
MEETING OF A MEETING OF VATSIM BOARD OF GOVERNORS

QUARTER 2 – 2017

SATURDAY 26 AUGUST 2017 20:00Z

LOCATION: VATSIM TEAMSPEAK SERVER

PRESENT:

- Gunnar Lindahl (GL) – VATSIM President VATGOV1 (Chair)
- Mark Richards (MR) – VP Operations VATGOV2 (Minutes)
- Jackson Harding (JH) – VP Regions VATGOV4
- Kieran Hardern (KH) – VP Web Services VATGOV6
- Norman Blackburn (NB) – VP Conflict Resolution VATGOV8 (left meeting at 08:48 hours)
- Tim Barber (TB) – VP Supervisors VATGOV11
- Daniel Gomes (DG) – VP Membership VATGOV12
- Divya Patel (DP) – VP Pilot Training VATGOV14
- Richard Jenkins (RJ) – Founder
- Harv Stein (HS) – Founder (joined meeting at 20:25z)

1. WELCOME

Meeting opened at 20:05z. GL welcomed everyone to the meeting.

2. APOLOGIES

- Norman Blackburn (NB) – VP Conflict Resolution VATGOV8 – from 08:48z – Proxy to MR

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 Q1-2017 BoG meeting
- Vote on the appointment of a new VATSIM President
 - MR thanked GL for standing and welcomed him to the role. GL thanked the BoG for their support.

4. MATTERS ARISING FROM THE PREVIOUS MEETING

a. CoC SUB-COMMITTEE UPDATE (MR)

Just today MR received the Founders' feedback and has not yet had an opportunity to review. He will arrange a meeting with the Sub-Committee and provide a written update to the BoG Email ring.

Action: MR to call a meeting of the CoC Sub-Committee and report back to the BoG by 15 September 2017.

b. **REPORT ON CONNEXION 2017 (GL)**

The weekend was a remarkable success. There was excellent social media following from around the world. There were 72 participants. Many of the participants had not attended anything similar before, so lots of fresh faces to share experiences.

There was a good update to the membership on the voice codec.

There was a successful BoG Q&A panel session where GL, KH, TB and DG fielded members questions.

The BoG recorded its thanks to the organising team, especially Chris Pawley and Ben Hunwicks who were the driving force behind the conference team, for the considerable amount of time putting the conference together. The BoG also recorded its appreciation of the work of Kris Thompson and Jamie Fox to make the event such a success.

5. **NEW BUSINESS**

DATA AUDIT TEAM (DG)

Daniel reported that Ray Lang had resigned as Data Audit Manager. DG believes that this task could be handled by the remainder of the membership managers and will be discussing this with the team.

GL paid credit to Ray's work in the membership team since February 2007 and the BoG recorded its thanks to Ray for his work.

SUPERVISOR COVERAGE (TB)

Limited supervisor coverage at various times of the day and days of the week had received the attention of the Founders of late. Tim provided a written report to the BoG that detailed supervisor coverage during the quarter. Tim had made specific requests to the Supervisors to increase coverage. There are 12 new supervisors about to be onboarded and as soon as we get them online, TB will actively be recruiting more supervisors. TB is planning to get to 80-85% supervisor coverage by end of Q4-2017.

INCREASE IN REPORTED INCIDENTS INVOLVING TWITCH STREAMS (TB)

Tim reported an increase in complaints in relation to members' behaviour while streaming on Twitch.

It was moved TB, seconded KH, "That we move into Executive Session".

CARRIED UNANIMOUSLY at 20:24z

It was moved MR, seconded TB, "That we move out of Executive Session".

CARRIED UNANIMOUSLY at 20:44z

Action: TB to have a meeting with the Senior Supervisors to produce some parameters that VATSIM should intervene when there is a potential breach of the Code of Conduct through a Twitch stream.

Action: RJ to report back on Founders meeting on whether there is an alternative to displaying real names in VATSIM clients to reduce risk to the organisation.

VATSIM EXHIBITING AROUND THE WORLD (JH)

JH reported on VATSIM Oceania exhibiting at an aviation conference in Brisbane, Australia at very short notice last weekend. JH reported that the team set up a basic sim and Brisbane ATC station and had overwhelming interest from the conference participants.

JH would like to put together a group of BoG members interested in coordinating such exhibits.

GL reported significant social media coverage of the efforts in Brisbane last weekend.

KH suggested that the incoming VP Marketing and Communications will coordinate this as a formal role in their Position Description. This will need to be cascaded down to the Regions and Divisions.

Action: JH to send a copy of Joel Richter's report on the Brisbane experience to the BoG Email ring.

CONSULTING ON A VATSIM STRATEGY FOR THE FUTURE (GL)

During the joint BoG/Founders meeting a small working group of some BoG members and some Founders to set the strategic direction of VATSIM. GL has done a lot of work on this leading up to his appointment as President.

GL stated that each VP should have accountability for reporting on specific items and how that feeds into the strategy.

RJ, JH, TB and MR to start a way forward with strategic planning. Their first meeting is being held directly following this BoG meeting.

GL recorded that he would like to have the strategic plan to the membership by the end of 2017.

JOINT BoG/FOUNDERS MEETING (KH)

A very successful meeting was held on 24 June 2017 between the BoG and the Founders.

It was moved KH, seconded MR, "That we move into Executive Session".

CARRIED UNANIMOUSLY at 21:04z

It was moved GL, seconded KH, "That we move out of Executive Session".

CARRIED UNANIMOUSLY at 21:16z

Following this meeting, the BoG and Founders have established a good working relationship. A small working group of MR, JH, TB and RJ to begin work on reviewing the current state of VATSIM to assist in the creation of a VATSIM strategy for the future.

Action: KH to arrange another joint meeting with the BoG and Founders in November with the date to be formally set and agreed to in the next few weeks.

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

OPERATIONS

MR reported that he has been dealing with a few requests for approval for charity events. There is no real policy to cover this so he plans to draft a policy and share this for approval ahead of the next BoG meeting.

Action: MR to draft a guidelines policy on approval for charity events.

Iron Mic is going well and there has been lots of interest in the results each week. It is fantastic to see that there has been good variety in the facilities receiving awards and featuring in the top 20 each week.

MR had forwarded an email to BoG meeting regarding calling for donations and his concern about the risk involved.

Action: MR to prepare a draft VATSIM policy on donations being sought for VATSIM services, including local facilities.

TECHNICAL (WEB SERVICES, NETWORK SYSTEMS AND TECHNICAL DEVELOPMENT)

KH reported to Connexion about the Voice Codec. Joel Richters reported in the forums the EC's intention to implement a voice UNICOM. HS reminded the meeting about the need to include members with special needs are catered for.

CERT2 is undergoing some final testing and rollout is imminent.

REGIONS

JH has sent out a Regions report to the BoG ring. Overall it has been a quiet and stable quarter. The Executive Committee have voiced their concerns about the delayed release of CERT2.

JH updated the BoG on some of the issues that had surfaced in the VATSIM forums regarding changes in Oceania.

It was moved JH, seconded MR, "That we move into Executive Session".

CARRIED UNANIMOUSLY at 21:23z

It was moved GL, seconded KH, "That we move out of Executive Session".

CARRIED UNANIMOUSLY at 21:41z

Action: JH to liaise with Joel Richters on the next steps with Oceania.

CONFLICT RESOLUTION

Prior to leaving the meeting, NB sent a summary of Conflict Resolution cases during the Northern summer – 20 cases from the USA, 2 from Canada, 8 from the United Kingdom, 5 from Europe and other individual cases from other Divisions. The longest suspension penalty was a one-month suspension from the Network.

VIRTUAL AIRLINES AND SOA

RC was not present at the meeting so no report was available.

MARKETING AND COMMUNICATIONS

GL reported the successful push with social media and the audience on social media far exceeds the audience we get through the forums.

GL says that there has been big push to promote local events being promoted through the VATSIM social media accounts. This has been very successful and is getting VATSIM's name being spread widely.

GL encouraged all BoG members to contact the VP Marketing and Communications when they are aware of flight related shows and activities to get VATSIM marketing ourselves there.

SUPERVISORS

TB provided a written report to the BoG prior to the meeting.

Nicholas Cavacini has been promoted to Assistant to the VP Supervisors. He will remain as Senior Supervisor for Team One for the time being.

There are 117 active Supervisors, including five that are on approved Leave of Absences. There are 6 members currently being trained as Supervisors, and TB expects them to be upgraded shortly.

The Supervisor Application System shows the following:

- 50 applications that are not completed
- 34 applications that are completed, pending references
- 1 applications that are completed, pending review and acceptance
- 28 applications that have been accepted, for future upgrade consideration

Supervisor Uptime

- November 2016 87.8%
- December 2016 88.36%
- January 2017 87.59%
- February 2017 83.34%
- March 2017 85.1%
- April 2017 81.41%
- May 2017 77.13%
- June 2017 79.54%
- July 2017 70.34%

TB also reported that there are two new Supervisors in training from the membership team to assist in processing CoC breaches when the membership team identifies issues.

MEMBERSHIP

DG reported Colin Schoen has returned to active duty on the Membership Team from his Leave of Absence. The manual for membership managers is almost complete and will be released to the membership team and BoG upon the implementation of CERT2.

PILOT TRAINING

DP reported that there had been increase in pilot ratings, especially with P1. There has been work with the PT team to ensure standardisation of training between ATOs. DP is going to open the PTD forums to all CFIs to coordinate and collaborate.

DP is planning to hold quarterly meetings for the Pilot Training Teams.

P7 rating development has stalled as DP has not been able to contact the member who was developing this rating. P9 rating has a good curriculum that is being treated as a baseline and this will be formally introduced once the standardization of P1-P6 has been completed.

DP reported that he is looking to use P6 as a 'type-rating' programme.

DP is looking at a 'pilot helpdesk' in the future and he will work with RC on getting Virtual Airlines on board to assist.

DP wants to develop and update the pilot resources on the VATSIM website. DP is looking to reach out for members to assist in this project.

7. OTHER BUSINESS (GL)

Nil

***As there was no further business, the meeting closed at 21:59z.
Next Meeting Saturday 18 November 2017 at 20:00z***

Action Items:

1. **MR** to call a meeting of the CoC Sub-Committee and report back to the BoG by 15 September 2017.
2. **TB** to have a meeting with the Senior Supervisors to produce some parameters that VATSIM should intervene when there is a potential breach of the Code of Conduct through a Twitch stream.
3. **RJ** to report back on Founders meeting on whether there is an alternative to displaying real names in VATSIM clients to reduce risk to the organisation.
4. **JH** to send a copy of Joel Richter's report on the Brisbane experience to the BoG Email ring.
5. **KH** to arrange another joint meeting with the BoG and Founders in November with the date to be formally set and agreed to in the next few weeks.
6. **MR** to draft a guidelines policy on approval for charity events.
7. **MR** to prepare a draft VATSIM policy on donations being sought for VATSIM services, including local facilities.
8. **JH** to liaise with Joel Richters on the next steps with Oceania.