

Region Report - Quarter 1 2014

The first quarter of 2014 started positively with the appointment of Callum McLoughlin as Strategic Development Director for VATEUR, who immediately began strengthening communication channels between all divisions and vACCs and the VATEUR team.

Work has been ongoing at regional level, in consultation with key divisional leaders, to produce official guidance on partnerships with virtual flying organizations. When launched in Q2, this will be the first pillar in the region led strategy to increase and improve participation on the network.

There has been renewed energy in the development of unofficial vACCs within VATEUD with a number of meetings taking place to gather information and views on the best way forward for later decision-making and implementation.

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Membership Director: Christopher Marakis

Strategic Development Director: Callum McLoughlin

Divisions

Europe

Director: Ivan Kovacevic

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Russia

Director: Evgeny Vygornitsky

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United Kingdom

Director: Kris Thomson

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<p>Member Retention (Cathy Mariani-1183082)</p>	<p>A continuous effort is being made in order to help newly registered members with their first connections on VATSIM resulting in reducing the ratio between the amount of members that register on the network and those that actually log in. Regarding the new registrations, comparing to the previous quarter a slight decrease of the new registrations has been noticed.</p>
<p>ATC Training (Mike Welten – 971511)</p>	<p>Mike Welten was appointed as VATEUD2, Training Director of the ATC Training Department and Nicolas Ammann as Assistant ATC Training Director. Mike came from Swissland where he was the Leader of the ATC Training Department. A number of projects have been assumed from Mike the last months including the re-development of the ATC Training Manual and the Instructors Academy Manual. Lukas Kulik resigned from his duties as ATC Academy Manager due to real life commitments.</p> <p>Two new positions were opened, ATC Academic Centers Manager and vACC Support Manager, both assumed by Andreas Dermitzakis. More and more students are enrolling for training at the ATC Academic Centers from countries that are lacking of traffic and unofficial vACCs. Regarding the vACC Support, the first VATEUD Instructors meeting was held successfully resulting in assigning to every Unofficial vACC at first stage a vACC Project Leader who will be responsible for the strategic development of the particular vACC. The Instructors Academy is under development currently as well as the Instructors Academy Manual that the training will be based on</p>
<p>Pilot Training (Burak Bugday - 983451)</p>	<p>Per Brodersen has resigned from his duties as VATEUD Pilots Training Department Senior Flight Instructor and Ivan Garcia has assumed his duties. Up until the first Quarter of 2014 167 members have completed the newbie training course, 176 members have been upgraded to P1,61 members to P2 and 32 members to P4.</p>
<p>Web Services (Vacant)</p>	<p>Svillen Vasilev has resigned from his duties as VATEUD7.The major project which has been completed is the renewed VATEUD’s main website. The new website is linked to the rest of the services of VATEUD and especially API from where the countries data is retrieved including charts and staff pages that now can be edited by the vACC Directors..</p>
<p>Events (Florian Harms- 841181)</p>	<p>Pedro de Esteban resigned from his duties as VATEUD14 which as assumed by Daniel Conrad. VATEUD6 position is assumed by Florian Harms who is currently developing the plan for the Divisional Events for 2014.</p> <p>Cross The Pond Event was held successfully with more than 650 connections that actually flew for the Cross The Pond Event and 450 Official Slots and more than 1100 connections at peak time on VATSIM.Social media is also being updated on a regular basis.</p>



VATRUS



VATRUS - Division Director: Evgeny Vygornitsky 862364

Member Retention	<p>Most of the cases when Member Support is needed are wrong registrations or registrations with the Cyrillic letters. In this case, we have a web link to a good visual explanation on how to register in the Vatsim network and what are the common mistakes when registering.</p> <p>Other cases of the Member support are explaining the users of what the Pilot and ATC learning and what the procedures to enter training departments are.</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>
ATC Training	<p>A new program and a procedure for training department is implemented.</p>
Pilot Training	<p>VATRUS "Strigino" (UWGG) Training Centre is actively working.</p>
Events	<p>[[Jan 4 07-20z] VATRUS Christmas Party! - http://forum.vatrus.info/viewtopic.php?f=6&t=207</p> <p>[Jan 19 13-18z] Olympic Warm-up - http://forum.vatrus.info/viewtopic.php?f=6&t=210</p> <p>[Jan 26 09-18z] Olympic Warm-up II - http://forum.vatrus.info/viewtopic.php?f=6&t=212</p> <p>[Jan 26 09-18z] Olympic Warm-up III - http://forum.vatrus.info/viewtopic.php?f=6&t=214</p> <p>[Feb 7th-8th] Opening ceremony - Sochi 2014 Olympics - http://forum.vatrus.info/viewtopic.php?f=6&t=216</p> <p>[Feb 22th-23th] Closing Ceremony of The 2014 Olympic Winter Games - http://forum.vatrus.info/viewtopic.php?f=6&t=218</p>
Other Comments	

Member Retention
(Barrie Joplin 1002707 &
Simon Irvine 858680)

VATSIM UK has begun the process of identifying areas within the joining process, where members 'lose their way'. A re-design of the initial information presented to members (both pilots/ATC), in addition to a simplified journey to 'get going' is intended to be launched next Quarter. The next stages will be to examine further areas with a relatively low retention rate, working with the membership to create a robust, engaged and multifaceted community - with a view to enriching pilot and ATC provision.

ATC Training
(Jamie Fox 811029)

Following the new ATC Instructor (staff) structure, introduced last quarter, we have been able to appoint 3 new Lead Mentors and established the position of Head Mentor for TWR/APP, held by an Instructor, to manage the Lead Mentor team. This allows time and scope for Instructors to develop further their other ATC Training Department responsibilities.

The new system of group training sessions for new controllers commenced this quarter, with 6 sessions held. This system centralises the process for new observers joining any area of the division, giving early exposure of new members to experienced mentors to guide them through the early stages.

We have been exploring improvements in initial mentor training, with training sessions and documentation for new mentors being trialed. This initiative focuses on how to deliver practical sessions and training, in order to improve the overall quality and efficiency of training received by students.

A new syllabus for Area Control (CTR) training was written and enacted across the Division. This syllabus improves practical and theoretical training guidelines and requirements in order to better prepare students for exam. This syllabus has been mirrored with accompanying changes in standard session marking/grading so as to provide students with improved feedback regarding their overall progress.

Pilot Training
(Nayan Mehta 1073673)

Q1 of 2014 has been an extremely busy quarter for the PTD. We have seen a lot of concentrated demand, with 46 P1 and 23 P2 mentoring sessions, a Q1 total of 69. This has been assisted by rolling out a new method of training our staff (Flight Training Instructors).

We are almost ready for the launch of a P3 (VFR Pilot) course, which will open a new field of demand for us, and is ideal for members to build on knowledge from our previous courses.

Finally, we expect to see our session numbers fall over the next 2 quarters, as per the usual cyclic demand of the year. During the next quarter we intend to improve our mentor training and appointment process as well as plan for the high demand periods we experience each year.

Operations

(Kieran Hardern 1010573)

Discussion took place with vACC Ireland (VATEUD) regarding Shanwick (oceanic). Both parties agreed for VATSIM UK to become the sole authorizer for Shanwick (special centre) Endorsements. Efforts to increase oceanic controlling over the last year have resulted in the training and endorsement of 22 new controllers from Q1 2013 which amounts to 37% of all endorsements issued since 2006.

The 'Belfast Agreement' between VATSIM UK and vACC Ireland (VATEUD) was discontinued on 20th January 2014. This agreement previously allowed members of vACC Ireland to endorse controllers on controller positions in Northern Ireland (a part of the UK). It was agreed that there was not sufficient interest to continue this agreement and that it would be more efficient for both parties to proceed via visiting controller status.

A new letter of agreement was established between VATSIM UK and vACC France (VATEUD), updating the previous document according to new changes in airspace structure over the Channel and around the Channel Islands.

Web development continues to automate and improve our systems. Notably this quarter, a new system to manage controller endorsements was launched, allowing major/special centre endorsements as well as OBS to S1 passes to be processed. This eliminates the manual processes previously reliant upon email/ticket communication.

Events

(Simon Irvine 858680)

January started with an event at Luton. It was excellent to see heavy traffic at one of our quieter airfields and renewed some passion from controllers in the Essex RTS to open it more often. This was followed later in the month with a delayed "Channel Islands Shopping" event, which attracted interest throughout the pilot community as they were able to fly short hops between the Islands. The South West RTS again showed some great community spirit by providing some excellent ATC and help during the event.

In February we held one of our major events of the quarter called "Around the Clock - Gatwick". This saw our busiest airport continually manned for more than 24 hours over the 7th and 8th of February. During the 24 hour period, aerodrome and approach were continuously staffed, as were all London Control sectors (covering the entire FIR). The event was organised by Harry Downtown and Tyler Pittaway, both controllers at the airport and was considered a success, with hundreds of movements over the 24 hours. We received some excellent feedback from both pilots and controllers, which will be used if we decide to hold a future 24 hour event.

The South West RTS controllers had their second event of the quarter at Jersey with an overload to recognise the airspace changes.

This quarter has seen the continuation of our partnership with VATEUD airports with events between Frankfurt and Heathrow, Dublin and East Midlands and Heathrow involved again with Amsterdam.

The "VATSIM UK Flies To..." event was re-launched in February. These events see various clues given to a destination to pilots to fly into from the UK. We teamed up with Innsbruck which saw around 20 pilots fly into there from Birmingham.

Our biggest event this quarter was Cross The Pond Westbound. Not only did the Division have an integral part in the event with Simon Irvine and Kieran Hardern on the planning team, but Manchester (EGCC) was also selected as a departure field. From a Division perspective the event worked flawlessly with Manchester, London Control and Scottish Control all coping under the stress of VATSIM's biggest event. The Division also managed the Shanwick Oceanic operation both leading up to the event and on the day. We managed to train and validate 7 new Oceanic controllers immediately prior to the event, in addition to our normal training rate. This year, oceanic

staffing peaked at 15 simultaneously operated oceanic frequencies (compared to 12 during Eastbound 2013), allowing us to better cope with the traffic demand. This was achieved with 28 controllers over the 10 hour period.