

Region Report - Quarter 4 2013

The fourth quarter of 2013 was a period of review within the divisions. In both VATUK and VATEUD there were changes that culminated in refreshed policies and task management strategies. Focus on cross border event partnerships remained healthy, including VATUK's lead in planning Cross The Pond.

Membership retention programs are still central to the region's growth strategy. Pilot training remains a strong feature in the VATEUR landscape with VATRUS, VATEUD and VATUK holding Authorised Training Organisation status with VATSIM. Each is playing a key role in providing inductions for new members to break down participation barriers.

Generally the quarter was a period of success in a number of disciplines. Areas which require further review and corrective/preventative actions for improvement have been identified and will be further investigated to secure continued success across Europe.

Apostolos Damkalis
Region Director, Europe
VATSIM.net

Region Director: Apostolos Damkalis

Deputy Region Director: Stephan Reitingner

Membership Director: Christopher Marakis

Divisions

Europe

Director: George Condes

Website: www.vateud.net

Russia

Director: Evgeny Vygornitsky

Website: www.vatrus.info

United Kingdom

Director: Kris Thomson

Website: www.vatsim-uk.co.uk

<p>Member Retention Cathy Mariani</p>	<p>Cathy continues the campaign for the newly registered members for the Division, showing some impressive results. After the welcome letter, the new connections raised by 5.6% and after the campaign this number was raised by 7.27% to a total of 45.15% of the registrations. A continuous effort is being made to keep those numbers improving.</p>
<p>ATC Training (Kay Wesche - 991619)</p>	<p>Kay Wesche and Georg Lauenstein are continue developing the new VATEUD's ATC Manual as well as the Instructors Manual by Lukas Kulik, ATC Academy Manager. At the ATC Academic Centers, hosted by Cyprus vACC, more and more students are enrolling for training. An Instructors audit at a VATEUD and vACC level is conducted by Kay Wesche at the moment.</p>
<p>Pilot Training (Burak Bugday - 983451)</p>	<p>VATEUD's Authorized Training Organization was authorized to conduct P4 practical examinations in the 4th Quarter of 2013. There has been a great interest for all the pilot ratings, improving over that time. Furthermore there has been an increasing interest for the "new pilot" training program.</p>
<p>Web Services (Svilen Vassilev – 1175035)</p>	<p>Completed Tasks</p> <p>There has been a significant number of projects that are under development or finished currently regarding the web development of services in VATEUD including: mass booking for events, individual custom charts addition, VATEUD API (development and additions), establishing a tasks application for CvACC, migration of the main website to new servers and other backend tasks.</p>
<p>Events (Daniel Conrad - 1096418)</p>	<p>In the last four months in VATEUD we had a great number of major events at a Divisional Level. Cross the Mediterranean Event showed great interest by the members with 5 participating vACC's. Fly and See Santa event was conducted as every year at 15th of December with high numbers of participating pilots at all 3 participating airports, EFRO Rovaniemi, ESPA Lulea and ENTC, Tromso.</p> <p>Trans European, Regional Event was also successful with four participating airports from VATEUD's side (Frankfurt,Mallorca,Roma and Sarajevo), London Heathrow for VATUK and three airports in VATRUS (Rostov, Sochi and Min. Vody). Social media is also being updated on a regular basis.</p>

<p>Member Retention</p>	<p>Most of the cases when Member Support is needed are wrong registrations or registrations with the Cyrillic letters. I still recommend to make several changes on the main Vatsim registration page which won't allow to register with non-English letters.</p> <p>Another important thing is Member retention. After successful fly-ins or other events some people want to come back and revive their VATSIM accounts. They can write email to the Division Director or his deputy and have their IDs recovered</p>
<p>ATC Training</p>	<p>Students are trained now according to the new GRP. Students' practice trainings are performed at the time of VATRUS division events.</p> <p>These days we are testing a new internal certification system for VatrUS which will give instructors a clear picture of the training progress for each student of both ATC and pilot training department..</p>
<p>Pilot Training</p>	<p>VATRUS is seeking to apply for P4 rating and submit a program.</p>
<p>Events</p>	<p>[Oct 19] Five years in VATSIM - http://forum.vatrus.info/viewtopic.php?f=6&t=167 [Nov 24] Boryspil RealOps 24.11.13 12-21z - http://forum.vatrus.info/viewtopic.php?f=6&t=185 [Dec 7] St.Petersburg RealOps - http://forum.vatrus.info/viewtopic.php?f=9&t=190 [Dec 15] Busy Day: Dnipropetrovs'k - http://forum.vatrus.info/viewtopic.php?f=6&t=199 [Dec 27] New Year's Eve in Sochi - http://forum.vatrus.info/viewtopic.php?f=6&t=202</p>
<p>Other Comments</p>	<p>VatrUS is operating new voice servers and teamspeak servers.</p> <p>Teamspeak server is running very well. It has become a main tool for the newcomers and learning students for communication needs with their instructors and the Division staff.</p> <p>VATRUS has enough tools and capacities to maintain our own fast Vatsim-dedicated server located in the city of St.Petersburg. A good booking system is implemented on our Far East (Dalcontrol) webpages - dalcontrol.ru</p>

Member Retention

(Simon Irvine 858680 & Barrie Joplin 1002707)

The VATSIM UK video is still in planning. Currently there is nobody with the required skill set to develop a video of adequate quality - this work is therefore to be outsourced - further details will be forthcoming.

In lieu of a global policy on membership retention, VATSIM UK will continue to explore/develop new ideas during the next quarter with a view to testing these throughout the rest of the 2014 period..

ATC Training

(Jamie Fox 811029)

At Heathrow, which is a major airport, we have introduced the ability to issue a separate endorsement for GND, in addition to the existing endorsements for TWR and APP. This allows us to issue an endorsement at an earlier stage in aerodrome training, giving the member the opportunity to begin solo controlling earlier while continuing their training towards the TWR endorsement.

We have made some significant changes to the way that we make use of Instructor ratings, to utilise them in a more flexible way. Instead of being appointed locally to an RTS, Instructors are now instead appointed for the whole division. Collectively, Instructors are responsible for ATC training standards and provision within the division and for monitoring the training that occurs to ensure that acceptable standards are met and correct practices are followed.

The former local position of RTS Instructor is replaced by the new position of Lead Mentor, reflecting the fact that the holder of this position may not necessarily be an Instructor.

The process of induction for new controllers has been improved. We now hold group training sessions for prospective controllers, which are held on a regular basis and allow us an opportunity to introduce the basics of ATC, VATSIM and using the controller client. This also allows us the opportunity to meet the members at an earlier stage and provide a friendlier introduction to VATSIM UK ATC.

Pilot Training

(Nayan Mehta 1073673)

The PTD has experienced a significant increase in demand in Q4 making the beginning of the quarter extremely busy. Our 15 newly recruited mentors, in addition to our existing team were able to turn over this high volume quickly, meaning in Q4 we conducted 64 P1 and P2 training sessions compared to 49 last quarter. Of these sessions 47 were P1 and 17 were P2.

During the last 2 quarters the PTD has been working hard with the development and creation of the P3 course. The documentation is scheduled for completion in the early part of Q1 2014 and we are now starting the testing stage of P3. Once this is complete the course will be ready for implementation.

The introduction of the P3 course will also open the door for the reappearance of the 'VATSIM UK Flies To' event, which we intend to re-launch.

Operations
(Kieran Hardern)

Division Policy version 6.0 came into effect on 26th November 2013. This was a completely new version including numerous changes to policy and operations.

Our Instructors are now appointed separately from our local ATC training jobs, bringing an extra team dedicated to monitoring standards and developing ATC training within the division.

Visiting controller processing was changed to improve the availability of the UK positions to visiting controllers. This has resulted in most of the fields being available for the majority of the quarter and a higher throughput of applications to controller status.

A new helpdesk system was implemented, replacing our old system. This allows contact with all staff and departments within the division as well as better communication between different departments.

Events
(Simon Irvine 858680)

Quarter 4 started off with VATSIM's biggest event, Cross the Pond. VATSIM UK took a lead in the event from both an organising and controlling aspect. Both Simon Irvine and Kieran Hardern were key members of the planning team that ensured the smooth running of the event. Simon and Kieran also took the lead in training around 10 new Oceanic controllers which really helped us on the day. Heathrow was involved as an arrival field and London area control also played a pivotal part for the Heathrow arrivals along with the over flights for the other European airfields involved. We have had some excellent feedback following the event, especially the improvement of the Oceanic operation which we hope to build on this year.

This Quarter also saw the Division team up with the French vACC for an event between Paris and Bristol, the Irish vACC for an event tie up with Dublin and we also supported the VATEUD Full Coverage event staffing Heathrow and London.

The Division also had some major UK-based events this quarter including our very own "Mega Shuttle" involving Gatwick and Glasgow, an inter RTS event involving Newcastle and Birmingham, a Gatwick Overload event which proved to be very busy and extremely popular with both pilots and controllers and finally our Winter Wonderland event and the end of December where the main airports in Scotland were manned for 12 hours. These UK events have seen some great teamwork across the departments of VATSIM UK.