



August 2020 Pilot & Passenger Outreach Report
Mark Covey



Pilot and Passenger Outreach Mission

To build cohesion and adherence in the local, itinerant and corporate aviation community to enhance flight safety, noise abatement and curfew compliant flight operations; while being good neighbors to our local community.

How are we reaching out to Pilots and Passengers?

- ✓ Speaking daily to pilots and passengers on the ramp, on the phone, in the terminal
- ✓ Handing out our NAP to as many pilots and passengers as possible, every day
- ✓ Listening to ground control frequency for first time visitors, then meeting plane-side; “organic outreach”
- ✓ Using tools like FlightBridge to liaise with corporate operators
- ✓ Contacting commercial operators (ex: NetJets, AirSF, Solairus Aviation) before holidays or perceived “big weekends” to anticipate demand. Work with ATC Staff for noise reduction (depart non-IFR traffic on Runway 2, if type allows)
- ✓ Stacey’s Daily Operations Information (DOI email) includes NAP information
- ✓ 2020 presentations at regional airports. Demand and attendance= very strong!
- ✓ KTRK familiarization program
- ✓ 2019: Hardy presented at 5 national conferences/conventions; Mark presented at Napa to 60 pilots
- ✓ Planned corporate visits (Wheels up, FlexJet) were foiled by Covid-19
- ✓ 191 Pilot interactions and outreach between Aug. 1st and 19th on ramp and at KSQL presentation



ARRIVAL & DEPARTURE

- Establish safe, consistent, and easy to follow arrival and departure routes without over-flying noise sensitive residential areas
- Make arrivals simple by providing initial approach fixes with GPS waypoints.
- To be a good neighbor to Truckee residents, follow major roadways into and out of KTRK.
- Modify pitch and power settings to reduce noise.
- KTRK curfew is 10pm to 7am.



2020 Pilot Outreach Presentations made to date:



160 Attendees



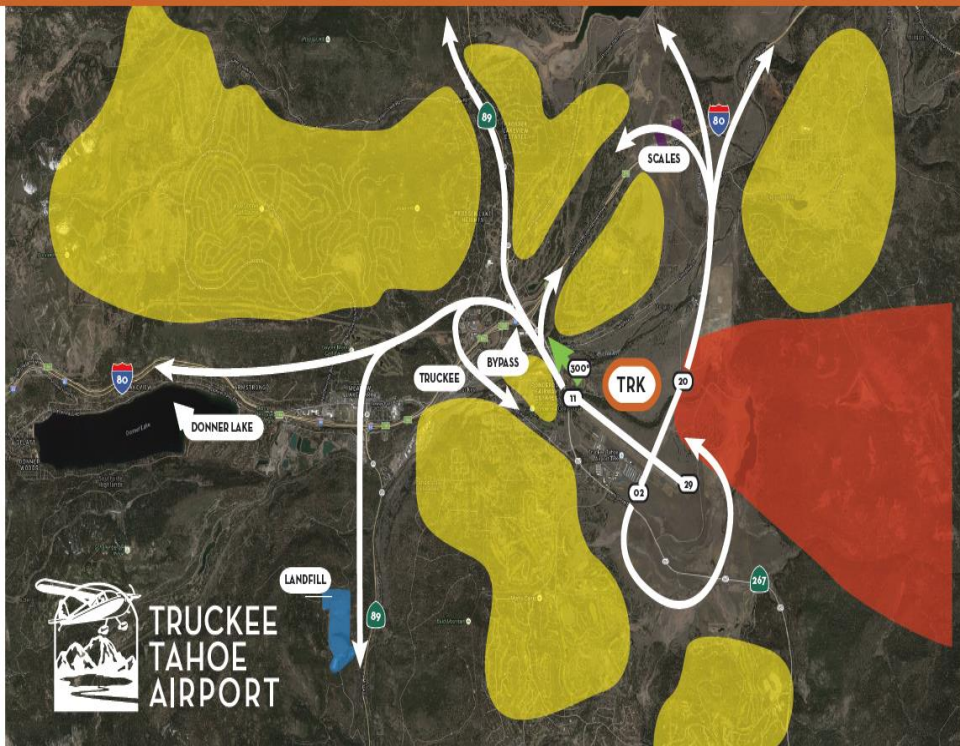
80 Private and Corporate attendees
from across the nation



90 Attendees

Flight Bridge message/NAP card distributed

KTRK NOISE ABATEMENT DEPARTURE PROCEDURES IN EFFECT TruckeeTahoeAirport.com



- ▶ IFR Departure At END of RWY 29, make right turn to DP
- ▶ VFR Departure - Bypass Departure: RWY 29, fly RWY heading until over departure end of RWY; slight right turn to 300°, out to I-80, then on course. RWY 20, left 270, fly RWY 29 heading, overfly bypass
- Scales Departure: RWY 02, Extend upwind to Scales then make crosswind over I-80
- ▶ Pattern Altitude 7,000'-7,500'. Climb at Vx to 500' then to Vy
- ▶ Maintain flight over roadways
- ▶ Voluntary Night Curfew 2200-0700
- ▶ Control Tower in Operation

Dear Henry,

Thanks for reaching out via [FlightBridge](#). Please review the information below for your trip to [KTRK](#). We look forward to assisting in your trip planning.

We make every effort to ensure good community relations and kindly ask that you review our Curfew & Noise Abatement Procedures before your next operation. We appreciate all efforts which ensure safe operations. Your assistance in helping us minimize the impact to our community is greatly appreciated. Our [NAPs](#) are available at <https://truckeeatahoeairport.com/aviation/procedures>

IMPORTANT NOTES:

- At this time, [KTRK](#) does not have fluid deicing however we do have an infrared heated hangar that can accommodate certain aircraft. Please inquire about this service for your specific aircraft.
- Overnight hangars are available for certain aircraft sizes. (non-heated)
- Weight restriction at [KTRK](#) is 90,000 lbs without prior permission.
- [KTRK](#) does not offer after hours call out service.

KTRK USE FEES and FUEL COSTS:
Current Jet-A fuel prices are \$4.32 retail. We accept contract fuel cards and [CAA](#).

To waive the \$720 landing fee, 600 gallons of fuel must be purchased. Overnight fees for this aircraft are \$150|

OTHER SERVICES OFFERED:

- GPU (2 [JetGo](#) GPU's)
- Lavatory
- Potable water
- Tug ([Lektro](#) rated for 100,000+ lbs)

CAR RENTAL:
Enterprise car rentals are available on-field, located adjacent to our terminal building.
Enterprise local office: 530.550.1550
[Uber](#) and [Lyft](#) services are available in our area via [Uber](#) and [Lyft](#) apps. **OTHER VALUABLE INFORMATION:**

[KTRK](#) experiences variable, high altitude mountain flying conditions. Prior to your flight, please view [NOTAMS METARS](#) and our web cam at: <https://truckeeatahoeairport.com/webcam>

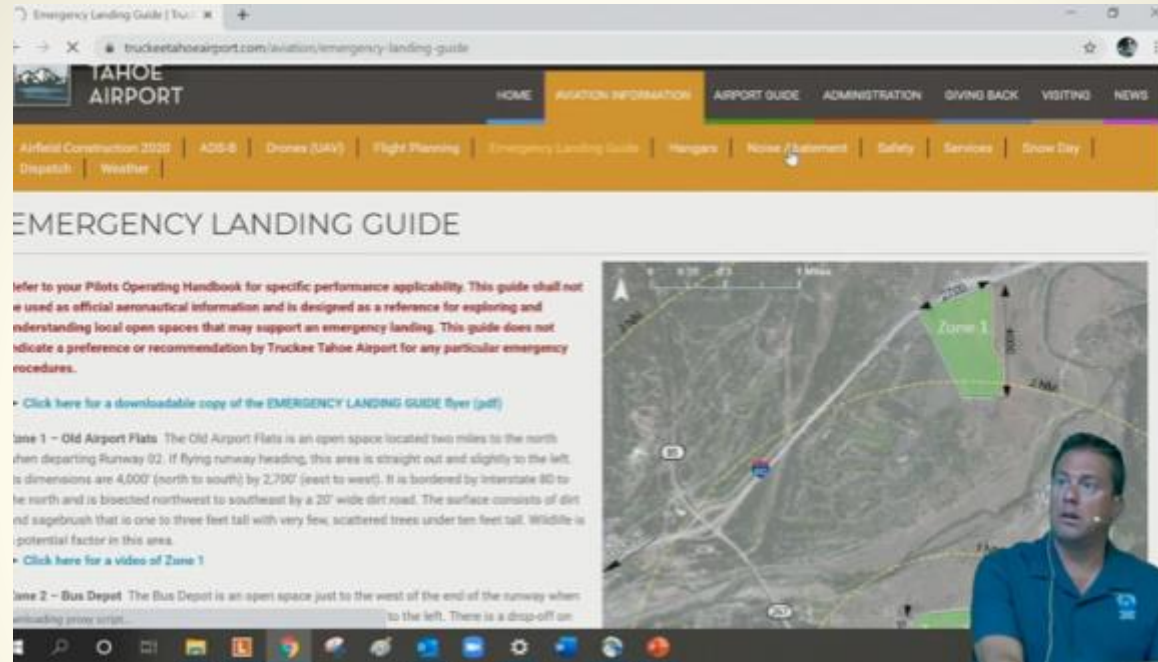
For a full list of services available and our fee schedule for Transient Use, Overnight and hangar fees for your specific aircraft, please click the links below:
<https://truckeeatahoeairport.com/aviation/services>
https://truckeeatahoeairport.com/public_files/283-master_fee_schedule_3-1-17-pdf

We look forward to serving you and you passengers. Should you require further assistance, please reach out.

Sincerely,

Mark Covey
Pilot & Passenger Outreach Coordinator
Truckee Tahoe Airport District
10356 Truckee Airport Road
Truckee, California 96161
V 530.587.4119 Ext.122
M 530.651.3588
Mark.covey@truckeeatahoeairport.com





Presentations are a great forum to present new features at KTRK such as
Emergency Landing Guide

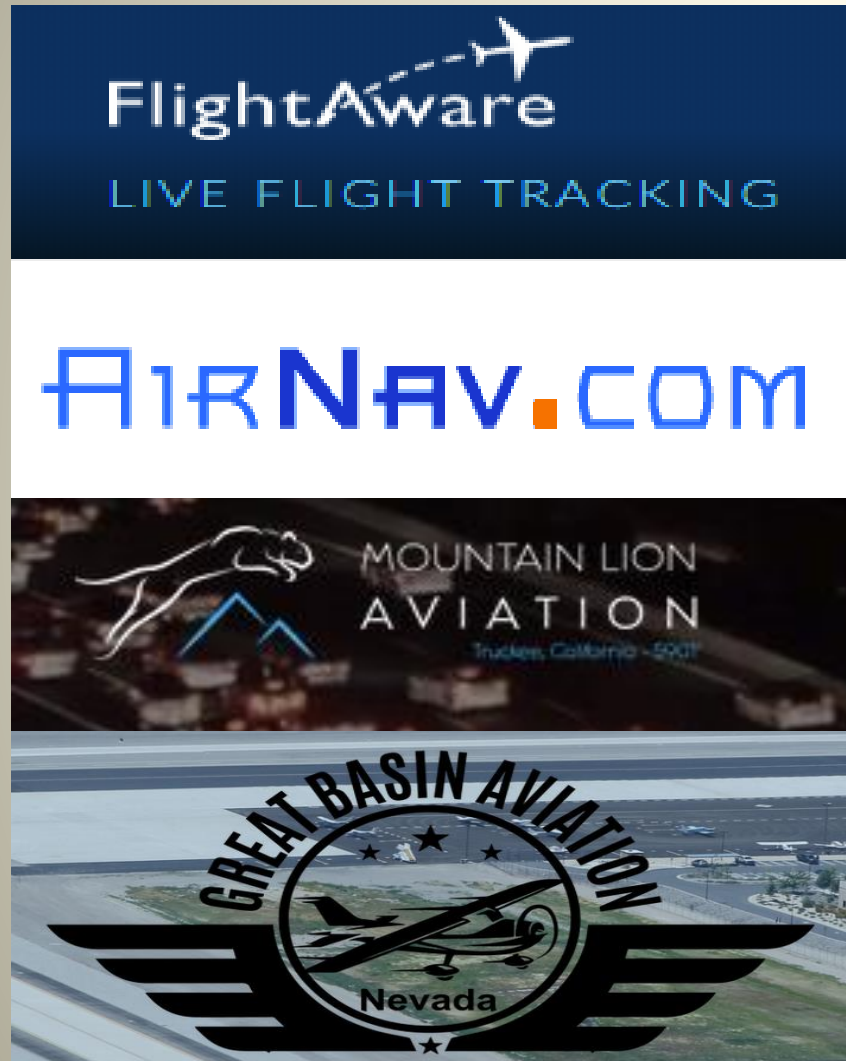
Liaison with Air Traffic Control Tower

- Maintain open lines of communication for flight safety/NAP adherence
- Meet regularly to discuss trends and drive new annoyance reduction solutions
- Work to distribute operations to multiple runways
- Work as a team to assist individuals unfamiliar with KTRK's airspace
- Work cohesively together on new flight procedures to lessen community impact



Truckee Tahoe Airport. Connected.





- Other means of outreach:
- KTRK “*Pilot News*”
- Ads on media such as Flight Aware, AirNav
- Perpetual message of tranquility
- NAP cards, event attendance at local flight schools and regional flying clubs
- Membership in CA Noise Managers Group, Tahoe Flying Club, Reno-Tahoe Aviation Group
- Biggest challenge: Passenger outreach (tried HOA’s in past)

What does the future of GHG operator outreach look like?

- Infographics and marketing about carbon footprint, greenhouse gases generated and offset options, KTRK efforts to reduce greenhouse gases (battery powered vehicles, e-bikes, future solar power generation)
- Development of carbon offset programs through web-based apps and/or kiosks.
- Converse with operators on the use Sustainable Aviation Fuel at KTRK
- Increase speaking engagements at national and regional forums and airports
- Building on tranquility theme. Recently completed GHG initiative “Going Green” campaign in hopes of encouraging operators & passengers to do the same.
- Continue ongoing conversation about use of alternate Runway (lengthened RWY 20) to reduce impact, track miles and fuel burn.



Industry Leading Pilot & Passenger Outreach

Other airports look to KTRK for NAP leadership



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THANK YOU!