QUARTER 2 2025
BOARD OF GOVERNORS
MEETING MINUTES

Control Pages

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0.1	22 Jul 2025	Initial draft	DD
0.2	25 Jul 2025	Incorporated requested updates	DD
1.0	27 Jul 2025	Release	DD

Table of Contents

1 Opening and Roll Call

The meeting was opened at 2005 UTC on 19 Jul 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

Matt Cianfarani (MC) – Vice President, Technology

Nick Cavacini (NC) – Vice President, Supervisors

Alan Cooke (AC) – Vice President, Membership

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

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

1.02   Regrets

Nicola Felini (NF) – Vice President, Conflict Resolution

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

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 2025Q1 BoG Meeting Minutes" has been resolved.
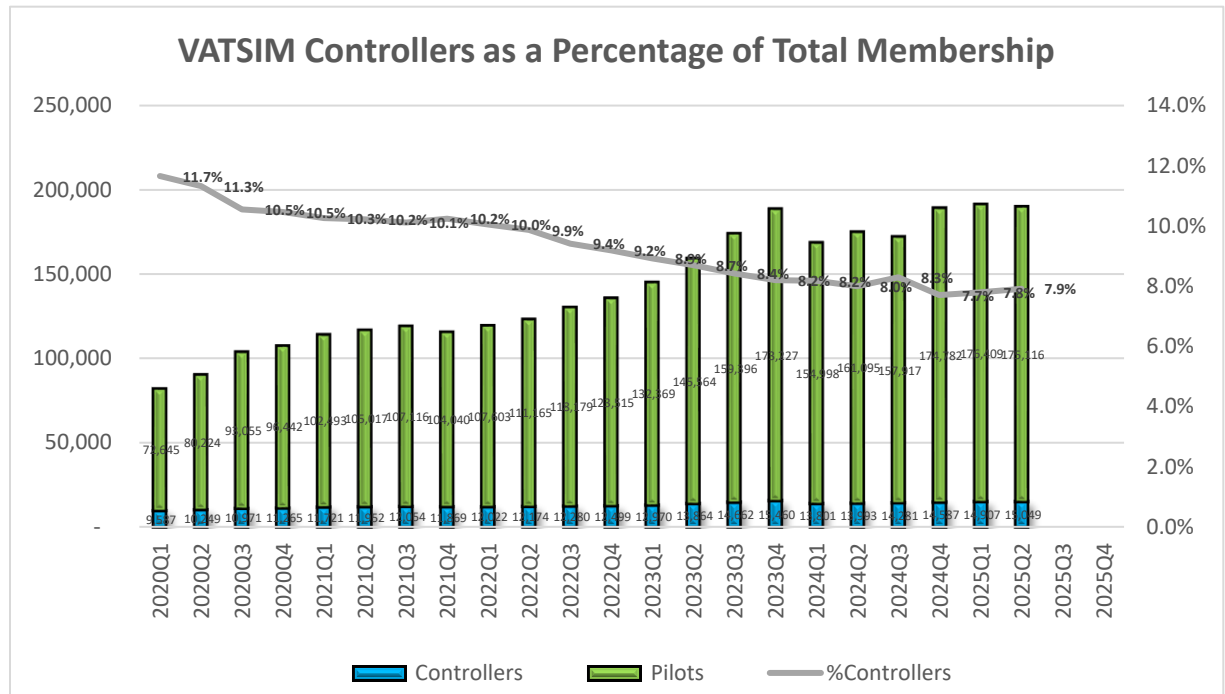
Results: With 9 votes Yes, 0 votes No, and 0 votes Abstain, the motion has carried.

2 Key Metrics

2.01 Membership Key Metrics (AC)

We are currently at 190,165 active members. We're averaging 238 new members per day.

- 175,116 (92%) hold a Pilot/Observer rating
- 15,049 (8%) hold an ATC, Supervisor or Administrator rating

VATSIM Controllers as a Percentage of Total Membership

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. Tech continues to find ways to reduce expenditures, which has been necessary due to a reduction in donations. We have scaled back services prioritizing maintaining user experience as best possible under the circumstances.

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 will likely need to make a request for donations in the fall.

3 Old Business

3.01   Technical Project Pipeline and Status (MC)

AFV Terrain Ranging test was successful; planning next steps for wider test/rollout. Thanks to Mike Evans for strong support. CPDLC development continues.

Significant Kubernates and AFV maintenance updates coming; may require up to 30 minute voice and website downtime. Will be well-communicated.

Continue to work with departments to work on bug fixes.

3.02   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 will route the latest CoR and CoC draft updates out to the BoG for review and comment. DD is working updates to DPHP, Privacy Policy, and User Agreement. RS and team are working the overdue Pilot Training policy reviews/updates.

3.03   CTAF Trial (NC)

Reviewed CTAF trial results so far. Generally received very well, no significant negative feedback. We believe we are ready to move from a trial to permanent adoption of the initiative for those areas currently included in the trial. Will make that official once CoC and CoR updates are approved. UK /Europe still not interested

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.

3.04   SayIntentions.ai (DD)

Discussed potential use cases with Sayintentions.ai folks at Flight Sim Expo. Discussed how Sayintentions can detect when a user tunes 122.8 and start engaging with their users as a result. Sayintentions' biggest challenge the other way around – knowing when, in a 3D world, to "ship" the user to a VATSIM controller. We agreed that a 2D

approximation based on existing situational awareness tools is much easier than 3D, and would be a decent starting point. Also, pilots making guesses as to who to contact for VATSIM ATC based on a 2D depiction is an everyday occurrence on VATSIM already; pilots take their best guess and sometimes get it right (and sometimes don't), controllers either confirm they're in the right place or give the correct sector frequency. So no big change for VATSIM.

3.05   *Code of Regulations Update Status (NC)*

NC is still coordinating draft updates to both the CoC and the CoR, and will recirculate the drafts in preparation for a special BoG meeting to review and consider the updates.

4 New Business

4.01   *FAA Pilot Program Grant (RS)*

We've become aware of a potential competitive grant available from the US FAA simply for conducting outreach associated with identifying a pipeline of professional commercial pilots. VATSIM is eligible as an aviation-related nonprofit organization. Unsure how aligned we are with respect to the criteria for the listed projects, though it would be up to the FAA to evaluate our applicate with respect to alignment and competitiveness with other applications. TB has some potential ideas and will connect with RS offline.

4.02   *Data Protection and Handling Policy Update (DD)*

Recent social media posts and attacks encouraged us to relook at our Data Protection and Handling Policy and associated policies. Draft updates circulated for review. We've had two Data Protection attorneys that work with GDPR look at our existing and are reviewing our draft updates. Both have indicated that we are largely compliant with GDPR, yet have offered some suggestions for improvement which we are incorporating.

4.03   *VATSIM Minimum Age Requirement (TB)*

VATSIM Board of Directors has directed that the minimum age for VATSIM will be 16. In addition to stronger protection of young people, data analysis shows that nearly 30% of suspensions are attributed to the 13-15 year old age slice, many of which are due to immature actions. This is intended to be yet another effort to significantly improve the

maturity and quality of users on the network, thus improving the experience for all users, and reducing unnecessary additional workload for Supervisors, Conflict Resolution and Membership. Existing users below the age of 16 will be allowed to remain.

4.04 ATC Frequency Policy (NC)

NC has circulated draft updates to the ATC Frequency and Information Management Policy aimed at clarifying what is acceptable for inclusion as operationally-necessary information, as there has been some abuse of the existing policy.

5 Departmental Updates

5.01 President (TB)

Great to represent VATSIM at Flight Sim Expo, including on stage during one of the seminars. VATSIM was a Gold Sponsor of FSExpo. DD, RS and JVG from the BoG, and RJ and ME from the BoD, were also able to attend. Live controlling, including the largest live FNO, with multiple regions and divisions represented, was phenomenal.

Thanks to DD, MC, AC, RJ, and PH for significant work and discussion on DPHP analysis and draft updates.

5.02 Operations (DD)

Accomplishments
- Resolved 1 Safeguarding Minors situation.
- Collaborated with IVAO on 2 issues to protect both minors on both networks.
- Represented VATSIM at Flight Sim Expo 2025.
- Collaborated with Sayintentions.ai at Flight Sim Expo to get on the same page with respect to capability that Sayintentions desires that already exists, and level setting that any Sayintentions airspace control development effort will likely need to be done exclusively by Sayintentions developers with only general guidance from VATSIM. Requested that Sayintentions share the results of their 3D airspace control boundaries logic with VATSIM, which they agreed to.
- Audited Data Protection and Handling Policy for compliance to laws (including GDPR) and opportunities for clarification, particularly in response to recent

community concerns voiced on social media. Found no noncompliances, yet several opportunities for clarification to ensure the community knows that we are compliant to global regulations.

Projects in Process

- Coordinating significant Data Protection and Handling Policy clarifications and participating with Tech on enhancements, particularly in response to recent community concerns voiced on social media.
- Continue to work to ensure all VATSIM policies are reviewed and updated as necessary on a timely basis. Working with project leads for policies with overdue reviews.

Outlook

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

5.03   Americas Region (MM)

Region Report Summary

Controlling activity in the Americas Region decreased by 4.2% from its peak in 1Q 2025, but has increased by 30% from the low point in 4Q 2022 to 2Q 2025. VATUSA leads controlling activity in the AMAS Region, with a 39% increase from the 2022 Q4 low to the 2025 Q1 high, maintaining a strong upward trend. From 2022 Q3 to 2025 Q1, controlling activity in the Americas Region (excluding VATUSA) rose by 52%, with VATCAN and VATSUR leading among the Divisions. Kudos to VATCA, VATMEX, and VATBRZ for their low to high growth over the 2022 1Q to 2025 2Q period.

VATAMAS ATC Hours by Quarter 2022-2025 2Q

	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q
		2022				2023				2024				2025
Total	12711	11597	10263	12301	12955	12607	12679	12604	14700	15052	14512	15151	15575	13962

Total .... 4 per. Mov. Avg. (Total)
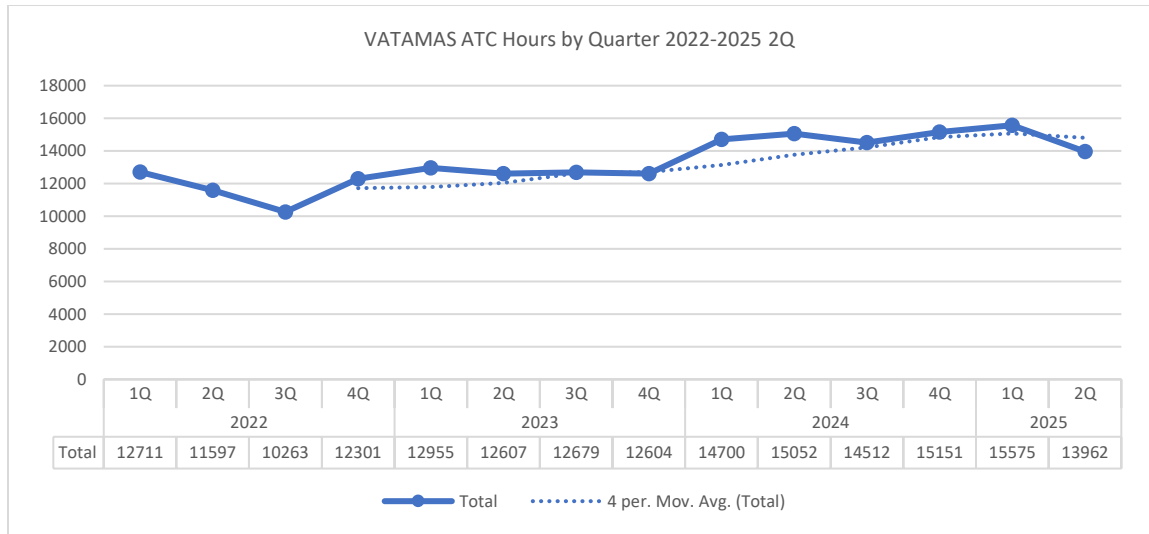
Divisional Updates

- **VATBRZ**: The OBS to S1 progression time has reduced to 8 days, compared to the usual 12 days. One additional ATC mentor has joined the division to meet training demand and minimize wait times. The Division recorded more C1 activity, primarily involving returning members. Training requests have remained steady for the third consecutive quarter.

  The Division is implementing new marketing strategies via social media and streaming platforms to seek increased engagement. On May 9, VATBRZ hosted VATUSA's FNO for the first time, registering over 170 movements across the three participating airports (SBBR, SBGR, SBGL). Another event is planned for Q4 in collaboration with VATUSA.

  Four staff members attended FS Expo in Providence, and several confirmed attendance for EAV in Sao Paulo. In its second year, the event has shown higher attendance than the previous edition and attracted notable figures from the flight simulation industry to South America.

- **VATCA**: The ATO training program is in progress and will be submitted to VATSIM for approval soon. New ATC training material is currently being piloted. The Division is developing a new training portal and webpage. There were 5 events held during the quarter. The Division has increased participation in VATSIM events. Social media content is contributing to member recruitment.

- **VATCAN**: OBS to S1 progression averages 6 months, ranging from 1 month (CZUL) to 10 months (CZEG). S1 to C1 ranges from 6–15 months at CZEG to 12–18 months at CZVR.

  Occasional spikes in new pilots and aircraft has affected pilot quality.

CZQM's Moncton Mondays event is gaining popularity and boosting training opportunities. CZVR is shifting its weekly event to bi-weekly for summer after a slower-than-expected CTP. CZEG's Northern Lights Tuesday is seeing increased traffic and controller participation. CZUL's Les Mercredis Montreal continues to perform well, with strong turnout at a recent VATUSA FNO event.

- **VATCAR**: Most facilities certify S1 members within two weeks. The division has seen more IVAO members joining VATCAR.

- Issues with oversized aircraft, like A380s at unsuitable airports (e.g., TLPL, TGPY), have been noted.

- LOAs have been updated between VATUSA and VATCAR for ZMA/ZMO airspace, and San Juan is finalizing an LOA with Curacao. The Hit Squad is launching a new public website. Event attendance declined as expected due to summer vacations. Raldayne Thomas is now Divisional Events Director.

- **VATMEX**: The Division has successfully completed the implementation and initial operational period of the Control Center, which now enables VATMEX to accurately track controller hours and promptly notify inactive members. As a result, more precise controlling hour data is being received. Recent efforts to improve controller retention have proven effective, with the past two quarters reflecting a notable increase in controller connection times.

  Despite these advancements, the Division continues to encounter challenges with pilots not adhering to restrictions on SIDs and STARs, as well as failing to respond with "unable" when issued descend via or climb via instructions. Additionally, there have been at least seven reported instances where no supervisor was online during WALLOPs.

  Development of Euroscope sectors is progressing again following the resolution of the GNG issue. VATMEX's collaboration with VATUSA remains strong, and several noteworthy events are planned. Notably, Mexico will host an FNO for the first time in some time, with Merida set to feature for the special October 31st event along with MMUN, MMCZ, and MMTL airports.

  VATMEX is also working to revitalize the Middle Americas alliance with VATCA and VATCAR and will participate in the upcoming 24 Hours of VATSIM event. Jose Walls has been appointed Deputy Division Director, and Isaabrari Dandoval is the new Division Events Coordinator.

- **VATSUR**: Promotions were stable compared to Q1 2025. Elias Gonzalez is the new Pilot Training Director and ATO CFI. Four flight instructors joined. Inactive trainees were removed after no response. The Division developed procedures for a pilot plan in Colombia and supported Chile's staff formation and ATC trainee policies. Planning continues for the South America Tour with Brazil to boost large event participation. Controller activity rose, especially in Argentina, Colombia, and Chile.

- **VATUSA**: VATUSA members have continued to make regular contributions, enabling the 501C3 to remain self-sufficient for 11 months. The Division is actively exploring opportunities to reduce expenses further. Establishing formal bylaws remains a key objective to ensure long-term organizational stability. The Division also maintains its focus on recognizing outstanding instructors and assessing the effectiveness of this initiative.

  The second edition of the training newsletter has been distributed across the Division to enhance staff engagement and foster a spirit of constructive competition among training departments. During the last quarter, 13 new instructors joined, bringing the total to 286. The current student-to-instructor ratio stands at 5.3:1, with an overall pass rate of 76.7%.

  VATUSA played a significant role in the marketing, planning, and execution of FS Expo, notably through coordinated efforts that enabled live control at the event booth. Social media initiatives continue to support pilot outreach and integrate Divisional communications across platforms.

  Progress on the new website has slowed due to team fatigue, and the Division is seeking qualified individuals to assist. The Events Department has gathered feedback from Subdivisions regarding Cross the Land, with limited interest expressed for large-scale events requiring substantial resources. As a result, the department will prioritize scheduling most international FNO dates in AMS to balance traffic distribution. VATUSA continues to collaborate with neighboring Divisions on smaller scale events.

Census

Rating	VATBRZ	VATCA	VATCAN	VATCAR	VATMEX	VATSUR	VATUSA
S1	23	7	291	27	0	160	413
S2	22	4	39	14	11	157	268
S3	21	2	22	14	2	123	221
C1	22	7	84	14	12	170	394
C3	8	1	30	0	4	46	100
Total	92	21	466	87	42	656	1396

5.04 Asia Pacific Region (AS)

VATAPAC

The second quarter of 2025 has been a productive period for the Asia Pacific region, with a strong focus on infrastructure development and community engagement. Divisions have made significant progress on key projects, including the commencement of VATSEA's "ASEA 4.0" initiative to overhaul its FSS framework and VATPAC's ongoing

development of new controller plugins. Events also remain a cornerstone of regional activity, with another successful "Cross the Ditch" event between Australia and New Zealand fostering community participation.

To improve regional governance, a new transfer helpdesk is being trialled in collaboration with VATPAC, which will allow divisions to directly manage membership transfer requests.

VATJPN

VATSIM Japan (VATJPN) underwent a significant leadership change in the second quarter of 2025, with Seikuu Fukahori being promoted from Deputy Division Director to Division Director. We would like to thank the previous director for his contributions, Masaki Hasuike, who has resigned from the position. The division was active in training, with 12 controller promotions awarded during the quarter. Of these, eight were for the S1 rating, two for S2, and two for S3. VATJPN also hosted numerous events, including several domestic "One-Way," "In The Spotlight," and "City link" series, and also participated in two "Cross the Ditch" style events with VATHK (Hong Kong).

VATKOR

New controllers training in progress.

37 new members have joined VATKOR site.

Total of 6 events, 3 international in collaboration with neighboring divisions and 3 domestic.

VATNZ

In the second quarter of 2025, VATNZ experienced several staffing changes at the board level, including the departure of the Community Engagement Director and the Operations Director. Richard B has been appointed as the new Operations Director. The division's total membership is 1,198, though this includes 819 inactive members. Collaboration with VATPAC remains strong, with ongoing work to align the Visiting Controller Letter of Agreement between the two divisions.

The division has set several key priorities for Q3, including finalizing core administrative policies, reviewing the Community Engagement portfolio, and focusing on succession planning to mitigate challenges associated with being a smaller division. The Training Department is experiencing a significant shortage of trainers, resulting in a mentor assignment queue of approximately 12–15 weeks for students who have completed theory training. In contrast, the Events Department reported a highly successful "Cross the Ditch 28" event, which handled 618 total aircraft movements.

VATPAC

The VATPAC board meeting on July 3, 2025, resulted in the formal adoption of revision 4a of the VATPAC Constitution. Discussions on a Letter of Agreement (LOA) and training differences package with VATNZ are ongoing. The VATPAC conference has been postponed to the first quarter of 2026 due to dependencies on vendor information. Efforts to register the organization as a charity with the ACNC are currently stalled because of a need to draft a Conflict of Interest policy. In new business, the board endorsed a recommendation to include the OzStrips controller plugin in the default VatSys profile and training pathways, though its use will not be mandatory.

Department reports indicated progress and challenges. The Air Traffic Services department has added new positions in the Pacific and Papua New Guinea and is developing new plugins to assist controllers. The Events department noted that the revived "FIFO Downunder" event had very low participation and would be deferred. The Technology department is working on a new events website, which it hopes to have ready for WorldFlight, but is also dealing with significant Discord API disruptions and AWS cloud hosting cost overruns.

VATPRC

No significant updates this quarter.

VATSEA

The second quarter of 2025 was a relatively quiet period for VATSIM Southeast Asia (VATSEA), allowing the division to focus on internal planning. The division has initiated a major new project to overhaul the Southeast Asia FSS (Flight Service Station), codenamed "ASEA 4.0," which is planned for rollout in early 2026. Staff changes include the appointment of Dinesh Babu as the new Webmaster and Ng Wee Kiat as the Project Lead for the FSS overhaul.

Division statistics show a 26.1% decrease in intra-division transfers for ATC training compared to the previous quarter, with a total of 35 rating upgrades awarded across all vACCs. Activity varied among the local vACCs. Hong Kong vACC achieved a peak of 31 arrivals per hour during an event. Singapore vACC is introducing an Entry Orientation Examination for new members to manage the complexity of its airspace. The Philippines vACC reported a trend of controllers becoming inactive after achieving S1 or S2 ratings. Meanwhile, Thailand vACC remains in an "unofficial" status, though there are plans for its full reopening in the future.

VATWA

No significant update this quarter

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

SI motioned executive session, RS seconded. Entered executive session at 2150Z.
RS motioned exit executive session, DD seconded. Exited executive session at 2154Z.

Europe (except UK)

New Community Director was appointed (Daniel Cross), taking over from Nicolas -> the Community Director is newly not part of the Board anymore. Division continues to be as active as never before, with loads of online activity (especially on the ATC side), with EUD being very well lit up during the evenings. Smaller vACCs have also started picking up their activity, which is a pleasure to see. CTL preparations are ongoing. We have seen an increase in the transfers from Russia to Europe which we are working to better understand.

Russia

In Q2 2024, the VATRUS Division focused on strengthening member engagement and retention through such initiatives as building a ground for future subdivisions. While challenges remain, several positive trends indicate progress in sustaining an active and committed community. During Q2 we met around 300 new registrations, which brought us to a number of 6992 members (as of July 17, 2025). Some members cited scheduling conflicts or training delays as reasons for inactivity. A few people left the division due to unmet expectations (e.g., slow progression, lack of events). An inconsistency in the new department's training policy (deviation from GCAP requirements) has been identified and addressed.

In Q2 2025, 34 new cadets were enrolled in the Pilot Training Center.

In the second quarter, the VATRUS Division hosted over 45 events across multiple formats. Several Real-Ops events were organized by our regions using the Division's slot system at slots.vatrus.info.

Moscow FIR had hosted our traditionally "one room control" Real-Ops in Moscow with more than 25 participants from all over Russia.

To streamline event management and enhance the experience for event staff, we are now testing and making final fixes on developing a new event calendar and coordination portal. This platform will simplify coordination and improve accessibility for both regional and divisional event staff. We are planning the release in Q3.

UK

Q1 2025 was a particularly quiet period for the Division in terms of ATC Training and this has not recovered in Q2, however this is not particularly alarming in itself. The months of May-August typically see a reduction in mentoring effort due to the unavailability of students and mentors who are studying for exams, going on holiday, enjoying the warm weather, etc. The TGI Approach position remains unfilled and a suitable candidate for the role is still being sought. After many continuous months of sustained reduction, the S1 waiting list has increased dramatically and now exceeds 950 members. In recent months we have seen an average of 3 members joining this waiting list per day and such demand is clearly unable to be met.

Pilot Training is continuing in strong form at the P1 level, with 72 training sessions provided and 4 P1 ratings issued over the quarter. P2 training is operating at a signifcantly lower capacity with just 7 sessions over the quarter. The P1 waiting list has had additional restrictions placed upon member activity in an attempt to remove disinterested students from beginning training - this should have the effect of reducing waiting list times slightly, however the demand for Pilot Training still far outweighs demand. Work on the P3 course syllabus continues and we expect to release this towards the end of this year.

It is good to see the wide variety of events which the UK has held over the quarter and a number of new airfields being showcased to the wider VATSIM membership, for example St Helena and RAF Ascension Island which featured in the VATSIM Elite Wings series. Controller availability during events remains a challenge as the feedback from a majority of controllers is that busy events are often not enjoyable due to the combination of high traffic density and poor pilot quality. The staff burden to plan and execute complex events is high and is difficult to justify when controllers are not enjoying the event experience. Cross the Pond is the most extreme example of such an event and for this reason, the UK has approached the CTP Planning Team to determine if any changes can be made in order to improve the controller experience or reduce the overall planning burden on local staff. One such suggestion the UK Division has made would be to reduce the frequency of CTP to once per year, especially considering that other event series such as Cross the Land and 24 Hours of VATSIM now exist to provide a similar pilot experience. The UK has also informed the CTP Planning Team that we would consider the possibility of withdrawing our participation in Eastbound 2025 if concrete steps towards a solution are not established prior to the event.

The Operations Department held a townhall, focusing on recruitment. The town hall was well received, and we have come up with a list for potential people to help the department out. Additionally, we tackled the challenging topic of events in the townhall, and listened to our members' feedback.

Middle East and North Africa

No significant update this quarter.

Israel

We have recruited more mentors to the team and adjusted our training method so that we can train more ATC students at the same time. We are working on migrating our systems to new hosting and updating the division's website. In the last quarter, we held mostly events in our airspace due to difficulties in coordinating events with other divisions. It was evident that the events were successful with excellent ATC coverage and a good amount of traffic. Also, we updated the division's social networks and began uploading to them on an ongoing basis.

Sub-Sahara Africa

We continue to see a positive evolution in the number of members at VATSSA with weekly requests for transfer into the Division. Our Training program continues to be the main driver for transfer interest for our newest members.

5.06   Technology (MC)

Work this Quarter:
- Improvements to general network stability
- Rollout of AFV terrain ranging
- Improvements to data reporting and visualization tools
- Improvements to third party developer applications
- Improvements to support and ticket response flows by expanding the team
- Majority of the team attended FSExpo
- Continued engagement with community developer projects

Near-Term Priorities:
- Continue recruiting efforts to enable bandwidth and speed

5.07   Supervisors (NC)

Senior Staffing

The department had some resignations and promotions this quarter within the senior supervisor ranks.

Current Roster and Application Update

There are currently 131 active Supervisors and 5 candidates in-training.

Applications remain open and reviews are ongoing.

Conduct Trends

Pilot competency continues to be a critical area for the department. The data continues to show a continued downward trend in pilot quality issues since the new P0 course was released.

Overall suspension numbers during this quarter fluctuated, with suspensions per month hitting a peak during the month of June. This does appear to be correlated with the summer months.

New Business and Ongoing Projects

Supervisor Training Pipeline Change

During Q2, the department moved to align Probationary Supervisors under the training department through the end of the trainee's probationary period. This change was made in response to observed inconsistencies in the follow-up and development of probationary Supervisors. By centralizing early progression, the department aims to ensure a more focused and consistent approach to training, mentorship, and evaluation, also taking such workload off the shoulders of the operative Team Leads.

Pilot Quality

The new P0 was released at the end of Q4 2024. Average daily pilot quality cases dropped from 7 to 6 during this quarter.

Supervisors continue to utilize all tools at their disposal to resolve issues including forcing pilot connections to observer mode and use of emergency suspensions to resolve network impacting issues.

CTAF Trial

The department recommends that the Board formally accepts the conclusion and implementation of the trial during the next off cycle board meeting. Information will be made available alongside the Code of Conduct regarding divisions utilizing discrete advisory frequencies.

Code of Regulations & Code of Conduct Updates

Finalization of the Code of Regulations and Code of Conduct continues into the beginning of Q3. Final draft is to be prepared and made available to the Board for review within 1 month of the Q2 board meeting.

Supervisor Count
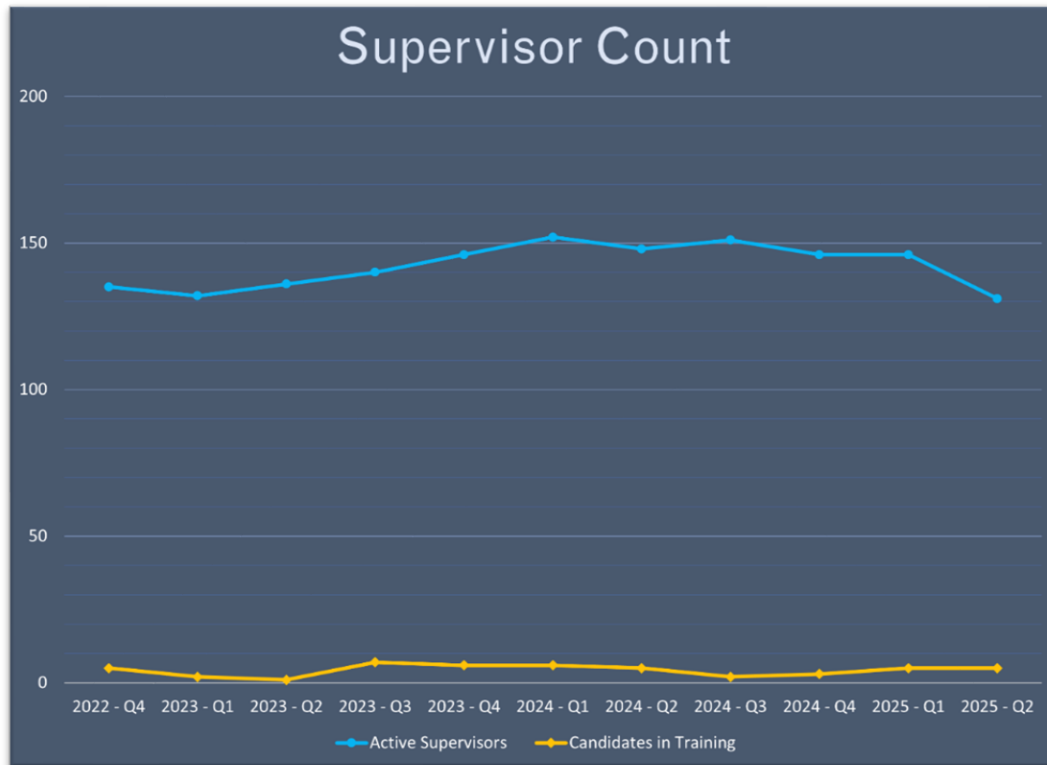
5.08   Conflict Resolution (NF)

People continue to misbehave; we continue to address that.

5.09   Membership (AC)

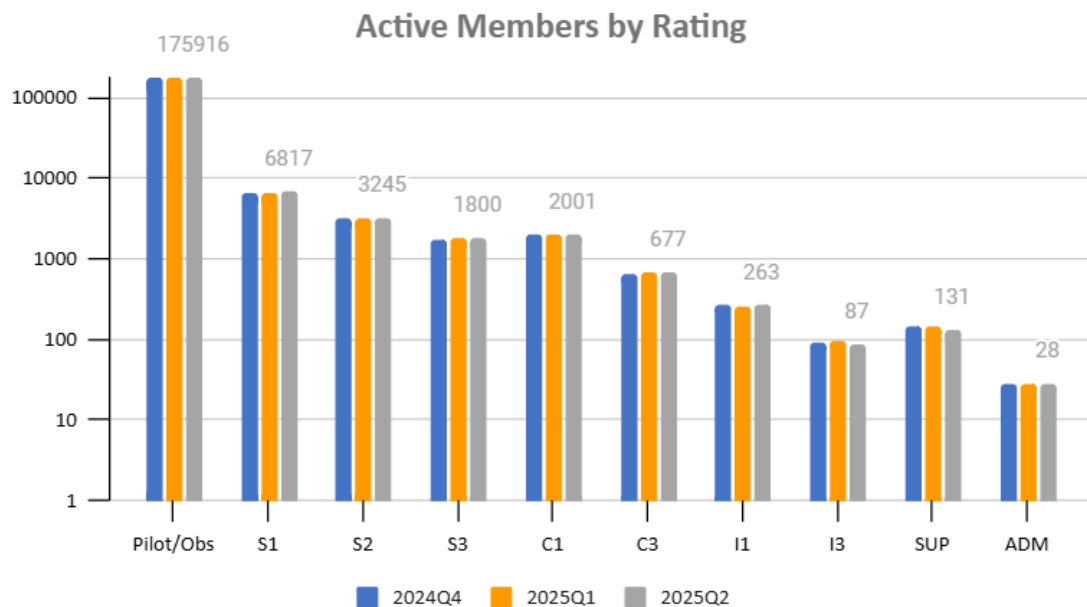**New Member Registrations**

This past quarter, we saw 21,691 new member registrations, an average of 238 per day.
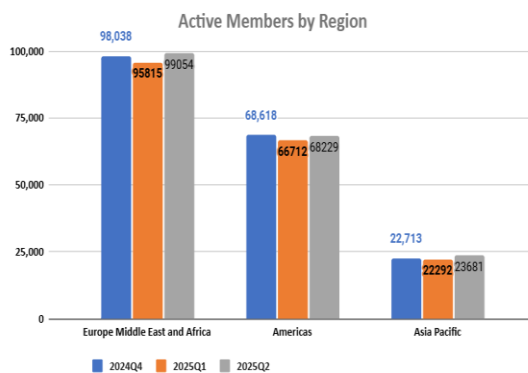
Active Membership Statistics

As of 1st April 2025, the membership database shows that VATSIM has 190,165 active membership accounts.
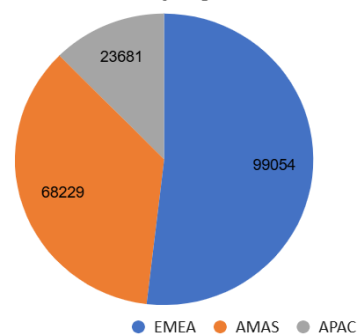
175,916 (92%) hold a Pilot/Observer rating

15,049 (8%) hold an ATC, Supervisor or Administrator rating

(Note: Y scale is logarithmic, not linear)

Tickets and Responsiveness

In 2025Q2, VATSIM worked 4247 member support request tickets, an average of 47 per day. That is a decrease of 554 tickets less than 2025Q1.

The average membership ticket is resolved within 6.3 hours of ticket submission, which is an excellent response time for the small team of volunteers.This figure is slightly up on 2024Q4. On 26 Apr 25 there were 84 tickets submitted which is the largest amount for one day for the quarter.

Membership Support Tickets 2025Q2
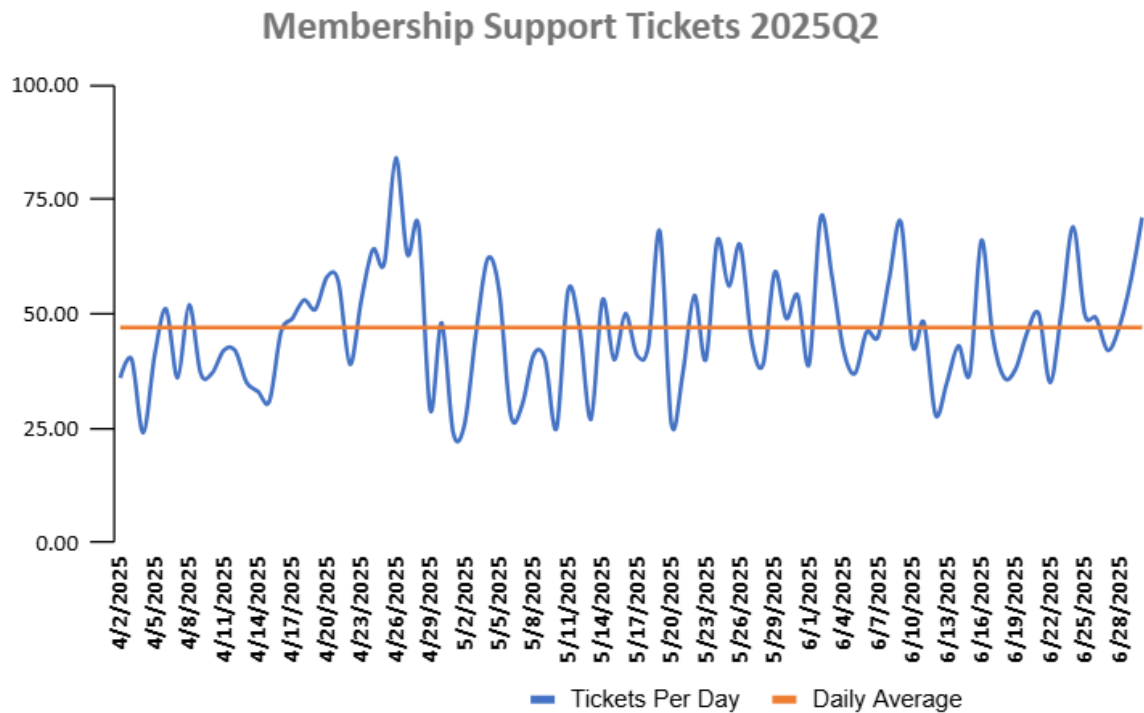
Inactive

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 2025Q2

Quarterly Comparisons
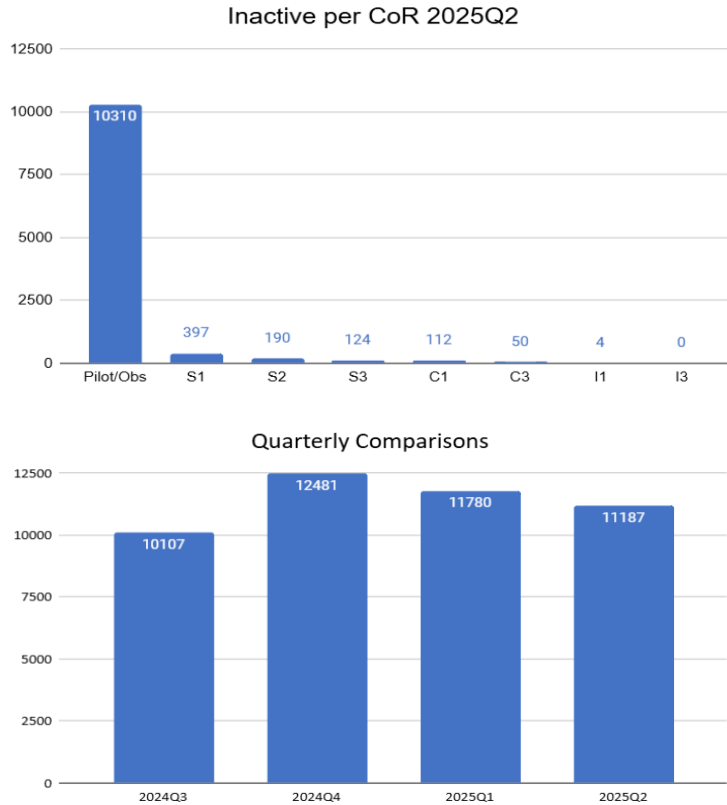
GDPR

In Q2, Membership managed the fulfillment of 10 right of erasure requests, 5 right of access requests, and 0 right of rectification requests. It should be noted that GDPR erasure requests and right of access requestes have remained at the same level as 2025Q1.

Membership Team

During this quarter the membership team welcomed 1 Data Audit Manager 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 team leads 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 was released. We have 228 virtual airline partners.

VA Partners

The total number of VA Partners for this quarter had a slight decrease due to non-compliance with VAP requirements.

The Virtual Airline Partner application data for this quarter has been slow. With summer approaching our duties outside have become busy. We have approved a few and rejected many due to VA's not meeting guidelines for VAP/VAA status. A lot don't even have a functional website.

Audit Management

We lost some Audit Managers due to other commitments outside of the department. We also lost one Senior Audit Manager. I am looking to hire new Senior Audit Manager in July. I am looking to expand and add more teams of Audit Managers down the road.

5.11   Pilot Training (RS)

Administrative

This quarter, the Administrative section has continued to be focused on preparing updates for the Pilot Feedback System and the proposed associated Code of Regulations update. Some changes to the Pilot Ratings system were implemented, a new Pilot Ratings Manager was appointed, and activity among ATOs has seen a corresponding uptick.

Goals for Quarter 3 include the first phases of rolling out the re-vamped Pilot Feedback System, as well as focusing on further developing our Pilot Resource Center into a true Pilot Learning Center with remedial training modules for pilots who demonstrate a need for additional training before flying cooperatively on the network. The Pilot Training Department will additionally explore several key partnerships to extend our reach within the Digital Content area, and possibly the ATO area as well.

Digital Content

New Member Orientation Course and Exam. This past quarter, the updated New Member Orientation and Exam has fully taken root, and the network as a whole has seen some significant changes to the patterns of new membership in-flow. Some numbers reflecting these new patterns are included later in this document.

We still receive occasional Support Tickets regarding NMOC content clarifications and corrections, and we continue to address and implement these. More notably, we have settled on a reasonably robust system for responding to users who exhaust their initial three attempts on the exam and request additional ones. *(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.)* A brief analysis is done to determine which subject matter has proven most problematic for the user, and they are directed toward that module as well as additional resources to bolster their understanding. Then three additional attempts are unlocked. Only around a dozen users have contacted us after a sixth failed attempt asking for additional ones.

Pilot Learning Center / Pilot Resource Center. Quarter 2 proved difficult for progress on the PLC and PRC refresh and expansion, given the real-world academic demands of our Manager for this section (a career educator by trade). We remain committed to this goal for Quarter 3. Additionally, we are exploring a key external partnership which may allow us some additional resources we may point pilots to for additional learning and assistance. We will also be evaluating user strengths and weaknesses based on information coming in from the Pilot Feedback system once it is fully operational, 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

During Q2, a Pilot Ratings Manager was appointed and on-boarded. The candidate chosen is a long-standing member of the VATSIM Authorized Training Organization system, and was most recently the PTD Chief Flight Examiner. His appointment into his new role has been well-received per all known accounts.

The requirements to be a Flight Instructor for a VATSIM Authorized Training Organization have been reduced, and, ATOs are once again permitted to schedule and conduct Flight Examinations using their own staff. These two changes have resulted in a slight up-tick in overall ATO activity levels.

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	1,010		
NMOC Passes (**)		7,290	6,906		
Success Rate		85.9%	87.2%		
Avg Passes / Day		81	76		
Category	**Year**	**Q1 (Jan-Mar)**	**Q2 (Apr-Jun)**	**Q3 (Jul-Sep)**	**Q4 (Oct-Dec)**
P1 Transfers Issued	2024	223	192	254	221
	2025	221	190		
P2 Transfers Issued	2024	107	90	97	101
	2025	110	102		
P3 Transfers Issued	2024	129	112	132	122

	2025	111	116		
P4 Transfers Issued	2024	148	105	141	146
	2025	155	132		
P1 Ratings Issued	2024	9	10	7	8
	2025	12	13		
P2 Ratings Issued	2024	3	1	0	3
	2025	0	0		
P3 Ratings Issued	2024	0	0	0	0
	2025	0	0		
P4 Ratings Issued	2024	1	0	0	0
	2025	0	10		
Active ATOs	2024	12	12	11	11
	2025	10	10		
Feedback Cases Opened	2024	196	367	266	158
	2025	188	150		

(*) 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. The present iteration of the New Member Orientation Course and Exam (launched in January 2025) continues to demonstrate radically different patterns than the previous New Member Quiz (initially instituted in August of 2020). However, there is remarkable consistency between the Q1 and Q2 statistics thus far.

For starters, the old version of the Quiz saw an average of 146 new members pass it each day in 2024. So far in 2025, an average of 78 members per day pass the New Member Orientation Exam. (This is in contrast to the total number of new sign-ups, which Terminal's Dashboard currently says average 261 per day.) So it would seem that the overall pace of new members becoming able to connect to the network is slightly

more than half of that same pace in 2024 (53.4% – 78 per day instead of 146).

It remains the case that the Course itself seems to be the chief mechanism for screening out members who may not be serious enough about realistic aviation, as opposed to the Quiz or Exam. While the overall number of members attempting the Exam is lower, their rate of success is higher. Of those who make it through the Course, 87.2% are passing the Exam.

Pilot Feedback System Data. It is difficult to extract any true trends from the Pilot Feedback System Data yet, given that the program is still in limited release. However, Q2 of 2025 has been the slowest quarter to date since the system's launch in January 2024. Whether this is a perception issue (referrers may question whether the process is helpful) or is a result of the New Member Orientation (which is (a) screening out members who aren't serious about flying realistically and (b) setting forth member expectations more effectively), it may take cross-referencing other data and observations from the Membership and Supervisor departments to make a true determination.

Changes to the Code of Regulations are proposed, which would potentially enhance the Pilot Training Department's role in addressing problematic pilots. If this occurs, the next step is to roll out the Pilot Feedback System in a greater scope. Further data collected would then not truly be comparable to the six quarters of data we have from it thus far. However, we will be able to do a more in-depth analysis of the types of problems reported, actions taken, and trends emerging

Real-World Ratings Equivalency Transfers. Activity with Real-World Ratings Transfers remains extremely consistent over time. The first half of 2024 saw 1,106 such transfers. The first half of 2025 has seen 1,137. The distribution based on type of rating (P1 through P4) remains essentially the same as well.

Pilot Ratings Issued by ATOs. During the first quarter of 2025, we gathered the leadership from each ATO and discussed several changes to the program which we felt would reduce some of the barriers for ATO operation. The second quarter statistics show that we were only starting to realize the positive outcome from these changes. In Q2 of 2025, fourteen Pilot Ratings were awarded by ATOs as opposed to twelve in Q1 of 2025 and eleven in Q2 of last year. So the effects are incremental at best, so far. However, notably, Q3 has already seen three new ratings awarded within its first two weeks – which hopefully signals the beginning of the ATO program's renaissance.

5.12   *Marketing and Communications (JVG)*

Summary

Teams in the marketing department continued to strive for excellence in their own capacity this quarter. From the leadership level, we are now gradually pushing out more streamlined procedures and workflow to standardise our operations.

We have reduced the number of human errors significantly (e.g. Mistakes in announcement) and reduced the need of leadership intervention this quarter.

Worldflight planning team has also reached out to the Marketing department, hoping to organise this year's Worldflight jointly. VATSIM Marketing department will act as the middle person to coordinate between Worldflight planning team and individual divisions for this event.

Marketing Staff Overview	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Events Team	20	19	18	17
Media Team	15	19	20	18
Community Team	12	13	13	13
Total	**47**	**51**	**51**	**48**

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

In Q2 2025, the Events Team began preparations for the upcoming 24 Hours of VATSIM, scheduled for early October. All key deadlines have been set, and planning is actively progressing in collaboration with Divisions, Subdivisions, and the Marketing and Communications team.

This quarter recorded the highest number of events submitted to date, with 743 total events. The number of CPTs reached 157, while 5 network-level VATSIM events were supported. Despite the high volume, late event submissions held steady at 19, showing consistent adherence to scheduling standards.
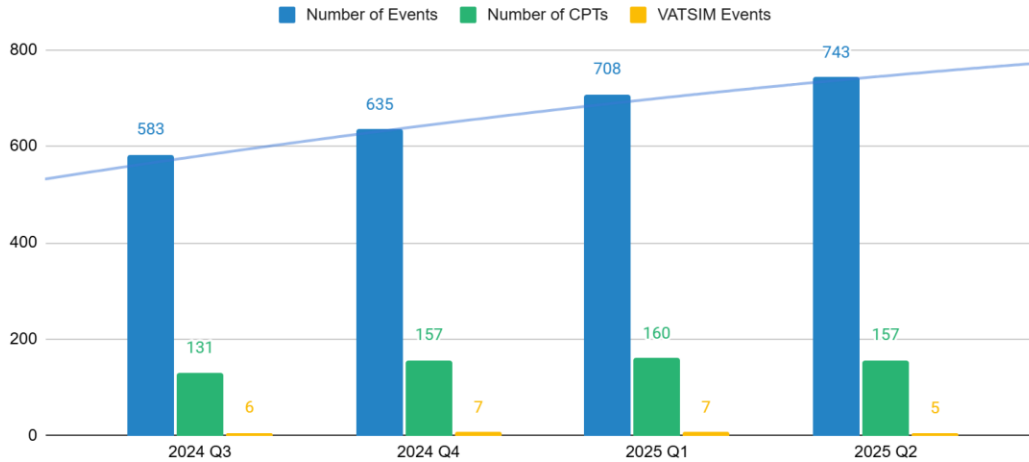
A brief reminder regarding CoC B12 was issued to divisions and subdivisions this quarter, urging ATC to prioritize event slot holders and avoid accommodating non-event traffic when sector capacity is limited.

The Events Team is also assisting the planning of the upcoming World Flight event, scheduled for November. While the planning remains under the responsibility of the World Flight team, we are supporting by gathering information, connecting key stakeholders, and sharing resources such as our point-of-contact database and extensive experience coordinating global-scale events.

First Wings and Elite Wings remain ongoing projects, with continuous planning in place to support their execution in future quarters. The team closed Q2 with 16 staff members, one fewer than Q1. Even so, the team remains highly autonomous, requiring minimal intervention from the Team Lead or Executive Staff.

Events Data	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Events + CPTs Held	727	822	872	900
VATSIM-organised Events	6	7	7	5
Total	**733**	**829**	**879**	**905**
Late Events Submitted	17	19	21	19

Number of Events, CPTs and VATSIM Events per Quarter

Legend: Number of Events | Number of CPTs | VATSIM Events

	2024 Q3	2024 Q4	2025 Q1	2025 Q2
Number of Events	583	635	708	743
Number of CPTs	131	157	160	157
VATSIM Events	6	7	7	5

Media Team

This quarter, the Media Team has been running smoothly and mostly on its own. With the new members and Team Leads now well settled into their roles, the team is working efficiently.

Behind The Scopes project is back on track, we've hosted 5 streams across the AMAS region in Q2 with good response. The S.O.A.R. series is going strong as well, with 5 posts this quarter. We also rolled out a new system for Picture of the Week (POTW). Now, four winners of each month are put up for a public vote. The highest voted photo gets featured on the VATSIM Auth Page for the month, increasing engagement.

Looking ahead to Q3, we're planning to keep the momentum going. Invitations have already gone out to divisions and vACCs in the EMEA region for Behind The Scopes.

Social Media Channels (FB/Insta/X)	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Total Impressions / Reach	60,209 (+3%)	61566 (+2%)	63116 (+2.5%)	64224 (+2%)
Total Engagements / Page Visits	15,513 (+14%)	12603 (-19%)	26235 (+108%)	22835 (-12%)
TikTok Followers	9031 (+15%)	11258 (+25%)	12385 (+10%)	15252 (+23%)
TikTok Post Likes	33.5K+ (+21%)	15592 (-53%)	6286 (-59%)	11937 (+90%)
TikTok Post Views	177K (-4%)	139284 (-21%)	89767 (-35%)	137261 (+53%)
Banners	**Q2 2024**	**Q3 2024**	**Q4 2024**	**Q1 2025**
Event Banners	10	13	11	11
Social Media Graphics	10	33	5	16
Annoucment Graphics	7	11	9	6
Σ	27	57	25	33

Community Team

This quarter (Q2) saw a significant increase in activity across the VATSIM Community Discord. Support ticket volume more than doubled compared to the previous quarter, primarily driven by a sharp rise in community Discord tickets. Server engagement also grew, with an increase in total messages and voice channel usage, particularly in June. While visitor numbers saw a slight dip, overall participation and support demand indicate a strong upward trend in community involvement.

Ticket Handling	Q3 2024	Q4 2024	Q1 2025	Q2 2025
VATSIM Support Tickets	14	13	14	27
Community Discord Tickets	265	316	231	406
Total	**279**	**329**	**245**	**433**

VATSIM Community Server	April	May	June	∑
Total Members	23,481	24,524	26,037	24,680
Total Visitors	6,938	10,265	9,834	9,012
Total Messages	13,836	12,362	18,703	14,967
Total Voice Minutes	1,847	439	2,860	1,715

6 Other Business

None

7 Meeting Closure

The meeting was closed by Tim Barber at 2205Z.