



VIRTUAL AIR TRAFFIC SIMULATION NETWORK

NORTH AMERICA REGION – USA DIVISION

vZAU – CHICAGO ARTCC

ORDER  
vZAU  
7210.3A

Effective:  
12/09/2020

**Subject: Facility Operation and Administration**

---

This policy prescribes general procedures and guidance for use by individuals providing ATC services on the VATSIM network within the Chicago ARTCC boundary, including any facility therein. Any controller providing ATC services- whether assigned to the Chicago ARTCC or with visiting status- must be familiar and comply with the provisions of this order that pertain to their operational responsibilities and use their best judgment when encountering situations not covered by it.

The procedures prescribed by this order are general, and are not specific to any facility within vZAU, but rather the entire area. They may be supplemented by facility-specific SOPs.

Please note, this order is intended for use on the VATSIM network and only applies in a virtual environment simulated on the VATSIM network. It is not applicable for live operations in the National Airspace System.

Dristin Rose  
Air Traffic Manager  
Chicago ARTCC



## Table of Contents

Chapter 1. Introduction.....	4
1-1. Purpose of this Order.....	4
1-2. Audience .....	4
1-3. What This Order Cancels.....	4
1-4. Explanation of Changes.....	4
1-5. Mission.....	4
1-6. Word Meanings.....	4
1-7. Abbreviations and References .....	4
Chapter 2. Staff Descriptions .....	6
2-1. Air Traffic Manager .....	6
2-2. Deputy Air Traffic Manager.....	7
2-3. Training Administrator .....	7
2-4. Events Coordinator .....	8
2-5. Facility Engineer .....	9
2-6. Webmaster.....	9
Chapter 3. Communications .....	10
3-1. Broadcast Emails .....	10
3-2. Discord .....	10
3-3. Other .....	10
Chapter 4. Activity Requirements.....	11
4-1. Roster Management .....	11
4-2. Leave of Absence .....	11
4-3. Transfers .....	12
4-3-1. Initial ARTCC Transfers.....	12
4-3-2. ARTCC/FIR to ARTCC/FIR Transfers.....	12

## Chapter 1. Introduction

### 1-1. Purpose of this Order

This order prescribes duties, responsibilities, and expectations for use by Chicago ARTCC staff, home controllers, and visiting controllers.

### 1-2. Audience

All VATSIM Chicago ARTCC personnel, as well as those with a visiting status. Anyone providing ATC services at any facility within the vZAU ARTCC must be familiar and comply with the provisions of this order.

### 1-3. What This Order Cancels

The following Orders/Notices are cancelled and superseded; their content has been added to this Order:

- a. ZAU 03.100B General Policy, dated 10/15/2020

### 1-4. Explanation of Changes

- a. This is the first version of this order.

### 1-5. Mission

- a. It is the mission of the Chicago ARTCC to provide safe and efficient air traffic services to simulated air traffic on the VATSIM network.
- b. The Facility will strive to maintain a professional, friendly, supportive, and educational environment for both network controllers and pilots.

### 1-6. Word Meanings

As used in this Order:

- a. *Must*, or an action verb in the imperative sense, means mandatory.
- b. *Should* means recommended
- c. *May* and *need not* mean optional
- d. *Will* indicates futurity

### 1-7. Abbreviations and References

This Order uses abbreviations and refers to words/phrases as defined in the following tables:

*TBL 1-1-1*  
**Abbreviations**

<b>ABBR / REFERENCE</b>	<b>DESCRIPTION</b>
ATM	Air Traffic Manager
DATM	Deputy Air Traffic Manager
TA	Training Administrator
EC	Events Coordinator
FE	Facility Engineer
WM	Webmaster
Controllers	Home Controllers, Visiting Controllers
vZAU, ZAU	Chicago ARTCC
The Facility	Chicago ARTCC
DCRM	Division Conflict Resolution Manager

## Chapter 2. Staff Descriptions

### 2-1. Air Traffic Manager

The Air Traffic Manager is responsible to the appropriate VATUSA Region Manager for the overall administration of the ARTCC. The ATM is responsible for appointing ARTCC staff members and has ultimate authority of their delegation of tasks & responsibilities.

Typical duties of the Air Traffic Manager are as listed:

- Oversee overall operations and management of The Facility.
- Must hold a C1 rating or above.
- Attend division and regional level meetings as appropriate.
- Recommend the following senior staff positions to VATUSA
  - Deputy Air Traffic Manager (DATM)
  - Training Administrator (TA)
- Enact discipline of controllers with the approval of the Region Manager as appropriate.
- Hold staff meetings as appropriate.
- Remain current on VATSIM, VATUSA, and vZAU issues and policies.
- Establish and define duties and responsibilities for all staff members and training staff
- Appoint all support staff members that include, but are not limited to:
  - Event Coordinator (EC)
  - Facility Engineer (FE)
  - Webmaster (WM)
  - Assistant Training Administrator (ATA)
  - Assistant Event Coordinator (ACE)
  - Assistant Facility Engineer (AFE)
  - Assistant Webmaster (AWM)
- Oversee updates of all ARTCC-related policies, procedures, and orders.
- Provide guidance to both home and visiting controllers.
- Maintain an active online presence on the website, forum, network, and all related social media.
- Shall complete a minimum of 1 hour of controlling time per month.

## **2-2. Deputy Air Traffic Manager**

The Deputy Air Traffic Manager reports to the Air Traffic Manager and acts as the Air Traffic Manager in their absence. The Deputy Air Traffic Manager is responsible for the day-to-day operation of the ARTCC and other duties as assigned by the Air Traffic Manager.

Typical duties of the Deputy Air Traffic Manager are as listed:

- Report directly to the Air Traffic Manager.
- Must hold a C1 rating or above.
- Responsible for the day-to-day operation of the ARTCC.
- Assume the duties of the ATM in their absence or leave.
- Assist the ATM in overseeing the quality and duties of support staff.
- Assist the ATM in overseeing membership and the controller roster(s).
- Maintain, update, and manage facility SOPs and LOAs with the final approval of the ATM.
- Assist in the development and implementation of ARTCC projects as designed by senior and support staff.
- Primary advisor to support staff.
- Remain current on VATSIM, VATUSA, and vZAU issues and policies.
- Provide guidance to members and visiting controllers.
- Maintain active online presence on the website, forum, network, and all related social media.
- Must complete a minimum of 1 hour of controlling time per month.

## **2-3. Training Administrator**

The Training Administrator reports directly to the Air Traffic Manager and is responsible for building training programs, establish training procedures, and recommend instructors and mentors. The Training Administrator works with Instructors and Mentors to develop knowledge and mentors to help develop teaching ability.

Typical duties of the Training Administrator are as listed:

- Report directly to the Air Traffic Manager and, when necessary, the VATUSA Training Manager.
- Must hold a C1 rating or above.

- Maintain, update, and manage the training program, lessons, sweatbox scenarios, exam rubrics, and, with the approval of the ATM, policies related to training.
- Abide by the requirements of the VATSIM Global Ratings Policy.
- Oversee the quality of the training program.
- Responsible for seeking out, appointing, and managing ZAU Instructors and Mentors as appropriate.
- Hold training meetings as appropriate.
- Creatively design training resources to help controllers progress through the training program efficiently.
- Approve exam assignments for students and finalize controller promotions.
- Attend staff meetings as appropriate.
- Maintain an active online presence on the website, forum, network, and all related social media.
- Post a minimum of 10 hours of training time / TA related duties per month.
- Must complete a minimum of 1 hour of controlling time per month.

#### **2-4. Events Coordinator**

The Events Coordinator is responsible to the Air Traffic Manager for the coordination, planning, dissemination, and creation of events to neighboring facilities, virtual airlines, VATUSA and VATSIM.

Typical duties of the Events Coordinator are as listed:

- Report directly to the Air Traffic Manager.
- Must hold an S3 rating or above.
- Create, plan, and execute events to generate pilot and controller participation while promoting ZAU.
- Coordinate with neighboring facilities to arrange support for events and arrange ZAU support for events held by neighboring facilities.
- Maintain an active relationship with virtual airlines, coordinate for VA-hosted events affecting the ZAU airspace.
- Develop and distribute marketing materials to promote events and the ARTCC.
- Serve as marketing advisor to senior staff.



- Attend ARTCC & staff meetings as appropriate.
- Maintain an active online presence on the website, forum, network, and all related social media.
- Must complete a minimum of 1 hour of controlling time per month.

## **2-5. Facility Engineer**

The Facility Engineer reports directly to the Air Traffic Manager for creation of sector files, radar client files, training scenarios, Letters of Agreement, Memorandums of Understanding, Standard Operating Procedures, and other requests as directed and submission to the Air Traffic Manager for approval prior to dissemination.

Typical duties of the Facility Engineer are as listed:

- Report directly to the Air Traffic Manager.
- Must hold an S3 rating or above.
- Maintain, update, and manage sector files, POF, aliases, and other relevant files related to radar clients.
- Radar client advisor to senior staff.
- Attend ARTCC and staff meetings as appropriate.
- Maintain an active online presence on the website, forum, network, and all related social media.
- Create and manage instructions to setup, run, and troubleshoot radar clients.
- Must complete a minimum of 1 hour of controlling time per month.

## **2-6. Webmaster**

Responsible to the Air Traffic Manager for the operation and maintenance of all IT services including, but not limited to, the Website, Discord, and Email services and any other tasking as directed by the ATM.

Typical duties of the Webmaster are as listed:

- Report directly to the Air Traffic Manager.
- Must hold an S2 rating or higher.
- Maintain, update, and manage the Chicago ARTCC website.

- Technical advisor to the senior staff in areas of membership, day-to-day operations, and training program.
- Attend ARTCC and staff meetings as appropriate.
- Maintain an active online presence on the website, forum, network, and all related social media.
- Must complete a minimum of 1 hour of controlling time per month.

## **Chapter 3. Communications**

### **3-1. Broadcast Emails**

Home controllers that have opted-in to received broadcast emails on VATUSA.net will receive emails issued by staff. Such broadcast emails will contain pertinent information for the intended recipients. All home controllers should check their emails registered with VATSIM regularly to ensure they remain up to date on ARTCC related news and events that are disseminated through the Broadcast Email function.

### **3-2. Discord**

Home controllers, visiting controllers, VATSIM and VATUSA staff, ACE team members, and those invited by senior staff, will have access to the Discord. Access to the Discord server is strictly a privilege and access may be revoked at any time and without notice by senior staff of vZAU. Any communication within Discord (both verbally and in writing) is to remain respectful, courteous, and professional. Any user that is disrespectful, offensive, or otherwise inappropriate will be disciplined as appropriate by the ATM, Region Manager, and/or VATSIM DCRM. Discipline includes, but is not limited to, the removal of Discord access privileges and/or removal from the Chicago ARTCC.

### **3-3. Other**

The intended audience of this order shall, at all times, be courteous, respectful, and professional when communicating with each other and members of the VATSIM community. Any audience member covered under this order that is disrespectful, offensive, or otherwise inappropriate will be disciplined as appropriate by the ATM, Region Manager, and/or VATSIM DCRM. Discipline includes, but is not limited to, the removal from the Chicago ARTCC.

## Chapter 4. Activity Requirements

### 4-1. Roster Management

Rated home controllers and visiting controllers must actively control a position on the network within the facility for a minimum of one (1) hour each calendar month.

1. Non-rated home controllers must actively observe on the network within the facility for a minimum of one (1) hour each calendar month or;
2. Complete at least one training session with a Mentor and/or Instructor per calendar month

If the controller fails to meet the activity requirement for the previous calendar month, they are subject to roster removal on the 1<sup>st</sup> day of the following month. Hours from the previous month are not eligible to be rolled over to the next month.

*Note: Controllers are recommended, but are not required, to control the highest position they are rated for. (For example, a C1 is recommended to control a Center position)*

Those Controllers that are removed from the roster for any reason are subject to the following:

- a. Must not be readmitted for a minimum of thirty (30) days after the removal date.
- b. Must be recertified for any controlling position requiring a Major Endorsement per *VATSIM Global Ratings Policy* if the Controller has not been on the ZAU roster for ninety (90) days or more.

**NOTE**—The Air Traffic Manager of The Facility has sole authority on exemptions to 4-1 Roster Management.

### 4-2. Leave of Absence

All home controllers and visiting controllers that cannot meet the minimum time required by Chapter 4 Section 1 of this order are required to submit a Leave of Absence via email or the website, as appropriate, to the Air Traffic Manager and/or Deputy Air Traffic Manager.

- a. Those Controllers granted a Leave of Absence shall be relieved of all activity requirements of Chapter 4 Section 1 of this order for 90 days beyond the date of approval.
- b. Those Controllers granted a Leave of Absence and choose to abandon the absence prior to the 90-day date shall notify the Air Traffic Manager and/or Deputy Air Traffic Manager via email.
- c. Those Controllers granted a Leave of Absence shall be given one calendar month beyond the date of their Leave of Absence expiring to meet the activity requirements of Chapter 4 Section 1 of this order.

### **4-3. Transfers**

All transfers must meet the requirements of VATUSA DP001 – *Division General Policy*.

#### **4-3-1. Initial ARTCC Transfers**

Any observer rated controller on the network may transfer to the Chicago ARTCC if they meet all requirements set forth by VATSIM and VATUSA.

#### **4-3-2. ARTCC/FIR to ARTCC/FIR Transfers**

Controllers who transfer to the Chicago ARTCC from another ARTCC/FIR will receive all minor certifications up to the controller's rating upon acceptance. Certification at major facilities must be completed with an Instructor or Mentor prior to controlling positions on the network that require such certifications. It will be the controller's responsibility to seek out major certification from an Instructor or Mentor and shall follow all requirements set forth in the Chicago ARTCC Training Policy. Those controllers that transfer out of the Chicago ARTCC shall meet all requirements of VATUSA DP001 – *Division General Policy*.