



VIRTUAL AIR TRAFFIC SIMULATION NETWORK
VATUSA DIVISION – WASHINGTON ARTCC

ORDER ZDC
7210.3E

FACILITY OPERATION AND ADMINISTRATION

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ZDCARTCC
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VIRTUAL AIR TRAFFIC SIMULATION NETWORK
VATUSA DIVISION – WASHINGTON ARTCC

SUBJ: Facility Operation and Administration

This order provides direction and guidance for the day-to-day operations of facilities under the administrative jurisdiction of the Washington 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 Washington ARTCC, VATUSA, and VATSIM do not take any responsibility for uses of this order outside of the simulation environment.

/Rick Rump/

Air Traffic Manager
Washington ARTCC

07/10/2018

ZDC 7210.3E

RECORD OF CHANGES

JO 7210.3D

Bulletin number 004 is updated to include provisions required by VATUSA Order DP001 dated June 1, 2018

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CHAPTER 1. GENERAL

1-1. PURPOSE OF THIS ORDER.

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

1-2. AUDIENCE.

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

1-3. WHERE TO FIND THIS ORDER.

This order is available on the ZDC website in the ARTCC Policies section.

1-4. EXPLANATION/REVISION OF CHANGES.

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

CHAPTER 2. ARTCC ORGANIZATION

2-1. VATSIM.

The VATSIM (Virtual Air Traffic Simulation) network is an online community created for enthusiasts of flight simulation and air traffic control. The VATSIM Board of Governors (BoG), and 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 ZDC initiated policies shall be in compliance with the VATSIM Code of Conduct (CoC), the VATSIM Code of Regulations (CoR), and the VATSIM Global Ratings Policy (GRP). The contents of such are hereby incorporated by reference in their entirety.

2-2. VATUSA.

VATUSA (VATSIM United States) is a division of the VATNA (VATSIM North America) region of the VATSIM Network. VATUSA policies govern the day-to-day operation of the United States domestic airspace and associated air traffic facilities. VATUSA Order DP001 is the superseding document for anything laid out herein and it is hereby incorporated by reference in its entirety.

2-3. ZDC.

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

2-4. WASHINGTON ARTCC FACILITIES.

The following table lists the air traffic control facilities under the administration of the Washington ARTCC:

Facility Name	Unit Number/ICAO	Location
Andrews ATCT	KADW	Camp Springs, MD
Atlantic City ATCT	KACY	Atlantic City, NJ
Baltimore-Washington ATCT	KBWI	Baltimore, MD
Bogue ATCT	KNJM	Swansboro, NC
Chambers ATCT	KNGU	Norfolk, VA
Charlottesville ATCT	KCHO	Charlottesville, VA
Cherry Point ATCT	KNKT	Cherry Point, NC
Davidson ATCT	KDAA	Fort Belvoir, VA
Easton ATCT	KESN	Easton, MD
Elizabeth City ATCT	KECG	Elizabeth City, NC
Fayetteville ATCT	KFAY	Fayetteville, NC
Felker ATCT	KFAF	Fort Eustis, VA
Frederick ATCT	KFDK	Frederick, MD
Hagerstown ATCT	KHGR	Hagerstown, MD
Kinston ATCT	KISO	Kinston, NC
Langley ATCT	KLFI	Hampton, VA
Lewisburg ATCT	KLWB	Lewisburg, WV
Lynchburg ATCT	KLYH	Lynchburg, VA
Manassas ATCT	KHEF	Manassas, VA
Martin State ATCT	KMTN	Baltimore, MD
Martinsburg ATCT	KMRB	Martinsburg, WV
New Bern ATCT	KEWN	New Bern, NC
New River ATCT	KNCA	Jacksonville, NC
Newport News ATCT	KPHF	Newport News, VA
Norfolk ATCT	KORF	Norfolk, VA
Oceana ATCT	KNTU	Virginia Beach, VA

Patuxent ATCT	KNHK	Patuxent River, MD
Quantico ATCT	KNYG	Quantico, VA

Raleigh-Durham ATCT	KRDU	Raleigh-Durham, NC
Richmond ATCT	KRIC	Richmond, VA
Roanoke ATCT	KROA	Roanoke, VA
Salisbury ATCT	KSBY	Salisbury, MD
Seymore Johnson ATCT	KGSB	Goldsboro, NC
Wallops ATCT	KWAL	Wallops Island, VA
Washington Dulles ATCT	KIAD	Dulles, VA
Washington Reagan ATCT	KDCA	Washington, DC
Wilmington ATCT	KILM	Wilmington, NC

2-5. ADMINISTRATIVE POSITIONS.

a. Air Traffic Manager (ATM)

The Air Traffic Manager is the Chief Executive and in charge of all oversight and administration of the ARTCC. Per VATUSA policy, the ATM's duties and responsibilities include, but are not limited to the following:

1. Responsible for all operations associated with the Washington D.C. ARTCC.
2. Reports to the region's Air Traffic Director and oversees operations and management for an assigned ARTCC.
3. Maintains an on line presence on the VATSIM server.
4. Functions as VATUSA HQ staff member. Attends periodic meetings to report on ARTCC activities and to stay abreast of VATUSA issues and policies.
5. Establishes an ARTCC web page and oversees its maintenance.
6. Initiates, obtains Air Traffic Director approval for, and maintains ARTCC Standard Operating Procedures.
7. Provides for coordination of position assignments and position restrictions when necessary.
8. Provides guidance and help to assigned controllers or guests. Optionally, establishes a staff of "Mentors" to assist new controllers and guests.
9. Works with Region Events Coordinator on events that may affect the ARTCC's operations.
10. Conducts testing and training as defined, and in accordance with, the VATUSA Training SOP.
11. Optionally, conducts additional training and testing on area-specific subjects.
12. Establishes an Assistant ATM position and defines the duties of that position. Submits selection to the region Air Traffic Director for final approval and announcement.
13. Nominates Instructor candidates to the Training Administrator or Training Director for Training Department approval and announcement.
14. Recommends disciplinary actions to the region Air Traffic Director.

b. Deputy Air Traffic Manager (DATM)

The Deputy Air Traffic Manager is second in command of the oversight and administration of the ARTCC.

1. Monitors the day-to-day activities of the ARTCC.
2. Reports to the ARTCC's Air Traffic Manager.
3. Assists in the development and execution of ARTCC projects.
4. Maintains an on line presence on the VATSIM server.
5. Functions as ARTCC senior staff member. Attends periodic meetings to report on ARTCC activities and to stay abreast of VATUSA issues and policies.
6. Assists in coordination of position assignments and position restrictions when necessary.
7. Provides guidance and help to assigned controllers or guests.
8. Conducts testing and training as defined, and in accordance with, the VATUSA Training SOP.
9. Optionally, conducts additional training and testing on area-specific subjects.
10. Assumes the duties of the ATM when he is unavailable.

c. Training Administrator (TA)

The Training Administrator is responsible for overseeing the development of Training Procedures and Instructor/Mentor core of the facility. Duties include, but are not limited to the following:

1. Responsible for the quality of the staff instructors and mentors.
2. Reports to the ARTCC's Air Traffic Manager and to the VATUSA Training Director.
3. Oversees and administers the ARTCC training program.
4. Develops and implements training-related material and projects.
5. Ensures that ARTCC instructor positions are adequately staffed. Recruits new instructors and recommends appointments to the ARTCC ATM and the -VATUSA Training Department.
6. Works with instructors and mentors to develop their knowledge and to ensure that training standards are being uniformly applied to all students.
7. Tracks the progress of student controllers, including testing, promotions, and recurrent and remedial instruction.
8. Manages and leads the Training Division of ZDC.

d. Assistant Training Administrator

The Assistant Training Administrator assists the Training Administrator with their duties with the exclusion of nominating instructors. The ATA upon approval of VATUSA Training Services Director (VATUSA3) may act in the place of the TA for a period of time should the TA be on an approved LoA.

e. Events Coordinator (EC)

The Events Coordinator is responsible for the planning, scheduling, and execution of events at the ARTCC. Duties include, but are not limited to, the following:

1. Reports to the ARTCC DATM and ATM.
2. Identifies and develops events to generate traffic and to promote the ARTCC.
3. Implements and oversees approved events.
4. Coordinates with neighboring ARTCCs to arrange support for ZDC-hosted events, and arranges support for neighboring events.
5. Maintains relationships with virtual airlines, coordinates support for VA-hosted events affecting ZDC airspace.

6. Develops and distributes marketing material (graphics, news posts, forum posts, etc) to promote events and the ARTCC.
7. Leads and manages events division of ZDC.

f. Facility Engineer (FE)

The Facility Engineer is responsible for the upkeep and maintenance of the following technical resources for the ARTCC:

1. Reports to the ATM.
2. Maintains and updates sector files, SOP's LOA's and the ARTCC Operating Policy.
3. Manages the ZDC facility resources.
4. Works with VATUSA and other ARTCC's to approve LOA's and SOP's.

g. Webmaster (WM)

The Air Traffic Manager or designee shall serve as, or appoint and supervise the webmaster under the direction of the DATM, approval of VATUSA, and shall be responsible for:

1. Reports to the DATM.
2. Maintains, updates and manages the ARTCC web site.
3. Manages the ARTCC-assigned email accounts at the direction of the ATM.
4. Technical advisor to the ATM.
5. Shall ensure database and website source code is backed up monthly to a secure separate system.

CHAPTER 3. ACTIVITY POLICY

3-1. CURRENCY REQUIREMENTS.

All controllers holding a certification within ZDC must control for 2 hours every 30 days. This includes visiting controllers. All controlling sessions must be at least 60 minutes in length (3-6-1 covers the case for controllers who do not hold a certification within ZDC). If a controller is removed from the roster, s/he has 6 months from termination date to re-apply for controller status at ZDC while retaining current certifications (at the discretion of the ATM, DATM, and TA).. Special waivers may only be issued by the ATM, DATM and TA for extenuating circumstances.

3-2. LEAVE OF ABSENCE (LOA).

Members who will be unable to control and meet activity requirements may request an LoA by emailing both the ATM and DATM with the following.

- 1) Time requested away (minimum of 30 days, maximum of six months)
- 2) Reasoning
- 3) Any other information

Controllers may be granted a maximum of two consecutive LoA's (totaling up to 12 months), or 4 LoA's totaling 24 months if the member is in active military duty. If a controller on LoA logs into the network to control it will automatically end their LoA with ZDC and they will need to email the ATM and DATM asking to reopen their LoA should it be necessary. Any reset of an LoA will count toward the consecutive total.

3-3. VISITING CONTROLLERS.

The process for becoming a visiting controller at the Washington ARTCC is initiated via the "Visiting Application" page on the website. Assuming the controller does not have any disciplinary issues, is able to meet the 50%+1 of controlling time at home ARTCC rule and is in good standing at their ARTCC, they will be provisionally added to the ZDC roster.

The provisionally approved controller must complete within thirty days of acceptance they will be given a GRP competency check for Major Ground and Local combined. The GRP competency check will take place at Washington-Dulles International Airport (KIAD). Upon completion the controller will be officially a visiting controller at ZDC and may control up to their approved rating outside of designated major fields/airspace as outlined in the GRP.

Failure to pass the GRP Checkout will result in a referral to their home facility and VATUSA3 with detailing what GRP competencies were missed. ZDC TA, home facility TA and VATUSA3 may discuss further training at the home facility for further testing for visiting at the discretion of the ZDC TA and VATUSA3.

If the controller is S3 or above and wishes to control TRACON at ZDC, they will be training at Chesapeake Area Potomac TRACON exam upon successful completion of a majorlocal OTS, and can then request training for CHP. Once the controller is certified for CHP and wishes to move on, they can request the Shenandoah Exam (SHD), and then undergo training there. This process repeats itself for Mount Vernon (MTV). Once the controller is fully certified for Potomac TRACON, they may request the Center Exam and then a practical checkout on Washington Center.

Visiting controllers are subject to the same currency requirements as Washington ARTCC Home controllers, and are expected to maintain a good standing at the ARTCC. Any major disciplinary issues are reason for visiting status to be terminated. Also, visiting controllers are reminded that they are required to control at least 50%+1 of their hours at their home ARTCC. Washington ARTCC only provides training for home and transferring controllers, visiting controllers are expected to know how to control and will only receive airspace familiarization from ZDC. Controlling skills below the VATSIM Global Ratings Policy (GRP) are cause for termination of visiting status.

3-4. CODE OF CONDUCT.

All members will abide by all VATSIM CoC, CoR, and VATUSA conduct policies. Additionally, ZDC reserves the right to restrict members' usage of the message boards, website, and TeamSpeak server.

3-5. TRANSFERRING CONTROLLERS.

Once a transfer to ZDC has been approved through VATUSA, the new member will receive the new welcome email and be added to the ZDC roster. The controller will then undergo the same GRP checkout process as visiting controllers to get to their current rating/certification, at which point they will be treated as a home controller for the remainder of their training. Should the transferring controller hold a rating of OBS they will not undergo any checkout and will be treated as a new controller.

3-6. ROSTER REMOVAL.

Controllers may be removed from the Washington ARTCC Roster for inactivity or disciplinary issues, or as prescribed by VATUSA1 or designee thereof, the ATM, DATM or TA.

3-6-1. REMOVAL FOR LACK OF CURRENCY

If a controller missed one month of currency, they may be sent a warning email by the DATM (Failure to receive this e-mail does not qualify as grounds for appeal of the removal). Should the controller then miss another consecutive month of currency, they will be removed from the Washington ARTCC roster without further warning. Extensions or exceptions may be approved by emailing the ATM and DATM, which will be evaluated on a case by case basis. The ATM or DATM is under no obligation to retain controllers on the roster who are not able to meet currency requirements. If a controller is inactive and requests to rejoin the ZDC roster, any necessary re-currency training/local certifications will be subject to:

- Less than six months - Email ATM and DATM with intent to return and familiarize yourself with LoA and SOP changes. Certifications are automatically restored without additional training
- Six to twelve months - Email ATM and DATM with intent to return and familiarize yourself with LoA and SOP changes. While a full checkout process is not required, the controller needs to do an informal monitoring session with a mentor or instructor up to the position they wish to get re-certified for, as local certifications are voided. This may be done "top-down".
- More than twelve months - Undergo a re-certification procedure as all ratings will be considered voided. This re-certification will be equivalent to the process for visiting/transfer controllers.

New, transfer or visiting controllers whom are not certified for a ZDC position may be removed for any of the following occur;

- Have not requested training within 30 days of joining ZDC;
- Have not requested training within 30 days of their previous session;
- Have not contacted the ATM and DATM to request an LOA within 30 days of joining with sufficient cause;
- Have repeatedly been late/unprepared/missed sessions.

3-6-2. REMOVAL FOR CAUSE.

Outside of those reasons provided for in 3-6-1 of this policy, controllers may be removed from the ZDC roster with approval of VATUSA1 or designee thereof for the following reasons (Examples given are non-exclusive. Written warnings may be issued at staff discretion):

- Mis-representation (Cheating, lying to staff, using someone else's name)
- Disrespectful language and/or conduct to ZDC staff members
- Violations of 5-3 of this policy
- Reasons outlined in ZDC Order 3120
- Reasons outlined by VATSIM Code of Conduct (CoC) or Code of Regulations (CoR)
- Coming unprepared for training sessions
- Repeated unprofessional behavior on the VATSIM network and/or ZDC Teamspeak and/or ZDC Forums and/or ZDC and/or VATSIM Facebook

3-7. WRITTEN EXAMINATIONS.

New controllers who join ZDC shall be issued a written exam covering general SOP questions. This examination is **not** required to initiate training. However, the exam must be completed prior to being awarded the S1 rating. Failure to pass the exam after the first attempt will have the new controller discuss the exam results with a ZDC Instructor or Mentor. For controllers who were absent from ZDC for a period of six months will be issued the exam but will be optional for completion.

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CHAPTER 4. POSITION RESTRICTIONS

4-1. DESIGNATION OF MAJOR AIRFIELD/AIRSPACE.

ZDC has three major airports, and has subsequently designated these airports to be considered Major, per VATSIM/VATUSA policies. KIAD (Washington Dulles International Airport), KDCA (Washington Reagan Airport), and KBWI (Baltimore-Washington International Airport) are considered to be major facilities, and *require* additional training and certification before being authorized to work solo. PCT (Potomac TRACON) itself is not considered a major field, but is treated as such, and controllers on any Potomac position *except* James River Area will require major track training.

4-2. MAJOR AIRSPACE RESTRICTIONS.

All controllers wishing to control any major delegated airport must be on the Major track of training. Controllers completing the Minor track will not be authorized to work any major delegated airports. Temporary lifting of said restrictions will not be authorized, unless approved by the ATM. This clause may only be used during events where additional controllers (non-ZDC members/visitors) may be used.

4-3. WASHINGTON CENTER CERTIFICATION REQUIREMENTS.

All controllers, including visitors, must be on the Major training track in order to train on/work Washington Center. This is due to the “top-down” service provided by Air Traffic Controllers.

4-4. NOT CONTROLLING AT CERTIFICATION LEVEL.

Any controller found controlling a position within ZDC that he/she is not certified for will be immediately asked to disconnect, and a written warning will be issued. Refusal to do so will result in Supervisor action and a possible disconnect with referral to DCRM (Conflict Resolution) may occur. Controllers found repeatedly in violation of this policy will be referred to the ATM and DATM, and DCRM action may take place.

CHAPTER 5. EVENTS POLICIES

5-1. POSITION SIGN UP.

All controllers shall sign up for an ARTCC-designated event on the forums, or through the appropriate section on the ZDC 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.

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 will be ignored.

5-2. PRACTICAL EXAMINATIONS DURING EVENTS.

Practical exams during events may only be considered if there is an excess number of instructors who are not controlling an active position. Exams are at the discretion of the ATM, DATM, and/or TA. The examination will not be conducted as outlined in the ZDC Rating Requirements. The student will be informed of how the exam will be scored prior to them starting controlling.

5-3. FAILURE TO SHOW DURING AN EVENT.

All Controllers who sign-up for an event are required to show up on time. Any Controller who will be late is required to request either a relief position or request to man their position one hour after the scheduled start time. **Also**, failure to show up to an event to which the controller is assigned a position without adequate notification to the Senior Staff and Event Coordinator or repeatedly showing up to events late to which the controller is assigned a position. Event positions are not assigned on first-come first-served basis but upon the activity of the controller, prior positions controller and the needs/staffing level.

CHAPTER 6. FREQUENCY USE AND CALL SIGNS

6-1. ALLOWED FREQUENCIES.

Controllers shall only use approved frequencies while controlling on the VATSIM network. Approved frequencies can be found in the appropriate SOP for the airport/facility or on FAA-approved aeronautical charts. Controllers found in violation shall be issued a verbal warning and be asked to correct the mistake as soon as feasible.

6-2. OBSERVER CALL SIGNS.

All controllers observing on the network shall use the call sign “ZDC_OI_OBS” (where OI is your assigned operating initials). Should a controller not have an OI they should use 01, etc.

- i. If no operating initials have been assigned, use “ZDC_N1_OBS”.
- ii. If “_N1_” is in use, increase the number by one digit until you are able to log on.

ZDC Mentors are permitted to use “ZDC_OI_MTR” as their observational call sign.

ZDC Instructors are permitted to use “ZDC_OI_INS” as their observational call sign.

ZDC Staff Members are permitted to observer callsigns in the format of ZDC_xxx, where XXX is their position abbreviation (ATM, DATM, TA, FE, EC).