Q4 2020 BOARD OF GOVERNORS MEETING MINUTES 16JAN20

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1 Control Pages

1.1 Document Identification

Document Identification	
Department	VATSIM Board of Governors
Type	Publication
Version	1.0
Issue Date	19MAR21
Identification	2020 Q4 BoG Meeting Minutes

1.2 Revision Records

Revision Number	Date	Description of Change	Author
0.1	30JAN21	Initial Draft	MR
1.0	19MAR21	Revised Draft after feedback	GL

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	Federico Navarro	FN	-
VATGOV4	Simon Irvine	SI	-
VATGOV5	Anastasios Stefopolos	AS	-
VATGOV6	Matt Cianfarani	MC	Left meeting at 21:21z due to work commitments.
VATGOV7	Matt Bozwood-Davies	MBD	-
VATGOV8	*VACANT*	-	-
VATGOV9	Tim Barber	TB	-
VATGOV10	Nicola Felini	NF	-
VATGOV11	Don Desfosse	DD	-
VATGOV12	Roger Curtiss	RC	Left meeting at 23:03z due to other commitments.
VATGOV13	Ethan Hawes	EH	Left meeting at 21:40z due to work commitments.
VATGOV14	Matt Bartels	MB	-

3 Minutes

3.1 Welcome

GL opened the 4th Quarter 2020 BoG meeting at 20:06z.

GL spoke of the year ahead. In 2020 the network saw 6.2m flying hours and 600,000 ATC hours. VATSIM has seen 16,000 new members in Q4-2020 alone, and we now have over 107,000 active members.

3.2 Apologies

Position	Name	Initial	Proxy
-	-	-	-

3.3 Adhoc Votes Since the Previous Meeting

Vote	For	Against	Abstain
To Publish and Enact the Air Traffic Control Frequency Management and Information Policy as circulated to the BoG Email ring as well as cancel the Global Controller / ATIS Information Policy.	10	0	0
To approve the minutes of the BoG quarterly meeting for Q3-2020, held on 17OCT20 at 2000z, as emailed to all BoG members, for general release and publishing on the VATSIM website.	8	0	0

3.4 Online Activity Report

				Oct-20	Nov-20	Dec-20	TOTAL	
Board of Governors Online Hours (Quarterly Requirement 24 hours)								
Period:	Q4-2020							
VATGOV1	President	Gunnar Lindahl	967365	56	55	57	168	700%
VATGOV2	VP Operations	Mark Richards	811451	41	31	36	108	450%
VATGOV3	VP Americas	Federico Navarro	1013441	28	42	7	77	321%
VATGOV4	VP Europe, Middle East and Africa	Simon Irvine	858680	42	24	36	102	425%
VATGOV5	RD Asia Pacific	Anastasios Stefopoulos	901134	45	167	178	390	1625%
VATGOV6	VP Network Infrastructure	Matt Cianfarani	993838	3	17	5	25	104%
VATGOV7	VP Technical Development	Matt Bozwood-Davies	1240411	108	61	65	234	975%
VATGOV8	VP Web Services	VACANT						
VATGOV9	VP Supervisors	Tim Barber	819096	16	43	47	106	442%
VATGOV10	VP Conflict Resolution	Nicola Felini	1020845	75	63	50	188	783%
VATGOV11	VP Membership	Don Desfosse	1035677	70	106	95	271	1129%
VATGOV12	VP Virtual Airlines & Special Operations	Roger Curtiss	810159	45	49	49	143	596%
VATGOV13	VP Pilot Training	Ethan Hawes	973741	9	14	29	52	217%
VATGOV14	VP Marketing and Communications	Matt Bartels	863645	6	18	51	75	313%

3.5 Matters Arising from the Previous Meeting

3.6.4 Review of P0 Introduction (EH)

P0 first time pass rates are sitting around 60%. There is an internal audit taking place. Eight languages have been made available to ensure that we have improved inclusiveness; the target is to have 20 languages available.

3.5.1 The future of Iron Mic (MR)

MR met with AS and SI before the meeting. It was agreed that an ATC recognition programme was needed and well supported by the members.

> **ACTION**: MR to produce a one-page report for the BoG by 31 January 2021.

3.5.2 Quarterly Reporting and Goal Setting (GL)

GL reported that we should benchmark how the network is doing. MBD's team is working on the stats dashboard.

TB spoke about the strategic plan for the next two to three years.

> **ACTION**: TB will have the plan to the BoG as planned by 31 January 2021.

3.5.3 Town Hall Meetings & Our Rhythm of Engagement with Community (GL)

MB reported that his team has taken on the task for arranging the Town Hall meeting dates and arrangements.

GL suggested that the BoG meet informally more often as there is so much happening on the network that lots happen between quarterly meetings. GL suggested that we meet informally once a month.

MR reminded the BoG that any important or critical discussions should be done via email in the BoG ring and not in Discord to ensure that all BoG members can discuss.

3.5.4 Update on GRP Revision (MB)

MB has set up a working group from members from each Division (Division Director and Training Directors). There is a 20-member team, with MB as the Chair, so a team of 21.

The team is working to ensure that the GRP meets the needs of VATSIM in the next five to 10 years.

3.5.5 Update on CTAF (MB)

MB and his team have taken this work over. MB demonstrated what it would likely look like.

3.6 *New Business*

3.6.1 Pilot Accountability (EH)

EH outlined the goals of his department in this space, which includes:

- Completing implementation of the pilot ratings broadcast policy project in conjunction with Matt Bozwood-Davies and all active network mapping services
- Recruiting more PTD development team members who are skilled in the web development arena
- Completing the development of the ATO Application Process

EH started a discussion, topical to the current climate, on how we build and accelerate the work started by the introduction of the New Member Orientation process last year, to foster a proactive learning environment for pilots – where they know how to enhance their knowledge – but also are held to a certain level of accountability when online with regards to their flying acumen. A number of ideas were tabled, some of which have already been circulating in the community, and EH will now set up a working group with key players and interested parties (including pilots) to produce a proposal.

ACTION: EH to arrange a working group to investigate this process and report progress at the Q1-2021 meeting.

3.6.2 BoG GRP Discussion (NF)

The matter was covered in old business, so no further discussion was needed.

3.6.3 User Agreement Re-write (NF)

A discussion was held about the need to consider a re-write the User Agreement to ensure that it meets the need of VATSIM in 2021 and into the future. NF has discussed this with RJ on behalf of the Founders who are supportive of the review.

3.6.4 Code of Regulations Re-write (NF)

NF outlined some changes that were needed with the CoR.

ACTION: GL to manage the update of the CoR Document and take to the founders.

3.6.5 Suggestions for Regional Support staff with GRP Revision Ideas (MB)

MB to take this offline with the Regional VPs.

4 Department Updates

4.1 *Operations (MR)*

Q4-2020 was very busy with my personal life; therefore, VATSIM had to take a back seat for most of the quarter, other than dealing with day-to-day work.

4.2 *Americas Region (FN)*

On the fourth quarter, we could see improvements in the membership numbers, and we have a lot of new members online, which has been impacted by online activity. Some new members intend to join the ATC team in all the Divisions and some events that have taken place in this quarter.

This is the second report with the new staff appointment. We have just set off and are all go with all the Divisions comprising the Americas to continue improving the Divisions to help the Divisional Directors reach the goals proposed.

There is too much work to do, and we are looking forward to getting started with the new VP Americas team.

Please see the Divisions Report attached as an appendix to these minutes.

4.3 *Europe, Middle East and Africa Region (SI)*

Please see the Divisions Report attached as an appendix to these minutes.

4.4 *Asia Pacific Region (AS)*

4.4.1 General

2020 is closing with major updates within APAC Region. The new logo of APAC is ready and published, accompanied by guidelines usage. VATSEA is also updating the division logo, with estimated release Q1/2021.

The temporary site of APAC is hosted at the old URL of former VATASIA Region. There is work being done to update and migrate URLs. Estimated completion within Q1/2021. The same applies for "The Specialists of ATC" site. A new helpdesk with Frequently Asked Questions will also be implemented.

The organisational chart of the Region is ready and will be published together with the new site. APAC Discord is now fully functional. Overall activity and growth is stable and rising the last quarters at various areas of the Region. New staff appointments make their appearance at vACC and Division level (Malaysia, Indonesia, Philippines vACCs, VATWA and VATPAC).

Myanmar vACC is one of the ongoing projects of VATSEA to develop. Members are assisting on and off scenes. There have been a series of small and large scale events, across the Region, organised by all Divisions, including events for new members who joined and connected for the first time (VATJPN).

WorldFlight passage was smooth and well organised in terms of ATC coverage and traffic flow by local teams. ATC online activity has increased since last year's adjacent quarter.

VATNZ has doubled the online ATC hours, from 2000 hours (2019) to 4000 hours in total for 2020, with 25,000 aircraft movements recorded. VATNZ has introduced new ATC courses for resident and visiting controllers. There has been a large increase of new ATC rated members at all Divisions, especially in VATSEA, with 45 rating upgrades, VATPAC, VATKOR, VATJPN, VATWA.

Finally, we would like to immensely thank the Divisions and members for their contribution to translating the New Members Orientation document to the native language.

There have been overall 247 tickets submitted on Regional level for 2020. All members have received membership retention and guidance.

4.4.2 Staffing

Alex Metcalfe appointed as VATWA Training director.

Oliver Holmwood steps down as Director, Controller Operations (VATNZ).

4.4.3 Technical

The Specialists of ATC project: Registration forms establishment, Discord server establishment, contact details available, continuous support to all requests and questions, achievements page section added, statistics section added and updated each quarter. The site will be hosted under the new URL of APAC Region.

4.4.4 Membership

4.4.4.1 New Members
This Quarter VATSIM Asia Pacific Region had 816 new records, which decreased slightly since the last Quarter (Q3/2020).

4.4.5 Transfers

Region/Division transfers: There have been 15 transfers in total for this quarter.

4.4.6 Conflict Resolution Trends

There have been four cases; two cases resulted in permanent suspension.

4.4.7 VA/SOA Matters

NIL

4.4.8 Region Activity

Overall activity remained at a high level across the Region, similar to Q2 and Q3 of 2020, peaked during the holiday season. Training and events took place on the Divisional scale. Weekly and monthly events established during this quarter, with highlights: Cross The Ditch 19, Real Ops Perth, Transcon Shuttle Sydney, East Asia Hop, East meets West, first-time VATKOR North With South event, VATNZ Night Shift, Light Up South East Asia.

4.4.9 Air Traffic Control Training

ATC Training remained at a high level with New ATC rating upgrades across the Region.

4.4.10 Operational Projects

New Members Orientation: Has been translated into various countries' native language with many staff members and division members' valuable assistance. Thank you, everyone, for assisting into this project!

4.4.11 Events & Meetings

Meetings with VATWA- training structure- new VATWA and vACC staff appointments- vACCs overview. Meetings with VATSEA and HKvACC- HK FIR to be added in ASEA_FSS.

4.4.12 Additional Operational Matters

APAC discord server is fully functional. We want to thank Brodie Murdoch and Bailey Brown for their contribution.

4.5 Network Infrastructure (MC)

4.5.1 Staffing

There have been no staffing changes this quarter.

4.5.2 Work and Planning Report

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

- Discussed future longevity of the Operating Systems utilised by VATSIM servers
- Re-wrote internal playbooks and automation tooling to support newer Operating Systems
- Confirmed FSD server support on the Debian OS
- Reduced deployment time for database replicas
- Improved network handling support for TCP and UDP only services

4.5.3 Notes

Much infrastructure work is shifting from "Constant Development" to "Maintaining", culminating in significant changes made over the past 12 months.

A thank you to Matt Bozwood-Davies for his assistance in the department and his constant drive to move Tech further. The constant and close collaboration is much appreciated.

4.6 Technical Development (MBD)

4.6.1 General Comments

We have restarted the tech blog intending to provide quarterly updates. These can be found on the VATSIM Forum.

The new network status page is live after a change in conditions with the old provider. In time, updates will automatically be posted to the Community Discord and VATSIM Status Twitter page.

The new Development Discord server is open and currently has 100 members from Divisions, VACCs/ARTCCs and .NET teams. Members who hold a development role on the network at Division/vACC/ARTCC/ATO/Partnered VA should reach out to me by email at vpdev@vatsim.net to gain access.

4.6.2 Work

- Early stages of work ongoing to design the architecture and document features/inclusions of the new server software. A snippet of new features includes fast position updates and mode-s data.
- Retirement of the old wazzup data has been set for the beginning of March 2021 with the potential extension of the end of March 2021. The new structure is updated more frequently, is easier to parse in JSON format, includes new data such as pilot ratings and ATIS codes. People who need assistance in implementing this should reach out to me by email at vpdev@vatsim.net, and we can provide links, data, and support where necessary.

4.7 *Web Services (MBD)*

4.7.1 Staffing

The team has gone through a restructure to provide a layer of senior team members. The restructure provides a greater layer of assistance for all our teams as these members will be leading projects and helping the wider network staff where necessary. The change has also allowed us to provide a greater layer of continuity in the team and ensure greater coverage across time zones.

4.7.2 Work

The VATSIM Web Team has been working on the following projects this month:

- **Terminal** – work is ongoing with this. We aim to have this complete by the end of March in line with the retirement of old SSO.
- **Old SSO** – A retirement date of 31 March has been set and broadcast. We are continually monitoring the usage and will reach out to those services not yet using connect and aid migration.

- **New VATSIM.NET website** – Work to migrate the content is ongoing and using newer technologies we can make a quick, sleek, and smooth experience for people visiting it for the first time, or those who are revisiting it.
- **New Stats site** – Work is ongoing to provide a refreshed overhaul to the stats system. The new site will have a greater set of functionalities and allow members to analyse their own data and see wider network statistics.
- **CTP** was a success with our web systems. Unfortunately, some unidentified technical issues the last night before the event meant that we had to switch up our plan for natTrak and rearrange quickly to ensure a smooth and successful event.

4.7.3 Notes

Web Traffic has seen a slight increase to 36 TB of data over the past quarter, up 12% over Q3. A large portion of our data in November was related to Cross the Pond. We moved over 840 GB of web traffic in a single 24-hour period. The increase was most notably a larger selection of users who were using tracking clients such as VAT-Spy to monitor network activity.

4.8 Supervisors (TB)

Network traffic in Q4 2020 was steady, and the departmental workload remained well managed. Twelve new Supervisors have been added, and are currently being trained.

4.8.1 Senior Staffing

No Change.

4.8.2 Current Roster and Application Update

There are currently 127 active supervisors (level over Q3 2020). There are 12 currently being trained and pending upgrade, two more that are returning supervisors undergoing a refresher, and another 32 with fully completed applications currently being processed for upgrade suitability. Forty-three applications have not yet been reviewed.

4.8.3 Statistics

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

Supervisor Uptime

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Uptime	77.02%	79.46%	74.59%	80.06%	76.11%	85.89%	93.67%	89.95%	84.35%	81.89%	90.19%	91.02%	90.73%	92.28%	89.81%
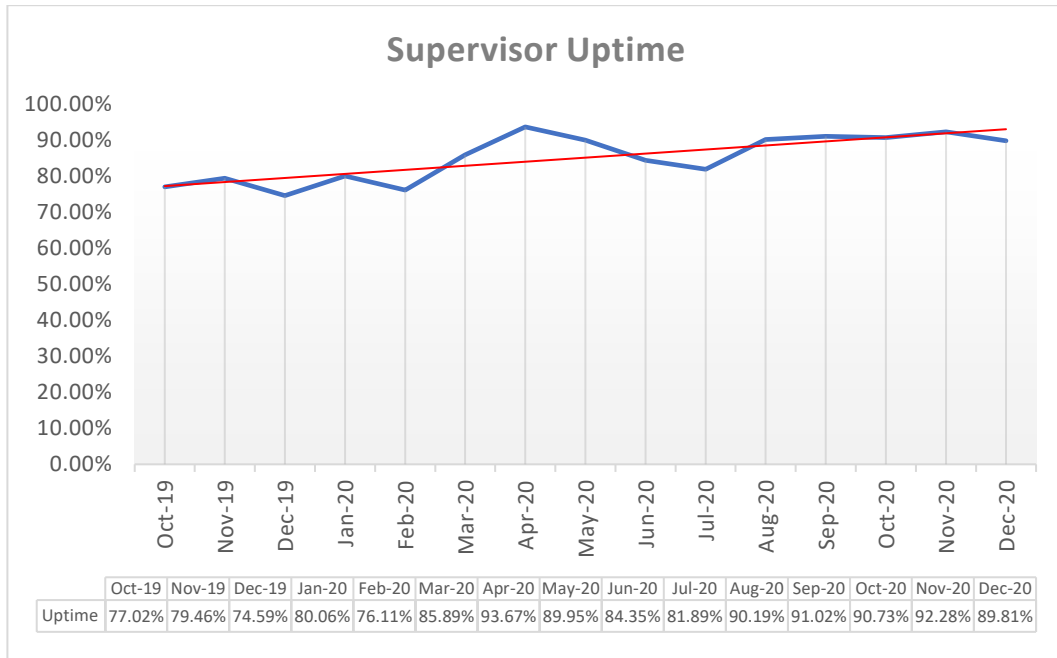
4.8.4 New Business and Ongoing Projects

4.8.4.1   Data Protection and Handling Policy

After a gentle poke from the Founders, I was reminded of our initial and recurrent training requirements under this policy. I have created a basic package that all supervisors have been required to complete. If any of your departments would like access, please let me know. All BoG members should complete the review and quiz.

4.8.4.2   New Supervisor Applications System

Jordan Jolenaar has taken over this project, and after some early promise of a quick solution, work has slowed down. The temporary system in place now has taken the pressure off of getting this done ASAP, and additionally has given us some insight into how the new system should be set up. **Expected completion: unknown**

4.8.4.3   Revised Supervisor Operations Manual

Now that we have reshuffled the department, we can focus on these revisions. **Expected completion: delayed to end of Q1-2021.**

4.9 Conflict Resolution (NF)

4.9.1 Personnel

Each Region is currently staffed with five to six Divisional Conflict Resolution Managers (DCRM) handling the entire Region's caseload. This translates to approximately two or three cases a month, per DCRM, on a rotating basis. The increased caseload per DCRM, along with the sentencing guidelines, have greatly increased consistency. Since my last report, the CRM team has actioned 100% of our cases; no case has gone unanswered.

The Regional Conflict Resolution Panels (RCRP) are fully staffed and have each handled a least a case or two since the last meeting.

4.9.2 Communication

There has been little lingering confusion about the new Code of Regulations roll-out, following the correspondence referenced in my previous report.

4.9.3 Policy

The CRM staff has relied on and supported the manual and sentencing guidelines. No alterations have been necessary.

Additional, minor, edits of the Code of Regulations are required and discussed at the meeting. The User Agreement also requires updates, which will also be addressed at the meeting.

4.9.4 Conclusion

I am extremely happy with the progress we have made, thus far. We continue in the right and professional direction. The CRM department has turned our focus to fine-tuning policy, thus making them work for the network. The CRM department has also identified areas of venerability where members of the network have been involved in serious network-related, real-world harassment, and other unacceptable behaviour. We need to bridge the gap between applicable VATSIM policy and these actions. While they may occur off the network, outside the network's current control, or slightly outside the grasp of our current policies, we need to develop or update policy which allows CRM or the BoG to act upon these actions. This effort is necessary to retain and support the productive members of this network.
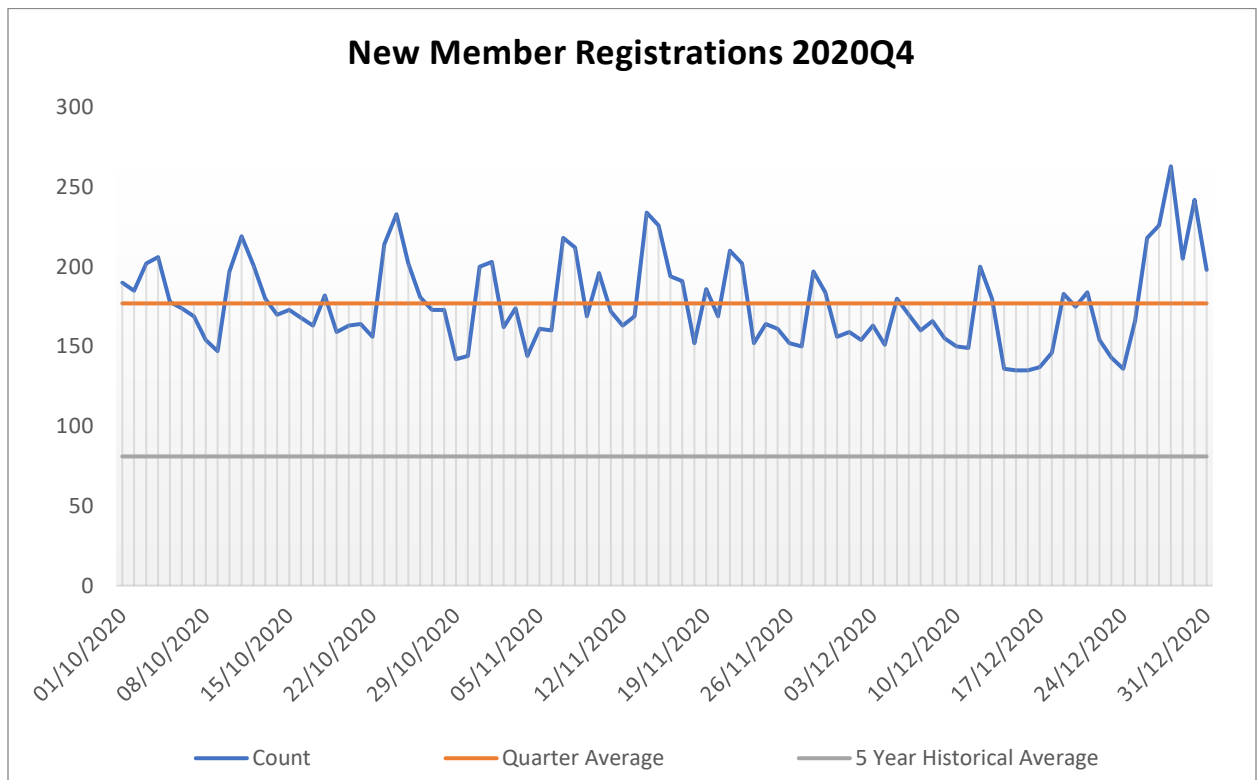
4.10 *Membership (DD)*

4.10.1 News/New Business

First, the COVID-19 pandemic, and now the introduction of the new Microsoft Flight Simulator (MSFS), have had a truly remarkable impact on the network. We have continued to see over 200% of the "normal" amount of traffic on the network during the quarter. I truly hate the saying, but we may be shaping new expectations of these higher traffic levels as our "new normal".
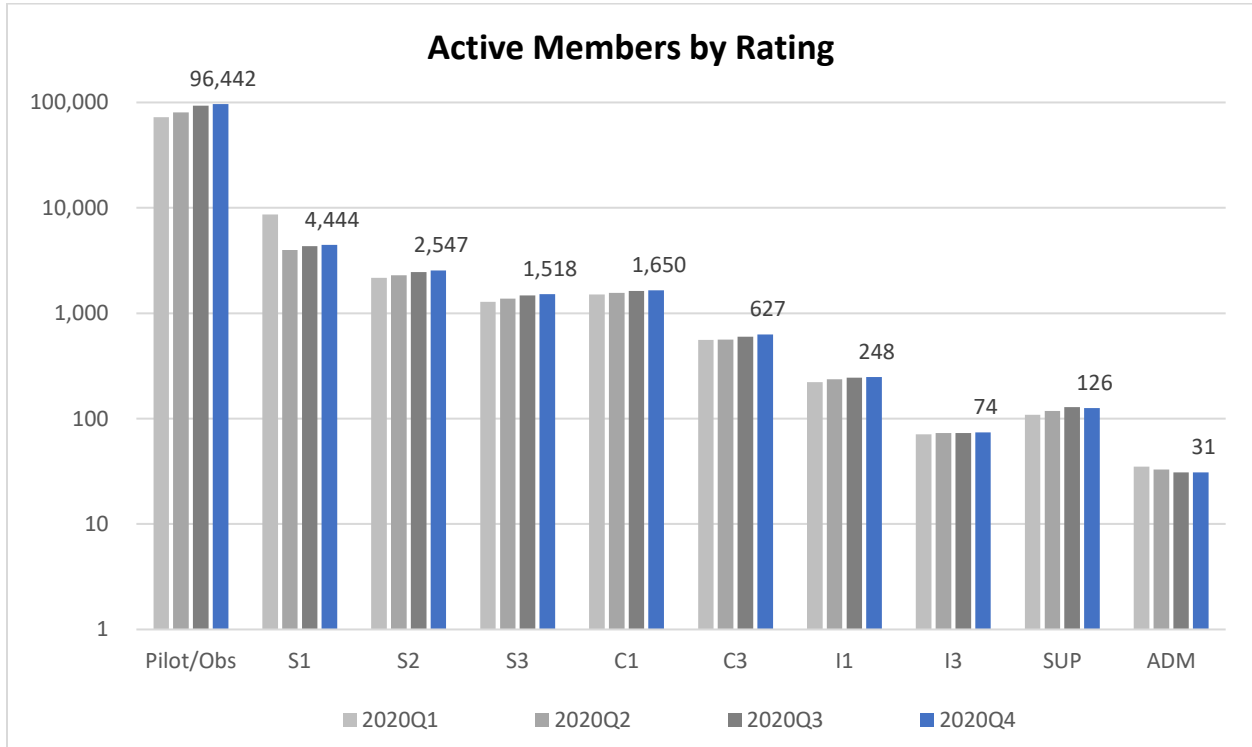
4.10.2 New Member Registrations

This past quarter, we saw 16,264 new member registrations, an average of 177 per day, an average of 2.2 times the (five-year) historical average number of registrations. While some of this can still be attributed to the pandemic's effects, a large portion of the increase is likely still attributed to the release of MSFS. That said, 5% of the registrations are from duplicate accounts. The primary accounts for many being near/over a decade old, from members returning to the network that had forgotten they had a registration.

New Member Registrations 2020Q4

4.10.3 Active Membership Statistics

As of 12 January 2021, the membership database shows that VATSIM has 107,707 active membership accounts. This is a 3.5% increase from the previous quarter and a 39% increase over the last year!

- 96,442 (90%) hold a Pilot/Observer rating
- 11,265 (10%) hold an ATC, Supervisor or Administrator rating

Active Members by Rating

Rating	Value
Pilot/Obs	96,442
S1	4,444
S2	2,547
S3	1,518
C1	1,650
C3	627
I1	248
I3	74
SUP	126
ADM	31

Legend: 2020Q1, 2020Q2, 2020Q3, 2020Q4

(Note: Y scale is logarithmic, not linear)

The percentage of members holding an ATC rating went down by 1% in the prior quarter. While that might be understandable based on the number of pilots joining the network to take advantage of the new MSFS, and the pandemic creating a tremendous strain on our training staffs across the globe, it is something we should certainly monitor, looking for progress in the coming quarters!

Active Members by Region

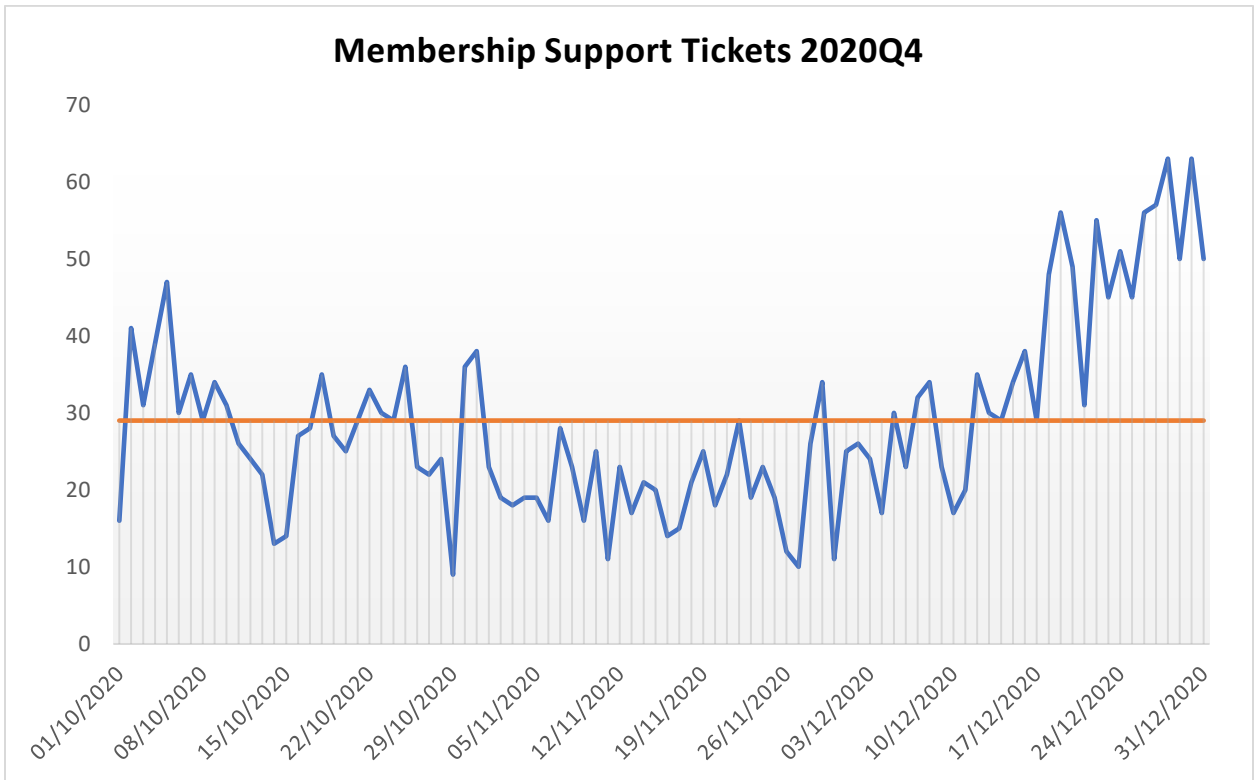**Active Members by Region 2020Q4**
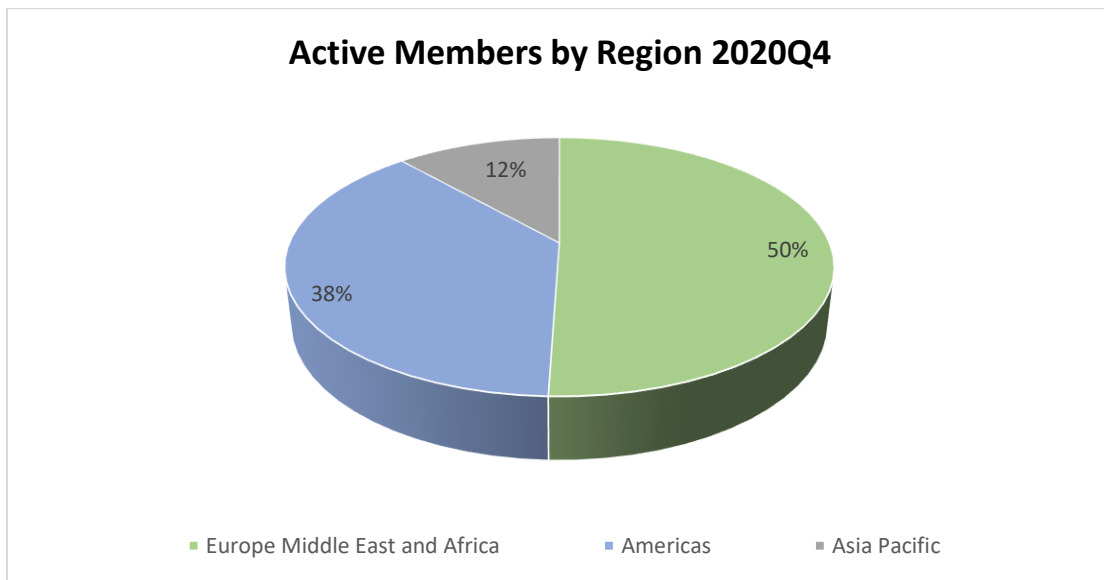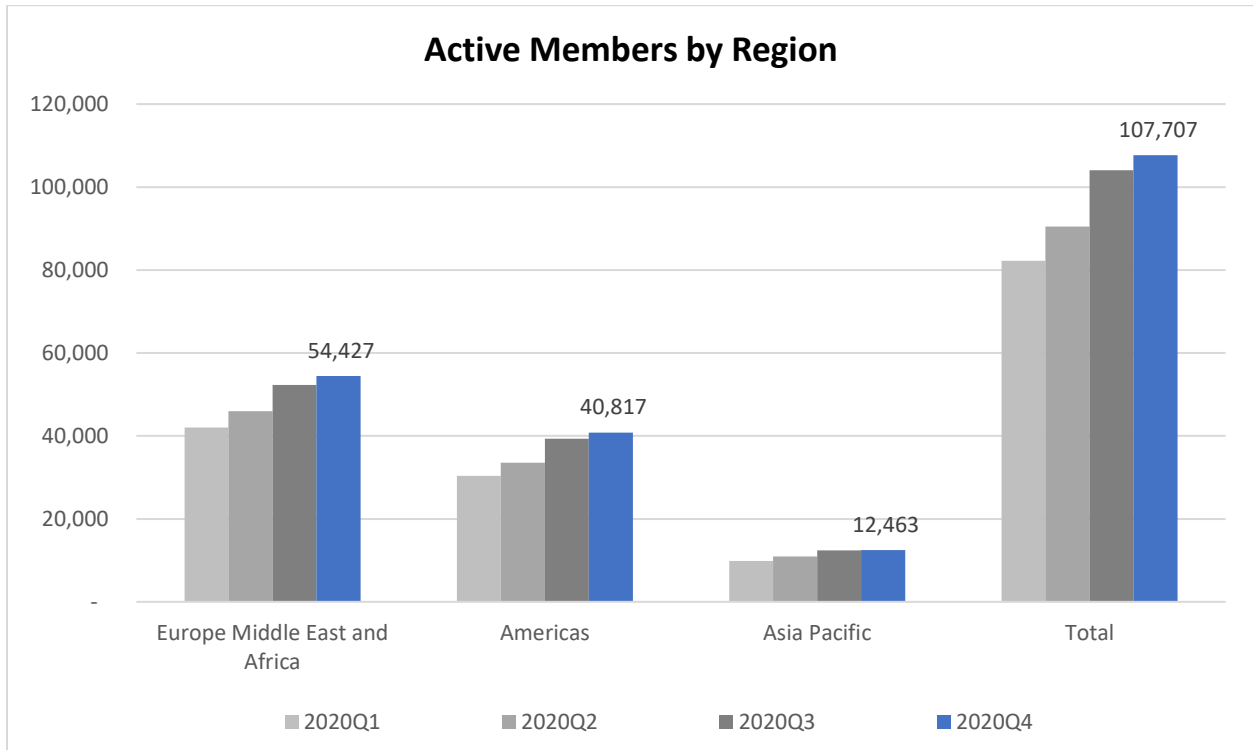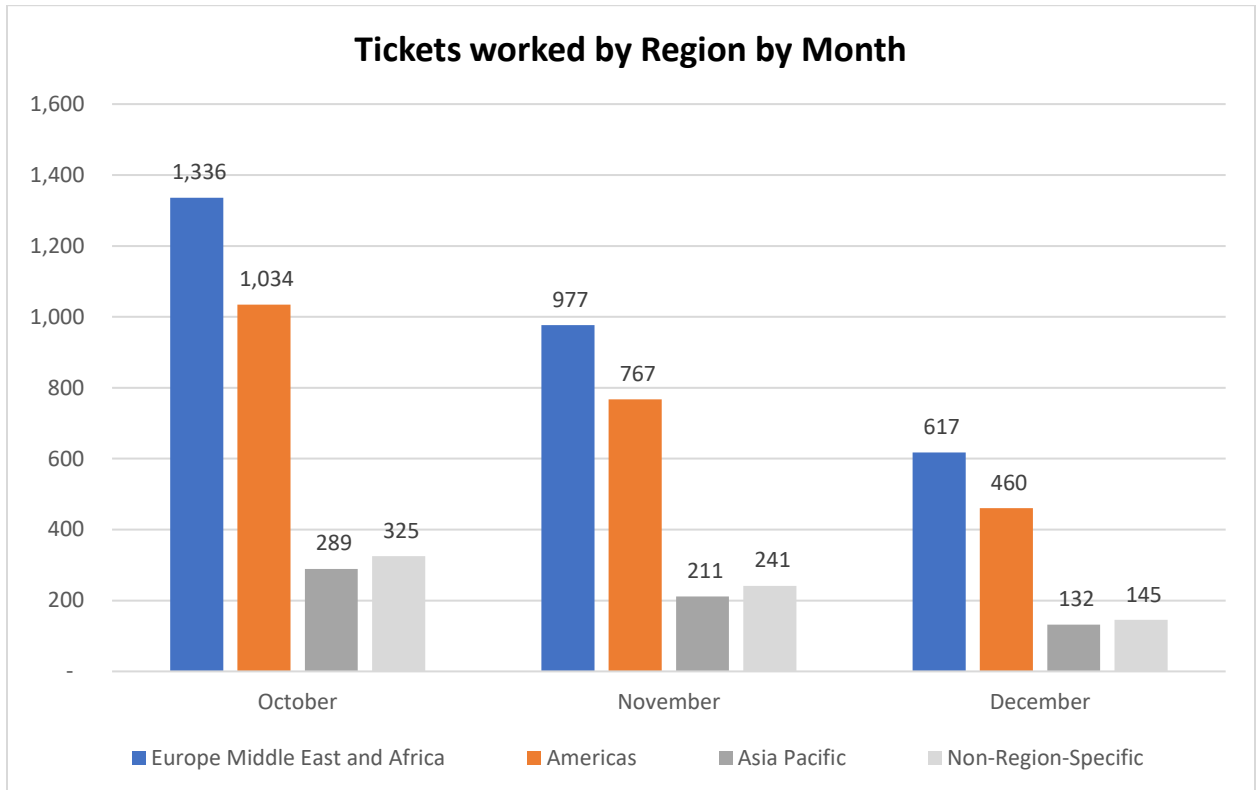

4.10.4 Tickets and Responsiveness

In 2020Q4, the Membership team worked 6,534 member support request tickets, double last quarter, an average of 71 per day, 4.7 times the normal average number of support

tickets. Looking at tickets by Region, tickets from the EMEA Region comprise 45% of the overall ticket count, tickets from the Americas Region comprise 35% of the overall ticket count, with the remainder of our tickets coming from the Asia Pacific Region and Supervisor referrals and other non-region-specific membership matters.

As with new member registrations, a significant portion of the increase is likely attributed to the release of MSFS. However, much of the rise has been due to a rapidly failing ticket system; a replacement is currently being investigated.

The average membership ticket is resolved within 15 hours of ticket submission, a slight increase over the last several months, mainly due to volume.

Membership Support Tickets 2020Q4

Tickets worked by Region by Month

	October	November	December
Europe Middle East and Africa	1,336	977	617
Americas	1,034	767	460
Asia Pacific	289	211	132
Non-Region-Specific	325	241	145

Legend: Europe Middle East and Africa, Americas, Asia Pacific, Non-Region-Specific

4.10.5 GDPR

In Q1, Membership and Web Services collaborated on the fulfilment of 8 right of erasure requests, 11 right of access requests, and 0 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.

4.10.6 Membership Team

The Membership and Data Audit teams are, by design, an extremely small, highly skilled and highly trusted cadre of members that give a significant number of hours and a significant level of effort, each and every day, assisting our members with a tremendous breadth of topics. The team of professionals are truly unsung heroes of the network, displaying their knowledge, dedication, and passion each and every day to benefit our members and our network. The fact that they have assisted an active membership base that has grown by 39% this year, through many membership tickets that doubled over

the last quarter alone, reflects great credit upon them individually, upon the Membership team, and the network as a whole.

4.10.7 Outlook

Next steps for Membership include continuing to work with Web Services efforts in continuing new systems development and migrating functionality from the legacy CERT and help desk systems to new systems that promise to reduce errors that impact Membership, Supervisors, and our members.

4.11 Virtual Airlines and Special Operations (RC)

No Report Received

4.12 Pilot Training (EH)

4.12.1 P0 New Member Orientation

We have implemented over eight languages other than English in which the New Member Orientation is presented. We currently have 5-6 more waiting to be implemented and a few others still in the works. Nearly 500 Real World License transfers were completed this quarter. New member orientation first-time pass rate is sitting at 63% with over 60% of new signups having completed processing since 18 August. While this percentage may be seen as "failing" on a letter scale, I believe it helps us weed out many people who don't have the right mindset or drive to fit into and enjoy our community. We will always have those who slide through the cracks, but with some form of pilot accountability, we can begin to finally bridge the huge lapse in expectations pilots are held to versus controllers. We now can force various questions on all exams in the question bank. I plan on utilising this to better focus on common areas of deficiencies seen in new members to help them be better prepared for the network.

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

Current special emphasis projects include a one-stop detailed, easy to understand, and interactive explanation on how top-down ATC works. We always see people struggle with this concept and feel this resource may help the community, controllers, and new members better educate themselves on how this system works using this resource. Additionally, I aim to complete our chart reading project where members will learn how to find, interpret and apply information found LIDO, FAA, and Jepp Charts.

4.12.3 ATO Application System

Six-plus new ATOs on standby to run through the new ATO application system. Work on this system in conjunction with PRAMS 2.0, has recently been assigned to a dedicated person, and I am aiming for it to be completed Q1 2021.

4.13 Marketing and Communications (MB)

4.13.1 FlightSim Expo 2021

a. FlightSim Expo is scheduled for 4 June – 6 June 2021 in San Diego, California, USA.
b. The plan is currently for a hybrid online and in-person event. This is subject to change over the coming months. If the event continues with an in-person contingent, VATSIM is planning on attending, but the size of our display may be smaller than in previous years.
c. We are currently waiting for more information from FlightSim Expo on their plans given the consistently changing world dynamic.

4.13.2 Navigraph Survey

a. VATSIM was once again invited to contribute to the Navigraph Flight Simulation Community Survey.
b. We had a significant number of our members complete this survey, and the results have been distributed.
c. The survey results can be viewed at https://vats.im/navigraph20

4.13.3 Changes to VATSIM Events advertisements

a. We have created automation to remove the manual scheduling process from advertising events on social media.
b. This automation currently works only on Twitter, and as a result, we have decided to suspend broadcasting events via Facebook.
c. Events are now advertised about 2 hours before start on the community discord and Twitter. Other sources to find events are vats.im/events and myVATSIM.

4.13.4 Community Discord

a. The VATSIM Community Discord server continues to see large numbers of members joining. Many great discussions and other community-building topics are going on in this server, and it seems to be a great success.
b. VATSIM members can join the community discord at community.VATSIM.net

4.13.5 Other Work

a. Created a new logo/style for VATSIM South East Asia
b. Created new logo/style for VATSIM Sub Sahara Africa
c. Icons for the three new VATSIM Regions
d. Bunch of other small graphic design assignments
e. A short video to celebrate one year of AFV
f. Halloween and Christmas themes for the Discord

5 Other Business and Closing

5.1 Other Business

5.1.1 VATSIM 20 Years

MR reminded the BoG that 10 July 2021 is the 20th anniversary of VATSIM. We did a lot for the 10th anniversary; we should be planning something for 20 years. MB stated that his team has already started to work on ideas. Due to the global pandemic, it is unlikely that it will be possible for a physical meet-up or convention.

5.1.2 Model Matching

Everyone will be aware the FLAI have withdrawn their service. VATSIM is working with the Alpha India Group for a solution moving forward.

5.2 Closing

GL thanked all attendees for their attendance and closed the meeting at 23:11z.

6 Action Items

Action	Person Responsible	Due Date
Produce a one-page report on the future of Iron Mic	Mark Richards	31JAN21
Produce a 'next steps' plan for the strategic direction plan	Tim Barber	31JAN21
Arrange a working group to investigate the pilot accountability process and report progress	Ethan Hawes	17APR21
Update of the CoR Document and take to the founders for approval	Gunnar Lindahl	17APR21