# Atlanta ARTCC
# Facility Administrative Policy



**Version 1A**
**February 1, 2020**

# RECORD OF CHANGES

| CHANGE | DATE | AUTHORIZED BY | DESCRIPTION |
|--------|------|---------------|-------------|
| ORGNL | 1/2019 | JQ/MG/VATUSA2 | Original Draft |
| 7230.1A | 2/2020 | MG/VATUSA8 | Title changed to Facility Administrative Policy<br>2-6-3 TA requirements<br>2-6-7 INS requirements<br>2-6-8 MTR requirements<br>3-1 Uncertified controller activity requirements<br>3-2 Certified controller activity requirements<br>4-1 Transfer controller policy<br>4-2 Visiting controller policy<br>5-1-e Major endorsement revocation procedures<br>5-4 Position splits<br>7-6 Voice communications |
| | | | |

**VIRTUAL AIR TRAFFIC SIMULATION NETWORK**
VATUSA DIVISION - ATLANTA ARTCC

**SUBJ:** Atlanta ARTCC Facility Administrative Policy

This order prescribes direction and guidance for the day-to-day administration of facilities under the jurisdiction of the Atlanta ARTCC. All personnel shall familiarize themselves with the provisions about their responsibilities. When a situation arises that is not adequately covered by this order, exercise good judgment in resolving the situation.

This document is only to be used in a simulated environment. This document shall not be referenced or utilized in live operations in the National Airspace System (NAS). The Atlanta ARTCC, VATUSA, and VATSIM do not take any responsibility for uses of this order outside of the simulation environment.

Meg Bruck
Air Traffic Manager
VATSIM Atlanta ARTCC

# TABLE OF CONTENTS

# CHAPTER 1. GENERAL

**1-1. Purpose**

This order provides instructions, standards, and guidance for operating, managing, and guiding the Atlanta ARTCC.

**1-2. Audience**

This order applies to all controllers who provide air traffic control services at any ZTL designated facility.

**1-3. Where To Find This Order**

This order is available on the ZTL website, under the Files section.

**1-4. What This Order Cancels**

This order cancels the vZTL Facility Operations Policy dated January 19, 2019.

**1-5. Explanation of Changes**

The significant changes to this order are identified in the Record of Changes page(s).

# CHAPTER 2. ARTCC ORGANIZATION

### 2-1. VATSIM

The Virtual Air Traffic Simulation (VATSIM) network is an online community created for enthusiasts of flight simulation and air traffic control. The VATSIM Board of Governors (BoG), and the Executive Directors have governing power of the network and the organization. The VATSIM Founders have ownership rights and operational privileges over the VATSIM network. All ZTL initiated policies shall be in compliance with the VATSIM Code of Conduct (CoC), the VATSIM Code of Regulations (CoR), and the VATSIM Global Rating Policy (GRP).

### 2-2. VATNA

VATSIM North America (VATNA) is a region of the VATSIM network. VATNA includes the following divisions; VATSIM Canada (VATCAN), VATSIM United States (VATUSA), VATSIM Caribbean (VATCAR) and VATSIM Mexico (VATMEX).

### 2-3. VATUSA

VATSIM United States (VATUSA) is a division of the VATNA region. VATUSA policies govern the day-to-day operations of the United States domestic airspace and associated air traffic facilities.

### 2-4. ZTL

The Atlanta Air Route Traffic Control Center (ZTL ARTCC) is a division of VATUSA and operates in accordance with VATUSA policies. ZTL policies are required to meet, but may exceed minimum requirements of VATUSA policies.

### 2-5. Atlanta ARTCC Facilities

The following table identifies the air traffic control facilities within the boundaries of the ZTL ARTCC airspace.

| Facility Name | ICAO |
|:---:|:---:|
| Augusta ATCT | KAGS |
| Athens ATCT | KAHN |
| Atlanta ATCT | KATL |
| Atlanta TRACON | A80 |
| Atlanta ARTCC | ZTL |

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| | |
|---|---|
| Ashville ATCT | KAVL |
| Birmingham ATCT | KBHM |
| Chattanooga ATCT | KCHA |
| Charlotte ATCT | KCLT |
| Columbus ATCT | KCSG |
| Heart of Georgia ATCT | KEZM |
| County ATCT | KFTY |
| Greensboro ATCT | KGSO |
| Greer ATCT | KGSP |
| Greenville Downtown ATCT | KGMU |
| Donaldson ATCT | KGYH |
| Hickory ATCT | KHKY |
| Winston-Salem ATCT | KINT |
| Concord ATCT | KJQF |
| Lawson ATCT | KLSF |
| Gwinnett ATCT | KLZU |
| Macon ATCT | KMCN |
| Dobbins ATCT | KMGE |
| Dannelly ATCT | KMGM |
| Maxwell ATCT | KMXF |
| Peachtree ATCT | KPDK |
| McCollum ATCT | KRYY |
| Tuscaloosa ATCT | KTCL |
| Tri-Cities ATCT | KTRI |
| Knoxville ATCT | KTYS |
| Stanly ATCT | KVUJ |
| Warner Robbins ATCT | KWRB |

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**2-6. Staff Members**

**2-6-1. Air Traffic Manager (ATM)**

    a.  Responsibilities:

- Reports to the Southern Region Air Traffic Director and directs the operations and management of the assigned facility.
- Maintains an online presence on the VATSIM network.
- Maintains facility website.
- Functions as VATUSA staff member and attends meetings as necessary to discuss and stay abreast of VATUSA issues and policies.
- Initiates and obtains ATD approval for ARTCC SOP, LOA and other appropriate documentation.
- Review and take action on all visiting controller requests, controller transfer requests and leave of absence requests.
- Establishes and defines the duties of the DATM position; submits selection to the ATD for approval.
- Establishes and defines the duties of the Training Administrator position; submits selection to ATD and VATUSA Training Director for final approval.
- Provides guidance and help to assigned controllers; may establish a staff of "Mentors" to assist with training.
- Works with or delegates a liaison to work with Regional and Division-level Events Coordinators on events as necessary.
- Addresses disciplinary situations with the Southern Region ATD when appropriate.

    b.  Requirements:

- Must have at least a Controller (C1) rating.
- Must be an active member of the network in good standing.
- Must be able to work in a team environment.
- Have no significant disciplinary record, no history of unprofessional behavior.

**2-6-2. Deputy Air Traffic Manager (DATM)**

    a.  Responsibilities:

- Reports to the ATM
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Acts as a senior staff member, leading and supporting ARTCC members
- Attends staff meetings as called by the ATM
- Acts as the acting ATM at request, or in absence of, the ATM
- Helps develop new members and ensures they have the resources to succeed at ZTL
- Assists the ATM in management of the roster
- Assists the EC in coordination of events that may affect the ARTCC's airspace

- Assists the FE in overseeing facility files
- Assists in development and execution of ARTCC projects
- Any other duty assigned by the ATM

b. Requirements:
- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### 2-6-3. Training Administrator (TA)

a. Responsibilities:
- Reports to the ATM; VATUSA3 as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Acts as a senior staff member, leading and supporting ARTCC members
- Attends staff meetings as called by the ATM
- Maintains, updates, and manages the training program, lessons, sweatbox scenarios and exam rubrics
- Abides by the requirements of the VATSIM Global Ratings Policy
- Oversees the quality of the training program
- Responsible for seeking out, appointing, and managing ZTL Instructors and Mentors
- Hold periodic training meetings to discuss changes and updates
- Creatively designs training resources to help controllers progress through the training program more efficiently
- Approves exam assignment for students and finalizes promotions
- Any other duty assigned by the ATM

b. Requirements:
- Be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Currently holding a C1 rating or above
- Currently holding or have previously held an I1 in VATUSA for more than 90 days
- Be able to work well in a team-oriented environment
- Have excellent written and oral communication skills

### 2-6-4. Events Coordinator (EC)

a. Responsibilities:
- Reports to the DATM; ATM and VATUSA5 as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Attends staff meetings as called by the ATM

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- Plans, schedules, and executes at a minimum, one ZTL sponsor event each quarter.
- Promotes ZTL events via all communication methods available to ensure active participation.
- Develops and distributes marketing material (graphics, news posts, forum posts, etc) to promote events and the ARTCC.
- Coordinates with divisional and neighboring ARTCC's for event support and planning purposes
- Acts as the primary liaison between virtual aviation organizations and the ARTCC
- Supervises events by having an online presence, or by assigning an appropriate Controller in Charge (CIC) for events
- Ensure events are appropriately staffed
- Any other duty assigned

    b.  Requirements:
- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

## 2-6-5. Facility Engineer (FE)

    a.  Responsibilities:
- Reports to the DATM; ATM as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Attends staff meetings as called by the ATM
- Creates, maintains and updates ZTL sector files, alias files, POF files, and vATIS config files.
- Coordinates with ZTL and other ARTCC staff to mitigate and manage frequency and automation problems.
- Maintains approved facility Orders, SOPs and LOAs, ensuring they are electronically available through the website.
- Develops and maintains Quick Reference Cards
- Review and recommend the use of other controller tools for implementation within the ARTCC
- Any other duty assigned

    b.  Requirements:
- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Be skilled with VATSIM ATC Client software and software involved in technical file creation/manipulation.
- Must be able to work in a team environment

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Must have excellent written and oral communication skills

### 2-6-6. Webmaster (WM)
a. Responsibilities:
- Reports to the ATM regarding website and TeamSpeak matters
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Manages and oversees the ARTCCs data services including web content and delivery, web services, email systems, data storage systems, etc.
- Must respond quickly to website and data system needs.
- Develops and implements policies and procedures for operation and maintenance of the ARTCC web and data systems
- Maintains the ZTL TeamSpeak server
- Attends staff meetings as called by the ATM
- Any other duty assigned

b. Requirements:
- Must be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Must be proficient with modern web programming languages and techniques, including PHP, HTML, MySQL, and CSS
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### 2-6-7. Instructors (INS)
a. Responsibilities:
- Reports to the TA regarding students and training matters
- Work with any student progressing toward any rating at ZTL, according to the ZTL training program
- Document all training notes in student training files after each session, monitoring or promotion as required by VATUSA and ZTL
- Perform Over the Shoulder (OTS) exams for rating upgrades
- Perform Checkout Sessions at any training airport for certifications
- Assign and review written exams with students
- Must conduct a minimum of three (3) training sessions per calendar month or advise the TA of an inability to do so
- Attends training meetings as called by the TA
- Maintain active online presence on the website, teamspeak, network and email

b. Requirements:
- Must be an active member of the network in good standing
- Be a member of ZTL, or willing to transfer upon selection
- Must be Atlanta Center certified
- Must have held a C1 rating at least 90 days, prior to taking the position, OR Must have served as a mentor for at least 60 days, prior to taking the position

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- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### 2-6-8. Mentors (MTR)

   a.  Responsibilities:
- Reports to the TA regarding students and training matters
- Work with students on positions approved by the TA, according to the ZTL training program
- Document all training notes in student training files after each session, monitoring or promotion
- Perform Checkout Sessions for certifications, only on positions approved by the TA
- Recommend an Over the Shoulder exam (OTS) or a written exam assignment to an INS
- Review written exams with students
- Must conduct a minimum of two (2) training sessions per calendar month or advise the TA of an inability to do so
- Attends training meetings as called by the TA
- Maintain active online presence on the website, teamspeak, network and email

   b.  Requirements:
- Must be an active member of the network in good standing
- Be a member of ZTL
- Must hold S2 rating or above and be major tower certified, prior to taking the position
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### 2-6-9. Additional Staff Positions

The ATM may, as necessary, create and appoint controllers to additional staff positions to assist in the day-to-day administration/operation or to assist with special projects of the ARTCC.

### 2-7. Staff Hierarchy

The ARTCC hierarchy is in the order as presented in Section 2-6 Staff Members.

# CHAPTER 3. ACTIVITY POLICY

### 3-1. Uncertified Controllers

a. All uncertified controllers must request training within 30 days of joining the ARTCC. Moreover, all uncertified controllers are required to complete at least 60 minutes of training each 30 days.

b. If the controller cannot meet the activity requirement above, the controller should notify the DATM via email.

c. Controllers who fail to complete the activity requirement will be removed from the ZTL roster.

### 3-2. Certified Controllers

a. All certified controllers must control on the network, at a minimum, 60 minutes per calendar month in a ZTL approved ATC position. This includes visitors not subject to a visiting letter of agreement.

  i. The position worked for activity must be one that is considered no lower than one rank below the controller's current rank (i.e. if the controller is a C1, the position worked for activity must be either a TRACON or Center position).

b. If the controller cannot meet the activity requirement above, the controller should notify the DATM via email.

c. Controllers who fail to complete the activity requirement will be removed from the ZTL roster.

### 3-3. Leave of Absence

a. Any member who will be unable to meet activity requirements may request a Leave of Absence (LOA) by filing a Leave of Absence request with the DATM via email. The member should include in the request the start date of the LOA, the duration of the LOA as requested, and the reason for the LOA request.

b. The minimum length for a LOA is 30 days and the maximum length is 90 days.

c. A controller may request a LOA extension by making application to the ATM or DATM via email. This extension may not exceed 90 days.

d. Controllers in active duty military/armed forces will be permitted up to 24 months of LOA for military related deployments or duties. Returning military personnel will be required to complete a checkout with the TA or Instructor upon return.

e. If a controller on LOA logs into the network to control it will automatically end their LOA with ZTL and they will need to email the ATM or DATM asking to reopen the LOA should it be necessary.

### 3-4. Reinstatement

a. Any controller who is removed from the ZTL roster due to inactivity may reapply by submitting a transfer request on VATUSA's website. If accepted, they will need to undergo training according the ZTL Order 7210.10B.

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### 3-5. Removal For Cause

a. Although not mandatory, controllers who are being removed from ZTL's roster may be issued a warning at staff's discretion.

b. Controllers may be removed from ZTL's roster for the following reason:

    i. The controller has not met activity requirement

    ii. The controller fails to abide by any VATSIM, VATNA, VATUSA, or ZTL policy

    iii. The controller is insubordinate to any ZTL, VATSIM, VATNA, or VATUSA staff member

    iv. The controller is disrespectful to any member of VATSIM

    v. The controller provides falsified information or cheats in any way

    vi. The controller comes unprepared to training sessions multiple times

# CHAPTER 4. TRANSFERS AND VISITORS

**4-1. Transferring Controllers**

    a. All transfer requests shall be submitted on VATUSA's website.

    b. Any controller requesting a transfer to Atlanta ARTCC will be subject to the VATSIM Transfer and Visiting Controller Policy

    c. Upon transfer acceptance, the controller will receive a welcome email and be added to the ZTL roster. The controller will be required to follow transferring controller training procedures which are outlined in the ZTL Training Progression Flow 7210.10B

**4-2. Visiting Controllers**

    a. A controller desiring visiting controller status is required to complete a visiting controller request form which can be found on the ZTL website.

    b. Any controller requesting visiting status at Atlanta ARTCC will be subject to the VATSIM Transfer and Visiting Controller Policy

    c. Upon visitor acceptance, the controller will receive a welcome email and be added to the ZTL roster as a visitor. The controller will be required to follow visiting controller training procedures which are outlined in the ZTL Training Progression Flow 7210.10B

    d. Visiting controllers with I1 or I3 instructor ratings shall log in with their previous non-Instructor rating (C1 or C3) while operating any position within ZTL.

# CHAPTER 5. POSITION RESTRICTIONS

**5-1. Major Airfield/Airspace Certification Requirement**

    a. Atlanta Hartsfield-Jackson International Airport (KATL) and Atlanta Large Combined TRACON (A80) are considered to be major facilities as defined by VATSIM and VATUSA.

    b. All controllers wishing to control KATL must complete the appropriate major airfield training track.

    c. Controllers completing and receiving their major endorsement for KATL and/or A80 will be permitted to control the position unsupervised.

    d. At the discretion of the ATM, a temporary waiver of the above requirements may be granted to non-ZTL members for the purpose of assisting with a ZTL event.

    e. The major endorsement for KATL and/or A80 may be revoked at the discretion of the TA, ATM or DATM and the controller will be notified of the reasons by email.

**5-2. Atlanta Center Certification Requirement**

    a. All controllers, including visiting controllers, must have completed the all major endorsements before requesting training for an Atlanta Center position in order to be compliant with the VATSIM "top-down" policy.

**5-3. Not Controlling at Certification Level**

    a. Any controller found controlling a position within ZTL that he/she is not certified for will be immediately asked to disconnect, and a written warning will be issued by the ATM. Refusal to immediately disconnect will result in reporting the incident to a VATSIM Supervisor, and your connection will be forcefully terminated.

    b. Controllers found repeatedly in violation of this policy will be referred to the ATM. As a result, DCRM (Division Conflict Resolution Manager) action may take place with the possibility of removal from the ARTCC and VATSIM network.

**5-4. Position Splits**

    a. Split positions shall only occur after all other intra facility positions are staffed and when warranted by higher traffic loads and/or training/certification purposes. If not all other intra facility positions are staffed and/or it is not warranted by traffic/training/certification, another position within the facility or another facility shall be staffed.
       EXAMPLE – Local control should not be split, unless at least one clearance delivery and one ground control position are already open, and traffic loads and/or training/certification purposes require it.

# CHAPTER 6. EVENT POLICIES

**6-1. Position Sign Up**

    a. All controllers shall sign up for an ARTCC-designated event through the appropriate section on the ZTL website. Signing up for a position does not guarantee you will be controlling this position during an event; the position you sign up for is your requested position. Controllers may be moved to other positions for operational necessity as designated by the ARTCC Events Coordinator (EC) and/or Controller in Charge (CIC).

    b. All controllers signing up for an ARTCC-designated event must have the certification for the position they are signing up for. Anticipated certifications will not count as actual certification, and the signup request will be deleted.

    c. The EC, or ATM/DATM, will make initial position assignments no sooner than 48 hours before event start time and no later than 24 hours before event start time.

    d. If you find you are not able to show for an event, you must withdraw your request if assignments have not been made. If assignments have been made, you must email the EC and/or ATM/DATM with the reason you are unable to fulfill your position.

    e. Changes to controller signups can be made up to event start time at the discretion of the Events Coordinator (EC) and/or the Controller in Charge (CIC).

**6-2. Practical Examinations**

    a. Practical examinations during ZTL events shall generally not be allowed, but may be administered only at the discretion of the ATM/DATM/TA.

    b. The staff shall take into consideration if the student will be able to handle the event traffic level.

    c. The student taking the practical exam must be directly supervised by either an instructor or the TA, who are not actively controlling another position and can override the student if operationally necessary.

**6-3. Failure to Show**

    a. Controllers who signed up for a position but did not appear at the event (without prior notice) will be issued a written warning, unless sufficient reasoning can be obtained from the member. After two written warnings, the controller will not be issued a position during the next event and will have to work positions that are not assigned to controllers.

    b. If a trend becomes apparent to staff members, the ATM/DATM/EC reserves the right to not allow signups from an individual controller until the trust is restored between the member and the staff.

# CHAPTER 7. NETWORK

### 7-1. Observer Callsigns

a. The Atlanta Air Traffic Manager may sign in as ZTL_ATM

b. The Atlanta Deputy Air Traffic Manager may sign in as ZTL_DATM

c. The Atlanta Training Administrator may sign in as ZTL_TA

d. The Atlanta Event Coordinator may sign in as ZTL_EC

    i. Only to be used during a ZTL or VATUSA Division approved events.

e. The Atlanta Facility Engineer may sign in as ZTL_FE

f. The Atlanta Webmaster may sign in as ZTL_WM

g. Observers on the VATSIM Network, who are members of the Atlanta ARTCC, shall sign on using the callsign ZTL_XX_OBS, where XX is the controller's assigned operating initials.

h. Instructors, not monitoring a control position and without the need to be ready to take over any control position, may sign in as ZTL_XX_INS where XX is the controller's assigned operating initials. Instructors that are actively instructing and/or monitoring a control position, and who may need to take over that control position, may sign in using the _I_ designation in the callsign (e.g., ATL_I_GND).

i. Mentors, not monitoring a control position and without the need to be ready to take over any control position, may sign in as ZTL_XX_MTR where XX is the controller's assigned operating initials. Mentors that are actively instructing and/or monitoring a control position, and who may need to take over that control position, may sign in using the _M_ designation in the callsign (e.g., ATL_M_GND).

### 7-2. Approved Callsigns

a. All ZTL controllers on the VATSIM network shall follow ZTL SOPs for position callsigns.

b. If a ZTL SOP is not available, the last 3 letters of the ICAO code shall be used followed by the position (e.g., PDK_GND and JQF_TWR).

### 7-3. Approved Frequencies

a. All controllers on the VATSIM network shall follow all ZTL SOPs for position frequencies.

b. If a ZTL SOP is not available, real-world frequencies shall be used.

### 7-4. Opening Position

a. Controllers shall not sign on unless they are planning to control for at least 30 minutes.

b. Controllers shall receive a briefing prior to priming up on a position, if applicable.

c. Controllers should log in to the TeamSpeak server whenever practical while controlling online

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### 7-5. Closing Position

a. Controllers shall provide at least five (5) minutes notice prior to logging off whenever possible.

b. Controllers shall provide their notice by means of ATC chat and the ".break" command.

c. Controllers shall brief their relief and/or overlying/underlying controllers prior to signing off.

### 7-6. ATC Voice Communication

a. Controllers shall provide voice ATC services when practical. Text-only controlling is authorized when a controller is unable to provide voice services.

b. Controllers shall use the Audio For VATSIM client for all voice communications.

c. Controllers shall use the defined stations in AFV. If no defined station is available controllers shall use the login callsign and frequency from the facility SOP.

### 7-7. ATC Chat

a. Controllers can use the ATC chat by typing "/" followed by the message (e.g., "/A80 online").

b. The ATC Chat shall only be utilized when:

    i. Opening or closing an ATC service position (only TRACON and Center).

    ii. Coordination messages that need to be viewed by multiple nearby controllers, for which coordination via private message is impractical.

    iii. In an urgent or emergency situation where a private message may not be received by the intended recipient(s) quickly enough (e.g., large events or inoperable inter-ARTCC coordination).

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