



SRAA™

Syracuse Regional Airport Authority
ANNUAL REPORT



Message From The Chair

Jo Anne C. Gagliano

*It isn't just new routes that were garnered by the hard work of our Air Service Development team – a new airline elected to join the lineup of airlines serving **SYR**!*

I am proud to present this Syracuse Regional Airport Authority (SRAA) 2023 Annual Report to the community. My fellow board members and I stand in awe of how our airport is thriving in this new, post-pandemic world. Passenger levels have soared to heights never seen in Syracuse's history, while more amenities than ever before greet our travelers. I am proud to call Syracuse Hancock International Airport (**SYR**) the gateway to Central New York and beyond, serving as our community's front door.

In addition to record levels of travelers, **SYR** customers have a growing list of nonstop and one-stop flight options, providing more convenient ways reach destinations across the United States and the globe. Destinations such as Norfolk, VA and Fort Myers, FL are now reachable via nonstop flights directly from Syracuse. Seeing the opportunity in this space, our partner Frontier Airlines also announced a resumption of their nonstop service directly to Fort Myers. Keeping with the Florida theme, Southwest Airlines' weekly nonstop service straight to Orlando has been upgraded to daily nonstop service on a seasonal basis to meet the overwhelming demand.

While it's easy to focus on nonstop destinations, our legacy carriers have improved connectivity from Syracuse through their major hubs. With more convenient hub connections than ever before, nearly every major financial market in the world is now reachable via a one-stop flight out of Syracuse.

It isn't just new routes that were garnered by the hard work of our Air Service Development team – a new airline elected to join the lineup of airlines serving **SYR**! In October, our newest airline partner Sun Country Airlines announced they will launch their first ever regularly scheduled flights in Syracuse next summer. The ultra-low-cost carrier will provide twice weekly, seasonal nonstop service directly to Minneapolis-St. Paul (**MSP**). Hot on the heels of this announcement, Delta Air Lines revealed they will resume their daily, nonstop, year-round service on the same route.

All of these air service victory stories are evidence of a region on the rise. Air carriers see the surging demand of our region and remain ready to pounce on new opportunities to better serve our travelers.

To ensure the safety and security of this record level of travelers, the new SRAA Police Department was created, assuming duties as the primary law enforcement agency of **SYR** on March 6, 2023. The culmination of a multi-year effort, this transition to an in-house police department allows the SRAA flexibility in scheduling work shifts and increased control over staffing levels. Our friendly, community policing-focused law enforcement professionals have become a fixture in the airport ecosystem. I couldn't be more proud of the way our Chief, Captain, and all of our officers represent the airport authority.

Environmental sustainability is a core value of the SRAA and I'm proud to say we have "walked the walk" this year in this category! Most prominently, 2023 saw the construction of a new, first of its kind, Glycol Recycling Facility right on our airport campus. Both an economic and environmental win, this international collaboration with facility operator Aeromag positions **SYR** as the clear leader in this space.

Speaking of being a leader, not a year passes without some form of Advanced Air Mobility (AAM), Remotely Piloted Aircraft (RPA), or Uncrewed Aerial Systems (UAS) headlines emerging from our airport, and 2023 was no exception to this rule as the airport hosted the Department of Transportation's (DOT) AAM Interagency Working Group (IWG) in October. Representatives of federal, state, and local agencies convened to discuss the adoption and deployment of AAM in the National Airspace System. Attendees were impressed by the ongoing integration of these technologies into the airport ecosystem at **SYR**, garnering contracts for further work with the United States Air Force in this space!

I, along with my fellow board members, admire the dedicated service of Executive Director Jason Terreri and the team at the SRAA. We thank the City of Syracuse Mayor, Ben Walsh and Onondaga County Executive, Ryan McMahon for their support of the SRAA and its mission. I remain grateful for the opportunity to serve as the chair of the board, and I'm confident our airport will continue to rise to the occasion, meeting the ever-growing travel needs of our community!



Message From Our Executive Director

H. Jason Terreri IAP, A.A.E.

***SYR** is now one of the fastest-growing airports in the country, expanding at a rate more than double the national average for all commercial airports.*

Over the past year, Syracuse Hancock International Airport (**SYR**) has become the go-to airport for Central New York. In the lead-up to 2023, we noticed a shift in the airline industry and realized the need for a regional strategy to match the needs of our growing economy. Our Syracuse Regional Airport Authority (SRAA) team fully embraced our commitment to regional responsibility, and I'm proud and excited to share their efforts and successes with the community.

SYR is now one of the fastest-growing airports in the country, expanding at a rate more than double the national average for all commercial airports. As we kick off 2024, **SYR** has over 70 additional flight options on new and existing routes, and our airline partners have provided a more than 12% increase in bookable seats compared to last year. This growth is expected to continue, and our team is gearing up for one of the largest and most complex capital improvement programs in the airport's history to meet the needs of travelers.

Throughout the year, our team introduced several amenities to enhance the customer experience. The new Escape Lounge, with its Central NY-inspired décor and locally sourced food and craft beverage options, offers travelers a unique lounge experience. We also solved one of our biggest challenges – providing 24-hour food and beverage options with a pre-security vending program.

This year, construction begins on a new, consolidated rental car facility – the first step in our multi-year landside redevelopment efforts. When complete, this initiative will include two new parking structures, expanded surface lots, and improved roadways for passenger pick-up and drop-off.

Our team will also kick off various terminal improvement projects, including adding more gates, seating areas, and food options. Other terminal projects include improved signage and wayfinding and introducing digital paging for the deaf and hard of hearing. Work will also begin on a new Federal Inspection Station for Customs and Border Protection, enhancing our ability to handle international cargo and passenger operations.

In 2023, the SRAA proudly supported several industry-leading initiatives, placing **SYR** in the spotlight:

- The SRAA partnered with Aeromag to open the first of its kind in the world Glycol Recycling Facility, which recycles over 98% of aircraft deicing fluid and eliminates millions of gallons of wastewater discharge.
- **SYR** is now home to the first of its kind “NUAIR Center of Excellence at SYR” for Advanced Air Mobility, positioning New York as a global leader in the emerging aviation AAM market. The Center houses homegrown technology through regional partnerships like the Genius NY program and Syracuse Tech Garden.
- The SRAA hosted the first Aviation Summit on Diversity, Equity & Inclusion, bringing together airport leaders to discuss creating and maintaining a diverse and inclusive airport.

SYR's growth shows no sign of slowing. Available airline seats in 2024 already exceed 2023, and we expect more new flights to be announced throughout the year. Delta Air Lines will resume daily service to Minneapolis-St. Paul, providing access to key west coast domestic markets and transpacific flight options. We are pleased to introduce Sun Country Airlines to the region this year. The low-cost airline will launch seasonal service to Minneapolis-St. Paul, providing low-cost flight options to the West Coast, including Los Angeles, CA, and Seattle, WA.

Balancing over \$100 million in construction activity while enhancing the customer experience and minimizing operational impacts will make for a challenging year ahead. With our team's ability and proven commitment, I have full confidence in our success.

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passenger Traffic

■ 2019
■ 2022
■ 2023

Busiest Year
on Record

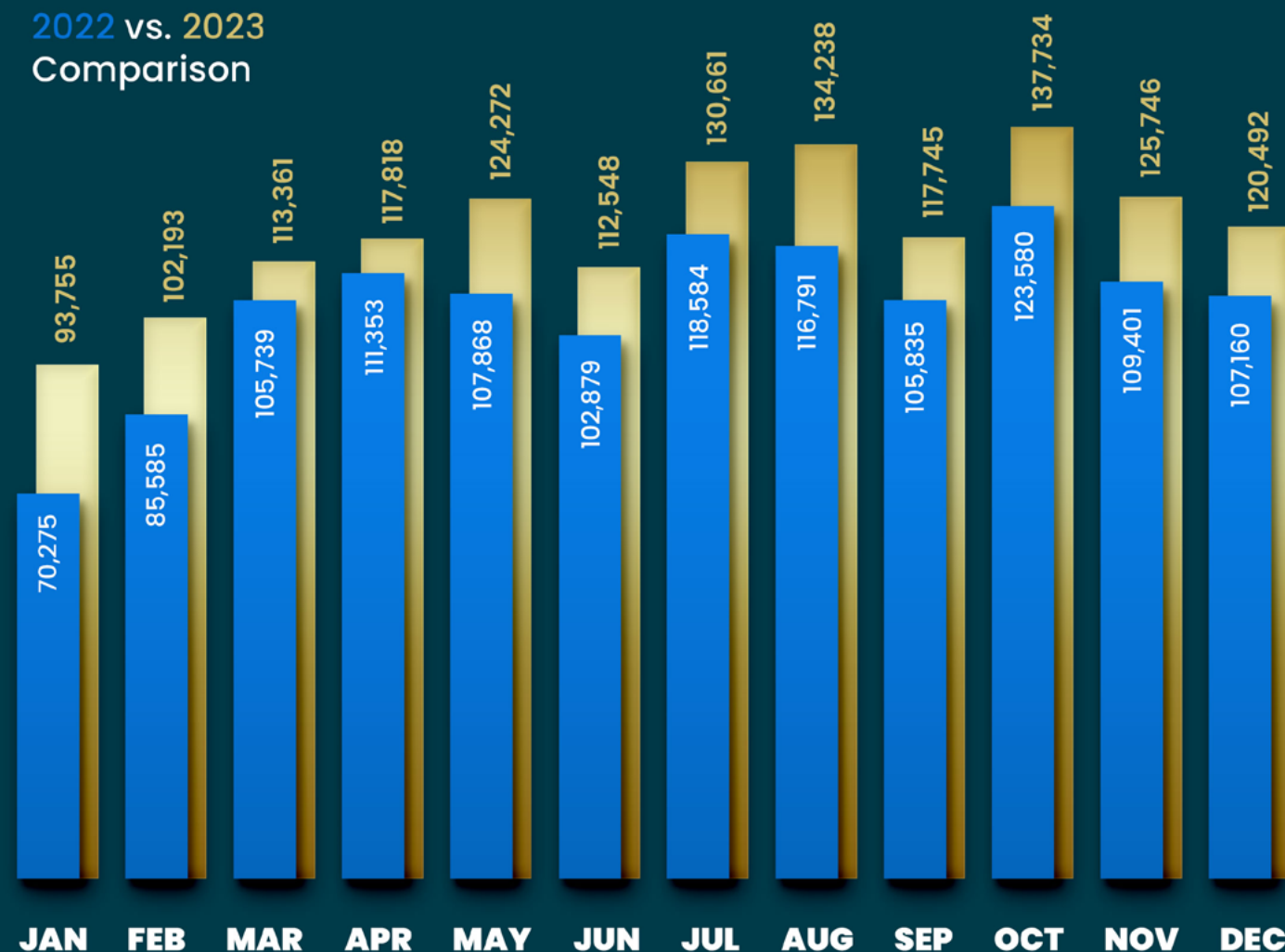


Total Enplanements 2019 1,293,353

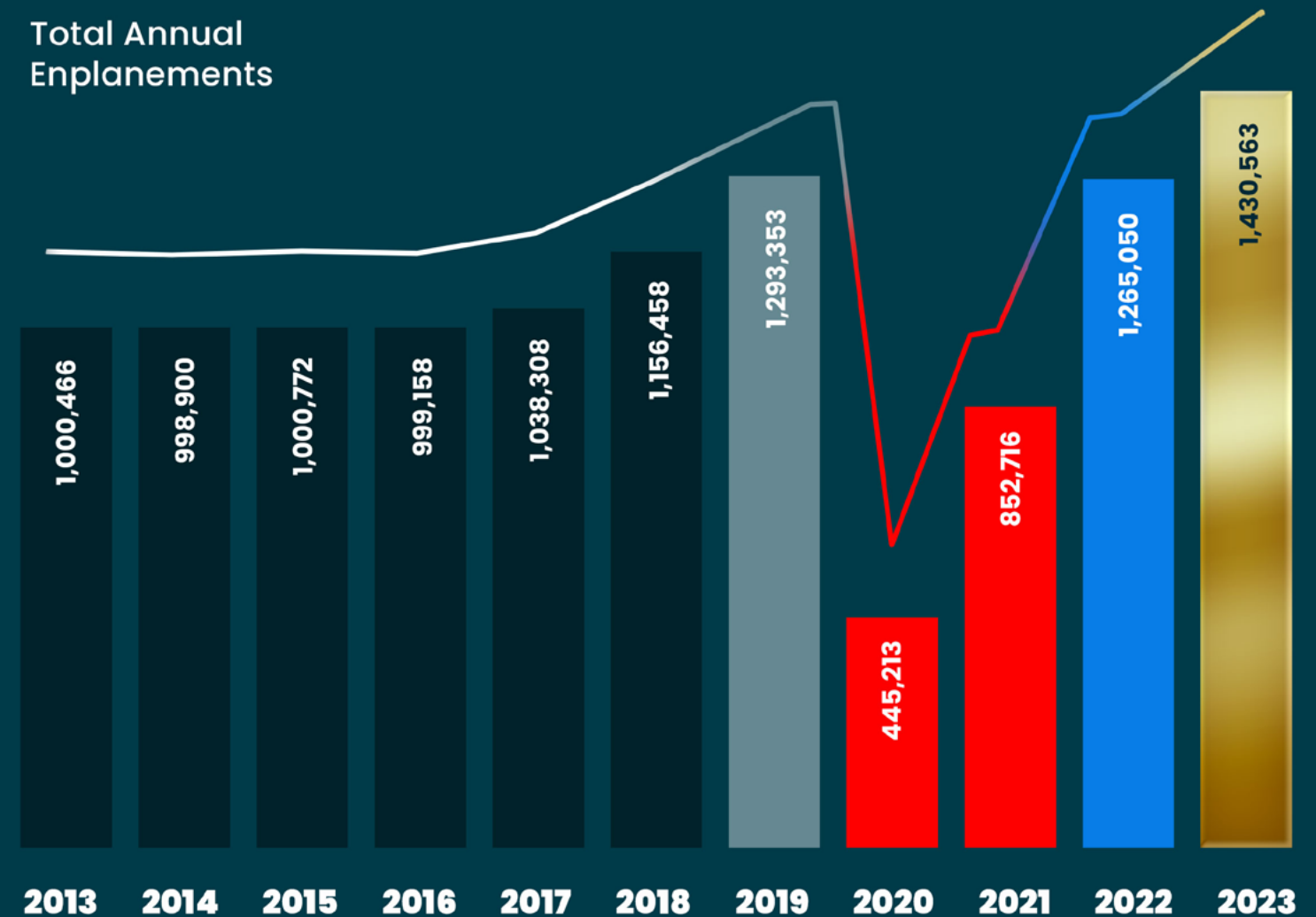
Total Enplanements 2022 1,265,050

Total Enplanements 2023 1,430,563

2022 vs. 2023
Comparison



Total Annual
Enplanements



Catching More Customers

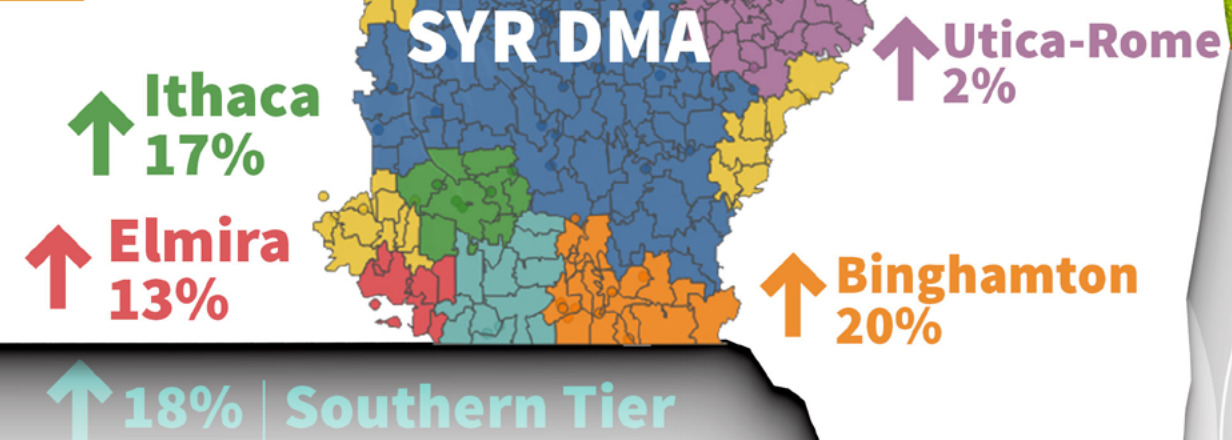
SYR Catchment Area Update

SYR

Post-COVID-19 pandemic, Syracuse Hancock International Airport (**SYR**) has seen an astounding increase in traffic compared to pre-pandemic levels. As this annual report goes to print in early 2024, traffic levels are averaging 20 – 25 percent above 2019 – the airport’s busiest year in three decades. While a variety of qualitative factors have contributed to this increase, one quantitative factor has shone through: the changing makeup of our airport’s catchment area, or area **SYR** draws passengers from. Emerging from the pandemic, many of our airline partners began to question the economic viability of running smaller, regional aircraft (50 – 70 seat aircraft) to surrounding, smaller regional airports such as Watertown, Ithaca, Elmira, and Binghamton. Our airline partners are instead choosing to funnel this demand from surrounding communities through **SYR**, running more frequent, larger, mainline aircraft (109-240 seat aircraft) on important hub routes. A direct correlation has been observed between the reduction in traffic at these nearby, small regional airports and the dramatic uptick in passengers at **SYR**. This has placed additional regional responsibility upon the airport to meet the demands of an expanding catchment area. As of 2023, there are 1.8 million people living in SYR’s catchment area.



2022 vs 2019



Current Overall Percentage of Travelers Using SYR

Binghamton 56%	Ithaca 39%	Southern Tier 36%
Elmira 14%	Utica-Rome 67%	

Sun Country Launches First Ever Regularly Scheduled Flights at SYR



In October 2023, Sun Country Airlines announced they would begin their first ever regularly scheduled flights at Syracuse Hancock International Airport (**SYR**) in the summer of 2024. The ultra-low-cost-carrier will launch twice weekly service to Minneapolis-St. Paul (**MSP**) in June 2024. The Sunday and Thursday flights are scheduled as seasonal and are expected to depart midday. This will conveniently tie into a robust late afternoon bank of connecting flights at **MSP**. Most notably, this will provide ultra-low-cost-carrier connectivity to major west coast markets, including Los Angeles and Seattle.

“This announcement from our new partner Sun Country Airlines has us very excited about 2024,” said SRAA Executive Director Jason Terreri. “Bringing back nonstop service from **SYR** to **MSP** has been a high priority for both our business and leisure travelers. Restoring connectivity both to and through **MSP** makes it easier than ever for **SYR** travelers to head westward across the country.”

Sun Country’s announcement brought the number of destinations **SYR** travelers can fly directly to via nonstop flights up to 30.



Delta Air Lines Announces Resumption of Daily Nonstop, Year-round Service to MSP



In early November 2023, Delta Air Lines announced they would relaunch daily, year-round, nonstop service from Syracuse Hancock International Airport (**SYR**) to Minneapolis-St. Paul International Airport (**MSP**) in June 2024. Delta Air Lines last served the route in March 2020. This service will provide convenient connections to key western markets, including San Francisco, CA, San Jose, CA, and Boise, ID. Micron Technology, Inc. – who in 2022 announced a massive \$100 billion project to bring four semiconductor-making factories to Clay, NY – is headquartered in Boise, ID. Additionally beneficial to Micron Technology, Inc. and other members of our Central New York business community is the convenient connectivity this flight provides to Delta’s **MSP** – Tokyo, Japan route.

“The resumption of daily, year-round, nonstop service from Syracuse to **MSP** is a huge win for both our business and leisure travelers,” said SRAA Executive Director Jason Terreri. “Central New York’s travel demand – especially westward - continues to soar and the addition of this daily service helps meet that demand.”



Breeze Airways Launches Nonstop Service to Norfolk, VA



In June 2023, Breeze Airways launched year-round, twice-weekly, nonstop service from Syracuse Hancock International Airport (**SYR**) to Norfolk International Airport (**ORF**) in Norfolk, VA. Passengers on the inaugural flight were treated to snacks, balloons, and a water cannon salute from the airport's Aircraft Rescue and Fire Fighting (ARFF) team.

At the time, this expanded the low-cost-carrier's list of destinations served by nonstop flights from **SYR** to four. In June 2022, Breeze launched their first ever service in Syracuse with their Las Vegas, NV and Charleston, SC nonstop routes. Later that year, Tampa, FL was added to their nonstop offerings out of Syracuse.

"Our expanding partnership with Breeze Airways is evidence of their confidence in how the Central New York region is flourishing," said Syracuse Regional Airport Authority Executive Director Jason Terreri. "The SRAA is happy that Breeze Airways will connect **SYR** with this new, convenient, nonstop service to such an important business and leisure market in Norfolk and all that its surrounding areas have to offer our travelers."



Southwest Airlines Expands Nonstop Service to Orlando



In March 2023, Southwest Airlines announced their intention to expand their weekly nonstop service from Syracuse directly to Orlando International Airport (**MCO**) to daily nonstop service on a seasonal basis. On October 5, 2023, the low-cost carrier commenced daily nonstop service from Syracuse to Central Florida's largest hub. The daily flights depart early each afternoon from Syracuse, conveniently positioning business travelers in Orlando for early evening events. Leisure travelers also benefit from this timing as it affords families the opportunity to start enjoying their vacation on day one.

"We are thrilled our partner Southwest Airlines has chosen to continue growing their offerings here in Syracuse," said SRAA Executive Director Jason Terreri. "Orlando is easily our community's top market, and we appreciate Southwest's efforts to meet that demand for both leisure and business travelers alike."

In addition to the seasonal daily Orlando, FL service, the low-cost carrier provides three flights daily to Baltimore-Washington International Airport (**BWI**) in Baltimore, MD providing convenient connections to over 60 destinations. The carrier also operates seasonal weekly flights to Tampa International Airport (**TPA**) in Tampa, FL.



Increased Service to Fort Myers

Via Breeze Airways & Frontier Airlines



The year 2023 saw a noticeable increase in nonstop service from **SYR** to Southwest Florida thanks to announcements from both Breeze Airways and Frontier Airlines. In July, Breeze Airways announced new nonstop service on Mondays and Fridays from **SYR** to Southwest Florida International Airport (**RSW**). The service began Friday, November 17, 2023 and was accompanied by an inaugural flight party thrown by the SRAA. This is the fifth nonstop route Breeze Airways has launched at **SYR** since beginning commercial service in June of 2022.

Having previously paused their **SYR – RSW** nonstop route, Frontier Airlines announced resumption of this seasonal service in August of 2023. The service resumed on Thursday, November 16, 2023, and is flying three weekly nonstop flights from **SYR** to **RSW**.



Centro Launches Bus Services to **SYR**



centro

On September 5, 2023, Centro (Central New York Regional Transportation Authority) launched a bus service to Syracuse Hancock International Airport (**SYR**). The service features 13 daily round trips each weekday to the airport from its Syracuse Transit Hub. Limited service is also available on Saturdays.

“There has been tremendous growth at the airport in recent years and we believe there is an increased need, especially among airport employees for consistent public transportation to and from the airport,” said Centro Chief Executive Officer Brian Schultz. “Service to the airport has been the most common request we’ve received over the years. Most recently, Syracuse Regional Airport Authority leadership has reached out for solutions to meet their growing demand for their employees. We were able to respond by altering an existing bus route without adding additional resources to our system.”

“We’re incredibly excited travelers and airport employees have a convenient and affordable means of transportation to our airport thanks to this new Centro bus service,” said Syracuse Regional Airport Authority Executive Director Jason Terreri. “As a major economic engine for Central New York and beyond, increased connectivity to the airport via public transportation is a key component to enhancing the prosperity of the region we serve.”

The service will be evaluated in Spring of 2024 as a potential permanent service change.

Partnering with Flippit to Enhance the TSA Security Checkpoint Experience

In June 2023, the SRAA entered into an agreement with Flippit to help travelers remain connected to their belongings – even if they aren’t permitted to pass through the Transportation Security Administration (TSA) security checkpoint. Flippit’s patent-pending “Quick-Drop” system uses smartphone technology to help air travelers send those prohibited items to themselves quickly and painlessly. A Flippit drop box has been placed at the Syracuse Hancock International Airport (**SYR**) TSA Security Checkpoint. When a traveler has an item flagged at the security checkpoint, they can choose to slip that item into a Flippit bubble envelope, tear off the receipt, and deposit the envelope into the drop box. Travelers then complete the transaction at their leisure any time before or after passing through the security checkpoint. Using the camera app on their smartphone to scan the QR code on the receipt, the traveler is taken to a secure portal to provide address and payment information. In seven to ten business days, the item will be delivered to the customer.



Partnering with Boomerang to Improve the Lost & Found Experience

In January 2023, the SRAA partnered with Boomerang – a lost and found technology platform that connects people with their lost items – to improve the lost and found process at Syracuse Hancock International Airport (**SYR**). The platform uses artificial intelligence to match lost and found claims with items in the airport’s inventory of found items. Previously, the lost and found process at **SYR** was a burdensome one, involving extensive phone calls, voicemails, and spreadsheets.

“At **SYR**, we have benefited greatly from the efficiencies produced by leveraging Boomerang’s artificial intelligence to sift through and identify potential matches in our lost and found inventory,” said SRAA Customer Experience Manager Matt Szwejbka. “Removing this burden from our Airport Security Officers has allowed them to focus their efforts on maintaining the safe and secure environment our travelers have come to expect, even as passenger levels soar to unprecedented levels.”

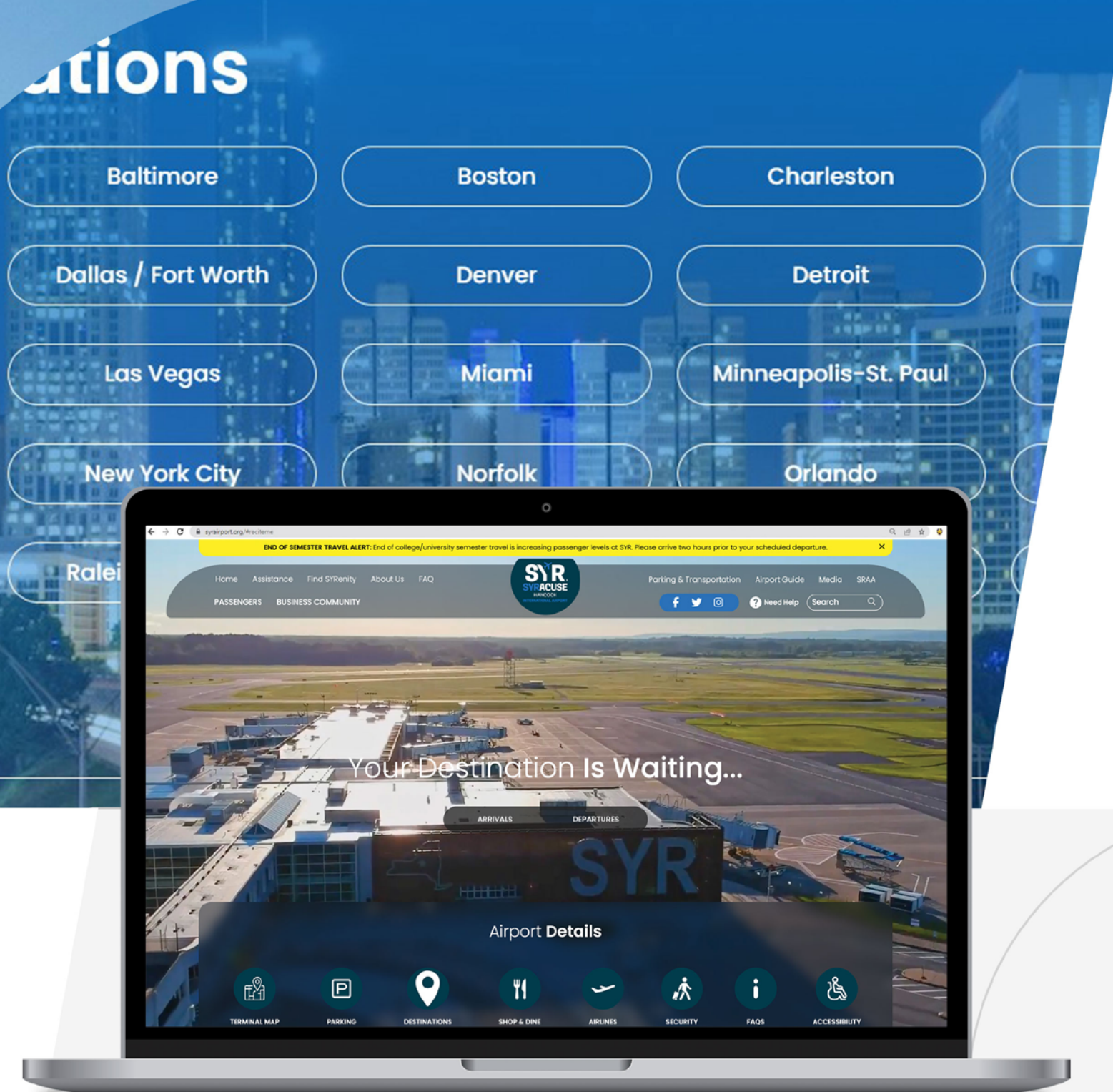
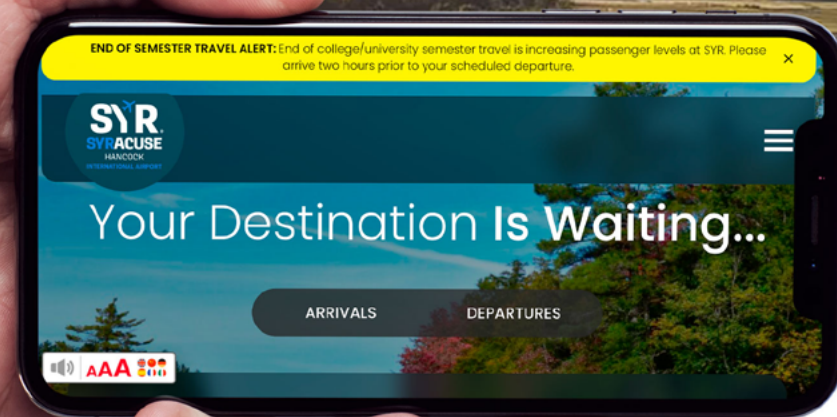


boomerang

 Boomerang @thanksboomerang · May 15, 2023
A @SyracuseAirport traveler has seamlessly recovered their lost CPAP Machine. Way to go, SYR! 🙌❤️



SRAA Launches New Unified Website



In June 2023, the SRAA strived to improve the airport customer experience with the development of a new website, FlySyracuse.com. Previously, the airport’s web presence consisted of the passenger-facing FlySyracuse.com and the business community-facing SRAA site. Combining the two sites into one has created an easier, intuitive means for people of all abilities to access the information they need. For many travelers, the airport customer experience begins when they visit our website – long before they step foot on our airport property. Enhancing this portion of the customer experience with the revamped, unified website is crucial to making a great first impression on the customers we serve.



FlySyracuse.com

Transportation Security
Administration (TSA)

Checkpoint Enhancements

As this Annual Report to the Community goes to print, Syracuse Hancock International Airport (**SYR**) is experiencing an unprecedented level of travelers. To accommodate this volume of traffic, especially during daily peak periods, the Transportation Security Administration (TSA) security checkpoint received multiple upgrades in 2023. In coordination with TSA, the checkpoint now opens daily at 3:30 a.m. With multiple flights now departing in the 5:00 – 5:45 a.m. window, this earlier opening time has proven essential to screening passengers on the earliest flights of the day.

In December 2023, a sixth screening lane was added to the checkpoint. This has facilitated more flexibility for our federal partners to direct different types of passengers (TSA Precheck, General Boarding, etc.) to different lanes to best accommodate demand. Most notably, this has allowed multiple TSA Precheck screening lanes to be concurrently active during the airport's busiest departure "banks," or clusters of flights. This has also positioned the airport's checkpoint to accommodate future traffic growth for years to come.

Also in December 2023, the SRAA completed a project to improve the efficiency of the checkpoint queuing area. The queues were completely redesigned, maximizing the space allotted for the queues. Clear, concise signage along with sturdy, streamlined stanchions have provided a much-needed capacity increase, allowing for the orderly procession of passengers through the checkpoint queue.

Elevating the Customer Experience

with an Escape to Remember

In June 2023, the SRAA and CAVU – owner of the Escape Lounges brand – celebrated the grand opening of the **SYR** Escape Lounge! This common-use lounge is located post-security checkpoint in the hallway leading to the Terminal A gates and is accessible to Terminal A and Terminal B passengers.

The lounge offers unlimited fresh and locally sourced food options, a full bar, and coffee service. Other amenities include plush and relaxed seating, ample power outlets, high-speed Wi-Fi, printing services, and access to digital magazines and newspapers.

“Syracuse Hancock International Airport (**SYR**) is the gateway to Central New York and beyond, and our new Escape Lounge radiates the essence of this beautiful region,” said Syracuse Regional Airport Authority Chief Commercial Officer Jason Mehl. “The Central New York-inspired décor and locally sourced food and craft beverage options create an exceptional experience unique to **SYR** for our more discerning passengers.”

Complimentary access to the lounge is extended to certain airline loyalty program members and certain credit card holders. All travelers may access the lounge for a fee.



escape
Lounges



★ Enhancing the Customer Experience with Class

Farm to Airport

Palladino Farms Arrives at **SYR**

In June 2023, airport concessionaire Delaware North rebranded the former Middle Ages Bar and Restaurant location in Terminal B at Syracuse Hancock International Airport (**SYR**). The new concept is a partnership with local favorite Heritage Hill/Palladino Farms, featuring their menu, beer, and seltzers brewed right in Onondaga County. Consistent with the airport authority's goal to promote the economic success of local businesses, the refreshed space features bright and inviting lighting and imagery from the Heritage Hill property in Southern Onondaga County.




★ Enhancing the Customer Experience with Class

SRAA Expands 24/7 Shopping Options

Post-pandemic traffic growth was intensely evident in 2023 with a record-smashing level of traffic observed. As this traffic has increased, so has the likelihood of passengers seeking to make purchases at all hours of the night. The airport authority recognized this need and has increased the around-the-clock shopping offerings through the use of smart, autonomous vending machines.

Two iStore vending machines – both located post-security checkpoint in the Terminal A and Terminal B gates – provide travelers the ability to purchase highly sought after Apple products at any time of day or night. For those seeking a last-minute jewelry purchase, sustainably produced silver jewelry is available in the Silpada smart vending machine, located just beyond the TSA security checkpoint. After the successful launch of the first CVS vending machine post-security checkpoint, the airport authority entered into an agreement to bring a second CVS vending machine pre-security checkpoint. The CVS machines are stocked with items traditionally sold at CVS Pharmacy locations such as over-the-counter health products, healthier snacks, and popular personal care products.





★ Enhancing the Customer Experience with Class

Automated Retail Lounge

Opened at SYR

In December 2023, a new automated retail lounge was unveiled at Syracuse Hancock International Airport (**SYR**), the design of which was a partnership with students from the Rochester Institute of Technology (RIT) College of Art and Design. The new automated retail lounge is centrally located on the first level of the airport, pre-security checkpoint.

The new automated retail lounge expands the airport's 24/7 food and beverage offerings while also providing a new, stylish seating area for travelers and visitors to the airport. A variety of specialty vending options are now available including sandwiches, subs, salads, yogurt parfaits, ramen noodles, hot breakfast sandwiches, hot comfort foods, cookies from local baker Kadesha Carter's "Cupcakes R Me", a variety of snacks, the world's second most popular coffee, other beverages, and more!

Additionally, Visit Syracuse has installed two interactive kiosks in the lounge to personalize and improve the traveler's journey through digital experiences, interactive mapping, and itinerary building. The kiosks even serve as photobooths. A large, eye-catching video wall on the north side of the lounge displays rich content videos, social media, and advertising. These additions to the lounge provide a great first impression of and deeper connection to our area, encouraging travelers to explore more in our region.

"Seeing the fruits of our collaboration with the students from RIT's College of Art and Design has been very rewarding," said Syracuse Regional Airport Authority Chief Commercial Officer Jason Mehl. "The students' design has helped us meet a real-world need here at the airport while simultaneously elevating the customer experience pre-security checkpoint for travelers, visitors, and airport workers."

SRAA Launches New Police Department

In March 2023, law enforcement duties at the Syracuse Hancock International Airport (**SYR**) were officially transferred from the City of Syracuse Police Department to the newly formed Syracuse Regional Airport Authority (SRAA) Police Department (PD). On Monday, March 6th at 12:01 am, SRAA Police Officers began their patrol of the airport property as the primary law enforcement agency at **SYR**. In 2022, state lawmakers passed legislation authorizing the creation of an authority police department with its own uniformed police officers. The transition to an in-house police department has allowed the SRAA greater flexibility in scheduling work shifts and increased control over staffing levels. Additionally, officers working regularly at the airport have a greater familiarity with the airport environment, further enhancing security.

In addition to their law enforcement duties, the SRAA PD is now also responsible for meeting all the federal requirements for providing airport security. Bringing this function in-house has meant greater and more efficient control of this critical component of federal compliance.

Airport Fire Department Wins Fire Department of the Year

In December 2023, the Aircraft Rescue and Fire Fighting (ARFF) team at Syracuse Hancock International Airport (**SYR**) was named Fire Department of the Year for 2022 by the Air National Guard Fire Chief's Association. In 2022, ARFF responsibilities at **SYR** were assumed by the New York Air National Guard's 174th Attack Wing. In addition to the federally mandated ARFF services, the 174th Attack Wing also provides structural fire services to the airport community. The department, which consists of a mix of both uniformed airmen from the 174th Attack Wing and civilian firefighters, was recognized for their outstanding performance while providing 24/7 fire protective services for the airport. The winners are selected each year by an impartial panel of base fire marshals and each department is assessed on several categories including department management, operations, training, fire prevention, and community relations. The 174th Attack Wing operates the MQ-9 Reaper remotely piloted aircraft (RPA). More than 500 personnel – both uniformed and civilian – work full time at the Air National Guard base at **SYR**.



First of Its Kind Glycol Recycling Facility Construction at SYR

The year 2023 saw the construction of the first of its kind Glycol Recycling Facility at Syracuse Hancock International Airport (**SYR**). Glycol is the main component in aircraft deicing fluid and critical to safe operations at airports in colder climates. Construction crews broke ground on the facility in March 2023 and the project was largely completed at the close of the year. The facility takes used aircraft deicing fluid collected from the airport's multiple deicing pads and refines it to produce pure glycol. The glycol is then blended and certified as Type I deicing fluid to be sold back to our airline partners at approximately 10-15% below market rate. The facility, operated by Montreal-based Aeromag, is the first of its kind in the world to be able to take used deicing fluid at such a low glycol concentration and ultimately produce certified Type I deicing fluid again.

The recycling process has the potential to reduce 3 to 6 million kilograms of CO2 per year, while saving a potential 20 to 25 million liters of water (5.5 to 7 million gallons) each year. Based on current average flight volumes, **SYR** will only use around 50% of the total capacity of the facility, meaning that Aeromag will have the opportunity to extend its services to neighboring airports. This regional responsibility will ensure airports across Upstate New York – and beyond – have the opportunity to benefit from intentional sustainability efforts at **SYR**.

Carbon
REDUCTION



Commercialization and Expansion of Drone Corridor

In April 2023, New York's 50-Mile Drone Corridor – an FAA Designated Uncrewed Aircraft Systems (UAS) testing facility managed by NUAIR – received a new civil authority to advance the research, development, and commercialization of drone operations. This will make it easier for the test site – which runs from the Syracuse Hancock International Airport (**SYR**) to the Griffiss International Airport (**RME**) – to accommodate larger drones testing commercial operations. The site can now operate drones weighing under 300 pounds throughout the corridor and be compensated for operations. Previously, the site operated under a public aircraft operations authority, only allowing “research and development and other core governmental functions.” This new civil authority opens the door for scalable, commercial operations, accelerating the UAS and advanced air mobility (AAM) industries as a whole.

In December, the FAA granted an extension of this Beyond Visual Line of Sight (BVLOS) corridor to 240 square miles – a 300% increase over the previously authorized zone!

“This BVLOS waiver from the FAA is an important step in proving uncrewed aerial systems and advanced air mobility aircraft can safely integrate into the National Airspace System,” Syracuse Regional Airport Authority Executive Director Jason Terreri said in a statement. “Testing real-world applications of UAS and AAM right here in Central New York showcases the leadership position our region has taken in these efforts.”

A New Era for AAM at SYR

with NUAIR and the AAM Interagency Working Group

In October 2023, the prominent role Syracuse Hancock International Airport (**SYR**) is playing in the advancement of Advanced Air Mobility (AAM), Small Uncrewed Aerial Systems (sUAS), and Remotely Piloted Aircraft (RPA) was showcased on the national stage. The Department of Transportation's AAM Interagency Working Group held a summit which brought federal, state, and local agencies to **SYR** to discuss the challenges and opportunities in integrating advanced aviation technologies into the National Airspace System. In addition to smaller breakout sessions and larger group presentations, attendees were treated to a live fly-in. An MQ-9 Reaper Remotely Piloted Aircraft from the New York Air National Guard's 174th Attack Wing stood on display as a BETA Technologies Conventional Take-Off and Landing Electric Aircraft integrated smoothly into the **SYR** commercial service airport environment!

The event also served as the unveiling of The NUAIR Center of Excellence at **SYR**. NUAIR operates one of just seven FAA-designated UAS Test Sites in the country, and the only one in New York State. They work in collaboration with regional economic development agencies and other industry partners to support the UAS industry and advance UAS-related economic development opportunities for the region. **SYR** is ideally situated in the 240 square mile airspace recently covered by a Federal Aviation Administration (FAA) Part 107 waiver permitting remote, autonomous, beyond visual line of sight (BVLOS) UAS operations.

NUAIR CENTER OF EXCELLENCE
FOR ADVANCED AIR MOBILITY
AT SYRACUSE HANCOCK INTERNATIONAL AIRPORT

NUAIR

SRAA
Syracuse Regional
Airport Authority

SRAA Business Development
Team Wins

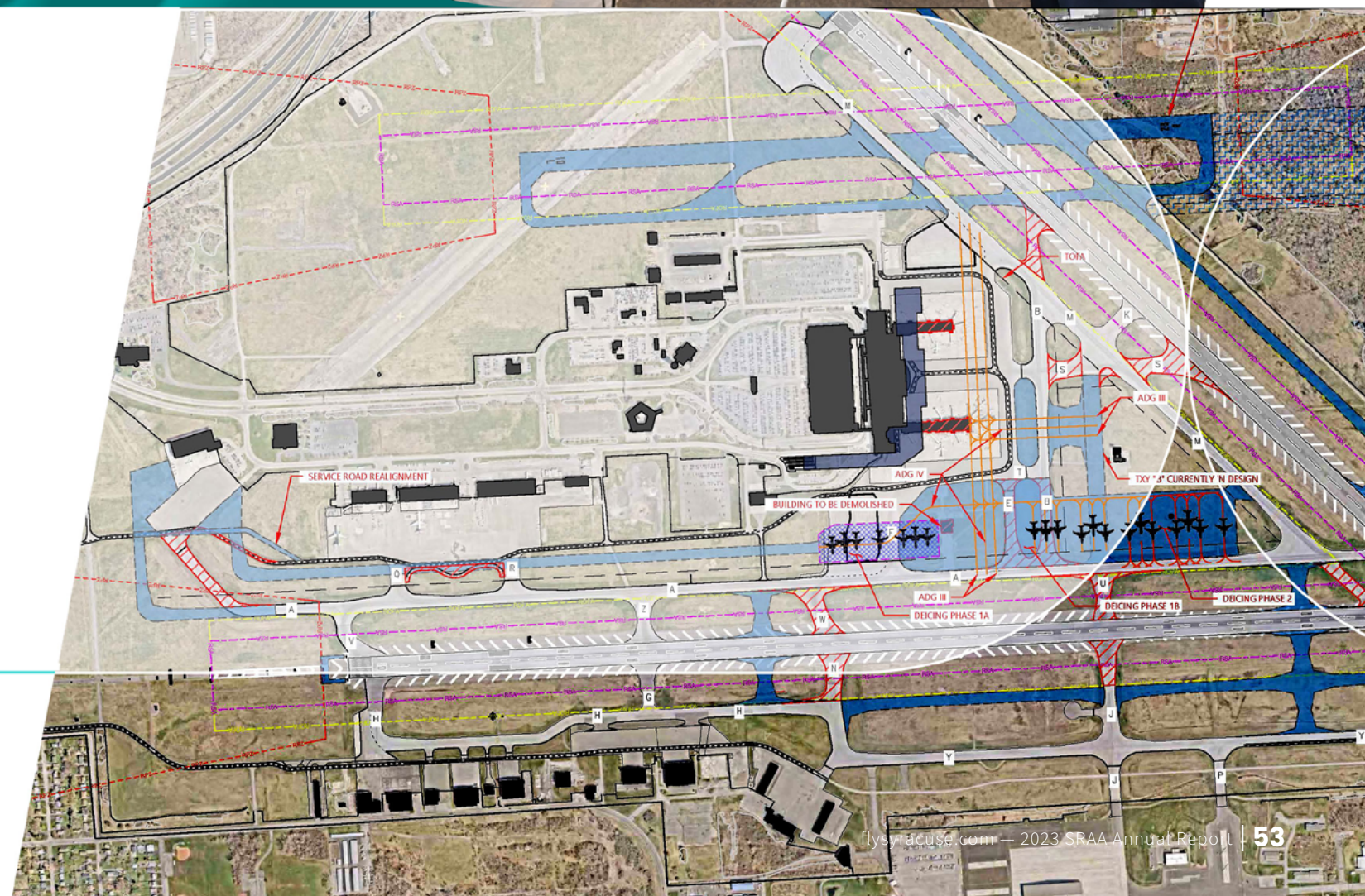
Destination Difference Maker Award

In June 2023, the SRAA Business Development team was awarded the “Destination Difference Maker” award by local tourism promotion agency Visit Syracuse! Our Business Development team earned this distinction by taking a proactive approach to promoting leisure travel to Syracuse and the Central New York region. By focusing on affordable, low-cost leisure travel opportunities, more people than ever before have the chance to conveniently visit our area. Through our partnerships with local businesses and events, the airport has positioned itself as a true community advocate. According to Visit Syracuse, the Destination Difference Maker “Plays an active role in sharing the positivity, warmth, and charm of Syracuse and Central New York.” The award was presented at the Visit Syracuse 2023 Annual Meeting and Industry Awards event at NBT Bank Stadium in Syracuse.



Master Plan Update

In 2023 significant progress was made on updating the Syracuse Hancock International Airport (**SYR**) Master Plan. An Airport Master Plan is a 20-year vision of how an airport needs to develop in order to accommodate the forecasted demand for the airport's facilities. An updated Master Plan – including an up-to-date Airport Layout Plan – is an essential component to meeting the requirements for the airport to continue receiving federal funding for critical infrastructure projects. A Master Plan Update (MPU) is a multi-year process, and this particular update began in 2021. Given the length of the process, adjustments must be made as new information becomes available to the Tactical Advisory Committee (TAC). The TAC – comprised of key airport stakeholders - is tasked with advising the consultants preparing the MPU. The most notable adjustment came after the announcement of Micron Technology, Inc.'s intention to build a megafab – or manufacturing facility – essentially in the airport's backyard. This MPU was subsequently adjusted to take into account the prognosticated increase in both travelers and cargo that will flow through the airport in the years to come. A key component to the MPU process is public involvement. Throughout the year, the airport authority accepted comments on proposed development alternatives via both the airport's website as well as via Public Open Houses.



SYR Hosts First of its Kind Inclusion in Aviation Conference

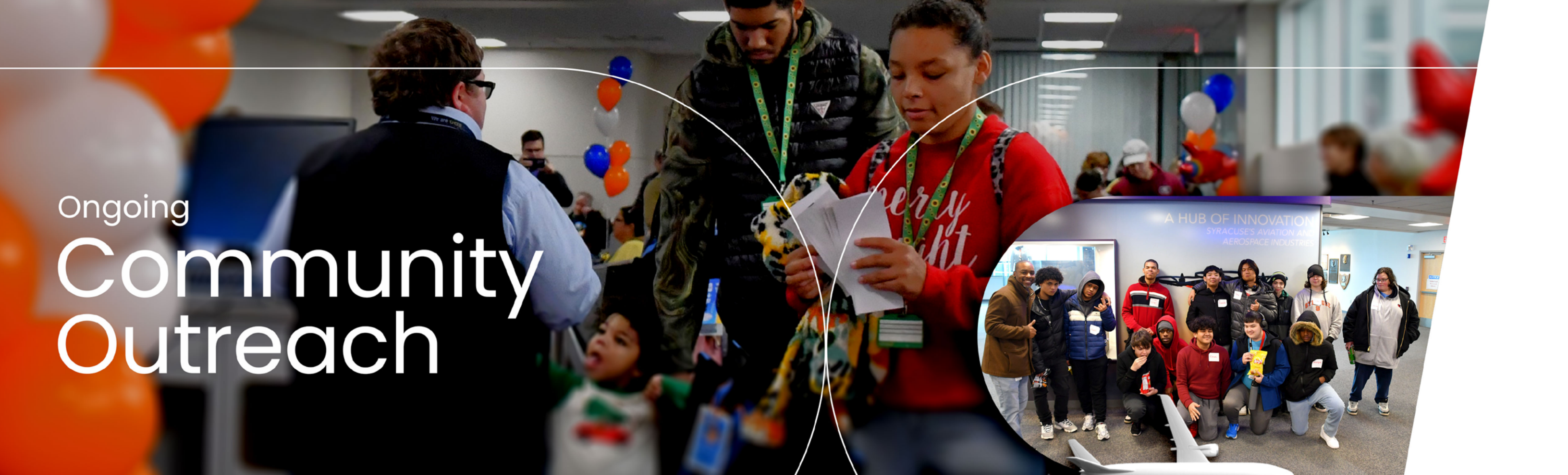
In early November 2023, the Syracuse Regional Airport Authority (SRAA) and Syracuse Hancock International Airport (**SYR**) hosted the first of its kind American Association of Airport Executives (AAAE)/Northeast Chapter AAAE Inclusion in Aviation Conference at the Marriott Syracuse Downtown. Based on the fundamental notion that sustaining a diverse and inclusive environment is critical to industry success and growth, the three-day conference brought together industry leaders from across the country. Conference-goers discussed key areas of Diversity, Equity, and Inclusion (DEI) focus, strategies, and implementation methods to provide the greatest impact in the airport environment.

The second night of the conference featured the host airport event, held at the Salt City Market in Downtown Syracuse. Home to a vast array of international cuisine in a cafeteria-style setting, the Salt City Market was the perfect venue to showcase Syracuse's diverse culinary offerings to our out-of-town visitors.



Ongoing

Community Outreach



Employees

of the Year

"Febes Robertson is a wonderful Custodial Worker, who always has a smile on her face, and puts everything she has into her work. Since she got here, she has exhibited humble pride in her work and contributions to the airport, and it's wonderful to see her get the recognition she deserves."

Debi Marshall
Director of Human Resources

"Febes is an outstanding custodian who is always willing to go above and beyond. She's a dedicated, reliable member of our team and is a true asset to the airport."

Dennis Mathers
Manager of Terminal Services

"Febes is a punctual, hard-working individual, who is consistently going above and beyond for our department. Her positive attitude contributes greatly to the success of the SRAA's mission."

Pete Ryan
Assistant Manager of Terminal Services

"Febes is a great example of an outstanding employee. She is reliable, hardworking, dedicated and goes above and beyond to make the airport look amazing. She is always so friendly and helpful toward staff and passengers. Her smile is inviting and portrays her as approachable for all passengers to feel welcomed and confident in her assistance. She is customer service focused with a team player mentality. She is wonderful to have on our team, focusing on the customer service we take such pride in at Syracuse Hancock International Airport!"

Kristine Carson
Talent Development & Culture Specialist

"Febes embodies what it means when we say everyone has a role to play in enhancing the customer experience here at the airport. She is always smiling, happy to assist passengers, and goes the extra mile to ensure travelers feel comfortable in their environment. In her role, she is on the front line of customer experience and truly makes a tangible, visible impact on improving this space we call Syracuse Hancock International Airport!"

Matt Szejbka
Customer Experience Manager

Febes Robertson
Custodial Worker I

"Cliff has been a wonderful addition to our team. The experience and knowledge that he brings and the guidance and structure he provides to our trades team has been a welcomed addition. Congratulations Cliff on a wonderful accomplishment!"

Jason Mehl
Chief Commercial Officer

"In the short time that Cliff has been with the SRAA, he has made an incredible impact on our organization and the airport. His experience and leadership paved the way for new and innovative solutions to address the challenges facing our airport. He has developed a culture of safety, collaboration, and pride in our organization by empowering his teams all while maintaining a fun working atmosphere. We are very lucky to have Cliff and I am not surprised that the team elected him to be the Employee of the Year for the SRAA."

Jason Terreri
Executive Director

"Your contributions and dedication to structuring a world class facility have influenced our SRAA team and all airport stakeholders. Above all, your enduring positive attitude is an inspiration to me and many others!"

Aaron Harris
Chief Operations Officer

"Cliff is simply a book of knowledge when it comes to managing our facilities. He's easy to work with, willing to assist when needed, and has an open ear to suggestions. He's been a great addition to our team!"

Dennis Mathers
Manager of Terminal Services

"Cliff is one of the most hard-working, reliable, helpful, kind, trustworthy, and genuine people I have ever met. Cliff brings those qualities to work everyday and the passion he creates with his positive energy is reflected in his work accomplishments as well as his relationships with passengers, staff, tenants, and contractors. Cliff has completely earned the title of "Employee of the Year", and I would like to personally thank him for not only what he has done for the police department, but for all that he has done for our entire airport team and community. Great job Cliff!!"

Mark Werbeck
Chief of Police

Cliff Pelton
Director of Facilities

Volunteer Spotlight

What is your favorite part about being a volunteer Fly Guide Ambassador?

My favorite part of being a Fly Guide is being able to help people who are anxious about the whole process of flying. Seeing the confused looks on their faces change to relief that there is actually a person they can chat with and ask questions. I also love to see the excitement of people going on a vacation, and the family hugs goodbye!

Have you had any memorable experiences from your time volunteering at SYR?

A memorable experience for me was when I helped an elderly couple that was waiting at the wrong gate for their flight. They were the only ones sitting there, and looked worried. When he saw me approach he jumped up and showed me his ticket, and said his flight was supposed to take off in 30 minutes, but no one was there. We went together to look at the departure board and realized the gate number had been changed. I showed them the correct gate and all ended well.



Kathy DeLuca



Why do Brenda and Gary love doing PET Program visits to SYR?

Zazu's owners, Gary & Brenda, love sharing Zazu with airport staff, flight crews & travelers. Heads turn & smiles appear on faces when people see Zazu. The 3 of us have made a lot of friends with airport staff & love to hear stories about the pets the travelers or flight crews have left at home. We really smile when people know what breed of dog Zazu is.

Why does Zazu love doing PET Program visits to SYR?

Zazu has been working at the airport since August 2022 and is scheduled for airport duty Friday afternoons. He likes going to the airport because he loves to keep moving. You'll see him visiting travelers and staff at the check-in areas. Then, it's straight up the stairs to go thru TSA. Once he's through TSA, you may notice him turning around a lot, and looking backwards as he goes from terminal to terminal. Collies are herders -

they like to keep their sheep or people in sight! He remembers the people he meets at check-in and will constantly turn around to see if anyone he's already met has made it to the gate area! He's looking for the rest of his herd!



Gary, Brenda, and Zazu Luther

Syracuse Regional Airport Authority

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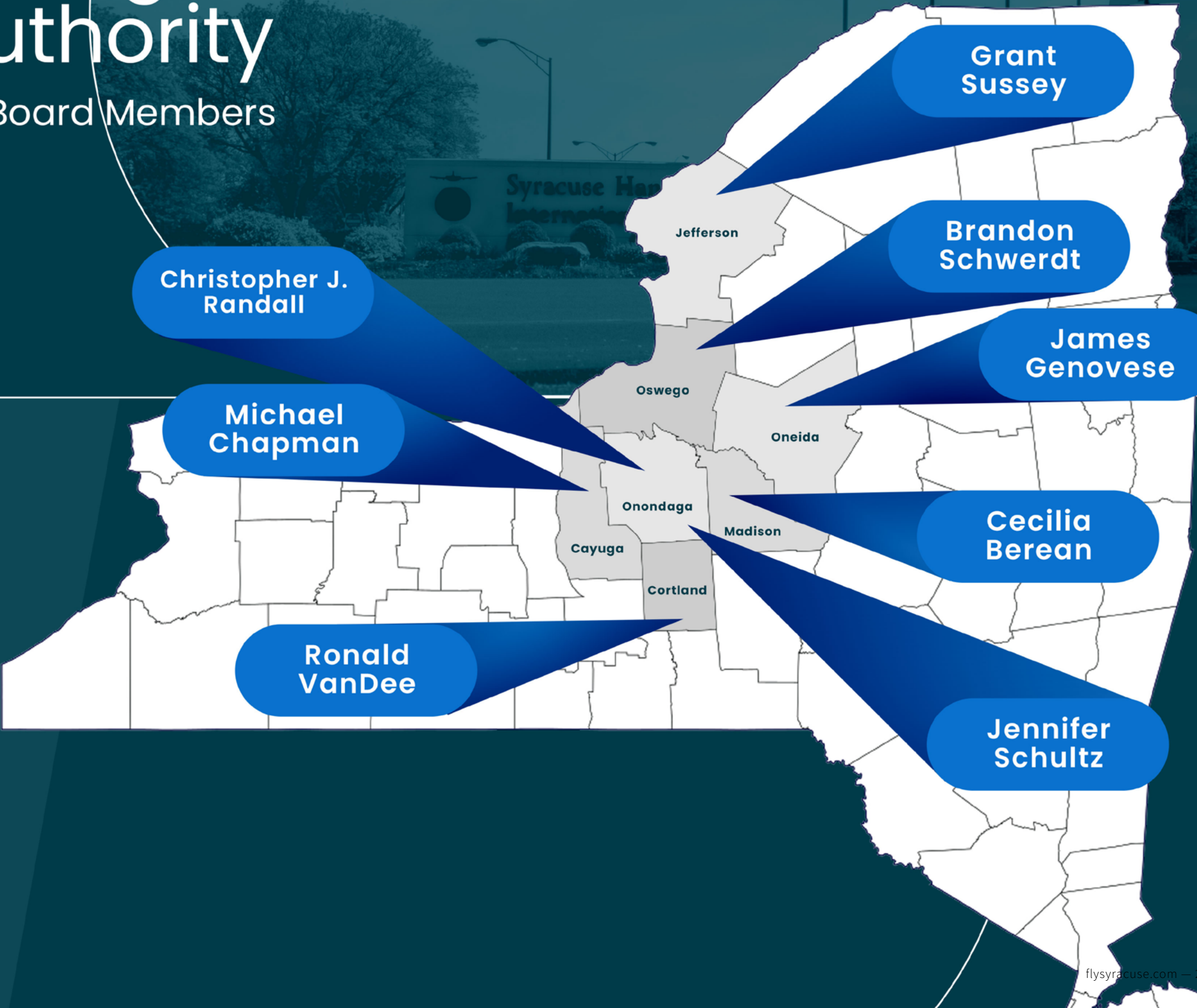


Dr. Donna DeSiato



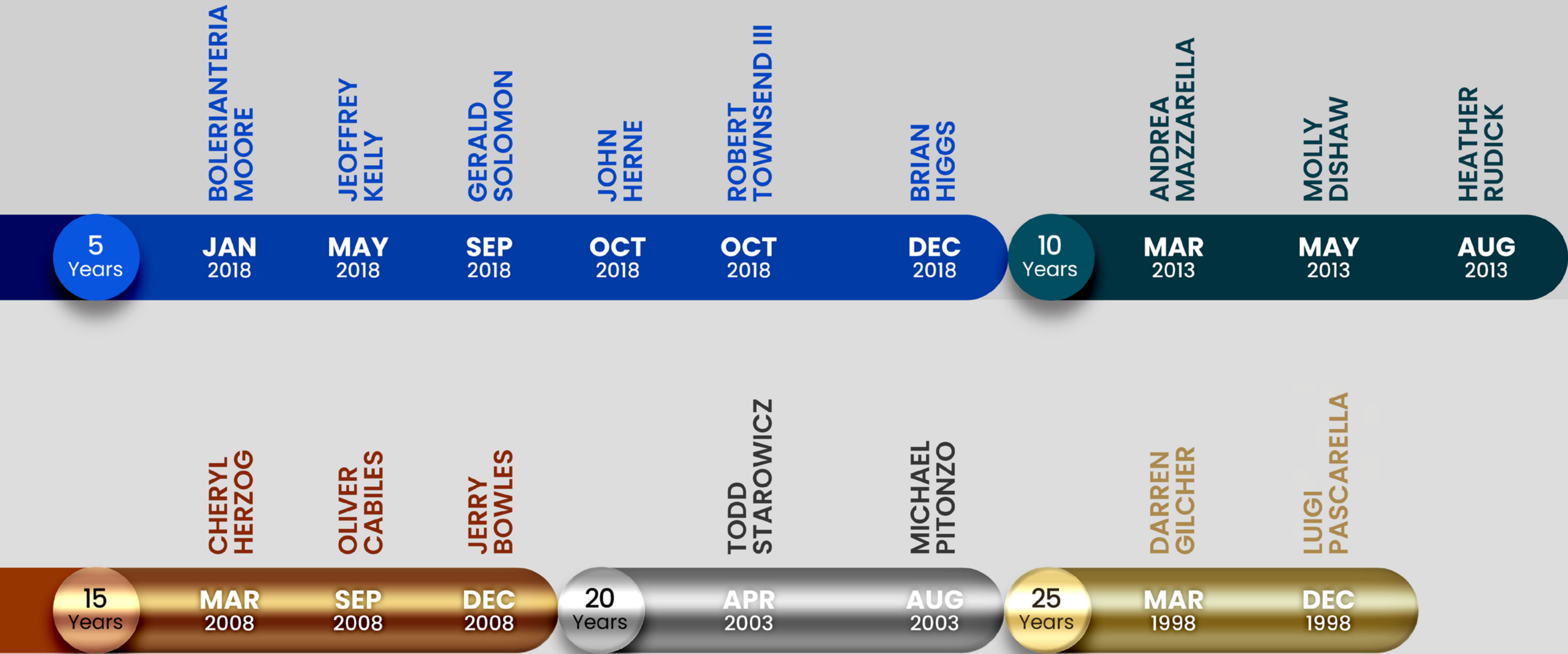
Syracuse Regional Airport Authority

Regional Advisory Board Members



Employee
Milestones

Thank You
for your dedicated service to the 





Appreciation for
**Federal and
State Funding**

Federal State

Federal Funding

State Funding

BIL (*Bipartisan Infrastructure Law*)
2023 ATP (*Airport Terminals Program*)

NYS DOT (*New York State Department of
Transportation*) AIRPORT IMPROVEMENT GRANT



**For Utilities Upgrade
(windows/siding/HVAC)**

**\$8.6
Million**

BIL Program

Approximately **\$5MILLION** each year
for AIP eligible projects through 2026.



**North Terminal Expansion and FIS
(Federal Inspection Station) Facility**

**\$20
Million**

ACIP (*Airport Capital Improvement
Program*) ENTITLEMENTS

CONGRESSIONALLY DIRECTED SPENDING

NYS DOT AVIATION PROJECT



For Taxiway A Rehabilitation

**\$8
Million**

**\$2.5
Million**



**For Centralized
Operations Center**



Deicing Redesign

**\$2.5
Million**

2024 Initiatives

Future Planning For The

SYR has exceeded our pre-pandemic activity levels and continues to be one of the fastest growing airports in the country. Our goal is to continue to provide the small-town airport feel while offering a best-in-class experience for our customers. The next three to five years are going to be transformational for our airport, so it is imperative that we establish a thoughtful and realistic growth plan that balances growth and maintains our cost competitive position with the airlines.

Key initiatives will be centered on capacity improvements that include expansion plans for our baggage system, passenger parking, security improvements, and cargo services.

Improve Connectivity

While capacity between **SYR** and key airline hub airports has returned, the number of flights is still lagging. Fewer frequencies limits our community's access to certain connecting markets that are important. At the same time, regional demand for access to air service continues to increase at **SYR**.

Our focus this year will be to increase frequencies to existing airline hub airports which will provide additional flight options and connections to key domestic and international markets. At the same time, increasing access to leisure destinations and low-cost options will balance the airline service offerings at **SYR**. We will also strive to improve regional access to **SYR** to ensure the communities that rely on **SYR** for air service still have access to markets that are important to their communities.

Single-Connection Options to Transatlantic Markets

31 viable single-connections

Top transatlantic options for
SYR connecting itineraries:

- | | |
|---------------------------|--------------------------|
| London (LHR/LGW) | Barcelona (BCN) |
| Amsterdam (AMS) | Dublin (DUB) |
| Rome (FCO) | Naples (NAP) |
| Paris (CDG, ORY) | |

Options by continent:

- Europe: 24
Africa: 3 (**CPT, JNB, ACC**)
Middle East/India: 4 (**DOH, DXB, BOM, DEL**)



2024 Initiatives

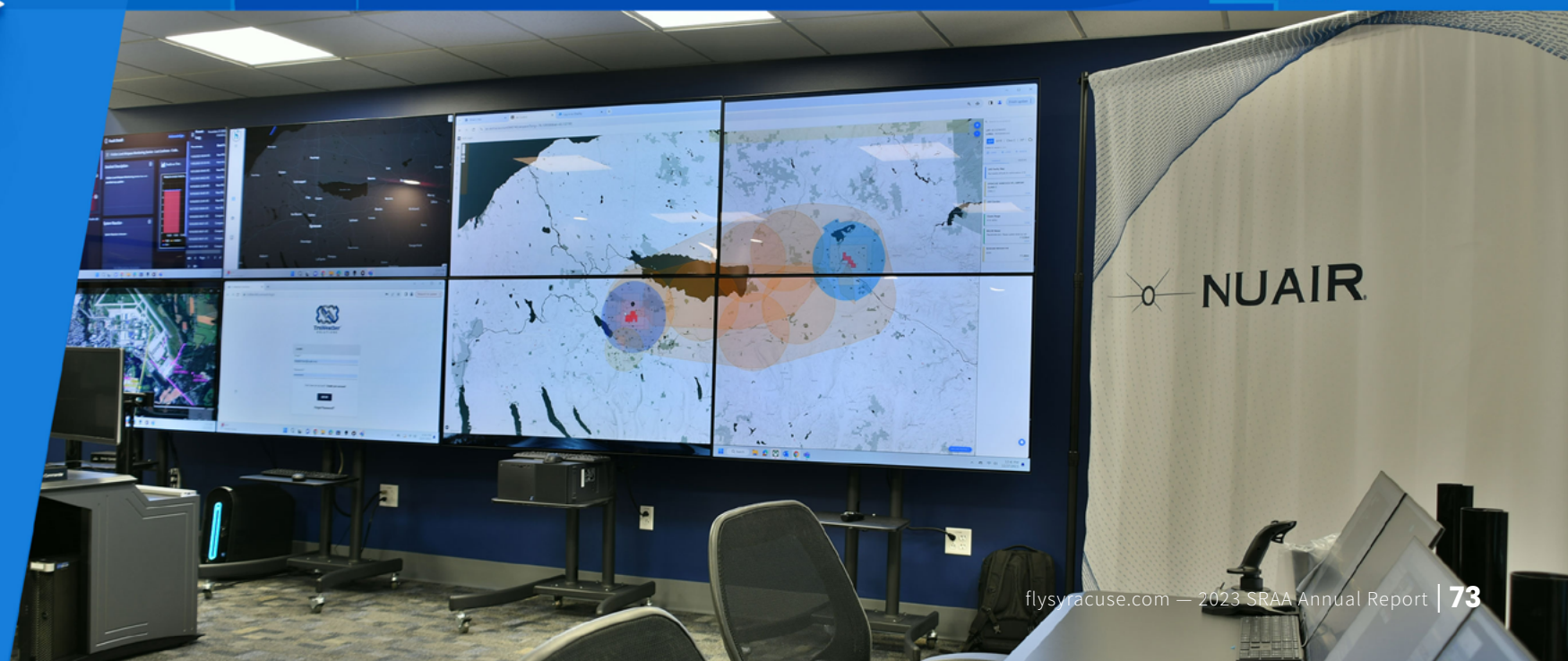
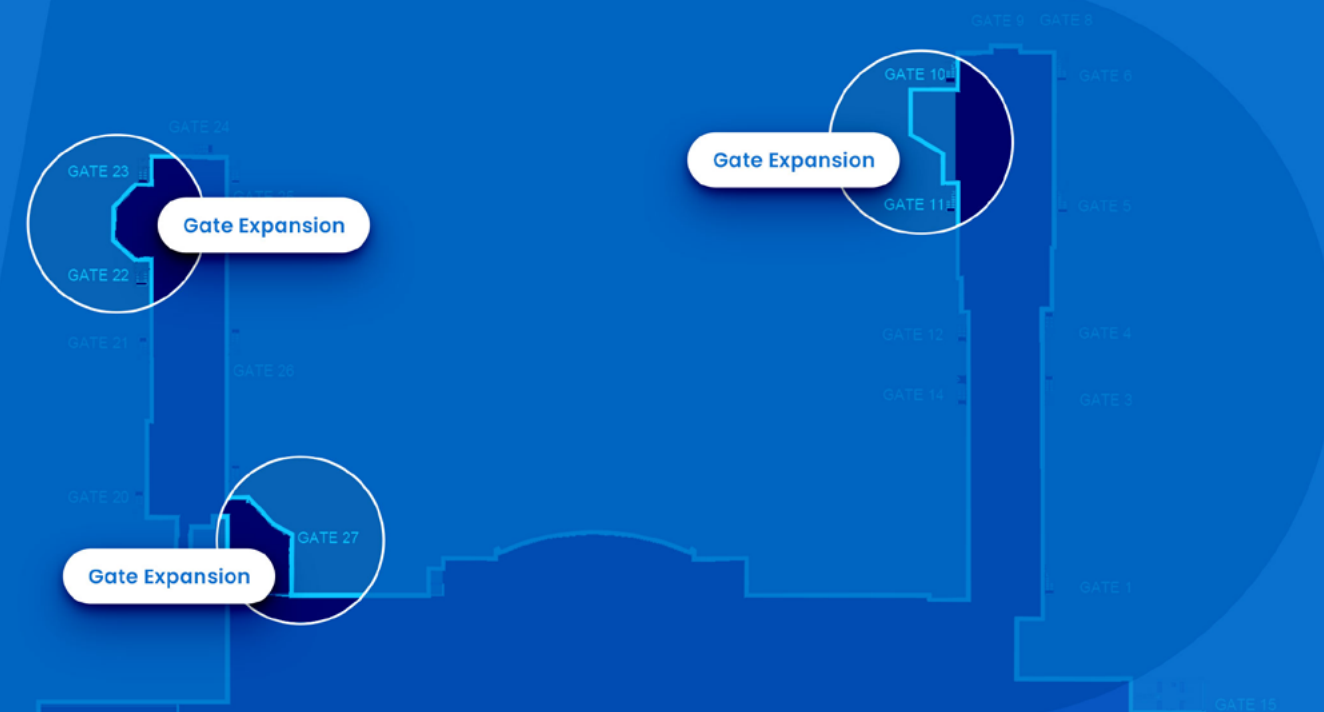
Experience

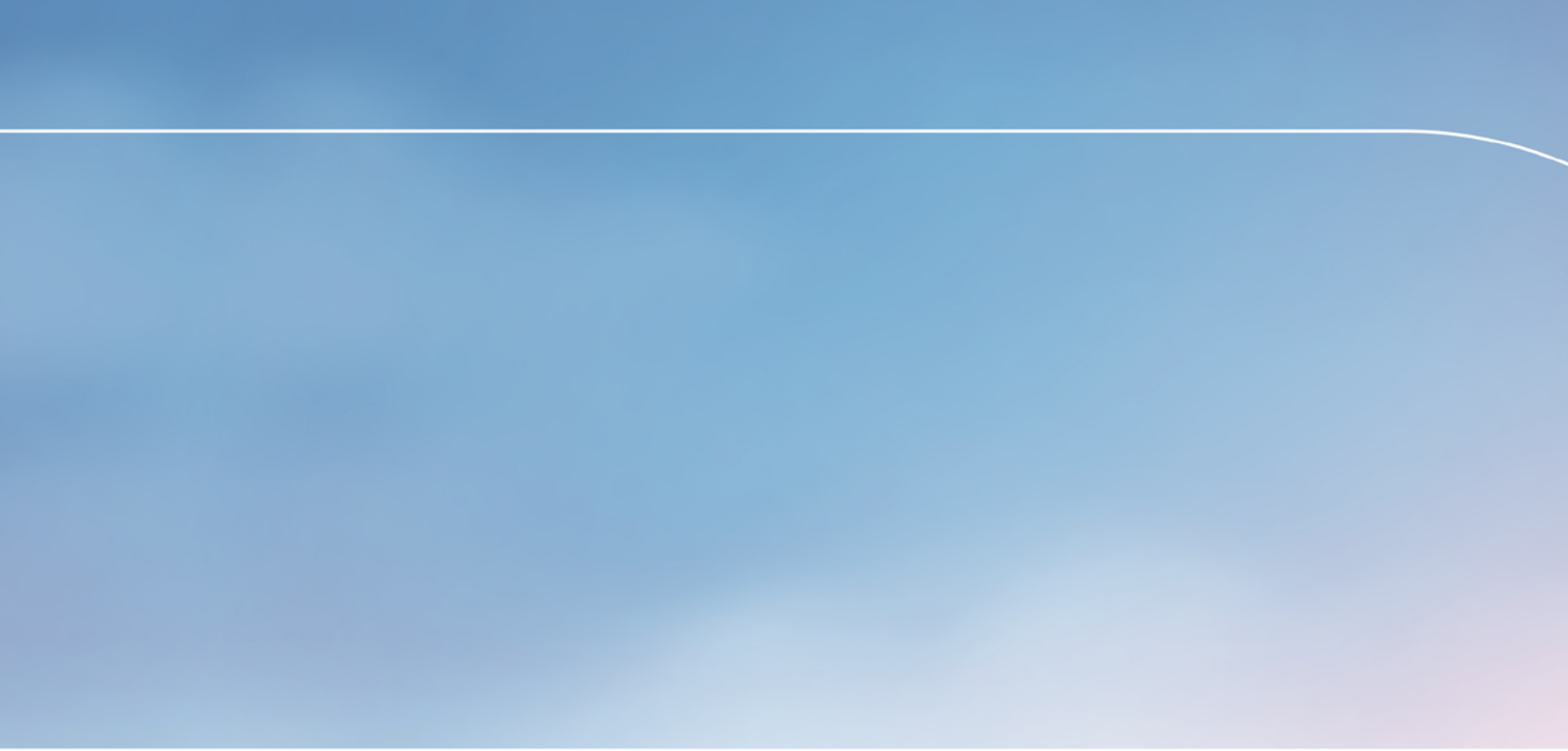
Multiple expansion projects will be under construction this year. The complexity of completing construction projects while minimizing the impact to daily operations is one of the biggest challenges an airport can face. Completing our terminal expansion program with minimal impact to airport operations and the customer experience is critical to the success of our airport.

We will also expand our food and beverage choices, as well as retail offerings, by offering a mix of locally focused options along with nationally recognized brands. Included in our expanded offerings will be quick-serve options and unique local products that highlight Central New York.

Position SYR as the airport leader for Advanced Air Mobility (AAM) and Uncrewed Aircraft Systems (UAS).

Our region continues to gain momentum as the national epicenter for UAS and AAM development. **SYR** is uniquely positioned as a commercial airport to support industry transition from research and development to commercial implementation. Leveraging our position as the only commercial airport with fully integrated drones and the NUAIR Center of Excellence, our focus will be recruiting Original Equipment Manufacturers (OEM) to the airport and providing growth opportunities for local companies, including participants in the Genius NY Competition and members of the Tech Garden.





FlySyracuse.com