



CHAOTIC

Monthly Newsletter of the Darling Downs Soaring Club

March 2002

President's Report

By the time you read this we should have had Clean Up Australia Day at McCaffrey Field. Regrettably the decision to participate in this national event at DDSC was made too late to advise members in last months CHAOTIC, and to those members who missed out on the opportunity to participate, I apologise. However chances are that the members who are not on the chat line are our more senior members who have probably done their bit for the club many times in the past.

We rightly pride ourselves on many of the good things we are doing as a soaring club and in this regard it was heartening to read Terry Cubley's comments about us in the last Australian Gliding.

However, one area where we have not done well is in looking after our grounds and buildings. At the last committee meeting a couple of people made very pointed, but true, comments about the state of our ground facilities. I left the meeting thinking that since I became president this is an area we have not done so well in, and that I should do something about it. The following Monday I read about Clean Up Australia Day being on 3 March and was inspired to do something about it, hence the clean up.

We face an on-going challenge in just looking after the place. Most of us go out to the club just to fly. The more time we spend in the air, the more successful we consider the trip to McCaffrey Field to have been. Some how we need to encourage more members to contribute more to looking after the place better. Since the clean up idea went out I have heard a number of really good suggestions about how we can do it better. This will be a key topic of discussion at the next general meeting on 9 March. Please come along and contribute.

The simple fact is that our clubrooms are below the standard of other gliding and soaring clubs. They are not the worst around, but they certainly aren't the best. Over the last month I have been to both Kingaroy and Caboolture clubs and their facilities are cleaner and better maintained than ours. Part of the problem is that investing

members' funds in ground facilities does not produce any direct revenue, whereas buying a glider does. However if better ground facilities encourage members and visitors to come to the club more often they will fly more, bring friends with them and enjoy their visits more, all of which will lead to more revenue.

Regrettably, Shane Anderson has decided to stand down as the club's website manager. Shane played a major role in bringing the club into the modern world with the establishment of the website, the chat line and the weather station. I wasn't closely involved at the time, and I know there were others involved, but from what I saw, Shane had a major role in turning the club into the success it is today. I continue to be amazed that other club's have not followed our lead and set up similar facilities. I don't know how a modern club could operate without these facilities, which we now see as an essential part of our operation. Newer members may not be aware that when Shane lived closer to McCaffrey Field, he did a lot of instructing, especially with the scouts and other groups. He was also a regular participant in flyaway weekends and other events. Thank you Shane for all you have done for the club.

While I am saying thank you, thank you to Bob Keen and Des Cramer for painting the Pawnee's tail feathers white again. SWR looks so much better now. Thank you also to Craig Jordan for re-instating the windsock at the eastern end of the field.

The results of the recent Nationals were reported in the last CHAOTIC, but what some members may not have realised, including me, is that Andrew Georgeson is the new national standard class champion as he was the highest placed Australian pilot. Overall the nationals' results were outstanding for DDSC as we have two national champions in the club and the open class trifecta with 1st, 2nd and 3rd positions won by DDSC members. Congratulations to you all.

We have a busy month coming up with the Clifton fly in, the Jimbour House flyaway weekend and the Easter Comps at Chinchilla. These events are a great opportunity for all

members to experience flying from different sites and to broaden their flying experience. I can only encourage as many members as possible to get as involved in all these activities as your time and cheque books allow.

Ralph Henderson

General Meeting

There will be a club general meeting at the clubrooms, McCaffrey Field on Saturday 9 March, starting at 7.00pm and finishing by 9.30pm.

This meeting will be an important opportunity for all members to contribute to decisions about the future of the club. Particular items of discussion will be:

- Looking after our buildings and grounds better
- Improving our ground facilities
- Proposed application to Sport and Recreation Queensland for a grant to construct a sealed strip and upgrade our facilities
- Purchase of an additional single seater glider
- The club's public liability insurance
- The Easter comps
- Planning for the Queensland State Comps.

Ralph Henderson

Customer Service

Last month I wrote in CHAOTIC about the importance of looking after visitors to our club. Soon after I wrote that, I received a copy of a customer-service training manual at work. Many of the statements in that manual seemed to reinforce my comments so I thought I would share with you a few comments that are relevant to our club. Our club's customers are our members and visitors to the club. The ability of an organisation to identify and meet customer needs is critical to the public image and effectiveness of the organisation. The biggest single reason why organisations lose customers is the indifference of one employee. Every individual within an organisation can make a significant impact on the customer experience and the organisation's reputation. Research indicates that the management of service delivery influences the viability of an organisation. 96% of dissatisfied customers do not complain to the organisation

about discourteous or indifferent customer service.

Most customers who have a problem with an organisation will tell 9 to 10 people about it. 13% of dissatisfied customers will tell more than 20 people, personally about the problem. Of the people they tell, each one will on average tell 2 to 3 more people.

Good news does not travel so fast, a satisfied customer will only tell 3 to 5 people about it. You have to deliver much more good service to outweigh the possible negative consequences of bad service.

Organisations obviously have to offer a comparable, competitive product that is technically adequate in order to ensure their long-term viability. Research indicates that the management of service delivery influences the viability of an organisation.

Good customer service will, result in fewer complaints, enhance our professional image and promote a better response from our customers, which should in turn make our jobs easier.

Ralph Henderson

From the Instructors' Panel

Just a few reminders this month:

- Some pilots have been observed setting their altimeters to zero (QFE) rather than 1200ft (QNH). The GFA has an agreement with CASA to use QNH altimeter settings for reporting altitude just like other aviation users. Using QNH reduces the risk of confusion when altitudes are being communicated and the amount of mental arithmetic you have to do before communicating them. If you are under pressure adding 1200ft from your altitude becomes much more difficult. For example, if your altimeter is reading 2900 ft (QFE) what is your altitude (QNH) and how long did it take you work it out whilst reading this under no pressure?
- The 'rope gone' call is a standard operating procedure at our club once you have observed that the tow rope has released. The call is 'Tug call sign, rope gone' for example 'Charlie Mike November rope gone.' If you can't remember the tug's registration then the use of 'Pawnee' or 'Cessna' is acceptable.

- Parachutes must be placed in their bags at the end of the day to protect them from moisture and pests. It will also reduce the likely hood of them being accidentally 'popped'.
- Do not roll up behind other aircraft on your landing ground run. A wheel brake failure will leave you with virtually no options. We have plenty of space for landing parallel to the launch area including the new strip. Finally there is plenty of space in front of the launch point if your other options are cut off. A Puchacz, with the airbrakes retracted, will glide about 3000ft for 100ft of altitude.

Club clothing

One of the things we've talked about doing for a while but never quite got around to is having some shirts and hats with the club logo on. I'm pleased to say that we will soon have DDSC polo shirts and caps complete with club logo. We have done relatively small production runs for a start so that we can test the popularity of these items with members. We have tried to get a reasonable compromise between price and quality. They should be available in a week or two. If they sell well we will do a second production run. Having these items will improve our club image at the upcoming Easter Comps and State Comps.

Ralph Henderson

Easter Comps Update from Michael O'Brien

It looks like we are going to have a great competition, with a large number of entries from Kingaroy, Jondaryn and Warwick clubs. It also looks like we might have a few people from Caboolture attending.

With the competition only 5 weeks away, we need to know definite numbers so we can be sure of the number of tow-planes required.

We have had one little hitch, I have not got a firm price for the liability insurance yet. As anyone who reads the papers knows, there is a risk this may be significantly higher than last year. The aim of this competition is not to make a profit, and to keep costs as low as possible. However I have had to make an assumption and increase the entry fee accordingly. Last year we charged \$80 per aircraft, plus \$20 per extra pilot. This year we will charge \$100 per aircraft

providing entry is received by Friday 15th March.

After that it is \$120. (i.e We want entry forms now!) There is no charge for extra pilots. If it turns out we are in surplus, a refund may be made. Please submit entry forms as soon as possible. (*available from Michael*) Tow tickets last year were \$30. This year will be the same.

Most people seem to prefer to camp at the campsite, where there are hot showers and power available, but bring a long extension lead. Camping \$6.60 per head per night including GST.

A note of special interest to those traumatised by flying plastic particles at previous Comps: The Club has purchased proper crockery and cutlery for the dining pleasure of the Gliding fraternity!

Chef Ken has prepared the following menu for the week. It can be changed according to requirements or suggestions.

Thursday	BBQ Steak & gravy with chips Honey carrots & peas.
Friday	BBQ Steak & onion gravy with chips Corn on cob & peas
Saturday	Roast Pork & beef with gravies Roast potato & pumpkin Beans & bacon
Sunday	BBQ Braised steak or roast chicken Chips, beans & carrots
Monday	Roast Lamb with gravy and mint sauce Potato, pumpkin, mint peas & corn
Tuesday	BBQ Club Hotel for BBQ steak & salads
Wednesday	Grill Mixed grill with veg
Thursday	BBQ Club Hotel for BBQ steak & salads
Friday	Roast Beef with veg
Saturday	RSL or Club (to be confirmed)

Kids Meals	Crumbed sausages / Fish fingers / Chips & gravy / Cherrios / Chicken nuggets
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Michael O'Brien
12 Playfair Street
Tarragindi, 4121

Home: 3892 3473, Mobile 0427 3892 34, Work: 3274 7637 mob@ieee.org is my preferred address, usually redirected to work, sometimes to home.
michael.o'brien@crn.alstom.com is my work email, always on at work. (Weekdays)

mob@iprimus.com.au is my home email,
checked irregularly.

From the Tug Master

Firstly thanks to all the tug pilots that turned up at our first meeting at DDSC clubrooms on the 12th of January.

The meeting was well attended and some fruitful discussion ensued, a wide range of topics were discussed and our meeting ran a little over time, my apologies to Ralph as the general club meeting followed ours, albeit a little late.

A couple of important points came from the meeting. They were:

- We must have well trained duty pilots to keep the flow going and get the maximum launches per hour from our tugs, a good duty pilot can make a huge difference by days end and it shows up on our flight sheets & bank statements
- Too much time is wasted while the tugs are running and pilots are sitting in the aircraft, but not ready to launch, in this case all members are asked to give the shut down signal as the tug passes rather than let him sit there thinking your nearly ready to go.
- Also the tuggie is usually ready, so give him the start up signal particularly when the canopy is left open on these hot days, this way he won't have to guess when to start up and again be left idling out front while you search for your water bottle etc, etc.

Any tug pilots who could not attend & wishing to catch up on the meeting details please contact me by phone or on the field.

Any tug pilot that does not have a copy of the rewritten operating procedures for the 182 please let me know.

Bob Keen

Leeton Expedition

The first two weeks in January saw four members of the club head off to Leeton, which is a small town of 6000 people some 135 km to the northwest of Wagga in NSW (Denis Lambert along with his oldest son Zach, Peter Bell, Murray Knight and Col Adams) to fly in the Interservice Comps. Murray and Colin flew their Mosquito while Peter and Denis flew the LS 7.

The first couple of days were very difficult conditions with a strong winds and broken thermals reaching not much higher than 5000 ft. The conditions made progress difficult and both Murray and Denis outlanded near Ardelthan after around 140 km while trying to punch back

into a 35 kt headwind. Peter along with Zach towed the Mosquito trailer to the airfield near Ardelthan while Murray aerotowed the LS 7 back to Leeton.

The following day overdeveloped from a low temperature of around 21 C to almost complete overcast that allowed only a small task to be set. Denis was one of a small number of competitors to fly the task in what turned out to be reasonable conditions. There were some good climbs under the cloud in spite of the bad areas of sink especially east of a line of hills heading north which generated tremendous sink heading into the second turnpoint which washed off 4000 ft in a little over 12 km.

Peter flew the LS 7 consistently well throughout the comp and managed some good speeds considering the conditions despite some low level tours of the countryside. I flew conservatively as the conditions didn't allow for too many errors due to the narrow operating height band. The winds stayed consistently from the west/ southwest for much of the early part of the comps however, on one particular day they blew from the east from the bushfires burning through much of eastern NSW and made visibility very poor. This particular day provided temperatures at Griffith (30 km to the west) of 42 C so as it was both Murray's and my turn to fly, we (along with several other pilots) planned to incorporate our 500 km attempts in with the competition task.

Unfortunately the day did not start early so we didn't get away on task until after 2.00 pm NSW time and although progress was good initially with the tailwind much time was lost trying to get a climb around The Rock about 110 km south of Leeton. Murray had great difficulty in getting away from the airfield and started nearly an hour later than me. Some good looking clouds started to appear in the east towards Temora however the best climbs were in the blue as once under the clouds glides of 50-60 km were not uncommon. We both lost nearly 7000 ft searching for a climb and finally had to settle for weak lift in order to climb back up. After a long glide under cloud without success I arrived over West Wyalong at 3000 ft. Ahead the cloud deck looked poor with total overcast covering the next leg. As it was past 6.00 pm and I still had over 200 km left I radioed Murray that I was heading home if I could get a climb. He agreed that conditions were deteriorating and decided to abort also. A difficult 20 minutes followed as I tried to get a climb to get at least closer to home. I finally succeeding with a series of climbs to 11500 ft, which was fortunate, as I

didn't get any more lift for the next 90 km of the final glide home. I did however manage to blow the day by 20 points by leaving just before the start gate opened due to the long task. Murray also flew well and won the day with 998 points.

Colin Adams also won one of these difficult days flying his Mosquito. After the 500 km attempts the conditions remained blue for the rest on the competition with one cancelled day having some small cue developing which provide some good local soaring for me in the Mosquito. The last couple of days had some stronger conditions with good climbs once the day got going although the soaring window was fairly short. Climbs of 9-10 knots were recorded to a height of around 8200 ft later on the final day just before the approach of a weather front, which whipped up strong winds and dust. We also shared the competition areas with around 40 plus gliders from Temora so a good lookout was needed with over 65 gliders in the area. Despite the difficult and challenging conditions only two outlandings were recorded by our group of four pilots with over 95 hours flown in total in a variety of aircraft including a Blanik and a Grob 102.

The end of competition dinner was held on Friday night at the Leeton Golf Club and was well attended, very relaxed and friendly as was the entire competition. The following morning we left Leeton at around 6.00 am and arrived back in Toowoomba at around 5.00 pm with Peter stopping off at Moree for a family visit. We are planning to make another trip next year with hopefully more people and aeroplanes so if you are into this sort of relaxed flying without pressure then this might be the competition for you. And by the way the Army team did win the comps - handy since I'm in the Army.

Cheers
Denis Lambert

Jimbour Fly-In Bulletin

There have been some exciting developments in the activities planned at Jimbour Station over the weekend of 16th/17th March.

DDSC will be fielding two 2-seater gliders & possibly, two single seaters, with one being on static display. There will be Trial Instructional Glider Flights (TIF's) & the club Cessna 182 will be doing the ferrying & towing. Peter Reid & his band of enthusiasts from the Queensland Radio Controlled Helicopter Association will be flying continuously & their spectacular illuminated

night flying routine is really something to behold. Bob Keen & the Dalby Hang Gliding Club will be operating from Jimbour all weekend. Lisa Turner & Martin Hurst will be flying down from Kingaroy in the KSC Duo Discus & staying overnight with us. Barry Hempel will be arriving in his large, bright-yellow Antonov 2, fourteen-seat 1000 HP radial-engined biplane. If this isn't enough, our neighbours from Toowoomba, Aerotec, will be bringing a Falco, a Chipmunk, a Pitts Special & a Ryan STA. These will be joined by a cropduster from Keyland Aviation out of Dalby. There is also a chance of a North American T28 Trojan from Archerfield.

There will be even more, given that there are still a couple of weeks left before the event.

As much of the DDSC equipment as possible will be ferried over to Jimbour on the Friday. There will be ongoing activities throughout the day & night.

Jimbour's new Cellar Door Winery will have opened the previous weekend so there will be wine tasting & sales. BBQ/lunches will be available both days. A gourmet standard buffet dinner will be available in the hangar on the Saturday night for \$25 per head (adults) \$10 (child) & under-fives free. There will be live entertainment & the bar will be open. Breakfast (wow!) will be on, come Sunday morning (just ask Richard!)

The aircraft Display Park will include (in addition to those mentioned above) a Katana, Beech Baron, model aircraft & helicopters as well as anything else that flies in & gets "caught." There will be a \$5 entry fee per aircraft/vehicle not carrying "workers" to the event. We are expecting 30/40 vintage motorcycles/Harley Davidsons. Many of the riders will be camping with us overnight.

There will be market stalls operating along the tree-lined drive on the Sunday.

Visiting gliders will be given a "commemorative" relight to 2000ft for only \$10. Camping sites, toilets & showers are available. (Most of this is "basic.") Other accommodation options have been advised separately, contact Murray Knight if you need details. Contacts are on the next page:

Organiser	Murray Knight 0418 724 02 5	camknight@smartchat.net.au
Operations	Denis Lambert 4635 3468	denislambert@telstra.easymail.com.au
Tugmaster	Bob Keen	smokey@australis.aunz.com
Treasurer	Jan Barker 3848 2406	ajb1@optusnet.com.au
Duty Pilots	Brian Rolfe	bandarolfe@uq.net.au
Logistics	Mark Robertson 0418 716 935	mrplumb@icr.com.au
Model helicopters	Peter Reid	pereid@bigpond.com

Further information - DDSC website www.ddsc.org.au

This is turning into a big & exciting event. We need as much DDSC member participation as possible. Please come along. You don't need to come for the whole weekend; we'd love to see you for just half a day. Contact one of us if you decide to be in it.

Cheers
Murray Knight

Could all those who are planning to go to the weekend at Jimbour House on Mar 16/17 this year please contact Denis Lambert (4635 3468) if you intend to take an aircraft so I can plan for the aircraft that we need to take. Hopefully the numbers going will warrant the use of at least two two-seaters plus several single seaters. We are planning to take over the two seaters on Friday 15 March either by aerotow (possibly dual) or flying them over. I will be looking after the flying side of the weekend so if there are any questions regarding that area please contact me.

Cheers

Denis Lambert

Additional Single Seater

At the January general meeting we discussed the possibility of buying a high performance two seater. After some well-informed and sensible discussion there was a vote taken and the overwhelming decision was not to proceed with such a purchase at this time.

The meeting then discussed our fleet requirements and there was a motion passed that the committee should investigate buying an additional single seater. This was seen as being more in line with our current needs and a lot cheaper to buy. Discussion centred on a Discus or similar aircraft that would sit at the top of the current fleet and could possibly replace the Cirrus and Nimbus that we currently hire. Since then two possibilities have come to light. The first is a Discus CS, which is the original Discus, now made in Czechoslovakia. While it is an older design, compared to the latest Discus

2, it is a well-proven and popular aircraft. Enquiries with the factory have indicated a price of \$95,000 all kitted out and ready to fly. The second option is to buy a Ventus B, which has been offered to the club. At the outset I will state that I have a personal interest in the potential sale of this glider, so please consider the following comments with this in mind.

The Ventus is a 15-metre class glider with flaps. It would sit above the LS7 in the club fleet. Like the Discus it is a proven design from Schempp-Hirth. It would offer members better performance than the LS7. The aircraft is available for less than \$60,000, ready to fly and is available now.

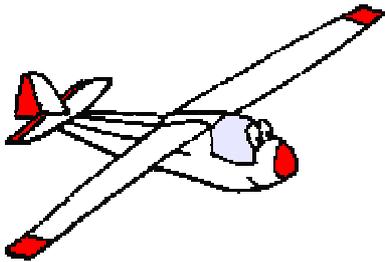
The possible purchase of another single seater will be discussed at the March general meeting.

Ralph Henderson

Airworthiness Update

Once again I am writing to request that the aircraft are cleaned daily. Our club has invested a huge amount of time and money in the fleet we have today and it is up to every member to clean the gliders before and/or after flying them. Chamois, buckets, water, vacuum cleaners etc readily available, so please use them.

Please notify me of any damage to the aircraft as soon as possible, and this includes advising of heavy landings. One of the Puch's was heavy-landed recently, and it had sustained damage that needed to be checked.



For those who are unaware, the bungees on the undercarriages of the Puch's should be checked on a DI, by looking in the inspection panel behind the rear seat. If you don't know about this, ask.

We have a great fleet – let's look after it.

Shane McCaffrey

Events Calendar 2002

March 8: 7:00pm Instructors Panel Mtg Peter Bell	March 9: 7:00pm General Meeting Jenny Thompson
29 Mar - 6 April Easter Comps, Chinchilla Michael O'Brien	March 16-17 Jimbour Fly-away Murray Knight/Denis Lambert

Menu for Jimbour Gliding /Fly-in Weekend

Main

Hoisin & Honey Glazed Pork Spareribs
Salt & Pepper Calamari
Beef Moussaka
Chicken & White Wine Pasta
Baked Fish with Herbed Potatoes & Tomatoes

Salads

Tomato, Boccocini, Basil
Sweet Potato Salad
Balsamic Mushrooms & Asparagus
Walnut, Pear & Blue Cheese Salad
Corn, Capsicum & Avocado Salad

Sweets

Passionfruit Cheesecake
Blueberry & Almond Tart
Café Carrot & Pecan Tart
Tiramisu Torte
Sticky Date Pudding

Platters

Fresh Fruit Platter
Gourmet Cheese Platter

Tea & Coffee

The price is \$25 per adults, \$10 for Children aged between 6-12 & children 5 and under are free.

There will be a BBQ lunch running both days, and entertainment on Saturday night as well.

For catering purposes, you will need to book for the Dinner on Saturday night by the **11th March**. For bookings, call Tina on 46636198 or email at jimbournstation@bigpond.com

Darling Downs Soaring Club

Instructor, Tug Pilot, & Duty Pilot Roster **March 2002 – April 2002**

March 2002	Instructors	Tug Pilots	Duty Pilots
Sat 2	R Bennett P Bell	Pam Kurstens R Muir	J Somerville J Lee Lewis
Sun 3	T Cavanna C Jordan	M Robertson D Baartz	P Bart T Kehoe
Sat 9	Jeremy Thompson R Henderson	N Kranenburg Jenny Thompson	D Hughes P Downey
Sun 10	D Lambert A Wetherspoon	T Barker D Gerschwitz	J D'Arcy R Armstrong
Sat 16	S McCaffrey T Lake	L McQueen J Knox	B Rolfe S Kehoe
Sun 17	K Senz M Codling	D McCaffrey B Keen	S Tromp N Muspratt
Sat 23	D McManus R Henderson	J Geddes B Ward	B Hofmeister K Houghton
Sun 24	G Brown B Keen	R Bradley M Hurst	D Pinel Jim Knox
Fri 29	Easter Comps at Chinchilla - No flying at DDSC		
Sat 30			
Sun 31			

April 2002	Instructors	Tug Pilots	Duty Pilots
Mon 1	Easter Comps at Chinchilla - No flying at DDSC		
Sat 6			
Sun 7	D Lambert A Wetherspoon	J Geddes B Keen	R Percy D Edwards
Sat 13	M Knight T Cavanna	T Barker D Gerschwitz	K Allen D Burrell
Sun 14	Jeremy Thompson R Henderson	M Robertson Jenny Thompson	L Matuszczak F Ning
Sat 20	S McCaffrey M Codling	L McQueen R Muir	P Hughes D Ferguson
Sun 21	G Brown T Lake	Pam Kurstens D McCaffrey	A Barker R Sundell
Thu 25	D McManus P Bell	B Ward D Baartz	P Hyde B Daniels
Sat 27	R Bennett C Jordan	J Knox N Kranenburg	H Hofmeister J Davis
Sun 28	K Senz B Keen	R Bradley M Hurst	C Hall A Sim

CONTACT DETAILS

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Queensland's Premier Soaring Club