

---

# MEETING OF A MEETING OF VATSIM BOARD OF GOVERNORS

## QUARTER 2 – 2016

SATURDAY 16 JULY 2016 20:00Z

LOCATION: VATSIM TEAMSPEAK SERVER

---

### PRESENT:

- Kyle Ramsey (KR) – VATSIM President VATGOV1 (Chair)
- Mark Richards (MR) – VP Operations VATGOV2 (Minutes)
- Kieran Hardern (KH) – VP Web Services VATGOV6
- Norman Blackburn (NB) – VP Conflict Resolution VATGOV8
- Roger Curtiss (RC) – VP Virtual Airlines and Special Operations VATGOV9
- Brian Pryor (BP) – VP Marketing and Communications VATGOV10
- Gunnar Lindahl (GL) – VP Supervisors VATGOV11
- Daniel Gomes (DG) – VP Membership VATGOV12
- Divya Patel (DP) – VP Pilot Training VATGOV14
- Richard Jenkins (RJ) – Founder

### 1. WELCOME

Meeting opened at 20:00z. KR welcomed everyone to the meeting. A special welcome was made to BP who was attending his first BoG meeting.

### 2. APOLOGIES

- Peter Nielsen (PN) – VP Regions VATGOV4. No Proxy Given.

### 3. ADHOC VOTES SINCE THE PREVIOUS MEETING

There had been three votes since the last meeting, all of which were passed.

- Approval of the minutes of the Q1-2016 BoG meeting
- Appointment of new VP Marketing Communications
- Approval to move BoG meetings to the last weekend of February, May, August, November each year

### 4. MATTERS ARISING FROM THE PREVIOUS MEETING

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

PN was not present at the meeting. PN had circulated a draft email. This has not progressed further. This will carry over until the next meeting when PN can report back.

#### b. 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. Twitter followers have increased from 3000 to over 4000. GL and MR handing social media over to BP. MR reported that we have a much better handle on official and unofficial Facebook groups and pages. Use of TweetDeck was paying dividends in scheduling tweets

at different times of the day.

c. **BOG POSITION DESCRIPTIONS (MR)**

MR thanked all BoG members for returning their draft Position Descriptions. There is one final one outstanding and once this one has been received, MR will circulate them all for comment and will then get them into the BoG voting system for approval and then display on the VATSIM Website.

d. **ARE WE GROWING THE BUSINESS? (KR)**

KR would like some measurements to see if we are growing the business. We need to figure out what measurements we need. There was significant discussion on this item looking at how we address the issues. It was agreed that PN was the conduit between the BoG and EC and that this needed to be formalised into the Position Description for VP Regions.

**Motion:** Moved KH Seconded MR: *"To move into executive session"*. **MOTION CARRIED** at 20:35z

**Motion:** Moved RC Seconded MR: *"To move out of executive session"*. **MOTION CARRIED** at 21:26z

*Action: That by July 31, 2016 KR calls for BoG members to work in two groups to address what 'growing the business' looks like and how it is measured. One group will concentrate on ATC, the other on pilots.*

*Action: That at the next EC quarterly meeting, KR reports back on the discussions from this meeting and decisions reached and seeks support from the EC for them to play their part in growing the business.*

e. **COG SUB-COMMITTEE UPDATE (NB)**

NB reported that he, MR and KH have got together several times. We have taken a look at our current CoC and looked at any possible changes. Work has progressed quite as quickly as we would have liked due to some personal commitments but the plan is to have the work completed and reported back to the BoG prior to the next BoG meeting.

5. **BOG DEPARTMENT UPDATES (ALL)**

**VATGOV1** – KR has moved from Canada back to the USA so he has not been as available but he has now settled into his new home and is returning to full duties. KR thanked everyone for their assistance while he has been moving.

**VATGOV2** – MR reported that he had been kept most busy with maintaining the VP Marketing and Communications portfolio and chairing the appointments panel for this position. He thanks KH and GL for their assistance on the panel. Dealing with a number of email issues that have arisen during the quarter.

We approached a number of people to assist loading events onto the VATSIM website but no-one was available. We need to be encouraging every Division, ARTCC and vACC to post their events in the Fly-in forums in the VATSIM forum as this is where the VATSIM events page and homepage is populated from and there are many events on VATSIM that are not being as well advertised as they could be. PN or KR to report this to the EC Meeting for the Regional Directors to feed this back to the Divisions to feed down to ensure that all events are posted.

MR also reported that each week when he posts the IronMic winners, he posts a list of ATC positions not being recognised and therefore not being counted toward IronMic. MR has emailed PN and requested that he have the RDs visit this post regularly to chase up any positions in their region that are on the list to rectify the issue and have all positions included in IronMic.

**VATGOV4** – PN was not present at the meeting so no report was available. KR reported that he attended the EC meeting. There was significant discussion at the meeting about the GRP. KR has requested the EC to invite him to their ongoing ‘town hall’ meetings.

**VATGOV6** – KH reminded the meeting that Luca Benelli resigned as VP Network Systems in May 2016 after seven years on the BoG as well as working on the network team for three years before that and effectively being on call for any tech problem for many years, which is an immense contribution to the Network. The meeting recorded its thanks and appreciation for Luca’s commitment.

KH provided network stats for the quarter – 923,272 connections, 7.3% ATC. Expanded the network during the quarter by adding FSD servers India, Canada, UK and Germany. The Japan server was retired during the quarter but global representation is still higher than previously, including some excellent improvements in Asia. We are increasing centrally-run voice servers across the Network as we look to update the voice codec in due course.

Web activity during Q2. The SSO (Single Sign On) had 105,259 external logins from 11,695 members. The forums had 3,209 posts by 545 members.

CERT II development is still and has been the focus of KH’s attention this quarter. KH reported that he was looking to commence testing with his test group next week and this will be the focus of KH’s work for the next two months.

MR commended KH on his work with CERT II and it will be a huge step forward for the Network. The meeting recorded its thanks and appreciation for Kieran’s commitment on getting this to where it is.

**VATGOV8** – NB reported the appointment of a DCRM in the new VATSIM Africa division.

**Motion:** Moved NB Seconded MR: *“To move into executive session”*. **MOTION CARRIED** at 21:41z

**Motion:** Moved NB Seconded KR: *“To move out of executive session”*. **MOTION CARRIED** at 21:44z

South East Asia DCRM cases are being reassigned to other DCRMs. All RCRPs are active and there are currently five cases of permanent suspension going through the RCRP process. North America will need to replace BP on the RCRP.

**VATGOV9** – RC reported that Colin Schoen had stepped down due to work commitments. There have been a number of applications from Virtual Airlines that don’t meet the basic requirements.

**VATGOV10** – BP is settling in well and has been posting some posts on Social Media and is looking forward to getting to understand how he can work in with the other BoG members. KH reminded the meeting of previous discussion about live events, where controllers get together as a group to control, and this is a great market for us and one we should actively be involved in.

**VATGOV11** – GL reported that he has some good metrics on Supervisor activity and uptime. April and May have seen improvements in uptime for supervisors only with 85-88 per cent of the time that there was at least one supervisor on the Network. June was at 81 per cent. This is a good baseline to look at Supervisor needs and to focus on times of the day that we need to have supervisors online.

**VATGOV12** – DG provided some stats and graphs on new members joining in the quarter. The membership team have answered 4,287 membership tickets in the quarter. DG to have meetings with the membership managers to provide assistance across the world.

**VATGOV14** – DP reported that during the quarter there have been three to four P1 rating upgrades each day; and in the quarter there have been 19 P2 upgrades, 12 P3 upgrades, seven P4 upgrades and four P5s. This is very pleasing to see. DP has been randomly auditing two students at interval to check the process they followed to get their promotion. There have been no new ATOs in the quarter. VATSTAR has been approved to issue P5 ratings.

6. **NEW SUPERVISOR USER-SIDE TICKETING SYSTEM (GL)**

GL reported that recently that they have started to put together a Supervisor helpdesk. This is so that members can seek assistance over issues that could be resolved because there was no supervisor online, supervisor complaints, or questions regarding process or policy.

This is being overseen by GL and Tim Barber and aims to improve time to get issues resolved, as they will be able to quickly allocate issues to different supervisors to address.

This system is due to be launched in the next couple of weeks. GL thank KH for his work in getting this online.

GL has asked Tim Barber to take on the role of Assistant to the VP Supervisors and he will assist with the day-to-day administration of the Supervisor groups.

7. **ROSIE DAVIES CHARITY EVENT (MR)**

MR informed the meeting about an email from a member that he had forwarded to the BoG email ring regarding a charity fly-in on September 17, 2016. MR recommended that the BoG and VATSIM support this event and more details will be provided as they come to hand.

8. **OTHER BUSINESS (KR)**

A. **FOUNDER INPUT:**

MR thanked RJ for attending and for his input to the meeting. It's great to see support from the Founders.

---

***As there was no further business, the meeting closed at 22:05z.  
Next Meeting Saturday 26 November 2016 at 20:00z***

---