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# MEETING OF A MEETING OF VATSIM BOARD OF GOVERNORS

## QUARTER 1 – 2016

SATURDAY 16 APRIL 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)
- Peter Nielsen (PN) – VP Regions VATGOV4
- Kieran Hardern (KH) – VP Web Services VATGOV6
- Roger Curtiss (RC) – VP Virtual Airlines and Special Operations VATGOV9 (*Left the meeting at 21:42z*)
- Gunnar Lindahl (GL) – VP Supervisors VATGOV11
- Daniel Gomes (DG) – VP Membership VATGOV12
- Divya Patel (DP) – VP Pilot Training VATGOV14

### 1. WELCOME

Meeting opened at 20:03z. KR welcomed everyone to the meeting.

### 2. APOLOGIES

- Luca Benelli (LB) – VP Network Systems VATGOV3. No proxy given.
- Norman Blackburn (NB) – VP Conflict Resolution VATGOV8. Proxy to MR.

### 3. ADHOC VOTES SINCE THE PREVIOUS MEETING

There has been one vote since the last meeting, which has been published on the VATSIM.net website.

- Approval of the minutes of the Q4-2015 BoG meeting

### 4. DEPARTMENT UPDATES (ALL)

**VATGOV1** – KR reported that he has been dealing with a few email interactions due to some things that are happening on the Network and making sure things are being followed up in an appropriate timeframe. KR is planning to attend Flightsimcon in June to support VATSIM's efforts at the conference. KR related some of the work of the Executive Committee in the past quarter. Kyle acknowledged that the EC quarterly meeting was also taking place at the same time as this meeting.

**VATGOV2** – Focus in the quarter has been on communications. Deon Matthews has stepped down from uploading events to the VATSIM website so MR has all but taken over that task to ensure continuity in getting them on the VATSIM.net homepage. He and KH have a list of members they are approaching with a view to share this workload. MR reported on the increased use of social media with all events now being tweeted from the VATSIM Twitter account and events such as Cross the Pond using social media extensively and the impact this had on the event being so successful.

**VATGOV3** – LB was not present at the meeting so no report was available.

**VATGOV4** – PN advises that the EC have been reviewing the solo validations in the GRP to prove their effectiveness. This work is continuing. There have been some concerns raised in the manner that the

Transfer and Visiting Controller policy is being applied, especially by Pilot/Observer rated members, with a number changing regions several times a week. Thomas Mathieu is working on some challenges in the merger of the African divisions.

**VATGOV6** – KH provided some stats on Web activity during Q1. The SSO (Single Sign On) had 113,009 external logins from 12,561 members. The forums had 4,010 posts by 672 members. The new indicator system is working well and has been developed by a team with KH having little hands-on involvement. The same team are working on the pilot and controller badges, but with some changes and improvements to the old system and these will be introduced shortly. There has been significant work in quarter consolidating a number of web tools from standalone to being hosted on the VATSIM.net servers and systems. CERT II development is still ongoing and progressing slowly. KH and LB are keeping up to date with Swift developers, most recently with their focus on model matching. Established some documents for the planned update to the voice codecs. Approached by four new developers regarding some developments they want to work on; all have been provided with the NDA requirements.

**VATGOV8** – NB was not present at the meeting so no report was available.

**VATGOV9** – RC is working with Colin Schoen on Virtual Associate programme. RC has not had any more contact with the 'vat-ts' guys since the last meeting. No pending VAs for registration.

**VATGOV11** – GL reported that Andreas Dermitzakis has taken over Team 4, so back to full cohort of Supervisor Team Leaders. GL and the Team Leaders are reviewing the ways that the Supervisors work and how they go about interacting with members and consistency in suspending members. GL is keen to have Performance Indicators for Supervisors, especially for online time as GL wants to develop the team to ensure that there is at least one supervisor online, in some part of the world, at all times. There have been a number of new supervisors appointed but there are still difficulties attracting people from the Middle East and Asia time zones who have the skills, attributes and experience. Tim Barber is working on some initiatives to attract more supervisor applications from members living in these time zones. GL has been working some of the leaders from the Region to suggest suitable people. Discussion was held about trying to encourage members who hold a Pilot/Observer rating to apply as there is no restriction on a supervisor coming from the ATC ranks. There was overwhelming support of this concept as aptitude and attitude for the role was the key.

**VATGOV12** – DG reported that the membership ticketing system is working really well and that DG reported that in Q1-2016, the membership team had dealt with 1,823 membership tickets. Michael Mund-Hoym has been appointed as a membership Team Leader and he is doing a great job. DG has created some statistics on membership numbers. As expected, we retain the highest number of members who remain active on the network in the first three years of their membership. Discussion was held as to the reasons behind this. MR has offered to look at getting this data onto the VATSIM.net website. The data is not live so will need to be manually updated. Daniel will look at further splitting the report out from those who hold a Pilot/Observer rating and those who hold an ATC rating.

**VATGOV14** – DP reported that during the quarter four new ATOs had been approved, including Boston Virtual ARTCC, BA Virtual, Royal Dutch Virtual and Regional ATO at VATSIM Middle East, which will be announced this weekend. DP reported on a number of VATSIM ATOs who will be shortly offering P3 and higher ratings. P1 is the most popular pilot rating. Participant numbers drop from P2 to P5 but there has been increasing numbers in P4 and P5 compared to previous years. Since November 2015, 81 students were granted P3 and higher ratings and interest is increasing as more ATOs offer these ratings. This is the highest number of rating issued in any five-month period. Development continues to offer a P9 course. Hopefully this will be available later in 2016. Development has commenced on the P7 (Helicopter) rating. DP will make announcements in the forum as this rating progresses. No issues found during the ATO audits. DP is looking forward to attending flightsimcon to market VATSIM with two of the Pilot Training team.

## 5. EMAIL TO MEMBERS WHO HAVE NOT CONNECTED IN A WHILE (PN)

Three days before the meeting, PN had circulated a draft letter to be sent to members who had not connected to the Network for a while to encourage them to reconnect and to find out if we can assist in any way in getting them back online or to find out the reasons that they have left.

It was agreed that given the short lead time to review PN's draft, due consideration had not been given to review the document. It was therefore agreed that the BoG would look to finalise the letter in the next fortnight.

***ACTION:** That by April 30, 2016, the Board of Governors finalise the email to be sent to members who have had not connected for some time. PN to push this in the BoG Email Ring to achieve the time frame.*

## 6. INTERIM SOCIAL MEDIA HANDLING (GL AND MR)

GL advised the meeting of the identified need to grow VATSIM's Social Media presence. GL reiterated MR's report about how well Cross the Pond utilised social media to promote the event and to a high degree of success.

There was discussion about how to best handle social media and to find the correct team to handle this and where the team should sit in the structure. Irrespective of the replacement of the VP Marketing, it was necessary to identify members who might be suitable to completed this task. MR reminded the meeting of how important this role can be as appointing the wrong person, or people, could do damage to VATSIM's public image.

In the meantime, GL and MR will continue to manage social media for VATSIM.

***ACTION:** That by May 31, 2016, GL and MR to identify and approach a member, or members, to oversee VATSIM's social media presence.*

## 7. APPROVAL FOR NEW MEMBERS EMAIL (DG)

DG circulated a draft of an updated welcome email to be sent to members when they join VATSIM.

***MOTION:** Moved: DG, Seconded MR: That the BoG approve the welcome email to be sent to new members, as circulated. **Motion: CARRIED***

## 8. BoG POSITION DESCRIPTIONS (MR)

MR has circulated a suggested format via the BoG Email ring. Some good feedback had been received in the email discussion.

KH suggested that there is a generic BoG duties section in each of the position descriptions.

KR encouraged any BoG member who wanted to provide MR with any input for their specific role to email him.

***Action:** That by May 31, 2016 MR to prepare a Position Description for each of the BoG positions.*

## 9. VATGOV10 REPLACEMENT (MR)

MR had circulated a draft Position Description for the VATGOV10 position to the BoG Email ring.

There was a long discussion about whether there was the need for to replacement for the VP Marketing and Communications.

It was agreed that Strategic Development should be managed collectively by all BoG members, Region Directors and Division Directors.

It was agreed that Communications and Marketing is the more suitable role that needed to be appointed. Strategic Development will set under the VATSIM President and VP Operations. This was agreed by Acclamation.

**Motion:** Moved GL Seconded MR: *"To move into executive session"*. **MOTION CARRIED** at 21:26z

**Motion:** Moved GL Seconded MR: *"To move out of executive session"*. **MOTION CARRIED** at 21:40z

*Action: That by May 31, 2016 MR to prepare a final Position Description for the Vice President Communications and Marketing role and prepare a suitable advertisement for the forums and VATSIM.net website.*

## 10. ARE WE GROWING THE BUSINESS? (KR)

Following email discussion in the BoG email ring, further discussion was held about how we could identify whether or not VATSIM is growing or stagnant.

**Motion:** Moved PN Seconded MR: *"To move into executive session"*. **MOTION CARRIED** at 21:43z

**Motion:** Moved DG Seconded PN: *"To move out of executive session"*. **MOTION CARRIED** at 21:58z

*Action: That by the next quarterly BoG meeting KR and MR create a requirements document for what statistics we need to identify what growing the business looks like.*

## 11. CoC COMMITTEE UPDATE (NB)

As NB was not able to attend the meeting, MR reported that NB, KR and MR had been communicating on some updates to the CoC but this had not progressed as quickly as we would have liked.

## 12. OTHER BUSINESS (KR)

### A. RATING SEPARATION:

KH advised the meeting that in CERT II, he was intending to separate Controller ratings (S1-C3) from Instructor Ratings (INS 1-3) and Administrative Ratings (SUP and ADM). This was so that each category of rating would be help independent to the other.

### B. REGION TRANSFERS:

KH advised the meeting that in CERT II, he was planning to implement a system where a transferring controller, or visiting controller, could be identified as an 'in transfer' status and not updated until their rating and authority to control issued by the new division.

**C. OLDER CLIENTS:**

KH raised that there is still a number of older clients that are still on the list of approved software that were developed on an old network protocol and have not been updated to the latest version. This includes SquawkBox747; SquawkBox for Fly!; XConnect and SPARC. In order to advance our development, it will be necessary for these clients to no longer be able to connect to the Network. The exact date for these changes is to be confirmed.

**D. CROSS THE POND:**

GL highlighted to the meeting that the recent Cross the Pond was the most successful yet. Peak connections during Cross the Pond reached 1,345 connections (not including ATIS connections or Supervisors with multiple connections).

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***As there was no further business, the meeting closed at 22:18z.  
Next Meeting Saturday 16 July 2016 at 20:00z***

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