

Region Report - Quarter 2 2013



Q3 has seen the summer months come and go in the Northern Hemisphere and as such online participation on all levels has been indicative of this fact.

Notwithstanding, there have been a few “firsts” in EUR, chief among these is the first cross divisional event, that was called the Trans- European event , took place. The planning for this event was a collaborative effort between VATUK, VATEUD and VATRUS, and even though traffic volumes were substantial, the real success was the way that all divisions worked as a cohesive unit.

Membership and member retention are receiving attention in all divisions with UK and EUD launching programs to ensure that member retention is accelerated.

Pilot and ATC training continue to receive a huge amount of attention across the region, and a definite swing towards Pilot training is becoming evident. EUR has started opening its doors and is now offering Pilot Training and P certification to regions and divisions outside of EUR

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Member Retention
(Ivan Kovacevic – 920456
and Cathy Mariani -
1081759)

Ivan has completed his 60 days leave of absence and has decided to return to VATEUD as Membership Director, and resumed his Membership duties. The Newbie Flight Training program is underway and more can be read about the progress of this program in the Pilot Training Department report.

An ATC Academic program was launched and as with the Newbie Pilot Training program, more detail about this particular program will be available in the ATC Training report.

Cathy Mariani will continue to monitor whether these programs have an effect on reducing the ratio between members that register on the network and those that register and connect to the network.

ATC Training
(Kay Wesche - 991619)

The revised C3 policy has been ratified and published on the VATEUD website. At present we are still waiting for the EC to make a decision on whether the C3 policy will include a “roaming” endorsement.

The ATC Academic Centre program has been launched, with Lukas Kulik being responsible for this initiative. The objective of these Centres is to train members from vACC that are too small or do not have official status to offer ATC training. The first Centre is situated in Cyprus, and the first few students have enrolled with this Centre. It must be stressed that these Centres will not replace or duplicate the effort that is being made by official vACCs in terms of ATC training, but can be seen as an extension of their efforts.

The Instructor Academy is being revamped and will be re-launched in the 4th Quarter. In addition, the list of Divisional Instructors and Senior Instructors will continue to be whittled down to include only those Instructors who show a willingness to participate and assist with VATEUD initiatives.

Pilot Training
(Burak Bugday - 983451)

The VATEUD Pilot Training Department continued to develop and evolve during the past quarter. Duarte Folgado has joined as Deputy Pilot Training Director. Duarte joins the staff with a wealth of experience in pilot training in the Portuguese vACC as has had a great impact on the training programs in VATEUD.

Per Brodersen, from vACC Scandinavia has joined the PTD as Chief Instructor and his responsibilities are the managing and co-ordination of all training activities.

The VATEUD PTD has also been training and certifying members from VATAME for P1 and P2 certification. It has indicated that we will continue to provide this service to VATAME for the foreseeable future, and of the 190 new enrolments we have received at the PTD, 30 of these have been AME remembers

Work continues on preparing for P4 certification within the 4th Quarter, with training material nearing completion. It is envisaged that the PTD will receive an enormous amount of enrolments for P4 certification, and as such are working at providing a solution to accommodate this.

**Web Services
(Svilen Vassilev –
1175035)**

Completed Tasks

- Developed, documented and launched the VATEUD API application:api.vateud.net; the app contains 11 different endpoints, to obtain and filter different types of vatsim and aviation related data (members data, online stations data, charts, notams, etc) in 4 different formats (json, xml, csv and html) and is fully documented. Based on 2 months statistics, the API servers 250,000 calls per month
- Setup and launched the VATEUD mailing lists application:lists.vateud.net/admin; based on GNU Mailman, to be used for internal communication, interaction with vACC staff and marketing
- Developed and launched VATEUR Trans European Express event website: european-express.vateud.net
- Created and published the [VATEUD Web Services and Development Policy](#), defining the management, development and deployment workflows, source code and production servers access for all VATEUD web services and applications.
- Set up the new VATEUD server / hosting infrastructure, as described in the policy and migrated all EUD applications.
- Revised and published the 2013 Fly Santa event website: santa.vateud.net
- Created the new custom VATEUD theme for the forums
- Re-launched the VATEUD welcome emails system that has been inoperative for the last 1.5 years
- Implemented the technical aspects of the VATEUD Newbie Pilot Training initiative, by hooking it up to the PTD app and the welcome emails.
- Setup an instance of the VATEUD tasks application to be used for vACC Cyprus
- Completed over 100 development, maintenance and support related tasks, as assigned by vACC or fellow EUD staff members. Full list available at tasks.vateud.net/users/1?archived=true
- **On-going duties**
- On-going processing of website changes as requested by VATEUD and VACC.
- Staff.
- On-going moderation and administration of EUD forums, new account approvals, rank adjustments.
- On-going maintenance and administration of EUD email system.
- **In progress**
- Finalising the new VATEUD website.
- Further development and improvement of the PTD, Tasks and API applications based on user feedback and demands
- Full list of tasks in progress available at tasks.vateud.net/users/1

**Events
(Daniel Conrad -
1096418)**

The main event for this Quarter was the preparation and planning of the Trans European Express event. Although this event was a collaboration between VATUK, VATEUD and VATRUS, the lion's share of the planning and preparation was done by VATEUD. This event was a success as the 1st regional event and it was suggest that this event is staged on a more frequent basis with different division taking responsibility for the organisation on a round robin basis.

The planning for events such as the 'Cross the Med and Fly and see Santa are underway.

VATEUD has undergone a facelift with a new logo being designed and adopted which also includes new signatures for all staff and associated members.

Social media is also being updated on a regular basis.



Member Retention	<p>Most of the cases when Member Support is needed are wrong registrations or registrations with the Cyrillic letters. We still ask for a possibility to deny registrations with letters other than English ones.</p> <p>VATRUS Web manager is about to complete a new certification system for division needs which reflects the problems with the registrations.</p>
ATC Training	<p>Unless it has been summer, we managed to have 4 new controllers who had completed their courses successfully.</p>
Pilot Training	<p>VATRUS "Strigino" (UWGG) Training Centre is actively working.</p> <p>Pilot Training is still very attractive to our new pilots.</p>
Events	<p>Kogalym-Beloarsky: "Western Siberia" 15.06.13 11-16Z. - http://forum.vatrus.info/viewtopic.php?f=6&t=130</p> <p>Discover Moldova 20.07.13 - http://forum.vatrus.info/viewtopic.php?f=6&t=151</p> <p>[Aug 18 16-20z] Capital City Xpress: Moscow - Warsaw - http://forum.vatrus.info/viewtopic.php?f=6&t=149</p>
Other Comments	<p>We urgently need to set up a good and stable connection with Vataware programmers in order to effectively update data on Russian</p>

Member Retention
(Simon Irvine 858680 &
Barrie Joplin 1002707)

At the moment we are finding a high attrition rate with members who have recently joined the Division. This could be because they do not know enough about what VATSIM does or what we have to offer. The Marketing Department is preparing to put together a video that will show what the UK Division does. This would be sent to all new members when they join along with a link where they can ask any questions. This is still in very early development.

‘VATUK Live!’ was held during this quarter. A number of pilots and controllers were involved and this included some members who have been with VATSIM for a number of years and so were relatively inactive. This event is a great way to interest all members and provide something different to normal. Once again it proved to be a huge success.

The United Kingdom would be interested in speaking to other divisions with regard to membership retention and would strongly advocate a global policy on this issue.

ATC Training
(Jamie Fox 811029)

The system of examiner assignment for practical exams has continued to work effectively, resulting in minimal delay for exam candidates.

As part of the ongoing improvements to the management of the training system, which began last quarter, the method of temporarily closing an aerodrome has been centralised. This ensures that when a training aerodrome is closed to new applications, it happens in a coordinated way which matches demand with the available capacity on a divisional level and does not result in lengthy closure of any given location. As a result of this, we have been able to make all training aerodromes available to new ATC members during this quarter.

New forums have been created for our ATC mentors, to facilitate better communication and sharing of knowledge across the division.

Pilot Training
(Nayan Mehta 1073673)

Since Q2 of 2013, we have had a slower than average growth, with 49 sessions conducted this quarter. A reduction is commonly due to the low demand of the summer months in addition to the shortage of mentors we experience at this time of year. To exacerbate matters, we had 28 additional sessions cancelled by students (36% capacity lost). While cancellation rate has been relatively high, we are working to avoid this in the next quarter and are additionally recruiting 15 new mentors to cope with expected demand. Of the 49 sessions conducted, 38 were P1 and 11 P2.

In this quarter we have had a total of 18 P1 exams, with 16 of these passes (two fewer than Q2), an 89% pass rate for this quarter. Both fails this quarter were direct entry exams (i.e. exams where the candidate took the exam without training from our mentors). We have had only 2 P2 exams with 1 of them being a fail. These lowers number mirror the fact of the reduced demand we have had through the summer months.

Operations

Kieran Hardern appointed as Deputy Division Director in September.

Anthony Lawrence appointed as Web Development Director, replacing Kieran Hardern.

Single Sign-On system was implemented in July, allowing any VATSIM member to login in one location and access all the UK web systems. This system includes increased security options (mandatory for staff), ability to login during CERT downtime and centralisation of member data.

Events
(Simon Irvine 858680)

New member logs created to automatically detect inactive accounts, reactivations and division transfers and flag inconsistencies to relevant staff.

There have been another wide range of events this quarter. We teamed up with the German VACC to organise the 'Mega Shuttle' between Heathrow and Frankfurt which was an extremely busy event with some excellent feedback from both pilots and ATC. We were partners with the Irish VACC for events between Gatwick, Bristol and Dublin.

Our two biggest events of the quarter were our annual 'meet up' events. The first was Mid-Summer Madness, involving a group of around 20 UK members who met up at a venue in the midlands to control over a weekend in August. The online event was based around Birmingham Airport and both days were very busy.

The Division's other meet up was 'VATUK Live!' which took place on the 31st of August and 1st of September at Conference Aston in Birmingham. More than 30 members got together over 2 days of flying and controlling.

We have also supported various VAs this quarter by ensuring that they had ATC online for their organised events.

We are currently preparing for the network's biggest event of the year, Cross The Pond Eastbound. The event includes Heathrow but the team has been heavily involved in training extra Oceanic controllers and, of course, the UK's FIRs will be pivotal on the day.