

REGION REPORT - QUARTER 3 2012

The 3rd quarter of 2012 has started with the initiation of the S3 Centre Solo Validations at the Irish VACC. The results so far seem to be positive and we believe that this initiative is going to be as successful as the TWR and APP Solo validations.

There has been a slight decrease of Pilot and ATC online activity due to summer holidays. Even so, the overall online presence has been satisfying.

VATRUS events team has been hard at work and the amount and frequency of events is pleasing.

All efforts by the 3 Divisions Membership Departments have started to pay off. There has been a reduction in the number of inactive members, as well as new members that have not logged onto the network.

Lastly, the organisation of one of VATSIM's largest event, Fly and see Santa, is well underway. A comprehensive report will be included in the 4th quarter report.

ApostolosDamkalis

Deputy Region Director, Europe
VATSIM.net

Region Director: Thomas George

Deputy Region Director: Apostolos Damkalis

Membership Director: Kris Thomson

Divisions

Europe

Director: Martin Bergin

Website: www.vateud.net

Russia

Director: Evgeny Vygornitsky

Website: www.vatrus.info

United Kingdom

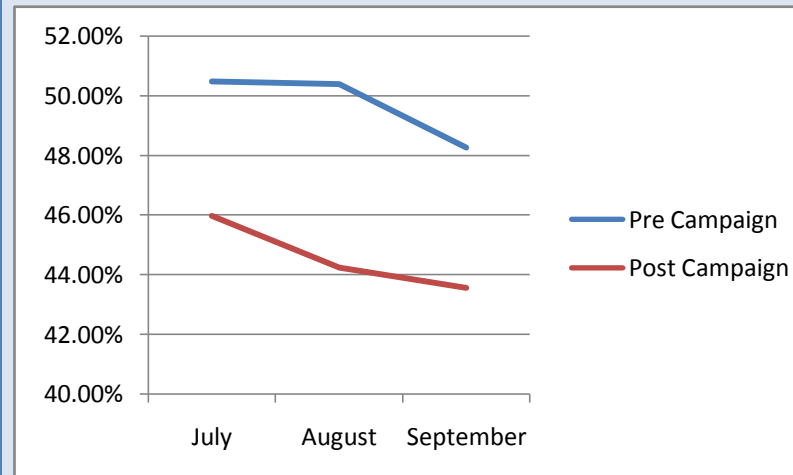
Director: Gunnar Lindahl

Website: www.vatsim-uk.co.uk

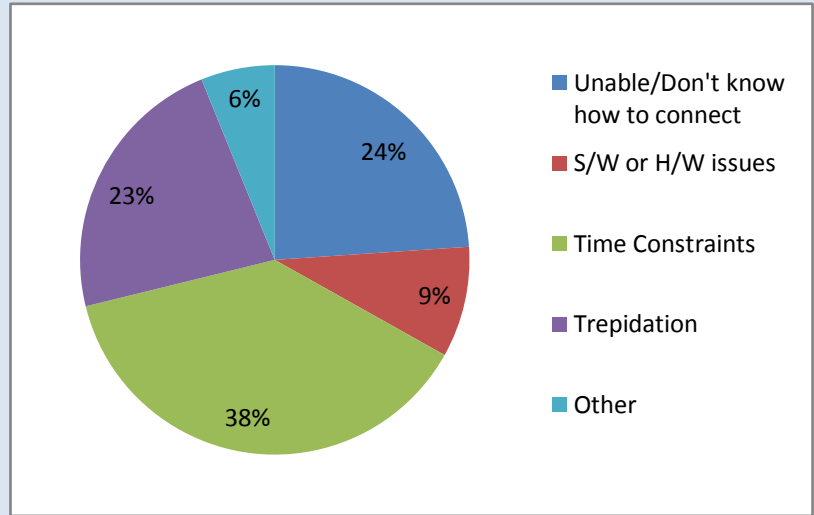
Member Retention

In the past quarter, a record of the amount of new members that have registered and haven't connected to the network with 15 days of registration has been monitored. An e-mail has been sent to each new member who has not connected within a period, and the result is measured again after an additional 15 days.

In addition, a list of new registrations is sent to each vACC Director on a weekly basis. The reason for this is that each Director is able to monitor and control their own member database and more importantly, welcome each new member in their mother tongue. The result of both campaigns is starting to pay dividends. A decline in the amount of new members not connecting to the network is starting to manifest as can be seen in the following graph:



An unofficial poll has been maintained of the e-mail responses received from new members of the reasons for not connecting to the network. Of the 170 e-mail responses collected, the results for not connecting to the network have been given as follows:



While not much can be done to address the time constraint issue, which accounts for the greatest reason for not connecting, a lot can be done to address the trepidation that people feel about connecting to the network. This will be addressed in the next quarter and should go a long way to reduce the proportion of non-connections. Some of the thoughts on addressing these issues are:

- Re-introduction of the newbie intro flights
- Specific newbie related information on the VATEUD website in more languages than English
- Co-ordination with the VATEUD Flight and ATC training programs
- Events specifically designed for new members.

ATC Training

	QTD	YTD 12	YTD 11	Var (%)
S1	47	118	75	+57%
S2	33	137	161	-14%
S3	18	79	106	-25%
C1	10	48	97	-51%
C3	2	4	18	-78%
Σ	110	386	457	-16%

Stephan Boerner resigned as VATEUD2 in July 2012. Lorenzo Van de Pol (Former VATEUD12) took over as Divisional Training Director in August 2012. Lorenzo and his team have been working a reforming the training department to a more efficient system. Most of the work has been done behind the scenes, we estimate to inform the vACC's mid-November. We have introduced a new Senior Controller policy with 2 options. The new system for INS has proved to be working well. Nevertheless we will continue to review and adjust where necessary.

Pilot Training

Q3 saw the integration of both Spain and Ireland into the VATEUD ATO, with both offering training under the EUD ATO umbrella. A total of ten pilots were upgraded, with a further eleven currently undertaking various stages of training. The third quarter also saw Daniel Gustin replaced by Nick Russell as EUD3.

Operations

Overall in Q3 VATEUD managed to have controllers online for @31 thousand hours. This is on a par with the corresponding quarter last year quarter

Events

Another busy events period with over

Other Comments

Member Retention						It has been decided to make a brochure of VATRUS activity in a PDF format. The magazine will be published every quarter. This will advertise our activity among the virtual aviation community.
ATC Training		QTD	YTD 12	YTD 11	Var (%)	A new ATC Training System meeting the requirements of VATSIM and Russian Civil Aviation authorities is being tested. The System includes testing, booking, interactive lessons, educational tools
	S1	14	51	11	+364%	
	S2	9	34	17	+100%	
	S3	1	32	14	+129%	
	C1		16	13	+23%	
	C3		1			
	Σ	24	134	55	+44%	
Pilot Training						The official VATRUS pilot training department is back to work. A lot of new pilots are coming. New instructors are invited to the pilot raining department.
Operations						
Events	EURO2012 – 01.07 Yekaterinburg Grand Opening – 28.07 - http://forum.vatrus.info/viewtopic.php?f=6&t=27 Live track – 2.09 - http://forum.vatrus.info/viewtopic.php?f=6&t=32 APEC Russia – Eastern Gates – 08.09 Open Siberia 23.09 Yakutsk Overload – 30.09 - http://forum.vatrus.info/viewtopic.php?f=6&t=41					
Other Comments	Moldova became a VACC of VATRUS Division. Access to ATSimTest for Moldova has been granted. For the 1 st period of time I'd like the Ukrainian instructors to help Moldova with the training process.					

Member Retention
(Simon Irvine 858680)

Since Simon’s appointment, he has been working closely with the rest of the Division Staff Group to ensure that our processes are automated and actively seeking out members to stay with us. New ways of gathering feedback, particularly from newly joined members, are also being developed.

ATC Training
(George Wright 920527)

	QTD	YTD 12	YTD 11	Var (%)
S1	20	80	51	+57%
S2	9	26	32	-19%
S3	6	19	28	-32%
C1	6	6	12	-50%
C3	2	4	7	-43%
Σ	43	135	130	+4%

This quarter has seen a number of C1 exam passes which has been a great boost to our training efforts. We now allocate training places based on capacity to ensure that students can aim to receive one session per week. This has yet to be reviewed, but will almost certainly help us to maintain a more efficient model in the future.

Pilot Training
(Callum McLoughlin 1063042)

See quarterly report available at <http://www.vatsim-uk.co.uk/website/download/fetch/?downloadID=00248>

Operations

Our new batch of C1s have been a great help in keeping the momentum going at an area level.

Events
(Kris Thomson 989754)

Events this quarter have included a Scottish TMA Overload, another in the “VATUK Flies To...” series and the VATUK Games. We are looking forward to Heathrow’s involvement in Cross The Pond in October.

Other Comments