ORDER

ATLANTA AIR ROUTE TRAFFIC CONTROL CENTER

FACILITY POLICIES

AND ADMINISTRATION

ATLANTA
Air Route Traffic Control Center

October 1, 2012

VIRTUAL AIR TRAFFIC SIMULATION
UNITED STATES DIVISION

FOREWORD

This order provides internal direction and guidance for accomplishing the day to day operational and administrative requirements within Atlanta Air Route Traffic Control Center. This document serves as a supplement to the requirements prescribed by VATSIM and VATUSA. All vZTL Members shall familiarize themselves with the provisions of this order and perform in accordance.

William Lewis
Air Traffic Manager

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DATE	REVISION	EDITOR/VERSION
1 OCT 2012	Initial Release	WAL/1A
8 NOV 2014	3-2-1 Activity	WAL/1B

CHAPTER 1. ADMINISTRATIVE

Section 1. INTRODUCTION

1-1-1 PURPOSE.

This order provides guidance, procedures, instructions, and standards for fulfilling operational air traffic requirements as well as administrative tasks within The Virtual Atlanta Air Route Traffic Control Center (vZTL). This is a compilation of operational and administrative orders previously maintained as standalone documents and are intended to enhance accessibility, cohesion, and familiarity.

1-1-2 AUDIENCE.

This order applies to all vZTL Air Traffic Control Specialist and vZTL Visiting Air Traffic Control Specialist.

1-1-3 DISTRIBUTION.

This Order is available in the vZTL Document Library

1-1-4 CANCELLATION.

This Order cancels the vZTL Policies and Guidelines Binder dated 5 January 2010.

1-1-5 REVISIONS.

Changes to this document are recorded and a copy may request from facility staff.

1-1-6 EFFECTIVE DATE.

This order is effective as of 1 October 2012.

1-1-7 INTERPRETATION AND IMPLIMENTATION

All policies are subject to possible change and interpretation at the discretion of the Air Traffic Manager. No vZTL policy shall restrict the ability and authority of the vZTL management.

CHATPTER 2. MEMBERSHIP

Section 1. INTRODUCTION

2-1-1 PURPOSE.

In order to maintain a manageable and effective controlling roster and a manageable number of controller trainees, vZTL staff shall process membership applications and make determinations to accept or deny vZTL membership to VATUSA members requesting such membership.

2-1-2 COMPLIANCE.

The Roster Removal Policy is in accordance with the VATSIM C.O.C and the VATSIM User Agreement.

Section 2. NEW MEMBERS

2-2-1 APPLICATIONS.

New VATUSA controllers need not to submit a membership application directly to vZTL and shall be added to the vZTL Roster after completing requirements set forth by VATSIM and VATUSA.

2-2-2 PROBATION.

New vZTL Members and Visiting Members shall hold a 30 day probationary status to obtain a controller rating or certification per vZTL training procedures and standards. This period also allows vZTL staff to evaluate such member. This 30 day period may be extended by vZTL staff.

Section 3. TRANSFERING CONTROLLERS

2-3-1 APPLICATION.

VATUSA controllers holding a rating S1-ADM shall submit an application with intent to transfer to vZTL. vZTL Staff shall review transfer applications and may accept or deny applications based on disciplinary records, transfer records, or unfavorable references.

    a.   In the event an application is denied, the applicant shall receive a written explanation of the reason for rejection via email. The applicant shall have (10) days to appeal the decision. The Division Conflict Resolution Manager may be summoned to review such appeal.

    b.   Members requesting transfer to vZTL may be requested supply additional information or complete additional questionnaires.

2-3-2 TRAINING AND CERTIFICATION

Accepted transfer controller shall hold a 30 day probationary period to complete a checkout or training process. All Transferring controllers has complete this checkout or training prior to manning a vZTL ATC position in accordance with vZTL Training Procedures or instructions from vZTL Training Staff.

Section 4. VISITING CONTROLLERS

2-4-1 APPLICATION.

Visiting controller applications shall be subject to review and accepted or rejected as outlined under 2-3-1 of this document.

    a. The Visiting Controller must be in good standing in his ARTCC/FIR of origin and adhere to VATNA and VATUSA Visiting Controller Policies.

2-4-2 COMPETENCY.

Accepted Visiting controllers hold a probationary period until they are able to display to vZTL Staff that they possess the basic core competencies for their current and previous ratings up to C1.

2-4-3 TRAINING.

Visiting controllers must be aware that training to visitors is limited to familiarization with its airspace and local procedures only. If the training staff believes the visiting controller does not possess the basic core competencies for the rating they hold, the training staff will cease training and, at the discretion of the Air Traffic Manager, Deputy Air Traffic Manager, or Training Administrator, the visiting controller will be removed from the visiting controller roster.

2-4-4 USE OF RATING

Individual visiting controllers holding the rating of "Instructor" in their previous/home ARTCC shall not use this rating in the Atlanta ARTCC, and shall log in as (Senior) Controller when acting as Visiting Controller.

CHAPTER 3. ROSTER REMOVAL

Section 1. INTRODUCTION

3-1-1 PURPOSE.

In order to maintain a manageable and effective controlling roster, vZTL staff shall monitor and maintain a roster which consists of active members. In order to accomplish this task vZTL staff must remove inactive members from both the vZTL Home Controller Roster and vZTL Visiting Controller Roster. This policy will define the required amount of activity to remain on any vZTL Roster.

3-1-2 COMPLIANCE.

The Roster Removal Policy is in accordance with the VATSIM C.O.C and the VATSIM User Agreement.

Section 2. vZTL MEMBER REQUIREMENTS

3-2-1 ACTIVITY.

1. Probationary Members shall obtain a controller rating and vZTL Controlling certifications within the first 30 days of being accepted onto the vZTL Roster.
    a. A probationary member is defined in section 2-2-2 of this document.

2. Certified Members shall complete at minimum six hours of online activity per annual quarter to remain active.
    a. A certified member is defined as a member regardless of rating with controlling privileges on any vZTL air traffic position.
    b. Online activity is defined as controlling on the VATSIM network, the completion of non-previously completed training session, or providing training services as an Instructor or Mentor.
3. All controllers must abide by procedures published in Chapter 5 Controller Currency of this document to remain active.
4. Any controller making substantial administrative contribution to vZTL may be excused from the above requirements by approval of the Air Traffic Manager.

Section 3. vZTL VISITING CONTROLLER REQUIREMENTS

3-3-1 ACTIVITY.

1. Probationary Members shall obtain a controller rating and vZTL Controlling certifications within the first 30 days of being accepted onto the vZTL Roster.
    a. A probationary member is defined in section 2-2-2 of this document.

2. Certified Members shall complete at minimum three hours of online activity per annual quarter to remain active.
   a. A non-certified member, certified member, and online activity are defined above in section 2.
   b. All Visiting Controllers must complete at minimum 50% of their online activity at their home ARTCC in accordance with the VATUSA Visiting Controller Policy (Policy # 09/06)
2. All controllers must abide by procedures published in Chapter 5 Controller Currency of this document to remain active.

Section 4. MEMBER BEHAVIOR

3-4-1 BEHAVIOR.

1. The following actions may result in reference to a VATSIM Supervisor regarding possible sanctions:
   a. Failure to comply with any vZTL Policy or Posted Directives.
   b. Failure to comply with the VATSIM Code of Conduct, or VATSIM User Agreement.
   c. Failure to comply with the VATSIM Global Ratings Policy.
   d. Disrespectful behavior towards other controllers or pilots..

Section 5. ROSTER REMOVAL

3-5-1 ACTIVITY REMOVAL.

1. Probationary member who is deemed to not be in compliance with sections 2 and/or 3 of this policy may be removed for the vZTL roster with no prior notifications.

2. A vZTL member who is deemed to not be in compliance with sections 2 and/or 3 of this policy will be notified prior to being removed via the email addressed published.

3. A vZTL member on an approved leave of absence in accordance with chapter 6 of this document shall be omitted from activity removal but remains subject to all other removals.

3-5-2 NOTIFICATIONS.

Roster Removal notifications shall be issued via email. It is the member's responsibility to ensure an accurate email is on file with vZTL and their email service provider accepts emails from the vZTL domain name, www.vztlartcc.net. vZTL is not responsible for email notifications not received by members.

CHAPTER 4. POSITION STAFFING

Section 1. INTRODUCTION

4-1-1 PURPOSE.

When manning an air traffic control position on the VATSIM network, Controller software settings shall be set properly to insure the accurate and normal operations of multiple network resources.

4-1-2 COMPLIANCE.

The Position Staffing Policy is in accordance with the VATSIM C.O.C and the VATSIM User Agreement.

Section 2. APPROVED SOFTWARE

4-2-1 SOFTWARE

The following software coupled with approved and current vZTL Sector files shall be used for providing air traffic services on the VATSIM network.

    a.   Virtual Radar Client (VRC)
    b.   vSTARS
    c.   Microsoft Flight Simulator
            1.   Only when coupled with VRC

Euroscope, while not specifically prohibited from use, may only be used with vZTL approved sector file. Euroscope has not been included in this list as there is not current vZTL approved Euroscope sector file.

4-2-2 SECTOR FILES

Approved sector files are found previously loaded within vZTL approved software downloads. Non approved sector files may be used for the purpose of test when approved by vZTL Staff.

Section 3. NETWORK CALLSIGNS

4-3-1 STAFF CALLSIGNS.

In accordance with the VATUSA Staff Callsign Policy the following network callsigns are reserved for vZTL staff and shall not be used by any other members. These shall only be used for observing or event coordination.

    a.   ZTL_ATM
    b.   ZTL_DATM
    c.   ZTL_TA
    d.   ZTL_EC – This callsign shall only be used for VATUSA and/or vZTL endorsed events.
    e.   ZTL_TMU - This callsign shall only be used for VATUSA endorsed events.

4-3-2 OBSERVING CALLSIGNS.

While observing the network as a vZTL Member with vZTL Approved Software, users shall use the following callsign format.

    a.   ZTL_XX_OBS
          1.   vZTL Member shall substitute the XX with their controller operating initials.

4-3-3 CONTROLLING CALLSIGNS.

Controllers shall use the following format: XXX_YY_ZZZ

    a.   XXX Shall be substituted for the three letter primary airport/facility ID (CLT, ATL, AVL, BHM, etc).
    b.   YY Shall be substituted for the controllers Sequence Number starting at 1. (1, 2, 3, etc.).
    c.   ZZZ Shall be substituted for your position identification (DEL, GND, TWR, DEP, APP, or CTR).

NOTE - Improper use of call signs is grounds for disconnection, supervisor notification, and/or disciplinary action

4-3-4 CONTROLLING CALLSIGNS.

Facility Coordinators shall use the following callsigns. These callsigns are reserved for only controllers designated by vZTL Staff.

    a.   ATL_CC_TWR (Atlanta ATCT Coordinator)
    b.   ATL_CC_APP (Atlanta TRACON Coordinator)

<div align="center">Section 4. SOFTWARE SETTINGS</div>

4-4-1 VISIBILITY RANGE.

Visibility ranges shall be set in accordance with the VATISM C.O.C.

4-4-2 AIRCRAFT COMMUNICATION SETTINGS.

Frequencies published in a facilities SOP shall be used while controlling such procedures. In cases where no facility SOP is published, Frequencies published on an airport's airport facility directory (AFD) shall be used. Any frequency with a thousand of five shall be rounded down to zero (126.225 round to 126.220)

Any voice server may be used, but liveatc.net shall be used as primary and aircharts.org used as secondary.

VOX Channels shall use the following format.

    a.   XXX-YY
          1.   XXX shall be substituted for the facility identification (AVL, ATL, A80, ZTL, etc.)
          2.   YY shall be substituted for the position or sector identification (LC, LC1, H, 43, etc.)

4-4-3 CONTROLLER COMMUNICATION SETTINGS.

Controller Software features for providing communication between controller such as Intercom, Override, or private message may be used although Teamspeak shall serve as a primary method.

Section 5. FACILITIES

4-5-1 STAFFING

When staffing a vZTL position, the position being open shall provide top down service and operate the entire facility of which the position resides in

EXAMPLE – When staffing a towered facility, Ground should not be operational without Local. A Departure sector should not be open without all other approach sectors open.

4-5-2 POSITION SPLITS

Split positions shall only occur after all other intra facility positions are staffed and when warranted by higher traffic loads. If not all other intra facility positions are staffed and not warranted by traffic, another position within the facility or another facility shall be staffed.

EXAMPLE – Local control should not be split unless clearance delivery and ground control are also separately staffed and traffic loads warrant such a split.

NOTE – Training sessions are exempt from 4-5-1 and 4-5-2.

Section 6. ADDITIONAL REQUIREMENTS

4-6-1 CONNECTION TIME.

An open air traffic control facility shall remain open for at least 45 minutes. This requires a single controller shall control for a minimum of 45 minutes or two or more controllers may split controlling time so all positions within the facility remain open for a minimum of 45 minutes. A facility is still considered to be open if an overlying facility is online.

4-6-2 CONTROLLER COMMUNICATION

A controller shall log on and available on the vZTL Teamspeak for controller communications while staffing a vZTL ATC position.

4-6-3 POSITION CLOSING

Controllers with the intent to close an air traffic facility shall provide intent to close notification to all pilots on frequency and all controllers controlling within the same and adjacent ATC facilities at least 5 minutes prior to closing an air traffic facility. In order to reach all pilots both a verbal and text notification shall be sent over the controller primary frequency. If known, a logoff time may be enter in the controller information but does not satisfy the above requirements.

CHAPTER 5. CONTROLLER CURRENCY

Section 1. INTRODUCTION

5-1-1 PURPOSE.

This policy is set as a basic requirement for vZTL members to remain knowledgeable of facility policies and procedures as well as controlling standards. After a Controller has been trained and tested to rating competencies, it is important for such controllers to remain at such level and also be up to date on any change in ATC procedures.

5-1-2 COMPLIANCE.

The Position Staffing Policy is in accordance with the VATSIM C.O.C, VATSIM Global Ratings Policy and the VATSIM User Agreement.

Section 2. CONTROLLING STANDARDS

5-2-1 CURRENCY.

Certified controllers shall control a position which is equivalent to their highest VATSIM Controller Rating in accordance with Chapter 3 Section 2, Membership Requirements, of this document to remain current.

5-2-2 EVALUATIONS.

The Air Traffic Manager, Deputy Air Traffic Manager and Training Administrator, or their designee, reserves the right to monitor controllers manning vZTL positions in order to assure quality of service.

   a. If a standards are noticed to be significantly diminished the above staff members may:
      1. Recommended additional training to the controller.
      2. Required Additional training of the controller.
      3. Place an events restriction on the controller.
      4. Remove the controller from his or her position for additional training.
      5. Suspend a controllers solo certification pending an over the shoulder examination for the position in question or the completion of additional training.

vZTL Training Department Instructors and Mentors which are certified to monitor set positions may monitor controller on those positions in order to assure quality of service.

   a. If a standards are noticed to be significantly diminished the above staff members may:
      1. Recommended additional training to the controller.
      2. Referred the controller to the Air Traffic Manager, Deputy Air Traffic Manager or Training Administrator for further review.

Section 3. FAMILIARIZATION DUTY

5-3-1 POLICIES AND PROCEDURES

Controllers are required to be familiar with vZTL Policies and Procedures. This includes but is not limited to: vZTL Administrative policies, VATUSA and VATSIM policies, facility's standard operating procedures and facility's letter of agreement, current air traffic control procedures.

5-3-2 NOTICES AND DIRECTIVES

Controllers will be notified of changes to vZTL Policies and Procedures through the use of controller notices. Similarly, additional instructions or information regarding vZTL operations shall also be posted through the use of controller notices.

Controller notices posted within the vZTL Forums shall be reviewed by the outlined audience defined in each notice. vZTL Members defined in the audience shall acknowledge that they have read and reviewed such facility notice or directive by submitting their controller operating initials within the forum thread announcing the published notice.

This shall be completed prior to the controller's next controlling session.

5-3-3 FAMILIRIZATION.

Failure to remain current may result in a member to be considered Inactive as described in chapter two of this document.

CHAPTER 6. LEAVE OF ABSENCE

Section 1. INTRODUCTION

6-1-1 PURPOSE.

This policy is set as a basic requirement for vZTL members requesting and on a leave of absence.

6-1-2 COMPLIANCE.

The Position Staffing Policy is in accordance with the VATSIM C.O.C and the VATSIM User Agreement.

Section 2. REQUESTING LOA

6-2-1 REQUEST.

vZTL Member may request LOA by writing to the Deputy Air Traffic Manager and detailing estimated length of leave and a brief reason (the reason need not be so specific that personal information is divulged).

6-2-2 LENGTH.

No LOA will be granted for a time period less than 30 days or greater than six calendar months. After

6-2-3 DISQUALIFIERS

No LOA will be granted to OBS rated members or members with zero controlling privileges at ZTL. Similarly no LOA will be granted to members who have recently received a rating promotion or controlling certification by vZTL within the past 30 days.

Section 3. GRANTED LOA

6-3-1 TERM.

The controller shall be responsible for monitoring the granted term of their LOA and returning to active status at the completed of granted term.

6-3-2 EXTENTIONS.

Extensions to a granted LOA may be request by vZTL members on LOA. Section one of this chapter will apply for extension requests.

6-3-3 VISITATION.

vZTL Home Members will be unable to control at other VATSIM control facilities while on LOA as this will violate The VATUSA Visiting Controller Policy.