

Authority Mission Statement and Performance Measurements

Name of Public Authority: Syracuse Regional Airport Authority

Public Authority's Mission Statement:

The mission of the Syracuse Regional Airport Authority is to provide safe, secure, efficient and low-cost air transportation service to the 12-county region that Syracuse Hancock International Airport currently serves. The Authority seeks to stimulate air service, economic development, trade and tourism by focusing on the shared goals of its stakeholders: more service to more destinations, lower operating costs and increased non-aeronautical revenue. The Authority recognizes that the Syracuse Hancock International Airport is a gateway to the central New York region and beyond and seeks to optimize customer service and exceed customer expectations with continuous improvements to the terminal building and public-use facilities.

Date Adopted: October 14, 2011

List of Performance Goals (If additional space is needed, please attach):

- Provide safe, efficient and low-cost air transportation service
- Stimulate air service, economic development, trade and tourism by focusing in the shared goals of stakeholders
 - More service to more destinations
 - Lower operating costs
 - Increased non-aeronautical revenue
- Optimize customer service
- Continuous improvements to the terminal building and public-use facilities