



Q3 2018 BOARD OF GOVERNORS MEETING MINUTES 24NOV18

WARNING

Information contained in this document is
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Table of Contents

- Control Pages 3**
 - Document Identification 3**
 - 1.1 Revision Records..... 3**
 - 1.2 Related Documents..... 3**
- 1 Present 4**
- 2 Minutes 5**
 - 2.1 Welcome 5**
 - 2.2 Apologies..... 5**
 - 2.3 Adhoc Votes Since the Previous Meeting 5**
 - 2.4 Matters Arising from the Previous Meeting..... 5**
 - 2.4.1 Safeguarding Minors on VATSIM (MR) 5
 - 2.4.2 GDPR Review and outstanding work (MR)..... 5
 - 2.4.3 Online Activity of BoG members (GL) 6
 - 2.4.4 Audio for VATSIM Update (ZBF)..... 6
 - 2.5 New Business..... 6**
 - 2.5.1 Moving the BoG Quarterly Meeting (MR)..... 6
 - 2.5.2 Policy for VAs sponsoring events to be VATSIM partners (RC) 6
 - 2.5.3 Proposal of Knowledge Check for New Members..... 7
 - 2.5.4 Recruiting a GM of FSD Development and Further Discussions on the Tech Team Members (ZBF) 7
 - 2.5.5 Global VATSIM client (ZBF) 7
 - 2.5.6 Three to Six Month Technical Plan (ZBF) 7
- 3 Department Updates 8**
 - 3.1 Operations (MR) 8**
 - 3.2 Network Systems (JF)..... 8**
 - 3.3 Regions (JH) 8**
 - 3.4 Technical Development (ZBF)..... 8**
 - 3.5 Web Services (MC) 9**
 - 3.6 Conflict Resolution (NB) 9**
 - 3.7 Virtual Airlines and SOA (RC)..... 9**
 - 3.8 Marketing and Communications (MB)..... 10**
 - 3.9 Supervisors (TB) 11**
 - 3.10 Membership (DG) 11**

3.11 Pilot Training 12

4 Other Business and Closing 12

4.1 Other Business 12

4.2 Closing 12

Control Pages

Document Identification

Document Identification	
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1.1 Revision Records

Revision Number	Date	Description of Change	Author
0.1	24NOV18	Initial Draft	MR
1.0	22FEB19	Final Approved Version	MR

1.2 Related Documents

Document Name	Document Identification
None	None

1 Present

Position	Name	Initial	Notes
VATGOV1	Gunnar Lindahl	GL	Chair
VATGOV2	Mark Richards	MR	Minutes
VATGOV3	Jamie Fox	JF	-
VATGOV4	Jackson Harding	JH	-
VATGOV5	Zach Biesse-Fitton	ZBF	-
VATGOV6	Matt Cianfarani	MC	-
VATGOV8	Norman Blackburn	NB	-
VATGOV9	Roger Curtiss	RC	-
VATGOV10	Matt Bartels	MB	-
VATGOV11	Tim Barber	TB	-
VATGOV14	Ethan Hawes	EH	-

2 Minutes

2.1 Welcome

GL opened the 3rd Quarter 2018 BoG meeting at 20:05z. GL congratulated EH on his appointment at VP Pilot Training and welcomed him to his first BoG Meeting.

2.2 Apologies

Position	Name	Initial	Proxy
VATGOV12	Daniel Gomes	DG	MC

2.3 Adhoc Votes Since the Previous Meeting

There had been four votes since the previous meeting, all of which had passed.

- To implement the initiative on “online requirements for BoG members”.
- To allow VP Membership Assistant to refer cases to DCRM while carrying out membership duties.
- Approval of the BoG quarterly minutes for Quarter 2, 2018.
- Vote to appoint new Vice President Pilot Training.

2.4 Matters Arising from the Previous Meeting

2.4.1 Safeguarding Minors on VATSIM (MR)

A working group is being established to update and strengthen our policies when it comes to keeping minors safe when using VATSIM. Work is still being done to complete this.

2.4.2 GDPR Review and outstanding work (MR)

MR advised he had had a meeting with the Michael Mund-Hoym from Membership Department to work through some processes with respect to GDPR.

MR advised that requests under GDPR had slowed down, which is what was expected.

MC stated that the current process does take a bit of time but that web services is working on ways to further automate requests to alleviate workload and increase response time.

Working closely with Divisions to ensure that they are handling requests appropriately. An audit has been completed of all Division websites to ensure they are complying with GDPR.

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

CARRIED UNANIMOUSLY at 20:32z

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

CARRIED UNANIMOUSLY at 20:37z

2.4.3 Online Activity of BoG members (GL)

The BoG had passed the vote on ensuring that they have an online presence. It had been agreed that all BoG members must spend 24 hours minimum per quarter online in any capacity as a pilot, controller or Administrator.

This will be reported commencing from Q1-2019 with reporting to the membership in the first week of April.

2.4.4 Audio for VATSIM Update (ZBF)

The team of Gary Oliver (Project Lead) and Mark Barnes produced a great prototype with increased clarity, reduced latency, and a more realistic VHF simulation. There have been several closed beta tests around the world in the past quarter which have been successful in identifying some issues.

MC is working with the developers to migrate to a VATSIM server from the test server.

ZBF is looking at the implementation plan for the organisation.

2.5 New Business

2.5.1 Moving the BoG Quarterly Meeting (MR)

MR outlined the history of BoG meetings but feels that they are held too late after the quarter is complete and recommended that we hold them in the month after the quarter ends, not late in the second month after the preceding quarter.

2.5.2 Policy for VAs sponsoring events to be VATSIM partners (RC)

RC discussed the need to increase and enhance VA Partners, so that when a VA partners with an ATC area to run an event, that the VA should be a VA Partner.

MB spoke to the proposal to ensure that the VA also agrees to support the event given the effort required to ensure ATC coverage.

It was the feeling of the meeting that the cleanest way to achieve this was to have VATSIM only advertise VA events on the VATSIM.net website and social media for VA Partners.

ACTION: MB to update the Communications Team to ensure that only VA Partner events are shared in the VATSIM events calendar and on VATSIM social media.

2.5.3 Proposal of Knowledge Check for New Members

GL sat down with EH to discuss the requirements for a knowledge check for new members. EH will investigate the process and develop a specification and will bring this back for discussion with the web team.

ACTION: GL to create a BoG Vote in CERT regarding agreement to introduce a basic knowledge check for new members.

2.5.4 Recruiting a GM of FSD Development and Further Discussions on the Tech Team Members (ZBF)

ZBF discussed the need to get a member on board to project manage to the FSD server updates. While the current client developers have good knowledge of FSD, it was felt that they should commit their time to client development and work with the GM of FSD Development.

ZBF is reviewing the members of the Technical Development team to ensure that there is the correct skillset amongst the members.

2.5.5 Global VATSIM client (ZBF)

ZBF reported that he had been contacted by a VATSIM member to develop a VATSIM managed global client for ATC and Pilots. He is working with the member to investigate what this looks like.

2.5.6 Three to Six Month Technical Plan (ZBF)

ZBF reported that he is preparing a technical plan to identify and record all the technical work being completed with clients and the Network.

3 Department Updates

3.1 Operations (MR)

The key points of MR's report can be found in the Old and New business portions of these minutes

3.2 Network Systems (JF)

21st June: the USA-W server was offline for around 2 hours, due to a problem beyond our control at the hosting provider. As a result the forums and some other web services were unavailable for this period.

28th August: an outage at the hosting provider of one of our hub servers caused some disruption to the METAR system, which would have prevented any METAR updates being received for a period of around 2.5 hours.

6th-13th September: there was a problem with the data server which meant that some controller information ('ATIS') was not available in the datafeed (although it would still have been available as normal through network clients). This is a temporary glitch that occasionally occurs with the network software, and was eventually solved with some investigation and trial and error by several members of the network team.

3.3 Regions (JH)

JH advised the meeting that the Regions were functioning well and all Region Directors were dealing with staffing issues within their Region.

3.4 Technical Development (ZBF)

- We have welcomed Nick Wheeler, who has been working on the new VATSIM Global Pilot and ATC client (VGC). No additional volunteers have been brought on. We are preparing to advertise for a General Manager of FSD Development; tasked to lead future FSD optimizations as a primary.
- The VATSIM Community Blog was established.
- Work on the "Audio for VATSIM" (AFV) continues. Several online 'test' events have taken place and significant feedback has been provided to the developers.
- FSD development has paused whilst the existing developers focus on making changes to clients for the AFV system. The skill required to interpret the existing FSD code is unique.

3.5 *Web Services (MC)*

VATSIM's Web Services department has completed the following projects to date this Quarter

- Completed dozens of Database requests for Compliance initiatives in conjunction with the VATSIM Membership Department
- Launched and maintained a new website for Cross the Pond
- Consulted with several departments regarding improvements to CERT
- Conducted an all-hands Web Department meeting to set our vision and goals for the next year
- Continued collaboration and operational advice to the multiple Developer working groups brought online over the past few months.

New Projects

- Continue our current network modernization project by continuing to re-deploy current servers with up to date software and security measures.
- Collaborate with VATSIM Membership & Supervisory Departments to continue to development of vital tools to enable staff to work more efficiently.
- Continue to roadmap the future of VATSIM's Web Systems

3.6 *Conflict Resolution (NB)*

Changes in the past quarter:

- Brazil DCRM WEF 14/11/2018 Laercio Simplicio (984155).
- Israel DCRM WEF 12/08/2018 Yarden Ben-Dor (880990)

Divisions still with no DCRM Contrary CoR

- Central America
- South Africa

43 DCRM Referrals in past quarter

3.7 *Virtual Airlines and SOA (RC)*

As of today there are 138 Partner VAs with 17 more pending. This is an improvement over 2Q numbers and much of it can be attributed to the efforts of Igor Prell who has taken over the responsibilities of Director of VA Relations.

Igor is also working with Pelle Klein, our new website administrator, who was provided the needed authorizations to work on our VASOPS system (thank you to MC and JK for facilitating this) a couple of months ago Pelle has been fixing some problems and is working on our long time wish lists for improvements, all of which are intended to allow the

audit managers to more efficiently process applications, conduct the needed audits, and display listings on the website.

We are working on the preliminary stages of a plan to involve more Partner VAs in staging events, with a goal of having coordinated efforts with ATC providers. In conjunction with this effort we are considering adding a requirement for being a Partner that a VA plan and execute a to be specified number of events over a certain time period in order to maintain Partner status.

On the SOA side there was a recent incident where a non-SOA pilot was flying an escort mission (which is considered to be a military operation restricted to SOAs by VSOA policy). This was reported to a supervisor, however, no action was taken. As a result, clarification of the definition of restricted flight activity designations is going to be completed and added to the VSOA Policy.

3.8 Marketing and Communications (MB)

Recap of Quarter

- Cross the Pond Eastbound
- WorldFlight 2018
- Start of VATSIM Community Blog
- Experimentation with twitch
- Recap of FlightSim 2018 at Cosford and OZ Flight Sim Expo
- Social Media Stats
 - Twitter Followers - 7,601
 - Facebook Page Likes - 14,400
 - Facebook Page Engagement - 25,808
 - Facebook Group Members - 28,046
 - Instagram Followers - 289
 - Twitch Followers - 28

Goals for Next Quarter

- Finalize plans for Twitch presence
- Recruit more streamers to VATSIM
- Finalize and publish Social Media Management Policy
- Increase Social Media posting in a targeted manner
- Increase member engagement through targeted events
- Begin work with FlightSim Expo for 2019 presence.

Goals beyond Next Quarter

- Work with pilot training to create and publish basic instructional videos to website and YouTube.
- Work with Web Development on requirements for new website including an events calendar.

- Standardize plan for exhibiting at trade shows.

3.9 Supervisors (TB)

Current Roster and Application Update

As of today, there are 126 active Supervisors (-10 this qtr), including 2 (+1 this qtr) that are on approved Leave of Absences. There are 0 members currently awaiting training as Supervisors. We are currently working with VATGOV6 on new SAS system Roster is broken down as follows:

- Team 1 (22-05Z) 24 Supervisors
- Team 2 (03-10Z) 24 Supervisors, 1 on LOA
- Team 3 (08-17Z) 31 Supervisors
- Team 4 (15-00Z) 47 Supervisors. 1 on LOA

The Supervisor Application System shows the following: 75 applications that are not completed

- 32 applications that are completed, pending references
- 18 applications that are completed, pending review and acceptance
- 19 applications that have been accepted, for future upgrade consideration

Supervisor Uptime

- July 2018 79.73%
- August 2018 88.86%
- September 2018 80.57%

Revised Code of Conduct

The BoG received the latest draft of the revised Code of Conduct on August 13th, and a Discord channel was set up for feedback and discussion. Delayed implementation is on me as work commitments have gotten in the way. Those are resolved and new implementation date scheduled for Jan 1/2019.

3.10 Membership (DG)

From August 24 until November 20 2066 membership tickets were handled by the Membership team.

We did have 2 new managers:

- 1286139 - Ernesto Martinez
- 835537 - John Binner

Questions on the table requiring attention from the Board:

Still open some questions GDPR concerning. Under 16 years old members (parental consent) being the most relevant.

The BoG thanked Daniel for his work with the membership department for 13 years and as VP for the past four years.

3.11 Pilot Training

This was EH's first meeting following his recent appointment.

4 Other Business and Closing

4.1 Other Business

GL asked the BoG if there was any other business to be discussed in public session. There were no responses.

4.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 22:22z