



Syracuse Regional
Airport Authority

Annual Report



2024



Message from the Chair

Values

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

We Believe In...

-  Safety & Security
-  Health & Wellness
-  Community Relationships
-  Trust & Transparency
-  Reliability & Responsiveness
-  Innovation & Technology
-  Environmental Sustainability
-  Independent Financial Stability
-  Diversity & Inclusion

Jo Anne C. Gagliano

Parking convenience is a priority for SYR travelers...

On behalf of the board members of the Syracuse Regional Airport Authority (SRAA), I am proud to present the 2024 Annual Report for Syracuse Hancock International Airport (SYR). As the gateway to Central New York and beyond, SYR serves as a vital entry point for our community, and we are pleased to share the significant strides we have made in enhancing passenger experience and fostering economic growth.

SYR has once again seen record traffic levels in 2024, reflecting the strong demand for air travel in Central New York. This underscores the importance of the work being done by SRAA to develop, maintain, and operate the airport to world-class standards.

This year, we saw key developments in air service, connecting our community to more destinations. A notable achievement was the launch of the Ultra-Low-Cost Carrier (ULCC) Sun Country Airlines, which began offering its first regularly scheduled flights at SYR in June. This new service provides convenient, affordable one-stop connectivity to major West Coast markets, including Los Angeles and Seattle, via Minneapolis-St. Paul (MSP). In addition, Breeze Airways and Frontier Airlines introduced new ULCC routes, further expanding options for our travelers.

Our legacy carrier partners also made significant moves in 2024. Delta Air Lines resumed daily nonstop service to MSP in May, and American Airlines increased their nonstop service from SYR to Miami International Airport (MIA) to daily during the end of year holiday period. This expanded service offers travelers convenient one-stop connections to key destinations, including, for the first time in SYR's history, four Cuban destinations. Additionally, jetBlue Airways responded to the strong demand for travel to Orlando (MCO) by increasing their nonstop service to twice daily, a service that will continue through the Fall of 2025.

Parking convenience is a priority for SYR travelers, and this year we implemented the new Designa parking system that has greatly improved efficiency and ease of access. The upcoming launch of a parking shuttle service for the Economy Lot will further enhance the experience for those utilizing this affordable parking option.

Inside the terminal, we are excited to introduce three new dining options: Miss Prissy's, Qdoba Mexican Eats, and Einstein Bros. Bagels. These additions, made possible by the efforts of the SRAA's Commercial Development team, will help elevate the traveler experience, expand food and beverage options, and better serve the growing number of passengers.

The board and I express our sincere appreciation for the dedication and hard work of the Executive Director Jason Terreri and the entire SRAA team. We also express our thanks to the City of Syracuse Mayor, Ben Walsh, and Onondaga County Executive, Ryan McMahon, for their support of the SRAA and its mission. It is the collective commitment to excellence that continues to drive SYR's success. As Chair of the Board, I have the privilege of witnessing firsthand the dedication of this exceptional team, and I am confident that they will continue to elevate the airport to meet the needs of our community.



Message from our Executive Director

H. Jason
Terrerri IAP, A.A.E.

Mission

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

Vision

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



The year 2024 was transformative for Syracuse Hancock International Airport (**SYR**). We welcomed a record-breaking three million + passengers, expanded global access through our diverse airline partnerships, and laid the foundation for a comprehensive capital development program set to launch in 2025. We continue to solidify our role as the primary airport for Central New York, meeting both business and leisure travel demands by adding new markets, increasing flight frequencies, and enhancing connection options to link our region to the world.

Despite the sudden departure of Southwest Airlines from **SYR** - an airline that previously accounted for 12% of our total traffic - we closed the year with another record-high level of passenger activity. The swift response by other carriers to fill the capacity gap demonstrated the strength and resilience of our market. As a result, **SYR** ended 2024 with robust capacity and market access, ensuring our community remains well-connected.

As we enter 2025, **SYR** offers 29 nonstop destinations and over 40 daily departures, including additional connecting options through major hub airports. Our airport experienced airport industry-leading growth in flight frequencies across both legacy and Ultra-Low-Cost Carriers. Looking ahead, we anticipate further capacity increases from several airlines and the addition of new routes. Early examples include Allegiant Air's newly expanded service to Myrtle Beach, SC, and Delta Air Lines' upcoming service to Minneapolis/St. Paul, MN.

In 2024, we initiated several terminal expansion projects to enhance the passenger experience. These include constructing a U.S. Customs Federal Inspection Station (FIS), expanding terminal space, and introducing new food and beverage options. Our new FIS, capable of accommodating 200 passengers per hour, will enable **SYR** to handle international passenger flights and support international cargo operations upon its completion in 2025. The terminal expansion will add gate capacity, new seating, and jet bridges, eliminating the need for ramp boarding. Additionally, the new dining options, featuring both local and national brands, are set to open in early 2025.

The transformation of **SYR** will continue throughout 2025, with several major construction projects scheduled to begin in the spring. These projects include a new rental car facility, an expanded aircraft deicing pad, taxiway improvements, and other essential infrastructure upgrades. Our team is committed to maintaining the highest levels of customer service during construction, and we appreciate the community's support and patience as we enhance **SYR**.

We expect 2025 to be another record-breaking year, featuring new services, innovative solutions, and a few surprises—so stay tuned. I want to thank our team for their dedication to our mantra of regional responsibility. This report celebrates their hard work, and I am proud to share their accomplishments with our community.

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SYR By The Numbers

96,800

Pounds of Sodium Acetate/Formate pellet deicer annually

10,100

Gallons of Potassium Acetate liquid deicer annually

71,594

Number of takeoffs and landings at SYR in 2024

842,998

Rental Car Transaction Days

40,414

Burgers Sold

180,343

Bar Drinks Sold

125,386

Hot Coffees Sold

2,142

People employed at the airport

1,900

Number of lights converted to LED in 2024

155

SRAA Employees

Conducted Over
17,000

Property Checks

769,865

Checked Bags Screened by TSA

Inspected Access Doors Over
12,000
Times

2,300

Acres of land – size of SYR airport property

31,460

Total tons of cargo passing through SYR

Checked Over
10,000

SIDA Badges

19,649,760

Gallons of jet fuel pumped into aircraft

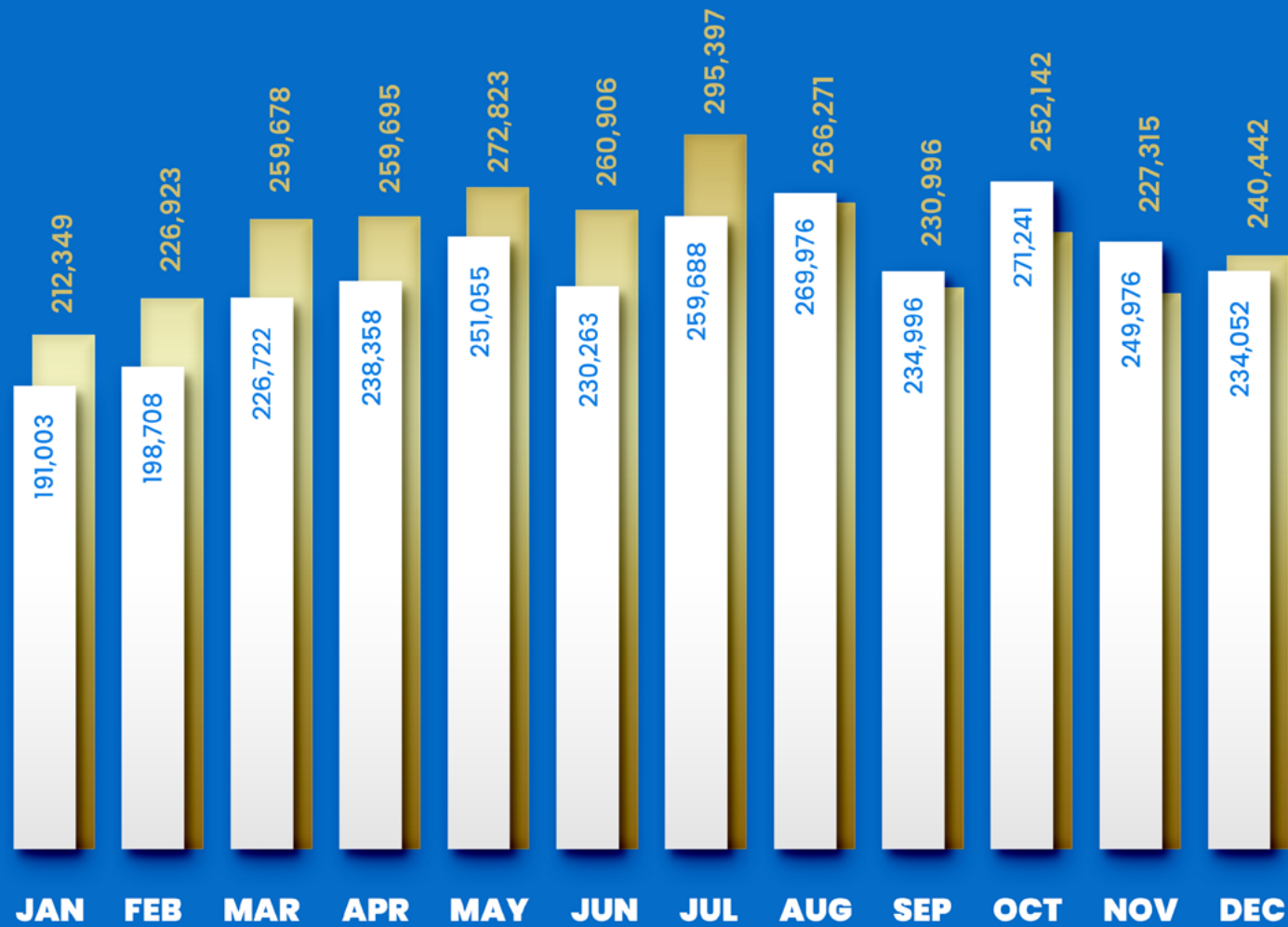
Responded to Over
2,300

Calls for Police Service

Total Passenger Traffic



2023 vs. 2024 Comparison



Busiest Year on Record



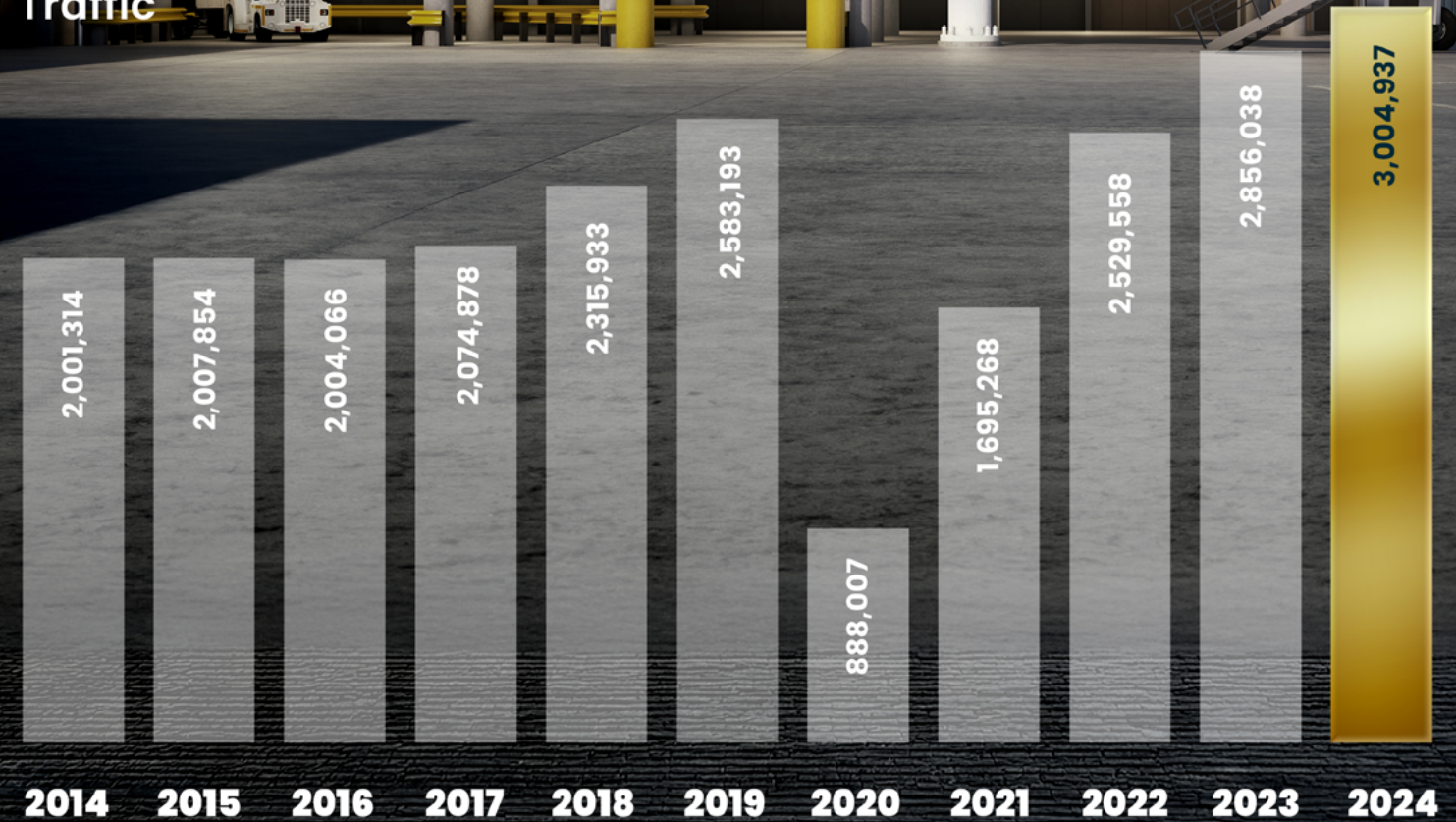
Total Traffic 2023

2,856,038

Total Traffic 2024

3,004,937

Total Annual Traffic

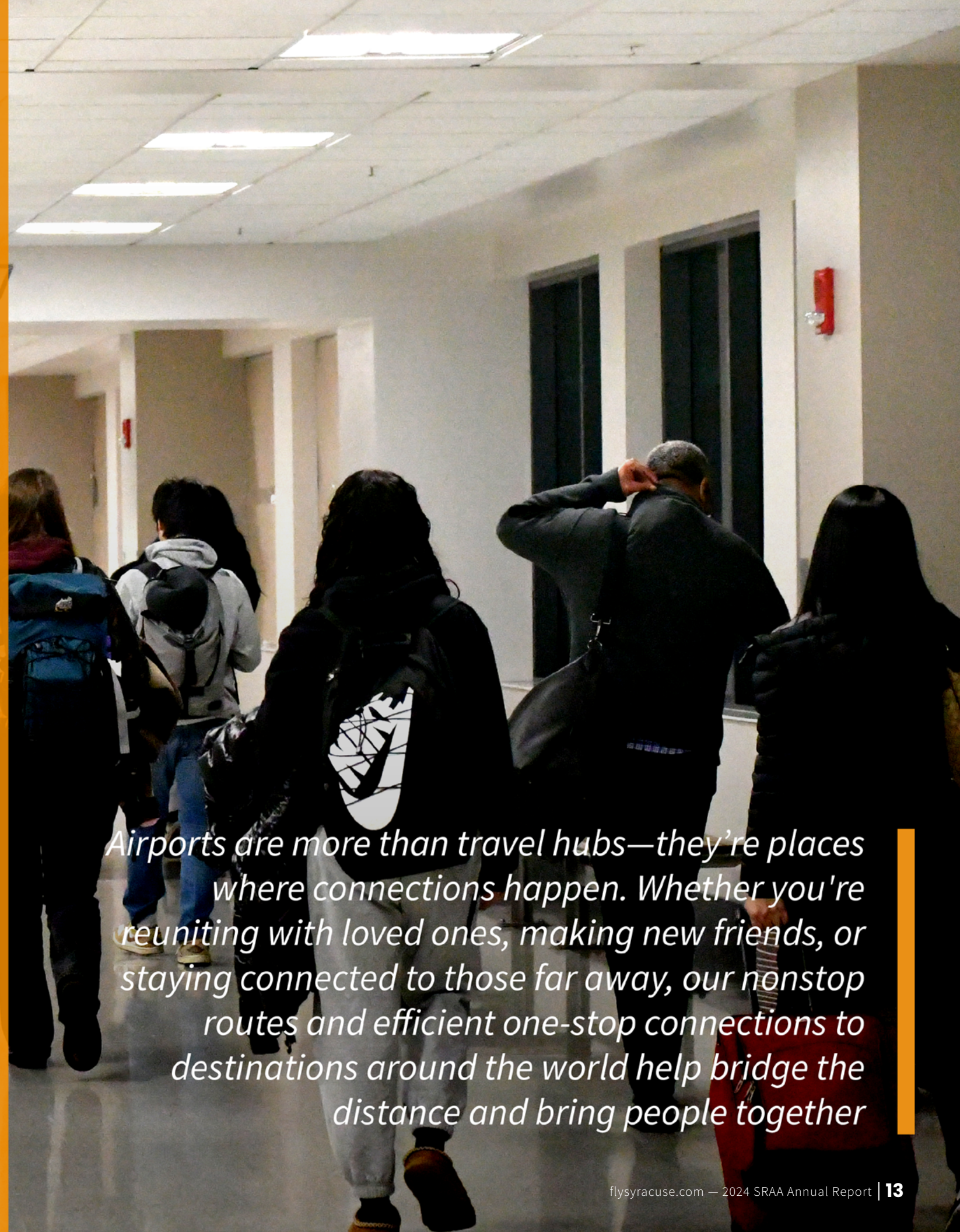




↑ ✈ GATES 20 TO 27

Connectivity

SERVING YOUR REGION
SYR



Airports are more than travel hubs—they're places where connections happen. Whether you're reuniting with loved ones, making new friends, or staying connected to those far away, our nonstop routes and efficient one-stop connections to destinations around the world help bridge the distance and bring people together

Top Domestic Markets



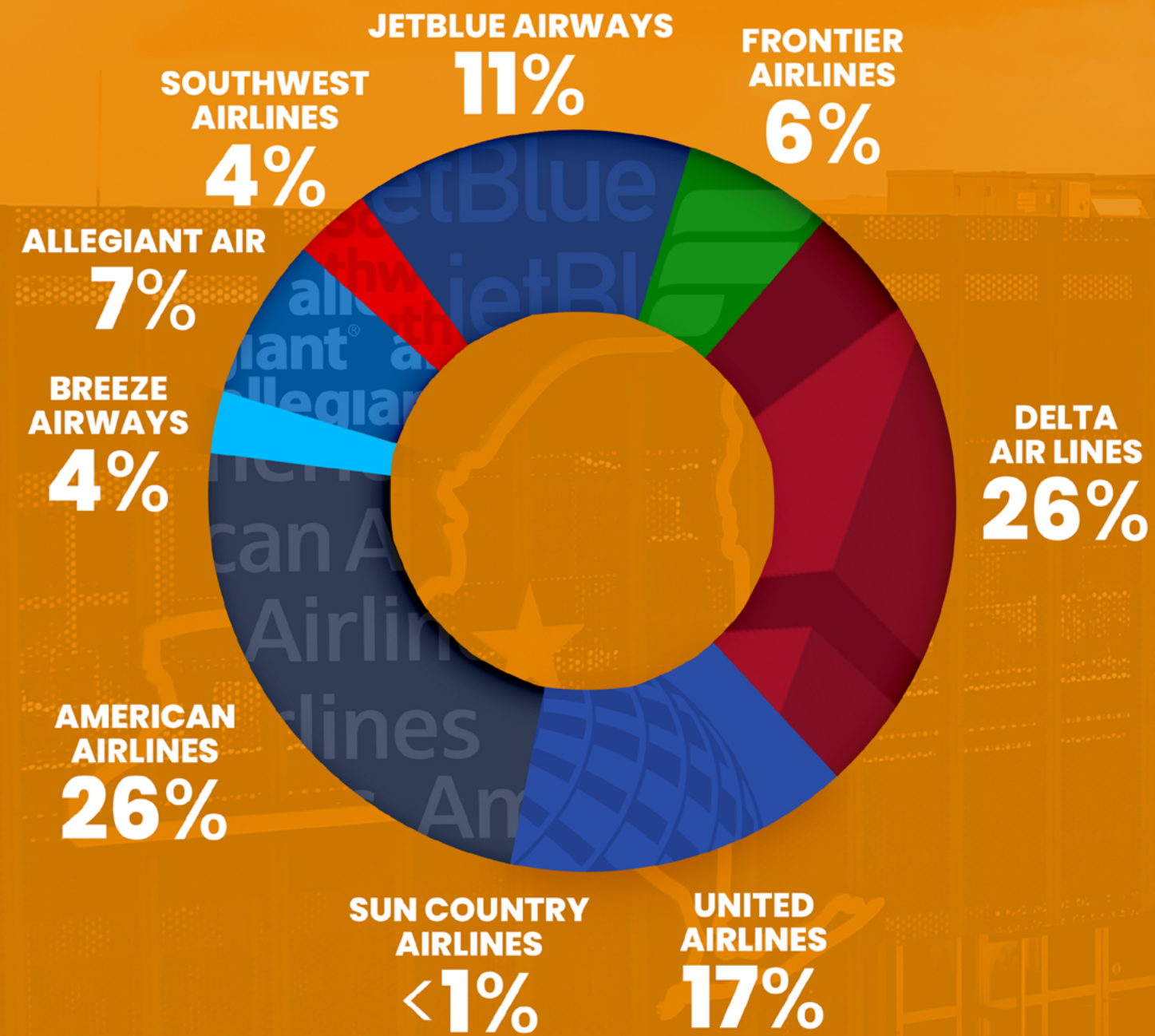
International Single Connections



***DOMESTIC SINGLE CONNECTIONS**

Domestic Connection times between 30 minutes and 4 hours.

Diversified Airline Portfolio



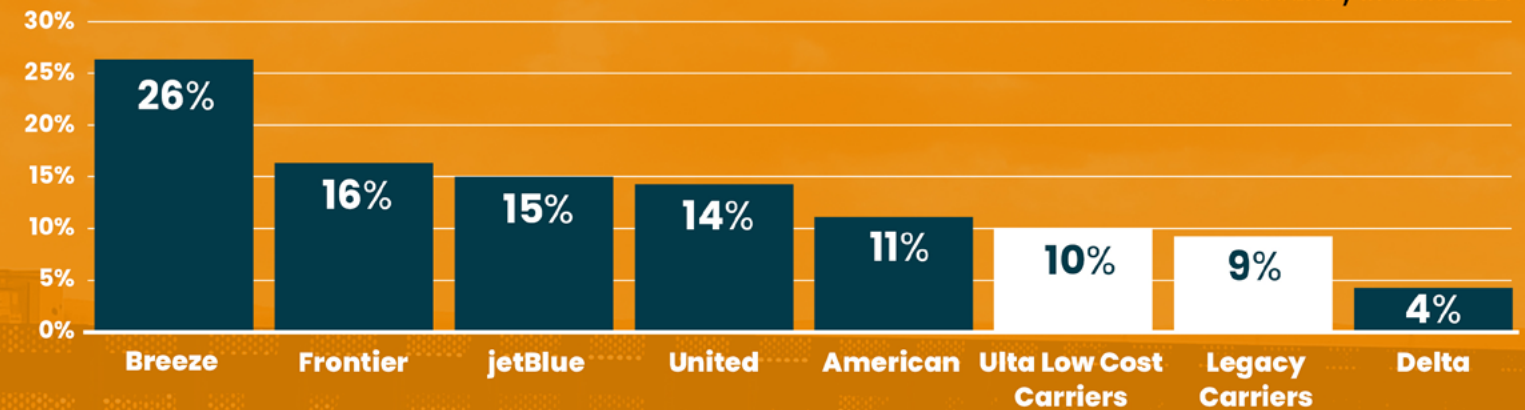
Unique Market Factors



SYR Growth Collectively Driven by Legacy and ULCCs

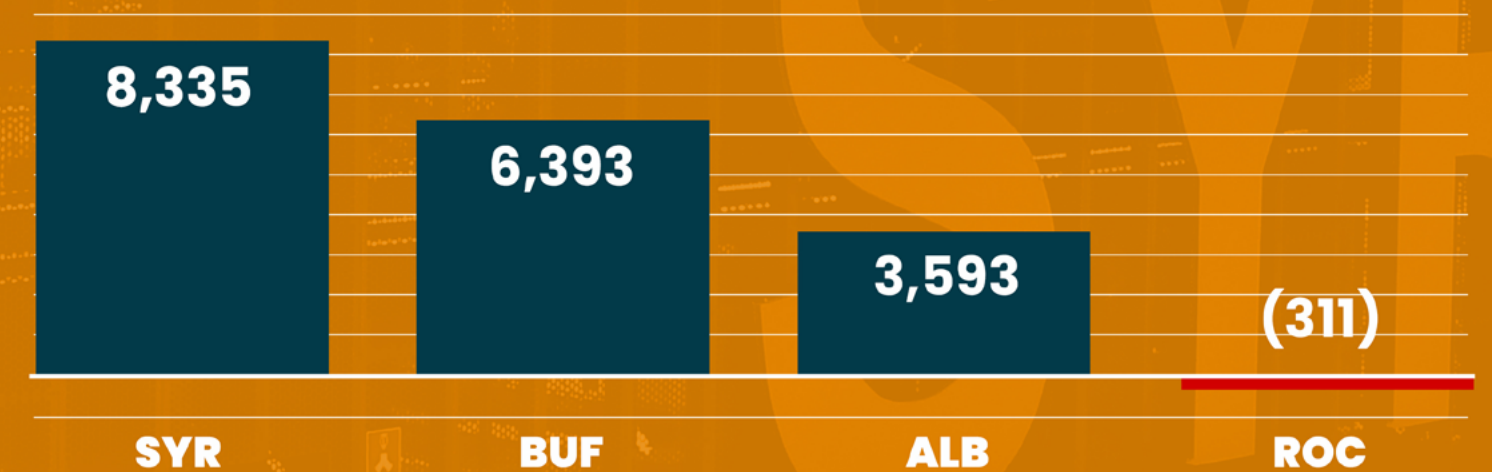
SYR's Largest Growing Airlines 2024 vs 2023 Frequency Increase

New Entrant: Sun Country in June 2024



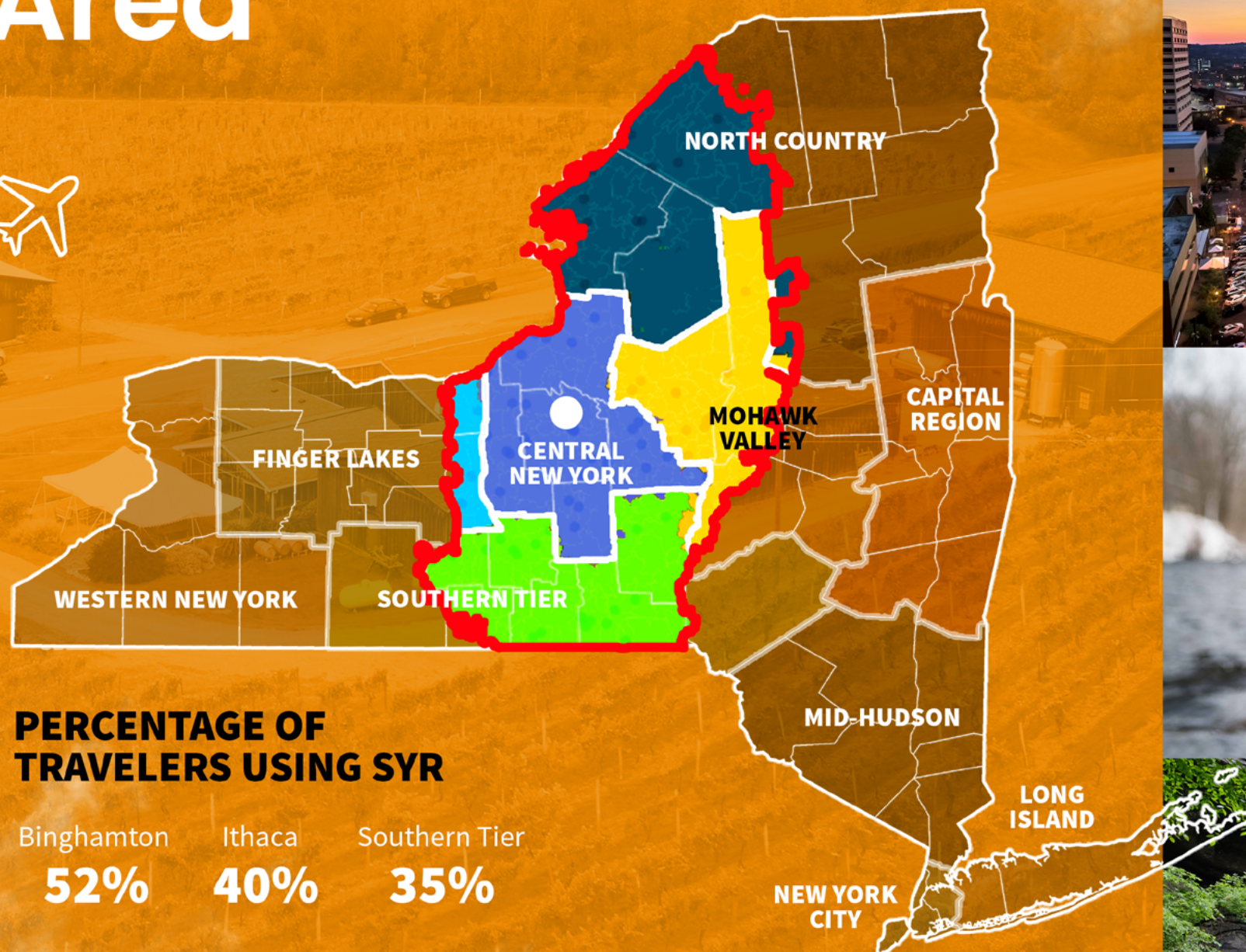
SYR saw the highest growth in premium seats versus peers in 2024

Total Absolute Growth in Premium Seats



A diversified approach to Air Service Development (ASD) by the Syracuse Regional Airport Authority (SRAA) team has paid dividends in 2024. Despite Southwest Airlines' cessation of operations in Syracuse in August 2024, growth was observed across multiple key metrics. The increases shown above in overall flights from 2023 to 2024 were driven by contributions from both legacy airlines and Ultra-Low-Cost Carriers operating at **SYR**. Focusing on premium seats, **SYR**'s increase outshines all other airports in Upstate New York. Our legacy airline partners have wagered on the strength of the demand for business travel in the **SYR** market, providing more choices for the first-class traveler.

SYR's Evolving Catchment Area



PERCENTAGE OF TRAVELERS USING SYR

Binghamton	Ithaca	Southern Tier
52%	40%	35%
Elmira	Utica-Rome	
13%	79%	



The year 2024 saw Syracuse Hancock International Airport's (**SYR**'s) status substantiated as the preferred airport servicing the Central Region of New York State. The airport's catchment area – or area serviced by the airport – now either touches or fully encompasses five of New York State's Empire State Development Economic Development Regions. Travelers from the Finger Lakes, Southern Tier, Mohawk Valley, North Country, and all of Central New York now utilize the airport's facilities. The percentage of travelers using **SYR** from key local designated market areas such as Ithaca and Utica-Rome have increased compared to 2023 with each region seeing a majority of their travelers utilize **SYR**. Broadly, the airport's evolving catchment area further solidifies **SYR** as a powerful economic engine for a vast swath of Upstate New York – and beyond.



Sun Country Launches First Ever Regularly Scheduled Flights at SYR



**CONNECTIVITY
TO MAJOR
WEST COAST
MARKETS**

The Syracuse Regional Airport Authority (SRAA) welcomed Sun Country Airlines to Syracuse Hancock International Airport (**SYR**) in June as they launched their first ever regularly scheduled flights in Syracuse. The Ultra-Low-Cost Carrier began twice-weekly service on Thursday, June 6, 2024 to Minneapolis-St. Paul International Airport (**MSP**). Their announcement increased the lineup of commercial service carriers operating at **SYR** to nine.

“We are excited to expand our service to include another city in New York state, including New York and Buffalo. It will provide travelers with access to all Upstate New York has to offer, including the Finger Lakes Wine Region and the Adirondack Mountains,” said Grant Whitney, senior vice president and chief revenue officer of Sun Country Airlines.

The Sunday and Thursday service is currently seasonal and departs around midday, conveniently tying into a robust late afternoon bank of connecting flights at **MSP**. This provides Ultra-Low-Cost Carrier connectivity to major west coast markets including Los Angeles and Seattle. The route is served by the airline’s Boeing 737-800 aircraft featuring 186 seats.

“Seeing the excitement among travelers and staff members at our celebration today reminds us of how strong the Syracuse market is right now and how attractive our region has become as a destination,” said SRAA Executive Director Jason Terreri. “We greatly appreciate Sun Country recognizing this opportunity in our market and working to fulfill the demand.”



DELTA Relaunches Daily Nonstop Service to Minneapolis- St. Paul



Delta’s new service from Syracuse to our Minneapolis hub... is only the latest proof point of our commitment to the State of New York.



Delta Air Lines relaunched daily, year-round, nonstop service from Syracuse Hancock International Airport (**SYR**) to Minneapolis-St. Paul International Airport (**MSP**) in May. Originally announced as returning in June, the legacy carrier resumed the highly sought-after service on May 8, 2024. Delta Air Lines last served the route in March 2020.

“Delta’s new service from Syracuse to our Minneapolis hub... is only the latest proof point of our commitment to the state of New York,” said Chuck Imhof – Vice President, New York Sales. “With the addition of this nonstop service to **MSP**, Delta will operate 16 daily flights from Syracuse to our hubs across the East Coast in summer 2024, connecting customers in Central New York with hundreds of destinations around the world.”

Nonstop flights from Syracuse to Minneapolis-St. Paul depart Syracuse at approximately 6:45 a.m. with an estimated arrival time into **MSP** at 8:15 a.m. (Central Time). Served by the carrier’s Airbus 319 aircraft with 132 seats in a three-class configuration, this service provides convenient connections to key western markets, including San Francisco, CA; San Jose, CA; and Boise, ID. Micron Technology, Inc. – who just last year 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 New Nonstop Service from Syracuse to Raleigh-Durham

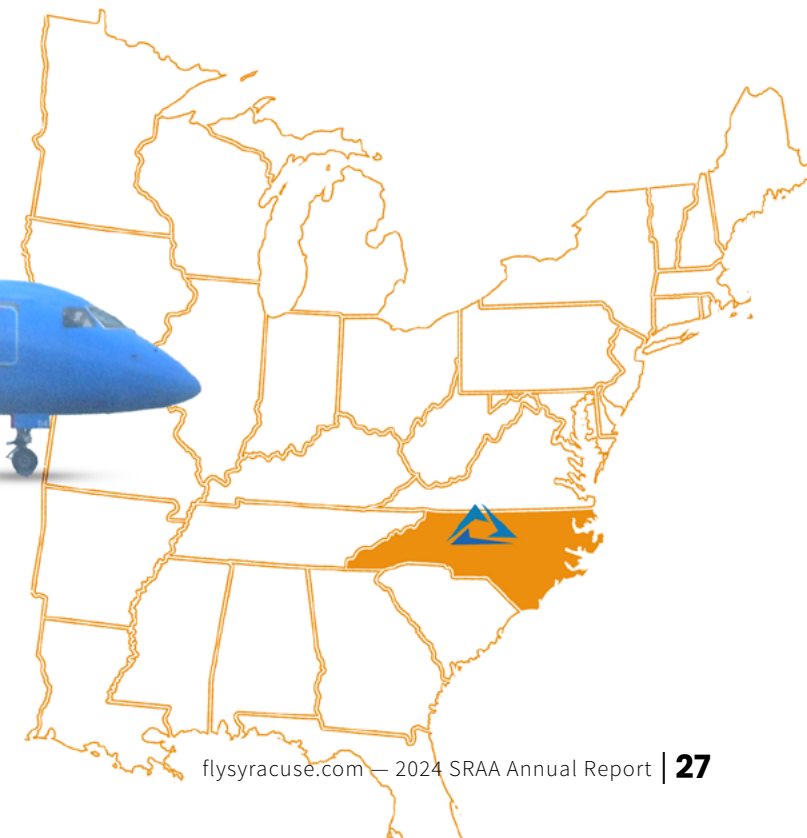


IT'S A NEW ERA FOR ORANGE TRAVEL

Breeze Airways launched new nonstop service from Syracuse Hancock International Airport (**SYR**) directly to Raleigh-Durham International Airport (**RDU**) on May 23, 2024. The twice-weekly service runs on Thursdays and Sundays on a seasonal basis.

“We’re excited our partner Breeze Airways has elected to increase convenient, direct access to the Research Triangle of North Carolina with this new nonstop flight,” said SRAA Executive Director Jason Terreri. “We are confident this nonstop flight will not only serve as a pivotal travel solution for Syracuse University (SU) fans but also foster a stronger sense of camaraderie among Atlantic Coast Conference (ACC) enthusiasts. It’s a new era for Orange travel, and we look forward to witnessing the tremendous impact this direct route will have on the SU fan experience and their engagement with ACC teams in the **RDU** vicinity.”

Travelers on the May inaugural flight were treated to a party at Gate 12 including balloons, baked goods, and a water cannon salute from the airport’s Aircraft Rescue and Firefighting (ARFF) team.



Frontier Airlines Launches New Nonstop Service to Atlanta



Frontier Airlines launched new nonstop service from Syracuse Hancock International Airport (**SYR**) directly to Hartsfield-Jackson Atlanta International Airport (**ATL**) on Friday, May 17, 2024.

The approximately two-hour flight operates three times weekly and was part of a larger announcement from the Ultra-Low-Cost Carrier in February. With this announcement, Frontier now operates nonstop flights to five destinations from **SYR** including Atlanta, GA; Denver, CO; Fort Myers, FL; Orlando, FL; and Raleigh-Durham, NC.

“We’re excited our partner Frontier Airlines has announced this convenient, low-cost flight to Atlanta,” said SRAA Executive Director Jason Terreri. “We appreciate the leadership team at Frontier seeing value in expanding their footprint at **SYR** and fully expect this route to be well received by the traveling public.”

Customers on the inaugural flight in May were treated to a party at **SYR**’s Gate 20 including baked goods and a water cannon salute from the airport’s Aircraft Rescue and Firefighting (ARFF) team.



American Airlines Runs Daily Holiday Break Nonstop Service to Miami



To accommodate increased family vacation demand, American Airlines increased its weekly seasonal nonstop service from Syracuse Hancock International Airport (**SYR**) to Miami International Airport (**MIA**) to daily nonstop service for the traditional holiday break. From Thursday, December 19th through Monday, January 6th, the carrier operated daily flights on their 76-seat E-175 aircraft to the South Florida hub. American's seasonal weekly nonstop service from **SYR** to **MIA** runs from early November through late March.

In addition to the draw of South Florida and the Florida Keys, **MIA** serves as American Airlines' primary gateway to Latin America and the Caribbean. The timing of this **SYR-MIA** service allows convenient, efficient connections to a multitude of sun and sand hotspots, including four Cuban destinations for the first time in **SYR's** history!

<i>Anquilla</i>	<i>Curacao</i>	<i>Saint Croix</i>
<i>Antigua</i>	<i>The Bahamas</i>	<i>El Salvador</i>
<i>Aruba</i>	<i>Guatemala</i>	<i>St. Thomas</i>
<i>Colombia</i>	<i>Jamacia</i>	<i>St. Kitts</i>
<i>Belize</i>	<i>Turks & Caicos</i>	<i>St. Maarten</i>
<i>Cuba</i>	<i>Dominican Republic</i>	<i>Tortola</i>
<i>Mexico</i>		
<i>Honduras</i>		



jetBlue Goes for the Daily Double to Orlando



**THIS INCREASE
IN FREQUENCY
ALIGNS WELL
WITH OUR
COMMUNITY'S
NEED TO ACCESS
CENTRAL
FLORIDA AND
BEYOND.**

In July 2024, jetBlue Airways announced they would increase their already daily nonstop service from Syracuse Hancock International Airport (**SYR**) directly to Orlando International Airport (**MCO**) in the fall for the cold weather season. In late October, the carrier commenced twice-daily nonstop flights directly to the popular Central Florida destination. After just two months, the carrier announced they would extend the twice-daily nonstop flights through September 2025.

“Orlando is our top destination by far and this additional daily flight provides another convenient option to access Central Florida for the Central New York Region,” said SRAA Executive Director Jason Terri. “This increase in frequency aligns well with our community’s need to access Central Florida and beyond.”

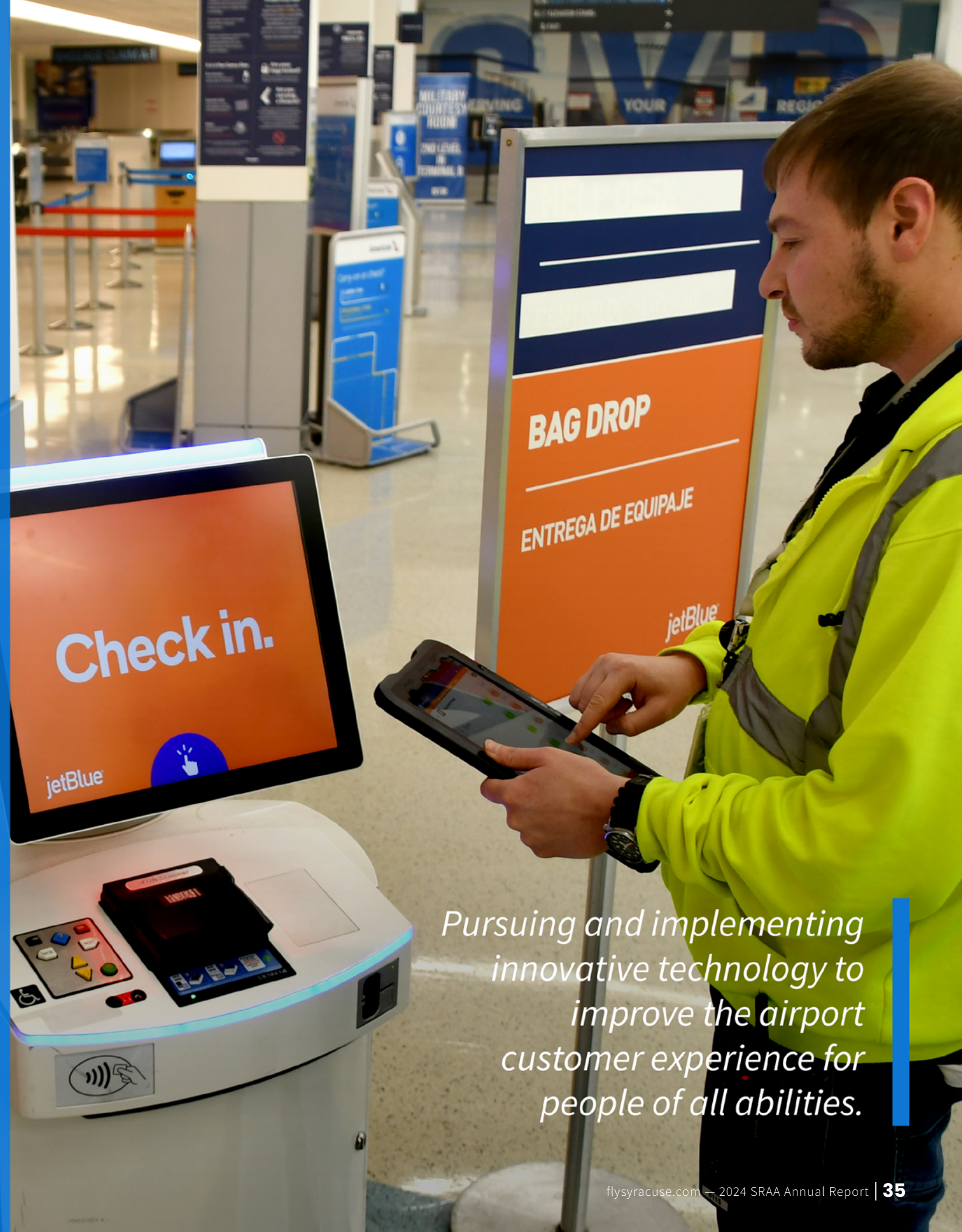
jetBlue also operates daily nonstop flights to Boston, MA (**BOS**) and New York, NY (**JFK**).





Innovation & Technology

SYR
SERVING YOUR REGION



Pursuing and implementing innovative technology to improve the airport customer experience for people of all abilities.

Enhanced Parking Experience with New Designa System



In 2024, Syracuse Hancock International Airport (SYR) implemented the cutting-edge Designa Parking Revenue Control System, replacing the outdated Hub system. This state-of-the-art system is part of our ongoing commitment to enhancing the passenger experience and modernizing our airport facilities. This strategic upgrade was designed to improve functionality, efficiency, and the overall parking experience for our passengers and employees.



The Designa system introduces a range of enhancements:

MODERN TECHNOLOGY

Faster entry and exit with automated gates and intuitive kiosks that significantly reduce wait times.

FLEXIBLE PAYMENT OPTIONS

Expanded payment methods, including credit, debit, contactless, and mobile payments, offering convenience for all users.

PRE-BOOKING CAPABILITY

Passengers can reserve parking spots in advance, enabling passengers to plan with confidence, ensuring peace of mind during peak travel times.

IMPROVED OPERATIONAL EFFICIENCY

Reduced wait times and traffic congestion enhancing traffic flow, ensuring a smooth start or end to the passenger journey.

REVENUE MANAGEMENT

Enhanced reporting tools provide accurate data for monitoring usage and maximizing revenue potential.

SELF SERVICE MONTHLY PARKING

Allows employees and tenants to manage their monthly parking accounts seamlessly through a user-friendly web-based portal.

AUTOMATED VALIDATION

Automated ticket validation allows easy and convenient exiting without the need to wait for cashier involvement.

DATA-DRIVEN DECISION MAKING

Provides valuable insights through detailed reports on parking utilization, revenue, and customer behavior. These reports allow operators to effectively identify trends and patterns to optimize operations and pricing strategies.

This system is a key step in **SYR's** mission to provide a modern, passenger-friendly airport while supporting economic growth for our region. By prioritizing efficiency and convenience, we continue to make **SYR** a gateway that our community can be proud of.

New Parking Shuttle Service



As demand for parking service at Syracuse Hancock International Airport (**SYR**) grows, so has the footprint of parking offerings across the 2,300-acre airport property. To better accommodate customers parking a greater distance from the airport terminal, discussions began in earnest in early 2024 to bring a parking shuttle service to the airport. By late December 2024, rollout was underway of a new, 24-hour parking shuttle service. Slated for launch in the first quarter of 2025, the Americans with Disabilities Act (ADA)-compliant shuttles will provide service between the Economy Parking Lot and Arrivals A bus lane near Door 1 of the front curbside. As parking further expands away from the terminal building in 2025, the shuttle will also provide service to the newly planned Overflow Parking Lot, which will be relocated along Air Cargo Rd. from its current location near Terminal B.

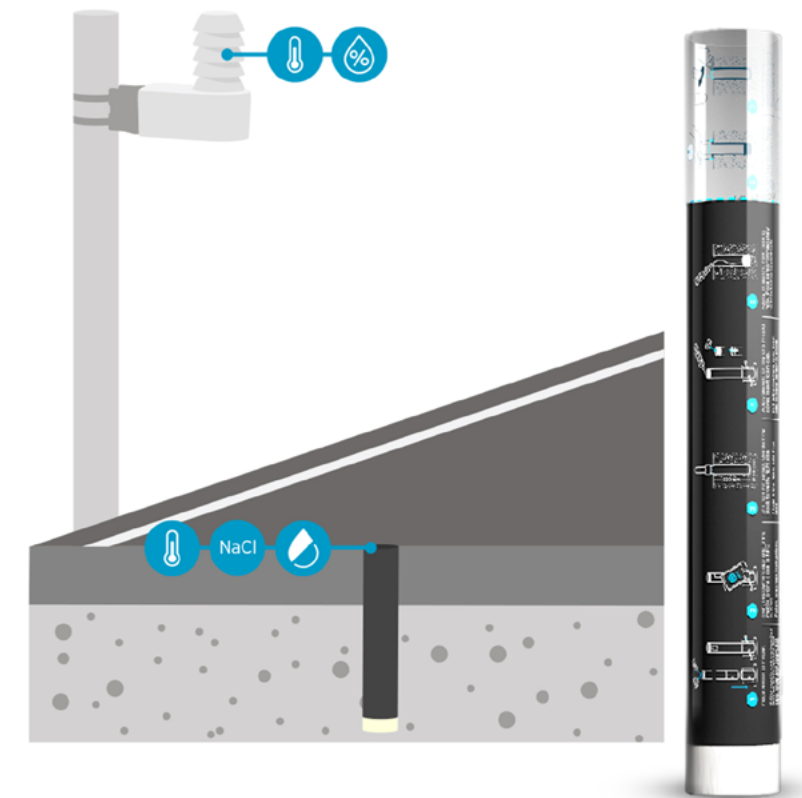
Operating on a round-trip loop, the shuttles feature perimeter seating vs forward-facing seating. This allows easier passenger boarding and more space for luggage, strollers, etc.

The four shuttles comprising the service will each feature the SmartDrive system, allowing enhanced safety through artificial intelligence (AI)-powered driver monitoring and real-time feedback. The system uses an AI-monitored cabin camera and dash camera to monitor driver behavior and road conditions, providing real-time feedback on driver performance and safety. Instant notifications can be sent for non-compliant driving behaviors and footage will be automatically uploaded for review. In the event of a potential customer service issue, drivers can manually trigger a recording for later review by SmartDrive staff and parking management staff.

The system will record all activity inside and outside of the shuttle, permitting incident reviews, locating lost belongings, etc. The system also tracks idling and driving patterns to support the SRAA's sustainability goals and reduce fuel costs.



Improving Roadway Safety with Pavement Conditions Sensing System



To enhance the safety in changing weather conditions of the airport roadways and sidewalks, a new monitoring system was installed in early 2024. These six sensors are placed strategically across the airport campus, providing real-time access to the current conditions at those locations. This innovative system not only allows the SRAA to monitor the current conditions, but also helps in forecasting weather and alerts our team to any unsafe conditions. Additionally, it provides valuable information regarding the amount of residual chemical still present on the ground. This functionality is tremendously beneficial, enabling our team to be more proactive in maintaining the safety of our landside areas for the traveling public. The system also combines data with our airfield sensors to enhance the forecast. This feature helps the SRAA realize cost savings on chemical treatments, avoiding costly retreatment of areas with enough residual product on the ground.



Enhancing Customer Experience

SERVING YOUR REGION

SYR



Re-envisioning the airport customer experience as one that instills a sense of place in our travelers

SYR Escape Lounge Earns Priority Pass Excellence Award



The Escape Lounge at Syracuse Hancock International Airport (**SYR**) was awarded the “North American Lounge of the Year Regional Highly Commended” in the Priority Pass Excellence Awards in March! Opened in June 2023 by CAVU and operated by Gideon Toal Management Services (GTMS), the Escape Lounge has proven to be a destination in its own right for **SYR** travelers.

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.

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.



Local Favorite Miss Prissy's Comes to SYR



Superior Service

MISS PRISSY'S

Stellar Food



In August, the Syracuse Regional Airport Authority (SRAA) excitedly announced they would welcome Miss Prissy's to the Syracuse Hancock International Airport (**SYR**) concessions lineup. Serving American Soul Food with class and style, the local favorite will be located in the previous eSavvy gift shop location in the post-security checkpoint hallway leading to Terminal B gates. This location, just down the hall from the TSA security checkpoint, will be conveniently accessible to all travelers, regardless of their departure terminal.

Miss Prissy's – a New York State Certified Minority and Woman Owned Business - was located in the Salt City Market food hall in Downtown Syracuse. Having successfully graduated from the business incubator, founders Dreamer Glen and Cyrus Thornton are excited to open two new locations for their thriving, black owned upscale full-service restaurant. The first location is located in downtown Syracuse and opened in November. Construction commenced on her airport location in late 2024 with a targeted opening date of 1st quarter 2025.

"As we expand and improve the airport, our mission is to ensure travelers can savor the finest local flavors Syracuse has to offer," said SRAA Chief Commercial Officer Jason Mehl. "By partnering with Dreamer and Cyrus to introduce Miss Prissy's to the airport, we are bringing our vision to life, creating a genuine 'sense of place,' and elevating the entire passenger experience."

Dreamer is excited to meet and serve the diverse clientele from all over the world who pass through **SYR**. "Food is the ultimate unifier. You can crack anyone with a good meal!"



Safety, Security, Operations

SERVING YOUR REGION

SYR



*Maintaining a safe, secure,
and efficient airport
operation to create a seamless
passenger experience.*



New Airport Communications Center



PRESS THE BELL FOR ASSISTANCE



Lost an item at SYR?



Submit a claim through our online portal



In the spring of 2024, a new Airport Communications Center (ACC) debuted at Syracuse Hancock International Airport (SYR). Known as the nerve center of the airport, the new ACC has improved the flow of information throughout the entire airport ecosystem. ACC staff members are now able to work more closely with the SRAA Police Department, 174th Attack Wing Aircraft Rescue and Fire Fighting (ARFF) team, and Airport Operations to respond to incidents of all severity levels and push out messaging promptly to the appropriate personnel.

ACC Specialists now coordinate work orders from tenants, providing the myriad of companies operating at the airport a centralized location to submit concerns. The ACC also handles all lost and found claims, managing the airport's Boomerang Lost & Found service. In the event of an emergency response, airport leadership can contact the ACC for updates as opposed to directly communicating with boots-on-the-ground responders, avoiding pulling them away from their immediate response concerns.



SYR Hosts Triennial Emergency Response Drill



In August 2024, the SRAA hosted a Triennial Full Scale Emergency Response Drill at **SYR**. Federally mandated by the Federal Aviation Administration (FAA) to be conducted every three years, the large-scale drill provides an opportunity to simulate response to an airport emergency. The hours-long drill included hundreds of participants from the SRAA, first responders from agencies surrounding the airport, the 174th Attack Wing Aircraft Rescue and Fire Fighting (ARFF) team, federal partners at the Transportation Security Administration (TSA) and Federal Aviation Administration (FAA), and more! Community volunteers acted as victims, including full “moulage” – or the application of mock injuries for training purposes.



This large-scale emergency response exercise provides new staff members a realistic simulation of how they will play a role in the much larger response. It also serves as recurrent training for veteran staff members who may not have experienced an emergency response of this magnitude during their careers.

“The triennial full-scale exercise is an essential tool to prepare people throughout the airport ecosystem to respond swiftly and with purpose in the event of a real emergency,” said SRAA Executive Director Jason Terreri. “We greatly appreciate the support and volunteerism of our surrounding emergency response agencies, airport tenants, community volunteers, and workers throughout the airport who help bring this large production to fruition every three years.”



Enhanced Environmental, Health, and Safety Focus



The year 2024 saw an increased focus on Environmental, Health, and Safety (EHS) at the airport. Most notably, the SRAA created and hired for the position of EHS Manager. The EHS Manager is responsible for the health and safety of employees, visitors, and contractors. Additionally, they ensure compliance with environmental regulations while reducing the airport's environmental impact and minimizing work-related injuries and illnesses. Much of the EHS Manager's focus has been on the creation and Federal Aviation Administration (FAA) approval of a Safety Management System (SMS). An SMS is the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. It includes systemic procedures, practices, and policies for the management of safety risk. As this annual report goes to print, the SRAA's SMS has been approved by the FAA and is being rolled out airport-wide.



ENSURING COMPLIANCE WITH ENVIRONMENTAL REGULATIONS WHILE REDUCING THE AIRPORT'S ENVIRONMENTAL IMPACT AND MINIMIZING WORK-RELATED INJURIES AND ILLNESSES.

Airport Badging Office Upgrades



Late 2024 featured an extensive overhaul of the airport's badging office. Airport badges are an essential component of ensuring the security of the airport, as well as the National Airspace System (NAS). Employees, tenants, and contractors needing access to non-public portions of the airport must have an active airport identification badge issued by the SRAA Badging Department. Increased demand for badges due to extensive construction, tenant staff turnover, and routine badge renewals has created a need for the SRAA Badging Office and badging process to receive a complete upgrade. In addition to a newly constructed badging office, the badging and training process has moved nearly 100% online, greatly improving efficiency. This includes a live queue management system with up to 42 appointment availabilities per day, text reminders, and fully customized training video, specific to our airport.

A bigger picture concern for airports across the country is how long the badging process takes. Broadly, the longer anyone waits in the labor pool for their access credentials to perform their job at the airport, the higher the risk of losing them to another employment opportunity in the community. By streamlining the badging process, the time from their first interview to their first day on the job with the SRAA or other airport tenants decreases dramatically, improving the airport's general ability to attract and retain talent.



Sustainability

SERVING YOUR REGION

SYR

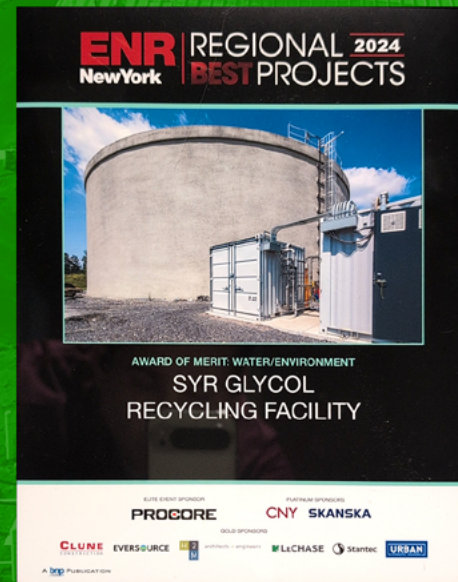
Creating a sustainable airport campus to minimize environmental impacts while maximizing improvements for our stakeholders.



SYR Glycol Recycling Facility Wins Multiple Awards



ACI 2024 ENVIRONMENTAL ACHIEVEMENT AWARD






ENGINEERING NEWS-RECORD REGIONAL PROJECT OF THE YEAR



Syracuse Hancock International Airport's (SYR) glycol recycling facility received multiple awards in 2024. Substantially completed in late 2023, the facility received international praise for its environmental and financial benefits on-airport. The facility is the first of its kind in the world able to take spent deicing fluid at such an incredibly low concentration of glycol to water and recycle it back to certified deicing fluid. Annually, the facility will produce up to 550,000 gallons of Type I aircraft deicing fluid and five to seven million gallons of reusable water.

"This project is an excellent example of our Regional Responsibility efforts," said Jason Terrieri, SRAA Executive Director. "As one of our core values, we know that being a good community partner means placing an emphasis on environmental sustainability. Not only will we recycle the glycol utilized at our airport, but our partnership with airports across the region will extend that environmental stewardship well beyond our fence line."

As this annual report to the community goes to print, the facility has been recognized via the following awards:

-  Aviation Pros' 2024 Airport Business Project of the Year in February 2024
-  ACI 2024 Environmental Achievement Award in Environmental Management Honorable Mention
-  Engineering News-Record Regional Project of the Year in November 2024



LED Lighting Conversions



Consistent with the SRAA's Environmental Sustainability value, 2024 brought about a significant \$750,000 LED (light-emitting diode) lighting conversion project across much of the airport property. Roadways, the parking garage, parking lots, the Aircraft Rescue and Fire Fighting (ARFF) station (inside and outside), ramps, and deicing pads all saw their older, inefficient fixtures replaced by LEDs. Additionally, runway and taxiway in-pavement and edge lights are being replaced as this annual report goes to print. Approximately \$420,000 of the cost has been covered by a National Grid incentive program. The return on investment (ROI) for the cost to the SRAA is expected to be a mere year and a half. In addition to the significant reduction in energy usage, over the lifetime of the bulbs, this project is – conservatively – expected to save the SRAA over \$1 million.

HVAC Upgrades



In 2024, the SRAA embarked upon a multitude of Heating, Ventilation, and Air Conditioning (HVAC) upgrades to lessen the airport's energy consumption through improved efficiencies. Broadly, more of the airport has been integrated into the main chillers on the roof and main boiler. Much like a passenger vehicle that achieves maximum fuel efficiency at a certain speed, whole-building HVAC systems have an efficiency "sweet spot." By bringing more of the building into this main system, greater efficiency has been achieved. Other areas of the airport, including office spaces underneath each concourse, have been upgraded to more efficient heat pumps. Additionally, an advanced cooling tower for the north concourse has been installed, replacing the older, far less efficient version. The version being replaced utilized a fan which ran at either 0% or 100% with no in-between setting. This new unit – with finer fan controls – will permit better regulation of the temperature of the condenser loop for the north concourse (Terminal B).

HVAC TO LESSEN THE AIRPORT'S ENERGY CONSUMPTION THROUGH IMPROVED EFFICIENCIES

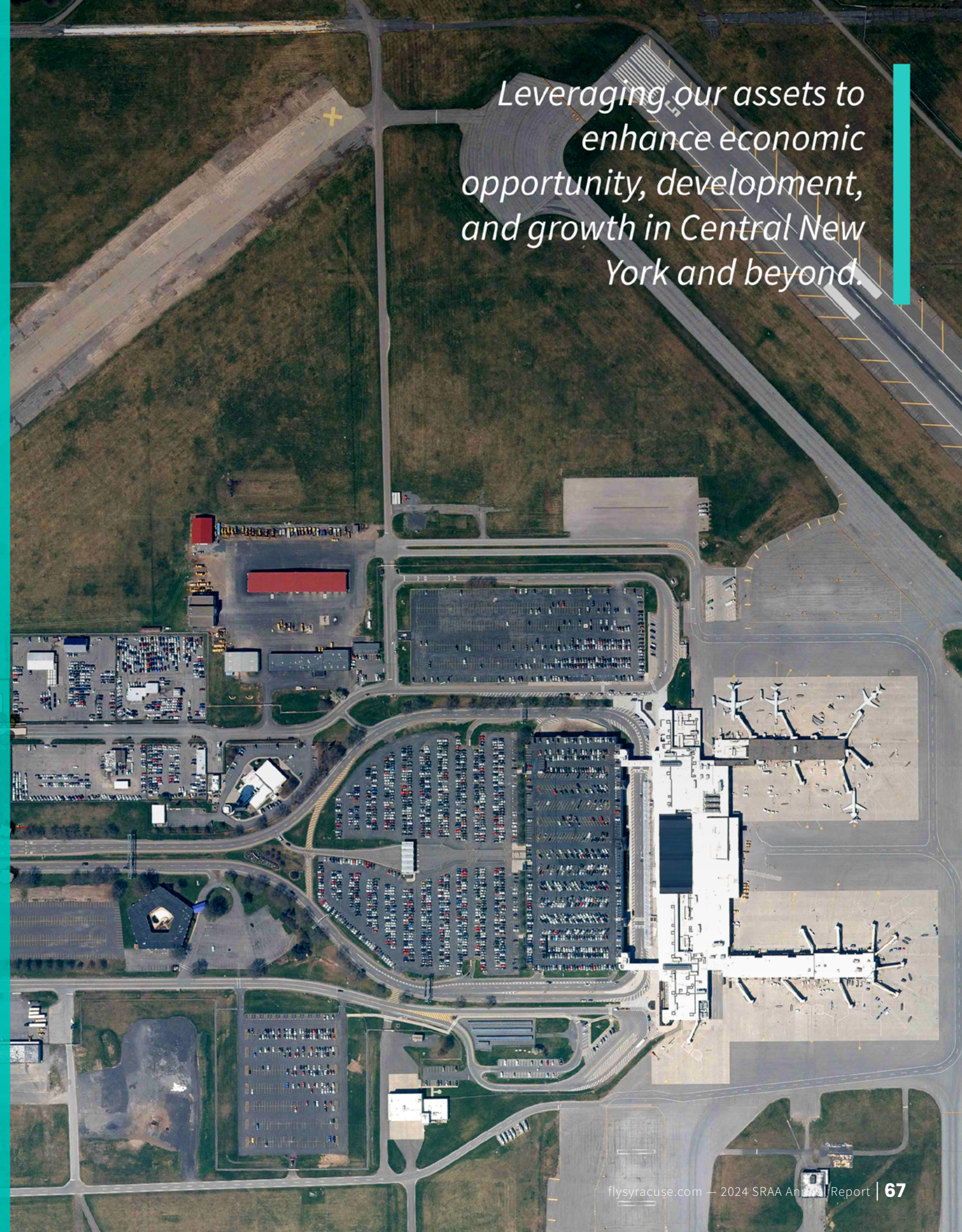


Economic Development

SERVING YOUR REGION

SYR

Leveraging our assets to enhance economic opportunity, development, and growth in Central New York and beyond.



Near Completion of Multi-Year Master Plan Update



The year 2024 saw the near completion of Syracuse Hancock International Airport's (SYR) latest Master Plan Update (MPU). An Airport Master Plan is a 20-year vision of how an airport must develop to meet the forecasted demand for the airport's facilities. Maintaining an updated Airport Master Plan, including the critical Airport Layout Plan (ALP) which is in the final review process, is required for the airport to continue receiving federal funding for essential infrastructure projects. A major highlight of this MPU is the inclusion of infrastructure to support Advanced Air Mobility (AAM) operations. This includes proposed locations of vertiports – specialized areas for vertical takeoff and landing (VTOL) aircraft and is the first Airport Master Plan in the country to do so. Another key facet of this MPU is the re-envisioning of the layout of the terminal building. Within the scope of the 20-year Master Plan, the airport's current two-pier layout will be phased out. A new, linear layout will emerge, increasing both the number of gates and the capacity for each gate to handle larger aircraft. All of this positions SYR to accommodate the demands of the traveling public and cargo carriers well into the future.



Economic Impacts



Output

\$1.11 Billion



Employment

5,750 Jobs



Labor Income

\$263 Million

Scheduled + Charter Passenger Service



\$75 Million

All-Cargo Integrators



316 Jobs

\$18 Million

Total

\$1.8 Billion

6,066 Jobs

\$281 Million

Passenger Spending Impacts in the Community



Output



Employment



Labor Income

(In Hundreds of \$) Direct

ACCOMMODATIONS /LODGING

\$146,178

704

\$34,717

FOOD, BEVERAGES

\$90,819

814

\$26,460

ENTERTAINMENT & RECREATION

\$62,340

526

\$20,403

MEDICAL

\$448

2

\$156

RETAIL (Including Airport)

\$47,175

296

\$10,996

Indirect/Induced

\$213,911

1,032

\$54,638

Total

\$560,871

3,374 Jobs

\$147,371

NUAIR and SRAA Celebrate New Headquarters at SYR



NUAIR Alliance



RESILIENXX



In the Fall of 2024, NUAIR and the Syracuse Regional Airport Authority (**SYR**) celebrated the opening of NUAIR’s expanded headquarters – their “Center of Excellence” (COE) - at Syracuse Hancock International Airport (**SYR**). The event, in a very literal sense, put a ribbon on a year filled with extensive reminders of **SYR**’s leadership position in the Advanced Air Mobility (AAM), Remotely Piloted Aircraft (RPA), and Uncrewed Aerial Systems (UAS) space. The ribbon cutting ceremony was attended by distinguished Assemblymembers Magnarelli, Hunter, and Stirpe. The COE offers visitors a glimpse into the future of transportation with UAS and AAM aircraft and provides the tools for uncrewed traffic management as well as airspace visibility and safety for uncrewed flight operations.

NUAIR is a New York-based nonprofit driving economic development through innovations in UAS and AAM to safely integrate into the national airspace. Largely funded by New York State’s Empire State Development program, NUAIR’s return on investment (ROI) has already proven astounding with over 1,300 industry related jobs created, an over 5 million metric tons reduction in CO2 emissions, over \$100 million in productivity gains, and over \$560 million in congestion cost savings.

Earlier in the year, NUAIR and SRAA leadership facilitated an important visit from Dr. Dimitri Kusnezov, the Under Secretary for Science and Technology for the Department of Homeland Security. Productive and insightful conversation flowed regarding the changing security landscape and **SYR**’s/Central New York’s place in it all.

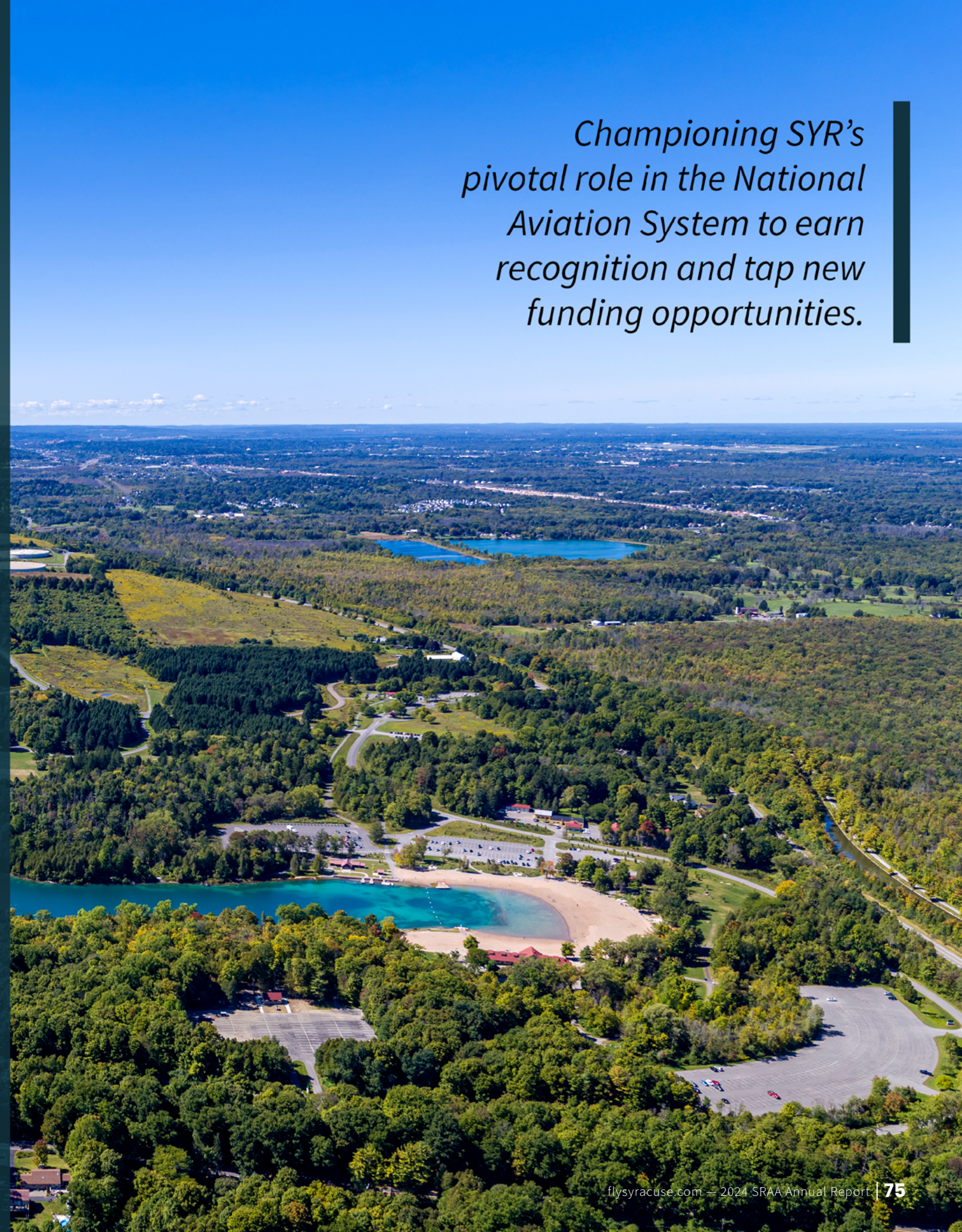
“We are at an incredible time in Central New York’s history as we have assumed a leadership position in proving UAS and AAM aircraft can safely, securely, and efficiently integrate into the National Airspace System,” said Syracuse Regional Airport Authority Executive Director Jason Terreri. “We are proud to partner with NUAIR to remain on the cutting edge of these efforts and are excited to see how they positively impact the way we move people and goods throughout Central New York and beyond!”



Advocating for Central New York

SERVING YOUR REGION

Championing SYR's pivotal role in the National Aviation System to earn recognition and tap new funding opportunities.



SYR Earns International Air Service Development Marketing Award



UNDER 5 MILLION PASSENGERS CATEGORY

“American Airlines is thrilled to be partners with the Syracuse Airport team. Their partnership was instrumental in not only establishing the new **SYR-DFW** nonstop route, but also ensuring the route’s sustained success for several years during challenging pandemic-era, low demand periods. American is proud to offer nonstop flights to seven destinations from **SYR** (Boston, Charlotte, Washington D.C., Dallas-Fort Worth, Miami, Chicago, and Philadelphia), which would not be possible without the **SYR** team, who are always willing and ready to ensure our flights are a success.”



“I wanted to express our gratitude for the relationship our entire team has with your airport. We know that your airport has had lots of wins recently, but you’ve set the tone that even a small new entrant like Breeze gets first-class treatment. We have especially appreciated the dedicated responses to some of our in-depth rates and charges questions as well as in the implementation of very specific marketing plans. Thanks, and we look forward to continuing to build on service in your market.”



“Syracuse and United collaborate closely on a regular basis to ensure that our routes to New York/Newark, Washington DC, Chicago and Denver perform well. In recent years **SYR** has gone above and beyond to support United’s operation, provide insights on air service demand in the region and illustrate how our United Next growth plan fits in **SYR**. We particularly appreciate the way the airport integrates key customers into the air service conversation to help us understand how we can optimize our service and align our network and sales strategies. The Syracuse team’s targeted, proactive approach gives us confidence that our future growth aligns with both the region’s goals and our goals at United Airlines.”



Syracuse Hancock International Airport (**SYR**) was named the winner of the Routes Americas 2024 Award for the Under 5 Million Passengers category! SRAA Executive Director Jason Terreri received the award in Bogotá, Colombia in March on behalf of the airport.

To be considered for this prestigious international award, an airport must be nominated by an airline. A panel of international airlines then evaluates each airport’s accomplishments, airline partnerships, and promotion of their market. **SYR** edged out three other finalists in the category including Abbotsford International Airport in British Columbia, Canada; Curaçao-Hato International Airport in Curaçao, and Aeropuerto Internacional de Querétaro in Querétaro, Mexico.

“It is an incredible honor to receive this award for our Air Service Development marketing activities at Syracuse Hancock International Airport,” said Syracuse Regional Airport Authority Executive Director Jason Terreri. “We strive to exceed our stakeholders’ expectations as a best-in-class airport, and I’d like to thank our airline partners and the Routes America Team for recognizing our efforts to best serve the air service needs of our region. I would also like to thank our team at the SRAA for working every day to elevate the passenger experience. Our success is a direct result of the incredible team that operates **SYR**.”

From the award announcement: “The airport enjoyed a record year in 2023, handling 2.8 million passengers, marking a 12% increase over 2022. It expanded its portfolio by adding two new routes, increasing service on existing routes and securing the reintroduction of flights to Minneapolis-St. Paul.”

Appreciation for Federal and State Funding



 New York State

\$360,000
LAW ENFORCEMENT TECHNOLOGY GRANT

“ We greatly appreciate our appointed and elected officials prioritizing and directing funding to ensure SYR continues to meet the needs of the community well into the future. ”



Federal Aviation Administration Grants

\$409,753
APRON DESIGN

Federal Aviation Administration Grants

\$9,575,869
TAXIWAY A & E CONSTRUCTION

Congressionally Directed Spending

\$3,000,000
CHECKPOINT EXPANSION

Congressionally Directed Spending

\$3,000,000
CENTRALIZED DEICING

SYR Celebrates 75th Anniversary



In September 2024, Syracuse Hancock International Airport (**SYR**) celebrated its 75th anniversary. On July 22, 1946, the City of Syracuse took over the Mattydale Bomber Base on an interim lease. At the end of the city's centennial year, in 1948, the base was dedicated as a commercial airfield. The Clarence E. Hancock Airport opened to the public on September 17, 1949. The terminal was a renovated Army Air Corps machine shop, located on Malden Road in Mattydale on the south side of the airport property.

Through the years, the airport has seen extensive infrastructure development to meet the evolving air travel needs of Central New York and beyond. A notable development leap was made in 1962 when a new airport terminal building (the present day terminal building) opened in the center of the airfield. This provided access to the (then) newly planned Interstate 81.

In 1970, the International Civil Aviation Organization (ICAO) officially awarded international airport status to **SYR**. Hancock Airport became a port of entry for foreign travelers and goods and acquired its current name of "Syracuse Hancock International Airport."

The present-day airport scene is filled with construction cranes, cement trucks, and construction workers busily working on the next phase of **SYR**'s development, the **SYR** Terminal Expansion Project. Over **SYR**'s 75-year existence, the airport has proven to be a cornerstone of the community and economic engine driving the region forward. Present-day projects will ensure **SYR** continues to fulfill those roles well into the future.

Ongoing Community Outreach



Events Supporting the Community



SRAA Employee of the Year

BRET CULLEN

*Airport Operations
Manager*

Bret's dedication to excellence and his constant support for his colleagues make him an invaluable member of our team. His leadership and collaborative approach create an environment where everyone can achieve greatness. It's an honor to work alongside him, and he truly deserves this recognition.

Aaron Harris
Chief Operations Officer

Bret is the example of an operations manager! He knows what he's talking about and knows what he's doing, and I have learned a lot from him over the years! Love working with him!

Tiffany Nolan
*Airport Communications
Center Supervisor*

Bret Cullen is one of the most dependable people on the Authority's team and has really shined in the role of Airport Operations Manager. I am especially impressed with his vast knowledge of the ins and outs of Airports, and how the different parts all work together for the good of the passengers and the operation. He has done a wonderful job of using that knowledge to move Airport Operations forward at SYR. As a colleague, he's a joy to work with and I'm always learning something new from him. He's also, and this is the most important thing, a decent and humble person who truly wants the best for his team and the airport. Congratulations, Bret, on this well-deserved honor!

Debi Marshall
Director of Human Resources

Your dedication, hard work, and positive attitude have made a significant impact on our team. You consistently go above and beyond, setting an example for others to follow. We are grateful for your contributions and proud to have you as part of our team. So happy that you came to **SYR**!

Beth Cooper
Airport Security Manager

Bret exemplifies our culture at the SRAA. His dedication to safety, exceptional customer service, and tireless efforts to go above and beyond has made **SYR** a better place. We are lucky to have such an amazing leader on our team. Congratulations on being our Employee of the Year!

Jason Terreri
Executive Director

Bret's deep knowledge of airport operations, combined with his unwavering work ethic, ensures that daily challenges are handled with professionalism and precision. His consistent dedication keeps everything running smoothly, and you can always count on him to get the job done right. Bret's positive attitude and genuine willingness to help those around him make him a pleasure to work with.

Justin Baum
SRAA Police Chief

Working with Bret is a true pleasure. He is the kind of person who always gets the job done, consistently demonstrating reliability and a positive attitude that makes him a joy to work with. His dedication to ensuring seamless daily operations, tackling challenges with ease, and fostering a strong culture of teamwork is truly commendable. Bret exemplifies the professionalism and excellence that keep our airport running smoothly. Recognizing him as Employee of the Year is a well-deserved honor and a reflection of the hard work and positive impact he brings to our team and the traveling public. Well deserved, Bret!

Jason Mehl
Chief Commercial Officer

Bret is an absolute pleasure to work with. He's unflappable when emergency situations arise. He is always ready to jump in and lend a hand, working to get a job done regardless of how long it takes. His strong work ethic and wonderful sense of humor helps move this organization to the next level.

Robin Watkins
Chief Financial Officer

Volunteer Spotlight

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

I like providing info to passengers who ask questions. I also like adjusting the TSA ropes when the lines get busy.

Anything else you'd like to share about your time volunteering?

I'm proud to be on the team, going on two years now, with many to come.



Fly Guide

JUSTIN COOKE

Fly Guide Ambassador



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

I have several moments that stand out as I reflect on all the shifts, but one that stands out was an elderly woman who had fallen ... and making sure she was ok and assisting her through.

Have you experienced any moments that made you laugh during your time at the airport?

Several times, passengers can say the darnedest things.

Tell us about your time doing therapy dog work.

I have been a member of PAWS of CNY since 2017, first with Tommy and for the last 2 1/2 years with Calvin. I started doing therapy work because my dogs have given me a lot of pleasure for the past 30+ years. Therapy work has given me a way to share that pleasure with others. Calvin is a totally different personality than Tommy was but they both have exemplified the description from the Cocker Spaniel standard (AKC) that cockers must be "merry". Vin loves to be around people and always trots happily into the building when we reach the airport doors!

What is your (and Calvin's) favorite part about being a volunteer at the airport?

Calvin is a pretty happy go-lucky dog. Most of the PET dogs are calm and ease people's stress by their calm demeanor; Calvin eases their stress by making passengers laugh. His big brown spaniel eyes convince passengers that he has never been fed and that they should give up their breakfast sandwiches before he starves!

What is your favorite experience while volunteering at the airport?

With Calvin, I loved the way that Vinnie and the little boy attending Wings for All interacted. The little boy followed us around the gate area until it was time to board the plane. I thought Vin might be going home with his new friend.

My absolute favorite was with Tommy (my previous therapy dog). It was before he had his cataract surgery. I was carrying Tommy up the long hall by Johnny Rockets. A man we had chatted with on our way in was sitting on a window sill. He put his arms out and I set Tommy on his arms. He held T for 10 or 15 minutes; his mother's funeral had been the day before.

Have you experienced any moments that made you laugh here at the airport?

Well, it's Calvin so he always makes me laugh. The funniest is when he turned those spaniel eyes on a pilot eating his breakfast sandwich. The pilot kept asking as Vinnie stared at him with "love and adoration". Calvin got all the bacon from that sandwich 😊



JUDY McMANUS
PET Program





SRAATM
 Syracuse Regional
 Airport Authority

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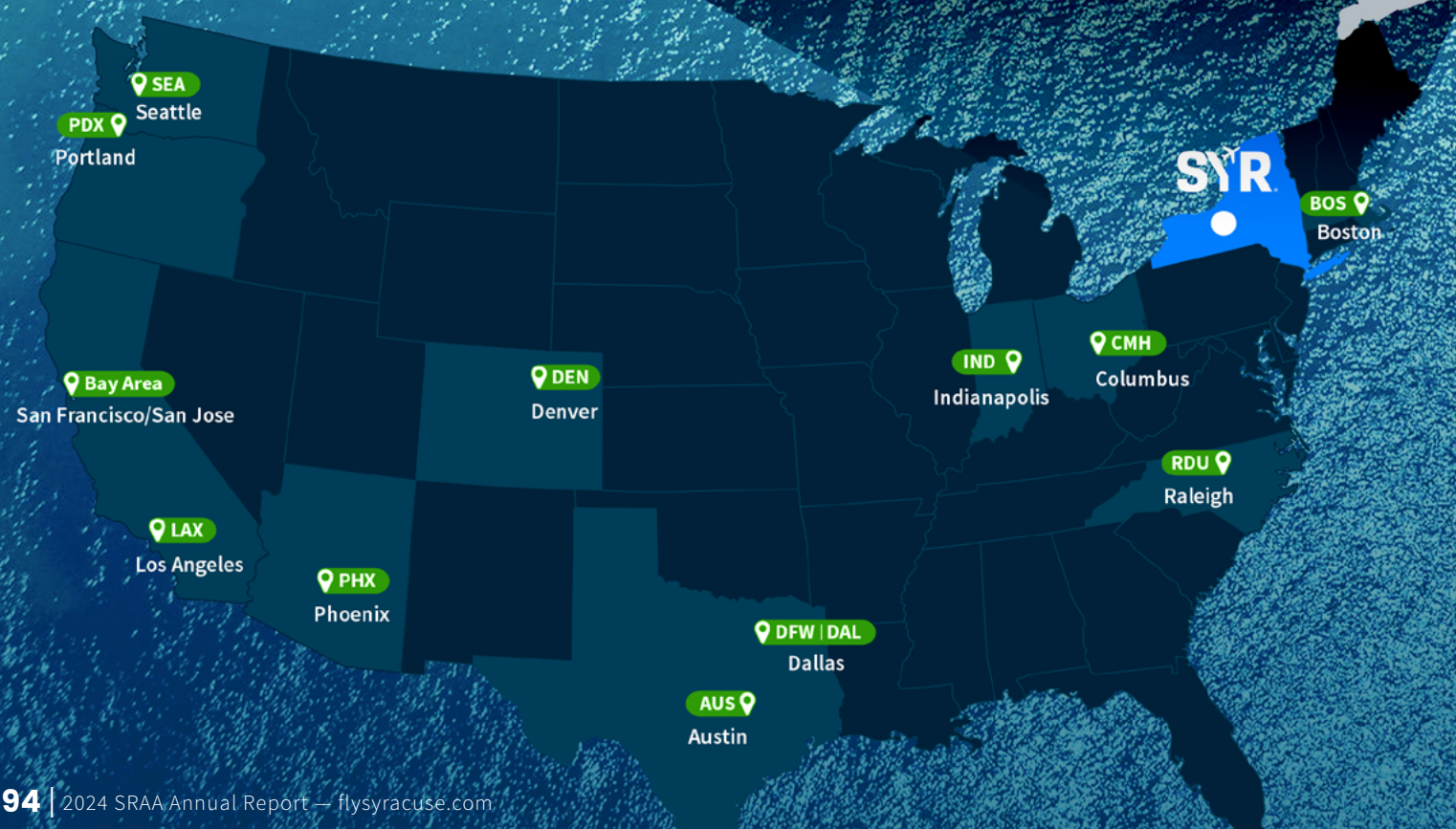
Board Members

Employee Milestones

Thank you
for your dedicated
service to the



Semiconductor Focused Initiatives



Semiconductors – often referred to as “chips” or “microchips” – are an essential component to the United States economy. Bringing life to vital technologies across much of our lives, semiconductors power smartphones, computers, cars, medical devices, and nearly everything with an on and off switch. Clean energy, biotechnology, and artificial intelligence rely heavily on these chips, helping shape what our future will look like. To help shift the manufacturing of these crucial microchips to American soil, on August 9, 2022; the CHIPS (Creating Helpful Incentives to Produce Semiconductors) and Science Act was enacted by the 117th United States Congress and signed into law by then President Joe Biden. Billions of dollars in subsidies and investment tax credits became accessible as a result of the act, and leaders at the county and state levels worked with international partners to pounce on this opportunity. Almost literally in our airport’s backyard, Micron Technology Inc. announced in October 2022 their intention to invest \$100 billion in a semiconductor fabrication facility – or “mega fab” – which will employ up to 9,000 people. Supporting industries have either emerged or seen a boost from the CHIPS Act, with 14 such businesses in existence in New York State alone as this annual report goes to print. Across the country, stories like ours here in Upstate New York are playing out, creating an enhanced need to connect both the emerging and newly bolstered semiconductor-related businesses.

All this points to Syracuse Hancock International Airport (SYR)’s critical role in connecting the people and goods that will drive this robust American industry. Heading into 2025, a priority of the SRAA’s Air Service Development team is creating

better, more efficient connections to these semiconductor hotspots across the country. This can be accomplished through multiple means, and those means are not a “one size fits all” approach. For example, facilities located in Boston, Dallas, Denver, and Raleigh are already reachable via nonstop flights directly from SYR.

However, increased frequencies and/or longer seasonality of those services will be pursued to better accommodate the needs of business travelers. For those destinations not currently served by nonstop flights from Syracuse, increased frequencies of or better-timed connections to and through major hubs will facilitate easier access to these semiconductor epicenters. Additionally, the need for increased cargo capacity has been built into the airport’s Master Plan; a 20-year vision of how the airport must develop to continue meeting the needs of the community.

Heading into 2025, a priority of the SRAA’s Air Service Development team is creating better, more efficient connections to these semiconductor hotspots across the country.

The future of semiconductor manufacturing not only here in Central New York, but across America, is bright. The SRAA team is proud to steward our airport through this exciting time, supporting growth in our region while continuing to connect travelers (and their goods) to the people and places that matter most.

2025 Initiatives



SYR

STRATEGIC INFRASTRUCTURE DEVELOPMENT

Balancing new infrastructure needs with maintaining a cost-efficient and financially strong position, our team will focus on projects that are important to the growth of the region and improve the diversification of revenue generation for the airport. These include the development of nonaeronautical properties, expansion of cargo infrastructure, and comprehensive landside development. Additionally, there is a strong emphasis on the advancement of Advanced Air Mobility (AAM) infrastructure, ensuring the airport remains at the forefront of innovation and efficiency.

COMPREHENSIVE AIR SERVICE DEVELOPMENT

Our team will continue partnering with all the airlines, both incumbent and new entrants, to enhance and expand airline capacity and market access, for both leisure and business focused services. Our focus will be directed towards leisure & Visiting Friends/Family & Relatives (VFR) typically served by Low Fare Airlines (LFA) and targeting emerging markets, especially in the semiconductor industry served by network airlines. Recognizing seasonal opportunities, such as increased flights to South Florida, along with exploring new network hub connections will provide new connections or improve existing access to both international and domestic markets. We are also focusing on expanding our air cargo capabilities to ensure our airport can support the needs of our growing regional economy.

ELEVATE CUSTOMER EXPERIENCE

Our airport will begin several large-scale development projects this year that will require a change to the current operating environment for the airport. Our goal for next year and beyond will be to minimize the impact on the passenger experience for both arriving and departing passengers. Notable changes will include a curb-to-gate approach that emphasizes seamlessness and convenience. The initiative also includes improving the airport's appearance by focusing on construction standards, enhancing signage, and maintaining a safe and clean environment. Our team will also introduce new food options and other passenger amenities showcasing local talent and nationally recognized organizations to our airport.

EXPAND REGIONAL PARTNERSHIPS

SYR has become the regional airport for Central New York. To serve the needs of our expanding catchment area, our team will establish and enhance regional partnerships to provide targeted service essential for future success. This involves working to improve connectivity opportunities and understanding how our airport can support and serve initiatives within our catchment area, fostering a more integrated and collaborative approach to regional development.



SYR

SERVING YOUR REGION



FlySyracuse.com