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# MEETING OF A MEETING OF VATSIM BOARD OF GOVERNORS

## QUARTER 4 – 2015

SATURDAY 16 JANUARY 2016 20:00Z

LOCATION: VATSIM TEAMSPEAK SERVER

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### PRESENT:

- Kyle Ramsey (KR) – VATSIM President VATGOV1 (Chair)
- Mark Richards (MR) – VP Operations VATGOV2 (Minutes)
- Luca Benelli (LB) – VP Network Systems VATGOV3
- Peter Nielsen (PN) – VP Regions VATGOV4
- Kieran Hardern (KH) – VP Web Services VATGOV6
- Norman Blackburn (NB) – VP Conflict Resolution VATGOV8
- Roger Curtiss (RC) – VP Virtual Airlines and Special Operations VATGOV9
- Gunnar Lindahl (GL) – VP Supervisors VATGOV11
- Daniel Gomes (DG) – VP Membership VATGOV12

### 1. WELCOME

Meeting opened at 20:07z. KR welcomed everyone to the meeting.

### 2. APOLOGIES

- Divya Patel (DP) – VP Pilot Training VATGOV14. No proxy given.

### 3. VOTES SINCE THE PREVIOUS MEETING

There have been three votes since the last meeting, all of which have been published on the VATSIM.net website.

- Approval of the minutes of the Q3-2015 BoG meeting
- Appointment of Regional Director Africa/Middle East
- Appointment of Regional Director Oceania

As the votes for the two Regional Director vacancies closed as the meeting started, PN has not had the opportunity to notify the applicants of the outcome.

***ACTION:** PN to notify all applicants for the two Regional Director vacancies and announce the successful candidates on Sunday 17 January 2016*

### 4. MATTERS ARISING FROM THE LAST MEETING

#### *a. PROPOSAL FOR VATSIM WORLDWIDE CONVENTION (KH/GL)*

KH and GL have engaged with the convention planners who are moving forward with the planning. There will be updates for the membership in due course.

b. *FLIGHTSIM SHOWS (KR AND DP)*

KR shared DP's notes about FlightSimCon with the meeting. Boston Virtual ATC started organizing this event a couple of years back and now it has become the biggest sim conference in North America with the support of all major sim add on developers, publishers, forums, and network organizations. Last year Boston ARTCC and NY ARTCC represented VATSIM there. Now that BVA is a part of VATSIM, Boston Virtual ARTCC will represent our organization this year. More information on the exhibition will be available within a month as details are being worked out at the moment. VATSIM will have a marketing booth along with exhibitors demonstrating our day to day activities. This is an opportunity to showcase VATSIM as an integral part of the global sim community. More info will be available on [flightsimcon.com](http://flightsimcon.com) as well as on local facility sites/forum in VATSIM US.

KH and others highlighted a few other events, similar to this, which also happen around the world. The BoG agreed it would be beneficial for such events to be publicized more and would like to hear from anyone organizing one in 2016.

c. *SUPERVISOR PRIORITIES (GL)*

GL has decided not to create a working group but work closely with Supervisors and provide guidance where necessary. **Matter closed.**

## 5. DEPARTMENT UPDATES (ALL)

VATGOV1 – KR reported that he continues to speak with members and BoG members to help reach goals and identify immediate concerns for the network.

**Motion:** Moved KR Seconded PN: *"To move into executive session"*. **MOTION CARRIED** at 20:13z

**Motion:** Moved KR Seconded PN: *"To move out of executive session"*. **MOTION CARRIED** at 20:19z

VATGOV2 – MR is settling into his new role and has temporarily taken on responsibility for communication and marketing following Justin Friedland's resignation in December. MR raised concerns about the number of 'official' Facebook groups that VATSIM has and stressed there is a need to have one clear official social media presence.

**ACTION:** *That by 15 February 2015 MR to identify all official VATSIM Facebook and Social Media sites and make a recommendation to the BoG Email Ring about consolidation of same.*

VATGOV3 – LB report that the Network has been stable and there are no planned server movements or outages.

VATGOV4 – PN advised that he understands that the membership have been waiting on the outcome of the RD appointments. There was a slight delay in getting these completed due to the Christmas/New Year period and availability of panel members and applicants. PN outlined the issues in various Regions including TeamSpeak and Website issues and he is working with the Regional Directors to address these.

VATGOV6 – KH reported that a new server had been added to the Network for hosting some of the web services, including the staff TeamSpeak server. The new Webmail email system that was introduced in November has been a huge success and this is being received well by those with VATSIM.net email addresses. KH has been doing some more development work on the updated CERT and it is making steady progress but no delivery date due to high workload in other areas. Throughput of NDAs is being progressed much quicker and this has seen some potential new controller clients being considered. Actively trying to get a team together to assist with web development.

VATGOV8 – NB reported that 2016 has seen nine members sent to DCRM so far, all but one for A(9). Another seven have been suspended for 24 hours, again all but one for A(9).

VATGOV9 – RC report that Special Ops planning major event in March/April 2016, details will be made public in due course. Discussion about a hosted TeamSpeak server for VATSIM Virtual Airlines partners hosted by some VATSIM members.

VATGOV11 – GL reported that he is monitoring Supervisor Statistics as it his goal to have at least one Supervisor online at all times. There has only been 18 hours in the last week with no coverage so still looking for more supervisors to help fill the gaps. Callum McLoughlin stepped down as a Senior Supervisor; GL thanked Callum for his hard work and dedication and is looking to announce a replacement in the next few weeks.

VATGOV12 – DG reported that Brian Pryor has stepped down as a Membership Team Leader. DG recorded his thanks to Brian for his work. Membership have dealt with 3600 membership tickets in the six months since the new ticketing system was introduced in July 2015; this equates to an average of 20 tickets a day so shows the volume of work being completed by the Membership Team.

## 6. MEMBERSHIP RETENTION (GL)

GL addressed the meeting to the importance of retaining our existing members especially those who have not connected to the Network for a time. DG to look at the options to achieve this.

It was agreed that the servers should recognise when a member has not connected for a while and reach out to them via email. KH advised that there are no technical barriers to sending such an automated email though flagged that sending an email was only one component and that the members needed personal contact and an avenue for follow up.

GL asked whether DG would be happy to form an appropriate team to handle the follow up of this initiative. MR felt that this work should rest with the Regions and not the Membership Department who were already a busy team as evidenced in DG's department update. It was agreed that the central Membership team were best placed to handle this, though may require additional staff.

***ACTION:** That by 15 February 2016, PN to word a suitable email to send to members who have not connected for a period and provide this to KH and DG for consideration.*

## 7. MEMBERSHIP TEAM LEADERSHIP (DG)

DG discussed Team Leadership for the membership team following Brian Pryor's resignation from the membership team.

**Motion:** Moved KR Seconded DG: *"To move into executive session"*. **MOTION CARRIED** at 21:21z

**Motion:** Moved KR Seconded DG: *"To move out of executive session"*. **MOTION CARRIED** at 21:24z

## 8. POSITION DESCRIPTIONS (MR)

MR addressed the meeting on the need for a more complete Position Description for each BoG Member as currently the VATSIM website only restates what it is in the VATSIM Code of Regulations. This will assist

the membership to know the roles and responsibilities of any BoG member and the requirements of the position.

*Action: That by 15 February 2016, MR to prepare a Position Description for VP Operations as a template and once approved, all other BoG members to prepare one in the same format outlining their roles and responsibilities.*

## 9. VATGOV10 REPLACEMENT (MR)

MR spoke to discussion in the BoG Email ring regarding replacing Justin Friedland. Currently the position is VP Marketing and Strategic Development. It was agreed that there had been very little emphasis on the strategic development part of the role and that responsibility already sits with the BoG members as a collective.

The meeting agreed that the position should focus on marketing and communication and required more clarification as to it's exact remit.

GL suggested that before we advertise for Justin's replacement that we should focus on what the role involves and what the successful candidate should be doing.

*Action: That by 28 February 2016, MR to prepare a Position Description for VATGOV10 in the format outlined in item 8 of the minutes.*

## 10. A9 AND A14 (KR)

Following email discussion in the BoG email ring, further discussion was held about VATSIM Code of Conduct Articles A(9) and A(14). Discussion was also held about other sections of the Code of Conduct.

**Motion:** Moved GL Seconded KH: *"To move into executive session"*. **MOTION CARRIED** at 22:10z

**Motion:** Moved GL Seconded KH: *"To move out of executive session"*. **MOTION CARRIED** at 22:27z

**Motion:** Moved KH Seconded MR: *"To create a sub-committee of the BoG to review the Code of Conduct and identify areas for improvement"*. **MOTION CARRIED**

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***As there was no further business, the meeting closed at 22:30z.***

***Next Meeting Saturday 16 April 2016 at 20:00z***

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