



# Q1 2020 BOARD OF GOVERNORS MEETING MINUTES 18APR20

## **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	
<b>Department</b>	VATSIM Board of Governors
<b>Type</b>	Publication
<b>Version</b>	V1.0
<b>Issue Date</b>	20MAY20
<b>Identification</b>	2020 Q1 BoG Meeting Minutes

## 1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	03MAY20	Initial Draft	MR
0.2	09MAY20	Revised Draft after feedback	MR
0.3	12MAY20	Revised Draft after feedback	MR
1.0	20 MAY20	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
VATGOV2	Mark Richards	MR	Minutes
VATGOV3	Matt Cianfarani	MC	-
VATGOV4	Jackson Harding	JH	-
VATGOV5	Aidan Stevens	AS	-
VATGOV6	Zach Biesse-Fitton	ZF	-
VATGOV9	Roger Curtiss	RC	-
VATGOV8	Norman Blackburn	NB	-
VATGOV10	Matt Bartels	MB	-
VATGOV11	Tim Barber	TB	-
VATGOV12	Don Desfosse	DD	-
VATGOV14	Ethan Hawes	EH	-

## 3 Minutes

### 3.1 Welcome

GL opened the 1<sup>st</sup> Quarter 2020 BoG meeting at 20:05z. For the first time, the BoG meeting was held on Zoom, which was found to be highly successful.

### 3.2 Apologies

Position	Name	Initial	Proxy
Nil			

### 3.3 Adhoc Votes Since the Previous Meeting

Vote	For	Against	Abstain
To approve the minutes of the quarterly BoG meeting for Q4-2019 held on 18JAN20 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:	Q1-2020		Jan-20	Feb-20	Mar-20	TOTAL		
VATGOV1	President	Gunnar Lindahl	967365	27	27	62	116	483%
VATGOV2	VP Operations	Mark Richards	811451	99	40	23	162	675%
VATGOV3	VP Network Systems	Matt Cianfarani	993838	22	11	75	108	450%
VATGOV4	VP Regions	Jackson Harding	820457	6	0	20	26	108%
VATGOV5	VP Technical Development	Zach Biesse-Fitton	1217663	0	5	12	17	71%
VATGOV6	VP Web Services	Aidan Stevens	1346088	0	5	74	79	329%
VATGOV8	VP Conflict Resolution	Norman Blackburn	870575	37	1	32	70	292%
VATGOV9	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	43	30	32	105	438%
VATGOV10	VP Marketing and Communications	Matt Bartels	863645	22	6	44	72	300%
VATGOV11	VP Supervisors	Tim Barber	819096	138	77	179	394	1642%
VATGOV12	VP Membership	Don Desfosse	1035677	93	56	139	288	1200%
VATGOV14	VP Pilot Training	Ethan Hawes	973741	46	8	28	82	342%

Executive Committee Online Hours (Quarterly Requirement 24 hours)								
Period:	Q1-2020		Jan-20	Feb-20	Mar-20	TOTAL		
VATAME1	RD Africa & Middle East	Saad Belouafi	1205178	0	11	10	21	88%
VATASIA1	RD Asia	Anastasios Stefanopoulos	901134	58	60	212	330	1373%
VATEUR1	RD Europe	Simon Irvine	858680	28	39	32	99	413%
VATNA1	RD North America	Nicola Felini	1020845	23	18	32	73	304%
VATOCE1	RD Oceania	Alan Cooke	1194659	20	32	4	56	233%
VATSA1	RD South America	Federico Navarro	1013441	11	3	86	100	417%

During the Quarter, Zach Biesse-Fitton had commenced work as a First Officer with an Australian airline and was busy working on his type rating, so his availability was significantly reduced.

### 3.5 Matters Arising from the Previous Meeting

#### 3.5.1 Proposed Changes to the Executive Committee (JH)

JH reported that the working group that was set up after that last BoG had been meeting. The working group agreed to was Jackson Harding, Mark Richards, Matt Cianfarani, Alan Cooke and Nic Felini.

JH had circulated the document that the working group had developed to transition from the Executive Committee to an increased BoG.

**MOTION:** Proposed JH Seconded MR “That the meeting enters Executive Session”.  
**CARRIED** – Entered Executive Session at 2011 hours.

**MOTION:** Proposed JH Seconded TB “That the meeting leave Executive Session”.  
**CARRIED** – Left Executive Session at 2043 hours.

**MOTION:** Proposed TB, amended by JH. Seconded MC “That the BoG accept the draft Code of Regulations as circulated be accepted in principle, subject to changes following discussions held in Executive Session, for a final vote via CERT”.

**CARRIED 12 FOR, 0 AGAINST**

**ACTION:** JH to provide the updated document by 30APR20

JH thanked the members of the working group

### 3.5.2 Roadmap Prioritisation Check-up (MR, ZBF, MC, AS)

Updates were given on the top three priorities.:

- MyVATSIM – This is in an alpha release as functionality is added. MyVATSIM is on track for delivery.
- P0 and member orientation on sign-up. The content has been completed. This will be checked robustly by staff before rollout. MR suggested that the membership team must have good knowledge of the joining process so that they can answer new members’ questions. The new method is reliant on MyVATSIM.
- Continued rollout of AFV into the Controller clients. This is still a work in progress. ZBF advised that the new Australian ATC client in Beta had AFV built-in.

### 3.5.3 AFV and CTAF (MR)

MR is working on the Voice CTAF solution, which is planned for the second half of 2020. Due to real word commitments, there has been no progress since the last meeting.

TB and MB have offered to assist in getting CTAF finalised.

### 3.5.4 Parental Consent (DD)

Membership conducted a review of policies for alignment with GDPR and has recommended several tweaks to ensure alignment. DD and MR will collaborate.

**ACTION:** DD and MR to update policies by 31MAY20

### 3.6 New Business

#### 3.6.1 The future of Cross the Pond (TB)

A discussion was held about how unwieldy Cross the Pond (CTP) has become and while well-supported, it has led to a high number of disgruntled members. The BoG acknowledged the work that the organisers were doing to organise it twice a year.

TB offered to take this and set up a working group to look at how this event can be transformed to make it sustainable for the future.

**ACTION:** TB to setup CTP working group and report back at next BoG Quarterly meeting.

#### 3.6.2 VATSIM Events (MB)

MB highlighted that since the number of members connecting due to COVID-19 that there had been several complaints raised about the events and quality of controlling dealing with increased traffic.

The BoG will work to support facilities with events.

#### 3.6.3 ATC Expectations and Training (MB)

MB opened discussions on how to increase the amount of controllers on VATSIM without jeopardising the quality of Air Traffic Services for which VATSIM has become known. It was acknowledged that not all VATSIM members may wish to pursue ATC, and some that do try it may find that it simply is not for them. A goal of the network is to increase ATC uptime, however MB cautioned that we can not do so by rushing to a hasty solution that results in ATC quality being diminished or puts quantity of controllers above quality of air traffic services.

It was acknowledged that an opportunity currently exists for ATC training departments network wide to conduct more sessions and the BoG hopes that this will result in more controller throughput.

**ACTION:** JH to email all Division Directors to share ideas about to take the opportunity during COVID-19 to get more controllers online by increasing mentors and instructors.

#### 3.6.4 Creation of a VATSIM Prize Repository (MB)

MB wants to centralise approaching developers for prizes and handling the distribution of them. This is to ease the amount of requests for donations that the various developers see from VATSIM's Divisions and Subdivisions as well as provide a unified front as an organization when approaching our developers. Ideally this would result in a large pool



of prizes available for all of VATSIMs subdivisions as well as general marketing for the network.

## 4 Department Updates

### 4.1 Operations (MR)

Quarter One has been a quiet quarter for me for VATSIM work as my real-world commitments have taken my time.

In March, following some technical challenges, we released the Golden Mic awards for 2019 showing the top 50 ATC positions, by hours, for Tower, Approach and Control/Centre. My congratulations to all the winners.

As I work in the Emergency Services/Public Safety field, my real-world employment currently has me working long hours to ensure the response to the COVID-19 situation is maintained. This will see my availability for VATSIM duties continued to be reduced during the next quarter. My heart and thoughts go out to all of our members who have been affected by this pandemic.

### 4.2 Network Infrastructure (MC)

#### 4.2.1 Staffing

Dario Marnika has been added to the team to assist with ticket handling and documentation.

Nick Harasym has been granted the title of “Senior Network Infrastructure Engineer.”

#### 4.2.2 Work this Quarter

VATSIM’s Network Infrastructure department has completed the following projects to date this Quarter:

- Replacement of the entire legacy CENTRAL server and migrated all systems to our new, highly redundant infrastructure cluster
- Started and slow rolled out a replacement for CERT’s administrative functions
- Deployed my.vatsim.net in collaboration with VP Web Services
- Scaled our infrastructure successfully for increased usage seen during the spring of 2020
- Set up and scaled the network for the largest VATSIM event to-date, Cross the Pond
- Collaborated with VP Technical Development to assist with the rollout of the new VATSIM Dataserver
- Moved VATSIM’s public datafeeds to a more redundant distribution method to cope with additional usage seen over the past few months

- Implementation of an alerting system (PagerDuty + Prometheus) to alert key stakeholders of infrastructure problems for immediate resolution

#### **4.2.3 Notes**

- A special thank you to Nick Harasym for his work this quarter moving complex systems to new Kubernetes infrastructure that replaced CENTRAL
- A special thank you to Aidan Stevens for his significant collaboration over the quarter and assistance with day-to-day infrastructure management
- A special thank you to Zach Biesse-Fitton for his collaboration in moving legacy Web Systems to our new infrastructure

### **4.3 Regions (JH)**

#### **4.3.1 Executive Committee**

Work has progressed well on examining the required changes to the Code of Regulations to implement the previously agreed change to the structure of the VATSIM senior leadership, with new Regional VP positions to replace the EC. The proposed draft has been forwarded under separate cover, and it is anticipated that this will be discussed at the Q1 Board of Governors Meeting. However, much of this discussion will need to be in executive session.

A discussion has been commenced around the existing Regional Transfer and Visiting Controller policy. It has become apparent that there are a small, but still significant, number of members, mostly from a younger demographic, who hold many visiting controller positions (with several examples in double figures). As the existing policy stipulates that anyone holding a visiting controller position must spend at least 50% of their controlling time in their home division, it is hard to see how someone could reliably remain current, competent, and recent in more than a small number of other positions. A discussion on what limitations should be placed on the number of visiting controller positions a member can concurrently hold and any time limitations on changes to the positions a member holds is now being conducted on the EC Discord. A range of options exist, and these will be suitably canvassed. One concern is the requirement for visiting controllers to help with major events, and this may require a clause in any redeveloped policy.

#### **4.3.2 Regions**

##### **4.3.2.1 Africa/Middle East**

- Individual quarterly reports have been received from each component division and vACC, but no summary report has been received.

##### **4.3.2.2 Asia**

- Significant increase in activity, in particular, long-haul intercontinental flights have increased markedly.

- All divisions, except VATWA, have a full complement of staff.
- VATWA is still developing from a very low base, and some areas are still poorly represented on the network (India in particular, where the vACC director is still struggling to obtain staff)
- VATJPN has introduced three events monthly directed specifically at new pilots.
- “The Specialists”, a regional version of the Hit Squad has commenced operation, and they have been very successful in staffing understaffed areas of the region, in particular parts of VATWA and VATPRC. This group intend to focus on Iron Mic attempts and staffing areas that see little or no activity, or low traffic.
- The new PRC\_FSS (Beijing Control) is now operational, providing enhanced coverage for a large area.
- VATSEA and VATWA have been utilizing the HQ system run by VATME. There has been an issue with some data corruption which IT staff are working to resolve.

#### 4.3.2.3 Europe

- Nick Marinov (Regional Deputy Director) has stepped into the position of Acting Divisional Director European Division (VATEUD). This has resulted in an immediate improvement in the functioning of the division, with a pickup in the rate of training and the establishment of several successful pan-European events.
- As a new CERT API has been made available, a new membership website has been launched, in part to cope with the dramatic increase in activity.
- There has been an increase in ATC training and pilot activity across the region, presumably relating to coronavirus restrictions resulting in more people being at home and having more time to devote to VATSIM.
- VATRUS has had an error in the GRP corrected. RU-CEN\_FSS was listed as Central Russia Control, but it is Central Asia Control. An application is being prepared for a trial of Caucasus FSS, covering Armenia, Azerbaijan, and Georgia.
- A request has been made for the major airport status for Moscow Domodedovo airport (UDDD) be expanded to include the entire Moscow TMA due to the complexity of the airspace, which contains four large airports and significant amounts of both restricted and prohibited areas.
- VATRUS is still indicating their desire to change their name from Russian Division to Russian-speaking Division. Given the range of other languages in the division (Ukrainian in the west, and variety of languages in both the trans-Caucuses and Central Asian Republics) this is seen as inappropriate and has once again been politely declined.

#### 4.3.2.4 North America

- In line with many other regions during Coronavirus restrictions, there has been a notable increase in new controller signups.
- The centralized training database is working well
- No major staff changes during the quarter
- Cross the Pond was once again a major event, with record numbers of unique connections to the network and no significant issues with services not being available.
- There have been several controllers from IVAO located in the Caribbean applying to join VATCAR
- No obvious CRM trends during the quarter
- The Mazatlán FSS Oceanic sector in VATMEX (extending into the Pacific Ocean) has been added to the GRP. This sector has existed for many years and is shown on most major VATSIM map applications; its omission from the GRP appears to be an oversight.

#### 4.3.2.5 Oceania

- As with previous quarters, there has been a relatively stable number of new members joining both divisions. In both divisions, there has been a stable proportion who join and then never connect to the network (39% and 30% of new memberships in VATPAC and VATNZ respectively).
- VATPAC are working towards developing operations in the Marshall Islands, an area of VATPAC territory that has not previously seen an active online presence.
- The VATPAC board have voluntarily committed to matching the minimum 24 hours per quarter online now expected of the senior leadership and will be publishing their activity in their quarterly reports.
- As with other areas of the network, both VATNZ and VATPAC has noted a significant increase in online activity.
- The Oceanic Manual is being revised and re-written.
- IT server architecture within VATPAC is being redeveloped
- The only staff changes within either division have been the appointment of Bailey Pellow as an instructor within VATNZ. This is a welcome development; Mr Pellow is a highly productive and valuable member of the division.
- VATNZ reports that their student load is progressing well through their training system.

#### 4.3.2.6 South America

- As with all regions, there is a significant reported increase in online activity. As with other regions, this is thought to be coronavirus lockdown related. The growth has been more noticeable in Central America but is also occurring in South America.

- Staff in several divisions are developing a proposal for a South America overland FSS. A request for the mandatory trial of such a position will be forthcoming shortly.
- There has been an increase in the number of events conducted across the region, and these have been well supported.

#### 4.4 Technical Development (AS)

##### 4.4.1 Completed Tasks

Task	Team Members	Comments
Assisted Network Infrastructure with the migration of all services from old monolithic infrastructure to new, highly available and scalable Kubernetes deployments	Aidan Stevens, Matt Cianfarani, Nick Harasym	
Deployed and maintained the CTP website in collaboration with the CTP planning team	Aidan Stevens, Nick Harasym	
Devised and executed a plan to increase network capacity for our record-breaking CTP event, sustaining over 3100 unique connections	Aidan Stevens, Matt Cianfarani, Nick Harasym	
FSD fast position update viability testing	Aidan Stevens	
xPilot Vulcan compatibility update	Justin Shannon	

Released a new Dataserver with better reliability, monitoring and metrics capabilities, and a new JSON file format	Aidan Stevens	
vPilot P3D v5 compatibility update	Ross Carlson	

#### 4.4.2 Ongoing tasks

Task	Team Members	Comments
AFV position update server to support faster position updates	Mark Barnes, Gary Oliver	
Further “on-call” assistance supporting VATSIM Infrastructure	Aidan Stevens, Matt Cianfarani, Nick Harasym	

### 4.5 Web Services (ZBF)

#### 4.5.1 Staffing

Ryan Bentley joined the team and has provided invaluable contributions to both existing CERT systems and upcoming replacement CERT systems.

Matan Budimir has also stepped up with work on the new MyVATSIM portal and his generous donation of his time will be well-received by the entire community.

Brant Marshall has also joined the development team in addition to his roles in the Marketing team.

I would also like to mention Harrison Scott. He has worked tirelessly on the new VATSIM Authentication Service (VATSIM Connect) which you will see being rolled out by organisations across the world. A further thank you to the rest of the members in my team who have all made contributions to VATSIM web services in the last quarter; Andrew Ogden, Liesel Downes, Ben Levy, Mark Doyle and Nestor Perez.

Finally, thanks to Alex Long, who has continued to support me from a leadership perspective.

Are you interested in joining our development team? VATSIM is looking for skilled PHP/Laravel and Python developers for ongoing projects - email us at [vpweb@vatsim.net](mailto:vpweb@vatsim.net) and say hi!

#### 4.5.2 Work and Planning Report

- MyVATSIM public beta is almost ready for release. This release will include many features include flight planning and filing, a learning & exam portal, worldwide events calendar and much more in the future.
- A combined team from web services and infrastructure have been working on the replacement to the VATSIM CERT (management/administration) system. Progress has been going well. Senior supervisors are beginning to use the system on the network.
- VATSIM Forum software upgraded and replaced with newer, more modern, more secure software. There are still some teething issues with the authentication system; however, we have an active team of developers working through this and should have a permanent fix in place soon. A special mention to Ryan Bentley, Brant Marshall, Nick Harasym and Matt Bozwood for their expertise in this.
- OSTicket helpdesk software is in the process of being upgraded to a newer version. Due to the scale/size of the data within the ticketing system, the upgrade process has proved difficult/time-consuming.
- Work has continued on a new main website for VATSIM, and we hope to have that rolled out, amongst other things soon.
- The VATSIM API has been launched (in a limited capacity), to replace several functions that are in the existing CERT system.
- ***Are you a VATSIM Webmaster? Please ensure you are regularly visiting (and subscribed to) the VATSIM Webmaster forums for the latest news, discussions, changes & advice.***

#### 4.6 Conflict Resolution (NB)

*Report not received.*

#### 4.7 Virtual Airlines and SOA (RC)

The VASOA Department has seen the same increase in participation as has been evident throughout the network this quarter.

Total Partners are 132, and 20 applications are being processed, which is a significant increase from what is usually experienced.

The VSO community had been planning to hold a major exercise in Sweden in March; however, this was put on hold as a result of the appointment of Jack Edwards as the

Director of Special Operations and subsequent promotions of personnel to new positions in the VSO Leadership Council as well as “the virus”. The exercise will be rescheduled for either later in 2020 or early in 2021.

The director appointment was due to the resignation of Sean Peterson. He served as Director for over two years and was instrumental in revamping the VSO structure and tireless in his efforts to promote VSO activity on the network. His contributions as Director SO are very much appreciated. Sean remains active on the network as the Secretary of Defense for United States Armed Forces Virtual.

## **4.8 Marketing and Communications (MB)**

### **4.8.1 Ongoing Projects**

#### **4.8.1.1 Team Expansion**

In the last quarter, we have brought on five more people onto the marketing and communications team with a wealth of experience in social media engagement, leading to some changes in our approach.

#### **4.8.1.2 Changes to Social Media**

VATSIM will now maintain two social accounts on the major platforms.

1. @vatsimnet and VATSIM: The Virtual Air Traffic Simulation Network are still our primary accounts on Twitter and Facebook but will be used only for engagement and recruiting with a defined marketing plan devised by the M&C Team
2. @vatsimevents, and VATSIM Events are new accounts which we will use to post weekly events to social media, freeing up our primary accounts for more engaging topics and limiting the posts there to be more effective.

#### **4.8.1.3 Creation of the Graphic Design Team**

We recruited members with experience with Graphic Design to assist VATSIM and local facilities with creating event banners and other images

One of the future tasks for this team is to come up with a style and branding guide for VATSIM

#### **4.8.1.4 Return of the screenshot competition**

The screenshot competition has returned and will become a weekly competition on twitter. We have mapped out themes for the rest of the year and will be picking winners weekly, and winners will be featured on the VATSIM pages as cover photos.

### **4.8.2 FlightSim Expo**

FlightSim Expo 2020 has been cancelled due to the global pandemic.

1. VATSIM members who registered are entitled to a refund of their registration fees, or they can apply those funds for an all-access pass to FlightSim Expo 2021.



2. FlightSimExpo has confirmed that any participants who used VATSIM's coupon code and opted for the 2021 All Access Pass would be counted towards VATSIM's count for booth space at FlightSimExpo 2021. VATSIM supports FlightSimExpo and thanks all of our users who opted for the pass in lieu of refund.
3. The location for FlightSim Expo 2021 will be announced this summer.
  - a. The cities currently under consideration are
    - i. Atlanta, GA
    - ii. Atlantic City, NJ
    - iii. Las Vegas, NV
    - iv. Orlando, FL
    - v. San Antonio, TX
    - vi. San Diego, CA
    - vii. Schaumburg, IL (Near Chicago O'Hare Airport)
4. Wherever FlightSim Expo chooses, VATSIM intends to participate.

### **4.8.3 Future projects**

#### **4.8.3.1 Creation of monthly VATSIM newsletter**

1. Still in discussions with the team as to what newsletter would include
2. Possible ideas
  - a. Event Highlights
  - b. Screenshots
  - c. Educational Articles
  - d. Best Practices
  - e. Member Profiles

#### **4.8.3.2 Expansion of the twitch feed**

Right now, twitch auto-hosts some of our partner streamers. We are looking for ideas for original content to put on this account.

#### **4.8.3.3 General Promotional Video**

Mats Aaro has created a team to create a global promotional video for the network which we can publish on multiple media as well as use at events like FlightSim Expo.

#### **4.8.3.4 Creation of a VATSIM Prize Repository**

1. VATSIM is extremely grateful to the third-party developer community for their gracious donations of prizes to VATSIM and its subdivisions over the years.
2. We are exploring the idea of making a central repository in which third party developers donate prizes directly to VATSIM who would then distribute the prizes to subdivisions for use as prizes for events, etc.
3. We feel that this is a way to streamline the process so that third-party developers have one point of contact with VATSIM for donations and are not handling constant requests from VATSIM affiliates for donations.

#### 4.8.4 Special Recognition

While everyone in the M&C department is doing a fantastic job, I want to give a special mention to Mats Aaro for stepping up to the plate and taking on a large portion of my duties during my Leave of Absence. The department is in a far better place now than when I started leave.

### 4.9 Supervisors (TB)

#### 4.9.1 General

The substantial increase in network traffic in Q1 2020 has resulted in an increased workload for the department. Fortunately, we have added several new Supervisors, and everything appears to be manageable at present.

#### 4.9.2 Senior Staffing

Tracy Shiffman has permanently taken over the Team Lead position for Team 3. We now have 6 Senior Supervisors and would like to have 12 in total.

#### 4.9.3 Current Roster and Application Update

There are currently 114 active supervisors (+8 over Q4 2019). There are seven now being trained and pending upgrade, and another ten or so with fully completed applications that will be proposed for an upgrade soon. Three supervisors are on approved LOA

The interim Supervisor application system is currently closed to new applications while we work through the applications we have received. There are now 40 applications to be processed. The system is more labour intensive but is working well.

#### 4.9.4 Statistics

Supervisor Uptime – 2 out of 3 months higher than one year ago

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%
October 2019	77.02%
November 2019	79.46%
December 2019	74.59%
January 2020	80.06%

February 2020	76.11%
March 2020	85.89%

#### 4.9.5 New and Ongoing Projects

##### 4.9.5.1 Discord Project

Nick Cavacini continues to make upgrades to the SUP Bot in Discord. This is truly a wonderful tool, and many thanks to Nick for his work on it.

##### 4.9.5.2 Revised Suspension Messages

The revised suspension messages were completed during the quarter.

##### 4.9.5.3 New Supervisor Applications System:

My team is now working with Zach on the design and implementation of a new Supervisor Application System. The temporary system in place now has taken the pressure off getting this done ASAP, and additionally has given us some insight into how the new system should be set up.

**Expected completion: prior end of Q3 2020**

##### 4.9.5.4 Revised Supervisor Operations Manual:

Now that we have reshuffled the department, we can focus on these revisions.

**Expected completion: before the end of April 2020**

#### 4.10 Membership (DD)

##### 4.10.1 News / New Business

The COVID-19 pandemic has had a remarkable impact on the network. We are routinely seeing 250-300% of the “normal” amount of traffic on the network, broke network connection records many days in a row leading up to Cross The Pond, and not only broke, but decimated the previous network connection record during Cross the Pond on 04 April (3011 unique connections, 3403 total connections).

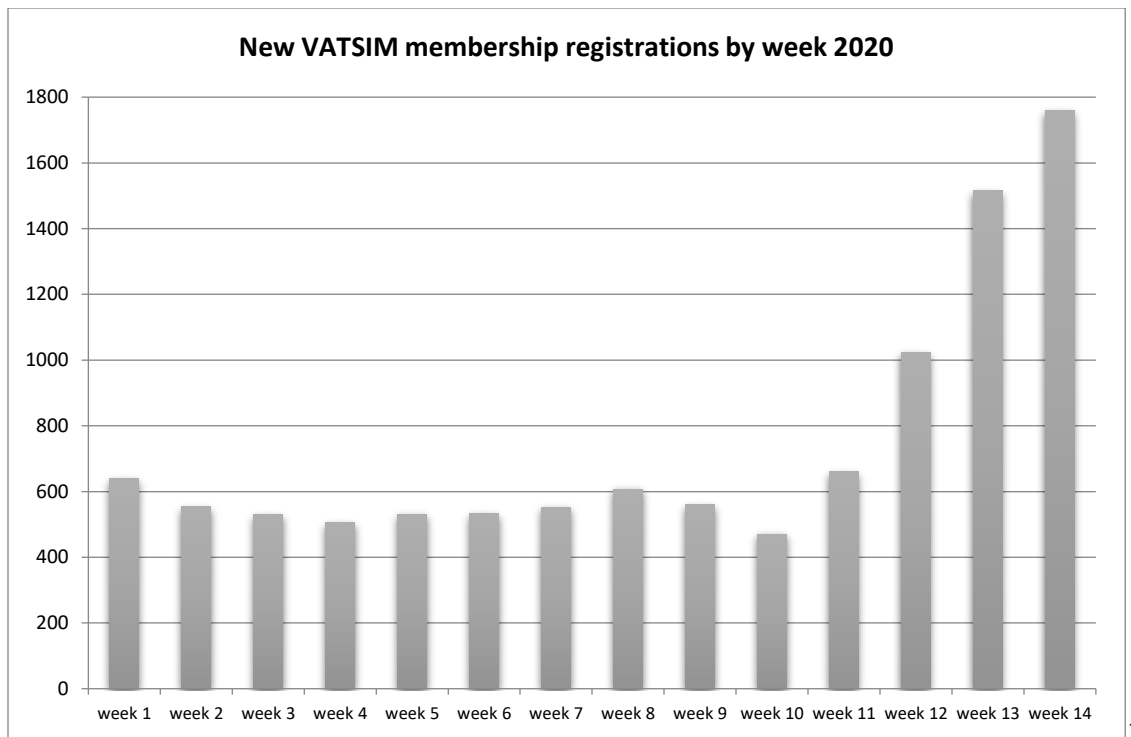
However, and very notably, the Membership Department has in the last quarter worked 1.5X our average number of tickets, and since mid-February, worked 2.6X our number of tickets.

Most common reasons for tickets are due to old and failing VATSIM technology (particularly CERT), including CERT failing to send emails to members with their welcome, login and/or password credentials, registration “collisions” (where a member registers, is sent an email to verify an account, but the account points to a different member, and the member who received the verification email does not have an account), requests for assistance with manual account reactivation (because our system doesn’t allow reactivation if a member is inactive – stupidest logic ever), and requests for manual registration due to “aggressive” logic preventing members from registering.

These interventions are all hurtful to our membership and take a toll on our Membership team. As a counter, we are actively working with the tech developers to develop the new membership (and other) tools currently in development to (most importantly) better serve our members and reduce the workload on the Membership team.

Our new member registrations have increased in the past month by triple the normal rates.

We would like to point out that various efforts in cooperation with the Technical Departments to fix broken web-based tools have been underway and highly successful during 2020-Q1. We would, once again, like to express our gratitude. We look forward to continuing this collaboration, especially regarding future web-based tools and systems.



#### 4.10.2 Tickets and Responsiveness

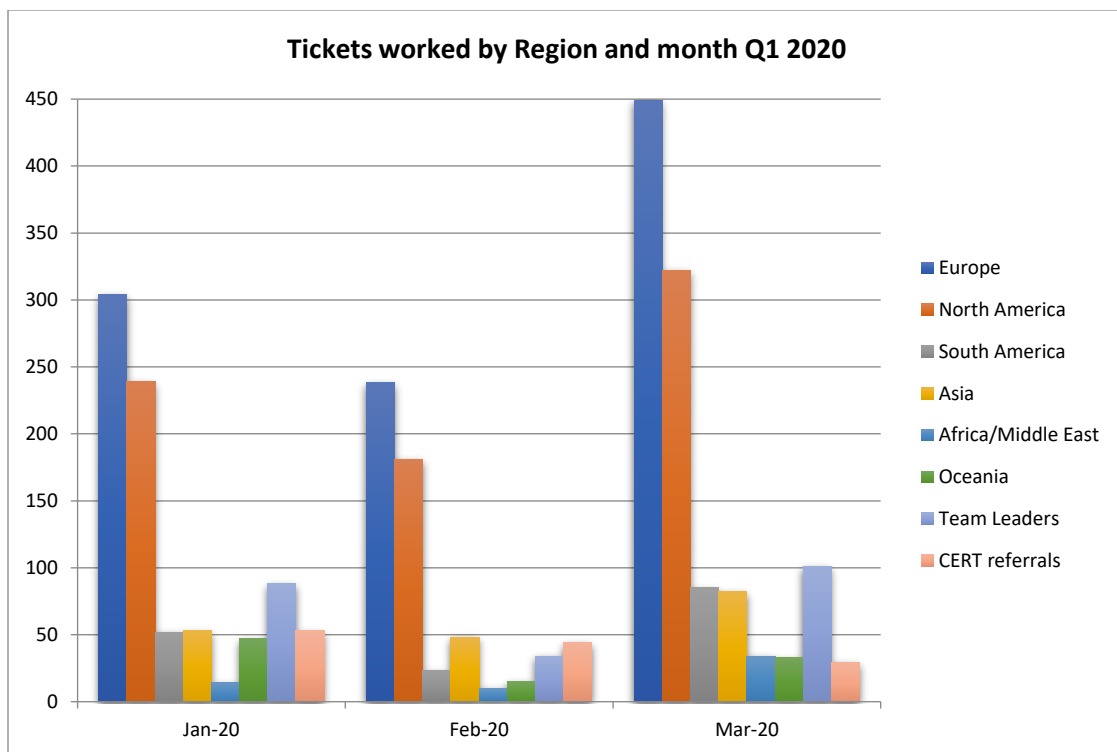
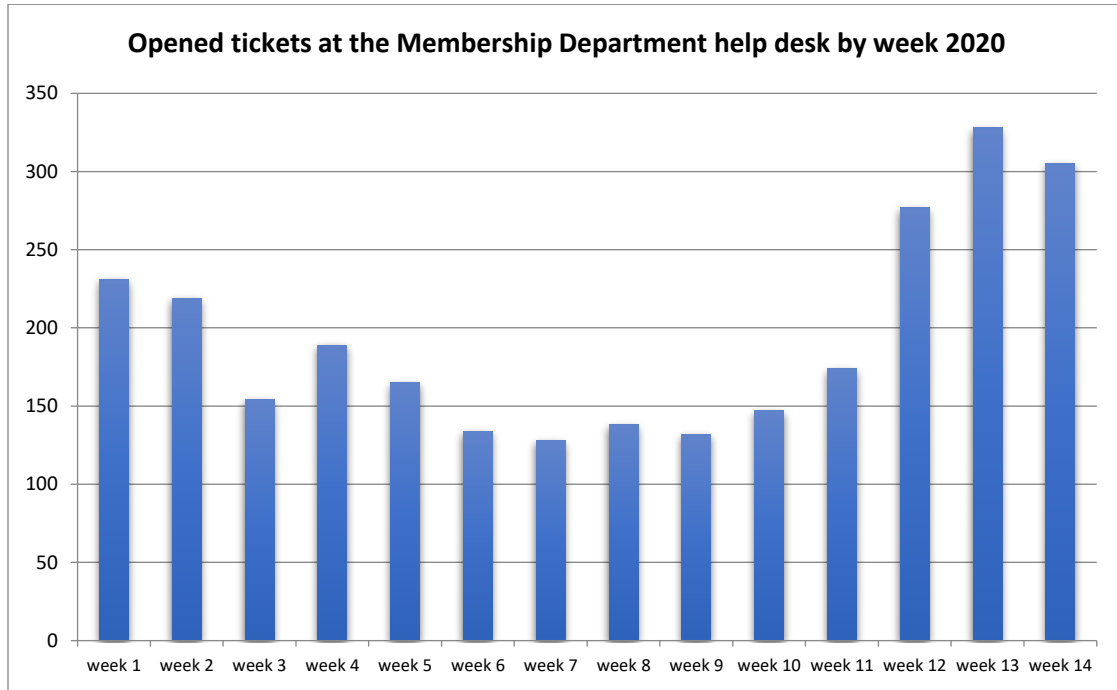
In 2020 Q1, 2,628 membership tickets were handled by the Membership team. Looking at tickets by Region, tickets from Europe comprise 38% of the overall ticket count, tickets from North America comprise 28% of the overall ticket count, with the remainder of our tickets coming from the other regions and Supervisor referrals.

The average membership ticket is resolved within 14 hours of ticket submission, on par with the last several months.

<sup>1</sup> Metrics data compiled by Michael Mund-Hoym, Assistant to the Vice President, Membership.

Membership has provided Web Services with a list of requests to ease the manual burden on the Membership team for tasks that can (hopefully easily) be incorporated in MyVATSIM. We continue to work collaboratively with Web Services to prioritize/implement.

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

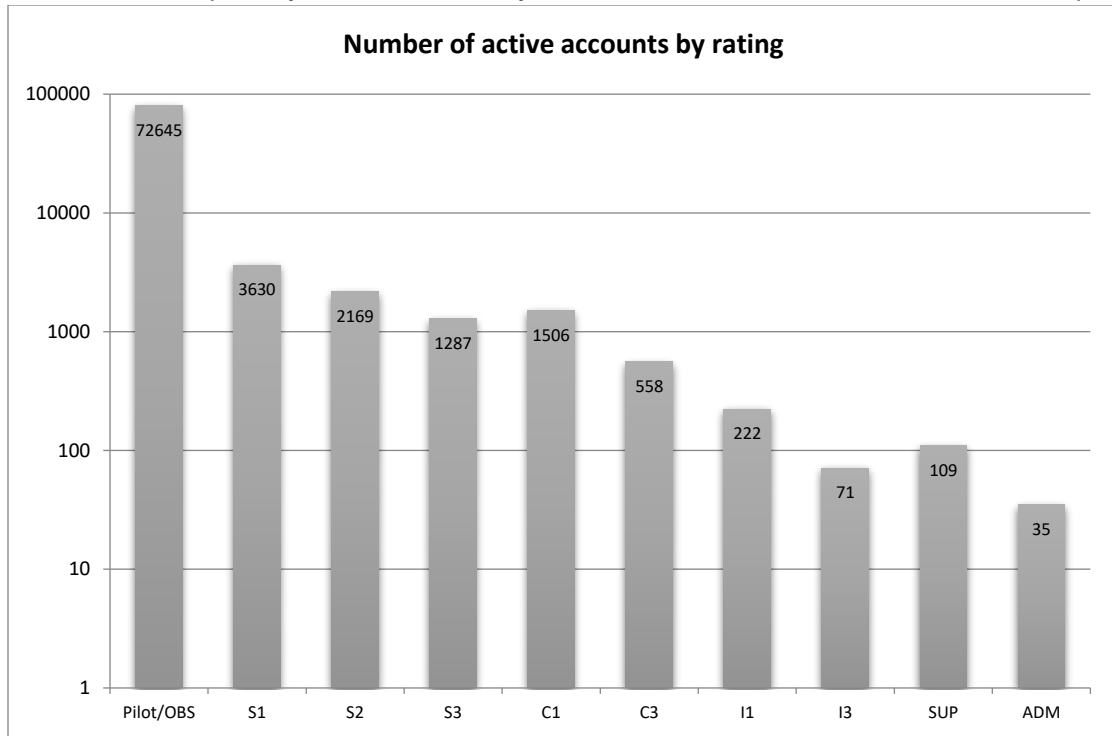


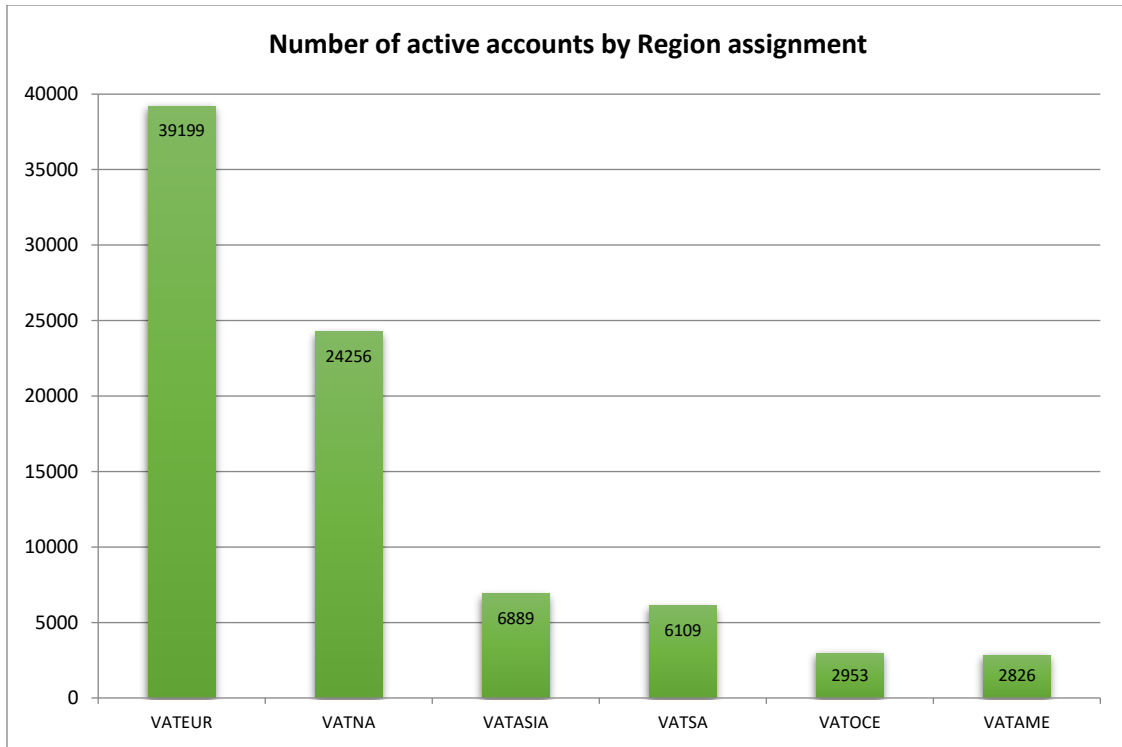
### 4.10.3 Active Membership Statistics

As of 11 April, the membership database showed that VATSIM has 82,232 active membership accounts. This is a 7.13% increase from the previous quarter!

- 72,645 (88%) hold a Pilot/Observer rating
- 9,587 (12%) hold an ATC, Supervisor or Administrator rating
- 8,159 (10%) have been awarded one or more VATSIM pilot ratings

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





#### 4.10.4 GDPR

In Q1, Membership and Web Services collaborated on the fulfilment of seven right of erasure requests, no right of access requests, and no 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 the time that can be spent assisting our general membership and working on network improvements.

#### 4.10.5 Data Auditing

The exponential rise of tickets and help requests in the second half of Q1 2020 left a limited capacity to perform regular auditing tasks as our primary focus was directed on providing member assistance through the ticket system. Auditing was reduced to locating and resolving significant issues and policy violations.

To ensure the currency of the membership database, the Membership Department has addressed an extensive list of nearly 600 potentially dead e-mail addresses tied to active membership accounts. This task is a comprehensive and manual effort, which in cooperation with VATSIM Technical Departments we seek to largely automate going forward.

#### 4.10.6 Managers

The Membership team is happy to announce the addition of 3 new Membership Managers, Morten Jelle, Werner Rafteseth and Adam Turner. We have added to our team to address the increased workload due to the pandemic as well as due to the failing technical infrastructure. Morten joins the AME, Asia and Oceania regions. Werner and Adam join the North America region.

As reported earlier, in response to both the pandemic and the failing technological tools, 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.

#### 4.11 Pilot Training (EH)

I'm happy to report another productive quarter for the Pilot Training Department. We rolled out our new pilot rating system deployment roadmap and membership certification standards. The department has set a deadline to migrate to the new pilot rating system of June 1st, 2020. The new standards and ratings more closely mirror real-world pilot training progression and skills/knowledge that must be demonstrated for a pilot to earn their pilot rating/certificate. Though the Membership Certification Standards are around 20 pages in length for each rating, they specifically break down what knowledge and what practical skills should be taught and evaluated. We have seen a bit of expected resistance from ATOs concerning having to reorganize their programs, but continue to support them as much as possible one a 1-on-1 basis using their PTD assigned Primary Operations Inspector

The new system will also merge current pilot ratings into the new system June 1st, I have been in talks with Aidan about automating this process on the back end of cert to prevent having to do each member by hand.

In the internal operations area, we have been in full swing reviewing and updating the Pilot Resource Center content and formatting. We are working with web development on implementing these changes to the new website. Additionally, we have been working with Zach and the team on P0 implementation.

##### 4.11.1 Highlights

1. Continued work with Zach and team on getting closer to implementing P0
2. New pilot Ratings and MCS public portion of change roadmap started
3. Appointed a new Director of External Operations: Sonny Nixon

##### 4.11.2 Stats

1. 320 Pilot Ratings Issued
2. Net gain of 2 ATOs since the announcement



## **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 Discord (GL)**

It was agreed that the official VATSIM Senior Staff Discord is an official forum and that A1 therefore applies.

**MOTION:** Proposed MB Seconded GL “That the meeting enters Executive Session”.  
**CARRIED** – Entered Executive Session at 2320 hours.

**MOTION:** Proposed MB Seconded RC “That the meeting leaves Executive Session”.  
**CARRIED** – Left Executive Session at 2339 hours.

### **5.2 Closing**

GL thanked all attendees for their attendance and closed the meeting at 23:41z.