Q4 2018 BOARD OF GOVERNORS MEETING MINUTES 23FEB19

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1   Control Pages

1.1   Document Identification

Document Identification	
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1.2   Revision Records

Revision Number	Date	Description of Change	Author
0.1	23FEB19	Initial Draft	MR
0.2	05MAR19	Final Draft for approval	MR
1.0	23MAR18	Release version	MR

1.3   Related Documents

Document Name	Document Identification
None	None

2 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	-
VATGOV12	Daniel Gomes	DG	-
VATGOV14	Ethan Hawes	EH	-
VATSIM12	Richard Jenkins	RJ	Founder

3   Minutes

3.1   Welcome

GL opened the 4th Quarter 2018 BoG meeting at 20:04z.

3.2   Apologies

Position	Name	Initial	Proxy
NIL			

3.3   Adhoc Votes Since the Previous Meeting

There had been two votes since the previous meeting, both of which had passed.

- Approval of the BoG quarterly minutes for Quarter 2, 2018.
- To move the BoG quarterly meetings to be held on the 3rd Saturday after the end of the quarter for meetings from 2019 onwards (i.e. 3rd Saturday in April, July, October and January)

3.4   Matters Arising from the Previous Meeting

3.4.1   Online Activity of BoG members (GL)

GL reminded the meeting that reporting will commence from Q1-2019 with reporting to the membership in April. Reporting will also include the online activity of the Executive Committee.

3.4.2   Audio for VATSIM Update (ZBF)

Audio for VATSIM is progressing well and the developer have run some successful beta tests online on the Network.

The developers have moved to a VATSIM server from the test server as we move closer to implementation.

Moved: GL Seconded: MR – That the meeting move into Executive Session. Carried. The meeting entered Executive Session at 20:54UTC.

Moved: GL Seconded: ZBF – That the meeting move out of Executive Session. Carried. The meeting moved out of Executive Session at 21:00UTC.

3.4.3   Proposal of Knowledge Check for New Members (EH)

EH outlined the plan for introducing new members to some basic skills needed for flying online on the Network.

The whole programme will last about 30 minutes and includes VATSIM policy and basic flying skills.

EH has arranged for several members to translate the programme into multiple languages.

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

> **ACTION**: All BoG Members are to review the proposed plan, as circulated, within the next week.

3.5 New Business

3.5.1   Updated VATSIM Code of Conduct (TB)

TB has circulated v1.4 has been circulated to the BoG. The most recent review included wider discussion with the VATSIM Executive Committee to consider their views on the proposed updated Code of Conduct. There was no update from v1.3 following this consultation.

Discussion was held about use of first name only when users connect to the Network. Consideration was also given to allowing users to connect with just their VATSIM CID (Certificate ID) displayed.

> **MOVED**: TB **SECONDED**: MR: That the amended Code of Conduct, as circulated, be approved for implementation.

> **ACTION**: TB to arrange the implementation of the amended Code of Conduct.

3.5.2   VATSIM Voice Policy (ZBF)

Discussion was held about whether Audio for VATSIM should implement discrete voice for each airport or whether there should be a 'range limited' UNICOM voice room. It was agreed that we are moving to voice as the preferred method of communication. Surveys were held on two different VATSIM Facebook groups (VATSIM official group and VATSIM For Beginners group). While not a scientific poll, most users preferred discrete airport frequencies.

It was agreed that the BoG would hold a special voice meeting in the next three weeks to resolve this discussion.

> **ACTION**: MR to arrange a special meeting date and time and circulate this via the BoG Email ring.

4 Department Updates

4.1 *Operations (MR)*

MR will have the draft Safeguarding Minor's policy to the BoG in the next fortnight.

Been preparing the statistics and reporting processes to be able to report on the online activity of the BoG and EC from Q1-2019. Trialled with Q3 and Q4-2018 to show the BoG and EC how it will be shared with the membership.

4.2 *Network Systems (JF)*

Following maintenance on 4th October on the Central server, there was a problem with the data server preventing the data feed from updating properly. After swift action by the network team normal functionality was restored within 10 minutes, and a fix has been put in place to try to prevent a recurrence.

Further with the data feed, controller info (ATIS) was missing from the datafeed at times, which was investigated and eventually resolved on 20th December. However, this remains an intermittent fault with the data feed system.

There were some delays in updates in VATSIM's METAR feed on 14th and 25th November, causing METARs to be several hours out of date at times. The immediate problem was resolved at this time although the underlying cause was not found.

The UK2 server was temporarily offline from 21st December, until 27th December when the outage was resolved by the server's owner.

4.3 *Regions (JH)*

EC

- Hit Squad. Cease efforts to recruit for these positions and place in suspended animation. Open to reactivation.
- Following on from this request from the EC to create discord channel for job vacancies so they alert when placed.
- Caribbean Radio. Positive trial made permanent.
- Major status for TNCM. Not strongly supported in discussion, however complexity issues are real despite low movements. Motion approving Major status approved.
- Discussion on potential review of the Major status of some other facilities, and potential to review GRP with a view to creating a "middle tier" between

standard facilities and major ones. Also, some appetite to look at some regional variations within GRP.

REGIONS

- **AME:** New NAF Director soon. vACC South Africa director being appointed.
- **EUR:** Good progress on GDPR full compliance. Automated training via Moodle in several vACCs
- **ASIA:** Increased members joining.
- **NA:** New Canada deputy director. Director diverted with real life commitments at moment. Membership trends steady. Low level staff member with strong POSCON links has announced their resignation. Not sure if this indicates an imminent launch of POSCON or not.
- The VATCAN Academy, previously broken, has been fixed by the IT team, and is now used by CAN to help staff to keep track of students entering the system.
- **SA:** Effort by RD and DD VATSUR to lift activity. There has been a directive to all FIRs to host a set number of events (one domestic and one international per month). There is dispute between the Division, and the FIRs as to compliance with this directive (DD says they haven't on a regular basis, FIRs insist they have). This led to the removal of several people within the Argentinian FIR. Those involved took down the website as they left. Efforts to prevent disgruntled staff leaving and taking the keys with them have been deemed "dictatorial" by FIR staff. This has led to significant discord. Issue appears to be not so much what was done, but how it was done.
- **OCE** Q4 was a steady quarter and followed the usual trends from previous years. There have been some minor staff changes. The region has settled thanks to the continuous hard work of the Divisional Staff.

4.4 Technical Development (ZBF)

Staffing

We have welcomed Nick Johnston to the FSD development team. Nick has been involved in VATSIM development in the past and is currently IT Director at VATNZ (previously Division Director).

Work this Quarter

Work on Audio for VATSIM (AFV) continues, thanks to Gary and Mark. Development is in its final stages with the voice being implement into existing clients as well as a standalone client being provided. We will be on track to launch prior to FSExpo, but hopefully sooner.

Chris Collins continues to make changes to FSD code and has outlined plans for FSD4. The viability of this project has not been fully determined/reviewed. This will be done with the advice of Nick (and Mark B).

Voice CTAF Policy drafted for use when the new voice system is activated. This draft is up for discussion during the 2018 Q4 BoG meeting, as there are several outstanding items that need addressing.

Future Planning

We endeavour to launch the new voice system prior to the FSExpo in June 2019. It should be launched well before this time, but we have no target date yet.

We will further explore the viability of the current FS daemon and whether a re-write in a more user-friendly/accessible language is more appropriate. We will consult experienced developers and proceed in accordance.

Further plans and projects include:

Establish a public test server for VATSIM open source development.

4.5   *Web Services (MC)*

Staffing

No changes in departmental staffing during Q4 2018

Work this Quarter

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

- Work has begun on the new SSO. Special thanks to Aidan Stevens and Harrison Scott for leading this project.
- Continued to perform GDPR work in conjunction with the VATSIM Membership Department.
- Collaborated with VP Regions to audit and correct divisional GDPR compliance.
- Implemented a new Server Monitoring System.
- Continued to optimise the VATSIM Infrastructure from web to server.

- Collaborated with the voice development team to provide infrastructure consultation
- Road-mapped widespread data changes soon to be announced.
- Ongoing consultations with stakeholders to reduce the impact of frequent Duplicate Account creations used for malicious purposes.

New Projects

- Web Services will be entering a consultation phase with Regional & Divisional staff regarding the changes being made to the Data that VATSIM provides via its API's and Integrations.
- The new VATSIM SSO System will be called "Connect" and give our membership total control of the data they wish to share with VATSIM affiliated sites. ETA on "Connect" is Q2 2019. Intend to test this system with the March Cross the Pond event.

4.6 Conflict Resolution (NB)

Changes in the past quarter:

- Frans Mulder DCRM Europe is standing down as the DCRM. He is the longest serving DCRM in the history of VATSIM and the BoG acknowledged the work that Frans has put into the Network and into the role of DCRM.

Divisions still with no DCRM Contrary CoR
- Central America
- South Africa

Less DCRM Referrals in past quarter than in Q3-2018.

4.7 Virtual Airlines and SOA (RC)

As of 2/14/2019 there were 132 active VA Partners which is an approximately 5% reduction from the previous quarter, but still within the normal range of actives. Igor Prell has completed an assessment of our existing partners and we are preparing to take on a new group of audit managers.

We have seen a growing trend of VAs that have been denied Partner status requesting to join the Virtual Associate Program and look forward to working with them to help them achieve the requirements to be a Partner.

Last quarter's report indicated there are a few policy changes and initiatives that we are eager to implement. They are primarily additional requirements created to promote enhanced network activity by civilian Partner VAs and SOAs.

Unfortunately, but understandably, these remain in a holding pattern until the website is ready for revisions.

4.8   *Marketing and Communications (MB)*

Member Engagement Projects

VATSIM hosted the first ever First Wings event targeted towards new members on January 22nd. The Event was a huge success. There was a high pilot turnout as well as plenty of mentors available to help new pilots who needed assistance. Thank you to Andre and the members of VATSIM UK that helped make the event a reality.

While the event was geared towards our very newest pilots, we did see a lot of traffic from experienced pilots looking to take advantage of the ATC. This caused the airfields to be over capacity and caused delays. We are looking for ways to encourage our more experienced pilots to not participate in this event as it is really intended only for the new members.

Preparations are underway for the next instalment of the event which will be April 27th in the USA. The host facilities are Minneapolis and Chicago vARTCCs. Airfields are still being decided.

Cross the Pond has been scheduled for March 30 from 1100 – 2300z. We will be announcing the date today. Airfield applications and voting will be opening soon.

VATSIM Spain will be exhibiting at the Madrid AirSim Meeting on Saturday, March 16. Thank you to Felix Zapata and his team for arranging this presence.

Social Media Projects

One of the biggest criticisms of VATSIM leadership over the years has been that we are disconnected from the rest of the network. As the forums have been losing participation, I've taken to asking open ended questions on the Facebook group to facilitate discussion amongst membership on how they would like to see VATSIM evolve. We need to take these discussions to heart and listen to what our members want and find ways to make things happen when feasible. Sometimes this may be different from what we as the BoG would desire.

One such example was the question of what frequencies to use in terminal areas in the absence of ATC once the new voice solution releases. Members of the group who voted were overwhelmingly in support of using the entire frequency spectrum (91%) as opposed to a single Unicom frequency (9%). An advantage or maybe disadvantage to Facebook Polls is you can see who voted for what. That being the case, many high ranking VATSIM Staff members voted in favour of a single frequency as opposed to the majority voting for discrete frequencies.

Situations like these are where we as the BoG should be finding ways to make things

work even though they might not seem easily done or even what the BoG wants.

The number two complaint I hear from members outside of voice is that VATSIM is too bureaucratic. I chose a few members that I respect from all levels and regions within the organization to answer a question.

"In your idealized version of VATSIM, how does the organizational structure look? What are the roles, powers, and duties of Local Facility Management, Division and Regional Management, and the Board of Governors?"

The responses to this question varied from quick email replies by some to a whole proposed outline of organizational restructuring with multiple options by a gentleman who has a master's degree in organizational leadership. I am currently working on a separate report outlining the responses I received and will forward that to the BoG later.

I have been working with Ethan on developing a weekly post that will be from the pilot training department providing examples of topics necessary for flight on VATSIM as well as increasing our users' knowledge base. The plan is to have this post every Tuesday, but that may change based on need or further discussion.

Due to multiple member requests we have changed the permissions of the Facebook Group to "Closed." This was due to member posts being viewable by both the public and other friends of the members. People did not wish such content to be so easily viewable. Changing the permissions allows the group to still be found and joined by the public, but content will not be seen until such time a person is admitted to the group.

Facebook added a mentorship function to groups. We have added this functionality to our group, and it seems to have a lot of potential. Currently more people have signed up to be a mentor than people signing up to be a mentee. Hopefully this proves to be a very useful tool.

Most of my time this next quarter will be dedicated to planning and executing our display at FlightSim Expo. Registration is still open and all BoG members who can make it are encouraged to attend. We have secured 4 booths in the middle of the convention floor for our display

4.9 *Supervisors (TB)*

There is been an issue relating to 'Twitch Sniping' where a user is being inappropriate with Twitch streamers. Supervisors have been sent information about how to deal with this when they are aware. The new Code of Conduct will provide greater support to this being dealt with.

Senior Staffing

No changes.

Current Roster and Application Update

As of today, there are 126 active Supervisors (even this qtr), including 2 (even this qtr) that are on approved Leave of Absences. There are 11 members currently awaiting training as Supervisors. 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:

- 89 applications that are not completed
- 46 applications that are completed, pending references
- 20 applications that are completed, pending review and acceptance
- 11 applications that have been accepted, for future upgrade consideration

Statistics

Supervisor Uptime up 5-9% over same period last year for Q4

- January 2018   74.07%
- February 2018   75.96%
- March 2018   78.55%
- April 2018   81.84%
- May 2018   75.31%
- June 2018   77.92%
- July 2018   79.73%
- August 2018   88.86%
- September 2018   80.57%
- October 2018   85.49%
- November 2018   85.61%
- December 2018   81.39%

New and Ongoing Projects

Revised Code of Conduct: Anticipating approval of the new CoC at this meeting, we have a Senior Sup meeting scheduled for Sunday Mar 2 to plan implementation

Other Noteworthy Items

Another Supervisor has lost their rating and been banned from CERT for 10 years for violation of Data Handling and Protection Policy

11 new supervisors are currently being trained.

4.10 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.

4.11 Pilot Training

I'm happy to say I have plenty of great things to report from the Pilot Training Department. It's been a productive quarter from our department on all fronts. I've also had the opportunity to meet and talk with most of you by now and would like to thank each you for your welcoming and helpful attitude.

Highlights

- Completed assessment of the entire department and discovered areas of strength and deficiency
- Built an internal and external operations team to assist in the large daily workload of the department
    - External team is comprised of Primary Operations Inspectors (POIs), which serve as direct contacts to each of their locally assigned approved training organizations
    - Internal team serves as a development group that writes and produces training materials and coursework
- Assessed all of department web accounts
    - Turns out our web situation needs a lot of work
- Begin work on P0 program
    - We've finished round two of feedback from each of you and have begun to produce the actual P0 course content
    - Still waiting on access to previous Moodle system to rebuild a more stable and accessible version

Q1-2019 Goals

Internal Operations

- Organize department materials
- Build Team
- Account for and asses all web assets and logins
- Build P0 program for Q2 beta
- Automate P0/P1 rating issuance process
- Increase network member outreach "Technical Tuesdays
- Increase network member further education awareness (ATO and PRC)

External Operations

- Build POI Team
- Account for all ATO contacts and create an updated roster
- Assign POIs to ATOs
- Begin relationships between ATOs and POIs
- Audit process standardization (scoring and process)

5 Other Business and Closing

5.1 Other Business

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

5.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 22:04z