



# **General Policies and Procedures - CPS-001**

Version 2.01

Effective 03/12/2024

## 1. General Policies

### 1.1. Superseding Local Policy

- 1.1.1. Any provision of this policy that conflicts with a published VATSIM, VATAMAS, or VATUSA policy shall be superseded by the higher policy.
- 1.1.2. All controllers shall abide by VATSIM, VATAMAS, and VATUSA policies.

### 1.2. Rating Progression

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

### 1.3. Member Contact and Communication

- 1.3.1. All Oakland ARTCC members must maintain a valid and working email address.
- 1.3.2. The email address utilized by the Oakland ARTCC is automatically synced from VATUSA.

## 2. Member Conduct

### 2.1. General Conduct

- 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. Discord Server

- 2.2.1. Any member who 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. Guest 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 reached 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 the ARTCC records 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 to 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, screenshots, 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 who 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.
- 3.5.4. Unresponsive Pilots/Contact Me
- 3.5.4.1. 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.
- 3.5.4.2. A “Contact Me” request shall only be sent to aircraft operating in actively controlled airspace, or the controlled movement areas of airports.
- 3.5.4.3. 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.*
- 3.5.4.4. When an aircraft does not respond to multiple “Contact Me” requests the controller shall utilize the wallop command to request a network supervisor in the manner specified in 3.5.2.1.

## 4. Roster Removal Policy

### 4.1. Controller Inactivity

- 4.1.1. The Oakland ARTCC DATM will run an automated script shortly after the beginning of each quarter (Jan 1, Apr 1, July 1, Oct 1) 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 controller is a controller that holds a certification allowing them to actively connect to the network on a ZOA position.
- 4.1.1.2. An uncertified controller is a controller that is on the roster but does not have the ability to connect to the network on a ZOA position.

4.1.2. Certified controllers are considered inactive when any of the following conditions are met:

4.1.2.1. A controller does not control for at least 3 hours per calendar quarter.

*NOTE: Staff controllers are subject to 4.1.2.1 but may substitute 2 of their 3 required hours for training or other staff related activities.*

4.1.2.2. A controller has not acknowledged notification of changes to local procedures within 2 months. Acknowledgment is done via the ARTCC's website. Changes to procedures will be announced on the website.

4.1.3. Uncertified controllers are considered inactive when any of the following conditions are met:

4.1.3.1. Home controllers who have not completed the required CBT course(s) and/or exams by the end of the calendar quarter subsequent to joining the ARTCC.

4.1.3.2. Home controllers rated OBS who have not held a training session with a mentor or instructor for a full calendar quarter.

#### 4.2. Warning for Inactivity

4.2.1. Controllers will receive an automated warning for the following reasons:

4.2.1.1. A certified controller that has not met the activity requirements for a quarter by two weeks prior to the end of the quarter.

4.2.1.2. A certified controller has not acknowledged changes to procedures within two months of the publication of changes.

4.2.1.3. An uncertified controller that does not satisfy 4.1.3.1 or 4.1.3.2 by two weeks prior to the end of the quarter.

#### 4.3. Removal for Inactivity

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

4.3.1.1. A certified controller that does not satisfy 4.1.2.1 in a given quarter.

4.3.1.2. A certified controller does not acknowledge changes to procedures in accordance with 4.1.2.2 within a month after being notified of the deficiency.

4.3.1.3. An uncertified controller that does not satisfy the requirements of 4.1.3.1 or 4.1.3.2

#### 4.4. Removal for Suspension

4.4.1. 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.

#### 4.5. Removal for Conduct

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

#### 4.6. Return to Roster

- 4.6.1. A certified controller who has been removed for inactivity may apply to rejoin the roster no less than 30 days from the date of removal, by requesting a transfer to ZOA from the “ZAE” roster through the VATUSA transfer process.
- 4.6.2. A controller who has been removed per sections 4.4 or 4.5 of this Roster Removal Policy, may apply to rejoin the roster no less than 90 days from the date of removal, by appealing to the ATM, who reserves the right to deny the appeal.
- 4.6.3. An uncertified controller that is removed under 4.3.1.3 for the first time shall meet with the Training Administrator and/or DATM prior to being eligible to return to the roster to ensure that expectations are clear, address any difficulties in scheduling training, and develop a strategy to allow the student to be trained. Removal for a second, or subsequent time, shall be handled under the process defined in 4.6.1
- 4.6.4. A controller who is being restored within 6 months of their last controlling session and/or in-person lesson is able to regain their full controlling privileges and previous endorsements after self-certifying to the Training Administrator their review of the policy and procedure changes in the time of their absence.
- 4.6.5. A controller who is being restored between 6 and 12 months of their last controlling session and/or in-person lesson is able to regain their controlling privileges up to their rating after reviewing materials provided to them by the Training Administrator and completing a written assessment on those materials. The same procedures will independently be applied for each endorsement the controller wishes to regain.
- 4.6.6. A controller who is being restored longer than 12 months after their last controlling session and/or in-person lesson is subject to section 4.6.5 with the additional requirement of completing a single practical session with a member of the training staff. Controllers returning after a long absence are strongly encouraged to request refresher training in addition to the above requirements.

### 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 quarter.
- 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](mailto:management@oakartcc.org)).

## 5.2. LOA Duration

- 5.2.1. The LOA will be set for a specific amount of time, such that it does not extend past the end of the subsequent quarter.
- 5.2.2. The ATM or DATM may waive the time requirement in 5.2.1 when deemed necessary.
- 5.2.3. An extension may be requested by contacting the ATM. The extension may not exceed one quarter 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 quarter following the end of their LOA (i.e., if a controller's LOA runs out December 10<sup>th</sup>, they must meet the activity requirement starting in the first quarter of the new year).
- 5.2.5. LOA status is subject to removal for home controllers if the controller is found to be controlling at another facility.

## 6. **Transferring Controller Policy**

- 6.1. Transfers to ZOA will be governed by VATUSA DP001

### 6.2. Transferring Controller Application Process

- 6.2.1. A controller who wishes to transfer to ZOA shall use the existing VATUSA systems to request a transfer.
- 6.2.2. Upon notification of the pending transfer, ZOA Staff will arrange for the transferring controller to take the Oakland ARTCC Orientation Exam.
- 6.2.3. When the transferring controller has passed the Oakland ARTCC Orientation Exam, assuming all other transfer requirements are met, the transfer will be accepted and the incoming controller added to the roster.

## 7. **Visiting Controller Policy**

### 7.1. Eligibility and Applicability

- 7.1.1. 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.
- 7.1.2. Oakland ARTCC operates in accordance with the VATUSA DP001.
- 7.1.3. 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.



- 7.1.4. 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.
- 7.2. Visiting Controller Application Process:
  - 7.2.1. Review all applicable documentation, including Standard Operating Procedures, Letters of Agreement, Center Policy Statements, and NOTAMs that apply to the facilities of intended operation.
  - 7.2.2. Fill out the “Be A Visiting Controller” Request Form located here:  
<https://oakartcc.org/controllers/apply-to-visit>
  - 7.2.3. Prior to being accepted, prospective visitors must complete the Oakland ARTCC Orientation Exam. Instructions for completing the exam will be emailed after the controller completes the Request Form.
  - 7.2.4. If accepted, an automated email will be sent with account details and instructions for signing up for further training.
  - 7.2.5. Once accepted to the roster, visiting controllers will be able to control any UNRESTRICTED facility up to their VATSIM Rating.
    - 7.2.5.1. A visiting controller wishing to control a Tier 1 position or obtain a Tier 2 endorsement must complete the training regimen as specified in CPS-002.
    - 7.2.5.2. Upon successful completion of the appropriate training, the member of training staff 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.

## **8. Facility Designation**

- 8.1. Tier 1 Facilities
  - 8.1.1. Oakland ARTCC Tier 1 Facilities are facilities that require specific training and certification to control. They are as follows:
    - 8.1.1.1. All San Francisco ATCT positions
    - 8.1.1.2. All Northern California TRACON sectors in Area B and Area D.
- 8.2. Tier 2 Facilities.
  - 8.2.1. Oakland ARTCC Tier 2 Facilities are facilities that only require a specific VATSIM controller rating and successful completion of the training for the particular Tier 2 endorsement to control in accordance with the VATSIM Global Controller Administration Policy.
  - 8.2.2. All Oakland Center sectors require a ZOA Enroute endorsement to control.

- 8.2.3. All Oakland Oceanic sectors require a ZAK Oceanic endorsement (or equivalent endorsement given by a vACC party to the Pacific Partnership) to control.
- 8.2.4. The following positions require a Bay Area endorsement to control:
  - 8.2.4.1. All OAK and SJC ATCT positions
  - 8.2.4.2. Northern California TRACON Area A - Toga, Licke and Morgan sectors
  - 8.2.4.3. Northern California TRACON Area C - Grove and Sunol sectors
  - 8.2.4.4. Northern California TRACON Area E(CA) - All sectors
- 8.2.5. The following positions require a Military Operations endorsement to control:
  - 8.2.5.1. All Travis AFB RAPCON/ATCT positions
- 8.2.6. The following positions require a Mountainous Terrain endorsement to control:
  - 8.2.6.1. All Reno ATCT Positions
  - 8.2.6.2. Northern California TRACON Area E(NV) - All sectors
- 8.3. Unrestricted Facilities
  - 8.3.1. All facilities not included in Tier 1 and Tier 2 are unrestricted and may be controlled by any rostered controller holding the appropriate rating.
- 8.4. Combined Facilities/Top Down
  - 8.4.1. A controller wishing to control an authorized combination of positions must hold the endorsements and ratings required for all included positions.
  - 8.4.2. A controller wishing to control a position that includes lower level facilities in a top-down manner must hold all endorsements and ratings required for those lower level facilities.

## **9. Controller Requirements and Coordination**

- 9.1. General Controller Requirements
  - 9.1.1. Updates to procedures will be published to the ARTCC website and these changes shall be acknowledged by controllers using the acknowledgment function of the ARTCC website. Controllers who do not acknowledge these updates may be considered inactive in accordance with 4.1.2.2.
  - 9.1.2. All Oakland ARTCC members are required to regularly check the Oakland ARTCC Discord for Operational Bulletins and other pertinent discussions.
  - 9.1.3. Controllers must utilize the most recent Standard Operating Procedures located on the Oakland ARTCC website.
  - 9.1.4. 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 acquire situational awareness, either by connecting as an observer or using an inactive CRC session, before 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 open 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 10.2 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, APREQs, 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. Special Operations Policy**

### **10.1. NAVAIDs**

- 10.1.1. Unless specifically designed as part of Oakland ARTCC sponsored event, all NAVAIDs included in 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.

### **10.2. IAP Availability**

- 10.2.1. 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.

### **10.3. Runway Closure**

- 10.3.1. 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.
- 10.3.2. 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.

### **10.4. Airport Closure**

- 10.4.1. 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.
- 10.4.2. 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.

### **10.5. Delays and Holding**

- 10.5.1. No controller shall delay or hold 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 or the controller from assigning a hold-in-lieu that is part of an instrument approach procedure.

## **11. Staff Organization**

### **11.1. Air Traffic Manager (ATM)**

- 11.1.1. The ATM is appointed and removed per VATUSA policy and reports to VATUSA2.
- 11.1.2. The ATM is responsible for the overall administration of the ARTCC.
- 11.1.3. The ATM is responsible for appointing staff members as described below.
- 11.1.4. The ATM is the chairman of the ARTCC Facility Advisory Board.

### **11.2. Deputy Air Traffic Manager**

- 11.2.1. The DATM is appointed and removed by the ATM and reports to the ATM.
- 11.2.2. The DATM is responsible for administration of the roster and accuracy of the roster information.
- 11.2.3. The DATM is responsible for monitoring the state of the ARTCC for the ATM.
- 11.2.4. The DATM is responsible for assisting in development and roll out of major projects
- 11.2.5. The DATM is responsible for other tasks as may be assigned by the ATM from time to time.
- 11.2.6. The DATM is a member of the Facility Advisory Board.

### **11.3. Training Administrator**

- 11.3.1. The TA is recommended by the ATM with the approval of the VATUSA Training Department.
- 11.3.2. The TA reports jointly to the ATM and the VATUSA Training Director.
- 11.3.3. The TA is responsible for the execution of the training program.
- 11.3.4. The TA is responsible for the oversight of the mentor program
- 11.3.5. The TA is responsible for the selection of Staff Instructors.
- 11.3.6. The TA is a member of the Facility Advisory Board.

### **11.4. Events Coordinator**

- 11.4.1. The EC assists the DATM to develop the Event Program.
- 11.4.2. 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.
- 11.4.3. The EC is responsible for promotion of ARTCC sponsored events.
- 11.4.4. The EC is responsible for coordinating ATC requirements for Group Flight and VA events.
- 11.4.5. The EC is responsible for publishing an Event debrief.
- 11.4.6. The EC is responsible for managing the ARTCC social media pages unless this responsibility is given to another staff member.
- 11.4.7. The EC is a member of the Facility Advisory Board.

11.5. Assistant Events Coordinator

- 11.5.1. The Assistant Events Coordinator is filled at the discretion of the EC.
- 11.5.2. Reports directly to the Oakland ARTCC Events Coordinator/Deputy Air Traffic Manager.
- 11.5.3. 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.
- 11.5.4. 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.
- 11.5.5. 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.

11.6. Facility Engineer

- 11.6.1. Reports to the ATM and DATM.
- 11.6.2. The FE acts as an advisor to the ATM on technical aspects of flight simulation.
- 11.6.3. The FE is responsible for certification and maintenance of data files related to ATC simulation including CRC data administration and vatSys sector files.
- 11.6.4. The FE is responsible for maintenance of other data files used in simulation, such as the alias file.
- 11.6.5. The FE assess commonly used scenery files for use in the ARTCC airspace for their impact on ATC operations.
- 11.6.6. The FE is a member of the Facility Advisory Board.

11.7. Assistant Facility Engineer

- 11.7.1. The Assistant Facility Engineer is filled at the discretion of the FE and reports to the FE
- 11.7.2. The AFE acts as an assistant to the Facility Engineer and reports directly to the Facility Engineer and Deputy Air Traffic Manager.
- 11.7.3. Projects and tasks will be delegated to the AFE by the FE at the FEs discretion.

11.8. Webmaster

- 11.8.1. Reports to the ATM and DATM.
- 11.8.2. Maintains, updates and manages the ARTCC web site and forum as well as any other technical web-based Oakland ARTCC items.
- 11.8.3. Manages the ARTCC-assigned email accounts at the direction of the Air Traffic Manager.
- 11.8.4. Technical advisor to the Air Traffic Manager.
- 11.8.5. The WM is a member of the Facility Advisory Board.

11.9. Assistant Webmaster

- 11.9.1. The Assistant Webmaster is filled at the discretion of the WM and reports to the WM.
- 11.9.2. Assists the Webmaster in maintaining and developing ARTCC infrastructure, including web content and delivery, web services, email systems, data storage systems, etc.
- 11.9.3. Responds quickly to website and data system needs.
- 11.9.4. Other duties as assigned by Webmaster and/or ATM
- 11.9.5. Functions as a Staff member and attends quarterly meetings

11.10. Other Staff Positions

- 11.10.1. As deemed necessary by the Air Traffic Manager, members may be appointed to staff roles not mentioned in this document (for example, Community Manager)
- 11.10.2. These positions will report to the ATM and DATM
- 11.10.3. The duties of these roles will be defined in writing between the ATM and staff member before the role becomes effective
- 11.10.4. Any positions created under this section may be removed at the discretion of the ATM.
- 11.10.5. Members in these roles function as Staff members and attend quarterly meetings.

11.11. Staff Instructors

- 11.11.1. SIs are responsible for development of the capabilities of the ARTCC Staff through execution of the Training Program.
- 11.11.2. Staff instructors report to the Training Administrator.
- 11.11.3. SIs participate in the development of the Training Program.
- 11.11.4. SIs assess the capabilities of the ARTCC Staff for the TA.
- 11.11.5. SIs are members of the Facility Advisory Board.