

Boise Airport Connections

March/April 2009

Idaho Celebrates the 2009 World Winter Olympics



of the American people - in Boise, Idaho

Below: special Airport ambassador, Ops Mgr Jerry King

(In putting together the newsletter for March, the information on the February Special Olympics was already 'old' news. But the event was such a powerful testament to great people at their best, I hope you will indulge me - Editor)

Greeters came from all over the Treasure Valley to join Airport staff in welcoming the athletes. Of note were the Iranian group who came day after day, flight after flight to greet their small 'home' team...and stayed to cheer on every team.

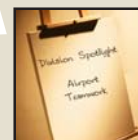
There were greeters who came in full traditional costume...the Koreans, the Japanese, and the Swiss (complete with a 'Swiss Miss' and St Bernard dog!) all here to proudly welcome their ancestral country teams to their new home in Idaho.

Our arriving athletes also made this event deeply memorable. The arrival of the South African team affected the entire population within the terminal. Shortly after leaving the gate area, the 20 athletes began to sing and then to dance. The tribal music and the spirit and joy the South African's shared that day will be one of the strongest memories for those at BOI who were privileged to have heard them.

So many stories, so much good will and heart...the national news missed the true nature



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Boise Airport (BOI)

providing present and future aviation infrastructure needs of general aviation, military aviation and air carrier aviation.

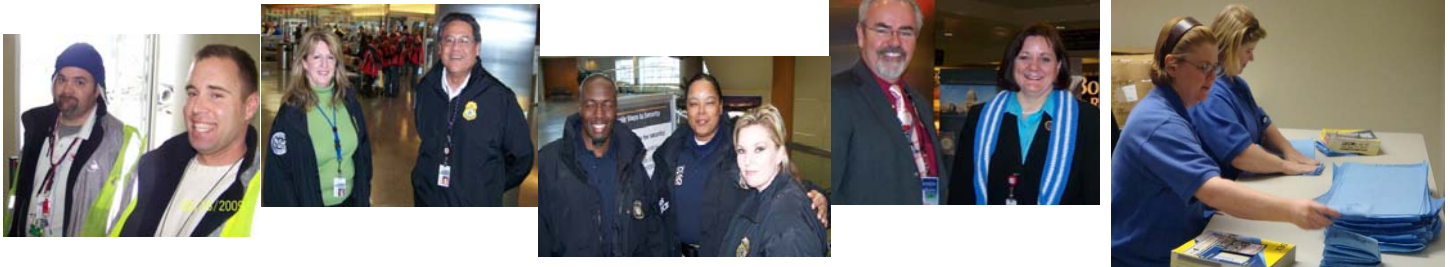


Idaho Celebrates the 2009 World Winter Olympics

As with many of the great stories to come from Boise hosting the Olympics, this one comes with another happy ending! Gunnhild Kvalvik from Norway was here in Idaho at the Games to see her son, one of the gifted hockey athletes, compete. After the Games concluded, Mrs Kvalvik bid good-bye to her son departing with his teammates from Norway on an earlier plane. She then discovered that her passport was missing. There was not a great deal of time before her scheduled flight was due to depart, and she needed to get home on that particular flight to be in time to pick up her son after HIS arrival.

Operations Specialist Paulette Cappelini stepped forward with Northwest Airline managers 'Boomer' Rooney and Duane Penner, TSA, and Boise police staff to contact the embassy to get an official release that would authorize Mrs Kvalvik to board her flight for home. (Editor's note: this quick and calm resolution is typical of the amazing "Can Do" attitudes here at Boise Airport). Paulette later sent an email with photos, and received the following reply:

>>> Gunnhild Kvalvik <gkvalvik@xxxx.com> 3/17/2009>>>
 Hello Paulette Thank you so much for your message and not to forget, all your help and support at the airport. We surely could not make it without your help. We are so grateful, and we came home safe and happy on Monday evening. We had a wonderful time in Idaho; all people there were so helpful and lovely, and the Special Olympics was a great experience. We want to come back some time, and if you come to Norway, please contact us, and we can meet. Thank you, best wishes from Gunnhild Kvalvik, Vikane 42, 6037 Eidsnes



End of Year Report

	2008	2007	% Loss/Gain
Total Passengers	3,168,964	3,365,308	-6%
Enplaned Passengers	1,586,812	1,679,427	-6%
Deplaned Passengers	1,582,152	1,685,876	-6%
Freight On	38,125,244	39,653,970	-4%
Freight Off	45,567,023	53,698,918	-15%
Mail On	989,072	384,417	157%
Mail Off	1,710,733	122,537	1296%
Landings	29,251	33,072	-12%
Tower Operations	145,013	181,945	-20%
General Aviation Operations	64,880	95,264	-32%
Itinerant Airline	44,136	43,246	2%
Air Taxi Operations	22,709	31,130	-27%
Military Operations	13,288	12,305	8%

The national media has been filled with the economic downturn and the resulting effects that we as an airport share with other industries. Those effects are seen in the drop of passengers through our terminal, the decline in the purchase of food and gifts, fewer rented cars and less demand for parking.

Special Olympics gave February numbers a shot in the arm, but the overall revenue generated was not strong for the first quarter of 2009.

While hardly comforting that the drop in seats and enplanements is the story across the nation, Boise still has excellent connectivity to get both our business and leisure passengers where they need to go.

From the Director's Desk



Boise Airport hosted impromptu award ceremony for Games

For all Airport staff, the Special Olympics 2009 World Winter Games coming to the Boise area was an exhilarating experience that few of us could have anticipated. And although the Games themselves covered just one week, Airport employees mobilized with the first planeload of athletes from New Zealand arriving at the end of January and lasting until the last team departed mid-February.

All the time spent meeting, greeting, tracking and trailing was rewarding, yet exhausting for employees who volunteered endless personal hours in addition to performing their regular work day functions. Unfortunately, that time commitment meant that very few airport folks were able to attend the actual Special Olympic competitions. So, it was with great excitement for all at Boise Airport when Airport Director Richard McConnell was tapped to present the silver medal to a Qatar athlete.

Twelve year old Hamad Al-Behaih, a speedskater from Qatar, was forced to miss the award ceremony in order to get to the airport for his flight home. In fact, the young man was not aware that he had won his third silver medal. Security at the Idaho Ice World venue contacted Boise Police, who alerted Boise Airport staff.

Suffice to say that the medal was hussled to Boise Airport and an impromptu award ceremony complete with cheering crowds allowed Hamad to receive his medal in style, with media escorted to Gate 11 to record the event. And what a

wonderful gift for airport, airline, concession and security employees! We all thrilled at the opportunity to enjoy a small and exciting part of these Winter World Games.

- Patti Miller, Editor

Horizon Air Honored As 2008 Station of the Year

On February 24th, Boise station manager Rob Livingstone accepted the Horizon Air 2008 Station of the Year honor at an award ceremony in Seattle. The prestigious award is given annually to the airline station or department that best exemplifies the Horizon Air's Success Factors and Values. Those Success Factors include: excellence in Safety, Service, People and Profits. The Core Values consist of: Integrity, Heart, Partnership, Innovation/Initiative and Continuous Improvement.

Horizon Air Regional Director Brenda Field nominated the Boise Station, noting that "they have exceeded all measurable operational performance targets for many years now, and not only for Horizon Air - but Alaska Airlines when they were (still) here." In addition to listing the amazing performance statistics, Field also listing the leadership "dream team," the championship fundraising for the United Way campaign, and the family-type support that exemplifies the employees at Boise Airport's Horizon station.

On behalf of the entire Boise Airport, cheers and congratulations to Team Horizon Air! We are proud to work along side you!

Left: Stylish "Horizon Award" gracing the Boise Station.

Right: Photo taken at BOI with crew Monday, March 9th.



If it's news to you, it's news to us. **Boise Airport Connections** is published every quarter (March, June, September, and December). Have your stories, pictures, or announcements submitted to boi@cityofboise.org, by the 15th of the month prior to publication.



Every 2 seconds someone in the U.S. needs blood.

But, only 5% of the eligible U.S. population donates blood in any given year. Healthy donors are the only source of blood.

**American Red Cross
Blood Drive
Wednesday, April 29th
9AM to 1PM
Boise River Room**

Boise Airport blood drives are at risk due to the low number of donors. Please schedule an appointment:
208-383-3110
boi@cityofboise.org

Make quarterly blood donations a regular activity on your calendar.
Give blood!

-A New Face at BOI-

Boise Airport is pleased to announce that as of January 26, 2009, Angela Taylor has joined our team. She will be working in the Accounting Division on accounts receivable. Angela has been with the City of Boise for 8 years prior to moving to airports to take advantage of her strong background in accounting and payroll.

Angela moved to Boise in 1995 from Southern California where she "led a life style of a starving actor." You may catch her on a repeat of Seinfeld! Angela enjoys living and working in the Treasure Valley, taking full advantage of the many foothill hiking trails where she and her dog Spirit like to roam for hours.

Working at the Airport only fuels Angela's passion for travel. She has journeyed to Europe several times, visited the Caribbean and several other exotic

locales. Angela notes that her next big adventure will be sailing to the Mexican Riviera. Please join us in welcoming Angela to her new 'destination!'



Nominate a City of Boise - Airport employee who shows how much they care by going "above and beyond." Pick up a "BOI CARE" nomination form in Airport Administration.

Boise Airport Connections

David H. Bieter
Mayor of Boise

Richard McConnell, A. A. E.
Director

Airport Commission
Paul Cunningham, Chair
Edward Stimpson
Mary Carol "M.C." Niland
Russell Westerberg
Brig. Gen. Gary L. Saylor
Michael Pape
Meg Carlson

Council Liaisons
Council Member Jim Tibbs
Council Member David Eberle

Patti Miller
Editor

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Wednesday, April 8-10
Dr Jane Goodall
Lecture at Zoo Boise
Airport will be accomodating filming Dr Goodall for an upcoming documentary

Thursday, April 23
Boise Airport Commission
8:30AM
Salmon River Room

Wednesday, April 29
Red Cross Blood Drive
9AM to 1PM
Boise River Room

To schedule an appointment:
208-383-3110 or boi@cityofboise.org

Wednesday, May 20
Emergency Plan Exercise
1:00PM - 4:00PM
Location to be determined

Monday, May 25
Memorial Day
City Holiday



Monday, May 25
WWII Airman Statue dedication in front of the terminal. For more info, contact Boise Dept of Arts & History at 208.433.5677.

Thursday, May 28
Boise Airport Commission
8:30AM
Salmon River Room

Boise Airport Connections will be issued at the beginning of each quarter. Please submit stories, events, announcements, and pictures to boi@cityofboise.org no later than May 15, 2009. Items that do not make it for that issue may be held until the following issue.