General Policies and Procedures - CPS-001

Version 1.20

Effective 10/06/2022

1. **General Policies**

   1.1. <u>Superseding Local Policy</u>

      1.1.1. Any provision of this policy that conflicts with a published VATSIM, VATNA, or VATUSA policy shall be superseded by the higher policy.

      1.1.2. All controllers shall abide by VATSIM, VATNA, and VATUSA policies.

   1.2. <u>Rating Progression</u>

      1.2.1. The Oakland ARTCC rating progression operates in accordance with VATUSA Division policy, VATSIM Global Ratings Policy, and the Oakland ARTCC Training Policies located in CPS-002.

   1.3. <u>Member Contact and Communication</u>

      1.3.1. All Oakland ARTCC members must maintain a valid and working email address and keep their Oakland ARTCC profiles up to date.

      1.3.2. The email address provided to the Oakland ARTCC must be the same email address as the one provided to VATSIM and VATUSA.

2. **Member Conduct**

   2.1. <u>General Conduct</u>

      2.1.1. All Oakland ARTCC members shall abide by the VATSIM Code of Conduct while on the network as well as the additional policies below.

      2.1.2. All Oakland ARTCC members are expected to be respectful and professional on the VATSIM network and on any VATSIM related communication medium.

      2.1.3. Use of the Oakland ARTCC Discord is a privilege, not a right. Violation of the Oakland ARTCC Discord policy is grounds for disciplinary action.

   2.2. <u>Discord Server</u>

      2.2.1. Any member that is controlling within the Oakland ARTCC airspace is strongly encouraged to use the Discord server for better coordination and communication.

      2.2.2. Hanging out and playing other games is allowed on the Discord server, however please be courteous and do not distract those using Discord while controlling.

      2.2.3. The use of multiple Discord accounts is not authorized. Members must register and make a single Discord account.

      2.2.4. All members must be courteous to one another on Discord. Harassment or abuse of any kind will not be tolerated.

      2.2.5. All members must set their names to contain their first and last name, a last initial is also accepted. The following formatting is required for each user group:

         2.2.5.1. Home/visiting controllers, include OIs: *John Doe "JD"* or *John D. "JD"*

         2.2.5.2. Neighboring controllers, include home ARTCC: *John Doe | ZXX* or *John D. | ZXX*

         2.2.5.3. VATUSA staff, include staff position: *John Doe | USAX* or *John D. | USAX*

         2.2.5.4. ACE Team, pilots, all others; first name/last name: *John Doe* or *John D.*

2.3. Disciplinary Actions

2.3.1. All disciplinary issues will be thoroughly investigated by Oakland ARTCC Staff prior to any action being taken.

2.3.2. When a controller's conduct needs correction but has not reach a detrimental level, Oakland ARTCC Staff may have an informal discussion with the controller verbally or in writing.

2.3.3. When a controller's conduct needs correction and has been determined to be detrimental to the ARTCC, Oakland ARTCC Senior Staff will issue Level 1 or 2 Warnings, or a Level 3 Action as defined below. These actions do not operate linearly, action will be taken based on the severity of the misconduct and the controller's history. All actions are retained in Zoho Docs for a minimum of 1 year unless otherwise stated, and are only accessible by the Senior Staff. Examples of poor conduct are as follows:

2.3.3.1. Demonstrates significant disrespect to fellow controllers or pilots.

2.3.3.2. Demonstrates significant disrespect to Oakland ARTCC staff.

2.3.3.3. Demonstrates a lack of adherence to Oakland ARTCC policies or facility SOPs.

2.3.4. A Level 1 Warning is a written request to cease and desist unacceptable conduct occurring on the VATSIM network, on any VATSIM related Discord/Teamspeak server, or other communication medium.

2.3.4.1. A Level 1 Warning will be sent to the member containing a brief synopsis of the issue and the requested corrective action.

2.3.5. A Level 2 Warning is a written warning requiring a member immediately stop unacceptable conduct occurring on the VATSIM network, on any VATSIM related Discord/Teamspeak server, or other communication medium.

2.3.5.1. A Level 2 Warning will be sent to the member containing a brief synopsis of the issue, supporting evidence, and the requested corrective action.

2.3.6. A Level 3 Action is an adverse action taken against a member who has not corrected past conduct issues, is a repeat offender or varying issues, or for egregiously poor conduct including, but not limited to, VATSIM CoC violations. The result of a Level 3 Action may include suspension or removal from the Oakland ARTCC Roster pending VATUSA Staff approval.

2.3.6.1. When a Level 3 Action is deemed appropriate the member will receive a notice of action containing the applicable policies the member is accused of violating, any supporting evidence, and an explanation as to why a Level 3 Action is necessary. The member will have 72 hours to dispute the notice and provide their own supporting evidence before a request is made with VATUSA Staff, during which the member will lose access to the Oakland ARTCC Discord.

3. **Controller Correspondence and Representation**

    3.1.   General Correspondence

        3.1.1.   No Oakland ARTCC controller shall make any communication or correspondence that will reflect the ARTCC in a negative way or in a way that could be detrimental to the image of the ARTCC.

    3.2.   Pilot Feedback

        3.2.1.   No member of the Oakland ARTCC shall contact a pilot or virtual airline/organization for the purpose of providing pilot feedback without prior authorization from the Oakland ARTCC ATM, DATM, or TA.

    3.3.   VATUSA/ VATSIM Correspondence

        3.3.1.   No member of the Oakland ARTCC shall contact VATUSA Staff, VATSIM Americas Region Staff, or VATSIM BoG or staff thereof on behalf of the Oakland ARTCC for the purpose of official Oakland ARTCC business without prior authorization from the Oakland ARTCC ATM, DATM, or TA or as required by specific staff position.

    3.4.   Media Policy

        3.4.1.   Any request for comment, interview, screen shots, photos, ARTCC information, or anything related to the ARTCC shall be referred to the Air Traffic Manager.

        3.4.2.   No member shall represent the ARTCC in the media without prior authorization from the Air Traffic Manager.

    3.5.   Pilot Difficulties

        3.5.1.   If an aircraft is causing a disturbance within the controller's airspace, time permitting, the controller shall first try to make every effort to solve the problem with the aircraft.

            3.5.1.1.   Respectfully and briefly explain to the pilot what the issue is and offer an immediate course of action to resolve the problem.

            3.5.1.2.   If the problem is due to a pilot that cannot properly operate their aircraft, utilize the wallop command as outlined in 3.5.2.

        3.5.2.   If the problem cannot be resolved between the controller and aircraft causing the disturbance, the controller shall utilize the wallop command to request a network supervisor.

            3.5.2.1.   When requesting a network supervisor include the callsign of the problem aircraft, the location of the aircraft, and a brief description of the problem.

                Examples:

                .wallop UAL1566 is taxiing at KSFO and will not contact me

                .wallop SWA992 over RBL VOR entered my airspace and will not contact me

        3.5.3.   When a network supervisor is not online the controller may submit any supporting evidence via support ticket at https://support.vatsim.net/ and is encouraged to notify the ATM and DATM via email or Discord.

4. Roster Removal Policy

4.1. Controller Inactivity

4.1.1. The Oakland ARTCC DATM will run an automated script around the first of the month to determine inactive controllers. Activity is based on time logged by the Oakland ARTCC website. Any corrections to that data must be done through the VATSIM Statistics website and is the sole responsibility of the controller to notify the DATM of a correction. Any controller that is on an approved LOA per section 5 of this policy shall not be subject to section 4.1 of this policy until their LOA expires.

4.1.1.1. A certified home controller that does not control for at least 3 hours per calendar month is considered inactive and will receive a warning.

4.1.1.2. A certified visiting controller that does not control for at least 2 hours per calendar month is considered inactive and will receive a warning.

4.1.1.3. Oakland ARTCC Staff and Training Staff may substitute up to 2 of the required 3 controlling hours with Oakland ARTCC related staff and training activities.

4.1.2. Any Oakland ARTCC controller is subject to removal for the following reasons:

4.1.2.1. Any OBS, Visiting Controller, or Home Controller that fails to complete the Oakland ARTCC Orientation CBT and pass the associated exam within 30 days of joining the Oakland ARTCC.

4.1.2.2. OBS or uncertified S1 controller that has completed the required CBT courses, but has not met with a mentor or instructor within 60 days of joining the ARTCC, and fails to conduct or make themselves available for a minimum of 1:00 hour of training, at least once every 30 days thereafter.

4.1.2.3. A certified home controller that does not satisfy 4.1.1.1 twice in a row.

4.1.2.4. A certified visiting controller that does not satisfy 4.1.1.2 twice in a row.

4.2. Removal for Suspension

4.2.1. A controller may be removed from the roster at the discretion of the ATM should the controller be suspended from VATSIM in an incident occurring as either pilot or controller.

4.3. Removal for Conduct

4.3.1. A controller may be removed if they receive a Level 3 Action as outlined in Section 2.3 Disciplinary Action.

4.4. Return to Roster

4.4.1. An Oakland ARTCC controller who has been removed for inactivity, may apply to rejoin the roster no less than 4 weeks from the date of removal, by requesting a transfer to ZOA from the "ZAE" roster through the VATUSA transfer process.

4.4.2. A visiting controller who has been removed for inactivity, may apply to rejoin the visiting roster no less than 4 weeks from the date of removal, by contacting the DATM.

4.4.3. An Oakland ARTCC Controller or visiting controller who has been removed per sections 9.2 or 9.3 of this Roster Removal Policy, may apply to rejoin the roster no less than 3 months from the date of removal, by appealing to the ATM, who reserves the right to deny the appeal.

4.4.4. A controller who is being restored, and has not manned an ATC position 6 months or more prior to the date of restoration, has lost all Oakland ARTCC facility certifications and must re-certify for them as outlined in the Oakland ARTCC Training Policies CPS, up to the highest held facility certification, when last controlling at Oakland ARTCC.

4.4.5. A controller who leaves the facility for 6 months but less than 12 months shall complete a simple recurrency by CBT course or live training with an Instructor, detailing airspace and procedural changes within the ARTCC in the past 6 months. After successful completion of the course the returning controller will be granted all previously issued major certifications as per VATUSA policy.

5. Leave of Absence Policy

5.1. LOA Eligibility

5.1.1. An eligible controller is a controller that is certified for at least one position and has met the requirement for activity for the current or previous month.

5.1.2. The ATM and DATM may declare an ineligible controller as eligible if deemed necessary.

5.1.3. An eligible controller may request an LOA by contacting the ATM or DATM (management@oakartcc.org).

5.2. LOA Duration

5.2.1. The LOA will be set for the requested amount of time, not to exceed 90 days.

5.2.2. The ATM or DATM may waive the 90 days requirement when deemed necessary.

5.2.3. An extension may be requested by contacting the ATM; The extension may not exceed 90 days under any circumstance. No controller may request more than one (1) extension per LOA.

5.2.4. Activity requirements will apply to controller's coming off LOA in the month following the end of their LOA (i.e., if a controller's LOA runs out December 10th, they must meet the activity requirement starting in January).

5.2.5. LOA status is subject to removal for home controllers if the controller is found to be controlling at another facility.

6. Visiting Controller Policy

6.1. Eligibility and Applicability

6.1.1. In general, visiting controllers must meet identical requirements as local controllers. All Oakland ARTCC Center Policy Statements (CPS) and/or Standard Operating Procedures (SOP) shall apply to all visiting controllers.

6.1.2.   Oakland ARTCC operates in accordance with the VATSIM Executive Committee Policy Transfer and Visiting Controller Global Policy and VATUSA Visiting Controller Policy DP002.

6.1.3.   A visiting controller may be removed from the Oakland ARTCC visiting roster and their privileges at OAKLAND ARTCC removed by the Air Traffic Manager (ATM) and/or Deputy Air Traffic Manager (DATM) per the Roster Removal Policy or when deemed in the best interest of the Oakland ARTCC ARTCC.

6.1.4.   Visiting Controllers holding a rank of I1 or I3 in their home ARTCC/FIR are not authorized to use those ranks when logged onto an Oakland ARTCC position. They should use the rank obtained prior to the Instructor promotion when connected to the live network.

6.2.   Visiting Controller Application Process:

6.2.1.   Review all applicable documentation, including Standard Operating Procedures, Letters of Agreement, Center Policy Statements, and NOTAMs that apply to the facilities of intended operation.

6.2.2.   Fill out the "Be A Visiting Controller" Request Form located here: https://oakartcc.org/controllers/apply-to-visit

6.2.3.   If accepted, an automated email will be sent with account details and instructions for taking the Oakland ARTCC Orientation Exam and/or CBT. The exam/CBT should be taken and passed to advance.

6.2.4.   Upon passing the Oakland ARTCC Orientation exam/CBT, visiting controllers will be able to control any MINOR facility up to their VATSIM Rating except for C1. A visiting controller wanting to control at a MAJOR facility must pass a written facility SOP exam or CBT, and complete a Position Verification (PV) given by a Mentor or Instructor.

6.2.4.1.   A C1 controller will be required to perform a C1 GRP competency check in order to control OAK_CTR only when NCT_APP is staffed. The competency check must be performed by an Oakland ARTCC Instructor.

6.2.5.   Visiting Controllers holding S2 rating or higher may qualify for Accelerated Training Program at the discretion of the ATM, DATM, or TA.

6.2.6.   Upon successful completion of the needed exams and CBTs, the instructor will forward the results to the ATM, DATM, and/or TA who shall note them in the Visiting Controller Roster and forward an email conferring the appropriate facility certification to the visiting controller.

7. Facility Designation

    7.1. <u>Major Facilities</u>

        7.1.1. Oakland ARTCC Major Facilities are facilities that require specific training and certification to control; They are as follows:

            7.1.1.1. All San Francisco ATCT positions (SFO_DEL, SFO_GND, SFO_TWR)

            7.1.1.2. All Northern California TRACON Positions except listed minors in 7.2.4

            7.1.1.3. Oakland Oceanic (ZAK_FSS) is a defined "special center" under the VATSIM Global Ratings Policy.

    7.2. <u>Minor Facilities</u>.

        7.2.1. Oakland ARTCC Minor Facilities are facilities that only require a specific VATSIM controller rating and successful completion of the Oakland ARTCC Orientation Course CBT to control in accordance with the VATSIM Global Ratings Policy.

        7.2.2. Controllers rated at least Student 1 may control all Delivery (DEL) and Ground (GND) positions not listed as Major.

        7.2.3. Controllers rated at least Student 2 may control all Delivery (DEL), Ground (GND), and Tower (TWR) positions not listed as Major.

        7.2.4. Controller's rated Student 3 and higher may control all positions listed for Student 2, as well as all TRACON positions listed as follows:

            7.2.4.1. Fresno TRACON (FAT_APP)

            7.2.4.2. NCT Area E (SMF_APP, RNO_APP)

            7.2.4.3. NCT Valley Sector (MOD_APP)

            7.2.4.4. NCT Seca Sector (MRY_APP)

            7.2.4.5. Oakland Center (*Requires C1 GRP Check*)

8. Controller Callsigns

    8.1. <u>Observer Callsigns</u>

        8.1.1. Oakland ARTCC members who are observing on the VATSIM network shall use the following format when observing:

            8.1.1.1. ZOA_XX_OBS where XX is the assigned operating initials found in the welcome email or on the Oakland ARTCC roster.

                8.1.1.1.1. ZOA may be substituted for ZAK when observing ZAK positions.

            8.1.1.2. ZOA_XX_MTR may only be used by Oakland ARTCC Training Mentors

            8.1.1.3. ZOA_XX_INS may only be used by Oakland ARTCC Training Instructors

            8.1.1.4. ZOA_ATM may only be used by the Oakland ARTCC Air Traffic Manager

            8.1.1.5. ZOA_DATM may only be used by the Oakland ARTCC Deputy Air Traffic Manager

            8.1.1.6. ZOA_TA may only be used by the Oakland ARTCC Training Administrator

    8.1.1.7. ZOA_EC may only be used by the Oakland ARTCC Events Coordinator during Oakland ARTCC or VATUSA events.

  8.2. Operational Callsigns and Frequencies

    8.2.1. Operational Callsigns and Frequencies shall be used as defined by Oakland ARTCC facility SOPs

      8.2.1.1. Improper use of callsigns or frequencies is grounds for disconnection, Supervisor notification, and/or disciplinary action.

    8.2.2. As directed by the VATSIM Code of Conduct (CoC) the last three letters of the ICAO shall be used (*SFO_TWR*, *FAT_APP*, etc).

      8.2.2.1. *Exception:* NCT_APP for NORCAL Approach Combined

    8.2.3. When relieving a controller, the specified relief callsign in the facility SOP shall be used. In the absence of a specified relief callsign controllers shall use the number 1. EX: NCT_*1*_APP.

9. Controller Requirements and Coordination

  9.1. General Controller Requirements

    9.1.1. All Oakland ARTCC members are required to regularly check the Oakland ARTCC Discord for Operational Bulletins and other pertinent discussions.

    9.1.2. Controllers must utilize the most recent Standard Operating Procedures located on the Oakland ARTCC website.

    9.1.3. Controllers must utilize the most recent sector files and position files located on the website.

      9.1.3.1. Oceanic controllers using vatSys must utilize the most recent profile available for download through vatSys.

  9.2. Pre-Control Requirements

    9.2.1. All controllers must connect as an Observer prior to staffing a position.

      9.2.1.1. While observing, controllers shall note current traffic in the area they wish to control, current weather conditions, and other opened Oakland ARTCC positions if applicable.

    9.2.2. If assuming control of a position under the control of another Oakland ARTCC position, or relieving a controller of their position, controllers must coordinate a position relief briefing in accordance with Oakland ARTCC policy.

  9.3. Position Relief Briefings

    9.3.1. Once the relieving controller has accomplished the observation requirements listed in 9.2 of this policy, they shall inform the controller being relieved they are ready for the briefing.

    9.3.2. The controller being relieved shall brief the relieving controller on the following:

9.3.2.1. Traffic and details about current traffic operations (flows, aircraft in holding, aircraft waiting for release, aircraft requests, etc).

9.3.2.2. Any pilot or ATC special requests

9.3.2.3. Any agreed coordination with adjacent facilities (pointouts, APPREQs, special in-trail requests, etc)

9.3.2.4. Weather trends, PIREPs, NOTAMs, and any other pertinent information

9.3.3. The relieving controller shall ask any questions he/she may have to ensure a smooth and efficient transfer of control. The controller being relieved shall completely answer any questions before transferring control.

9.4. Post Control Requirements

9.4.1. A controller shall make a call-for-relief from observers or adjacent controllers as appropriate, prior to closing the position. The call must be made no less than 10 minutes prior to disconnecting.

9.4.2. If a higher facility will be assuming control of the airspace, the procedures for position turnover described above should be followed.

9.4.3. If no relief is obtained, and no higher facility will be assuming control of the airspace, all pilots should be informed via text and voice, that:

9.4.3.1. The position is being closed.

9.4.3.2. Frequency change is approved.

9.4.3.3. Radar service is terminated (if applicable).

10. Radar Client Usage

10.1. Visibility Ranges

10.1.1. Visibility ranges shall be set in accordance with VATSIM Code of Conduct section C8.

10.2. Facility Files

10.2.1. Small modifications to the Oakland ARTCC VRC, vSTARS, vatSys, and vERAM files are allowed for personal use only.

10.2.2. Modifications that contradict facility SOP are not authorized

10.2.3. Modifications may not be distributed to other controllers.

10.3. Contact Me Requests

10.3.1. A "Contact Me" request can be sent via any radar client to aircraft in order to alert pilots to the presence of ATC when first logging into an active position, or when aircraft are entering a controllers actively controlled airspace from uncontrolled airspace. A "Contact Me" request may also be sent to non-responsive aircraft operating within actively controlled airspace.

10.3.2. A "Contact Me" request shall only be sent to aircraft operating in actively controlled airspace, or the controlled movement areas of airports.

10.3.3. A "Contact Me" request shall never be sent repeatedly and indiscriminately to aircraft.

>   **NOTE:** *As a general rule of thumb, it is good practice to give roughly 5 minutes between requests, when able.*

10.3.4. When an aircraft does not respond to multiple "Contact Me" request the controller shall refer to section 3.5 "Pilot Difficulties" of this policy.

11. Special Operations Policy

11.1. NAVAIDs

11.1.1. Unless specifically designed as part of Oakland ARTCC sponsored event, all NAVAIDs included the default MSFS/P3D/X-Plane scenery shall be considered operational. Controllers shall not simulate NAVAIDs being taken out of service unless the NAVAID has been permanently decommissioned.

11.2. IAP Availability

11.2.1. TRACON controllers of grade S3 and above shall be authorized to simulate situations making specific Instrument Approach Procedures unavailable, but must obtain authorization from the Shift Supervisor, who may deny the request based on conditions. Reasons issued to pilots may be for items such as terrain obstructions (cranes, construction) or temporary suspension for safety reasons, but should not rely on NAVAID outages as these will appear to be working to the pilot.

11.3. Runway Closure

11.3.1. Local controllers of grade S2 and above shall be authorized to simulate situations closing specific runways, but must obtain authorization from the Shift Supervisor, who may deny the request based on conditions.

11.3.2. If after being informed of a closed runway, the pilot requests to land on the closed runway, they shall be allowed to attempt a landing on the closed runway.

11.4. Airport Closure

11.4.1. Controllers of grade S3 and above shall be authorized to simulate situations closing specific airports, or requesting diversions from or to specific airports, but must obtain authorization from the Shift Supervisor, who may deny the request based on conditions.

11.4.2. If after being informed that an airfield is closed, the pilot does not want to simulate the closure, the pilot shall be accommodated at that field.

11.5. Delays and Holding

11.5.1. No controller shall delay or hold and an aircraft for a simulated situation of the controller's initiative. Delays or holds shall only be issued due to actual traffic or workload conditions. This section shall not apply to an Oakland ARTCC sponsored event that specifically calls for scenarios that involve holding operations. This section does not prevent a pilot from requesting a hold.

12. Staff Organization

12.1. Air Traffic Manager (ATM)

12.1.1. The ATM is appointed and removed per VATUSA policy and reports the VATUSA Western Region manager.

12.1.2. The ATM is responsible for the overall administration of the ARTCC.

12.1.3. The ATM is responsible for appointing staff members as described below.

12.1.4. The ATM is the chairman of the ARTCC Facility Advisory Board.

12.2. Deputy Air Traffic Manager

12.2.1. The DATM is appointed and removed by the ATM and reports to the ATM.

12.2.2. The DATM is responsible for administration of the roster and accuracy of the roster information.

12.2.3. The DATM is responsible for monitoring the state of the ARTCC for the ATM.

12.2.4. The DATM is responsible for assisting in development and roll out of major projects

12.2.5. The DATM is responsible for other tasks as may be assigned by the ATM from time to time.

12.2.6. The DATM is a member of the Facility Advisory Board.

12.3. Training Administrator

12.3.1. The TA is recommended by the ATM with the approval of the VATUSA Training Department.

12.3.2. The TA reports jointly to the ATM and the VATUSA Training Director.

12.3.3. The TA is responsible for the execution of the training program.

12.3.4. The TA is responsible for the oversight of the mentor program

12.3.5. The TA is responsible for the selection of Staff Instructors.

12.3.6. The TA is a member of the Facility Advisory Board.

12.4. Events Coordinator

12.4.1. The EC assists the DATM to develop the Event Program.

12.4.2. The EC is the liaison to Group Flights, Virtual Airlines, neighboring ARTCCs and VATSIM Event Staff for event related activities. Note that if an Assistant Events Coordinator is in place, the AEC will take the Virtual Airline (VA) side of duties.

12.4.3. The EC is responsible for promotion of ARTCC sponsored events.

12.4.4. The EC is responsible for coordinating ATC requirements for Group Flight and VA events.

12.4.5. The EC is responsible for publishing an Event debrief.

12.4.6. The EC is responsible for managing the ARTCC social media pages.

12.4.7. The EC is a member of the Facility Advisory Board.

12.5.   Assistant Events Coordinator

12.5.1.   The Assistant Events Coordinator is filled at the discretion of the EC.

12.5.2.   Reports directly to the Oakland ARTCC Events Coordinator/Deputy Air Traffic Manager.

12.5.3.   Works with the Events Coordinator to contact VAs to encourage them to hold or participate in events within Oakland ARTCC airspace, increase their route frequency, place hubs, etc.

12.5.4.   Works closely with the Oakland ARTCC Events Coordinator in the planning of events by acting as a conduit of information between VAs and the Oakland ARTCC EC. If the Oakland ARTCC Events Coordinator is busy with another task, the events coordinator may delegate event responsibilities to the Assistant Events Coordinator to run on his/her behalf.

12.5.5.   The Assistant Events Coordinator Position shall hold a non-voting seat inside the Facility Advisory Board. A Single Vote may be issued on a case-by-case basis per individual topic by the Air Traffic Manager.

12.6.   Facility Engineer

12.6.1.   The FE acts as an advisor to the ATM on technical aspects of flight simulation.

12.6.2.   The FE is responsible for certification and maintenance of data files related to ATC simulation including sector files.

12.6.3.   The FE is responsible maintenance of other data files uses in simulation, such as the radar positions file & alias file.

12.6.4.   The FE assess commonly used scenery files for use in the ARTCC airspace for their impact on ATC operations.

12.6.5.   The FE is a member of the Facility Advisory Board.

12.7.   Assistant Facility Engineer

12.7.1.   The Assistant Facility Engineer is filled at the discretion of the FE.

12.7.2.   The AFE acts as an assistant to the Facility Engineer and reports directly to the Facility Engineer and Deputy Air Traffic Manager.

12.7.3.   Projects and tasks will be delegated to the AFE by the FE at the FEs discretion.

12.8.   Webmaster

12.8.1.   Reports to the ATM and DATM.

12.8.2.   Maintains, updates and manages the ARTCC web site and forum as well as any other technical web-based Oakland ARTCC items.

12.8.3.   Manages the ARTCC-assigned email accounts at the direction of the Air Traffic Manager.

12.8.4.   Technical advisor to the Air Traffic Manager.

12.8.5.   The WM is a member of the Facility Advisory Board.

12.9. <u>Assistant Webmaster</u>

    12.9.1. Reports to Webmaster and Air Traffic Manager

    12.9.2. Assists the Webmaster in maintaining and developing ARTCC infrastructure, including web content and delivery, web services, email systems, data storage systems, etc.

    12.9.3. Responds quickly to website and data system needs.

    12.9.4. Other duties as assigned by Webmaster and/or ATM

    12.9.5. Functions as a Staff member and attends quarterly meetings

12.10. <u>Staff Instructors</u>

    12.10.1. SIs are responsible for development of the capabilities of the ARTCC Staff through execution of the Training Program.

    12.10.2. SIs participate in the development of the Training Program.

    12.10.3. SIs assess the capabilities of the ARTCC Staff for the TA.

    12.10.4. SIs are members of the Facility Advisory Board.