



2025



# Annual Report .



# SYR



**SRAA**  
Syracuse Regional  
Airport Authority



# Message from the Chair

Jo Anne C. Gagliano

On behalf of the board members of the Syracuse Regional Airport Authority (SRAA), I am honored to present the 2025 Annual Report for Syracuse Hancock International Airport (**SYR**). **SYR** solidifies its position as Central New York's gateway to the world and continues to play a vital role in connecting our community to opportunity, innovation, and economic growth. This year, we are proud to highlight the meaningful advancements we have made in strengthening passenger experience, expanding air service, and investing in the infrastructure that supports a thriving and resilient regional airport.

Our airport continues to distinguish itself among peer airports by offering a depth and quality airline service that far exceeds what is typical for a mid-sized market. With a diverse mix of legacy carriers, Low-Cost airlines, and Ultra-Low-Cost entrants, **SYR** provides travelers with a competitive landscape that drives affordability, frequency, and choice. This breadth of service not only strengthens the airport's resilience in a dynamic industry but also ensures that Central New Yorkers benefit from robust connectivity to major hubs, leisure destinations, and emerging markets. By consistently attracting new carriers and expanding route options, **SYR** reinforces its position as a regional leader whose air service portfolio rivals—and often surpasses—that of comparable airports across the Northeast.

This year, **SYR** received the FAA's approval on the Airport Master Plan which provides a comprehensive 20-year roadmap for the airport's growth and modernization, guiding future airfield, terminal, cargo, landside, and AAM/UAS infrastructure investments.

Developed through a multi-year public process, the plan outlines proposed runway and taxiway enhancements, terminal area improvements, expanded parking facilities, and environmental considerations to support **SYR**'s continued passenger and cargo growth. This strategic blueprint ensures that **SYR** can meet evolving aviation demands while strengthening its role as a critical transportation hub for Central New York.

The airport completed targeted terminal upgrades that modernized key passenger areas and improved overall efficiency. Enhancements include refreshed ticketing and baggage spaces, streamlined security lanes, brighter and more spacious concourses, updated restrooms, and expanded seating with ample charging options. These improvements create a cleaner, faster, and more comfortable experience for travelers while strengthening **SYR**'s ability to serve a growing region.

On behalf of the SRAA Board, I want to thank our Executive Director Jason Terreri and the incredible team at the SRAA. I would like to recognize the City of Syracuse Mayor, Sharon Owens and Onondaga County Executive, Ryan McMahon and all the elected officials that continue to support and advocate for **SYR** and the significant role it plays in Central New York's economy.



# Message from our Executive Director



H. Jason  
Terreri 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.

As we reflect on another remarkable year at Syracuse Hancock International Airport (**SYR**), I am honored to share our collective achievements and ongoing progress with you. The past year has been transformative for our airport and the entire region, as we further solidified our role as a world-class gateway connecting Central New York to destinations across the nation and globe. Our team's dedication to excellence, innovation, and community service continues to drive our momentum and we look forward to continuing to meet and exceed the needs of our community.

In 2025, we completed our FAA-approved Master Plan, establishing a comprehensive 20-year roadmap to guide **SYR**'s growth, modernization, and long-term infrastructure needs. Developed through an inclusive, multi-year public process, the plan defines a clear vision for the airport's future. It outlines strategic improvements across all aspects of our operations—from runway and taxiway enhancements to additional gate capacity, improved parking and access, and environmental stewardship initiatives. Recognizing the importance of supporting regional commerce, the Master Plan also includes a significant focus on cargo expansion, with dedicated investments in modernizing and expanding our cargo facilities to meet increasing demand and facilitate efficient freight movement. By embracing state-of-the-art technologies such as Advanced Air Mobility and prioritizing robust cargo capabilities, our Master Plan ensures we remain at the forefront of innovation and are well-positioned to support Central New York's economic expansion for decades to come.

This year marked the completion of several transformative terminal expansion projects designed to enhance the traveler experience and accommodate future growth. Our team

completed a new U.S. Customs Federal Inspection Station, enabling **SYR** to process up to 250 international passengers per hour and opening new avenues for international flights and expanded cargo operations. The expanded terminal now features additional gates, modern jet bridges, and a reimagined passenger flow that eliminates ramp boarding. Our travelers enjoy upgraded amenities, including an array of new food and beverage options, comfortable seating areas, and incredible views of our airfield. These improvements make **SYR** more efficient, comfortable, and globally connected than ever before.

**SYR** continues to experience strong and sustained demand, outperforming the national average by more than double since 2019. Both business and leisure travel have fueled this momentum, prompting multiple carriers to introduce added capacity. Our air service development initiatives have successfully brought new markets online, increased flight frequencies, and enhanced connections, ensuring our region remains linked to the world. These collective efforts resulted in record-breaking passenger performance in 2024, which we built upon throughout 2025 by improving access to key destinations, extending seasonal service, and strengthening our role as a regional transportation hub.

On behalf of the entire Syracuse Regional Airport Authority team, I extend my gratitude for your continued support and partnership. Together, we are shaping a bright and connected future for Central New York. We look forward to welcoming you to **SYR** and serving your travel needs in the years ahead.



# Mission Moment

## TSA – Government shutdown SRAA and Community collaboration

During the Federal Government 43 day shutdown, SRAA donated breakfasts, lunches, and food items along with coordinating with local restaurants (American Food and Vending; Palladinos, Wood Fire Pizza) to help offset the impact to these employees not receiving pay during this time.

Our volunteers helped to collect the generous community food and gift card donations.



# Food Drive



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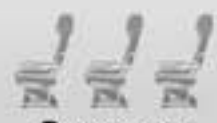
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# SYR<sup>®</sup> By The Numbers

## 2024 FAA Rankings



Passenger



Cargo

88 / 513

76 / 151

Small Hub Category

25 / 77

14 / 48

New York State

5 / 18

2 / 7

68,656 Number of takeoffs and landings at SYR in 2025

2025 Total passenger Traffic

2,859,212

31,460

Total tons of cargo passing through SYR

6,916,356

Captured/Recycled Gallons of deicing fluid

125 Authorized UAS flights from SYR in 2025

19,649,760

Gallons of jet fuel pumped into aircraft

334,909

Parking Transactions



13,300

Parking Reservations Made

23,817

Burgers Sold



85,418

Bar Drinks Sold



120,419

Hot Coffees Sold



884

Centro Bus Trips to SYR in 2025

150

SRAA Employees



21

SRAA Employee Certifications

14%

1/7 SRAA Staff Recieved a Certification in 2025

\$1.266B

SYR Airport Economic Impact to Central New York



438

Fire | EMS | ARFF Calls for Service in 2025

Checked Over  
10,000

SIDA Badges

2,300

Acres of land - size of SYR airport property

2,142

People employed at the airport



702,874

Checked Bags Screened by TSA



Conducted Over  
1,000  
Hours of Training

Responded to Over  
4,000  
Calls for Police Service



# Total Passenger Traffic

2025



2,859,212

2025 Total Passenger Traffic

Total Annual Traffic





# Connectivity

*Building Better  
Connections*



# Top Domestic Markets

**SYR NONSTOP  
DESTINATIONS**

**TOP DOMESTIC MARKETS  
WITHOUT NONSTOP SERVICE**

San Juan





# International Single Connections



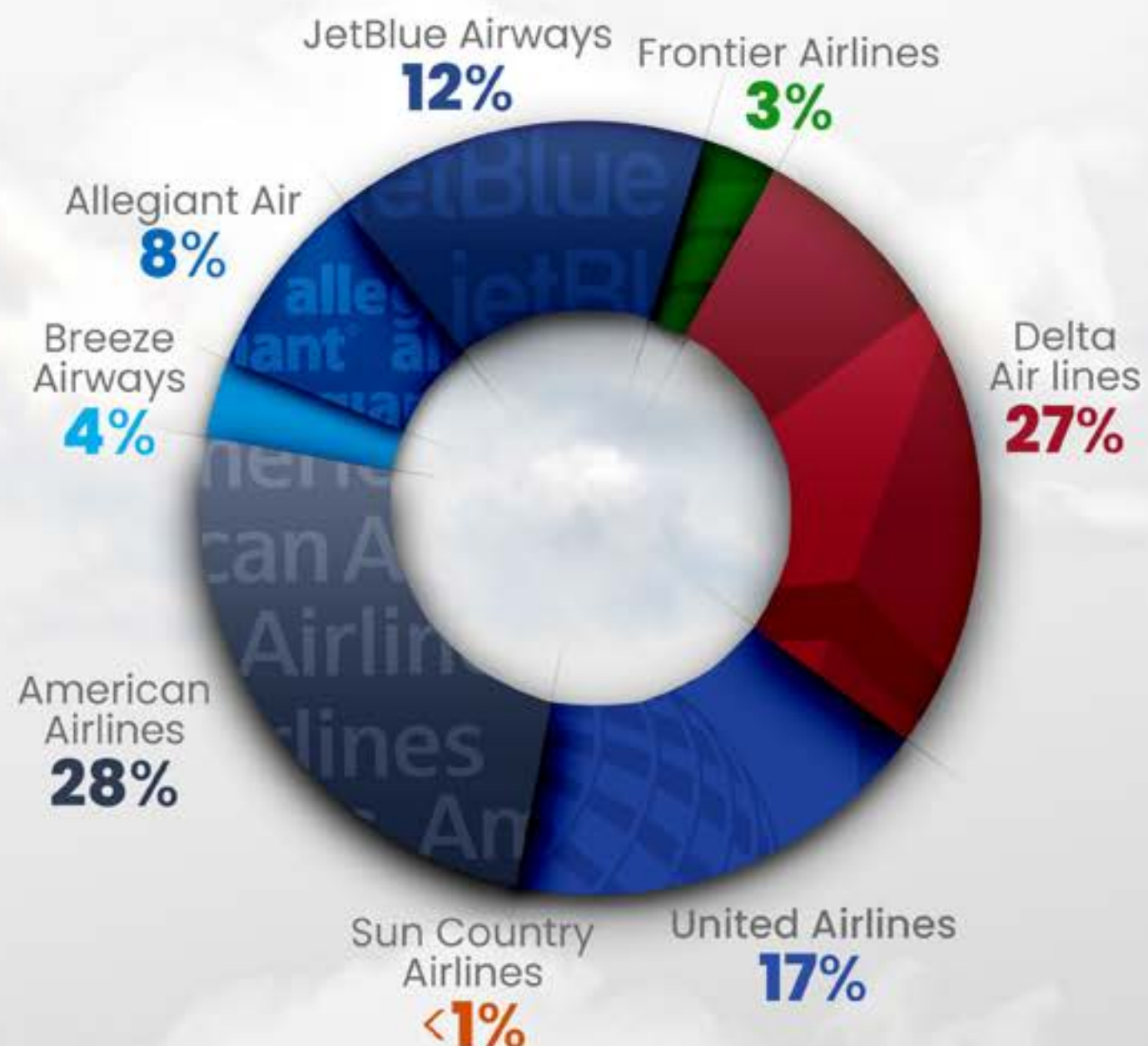
## \*DOMESTIC SINGLE CONNECTIONS

Domestic Connection times between 30 minutes and 4 hours.



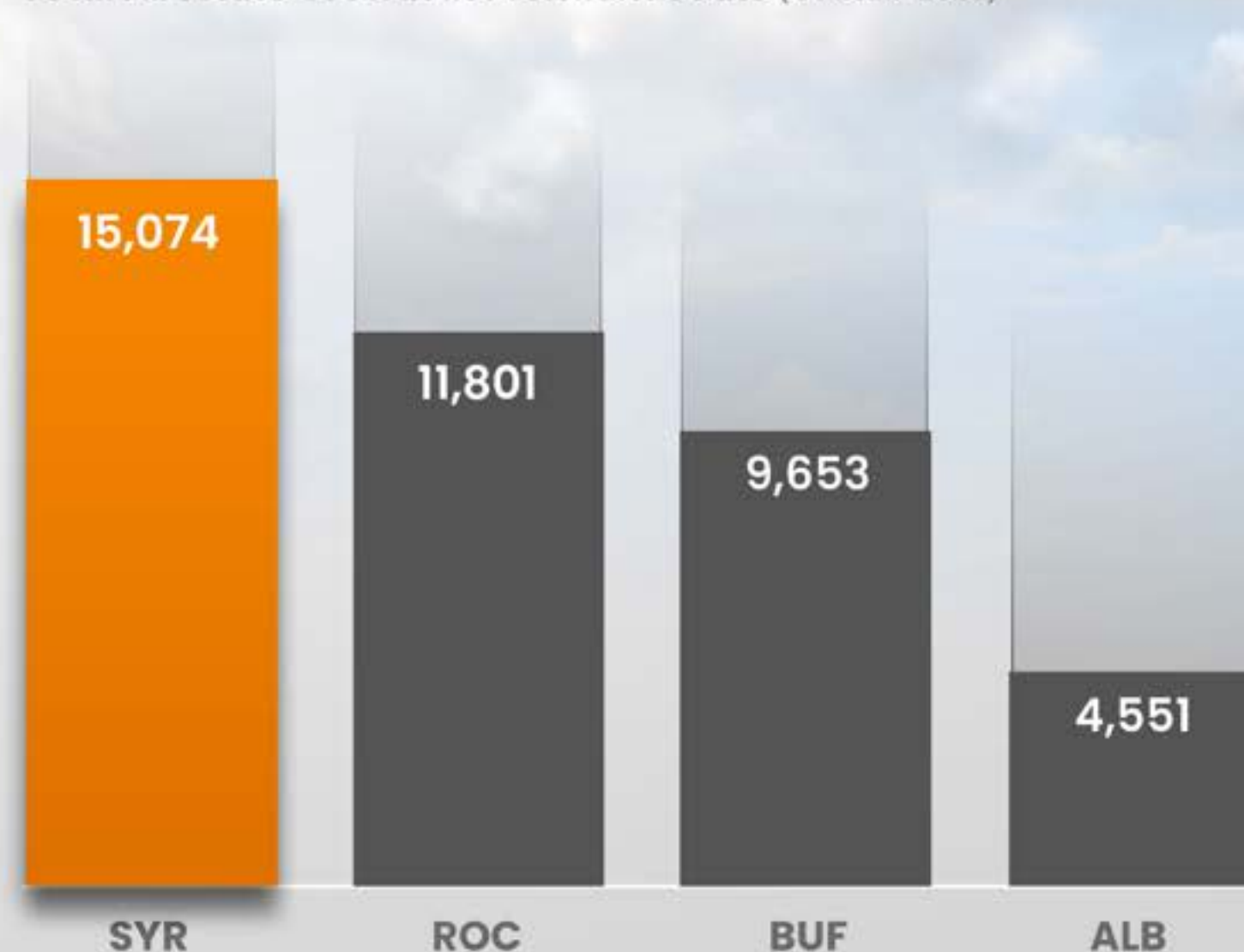


## Diversified Airline Portfolio



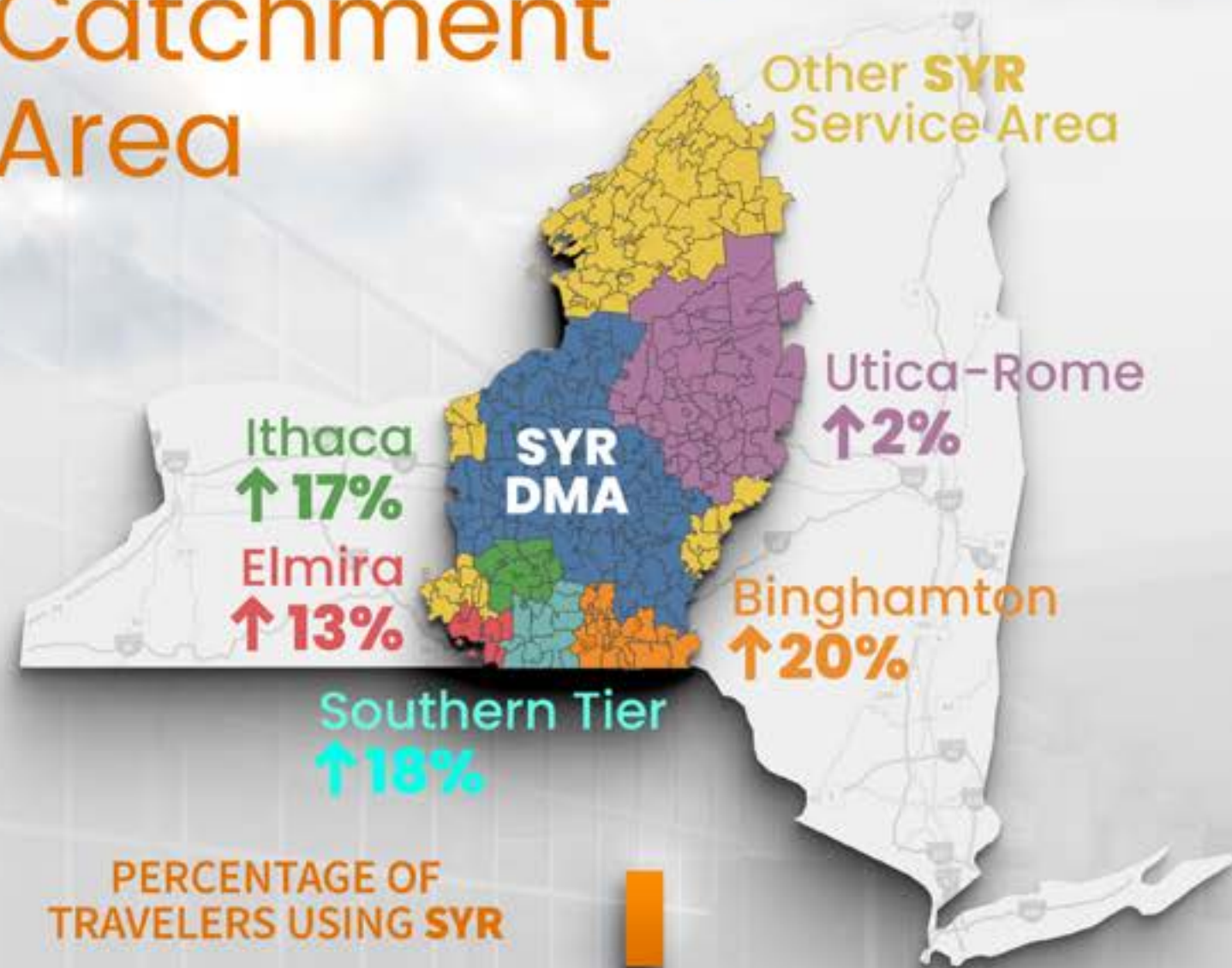
## Legacy Carriers Continue to Add More Premium Seats to Syracuse

Total Absolute Growth in Premium Seats (CY 2024-2025)





# SYR's Evolving Catchment Area

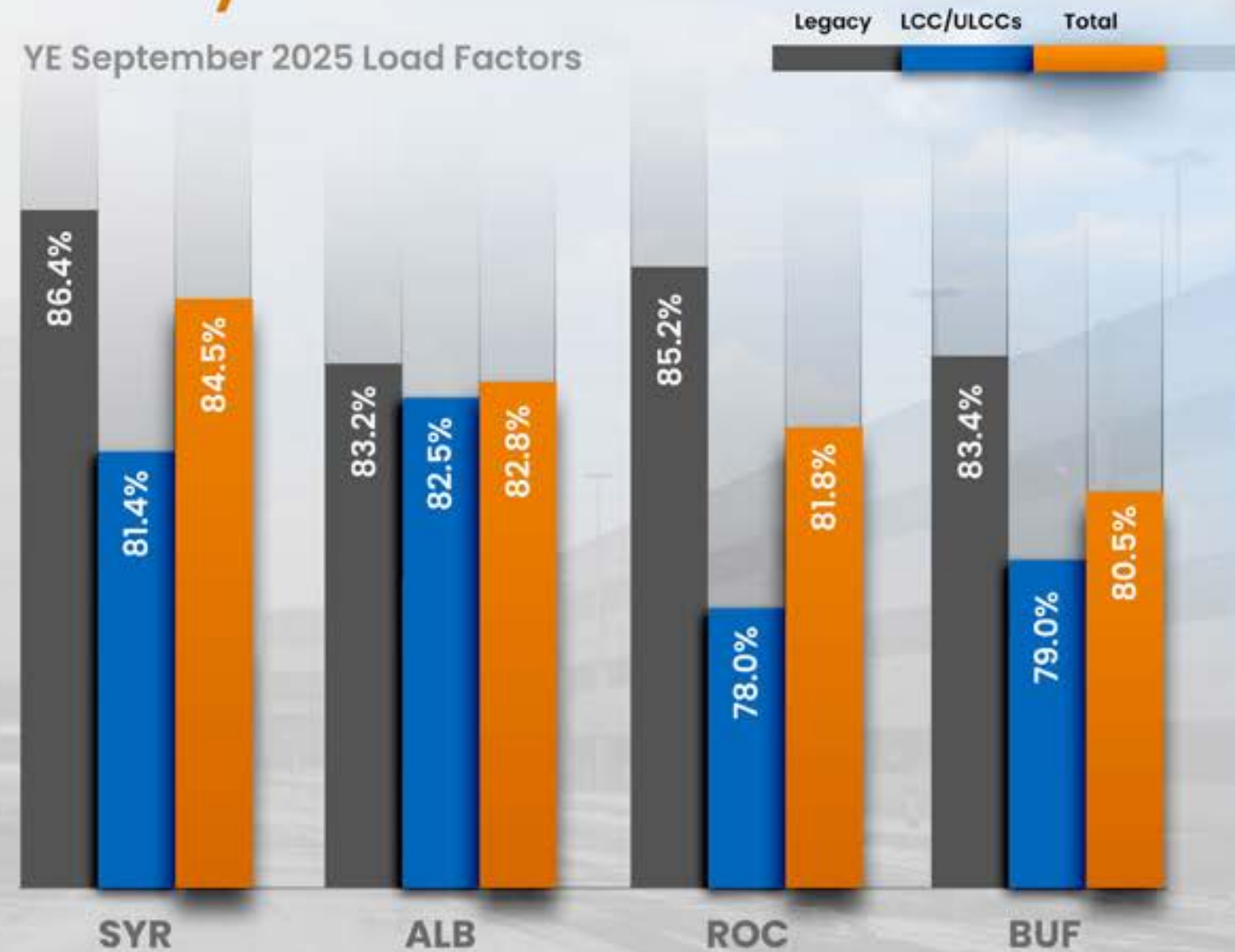


## PERCENTAGE OF TRAVELERS USING SYR

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

# Carriers are Finding Strong Load Factors at Syracuse

YE September 2025 Load Factors





# Delta Air Lines and American Airlines Support Syracuse Football with Extra Flights

Delta Air Lines and American Airlines added additional capacity and flights to two high-profile Syracuse University Football away games in the Fall of 2025 to and from Syracuse Hancock International Airport (**SYR**). Delta supported S.U. fans attending the Syracuse Orange vs. Tennessee Volunteers game in Atlanta, GA on Saturday, August 30th with a larger aircraft on their Syracuse to Hartsfield-Jackson Atlanta International Airport (**ATL**) route before and after the game. Additionally, Delta supported fans heading to South Bend, IN for the Orange's Saturday, November 22nd matchup against the Notre Dame Fighting Irish with nonstop flights from **SYR** directly to South Bend International Airport (**SBN**) before and after the game.

Once released to the public, tickets for Delta's service to **SBN** sold out in under 48 hours in May! Seeing this success, American Airlines followed suit in June by announcing special nonstop flights directly to and from **SBN** for the matchup with Notre Dame.

For the late August meetup with Tennessee in Atlanta, Delta upgauged the aircraft on their midday flight from **SYR** directly to **ATL** on Friday, August 29th and the mid-morning flight from **ATL** directly to **SYR** on Sunday, August 31st. An A321-200 was utilized for these flights with seating for 193 faithful Orange fans.

In November – the weekend before Thanksgiving – Delta and American ran a special nonstop flights from **SYR** directly to **SBN** on Friday, November 21st and return nonstop flights directly to **SYR** on Sunday, November 23rd. Delta operated their CRJ-900 on the special flights with seating for approximately 70-76 fans. The American flights were run on their Embraer E-175 aircraft with seating for 76 Orange faithful.

SOUTH  
BEND

ATLANTA



## Gaining Yards Downfield



# United Airlines Adds Second Daily Nonstop Flight to Denver

United Airlines' launch of its second daily Syracuse-Denver flight on June 26, 2025 marked a major enhancement in Central New York's westbound air service. The additional frequency doubled the number of daily departures to Denver, giving travelers more schedule flexibility, improving reliability, and strengthening **SYR**'s role as a growing regional gateway. The move reflects sustained demand for westbound connectivity and supports the region's expanding business and leisure travel needs.

With Denver serving as one of United's most important connecting hubs, the second daily flight significantly improves access to the West Coast. Key semiconductor and technology centers such as Seattle and Portland now benefit from more efficient one stop itineraries, shorter connection times, and expanded same day travel options. This enhanced connectivity aligns directly with the needs of companies establishing or expanding operations in Central New York, particularly those tied to the rapidly developing semiconductor ecosystem.



DENVER

For the region's economic momentum, the added Denver frequency strengthens the bridge between Central New York and the nation's leading innovation corridors. It supports faster collaboration, easier workforce mobility, and more dependable links to critical supply chain and engineering hubs across the Pacific Northwest. By expanding westbound access at a pivotal moment for regional growth, the second daily Denver flight reinforces **SYR**'s role as a strategic asset for businesses investing in Central New York's future.

## Expanding





# Seasonal Expansions and Enhanced Connectivity

Syracuse Hancock International Airport's 2025 air service expansions strengthened Central New York's connectivity by adding more flight options and improving overall convenience for travelers. Allegiant Air expanded its seasonal nonstop service to Myrtle Beach beginning March 6, 2025, supporting one of the region's most popular warm weather destinations. American Airlines also introduced expanded seasonal service to Miami (MIA), giving travelers more direct access to South Florida's leisure markets and one of American's key international gateways.

In addition to these headline enhancements, other airlines at **SYR** increased their seat capacity and added new or additional frequencies throughout 2025, further improving travel flexibility. Larger aircraft, added daily departures,

and schedule refinements across multiple carriers created smoother peak time operations and better connection opportunities. These improvements made it easier for business travelers to complete same day trips and for leisure travelers to find itineraries that fit their schedules without compromising convenience.

**SYR's** leadership in premium seat offerings—more than any other Central New York airport—further elevated the passenger experience. With greater access to first class, business class, and extra legroom seating, travelers benefited from more comfort, more choice, and a level of service unmatched in the region. Combined with expanded nonstop options, improved frequencies, and increased capacity, 2025 marked a year of meaningful progress in making air travel from Syracuse easier, more reliable, and better aligned with the region's growing demand.



## The Gateway





# Innovation & Technology

*Building for the Future*



# Concessionaires Roll Out New Self-Service Tech at **SYR**

In April 2025, concessionaire Areas unveiled new self-service technology at multiple of their **SYR** offerings. Dunkin', located just beyond the Transportation Security Administration (TSA) security checkpoint, saw the installation of three new self-service kiosks. Customers place their orders via the kiosks, freeing up more Dunkin' staff to focus solely on fulfilling orders. The concession saw a dramatic increase in efficiency, especially during peak early morning demand hours. The self-service kiosks were also rolled out at Johnny Rockets, located in the hallway leading to Concourse B gates. Customers enjoyed similar efficiency gains as Johnny Rockets staff members are able to solely focus on food preparation.

Concessionaire Areas also rolled out new Mashgin self-checkout units at the Palladino Farms grab & go in Concourse B, their Middle Ages grab & go in Concourse A, and SYRenity Bar + Market in Concourse A. To utilize the unit,

customers place their items on a designated space. Using a combination of high-tech cameras and artificial intelligence, the unit then instantaneously identifies the items and calculates the customer's order. Customers complete the transaction by conveniently paying in a cashless, efficient fashion. These units have the additional benefit of allowing the grab & go offerings to remain open 24 hours a day. This especially bodes well for late-night airport staff members working late night arriving flights and the passengers arriving on those late-night flights who would traditionally not have access to airport concessions at such an hour.

Concessionaire Paradies Lagardère operates two post-security checkpoint gift shops at **SYR** –Travel@ease and Heritage News & Gifts. Both saw the rollout of new, self-service checkouts in June. This freed gift shop staff to interact with customers and keep the shop's offerings stocked and looking attractive to travelers.





# Additional Airport Tenants Move to Cashless Operations at **SYR**

Credit, Debit,  
and Mobile  
Payments  
Only

The Spring of 2025 saw multiple airport tenants move to completely cashless operations at **SYR**. In April, restaurants and bars operated by concessionaire Areas no longer accepted cash as payment and parking vendor SP+ followed suit in May. Airlines at **SYR** began phasing out cash payments for ticketing in recent years. This transition was part of a broader industry trend toward electronic payments for increased efficiency and security.

On average, cash transactions took approximately four times longer than credit transactions at the parking exit plaza, contributing to traffic backups for those exiting the parking lots. Additionally, the new Designa parking system installed in 2024 provides multiple faster payment options including pay by QR code, tap to pay, and mobile pay. These have all led to a quicker, more efficient exit process from the parking lots.

“We understand the desire and necessity of our partners in the airport ecosystem to transition to fully cashless operations,” said SRAA Chief Commercial Officer Jason Mehl. “Transitioning more of the airport customer experience to cashless will ultimately improve the efficiency and security of our partners’ operations and lead to a smoother, more enjoyable traveler journey.”

Those customers who only have cash may utilize the multiple Cash to Debit Card machines (commonly referred to as “Reverse ATMs”) located throughout the airport property to convert their cash into a debit card.



# Passenger Boarding Bridge Replacement Project Completion

## Boost Safety



The year 2025 saw the completion of a multi-year effort to replace 11 jet bridges at Syracuse Hancock International Airport (**SYR**). The project began in 2022 with the initial Phase 1 grouping of seven jet bridges to be replaced. Phase 2 commenced in 2024 with the goal of replacing four more jet bridges, which was completed in 2025. Fabricated by TK Elevator Airport Solutions, the new boarding bridges boost boarding efficiency, convenience, and safety. The bridges elevate and rotate to provide maximum docking flexibility while taking up minimal ramp space. This is an important consideration as the Syracuse Regional Airport Authority (SRAA) works to maximize the efficiency of the ramp space around the terminal.





# TSA Rolls Out New Tech at Screening Checkpoint

## Advancing



# Efficiency



In late May, local Transportation Security Administration (TSA) officials unveiled new Rohde & Schwarz Advanced Imaging Technology (AIT) Quick Personnel Security Scanners on screening lanes three and four at Syracuse Hancock International Airport (**SYR**). At the time of installation, **SYR** was one of only two airports in Upstate New York to have this advanced technology. Local TSA security screening operations immediately saw an increase in efficiency due to lower processing times and decreased secondary screenings. Additionally, the open design has decreased visual obstructions in the checkpoint area. Travelers also benefit from the easy-to-hold posture with their hands held down, creating a less arduous screening experience. Advancements such as these ensured customer satisfaction scores for security screening at **SYR** remained above the North American average all four quarters of 2025.\*

\*According to Airports Council International Airport Service Quality Customer Satisfaction Surveys conducted at **SYR** Q1-Q4 2025.





# Enhancing Customer Experience

*Building Lasting Impressions*



# Completion of Multi-Year Terminal Expansion Project

Increased Concession Offerings



In 2025, the SRAA saw the completion of the multi-year Terminal Expansion Project at **SYR**. The project encompassed improvements to the Federal Inspection Station (FIS), the North Concourse, and the South Concourse. Funding for the FIS and North Concourse components was provided in part through the state's Upstate Airport Economic Development and Revitalization Competition, through which **SYR** was awarded \$20 million for two projects. The first involved essential upgrades to the airport's Customs and Border Protection (CBP) Federal Inspection Station (FIS). The second supported the expansion of the north concourse, specifically at Gates 22-23 and Gate 27.

The new CBP FIS is a state-of-the-art facility, exceeding the latest CBP standards and preserving the airport's designation as an international port of entry. The facility includes

modernized processing equipment for international operations and allows for the efficient screening of up to 250 passengers per hour. Additional improvements included a new jet bridge, increased hold-room space, and expanded boarding areas.

The Terminal Expansion Project delivered significant improvements across both the north and south concourses. In the north concourse, new bump-outs at Gates 22-23 and Gate 27 enhanced passenger flow, increased seating, and expanded concessions offerings. In the south concourse, refreshed and enlarged gatehold areas at Gates 11, 12, and 14 added capacity, improved circulation, and introduced updated finishes aligned with the airport's new design standards. Together, these upgrades modernize the airport environment, reduce congestion, and elevate the overall passenger experience at **SYR**.



Added Seating



# Increasing Concessions Offerings at **SYR**

**QDOBA**  
MEXICAN EATS

The year 2025 saw a significant increase in the variety of food and beverage offerings available to **SYR** passengers. In February, the SRAA, Gideon Toal Management Services (GTMS), and Qdoba Mexican Eats celebrated the grand opening of the new Qdoba Mexican Eats location at **SYR**. The fast casual restaurant serving Mexican-style cuisine conducted a soft opening last month and is located in the post-security checkpoint hallway leading to Concourse A gates. The popular restaurant chain has locations across the United States and Canada. The **SYR** location operates daily from 4:15 a.m. to 8:30 p.m. (or the last flight of the day), ensuring all departing passengers have the opportunity to be served.

In May, the SRAA and GTMS once again celebrated the grand opening of a new eatery as Einstein Bros. Bagels arrived at **SYR**. Located in the newly created bump-out near gates 22-23, the quick-casual bagel café has locations across the United States. The **SYR** location operates daily from 4:15 a.m. to 8:30 p.m. (or the last flight of the day), once again ensuring all departing passengers in Concourse B have the opportunity to enjoy their offerings.

**EINSTEIN BROS. BAGELS**





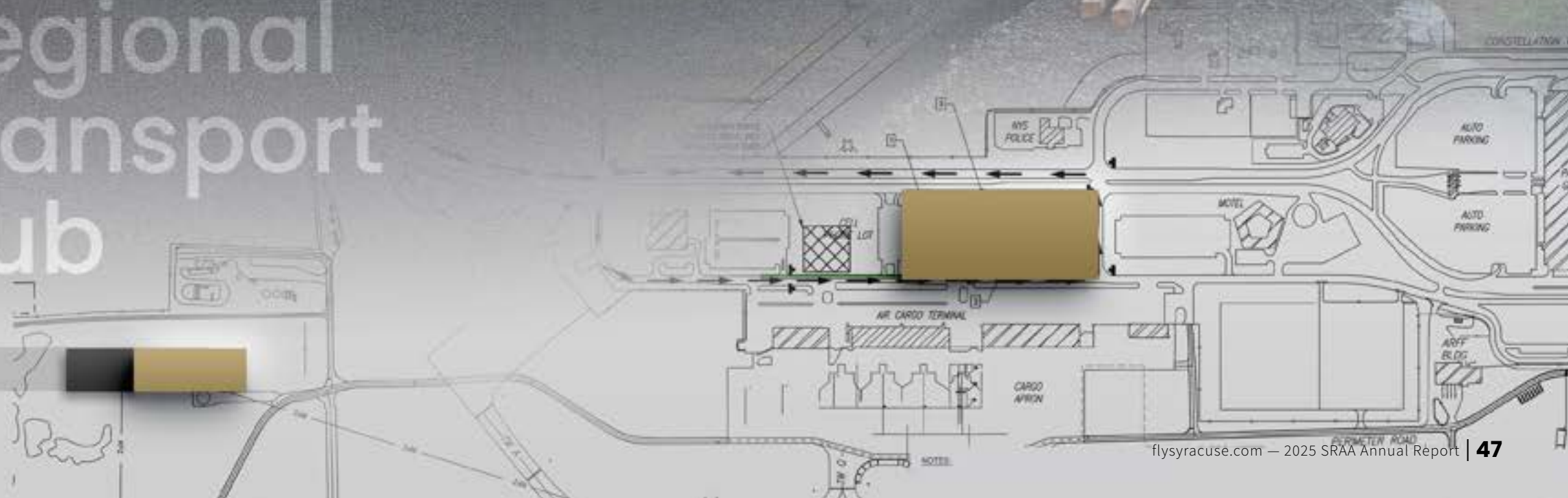
# Strategic Expansion of Parking Capacity

To support long-term growth and enhance the passenger experience, Syracuse Regional Airport Authority completed construction of a new parking lot in 2025, strategically located between Eileen Collins Boulevard and Air Cargo Road. This development replaces the former Overflow Lot, which will serve as the site of the new Consolidated Rental Car Facility, and adds nearly 600 spaces to ensure the airport can meet increasing demand during peak travel periods.

Integrated with the airport's shuttle service, the new lot provides convenient access to the terminal while reinforcing SRAA's commitment to proactive planning and operational efficiency. This investment reflects a forward-thinking approach to infrastructure, ensuring that parking capacity aligns with future passenger volumes and supports the airport's continued role as a regional transportation hub.

## Adds 600 Spaces

## Regional Transport Hub





*Ensuring the safe,  
secure, and efficient  
passage of travelers  
through our airport.*

# Safety, Security, Operations



# New Multifunction Snow Removal Equipment

At Syracuse Hancock International Airport (**SYR**), effective snow and ice control on the airfield is essential to keeping the airport operating efficiently during the colder months. The award-winning Syracuse Regional Airport Authority (SRAA) Airfield Maintenance Team has a new tool – three of them to be exact – in their arsenal to help maintain both the airfield and their stellar reputation as some of the best snow fighters in the industry. 2025 saw the completion of a multi-year effort to procure three brand new MB-5 Multi-Task Snow Removal Vehicles.

Bret Cullen, Director of Airport Operations for the SRAA, explains the significance of acquiring these machines. “The integration of multi-function snow removal equipment significantly enhances operational efficiency by enabling a single operator to perform tasks that previously required multiple personnel and two separate machines. These units combine a plow and a sweeper, allowing simultaneous clearing and sweeping for faster runway restoration. By reducing the number of machines needed, we can reassign equipment and personnel to other

critical areas of the airfield. What was once a trade-off between clearing the runway or the taxiway can now be accomplished concurrently—without compromising either.”

By the numbers:

- Measures 48 feet in total length, with a top operational speed of 45 mph
- Equipped with a 20-foot heavy-duty front-mounted plow blade
- Features an 18-foot mid-mounted sweeper broom
- Rear-mounted forced air blowers deliver air speeds up to 410 mph for enhanced surface cleaning
- Single-frame chassis for improved control and maneuverability
- All-wheel steering enables a tight turning radius of just 86 feet

# Huge Impact





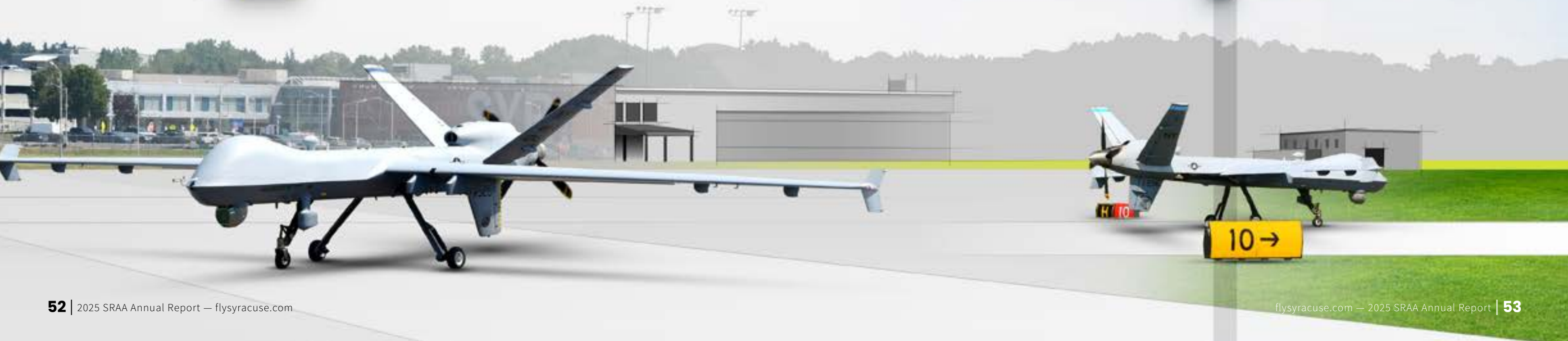
# Integration of Advanced Air Mobility Aircraft, Remotely Piloted Aircraft, and Unmanned Aerial Systems at **SYR**

The year 2025 saw a continuation of the commitment of Syracuse Hancock International Airport (**SYR**) and the Syracuse Regional Airport Authority (SRAA) to industry-leading advancement of integrating Advanced Air Mobility Aircraft (AAM), Remotely Piloted Aircraft (RPA), Unmanned Aerial Systems (UAS, commonly referred to as "drones"), and commercial aircraft in the commercial airport environment. In 2025, the SRAA officially joined the NUAIR Alliance. NUAIR, whose Center of Excellence is located at **SYR**, is a nonprofit organization driving economic development through innovations in UAS and AAM to safely integrate into the national airspace.

**SYR** sits in the only approved commercial Beyond Visual Line of Site (BVLOS) Airspace in the nation, an impressive 1,900 square miles. A key component of this BVLOS Airspace is NUAIR's

newly developed Surveillance as a Service (SaaS). The service received an Federal Aviation Administration (FAA) Letter of Acceptance in July of 2025, meaning it can now serve as the foundation for integrated, prioritized, and deconflicted UAS operations. The system can rapidly distinguish between friendly, unknown, and potentially hostile aircraft from ground level up to 10,000 feet above ground level. NUAIR's Director of Marketing, Megan Crout, explains the SRAA's role in developing SaaS. "SRAA has been a valuable partner in supporting NUAIR's Surveillance-as-a-Service. Our history of collaboration between Syracuse Air Traffic Controllers, the 174th Attack Wing NYANG, who share a runway with the airport, and NUAIR has provided the ideal context for growing, testing, and proving out NUAIR's services from counter-UAS to safe drone operations in controlled airspace."

Partners





# New Ground Transportation Automatic Vehicle Identification (AVI) System

In late 2025, the Syracuse Regional Airport Authority (SRAA) installed and activated a new Ground Transportation Automatic Vehicle Identification (AVI) System. An AVI system uses technology such as Radio-Frequency Identification (RFID) or License Plate Recognition (LPR) to automatically identify, track, and manage commercial vehicles such as taxis, shuttles, buses, and black car services. This system and associated Ground Transportation Management Software implemented by the SRAA will help create a level playing field for ground transportation providers operating at the airport while simultaneously providing an additional revenue stream for the airport authority. The SRAA is responsible for the maintenance of all roadways on the airport property. Generating this user-fee from the commercial operators using these roadways will help offset some of the costs of this maintenance. The system has enabled hands-free access, the collection of fees, and monitoring of traffic flow. Ultimately, this will help improve efficiency, security, and help generate a best-in-class experience for visitors to our airport.

## Hands-Free Access

Clearance 14' - 0"





# Sustainability

*Maintaining and developing the airport in an environmentally responsible manner*



# SageGlass Windows Installed as Part of Terminal Improvement Project

As part of the Terminal Improvement Project completed in 2025, Syracuse Regional Airport Authority proudly introduced SageGlass smart windows in the Gate 11, Gate 23 and Gate 27 areas. These state-of-the-art electrochromic windows represent a major step forward in passenger comfort and sustainability. By dynamically tinting in response to sunlight, SageGlass reduces glare, minimizes heat gain, and enhances energy efficiency—creating a more comfortable environment for travelers while lowering HVAC demand.

Traditional glass is static, compromising comfort and sustainability. Dynamic glass changes this paradigm, using intelligence to tint or clear as needed, delivering glare control and optimizing energy efficiency. Beyond energy savings, these windows elevate the passenger experience by offering unobstructed views of the airfield without the discomfort of harsh sunlight. Their installation underscores SRAA's commitment to innovation, sustainability, and delivering a world-class terminal experience for all travelers.

## Smart Windows



# Taxiway A (Alpha) Rehabilitation

One of the most critical tasks of an airport sponsor is the maintenance of the (often) miles of pavement that comprise an airfield. At Syracuse Hancock International Airport (SYR), one of the most utilized taxiways is Taxiway A or "Alpha." Split over two construction seasons, the 9,379 foot Taxiway A saw a complete rehabilitation of the pavement, averaging six to seven inches in depth. Concurrently, the popular taxiway received notable technological and safety upgrades.

In recent years, the Federal Aviation Administration (FAA) has moved its taxiway identifier nomenclature to more of a numerical system, a departure from the previous, primarily, alphabetical system. Four taxiways on this project received such changes, as well as a newly designated taxiway, A1. These efforts enhance pilot situational awareness and help reduce

runway incursions (the incorrect presence of an aircraft, vehicle, or person on the protected area of a surface designated for the landing and take-off of aircraft).

Additional upgrades for Taxiway A include:

- Taxiway edge lighting upgraded to LED for increased visibility and efficiency
- Upgraded surface markings to thermoplastic to improve visibility, reflectivity, and durability when compared to traditional paint
- Improved drainage systems for better erosion control and improved pavement lifespan
- Addition of in-pavement guard lights at taxiways that intersect with SYR's primary runway, 10-28, helping mitigate potential runway incursions

9,379 ft. Taxiway



U.S. Customs and  
Border Protection

Hancock International Airport  
Syracuse, New York

*Focusing on Growth*

# Economic Development



# Digital Advertising Program Expansion

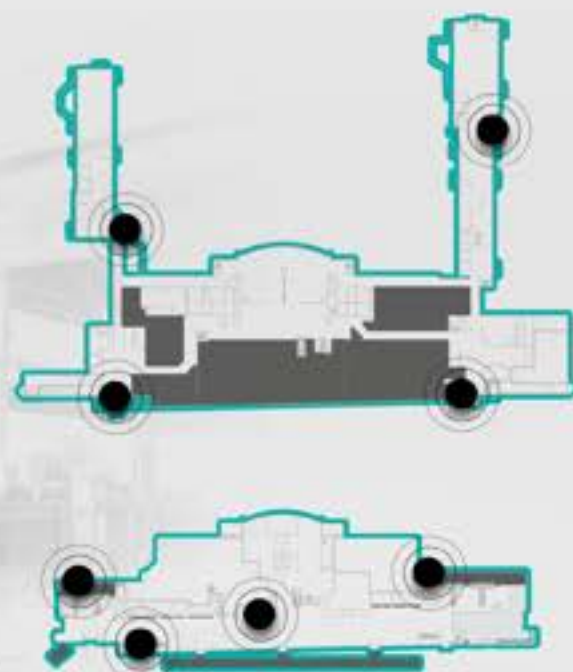
## Upgrade

As the sponsor of Syracuse Hancock International Airport (**SYR**), the Syracuse Regional Airport Authority (SRAA) is committed to meeting Federal Aviation Administration (FAA) assurances that ensure the airport operates for the public benefit, without discrimination, and is properly maintained. One key assurance requires airports to maintain a fee and rental structure that makes them as self-sustaining as possible.

In alignment with this mandate, SRAA brought its Terminal Advertising Program in-house a few years ago, in an effort to maximize non-aeronautical revenue opportunities. This program has become a vital contributor to the airport's financial sustainability, generating significant annual revenue while providing advertisers with access to a highly engaged audience.

In 2025, the digital component of the program underwent a major expansion and upgrade. Previously limited to four locations—two in Baggage Claim B, one in Baggage Claim A, and one on the exterior of the Automated Retail Lounge—the program now features enlarged video walls in Terminal B and four additional high-impact locations: near the exit from Baggage Claim B, near Gate 5, and in the second-floor passenger greeting areas of Terminals A and B.

These enhancements deliver greater visibility for local, regional, and national advertisers while creating new revenue streams for SRAA. By investing in cutting-edge digital advertising infrastructure, SRAA continues to strengthen its position as a forward-thinking airport authority committed to innovation, financial resilience, and an elevated passenger experience.



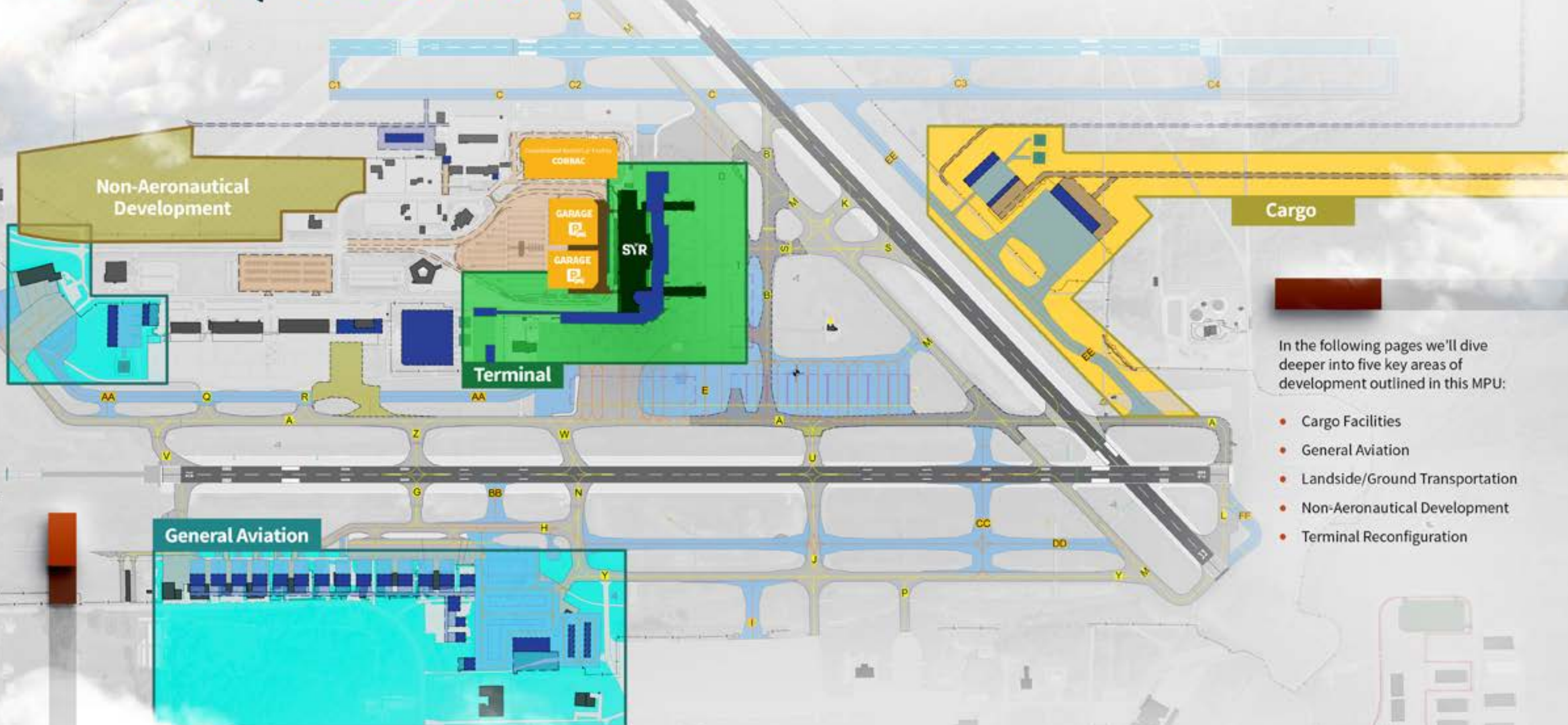


# A Path Forward

*Making Way for our Vision*



An Airport Master Plan is a 20-year vision of how an airport must develop to meet the forecasted needs of the community it serves. In 2025, the most recent multi-year Airport Master Plan Update (MPU) was completed for Syracuse Hancock International Airport (**SYR**). The last MPU, with the critical Airport Layout Plan (ALP), was completed in 2006. An ALP is a graphical representation of the ultimate development of the airport and is required by the Federal Aviation Administration (FAA) to ensure grant eligibility for future projects. Any future project the airport requests grant funding for must be depicted on the ALP. An ALP is developed through incorporation of the proposed recommendations of the MPU process.



In the following pages we'll dive deeper into five key areas of development outlined in this MPU:

- Cargo Facilities
- General Aviation
- Landside/Ground Transportation
- Non-Aeronautical Development
- Terminal Reconfiguration



# Cargo Facilities

At present, Syracuse Hancock International Airport's (SYR's) cargo facilities – located along Air Cargo Rd. on the north side of the airfield – are operating at capacity. The Master Plan Update (MPU) shows development of a new cargo facility on the east side of the airfield, adjacent the airport's secondary runway 15-33. A key element of this development will be the creation of a new access road connecting the proposed facility to Northern Boulevard. Northern Blvd. is home to a multitude of shipping and logistics companies, making this direct connection to the proposed cargo facility very attractive. Additionally, astute readers may notice the vertiport with two vertipads as part of the development. Leadership at the Syracuse Regional Airport Authority (SRAA) envisions the use of Advanced Air Mobility (AAM) craft to transport cargo regionally which has arrived via larger cargo aircraft.





# General Aviation

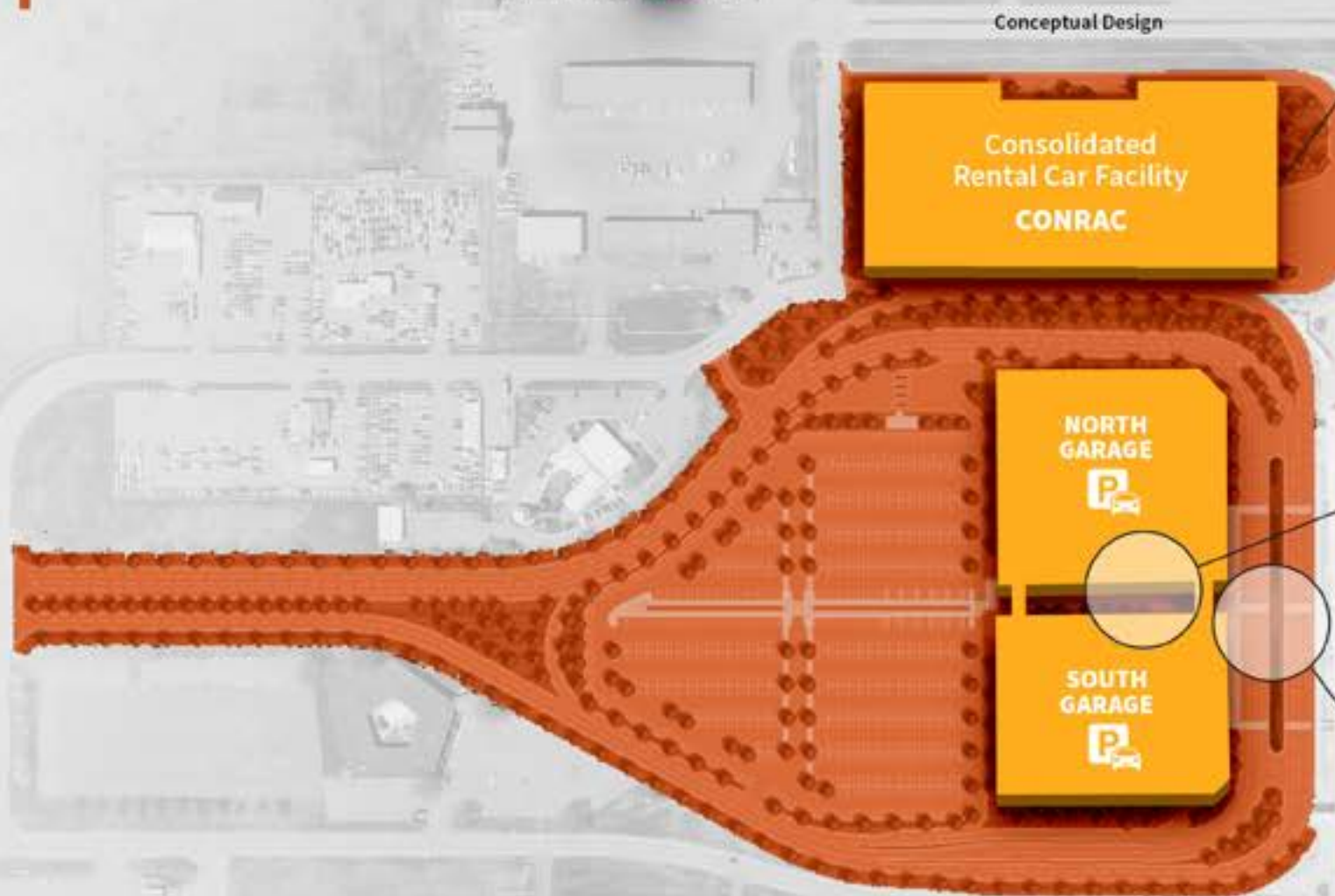
General Aviation (GA) encompasses all civilian flying except for scheduled passenger airline services and military operations. GA covers a wide range of activities including recreational flying, business aviation, pilot training, and other specialized aviation services. As this Annual Report goes to print, GA facilities at Syracuse Hancock International Airport (**SYR**) are located near the entrance to the airport property from Interstate 81 and South Bay Road with Fixed Base Operator (FBO) Million Air and also along the south side of the airfield with FBO Freeman Jet Center. Additionally, the Syracuse Regional Airport Authority (SRAA) owns, manages, and leases hangars along the south side of the airfield. The Master Plan Update (MPU) shows an expansion of these GA facilities both on the south and north side of the airfield. A cursory look shows an extensive increase in the airport's capacity to house GA aircraft, both via protective hangars and open-air tiedowns. Access is also improved to Million Air with the addition of a new taxiway, "AA," improving flow to and from that GA facility.





# Landside/Ground Transportation

Syracuse Hancock International Airport (**SYR**) serves a large catchment area spanning from Southern Ontario to Pennsylvania's Northern Tier and across Central New York. This broad draw creates parking demand higher than at similarly sized airports, making landside expansion a critical priority. To address this need, **SYR** is launching the first phase of its Landside Improvement Program with a new Consolidated Rental Car Facility (CONRAC) on the current Overflow Lot. Relocating rental car operations will free several hundred spaces on the garage's first level, enabling the airport to introduce premium parking and better accommodate growing passenger volumes. Construction begins in early 2026, with completion expected in summer/fall 2027. Looking ahead, the Master Plan Update envisions replacing the existing parking garage with two new side-by-side garages, significantly increasing covered parking—an especially valuable amenity in Central New York's climate. These improvements position **SYR** to meet long-term demand while enhancing convenience for the region's travelers. Together, these landside investments will modernize **SYR**'s parking and ground transportation infrastructure, improve the customer experience, support future passenger growth, and strengthen the airport's ability to serve as the primary air gateway for Central New York and its catchment area.

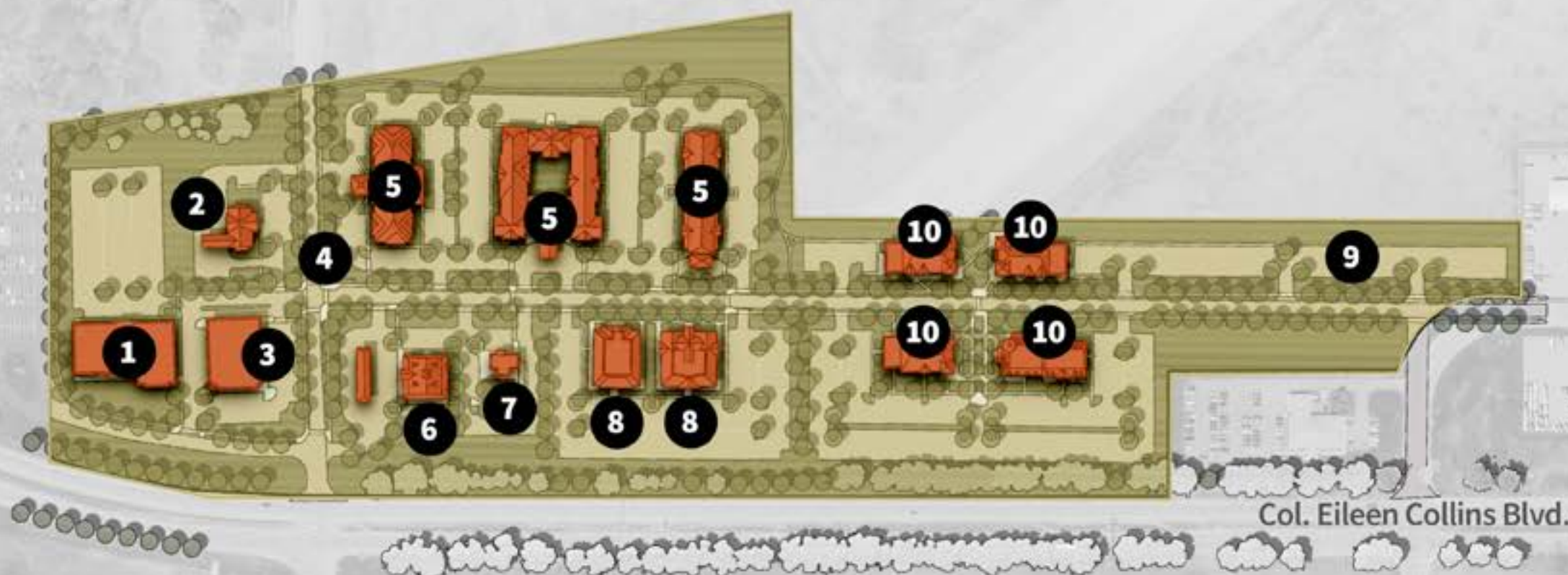


**SYR** MASTER PLAN 4



# Non-Aeronautical Development

- 1 Office Space
- 2 Bank Drive Through
- 3 Pharmacy Drive Through
- 4 Bus Stop
- 5 Hotel
- 6 Gas Station/Convenience Store
- 7 Drive Through Convenience (Coffee)
- 8 Restaurant
- 9 Overflow Parking
- 10 Mixed Use Commercial



Col. Eileen Collins Blvd.

Syracuse Hancock International Airport's (SYR's) 2,300-acre property presents a unique opportunity to provide more services to travelers beyond traditional transportation needs. As Central New York's economy grows to support the semiconductor industry, the airport property must develop in a similar manner. This Master Plan Update (MPU) supports this vision through the proposed development of numerous commercial offerings including hotels, office space, mixed use commercial spaces, a gas station/convenience store, pharmacy, and more. In addition to serving the growing number of travelers and over 2,700 workers employed by entities on the airport property, SYR's proposed Non-Aeronautical Development area is uniquely positioned to also serve vehicular traffic flowing north and south along the region's main artery: the current Interstate 81, soon to be Business Loop 81. Expanding commercial offerings at this critical time in our region's development further embodies the airport's commitment to supporting the growth of the region.

**SYR** MASTER PLAN 4

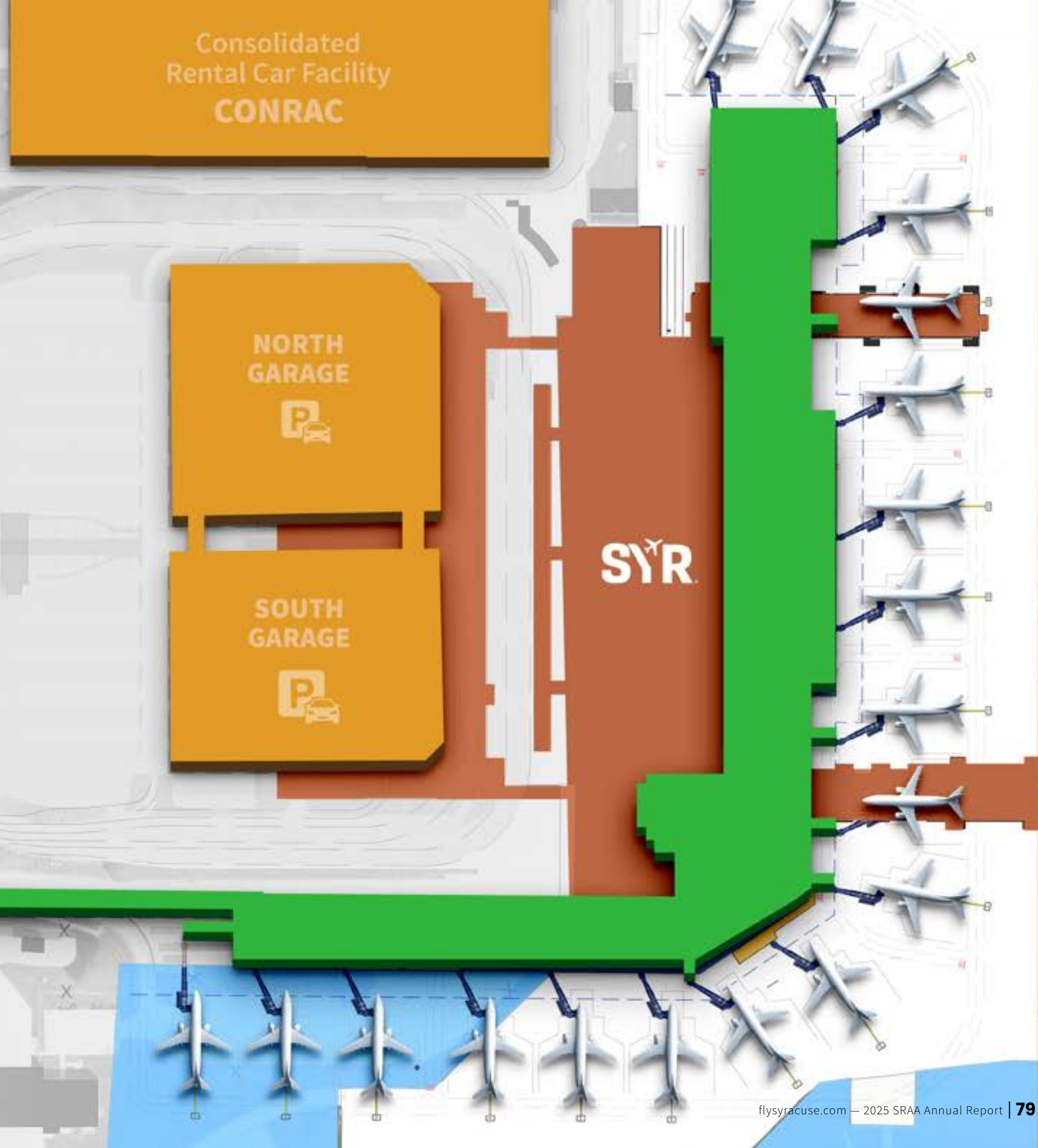


# Terminal Reconfiguration

For much of Syracuse Hancock International Airport's (**SYR**) history, the terminal building has featured a dual-pier configuration consisting of two concourses (A and B) of gates. While suitable for decades of operations at **SYR**, the aviation level forecasts from this Master Plan Update (MPU) show this configuration will not optimize the efficiency of operations moving forward. In the graphic, the dark green shaded region shows the current (2025) terminal configuration. The deep blue region shows the proposed reconfiguration, closer to the end of the 20-year horizon of this MPU. At the far western edge of this proposed linear terminal, the reader may observe a vertiport with two vertipads intended to support Advanced Air Mobility (AAM) operations at **SYR**. It is the vision of Syracuse Regional Airport Authority (SRAA) leadership that travel to and from smaller, regional airports in the not-so-distant future may be conducted using AAM craft. Passengers would then pass through a dedicated screening area and seamlessly connect to the larger breadth of destinations offered at **SYR** via traditional commercial airlines.

**SYR** MASTER PLAN

Conceptual Design





# Awards

*Building Continuous  
Recognition*



# SYR ARFF Station Awarded A Certificate of Commendation



On the early morning 2 Feb 2024, the ARFF station was alerted for a patient in cardiac arrest in the north concourse. ARFF units were dispatched at 0500 and arrived on scene at 0504 where standby people and a Police officer from the Airport PD were performing CPR.

ARFF units from the 174th Fire Emergency Service took over patient care and continued to provide compression, lifesaving Oxygen and utilized and AED to provide necessary shocks to the patient.

ARFF units also utilized the Lucas compression device for the first time to assist in delivering compressions.

Once the local paramedic ambulance arrived, care was continued by ARFF crews while the ambulance assessed the patient and finally transferred for transport to the local hospital.

Once in the hospital, care was transferred to emergency department doctors who identified the quick actions of bystanders and ARFF crews saved the patient. After a 2 month stay in the hospital for further treatment the first responders finally meet the patient for thank you's.



Mission Statement: "To Promote the Safety and Improve the Health of Aviation Fire Protection and Prevention."

August 12, 2025

Jeffrey Christley  
Fire Chief  
174th Fire & Emergency Services/Syracuse Regional Airport Authority  
1000 Col Eileen Collins Blvd  
Syracuse, New York 13212

Dear Chief Christley:

The Aircraft Rescue & Fire Fighting Working Group (ARFF Working Group) is pleased to announce that the 174th Fire & Emergency Services/Syracuse Regional Airport Authority has been nominated and approved to receive our Certificate of Commendation Award.

This award is being presented based on the nomination submitted for the events that took place on February 2, 2024. This award recognizes the performance of an act of public service by any member of an authorized airport fire rescue unit be it civilian or military which brings a high degree of credit to the airport fire rescue profession in general.

On behalf of the Board of Directors, I would like to congratulate and commend you on the receipt of this award. Your award will be presented at the 35th Annual ARFF Working Group Int'l Educational Symposium on Tuesday, September 23, 2025 at the Mohegan Sun Resort, Uncasville, CT in the Union Ballroom A.

We hope that you are able to attend. If you have any questions or need additional information, please contact Barbara Blum at e-mail [blumbarb@arffwg.org](mailto:blumbarb@arffwg.org) or phone at 972-714-9412.

Sincerely yours,

*Tony Galante*

Tony Galante  
Chairman - ARFF Working Group



# SRAA Wins Prestigious International Award for Snow and Ice Control

The SRAA was awarded the 2024-2025 Balchen/Post Award for Outstanding Achievement in Airport Snow and Ice Control for the Small Commercial Airport category. Presented by the Northeast Chapter of the American Association of Airport Executives (NECAA), the purpose of the prestigious award is to promote better snow and ice control in the industry and recognize airports for outstanding performance.

The 2024-2025 award was presented to members of the SRAA team at the International Aviation Snow Symposium in Buffalo, NY in April. Despite the 115.4" of total seasonal snowfall and 18 snowfall events with greater than two inches of snow, the **SYR** airfield was closed for less than three hours the entire season.

"I couldn't be prouder of our Airfield Maintenance and Airport Operations teams for their snow and ice control efforts here at **SYR** and it's wonderful to see them recognized at the international level," said SRAA Chief Operations Officer Aaron Harris. "The numbers don't lie: less than three hours of airfield closure for an entire season, in our climate? They have proven they are the best of the best."

The SRAA team displayed excellence in the following areas:

- Degree of in-depth preparedness, including a comprehensive snow and ice control plan, equipment readiness, personnel training, and overall safety awareness.
- Effectiveness of snow and ice control program, examining how well the program kept aeronautical areas safe and operational such as runways, taxiways, aprons, ramps, runway/taxiway lighting, and signs.
- Timeliness and accuracy of communications during the snow and ice control effort with the airlines, general aviation community, public, FAA, and other airport users.
- Post-storm activity including cleanup and critique.



Outstanding

Performance



# "Reclaiming the Sky" Resiliency Project

Syracuse Regional Airport Authority (SRAA) was proud to celebrate the outstanding achievement of Tori Carroll, Security & Badging Specialist, whose exceptional essay earned top honors in the nationally respected Reclaiming the Sky program. Tori was presented the first-place award at the Airports Council International – North America (ACI-NA) Annual Conference in October 2025.

Reclaiming the Sky, an initiative dedicated to uplifting and honoring aviation workers, encourages participants to reflect on themes of service, resilience, and leadership within the aviation community. Through its educational and character building mission, the program empowers emerging professionals to connect deeply with the stories and values that define the aviation workforce.

Tori's essay stood out for its insight, eloquence, and heartfelt exploration of the spirit of aviation service. Her work captured the dedication and

compassion that airport and airline professionals bring to their roles every day, qualities that mirror the commitment we strive for here at Syracuse Hancock International Airport.

Her recognition not only highlights her individual talent and thoughtful perspective but also reflects the strength of the next generation of leaders within our airport community. We are honored to have Tori represent Syracuse Hancock International Airport and the SRAA in such a meaningful national forum.

Senior Vice President, Business Development Bob Stanton presented the award. Bob said of the experience, "Reclaiming the Sky is a powerful reminder of the heart and humanity that define our industry. Every year, I'm humbled by the stories of aviation professionals who turn moments of adversity into lasting legacies of service, kindness, and strength."



Scan QR  
code to Read  
the Essay!



2025  
Reclaiming the  
Young Professional  
Essay Contest Winners

Top Honors





*Bringing our  
Community Together*

# Ongoing Community/ Engagement



# Community Engagement



## Trick or Treat with SRAAPD



## Blood Drive





# Community Engagement



## Blind Immersion



Bring Your Child to Work Day



On September 20, 2025, The SRAA, SRAA PD and our 174th Attack Wing Aircraft Rescue and Fire Fighting (ARFF) participated in a Girls in Aviation Day event at Million Air Syracuse! The event was a fun opportunity to showcase the aviation and STEM opportunities available!





# Community Engagement



**SYR** held the largest ever Wings for All Event for individuals with intellectual and developmental disabilities on November 15, 2025. We were thrilled to host 48 individuals and their families! Huge thank you to Arc of Onondaga United and Republic Airways for making this another successful Wings for All!



# SRAA Employee of the Year 2025

Alejandro  
DeLaPaz  
Airport Maintenance Worker



“Alejandro consistently upholds the core values that support the safety, resilience, and collaborative progress of SYR. His performance on the airfield demonstrates not only technical proficiency but also exemplifies the teamwork, integrity, and commitment to service fundamental to the Syracuse Regional Airport Authority.

**H. Jason  
Terrerri, IAP, A.A.E**  
Executive Director

“In a shop full of dependable people, it's hard to just choose one member to nominate for employee of the year. But one individual seems to stick out amongst many. No matter the season, Al has always gone the extra mile. Al answers the call without hesitation, giving more than what's asked and setting an example of pride and commitment in his work. We are grateful to have such a dedicated individual working here alongside many devoted workers. Thank you for all your hard work.

**John Murphy Jr.**  
Airfield Maintenance Manager

“Al is a valuable and dependable employee who is ready at a moments notice. He comes to work and gives his very best everyday and goes above and beyond to accomplish any task given.

**Luigi Pascarella**  
Airfield Maintenance Crew Leader

“I'd like to take a moment to recognize Al for the incredible impact he has on our Maintenance team and the airport. Every day, Al goes above and beyond to help contribute to Maintenance running seamlessly—and always with a smile on his face. His dedication, kindness, and personable nature make him a joy to work with, and his sense of humor brings positivity to everyone around him.

Al takes tremendous pride in his work, and it shows in everything he does. His commitment doesn't end when his shift does—he regularly works overtime, especially during snow events, to keep the runways clear and the airport operational. When the weather turns, Al never goes home until the job is done. He prioritizes the airport's operation and ensures we remain open during critical snow events, demonstrating an extraordinary level of pride, responsibility, and commitment to his team, the airport, and our community.

Thank you, Al, for your exceptional dedication, your positive attitude, and for reminding us that excellence and kindness go hand in hand.

**Kristine Carson**  
Talent Development & Culture Specialist

“Alejandro stands out as a true team player. He consistently steps in, takes ownership, and gets the job done with a positive, dependable attitude. His willingness to support others and his steady reliability make a noticeable impact on our operation and strengthens the culture of our team.

**Bret M Cullen C.M., ACE**  
Director of Airport Operations

“Al consistently steps up to go above and beyond, no matter the season or operational demand. His dedication to Airfield Maintenance is matched by the energy and professionalism he brings to our Labor Management Committee. He looks out for his coworkers with the same integrity and commitment he demonstrates in his role at the airport. We truly appreciate his unwavering dedication and the meaningful impact he provides within his team and throughout the airfield.

**Aaron Harris, C.M.**  
Chief Operations Officer

“It's been a pleasure working with Alejandro in both his capacity as an airport maintenance worker and a union leader. He brings an admirable drive, dedication, experience, as well as sense of humor to his work. I greatly appreciate everything he does daily to keep this airport safe and running smoothly for our passengers and colleagues, and as well as helping foster a great workplace for employees. I congratulate him on being recognized by his peers, it's a well-deserved honor! Keep up the great work, Al! Thank you for all you do, it does not go unnoticed.

**Debi Marshall, SHRM-CP, PHR, C.M.**  
Director of Human Resources

# Volunteer Spotlight

**Gloria**  
**Roberts**  
Organist

## What is your favorite part of volunteering at SYR?

*My favorite part of volunteering at the airport is being able to share my God-given talent not only with travelers, but also with the airport workers and staff. It brings me great joy to use music as a way to connect with people and brighten their day, no matter where they are going or what role they have at the airport.*

## What impact do you hope your volunteer efforts have on our community?

*The impact I hope to pass on to the community is the encouragement not to let age or hesitation stand in the way of volunteering. You truly receive more than you give, and it is such a fun and rewarding way to meet people and share something meaningful.*

## What would you say to someone who is considering volunteering with SYR?

*If you are considering volunteering, I truly encourage you to try it. You will get more out of the experience than you give, and you will meet people from all walks of life. I believe volunteering is something you will enjoy, and I hope it brings you the same joy it has brought me.*

## Can you describe a volunteer moment that was especially meaningful?

*One volunteer moment that meant a great deal to me happened as I was getting ready to leave and already had my coat on. A family asked if I could play a song, so I took off my coat and said yes. They requested "Jesus Loves Me." The family had five or six children who stood so quietly, listening and singing along. It was a beautiful and touching moment that stayed with me.*

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

*One particularly memorable occasion was when a couple of men were standing nearby, listening and taking videos of me playing. I even asked if they were a soccer team, because I had no idea who they were. I later found out they were members of the well-known band Dire Straits, which made the moment even more surprising.*

# Volunteer Spotlight

## Alan & Christy Perkins

# George

PET Program



**Pet**  
SYR  
PETS EASING TRAVELERS

### What inspired you to start volunteering with the PETs program at SYR?

We first learned about the PETs program when we were doing obedience training with George at Justin's Canine Campus. After hearing about the program, we felt it was a great opportunity to serve a large and diverse group of people. We decided to make it a goal in our journey as a therapy team with George

### What impact do you hope your volunteer efforts have on our community?

We want to create an excitement to return to the airport, and an experience they'll share with others. We also want to create a space that people feel at ease in. For the staff, we want them to know how important they are to the community they serve. That their hard work is noticed and appreciated.

### What is your favorite experience volunteering at the airport?

We have had so many great experiences and have met tons of interesting people. Some of the most impactful experiences have been when people shared how much they needed George at that moment – both passengers and staff alike. We also greatly enjoy seeing passengers we've met before from their previous trips.

### What would you say to someone who is considering volunteering with SYR?

You will find that SYR is a wonderful community made up of airport staff, volunteers, and travelers alike. Everyone has the same goal: to make and have the best airport experience possible. We have felt welcomed and appreciated from the start of our volunteering here.

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

George loves the pat downs he gets when going through TSA. He also loves seeing his "regular" airport employees, all the belly rubs he gets, and – especially – interacting with kids. As George's humans, we have enjoyed hearing all the stories from the people we encounter. Some are leaving for fun vacations. Others are traveling for difficult reasons. Yet they all have a story they want to share, and we have an ear to listen.



# Board Members



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# Employee Milestones

Thank you for your dedicated service to the



# 2026 Initiatives



## Cargo and Logistics Planning

As the semiconductor industry grows in central New York, **SYR** is enhancing cargo operations with strategic upgrades. A new air cargo facility for international widebody aircraft will boost global access and improve freight flow. The planned airport logistics park will provide essential infrastructure for local businesses. Investments in Advanced Air Mobility facilities and upgrades to current integrator operations will increase efficiency and capacity, helping **SYR** meet changing market needs and keep cargo moving smoothly.

## Air Service Development

The 2026 air service initiatives are designed to improve connectivity and expand service to seasonal markets by increasing seat capacity on key routes to major hubs, ensuring optimal timing for travelers from Central New York. This strategy enables the region to benefit from efficient domestic and international connections. Furthermore, **SYR** is committed to extending the seasonality of flights to leading leisure destinations within Central New York, enhancing travel accessibility throughout the year. The airport also anticipates incremental growth in flight frequencies to global gateway cities.

## Landside Commercial Improvements

**SYR**'s landside development plan is set to transform the airport's commercial landscape, enhancing both traveler convenience and regional economic growth. Central to these improvements is the construction of a new, two-story Consolidated Rental Car facility, which will streamline rental operations and introduce premium services currently unavailable to customers. Complementing this, phase one of the Airport Village—a 43-acre mixed-use development—will launch with a gas station and convenience store, providing essential services for airport visitors. Future plans include the addition of a hotel and restaurant near the airport entrance, further expanding amenities, and supporting the growing needs of travelers and the local community.

## Airport Operation Improvements

**SYR** will begin construction of a centralized deicing pad designed to enhance operational efficiency during winter operations. The implementation of this state-of-the-art facility will facilitate more efficient aircraft movement, minimize delays, and improve on-time performance throughout the winter season. The new pad enables simultaneous deicing for up to seven aircraft, representing a 130% increase in capacity compared to existing infrastructure. Furthermore, all activities will be managed from a newly established snow control facility, which will further expand overall winter operational capabilities and contribute to safer, more efficient departures and arrivals.

Additionally, the airport is initiating the planning phase for a comprehensive baggage system replacement, aimed at streamlining processing times and boosting capacity during peak arrival and departure periods. These strategic upgrades will provide improved access to critical destinations and create new market opportunities for both business and leisure travelers, supporting **SYR**'s role as a vital gateway for Central New York.



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[FlySyracuse.com](http://FlySyracuse.com)