



Q3 2019 BOARD OF GOVERNORS MEETING MINUTES 19OCT19

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	02NOV19
Identification	2019 Q3 BoG Meeting Minutes

1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	19OCT19	Initial Draft	MR
1.0	02NOV19	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	-
VATGOV4	Jackson Harding	JH	-
VATGOV5	Zach Biesse-Fitton	ZF	-
VATGOV6	Aidan Stevens	AS	-
VATGOV9	Roger Curtiss	RC	-
VATGOV11	Tim Barber	TB	Left meeting at 22:21z
VATGOV12	Don Desfosse	DD	-

3 Minutes

3.1 Welcome

GL opened the 3rd Quarter 2019 BoG meeting at 20:15z.

3.2 Apologies

Position	Name	Initial	Proxy
VATGOV8	Norman Blackburn	NB	MR
VATGOV10	Matt Bartels	MB	DD
VATGOV14	Ethan Hawes	EH	AS

3.3 Adhoc Votes Since the Previous Meeting

Vote	For	Against	Abstain
To approve the minutes of the BoG quarterly meeting for Q2-2019 held on 20JUL19 at 2000z, as emailed to all BoG members, for general release and publishing on the VATSIM website	10	0	0
To re-elect Gunnar Lindahl as the VATSIM President for a second two-year term until 11 August 2021.	9	0	1
To create a temporary dispensation on the vote held on 14 May 2019 to temporarily maintain FSInn and SquawkBox as approved pilot clients at the launch of Audio for VATSIM, with a withdrawal date to be discussed at the next quarterly meeting.	7	4	1
To approve "xPilot" as an official VATSIM supported client and add this to the list of approved clients, for the purposes of the CoC.	11	0	0

3.4 Online Activity Report

Board of Governors Online Hours (Quarterly Requirement 24 hours)								
Period:	Q3-2019			Jul-19	Aug-19	Sep-19	TOTAL	
VATGOV1	President	Gunnar Lindahl	967365	37	32	38	107	446%
VATGOV2	VP Operations	Mark Richards	811451	25	23	23	71	294%
VATGOV3	VP Network Systems	Matt Cianfarani	993838	7	10	11	28	117%
VATGOV4	VP Regions	Jackson Harding	820457	6	11	11	28	115%
VATGOV5	VP Technical Development	Zach Biesse-Fitton	1217663	2	2	7	11	46%
VATGOV6	VP Web Services	Aidan Stevens	1346088	9	4	14	27	110%
VATGOV8	VP Conflict Resolution	Norman Blackburn	870575	25	41	16	82	342%
VATGOV9	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	21	19	19	59	246%
VATGOV10	VP Marketing and Communications	Matt Bartels	863645	6	25	21	52	215%
VATGOV11	VP Supervisors	Tim Barber	819096	47	12	11	70	292%
VATGOV12	VP Membership	Don Desfosse	1035677	75	99	52	226	942%
VATGOV14	VP Pilot Training	Ethan Hawes	973741	42	11	19	72	298%

Executive Committee Online Hours (Quarterly Requirement 24 hours)								
Period:	Q3-2019			Jul-19	Aug-19	Sep-19	TOTAL	
VATAME1	RD Africa & Middle East	Saad Belouafi	1205178	7	15	4	26	108%
VATASIA1	RD Asia	Anastasios Stefopoulos	901134	8	14	37	59	246%
VATEUR1	RD Europe	Apostolos Damkalis	963239	3	87	60	150	623%
VATNA1	RD North America	Nicola Felini	1020845	6	10	5	21	88%
VATOCE1	RD Oceania	Alan Cooke	1194659	0	1	3	4	15%
VATSA1	RD South America	Federico Navarro	1013441	9	9	77	95	396%

ZBF had been completing exams so had not been as active as he had planned.

Nic Felini had work complexities and Alan Cooke had been unwell during the quarter.

3.5 Matters Arising from the Previous Meeting

3.5.1 Audio for VATSIM Implementation (FL)

GL updated the meeting on last week's implementation of AFV. Reflection from the community is overwhelming and great feedback from the membership. There has been a significantly large number of connections each day since then. The implementation went well and was completely significantly quicker than planned and the network was shut down for three hours instead of the planned 24 hours.

The AFV team have been updating issues that have identified since implementation. While there have been some complaints from members, overall the membership has been very supportive of the work being done.

GL acknowledged the work of everyone who had been involved and to all the BoG members who had worked hard to deliver this project as all departments had to work together.

The BoG was impressed by the Divisions working together to create the facilities database on the server that manage the transmitters.

The BoG acknowledged the work of Gary Oliver and Mark Barnes who brought this to reality.

3.6 **New Business**

3.6.1 **Proposed Changes to the Executive Committee (JH)**

MOTION: Proposed JH Seconded MR “That the meeting enter Executive Session”.
CARRIED – Entered Executive Session at 2031 hours.

MOTION: Proposed MR Seconded GL “That the meeting leave Executive Session”.
CARRIED – Left Executive Session at 2120 hours.

ACTION: JH to provide the BoG a final options paper for restructuring the EC and once provided, there will be a two-week BoG Email discussion.

3.6.2 **BoG Technical Positions (MR)**

Given the relevant technical expertise of both AS and ZBF, MR recommended to the BoG that they swap roles on the BoG and that AS is appointed Vice President Technical Development and that ZBF is appointed as Vice President Web Services.

MOTION: Proposed MR Seconded JH, “That Aidan Stevens is appointed Vice President Technical Development and that Zach Biesse-Fitton is appointed as Vice President Web Services with immediate effect”. **CARRIED**

MR noted that the term “Network Systems” was leading to some confusion and that it was more about infrastructure than systems.

MOTION: Proposed MR Seconded DD, “That the Vice President Network Systems title changes to Vice President Network Infrastructure with immediate effect”. **CARRIED**

ACTION: GL to update the Code of Regulations.

3.6.3 **Roadmap Prioritisation (GL)**

GL discussed that we need to prioritise all the future changes given the amount of technical work that needs to be done to ensure that we make best use of the technical team.

AS and MC suggested a more robust management tool to manage the technical development that we know all the plans in one place.

ACTION: MC to coordinate a list of which technical VP will be responsible for road-mapping changes.

3.6.4 GDPR (DD)

MOTION: Proposed DD Seconded MC “That the meeting enter Executive Session”.
CARRIED – Entered Executive Session at 2149 hours.

MOTION: Proposed DD Seconded GL “That the meeting leave Executive Session”.
CARRIED – Left Executive Session at 2203 hours.

ACTION: ZBF to discuss a solution for GDPR Compliance, as discussed, by 31 October 2019.

3.6.5 Audio for VATSIM and Next Steps (GL)

GL discussed Voice CTAF. This will be added to the technical roadmap process.

ACTION: MR to coordinate the Voice CTAF project.

4 Department Updates

4.1 Operations (MR)

The introduction of VATSIM’s Safeguarding Minor’s policy appears to have been well received with contact being made from several Divisions and members congratulating VATSIM on taking this initiative to protect our members not yet aged 18. During the Quarter, VATSIM received its first three cases pursuant to the Policy but does not intend to publish the results of those investigations in the public arena.

Much of the focus this quarter has been the delivery of Audio For VATSIM. I would like to publicly acknowledge the hard work of the AFV development team, led by Gary Oliver and Mark Barnes and the AFV team and of course this would not have been possible had it not have been for the hard work of our infrastructure, technical and marketing teams lead by Matt, Aidan, Zach and Matt. A special thanks must be given to Gunnar for keeping every BoG member focussed on the end game and making sure that we were all accountable to meet the delivery timeframes. AFV certainly is a game changer for our Network and to see this come from a dream to a reality in a little under 12 months is nothing short of amazing and is probably the singularly biggest advancement in VATSIM infrastructure in 20 years.

4.2 Network Systems (MC)

4.2.1 Staffing

We would like to welcome Nick Harasym to the VATSIM Network Systems Team

4.2.2 Work this Quarter

VATSIM's Network Systems department has completed the following projects to date this Quarter

- Complete re-deploy of all network servers to new cloud-based providers utilizing a private backbone
- Implementation of access management and automation stacks as well as heightened firewall rulesets
- Launched various services including servers for the delivery of new datafeeds (classic, json and Kafka).
- Collaborate with and assist in the launch of AFV (Audio for VATSIM)

4.2.3 Notes

- Network Systems would like to thank VP Web Services for the incredible collaboration over the past quarter. Without the Web Services team, several projects would not have been anywhere near completion.
- Network Systems is excited to transition further into an overall infrastructure management department while collaborating with the departments related to development.

4.3 Regions (JH)

4.3.1 Executive Committee

Considerable discussion on possible restructure options. Separate briefing paper has been distributed to the BoG.

Request for approval to vary GRP for CTP to allow selected S3 controllers to operate Oceanic Clearance Delivery positions now approved after initial rejection.

4.3.2 Regions

4.3.2.1 ASIA

Divisions active with traditional events.

Slight decrease in new member sign-ups.

India situation.

VATJPN/VATKOR joint events.

Increased training effort in VATSEA.

Future plans within VATSEA for "Light Up South East Asia" events.

West Asia now on very good path, new DD doing very well, reinvigorating the region. Issues surrounding the appointment of Ali Abbas as the new head of vACC India are mostly resolved.

Efforts in Maldives – no locals but work from surrounding vACCs within WA.

4.3.2.2 NA

Membership stable, apart from CAR, where there was an increase in numbers of 44 members off a low base, this has led to minor training delays. DDD resigned.

6 new instructors in CAN.

Diego Martinez was selected as Director of VATMEX.

Manuel Manigault was selected as Deputy Director of VATUSA.

USA is implementing a central database for training records particularly for use to manage intra division movement, exit interviews on members leaving the divisions. CAN is leveraging off this initiative.

Training delays in CAR as noted earlier.

Issues in Mexico relating to the handover from previous to new administration.

4.3.2.3 AME

Quiet over summer.

New staff team in VATSAF.

New Kenya vACC.

New division director in ME. Some teething troubles with UAE vACC

VATIL quiet over summer.

Slow training in VATIL.

No single region report submitted; individual division reports are available.

4.3.2.4 OCE

Callum Strawbridge new DD at VATPAC.

Handover from David Zhong who has did a great deal to refocus and stabilise the division after a prolonged period of difficulty.

ATO closed – CFO resigned to move to a staff position at VATPAC and couldn't do both, plus there was limited demand and it was felt to be non-viable. The training resources have been archived in case of future need. An Oceania based VA is starting up an ATO.

VATNZ stable. 40 new members (10%). Greater spread of online positions noted. Work in progress on developing a digital clearance delivery system.

4.3.2.5 EUR

EUD Director and Deputy both resigned due to personal commitments outside the network. DD (Florian Harms) has led the division for a significant period. A programme to choose a new director is under way. Florian is remaining engaged during the handover period, and Andreas Dermitzakis (EUR2) is assisting with operations of the division.

Apos Damkalis retired as Regional Director at the end of the quarter. It has been decided that the selection of his replacement should be prioritised.

“Cross the Land” event was not as successful as hoped. Issues are being examined to fix them for the next edition.

UK has had steady membership numbers.

Pushed social media presence.

Ongoing revision of training syllabus and development of S3 Moodle course.

RUSSIA stable membership numbers.

Significant focus on events, with several events with neighbouring divisions/vACCs.

New website development well advanced.

4.4 Technical Development (ZBF)

4.4.1 Staffing

We have had no significant staffing changes this quarter.

4.4.2 Work this quarter

Audio For VATSIM was released. A huge thank you to Gary and Mark, Nestor, Simon, Chris, all of the facility engineers and beta testers as well as Matt, Aidan and the rest of the Board of Governors, Richard and the founders plus any other person that helped us out to get things rolling in, all the way bac to the first meetings in April 2018.

4.4.3 Future Planning

Efforts are now to be focused on improving the FSD service and iron out some bugs that are existing in AFV.

VATSIM is also exploring opportunities with CPDLC programs as well as aircraft developers to ensure a well-integrated user experience.

4.5 Web Services (AS)

4.5.1 Completed Tasks:

Task	Team Members	Comments
Maintained FSD infrastructure for the AFV beta	Aidan Stevens	
Continued work on the AFV beta website	Nestor Perez	
Handled numerous GDPR requests	Aidan Stevens, Matt Cianfarani	
Created the AFV documentation and promotion website	Nestor Perez	
Deployed the AFV site to an autoscaling, containerized environment	Aidan Stevens	
Deployed the CTP site to an autoscaling, containerized environment	Nestor Perez	
Rewrote the CTP site backend	Aidan Stevens	
Redesigned and rewrote the NATTRAK website	Alex Long	
Deployed the new JSON datasever to production	Aidan Stevens, Nick Harasym	

4.5.2 Ongoing Tasks:

Task	Team Members	Comments
New vatsim.net site	Zach Biesse-Fitton	
New SSO (Connect)	Harrison Scott	
Technical documentation website	Nestor Perez	

4.6 Conflict Resolution (NB)

No Report Received

4.7 Virtual Airlines and SOA (RC)

Activity has been rather quiet for the quarter. Partner level is at 118 participants which is a 13% reduction from Q2. While the total numbers tend to fluctuate due to a variety of reasons dealing with individual VA operations, some of this drop off was directly attributable to the events requirement.

A staff discussion was held regarding this requirement (one event per quarter for each VA), and it was decided that it will be kept in place as it does ultimately contribute to the overall goal of increased network participation. The enforcement of this requirement via the audit process, however, has been placed on an extended moratorium until after the 1st quarter of 2020. All Partners were made aware of this extension to allow them vastly sufficient time to put a program in place for compliance.

The much-anticipated possibility of a revamp of VASOPS has been given a boost as two staff members with software coding experience are being permitted access to the VASOPS code. They are tasked with determining how receptive the coding is to revisions and additions and the implementation of updates to improve the efficiency of the website.

The Special Operations community has commenced an organized process to increase stability and uniformity amongst the various SOA organizations with the goal of harmonizing activities and greatly increasing the SOA presence on the network. This is a broad effort, slated to be presented in a few planned phases,

and is being coordinated by newly appointed SOA Communications and Information Director Nathan Noble.

4.8 Marketing and Communications (MB)

The Marketing and Communications Department was relatively quiet over the quarter outside of general duties. We had a change in the Member Engagement department with Andre stepping down as GM Member Engagement due to real life commitments and Mats Edvin Aaro stepping into that role. We've also brought back Deon Mathews to have extra manpower to ensure that the VATSIM Event's page receives continual and timely updates. Alex Long has come onboard as our chief graphic designer. Thank you to all of these gentlemen for their dedication and service to VATSIM.

VATSIM Participated at Flight Sim 2019 show at Cosford UK in early October and reports from VATSIM UK was that the Display was quite successful and there was a renewed interest in the network with the upcoming launch of Audio for VATSIM. VATSIM is also scheduled to attend some smaller shows over the coming weeks represented by local vACCs such as the Flight Sim Weekend in the Netherlands and the OZ Flight Sim Expo in Australia. The M&C department has been in contact with these vACCs and is providing any support needed.

The other two major projects we have been involved with are the rollout for Audio for VATSIM as well as WorldFlight 2019.

The Audio for VATSIM rollout has gone very well on the communications side as we have tried to remain vigilant on social media to keep people informed of the rapid changes happening on the server side as well as point people to the right places to find help with AFV Technical Issues.

WorldFlight has not been as successful. Last year we received large amounts of participation from the involved facilities with an even shorter lead time. This year, we have reached out again to all of the facilities which WorldFlight will pass with 3 months' notice and updated, and have received responses from less than half of ATC availability and preferred routes. We will be working with the WorldFlight team flight teams and ATC teams closely to ensure that any coverage gaps are filled by WorldFlight controllers quickly.

Next quarter will be a bit busier for the M&C team as we help the tech teams with ideas and layouts for a new VATSIM.net website and begin preparations for FlightSimExpo 2020.

4.9 Supervisors (TB)

4.9.1 Senior Staffing

No changes.

4.9.2 Current Roster and Application Update

As of today, there are 121 active Supervisors (minus 11 this qtr.), including 1 (minus 1 this qtr.) that are on approved Leave of Absences. There are 8 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) 31 Supervisors, 1 on LOA
- Team 4 (15-00Z) 38 Supervisors

The current Supervisor Application System has been deactivated. New system a priority post CTP.

4.9.3 Statistics

Supervisor Uptime – significantly lower than one year ago

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%
July 2019	70.14%
August 2019	69.54%
September 2019	71.53%

4.9.4 New and Ongoing Projects

With launch of AFV, all pending projects delayed by one quarter.

4.9.4.1 Revised Suspension Messages:

Our team is proposing new member-facing suspension messages. Information to be sent under separate e-mail. **To be discussed at Q4 BoG meeting, and if approved, immediate implementation.**

4.9.4.2 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: Nov 30, 2019.**

4.9.4.3 New Supervisor Applications System:

My team is actively working with Aidan Stevens 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 end of Q4 2019.**

4.9.4.4 Revised Supervisor Operations Manual:

The current operations manual is being revised. Expected completion: prior to end of Q4 2019.

4.9.4.5 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)

4.10.1 News / New Business

Audio for VATSIM (AFV) has had a remarkable impact on the network, not only due to the technological advances it brings in voice quality and reduced voice latency, but on our membership as well. Most notably, membership reactivations surged to 1.5X our normal reactivation rate in the period between the AFV release announcement and the actual release date and have surged to 3X our normal reactivation rate since AFV release. Additionally, since AFV release, the membership department is currently working nearly 3X our normal membership ticket load. Despite the volume, our membership managers have invested a significant amount of additional time, resulting in a phenomenal job keeping up with volume and responsiveness to our members!

4.10.2 Tickets and Responsiveness

In 2019 Q3, 2029 membership tickets were handled by the Membership team, on par with the previous quarter. Looking at tickets by Region, tickets from Europe comprise roughly 1/3 of the overall ticket count, tickets from North America comprise roughly 1/3 of the overall ticket count, with the final 1/3 of our tickets coming from the other regions and Supervisor referrals.

The average membership ticket is resolved within 12 hours of ticket submission, an improvement over the last several months.

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.

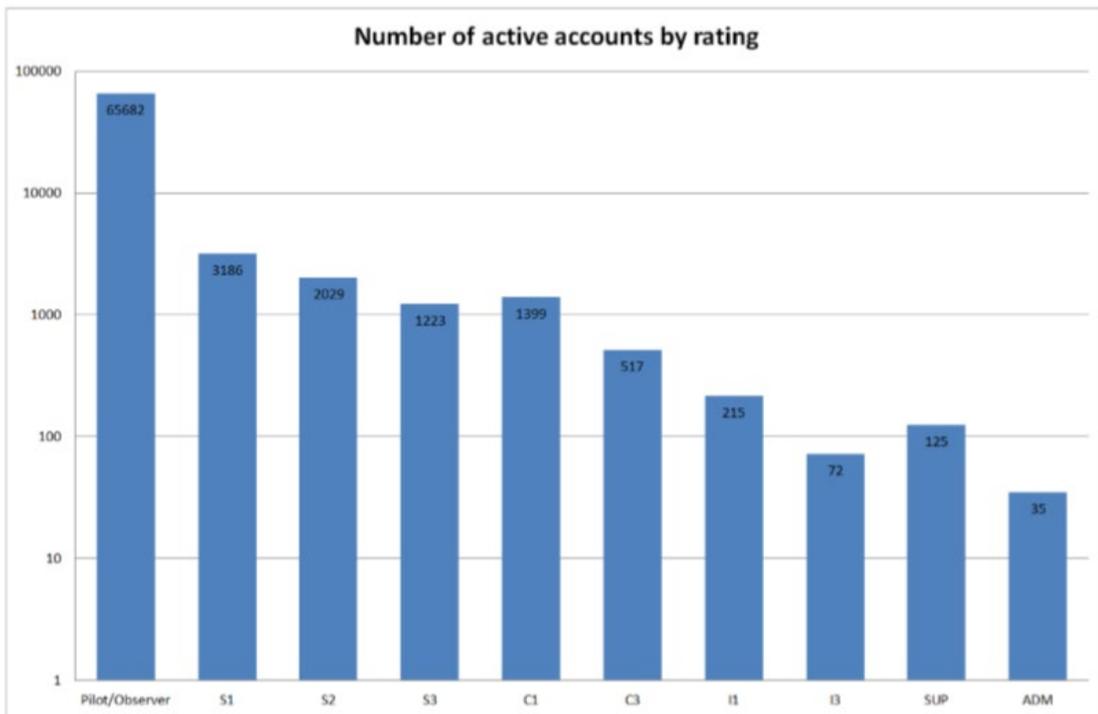
4.10.3 Active Membership Statistics

As of 11 October, the membership database showed that VATSIM has 74,483 active membership accounts.

- 17,006 (23%) of these have not yet connected to the VATSIM network
- 7,963 (11%) have been awarded one or more VATSIM pilot rating(s)
- 65,682 (88%) hold a Pilot/Observer rating
- 8,801 (12%) hold an ATC, Supervisor or Administrator rating

It will be very interesting to compare these statistics to those pulled next month in light of the AFV release.

Metrics data compiled by Michael Mund-Hoym, Assistant to the Vice President, Membership.



4.10.4 GDPR

In Q3, Membership and Web Services collaborated on the fulfillment of 6 right of erasure requests, 3 right of access requests, and 0 right of rectification requests. It should be noted that GDPR requests require a significant amount of time to coordinate amongst a number of our volunteer staff between departments, placing additional burden, and reducing time that can be spent assisting our general membership and working on network improvements.

4.10.5 Managers

As reported earlier, since AFV launch, Membership Managers have been putting in dramatically increased time to address the surge in membership tickets, adeptly handling the significantly increased volume and ensuring adequate responsiveness for our members.

The BoG acknowledged the exceptional work of the Membership Team for the number of tickets they have processed since the introduction of AFV.

4.11 Pilot Training (EH)

A relatively productive quarter again for the Pilot Training department. I successfully finished the Captain upgrade process during this past quarter at my airline. Departmentally speaking, we were able to add additional Primary Operations Inspectors (POIs) to help spread the ever-growing workload of monitoring and supporting our network's Authorized Training Organizations (ATOs). This new staffing level brings the average POI ATO ratio to a very reasonable 1:2 which prevents over working our volunteers. This also allows for better 1-on-1 support and rapport between both parties and higher quality ATO auditing capabilities.

There were 376 unique pilot ratings issued last quarter and our total worldwide ATO Operations count is up to 22. We have had a slow and steady amount of new ATO applications, but this process remains confusing for them due to our department's very limited, manually intensive, and unclear technical system we deal with on a daily basis under the current system that was thrown together in the past with little to no functionality. Due to the workload it takes to bring an ATO online, I have decided to suspend processing new ATOs till we start making progress in this area as I've mentioned in meetings past.

Moving forward, our PO program still remains ready for web based creation and implementation (pending the new website last I heard which understandably took a back seat to AFV). It appears the new website, from the previews we have been given as a BoG, has a much more prominent placement of Pilot Training Resources. While I greatly look forward to this change as it will only benefit our members, we really need to overhaul the Pilot Resource Center and Pilot Training Department management tools before this site goes live. My technical development team has been and is ready to get to work. I'd

like to focus on advancing the technical area of my department in the coming quarter before we work on anything else.

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 Virtual Airlines Company Frequency

RC asked if consideration could be given to allocating an assigned company frequency for virtual airline partners. This will be investigated once AFV implementation is complete and as part of the Voice CTAF allocations due to potential frequency conflicts.

5.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 22:35z.