

REGION REPORT - QUARTER 4 2012

The last Quarter of 2012 has been a Quarter in which a lot of emphasis has been placed on the value of Human Capital.

Membership Support in all 3 divisions did an outstanding job, not only in assisting new members with connection related problems, but also assisting older members with information on various network related issues. The ratio of new members registering on the network against new members logging onto the network is slowly decreasing and we expect this trend to continue in Q1 2013.

The S3/APP Solo Validation trial in Ireland was a little disappointing due to the real world commitments of members in VATEIR. This does not mean that the program should be terminated; a new commitment to the program should be obtained from a larger vACC instead.

Events in the Region were on-going with all vACCs holding their own events with a huge amount enthusiasm and success. The largest event towards the end of the Quarter was the Fly and see Santa event held in the Scandinavian vACC. This event was a spectacular success with pilots from all over the world taking part and been routed and landed in this relatively small airspace. A few problems were experienced by controllers but these were eventually addressed. This event has re-activated renewed interest from Finnish controllers and we expect to hear lots more from them in the future .

Apostolos Damkalis

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Region Director: Thomas George

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Divisions

Europe

Director: Martin Bergin

Website: www.vateud.net

Russia

Director: Evgeny Vygornitsky

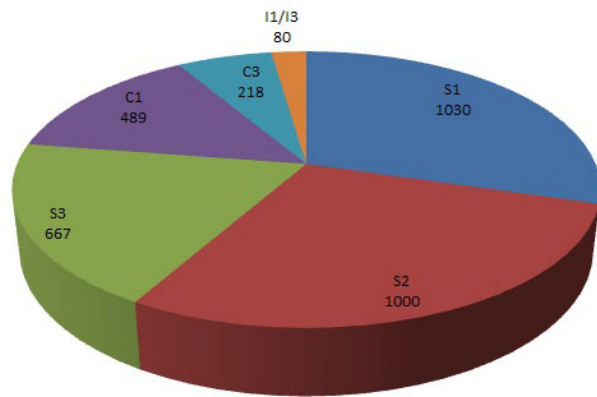
Website: www.vatrus.info

United Kingdom

Director: Kris Thomson

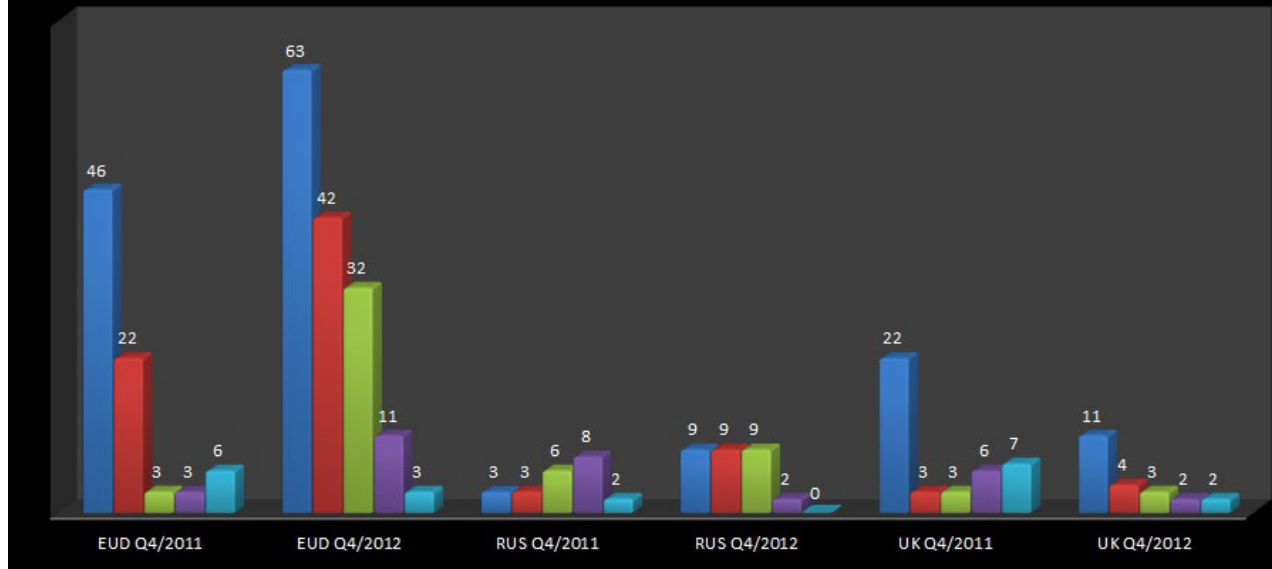
Website: www.vatsim-uk.co.uk

VATEUR Controllers by Rating on Q4/2012



VATSIM Europe Quarter 4 2011&2012 Upgrades

■ S1 ■ S2 ■ S3 ■ C1 ■ C3



VATEUD - Division Director: Martin Bergin 931070 (Report by VATEUR2)

Member Retention
(George Condes
1132702)

An on-going effort has been made in attempting to reduce the ratio between the amount of new members that register on the network and those that actually log in. A slight increase has been seen in this ratio but we expect it to start declining now that the Christmas period is over.

Efforts that will be made to attempt drive this ratio down in the coming quarter include a review of the general welcome letter that new members are receiving, the analysis of statistics to indicate which countries have the lowest ratio of number of new members/connected members and a look at the re-introduction of the newbie intro flight in conjunction with the Pilot Training Department.

ATC Training
(Lorenzo Van de Pol
1053272)

	QTD	YTD 12	YTD 11	Var (%)
S1	63	164	102	60%
S2	42	185	194	-4.6%
S3	32	112	156	-28.2%
C1	11	64	105	-39%
C3	3	7	17	-58.8%
Σ	158	532	574	-7.3%

The training department is currently looking into filling the staff positions in the revised department structure. Per Broderson and Giorgio Tresoldi are working under the leadership of Daniel Brennan. They are currently working on a new OBS-S2 training manual.

We are evaluating the new CTR+ policy from 2012. Currently only 5 members have been upgraded to CTR+, they all made use of option 2. From these results, I see that the CTR+ rating is somewhat stagnant. We changed our policy after many requests of vACCs to open the rating again for those that did not want to do the roaming endorsement. By making the rating easier to achieve in terms of assessment and more difficult in terms of commitment, we hoped to encourage people to go for the rating as on vACC request. Members seem to have lost interest in the rating, I would hereby recommend the revision of the rating on global level, to see we can change this lack of interest or in fact discontinue the rating.

Pilot Training
(Nick Russel 1125649)

Nick Russell has been appointed as VATEUD3 Pilot Training Director. All vACCs have been contacted to obtain an overview of Pilot Training available to members. Nick is assisting VATSPA with P2 training and validation. A more concise Training Plan for 2013 will be compiled during the coming quarter.

Operations
(Miguel Frias 1107190)

Frequency update requests from vACCs have been implemented. Queries regarding airspaces and events were answered. Pedro Diogo has resigned as Eurocontrol Director and has been replaced by Rami Arbili.

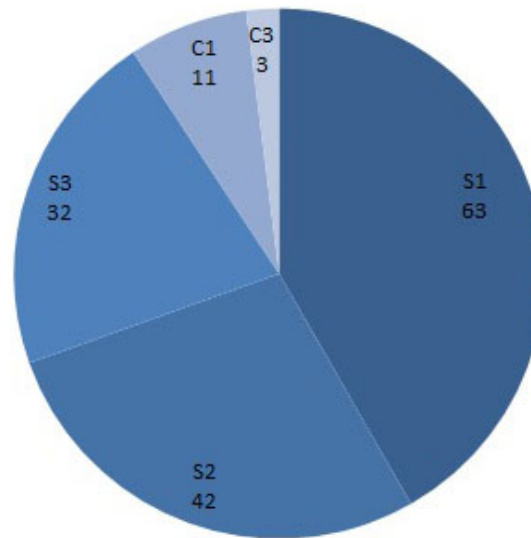
Events

(Killian Thornton
1114699)

The largest event that took place the Quarter was the Fly and See Santa event in VATSCA. This event was an overwhelming success as it has been the past. This event is quite remarkable because it has re-awakened a lot of interest from inactive members in the Scandinavian area and that event draws a lot of traffic into a very confined FIR.

Local events are ongoing and there were many events held by vACC over the Christmas and New Year period, in particular, Cyprus vACC hosted 5 events over this period. The focus for this quarter will be hosting more events within VATEUD that involve multiple vACCs and regions and coordinating events more effectively.

VATEUD Quarter 4 2012 Upgrades



Member Retention						<p>Member Support is mainly necessary when there are incorrect registrations or registrations using Cyrillic letters. In these instances, we have a link to a web site that gives a very good visual explanation of how to register with VATSIM and what the most common mistakes are.</p> <p>Member Support is also active in explaining what the Pilot and ATC Training Department consist of and how to enrol with these departments.</p> <p>Students are now being trained in accordance with the new GRP and student training exercises are conducted during VATRUS Divisional events.</p> <p>The new web site is being populated with training material, in particular, training documentation and test questions.</p>				
ATC Training		QT D	YTD 12	YTD 11	Var (%)					
	S1	9	58	15	286%					
	S2	9	47	22	113.6%					
	S3	9	32	23	39.1%					
	C1	2	29	23	26%					
	C3	0	2	3	-33.3%					
	Σ	29	168	86	95.3%					
Pilot Training						<p>VATRUS “Strigino” (UWGG) Training Centre has been active since 2005. In 2012 we started working on a new web page and equipping the Training Centre for its ATO certification.</p> <p>In 2012 we started using TeamSpeak as the medium of instruction for students and individual training sessions are held. A marking system for examinations has been devised and students are advised via e-mail.</p> <p>The new course curriculum is based on the P1 rating standard.</p>				

Operations

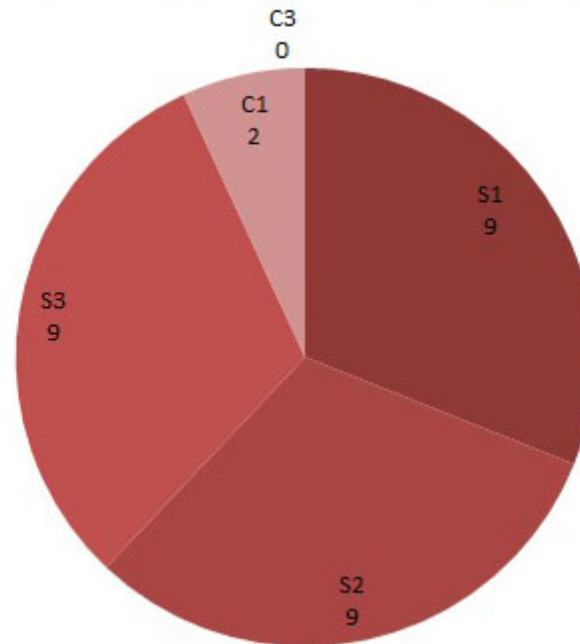
Events

Baltic Bridge ULLI-EVRA 21.10 - <http://forum.vatrus.info/viewtopic.php?f=6&t=45>
"VATRUS Live Track" UUWV-USSS 24.10 - <http://forum.vatrus.info/viewtopic.php?f=6&t=61>
"Capital City Xpress 7" Kyiv - Vilnius 03.11 - <http://forum.vatrus.info/viewtopic.php?f=9&t=53>
"North by NorthWest" UKBB-ULLI 1.12 - <http://forum.vatrus.info/viewtopic.php?f=9&t=63>
"Khatabych" UTDD 15.12 - <http://forum.vatrus.info/viewtopic.php?f=9&t=67>

Other Comments

It was decided to publish a Divisional magazine. The first edition has been published and the content of this magazine deals with issues such as VATRUS, its members and events. The magazine also discuss sceneries, what VATSIM's goals are and the principles of flight, radio telephony and ATC procedures.

VATRUS Quarter 4 2012 Upgrades



Member Retention
(Simon Irvine 858680)

Ongoing work to identify how to move forward members associated with VA's and retaining these members in the division through our Pilot Training Program.

Discussion surrounding how we give recognition to members and facilities. This includes providing positive feedback to members keeping them interested. More on this to follow Q1 2013.

ATC Training
(George Wright 920527)

	QT D	YTD 12	YTD 11	Var (%)
S1	11	85	64	32.8%
S2	4	31	46	58.6%
S3	3	22	37	-40.5%
C1	2	7	15	-53.3%
C3	2	8	23	-65.2
Σ	22	153	185	-17.29%

Q4 saw some changes to how training resources (primarily mentor time) are allocated to students with the aim of improving the training experience. Previously mentor time was being spread too thinly across too many students at once, leading to intervals of two weeks or more between mentoring sessions. This resulted in inconsistent and broken training, with mentors often finding they had to re-teach certain points because the student hasn't been able to practice and has forgotten. We have switched our focus to maintaining a regular and reliable training plan for fewer students at a time which will reduce the amount of time wasted re-learning and increase quality and throughput. Most aerodromes now have an absolute limit of 5 students on TWR and 5 students on APP (with the exception of Gatwick which has 7), where the RTS Staff assess their training resources and maintain an acceptable level of continuity for each student.

There has been one area exam pass this quarter and also two upgrades to C3, which is a huge achievement for those controllers. There is plenty of interest in CTR training and we now face the challenge of meeting the demand for training on London North without negatively impacting South and Central by transferring mentors.

Looking forward to 2013 there will be an addition to LON CTR sectorisation to allow for a North and West bandboxed configuration; this will involve notification to our surrounding FIRs to amend LoAs accordingly.

Pilot Training
(Callum McLoughlin 1063042)

There were a total of 49 mentoring sessions booked in Q4 of which 33 were P1 sessions and, 16 were P2 sessions. In Q3 there were 35 session bookings in total.

This led us to 10 P1 exam passes, and 2 P2 exam passes this quarter whereas in last quarter there were 15 P1 exam passes in and 8 P2; P2's sharp decline in practical exam bookings is due to Q3 being when the rating was launched hence there was a rush for experienced

pilots who wanted to take the exam.

Currently there are 341 members who are registered with the department. In Q4 we have accrued 91 new members compared with 96 in Q3.

In terms of staffing, we have two new noteworthy members of the team: Russell West as the senior team's assistant (replacing Alan Cooke who took up a marketing post in VATeir) and Nayan Mehta who has joined us as the Flight Training Instructor. We also now have more mentors on the P1 program.

P3's development is ongoing, but there is no launch estimate available.

Finally, we have received 0 cases of negative feedback, but instead 3 messages of positive feedback from students who completed the program.

This has been a quarter where the PTD has demonstrated its maturity as a department as we rapidly approach our one year anniversary as both a working organ of the division and, as a recognised ATO.

Operations

Departure of Gunnar Lindahl from Division Director position in November. Kris Thomson appointed in his place in December.

George Wright and Harry Williams leave the UK staff team. Kieran Hardern now leading Web Services. Application process ongoing for Web Services Assistants to assist.

Events

(Simon Irvine 858680)

Simon Irvine was appointed Marketing Manager. This new role includes ownership of events in the UK.

Our biggest event this quarter was Cross the Pond Eastbound which took place on The 20th of October and involved Heathrow. Both the Heathrow and London enroute teams worked closely with the CTP planning team. This ensured that the event went without any issues.

In October we organised the third in our series of "VATUK Flies to..." events. This concept is organised along with the Pilot Training Department. We give the departure airfield and clues to where the destination airfield is over a week to 10 days. The membership then guess as to where they think we are flying to and the destination is revealed 48 hours in advance. This time it was Stansted to Belfast Aldergrove.

In November we had an event called National Chaos where pilots would plan to fly from Manchester to Gatwick but were advised

that they could be diverted to other fields. The event was a success and the pilots enjoyed the quirkiness of it.

We had successful Real Ops events at East Midlands and Bristol airports. Both of these events made use of our new Events Hub.

SCONI RTS has been active with events this quarter including a Euroshuttle between Edinburgh and Berlin and their annual end of year Hogmanay Fly in.

Events planned to Q1 2013 include our annual Openskies event and a Euroshuttle event planned between Heathrow and Paris Charles De Gaul.

VATUK Quarter 4 2012 Upgrades

