



Q2 2019 BOARD OF GOVERNORS MEETING MINUTES 20JUL19

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	18SEP19
Identification	2019 Q2 BoG Meeting Minutes

1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	20JUL19	Initial Draft	MR
0.2	21JUL19	Second draft after BoG Feedback	MR

0.3	04AUG19	Third draft with all department reports	MR
0.4	12AUG19	Final Draft for BoG Vote	MR
1.0	18SEP19	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	Matt Cianfarani	MC	-
VATGOV5	Zach Biesse-Fitton	ZF	Arrived at 20:28z. Left at 22:04z.
VATGOV6	Aidan Stevens	AS	-
VATGOV8	Norman Blackburn	NB	-
VATGOV9	Roger Curtiss	RC	Left at 22:11z.
VATGOV10	Matt Bartels	MB	-
VATGOV11	Tim Barber	TB	-
VATGOV12	Don Desfosse	DD	-
VATGOV14	Ethan Hawes	EH	Left at 23:05z

3 Minutes

3.1 Welcome

GL opened the 2nd Quarter 2019 BoG meeting at 20:06z.

GL welcomed AS to his first meeting since his appointment to the Board of Governors and acknowledged the work that he completed when he was working as MC's Assistant to Web Services.

3.2 Apologies

Position	Name	Initial	Proxy
VATGOV4	Jackson Harding	JH	MR

3.3 Adhoc Votes Since the Previous Meeting

Vote	Yay	Nay	Abstain
That VATSIM will initially support global, restricted range, voice CTAF (frequency 122.800 or as otherwise defined). VATSIM will then move to develop training, policies and procedures that support global discrete (real-world) frequency, voice CTAF for delivery within 6 months. The effective date is the date of the release of Audio for VATSIM (AFV).	10	0	0
To remove SquawkBox, SquawkBox747, SquawkBox for Fly!, XConnect and FSInn from the Approved Pilot Clients. To remove ASRC and SPARC from the Approved Air Traffic Controller Clients. To remove SquawkBox, FSInn, AVC and ASRC from the Approved Voice Software. To note the above changes as revision 1905. The effective date of this motion is to be preceded by a period of at least 14 days public notice via VATSIM NOTAM system(s). The effective date is the date of the release of Audio for VATSIM (AFV).	11	0	0
To formally appoint Matthew Cianfarani as VATGOV3, VP Network Systems and appoint Aidan Stevens as VATGOV6, VP Web Services.	9	1	1

Motion to amend Section A15 of the new VATSIM Code of Conduct to read: While connected to VATSIM, and when requested to do so, members shall respond to messages from, and comply with all instructions issued by VATSIM Administrators and/or VATSIM Supervisors.	10	1	0
To approve the Safeguarding Minors Policy v0.3, as circulated via the BoG and VATSIM Senior email lists, into formal VATSIM policy.	9	0	0
To approve the minutes of the BoG quarterly meeting for Q1-2019 held on 20APR19 at 2000z, as emailed to all BoG members, for general release and publishing on the VATSIM website	8	0	0

3.4 Online Activity Report

Board of Governors Online Hours (Quarterly Requirement 24 hours)								
Period:	Q1-2019			Apr-19	May-19	Jun-19	TOTAL	
VATGOV1	President	Gunnar Lindahl	967365	62	32	20	114	475%
VATGOV2	VP Operations	Mark Richards	811451	24	29	40	93	388%
VATGOV3	VP Network Systems	Matt Cianfarani	993838	21	20	10	51	213%
VATGOV4	VP Regions	Jackson Harding	820457	9	13	2	24	100%
VATGOV5	VP Technical Development	Zach Biesse-Fitton	1217663	0	15	12	27	113%
VATGOV6	VP Web Services	Aidan Stevens	1346088	13	22	10	45	188%
VATGOV8	VP Conflict Resolution	Norman Blackburn	870575	5	3	0	8	33%
VATGOV9	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	35	33	45	113	471%
VATGOV10	VP Marketing and Communications	Matt Bartels	863645	45	10	29	84	350%
VATGOV11	VP Supervisors	Tim Barber	819096	37	35	54	126	525%
VATGOV12	VP Membership	Don Desfosse	1035677	40	23	46	109	454%
VATGOV14	VP Pilot Training	Ethan Hawes	973741	32	40	30	102	425%
Executive Committee Online Hours (Quarterly Requirement 24 hours)								
Period:	Q1-2019			Apr-19	May-19	Jun-19	TOTAL	
VATAME1	RD Africa & Middle East	Saad Belouafi	1205178	0	0	23	23	96%
VATASIA1	RD Asia	Anastasios Stefanopoulos	901134	30	30	20	80	333%
VATEUR1	RD Europe	Apostolos Damkalis	963239	41	8	10	59	246%
VATNA1	RD North America	Nicola Felini	1020845	20	4	2	26	108%
VATOCE1	RD Oceania	Alan Cooke	1194659	14	10	4	28	117%
VATSA1	RD South America	Federico Navarro	1013441	24	1	2	26	108%

3.5 Matters Arising from the Previous Meeting

3.5.1 Online Activity of BoG members (MR)

MR advised that the online activity of the BoG and EC had been circulated via email ahead of meeting so that all members of both groups had visibility before public release.

This is the process that this will be completed in future and this item will be removed from the standard agenda.

3.5.2 Audio for VATSIM Update (ZF)

ZF has met with Chris Collins who is committed to integrating AFV into XSquawkbox ahead of the AFV launch. GL had met with the AFV development team and the developers are close to completion of locking down features for the release version and are working with the developers to ensure integration.

MR is coordinating with all departments to write the Operations Plan for implementation. The plan is to have all input by 15 August 2019 so that the plan is written by 31 August 2019 ready to go.

3.5.3 Code of Conduct (TB)

TB advised that the CoC was implemented on 15 July 2019. The Founders have approved a change to the VATSIM User Agreement to match the updated CoC.

ACTION: GL to provide MB the verbiage to make the changes to the User Agreement.

GL acknowledged the work that TB and others have done to get this work completed and that we have now brought in many of the concerns from our members in a cleaner document.

3.5.4 VATSIM Voice Policy (ZF)

No update as waiting on the release version of the software to begin writing the policy.

3.5.5 Safeguarding Minors Policy Implementation (MR)

As the vote had passed for the Safeguarding Minors Policy MR will get it onto the VATSIM Website policy page.

Once this is published, MR will circulate the link to BoG and Executive Committee for sharing with the Division Directors. The RDs will need to confirm when they have shared the link.

GL acknowledged the work that had gone into getting this policy finalised.

ACTION: MR to upload the Policy to the VATSIM Website and circulate the link to the VATSIM Senior Email List.

3.6 New Business

3.6.1 S1 GRP Wording (EH)

EH cited that some vACCs and ARTCCs are using S1 as a rating to upgrade Observers and highlighted that in GRP this rating has no associated competencies subject to local restrictions. The issuance of an S1 rating is not being applied consistently even within a Division or Region.

EH proposed a wording change that he will send to the BoG Email Ring for JH will take to the Executive Committee for consideration.

ACTION: EH to send proposed wording changes to the BoG Email Ring for JH to take to the EC for consideration.

3.6.2 Proposed Wording Changes to Automated Suspension Messages (TB)

TB had circulated a list of wording changes to the automated suspension email messages are sent when a member is suspended prior to the meeting.

BoG members will reply to the BoG Email with their thoughts and TB will arrange implementation with AS.

It was agreed that a vote was not necessary as this was simply updating what was already sent.

3.6.3 RD CERT Access (DD)

DD had attended the Q1 EC meeting. The RDs had spoken about difficulties with RDs having access only to the CERT records for their own Region as this had led to delays in transferring members between Regions.

MOTION: Proposed DD Seconded MC, "That in accordance with Clause §3.07 of the Code of Regulations, Regional Directors be granted permission to have access the VATSIM Ratings and Membership Database, via the CERT software, for all Regions, for the sole purpose of facilitating member transfer between Regions". **CARRIED**

3.6.4 GDPR (DD)

MOTION: Proposed DD Seconded MR "That the meeting enter Executive Session". **CARRIED** – Entered Executive Session at 2156 hours.

MOTION: Proposed DD Seconded GL "That the meeting leave Executive Session". **CARRIED** – Left Executive Session at 2219 hours.

4 Department Updates

4.1 Operations (MR)

This quarter has seen significant work put into finally completing the VATSIM Safeguarding Minors Policy. My thanks to everyone who assisted and for the input. This has not been as easier task as I had hoped due to the variances of the age that is considered to be a minor around the world and the differences in legislation. The policy has therefore met a middle ground. It is important to show the membership that we are serious about dealing with these issues but still respecting the rights of all members.

Planning has begun for the migration from legacy voice to the new Audio for VATSIM and I have been assigned responsibility for coordinating all departments efforts into a single Operations Plan. I will be calling on departments to provide me with information by 15 August 2019 so that we have an agreed unified plan completed by 31 August so that we are ready to simply make final tweaks should the AFV team have any last-minute changes.

4.2 Network Systems (MC)

Much of the Second Quarter of 2019 was filled with clean-up work after taking the department over from the previous VATGOV3. I would like to thank Jamie Fox for his work in this department previously, as well as his assistance during transition.

Staffing Changes

I would like to recognize my former assistant, Aidan Stevens for his work with me over the past year. I wish him the best of luck in his new role within the BoG and look forward to continuing to work closely with his department.

Nicholas Cavacini has joined the VATSIM Network Systems Team and has been assisting with various projects.

Project Updates

Server Clean-up - For the most part, all VATSIM FSD servers have had applicable and available updates applied to them. We plan to sunset all previously donated servers to VATSIM over the coming months. Estimated Completion by Q4 2019.

Load Balanced Infrastructure - Nicholas Cavacini has set up a proof of concept on our Load Balanced infrastructure while collaborating with various other tech departments. We are in the process of imaging and templating these out on Amazon AWS for a quick deployment in the future

Web Server Environment - Our redundant Web Server environment for the new .NET Website & "Manage" has been set up. Our current expenditure is around \$200 USD per month for this environment, however, is inflated due to test servers. A summary of

expenses will be sent to the Board via email to solicit financial assistance for the invoices, so the burden does not fall upon the Tech VP's to fund this.

4.3 Regions (JH)

Executive Committee

Mr. Nicola Felini, Regional Director North America, resigned as chair of the Executive Committee at the Committee's last meeting. Mr. Felini has served as chair for some time now and has been a tireless advocate for the Regions and the network as a whole. He deserves a vote of thanks for his considerable efforts. Mr. Alan Cooke, Regional Director Oceania, was elected to replace him.

Unfortunately, Mr. Cooke has suffered a significant injury and has been unable to completely assume his new role. Mr. Felini will assist until Mr. Cooke recovers.

VATAME

The Regional Director Mr. Saad Belouafi did not meet the expected quota of hours in Q1. Mr. Belouafi has recently changed employment, and he and his wife have also recently welcomed a new child. These two factors are the reason he has been unable to meet his quota. He has indicated that this situation is likely to recur in Q2.

VATME

Former Event Coordinator of vACC Egypt Mr. Ahmed Yehia Hamad has been appointed as the new Director of VATME.

This and other associated staff changes have led to a decline in event and other activity. Plans are for the Iran, Bahrain, and UAE vACC to co-operate on having all three facilities staffed simultaneously.

VATSAF

Because of the high turnover of staff in ACCSAF, Divisional staff have been seconded to ACCSAF to strengthen the management. This has had a positive outcome and is showing positive results.

VATIL

Mr. Or Bahtari was elected as the division manager and a new team was recruited.

VATNAF

Mr. HAMZA MOUM was appointed as the new ATC Training Director VATNAF4.

Mr. Mehdi Tahri was appointed as the new Morocco vACC Chief Pilot Instructor ACCMA8.

Mr. Wassim EL Bakkouri was appointed as the new Morocco vACC Membership Director ACCMA3.

VATOCE

As previously mentioned, Mr. Alan Cooke is currently unwell and is taking a brief leave of absence. The Deputy Director Mr. Ray Lang is covering during his absence.

The big event for the quarter was the Cross the Ditch in mid-June. Again, a very successful event was conducted jointly between VATNZ and VATPAC.

VATNZ

Q2 saw a reversal of recent trends with a 12% increase in aircraft movements compared to 2018. And while ATC hours were down 2% when compared with the same period last year, there was a healthy 37% increase when compared to the first quarter of 2019.

Discord has been implemented as major communication tool within the division and integrated with the VATNZ website.

VATPAC

Mr. Callum Strawbridge was appointed as the new Division Director.

Major thanks are due to Mr. David Zhong for all his efforts and work while in his role as the Acting Division Director. Mr. Zhong oversaw the movement of multiple portfolio directors, held town hall meetings to keep the community informed, drafted and executed the VATPAC Constitution & Data Handling Policy.

Further staff movements are also taking place and replacements are currently being sought for the positions of Director of Operations, and Director of ATC Training.

The Board is currently working hard on getting a policy together for the relaunch of VATPAC's Discord server. The new server will be more automated through the use bots which will make the moderation easier and more consistent for our moderators. The policy has been reviewed a couple of times already and will be further refined prior to release.

The Non-Executive Director's continue to provide assistance and guidance to the Board behind the scenes and are an integral part of the new board structure. These experienced members provide a wealth of wisdom and knowledge and are regularly assisting the departments when required.

VATASIA

VATSIM Asia has enjoyed a Q2 full of events across Asia! VATAKOR and VATSEA leading with the first completing 12 events, one international and 2 real life meetings, including Seoul A320 Simulator Center and VATSEA to closely follow introducing the series of Light Up South East Asia, Spanning across 13 FIRs, as well as Singapore Real Ops 2019, "visit Indonesia". Also, the first event ever planned between VATPRC and Indonesia vACC!

VATPRC marked a lot of activity with frequent city pair events and summer trip destinations, VATJPN traditionally with beginners' welcome events and VATROC with online Saturday nights.

Some staff changes took place at VATWA Division, as the Division is still under recruitment of new staff members with good progression. We are now into process to find suitable staff members for India vACC. New members are given full attention both on local and Divisional level, with the respective regional staff supporting with transfer requests and any tickets might arise.

New staff appointments:

VATWA Events Director: Mr. Brodie Murdoch

Nepal vACC Director: Mr. Samuel Litsas

VATNA

Pending.

VATEUR

Nil received.

VATSAM

Nil received.

MOTION: Proposed GL Seconded MB "That the meeting enter Executive Session".
CARRIED – Entered Executive Session at 2226 hours.

MOTION: Proposed GL Seconded MR "That the meeting leave Executive Session".
CARRIED – Left Executive Session at 2253 hours.

4.4 Technical Development (ZBF)

No report received.

4.5 Web Services (AS)

Completed Tasks:

Task	Team Members	Comments
Deployed a load balanced NGINX cluster with a MySQL and Redis backend for hosting of	Aidan Stevens	

future web services		
Handled several GDPR requests in conjunction with the membership department	Aidan Stevens, Matt Cianfarani	
Performed a clean-up of old database tables, including the wiping of attachments from the membership helpdesk	Aidan Stevens, Matt Cianfarani	
Setup a new helpdesk for tech related requests to ensure fast and efficient handling	Aidan Stevens, Matt Cianfarani, Nick Cavacini	
Completed the AFV Beta site and added additional functionality to make management easier	Nestor Perez	
Deployed AFV FSD Beta Server	Aidan Stevens	
Worked with VSOA department to upload new policy and rename older ones	Aidan Stevens	

Ongoing Tasks:

Task	Team Members	Comments
New vatsim.net site	Nick Wheeler	
New CERT (dubbed Manage)	Nick Wheeler	

New SSO (Connect)	Harrison Scott	
Technical documentation website	Nestor Perez	

Planned Tasks:

Task	Team Members	Comments
Consultation with divisional web staff regarding new changes in data handling	Aidan Stevens, Nick Wheeler, Harrison Scott, Nestor Perez	
Consultation with other departments regarding new CERT features	Aidan Stevens, Nick Wheeler	

4.6 Conflict Resolution (NB)

Previous Quarter.

As is quite normal in the Summer period, referrals to this department are more quiet than other parts of the year. With many CR staff taking vacation during this quarter this of course is a blessing. That said, the majority of DCRM remain happy to take cases manually assigned to them. In general, I have noticed a general reduction to both types of suspensions which is nice to see.

There have been 30 cases referred over the past quarter

May 29.7%
 June 59.5%
 Aug 19.8%

RCRP Appeals.

I have not been advised of any pending Appeals Panels.

BoG Appeals Panel.

There are currently no pending Appeals Panels.

Staffing.

As is normal there are a few areas whose staff occasionally need reminded of pending cases. I am working with the relevant Divisions where this is becoming a problem.

4.7 Virtual Airlines and SOA (RC)

As of this writing there are 135 partner VAs.

A new requirement was added in Q1 that Partner VAs must announce and execute at least one event for their members in each quarter. The purpose of this was to promote greater online presence for these VAs. They are encouraged to seek co-sponsorship from an ARTCC/FIR for these vents, however, that component is not part of the requirement. Nonetheless, some of the VA managers expressed that this was too arduous a requirement and elected to terminate their Partner status.

A round of audits was commenced at the end of Q1 and the initial result is that apparently a low percentage of the current Partners were able to achieve this requirement. Notification was given that compliance of this requirement would not be enforced until the conclusion of Q2 and if compliance is low nearing or at that time further analysis of the situation will be needed.

Coordination with Web Services was achieved and a new policy for the Virtual Airline Associate program (our minor league) has been posted on the VATSIM website Policy page. Also completed was a renaming of the Virtual Airlines/SOA policy already published to more clearly reflect its applicability to both civilian VAs and Special Operations organizations.

Two new audit managers were put in place and they have been participating in the current audits.

A goal for this quarter is to obtain in-house access to the VASOPS coding in order to institute some long-awaited revisions and additions to better streamline our operations and management of Partners.

4.8 Marketing and Communications (MB)**4.8.1 Member Engagement Projects****Audio for VATSIM Beta**

Member Engagement spent significant time this quarter working with the Audio for VATSIM team in recruiting members to both the general and FlightSim Expo betas.

Event Postings

Special thank you to Deon Matthews for helping keep the VATSIM.net Events Page up to date while member engagement was busy working on FlightSim Expo and Audio for VATSIM beta projects

4.8.2 Social Media Projects

Housekeeping

A generally quiet quarter for Social Media outside of continuing to post events to our Social Media outlets. Social Media is working on some projects to increase member interaction on our posts.

4.8.3 FlightSim Expo Recap

General Overview

FlightSim Expo 2019 was held June 8-9, 2019 in Orlando, FL, USA. There were over 1000 people who attended the event and it was very successful overall.

VATSIM Presence

VATSIM was strongly represented at FlightSim Expo and had one of the largest booths on the show floor, over 6 combined booths! Over 30 VATSIM Members volunteered their time to help run the VATSIM booth even after paying their own way to attend the show. The Board of Governors had a strong presence with Gunnar, Tim, Matt B, Matt C, Aidan, and Ethan working the booth as well as two founders in attendance as well. Multiple Region and Division directors also were in attendance and assisted with the display.

The booth made a large presence on the attendees, we had the ability to reactivate inactive accounts on the spot and did so for multiple members who wanted to get reengaged with the community. There was a pilot station set up where the public could try flying on VATSIM, a "Try ATC" Station where the public had a chance to try their hand running a sweatbox scenario, and the live control positions where the public could see how controllers utilize the network. The centrepiece of this display was a virtual tower display comprised of 4 monitors a member flew in for the display. It was a major talking point and a huge draw for VATSIM's display!

Audio for VATSIM Beta

VATSIM used the Audio for VATSIM beta servers to run the show display. This gave membership as well as the public a chance to hear the future of VATSIM. The beta was open to any person who signed up to complete a flight during the hours of FlightSim Expo, expanding the number of members able to experience the new voice system.

We ran into a bit of a technical issue where some who signed up did not receive the information to log into the beta. This was a result of them not signing up at the Audio for VATSIM beta website and only booking a slot on the FlightSim Expo fly-in site. The need

to sign up on the beta website was poorly communicated and we apologize for this oversight.

The beta test itself was an overwhelming success. We put quite a strain on the servers, and they held up beautifully with no significant issues. The developers were in attendance and were extremely happy with the results.

Tim Barber purchased some speakers out of pocket so that people walking by could hear new voice as well (Thank you Tim). All the feedback was very positive and many members who have left VATSIM stated their intent to come back upon release.

Interviews and Presentations

Multiple members of the Flight Simulator media community were present at expo. Gunnar, Matt B, and others were called upon to give interviews about the future of VATSIM. Matt B and Ethan were also presenters for FlightSim Expo giving presentation on Flight Dispatching and Professional Pilot tips for Flight Simulators. These presentations as well as the rest can be found on FlightSim Expo's YouTube Channel

Thanks, and Accolades

It is impossible to name everyone who helped with VATSIM's display at Expo. All the persons who volunteered at the booth were provided with VATSIM Polo Shirts purchased by the Board of Governors to wear on the floor and keep as a thank you for helping.

Special Thanks to

Evan, Phil, and the FlightSim Expo Team for arranging a stellar convention and again inviting VATSIM to participate

Alex for providing lots of technology including the Virtual Tower Cab as well as many hours working the controlling display

Chris and Ben for volunteering nearly all their time handing out fliers and talking to the public.

Matt and Aidan for setting up a stable private network to run our display as well as reactivating members

Rick R. and Jared W. for running the Sweatbox Display all show long for the public to try ATC

Creighton M for running the flying display all show long with little breaks to help the public experience Audio for VATSIM

Petey S. and the virtual Jacksonville ARTCC for their help in organizing, training controllers, and running the Air Traffic Control Display

Dhruv and Chris for providing their real-world insight and working countless hours on ATC positions at the display.

All other members of the VATSIM Display Team who have not been mentioned. We really could not have pulled this off without all of your support

4.8.4 Future Projects

Cross the Pond – Eastbound

Cross the Pond – Eastbound will take place on October 26, 2019. The team is currently working on new tools for the Oceanic Controllers as well as making improvements to the NATTRACK tool that was so successful in the last Cross the Pond. Airfield Applications, Voting, and other timelines will be announced in the coming weeks.

WorldFlight 2019

WorldFlight 2019 kicks off in the first week of November 2019. The WorldFlight Fixed Based teams are in discussions to finalize the route and it will be announced shortly. Facilities who will have WorldFlight traverse their airspace and airports will be contacted by VATSIM prior to the route being announced to help coordinate staffing as local ATC is one thing that makes this event so great!

We will also be recruiting Air Traffic Controllers to join the WorldFlight ATC team to provide ATC in areas that are unable to staff locally. More information on this will be released in the coming months.

VATSIM First Wings

After a brief pause from the First Wings event, we are looking to make this event more regular. We are in initial talks with VATSIM Scandinavia to host the 3rd iteration of this event.

In the future, we would also like to bring this event to all regions, not just Europe and North America as it has been. Regions and Divisions interested should email the marketing department

FlightSim 2019 at Cosford

VATSIM will once again be exhibiting at the Cosford UK Flight Sim Show. We plan to feature the newest developments for Audio for VATSIM at this show as well as general network promotion. Thank you to VATSIM UK for coordinating this for VATSIM.

Implementation of Global Events Calendar

A global events calendar will be included with the new VATSIM webpage in development. This will be a one stop shop for all VATSIM events with features helpful to members looking for events. We will be setting permissions for who can post events to the calendar, however once posted we hope to have them show up immediately. This will be more efficient than our current manual process to post to vatsim.net/events

Original content for Twitch

VATSIM is interested in creating original content for our twitch channel which could also be ported over to YouTube in some cases. We are thinking something like a weekly or bi-weekly VATSIM Newscast, Tutorial Videos, Exotic Events, etc.

We currently use the channel just to host VATSIM streamers, and while we will continue to do so, there is a lot of potential value in having our own content as well.

Anyone interested in helping with this project please email the marketing department.

4.9 Supervisors (TB)

Senior Staffing

No changes.

Current Roster and Application Update

As of today, there are 132 active Supervisors (even this qtr.), including 2 (even this qtr.) that are on approved Leave of Absences. There are 0 members currently awaiting training as Supervisors. Roster is broken down as follows:

- Team 1 (22-05Z) 26 Supervisors
- Team 2 (03-10Z) 26 Supervisors
- Team 3 (08-17Z) 29 Supervisors, 1 on LOA
- Team 4 (15-00Z) 50 Supervisors. 1 on LOA

The Supervisor Application System shows the following:

- 98 applications that are not completed
- 52 applications that are completed, pending references
- 27 applications that are completed, pending review and acceptance
- 25 applications that have been accepted, for future upgrade consideration

Statistics

Supervisor Uptime – April similar over same period last year for Q2, however May and June down 8% and 10% respectively

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%
April 2019	81.08%
May 2019	67.82%
June 2019	67.26%

New and Ongoing Projects

Revised Code of Conduct: Completed. The Revised Code of Conduct was implemented at 0001z on July 15, 2019. By all accounts, the rollout seems to have been a great success. Many thanks to all that were involved in the revision process.

Revised Suspension Messages: Our team is proposing new member-facing suspension messages. Information to be sent under separate e-mail.

Departmental Reorganization: The current department structure has 4 teams that are broken down geographically, with each team led by a Senior Supervisor. Generally, this has led to uneven team sizes. After much discussion with my team, we will be reorganizing the department into 4-6 evenly sized teams, each led by a Team Lead. Within each team, there will be 2-3 Senior Supervisors who will need to meet a minimum experience requirement and will have additional responsibilities in as far as training new supervisors. Overall, this will provide balanced workload within the department, and more upward mobility. **Expected completion: Sept 15, 2019**

New Supervisor Applications System: My team is actively working with Aidan Stevens and Nick Wheeler on the design and implementation of a new Supervisor Application System. The current platform is currently clunky and difficult to use. As part of this revamp, we are going to review and update the application criteria and questions. We will also be removing mandatory RD reference from the process. **Expected completion: prior to Q4 2019**

Revised Supervisor Operations Manual: The current operations manual is being revised. **Expected completion: prior to Q4 2019**

New Training Regimen: We will be completing a standardized training manual and program for all new supervisors. Also intended as a reference for all current supervisors. The goal is to standardize training so that all new supervisors working within the same guidelines. **Expected completion: after above projects are completed**

4.10 Membership (DD)

News / New Business

The Membership team is glad to announce the addition of a new Membership Manager, Claus Hemberg Jørgensen. Claus is a former vACC Scandinavia Training Director from Denmark with several years of experience on VATSIM. On our team he will be covering

the North America Region alongside Michal Fira, succeeding Zsolt Daniel, who had served on the Membership team for nearly 5 years.

Tickets and Responsiveness

In 2019Q2, 2028 membership tickets were handled by the Membership team, a 10% decrease over previous quarter. 1733 administrative CID suspensions were processed, a growth of 4% over the previous quarter, mainly due to database clean-up.

Membership has provided Web Services a list of requests to ease the manual burden on the Membership team for tasks that can (hopefully easily) be set up to be performed electronically. Will continue to work collaboratively with Web Services to prioritize/implement.

Managers

In order to facilitate Claus' training, ensure an equally shared workload, and facilitate additional experience amongst our Membership Managers, we have put in place a purposeful rotation. Barry Theodore is now supporting the Africa / Middle East, Asia and Oceania Regions, and Richard Gerrish is now supporting the Europe Region alongside Ira Robinson.

We have gone through two rounds of recruiting for Membership Managers this year, and only been able to select one new Membership Manager. My observations are that there were relatively few applicants, most of which did not meet the qualifications, and a few of which were either not willing or able to meet the process requirements of putting together a CV and/or obtain a recommendation. In order to attempt to increase the candidate flow, Michael Mund-Hoym and I have reviewed the requirements and process, determined it to be fair, and discussed the benefit of adjudicating applicants against "must have" requirements vs. "nice-to-have" qualifications.

GDPR

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

Observations/Vision

I have now been in the VP Membership role for 100 days. My observations include that the Membership team is small, highly dedicated, the Membership Managers put in a significant amount of time to benefit our members, and I'm extremely proud of them, what they have done, and what they continue to do.

One of the perceptions of the Membership Department is that it is highly regimented, perhaps to a fault. Membership has a challenging role; to facilitate the ease of membership for our valued members while at the same time guarding against bad actors. I am working on smoothing out some of the rough edges, encouraging balance and the perception of efficiency and helpfulness to be transmitted from our team to the majority of the membership.

Upcoming Plans / Initiatives

Membership and Regions have been collaborating to enable better efficiency and effectiveness for the Regional Directors. I was pleased to be invited to the Executive Committee meeting last quarter, which enabled me to introduce myself and hear first-hand some of the challenges the EC has. The biggest challenge communicated to me during the last EC meeting was a CoR restriction where RDs could not approve transfers between others' regions. To enable better efficiency to support our members, I'd be in favour of loosening the restrictions.

Finally, Membership will continue to work with Web Services to prioritize requests. Our goal is to dramatically reduce the number of support tickets required, which should both be an indication that our tools and processes better facilitate ease of membership processes and results to our membership, as well as ease the burden on our volunteer Membership staff.

MOTION: Proposed GL Seconded MR, "That the Board of Governors acknowledges the work of Zsolt Daniel for almost five years as a Membership Manager. **CARRIED**

4.11 Pilot Training (EH)

Quarter two has been a busy month for the pilot training department. The pilot training options have improved over the last quarter as we welcome three new Authorized Training Organizations (ATOs). There are now over 28 active ATOs offering training with each continent being represented.

The department is nearing the beta stage of the mandatory pilot training requirement for all new members. The department is also in the process of rebuilding its Pilot Rating Admin Client to better fit the missions of ATOs, instructors, and the pilot training department itself. The pilot training department has also rolled out a new training program that all primary operations inspectors must complete ensuring a consistent and quality product for ATOs to correspond with. With that being said, the active recruitment for qualified operations inspectors will resume late Q3 in the areas of North America, South America, Asia, and Oceania as we are lacking representation in those areas.

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

MR reminded that BoG that the VATSIM President is a two-year appointment. GL's tenure is due to finish on 11 August 2019. GL advised that meeting that it was his intention to seek re-election. MR will email the BoG email ring and call for any other nominations by Saturday 27 July 2019 at 20:00z and if none, will post a BoG Vote in CERT. If there was

more than one person seeking election, MR will have MC and AS post an election in CERT.

5.1.2 Data Removal for the new site

AS advised that meeting that there was a significant quantity of data held in the current databases that he recommends should not be migrated to the new website and CERT application.

ACTION: AS to email the proposed list of data not to migrate to the new website and CERT and then post a vote in the BoG Voting system in CERT.

5.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 23:20z. GL apologised for the meeting taking longer than normal but thanked everyone for their input.