

Boise Airport Connections

Oct-Nov-Dec 2009

Digital Advertising

Debuts

The first phase of the new Digital Advertising Program is now up and running in the Airport. In this phase, eight 60" Samsung plasma screens have been located throughout baggage claim, the terminal, and the concourse.

The digital format of the program allows for both still and video to be used on the screens,



greatly increasing the interactive capabilities for businesses that rely on active, colorful and engaging marketing to draw attention to their products and/or services.

In addition to the state-of-the-art advertising, the Airport has the ability to change out messages quickly and inexpensively, a huge value in a fast-paced world!

Recycling Made Easy

Mixed recycling has made its debut at Boise Airport! Clearly employees, tenants, and passengers want to assist in the "green" recycling effort, but separating plastic from paper or glass from cans is not as easy as it needs to be to reach the best effect.

Silver containers, clearly marked and located throughout the Airport, have made recycling effortless by allowing most materials to be placed in one single can. For tenants, a cardboard compactor and grease collection bin have been placed on the east side of the terminal, allowing for convenient access and easier collection.

In addition, white restroom paper towels have been swapped out for 40% recycled paper. These and other "Green" programs available at BOI will soon be detailed in a new pamphlet on the Airport's website.

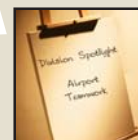
FAA Awards Horizon Air

For the 10th year in a row, the FAA has awarded Horizon Air the Diamond Certificate of Excellence for their aviation maintenance program. This award "is a way to acknowledge Horizon's dedication to training and their commitment to safety," the FAA spokesman noted.

Choose The Glass Half Full

"Reflect on your present blessings, of which every man has many; not your past misfortunes, of which all men have some." –Charles Dickens

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Boise
Airport



Computer Based Training - A First at BOI

By Gary Smith, Training Officer



On the first of August the Boise Airport started using a computer based training program to train SIDA and SAAB badge holders and to satisfy driver's training requirements. The program was purchased from AviaEd, a company in Phoenix that specializes in developing training for airports. The script was written and customized for the Boise Airport and all of the video and photographs were taken at our airport. So what you see and hear is what you work with everyday.

Ten computer training stations are set up in the new Airport Badging Office located on the third floor of the airport. The training is interactive, consisting of an audio track plus video or photographs of the training topics; you work with the computer to move through the training.

In addition to the SIDA training and driver's training, the airport has also developed a training module for Security Breach and Building Evacuation and a module specific to our General Aviation badge holders. Boise Airport is the first airport to develop and deploy these two training modules.

Comments from our badge holders who have taken the computer based training have been very favorable, most seem to prefer this training over the old paper test and DVD method.

And The CARE Award Goes To...Larry Duff!

With surprise and humility, Larry Duff received the CARE award from Airport Director Richard McConnell on September 23rd for going "Above and Beyond." Well earned, Larry!

For those who are not yet acquainted with him, Larry is a Lead Maintenance Mechanic and has worked at Boise Airport for the past 6 years. He notes that he enjoys working with the great people at Boise Airport, from customers, to TSA and other members of the BOI team.

Larry is happily married to Shelly, who works as an animal control officer with Nampa PD. He has 2 daughters, one son one stepson and 5 grandchildren. Larry and Shelly own a small 10 acre farm with cows, horses and chickens, not to overlook the 5 dogs and newest family member, Gracie, a Lab mix puppy they are fostering for the Nampa Shelter.



Favorite time of year? Fall. Favorite TV program? Football and baseball. Favorite free time occupation? Fishing. Oh, and for those who ask, Larry notes that he is NOT retiring in December!

Boise Airport's Top 10 Destinations

First Quarter 2009 vs 2008

Rank	Airport	1Q 2009	1Q 2008	Change
1	Seattle/Tacoma, WA	68,760	82,180	-16.3%
2	Portland, OR	54,260	66,830	-18.8%
3	Spokane, WA	33,250	39,400	-15.6%
4	Phoenix, AZ	31,170	30,820	1.1%
5	Salt Lake City, UT	28,530	38,970	-26.8%
6	Las Vegas, NV	27,950	32,470	-13.9%
7	Los Angeles, CA	24,970	29,440	-15.2%
8	Denver, CO	22,710	24,980	-9.1%
9	San Diego, CA	15,620	22,000	-29.0%
10	Oakland, CA	13,310	15,730	-15.4%

The passenger numbers at Boise Airport seem to be holding steady at about 16% below last year. With Summer 2009 ended, hopes for a speedy recovery in the aviation industry does not appear likely.

Nationally, the year over year passenger numbers for domestic travel are down about 9% from 2008. However, Boise's airlines have shown faith in our market by adjusting aircraft sizes and not dropping destinations.

A quick reminder that excellent fares are out there, so book your holidays travel now!

From the Director's Desk



GACR, 360 evaluations, Pay for Performance, Self Assessment. What is all this? We all need to get familiar with these terms as they are the future within the City of Boise organization. It's called "Performance Management."

"Managers cite performance appraisals or annual reviews as one of their most disliked tasks. Performance management eliminates the performance appraisal or annual review and evaluation as the focus and concentrates instead on the entire spectrum of performance management and improvement strategies. These include employee performance improvement, performance development, training, cross-training, challenging assignments, 360 degree feedback and regular performance feedback."

Done the old fashioned way, the Performance Evaluation is universally disliked by supervisors and employees. Performance Management, on the other hand, is more well-received by all as it incorporates a partnership between management and employees on developing goals, performance measurement, performance feedback, employee recognition, and documentation of employee progress. All these help to identify each employee's individual job duties and expected contribution to the organization as a whole.

I encourage each of you to become personally involved in this evolution process as it stands to reason it will only improve our organization as a whole. As I have stated in the past, each of us is an important component in the success of our facility, airport, and community.

- Richard McConnell, A.A.E.

A Warm "Thank You" To Pass Along To All At Boise Airport

Editor's Note: I received this lovely card on August 13, 2009

"To all the Boise Airport Staff - ~~THANK YOU!~~

I'm 88 years old and hadn't flown in six years due to medical problems. I had two breathing machines I had to hand carry. All the service people and other staff were most helpful going and coming back from Seattle through the Boise airport and to our plane, and when I got off.

I'll be flying again now that I know you-all will take care of my needs.

Many thanks again,
Dorothy Howe
Nampa, Idaho"



HEADS UP: Boise Airport Connections is published every quarter (March, June, September, and December). Beginning in March 2010, the newsletter will no longer be printed. It will be available online and by email subscription only. As always, if you have any questions or would like to submit information, stories, pictures, or announcements you may submit them at 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, Oct 28th
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!

Three New Employees at BOI

Boise Airport welcomed three new employees recently. The first is new Operations Supervisor, Jim Rooney (known as 'Boomer').



Many of you may remember Boomer from his five years working at BOI as the Northwest Airlines station manager. Most recently, Boomer was employed with AirTran Airways in Baltimore, Maryland as Duty Manager.

With a background in airline customer service and staff management at airports across the U.S., the Airport is fortunate to have the varied background that Boomer brings to the complex Operations Center.

The Accounting Division is fortunate to have the other two new Airport employees. Amber Greer is working on payroll, account receivable and customer service. Kristi Deeds is working on accounts payable and customer service. Both Amber and Kristi are new to the aviation industry.

If you haven't done so already, please be sure to welcome Boomer, Amber and Kristi to the Boise Airport team!



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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BoiseAirport www.iflyboise.com

Thursday, October 22
Boise Airport Commission
8:30AM
Salmon River Room

Wednesday, October 28
Airport Blood Drive
9:00PM - 1:00PM
Boise River Room

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

Wednesday, November 4
Idaho Aviation Hall of Fame
Induction Dinner
6:00 - 9:00PM
Boise River Room

Monday, November 9
Cauldron Legacy Project
12:15 PM
West Bag Claim Exit
Watch for more info!

Wednesday, November 11
Veteran's Day
City Holiday



Thursday, November 26
Thanksgiving
City Holiday

Thursday, December 3
Boise Airport Commission
8:30AM
Salmon River Room

Thursday, December 22
Boise Airport Commission
8:30AM
Salmon River Room

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