

## Truckee Pilots – Use of Office Guidelines

The mission statement of Soar Truckee, Inc. (STI) is: "To provide safe, efficient, and friendly soaring services, equipment and facilities for our shareholders, their families and our guests." The reality is that we have two distinctive sets of "clients," the soaring pilot (both shareholders and non-shareholders), and our ride-based customers. Unfortunately, we have only one office to serve both, and at times the noise level produces a disservice to both pilots and ride guests.

Without doubt, Truckee is one cold place in the early morning and there are days when one never gets warm and the office is a welcome refuge. Our ride guests, however, deserve the opportunity to discuss this "Ride Event" they are about to start, make payments, etc. without feeling crowded or aurally overwhelmed. STI staff also need "space" to set up for the day and operate the business as a business. Those of you with work-place offices can relate to the difficulty of potentially accomplishing your tasks with several of your co-workers conducting their business within a few feet (or inches).

The bottom line is we need some type of "office environment" policy. We know that there are extremely hectic days... and days when the airport is relatively quiet. We also know that no one policy can fit all occasions, and so we ask you to assist us to best meet everyone's goals and requirements. The following guidelines assume equal cooperation on everyone's part, because making it work benefits everyone:

1. The office is by necessity locked from the time the office staff closes up (as required by retrieves, landing pilots, etc.) until opening the following morning at 8:00 AM. Stockholders can make arrangements with the General Manager to access the key for entry to the office prior to 8:00 AM. Please note that if you are the person opening the office, YOU are responsible for the office, including any cleaning up (coffee), until STI personnel arrive.
2. From 8:00 until 10:00 (as required) we ask all pilots to not use the office as STI staff get ready for the day's operations. We have improved the upstairs area to the greatest extent possible and practical. It has a work station with wi fi internet capability, table/chairs, and a couch, in addition to four new sleeping areas (If you have suggestions for continued improvements please contact the General Manager). The upstairs is, of course, available to all during the day, including the pre-8:00AM period should no one be still sleeping.
3. Pilots are welcome in the office to use their personal computer, for warmth, etc., during the day with the proviso that the General Manger might ask for "space" to conduct business, and then we need you to move outside or upstairs. Please understand that this is a difficult situation for both parties and we NEED your understanding. We never want to develop hard feelings and we ask for your cooperation.

We have worked hard to continue improving our physical set-up and family atmosphere here at STI. We sincerely hope that this compromise will prove workable. Your comments and suggestions are always welcome.

Very truly yours,

Richard Pearl,  
President, STI