

---

# MEETING OF A MEETING OF VATSIM BOARD OF GOVERNORS

## QUARTER 4 – 2016

SATURDAY 18 FEBRUARY 2017 20:00Z

LOCATION: VATSIM TEAMSPEAK SERVER

---

### PRESENT:

- Kyle Ramsey (KR) – VATSIM President VATGOV1 (Chair)
- Mark Richards (MR) – VP Operations VATGOV2 (Minutes)
- Jackson Harding (JH) – VP Regions VATGOV4
- Gunnar Lindahl (GL) – VP Marketing and Communications VATGOV10
- Tim Barber (TB) – VP Supervisors VATGOV11
- Daniel Gomes (DG) – VP Membership VATGOV12
- Divya Patel (DP) – VP Pilot Training VATGOV14

### 1. WELCOME

Meeting opened at 20:02z. KR welcomed everyone to the meeting.

### 2. APOLOGIES

- Kieran Hardern (KH) – VP Web Services VATGOV6 – Proxy to GL
- Roger Curtiss (RC) – VP Virtual Airlines and Special Operations VATGOV9 – Proxy to KR

### 3. ADHOC VOTES SINCE THE PREVIOUS MEETING

There had been one vote since the last meeting, which had passed.

- Approval of the minutes of the Q3-2016 BoG meeting

### 4. MATTERS ARISING FROM THE PREVIOUS MEETING

#### a. PILOT SUB GROUP REPORT (DP)

Pilot sub team met in December and January and identified four areas for the team to work on; recognition, collaboration, training and membership involvement.

**Recognition:** Proposed that we add pilot ratings to the stats section of the VATSIM.net website in the who's online section to give them recognition for the various ratings online, especially those connected with P3, P4 and P5.

**Collaboration and Training:** Need for a help desk where pilots can ask for help and the VAs, ATOs and Instructors can answer questions and help in any way needed.

**Membership Involvement:** Proposed that we bring back idea of Network survey – survey would be posted on VATSIM.net homepage and any member can complete feedback on the network. All areas to come up with a matrix to do some baselining to use for the future.

DP getting to know ATOs and instructors and completing a SWOT analysis. DP to share the results with the BoG after it closes on February 28. This is getting an idea about what should happen on the

network in the next few years.

a. **CoC SUB-COMMITTEE UPDATE (MR AND KR)**

MR outlined to the meeting the progress of the CoC update. The sub-committee have completed the draft proposed CoC which had been discussed with the BoG, EC, Supervisors and Conflict Resolution teams.

Following a request from the Founders in November, the proposed changes were being reviewed by the Founders. This was due back by the end of December in order to meet the planned introduction on January 2, 2017, but the Founders were not able to meet this deadline so undertook to have it back to the BoG by the end of January.

KR has assumed the liaison between the BoG and the Founders to get the issues resolved and the draft finalised. The Founders have indicated to KR that they do not oppose the changes but are looking at the wording. As at Thursday this week, the draft had not been returned from the Founders so KR is following up again. KH and MR are on a watching brief with KR to have the matter resolved.

*It was moved MR, seconded GL, "That the BoG approve the proposed Code of Conduct changes, subject to timely feedback from the Founders, with a planned implementation date of April 1, 2017".*

**CARRIED UNANIMOUSLY**

5. **CONNEXION 2017 CONFERENCE (GL)**

Now publicly announced for 29-30 July 2017. Tickets sales were launched a few weeks ago and sales are steady. Close to publishing the itinerary which should see the ticket sales increase. Organisers working on the schedule autonomously with oversight from GL. GL to advise what expectations there are of the BoG. At least 5-6 BoG members plan to attend.

6. **FLIGHTSIMCON 2017 (GL)**

FlightSimCom is occurring on weekend of June 10. Normally 300-400 participants so an important event for VATSIM to attend. VATSIM planning to have a presence at the conference that is being coordinated by VATUSA. GL in discussions with VATUSA to ensure that VATSIM has a presence at the convention to have a good display of both pilots and ATC. VATSIM will support the event by advertising FlightSimCom on the VATSIM.net website, social media and forums.

7. **AEROSOFT DISCOUNT (GL)**

Agreement with Aerosoft regarding a 20% discount for VATSIM members. Plan is for this to be integrated into CERT2, WIP so no firm date. Clear criteria and parameters have been established between Aerosoft and VATSIM. This will remain a standing item on the BoG agenda until it can be introduced. Aerosoft are aware of the delays and understand VATSIM's position and are happy with the implementation process.

## 8. **POTENTIAL INVOLVEMENT OF RDS IN MEMBERSHIP MANAGEMENT (JH)**

At the last EC meeting the RDs requested greater access to CERT as they feel that stifled that they can't transfer members to another region other than their own region. It was proposed by the EC that the RDs be given global access to members of all regions to make membership changes. Significant discussion took place regarding this suggestion and it was felt generally that the EC had not outlined sufficient justification for this. The BoG did not support any changes to the current CERT and that all changes will need to be considered after CERT2 has been released as CERT2 significantly changes the way that transfers are handled and this may resolve the issue for the Regional Directors.

DG reminded all members of the BoG that only the membership team should be making changes to member records in CERT.

*Action: JH to get EC to provide formal written proposal to KH about how Region Transfers should be managed in CERT2.*

## 9. **UPDATE ON THE APPOINTMENT OF OCEANIA REGIONAL DIRECTOR (JH)**

Four members are being interviewed for the role. Interviews are being organised in the coming weeks and should be referred to the BoG with a recommendation for appointment.

## 10. **SUPERVISOR PROPOSAL (TB)**

TB provided the meeting with a proposal to trial allowing supervisor and administrator rated members to have a second ATC connection to undertake supervisor duties while controlling.

The background to this was that the goal of the Supervisor Department is to maintain 100% uptime coverage on the VATSIM Network. Even with the continual addition of new Supervisors to the roster, our uptime seems to have stagnated at the 85-88% range.

TB proposed that all Supervisors/Administrators be exempted from CoC/A8(a) provided that one connection is dedicated to Primary Supervisor services, subject to the following restrictions:

1. Regardless of whether the alternate connection is a pilot connection or an ATC connection, traffic and/or workload requirements must be such that the Supervisor/Administrator can immediately respond to global WALLOPs, and perform the other regular duties of a Primary Supervisor. Failing this, the Supervisor/Administrator must immediately remove one of the connections.
2. The SUP/ADM must have the ability to monitor both connections simultaneously at all times, i.e. both windows visible on one screen, 2 screens, or two separate computers (i.e. a laptop) so that both the ATC/Pilot and Sup screens are always visible...
3. The Pilot/ATC connection will be connected as a non-supervisor, and will use the normal callsign for that position.
4. The Supervisory connection will be connected as a supervisor, and must use an approved supervisory callsign.

TB proposed a 6-month trial period of this initiative, commencing March 1, 2017. Supervisor uptime will be monitored monthly to determine if this proposal is having the desired effect.

*It was moved TB, seconded DG, "That the BoG approve a six-month trial, commencing March 1, 2017 that allows Supervisors and Administrators to be exempt from the provisions of Clause A(8)(a) to have a second connection from an ATC client in addition to any pilot or ATC session that the Supervisor or Administrator is connected with for conducting Primary Supervisor duties". CARRIED UNANIMOUSLY*

## 11. BOG DEPARTMENT UPDATES (ALL)

**EC Meeting and Regions Report** – JH reported that there have been several issues in several Regions in the quarter.

*It was moved JH, seconded MR, "That the meeting go into executive session". CARRIED.  
Entered Executive Session at 21:47z*

*It was moved KR, seconded JH, "That the meeting come out of executive session". CARRIED.  
Left Executive Session at 22:03z*

### **Marketing and Communications Report –**

- **General Marketing** – GL had sent an email to local marketing managers. Since then there has been a marked increase in the number of events being reported in the fly-in forum. GL paid particular thanks to Deon Matthews to update the VATSIM.net website and on VATSIM's social media platforms, Twitter and Facebook.
- **Social Media** – Facebook pages have been merged and now has 11141 members. The VATSIM group has 23955 members. Uniform approach to publish announcements. We have 5277 twitter followers.
- **Screenshot Contest** – GL is preparing a new screenshot competition that he will be provide details for to the BoG shortly and then announce to the membership. TB suggested that we also consider a video competition as well. MR requested that have a condition that the screenshots or videos can be used by VATSIM for promotional material
- **Marketing Material** – GL and his team are producing standardised marketing material for VATSIM
- **Golden Mic** – Congratulations to Boston (Center), Athens (Approach) and London Gatwick (Tower) who won Golden Mic for 2016
- **Pilot equivalent to IronMic** – GL is working on a proposal for an equivalent competition as IronMic for pilots. This is much more complex because we must ensure that it does not lead to pilots breaching the Code of Conduct. GL is getting a working group together and will provide a formal proposal in due course.

**Supervisors Report** – TB reported that Nicholas Cavacini was promoted to Senior Supervisor, Team 1. There were 4 applicants for the position. Colin Schoen, Team 2 Senior Supervisor has taken over administration of the Supervisor Application System.

There are 119 active Supervisors, including 3 that are on approved Leave of Absences. There are 5 members currently being trained as Supervisors, and TB expected them to be upgraded shortly. Roster is broken down as follows:

- Team 1 (22-05Z) 35 Supervisors, 2 on LOA, 2 pending upgrade
- Team 2 (03-10Z) 19 Supervisors
- Team 3 (08-17Z) 23 Supervisors, 1 on LOA
- Team 4 (15-00Z) 42 Supervisors. 3 pending upgrade

At the beginning of 2017, Senior Supervisors submitted lists of those Supervisors that had logged zero hours of SUP time in the last 6 months of 2016. In total, 6 supervisors were Red Carded and removed from the roster.

The Supervisor Application System shows the following:

- 110 applications that are not completed
- 29 applications that are completed, pending references
- 4 applications that are completed, pending review and acceptance by Colin Schoen
- 30 applications that have been accepted, for future upgrade consideration

### **Statistics**

Supervisor Uptime

- November 2016 87.8%
- December 2016 88.36%
- January 2017 87.59%

### **New and Ongoing Projects**

A new and robust hour tracking system was implemented in December 2016.

The Supervisor ticketing system seems to have gathered some steam in the last month or so. More tickets are being submitted, however most of those are referrals from the Membership department.

On 3 JAN 2017, after consultation with the Senior Supervisors, a new policy was instituted regarding forced disconnects and a requirement for Supervisors and Administrators to email a member when they were forcibly disconnected from the Network but not facing any action under the Conflict Resolution processes.

Feedback to the new policy was generally positive. TB was pleased to report, that in the suspension audits completed, almost all have had previous entries with notes that they have been emailed about their forced disconnect. TB has also noticed a reduction in suspensions of newer members.

A call for volunteers was issued for two projects – first, the establishment of a new Supervisor training manual and dedicated training team to standardize the training across the network, and second, a group to assist in updating the Supervisor Operations Manual. TB has received names of interested parties. These groups will start work once the new CoC is implemented.

**Membership Report** – DG reported two new membership managers appointed, Richard Gerich and Arjun Murthy have both stood down from the membership team.

**Pilot Training Report** – DP reported that at the end of 2016 there were 46 Active ATOs on the network gives the PTD program 148 Active Instructors with access to PTD Cert.

- **TOTAL RATING UPGRADES IN 2016 = 2401**
- **TOTAL RATING UPGRADES IN 2015 = 2326**
  - P1 (2016) = **2017**
  - P1 (2015) = **1973**

- P2 (2016) = **175**
- P2 (2015) = **227**
- P3 (2016) = **104**
- P3 (2015) = **56**
- P4 (2016) = **72**
- P4 (2015) = **62**
- P5 (2016) = **33**
- P5 (2015) = **8**

10,126 members now have ratings. There are four new ATOs in review.

DP acknowledged the work of Anthony Colduck with the Pilot Training Department, especially during December and January when DP was away.

The P9 course is being finalised and this will be reviewed by the BoG in due course. Work is also underway on the P7 rating, lots of work still to be done. DP working with an ATO on the P6 rating and more information will be shared about this in due course.

**Network Report** – KH could not attend the meeting but submitted his reports in writing.

VATSIM implemented a RUSSIA-W server located in St. Petersburg, with plans to expand to include a RUSSIA-C if feasible in Q1 2017. Our most easterly European server to date was CZECH (formerly EUROPE-CE), located in the Czech Republic. This server was the 3rd busiest in Europe and so RUSSIA-W is a welcome expansion to our coverage.

The network team has proven extremely capable in my absence at the end of Q4, managing to both provide timely resolution to all problems.

### **Web Report**

CERT2 development has gone well in the first half of the quarter, with plans to open to wider testing of the administrative interfaces in Q1 2017. Launch of CERT2 is scheduled to occur between 29th April - 7th May, barring no complications.

Other minor projects have occurred in conjunction with other VPs, as have discussions for development after CERT2 launch.

The two network team leads (Matt Cianfarani and Jamie Fox) have accepted the position of 'Assistant to VP Web', with responsibilities spanning all 3 technical departments.

## **12. OTHER BUSINESS (KR)**

**Reports (MR)** – MR requested that members of the BoG send reports ahead of the quarterly meeting and that matters of new business are shared ahead of the meeting. This was agreed to.

**Increase Frequency of Meetings (GL)** – it was suggested that we meet monthly to have better communication outside of the formal quarterly meeting. Alternating times to meet the different time zones.

*Action: KR to arrange monthly meeting times, with the first meeting in March.*

**BoG Communication (GL)** – The BoG need to improve communication via email so that we're all aware of what is happening with all departments. DP suggested regular department written reports on email.

---

*As there was no further business, the meeting closed at 22:42z.*

*Next Meeting Saturday 27 May 2017 at 20:00z*

---