



Regional Report 1 Quarter – 2014 South America

So far in this last 3 months in South America has been accomplish a good part of all the list of things that need to be done, this 3 months has not been easy but a lot of good things are happening.

I think it is really important to thank Daniel Abella for the hard work in the past 3 years as Regional Director of South America, also to Pablo Maciel who has resigned from his position as Divisional Director for VATSUR and finally Andres Moran who has resigned from his position as VATCA Divisional Conflict Resolution Manager. We will always appreciate your hard work on the community. Also I want to welcome the new members of the staff in VATSUR where it has been a restructure of the staff members Fernando Bueno New Divisional Director, Exequiel Faccioli Director of ATC training, Pablo Llanes Divisional Deputy Director and also all the new Fir Directors of VATSUR.

We are also happy to welcome again the Fir of Venezuela. They are been doing a great job in this country, And soon we would have for first time Guayanas FIR. All the teamwork and motivation in VATSUR and VATBRZ has been notice and is showing really good results.

In VATSA we have a new website and a new logo you are more than welcome to visit our website that is translated in English, Spanish and Portuguese.

VATSA now have new staff on the RCRP been composed in this way - Pablo Maciel (Chairman), Daniel Abella, Eduardo Passos, Reinaldo de Lima and Fernando Bueno.

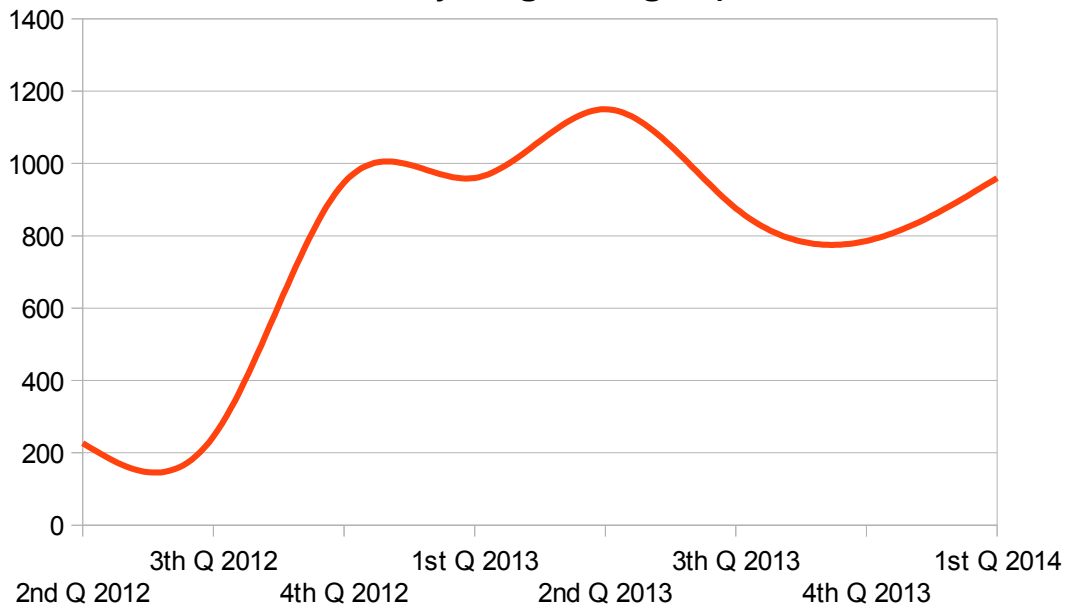
I feel really motivated with the region and the great work of all the divisions.

Thanks to everyone the came to our events and support VATSIM South America.

Federico Navarro
South America Regional Director
www.vatsim.net
www.vatsim-sa.net

Regional Information.

Amount of users joining the Region per Quarter



Active and Inactive users chart per Region

Rating	Never Online	30 Days	60 Days	90 Days	Total	Active	Inactive
OBS/Pilot	2899	7028	6587	6257	8474	1887	6587
STU1	2	180	153	137	320	167	153
STU2	0	70	57	44	117	60	57
STU3		134	109	98	208	99	109
CTR1		82	70	61	162	92	70
CTR3		36	28	26	51	23	28
INS1		1	0	0	24	24	0
INS3					2	2	0
Total						2354	7004

Active Inactive users chats per Division

ATC		
Total	Inactive	Active
VATBRZ 464	235	229
VATSUR 394	168	226
VATCA 34	14	20

Pilots			
Total	Never On	Inactive	Active
VATBRZ 4463	1746	3625	838
VATSUR 3690	1046	2703	987
VATCA 293	92	235	58



VATSUR DIVISIONAL REPORT – 1st. QUARTER 2014

STAFF

On the 1st quarter, Pablo Llanes has joined the VATSUR team as (VATSUR2) the new Vice President of the division. Pablo is from Uruguay and he is the CEO of that FIR, in his real life He is a Digital Communication Technician. Another member that joined the Staff is Exequiel Faccioli as the ATC Training Director (VATSUR4), he is a member of Argentina, and in his real life, he is studying at the university and working in an aviation related job.

VATSUR STAFF	
STAFF POSITION	NAME
Divisional Director	Fernando Bueno
Divisional Deputy Director	Pablo Llanes
ATC Training Director	Exequiel Faccioli
Pilots Training Director	Pablo López
Operations Director	Sebastián Dreyer
Events Director	Daniel Santiago
Webmaster	Esteban Palacios
DCRM	Rodrigo Cabrales

ATC TRAINING

We are still working on the modernization of our ATC training center. We currently have ready the study material and we are developing new tests to all ratings. The number of promotions obtained on this first quarter are shown in the following image

**VATSUR ATC
PROMOTION
S - 1st
Quarter
2014**



VACC	RATINGS					
	S1	S2	S3	C1	C3	INS
ARGENTINA	1		1	2		
BOLIVIA						
CHILE	1		2			
COLOMBIA		1				2
ECUADOR	1	2	4	1		
PARAGUAY						
PERU						
URUGUAY		1				
VENEZUELA						2

PILOT TRAINING



We have had several upgrades in our ATO. We are now working on the P5 and the P4 has been established in the division. The VATSUR ATO Chief (Pablo López – 1141501) has demonstrated good skills managing the ATO. We have gained a 35 % increase of new pilots compared to the last quarter. The following image shows the total promotions obtained on this quarter.

**VATSUR -
PILOT PROMOTIONS 1ST.
QUARTER 2014**

RATING	ENERO	FEBRERO	MARZO
P1 - VATSIM Online Pilot	4	10	17
P2 - VATSIM Flight Fundamentals		2	12
P3 - VATSIM VFR Pilot	2	2	5
P4 - VATSIM IFR Pilot		2	2
TOTAL	6	16	36

MEMBERSHIP

The following image shows all the members that we have within the Division (Obtained by the CERT Membership report tool):

VATSUR
1st
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VACC	RATINGS									
	PILOT/OBS	S1	S2	S3	C1	C3	INS	INS+	SUP	ADM
ARGENTINA	205	16	16	18	32	5	1	0	1	0
BOLIVIA	27	3	2	1	9	2	2	0	0	0
CHILE	123	8	7	9	8	4	6	0	0	0
COLOMBIA	88	2	15	13	9	1	2	0	0	0
ECUADOR	54	5	9	12	6	1	1	0	1	0
PARAGUAY	3	0	0	0	0	0	1	0	0	0
PERU	67	2	5	12	9	4	2	0	0	0
URUGUAY	45	2	5	6	8	1	2	0	0	0
VENEZUELA	74	11	2	8	13	4	2	0	1	0
TOTAL	686	49	61	79	94	22	19	0	3	0

ONLINE ACTIVITY

VATSUR ONLINE
ACTIVITY - 1st Quarter
REPORT



VACC	MONTHS		
	Enero	Febrero	Marzo
ARGENTINA	128	313	92
BOLIVIA	38	34	52
CHILE	217	61	102
COLOMBIA	67	106	126
ECUADOR	217	634	486
PARAGUAY	0	2	2
PERU	28	28	26
URUGUAY	146	133	139
VENEZUELA	39	34	327
TOTAL	880	1345	1352

WEBMASTER

The new Web Page generally speaking is about 70 % ready.

Inside the new page there is numerous parts or links that take you to different tasks:

The membership module 90 % ready, the administration module about 90 % ready, the conflict resolution module is 90 % ready, the events module is 100 % ready, the instruction module is about 50 % ready since we are waiting for the examination part to be loaded. The instruction administration part of the new web page is complete.

It is really hard to estimate when the new web page is going to be a 100 % functional, but we believe the new training system will be working before the end of the second quarter. The next step would be getting the ATO working in the new web page.

Esteban Palacios has been doing a great job constructing the new Web Page.

EVENTS DEPARTMENT

We had two major events during the first quarter of 2014.

The first event was called "Crossing South America 2014" and took place in the south side of the continent and included Uruguay, Argentina and Chile. We had many airlines from around the world flying that day and many ATC controllers online.

The second event was called "Integration Event 2014" and took place in the north part of the continent. This event included Venezuela, Colombia and Ecuador. This event was created to welcome the new staff members from the three countries.

In the near future we are programming an event that will include Bolivia, Paraguay and Peru.

GENERAL NEWS

We have two new FIR CEO that joined Vatsur during these three months, Ramiro Ron representing Guayaquil FIR and Jesus Betancourt representing Maiquetía FIR. Both of them are very committed to their new position and doing a great job. Venezuela has grown in online activity substantially going from an average of 40 hours in January and February to 330 hours in March. Ecuador has the most online activity during this quarter with 1335 hours which is impressive.

Fernando Bueno
VATSUR Divisional Director
Vatsur1@vatsur.org



Q1 2014 Report

Divisional Management Summary Report



General Management

General Management

- Staff Composition
 - Adopting Worldwide Models
 - We have carried an organizational review in order to study activities distribution and adopt global standards already in use across VATSIM.
 - We have added names in english to the jobs and activities in our staff, making it easier for everyone to understand the roles of each position and so our managers can talk more easily to STAFFs doing the same job in other divisions.

General Management

- Staff Composition – Job Descriptions
 - With the recomposition we are currently finishing the review of Job Descriptions so we can publish it in our website
 - This will generate more awareness between members on what the staff does and will raise interest in being part of the team
 - Also it should be easier to conduct recruiting and selection activities

General Management

- Staff Composition – Current Staff

Callsign	ID VATSIM	Nome	Função
VATBRZ1	963126	Marcos Pereira	Diretor da Divisão (Divisional Director - DD)
VATBRZ2	995375	Eduardo Passos	Vice Diretor da Divisão (Deputy Divisional Director - DDD)
VATBRZ3	1188435	Otávio Bonomi	Gerente de Instrução de Pilotos (ATO Chief Flight Instructor - CFI)
VATBRZ4	1146977	David Cordeiro	Gerente de Instrução ATC (ATC Training Administrator - TA)
VATBRZ5	VAGO	VAGO	Gerente de Administração do Espaço Aéreo (Air Traffic Manager - ATM / Facility Engineer - FE)
VATBRZ6	1211960	Jorge Uvo	Gerente de Membership e Comunicação (Membership & Communications Manager)
VATBRZ7	1228227	Lucas Pigato	Gerente de Eventos (Events Coordinator - EC)
VATBRZ8	VAGO	VAGO	Gerente de Sistemas de Informação (Webmaster - WM)
VATBRZ81	1088718	Helder Mendes	Assistente de Desenvolvimento de Sistemas
VATBRZ9	963126	Marcos Pereira	Gerente de Resolução de Conflitos (Divisional Conflict Resolution Manager - DCRM)

General Management

- STAFF Composition - Changes
 - Recently we have reassured the comitment of **Eduardo Passos** as a DDD and he shall be conducting activities related to monitoring departments, mentoring new staff members and following up ongoing projects.
 - **David Cordeiro** is also welcomed back to the team as he has developed a new ATC training program proposed to us.
 - As part of the team David Cordeiro has reuned is **Roger Alexander**, a new Mentor invited to the team due to his good ATC skills and study efforts, and **Adilson Martins**, who is back in the team after having found more time to dedicate to our hobby.
 - **Otavio Bonomi** who was in charge of the department will now have the opportunity to dedicate his time exclusively to Pilot's Training and our ATO
 - **Lucas Pigato** is still in charge of the Events Department and has been promoted to Instructor rating after a +6 months program to train ATCs

General Management

- STAFF Composition - Changes
 - After finishing and publishing the job descriptions we will formally publish the ATM/FE job vacancy and try to find a new manager, either in VATBRZ or from other division
 - We believe the idea of having someone from abroad can boost innovation and cultural interaction (even use of english)

General Management

- Staff Composition

- Training Staff (Brazilian SUPs included for convenience, global team)
- Last Quarter VATSIM had 3 Brazilian Supervisors

ID VATSIM	Nome	Rating
995375	Eduardo Passos	Supervisor
995375	Gustavo Oliveira	Supervisor
1238393	Roger Alexander	Mentor
1219794	Adilson Martins	Instructor (I1)
963126	Marcos Pereira	Instructor (I1)
1188435	Otávio Bonomi	Instructor (I1)
1146977	David Cordeiro	Instructor (I1)
1228227	Lucas Pigato	Instructor (I1)
816398	José Olyntho	Senior Instructor (I3)

General Management

- Membership
 - Our ticket support system is completing it's 6 months anniversary and we currently have resolved +1100 tickets, we will be adding a satisfaction survey on the system so we can measure also service quality, not only quantity, at the closure of each ticket.
 - We are currently developing a better image of the staff among members. We are doing so by raising our online presence and being more open to questions and suggestions, either on TeamSpeak or through our support system.
 - Also we have been developing a project to post in our website a small profile of each STAFF member, so everyone can get to know us better.

General Management

- Virtual Airlines
 - VATBRZ took a major decision in Virtual Airline Liaison this quarter: after several years trying to help VA managers in becoming VATSIM.net partners by providing instructions, resources (like special TeamSpeak channels) and dedicating people to advise them, we have concluded that the results gained by these efforts were far below from expected.
 - After severe analysis across the last year we have gathered a few facts:
 - VA usually didn't care for complying with the requirements and after being approved, didn't manage to sustain operations;
 - Most Brazilian VAs didn't have proper STAFF, documentation, SOPs or training programs;
 - Brazilian VAs were used to submit informations to the minimum level required to have a dedicated TeamSpeak Channel created and then ceased operations without advising, staying with the channel as a personal resource for chatting about anything other than VATSIM or aviation;
 - Most VAs had registered a few same pilots and then requested name changes of their airlines (seeking to keep their TS Channels open);
 - Virtual Airlines always had requests, only 2 virtual airlines conducted events inviting other members to participate across the year 13'.

General Management

- Virtual Airlines
 - Therefore we have decided to follow approaches used by other divisions and terminate the existence of the VA Liaison Manager job, right after Leandro Chaves stepped out of office.
 - Members interested in partnering their VAs with VATSIM.net will be instructed in portuguese how to fill the request forms.
 - In the near future a Brazilian Virtual Airlines Liaison Council will be created and one of the participating VA presidents/directors will be elected as a representative of the Council with our STAFF.
 - There will not be a STAFF position dedicated to Virtual Airlines.
 - We have appointed Jorge Uvo to be a divisional membership manager and he will handle general user help and welcoming of new members.

General Management

- TeamSpeak
 - Additionally to the changes made regarding Virtual Airlines we have also terminated all private VA channels in our TeamSpeak, allowing it to be more clear, beautiful and easy to navigate.
 - We have developed a new concept with focus in the 3 VATSIM objectives:
 - Learn
 - Practice
 - Entertain

General Management

- TeamSpeak Structure 2014 (channels)

- Conhecer e Divertir ----
 - Boas Vindas
 - Recepção
 - Marcos Pereira - 963126
 - Pedro Henrike - 1284869
 - Espaço Bate-Papo 1 (novo nome em breve)
 - Espaço Bate-Papo 2 (novo nome em breve)
 - Espaço Bate-Papo 3 (novo nome em breve)
 - Karaokê do Comandante
 - Eventos VATSIM Brasil
 - AWAY - O piloto sumiu!
- Contribuir -----
 - SER MEMBRO É FAZER PARTE
 - Espaço "na Escuta"
 - Auditório VATSIM (500 lugares)
 - Sala de Reuniões
 - Ajude um usuario / Peça ajuda aqui
 - VIRTUAL AIRLINES & SPECIAL OPS
 - APRESENTAÇÕES
 - Gustavo Oliveira 1138387 [Senta a Pua!]
 - TREINAMENTOS ABERTOS
 - REUNIÕES 1
 - REUNIÕES 2
 - REUNIÕES 3
- Treinar -----
 - CENTRO DE TREINAMENTO
 - PILOTOS
 - P1 - Piloto Iniciante
 - P2 - Fundamentos do Voo
 - P3 - Piloto VFR

- CONTROLADORES
 - S1 - TOWER Trainee
 - S2 - TOWER Controller
 - S3 - TMA Controller
 - C1 - ENROUTE Controller
- CURSOS PRÁTICOS
 - Voando na Academia (Quartas-feiras)
 - Controlando na Academia (Terças-Feiras)
 - Sessões Sweatbox
 - Checkrides - Provas Práticas
- GROUND SCHOOLS
 - Cessna 172 | A ser anunciado
 - Boeing 737-800 | Galeno Garbe (Sextas)
- Praticar -----
 - VATSIM ONLINE | Conectado na Rede
 - PILOTOS | Voo e auxilio
 - Sala 1 (sera nomeada em breve)
 - Felipe Leite-1264002
 - Juan Ceschini - 1243371
 - Moises Silva Alves - 1242907
 - Renan Agondi - 1247948
 - Roger Alexander 1238393
 - Sala 2 (sera nomeada em breve)
 - Maikol Gomes- 1273519
 - Sala 3 (sera nomeada em breve)
 - Sala 4 (sera nomeada em breve)
 - Sala 5 (sera nomeada em breve)
 - Espaço VFR
 - CONTROLADORES | Operações e Coordenação
 - Sala 1 (sera nomeada em breve)
 - Sala 2 (sera nomeada em breve)
 - Sala 3 (sera nomeada em breve)
 - Sala 4 (sera nomeada em breve)

General Management

- TeamSpeak Structure 2014 (channels)
 - The server is divided into sections corresponding VATSIM's objectives
 - We will conduct contests for members to be able to suggest Channel Names for general purpose Channels
 - Our actions aim to:
 - Improve relationship between members
 - Stop bad use of resources from Virtual Airlines.
 - Increase the number of “general talk” channels allowing the creation of more and different groups
 - Create a perception that TeamSpeak is a place to learn and train, also being a spot to talk to friends about aviation.



Events

Events

- The events department has been one of the most active in our staff, Lucas Pigato has been showing good results as the leading manager.
- Almost all events have a pre announcing campaign that includes Facebook and Twitter news, Video productions on YouTube to help attract attention and post-event surveys to understand satisfaction.
- Our Facebook fanpage:
<https://www.facebook.com/vatbrz?ref=ts&fref=ts>
- We currently have 669 likes (followers)

Events – Facebook Fanpage

The image shows a screenshot of the Vatsim Brasil Facebook fanpage. At the top, there is a search bar with the text "Procure pessoas, locais e coisas" and a user profile for "Marcos" with the option "Página inicial". Below this, a notification states "Você está publicando, comentando e curtindo como Vatsim Brasil — Alterar para Marcos Pereira".

The main header area includes the "Vatsim Brasil" logo, a "Linha do tempo" dropdown menu, and buttons for "Criar publicação" and "Painel administrativo". On the right side of the header, there is a "Promover página" button and a section titled "Veja seu anúncio aqui" with a small globe icon.

The main content area features a large green banner with the "VATSIM Brasil" logo and a smaller globe icon on the left. Below the banner, the page name "Vatsim Brasil" is displayed with "669 curtidas · 53 falando sobre isso". There are buttons for "Atualizar informações da página", "Curtiu", and "Seguindo".

Below the name, there is a description: "Site sobre Informática e Internet. Seja bem vindo à VATSIM BRASIL - VATBRZ! Somos uma comunidade de entusiastas da aviação virtual e real, voltada para a simulação do voo e do". A "PARABÉNS!" badge for "Piloto do Mês José Melo 920201" is visible, along with a "669" like count.

At the bottom, there is a "Destaque" dropdown menu, a "Status" section with "O você tem feito?", and a "40 Amigos" section showing a grid of profile pictures and "+31" more. A "Convide seus amigos para curtirem esta página" button is also present.

Events

- Our YouTube channel holds 37 videos for events and general announcements, it is available here <http://goo.gl/4kh2bR>
- During Q1 we have held the following events:
 - Super Ponte (February)
 - Overload BH (February)
 - SDU Approach (February)
 - Curitiba FULL ATC (March)
 - Vatfolia (March)
 - Fly in FIR Recife (March)



Training

Training

- Vatsim Brazil has grown enormously the Pilots Training Program (ATO) and is still improving and accelerating the ATCs Training too.
- During Q3 and Q4 the P2 course was launched, since then we have 47 pilots rated
 - **ATO (Pilot Trainings)**
 - P3 Is still under finishing should have been revised this quarter for ATO Audit, but with the excess of activities in training Otavio Bonomi couldn't finish within schedule, our new expected due is within Q2 14'.
 - **ATC (Controller Trainings)**
 - David Cordeiro has been implementing a training program very similar to what we had before in terms of theoretical sessions, but now each class is about a different topic (weather, flight plans, phraseology and atc client software)
 - Cisco's webconferencing system has also been a testing tool for our program alongside with TeamSpeak

ATC Rating Distribution Table

Rating	Members Q4 13'	Members Q1 14'
S1	214	226 (+12)
S2	35	37 (+2)
S3	116	119 (+3)
C1	57	56 (-1)
C3	19	19 (=)
I1	5	5 (=)
I3	1	1 (=)
SUP	3	2 (-1)
Total	450	465

Training

- As viewed in the previous slide VATBRZ is still doing a powerful job in acquiring new ATCs to start their careers as S1's;
- However brazilian members are not so engaged in more advanced levels (S3 or above);
- Q2 14' we expect to have the Controller (C1) course reviewed in our Training Center, it may help boosting the interested members;
- We hope by raising STAFFs online presence users will feel more inspired to be a higher rating controller.



Report Summary

Reaching Cruise

- We believe the actions we have taken divisionally are still leading us to a well structured base level.
- As stated in the previous report our biggest challenge is creating a new good and strong VATSIM culture for learning, development and proper aviation entertainment.
- The general divisional feeling is that we are growing as a community and it has been more pleasant being part of it to our members. General conflicts between members have reduced substantially.





Q1 2013 Report

Divisional Management Summary Report