



QUARTER 1 2025 BOARD OF GOVERNORS MEETING MINUTES

WARNING

**Information contained in this document is
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only.**

Control Pages

Document Identification

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0.1	23 Apr 2025	Initial draft	DD
0.2	26 Apr 2025	Incorporated requested updates	DD
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1.0	26 Apr 2025	Release	DD

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1 Opening and Roll Call

The meeting was opened at 2002 UTC on 19 Apr 2025 by Tim Barber.

1.01 *In Attendance*

Tim Barber (TB) – President

Don Desfosse (DD) – Vice President, Operations

Mani Manigault (MM) – Vice President, Americas Region

Anastasios Stefopoulos (AS) – Vice President, Asia Pacific Region

Simon Irvine (SI) – Vice President, Europe, Middle East, Africa Region

Nick Cavacini (NC) – Vice President, Supervisors

Nicola Felini (NF) – Vice President, Conflict Resolution

Alan Cooke (AC) – Vice President, Membership

Roger Curtiss (RC) – Vice President, Virtual Airlines and Special Operations

Rob Shearman, Jr. (RS) – Vice President, Pilot Training

Jannes van Gestel (JVG) – Vice President, Marketing and Communications

1.02 *Regrets*

Matt Cianfarani (MC) – Vice President, Technology

Gunnar Lindahl (GL) – BoG Member at Large

1.03 *Ad hoc Votes Since the Last Meeting (DD)*

The question of "To approve and publish the 2024Q4 BoG Meeting Minutes" has been resolved.

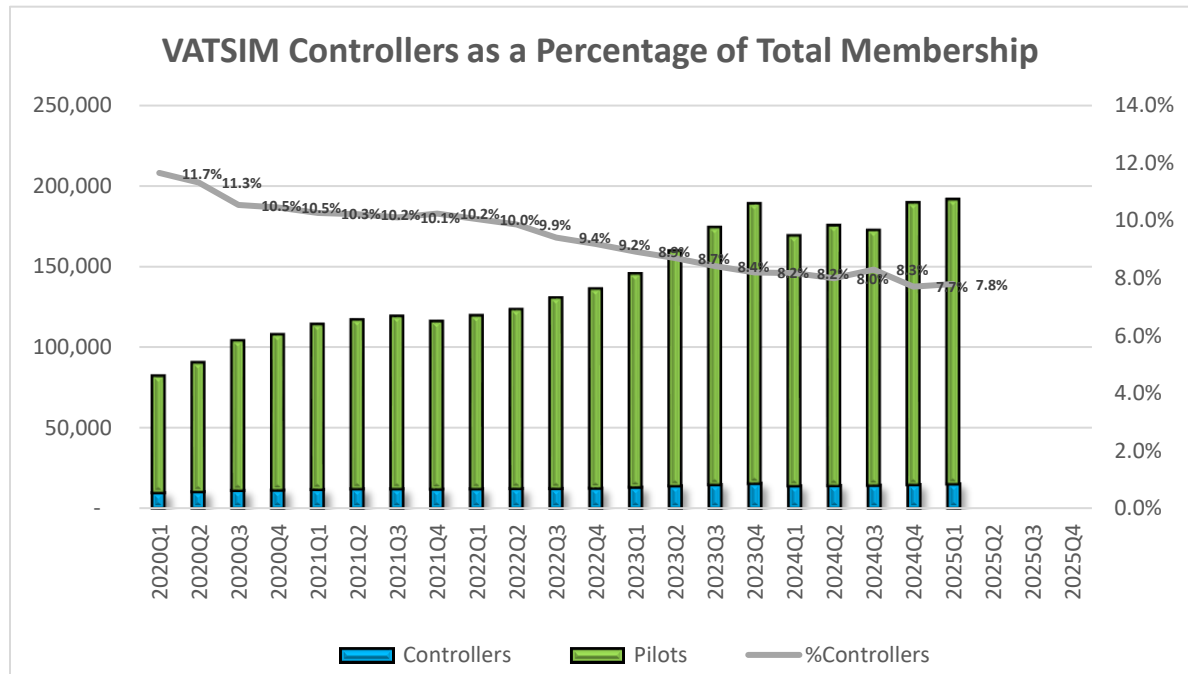
Results: With 12 votes Yes, 0 votes No, and 0 votes Abstain, the motion has carried.

2 Key Metrics

2.01 Membership Key Metrics (AC)

We are currently at 191,316 active members. We're averaging 72 new members per day.

- 176,385 (92%) hold a Pilot/Observer rating
- 14,907 (8%) hold an ATC, Supervisor or Administrator rating



2.02 VATSIM Funding Status (TB)

VATSIM currently has operating reserves in the contingency fund for at least 12 months of operation on the assumption that monthly expenses remain relatively constant at around \$1,350 per month on average. This reflects a significant reduction in expenditures, which was necessary due to a reduction in donations. We have scaled back services prioritizing maintaining user experience as best possible under the circumstances.

We currently have 154 active recurring donors. Our average donation amount is \$10.96.

We continue to project that the network will continue to be self-sufficient as long as the recurring donation level remains stable or increases to prior levels. We continue to experience a number of members that had originally signed up for recurring donations

that are no longer donating, likely driven by changing financial account information but not updating our donation site with the updated information.

VATSIM, Inc. filed its annual financial disclosure with the IRS.

3 Old Business

3.01 *Technical Project Pipeline and Status (MC)*

No significant change this quarter.

3.02 *Event / Airport Rating Systems (JVG)*

The call to implement this initiative has significantly reduced. We will hold this initiative in reserve.

3.03 *Policy Update Status (DD)*

DD presented an update on current policy review and update status; looking for the ETCs for the remainder and/or need for assistance. NC has draft CoR and CoC updates out to the BoG for review and comment.

3.04 *CTAF Trial (NC)*

Reviewed CTAF trial results so far. Generally received very well, no significant negative feedback. Continued social media posts that a few individuals are actively refusing to use it, believing the old way of using Unicom was just fine; such posts have received significant push back supporting the use of advisory frequencies and warning that intentionally violating the Code of Conduct should be met with disciplinary action. Acknowledgement that some members continue to not use Unicom, now they are not using CTAF, and some aren't using either.

We believe we are ready to move from a trial to permanent adoption of the initiative. Will make that official once CoC and CoR updates are approved.

Discussed a strong desire to pursue ways to scrape current CTAF frequency data from

public sources to minimize manual data entry and update. For US, FAA data may be available. We should investigate other countries, and/or a centralized data resource like Navigraph. JVG agreed to see if Navigraph data made available to VATSIM includes CTAF data.

4 New Business

4.01 *SayIntentions.ai (DD)*

Sayintentions.ai has again approached VATSIM directly and via some community leaders expressing continued interest in integrating the two services. SayIntentions believes they can now do a lot more without significant VATSIM development assistance.

Action: MC to set up an exploratory meeting with SayIntentions, TB, DD and MC.

4.02 *Allowance for Multiple Control Positions (NC)*

Recent discussion in VATUSA around allowing one controller to open multiple lateral control positions (e.g., SAN_TWR and LAS_TWR), with an aim toward reducing workload on higher, busier sectors/control positions. NC sent a draft document to describe the concept and potential implementation needs.

Action: All BoG members to review draft and provide comments by end of April.

5 Departmental Updates

5.01 *President (TB)*

- Going to FSEXPo. VATSIM is a Gold Sponsor of FSEXPo. DD, MC, RS and JVG are also going.
- Kudos to JVG for coordinating agreement and partnership with Navigraph to provide navdata for ATC clients, as well as all those that participated in reviewing and discussing the draft agreements.
- Reminder that TB will not continue in the President role at the conclusion of his term; will be speaking with potential successors over the next few months.

5.02 *Operations (DD)*

Accomplishments

- Resolved 2 Safeguarding Minors situations.
- Collaborated with IVAO on 5 issues to protect both networks, particularly minors on both networks.

Projects in Process

- Continue to work to ensure all VATSIM policies are reviewed and updated as necessary on a timely basis.

Outlook

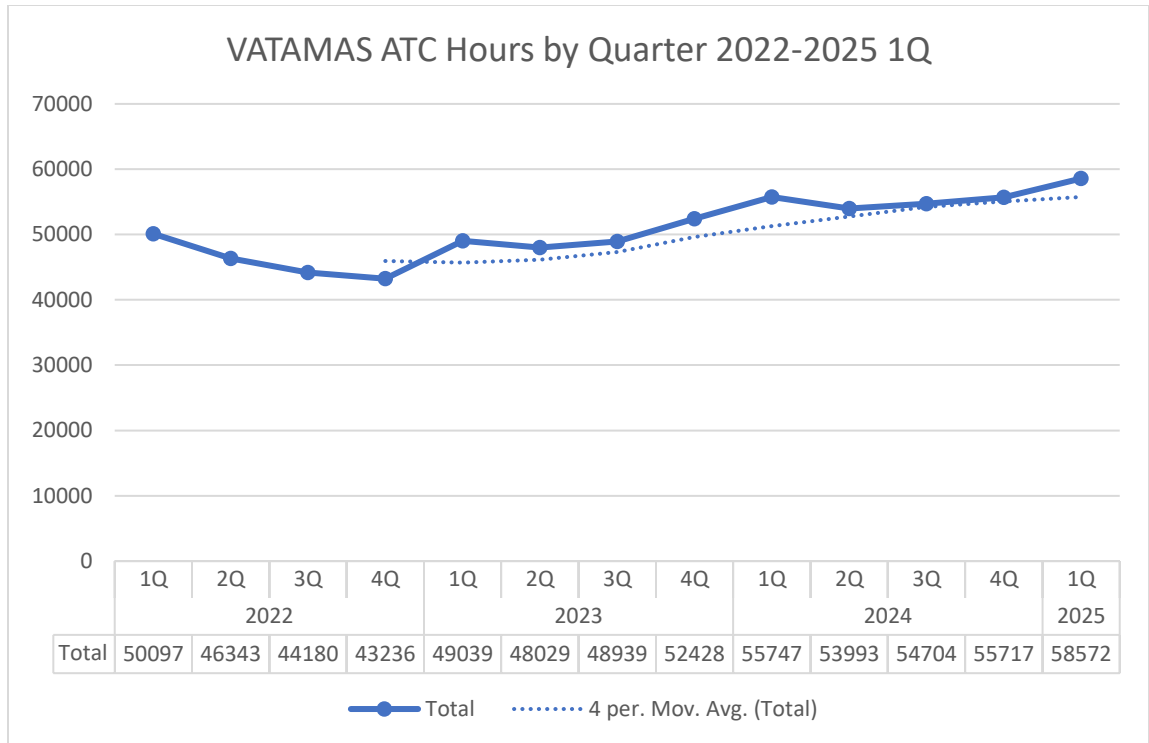
- Continuing to work with Technology for priority in with automation that promises to improve efficiency and velocity for the network and the members we serve.

5.03 *Americas Region (MM)*

Region Report Summary

Controlling activity in the Americas Region continues to be in an uptrend from the 4Q 2022 low to 1Q 2025. On a quarterly basis, VATBRZ and VATCA have experienced four quarters of increased controller activity above their trendlines. VATUSA's controlling activity has been in an uptrend for 10 quarters.

All Divisions participated in CTL during the quarter, but VATSUR has pulled out of the event due to low South American pilot demand. The event may be repurposed to focus on smaller crossfire type of events with other AMAS Divisions.



Divisional Updates

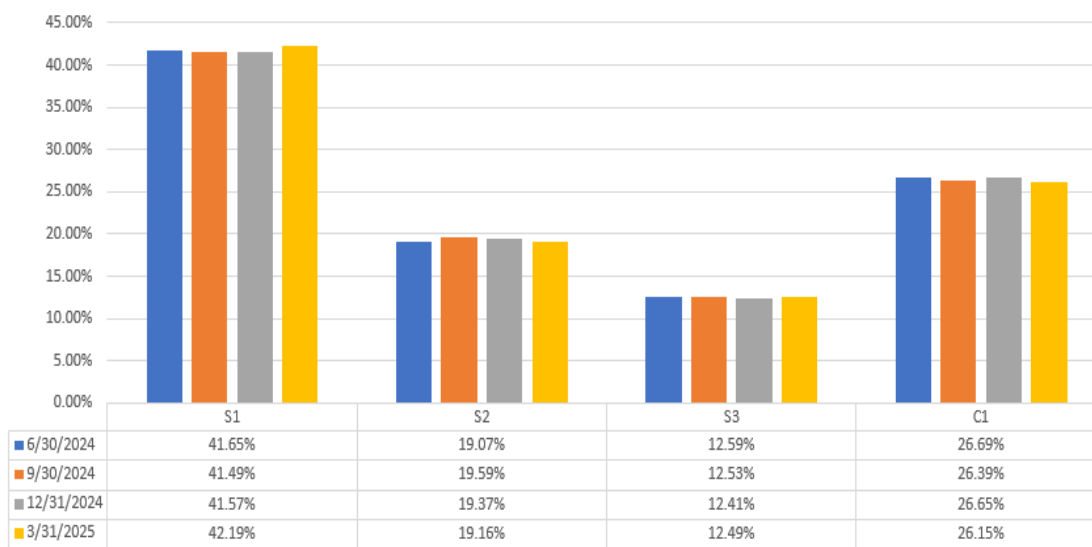
- **VATBRZ:** OBS to S1 progression has returned to the norm of 12 days. Division added 2 new ATC mentors to help with training demand and keep wait times as low as possible. Division experienced significant increase in Tower, Approach, and Center controlling activity.
- **VATCA:** Division is finishing ATO paperwork and will submit to VATSIM for approval shortly. New ATC training material being piloted. Division is working on a new training portal and webpage. There were 5 successful events in the quarter. Division is a more active participant in VATSIM events. Social Media content is successfully attracting new members.
- **VATCAN:** On average OBS to S1 progression is taking 6 months with a range of 1 month in CZUL to 10 months in CZEG. Overall, pilots are frequently closing their STAR without clearance, confused about how to find/calculate indicated airspeed, not monitoring their flights properly. FSS controllers are experiencing high levels of pilots being away from keyboard. Division Director is interested in hosting a Pilot Training Department presentation for his staff members.
- **VATCAR:** OBS to S1 progression continues to be 2 weeks. Division is considering establishing an ATO. Pilots are forgetting that Division is participating in the CTAF pilot, but this has not been a huge distraction for controllers to date. Division is working on a robust hit squad platform that will provide further incentive for visitors to join that team.

- **VATMEX:** Division accept 4 IVAO members this quarter. Division ran a member participation poll. There is interest in creating an Iron Mic style event and milestone rewards. Pilots continue to have difficulty following SIDs STARs and navigating non ILS approaches. There were no reports of WALLOPs not being answered during the quarter. Events are being well attended. Major events are in the pipeline with Houston and Albuquerque ARTCCs, VATCA, and VATCAR.
- **VATSUR:** Division promoted a high number of members to S1 and S2. ATO activity remains stable with 45 students in practical phase and 58 registers to take their theory exams. Six trainees did not pass their theory exam this quarter. The Division has withdrawn from future CTL events due to low percentage of South American pilot participation. Division will focus on local traffic events and crossfire events with VATBRZ.
- **VATUSA:** Division is pressing forward with consistent donations to be self-efficient (paid up) for 11 months. Division is looking at ways to cut costs and potentially switch to other hosting platforms. A small amount of airspace designations have been redefined and approved by RVP. Division promoted 20 members to S3 in the quarter. Student to teacher ratio is 5.5:1. Flight Across America YouTube series concluded in 1Q 2025. Social Media team has been tasked with furthering pilot outreach. The new My VATUSA portal is 90%complete. FS Expo planning is in progress.

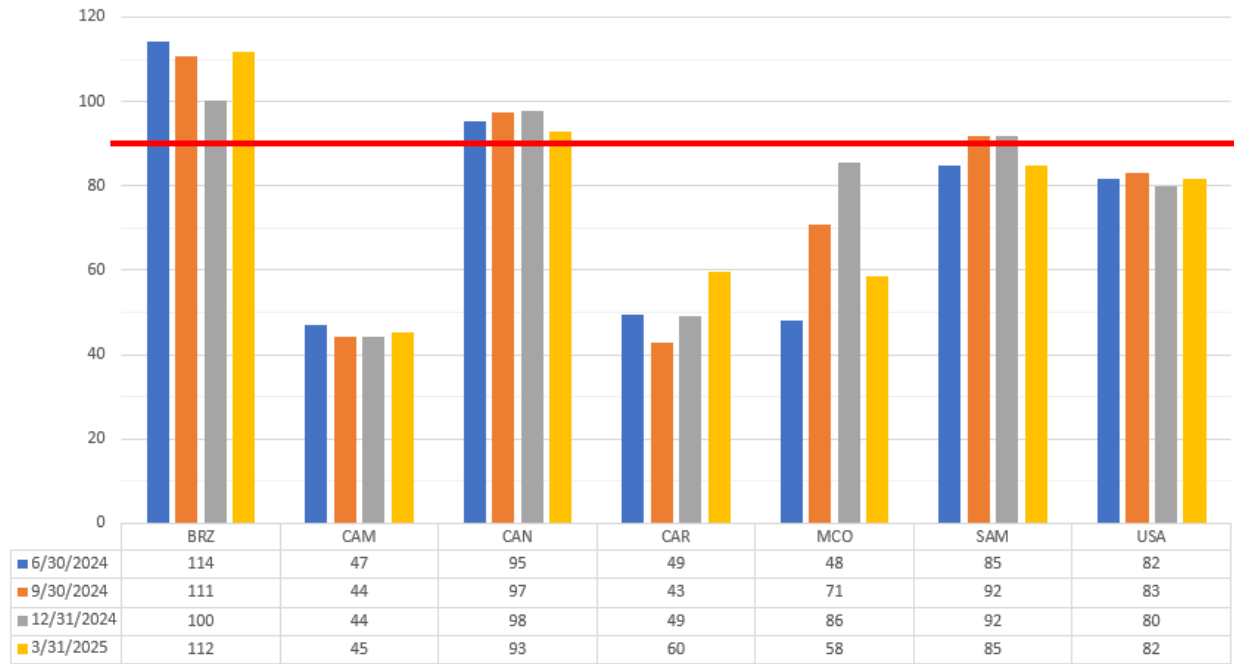
Census

Rating	VATBRZ	VATCA	VATCAN	VATCAR	VATMEX	VATSUR	VATUSA
S1	21	7	271	20	0	156	387
S2	13	4	39	13	16	155	265
S3	18	2	23	11	6	120	220
C1	15	7	82	15	17	166	367
C3	7	1	29	0	4	45	94
Total	74	21	444	118	43	642	1333

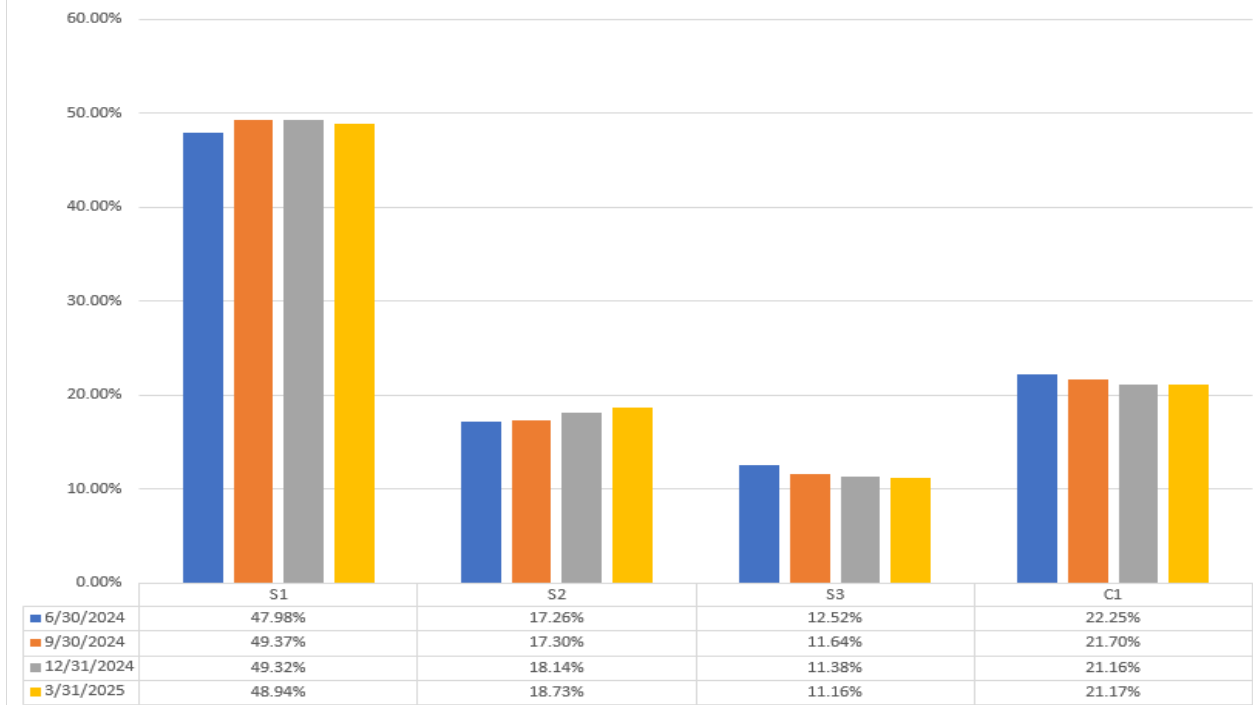
Unique Member Terminal Login by Rating AMAS T12



Member Average Days Since Last Login by AMAS Division T12



Member Last Login >90 Days AMAS Region by Quarter



5.04 Asia Pacific Region (AS)

VATAPAC

The first quarter of 2025 has been stable across the Region in terms of organization of events (VATPAC, VATSEA, VATKOR and VATPRC starring for this quarter) and ATC training.

It has been noticed that ATC training takes place in regular intervals though some divisions fall behind on organizing ATC training due lack of local mentors/instructors resulting to extensive waiting periods for students. We are getting feedback from local communities and we are looking to find solutions for those Divisions that are in need.

New vACC directors appointed for Singapore and Hong Kong. Singapore vACC is committed to advancing technology, streamlining training, and strengthening its foundation in preparation for the next wave of recruitment as it moves into a new era and we are looking forward to its progress.

Major events took place within Asia Pacific Region, Cross The Land and 24 Hours of VATSIM. These events offer a unique experience for pilots and controllers exploring different airports and countries.

VATJPN

- No significant update this quarter

VATKOR

- New SOPs developed for all Major Airports in the Incheon FIR.
- There have been a total of 10 events during Q1-2025, 4 domestic and 6 International events in cooperation with VATROC, HKvACC and VATJPN.
- 74 new members joined VATKOR site.

VATNZ

- No significant update this quarter.

VATPAC

- Constitution public review completed.
- Discussions with VATNZ taking place for an LOA , reviewing differences between VATPAC and VATNZ procedures for a Moodle course to be made as it will help controllers exercising their privilege to control , for example, across The Ditch, in line with the standing agreement with VATNZ.
- Plans for organizing a conference within Q4-2025. VATPAC focusing on obtaining sponsorships and guests to present at the conference. Community interested in assisting with planning.

- CTAF update: This is WIP. VATPAC has provided a CSV file to VATSIM containing the CTAF data. Looking the possibility of API implementation. Discussions in progress with VATSIM Tech team.
- The Data Handling Policy, Staff Conduct Policy and Virtual Airline Policy are due for review.
- Plans for updates to the data handling policy to ensure it is worded clearly.
- Discussions held regarding C3 rating prerequisites. The course will be updated to only have a Moodle exam as a competency check on more advanced controller techniques, and to remove instructing requirements.
- Updates to enroute and TMA sectors. Relevant section “Air Traffic Services” under 3.2
- Discussions have been held regarding ways to improve communication for SOP updates, as the frequent changes can make it challenging for less active controllers to stay current.
- The Community Policy is scheduled for review in Q2.
- The Events Department trialed numerous “Once off” Event Series (Melbourne Grand Prix Fly-In, ‘Prop Party’) with positive feedback. The Pilot and Controller's participation in these events indicated the community's enjoyment of the Metro-D event.
- The Technology Department prioritized essential maintenance and system upkeep.
- In collaboration with ATS, the Membership and Marketing team produces videos to explain recent changes to our operations.

VATPRC

- 1 controller was promoted to S2 rating.
- Several events took place within Q1-2025

VATSEA

- Steady and positive growth. A plethora of local and international events have been organized within Q1-2025. All events are mentioned in the relevant Division report.
- Total of 35 rating upgrades, a notable increase from 30 in the previous quarter. 8 members graduating as C1-rated controllers. The dedication of trainees and the support of mentors and training staff is remarkable.
- A key change affecting training operations is the upcoming shutdown of ATSimTest, a tool many of our vACCs have relied on for assessments for years. VATSEA actively exploring alternative solutions.
- VATSEA is gearing up for a wave of technological upgrades in Q2 and Q3 2025.
- A total of 23 membership transfers this quarter for ATC training.
- HKvACC hosted a live event in collaboration with the Aviation Club of Hong Kong, China (ACHKC). New vACC director appointed.
- Indonesia vACC: 2 new ATC rating upgrades and 2 staff changes.
- Malaysia vACC focused on ATC training to clear at least half of S1 Controllers to S2

rank, as well as S3 and C1 students to achieve their rating. Events were hosted together with neighboring vACCs.

- Philippines vACC activity is good and steady with 2 events organized.
- Singapore vACC will be implementing several upgrades to its training programs and provide new applicants with a deeper understanding of VATSIM and the vACC operations. SINvACC's Tech Department has developed an FTP server to support the AMAN Maestro system, improving sequencing for Approach and Radar controllers. A trend where controllers tend to go inactive during significant progression milestones, such as achieving an S3 or C1 rating. The vACC looks ways to mitigate this. A new vACC director has been appointed effective as of 1st April 2025.
- Vietnam vACC maintains 2 events per month and looks ways to boost traffic in the area.
- Thailand vACC remains in unofficial vACC status. WIP to re-open to full operational status in the coming quarters.
- Myanmar still managed by Specialist Project. It has picked up activity to cover the unofficial vACC status.

VATWA

- No significant update this quarter

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

Europe (except UK)

- There have been a few staff changes in a few vACC Leadership positions, nothing out of the ordinary.
- Community Director position is currently in the interview phase, with Nicolas having resigned about 3 weeks ago due to time limitations and motivation.
- Core works are progressing, always including new feature to satisfy the requests of the vACCs and EUD divisional staff as well, making a complete all-in-one system good to use.
- With the integration of a new Community Director, our focus will shift to promoting more of the smaller vACCs, involving them in events and promotion from our side, looking to have members of the network discover airports and airspaces which are usually not that busy.
- CTL preparations for the next edition already in works, with a "Rulebook" currently being prepared, serving then as a "governing book" for all upcoming editions, including limitations etc.

Russia

- The Division continues to welcome new users at a stable rate. However, active participation varies significantly across regions—from several hundred active users in western areas and major cities like Moscow and St. Petersburg to barely a dozen active users in Siberia and the Russian Far East. To address this imbalance and ensure better organizational and training preparedness, the Division has decided to postpone the Subdivisions implementation for at least six months. This delay will allow us for more thorough planning in both administrative operations and training center development.
- In Q1 2025, 66 new cadets were enrolled in the Pilot Training Center. One new first-year instructor was trained and added to the team. Two pilots successfully obtained their PPL/ASEL certification. VATRUS PTD management attended the general VATSIM PTD meeting, where it was collectively decided to abolish instructor ratings (which our instructors never received in the first place). Additionally, the overwhelming majority agreed that the previous VATSIM PTD leadership's decision to centralize the examination process was incorrect. We await the official VATSIM PTD decision regarding the reinstatement of our examiners in PRAMS. In the meantime, we continue conducting training and certification for flight personnel, recording the results in the autonomous flight crew licensing registry.
- A new event management core (API-based) is currently in development.
- In the Q1, the VATRUS Division hosted over 40 events across multiple formats. Several Real-Ops events were organized by our regions using the Division's slot system at slots.vatrus.info. Additionally, regions continue to hold regular online days on a weekly basis. To streamline event management and enhance the experience for organizers, we have begun developing a new event calendar portal. This platform will simplify coordination and improve accessibility for event staff. Interaction with the audience continues by informing them about the activities of the division using the main social networks, some of which are getting more interested subscribers. Announcements of the events are also published on time using official VATRUS and VATSIM websites in accordance with the requirements of the network (with the check for relevance of information).

UK

- Overall, the year has started in strong form. ATC Training exam passes remain modest compared to the same quarter in 2024, however it is often difficult to draw meaningful comparison between quarters given the training times and quantities of students we actively mentor at any given time. This often exaggerated at the S3 and C1 level in particular, however I am still pleased with the quantity of exam passes we saw this quarter. S3 training remains our largest bottleneck and heading into Q2 without a dedicated Approach TGI is not ideal, however the persistently poor feedback regarding the attitude of the outgoing Approach TGI was not acceptable and our staff team must lead by example in this regard. We continuously monitor feedback regarding all controllers to identify individual trends, particularly at the

C1/C3 level where poor attitude most often raised as an issue. We suspect this to be the case due to issues stemming from poor pilot quality and to investigate this further, we recently shared two surveys within the Division, one for members and one for ATC Training mentors. Although the results of this survey are yet to be analysed in more depth, a quick inspection of the responses confirms that a majority of controllers have reduced the amount they control due to pilot quality impacting on their enjoyment of the Network. We look forward to sharing the results of these surveys with the region soon and identifying areas in which the Division can assist in tackling the problem of pilot quality on the Network, as it is clear that this is having a large effect on our members.

- The reduction in training staff admin burden has been made possible through a slew of infrastructure changes made by our Technology Team. This has been an extremely busy quarter from a development perspective and I would like to highlight Callum Axon in particular as playing a large part in this effort. We are currently exploring the possibility of integrating our booking calendar with external sites such as VATSIM Radar and Statsim. Integration with the VATSIM Booking Calendar is also planned, however the user interface of this site needs rework before it is in a useable state. Changes have been made to public aspects of our website such as the CTS bookings calendar and the Core feedback system. The latter had been abused for many years by individuals attempting to determine another member's name where they have logged in with a CID only, so I am pleased to see that VATSIM UK is now aligned with the privacy principles laid out within the Code of Conduct. The changes to the CTS bookings calendar were made in part to address the same issue, however we were also recently made aware of a handful of individuals using this calendar to harvest booking data. From this data they were able to piece together an accurate training log of students, including when they began training, how many sessions they have received, how frequently those sessions took place and how many exam attempts they took to achieve their rating. This training log was used to challenge the ATC Training Department's decision to issue to training places to two students despite due process being followed in both cases. We regularly provide transparency on the allocation of training places through Town Halls and other outreach sessions, however the rumours which circulated in both cases only serve to damage the credibility of the department and the hard work which goes on within.
- Pilot Training has seen it's busiest quarter in 2 years and I expect the addition of new staff into Darren's team will allow him to maintain some of this momentum heading into Q2. The recent removal of the P5 course was well received by the Pilot Training team, although recent concerns have been raised regarding the practical implementation of training and examination officers required by the PTD. Crucially, these roles must be assigned to two different individuals who must act independantly - i.e the examination officer may not have any input into the creation of training syllabi and the training officer may not have any input into the creation of examination procedures and standards. Such a division of responsibility is not mandated anywhere else on the Network and given that we are only training

individuals for virtual ratings, a more pragmatic approach would be greatly appreciated by the Division.

- We welcomed Archie Middlefell into the role of Operations Director after Jack stepped down from his temporary appointment in the middle of March. Archie is being supported by Ben and Adam within the DSG as he was relatively junior within the staff team prior to his appointment and the role of Operations Director can be very demanding. That being said, he demonstrated an excellent attitude during his interview and had a number of ideas to improve the way in which the department runs. Although inducting and upskilling newer members into our staff teams does represent a large burden on the existing staff members, we believe this is crucial to ensure a healthy talent pipeline which will in turn drive greater interest in staff roles from other members. On a similar theme, we recently introduced the concept of 'Senior Staff' members - these are appointed as deputies in their respective departments and attend open portions of our DSG meetings. It is hoped that this will set a clear route of progression within departments and provide staff with the necessary skills to apply for a DSG level position in the future.
- Events remain a challenge as usual and posting on myVATSIM is becoming less viable with each passing quarter. Naturally when an event is posted on myVATSIM it has the effect of increasing pilot numbers, however it also appears to decrease the general quality of the pilots who fly - possibly due to newer pilots chasing ATC coverage during events. I am keen to utilise myVATSIM to showcase the quality and quantity of ATC which our Division has to offer, however this cannot be at the expense of the controller experience. Organising events directly with UK based Virtual Airlines appears to attract a much higher quality of pilots at a manageable, yet crucially, enjoyable level for controllers so I expect a general shift in this direction for future events. The Division was equally thrilled to be approached by iniBuilds and Big Jet TV to celebrate the release of the A350 and Heathrow scenery for MSFS 2024. This event, livestreamed by Big Jet TV, provided excellent exposure for the Network to a largely unfamiliar audience and comments from viewers were overwhelmingly positive. Many viewers were amazed that a free-to-use, volunteer led organisation such as VATSIM existed and frequently commented on how realistic the experience seemed, with particular praise directed towards the quality of ATC at both Amsterdam and Heathrow. It was somewhat disappointing to see the abruptness of a Network Supervisor captured on this livestream, however the interaction was handled well by Big Jet TV and didn't appear to be received negatively by the audience at all.

Middle East and North Africa

- Overall a very positive first quarter of 2025 for VATMENA. As explained above some excellent work by all the vACCs has contributed massively to increased controller activity, increased new joiners, and a lot more rating upgrades than we've seen in a while.

- Over the next quarter we'll be looking forward to assisting NEA with further expansion, and starting to run their first events within MENA. I see the vACC having huge potential which just requires a few more staff members to join the vACC, and assisting them setting up their training plans and processes.
- A rewrite of the CTL systems is being undertaken in conjunction with EUD staff, to enable easier workflows and reduce workloads on the team.

Israel

- In recent months, most of the efforts have been invested in working on the new training system - the system will allow trainees to track their notes in sessions, which should help them prepare and improve. In addition, the system will make learning materials more accessible to trainees in a more convenient and clear way. The system will allow the ATC training manager to track all trainees and their progress, which will allow him to ensure that all certifications are conducted to the required standard.
- We have been working on getting our control room up and running in the last few months and we hope to be able to host an event there soon. We are also working on a few events that are expected to happen in the coming months.

Sub-Sahara Africa

- No significant update this quarter.

5.06 *Technology (MC)*

Work this Quarter:

- Eliminated some services/tools to contain costs.

Near-Term Priorities:

- Continue recruiting efforts to enable bandwidth and speed

5.07 *Supervisors (NC)*

Senior Staffing

No changes

Current Roster and Application Update

- There are currently 146 active Supervisors and 5 candidates in-training.
- Applications remain open and reviews are ongoing.

Conduct Trends

- The department has noticed a trend of pilots flying on the network for extended periods of time in observer mode for one reason or another. In some cases, pilots are attempting to reserve a callsign. In others, pilots believe that they can fly as an observer to avoid having to interact with others on the network. Neither of these practices are considered a proper use of the network or our resources.
- Pilot competency continues to be a critical area for the department. The data shows slight improvement since the new P0 course was released, though this metric will likely lag due to various factors.
- Overall suspension numbers during this quarter have been a downward trend.

New Business and Ongoing Projects

Pilot Quality

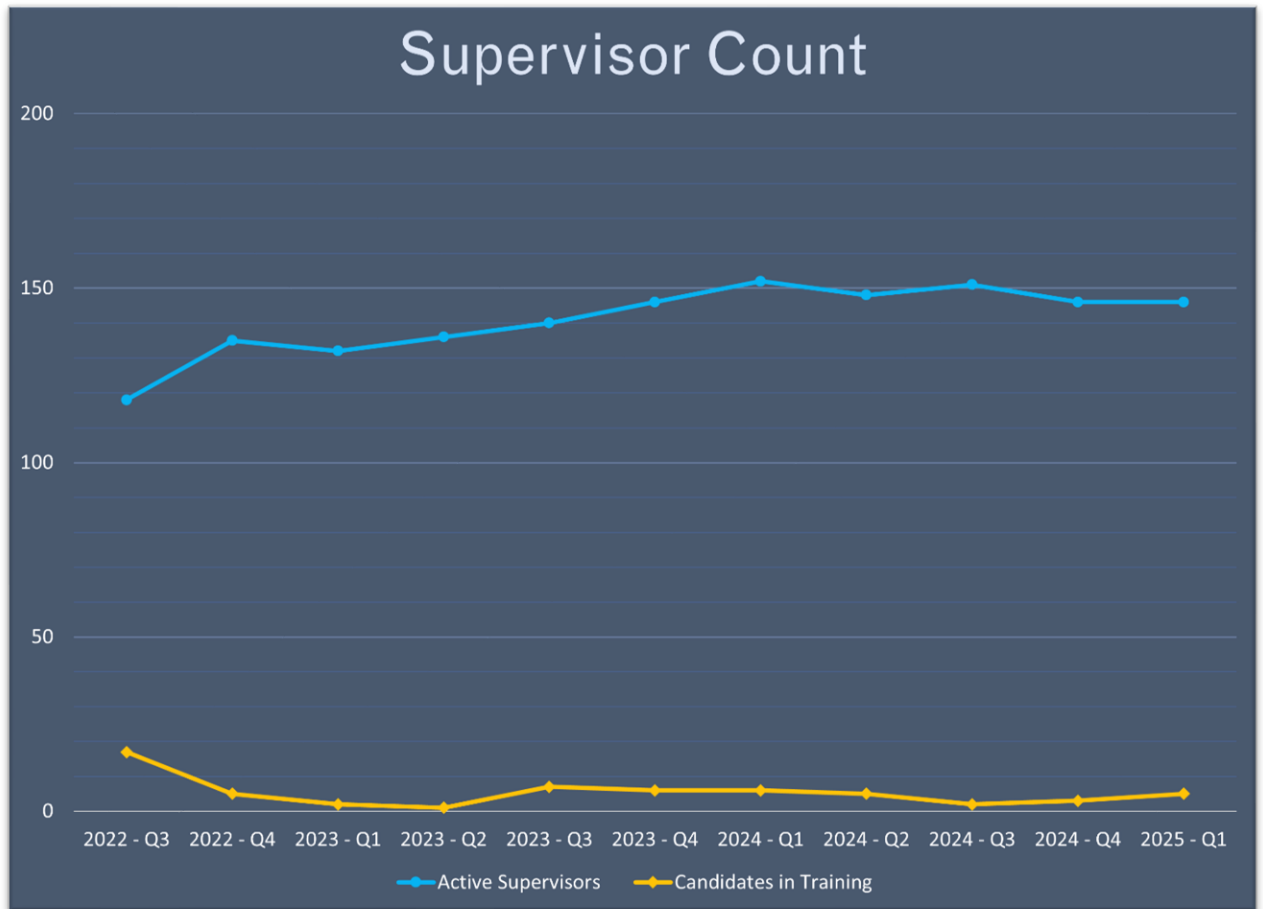
The new P0 was released at the end of Q4 2024. Initial pilot quality/competency metrics look promising but require further time to fully realize.

CTAF Trial

The department recommends that the Board formally accepts the conclusion and implementation of the trial at the Q2 meeting. Draft updates to the Code of Conduct will be made available to support the finalization of this change. Additional areas will continue to implement this change in coordination with their Regional Vice President.

Code of Regulations & Code of Conduct Updates

The department is supporting a review of the Code of Regulations and Code of Conduct documents. Department staff have been polled for suggestions & recommendations. Further work to continue in Q2 with a vote on the Code of Regulations updates expected at the next scheduled board meeting.



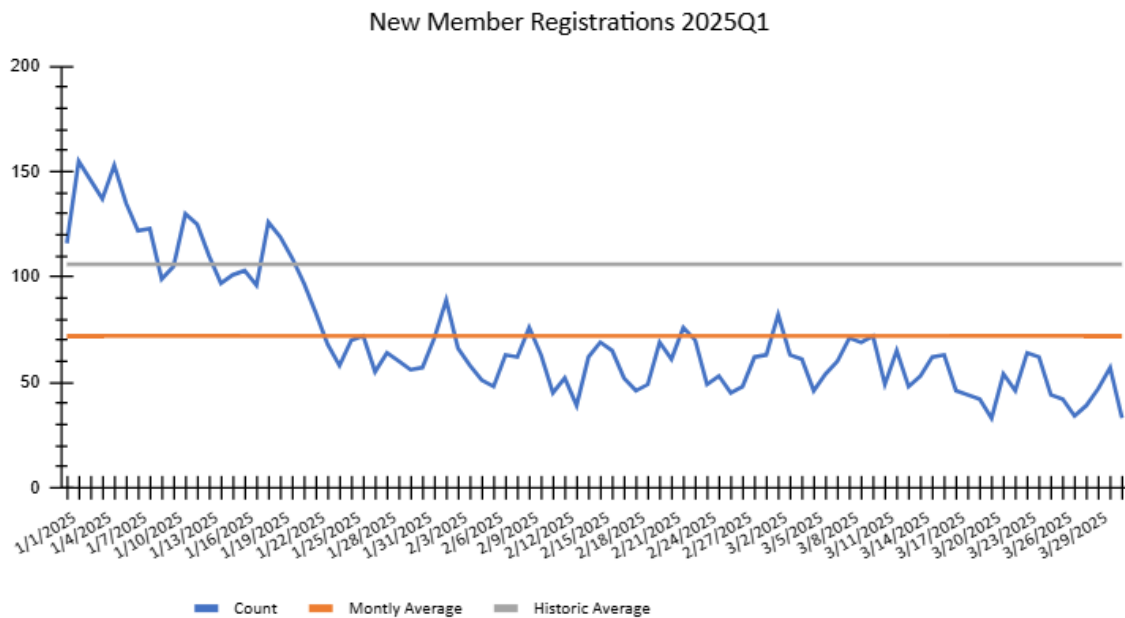
5.08 *Conflict Resolution (NF)*

People continue to misbehave; we continue to address that.

5.09 Membership (AC)

New Member Registrations

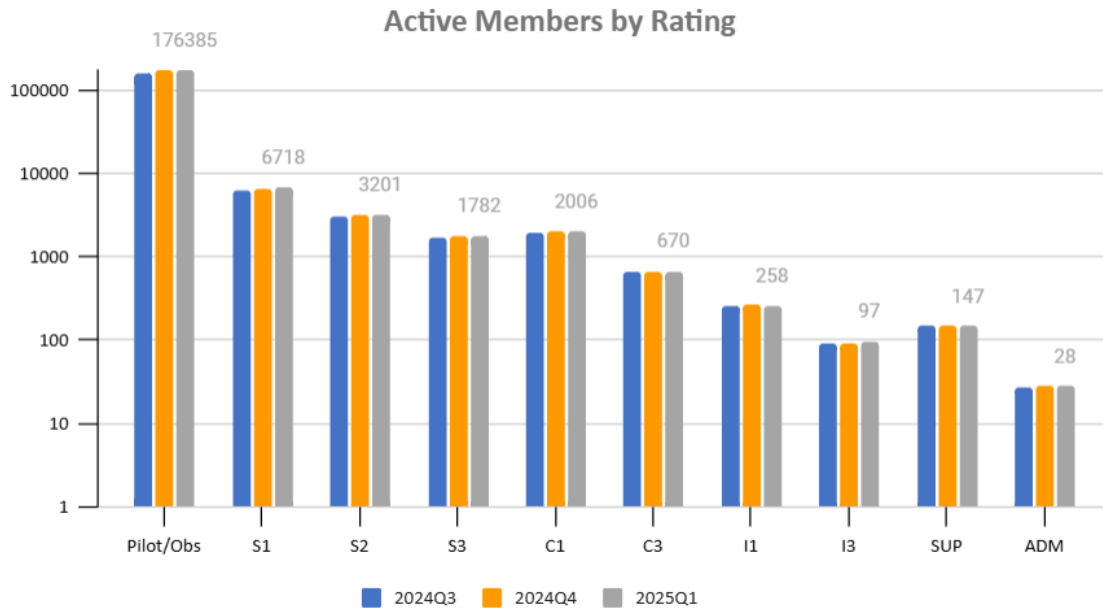
This past quarter, we saw 6474 new member registrations, an average of 72 per day which is a decrease by 33% per day in Q4 2024. A contributing factor would include school exam preparations beginning and the introduction of the new P0. The decrease begins approximately at the end of Jan 25 which is when the new P0 was launched.



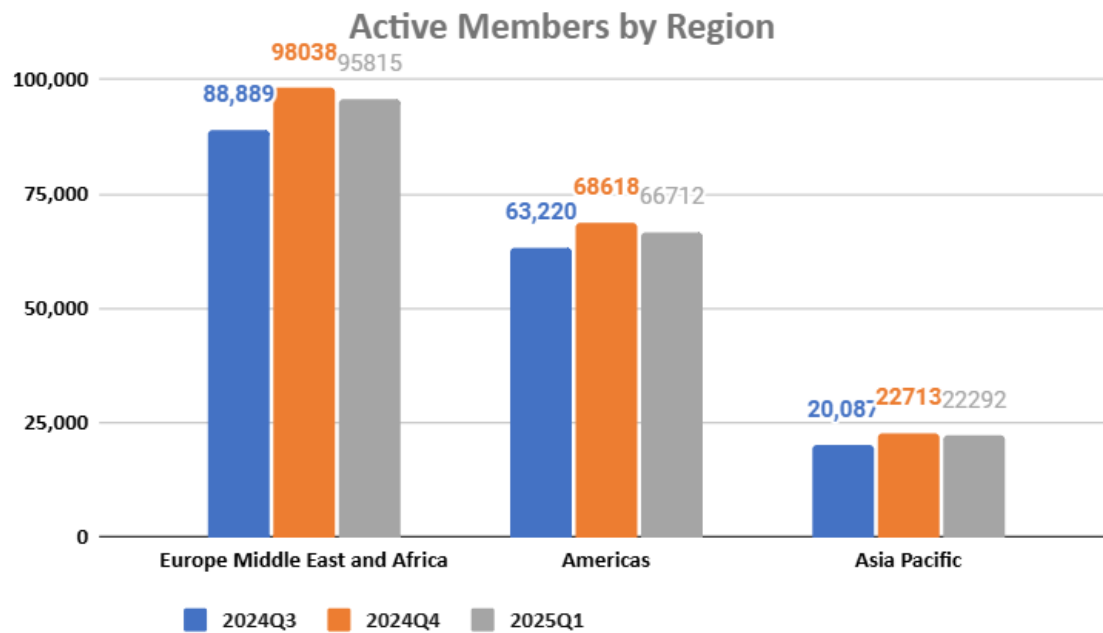
Active Membership Statistics

As of 1st April 2025, the membership database shows that VATSIM has 191,316 active membership accounts.

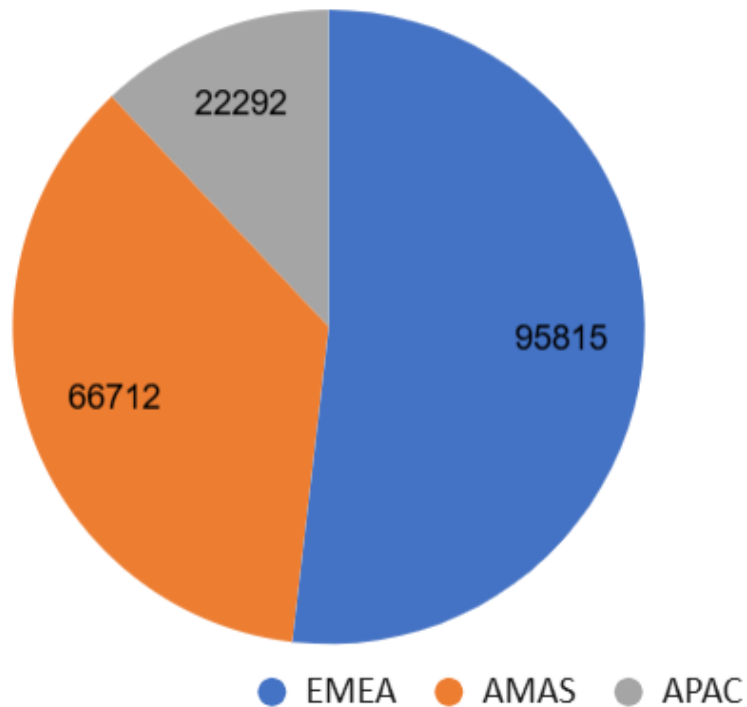
- 176,385 (92%) hold a Pilot/Observer rating
- 14,907 (8%) hold an ATC, Supervisor or Administrator rating



(Note: Y scale is logarithmic, not linear)



Active Members by Region 2025Q1

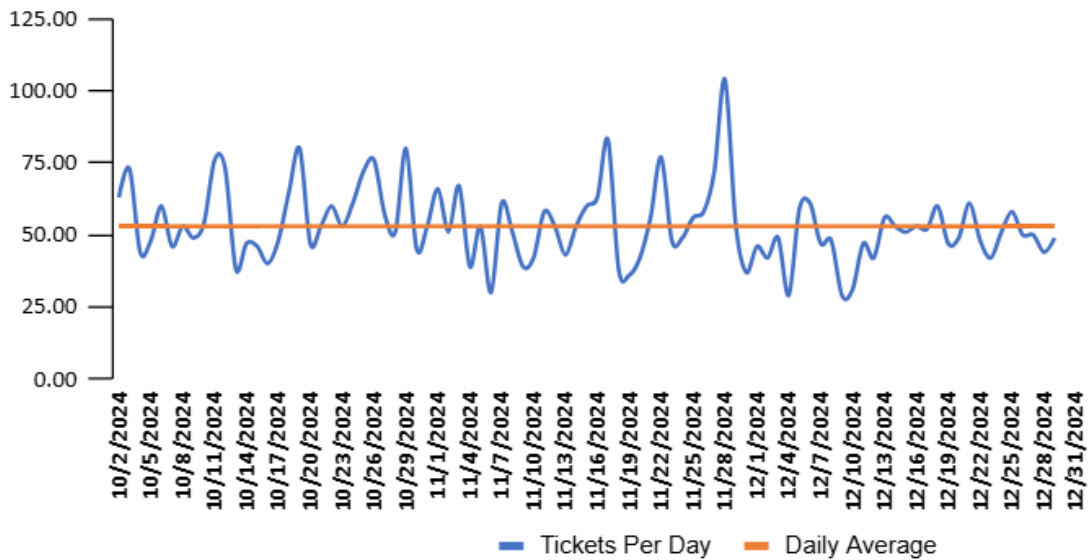


Tickets and Responsiveness

In 2025Q1, VATSIM worked 4339 4801 member support request tickets, an average of 53 per day. That is an increase of 462 tickets more than 2024Q4.

The average membership ticket is resolved within 6.2 hours of ticket submission, which is an excellent response time for the small team of volunteers. This figure is slightly up on 2024Q4. On 28 Feb 25 there were 104 tickets submitted which is the largest amount for one day for the quarter.

Membership Support Tickets 2025Q1

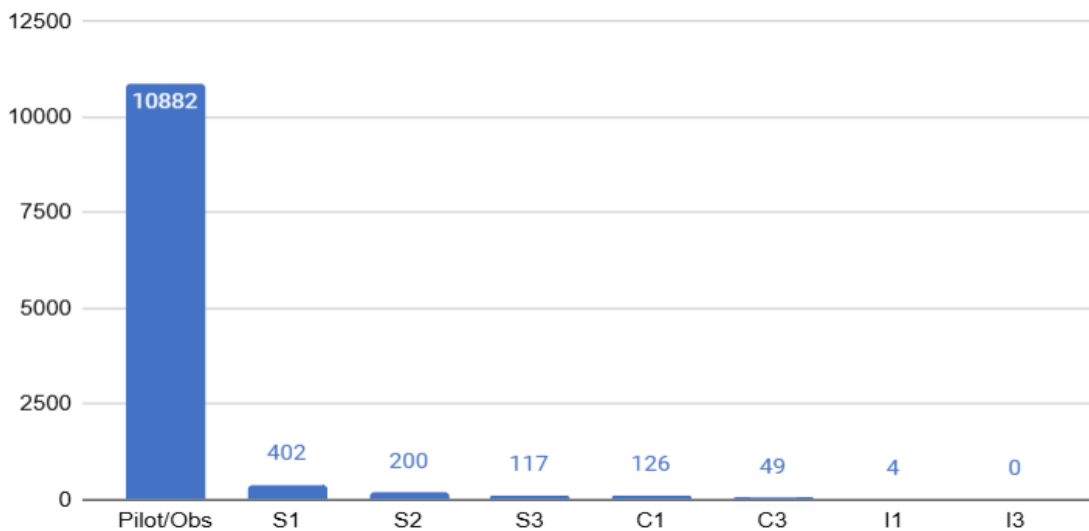


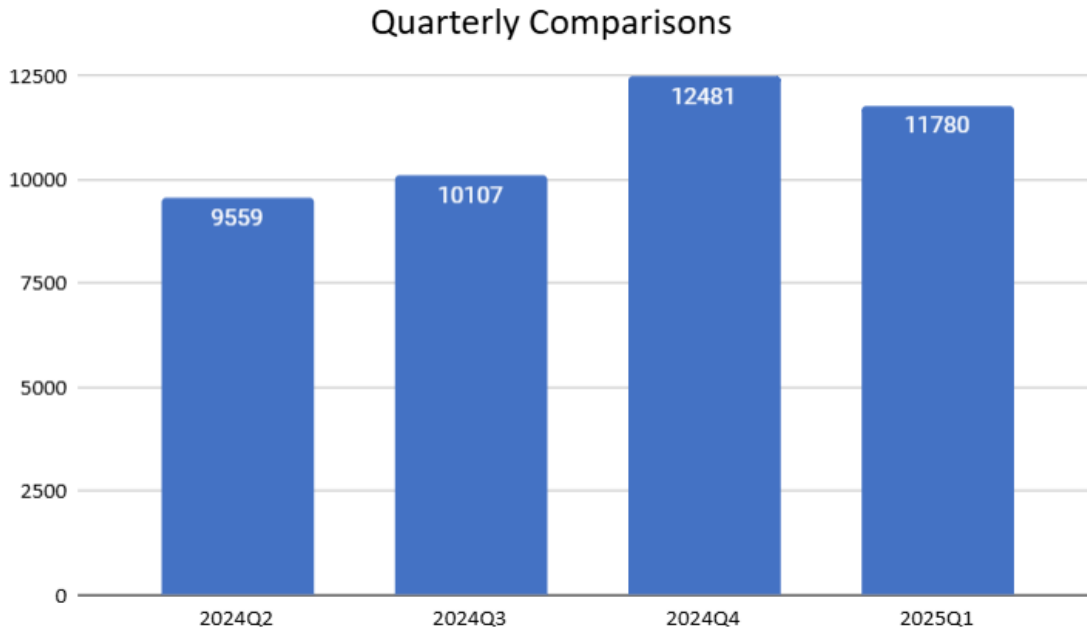
Inactive

The following two graphs show how many users whose rating was automatically changed to inactive due to not being active on the network.

The first graph shows the amount of users made inactive for the quarter as per rating. The second graph shows a comparison between the last 4 quarters.

Inactive per CoR 2025Q1





GDPR

In Q4, Membership managed the fulfilment of 18 right of erasure requests, 6 right of access requests, and 0 right of rectification requests. It should be noted that GDPR erasure requests have doubled on 2024Q4 and right of access has seen a small decrease.

Membership Team

During this quarter the membership team welcomed 4 new Data Audit Managers and saw 3 Data Audit Managers depart the team with our thanks for their contributions.

Outlook

The Membership department continues to work with Tech to explore the possibility of further automation. The TL's are monitoring the workload and ensuring that staffing levels equal the workload. The team provides an outstanding service to our membership well above expectations of a volunteer organisation.

5.10 *Virtual Airlines and Special Operations (RC)*

Summary

The Virtual Airlines Department activity increased with more applications coming in. Our team is busy processing audits. VAA Policy is being rewritten. We have 227 virtual airline partners. We are looking to communicating more benefits for Virtual Airline Partners and Associates.

VA Partners

The total number of VA Partners for this quarter inched up from 221 to 227.

The Virtual Airline Partner application data for this quarter has been slow. We saw a good increase in January and February. We are currently looking at some Discord communities which has put a lot of the applications on hold. We are revisiting policy to make sure the Discord communities are included, which is why the numbers are low.

Audit Management

We lost some Audit Managers due to other commitments outside of the department. We will be seeking to replace them. We have hired a Virtual Airlines PR Representative.

Virtual Airline Associate policy is near complete. Some minor edits to be made in Q2 2025 to be released to Virtual Airline Associates.

5.11 *Pilot Training (RS)*

Administrative

This quarter, the Administrative section has been primarily focused on preparing updates for the Pilot Feedback System and the proposed associated Code of Regulations update, as well as the first phases of improving the Pilot Ratings and Authorized Training Organization infrastructure.

Goals for Quarter 2 include continued effort to advance the Pilot Feedback System, as well as revising all other Policy documents within the Department's purview.

Digital Content

New Member Orientation Course and Exam. This quarter, the Digital Content section has been primarily handling the rollout of the New Member Orientation and Exam. This

included the initial rollout itself on January 22nd, and handing a number of associated support tickets and other feedback. *(While newly-created CIDs do not go through the New Member process in strict sequential order, loosely speaking the “cutoff point” for new CIDs directed toward the new versus old New Member Course was approximately 1889300.)*

There was a substantial adjustment period in which we received numerous pieces of feedback on the Course and Exam – suggesting clarifications on regional differences with certain procedures and phraseology, and finding and fixing typos and other errors in the Course and Exam. All to date have been addressed and implemented.

Additionally, we needed to flesh out and implement our policy on granting prospective new users additional exam attempts after they exhaust their first three. *(Initially, a failure invokes a 1-hour cooldown; a second failure invokes a 24-hour cooldown. A third prompts the user to reach out via Support for additional guidance.)* Our Digital Content Manager has established this process, wherein he reviews their Exam attempts to see which Course section(s) is causing the most difficulty for them, then refers them back to the Course section(s) for further review. He then waits for affirmation from the prospective user that they have done so, and only then does he unlock additional Exam attempts. Only one user so far has exhausted a second set of three attempts and come back petitioning for additional.

The Course and Exam are in much more of a “stable state” at this time, although minor typo fixes and other suggestions still come in sporadically. But we will continue to evaluate user strengths and weaknesses based on information coming in from the Pilot Feedback system, and use this data to enhance the Course and Exam further.

Pilot Learning Center / Pilot Resource Center. Goals for Quarter 2 include a refresh of the Pilot Learning Center / Pilot Resource Center, including updating course materials, augmenting materials with references to external resources which have been vetted to ensure they are providing good information, migrating some courses from my.vatsim to learn.vatsim for development into Remedial Training Courses, and improving the overall appearance and organization of the Learning Center / Resource Center index. Additionally, in the same vein as was mentioned in the previous section, we will be evaluating user strengths and weaknesses based on information coming in from the Pilot Feedback system, and using this data to enhance the Learning Center / Resource Center and remedial course offerings further.

Pilot Feedback

The Pilot Feedback team has continued to respond to all incoming Pilot Feedback cases. Additionally, the team has collaborated with the Administrative section to

complete the proposed new policy document and shape the proposed Code of Regulations amendment, to potentially establish a mechanism for suspending member access to VATSIM pending the completion of assigned additional training.

Pending the acceptance of the updated policy, the plan is to augment the staff and prepare for the next steps of broadening the rollout of the system. We are also coordinating with the Tech team to enhance the web portal, to assist us with organized assignment and flow of Feedback cases.

Further development in Quarter 2 will include enhancing our ability to pull and analyse data coming from the System to help us ascertain the major deficiencies of VATSIM pilot members, and allowing that analysis to drive further evolution of the New Member Orientation and Pilot Learning / Resource Center. We have already worked out a method with Tech in terms of downloading an export of the full database for local manipulation and analysis.

Pilot Ratings

A meeting was held during Q1 with the leadership of each Authorized Training Organization to determine how the Pilot Training Department could eliminate some of the barriers which hold back their operation from growth. Two key areas for improvement were identified. First, the process for qualifying to provide Flight Instruction at each ATO was unnecessarily complex, and the apprenticeship and mentorship components of the criteria created an inadvertent barrier against new ATO formation. Second, the centralization of Flight Examinations to the Pilot Training Department caused a number of issues which include time zone difficulty, difficulty in understanding the local airspace and procedures where the exam was to be conducted, and communication difficulty.

As of the end of Q1, the “P5 – Flight Instructor” rating is no longer in use – and anyone who holds a Pilot Rating equal to or above that for which they are to provide instruction is considered qualified, so long as they meet any additional criteria set forth by the individual ATO. As of right now, no firm changes have been made with the Flight Examination process. However, going forward, the “P6 – Flight Examiner” rating shall continue to exist, and those applying to become one shall still need to complete the vetting and training process with the Pilot Training Department before working as a Flight Examiner for an ATO. However, once ready, each ATO shall appoint and coordinate the scheduling of their own Flight Examiners. The Pilot Training Department, namely the PTD Chief Flight Examiner, shall retain the right of oversight and review of all training records and Flight Examinations to ensure that students are evaluated fairly and consistently worldwide across the ATO program.

Also during the course of the meeting with ATO leadership, the overall impact of the ATO program on the network was discussed. ATO leaders expressed two-fold concerns regarding the expectations that the ATO program would be seen as shouldering the network's burden to improve overall pilot performance. First, the volume of new members versus the capacity of the ATO program – even if said capacity were to expand ten-fold from present – would result in an instant and unrecoverable backlog. Second, the typical pilot which seeks the services of an ATO tends to be one who is already versed in the basics and is looking to expand their knowledge and realism via some semblance of “realistic” (albeit “watered-down”) pilot training. However, several ATOs spoke out to say they have created intermediate programs which offer new members a means to get more in-depth orientation to the network, while not fully meeting the standard for a “virtual PPL” (P1 Rating). Some even call this a “P0.5” program. ATOs suggested that the network could do more to proliferate and promote such programs, which are less rigorous and time-consuming than the P1.

For the next quarter, we will be continuing the transition from centralized to ATO-led examinations. We will also be exploring ways to increase visibility for “next-level,” ATO-led VATSIM Orientations (including the possibility of reshaping the Pilot Ratings to make room for such a program as an officially recognized Pilot Rating). We will also be proposing some tweaks to the Ratings Transfer policy to clarify some of the equivalencies for which we offer recognition.

Key Performance Indicators

Category	Year	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)
NMOC Fails (*)	2024	10,220	9,234	11,031	8,266
NMOC Passes (*)		13,988	12,228	14,660	12,391
Success Rate		57.8%	57.0%	57.1%	60.0%
Avg Passes / Day		154	134	159	135
NMOC Fails (**)	2025	1,078			
NMOC Passes (**)		7,290			
Success Rate		85.9%			
Avg Passes / Day		81			
Category	Year	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)
P1 Transfers Issued	2024	223	192	254	221
	2025	221			
P2 Transfers Issued	2024	107	90	97	101
	2025	110			
P3 Transfers Issued	2024	129	112	132	122
	2025	111			
P4 Transfers Issued	2024	148	105	141	146
	2025	155			
P1 Ratings Issued	2024	9	10	7	8
	2025	12			
P2 Ratings Issued	2024	3	1	0	3
	2025	0			
P3 Ratings Issued	2024	0	0	0	0
	2025	0			

P4 Ratings Issued	2024	1	0	0	0
	2025	0			
Active ATOs	2024	12	12	11	11
	2025	10			
Feedback Cases Opened	2024	196	367	266	158
	2025	188			

(*) this refers to the “old” NMOC on my.vatsim.net.

(**) Q1 numbers are extrapolated to the full quarter since the “new” exam was deployed on the 22nd day of Q1. The raw figures are that 5,589 passed, and 918 failed, over the 69-day period.

Analysis

New Member Orientation Course and Exam. In 2024, the old version of the NMOC was a much more rudimentary course and quiz, and the popular sentiment around the network was that it was a nice step forward from nothing at all when it was originally instituted in 2020, but that it did not go far enough to set expectations for prospective new VATSIM members in terms of the level of realism we aim for. The first quarter stats of the “new” NMOC seem to bear out two substantial improvements.

First, with approximately 81 members passing the exam per day compared to 146, it would seem that the new version of the Course and Exam is doing a more effective job in “screening out” potential members who sign up but aren’t prepared for the level of seriousness expected of them. This assumes that new accounts are still being created in numbers similar to before, which is the case as far as I am aware – the dashboard for Terminal currently indicates that 24,198 accounts have been created in the last 90 days, an average of 269 per day. It seems as though 30% of those (81 of 269) actually make it through to a fully active account. This would compare to 54.3% (146 of 269) last year, assuming the 269 number was constant (or close to it). The new test “screens out” 24% more potential members whose willingness and ability to fly realistically may not be up to the level we expect.

Second, of those who attempt the exam, 85.9% pass it. This compares to 57.9% for 2024 (53,267 of 92,018). So for those who are not deterred and “screened out” by the course’s existence, the course (and/or the self-screening leading to it) does a much more effective job of preparing members for what they need to know to pass the exam. Even though it is longer and more rigorous, members who attempt it are passing it 28% more often.

Real-World Ratings Equivalency Transfers. Activity with Real-World Ratings Transfers has been almost step-for-step in line with last year. It is handled by a two-person team which continues to operate efficiently and effectively. The benefit of this system – aside from the nice recognition it gives real-world aviators who spend time on the network – is that it keeps Pilot Ratings visible (via the network monitoring tools which show them, such as VAT-Spy and vatsim-radar), which may potentially help to drive demand toward earning ratings from an Authorized Training Organization. However, we do need to bolster the ATO capacity to handle that demand (see next paragraph).

Pilot Ratings Issued by ATOs. So far in 2025, activity level from the various Authorized Training Organizations is on par with that of last year. Q1 was devoted to discussing and then enacting some changes to help those organizations grow, and to allow easier pathways for new organizations to become ATOs. We expect to see some growth during the course of 2025 as those changes take effect. We do currently have several organizations in various stages of creation and development, pending approval to operate as ATOs.

Pilot Feedback System Data. It is difficult to extract any true trends from the Pilot Feedback System Data yet, given that the program was in limited release during 2024 and its development had stagnated a little bit – and although it is being utilized again with more regularity so far in 2025, it is still with limited access. So for the time being, we simply expect to see steady growth in terms of the number of cases referred. It is a goal for the rest of 2025 to continue rolling out the program to wider input, but, also to greatly enhance our ability to examine the data coming through the system to determine where our members' largest skill and knowledge gaps are.

5.12 *Marketing and Communications (JVG)*

Summary

The marketing department maintained a constant growth this quarter. We have received a few new large event requests, and updates on next editions for previously approved large events. We have also recruited a few more team members who have completed their onboarding and started contributing to their corresponding teams.

Events rating system is still in discussion, and we have come up with several concepts on how to execute such a system and integrate into the current events structure.

The VP is currently leading efforts to formalise a partnership with Navigraph as VATSIM's official AIRAC data provider, supporting both official network operations and community-driven initiatives such as Aeronav GNG. We expect to make this official in

Q2 2025.

The VP Marketing attended FlightSimWeekend 2025 in Lelystad, the Netherlands. As part of this year's event, VATSIM continued its long-standing involvement with the European flight simulation community through a visible and well-received presence at the largest exhibition of Europe.

As usual, VATSIM collaborated closely with the local Dutch VACC. This year, we took a step forward in improving our exhibition space by investing in a beautiful new back wall and branded banners. These upgrades gave the VATSIM booth a more professional and cohesive look, helping us better stand alongside other major names in the industry and increasing our overall visibility on the show floor.

Looking ahead, we plan to further expand our presence and activities at future editions of FlightSimWeekend. This effort will most likely be led by Mats Edvin Aaro, who attended for the first time in 2025 and will take on responsibility for coordinating VATSIM's participation in this event moving forward.

Attached is a picture of the VATSIM booth during setup day, showing the new back wall, banners and branded tablecloths.



Marketing Staff Overview	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Events Team	16	20	19	18
Media Team	14	15	19	20
Community Team	13	12	13	13
Total	35	47	51	51

Leadership Overview

Vice President, Marketing & Communications

Jannes van Gestel

Assistant Vice President, Marketing & Communications

Angelo Lee (Internal Affairs)

Chris Gardiner (External Affairs)

Marketing & Communications, Team Leads

Rafael Martins (Events Team)

Rahul Chakraborty (Media Team)

Mufassil Yasir (Community Team)

Events Team

The 5th Edition of 24 Hours of VATSIM took place between March 1st and 2nd, featuring 12 legs and 24 airports from multiple divisions and subdivisions across all regions. The event was successful, with an average booking rate per leg of 61%, maintaining the same rate as previous editions despite the reduced number of legs.

We will now work on increasing this rate while keeping the same event structure. Feedback was mostly positive, with some comments regarding two overlapping legs in VATUSA and VATCAN.

The events team continues to operate more autonomously, requiring minimal input from the Team Lead and only occasional intervention from the Senior and Executive Staff.

Most First Wings and Elite Wings editions are already being planned for the next two quarters.

Events Data	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Events + CPTs Held	829	727	822	872
VATSIM-organised Events	4	6	7	7
Total	833	733	829	879
Late Events Submitted	12	17	19	21

Media Team

This quarter, we've welcomed a few new faces to the Media Team, and it's been great seeing fresh energy and ideas come in. To make collaboration more efficient, we've merged the Mass Media Group and the Creative Design Group into one unified Design Group, now led by Resh B. Bhattarai. This move should help us work more closely together on all things content related.

Looking ahead to Q2 2025, we're aiming for more regular content. We'll be putting out two SOAR posts each month, with input from the PTD. Mehdi Azouzi will be managing this as our new SOAR Coordinator, handling the planning and scheduling to keep everything on track. We're also kick starting the Behind The Scopes project and targeting specific regions and divisions every quarter, Krishna Ajay will be managing the BTS project including internal and external planning & communication.

We're also starting to explore more video content, especially for platforms like TikTok and Instagram Reels. These will feature SOAR highlights and some short, educational clips meant to inform and engage our audience in a fun, accessible way. With this approach, we're hopeful to see a steady rise in reach and engagement on our socials over the next few months.

Total Impressions / Reach	58,7K (+0.4%)	60,2K (+3%)	61,5K (+2%)	63,1K (+2.5%)
Total Engagements / Page Visits	2,5K (+5%)	15,5K (+14%)	12,6K (-19%)	26,2K (+108%)
TikTok Followers	6K	9,0K (+15%)	11,2K (+25%)	12,3K (+10%)
TikTok Post Likes	19,0K	33,5K+ (+21%)	15,5K (-53%)	6K (-59%)
TikTok Post Views	199,0K	177,0K (-4%)	139,2K (-21%)	89,7K (-35%)
Banners	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Event Banners	10	13	11	2
Social Media Graphics	10	33	5	9
Announcement Graphics	7	11	9	4
Σ	27	57	25	15

Community Team

This quarter (Q1) saw stable activity in the VATSIM Community Discord, following the usual seasonal slowdown after the December holiday period. While some fluctuations were expected, key metrics such as VATSIM support ticket volume, total discord messages, and overall discord visitor engagement remained fairly consistent with the previous quarter.

Ticket Handling	Q2 2024	Q3 2024	Q4 2024	Q1 2025
VATSIM Support Tickets	14	14	13	14
Community Discord Tickets	262	265	316	231
Total	276	279	329	245

VATSIM Community Server	October	Q3 2025	Q4 2024	Q1 2025
Total Members	19,1K	20,6K	21,4K	23,1K
Total Visitors	12,2K	20,2K	24,1K	24,6K
Total Messages	47,0K	66,8K	52,1K	51,6K
Total Voice Minutes	6,8K	8,1K	6,0K	8,1K

6 Other Business

None

7 Meeting Closure

The meeting was closed by Tim Barber at 2143Z.