

## Region Report - Quarter 1 2015

During the previous months, VATSIM Europe Region continued working towards a more efficient structure supporting VATEUD in regards of the complete reorganization they had as well as consulting with Division Directors and Division ATC Training Directors of the Divisions in order to help Divisions in optimizing their training plans to reduce waiting times and keep the interest of our members high.

VATEUD this quarter proceeded with the reorganization within the team and the procedures and managed to further increase the members retention. Furthermore the Pilots Team within EUD is now fully active running the pilot department.

VATRUS is currently focusing on the members retention, which is getting better and better. Additionally, they have re-opened the training center for the members.

VATUK is currently addressing the problem with delays in training in close collaboration with the Region. Furthermore, UK managed to achieve a very active events calendar further increasing their activity. Overall in VATSIM Europe Region, we have achieved an increased number of incoming members from Region Transfers while the outgoing members have decreased.

**Apostolos Damkalis**  
*Region Director, Europe*  
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**Region Director:** Apostolos Damkalis

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### **Divisions**

#### ***Europe***

**Director:** Florian harms

**Website:** [www.vateud.net](http://www.vateud.net)

#### ***Russia***

**Director:** Evgeny Vygornitsky

**Website:** [www.vatrus.info](http://www.vatrus.info)

#### ***United Kingdom***

**Director:** Kris Thomson

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VATEUD - Division Director: Florian Harms- 841181

## Operations

(Florian Harms 841181)

### *THE DIVISION*

During the last months we were heavily engaged with organizing the new VATEUD strategic setup that is in place since end of January. In the new setup, we are switching from a standard VATSIM Division and its more administrative approach to a full member entity. VATEUD will be the structure for all VATSIM members and organizations in the hemisphere of VATEUD. With this change we make sure that no VATSIM member is “left alone” in his/her hobby. Members will get first hand information about e.g. upcoming events, changes, adventures, training courses and so on. Out of that we are creating closer contacts of VATEUD based members, places for communication and sharing the hobby – simply said: all those topics that made Flight Simulation a success over the years.

For the new setup kick-off, we have walked thru intensive discussions and decisions about new roles of the VATEUD managers and came to agreements. In the new setup, the “traditional” division setup has been dropped nearly completely. Instead, we have enabled a service-orientated structure. VATEUD Teams split now in operational and administrative teams. Operational teams are the ATC, Pilots and Communication team. Administrative teams are Membership and Web. The teams have seat in vote in the newly created VATEUD Board. The DCRM has kept the extra position according to CoR.

The tasks of the operational teams have been enriched by training facilities (ATC/Pilots) and other extra duties. For the new setup, we have dropped the Director positions on divisional level; the new heads are now Team Lead, again staffed with a Deputy function. The operational teams will need a higher number of members being involved to develop and manage e.g. the training system.

New in this setup: the Division Director has a Deputy. In former setups, the function was coupled with the position of ATC Director (as in many VACC’s). However, this combination is not working with the enhanced tasks of the ATC team.

With the new setup, we have enabled a board with different voting and steering setups. The whole division with its 30+ VACC’s will change to a service orientated and members-driven structure. In the new setup, the VACC’s will get a seat with voting rights in the VATEUD board; this part will to be developed separately.

### *COMMUNICATION*

This part of the new VATEUD setup is still in its first footsteps. To get things active, we are still working on the technical setup. The communication system, based on OTRS, already organizes the mail flow. Parts of the communication still need slimlining and defined processes; especially the new member communication is currently on development.

With help, we were able to create a faster communication setup for the preparation of a growing staff. In the next steps, we are creating the web based setups.

## NATIONAL COMMUNITIES / VACC'S

Some of our VACC's have faced a change in the management. VATSIM Scandinavia has elected a new director. Mathias Johnsen has stepped down from his positions and Magnus Gustafsson is new VATSIM Scandinavia Director. We have thanked Mathias very much for his dedication over the past years and of course we wish best of luck to Magnus for his new position.

VATSIM Turkey has a complete new team on the start and shows good development with the help of neighbor VACC's and lots of spirit.

Necmi Silistirelli, new director of VATSIM Turkey, was able to activate a staff of active members on the different positions. A new website is alive giving the members of VATSIM Turkey a home. VATEUD has expressed its sincere thanks to Burak Bugday who has held the position of director for real complex years of development.

Overall, the VACC's that have developed a stronger binding are developing quite well. However, the smaller communities still have trouble to grow accordingly. Therefore, it will be the task of VATEUD to get small communities into setups reducing the management duties. A team of maybe three active members simply can't run a VACC successfully. A VACC need to accomplish the minimum structure as mentioned in the VATEUD documents (see website). Those communities who can't will get a smaller management setup and run on a structure like e.g. the regional groups in Germany, a very successful model.

### **Member Retention** ( Laurent Laborde - 1273904)

In the first quarter, the number of new members in VATEUD has increased by a few digits. We still face the problem to get new members over the first step to get connected. This problem can hardly be solved on Division level alone, but with the new communication line, we certainly will do our share in this task. Despite all odds with changing management teams, the supporting setup in VATEUD is working well and currently, there are no delays.

Especially communications to the administrative units of our network have demonstrated on a dramatic way that there is a good space of improvement. The discussion followed the process have cost lots of time by a limited benefit to the community. We certainly need to follow a better and more communicating path especially on those areas, which can't be organized from a green table at all. We should not forget that we are a community; a social network based on a shared hobby. And development is only to be expected if we work and talk together.

### **ATC Training** (Mike Welten – 971511)

The ATC Team has faced lots of duties coming with the change to the new VATEUD Setup. To get tasks better organized and as first step Mike Welten and Nicolas Ammann have switched the positions: Nicolas is now in the Team Lead, while Mike is deputy.

During Q1, the ATC Department of VATEUD started a phase of structuring its organization and staff, following the new set-up of VATEUD. The organization part is still in a drafting phase and is scheduled to be concluded in Q2, while on the staff side Thorsten Raeth and Morten Jelle joined the team as vACC Support and ATC academy managers. However, more staff is required to cover all ATC duties outlined in the new VATEUD strategy paper.

The new instructor policy project has been accomplished successfully in Q1. The new policy now is much clearer and easier to understand than the old policy. vACC Support, ATC academy and examination teams are working on normal daily business.

**Pilot Training**

(Belisar Hoxholi - 1105511)

The Pilots team has created a great start so far. The work is focused in transforming the pilots department from a training exclusive platform, to a larger platform for cooperation within the division for all pilot related activities. The training aspects have been altered into a more flexible one by implementing other ATO best practices.

The process for expanding the instructor roster has started in order to handle the large demand on the VATEUD training. New talks have begun with other ATO-s in Europe to come with a non-binding set of recommendations for existing and new ATO-s. Scheduling and content creation are now staffed positions within the pilots department to push forward improvements in both areas. Community focus in line with the divisional level will be more prominent as we involve new members and engage them especially in community building tasks.

**Web Services**

( Vacant )

**Events**

(Daniel Conrad- 1091256)



VATRUS - Division Director: Evgeny Vygornitsky 862364

<b>Member Retention</b>	<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. 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>
<b>ATC Training</b>	<p>Belarus, Ukraine and Moldova students will try ATSIMTEST for their theory tests.</p>
<b>Pilot Training</b>	<p>VATRUS "Strigino" (UWGG) Training Centre resource has been reopen and is active now. We are able to assign pilot ratings.</p>
<b>Events</b>	<p>The Real Saint-Petersburg 01.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=288">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=288</a> City Shuttle Chisinau - Minsk 03.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=295">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=295</a> Dedicated to women 08.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=300">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=300</a> Transaero VA - 1-Year Anniversary 25.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=303">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=303</a> City Shuttle from Chisinau To Bratislava 18.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=308">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=308</a> City Shuttle Between Chisinau And Sochi 23.02.15 - <a href="http://forum.vatrus.info/viewtopic.php?f=6&amp;t=310">http://forum.vatrus.info/viewtopic.php?f=6&amp;t=310</a></p>
<b>Other Comments</b>	<p>It has been decided to delegate the ATC within Crime Peninsula from Ukarine VACC to VATRUS controllers and establish Simferopol-Approach position FL195-GND</p>

**VATUK - Division Director:** Kris Thomson 989754

**Member Retention**

(Barrie Joplin 1002707 & Simon Irvine 858680)

In continued efforts to make the VATSIM UK Staff Team more accessible to the membership, we have started to conduct weekly drop in sessions on our Team Speak server. Each week a different member of the team (in rotation) will be available in addition to the Division Director informally to answer member's questions in person. The schedule for these sessions will be publicised on the UK forum in advance to give the membership ample notice should they wish to attend.

It is hoped that these sessions will provide a platform for those member's that feel that their questions or issues aren't best placed using one of the other available methods (forum post, direct e-mail or helpdesk ticket) and/or prefer a more interactive 'live' experience.

We have had meetings with Ryanair Virtual and Jet2 Virtual and now have processes in place for them to request ATC in the UK as well as holding joint events. The first one of the joint events is with Ryanair Virtual on the 12<sup>th</sup> of April with a real ops event at Stansted Q1 of 2015 has been a quarter of planning and preparation for the future. George Wright took over as ATC Training Director at the beginning of the quarter and has been readying new ideas to bring to the table to improve our very busy training package.

**ATC Training**

(George Wright 920527)

Of 12 attempted ATC Exams, 9 candidates passed. Of these, 6 were TWR, 1 APP and 2 CTR exams. All three failed exams were at APP level and we have already taken steps to quickly address this trend by implementing changes to our APP mentoring report forms and giving additional guidance to mentors. Additional support in the form of a theory training course is in the early stages of production and we look forward to having this resource to improve the efficiency of our training without substituting quality.

ATC Training continues to be extremely popular and we receive requests from new OBS members requesting wanting to join the programme at a constant rate of approximately 2-3 per day. This has swelled the waiting lists for training beyond what is reasonable, and there are currently 471 OBS members who registered for ATC Training who have not yet begun any. In order to protect the members who are already waiting for training and to improve the experience of new joiners, we have suspended the intake of new registrations of interest until we work through more of the existing list and the waiting times reduce. We plan to reopen to new controllers at such time when they will be able to fully benefit from the reduced waiting times together with the new theory training resources.

**Pilot Training**

(Nayan Mehta 1073673)

The PTD has conducted 34 P1 Sessions with 6 exam passes. There have been 16 P2 sessions with 1 P2 pass and conducted 11 P3 sessions. There were 2 new P2 mentors and 1 additional Senior Mentor appointed for P2 which is the most in demand course currently.

P1 has seen a significant increase in demand and there are a good number of mentors for the course. There have also been students who already have P1 ratings from the Pilot Academy coming to us for further training. P3 is currently struggling for mentors with only 1 active mentor.

### **Operations**

(Kris Thomson 989754)

Our central membership and SSO system was upgraded in February.

### **Events**

(Simon Irvine 858680)

We started the year with a very popular event based at Luton and Stansted called “The Only Way Is Essex”, named after the popular TV show in the UK. The event brought in pilots from all over the world due to the donated prizes we had up for grabs from FlightSim Store and UK2000.

VATSIM UK’s flagship airport was next to have an event in January when we had a much requested Heathrow Overload event. This event was enjoyed by both the pilot and controller community due to it being based at Heathrow. FlightSim Store and UK2000 were again generous enough to donate prizes for this event.

After the madness of our Heathrow event it was time for a regional airport to take over and Cardiff did the Division proud with a City Hop event with Bremen in Germany. This was a very busy event which took place at the same time as a London controller exam. The student earned his C1 that night; such was the density of the traffic going into and out of Cardiff.

Some of our most popular events are when we team up with our colleagues in Ireland. We did this again in mid-February when Gatwick teamed up with Dublin, along with Amsterdam and Copenhagen, to take part in Dublin stack up.

We had a small VFR event in February to commemorate the closing of Hucknall Airport in the Midlands.

Our biggest event this quarter came at the end of March with our participation in Cross The Pond Westbound. Heathrow was involved as a departure airport. The feedback that we have received has been very positive about the way that Heathrow handled the traffic, there were very few delays. The controllers on London, Scottish and Shanwick were also a credit to the Division handling intense amounts of traffic. As always the VATSIM UK team had a major role to play in the network’s biggest event and everyone did a fantastic job. We look forward to doing so again in October.

### **Other Comments**