

QUARTERLY REPORT – Q2’ 21

VATSIM Europe, Middle East and Africa Region (EMEA)

Vice President EMEA: Simon Irvine

GENERAL COMMENTS

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| | <p>Vice President Europe, Middle East and Africa Region: Simon Irvine</p> <p>Assistant to the Vice President Europe, Middle East and Africa Region: Nick Marinov</p> <p>Assistant to the Vice President Europe, Middle East and Africa Region: Phil Hutchinson</p> <p>DIVISIONS:</p> <p>Europe (EUD) Director: Nick Marinov (Acting) Website: www.vateud.net</p> <p>Russia (RUS) Director: Evgeny Vygornitsky Website: www.vatrus.info/</p> <p>United Kingdom (UK) Director: Chris Pawley Website: www.vatsim.uk</p> <p>Middle East and North Africa (MENA) Director: Chriss Klosowski Website: www.vatme.net/</p> <p>Israel (IL) Director: Or Bahtari Website: www.vatil.org.il</p> <p>South Africa (SAF) Director: David Woodward Website: www.vatsaf.net.za</p> |
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VATSIM Europe (Except UK) Division (EUD)

Division Director: Name

MEMBER RETENTION

Miguel Frias

No report submitted.

ATC TRAINING

David Kirchner

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | |
|----|-----|-----|----|----|---------|--|
| S1 | 145 | 124 | | | | <p>CPT numbers are slightly lower than in Q1 but remain on a very high level. Number of active mentors increased by 15% compared to Q3/4 2020. Increase of mentor numbers must continue. CPT pass rates are ok overall vACCs but differ a lot between them. Pass rates of lower than 60% in some vACCs are not acceptable. Biggest issue remain the very long waiting lists. Waiting time for many new controllers exceeds 6 months, sometimes even 1 year. Therefore it is VATEUD ATD's biggest challenge to find ways to increase training efficiency and fight these long waiting lists while not losing too much training quality. We are aware of the pressure that our mentors in the vACCs face. Many mentors see the crazy long waiting lists and lose their motivation. Thus it is our task to find efficient training concepts that keep the motivation of the mentors high, keep the pressure for mentors low, and that enable as many trainees as possible to start controlling in decent quality. Once GCAP is finalized we will complete our work on VATEUD's future training concept.</p> <p>We found two new team members. Raul Ferraz and Mark-Julius Pikat will support the VATEUD ATD as Regional Managers. Each of them will therefore keep close contact to around 8 vACCs, discuss upcoming changes with them, and will assist in any other ATD tasks.</p> <p>We are currently updating our Fast Track procedures. vACC consultation is in progress.</p> |
| S2 | 59 | 53 | | | | |
| S3 | 38 | 38 | | | | |
| C1 | 22 | 16 | | | | |
| C3 | 4 | 1 | | | | |
| Σ | 268 | 232 | | | | |
| | | | | | | |

PILOT TRAINING

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VATEUD does not have a pilot training programme

OPERATIONS & WEB

Matan Budimir & Miguel Frias

Operations: No new developments

Web: During the quarter, we have released the new VATEUD website, which is still under development. The reason for this is that the old system didn't offer us the features we were looking for anymore. With the new we've also transferred to the new provider - DigitalOcean. After the website release, were mostly focusing on the data transfer from the old system to the new one. We've recently started working on the new admin panel that will allow us to easily manage data across our systems.

EVENTS

Artur Vasilev

Events

During the Q2 of 2021 we saw an increase in amount of VFR events in VATEUD as well as an increase in amount of citylinks between the most major of Europe's airports, such as LFPG, EDDF, EDDB, EHAM, EKCH, etc.

This quarter the bi-annual Cross The Pond event was held on the 24th of April and the planning process for the next edition of Cross The Land has started (event date - October 2nd). vACC interest in divisional level events as always remains high.

The following vACCs have increased their amount of events compared to the previous quarter: Belux, VATGER, Hungary, Adria, the Dutch vACC, VATSPA.

Social media and communications

Overall vACC social media activity is at the same level as in Q1 2021, though, as airport voting process for the next edition of Cross the Land came, vACCs started heavily campaigning for their airports to be voted for. This is a very positive sign about vACCs being interested in divisional level events.

VATEUD social media activity has also been steady during the Q2 2021, thanks to Erikas Batura (VATEUD19) and his hard work. VATEUD social media will continue to attract as much attention to all events held in the division and all relevant news to be published.

OTHER COMMENTS

Mattia Torti & Nick Marinov

No comments.

VATSIM Russia Division (RUS)

Division Director: Evgeny Vygornitsky

MEMBER RETENTION

Evgeny Vygornitsky & Sergey Balandin

During the 2nd quarter of 2021, the members' retention has been reducing. We've got 2 quest controllers.

ATC TRAINING

Anton Myglan

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | |
|----|----|----|----|----|---------|--|
| S1 | 35 | 9 | | | | <p>In the 2nd Quarter we welcomed 2 new instructor</p> <p>In 2021 we continue to teach ATC students at a high level of the VATSIM network. We also support the required number of instructors and mentors in VATRUS division. The level of inflow and outflow of the students and instructors / mentors is average. Together with our WEB-service, we plan to make the educational process more automated, as a result of which it will become more convenient for students and instructors.</p> |
| S2 | 9 | 3 | | | | |
| S3 | 4 | 1 | | | | |
| C1 | 0 | 1 | | | | |
| C3 | 0 | 0 | | | | |
| Σ | 48 | 14 | | | | |

PILOT TRAINING

Evgeniy Dedyayev

Pilots Training resource web site is being updated according to the new Pilot Ratings system. At this time pilot ratings "P0-P2" are ready to use. Pilots training program has been modified up to rating P2. Pilots ratings P3 and P4 are being edited. Pilots training resources can be started for pilots' preparation. We're waiting for PTD audit for stating education.

OPERATIONS & WEB

Kirill Shabunun

We're finishing our new website, including a new mobile adaptive version. We also continue to work with our training centers. ATC training center will receive some new features shortly, including "welcome"- testing system for fresh students and new notification system. Pilots training center is ready.

EVENTS

Maxim Tsygankov

During the 2nd quarter 2021 VATRUS made more than 20 events. More than 50 pilots took part in the major event from Beijing to Moscow. They have flown more than 7 hours and 8000 km. We also made two special VFR events in Rostov and Moscow FIRs. Domodedovo Real-Ops attracted a lot of pilots from all over the world. Now we are planning some international events with major European airports.

OTHER COMMENTS

VATRUS Staff

We are waiting for the updates on:

- Major area for Moscow FIR and Major airport status for Moscow Sheremetyevo (UUUU) and Moscow Vnukovo (UUWW)
- We have passed the 45 days trial period and would like to get updates on the Caucasus FSS
- We still ask to consider the division name change from “VATRUS - Vatsim-Russia” to “VATRUS - Vatsim – Russian-speaking community” on the nearest BoG meeting

VATSIM United Kingdom Division (UK)

Division Director: Chris Pawley

MEMBER RETENTION

Harry Downton

The department continues to be the 1st port of call for member queries which are not directed to specific departments. We will try and deal with the query ourselves and will only forward on when we do not know the answer or is beyond our remit. Our review of the transfer and visiting process is still ongoing across all ratings and we trying to implement a system which is both fair and speedy. We have made significant improvements already to increase efficiency and lessen the red tape. This includes removing the requirement for ex members who gained their rating in the UK to complete further training if they decide to transfer back into the UK. We are also developing a C1 Moodle course for transferring and visiting controllers in order to aid their training and quicken the process. This is currently in the very final phase and is going to be released within the next couple of weeks. To ensure a smooth and uninterrupted transition to the new onboarding process for V&Ts, we have closed the UK to both visitors and transfers. This is to ensure that when we emerge, we will be able to provide a better service to members; furthermore, this will hopefully improve the pass/validation rate and won't have an impact on our home members. We recognise the current system for C1 transfers/visitors does not currently align with the requirements and would like to improve the process. We took on the responsibility of overseeing the feedback system, but we are reviewing the process as at the moment we do not feel the current system is fit for purpose. We are looking at ways to improve the whole feedback system so that we can provide feedback in a constructive manner. Other projects in the pipeline include a comprehensive new member welcome process. We feel that at the moment new members are expected to learn quite a lot of information and procedure by themselves. So, in partnership with the DSG, we are hoping to implement such things as drop-in sessions, UK specific welcome emails containing useful links and the setting up of member buddies, who will be carefully selected members who are on hand in discord and ts to answer questions and help new members.

ATC TRAINING

Daniel Crookes

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | |
|----|----|----|----|----|---------|---|
| S1 | 33 | 29 | | | | <p>As expected, Q2 has been quieter than Q1, but training in VATSIM UK continues to progress strongly. During Q2 2021, we introduced a new syllabus for the S1 Gatwick GND endorsement and collected positive data from the first trial of our structured S1 training lesson plans. We welcomed two new instructors to the New Controller training team, and completed development of the S3 Moodle eLearning course, which has now been published. In Q3 2021, we plan to roll out structured lesson plans for all S1 students, and will modify our C1 training place requirements to improve students' familiarity with the units underlying their training sector. We will continue to develop our visiting/transferring controller training programmes to improve VATSIM UK's accessibility to international members. Collaboration with our web team to automate key administrative processes continues.</p> |
| S2 | 15 | 9 | | | | |
| S3 | 6 | 4 | | | | |
| C1 | 0 | 1 | | | | |
| C3 | - | - | | | | |
| Σ | 54 | 43 | | | | |
| | | | | | | |

PILOT TRAINING

Daniel Crookes

Quarter two of 2021 was yet another successful quarter for Pilot Training, with the existing P1 PPL(A) course continuing to grow and the P2 SEIR(A) nearing completion. Despite the expected decline in session density, the waiting times for P1 students remained within the target range. Multiple students neared exam readiness towards the end of the quarter. This opened up several new training places which were carefully allocated considering the slower mentoring pace. Mentoring capacity was slightly increased with another student-to-mentor conversion, maintaining the previous 100% conversion rate. Due to the significantly reduced availability of contributors, the P2 course was delayed well past the planned April/May release date. Freddie and his team have managed to complete and import all the Moodle content, leaving a handful of Moodle questions to import and the lesson plans to be completed. Unfortunately, Freddie has stepped down from his role and we wish him well in his flying endeavors. The management role of the IFR Flight Instructor has temporarily been handed over to Darren while we seek to fill the post. Considering the overwhelmingly positive response to The Flying Programme's proposal, we have decided to continue with the project and place it as a development priority. The programme will offer a platform for new VATSIM UK members to become confident with flying on the network with experienced members through 1-on-1 flights and bi-monthly group events. Throughout the quarter, Pilot Training has worked closely with the Marketing department to continue the monthly events for the GA Club in addition to several large staff-ups, receiving positive feedback from both pilots and controllers. The Club, found on our Forums, recently surpassed 200 members, doubling the membership count compared to November of 2020. The Club's resource page has been expanded with GA-oriented guides and several new Flight Training Exercises are being planned for later this year.

OPERATIONS & WEB

Jack Edwards & Calum Towers

In the second quarter of 2021, as well as providing operational support for live events, we have released initial/new versions of the following documents:

Southampton vMATS Part 2
Bournemouth vMATS Part 2
Farnborough vMATS Part 2
Cardiff vMATS Part 2
London FIR (EGTT) vMATS Part 2
London Agreed Levels Diagrams
Manchester Crib Sheet

We have also begun renegotiating a series of overseas LoAs

Gibraltar (LXGB) - Complete
Mount Pleasant (EGYP) - In progress
Ascension Island and St Helena - In progress

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The VATSIM UK Web Services team continues to focus on system stability and reliability - which has seen a large improvement through Q2 2021 thanks to the deployment of a dedicated web server for UKCP.

Alongside our usual bug fixes and security patches, we have added a number of improvements across our systems to support the work of other departments and to better enable our members to utilise our services. This includes better use of VATSIM.net data and more regular syncing between Core and our other tools (Forum, Discord etc). We are now shifting our attention to migrating away from legacy CERT AutoTools and onto the API which we hope to do before the end of the year.

Some of the most notable updates through the quarter have come to the UK Controller Plugin which now includes automatic updates for our controllers to benefit from the latest fixes and features without ever re-downloading files from our site. Thanks goes to Andy Ford for continuing to lead this project and for coming up with creative new features before anyone knows that they want them!

EVENTS

Loui Ringer

We hosted 23 events in Q2, which includes 14 Midweek Madness, 1 training evening and 2 general aviation-themed events.

4th April: Mancheaster

7th April: Gatwick Midweek Madness

11th April: Exeter Evening

14th April: Manchester Midweek Madness

16th April: FISO Friday (Gamston EGNE, Sherburn EGJ & Netherthorpe EGNF).

21st April: Heathrow Midweek Madness

24th April: Cross the Pond Westbound (EGCC & EGLL)

28th April; Aberdeen Midweek Madness

5th May: Gatwick Midweek Madness

7th May: Mersey Night (EGGP/EGNR)

12th May: Manchester Midweek Madness

14th May: Farnborough Friday

19th May: Heathrow Midweek Madness

22nd May: Thames BizJet Overload

26th May: Stansted Midweek Madness

28th May: Domestic Citypair (EGNT<>EGLL)

2nd June: Gatwick Midweek Madness

3rd June: Glasgow Training Evening

9th June: Manchester Midweek Madness

16th June: Heathrow Midweek Madness

19th June: The Great British Groupflight (EGCC & EGKK to Canaries)

23rd June: Southampton Midweek Madness

30th June: Gatwick Midweek Madness

VATSIM Middle East and North Africa Division (MENA)

Division Director: Chriss Klosowski

MEMBER RETENTION

Praveen Saju

No report submitted.

ATC TRAINING

Suprojit Paul

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | |
|----|----|----|----|----|---------|--|
| S1 | 20 | 16 | | | | This quarter has seen a larger number of upgrades than Q2, owing to increased training activity in various vACCs in MENA. There has been one C1 upgrade as well as two S3 upgrades, with the majority of the S1 upgrades being from the Emirates vACC. |
| S2 | 4 | 4 | | | | |
| S3 | 1 | 2 | | | | The divisional training team has also been bostlered by the addition of two new instructors, one in Iran vACC and one in Kuwait, further enhancing our training and examination capacity. |
| C1 | 1 | 1 | | | | |
| C3 | 0 | 0 | | | | |
| Σ | 26 | 23 | | | | Exams have been moved to a Moodle system with plans to implement a full Moodle course at a later date. |
| | | | | | | |

PILOT TRAINING

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VATMENA does not undertake any pilot training at a divisional level.

OPERATIONS & WEB

Chriss Klosowski & Harry Wall

As previously stated in our Q1 report we are slowly developing further resources within the operations department. We continue to strive and keep our sector files updated in areas that do not have fully fledged setup's yet and we are constantly looking for real-world resources, AIPs and so forth in order to achieve and replicate an almost realistic setup. Baghdad has been deployed to the public and has been completed. We are slowly building up on finishing up Syria, then moving on to Yemen and doing a final update to Muscat.

Several updates have been completed on an FSS side of things. North Africa Control has it's ownerships fixed thanks to VATSSA's cooperation in removing the old North Africa Control ACCs which we no longer own. We see several letter of agreement's being published to the division and its vACCs such as Iran & U.A.E and several others in the works pending approval from its respective parties.

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Work within the Tech Department has been ramping up rapidly, with our team working on a fully customised system for our Cross the Land event, internal 'HQ' system, and divisional helpdesk system.

We have taken on 3 new developers and are currently still recruiting for more along with exploring the possibility of recruiting a Deputy Technical Director (VATMENA61).

EVENTS

John Koranteng

We have seen several variety of events within our Division especially within the Kuwait & Iraq, Emirates, Iran and Saudi vACCs. The Bahrain vACC events schedule has been put to a hold till further notice. Further decision by the VATMENA Board. The Marketing department has slowly started recruiting marketing managers in several areas of the department such as social media and so forth.

There are plans to once again restructure the department and get a proper setup and potentially an edit to our current logo. We are aware that our social media presence is currently dormant and we are looking to get that back into action soon. Cross the Land planning has began last quarter and we are looking forward to our 2nd of October event heading towards the Middle East. Several vACCs have applied to be part as arrival airports.

OTHER COMMENTS

Chriss Klosowski

"The Division has been quite active this quarter with planning of Cross the Land in the back. Lot's of rating upgrades in several of our vACCs. In regards to the Bahrain vACC we have plans to merge it with the Emirates vACC as well as the Oman vACC after discussions with the Divisional Staff team and the Emirates vACC staff team.

Lot's of improvements within the Division this quarter and certain downfalls. Our ATC department saw lot's of rating upgrades, our marketing department restarted the planning of Cross the Land and lot's of advances in internal projects. We see the departure of several members from the Bahrain vACC after the staff team has resigned. The Bahrain vACC has several plans currently being discussed with the Divisional team.

We see the departure of Ali Badreldeen from the Operations Director role and thank him for his work."

VATSIM Israel Division (IL)

Division Director: Or Bahtari

MEMBER RETENTION

Or Bahtari

No report submitted.

ATC TRAINING

Name

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | 4 Minor Tower Qualifications were given. Will Receive S2s this month. |
|----|----|----|----|----|---------|---|
| S1 | | 1 | | | | |
| S2 | | | | | | |
| S3 | | | | | | |
| C1 | | | | | | |
| C3 | | | | | | |
| Σ | | 1 | | | | |

PILOT TRAINING

None

No report submitted.

OPERATIONS & WEB

Amit Eisinger

We are still working on the new dashboard for our members.

EVENTS

Or Belisha

Events:
 Salam Tel-Aviv - 20/03/21
 Control Room Event - 28/03/21
 Istanbul - Tel-Aviv Citylink - 24/04/21
 Eilat Ramon - Budapest - 15/05/21
 Frankfurt - Tel-Aviv - 12/06/21

OTHER COMMENTS

Or Bahtari

No report submitted.

VATSIM South Africa Division (SAF)

Division Director: David Woodward

MEMBER RETENTION

Dave Woodward

Since joining the Division I have seen a number of new joiners into VATSSA, specifically the South Africa ACC (ACCSAF). Obtaining exact numbers has proven impossible however due to new people (such as myself) not being permitted access to CERT, with all access not being through Terminal. Terminal currently is unable to run the reports I need to check how many people are within the Division. However, the introduction of vatssa.com, our new Hub, has shown that we currently have 19 active members with ACCRAC, 84 with ACCSAF, 3 with ACCVAN, and 15 with ACCWAF which is a good benchmark for such measurements going forwards.

ATC TRAINING

Dave Woodward

| | Q1 | Q2 | Q3 | Q4 | VAR (%) | Currently within the training system, including waiting lists we have the amount of students shown in the table. A new training director just put in place at ACCSAF is resulting in progressing these students quickly now, some of whom have been waiting while we transitioned to the new vatssa.com system. All is now functioning well. There is a concern with training at ACCWAF with none being done for Q2 and ACC staff being unresponsive to prompting. This will be rectified at the earliest opportunity. |
|----|----|----|----|----|---------|--|
| S1 | | 8 | | | | |
| S2 | | 8 | | | | |
| S3 | | 7 | | | | |
| C1 | | 4 | | | | |
| C3 | | 0 | | | | |
| Σ | | 27 | | | | |

PILOT TRAINING

Dave Woodward

There is currently no pilot training within the Division.

OPERATIONS & WEB

Dave Woodward

A new system, vatssa.com has been introduced which manages membership and training. Although in its infancy, this has resulted in the Division being able to function having stopped all operations with the loss of HQ. Within other operations, we have been delayed by Aero-Nav not transferring ownership of sector files in a timely manner, however sector file development is underway. AFRC_FSS has been reinvigorated, and two other FSS positions should be trialled very shortly.

EVENTS

Dave Woodward

There are limited events taking place at the moment, however a new events director at ACCSAF should see events commencing shortly.

OTHER COMMENTS

Dave Woodward

Being new to the position, we are finding it difficult to recruit Division staff, resulting in work not being done as quickly as I would like. However the momentum is commencing now, and I expect to see the Division grow steadily through the year.