER SPOTLIGHT

What is Koa's favorite part of being a PET Program dog?

Koa's favorite part of visiting is being petted! While she enjoys all the petting, every once in a while, she will connect with someone who has a magic touch and she just about melts in their hands.

What is Ruth's favorite part of doing the PET Program visits?

My favorite part of visiting is the people. It's a wonderful thing to be able to ease someone's concerns, even if for 5 minutes. Breaking the wait up by petting a dog and connecting with someone and sharing stories can create a sense of encouragement and relaxation. Koa and I make a point of going to the military lounge at the beginning of our time, and as we leave. It's a small offering of thanks for all that they do for us.

What is the most memorable thing you've had happen at the airport during one of your visits?

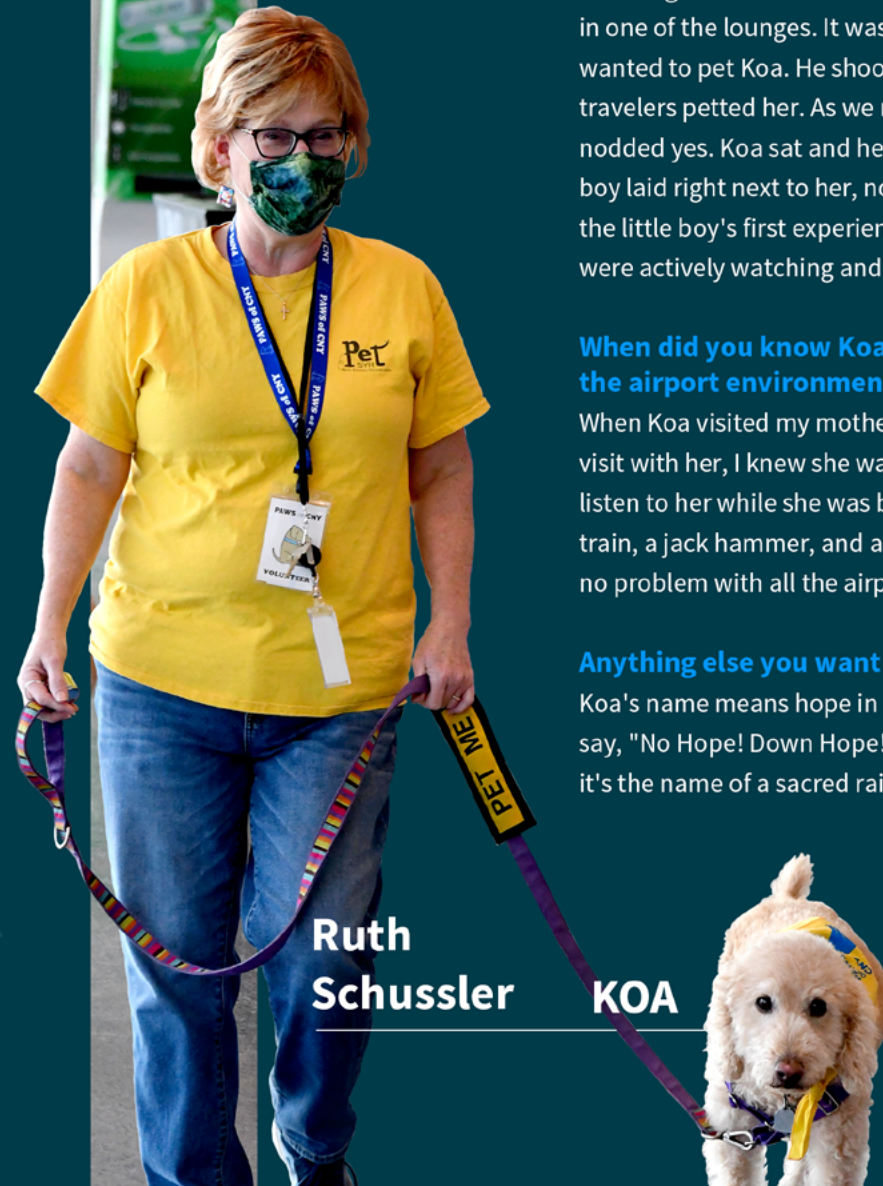
There are so many memorable things that have happened at the airport visits. One of the most touching moments was when Koa and I greeted a mother and her young son, probably 2 years old, in one of the lounges. It was pre-COVID, and the lounge was packed. I asked the mother if the boy wanted to pet Koa. He shook his head no, yet followed Koa and I around the lounge as other travelers petted her. As we returned to his mother, I asked again if he wanted to pet her, and he nodded yes. Koa sat and he very carefully petted her. Then Koa laid down on the floor and the little boy laid right next to her, nose to nose. What a picture, little boy and dog, nose to nose! This was the little boy's first experience with a dog. It was one of those times that the others in the lounge were actively watching and were touched as it unfolded.

When did you know Koa would make such an amazing therapy dog, specifically, in the airport environment?

When Koa visited my mother in an assisted living facility and had residents waiting in the hall to visit with her, I knew she was good therapy. She would sit next to my mother, who loved dogs, and listen to her while she was being petted. After a trip to the farmer's market, with the noise of the train, a jack hammer, and a fire truck, I figured Koa was chill enough to be an airport dog! She had no problem with all the airport remodel, jet engines, and TSA scanning.

Anything else you want the world to know about Koa?

Koa's name means hope in ancient Hebrew. We wanted to name our dog Hope, yet didn't want to say, "No Hope! Down Hope!" and thanks to the internet, we found her name! A traveler also told me it's the name of a sacred rain forest in Hawaii!



Ruth Schussler **KOA**

I appreciate all that the board members of **PAWS of CNY** do to make our visiting successful.

SYRACUSE REGIONAL AIRPORT AUTHORITY

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CHAIR



Mr. WILLIAM P. FISHER
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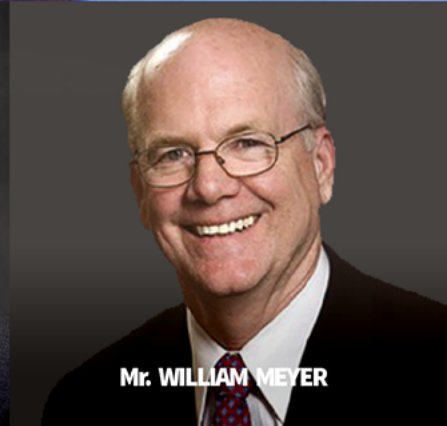
Mr. MICHAEL FRAME



Ms. LATOYA ALLEN



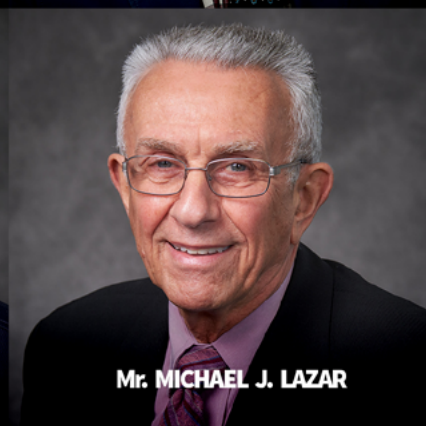
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FINANCE OFFICER



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Mr. William Fisher

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Ms. Robin Watkins

Secretary

Mr. Jason Terreri

DEDICATION MILESTONES

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

OCT 2016	JUL 2016	MAY 2016	MAY 2016	JAN 2011	NOV 2011	JUL 2011	JUL 2011	NOV 2006	FEB 2001	APR 2001
Ashley Downey	Joseph MacDougall	Timothy McMahon	Thomas Meeker	Tracy Budzielek	Kip Carter	David Herzog	Marian Maher	Louis Piscitell	Dennis Mathers	Eric Reichert
Airport Custodial Worker	Airport Maintenance Worker	Assistant Aviation Project Officer	Carpenter	Airport Maintenance Worker	Heavy Equipment Mechanic II	Airport Operations Specialist	Airport Custodial Worker	Airport Maintenance Worker	Director of Terminal & Landside Operations	Airport Operations Specialist
5 Years	5 Years	5 Years	5 Years	10 Years	10 Years	10 Years	10 Years	15 Years	20 Years	20 Years

INITIATIVES

FOR THE COMING YEAR



PASSENGER EXPERIENCE

We are committed to continuous improvement of the passenger experience. Terminal enhancements will include the replacement of several old jet bridges, new security lanes to improve the screening process, and additional passenger amenities including the opening of a new Business Lounge.



REDEVELOPMENTS

We will redevelop the south general aviation area and introduce new services, including self-fueling for our general aviation community.



GROWTH DEVELOPMENT

The SRAA is working on a comprehensive land development program that will create opportunities for business growth and employment.



CONCESSIONS

We will continue to refresh and expand the concessions offerings in the airport with a focus on local concepts.



NEW LANDSIDE CONCEPT

We will finalize our new landside concept which will include improved roadways, new parking infrastructure, a cell phone waiting area and additional ground transportation services.



SUSTAINABILITY

We will implement the first phase of our sustainability efforts by recycling 100% of the glycol used in the deicing of aircraft.



SYRACUSE REGIONAL AIRPORT AUTHORITY

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