



# VATSIM Oceania Quarterly Report Q3 2015 (July to September)

2015 has already seen an increase in online activity throughout the Region with a number of new controllers rated and a number of new pilots flying in the Region.

The good work of the Divisions in the Region continue. There has been a steady flow of traffic and many hours of controlling throughout the Region. Naturally, the majority of this has been in the two most populous areas, Australia and New Zealand.

Evenings in both VATPAC and VATNZ airspace continue to be the most serviced by ATC but pleasing to see is a steady increase in ATC services on weekends.

## ***Events***

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VATPAC continues to be very active with events on several evenings each week. Full details of the very active events team are included in the VATPAC Division Director's report below.

VATNZ Sunday Night Ops is the main focus for VATNZ with steady streams of traffic up and down the country participating. In addition to SNO, each Wednesday VATNZ hold a "Weekly Wednesday" event, moving to different airports each week which is proving very popular and compliments the previous Wellington/Queenstown event that started "Weekly Wednesday".

## ***Staffing***

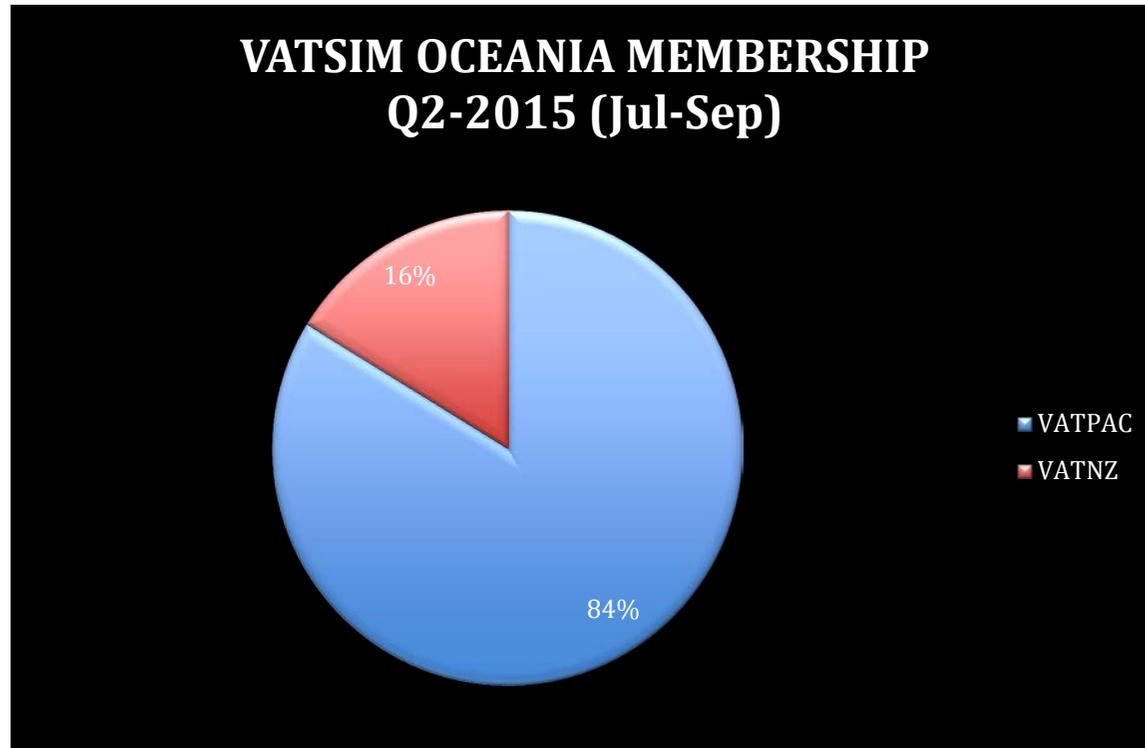
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There have been no staff changes in the Region during the quarter.

## ***Membership***

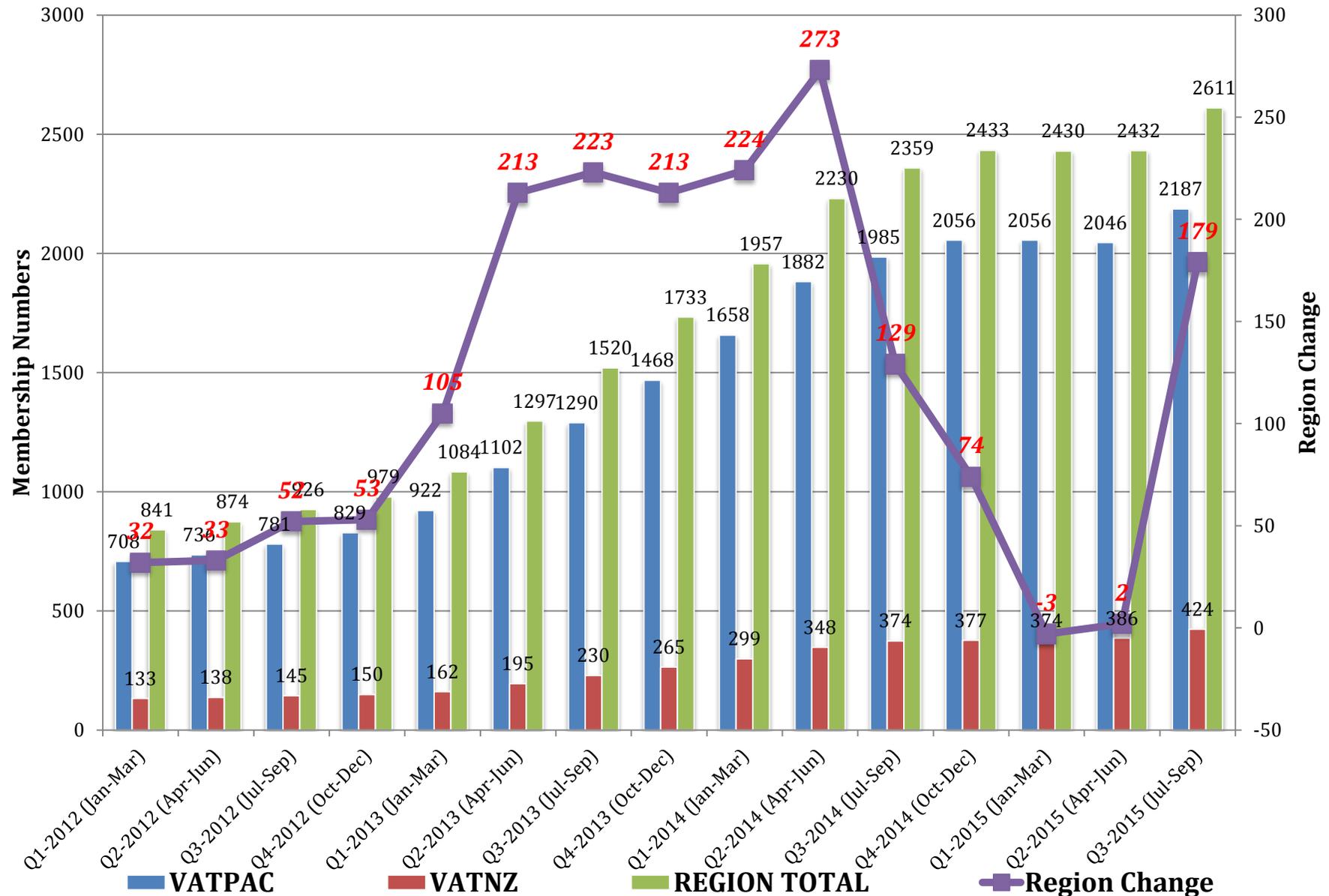
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At the end of the Quarter, VATSIM Oceania has 2,611 members assigned to the region, seeing a sharp increase of 179 members over Quarter 2-2015.



2,187 (84 per cent) of the Region's members are VATPAC members with the remaining 424 (16 per cent) in VATNZ, these percentages remaining steady since Q4-2014.

# VATSIM Oceania Membership Report



## ***Conflict Resolution***

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During the Quarter, the Regional Conflict Resolution Panel did not hear any cases.

## ***Summary***

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Thanks to the hard working Division staff teams for their efforts this quarter.



**Mark Richards  
Regional Director  
1 October 2015**



## VATPAC Quarterly Report Jul-Sep 2015

### VATPAC Quarterly Report Jul-Sep 2015

#### STAFFING

The Director of Events and Communications Mr Tracy Shiffman has returned from a three month leave of absence for personal reasons. We thank his deputy, Mr Trent Hopkinson for his work while Tracy was less available.

#### ATC TRAINING

##### Personnel

We welcome Kirk Christie back to the ATC Training Team. Kirk is a very experienced VATPAC Senior Controller who has a lot to offer our more experienced controllers seeking improve their skills. Kirk will be concentrating on training and assessment of TMA and Enroute controllers as well as providing strategic input for ongoing support to our controller roster.

##### Training Resources

The new Tower Rating Course is now live at <http://vatpac.org/moodle2> and will soon be migrated to a new server.

All other training courses have now been migrated to the new Moodle system and the old system is no longer in use.

Unfortunately compatibility issues prevent the migration of user data including past exam results. These will be archived prior to the old Moodle site being taken offline.

Feedback from the new Tower Rating course has been positive. It is still very early days but initial results appear to indicate that students are better prepared for the exam.

The new Moodle system also contains excellent tools for tracking and analysis, so we will be able to better target training in the future.

## Core Rating Assessments - Jul-Sep 2015

### **Tower Total: 17**

Finished: 11

In progress: 5

Terminated: 1

### **TMA Total: 5**

Finished: 1

In progress: 3

Terminated: 1

### **Enroute Total: 2**

Finished: 0

In progress: 2

Terminated: 0

### **Other**

We continue to work on tools and resources to better support our controllers. Special Projects in the pipeline: Automated ticketing system with calendar integration for training requests, exams and mentoring sessions.

- ⤴ Multimedia publications targeting specific skill areas such as phraseology, MVA principles, airways clearance and flight data.
- ⤴ Regular training team meetings to discuss and promote quality improvement in training services.

## **OPERATIONS**

### **Personnel**

Following the resignation of Dean Thompson, Peter Story has been appointed AIS Manager. We thank Dean for his years of service and look forward to Peter continuing his excellent work in this area.

The AIS Team has also recruited one additional member this quarter.

**Virtual Airlines**

No activities this quarter.

**Documentation**

Documentation continues to be an area that is suffering somewhat from a lack of dedicated staff.

**AIS**

AIRAC 1509 sector file update was tested and issued on schedule and included an update of airport definitions from the Designated Airspace Handbook.

Jarryd Sullivan has completed a test update and generation of sector files using the updated user guide and is now ready to assist with future updates.

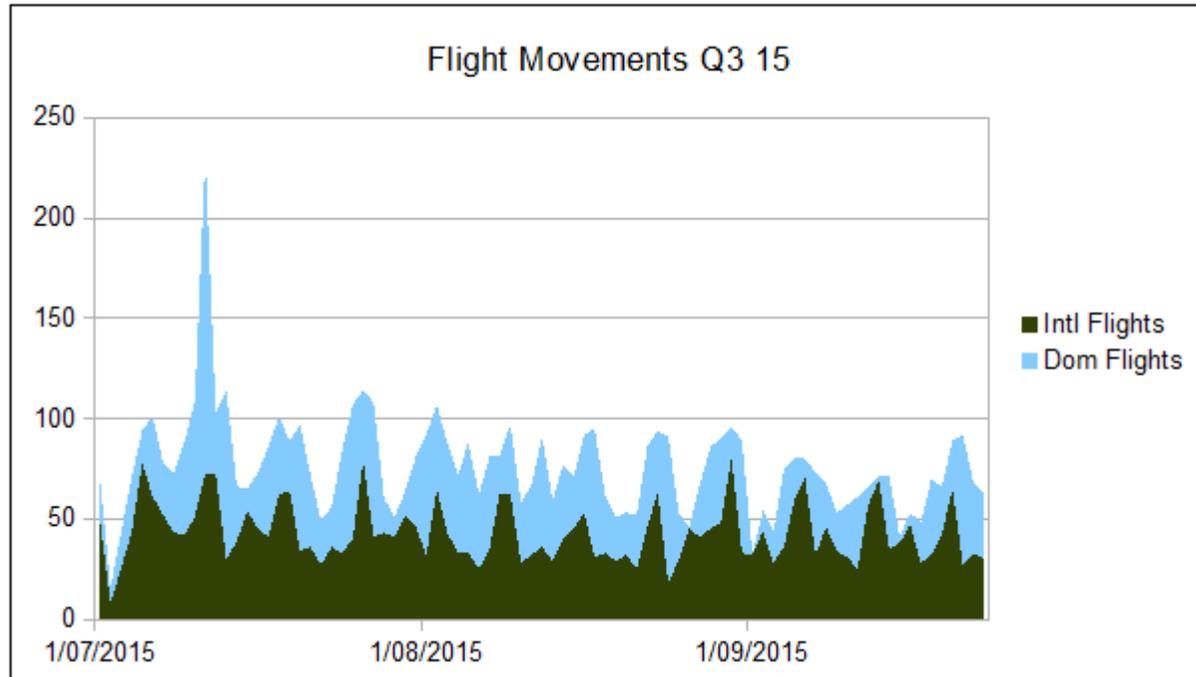
It is noted that during this update, there was some interest in public testing (as opposed to nil interest during that previous update).

**Other**

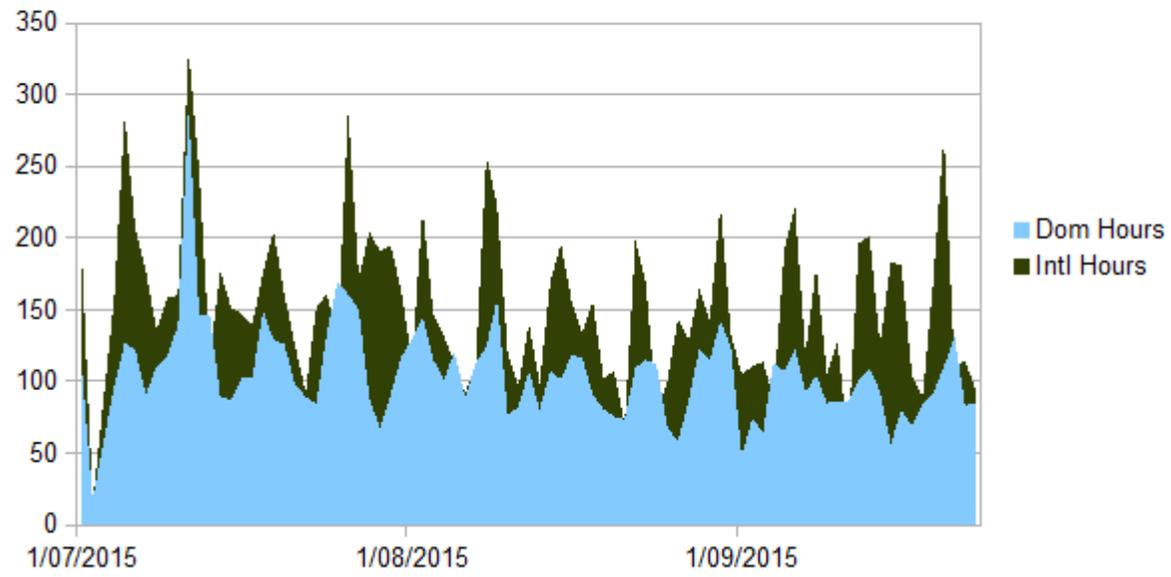
The Controller Positions and Ratings Policy was redrafted and reissued with minor amendments.

A trial of using Sydney Director during Milk Run Monday events commenced on 31 August 2015. Some excellent feedback has been provided by controllers, but the effectiveness of the trial has been stymied by a slow-down in participation. The trial will end on 28 September 2015 and a decision will be made on the future of these additional TMA positions in consultation with the Board.

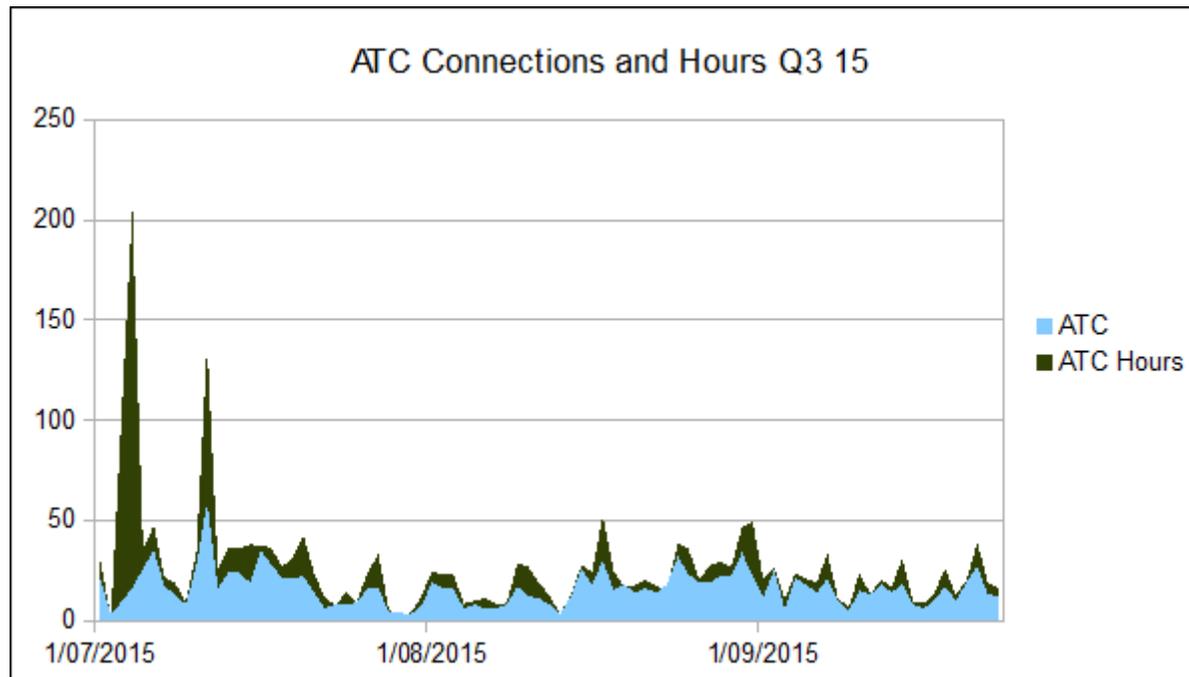
## FLIGHT STATISTICS Q3 2015



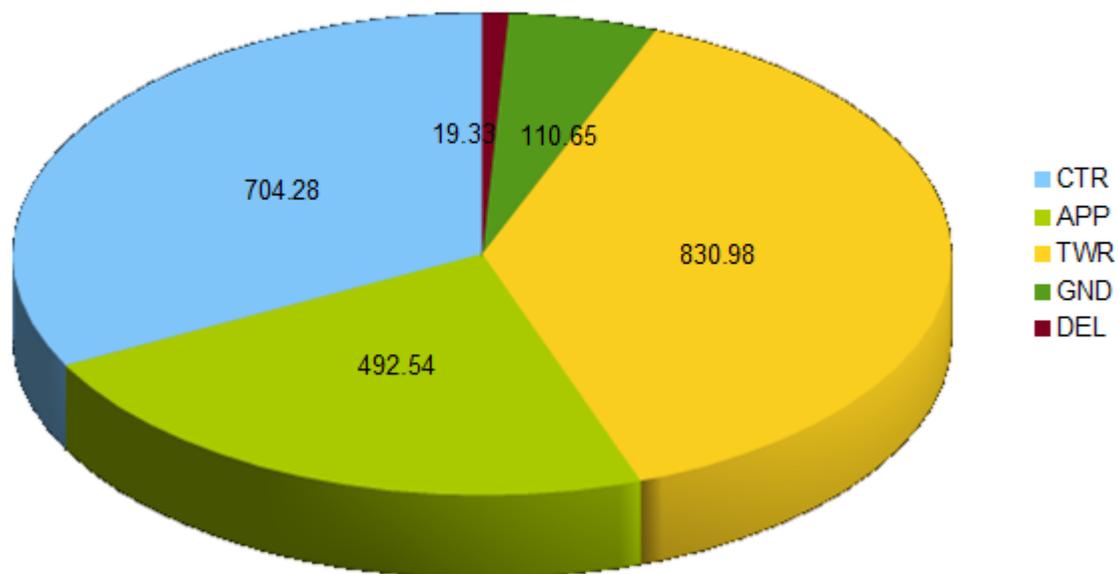
Flight Hours Q3 15



## ATC STATISTICS Q3 2015



ATC Positions by Type Q3 15



## EVENTS

With the Director of Events and Communications away on a leave of absence for the majority of the quarter, no major events were held.

The Board joins with the Director of Events and Communications in acknowledging Trent Hopkinson, the Deputy Director of Events for managing the affairs of the department in the Directors' absence.

As noted in the Operations report, a trial was run to allow the opening of the Sydney Director (West) ATC position during the traditionally busy Milk Run Monday events. The trial was run in direct response to member feedback that there were more usually controllers available than positions for this event. For reasons that we are frankly unsure of, participation of both ATC and pilots during the period the trial was run was far below normal. Discussions on next steps are ongoing.

Semi regular events have not been run during this quarter due to a combination of the absence of VATPAC5, and the lack of a functioning Events website.

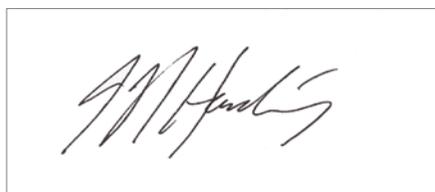
The quarter ahead will be focused on WorldFlight. A handover of managing this event from a VATPAC operations perspective has begun after VATPAC5 assumed this role in the past absence of a VATPAC4. Preparations are well underway and a registration page for VATPAC ATC applications will be available shortly under the auspices of VATPAC4.

It has been a difficult time for all departments with the web site troubles that have been experienced, but particularly so for the Events department. It has undoubtedly tarnished our brand and we anticipate a challenging time ahead to regain regular patronage to Events information pages (and events!) once the tools are back in place.

## **IT**

IT issues have been resolved. We were subject to a long running attack where malicious scripts were regularly inserted into the website, affecting a wide range of PHP scripts. These scripts attempted to redirect users of the VATPAC website to an online pharmacy which was also known to be a site associated with malware. Fortunately this site was offline and so users were redirected to random sites.

The script insertions would frequently cause issues with both the CMS platform and the forums, on occasions breaking them completely not just causing nuisance redirections. Removal of the scripts required constant action and vigilance by the senior staff. The time effort to manage this diverted our attention away from almost all other areas of the operation, with events suffering the most. In an effort to control the situation the website was locked down almost entirely and changes to, edits of, and the ability to add new content was turned off. After some discussion the assistance of outside experts was sought. The experts we engaged managed to locate the exploit, prevent it's further use, remove all instances of the malicious script, and completely re-mediate the website. The Board thanks John Grillot and his team at White Fir Design for their efforts.

A rectangular box containing a handwritten signature in black ink. The signature is cursive and appears to read 'J. Harding'.

Jackson Harding  
Director of Division  
29 Sep 2015



## VATSIM New Zealand Quarterly Report to the Regional Director Q3 2015

The second quarter of 2015 has been a successful period of growth for VATNZ, with all the division health and activity metrics that we track trending up.

### ✦ **Membership**

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- ✦ There were 35 new members who joined VATNZ and become active during this quarter.
- ✦ There were 18 VATNZ members who provided ATC in VATNZ airspace during the quarter.  
There were 149 VATNZ members who flew in VATNZ airspace during the quarter.
- ✦ Overall there were 152 VATNZ members who were active in VATNZ airspace during the quarter.

The percentage of people who join the division but never become active is up on the previous quarter: 38 out of 73 (52%). While this particular metric is quite volatile between quarters, improving this conversion rate remains a chief challenge for the division as a whole.

### ✦ **Staff Changes**

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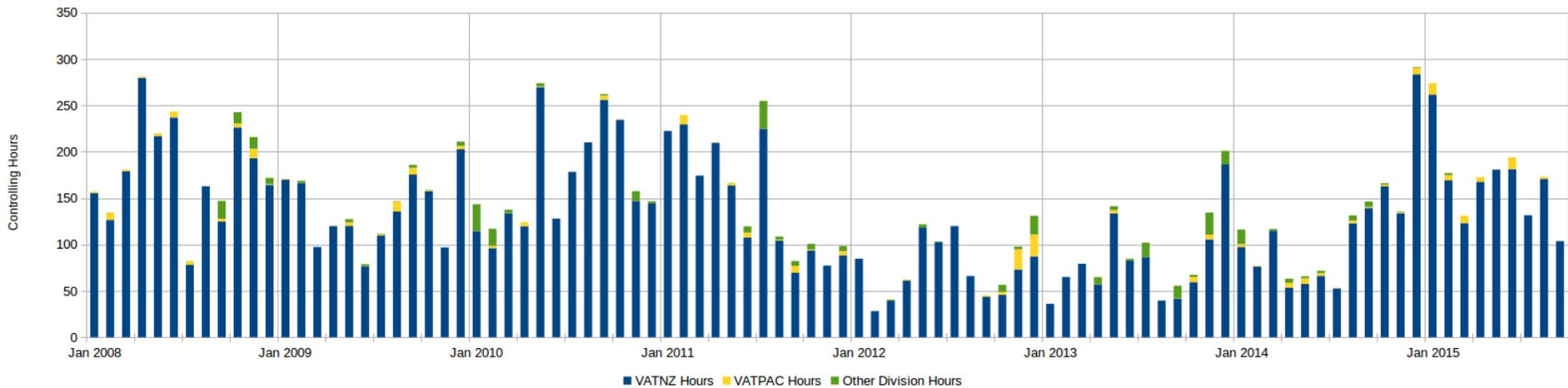
Damien Corbett took over the role of ATC Training Director in August. He replaced Alex Burrow who had served in the role for a number of years.

### ✦ **Controller Activity Hours**

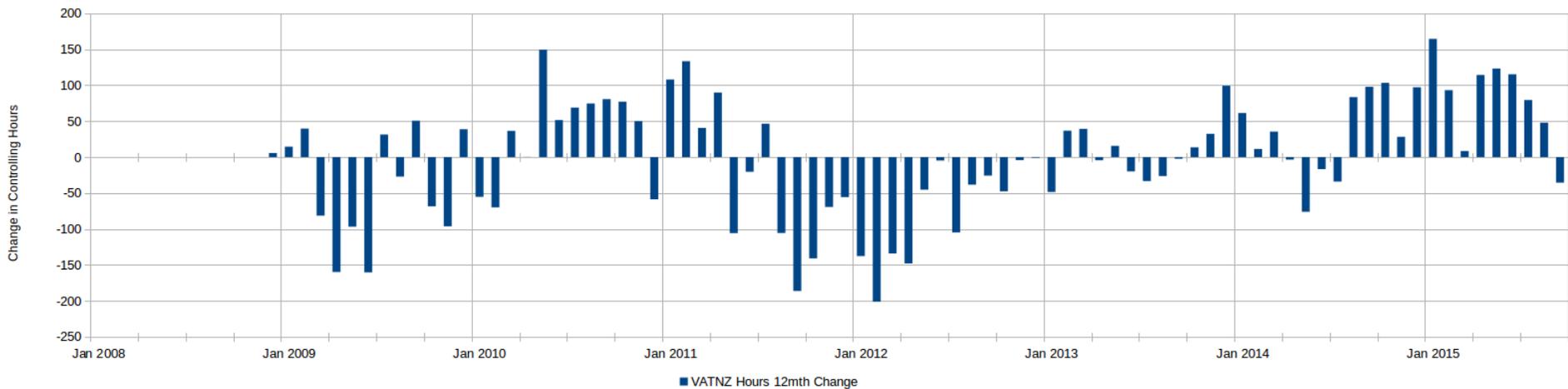
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September saw the first year-on-year decline in controller hours in fourteen months. Despite this, overall the quarter has seen continued growth on the same period last year.

VATNZ Controller Activity - Monthly Hours by Controller Division



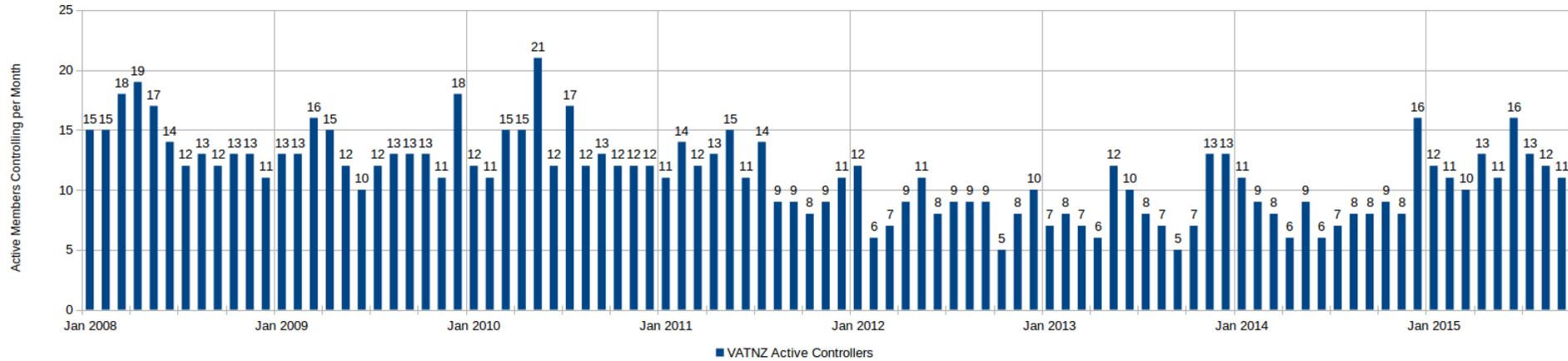
VATNZ Controller Activity - VATNZ Hours - Year on Year Change



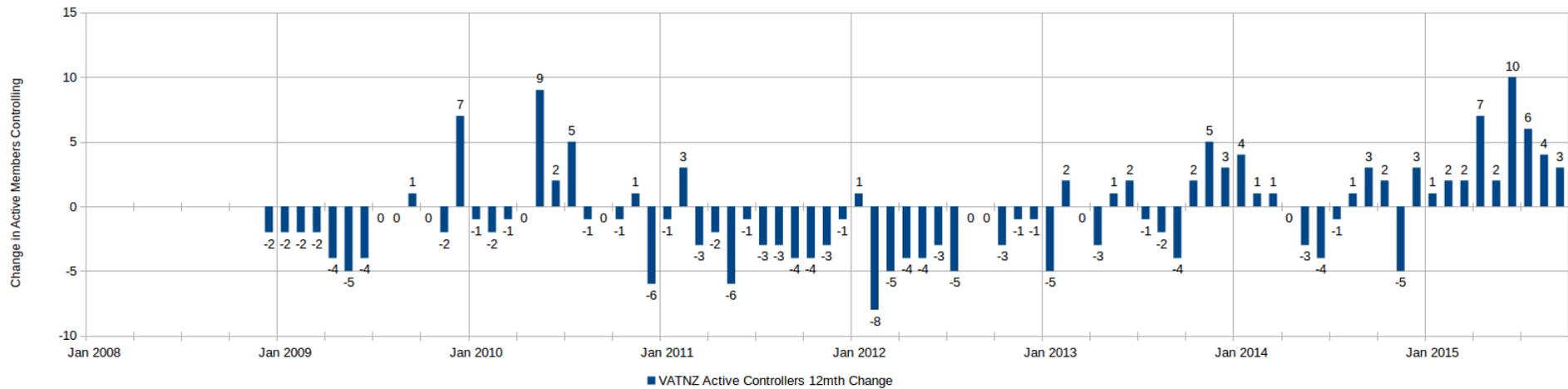
## ✦ VATNZ Controller Count

VATNZ Active Controller numbers have shown year-on-year growth throughout this quarter. This is particularly pleasing given the lack of any major events to boost controller numbers.

VATNZ Members Active Controller Count



VATNZ Members Active Controller Count - Year on Year Change



## **Summary**

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VATNZ as a division has weathered the winter months in good health.

Controller Numbers are continuing to grow on an annual basis, and controller hours were also up in two of the three months.

The fact that this has occurred during a period with no major events to stir up additional interest suggests that the Division's events programme is continuing to engage the division members, and that the training department is continuing to bring new recruits into the controller ranks.

The appointment of a new ATC Training Director should only further enhance the ability of the Training Department to progress students' training and grow the division. As we head into the summer months, with its longer days and more competitors for members' time, the division looks to be in its healthiest position in many years.

**Nick Johnston,**  
**DIVISION DIRECTOR**  
**9th October 2015**