

FAQ:

Public Parking Equipment Upgrade

Boise Airport is embarking on an exciting project to upgrade the parking access control equipment in all five public parking facilities. The project includes new License Plate Recognition (LPR) technology, entry and exit gates and equipment, pay-on-foot stations, and mobile payment options. The project is expected to be substantially complete by November 15, 2026.

Q. I heard updates are coming to the airport parking facilities. What is happening?

A. Boise Airport is upgrading the parking equipment in all five public parking facilities to provide a more convenient and efficient parking experience. Improvements include License Plate Recognition (LPR), new entry and exit gates and equipment, new pay-on-foot stations, and mobile payment options.

Q. Will I be impacted by the equipment installation?

A. There may be minor impacts during the construction and installation phases of the project. However, parking will remain available throughout the project. Please follow posted signs and any directions from parking staff while work is underway.

Q. What is License Plate Recognition (LPR)?

A. License Plate Recognition (LPR) is technology that uses your vehicle's license plate to identify your parking transaction. LPR will be installed in all five public parking facilities.

When you enter, the system will associate your parking transaction with your license plate and the ticket issued to you. When you are ready to leave, LPR can recognize your license plate and process your parking fee without requiring you to present your ticket at the exit.

Q. Will I still receive a parking ticket when I enter?

A. Yes. The system will continue to issue a parking ticket when you enter. Your ticket will include a QR code that gives you a convenient way to pay for your parking when you are ready to leave.

Q. How do I use Mobile Pay?

A. When you are ready to leave, simply scan the QR code on your parking ticket with your mobile device. You will be able to view your parking duration and rate, complete your payment, and receive your receipt instantly.

Mobile Pay does not require an app download or any additional registration.

After paying, simply proceed to the exit. LPR will recognize your license plate, and you can exit without inserting your parking ticket into the exit machine.

Q. Do I have to use Mobile Pay?

A. No. Mobile pay is an optional convenience you can also pay at a pay-on-foot station or at the exit plaza.

Q. Can I still pay with cash?

A. Yes. Cash payments will continue to be accepted at the exit plaza. Look for the booth with the illuminated green “Cash” sign.

Q. What happens if I lose my parking ticket?

A. No problem. Your parking transaction is associated with the ticket you received when you entered and your vehicle’s license plate. If you do not have your ticket, the system can automatically identify your parking transaction and calculate the correct parking fee when you exit.

Q. What happens if the LPR camera cannot read my license plate?

A. No Problem. If your license plate cannot be read because of dirt, mud, snow, ice, a bike rack, or another obstruction, the system will still issue a parking ticket when you enter.

Q. What if I don’t have a smartphone or don’t want to use Mobile Pay?

A. You can pay using the pay-on-foot stations or at the exit plaza.

Q. Will the ADA parking discount still be available?

A. Yes. The ADA parking discount will continue to be available.

Customers who need an ADA-accessible parking space may park in any of the four public parking facilities located at the terminal and receive the lowest daily parking rate of \$17 per day, regardless of which facility they use.

This ensures customers who need an ADA-accessible space can park in the facility that best meets their need without having to pay a higher rate simply because the ADA-accessible spaces in the surface lot are occupied.

To receive the ADA rate, please see a cashier when exiting. The cashier can process the rate adjustment before you exit.

Q. Will Reserved Parking still be available?

A. Yes. Reserved parking will continue to be available on the 2nd floor of the Main and East Garages, just outside the skybridges.

Reservations can be made through the Boise Airport website at iflyboise.com

Q. Can I pay for my entire Reserved Parking stay in advance?

A. Yes. With the new parking system, customers will be able to pay for their entire reserved parking stay in advance for added convenience. If you remain in the parking facility beyond the time covered by your reservation, the additional time will be calculated at the standard hourly rate. Any additional payment can be made before exiting the facility.

Q. When will the new equipment be operational?

A. The project is expected to be substantially complete by November 15, 2026. Additional information will be provided as the installation progresses and before the new equipment becomes operational.