Q2 2020 BOARD OF GOVERNORS MEETING MINUTES 18JUL20

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1 Control Pages

1.1 Document Identification

Document Identification	
Department	VATSIM Board of Governors
Type	Publication
Version	V1.0
Issue Date	18AUG20
Identification	2020 Q2 BoG Meeting Minutes

1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	18JUL20	Initial Draft	MR
0.2	10AUG20	Revised Draft after feedback	MR
1.0	18AUG20	Release version following BoG Vote	MR

1.3 Related Documents

Document Name	Document Identification
None	None

2 Present

Position	Name	Initial	Notes
VATGOV1	Gunnar Lindahl	GL	Chair
VATGOV2	Mark Richards	MR	Minutes
VATGOV3	Matt Cianfarani	MC	-
VATGOV4	Jackson Harding	JH	-
VATGOV6	Zach Biesse-Fitton	ZBF	Arrived 21:34z
VATGOV9	Roger Curtiss	RC	-
VATGOV8	*VACANT*	-	-
VATGOV10	Matt Bartels	MB	-
VATGOV11	Tim Barber	TB	-
VATGOV12	Don Desfosse	DD	-
VATGOV14	Ethan Hawes	EH	-

3 Minutes

3.1 Welcome

GL opened the 2nd Quarter 2020 BoG meeting at 20:06z.

3.2 Apologies

Position	Name	Initial	Proxy
VATGOV5	Aidan Stevens	AS	MC

3.3 Adhoc Votes Since the Previous Meeting

Vote	For	Against	Abstain
To approve the minutes of the quarterly BoG meeting for Q1-2020 held on 18APR20 at 2000z, as emailed to all BoG members, for general release and publishing on the VATSIM website.	10	0	0
To amend Clause 1.11 of the VATSIM Privacy Policy to remove the requirement for parental consent and tidy up of spelling errors.	12	0	0
To remove Clause 8.2 of the VATSIM Data Protection and Handling Policy to remove the requirement for parental consent; to renumber and tidy spelling and grammatical errors in other clauses, and to renumber other clauses as a result of these changes.	12	0	0
To remove Clause 2.1 of the VATSIM Safeguarding Minors Policy to remove the requirement for parental consent.	12	0	0
To implement official Policy regarding Audio for VATSIM frequency use by Air Traffic Controllers to read: "Air Traffic Controllers may only utilise their primary frequency when providing Air Traffic Services on VATSIM except for certain enroute sectors approved by the Region Director. The use of multiple frequencies by a single air traffic controller providing top-down air traffic services is not allowed." *NOTE: Following the motion being lost, discussion was taken up at this BoG meeting to better understand the motion.*	2	5	1
To adopt the logo proposals contained in VP - Marketing & Communication's email "Final New VATSIM Logo Proposal for Vote" dated 29 June 2020 as the formal, informal, single colour, and social media avatar for the VATSIM network with public rollout to begin in August 2020 unless a partnership video with Microsoft requires an earlier release. *NOTE: Following the motion being lost, a Special General Meeting of the BoG was held prior to this meeting where the motion was passed.*	3	8	0
To approve "vatSys" as an official VATSIM supported client and add this to the list of	6	2	0

approved clients, for the purposes of the CoC. The client has undergone extensive testing over the last eight months and is fully integrated with Audio for VATSIM.			

3.4 Online Activity Report

Board of Governors Online Hours (Quarterly Requirement 24 hours)								
Period:	Q2-2020			Apr-20	May-20	Jun-20	TOTAL	
VATGOV1	President	Gunnar Lindahl	967365	81	97	33	211	879%
VATGOV2	VP Operations	Mark Richards	811451	56	21	39	116	483%
VATGOV3	VP Network Infrastructure	Matt Cianfarani	993838	78	21	7	106	442%
VATGOV4	VP Regions	Jackson Harding	820457	25	4	0	29	121%
VATGOV5	VP Technical Development	Zach Biesse-Fitton	1217663	28	27	20	75	313%
VATGOV6	VP Web Services	Aidan Stevens	1346088	61	16	0	77	321%
VATGOV8	VP Conflict Resolution	VACANT						
VATGOV9	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	9	32	56	97	404%
VATGOV10	VP Marketing and Communications	Matt Bartels	863645	107	35	2	144	600%
VATGOV11	VP Supervisors	Tim Barber	819096	195	137	62	394	1642%
VATGOV12	VP Membership	Don Desfosse	1035677	73	36	42	151	629%
VATGOV14	VP Pilot Training	Ethan Hawes	973741	42	34	60	136	567%

Executive Committee Online Hours (Quarterly Requirement 24 hours)								
Period:	Q2-2020			Apr-20	May-20	Jun-20	TOTAL	
VATAME1	RD Africa & Middle East	Saad Belouafi	1205178	2	3	8	13	54%
VATASIA1	RD Asia	Anastasios Stefopoulos	901134	230	171	81	482	2008%
VATEUR1	RD Europe	Simon Irvine	858680	58	49	33	140	583%
VATNA1	RD North America	Nicola Felini	1020845	16	21	3	40	167%
VATOCE1	RD Oceania	Alan Cooke	1194659	12	27	13	52	217%
VATSA1	RD South America	Federico Navarro	1013441	63	37	9	109	454%

3.5 Matters Arising from the Previous Meeting

3.5.1 Proposed Changes to the Executive Committee (JH)

JH updated the BoG on the progress of the changes. Jackson has prepared a draft Code of Regulations which has been submitted to the Founders for consideration and approval.

A proposed timeline has been circulated. This will be published to the membership once the Founders have approved the proposal.

3.5.2 AFV and CTAF (MR)

MR will meet with TB, MB and ZBF to finalise the solution.

3.5.3 CTP Task Force Report (TB)

TB has circulated a report to the BoG outlining the outcomes of two meetings of the Cross the Pond Task Force.

The Task Force considered three options, including abolishing CTP; leaving the event as it is with minor changes; making significant changes to the event.

The event will continue but with some changes that will be released by the CTP planning team in the lead up to the next Cross the Pond event.

The BoG acknowledges the work of the Task Force.

3.6 *New Business*

3.6.1 BoG Membership (GL)

GL advised that due to real-world commitments, Aidan Stevens and Zach Biesse-Fitton had submitted their resignations from the BoG.

GL acknowledged the work of both Aidan and Zach and the significant contribution that each of them has made to the Board of Governors and the Network.

MOTION: Proposed GL Seconded MR "That the meeting enters Executive Session". **CARRIED** – Entered Executive Session at 2104 hours.

MOTION: Proposed JH Seconded MR "That the meeting leaves Executive Session". **CARRIED** – Left Executive Session at 2140 hours.

ACTION: MB to draft and release communications to the membership.

ACTION: TB to appoint and chair the appointments panel for the VP Conflict Resolution.

3.6.2 The future of Iron Mic (TB and MR)

A discussion was held the anti-competitive behaviour of some Divisions and/or Sub Divisions competing for the Iron Mic.

MOTION: Proposed TB Seconded JH "That the Iron Mic competition is suspended until further notice". **CARRIED**

ACTION: MR to prepare a proposal by 15 August 2020 for a solution for the anti-competitiveness nature of the Iron Mic competition.

3.6.3 CERT BoG Voting Facility (TB)

TB discussed when the BoG CERT Adhoc voting facility should be used to ensure that discussions are captured. The Code of Regulations has the facility to call for a Special Meeting of the BoG.

3.6.4   Network Business (TB)

> **MOTION**: Proposed TB Seconded JH "That the meeting enters Executive Session".
> **CARRIED** – Entered Executive Session at 2158 hours.

> **MOTION**: Proposed TB Seconded MR "That the meeting leaves Executive Session".
> **CARRIED** – Left Executive Session at 2215 hours.

3.6.5   A central database of VATSIM staff members (TB and MB)

TB outlined that there needs to be a system that records all staff level access and team membership.

It was agreed that this needs to be managed in Terminal.

In the meantime, MR will create a spreadsheet listing of current staffing positions.

3.6.6   VATSIM Awards (ZBF)

ZBF had a member approached him to create an awards/achievements system for members.

3.6.7   Web Services Update (ZBF)

ZBF gave a brief update on all the updated web services projects that are being developed.

It was agreed that each of the projects had a member appointed to oversee each of the projects to be the liaison and project manager.

3.6.8   Multiple Frequency Top Down (MB)

MB advised that there was no official guidance on how AFV frequencies should be used. Concern had been raised through social media about some confusion by members about changing frequencies.

> **ACTION**: MB to prepare a proposed policy on multiple lateral frequencies linking by 15 August 2020 distribution for discussion via the BoG email ring and voting in the Adhoc CERT voting system.

3.6.9   Finishing up AFV implementation and fixing remaining bugs (EH)

This item was discussed during the Network Business discussion so was withdrawn from the agenda.

4 Department Updates

4.1 *Operations (MR)*

Due to real-world commitments brought on by COVID-19, Quarter one continued to have been a quiet quarter for me for VATSIM work. As I work in the Emergency Services/Public Safety field, my real-world employment currently has me working long hours to ensure the response to the COVID-19 situation is maintained.

Iron Mic results continued to be published up until the end of the quarter. Unfortunately, there have been several instances of anti-competitive behaviour between some members competing for Iron Mic. There have been several members sending me email messages containing personal attacks about the results when their facility did not win. As a result, I have concerns about the continuation of Iron Mic in its current format. I will be suspending the competition from 1 July 2020 so that its future can be discussed at the BoG meeting in July.

From the end of May, following Norman Blackburn's retirement from the BoG, I assumed the role of Acting VP Conflict Resolution in addition to my Operations duties to maintain continuity in this key role.

4.2 Network Infrastructure (MC)

4.2.1 Staffing

Matt Bozwood-Davies has been added to the team as a Network Infrastructure Supervisor.

Kolby Dunning has been added to the team as a Helpdesk Agent.

4.2.2 Work this Quarter

VATSIM's Network Infrastructure department has completed the following projects to date this quarter:

- Significant upgrade performed to our Kubernetes cluster without operational impact to the network
- Ongoing implementation of Elasticsearch for data analysis
- Restructuring of the technical helpdesk workflow to better track trends and resolution
- Ongoing implementation of JIRA for technical request tracking at all levels of the organisation

4.3 Regions (JH)

4.3.1 Executive Committee

Very little to report this quarter.

Mr Saad Belouafi has resigned as Regional Director of the Africa/Middle East Region. Mr Alan Cooke has stepped in to take care of the Region until the proposed integration of the Executive Committee with the Board of Governors is completed.

The Committee has continued to examine the need to alter the Visiting Controller policy to limit the number of concurrent visiting controller positions a member may hold concurrently.

The Committee has commenced debate on proposed changes to the ATIS policy now that information on voice rooms is no longer required due to the technical changes brought about by AFV, and possibly allowing of details on live streaming.

The Committee approved a trial of overland FSS positions in the South American region, it is proposed to have four upper control FSS positions dived across the region on a geographical basis (north, east, south, and west). The required 45-day trial period should commence shortly

4.3.2 Regions

4.3.2.1 Africa/Middle East

- As mentioned earlier Mr Saad Belouafi has resigned as Regional Director. His resignation was shortly preceded by the resignation of his deputy Mr George Condes, and followed almost immediately by the resignation of the Divisional Director of VATSAF. All three cited discontent with the plans to integrate the Executive Committee and Board of Governors as their reason. Mr Alan Cooke has been administering the region since this event. His subsequent discussions with the Divisional Directors indicate that there was significant misunderstanding among the Divisional Directors as to how this integration would work and what the implications for the Divisions and the continuance of Regional structures would be. After the proposals had been properly explained to them all are now much happier with the proposals.
- Mr Nelis Coetzee has taken over as the director of VATSAF
- Mr Mohammed El-Dakamawy is the new director of VATNAF
- VATSAF have been particularly active in the ATC training department with 15 controllers being granted new ratings or upgrades.
- A major Region wide event ("Cross the Land") was conducted with significant numbers participating.

4.3.2.2 Asia

- Significant effort has been put into encouraging growth in areas that have not been strongly represented on the network in the past.

- The "Specialists of ATC" (a regional version of the former Hit Squad) continues to provide a nidus for ongoing development of new areas.
- VATWA continues to have problems attracting suitable staff.
- Mr Ali Abbas has resigned as the Director of the Indian vACC. Mr Brodie Murdoch is the acting Director.

4.3.2.3 Europe

- Europe has seen the same general increase in activity as seen right across the network. Significant numbers have been participating in all events, and this has been evident across all three divisions.
- Mr Nick Marinov continues to be the acting Director of the Europe Division.
- Mr Mattia Torti has been appointed as the Deputy Director of Europe Division.

4.3.2.4 North America

- Strong increases in membership again this quarter. Online activity continues to be high, particularly with events in the United States, although events elsewhere in the region are also being well supported.
- Mr Ernesto Martinez has retired as Division Director in VATCAR
- Mr Andrew Sterling has been appointed Training Director at VATCAR
- Mr Tony Jeppeson has retired as Professional Development Director at VATUSA

4.3.2.5 Oceania

- There is no report from VATPAC this quarter as there have been some significant staff shifts since the start of Q3 which interfered with its compilation.
- There was a minor IT glitch that saw a number of older members receiving new welcome emails when some data was restored that had been accidentally deleted. This occurred across both divisions.

4.3.2.6 South America

- South America has seen the same increase in activity as elsewhere.
- A request has been approved by the Executive Committee for a trial of an upper overland FSS system, with four positions, north, east, south, and west as mentioned in the Executive Committee section.
- Staffing in all three divisions has been relatively stable. Mr Alexander Mattig has been appointed the new Operations Director in VATSUR.

4.4 Technical Development (AS)

4.4.1 No Report Received

4.5 Web Services (ZBF)

4.5.1 Staffing

There have been no significant staffing changes this quarter. The BoG would like to thank all our strong team of developers who are donating their skill and time to make VATSIM a better place for everyone.

The current VP Web Services, Zach, announced his resignation at the BoG meeting and a suitable replacement would be found. In the interim, Matt Bozwood-Davies will look after the VATSIM web services department. Zach will continue to be a part of the development team.

Are you interested in joining our development team? VATSIM is looking for skilled PHP/Laravel and Python developers for ongoing projects - email us at vpweb@vatsim.net and say hi!

4.5.2 Work and Planning Report

- VATSIM API continues to grow with several additional endpoints added since the last update. Work continues this, and more information can be found on the VATSIM forums.
- The new front facing VATSIM website is in progress and will be aligned with the new marketing colours soon. Much of the content is coming across, but it will need a thorough review from the remaining VPs and tech team before releasing.
- The current website is no longer listed as hacked, thanks to some work completed by Zach and Ryan.
- MyVATSIM continues to grow. There are several features, and the idea is to consolidate several separate sites into the one platform. It will be great to see this live and public soon. MyVATSIM is also ready for the rollout of the new pilot rating system and compulsory P1 exams.
- A new helpdesk for all departments has been established, and this is currently under review by the membership team. Every effort was made to get the data across from the old system, but due to several missing files and modifications that were unable to be completed. Thanks to Claus Joergen for his help with trying this – we appreciate it!
- VATSIM Terminal is in the ongoing development and currently undergoing a review process from other relevant departments.
- The VATSIM map project continues to progress, although Mark has been busy recently and had less time to develop.
- Small updates have been pushed to VATSIM Connect, thanks to Harrison.
- ***Are you a VATSIM Webmaster? Please ensure you are regularly visiting (and subscribed to) the VATSIM Webmaster forums for the latest news, discussions, changes & advice.***
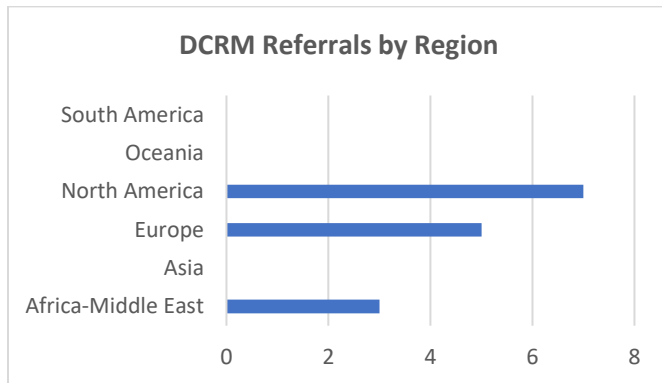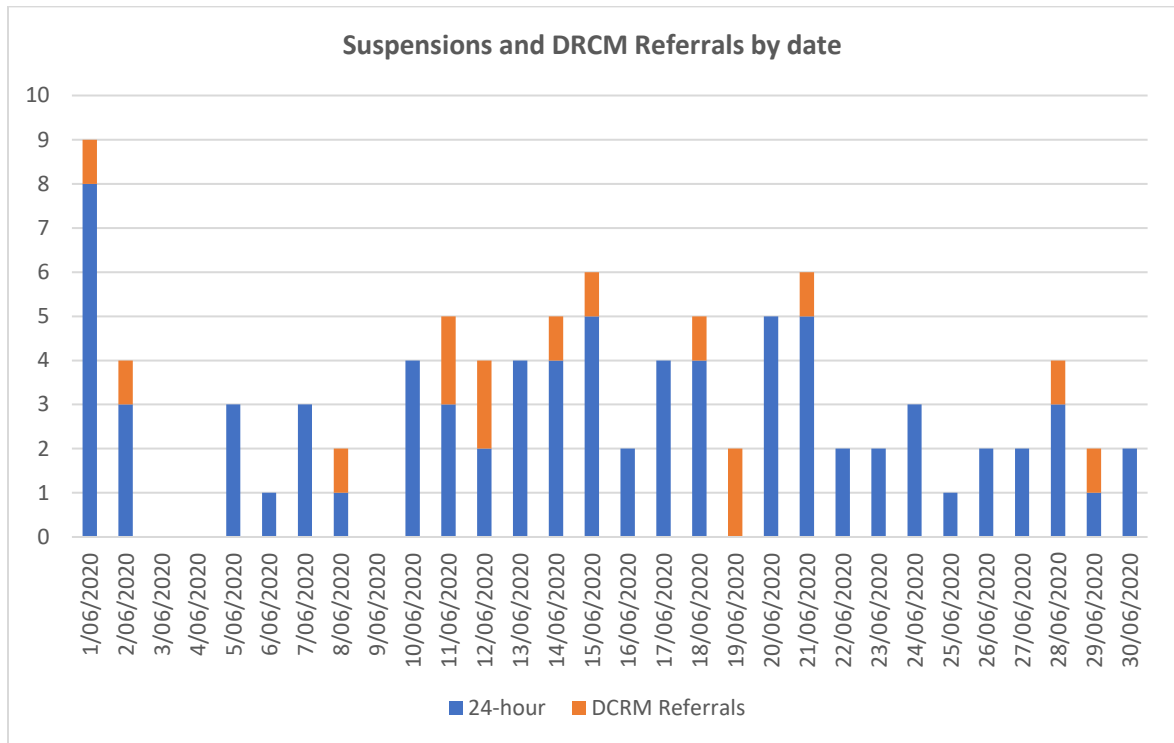
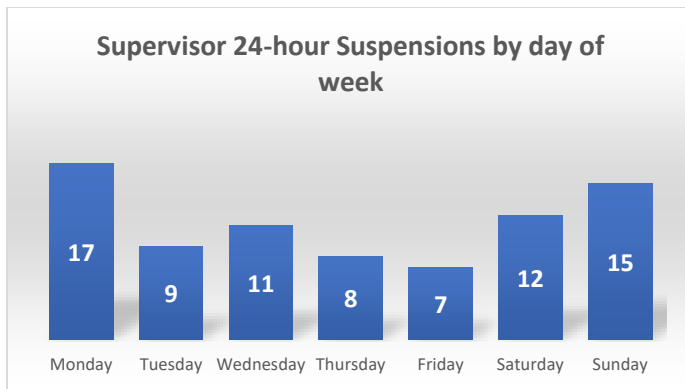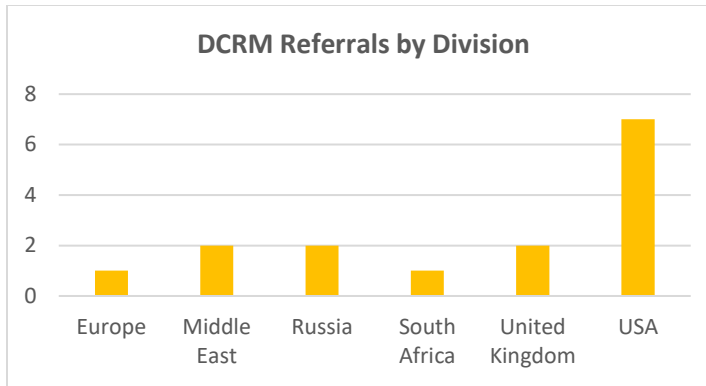## 4.6 *Conflict Resolution (MR)*

4.6.1 Introduction

Mark Richards stepped in to act as VP Conflict Resolution at the end of May 2020 following Norman Blackburn standing down from his long tenure in this role. The board wants to acknowledge Norman's 13 years serving on the Board of Governors, and for the work and efforts, he put into the role.

4.6.2 Suspensions

During June *(NOTE: earlier dates are not available)*, 15 members were referred to the Divisional Conflict Resolution Manager (DCRM) by Supervisors and Administrators of the Network.

Also, 79 members received a 24-hour suspension from a Supervisor or Administrator of the Network.

Suspensions and DRCM Referrals by date

DCRM Referrals by Region

DCRM Referrals by Division

Supervisor 24-hour Suspensions by day of week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
17	9	11	8	7	12	15

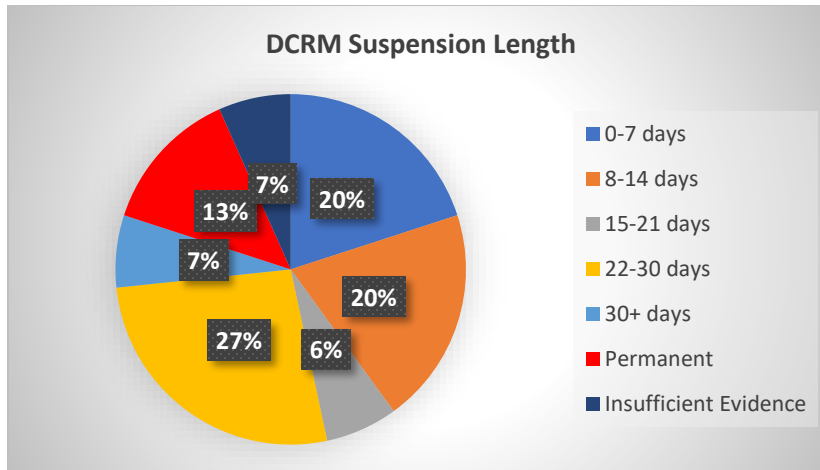### 4.6.3 DCRM Suspension Findings

Of the 15 cases reviewed by the DCRMs, 14 of them were found to have had sufficient evidence to warrant some level of further suspension. Two members were permanently suspended from VATSIM.

DCRM Suspensions

0-7 days	3
8-14 days	3
15-21 days	1
22-30 days	4
30+ days	1
Permanent	2
Insufficient Evidence	1

4.7 *Virtual Airlines and SOA (RC)*

The VA Partner program experienced a nearly 10% increase in member VAs this Quarter with an additional 21 VA applications being vetted at this time.

The Special Operations Administration is hoping to have a major global exercise early in 2021 and is proceeding with coordination of that event along with discussions on the most effective way to provide the SOA members assistance in fulfilling the newly mandated requirement that they each host at least one online event in addition to the mass event. It is hoped that these events will provide greater participation opportunities for the organisations to engage in military manoeuvres as well as increasing the SOA community exposure on the network. Proposals are being considered to provide mentoring and guidance in the scenery and exercise design from the more experienced SOA organisations to the newer and/or smaller entities.

The administration console VASOPS through which we receive applications and interact with our Partners is proving to be troublesome and showing its age. The email system it utilises to communicate with Partners is regularly failing, is unreliable and not amenable to easy repair. Replacement of VASOPS with a more robust and versatile system is in the early stages in conjunction with the MyVATSIM project.

Once such integration has been achieved, concepts are being formulated to potentially increase VATSIM-led recruitment efforts of new members for Partner VAs as well as bringing added value to being a Partner VA.

4.8 *Marketing and Communications (MB)*

4.8.1 Ongoing Projects

4.8.1.1 *General Promotional Video*
Work continues to create a general promotional video.

We have sent out a request to membership for voice actors who would be providing primary narration in this video.

4.8.1.2 *Creation of a VATSIM Prize Repository*

Work on this project continues slowly; however other projects have taken priority in this quarter

4.8.1.3 *Official Streamer Partnerships*

Work continues to create guidelines, benefits, and requirements for streamers to become official VATSIM partner streamers.

We are working with some individuals in the streamer community to understand better what such a partnership would look like and how it would be beneficial to both streamers and VATSIM.

4.8.2 Tabled projects

4.8.2.1 *Monthly VATSIM Newsletter*

This idea was proposed in the last quarter, but due to more important projects in our portfolio, we have decided to revisit it later.

4.8.3 Staff Changes

Brant Marshall is now the GM: Social Media for the M&C Team. Brant brings a wealth of social media management knowledge and experience to the team from large companies in the social media sphere

4.9   *Supervisors (TB)*

4.9.1   General

Network traffic in Q2 2020 has remained higher than normal, and the departmental workload remained well managed. New Supervisors have been added, and more are being trained.
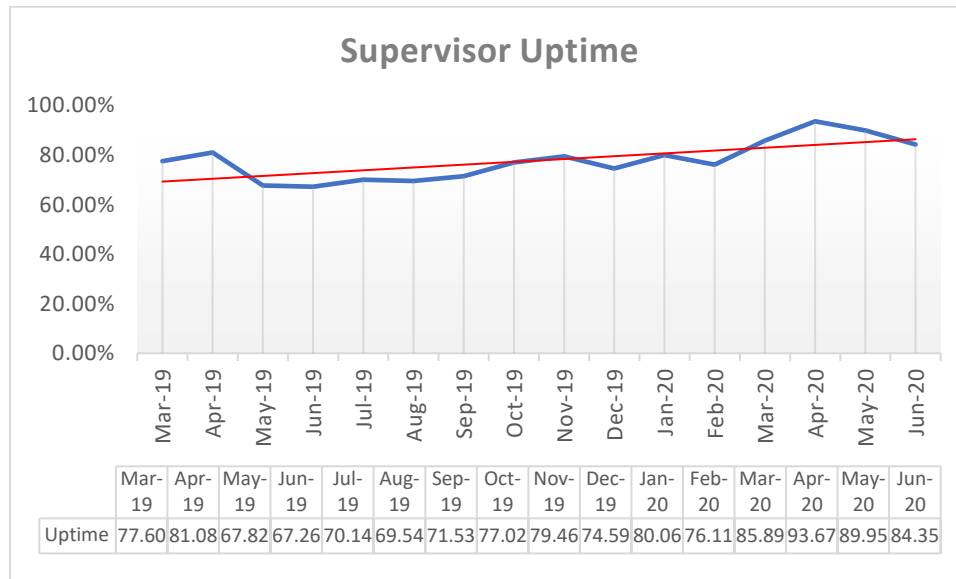
4.9.2   Senior Staffing

No changes.

4.9.3   Current Roster and Application Update

There are currently 122 active supervisors (+8 over Q1 2020). There are two currently being trained and pending upgrade, and another 39 with fully completed applications that are currently being processed for will be upgrade suitability.

4.9.4   Statistics

Supervisor Uptime – 3 out of 3 months significantly higher than one year ago

Supervisor Uptime

	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Uptime	77.60	81.08	67.82	67.26	70.14	69.54	71.53	77.02	79.46	74.59	80.06	76.11	85.89	93.67	89.95	84.35

4.9.5 New and Ongoing Projects

4.9.5.1 New Supervisor Applications System:

My team is now working with Zach on the design and implementation of a new Supervisor Application System. The temporary system in place now has taken the pressure off getting this done ASAP, and additionally has given us some insight into how the new system should be set up.
Expected completion: before the end of 2020

4.9.5.2 Revised Supervisor Operations Manual:

Now that we have reshuffled the department, we can focus on these revisions.
Expected completion: delayed to the end of Q3 2020

4.10 **Membership (DD)**

4.10.1 News / New Business

The COVID-19 pandemic has continued to have a remarkable impact on the network. We have continued to see 150-250% of the "normal" amount of traffic on the network during the quarter, with activity beginning to decrease, beginning a "descent" toward normal levels, toward the end of the quarter (likely coincident with decreasing restrictions across the globe associated with the pandemic).

This past quarter, we saw an average of 2.3X the normal number of new member signups.

Membership has continued to work 2X the average number of support request tickets during the second quarter.

Most common reasons for tickets continue to be due to old and failing VATSIM technology (particularly CERT), including CERT failing to send emails to members with their welcome, login and/or password credentials, registration "collisions" (where a member registers, is sent an email to verify an account, but the account points to a different member, and the member who received the verification email does not have an account), requests for assistance with manual account reactivation, and requests for manual registration due to "aggressive" logic preventing members from registering. These interventions are all hurtful to our membership and take a toll on our Membership team.

Attempts to port data from the failing Membership Support system to a system with a refreshed software version failed. Membership and Tech are working on configuring a refreshed software version of the Support System manually. Membership has noted several issues that must be resolved before cutover and is awaiting resolution.
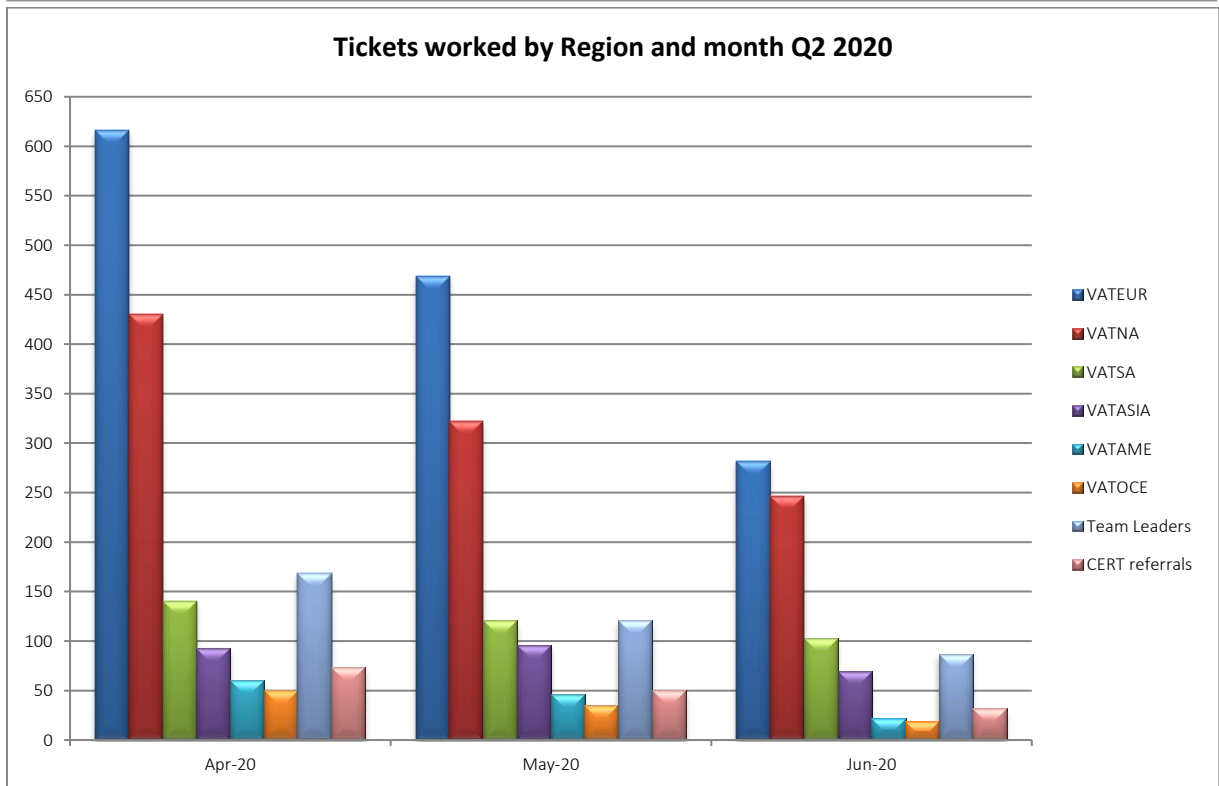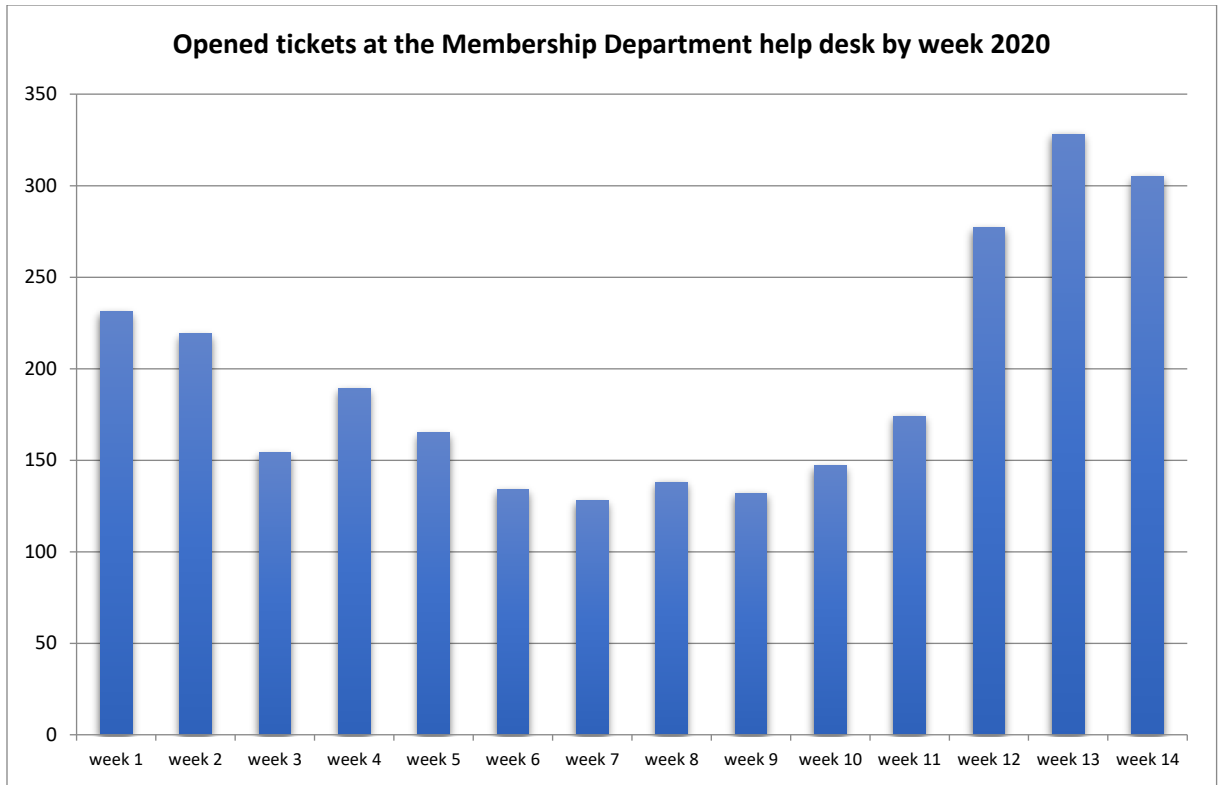
We continue to work with the technology team, asking for improved systems and tools, and begging for a managed, systemic approach to system and tool development and testing.

4.10.2 Tickets and Responsiveness

In 2020-Q2, 3,751 membership tickets were handled by the Membership team. Looking at tickets by Region, tickets from Europe comprise 36% of the overall ticket count, tickets from North America comprise 21% of the overall ticket count, with the remainder of our tickets coming from the other regions and Supervisor referrals.

The average membership ticket is resolved within 14 hours of ticket submission, on par with the last several months.

Membership has provided Web Services with a list of requests to ease the manual burden on the Membership team for tasks that can (hopefully easily) be incorporated in MyVATSIM. We continue to attempt to work collaboratively with Web Services to prioritise/implement.

Opened tickets at the Membership Department help desk by week 2020

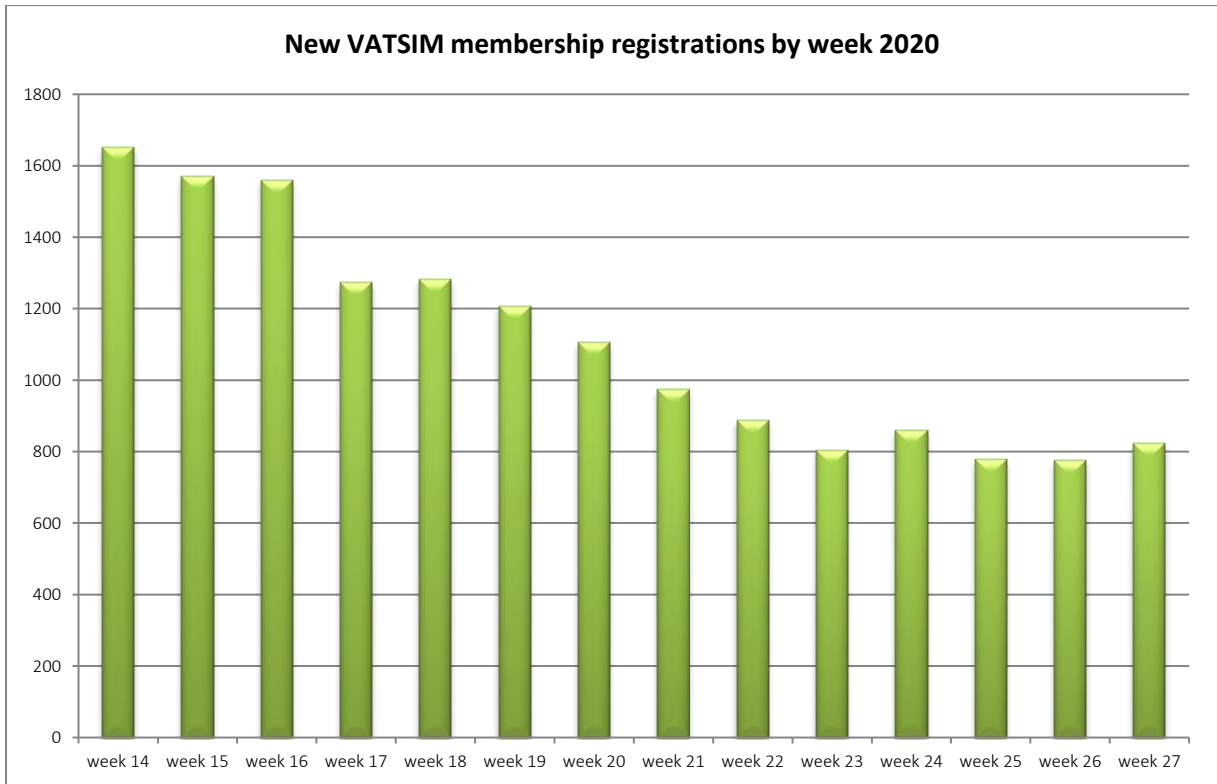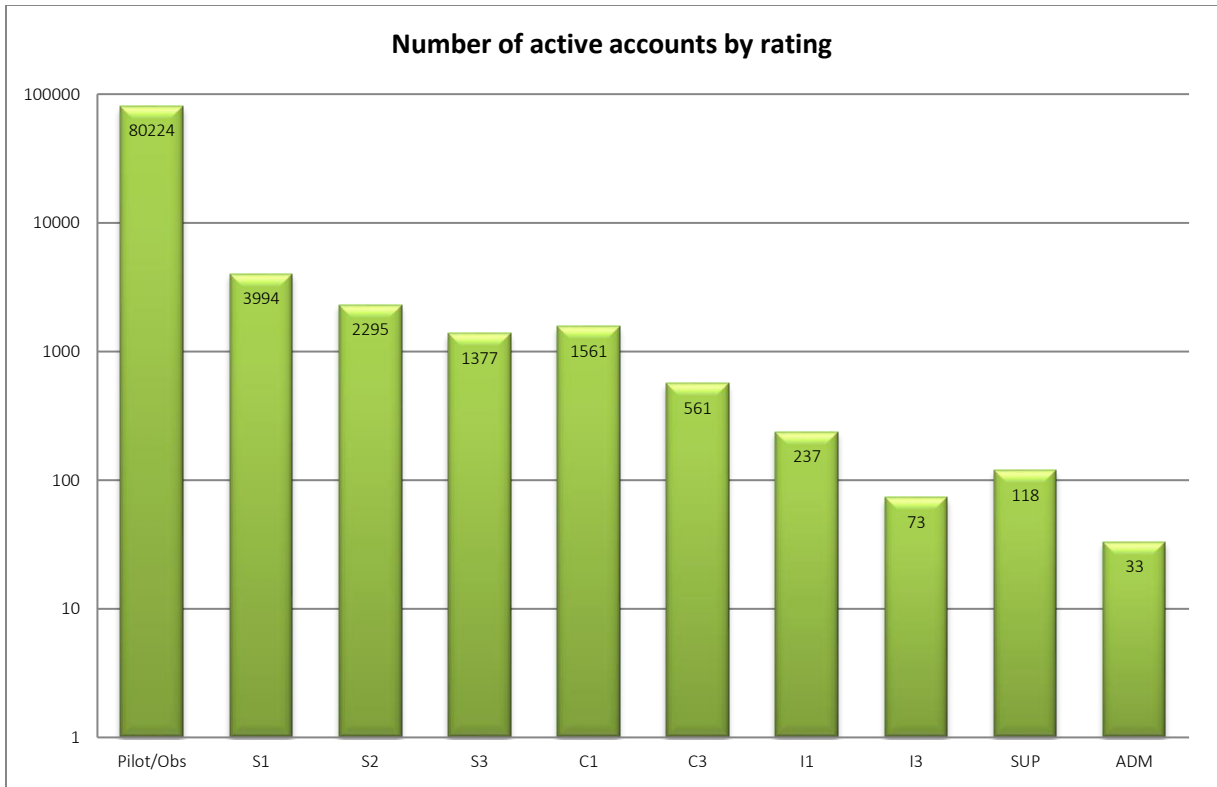**Tickets worked by Region and month Q2 2020**

Metrics data compiled by Michael Mund-Hoym, Assistant to the Vice President, Membership.
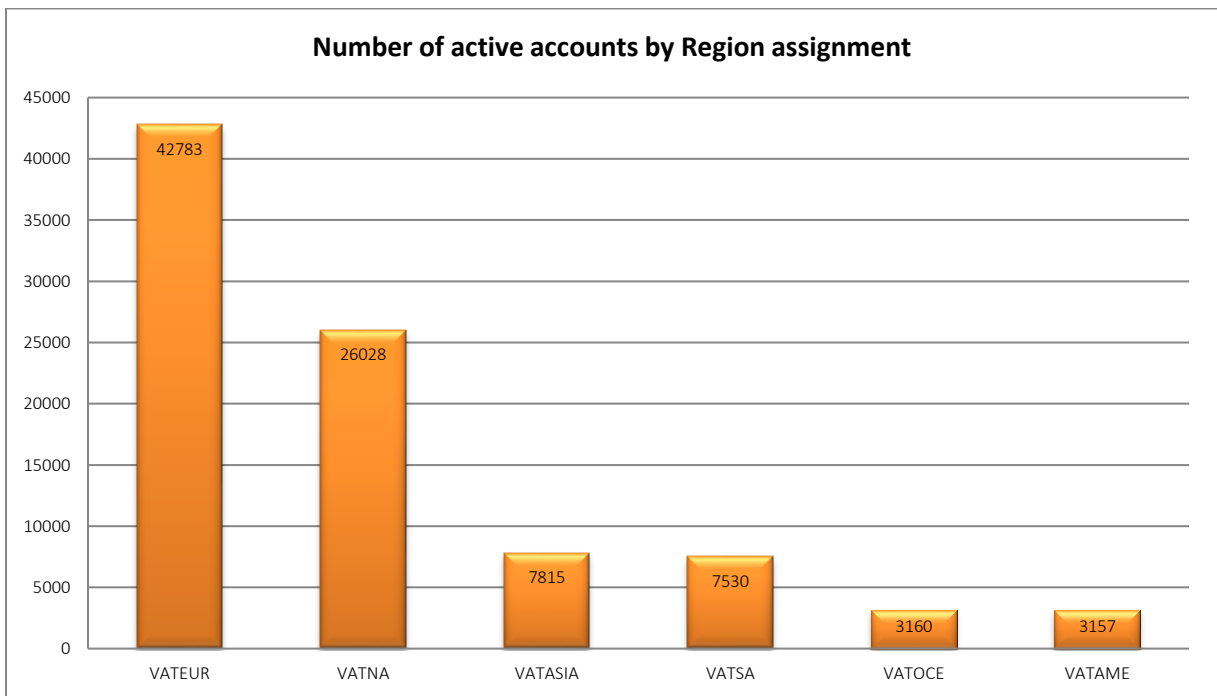
4.10.3 Active Membership Statistics

As of 06 July 2020, the membership database shows that VATSIM has 90,473 active membership accounts. This is a 9.6% increase from the previous quarter and an 18% increase over the last six months!

- 80,224 (89%) hold a Pilot/Observer rating
- 10,249 (11%) hold an ATC, Supervisor or Administrator rating

New VATSIM membership registrations by week 2020

Number of active accounts by rating

(Note: Y scale is logarithmic, not linear)

Number of active accounts by Region assignment

Metrics data compiled by Michael Mund-Hoym, Assistant to the Vice President, Membership.

4.10.4 GDPR

In Q2, Membership and Web Services collaborated on the fulfilment of 12 right of erasure requests, 18 right of access requests, and no right of rectification requests. It should be noted that GDPR requests require a significant amount of time to coordinate amongst a number of our volunteer staff between departments, placing additional burden, and reducing the time that can be spent assisting our general membership and working on network improvements.

4.10.5 Membership Managers

The Membership Department accepted the resignation of longstanding Membership Manager Barry Theodore. We would like to thank him for four years of service and assistance provided to our members and the VATSIM network in the Membership Manager role.

Curley Bryant, former VATUSA Deputy Division Director and VATSIM Supervisor, joined the Membership Department filling the vacancy created by the resignation of Barry Theodore.

As reported earlier, in response to both the pandemic and the failing technological tools, Membership Managers have been putting in significantly increased time to address the surge in membership tickets, adeptly handling the significantly increased volume, suffering through the multiple failing tools with amazing patience and grace, and ensuring adequate responsiveness for our members.

4.11 Pilot Training (EH)

4.11.1 New Pilot Rating System (Including P0):

The PTD is full steam ahead in the development area of implementing the P0 process, new pilot rating system (slated to go live 01 September), and all the new website content including a complete overhaul of the Pilot Learning Center (formerly pilot resource centre). ATOs continue work on adapting all their existing pilot rating training programs to meet the new pilot rating system and member certification standards. I am also happy to announce a few ATOs have already completed the transition of their pilot rating training programs at this time. We continue to use our POI team to work one-on-one with each ATO in supporting them during this process and gather bi-weekly updates on how each ATO is progressing to ensure sufficient progress is made to support the network demand for training by 01 September.

We have continued to stay in touch with the network team to ensure a smooth transition process is completed when switching all pilot ratings to the new pilot rating structure 01 September. Fortunately, the process of converting the thousands of previously existing pilot ratings by hand will not be required due to a custom code being written that will make the needed changes in CERT automatically. Our new centralised network testing centre is also being completed, which will be connected to CERT and available as a resource to ATOs who do not have the resources to create/host their own written testing

system. I would like to extend a big thanks to Aidan and company for helping us make these items happen.

Finally, I am creating a real-world pilot license rating conversion system so our real-world rated members can simply submit their credentials to be awarded the applicable VATSIM pilot rating to their network accounts. This has been a popular request since the advent of the pilot rating system in the mid-2010s which should please many members. The main challenge here is ensuring we have a secure way of verifying each member's credentials and that those records are properly disposed of after doing so per GRP and other policies.

4.11.2 The Pilot Learning Center (formerly Pilot Resource Center):

The new Pilot Learning Center content is nearing completion which consists of various sections covering basic aviation topics like aerodynamics, tutorials on things like how to pick the right runway or fly a circuit, and an advanced topics section. Advanced topics will include recorded masterclasses that will be hosted by my department and publicly attainable by network members over time. Mast Classes and advanced sections will cover complex topics like automation management, aeronautical decision-making strategies, understanding why ATC does various things, etc. taught and led by professional members of the community.

My goal for the PLC moving forward is to be easily navigable and full of attractive (mix of text, visual, and interactive) information presentations that appeal to all learning styles. Additionally, I'd like to see a migration of community attitude to where members are constructively corrected by other pilots, ATC, and Supervisors by directing members to the appropriate Learning Center section/area of an area they may be struggling to review before their next flight. For example, if a member is making egregious errors about flying a SID/STAR, then they would be directed to review a SID/STAR Operations section or the PLC including providing the member with a direct link to the section. Another example is a member that is failing to use proper radio communication strategies would be directed to the Radio Communications techniques section. This strategy ultimately provides a constructive and consistent feedback loop for our members with correct information encouraging a positive learning environment. This also helps prevent negative learning (very hard to reverse) of inaccurate or false information which we see a large amount of through community Facebook groups, "I saw this once so it must be correct" claim teachings, and laughable videos by sim "experts" and streamers.

4.11.3 Network Mentoring Program:

I've mentioned this program in the past; however, a summary of this program is to help connect our members with resources, information, and contacts with other VATSIMers who are now professionals in the aviation industry on how to become a professional in various industry jobs. This will include not only pilots and ATC, but also the other facets of aviation like engineering, networking, dispatch, management, business, and more.

I have received an overwhelming amount of support from network professionals around the world interested in giving back to the network, which is extremely exciting and a testament of how successful this program can become. Ideally, work will begin once the new pilot rating project is completed, and P0 process is fine-tuned.

I also am in good contacts with a free internationally well known worldwide pilot career mentoring group, Professional Pilots of Tomorrow, that is potentially interested in forming a pipeline partnership that feeds our network's qualified members (based on appropriate age and network behaviour history) who wish to become professional pilots directly into their very reputable professional aviator mentoring program allowing them to skip the interview process that is required by other normal applying members for the program.

5   Other Business and Closing

5.1   Other Business

GL asked the BoG if there was any other business to be discussed in public session. There was no other business.

5.2   *Closing*

GL thanked all attendees for their attendance and closed the meeting at 00:05z.