

Registration Officer

Suggested Manpower: 8-10 during peak times, 18-24 on daily rotation

Registration – 4, Bridge – 2, Bill Black Gate – 2, Fork in road by Registration – 1

The Registration Officer has the responsibility of scheduling staff and supervising the operations of Registration, the Bill Black Gate Entrance, Visitor Registration / Parking, Upper Road / Bypass Road, and Traffic Control, including the bridge to the range. Staffing *must be scheduled* to maintain these operations at all times. Consider any needs or requirements of the staff while scheduling and every attempt should be made to assure each member is scheduled for 8-hour shifts. Be sure you know the arrival time of the staff in order to ensure there are no lapses in coverage. See attached *Sample* schedule.

The scheduled operational times are listed below:

- The **Registration Building** will open Tuesday at 12:00 noon for target pickup and registration and remain open 24 hours per day until Sunday at 12 noon if the Musket event is one phase, or until 2:00 PM if the Musket event is two phases.
 - NOTE:** The Registration Officer may decide to open earlier than the scheduled time to provide training to all staff personnel. This will assure flexibility in the event that a staff member is unable to fulfill their obligation.
- The **Bill Black Gate / Visitors' Station** will be staffed from 7:00 AM to 7:00 PM Wednesday through Saturday and from 6:00 AM to 12:00 noon on Sunday if the Musket event is one phase, or until 2:00 PM if the Musket event is two phases. Under no circumstances should the gate be opened unless authorized personnel are present at the gate - this is to prevent unauthorized entrance to the fort.
- The **Upper Road Bypass** will be staffed 7:00 AM to 7:00 PM Wednesday through Saturday and from 6:00 AM to 12:00 noon on Sunday. The gate should remain open after 12:00 noon on Sunday for exiting vehicles. On Thursday, Friday and Saturday, consideration may be given to keeping the gate open later if traffic is heavy AND if personnel are available in order to ease the burden on Registration and increase access for members.
- The **Traffic Control (bridge)** will be staffed from 7:00 AM to 6:00 PM Wednesday through Saturday and from 6:00 AM to 2:00 PM on Sunday or until the completion of the skirmish (if the Musket event is only one phase, Traffic Control may be relieved when the Main Range has been cleared.
- If there are two phases of Musket on Sunday, general cleanup can begin when the second phase starts. One staff member should remain at the Registration building until 1:00PM.
- As the Registration Officer for a National Skirmish, it is YOUR responsibility to share the information within this manual with your entire staff.
 - YOU are responsible for making sure everyone understands their job, what is expected of them, and how to perform their tasks - do NOT assume that “everyone knows what to do.”
 - DO hand out copies of applicable portions of this Manual to your staff to read and understand.
 - If you are shorthanded, ASK the Skirmish Adjutant or Skirmish Director for assistance.

Most of all, have fun and treat every Member\Guest\Visitor with respect.

Registration

All Registration Staff must be courteous and professional at all times. Registration has the goal of processing all Members, Guests, Visitors, Sutlers, Media and VIP Guests as quickly as possible while issuing vehicle passes and skirmish information. To relieve congestion at the Registration Building during daylight hours, already processed Members may enter using the Upper Road Bypass or the Bill Black Gate / Visitors' Station.

A laptop will be provided by the IT Manager. Each registered member's name, membership number and team number must be entered into the software – the Skirmish Registration Officer will provide training on the laptop and software. To reduce errors, it is best one individual does all data entry.

The Executive Secretary will provide a packet of information labeled "Registration," which contains a list of all teams and members. Make sure this packet remains in the Registration building during the entire skirmish as it is for your usage should an issue arrive.

The Registration Staff must have a designated person each shift to check if team materials (targets, team bridge pass, patches, streamers, etc.) have been collected. If not, the designated person should bring the targets/packets to the vehicle and the member must sign that the unit materials have been received.

NOTE: Only members of that unit may pick up target/team materials - NO EXCEPTIONS!

Each vehicle entering Fort Shenandoah for the *first time* must be required to do the following:

➤ **MEMBERS**

- All N-SSA Members in the vehicle must show a current N-SSA membership card, provide the membership number(s) and last name(s), *or* (per email from Executive Secretary on 8/17/2021) a show a photo of the membership card on the member's phone.
- Registration must enter each member's name, membership number and team number into the database on the laptop provided by a National Staff Officer.
- Registration will then issue:
 - A vehicle pass - inform the member(s) that it must be filled out and placed on the rearview mirror. Staff shall write the driver's competitor number on the vehicle pass.
 - An official Skirmish Program,
 - Team materials - if they have not yet been picked up *and the arriving member is willing to do so* (the member must sign that unit materials have been received), and
 - Any other items / information that has been placed at Registration by the N-SSA for distribution.

NOTE: Individual Member BRIDGE vehicle passes shall be issued ONLY to units that camp on Artillery row. NO EXEPTIONS! All other members receive the standard vehicle pass.

➤ **GUESTS**

- Non-members (Guests) are only allowed on N-SSA property if they have been either pre-registered by an N-SSA member OR they are personally escorted onto the Fort by an N-SSA member after registering.

- After arriving at the main Registration Building, Guests must:
 - Provide their full name and picture ID (driver's license, passport, etc.)
 - Receive a green wristband to distinguish them as a Guest
 - Receive a Guest Vehicle Pass
 - Pre-registered Guests can then be allowed to travel to the campsite of the Member who pre-registered them
 - Guests who are NOT pre-registered must park out of the way and call their point of contact to meet them at Registration
 - Guests must not block traffic flow while waiting,
 - Guests should not be permitted to leave the Registration area until a Member has arrived to escort them or has vouched for them by phone with the registration staff.

➤ VISITORS

- Registration:
 - All visitors shall be registered at the Bill Black Gate / Visitors' Station
 - Visitors are only allowed on the property between 7:00AM and 7:00PM.
- Documentation:
 - The name of the visitor must be put on a Visitor Vehicle Pass
 - Visitors will receive a red wristband to distinguish them as a Visitor
- Parking:
 - Visitors should be directed to the Visitor Parking Lot across from the Bill Black Gate / Visitors' Station, **NO EXCEPTIONS** unless the Visitor Parking Lot is completely full.
 - If the Visitor Parking Lot is full, the visitor shall be directed to the Overflow Parking Area – this area can change but is generally the field by the pond in Area 2.
 - If both areas are full, the visitor must be directed to Registration where a staff member must escort the Visitor to an alternate parking location.
- Entering the Fort:
 - Visitors shall enter the Fort by foot by walking down the road towards the Registration building.
 - Do NOT allow Visitors to walk through the campsite area via the Bill Black Gate / Visitors' Station.
- Handicapped Permits / Medical Passes
 - Visitors with state-issued Handicapped permits/plates or Medical Passes shall be allowed to park in the Handicapped parking lot across from Sutler's Row or in *any* Medical Parking lot, including those near the range after registering as normal.
 - Only the Executive Secretary may issue Medical Passes.

➤ EMS, SUTLER, RURITAN, NRA

- EMS Crew / Ambulances are allowed to proceed directly to the bridge.
In the case of an emergency, the Provost should be waiting to escort them to the area where they are needed.
- Sutlers shall be issued a Sutler Vehicle Pass.
- All Ruritan personnel shall be issued a Ruritan Vehicle Pass.
- NRA Employees are to be treated like Sutlers.

➤ **VIP, PRESS**

- VIP and PRESS are generally present by invitation and should be pre-registered and have a packet available.
- When a VIP or Press member arrives, contact the Provost Guard, Skirmish Adjutant, or the National Commander, who should then contact the N-SSA Public Information Officer - DO NOT allow VIP's or Press on the property without an escort.
- All VIP or Press must be issued an ID tag and a VIP/PRESS Vehicle Pass with the person's name on both.

➤ **TRAFFIC FLOW AT REGISTRATION**

- Maintain two lanes of traffic during busy times to minimize waiting times.
- During busy times, if the member is NOT picking up targets, simply write down their membership number, issue the vehicle pass, distribute handouts/programs/etc., and send them on their way. Then when time permits, enter their number into the laptop inside the Registration Building. This list must be updated regularly so that the staff can determine if a member has arrived at Fort Shenandoah in the event of an emergency.

➤ **RADIOS**

- Four (4) radios must be obtained from the Adjutant
 - Two (2) for Registration and the Visitor Gate.
 - Maintain one radio at Registration and one at the Visitor gate during operating hours.
 - The Visitor gate radio should be picked up from and returned to the National Staff building each day.
 - Two (2) for Bridge staff - one radio on each side of the bridge.
- Registration is manned 24-hours/day; the Registration Office may request a battery charging station from the Skirmish Adjutant.
- Registration Staff must take Emergency messages for members. The Provost Guard should be contacted for delivery of these messages.
- All Registration staff should review the Communications Manual for channel designations.

Registration Staff must follow the procedures at all times, but there is no time for authoritative attitudes. If a friendly conversation cannot smooth out a problem, the Registration Officer or the Provost Guard should be contacted.

Make visitors and guests aware of the rules that pertain to them. We cannot expect them to abide by our rules if we do not advise them in advance.

Upper Road Station

The primary function of the Upper Road Station is to divert all vehicles with *valid vehicle passes* to the Upper Road allowing them to bypass the Registration area. This shall be staffed by the Skirmish Registration personnel.

Tasks:

- Open gate when staffed
- Close gate when unattended
- Direct vehicles with vehicle passes to use the Upper Road
- Direct all vehicles *without* vehicle passes to Registration
- Direct all Visitor foot traffic towards Sutler's Row or the Main Range
- Leave the gate open on Sunday for vehicles exiting the property

Bill Black Gate / Visitors' Station

The primary function of the Bill Black Gate / Visitors' Station is to register visitors and help with congestion at Registration by operating the entrance to Bill Black Road. **During peak visiting days (Friday, Saturday, and Sunday), personnel from the Visitors' Committee should assist with visitor registration and parking.**

Tasks:

- Register Visitors / issue Visitor ID Badges / issue Visitor Vehicle Passes.
- Issue an official National Skirmish Program and/or any other items the N-SSA has instructed to hand out to visitors.
- On Thursday night, set up the Visitors' Parking Lot lanes (with ribbon) to maximize available parking. Maintain the Visitors' Parking area Friday - Sunday.
- Direct visitors to park across the road from the Bill Black Gate / Visitors' Station and maximize the parking in that lot.
- When the Visitor Parking Lot is full, direct the visitor to the Overflow Parking Area as indicated by signs
- Allow Members with properly registered vehicles (having a valid vehicle pass) to enter the Bill Black Gate to relieve congestion at Registration.
Any time the Bill Black Gate / Visitors' Station is not staffed the gate MUST be locked.
- The Bill Black Gate / Visitors' Station Staff must be trained by the Registration Officer or the Adjutant on the use of radios. All radios must be checked out each day and turned in at the completion of the day for charging
- All traffic entering and exiting the Bill Black gate MUST be directed by the registration staff to avoid accidents. Large trailers and motor homes cannot exit due to the limited turning space and the placement of the Visitors shack. Allowing campers to exit through the Bill Black gate at the end of the skirmish relieves a great deal of congestion on the bridge area.

Traffic Control

The primary function of the Traffic Control Staff is to ensure only authorized vehicles cross the bridge and to keep both pedestrian and vehicle traffic flowing at the intersection on the Sutler side of the bridge.

Maintaining proper flow of traffic on the intersection of Union Ave and Confederate Road (near Sutler Row) is a difficult job during daylight hours. Many drivers fail to use turn signals and vehicle passes can be difficult to see through tinted windows. Traffic Control Staff must exercise patience and maturity as to avoid conflict and confusion. During team events on Friday, Saturday, and Sunday, this intersection becomes extremely busy. Make sure the person(s) working this location know what to expect and have planned how to keep things moving and calm. Have them learn simple traffic hand signals (see “Techniques of Traffic Law Enforcement” [below](#)), and a good sense of humor and flexibility are key to success.

Tasks:

- Traffic control staff shall wear high-visibility vests at all times - NO EXCEPTIONS!
- Emergency vehicles will *always* have the right of way over any other traffic.
- Host Staff, Logistics wagons, and Artillery/Mortar vehicles crossing the bridge have the right of way.
- Pedestrian walkways are one way and pedestrians must stay out of the vehicle lane on the bridge.
Exception: Marching team units may use the vehicle lane on the bridge and will be given the right of way.
- A Cannon or Mortar acts as a Bridge Pass, but only in preparation for the competition or going to have the piece inspected.
- Ensure that only vehicles with proper Bridge or Team Passes are allowed to cross the bridge.
- Both sides of the Bridge must work together to ensure the other side knows a vehicle is coming.
- During heavy traffic times, allow several vehicles to go across the bridge from one side to speed up the process.
- Bridge Staff must be trained by the Registration Officer or the Adjutant on the use of radios. All radios must be checked out each day and turned in at the completion of the day for charging.

DURING THE MORTAR OR CANNON MATCH:

- Direct all Cannon Crews and Mortar Crews to turn right and proceed down Artillery Row. They are to turn onto the Main Range near **Position 52/53** and to drive down the Gravel road. Do *not* allow them to park near Memorial Park or turn left *except* **Phase 1 Artillery Positions 1-3 and Mortar Positions 1-22**. This will be normal procedure unless range conditions force a change of plans. If this occurs, the Skirmish Director / Adjutant will provide specific instructions that must be carried out.
- A member of the Provost Staff will be on Artillery Road (near position 52/53) to direct incoming Artillery traffic towards the Gravel Road.

Bridge Passes include the following:

- Host Staff
 - Medical Passes
 - Handicap (any and all state handicap plates or placards)
 - Ruritan Parking
 - National Statistical Staff
 - Member Bridge Pass
 - National Board Member – White 5x7 pass
 - National Staff Member – White 5x7 pass
 - Committee Chairs – White 5x7 pass
 - Regional Commanders – White 5x7 pass
 - EMS
 - Team Parking
 - Press Parking
 - VIP Parking
- The Registration Officer must ensure that all Traffic Staff understand all the Bridge Passes and know how to direct them.
- The Registration Officer should check on the bridge during shift changes and ensure the operation is smooth.

Techniques of Traffic Law Enforcement

- b) To stop traffic - Two motions are required. Extend the arm straight out and point at the driver who is to stop. Make eye contact with the driver and when you have his attention raise your hand (not arm) so that your palm is toward the driver. Hold this position until the driver stops. After the driver has stopped repeat the same movement with the other lane of traffic with the other arm. Keep both arms in the stop position until all movement has stopped in both directions. With traffic stopped turn your sides parallel to the traffic you will be starting.
- c) To start traffic - Two motions are required. First, point with the arm and finger directly to the driver you want to start. When eye contact is made, turn palm up and raise the hand to a position slightly past the center of your face. Bend the arm only at the elbow. If the driver does not move immediately repeat the signal. After traffic has begun to move signal the other lane in the same manner using the other arm. Continue to use this signal to instruct drivers to proceed.
- d) Right turn - Signals for a right hand turn depend on the direction the vehicle is approaching from. If the vehicle approaches from the right, point to the driver with an extended right arm. As the driver makes eye contact swing your arm in the direction of the turn. If the driver approaches from the left, use the left arm. Swing the arm in the direction the driver wants to go.
- e) Left turn - When directing a driver wishing to make a left turn, you may need to direct the vehicle to stop. Next, hold the opposing flow of traffic. If the turning vehicle is approaching from the left, the opposing traffic should be stopped with the right hand. With traffic stopped, signal the turning driver by extending the left arm and pointing. Signal the driver by indicating a path in front of you and not around you. If the driver attempts to swing around you step backward and repeat the signal directing the vehicle in front of you.

If the vehicle approaches from the right, turn to opposing traffic and halt with right hand again using the left arm to indicate a turning path in front of you like above.

Registration Officer's Schedule

Prior to Nationals

- Contact Staff and create a schedule based on attendance and any limitations.

Saturday – Sunday

- Meet with Staff and review schedule. Make any adjustments to schedule to assure proper staffing level. While most communication should have been completed prior to Nationals, there are always non-commitments. If you have to under-staff an area, the Visitors' Station on Wednesday-Friday can be maintained with 1 (one) staff member, providing someone checks on them for temporary relief.
- Get Keys from the Adjutant
- Open Registration Building / clean and prep for operation
- Prep or set up easy-up tents across from Registration Building
- Organize and stage all team target rolls, when received (create a master list of all target rolls)
- Organize and stage team bags with patches and streamers, when received
- Ensure all lights are functional
- Organize check-in list for inside Registration and also outside for processing lanes
- Organize and stage any additional items to be handed out
- Ensure all vehicle passes are located in the Registration Building
- When completed, help other staff with weekend work - focus on target prep as it helps organize the targets for the registration building

Monday – Tuesday

- Complete any work not finished on weekend
- Meet with Skirmish Director to ensure everything is ready
- Get radios for the Registration Staff from the Adjutant and review the Communications Manual
- Open Registration at 12:00 noon on Tuesday
- Ensure all Visitor information, visitor check-in list, badges and vehicle passes are placed in the Bill Black / Visitors' Station

Wednesday – Saturday

- Supervise all operations of Registration
- Conduct any meetings required with staff on problems encountered
- Coordinate with Staff / National Officers with problems or Press/VIP

Sunday

- Complete the Registration schedule
- After the beginning of the second phase of Musket, break down all items at all locations and return to storage location
- Lock all buildings / gates when completed
- Return all parking passes, handouts, rosters, schedules, targets and team packets that were not used to the Adjutant - do NOT leave any paper material in the Visitor or Registration building
- Return Keys & Radios to the Adjutant (Host Staff Building near the bridge)

Registration Schedule

Tuesday

Registration		Name	Team
12:00PM (noon) to 6:00PM	Inside #1		
	Inside #2		
	Outside #1		
	Outside #2		
6:00PM to 12:00AM (Midnight)	Inside #3		
	Inside #4		
	Outside #3		
	Outside #4		
Bill Black / Visitors'	Not Staffed		
Upper Road	Not Staffed		
Bridge Control	Not Staffed		

Wednesday

Registration		Name	Team
12:00AM to 7:00AM	Inside #5		
	Outside #5		
7:00AM to 3:00PM	Inside #1		
	Inside #2		
	Outside #1		
	Outside #2		
3:00PM to 11:00PM	Inside #3		
	Inside #4		
	Outside #3		
	Outside #4		
Bill Black / Visitors'			
7:00AM to 1:00PM	Staff #1		
1:00PM to 7:00PM	Staff #2		
Upper Road			
7:00AM to 1:00PM	Staff #3		
1:00PM to 7:00PM	Staff #4		
Bridge Control			
7:00AM to 12:30PM	Staff #5		
	Staff #6		
12:30PM to 6:00 PM	Staff #7		
	Staff #8		

Thursday

Registration		Name	Team
11:00PM to 7:00AM	Inside #5		
	Outside #5		
7:00AM to 3:00PM	Inside #1		
	Inside #2		
	Outside #1		
	Outside #2		
3:00PM to 11:00PM	Inside #3		
	Inside #4		
	Outside #3		
	Outside #4		
Bill Black / Visitors'			
7:00AM to 1:00PM	Staff #1		
1:00PM to 7:00PM	Staff #2		
Upper Road			
7:00AM to 1:00PM	Staff #3		
1:00PM to 7:00PM	Staff #4		
Bridge Control			
7:00AM to 12:30PM	Staff #5		
	Staff #6		
12:30PM to 6:00 PM	Staff #7		
	Staff #8		

Friday

Registration		Name	Team
11:00PM to 7:00AM	Inside #5		
	Outside #5		
7:00AM to 3:00PM	Inside #1		
	Inside #2		
	Outside #1		
	Outside #2		
3:00PM to 11:00PM	Inside #3		
	Inside #4		
	Outside #3		
	Outside #4		
Bill Black / Visitors'			
7:00AM to 1:00PM	Staff #1		
	Staff #2		
1:00PM to 7:00PM	Staff #3		
	Staff #4		
Upper Road			
7:00AM to 1:00PM	Staff #5		
1:00PM to 7:00PM	Staff #6		
Bridge Control			
7:00AM to 12:30PM	Staff #7		
	Staff #8		
12:30PM to 6:00 PM	Staff #9		
	Staff #10		

Saturday

Registration		Name	Team
11:00PM to 7:00AM	Inside #5		
	Outside #5		
7:00AM to 3:00PM	Inside #1		
	Inside #2		
	Outside #1		
	Outside #2		
3:00PM to 11:00PM	Inside #3		
	Inside #4		
	Outside #3		
	Outside #4		
Bill Black / Visitors'			
7:00AM to 1:00PM	Staff #1		
	Staff #2		
1:00PM to 7:00PM	Staff #3		
	Staff #4		
Upper Road			
7:00AM to 1:00PM	Staff #5		
1:00PM to 7:00PM	Staff #6		
Bridge Control			
7:00AM to 12:30PM	Staff #7		
	Staff #8		
12:30PM to 6:00 PM	Staff #9		
	Staff #10		

Sunday

Registration		Name	Team
11:00PM to 7:00AM	Inside #5		
	Outside #5		
7:00AM to 12:00/2:00PM	Inside #1		
	Outside #1		
12:00/2:00PM	Closed	Clean out Registration Building and lock. Return items to Host Staff Building (Adjutant)	
Bill Black / Visitors'			
6:00AM to 12:00AM	Staff #1		
12 Noon – 1 Phase 2:00 PM – 2 Phases		Lock Bill Black Gate	
Upper Road			
6:00AM to 12:00 Noon	Staff #3		
12:00 Noon	No Staff	Leave gate OPEN for exiting traffic	
Bridge Control			
6:00AM to 10:00AM	Staff #4		
	Staff #5		
10:00AM to 2:00PM	Staff #6		
Or completion of Skirmish	Staff #7		
4:00PM	No Staff		