



PILOT & PASSENGER OUTREACH

Katherine Greenwood

BACKGROUND

- Rancho High School- Aviation Program
- Instrument Rated Pilot
- Received a Bachelors of Science in Marketing from the University of NV, Reno
- 10 years in the hospitality industry
- Sales Manger at Little America Resorts & Hilton
- Currently:

President of the 99s ~ International Organization of Women Pilots
Board of Directors for RTAG~ Reno-Tahoe Aviation Group
Board of Trustees for Pathways to Aviation
Officer of Recruitment, Civil Air Patrol
Member~ Women in Aviation



A DAY AT THE OFFICE...



Pilot & Passenger Outreach



- Connect with Corporate and GA pilots alike on the ramp and discuss the Noise Abatement Procedures and safely flying in and out of KTRK
- Pilot and operator outreach in regards to non-compliant noise comments
- Handle all curfew comments
- Reach out to operators/ schedulers/ dispatchers and pilots prior to arrival
- Reach out to passengers: aware of curfew so they don't schedule early departures

EFFORTS THUS FAR

Truckee Tahoe Airport - KTRK

FLY AWARE

NOISE ABATEMENT PROCEDURES IN EFFECT

• Curfew/Prior Permission Requested From 10:00 PM to 7:00 AM • Call Before You Fly • Tower in Operation Summer 2017 • www.TruckeeTahoeAirport.com

- Density Altitude
- Wind Shear
- Wildlife
- Weight & Balance
- Fuel Mixture
- Be Alert for Aircraft



KTRK VERSION 3

TRUCKEE TAHOE AIRPORT SEPTEMBER 2016

PILOTS & PASSENGERS

IMPORTANT FLIGHT INFORMATION

KEY

- Residential Area
- CHD Scales & Ag Station
- Landfill
- Glider & Skydiving Activity (ground flight in this area)

DO NOT USE FOR NAVIGATIONAL PURPOSES

- The Truckee area is **NOISE SENSITIVE** at all times
- AVOID** flying over residential areas
- Fly over roadways
- Noise abatement rules in effect
- Voluntary curfew in effect 10 PM - 7AM
- Check NOTAMS & website for important flight safety information
- UNICOM: 122.8 AWOS: 118.0
- Preferred calm wind runway is 02
- Special hazard: High terrain. Expect wind shear
- Left Traffic for all runways
- EXCEPT Right Traffic for 20
- Glider and skydivers in the area
- Glider area located NE of airport
- Call for up to the minute data 530-587-4119 ext 100
- Webcam: www.truckeetahoeairport.com

Field Elevation: 5901

530-587-4119

truckeetahoeairport.com

- NAP cards stapled to EACH fuel receipts at UNICOM
- NAP cards attached to each overnight transient aircraft
- NAP 5'X3' magnet on self-serve fuel tank



Flew to Bay Area

- ✓ San Carlos
 - ✓ Palo alto
 - ✓ Hayward
- Hung up NAP posters in local FBO's/ Flight Schools to make pilots aware of procedures prior to arrival
 - Connected with GA pilots and CFI's~
 - Prior to the Reno Air Races
 - To create relationships with CFI/Pilots to create more roadshows and awareness



FEEDBACK FROM PILOTS

Full understanding of NAP's prior to arrival
Over 1,000 Pilots

63% NO

37% YES

Local vs. non-local pilots

Local Pilots

Non- Local Pilots

Tenants

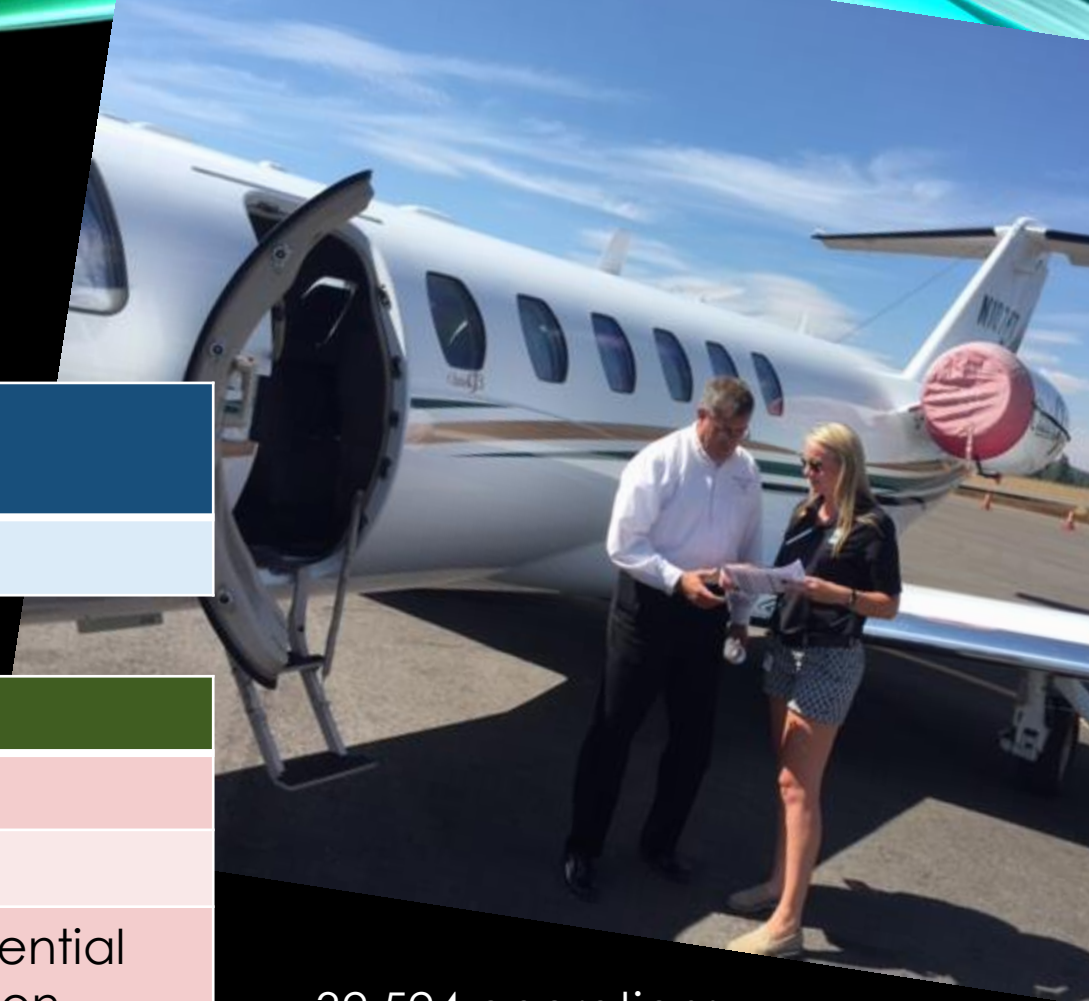
Corporate & GA

Familiar with residential areas

NOT familiar with residential areas, glider area or non-towered airports

30% GA pilots in support of seasonal tower
*transient

97% Corporate pilots in support of seasonal tower



32,524 operations
2,697 unique aircraft
** How many repeaters?

OSHKOSH



- Women Air Venture- Women in Aviation
- 99s International Organization of Women Pilots
- Garmin
- Foreflight- Implement NAP into their 'plates' section
- Connected with multiple pilots throughout the US that have interests in visiting the Truckee Tahoe area or have already
- Safety/Educational Seminars



NOISE MEETINGS

TOUR OF LYON MUSEUM & MOFFETT FIELD

- California Department of Transportation hosts noise meetings which includes noise managers from No & So CA i.e. SAN, LAX, SFO, SFM, LGB, BUR
 - What efforts are being made at each airport to help mitigate noise & annoyance
 - Projects/Ideas discussed that perhaps we can implement at KTRK
 - Variety issues at various airports
 - Network with other noise managers to reach out to if needed
 - **We have the strongest efforts by far!**



EFFORTS FOR THIS QUARTER

- UNICOM and Ramp Training
 - Proficient on ramp services to not only be more of an asset to the team but to have more interactions with pilots
- Set up meetings with Schedulers and Dispatchers
- Visual Approaches
 - Foreflight (plates)
 - Garmin Pilot
- Increasing traffic to our NAP page (top 3 visited page which in the past has never made the top 5!)
- Revamping our NAP page on our website to make it easier to navigate and locate our procedures
 - <http://www.bigbearcityairport.com/pilots/>

- Working with Cal Trans in installing lights on the 267 bypass bridge for NAP guidance for night departures
- Seasonal Tower awareness
- Continuously expand our reach to corporate and GA pilots



Roadshows

- Educating pilots on flying safely into KTRK while utilizing our Noise Abatement Procedures
- Mountain Flying ~ Fly Aware~ Fly Quiet
 - San Carlos
 - Palo Alto
 - Concord
 - Petaluma
 - South County Pilots Association
 - Marin County
 - Rancho Murieta

Trade Shows

- NBAA Schedulers and Dispatchers February 2017
- UC Davis Noise Symposium February 2017
- Women In Aviation- March 2017
- 99s SW Section Conference April 2017

ADVERTISING

- Incentives
 - Online NAP quiz- earn a coupon for Red Truck
- Aviation related websites updated to have a better emphasis on NAP's
 - AOPA, AirNav (added one-click link to a PDF of NAP), SkyVector
- Create Publications
 - NBAA, AOPA, Flying Magazine, Insider (May issue)
 - Connect with Corporate Pilots, Schedulers & Dispatchers



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THANK YOU!!!!

