



**Minutes of the Regular Meeting of the  
Syracuse Regional Airport Authority**

**Friday, April 11, 2025**

Pursuant to the notice duly given and posted, the regular board meeting of the Syracuse Regional Airport Authority was called to order on Friday, April 11, 2025, at 11:04 a.m. in the Syracuse Regional Airport Authority Board Room located in the Syracuse Hancock International Airport by SRAA Board Chair Ms. JoAnne Gagliano.

**Members Present:**

Ms. Jo Anne Gagliano – Chair  
Ms. Latoya Allen - Teams  
Dr. Shiu-Kai Chin  
Dr. Donna DeSiato – Teams  
Mr. Kenneth Kinsey – 11:08 a.m.  
Mr. Michael Lazar  
Mr. Robert Simpson  
Mr. Nathaniel Stevens  
Mr. Damian Ulatowski – 11:27 a.m.

**Members Absent:**

Mr. Tom Fernandez  
Mr. Michael Frame

**Also Present:**

Mr. Jason Terreri  
Mr. Aaron Harris  
Ms. Robin Watkins  
Ms. Joanne Clancy  
Chief Justin Baum  
Ms. Debi Marshall  
Mr. John Clark

Chair Gagliano started the SRAA Board meeting at 11:04 a.m.

**Roll Call**

As noted above all SRAA Board members were present in person or via Teams other than Mr. Frame, and Mr. Fernandez.

**Consent Agenda:**

Chair Gagliano referenced the January 17, 2025, meeting minutes and the resolution regarding the position of Airport Management Fellowship in the consent agenda and asked for any changes or comments. Having no objections or comments regarding these items, Chair Gagliano invited a motion. A motion was made by Mr. Lazar, seconded by Dr. Chin, and the consent agenda was unanimously approved.

**The resolution was adopted: 7 ayes, 0 nays, 0 abstain**

### **Airport Management Report:**

Director Terreri went over the current scorecard data describing seat capacity increases, with year over year data down with the exit of Southwest and the pull down of some flights by Frontier Airlines. Small additions are expected to come back to the market, but our new budget figures will be conservative. SYR's market is strong, particularly with the premium/business seat market. Other local airports such as ROC show increases with Ultra-Low-Cost-Carriers (ULCC), however, if there are price change issues, those are typically the flights that leave the market first, vs. the business/premium seats that are strong out of SYR. Western/Mountain region cities are showing large growth percentages from SYR with significant seat growth to those cities, faster than expected. The Breeze Airways yield is up in most markets and other markets such as Nashville, Las Vegas are also doing very well. Discussions are being held regarding international providers given the new Federal Inspection Station (FIS) is nearing completion.

CFO Watkins reviewed metrics for landed weights for March, Cargo numbers were up, enplanements remained sluggish, however, the expected budget gap remains in the "yellow" category with budget planning on-going.

Director Terreri explained the Airport Service Quality (ASQ) through the Airports International Council (ACI) organization survey background information and Customer Experience Manager, Matthew Szwejbka, discussed the initial 2024 ASQ survey results and how SYR compares to other similar-sized airports. This survey focuses on the experience of the passengers from the time they arrive on the airport roads to sitting in their seat at the airline gates. Five field agent survey team members conduct these questionnaires at all operating hours, 374 people responded in Q4. SYR is benchmarked against similar sized (2-5m passengers) from local and national airports. Satisfaction and customer experiences were evaluated and compared. SYR landed in the roughly average range, with several items statistically better or lower than average (by 5%). For example, TSA/checkpoint and border control, and the airport Wi-Fi scored very well, with shopping and dining scoring lower than expected, however food and beverage is not in the SRAAs control, we only can influence and do have several new options available now with Qdoba and Einstein Bagels that were not available during this Q4 survey. Courtesy and helpfulness of staff, and speed and service all scored well across the board. Growth opportunities in gate hold seating and comfort/availability, selection, and value for money for concessions are some examples of areas that SRAA is already actively working to improve. New Grab and Go self-checkout kiosks will improve these efficiencies and lines. Dunkin Donuts' ability to process passenger orders early in the morning/busy times improved significantly on day one. Mr. Simpson applauded the team for being transparent and willing to improve customer service and the ambiance of the airport. Chief Commercial Officer, Jason Mehl stated that if it can be measured, it can be improved. None of the feedback was surprising but instead, a good road map to ensure that improvements that are being made are what our passengers are looking for. Director Terreri stated this information and going forward will be shared at our employee town halls and during the monthly tenant meetings. This survey program will continue every quarter.

### **New Business/Discussion:**

#### **2024/2025 SRAA Operating Budget and Capital Budget Review**

CFO Watkins updated the SRAA Board regarding preliminary budget discussions and revenue projections. An accurate map of those budget discussions and metric projections cannot be made

available until a later date and will be provided to the board in advance of the next Finance Committee and Board meetings on May 30<sup>th</sup>. Finance Committee Chair, Dr. Chin requested that as we move through uncertain times, the ability to adapt is important and to preserve our choices.

### **Executive Session**

Chair Gagliano invited a motion to go into Executive Session to discuss matters pertaining to the proposed acquisition, sale, or lease of real property by the Authority. A motion was made by Dr. Chin and seconded by Mr. Kinsey. The Executive Session began at 11:52 a.m. and ended at 12:24 p.m. No action was taken.

### **Committee Reports**

The most recent minutes for the Human Resources and Finance committees are part of the packet provided.

### **Adjournment**

Having no other topics for discussion, a motion was made by Mr. Simpson and seconded by Dr. Chin, to adjourn the meeting. The meeting was adjourned at 12:25 p.m.