

This is a document that outlines procedures that have proven to make a Retrieve Office effective and efficient. Retrieve Office volunteers should be encouraged to read and follow these time tested procedures.



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An efficient **Retrieve Office** is an important – occasionally vital – part of an efficient contest organization. On a day with few landouts, efficiency hardly matters – spending 20 minutes on the phone with a pilot who has no outlanding form and wants to chat about his flight is no problem when he's the only one who needs a retrieve. But when the weather turns difficult and gliders start dropping into fields everywhere, pilots, crews and contest officials are glad for an efficient Retrieve Office – or they pay the price if this isn't so.

Telephone procedure

All Retrieve Office volunteers should have read this document (and perhaps have been “walked through” the procedures it outlines by someone with experience) before having to answer the phone. The basic approach is to use a fixed routine for every phone call.

When the phone rings, bear in mind that it's important for the Retrieve Office – not the pilot – to direct and control the conversation. Answer the phone by saying “**Mifflin Retrieve Office.**”

If the pilot does not respond with his contest ID, ask for it. Then say “**Yankee Xray, are you and your glider okay?**”

If the answer is no – if there is any sort of genuine emergency – this should be referred to the person in charge, to be dealt with as seems best. If not, say “**Wait just a moment while I find your card.**”

Grab the pilot's Retrieve Office card and write down the current time under *Time of Calling In*. Then ask “**Do you have your outlanding form filled out and in front of you?**”

If the pilot says no, the best response is usually: “**To keep things running smoothly the rules require this. Could you please fill out your form and then call back?**” This may sound harsh, but the alternative is usually to take far longer than necessary (often while other pilots are trying to get through).

When the pilot has his landing form, ask him to supply the info on the Retrieve Office card in order:

- Name of the landing place
- Is this an airfield? (if it is, no further landing location info is needed)
- If not, latitude and longitude
- Contact telephone number
- Retrieve instructions
 - If the pilot is at an airfield, would he like an aerotow retrieve?
 - If not, what are the driving directions?

It will help if the Retrieve Office can be kept uncrowded and reasonably quiet. All present should understand that when the phone rings, conversation must instantly die down (those who can't be quiet should be asked to leave).

Tracking all pilots

Part of the job of the Retrieve Office is to keep track of all pilots, ensuring that no pilot is left stranded or unaccounted for. This starts with a list of the contest IDs of all entrants. Some few of these may not take a launch (or may have withdrawn from the contest); the CD should be asked to supply a list of these. The Retrieve Office should then make a record of all the remaining pilots, either on a single sheet of paper or by writing the contest ID of each pilot on a separate Retrieve Office card.

All pilots that launch are required to report their results to the Scorer. Some may decide to land back at the home field without attempting the task. It's a common mistake for such pilots to fail to meet their reporting obligations. It's principally the Scorer's job to keep track of what pilots accomplish, but the Retrieve Office may be able to help by noticing that a certain glider is being disassembled or tied down. (A radio tuned to the contest frequency can help with this.)

Pilots should be checked off as their results become known. When a pilot lands at the home field, either his Retrieve Office card is placed in an “accounted for” stack, or his entry in the contest ID list is checked off. A pilot that reports having landed out earns a Retrieve Office card noting this; the card will include retrieve instructions that can be copied for the crew, and becomes a way of monitoring the retrieve status. As the day nears completion, it should thus be easy to tell which pilots are not yet accounted for.

Aerotow Retrieve

Should a pilot request an aerotow retrieve, this must be tracked. There will be a contest official (usually the person in charge of tow operations) that assigns tow planes for retrieve missions. Cooperation between this person and the Retrieve Office is important in this job is to run smoothly. The Retrieve Office’s fundamental duty is to be able to say who is and is not accounted for; notes on the Retrieve Office card are usually the best way to accomplish this.

The rule for trailer retrieves is that once a crew is dispatched, the Retrieve Office is entitled to assume that their job is done unless they hear otherwise – they do not expect to hear from each pilot/crew team. There should be an announced cutoff time at which the Retrieve Office normally closes. If a crew and pilot are not together by this time and feel they need help, it is their duty to telephone to ask that the Retrieve Office stay open (should this happen, it is a very good idea to obtain a mobile phone contact number). Having done so, it is then their duty to report when they are together, so the Retrieve Office can close.

Self-organized retrieves

In the age of mobile phones, it is fine for a pilot and crew to communicate directly when organizing their trailer retrieve – this takes a load off the Retrieve Office. But the rules require that either the pilot or the crew then contact the Retrieve Office and supply the Landing Card information before the crew sets out on the retrieve. A pilot who fails to ensure that this is done properly will earn a penalty from the CD.

Example of Retrieve Office Card (SC30) at right...

Outlanding Information		SSA SC30 08
Time of Calling in:	Date	Pilot has contacted Retrieve
The pilot is required to have the Outlanding Form in hand and should be asked to supply ALL the following information. Pilots who are not ready should be asked to CALL BACK...		
Name		Contest ID Red Ink Only
Competition Class <input type="checkbox"/> Open <input type="checkbox"/> 15-Meter <input type="checkbox"/> 18-Meter <input type="checkbox"/> Standard <input type="checkbox"/> World <input type="checkbox"/> Sport		
Time of Landing	Name of Landing Place	
Is this a designated Airfield?	If NO, supply Latitude and Longitude:	
<input type="checkbox"/> Yes <input type="checkbox"/> No	LAT	
	LON	
Pilot Contact Telephone Number		
Control Points Cleared in Order Completed		
Retrieve Instructions (Use back if necessary)		
SSA SC30 08 Retrieve Office Card		

Retrieve Office Form		SSA SC30 08	
Pilot Name	Date	There has been no contact with pilot	
CREW INFORMATION			
Crew Name		Contest ID Black Ink Only	
Contact Phone			
Crew Location			
Where	When	Return Time	Phone
Notes			
Pilot may telephone crews directly to arrange a retrieve, but the Retrieve Office must be supplied with all the information on this form before the retrieve begins.			