

ORDER

7230.1E

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**ATLANTA AIR ROUTE TRAFFIC CONTROL CENTER
FACILITY POLICIES AND ADMINISTRATION**



ZTL 7230.1E

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 Atlanta Center Members shall familiarize themselves with the provisions of this order and perform in accordance.



Jon Ellis
Air Traffic Manager



Gary Morris
Deputy Air Traffic Manager

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TABLE OF REVISIONS

| DATE | REVISION | EDITOR/VERSION |
|-------------|----------------------------|----------------|
| 1 OCT 2012 | Initial Release | WAL/1A |
| 8 NOV 2014 | 3-2-1 Activity | WAL/1B |
| 6 MAR 2015 | 2-3-1 Application | GJM/1C |
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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. This is a compilation of operational and administrative orders, and is intended to enhance accessibility, cohesion, and familiarity.

1-1-2 AUDIENCE

This order applies to all Atlanta Center Air Traffic Control Specialists and Atlanta Center Visiting Air Traffic Control Specialists.

1-1-3 DISTRIBUTION

This Order is available in the Atlanta Center Document Library

1-1-4 CANCELLATION

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

1-1-5 REVISIONS

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

1-1-6 EFFECTIVE DATE

This order is effective as of 1 August 2016.

1-1-7 INTERPRETATION AND IMPLEMENTATION

All policies are subject to possible change and interpretation at the discretion of the Air Traffic Manager.

CHAPTER 2. MEMBERSHIP

Section 1. INTRODUCTION

2-1-1 PURPOSE

In order to maintain an effective controlling roster, Atlanta Center staff shall process membership applications and make determinations to accept or deny Atlanta Center membership to VATSIM members requesting such membership, in line with VATUSA and VATSIM policies.

Section 2. NEW MEMBERS

2-2-1 APPLICATIONS

New VATUSA members wishing to join Atlanta Center shall be added to the Atlanta Center Roster automatically after completing requirements set forth by VATSIM and VATUSA.

2-2-2 PROBATION

New Atlanta Center Members and Visiting Members shall hold a 30 day probationary status to obtain a controller rating or certification per Atlanta Center training procedures and standards. This period also allows Atlanta Center staff to evaluate such members.

Section 3. TRANSFERRING CONTROLLERS

2-3-1 APPLICATION

VATUSA controllers holding a rating S1-ADM rating shall submit an application to transfer through the VATUSA website. Atlanta Center Staff shall review transfer applications and may accept or deny applications based on disciplinary records, transfer records, training history, or unfavorable references.

1. In the event an application is denied, the applicant shall receive a written explanation of the reason for rejection through the automated VATUSA transfer system.
2. Should the applicant wish to appeal, they shall apply in writing to the Air Traffic Director within 14 days, as per the VATUSA Transferring and Visiting Controllers Policy.
3. Members requesting transfer to Atlanta Center may be requested to supply additional information or complete additional questionnaires.

2-3-2 TRAINING AND CERTIFICATION

Accepted transferring controllers shall hold a 30 day probationary period to complete a checkout or training process. All Transferring controllers must complete this checkout or training prior to manning an Atlanta Center ATC position in accordance with Atlanta Center Training Procedures or instructions from Atlanta Center Training Staff.

Section 4. VISITING CONTROLLERS

2-4-1 APPLICATION

Controllers wishing to visit Atlanta Center shall submit an application to visit through the Atlanta Center website. 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 Atlanta Center 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” or “Senior Instructor” in their previous/home ARTCC shall not use this rating in the Atlanta ARTCC, and shall log in as their highest controller rating previously held 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, Atlanta Center staff shall monitor and maintain a roster which consists of active members. In order to accomplish this task, Atlanta Center staff must remove inactive members from both the Atlanta Center Home Controller Roster and Atlanta Center Visiting Controller Roster. This policy will define the required amount of activity to remain on any Atlanta Center Roster.

Section 2. MEMBER REQUIREMENTS

3-2-1 ACTIVITY

1. Probationary Members shall obtain a controller rating and Atlanta Center Controlling certifications within the first 30 days of being accepted onto the Atlanta Center Roster.
 - a. A probationary member is defined in section 2-2-2 of this document.
2. Certified Members shall complete a minimum of three hours of online activity per 30 day period.
 - a. A certified member is defined as a member regardless of rating with controlling privileges on any Atlanta Center air traffic position.
 - b. Online activity is defined as controlling on the VATSIM network, the completion of non-previously completed training sessions, 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 Atlanta Center may be excused from the above requirements by approval of the Air Traffic Manager.

Section 3. VISITING CONTROLLER REQUIREMENTS

3-3-1 ACTIVITY

1. Probationary Members shall obtain a controller rating and Atlanta Center controlling certifications within the first 30 days of being accepted onto the Atlanta Center Roster. During periods of high demand on the training department, it will be sufficient for the probationary member to show that they have made efforts to book a session within the timeframe.
2. Certified Members shall complete at minimum two hours of online activity per 30 day period to remain active.
 - a. All Visiting Controllers must complete at minimum 50% of their online activity at their home ARTCC in accordance with the VATUSA Transferring and Visiting Controllers Policy (Policy DP002).
3. 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 Atlanta Center 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. Members who are deemed to not be in compliance with this policy may be removed from the Atlanta Center roster.
2. An Atlanta Center 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 Atlanta Center and their email service provider accepts emails from the Atlanta Center domain name, www.atlantacenter.net. Atlanta Center 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 ensure the accurate and normal operations of multiple network resources.

Section 2. APPROVED SOFTWARE

4-2-1 SOFTWARE

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

1. Virtual Radar Client (VRC)
2. vSTARS
3. vERAM

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

4-2-2 SECTOR FILES

Approved sector files are found pre-loaded within Atlanta Center approved software downloads. Non approved sector files may be used for the purpose of testing when approved by Atlanta Center 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 Atlanta Center 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 Atlanta Center 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 an Atlanta Center Member with Atlanta Center Approved Software, users shall use the following callsign format.

- a. ZTL_XX_OBS
 1. Atlanta Center Member shall substitute the XX with their controller operating initials.

4-3-3 CONTROLLING CALLSIGNS

Controllers shall use the following format: XXX_YY_ZZZ

1. XXX Shall be substituted for the three letter primary airport/facility ID (CLT, ATL, BHM, etc.).
2. YY Shall be substituted for the controllers Sequence Number starting at 1. (1, 2, 3, etc.).
3. 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 Atlanta Center Staff.

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

Section 4. SOFTWARE SETTINGS**4-4-1 VISIBILITY RANGE**

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

4-4-2 AIRCRAFT COMMUNICATION SETTINGS

Frequencies published in each 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 format XXX-YY, where XXX shall be substituted for the facility identification (AVL, ATL, A80, ZTL, etc.) and 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 controllers such as Intercom, Override, or private message may be used although TeamSpeak shall serve as a primary method.

Section 5. FACILITIES**4-5-1 POSITION SPLITS**

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.

Section 6. ADDITIONAL REQUIREMENTS

4-6-1 CONNECTION TIME

An open air traffic control facility should remain open for at least one hour, where possible. This requirement means a single controller shall control for a minimum of one hour, or two or more controllers may split controlling time so all positions within the facility remain open for a minimum of one hour. 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 be available on the Atlanta Center TeamSpeak for controller communications while staffing an Atlanta Center ATC position. In the event that TeamSpeak privileges have been revoked or TeamSpeak is not available, controllers shall coordinate and communicate using the built-in private message and/or controller communications features provided in controlling clients.

No controller may use the .busyall command at any time while controlling. The .busy command may be used by controllers to block non-pertinent private messages from pilots. Where non-pertinent communication is received from other controllers, the controller should advise the other controller that he/she is busy, and to keep general conversation to a minimum.

Unsolicited conversation in any manner (TeamSpeak or otherwise) should be kept to a minimum when controlling or speaking to someone who is controlling.

Misuse of any form of communication as described in this document and/or relevant VATUSA/VATSIM documentation is grounds for disciplinary action.

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 entered 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 Atlanta Center 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.

Section 2. CONTROLLING STANDARDS

5-2-1 CURRENCY

Certified controllers should 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, Training Administrator, or their designee, reserves the right to monitor controllers manning Atlanta Center positions in order to assure quality of service.

Section 3. FAMILIARIZATION DUTY

5-3-1 POLICIES AND PROCEDURES

Controllers are required to be familiar with Atlanta Center Policies and Procedures. This includes but is not limited to: Atlanta Center 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 Atlanta Center Policies and Procedures through the use of controller notices. Similarly, additional instructions or information regarding Atlanta Center operations shall also be posted through the use of controller notices.

5-3-3 NOTIFICATION METHODS

The following methods will be used to communicate with all members of the Atlanta Center ARTCC. Sole responsibility of receiving these notices is the member. This includes but not limited to:

1. Email notification
2. Forums
3. Website Chat systems
4. Moodle

CHAPTER 6. LEAVE OF ABSENCE

Section 1. INTRODUCTION

6-1-1 PURPOSE

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

Section 2. REQUESTING LOA

6-2-1 REQUEST

Atlanta Center 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.

6-2-3 DISQUALIFIERS

Members that do not hold any controlling privileges at Atlanta Center are not eligible for a LOA.

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 EXTENSIONS

Extensions to a granted LOA may be requested by Atlanta Center members on LOA.

6-3-3 VISITATION

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

CHAPTER 7. EVENTS

Section 1. INTRODUCTION

7-1-1 PURPOSE

This policy provides guidance and requirements on the management of events within the Atlanta ARTCC.

Section 2. APPLICATION

7-2-1 EVENT SIGNUP

A controller shall use the registration system provided on the Atlanta Center ARTCC website to sign up for an event. A controller will sign up by completing the form provided. Event signup is available until 24 hours prior to event, when it is automatically closed.

Section 3. MANAGEMENT

7-3-1 STAFFING PRIORITY

Controllers will be given priority for a event based on the following in this order:

1. Home Controller (at least 90 days within Atlanta ARTCC)
 - a. Facility Certification
 - b. VATSIM Controller Rating (GRP Policies)
2. Visiting Controller
 - a. Facility Certification
 - b. VATSIM Controller Rating (GRP Policies)
3. ACE Team
 - a. Facility Certification
 - b. VATSIM Controller Rating (GRP Policies)

7-3-2 CONTROLLER IN CHARGE

The Controller in Charge (CIC) will be the sole person in charge of determining positions to be staffed and opened. The CIC will follow basic staffing priority as mentioned in 7-3-1 STAFFING PRIORITY, unless he/she deems it appropriate to amend the priorities for training/certification purposes.

The Events Coordinator (EC) shall choose an appropriate CIC for an event based on controller rating and/or experience. In the event that no CIC is designated for an event, the highest rated / most senior controller will assume the role of CIC.

7-3-3 LATE ATTENDANCE

Controller who cannot attend the start of an event may still assist. It is his/her responsibility to attend and report to the CIC in a timely manner, in order for them to coordinate the event staffing levels appropriately. If an event is currently active, controllers may not log on to any position at an identified event location without prior approval of the CIC.

7-3-4 NON ATTENDANCE

In the event that a controller signs up for event and subsequently fails to attend, this non-attendance will be documented on the controller's personnel record. For recurrent non-attendance, controllers are subject to the following disciplinary methods:

1st Non-Attendance – A written warning will be issued

2nd Non-Attendance – Controller will be given lowest priority on staffing their next event

3rd Non-Attendance – Controller will be placed on the standby list for events for 30 days