



Q1 2019 BOARD OF GOVERNORS MEETING MINUTES 20APR19

WARNING

Information contained in this document is
intended for flight simulation purposes only.

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1 Control Pages

1.1 Document Identification

Document Identification	
Department	VATSIM Board of Governors
Type	Publication
Version	v1.0
Issue Date	20JUL19
Identification	2019 Q1 BoG Meeting Minutes

1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	29APR19	Initial Draft	ZBF
0.2	12JUL19	Final Draft	MR
1.0	20JUL19	Release Version following BoG Vote	MR

1.3 Related Documents

Document Name	Document Identification
None	None

2 Present

Position	Name	Initial	Notes
VATGOV1	Gunnar Lindahl	GL	Chair
VATGOV3	Jamie Fox	JF	-
VATGOV4	Jackson Harding	JH	-
VATGOV5	Zach Biesse-Fitton	ZBF	Minutes
VATGOV6	Matt Cianfarani	MC	-
VATGOV9	Roger Curtiss	RC	-
VATGOV11	Tim Barber	TB	-
VATGOV12	Don Desfosse	DD	-
VATGOV14	Ethan Hawes	EH	-

3 Minutes

3.1 Welcome

GL opened the 1st Quarter 2019 BoG meeting at 20:09z.

DD thanked the BoG for their warm welcome and notes he will leave the position in a better place than he found it. He is learning a lot. DD also thanked the membership team who put in 4/6/8 hours per day, which is phenomenal work. The BoG extended DD's thanks to the membership team for their continued hard work.

3.2 Apologies

Position	Name	Initial	Proxy
VATGOV2	Mark Richards	MR	GL
VATGOV8	Norman Blackburn	NB	DD
VATGOV10	Matt Bartels	MB	EH

3.3 Adhoc Votes Since the Previous Meeting

Vote	Yay	Nay	Abstain
Whereas Section A17 of the amended Code of Conduct (approved Feb 23, 2019) provides for a list of callsigns that VATSIM deems prohibited, I move that effective immediately, the following six callsigns be published on the VATSIM website as prohibited, and that members are not allowed to use them at any time: American Airlines 11, American Airlines 77, Malaysian Airlines 17, Malaysian Airlines 370, United Airlines 93, United Airlines 175.	7	3	1
To implement a basic knowledge check for new VATSIM pilots as outlined by the VP Pilot Training at the quarterly Board meeting on 23rd February 2019.	11	0	0
To approve the minutes of the BoG quarterly meeting for Q4-2018 held on 23FEB19 at 2000z, as emailed to all BoG members, for general release and publishing on the VATSIM website.	10	0	0

To confirm VATSIMs intent to implement policies and procedures to allow voice communications at uncontrolled aerodromes (voice UNICOM) that will be available using the new voice system, Audio For VATSIM. Procedures and policies to be confirmed via a future vote.	8	0	0
To approve "Swift" as an official VATSIM supported client and add this to the list of approved clients, for the purposes of the CoC.	10	0	1

3.4 Online Activity Report

Board of Governors Online Hours (Quarterly Requirement 24 hours)								
Period:	Q1-2019			Jan-19	Feb-19	Mar-19	TOTAL	
VATGOV1	President	Gunnar Lindahl	967365	11	46	67	124	517%
VATGOV2	VP Operations	Mark Richards	811451	24	36	22	82	342%
VATGOV3	VP Network Systems	Jamie Fox	811029	3	2	20	25	104%
VATGOV4	VP Regions	Jackson Harding	820457	10	6	10	26	108%
VATGOV5	VP Technical Development	Zach Biesse-Fitton	1217663	16	7	1	24	100%
VATGOV6	VP Web Services	Matt Cianfarani	993838	48	5	55	108	450%
VATGOV8	VP Conflict Resolution	Norman Blackburn	870575	9	0	4	13	54%
VATGOV9	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	76	39	32	147	613%
VATGOV10	VP Marketing and Communications	Matt Bartels	863645	19	10	42	71	296%
VATGOV11	VP Supervisors	Tim Barber	819096	47	14	20	81	338%
VATGOV12	VP Membership	Daniel Gomes	810882	9	14	3	26	108%
VATGOV14	VP Pilot Training	Ethan Hawes	973741	38	57	22	117	488%

Executive Committee Online Hours (Quarterly Requirement 24 hours)								
Period:	Q1-2019			Jan-19	Feb-19	Mar-19	TOTAL	
VATAME1	RD Africa & Middle East	Saad Belouafi	1205178	4	3	5	12	50%
VATASIA1	RD Asia	Anastasios Stefopoulos	901134	55	26	55	136	567%
VATEUR1	RD Europe	Apostolos Damkalis	963239	95	107	4	206	858%
VATNA1	RD North America	Nicola Felini	1020845	11	5	32	48	200%
VATOCE1	RD Oceania	Alan Cooke	1194659	18	21	28	67	279%
VATSA1	RD South America	Federico Navarro	1013441	31	28	76	135	563%

GL noted that NB has been suffering a number of health issues and his hourly requirement for this quarter would be excused.

3.5 Matters Arising from the Previous Meeting

3.5.1 Online Activity of BoG members (GL)

GL confirmed that the BoG hourly results for the quarter would be published in these minutes. We are doing this to ensure we remain visible and in touch with the membership. JH confirmed that the EC is being held to the same standard as the BoG.

3.5.2 Audio for VATSIM Update (ZBF)

ZF discusses voice CTAF and the current progress, after liaising with Gary. JH suggest that we should work to launch for FS Expo. GL says Gary is aware of the pressure and that we are still aiming for FSEXPo launch.

ACTION: ZF to write an operational document including relevant policy changes.

3.5.3 Code of Conduct (TB)

TB confirms that the supervisors have seen the new Code of Conduct. An FAQ will be published shortly. There are 3 outstanding items; Name usage, ATIS policy and restricted callsigns. We are on track for May 1 launch.

3.6 New Business

There was no new business.

4 Department Updates

4.1 Operations (MR)

MR reported prior to the meeting that he will have the Safeguarding Minors Policy finished and to the BoG in Q2. There have been complexities because of all the laws and jurisdictions that VATSIM needs to consider to make this suitable as a global policy.

4.2 Network Systems (JF)

14th January: we discovered and soon resolved a problem with CID/rating updates on the USA-S server.

23rd February: the India server was retired from service to save resources due to lack of use.

12th-14th March: there were some intermittent problems with the Sweden and Russia-W FSD servers.

26th March: there were some problems with METAR updates in the evening. This turned out to be a problem with our source of weather data, and following some changes normal service was restored later in the day.

30th March: a small problem with the UAE server was resolved, quickly thanks to the prompt cooperation of the server owner.

JF has stepped down from his role as VP Network Systems due to his real world commitments and availability. He is handing everything over to MC and this will be his final BoG Meeting. The meeting thanked Jamie for his work and efforts.

4.3 Regions (JH)

No report received.

4.4 Technical Development (ZBF)

Work on AFV continues, thanks to Gary and Mark. Beta 1 should be conducted shortly, closely followed by a Beta 2 and final release.

FSD has been updated to version 3.14, including a fix to prevent server crashes,

The FSD4 project has been assessed as viable and has had some proper work done and we are looking to remove the userAuth functionality and open-sourcing the code.

The BoG approved realistic voice CTAF and an operational document has been drafted, as well as a sample website for frequency data.

We endeavor to launch the new voice system prior to the FSExpo in June 2019.

Once AFV has been released and is stable, we'll focus our efforts on the update to FSD4 and the significant changes and improvements that will bring.

4.5 Web Services (MC)

No report received.

4.6 Conflict Resolution (NB)

No report received.

4.7 Virtual Airlines and SOA (RC)

As of 4/16/2019 there were 147 active VA Partners which is a 10% improvement from the previous quarter, and there are 10 VAs with applications pending.

A new requirement was initiated effective April 1 that civilian Partner VAs must conduct a minimum of one online event each quarter and they are encouraged to coordinate with ARTCC/FIRs to request ATC coverage for said events. Thus far, at least 6 VAs have scheduled events for April.

A formal policy for managing the Virtual Airlines Associates Program has been submitted to be posted on the VATSIM.net website.

4.8 Marketing and Communications (MB)

Cross the Pond – Westbound was held on March 30th and was an overall success. We did not break the simultaneous connection record for VATSIM, but we did come close, within about 100 connections. Overall pilot feedback was very good, and many appreciated the inclusion of the west coast airports. The inclusion of the NATTRAK tool that was designed shortly before the event was a huge hit and eased the workload on both Oceanic controllers and pilots.

A special thanks to our web team for working extra hard to get the new CTP website up in time, especially given the short planning time frame.

A feedback meeting was conducted the week of April 8th to discuss improvements to the planning process. The overarching comments were that the planning period was way too short and that it should be better organized in the future.

FlightSim Expo

Much work has been done and much continues to be done for FlightSim Expo. The primary focus is the public display at FS Expo, however there will be a live controlling event from the show floor on Friday evening, 7JUN from 2300z -0300zish. The event's theme is to Light Up America and send VATSIM to FS Expo. We hope to get every center in the USA online for the event and encourage pilots to fly into Orlando International (KMCO) to participate with us at FSExpo, even if it is only virtually.

All VATSIM members coming to FSExpo are invited to bring their computers and control or fly live from the show floor.

The Display will feature 4 - 6 ATC scopes manned by live controllers during the entire two days. The featured facility is the Jacksonville (ZJX) Center. We plan to have the following positions open on the floor

- Jacksonville Center
- Orlando Approach / Departure
- Orlando Tower / Ground / Clearance Delivery
- Other VATSIM Center or Approach (USA or Global)

Note: The tower display will include a virtual tower view

VATSIM First Wings

The second iteration of the VATSIM first wings event will take place on April 27, 2019 at 2300z. It will be hosted in the United States by the Minneapolis and Chicago ARTCCs. Thank you to Andre for continuing to lead and promote this great event.

Staff Updates

Mats Edvin Aarø and Alex Long have joined the Marketing and Communications team helping to produce banners, logos, and assisting Andre and Callum with their duties when needed. Welcome to the team!

Social Media Stats

- Facebook Page Likes – 14,878
- Facebook Group – 28,968 members
- Twitter Followers – 8,176
- Instagram Followers – 837
- Twitch Followers - 59

4.9 Supervisors (TB)

Current Roster and Application Update

As of today, there are 132 active Supervisors (+6 this qtr.), including 2 (even this qtr.) that are on approved Leave of Absences. There is 1 member currently awaiting training as Supervisors. Roster is broken down as follows:

- Team 1 (22-05Z) 25 Supervisors
- Team 2 (03-10Z) 26 Supervisors, 1 on LOA
- Team 3 (08-17Z) 31 Supervisors
- Team 4 (15-00Z) 50 Supervisors. 1 on LOA

The Supervisor Application System shows the following:

- 98 applications that are not completed
- 37 applications that are completed, pending references
- 40 applications that are completed, pending review and acceptance
- 11 applications that have been accepted, for future upgrade consideration

Statistics

Supervisor Uptime similar over same period last year for Q1

- 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%
- January 2019 78.68%
- February 2019 76.48%
- March 2019 77.60%

New and Ongoing Projects

Revised Code of Conduct: The Revised Code of Conduct has been released to the Supervisors through the forums. To follow this week are FAQ's to assist them with implementation. May 1 implementation to the network. To work with VP-Web and VP-Marketing for roll out.

4.10 Membership (DD)

News / New Business

On 12 Apr 2019, Don Desfosse was appointed the Vice President, Membership, succeeding Daniel Gomes, who retired after 4 years in the role and 13 years supporting the Membership Department. Daniel has been thanked vigorously in multiple forums for his excellent service!

Tickets and Responsiveness

In 2019Q1, 2260 membership tickets were handled by the Membership team, a 9% increase over previous quarter. 1669 administrative CID suspensions were processed.

Managers

A few months ago, Zsolt Daniel expressed an interest in leaving the team. He has agreed to stay on through 21 April, and we are attempting to extend that, if he is amenable, until a replacement is named, to allow for training/transition.

We have opened solicitations for additional membership managers to augment the team, and allow for additional focus on data audit. We expect to conduct interviews and name appointees in May.

GDPR

In Q1, Membership and Web Services collaborated on the fulfilment of 13 right of erasure requests, 6 right of access requests, and 1 right of rectification request.

GDPR compliance concern regarding obtaining parental consent for members under 16 years old still needs to be considered.

New concern: Members re-joining immediately after exercising GDPR right of erasure.

Upcoming Plans / Initiatives

Developing list of requests from Web Services to ease the manual burden on the Membership team for tasks that can easily be set up to be performed electronically. Will work collaboratively with Web Services to prioritize/implement.

Plan to host a town hall / forum of some sort (format not yet decided) focused on membership growth and retention.

4.11 Pilot Training (EH)

Highlights

- Developed ATO Audit Training program for POIs
- Updated ATO Handbook to be in line with our VATSIM Partner VA support policy
 - VAs must be current partners with us in order to continue acting as an ATO and grant pilot ratings
- P0 new member training base content completed and proofed
- Cleaned up a very dated ATO roster
- Have opened active lines of communication with all ATOs using assigned POIs

Q2FY19 Goals

Internal Operations

- Rewrite Membership Certification Standards and evaluation process
- Complete P0 Test Bank creation
- Begin work on new ATO Admin system and PTD Website

External Operations

- Add more POIs in the regions of North America, South America, Europe, and Asia
- Train all POIs in the ATO audit process by using the audit training presentation
- Setup a POI email account/accounts so official correspondence can be done correctly

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.

5.1.1 VATSIM President Vote

GL noted the President election is in August and that if anyone is interested, they should start considering it.

5.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 21:50z