



September Commission Report

Director's Update

Given by Kathleen Watkins, Interim Airport Director
Deputy Director of Finance and Business Development

SEPTEMBER 2, 2026

Director Search Update



- Director search being performed by ADK Consulting & Executive Search
- Application period closed August 30th; ADK notes it's a strong pool of candidates
- Next milestones:
 - Fall – Initial screening interviews followed by onsite interviews
 - Winter – Announcement of the new Director

Honor Flight Boise



- Honor Flight Boise will travel with 55 veterans to Washington, DC from BOI on Oct. 3.
- This will be largest Honor Flight group from Boise since before the pandemic.
- A large welcome home is expected at BOI on Monday, Oct. 5 at 6:10 p.m.
- Honor Flights are free, all-expense-paid trips for U.S. military veterans so they can visit the war memorials in the nation's capital.

Airport Lost & Found Helps Local Kids

- Airport Ops has partnered with **Loving Local 208** to donate unclaimed car seats to Treasure Valley foster families.
- Car seats will be cleaned and inspected by the fire department to ensure they meet safety guidelines.
- In the future, other lost & found items will be donated to Loving Local 208, including clothing, books, toys, blankets, coats and more.
- Great job by Hannah Jahn and Melissa Suekel for initiating this great partnership!



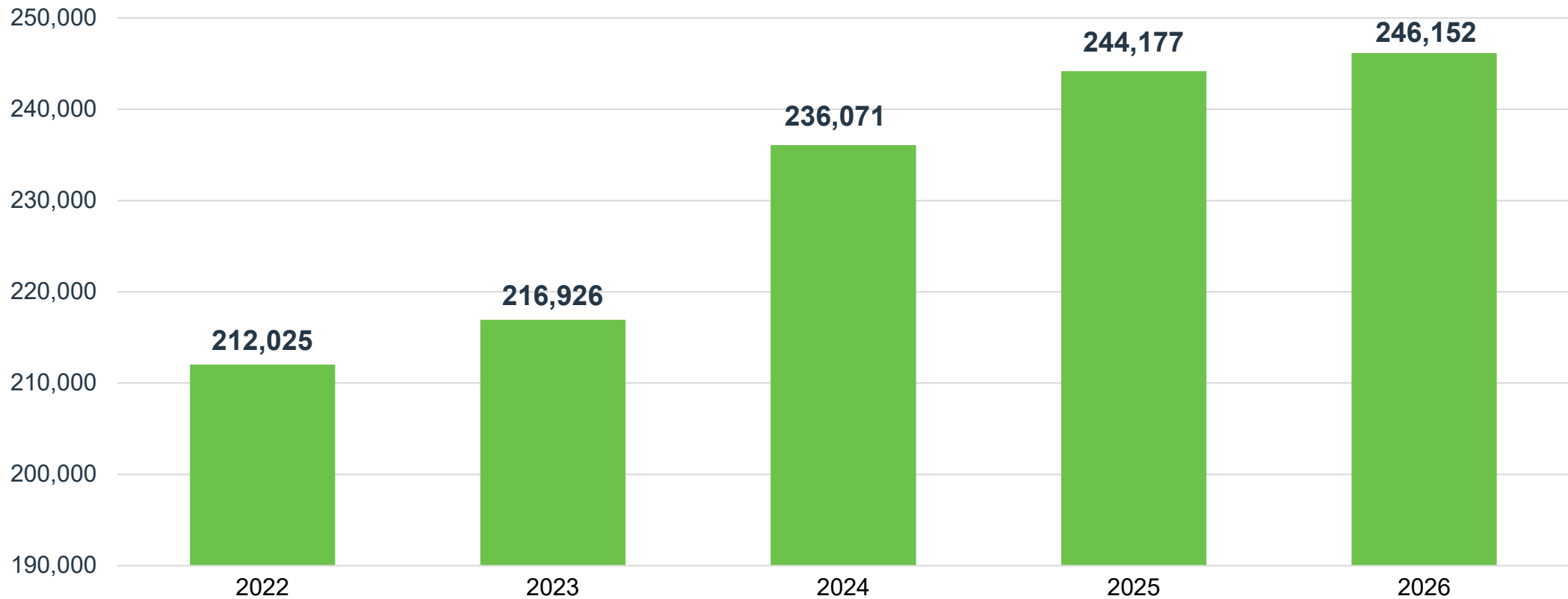
Parking Upgrades on the Horizon

- BOI's parking payment system is getting an upgrade, streamlining payment options for passengers and expediting their experience through the exit plaza.
- Construction will start Sept. 9, reducing entry lanes into the short-term/main garage and surface lot to one lane.
- Project is done in coordination with our parking management partner, The CarPark.



July Enplanements

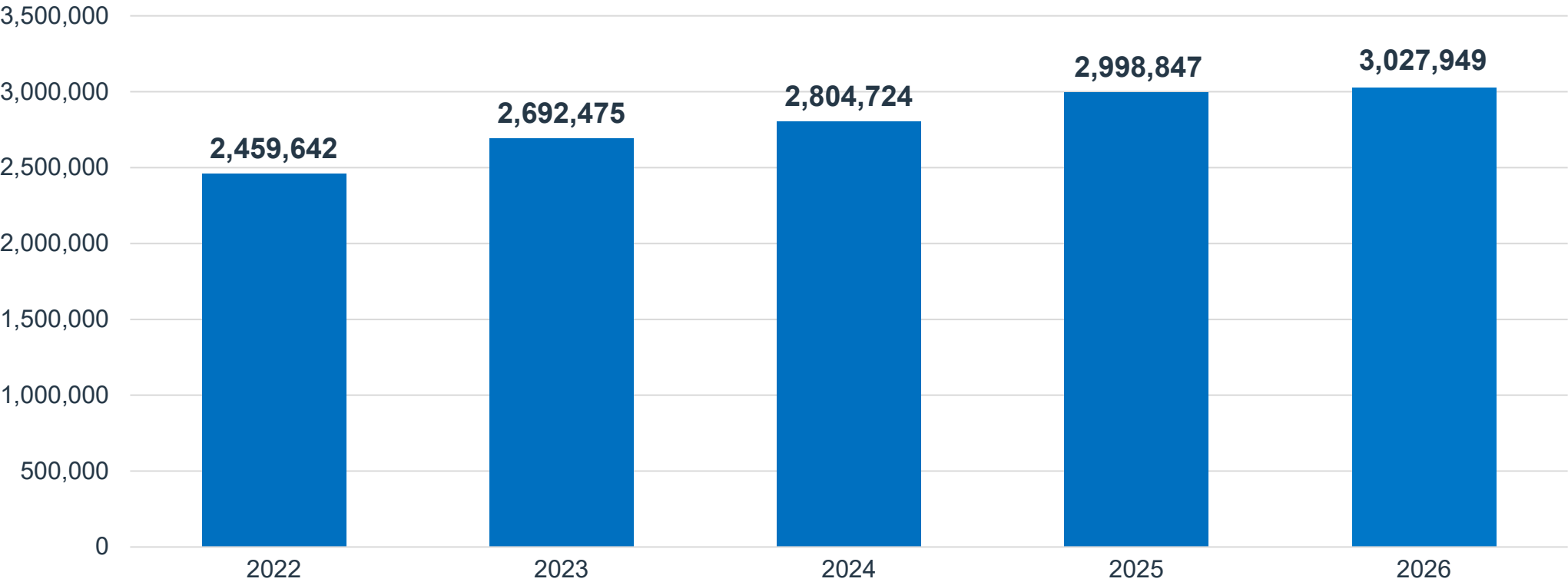
BOI's busiest month EVER! Enplanements were up nearly 1% from July 2025, our previous record!



2026 Total Passengers (YTD Through July)

Total passengers up nearly 1% year-to-date.

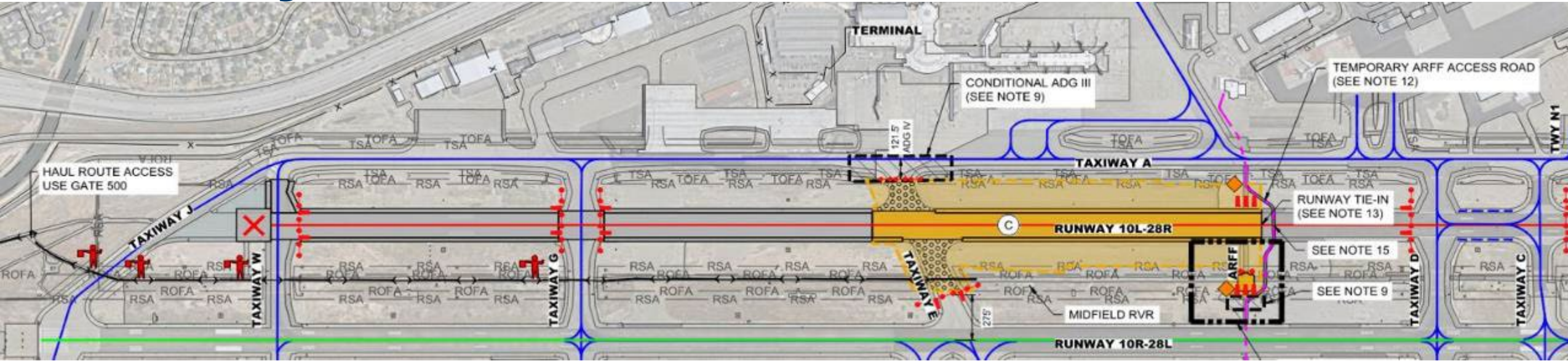
Total Passengers



Top 10 Operating Revenue Description	FY 2026	FY 2025	\$ Change	% Change
Parking Lot	\$ 21,626,176	\$ 18,898,439	\$ 2,727,738	14%
Terminal Rent - Airlines	\$ 7,210,612	\$ 5,471,808	\$ 1,738,804	32%
Signatory Airline Landing Fees	\$ 6,119,713	\$ 11,512,297	\$ (5,392,584)	-47%
Rental Car Concession	\$ 5,714,983	\$ 5,405,053	\$ 309,930	6%
Industrial Land Rent	\$ 3,798,325	\$ 3,606,411	\$ 191,913	5%
Terminal Concessions – Food/Beverage	\$ 2,032,906	\$ 1,588,551	\$ 444,355	28%
Rideshare (TNC) Revenue	\$ 1,469,407	\$ 987,189	\$ 482,218	49%
Terminal Concessions – Retail	\$ 1,224,587	\$ 1,131,196	\$ 93,390	8%
Landings/Freight	\$ 836,725	\$ 1,473,917	\$ (637,192)	-43%
Advertising	\$ 832,547	\$ 676,563	\$ 155,984	23%
Total Top 10 Operating Revenue	\$ 50,865,981	\$ 50,751,426	\$ 114,555	--
Other Operating Revenue	\$ 3,933,915	\$ 3,921,857	\$ 12,058	0%
Total Operating Revenue	\$ 54,799,896	\$ 54,673,283	\$ 126,613	0%

Top 10 Operating Expense Description	FY 2026	FY 2025	\$ Change	% Change
Personnel	\$ 14,566,726	\$ 14,667,819	\$ (101,093)	-1%
Indirect Cost Reimbursement	\$ 4,712,379	\$ 4,888,719	\$ (176,340)	-4%
Fire Service	\$ 3,679,272	\$ 3,960,678	\$ (281,406)	-7%
Policing Service	\$ 3,654,280	\$ 3,957,727	\$ (303,447)	-8%
Professional Services	\$ 3,436,157	\$ 2,915,317	\$ 520,840	18%
Parking Management	\$ 2,442,497	\$ 2,571,278	\$ (128,781)	-5%
R/M – Structural/Electrical/Plumbing	\$ 1,299,599	\$ 1,285,677	\$ 13,922	1%
Power	\$ 1,083,861	\$ 1,043,493	\$ 40,368	4%
Software and Cloud Services	\$ 550,250	\$ 424,453	\$ 125,797	30%
Credit Card Fees	\$ 527,624	\$ 614,876	\$ (87,252)	-14%
Total Top 10 Operating Expense	\$ 5,952,646	\$ 36,330,038		
Other Operating Expense	\$ 10,400,708	\$ 5,734,842	\$ 4,665,866	81%
Total Operating Expense	\$ 46,353,354	\$ 42,064,880	\$ 4,288,474	10%

Runway 10L-28R Reconstruction



- Phase 3 underway: all asphalt removed. Taxiway E closed for this phase.
- Taxiways J, W and G are open.
- New centerline lights are installed from Taxiway W to E; NAVAIDS are being installed.
- Big appreciation to this team! Work this month has been under hot conditions with poor air quality.

Concourse Development and Terminal Improvements Program Update



Next Steps:

- Develop Target Budgets
- Complete Development Design
- Construction Drawings for east side

Team Chartering Session held 8/25

- Developed core principles for Project Team to operate within:
 - Safety
 - Project First mindset
 - Accountability, collaboration, trust, improvement
- Key Performance Metrics associated with principles

Design Development Workshop #6

- Focused on BHS, Terminal Improvements and TSA Checkpoint
- First construction work package: Enabling work to prepare the site
- Planning for Guaranteed Maximum Price Package Early 2027

Rental Car Center Ribbon Cutting!



- The ConRAC is officially open!
- Fun facts (thank you Torry McAlvain!):
 - 23,000 cubic yards of concrete were placed, which equals 9,500 elephants. Stacked shoulder-to-shoulder the elephants would equal 19 football fields.
 - 200 craftspeople were involved with this project in total



- Attendance was huge and the event was thoroughly covered by the local media.
- Big thanks to our sponsors HDR and McAlvain for helping us celebrate this momentous occasion!

Concourse A Apron – Phase 2



- Phase 2A open for two RON (remain overnight) parking positions and for temporary access to Taxilane A5.
- Phases 2B and C are under construction.

Airline Fuel Farm

- **Phase 1: Tank Farm**

- Preparation for painting Tanks 1, 2 and 3. Will be white when finished.
- Continuation of work on Admin/Operations building.
- Installation of light poles for site lighting

- **Phase 2: Truck Platform & Transmission Line**

- Construction of fuel transmission line has begun.
- Clearing for truck platform area will begin this month.
- Project is paid for by a consortium of airlines, including Alaska, American, Delta, FedEx, Southwest and United.
- Expected completion in spring 2027.

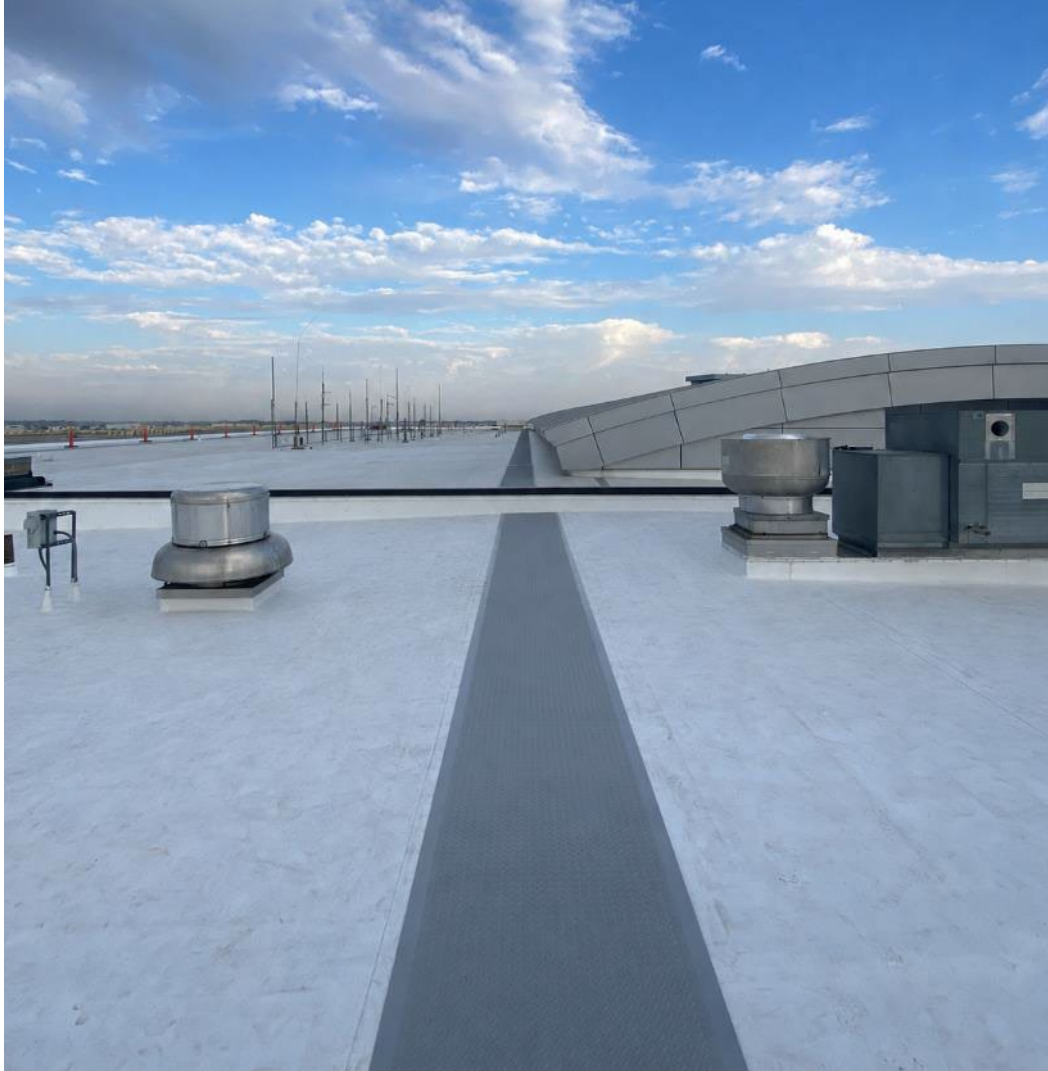


Taxilane S Widening and Reconstruction

- Construction began at the end of July.
- Phase 1 is expected to be complete by end of September, Phase 2 begins immediately after.
- Widening and strengthening Taxilane Sierra: will accommodate larger aircraft associated with new hangars at end of Taxilane S.
- BOI upgrading sanitary sewer while construction is active.



Terminal Building Reroof



- TPO membrane overlay has been completed on 40% of the building.
- Third floor roof is complete, and new walking pads have been installed.
- Second floor roof above TSA checkpoint is in progress.
- Current roof on this section of the terminal is original to the building and is at end of life.
- The project is expected to be complete in October.

Master Plan Update

- **Forecast:** Coordinating responses to FAA comments: delivery of revised forecast expected this month.
- **Alternatives:** Staff is reviewing August's Alternatives Workshop.
- **Facilities Requirements:** InterVISTAS is finalizing the Facilities Requirements chapter.
- **Land Use Planning:** A draft Land Use Evaluation is anticipated this month.
- **Supporting Planning Efforts:** Sustainability planning, aerial mapping and the Security Risk Assessment continue to advance in coordination with alternatives development.
- **Next TAC Meeting: October 7th, following our Commission Meeting.**

The Master Plan will guide airside and landside facility development for the next 20 years.



Master Plan information and schedule are available on the airport's website: <https://www.iflyboise.com/about-boi/masterplan/>



Boise Airport

www.iflyboise.com



RNAV (RNP) X Rwy 28L/R

Airport Commission Follow Up

Nate Vogel
Deputy Director of Operations

SEPT. 2, 2026

Context & Milestones

February 2026

- Initial RNAV (RNP) X RWY 28L/28R concerns raised by Surprise Valley citizens, centered on aircraft noise
- BOI requests FAA participation at a future Commission meeting to explain instrument flight procedures and how they are developed

February – May 2026

- FAA works through internal coordination and approval requirements for the requested briefing

May 2026

- Separate public concerns are raised regarding RNAV overflights of the Barber Pool Conservation Area, including environmental and wildlife impacts

Context & Milestones

June 2026

- FAA briefs the Commission on June 3 regarding instrument flight procedures and public engagement processes
- During the Commission meeting, BOI Director Rebecca Hupp commits BOI to:
 - Collect and forward additional public comments/materials to the FAA.
 - Include submitted materials in the Commission record.
 - Make Alaska Airlines aware of the concerns raised.

Roles and Responsibilities

The Boise Airport:

- Operates, manages, and maintains the airport (airfield, terminal, facilities, gates, parking, etc.)
- Coordinates airport operations with airlines, tenants, and other stakeholders

The FAA:

- Manages and controls the National Airspace System
- Develops, approves, publishes and maintains instrument flight procedures

Why did the airport collect and forward public information to the FAA?

Where We Are

All three commitments were completed on June 18, 2026.

- Note: BOI notified all passenger airlines serving BOI for situational awareness.

The FAA completed its review and provided responses to the public concerns on August 11, 2026. The FAA review addressed the following concerns:

- Request to restore the previous arrival flight path
- Impacts to the Barber Pool Conservation Area
- RNAV procedure implementation
- Bald eagle nesting and bird migration
- Assertion that the CATEX was improperly applied

Moving Forward

- The recent submission and response process was accepted, but was outside the normal process for public requests to the FAA.
- The FAA asks that future requests concerning instrument flight procedures be submitted through the IFP Information Gateway, its established process.
- The FAA has explained that this does not need to be accomplished by an airport. Any organization or individual can submit through this process.



Boise Airport

www.iflyboise.com



Gaining Insight Through Surveys

Presented by Shawna Samuelson, Air Service and Marketing Manager, BOI

Tom Ruth, President, AirportNEXT

Alex Debelle, Vice President, Analysis & Data Science, AirportNEXT

SEPTEMBER 2, 2026

Background

1) ACI ASQ Survey



- Audience: Representational sample of our passengers
- Timing: Quarterly (participating since Q2 2023)
- Purpose: Tracks passenger experience at key points throughout their journey.
- Why? Allows us to review trends and pinpoint areas of improvement prior to them becoming an issue.

2) AirportNEXT Program



- Audience: Stakeholders throughout the community
- Timing: Majority of responses received during Spring 2026
- Purpose: Provides insight into how our key stakeholders view critical success factors relating to our infrastructure and role in community.
- Why? Gives us a focused view of the airport's brand perception.

Outsized Demand



- Increase in passenger volumes means we are operating out of a facility that was not designed for this number of enplanements.
- With those known limitations, there are ways we can improve the passenger experience while we wait for new infrastructure to come online.

ACI Airport Service Quality Survey

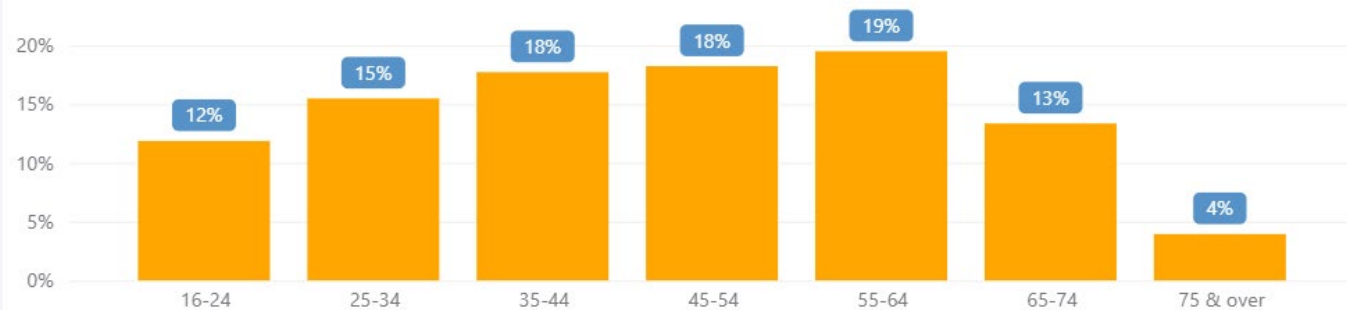
Departures Survey

Gathers information from passengers just before boarding their flight and delivers an accurate picture of their satisfaction throughout the airport experience, from arriving at the airport to boarding.

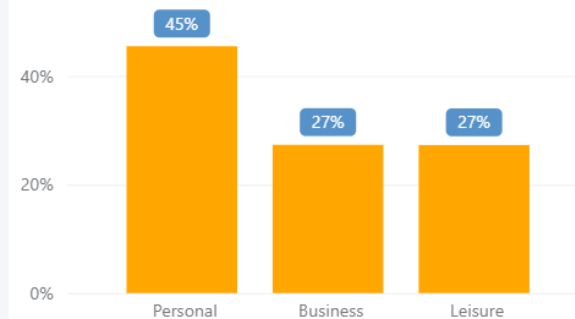
- Survey practitioners hit quotas to ensure an accurate representation of BOI's unique passenger mix
 - Balance day-part, day of week, destination and airline
- Benchmark shows how we are performing compared to other peer airports

Three Years of Data

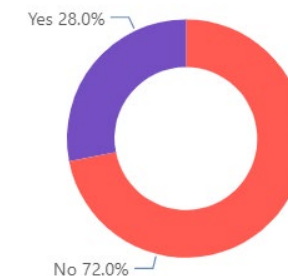
Age



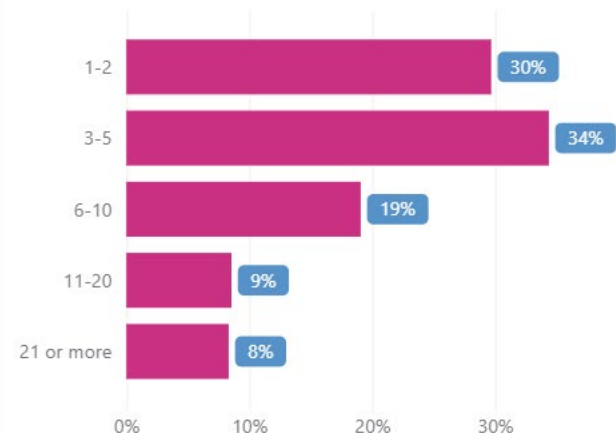
Main reason for travel



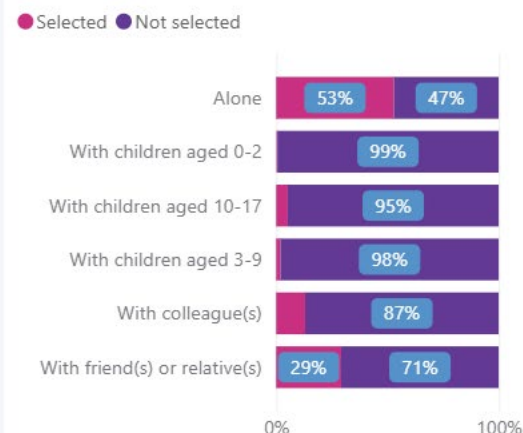
Parking usage



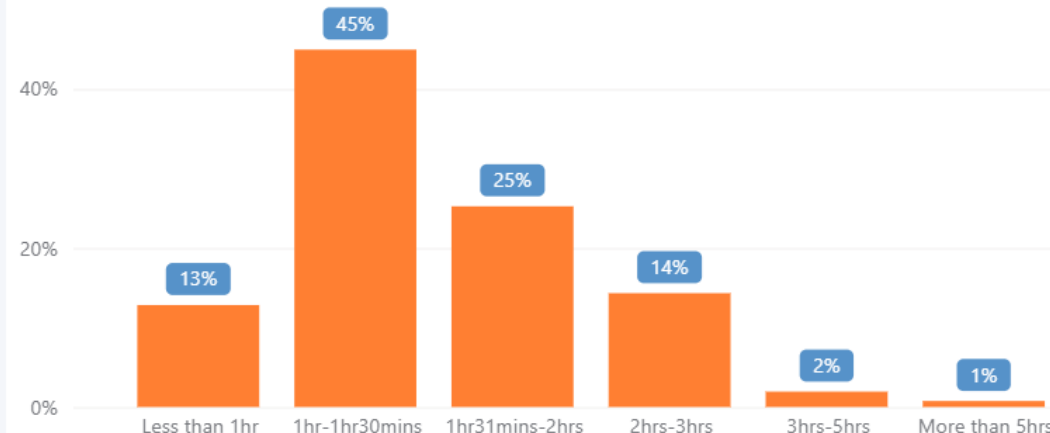
Number of return trips (past 12 months)



Group composition



Arrival before departure time / Duration of the connection

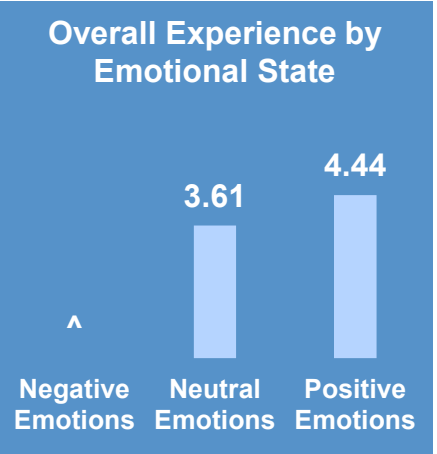
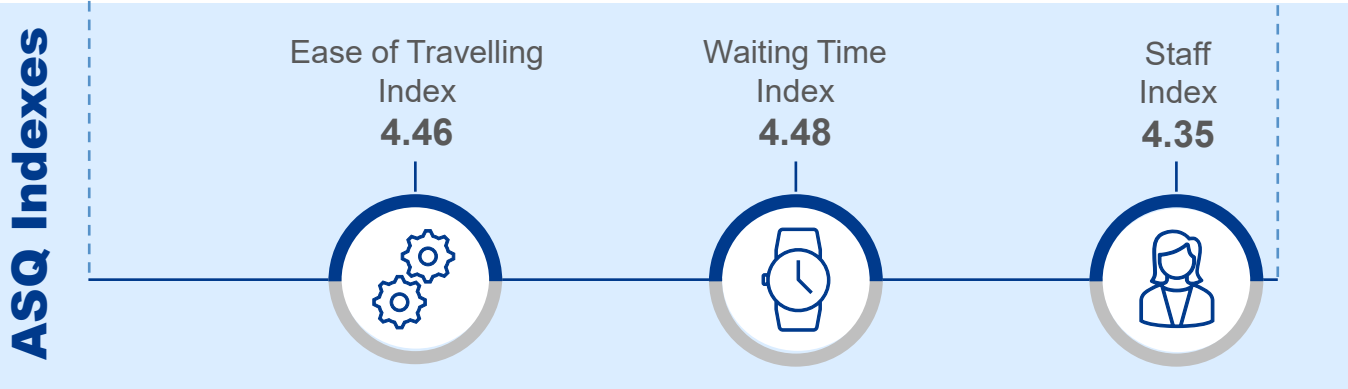
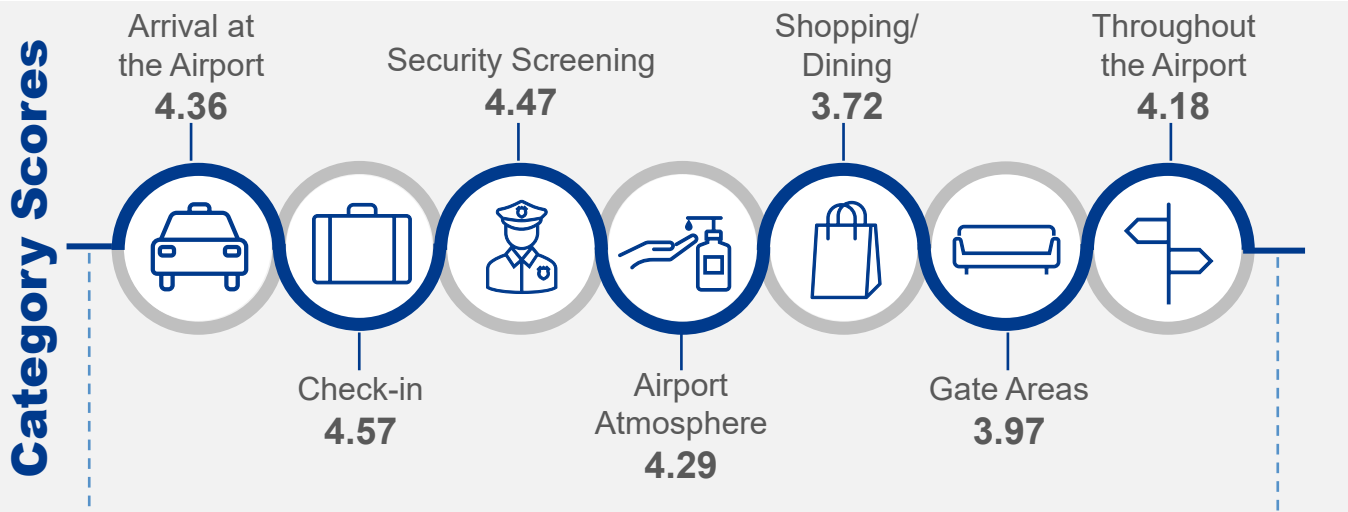
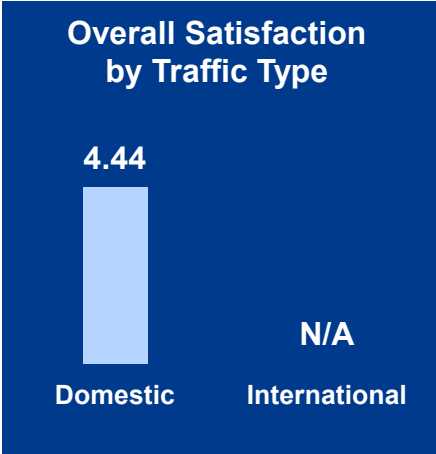


BOI – Airport Performance

Key Highlights – Q2 2026

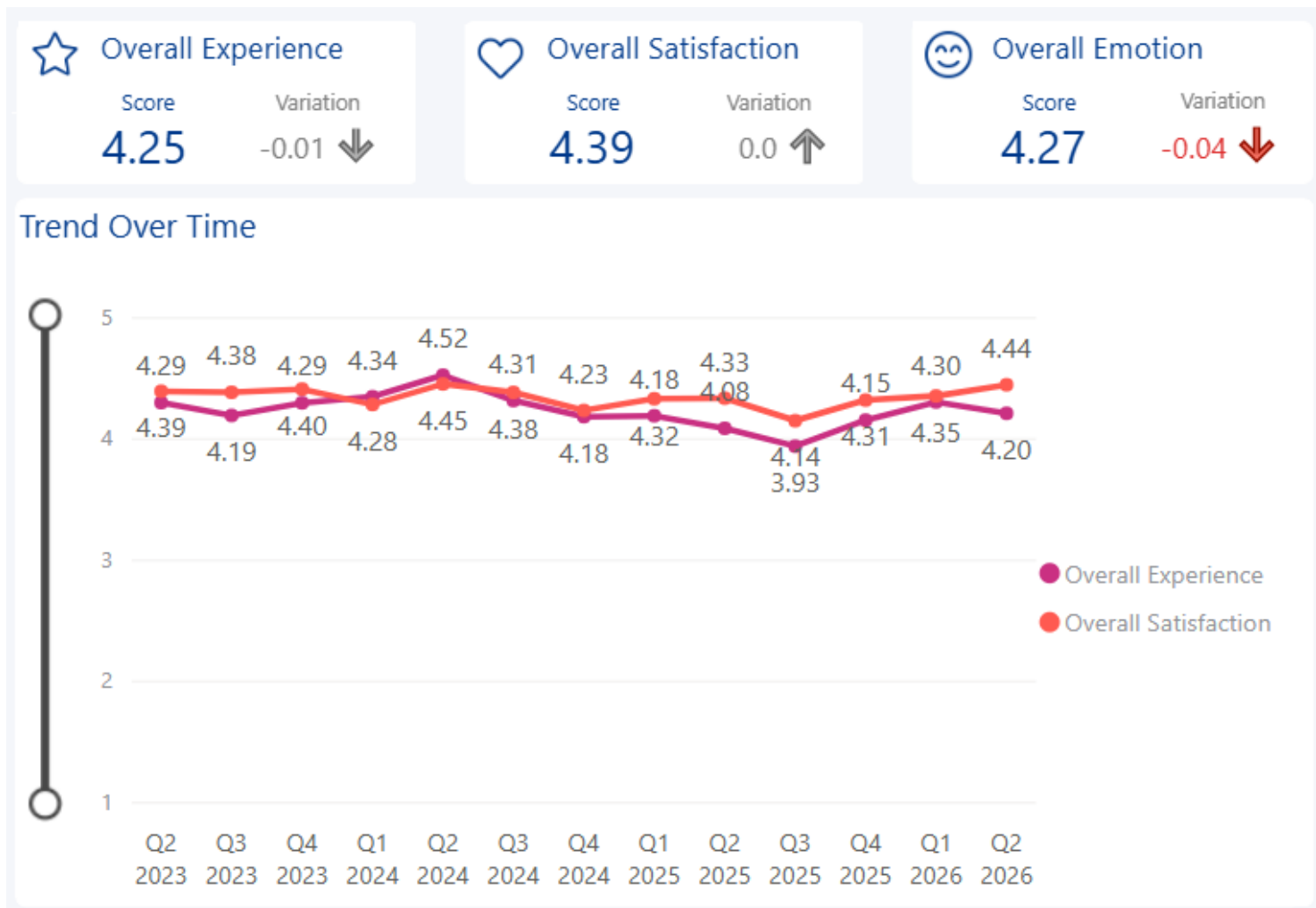
Overall Satisfaction: 4.44 (+0.09 vs Q1 2026)

Overall Experience: 4.20 (-0.09 vs Q1 2026)



^ Results cannot be presented due to the very small sample (<10)

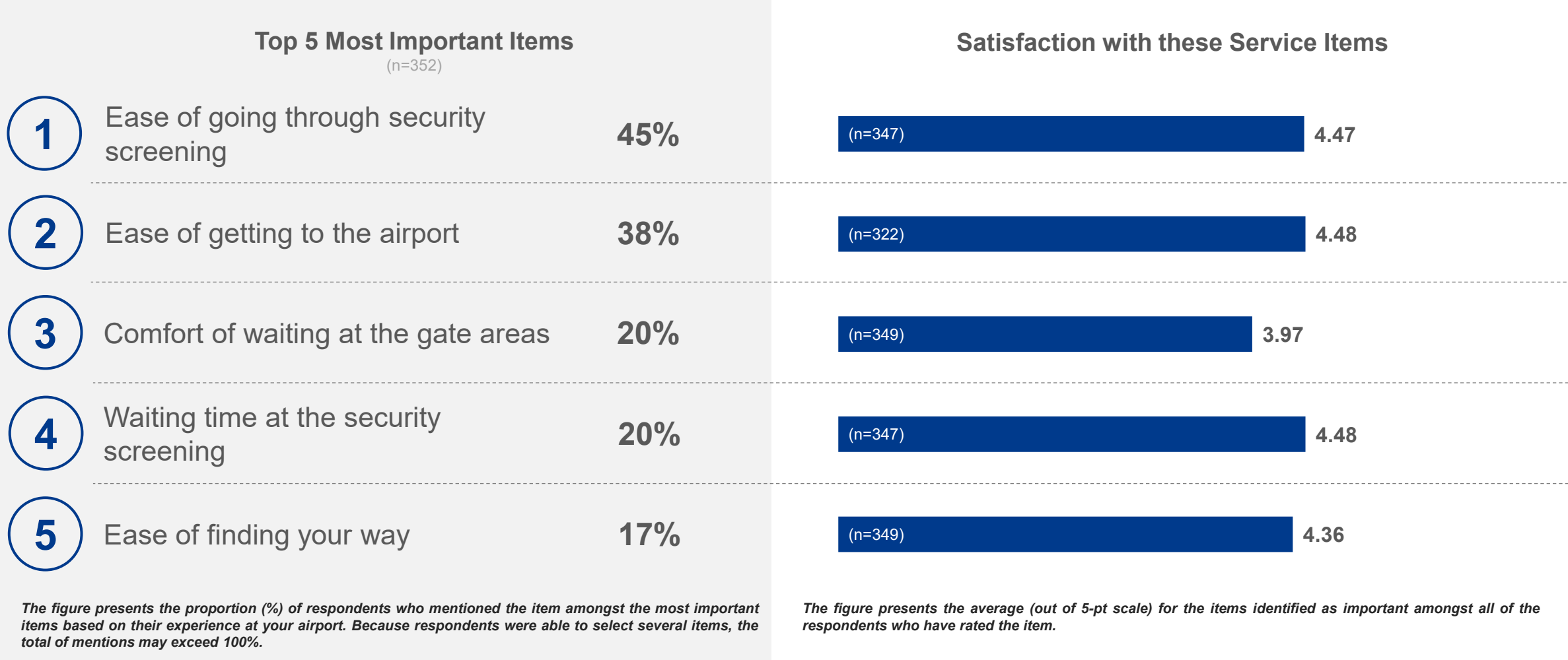
Changes Seen Since 2023



Passenger journey		Indexes	
	Arrival at the Airport		Check-in
4.41	0.0 ↓	4.55	-0.09 ↓
			Security Screening
		4.49	0.01 ↑
	Shopping/Dining		Gate Areas
3.70	0.04 ↑	3.94	-0.04 ↓
			Throughout the Airport
		4.20	-0.06 ↓
			Airport Atmosphere
		4.25	-0.01 ↓
Passenger journey		Indexes	
	Ease of Travelling		Waiting Time
4.49	-0.03 ↓	4.50	0.01 ↑
			Staff
		4.38	-0.05 ↓

BOI – Airport Performance

Most Important Service Quality Items & Satisfaction – Q2 2026



Base (n): Respondents providing a valid response
Q11. Based on your experience at THIS airport, write the letters of your 3 most IMPORTANT items from question 10.

AirportNEXT Stakeholder Survey



**AIRPORT
NEXT**



Boise Airport

August 11, 2026

**AIRPORTNEXT ASSESSMENT RESULTS
by AirportNEXT Solutions Inc.**



AirportNEXT

Program Overview

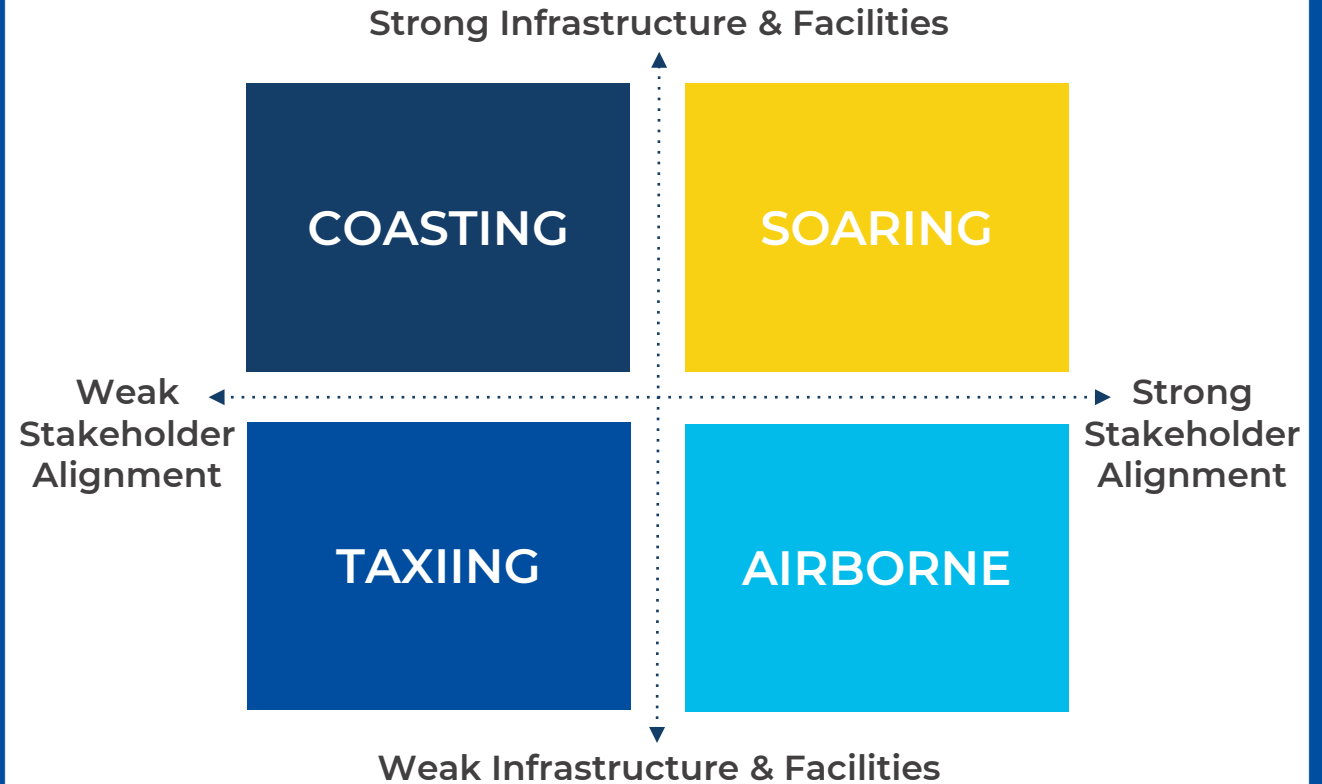


The AirportNEXT Scenario Model

The AirportNEXT model includes two independent critical success factors: **Infrastructure & Facilities**, and **Stakeholder Alignment**.

Both of the critical success factors are made up of six independent variables.

Mapping the two critical success factors allocates each airport into one of four possible scenarios: **AIRBORNE**, **TAXIING**, **COASTING**, or **SOARING**.



Airport Infrastructure & Facilities Variables

Five variables are used to assess airport Infrastructure & Facilities. Covering these are 40 survey statements.



Terminal



Transportation Access



Commercial Services



Technology



Security

Stakeholder Alignment Variables

Six variables are used to assess Stakeholder Alignment. Covering these are 35 survey statements.



Air Service



Government Relations



Community Support



Workforce & Culture



Sustainability



Economic Development & Tourism



Stakeholders

Three key stakeholder groups

The individual airports survey up to 16 different stakeholder categories, over the course of approximately six weeks.

These stakeholders are allocated into three separate stakeholder groups: **Airport**, **Industry** and **Community**.

Each survey statement asks the stakeholders for their perceived performance from: strongly disagree (0), disagree (1.25), neutral (2.5), agree (3.75), to strongly agree (5).

Airport

- Board or City/County
- Airport Advisory Committee
- Management/supervisors
- Contractors/vendors

Industry

- Airlines
- Food & beverage
- Retail
- Cargo
- General aviation
- Other services

Community

- Government
- Federal agencies
- Tourism industry
- Economic development
- Community/nonprofit
- General business

Airports by Tier

28 airports have taken the AirportNEXT assessment

Every airport is allocated into one of four tiers:

- **Tier 1** (Under 850,000 PAX)
- **Tier 2** (850,000 – 4 million PAX)
- **Tier 3** (4 – 16 million PAX)
- **Tier 4** (Over 16 million PAX)

All of these airports contribute to the model when constructing the industry and tier averages, which are used as comparative baselines for individual airports.

Tier	Airports
Tier 1 (Under 850,000 PAX)	• Charles M. Schulz–Sonoma County • Charlottetown • Deer Lake Regional • Fort McMurray International • Fredericton International • Gander International • Kamloops • Prince George • Quad Cities International • Region of Waterloo International
Tier 2 (850,000 – 4 million PAX)	• Clinton National • Greenville–Spartanburg International • Harrisburg International • Kelowna International • Palm Springs International • Regina International • Victoria International
Tier 3 (4 -16 million PAX)	• Boise • Cleveland Hopkins International • Edmonton International • Halifax Stanfield International • Milwaukee Mitchell International • Ottawa International
Tier 4 (Over 16 million PAX)	• Dallas Love Field • Minneapolis–Saint Paul International • Montréal Trudeau International • Philadelphia International • Vancouver International

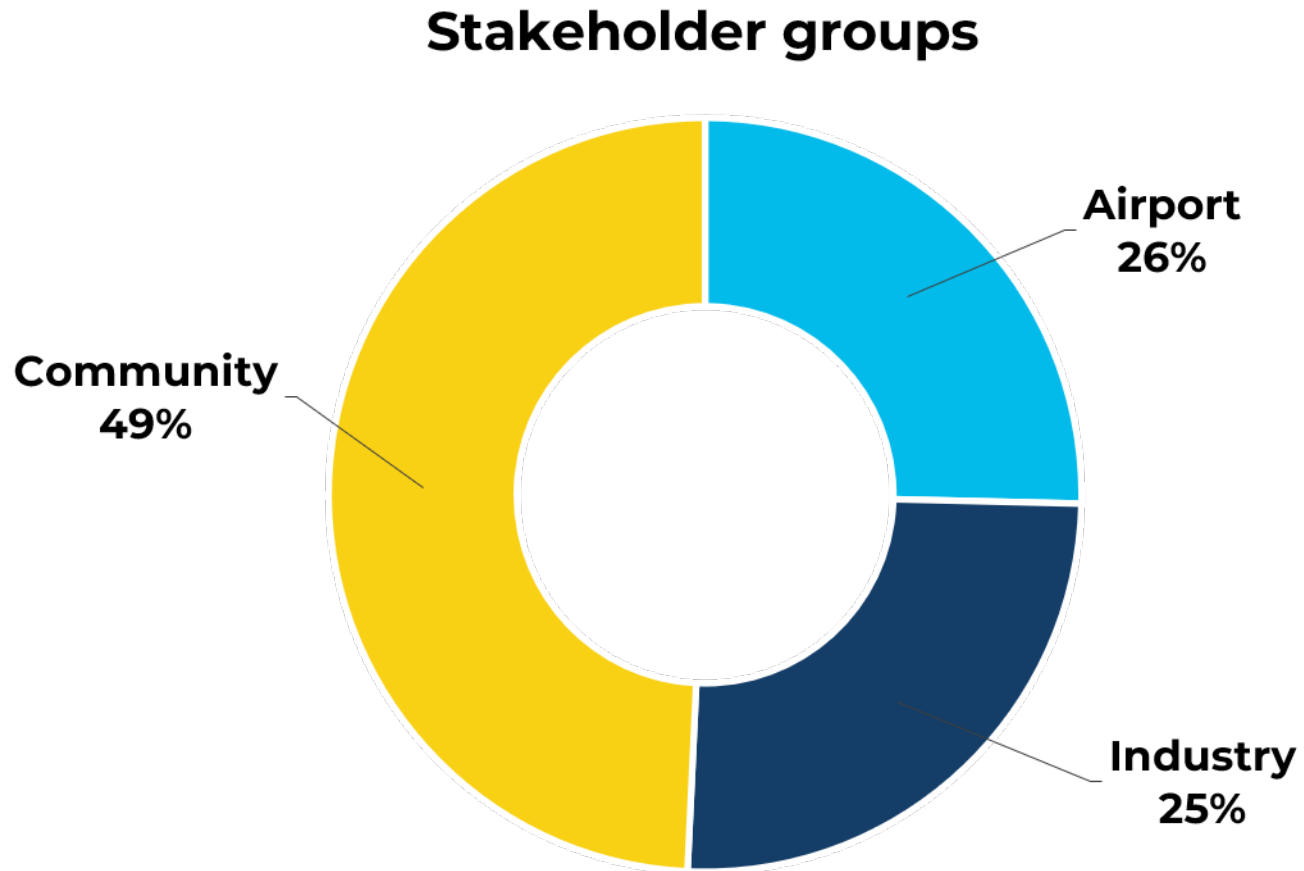
AirportNEXT Results

Stakeholder Responses



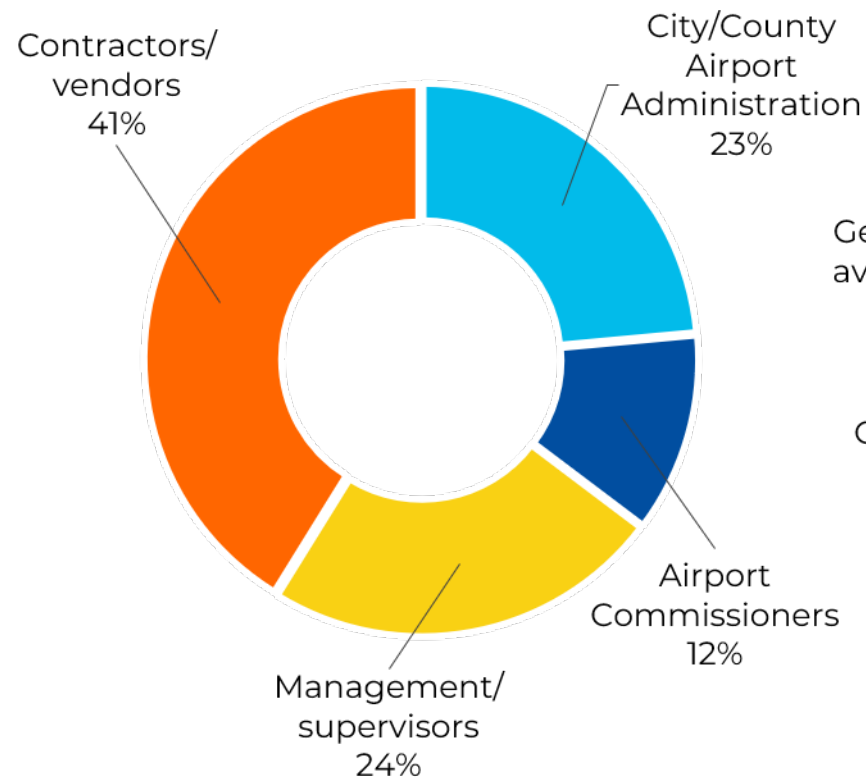
Responses by Stakeholder Group

Total Responses: 67

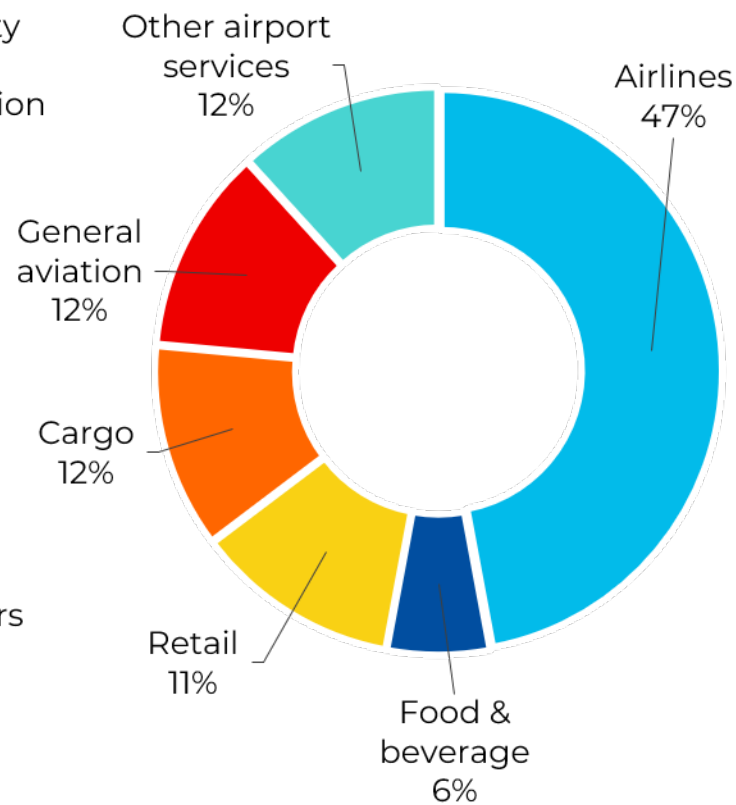


Responses by Stakeholder Category

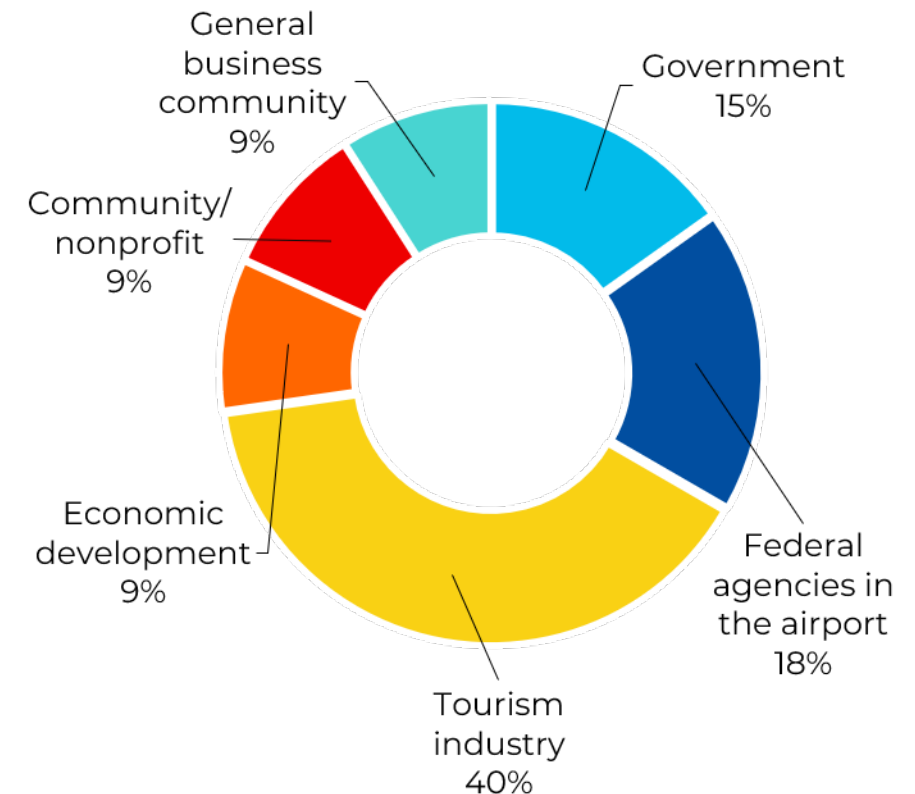
Airport



Industry



Community



AirportNEXT

Overall Results



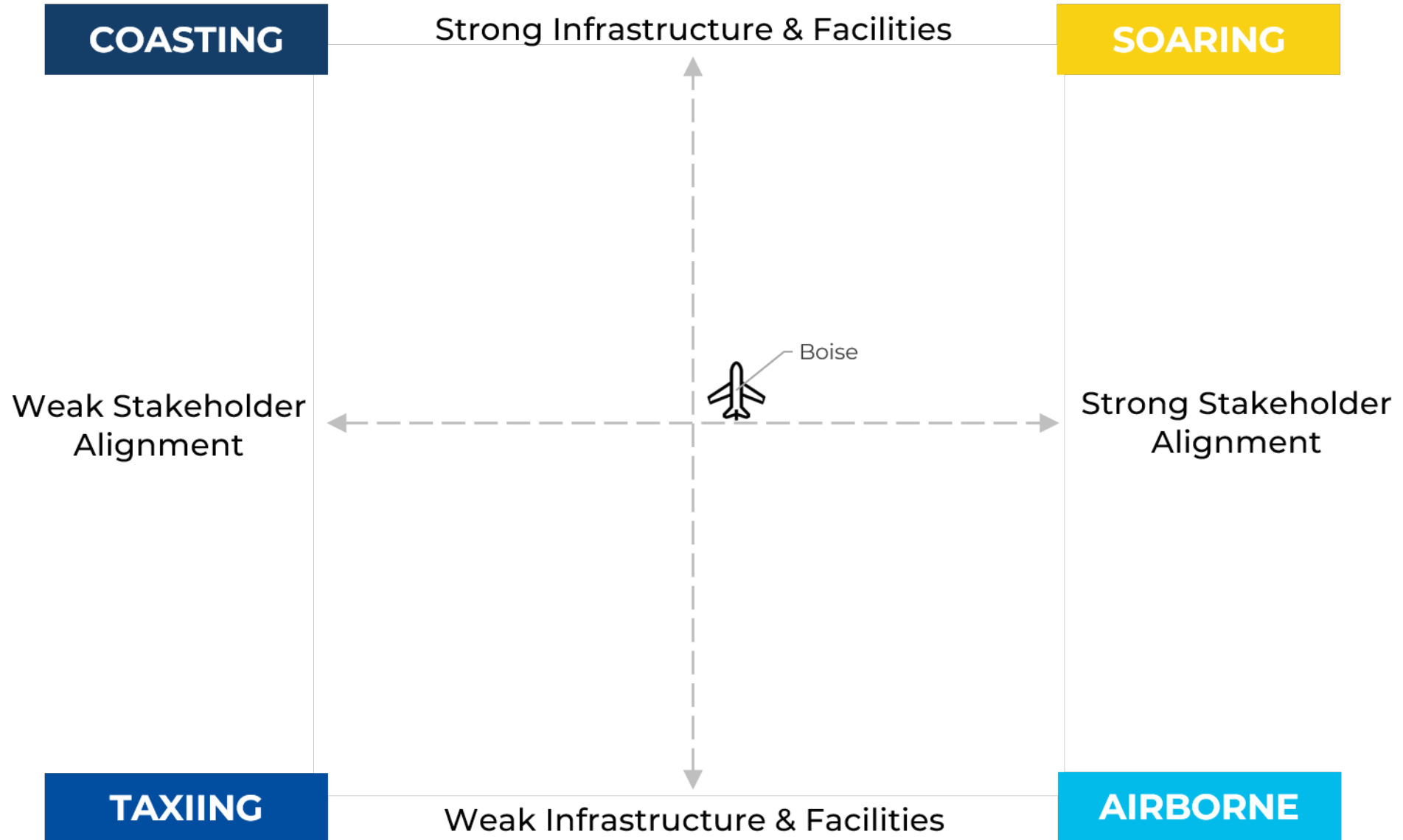
AirportNEXT Score

This value is the average of the two critical success factors: Infrastructure & Facilities, and Stakeholder Alignment

Boise Airport	3.54
Industry Average	3.30
Tier 3 Average	3.37

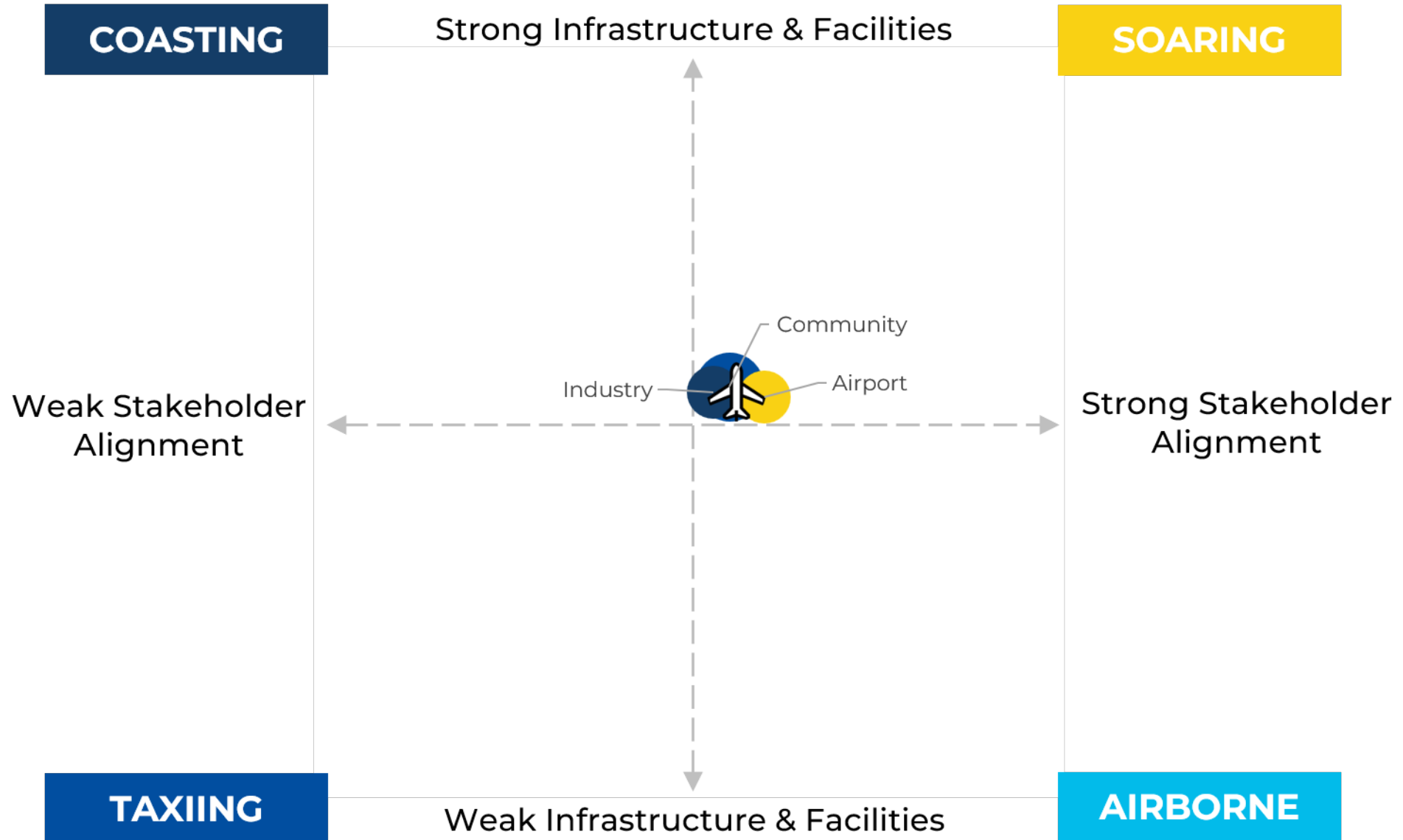
- 55 statement scores above the industry average

Industry Average



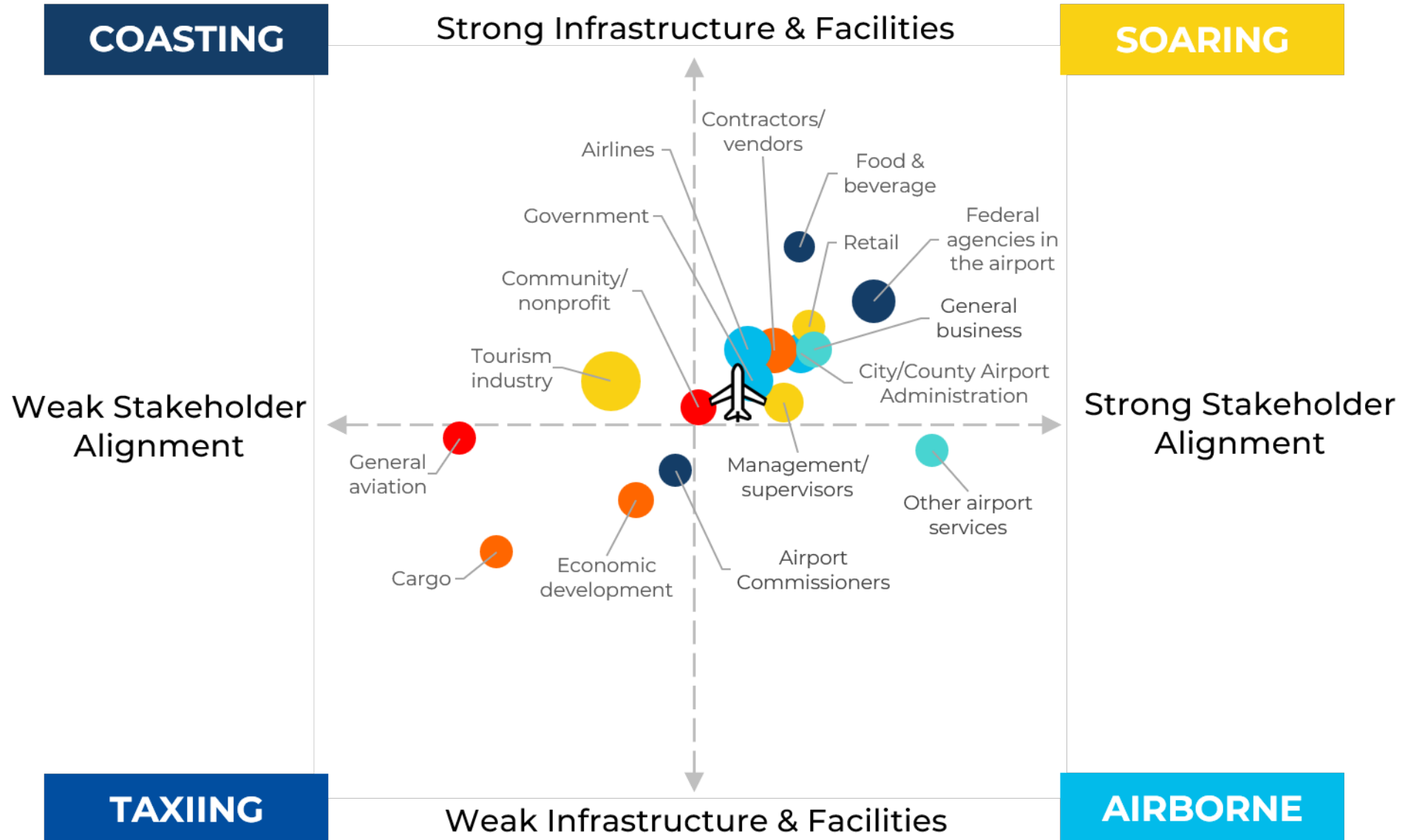
Industry Average

Stakeholder groups



Industry Average

All stakeholders



AirportNEXT

Infrastructure & Facilities



Infrastructure & Facilities

Industry and tier comparison

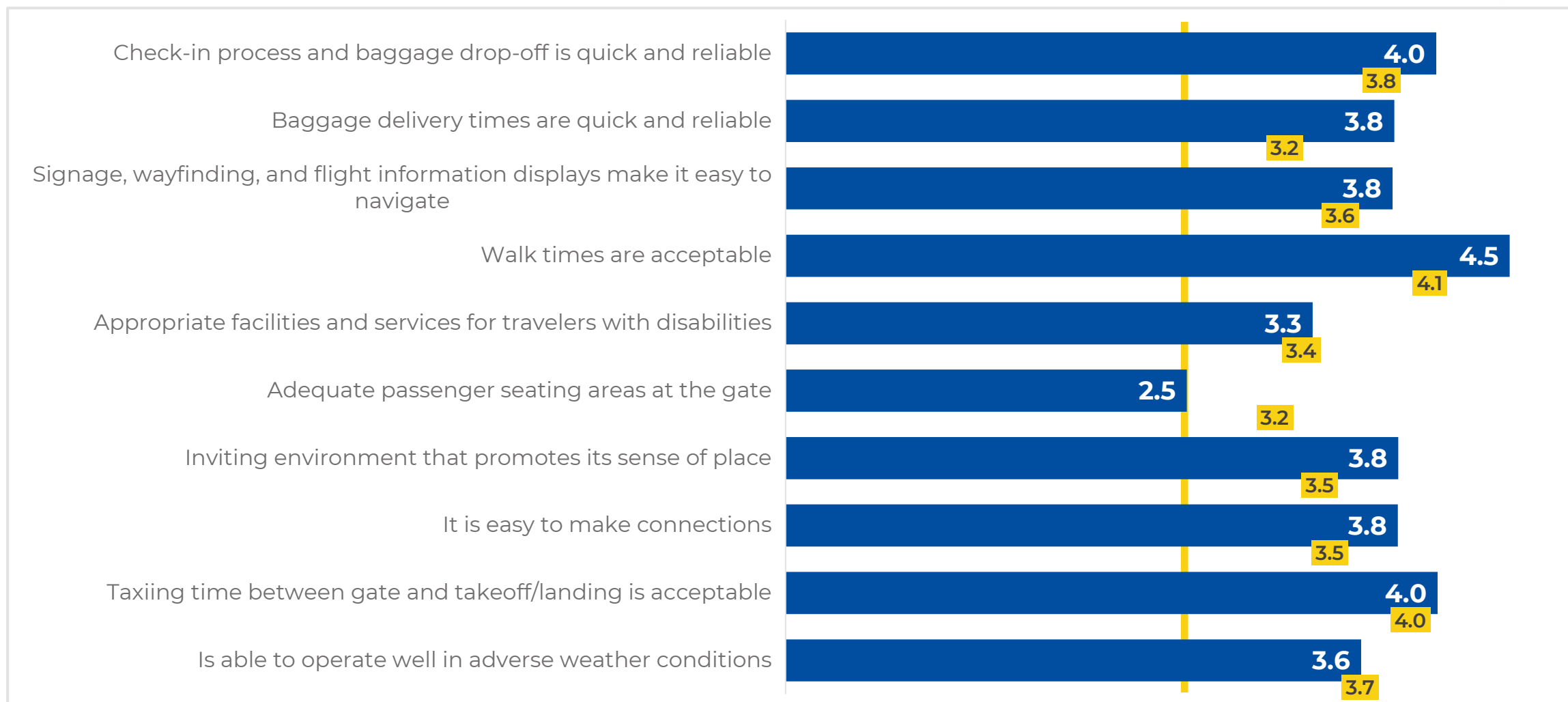
Infrastructure & Facilities Variables	Perceived Performance of Variables (0 to 5 scale)			
	Industry Average	Tier 3 Average	Boise	Standard Deviation
Terminal	3.7	3.6	3.7	1.2
Transportation Access	3.3	3.3	3.4	1.3
Commercial Services	2.9	3.0	2.9	1.3
Security	3.5	3.4	4.1	1.1
Technology	3.2	3.1	3.1	1.1
Overall Infrastructure & Facilities	3.30	3.27	3.45	1.26

Scenario: SOARING

Green indicates performance +5% above the tier average; red indicates -5% below. A lower standard deviation represents more confidence in the airport score for each variable.

Infrastructure & Facilities

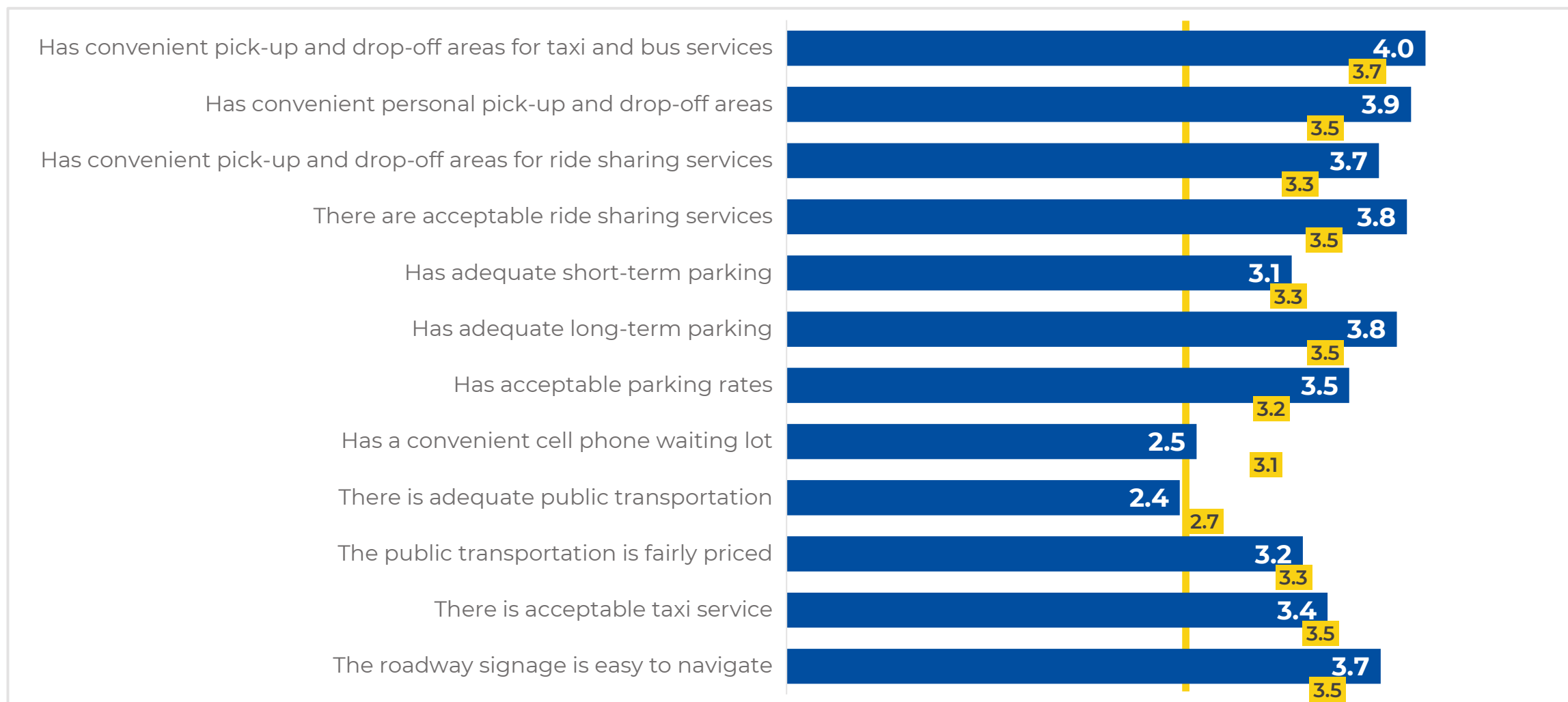
Terminal: 3.7



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Infrastructure & Facilities

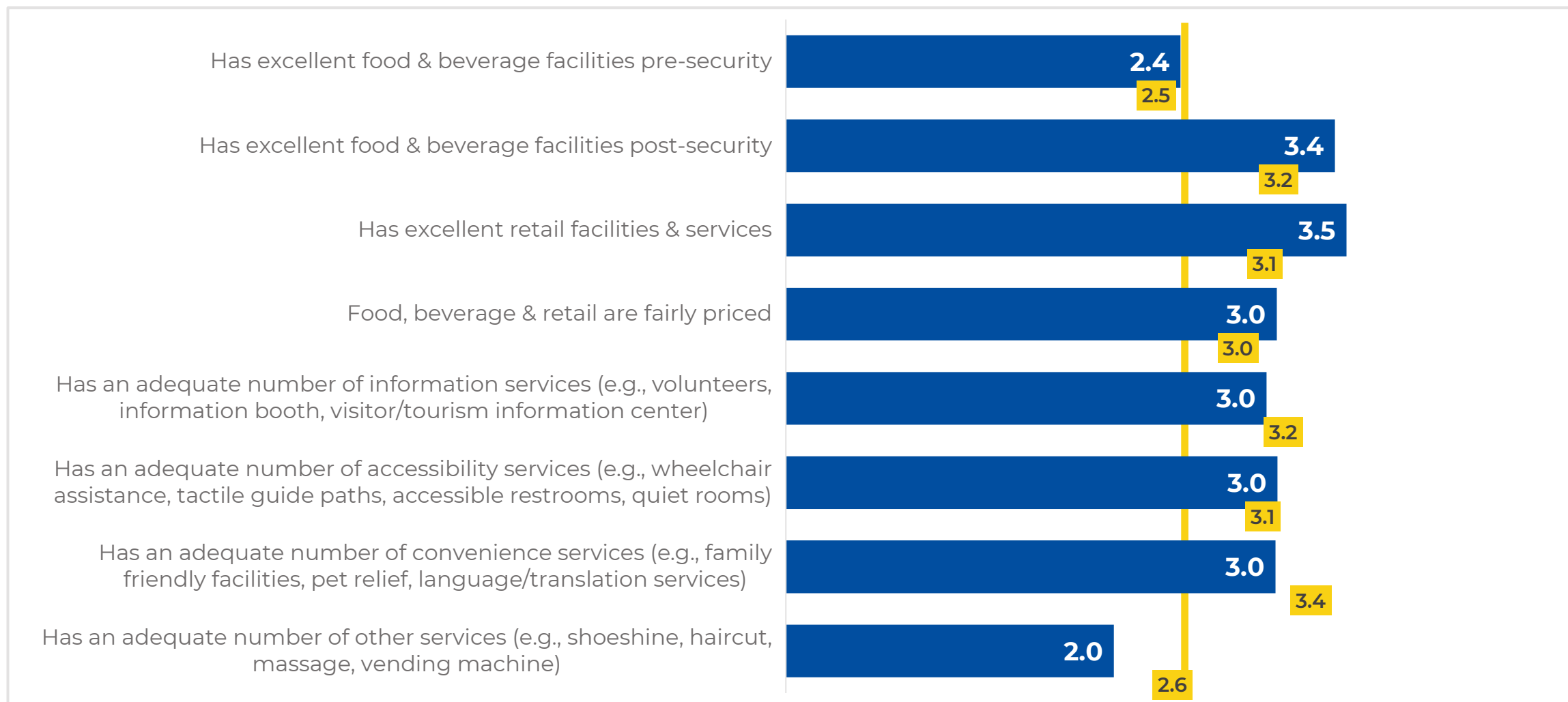
Transportation Access: 3.4



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Infrastructure & Facilities

Commercial Services: 2.9



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Infrastructure & Facilities

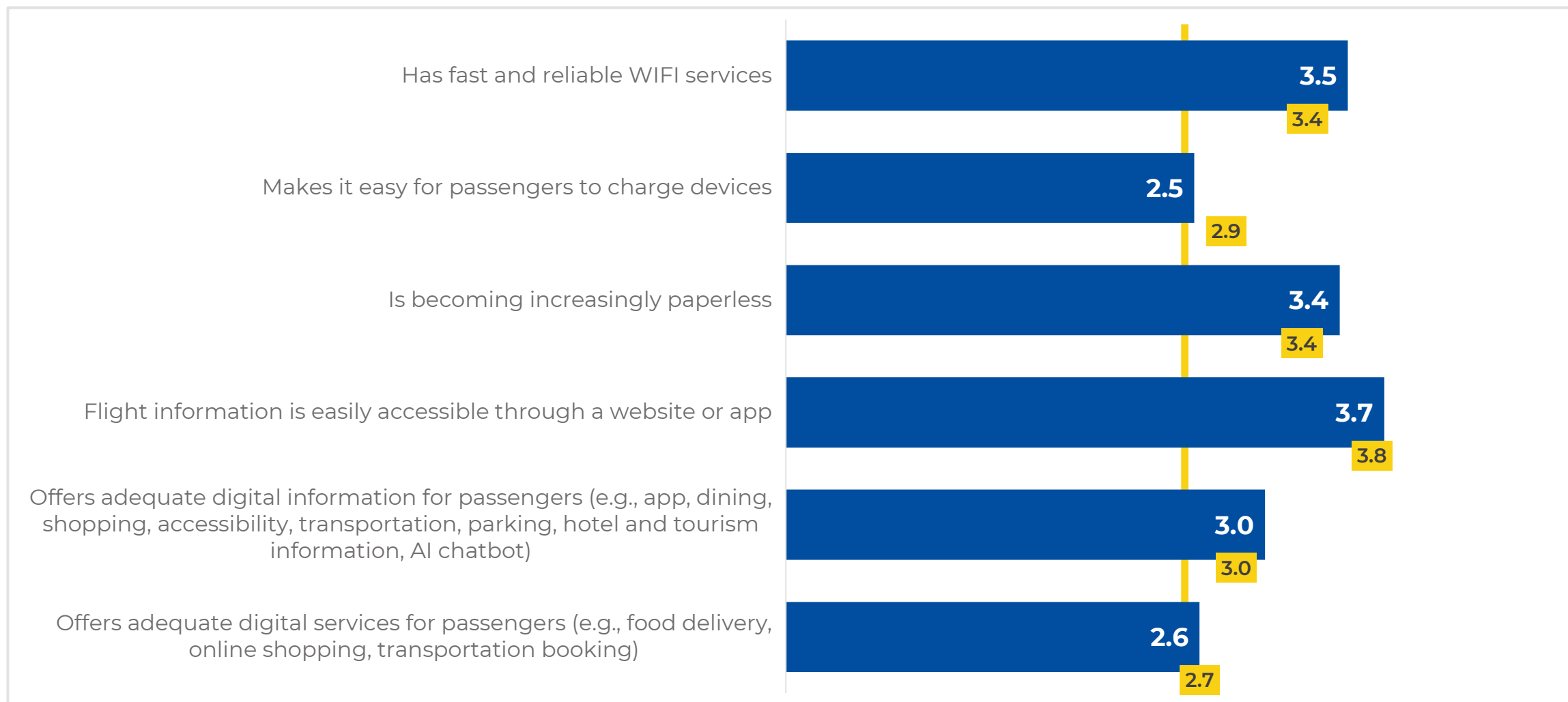
Security: 4.1



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Infrastructure & Facilities

Technology: 3.1



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

AirportNEXT

Stakeholder Alignment



Stakeholder Alignment

Industry and tier comparison

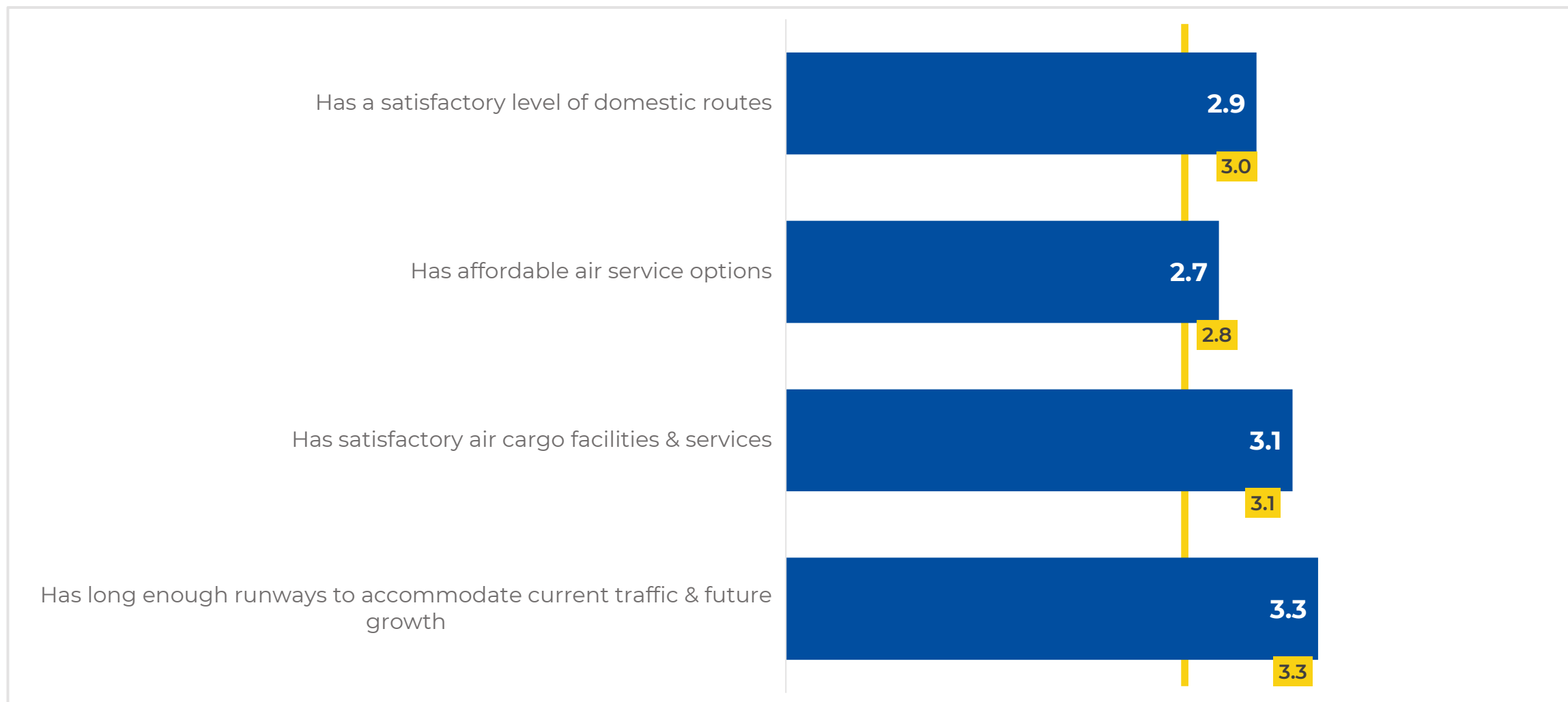
Stakeholder Alignment Variables	Perceived Performance of Variables (0 to 5 scale)			
	Industry Average	Tier 3 Average	Boise	Standard Deviation
Air Service	3.0	2.9	3.0	1.3
Government Relations	3.2	3.1	3.5	1.2
Workforce & Culture	3.5	3.3	3.7	1.1
Community Support	3.5	3.5	3.7	1.2
Sustainability	3.6	3.6	3.8	1.1
Economic Development & Tourism	3.8	3.7	4.1	1.1
Overall Stakeholder Alignment	3.43	3.34	3.63	1.18

Scenario: SOARING

Green indicates performance +5% above the tier average; red indicates -5% below. A lower standard deviation represents more confidence in the airport score for each variable.

Stakeholder Alignment

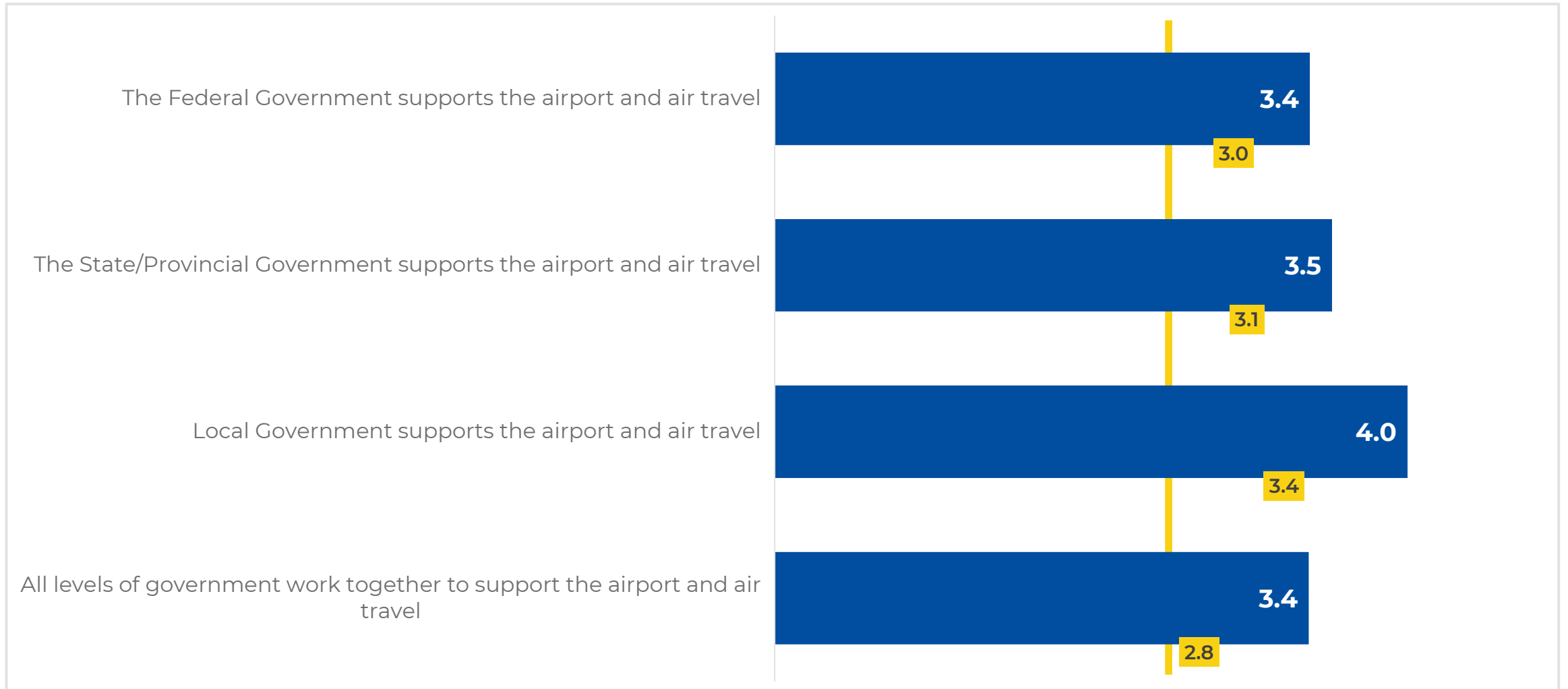
Air Service: 3.0



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Stakeholder Alignment

Government Relations: 3.5



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Stakeholder Alignment

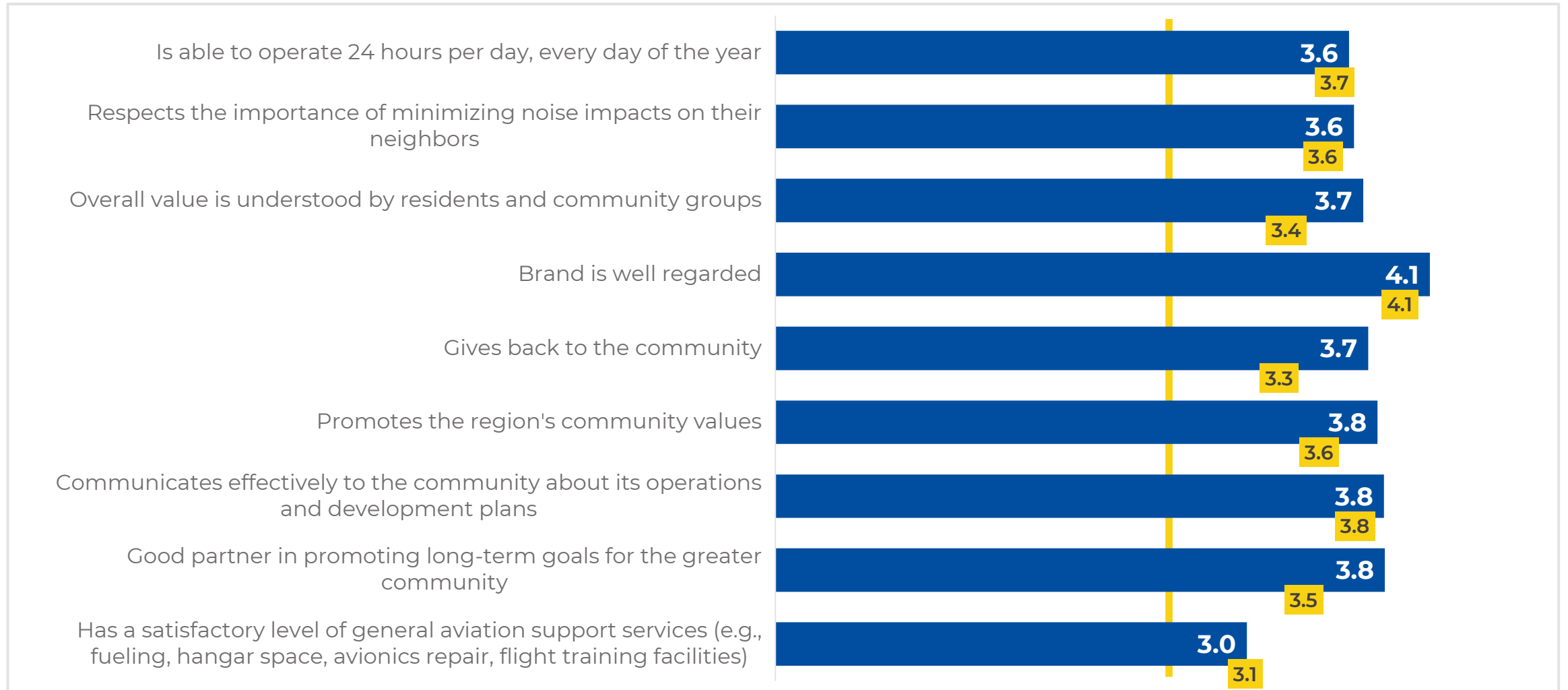
Workforce & Culture: 3.7



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Stakeholder Alignment

Community Support: 3.7



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Stakeholder Alignment

Sustainability: 3.8



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

Stakeholder Alignment

Economic Development & Tourism: 4.1



0 – 5 scale with a 2.5 midpoint given by the yellow line. Yellow numbers show the Tier 3 average.

AirportNEXT

Highest and Lowest Statements



10 Highest Statement Scores

Statement	BOI	Industry	Tier 3	Variable
Walk times are acceptable	4.5	4.2	4.1	Terminal
Is an important contributor to overall economic impact to the region	4.3	4.2	4.1	Economic Development & Tourism
It is easy for passengers to get through security	4.3	3.9	3.7	Security
Is committed to economic sustainability	4.1	3.8	3.8	Sustainability
Has a positive impact on attracting new jobs and businesses to the region	4.1	4.0	N/A	Economic Development & Tourism
Brand is well regarded	4.1	3.9	N/A	Community Support
There are adequate priority security screening options	4.1	3.4	3.4	Security
Taxiing time between gate and takeoff/landing is acceptable	4.0	4.0	4.0	Terminal
Check-in process and baggage drop-off is quick and reliable	4.0	3.8	3.8	Terminal
Has the support of local business leaders	4.0	3.7	3.6	Economic Development & Tourism

Dark blue variables are in the Infrastructure & Facilities critical success factor, and light blue variables are in Stakeholder Alignment.

10 Lowest Statement Scores

Statement	BOI	Industry	Tier 3	Variable
Has an adequate number of other services (e.g., shoeshine, haircut, massage, vending machine)	2.0	2.5	2.6	Commercial Services
There is adequate public transportation	2.4	2.4	2.7	Transportation Access
Has excellent food & beverage facilities pre-security	2.4	2.4	2.5	Commercial Services
Adequate passenger seating areas at the gate	2.5	3.4	3.2	Terminal
Makes it easy for passengers to charge devices	2.5	3.1	2.9	Technology
Has a convenient cell phone waiting lot	2.5	3.4	3.1	Transportation Access
Offers adequate digital services for passengers (e.g., food delivery, online shopping, transportation booking)	2.6	2.7	2.7	Technology
Has affordable air service options	2.7	2.8	2.8	Air Service
Has a satisfactory level of domestic routes	2.9	2.9	3.0	Air Service
Has a satisfactory level of general aviation support services (e.g., fueling, hangar space, avionics repair, flight training)	3.0	3.3	3.1	Community Support

Dark blue variables are in the Infrastructure & Facilities critical success factor, and light blue variables are in Stakeholder Alignment.

Produced by AirportNEXT Solutions Inc.



Paul Ouimet
paul.ouimet@airportnext.net



Tom Ruth
tom.ruth@airportnext.net



Alex Debelle
alex.debelle@airportnext.net