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# Facility Operation

## **RECORD OF CHANGES**

August 2020 – Inception of ZDC General Operating Policy

December 2020 – 4-3-1 Lack of Activity, 9-1 Visiting Controllers, Appendix C Training and Visiting Flow

April 2021 – Added language further clarifying 10-2-1, Added 10-2-2 appeals process for event sign up suspension

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# CHAPTER 1. GENERAL

## **1-1. PURPOSE**

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. DISCLAIMER**

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.

## **1-4. WHERE TO FIND THIS ORDER**

This order is available on the ZDC website.

## 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. In the case where a VATSIM, VATNA, or VATUSA directive contradicts this policy the higher policy takes precedence.

### 2-1. 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. WASHINGTON ARTCC POLICIES

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	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
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	Morrisville, 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	Arlington, VA
Wilmington ATCT	KILM	Wilmington, NC

## 2-5. ADMINISTRATIVE POSITIONS

The following lists ARTCC administration positions and their scope of duty.

### (a) Air Traffic Manager (ATM)

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

1. Reports to the North Eastern Region Director (VATUSA9)
2. Responsible for all operations associated with the Washington D.C. ARTCC.
3. Maintains an online presence on the VATSIM server.
4. Attends periodic meetings to report on ARTCC activities.
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. Serves as ARTCC conflict resolution point of contact
9. Establishes an Deputy Air Traffic Manager position and defines the duties of that position.
10. Recommends disciplinary actions to the region Air Traffic Director.
11. Establishes "assistant" positions for any ARTCC administrative position as required

(b) Deputy Air Traffic Manager (DATM)

The Deputy Air Traffic Manager is second in command of the oversight and administration of the ARTCC. The DATM's duties and responsibilities include, but are not limited to the following:

1. Reports to the ATM
2. Monitors the day-to-day activities of the ARTCC.
3. Assists in the development and execution of ARTCC projects.
4. Maintains an online presence on the VATSIM server.
5. Functions as ARTCC senior staff member. Attends periodic meetings to report on ARTCC activities.
6. Assists in coordination of position assignments and position restrictions when necessary.
7. Assumes the duties of the ATM when he is unavailable.
8. Any other duty assigned by the ATM

(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. Reports to the ATM
2. Responsible for the quality of the staff instructors and mentors.
3. Oversees and administers the ARTCC training program.
4. Develops and implements training-related material and projects.
5. Works in conjunction with the Facilities Engineer to develop and maintain ARTCC SOP's, LOA's and the ARTCC Training Policy.
6. Ensures that ARTCC instructor positions are adequately staffed. Recruits new instructors and recommends appointments to the ARTCC ATM and the VATUSA Training Department in accordance with VATUSA 3120.311.
7. Works with instructors and mentors to develop their knowledge and to ensure that training standards are being uniformly applied to all students.
8. Tracks the progress of student controllers, including testing, promotions, and recurrent and remedial instruction.
9. Manages and leads the Training Division of ZDC.
10. Appoints Assistant Training Administrator (ATA), if desired, to assist in TA duties with the exclusion of appointing instructors. The ATA must be approved by the ATM.

(d) 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 DATM.
2. Identifies and develops events to generate traffic and promote the ARTCC.
3. Implements and oversees approved events.
4. Coordinates with neighboring ARTCC to arrange support for ZDC hosted events and neighboring events.
5. Develops and distributes marketing materials to promote events and the ARTCC

6. Appoints Assistant Events Coordinator (AEC), if desired, to assist in EC duties. Must be approved by the ATM.

(e) Facility Engineer (FE)

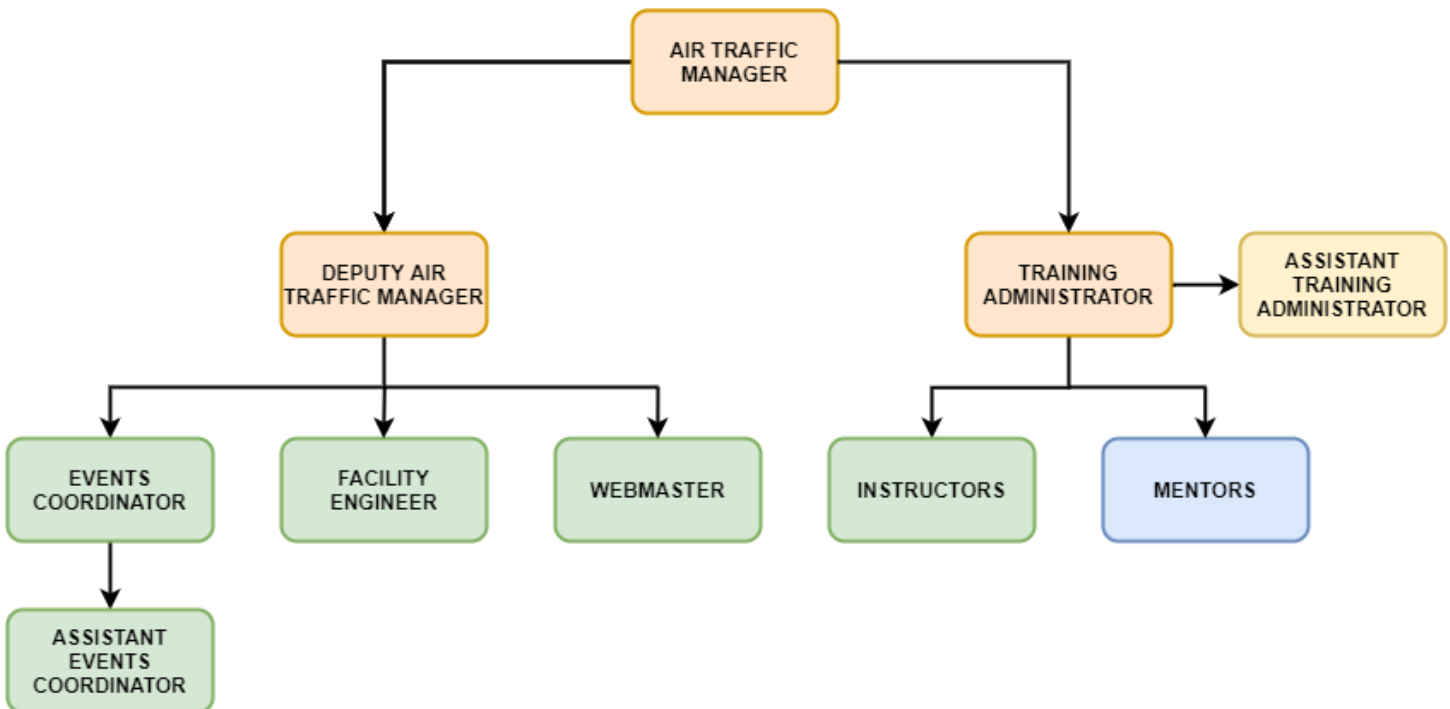
The Facility Engineer is responsible for the development and maintenance of the following technical resources for the ARTCC:

1. Reports to the DATM.
2. Maintains and updates VRC sector files, vSTARS files, vERAM files, and vATIS files.
3. Maintains and updates, in cooperation with the TA, SOPs and LOAs.
4. Manages ZDC facility resources.

(f) Webmaster (WM)

The Webmaster is responsible for the development and maintenance of the ARTCC website and associated files.

1. Reports to the DATM.
2. Maintains, updates, and manages ARTCC website.
3. Technical advisor to the ATM
4. Ensures database and website source code is backed-up as required.
5. Any other duties assigned by the DATM



## CHAPTER 3. GENERAL CONTROL



### **3-1 CONTROLLER IN CHARGE (CIC)**

The Controller in Charge is the most senior of the following ATC positions:

- During an event, the Events Coordinator, or their designee.
- Washington Center, if staffed. In the absence of Washington Center the most senior controller online.

The duties of the CIC include:

- Overall ATC coordination between all facilities.
- Assistance with problem pilots (individual controllers will still file PSRs as necessary).
- Staffing changes including ATC position changes and early controller departures.
- Communication with supervisors regarding technical issues.
- Handling any operational errors that occur.
- Reporting late controllers to ATC Instructors.

### **3-2 SIGN ON PROCEDURES**

- Check with the controller in charge, or immediate overlying controller if no CIC is on, where they would like you to sign on
- Confirm with the immediate overlying controller that you will be signing on
  - You can accomplish this by:
    - By voice, preferred method
    - By Text, (not ATC Chat)
- Connect to the network using appropriate callsign
- Amend controller information in clients ATISmaker, if appropriate
- Connect to Audio for VATSIM and MONITOR the frequency
  - You do not have control of the airspace yet. Do not make transmissions during this step.
  - Do not prime your frequency yet.
- Obtain a briefing from relevant adjacent/overlying controllers.
- You do not have control of the airspace until the overlying controller says “Your Control”
- Once you have control prime the frequency (If S3 and C1 announce to ATC chat)
- Create an ATIS, if required
  - If you’re an S1 rated controller without a tower on above, you then you can only suggest departing runways and the phrase “Suggested departure runway(s)” Must be in your ATIS

### **3-3. SIGN OFF PROCEDURES**

- Use the “.break” command within 15 minutes of the planned sign off time.
- Provide a 15-minute warning to the frequency and surrounding controllers. Controllers closing a TRACON or CTR position shall use the ATC channel to announce they will be closing.
- Ensure that any controller assuming responsibility for their airspace has been provided a full traffic and airspace brief in that area. Controllers must not sign off without providing an adequate briefing, containing all relevant information about operations within the airspace and the controller assuming responsibility has acknowledged as such.
- Announce when you have signed off to all controllers, the frequency, and (for TRACON or CTR controllers), the ATC channel.

### **3-4. POSITION RELIEF BRIEFING**

Preview the Position (Relieving Controller):

- Observe position equipment, operational situation, and the work environment. Familiarize yourself with the weather, any NOTAMS and other pertinent information.
- Listen to voice communications and observe current and pending traffic and correlate with flight movement information. Observe any other operational actions.
- Advise the specialist being relieved that your preview is complete and that the briefing may begin by completing the following steps:

The Briefing (Controller Being Relieved/Relieving Controller):

- The controller being relieved, shall brief the relieving controller
- The controller being relieved, shall brief the relieving controller on the following:
  1. Traffic and details about traffic operations (Current flows, aircraft in holding, aircraft waiting for release, aircraft receiving flight following etc)
  2. Any pilot/special requests
  3. Any agreed coordination with adjacent facilities (eg Pointouts, control agreements, special in-trail sequencing agreements, center/tracon splits, etc)
  4. Any coordination requests
  5. Runway configurations the controller being relieved deems pertinent
  6. Weather Trends, PIREPs and any other pertinent information (NOTAMs etc)
- The relieving controller shall ask any questions he may have, to ensure smooth and efficient transfer of control. The controller being relieved shall completely answer any questions the relieving controller may have.

Assumption of Position Responsibility (Controlled Being Relieved/Relieving Controller):

- In order to assume control of a position, the relieving controller shall state his operating initials with statement "My control". This shall indicate to the controller being relieved that the control has successfully been assumed. The controller being relieved, shall reply with statement "Your control" and his operating initials, to confirm to the relieving controller that the control has successfully been transferred.

**Example A:**

### RS is Relieving WT on DCA\_TWR:

- RS will monitor the DCA\_TWR frequency making note and becoming familiar with traffic, weather, other controllers, and any other pertinent information.
  - After RS is ready for a briefing he will state “WT I am ready for the brief”
- When WT is ready to give the briefing, he will begin
  - “DCA is in North ops, there are 3 aircraft taxiing to runway 1 and 2 aircraft on final for runway 1. There is ground on below you and approach on above you, there are no TMU restrictions. N123JB request departure from ramp to helo-route 7. Gusty winds out of the north and expect it to stay that way its VMC and I am advertising visual approaches per PCT and Runways 1 and 33. Do you have any questions?”
- RS will ask pertinent questions if he has any
- RS will then state “My Control, RS”
- WT will confirm that RS has taken control by repeating “Your Control, WT”
- The position relief briefing is complete. WT is off position and RS is on position

### 3-5 CONTROLLER INFO

All Controllers must have the following minimum information in their controller info: Controllers may add additional pertinent info in accordance with VATSIM COC, COR, VATUSA and vZDC policies. Ex: “Providing top down services for all of ZDC” or “Covering BWI, DCA, IAD, and RIC approach and departure services”

\$radioname()

On Until ?????z (replace ????? with expected log off time) – OPTIONAL  
Feedback? [vzdc.org/feedback/new](https://vzdc.org/feedback/new)

### 3-6. NOTAMS

NOTAMs can be simulated for the controller’s primary airport, and optionally for other airports in the airspace. However, only relevant NOTAMs that can be simulated should be forwarded to pilots. Runway closures, approach restrictions, or airspace changes are examples of NOTAMs that should be simulated. Items such as “non-standard hold short markings” or “missing hold short sign” should not be included.

Relevant NOTAMs must be included in the facility’s ATIS and briefed verbally amongst controllers.

NOTAMs can be searched online. (<https://www.notams.faa.gov/dinsQueryWeb/>)

In the event a pilot requests to operate contrary to a NOTAM, first advise the pilot of the NOTAM. If the pilot still requests to continue, then allow the operation.

### 3-7. TEMPORARY FLIGHT RESTRICTIONS (TFR)

Temporary Flight Restrictions (TFRs) are restrictions on the use of airspace put in place by the FAA for various reasons including special events, emergencies, disaster relief, VIP movement, or flight hazards. The size, shape, altitude, duration, and associated restrictions of a TFR will vary based on the type of TFR and the specific requirements of the event or movement.

TFRs are not simulated on VATSIM, unless specifically requested by the pilot, and controllers must not restrict airspace or procedures because of a TFR. However, controllers should be familiar with any TFRs in their airspace.

### **3-7-1. WASHINGTON D.C. SPECIAL FLIGHT RULES AREA (SFRA)**

The Washington DC Special Flight Rules Area is not simulated in ZDC or on the VATSIM network. Controllers shall not restrict aircraft into or out of the SFRA.

### **3-8. SIMULATED EMERGENCIES**

All simulated emergencies on the VATSIM network will operate in accordance with VATSIM Code of Conduct.

Controllers have the discretion to accept or deny an emergency based on workload and the quality of the overall simulation experience. In general, realistically simulated emergencies should be allowed provided the impact to other pilots is minimal. However, an emergency that will disrupt the overall simulation environment or that takes place in a high workload scenario such as an event should not be permitted.

*RPA4311, unable emergency due to workload. Please cancel the emergency or disconnect.*

When a simulated emergency is authorized, provide maximum assistance to the aircraft, and enlist the services of adjacent facilities as required. Obtain:

- Aircraft identification and type (this can be gathered from a flight plan or data block)
- Nature of the emergency
- Pilot request

Once initial actions are taken (e.g., vectoring the aircraft toward the airport), obtain other pertinent information as necessary, including:

- Fuel remaining in time
- Number of souls on board

### **3-9. PILOT INTERACTION**

VATSIM is a learning environment, designed to be a welcoming, inclusive, and understanding place for new and experienced pilots to become familiar with and simulate the National Airspace System. There is absolutely no tolerance for rude, condescending, or disrespect toward pilots or controllers within ZDC and VATSIM.

Controllers must attempt to work with pilots offering help and guidance in any way possible. If a pilots intentional or unintentional actions create a negative impact for other members; take appropriate action up to and including involving a VATSIM Supervisor.

Before involving VATSIM Supervisors consider the following:

1. Is the pilot making an effort?
2. Can another controller, offline controller, or ZDC staff member assist?
3. Will providing text instructions help?

If a VATSIM Supervisor is still required use the following procedure:

1. Initiate the VATSIM Supervisor process with “.wallop” in the ATC client
2. Provide the responding Supervisor with any additional requested information

**EXAMPLE A:** “.wallop RPA4311 is unresponsive, will you try to get ahold of him?”

**EXAMPLE B:** “.wallop N123JB seems very new to flying, would you try to help him?”

# CHAPTER 4. ARTCC POLICIES

## 4-1. 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, Discord and TeamSpeak server.

## 4-2 ROSTER REMOVAL

Controllers may be removed from the Washington ARTCC roster for cause or inactivity. All removals will be approved by the ATM.

### 4-2-1 REMOVAL FOR CAUSE

Controllers may be removed from the Washington ARTCC with cause for any reason outlined in VATSIM CoC, CoR, VATUSA policies or the following:

1. Misrepresentation (Cheating, lying to staff, using someone else's name).
2. Disrespectful language and/or conduct to ZDC staff members.
3. Reasons outlined in ZDC General Operating Policy.
4. Controlling above their certified level.
5. Repeated unprofessional behavior on the VATSIM network and/or ZDC TeamSpeak and/or ZDC Discord and/or ZDC and/or VATSIM Facebook.

Every controller who is facing removal for cause will be given an opportunity to speak with the ATM to explain the circumstances surrounding their proposed removal.

### 4-2-2 REMOVAL FOR INACTIVITY

Controllers may be removed from the Washington ARTCC in accordance with 4-3 of this policy. The ATM is under no obligation to retain controllers on the roster who are not able to meet activity requirements.

## 4-3. ACTIVITY 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. If a controller is removed from the roster, s/he has 6 months from termination date to reapply 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.

### 4-3-1. LACK OF ACTIVITY

Controllers may be removed from the roster at the discretion of the ATM or DATM for inactivity per ZDC GOP 4-2-2.

If a controller fails to meet the required activity in 4-3 of this policy, they will be sent a warning email by the DATM (failure to receive this email does not qualify as grounds for appeal for the removal). The controller will have 14 days starting from the 1st of the

month following the month they failed to meet activity to regain activity requirements by meeting the requirements of chapter 4-3 of this document.

A controller who does not regain activity within the 14 day period will be removed from the roster without further warning. The hours acquired to regain activity do not count towards the hours for the current month. A controller who fails to meet activity requirements in 4-3 of this policy, for 2 consecutive months will be removed from the roster in accordance with 4-2-2 of this policy.

**Example A:** You do not control 2 hours in July. You receive a warning email on the 1<sup>st</sup> of August to make up the hours you missed in July. You must control 2 hours in the 14 day window to make up July hours. You must then control 2 additional hours for the month of August to maintain activity. To remain on the roster, you must control for 4 hours in the month of August.

**Example B:** You do not control for 2 hours in July. You receive a warning email on the 1<sup>st</sup> of August to make up the hours you missed in July. You must control 2 hours in the 14 day window to make up July hours. You control the 2 hours to make up for July, but neglect to control 2 additional hours in August. You are then delinquent in August and will be removed without further warning in accordance with 4-3-1 of this policy.

Controllers who are not certified for a ZDC position must show activity by doing the following by completing at least 2 training sessions each month.

New, transfer or visiting controllers who are not certified for a ZDC position may be removed if 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

#### 4-3-2. RETURNING TO THE ARTCC

Controllers returning to the ARTCC after being removed for any reason must seek re-certification in accordance with the following table:

Length of Absence:	What to do:
1-6 Months	<ul style="list-style-type: none"><li>• Rejoin ARTCC.</li><li>• Familiarize self with any SOP and LOA changes.</li><li>• No certifications have been lost. You may control when ready</li></ul>
6-12 Months	<ul style="list-style-type: none"><li>• Rejoin ARTCC.</li><li>• Familiarize self with any SOP and LOA changes.</li><li>• Schedule a familiarization session with an instructor (This must be done at the highest level of certification, E.G. A C1 must control at the CTR level)</li></ul>
>12 Months	<ul style="list-style-type: none"><li>• Rejoin ARTCC</li><li>• All prior certifications are considered void</li><li>• Must undergo a recertification process</li></ul>

#### 4-3-3. LEAVE OF ABSENCE (LOA).

Members who will be unable to control and meet activity requirements set forth by 4-3 of this policy may request a LOA by emailing both the ATM with the following:

1. Time requested away (minimum 30 days, maximum 6 months)
2. Reasoning
3. Any pertinent other information

Controllers may be granted a maximum of 2 consecutive LOAs (totaling up to 12 months). If a controller logs into the network to control it will automatically end their LOA with ZDC.

#### 4-4. APPROVED FREQUENCIES

Controllers shall only use approved frequencies while controlling on the VATSIM network. Approved frequencies can be found in the in the facility specific standard operating procedure. In the case of ATCTs where no published SOP exists Controllers shall use the published frequencies as found in the current chart supplement. Controllers found in violation of this policy shall be issued a verbal warning and be asked to correct the mistake as soon as possible.



#### **4-5. APPROVED CALLSIGNS**

All controllers shall only use approved frequencies while controlling or observing on the VATSIM network. Approved callsigns for control positions can be found in the facility specific standard operating procedure. In the case of ATCTs where no published SOP exists Controllers shall use the published callsigns as found in the current chart supplement. Controllers found in violation of this policy shall be issued a verbal warning and be asked to correct the mistake as soon as possible

All controllers holding the certification of Observer (OBS) shall use the callsign "ZDC\_OI\_OBS" Where "OI" is your assigned operating initials. Should a controller not have operating initials they should use 01. If 01 is in use increase the number by 1 digit until you are able to log on.

ZDC Mentors are permitted to use the "ZDC\_OI\_MTR" callsign.

ZDC Instructors are permitted to use the "ZDC\_OI\_INS" callsign.

ZDC Staff members are permitted to use ZDC\_xxx, where xxx is the abbreviation of your staff position. Example: ZDC\_ATM

#### **4-6. CONFLICT RESOLUTION**

The ATM is responsible for conflict resolution. If a conflict between controllers arise the following procedure should be applied:

- Attempt to resolve issue between yourselves. If no resolution occurs proceed with the rest of the procedure.
- File an incident report form on the website. The incident report form can be found in the controller dashboard under "ZDC Controllers".
- After filing you may receive an email from the senior staff asking for further clarification or to setup a meeting.
- All incident reports will be treated with confidentiality and are redacted after resolution.

All incident reports are only seen by the ZDC senior staff (ATM, DATM, TA) and are strictly confidential.

# CHAPTER 6. TRAINING POLICIES

## 6-1. TRAINING PROGRAM

The Washington ARTCC training program is designed to guide new students all the way from Observer (OBS) rating through their Controller (C1) rating and en-route certifications. While there are many staff members here to help with the training process, entry into the Washington ARTCC Training program represents a significant commitment, and it is important that both sides (Mentors/Instructors/Staff and Students) hold up their side of the bargain to ensure everyone has the best time. Students are expected to utilize resources available on the ZDC and VATUSA website, as well as official FAA resources such as the Order 7110.65, to improve their knowledge and skills and come prepared for sessions. Training sessions are typically 60-90 minutes, and it is recommended to do at least one sweatbox session per week to achieve the best results towards a new rating. To progress from an Observer (OBS) to a fully certified TRACON/Approach controller usually takes upwards of a year, and another few months to achieve the Center (C1) rating

## 6-2. APPOINTMENT OF MENTORS AND TRAINING STAFF

Members who exhibit exemplary controlling ability may be selected by the Training Administrator to serve as a mentor and member of the Training Staff. Mentors are responsible for conducting training sessions on the sweatbox or on the live network, and for recommending students for their Over-The-Shoulder Exam. Mentors are also expected to be a role model for all the other controllers in the facility. Controllers who wish to be considered for a mentor position should email the Training Administrator to express their interest. Candidates may be required to attend a panel interview to demonstrate subject matter knowledge and teaching ability before being offered a position.

Mentors and other members of the training team are required to maintain currency within the training team by completing at least one session per month. Exceptions to the currency requirements may be made on an individual basis by the Training Administrator or Senior Staff in the absence of the TA.

## 6-3. SOFTWARE

ZDC fully supports the use of VRC, vSTARS, or vERAM for controlling at ZDC, and vATIS to create automated ATIS messages and connections. While controllers may utilize Euroscope, ZDC does not provide specific sector files meant for such and cannot provide assistance for Euroscope. Sector files for supported applications are provided on the website. Controllers may edit their own files (including POF and alias files) if they seem fit, however it is generally better to approach the Facility Engineer (FE) with suggestions. It is also suggested not to share modified files, and worth noting that you will lose any changes if you switch to a new, updated file from the website. It is recommended that all controllers use VRC for training purposes on sweatbox, and students should notify their instructor/mentor if they intend on using any other software for training BEFORE the start of the session.

## 6-4. SERVERS

All initial delivery/ground training is done on the sweatbox server, a separate server from the live VATSIM network. ZDC Members may not connect to the Sweatbox server without express permission from a Mentor, Instructor, or ZDC Staff member. Mentors/instructors are able to add, delete and manipulate aircraft on the sweatbox server, and it is the only one that Observers can log in to a controller position (note that they can still log in to observe on the live network, just not to control). Once a controller has an S1 rating or higher they may be monitored on the network by a mentor or instructor. When being monitored on the network, a controller should use an "S" in the middle of their call sign to identify that they are a student (i.e. DCA\_S\_GND). The "S" is not required if a controller is certified for the position they are controlling (this does NOT include a solo-cert).

For a student to be able to access the sweatbox, they need to create a myservers.txt file and put it in the correct location. To do this, create a text file (.txt extension) using notepad or another notepad program, called myservers.txt. In that, put the following;

```
Sweatbox.vatsim.net SWEATBOX
```

Save the file and place it in C://Users/<YOUR USERNAME>/Documents/VRC. When you open VRC, you should now see "SWEATBOX" as a server to connect to.

## 6-5. SOP's AND RESOURCES

Standard Operating Procedures (SOPs) and Letters of Agreement (LOAs) can be found on the ZDC website under Controllers -> Files. These documents prescribe air traffic control procedures for a specific facility (i.e. Raleigh Durham Air Traffic Control Tower). They should always be referenced while controlling an appropriate position. This general training policy is NOT airport specific but encompasses the general procedures for being a controller at Washington ARTCC. Finally, a series of Computer Based Training (CBT) modules are available on the VATUSA website and are meant to assist students learning new material on top of the FAA order 7110.65 and other official documents.

## 6-6. EXAMS

All individuals seeking to join the Washington ARTCC must complete the Basic Examination with a minimum grade of 80 percent. Exams are done through the VATUSA website. Requesting the exams remains the same on the forums, however they will be assigned on the VATUSA website by an instructor. To access the exam, go to "My VATUSA" (in the upper right) and click "Exam Center." On the left, click "View My Assignments." You will be able to take the exams there. The actual exams are the same, either 20 or 25 questions, and all require an 80% or higher score to pass. If you score less than 80% the exam will be automatically re-issued after seventy-two (72) hours.

In order to begin training on a position (Besides S1) a student must score at least an 80% on the Washington Knowledge Exams. (S2, S3 or C1). Exams not passed will automatically be reassigned after seventy-two (72) hours. Should a student fail any exam three times they must meet with the Training Administrator before further attempts will be granted.

Once a student completes training with a mentor/instructor and has been recommended for an OTS, he/she will be assigned the relevant VATUSA Rating Exam (This is not the case for S1s there is no longer an S1 Rating Exam). These are general questions, not facility specific SOP items, that the division uses to judge if the student is ready for a rating change. A student must score at least 80% on an exam to pass. If a student scores below 80%, they will have to wait three days to get the exam reassigned. It should reassign automatically, but if you do not have it within four days of the original assignment, email the training administrator.

The above procedure does not apply for S1 promotions, as students will pass that VATUSA exam before being assigned to ZDC. Instead, S1 students will simply have their promotion assigned by an Instructor after successfully completing initial S1 training.

### **6-7. OVER THE SHOULDER EXAMS (OTS)**

Over the Shoulder Exams (OTS) are practical exams designed to evaluate the student's ability to work a position. OTS's for S1-S3 are performed on the Sweatbox while C1 OTS's are performed on the live VATSIM network.

OTS's are Sat/Unsatisfactory and are at the discretion of the Instructor. Students are held to the standards per the Global Ratings Policy and VATUSA 3120.25 Rating Review Form. Unsatisfactory performance is characterized by continual deviation from the standard.

### **6-8. CERTIFICATION STRUCTURE**

Ratings are awarded by the VATUSA division and represent the highest position you can control. They go in the order of OBS, S1, S2, S3, C1, I1, I3. Promotions are handled by instructors through the VATUSA website.

Certifications are given by individual ARTCC to control a position in their airspace. An S2 rating does not mean you

can control any tower position, you must first be certified for the specific airport you wish to control. Additional certifications include major fields, in ZDC's case KBWI, KDCA and KIAD. Below is a list of all certifications at the Washington ARTCC.

Minor Ground/Delivery	Shenandoah Area Potomac TRACON
Major Ground/Delivery	(SHD) (Includes James River (JRV) Area)
Minor Local Control	Mount Vernon Area Potomac TRACON
Major Local Control	(MTV)
Minor TRACON	Washington Center
Chesapeake Area Potomac TRACON (CHP)	

## 6-9. OBSERVING

Any observer, student or controller is welcome to connect to the live network and observe at any time. When connecting as an observer, use the prefix form of ZDC\_xx\_OBS, where XX are the controller's operating initials (ex. ZDC\_RS\_OBS). Observers are limited to a visibility range of 150 nm and may not prime up on a frequency. However, they are more than welcome to monitor and listen in to better understand what is going on. Controllers are also not limited to where they observe.

## 6-10. SOLO CERTIFICATION

An Instructor may issue a student a "solo certification." These allow students to gain experience on the network by controlling by themselves and may carry additional restrictions by the issuing instructor. Positions where a student holds only a solo certification/authorization may not be worked during ZDC events or as otherwise restricted by the ZDC Senior Staff or Events Coordinator (EC). Solo certifications are valid for 30 days, although the Training Administrator may extend a solo certification/authorization an extra 30 days, but not to exceed 90 days. Students operating with a solo certification must use an "S" in their callsign (ex. IAD\_S\_TWR), the same as being monitored, unless the sector already has an 'S' in it, in which case the student must use a double 'S' (ex. BWI\_SS\_APP). Students with a Solo Certification also must include the following in their controller information if they are operating under that Certification.

*"Solo Certification for [POSITION] valid until [DATE]. Visit <https://www.vatusa.net/mgt/solo>"*

Below is a list of possible solo certifications & authorizations at vZDC.

### S1 Controllers:

- S1 Controllers, at the discretion of their Mentor/Instructor, will be given a **solo authorization** for Tower.
  - S1 controllers with Tower solo permissions may control only the facility for which the solo was awarded. Additional solo authorizations for other airports may be awarded at the discretion of an Instructor.

### S2 Controllers.

- S2 Controllers, at the discretion of an Instructor, will be given a **solo certification** for Approach.
- S2 controllers with Major APP solo permissions may control only the facility for which the solo was awarded. Additional solo authorizations for other airports may be awarded at the discretion of an Instructor.

### S3 Controllers.

- S3 students may receive a **solo authorization** to work any of the three major areas of the Potomac TRACON (CHP, SHD, MTV) after a minimum of three hours of training on the position and the recommendation of a staff mentor or instructor. Major approach solo authorizations must be approved by an Instructor.

- Students with full certification on all Potomac TRACON areas may be issued a **solo certification** in preparation for the full C1/Center endorsement after a pre-OTS session (conducted on the live network) and a recommendation from a staff instructor. Center Solo certifications must be approved by the Training Administrator or designee thereof.

## 6-11. TRAINING REQUESTS

All training requests should be made through the training request section of the website. The Training Team has opened time every week to accommodate training requests. This is the only method to schedule training. Session requests must be made at least 24 hours prior to the requested session start date/time unless previous coordination with a mentor/instructor is in place. Sessions may be cancelled through Setmore up to 4 hours before the scheduled start time by clicking on the link in the confirmation email. If you are unable to attend and it is within 4 hours of the session, the cancelling party must send an email to the other party and CC the Training Administrator (ta@vzdc.org). In order to ensure training availability for all, Students are requested to have only 2 pending training requests at a time. Unproductive or excessive sessions may be cancelled at the sole discretion of the Training Administrator.

## 6-12. TRAINING PROGRESSION

New OBS students will begin and follow the ZDC Training Program as prescribed in this chapter. Transfer and visiting controllers are subject to the same training progression unless otherwise approved by the ATM, DATM, TA, or designee thereof.

### 6-12-1. OBS->S1

- Request DEL/GND training through the ZDC website
- Training will begin at Washington-Dulles (KIAD).
- Upon completion of your training at KIAD and at the discretion of your mentor/instructor you will be given your full S1 major certification allowing you to control any DEL/GND position within ZDC (except for DCA & BWI).
  - Students who wish to work DCA or BWI ground may elect to attend a ground familiarization session before obtaining their S2. Students who choose to complete this session will still be required to have tower familiarization before opening BWI or DCA tower.

### 6-12-2. S1->S2

- Take the Washington S2 Knowledge Exam.
- Upon successful completion of this exam you may request TWR training through the ZDC website.
- Training will begin at Washington-Dulles (KIAD).
  - After successful completion of S1 and S2 training at KIAD you will be given familiarization training on KDCA and KBWI for S1 (if not already completed) and S2 privileges.
  - At the discretion of your Instructor/Mentor you will be given solo permissions to control TWR at a designated airport. Solo Permissions are subject to ZDC GOP 6-10.
- Upon completion of your training at KIAD and at the discretion of your Instructor/Mentor you will be recommended for the TWR OTS.

- Prior to your TWR OTS the student must request and complete the VATUSA S2 rating exam.
- Upon completion of the TWR OTS you will be promoted to S2.

### **6-12-3. S2->S3**

- Take the Washington S3 Knowledge Exam
- Upon successful completion of this exam you may request APP training through the ZDC website
- Training will begin at Chesapeake (CHP) -or- Shenandoah (SHD) at the discretion of the Training Administrator. Students must complete both SHD and CHP before moving on to Mount Vernon (MTV).
- At the discretion of your Instructor/Mentor you will be given solo permissions to control APP at the designated TRACON position. Solo Permissions are subject to ZDC GOP 6-10.
- Upon completion of your initial Approach training and at the discretion of your Instructor/Mentor you will be endorsed for the S3 OTS
  - Prior to the S3 OTS you must take the VATUSA S3 rating exam
    - Upon successful completion, the instructor proctoring your OTS will promote you to S3
  - Upon completion of your S3 APP OTS you will be fully certified for that specific Potomac Area and All ZDC Minor TRACON Facilities.
- You may now begin training on the next major area. (SHD if you have already been certified on CHP. CHP if you have already been certified on SHD).
- Upon completion of your training at your next area and at the discretion of your Instructor/Mentor you will be endorsed for the OTS.
  - Upon completion of your OTS you will be fully certified for SHD APP, CHP APP, and All ZDC Minor TRACON Facilities.
- You may now begin training on MTV.
- Upon completion of your training at MTV and at the discretion of your Instructor/Mentor you will be endorsed for the MTV APP OTS.
  - Upon completion of your MTV APP OTS you will be fully certified for All ZDC TRACON positions and may work Potomac Consolidated (and use the PCT\_APP callsign).

### **6-12-4. S3->C1**

- Take the Washington C1 Knowledge Exam.
- Upon successful completion of the exam you may request CTR training on the ZDC website.
- CTR Training will be completed live on the network.
- At the discretion of your Instructor/Mentor you will be recommended for a solo certification to control CTR. Solo Permissions are subject to ZDC GOP 6-10.
- Upon completion of your CTR training and at the discretion of your Instructor/Mentor you will be endorsed for the CTR OTS.

## 6-13. RESOURCES

### 6-13-1. SECTOR FILES

Sector files for use with VRC, vSTARS and vERAM can be found on the Washington ARTCC website (vzdc.org) under controller downloads. VRC users must make sure they download the sector files (.sct2 extension) as well as POF (.pof extension) and alias files (.txt extension). POF files provide the correct information for squawk codes, frequencies and STARS ID's, and alias files provide a list of alias commands for use with text pilots. vSTARS and vERAM files come in the .gz zipped format and have the POF and alias files included in them. These facility files can be simply imported into vSTARS and vERAM.

While controllers may modify sector files as they see fit, ZDC does not encourage this practice. Our sector files are routinely updated and are designed to be realistic and up to date. As well, local edits can be easy to lose when you update to a new ZDC sector file, and they may cause issues with controlling as they have not been looked over by a ZDC staff member. Any controller with ideas or suggestions for sector files is encouraged to voice that opinion on the ZDC Discord or by contacting the Facilities Engineer.

### 6-13-2. ROUTES

Preferred routes are an essential part of air traffic control because it ensures that there are common flows of traffic and aircraft will not be going opposite directions against each other. All controllers should have links to preferred routes handy and should be checking routes, particularly to neighboring ARTCC's (such as ZNY, ZBY, ZTL, ZOB or ZID) and major airports (such as JFK, ATL and BOS). The [NFDC Preferred Route Database](#) and [FlightAware](#) links are both great resources for finding good routes.

Any non-preferred routes need to get approved to make sure they will not conflict with other traffic. If an aircraft is taking the non-preferred route, it must get approved by;

- Washington Center
- Departure control (if it will be going to a non-standard departure fix)
- Other affected neighboring ARTCC, if applicable

This includes GPS direct routings, they need to be approved before an aircraft can be given them.



# CHAPTER 7. TRAINING STANDARDS

## 7-1. CLEARANCE DELIVERY

The purpose of this stage of training is to prepare the developmental/CPC-IT to perform independently all duties of the Clearance Delivery position within the Air Traffic Control Tower (ATCT).

This stage of training is administered in four parts: self-study, instructor-led training, simulation (if available and is optional), and on-the-job training (OJT). When training Certified Professional Controllers (CPC) who have lost operational currency or have transferred from another facility, the Training Administrator (TA) must decide which portions of the stage will be administered based on the needs of the specialist. Pass/fail criteria must apply in this stage of training. This portion of training may be combined with Ground Control Position Training.

The individual must successfully demonstrate the skills listed below in accordance with FAAO 7110.65, FAAO 7210.3, and local directives, and must pass an examination with a score of 80% or higher on the material.

- General
  - State the functions of the clearance delivery position.
  - List the conditions for which departure clearances or departure instructions would be issued.
  - List IFR departure clearance items in sequence.
  - Define clearance limit.
  - Describe a NAVAID fix, as determined by reference to a radial and distance from VORTAC when the fix is not named.
  - State when the directions of a takeoff/turn or initial heading to be flown may be specified.
  - State the standard phraseology used when necessary to assign a crossing altitude that differs from the SID altitude.
  - State the standard phraseology used to assign frequency and beacon code information to departing IFR aircraft.
  - List the conditions that must be met in order to issue an abbreviated departure clearance.
  - State the conditions and standard phraseology used to issue SVFR clearances.
  - State the conditions and standard phraseology used to issue a VFR/OTP clearance.
- Site Specific
  - Describe the procedures and phraseology pertaining to the delivery of clearances.
  - Explain the procedures and coordination requirements for:
    - Processing flight progress strips;
    - Processing flight plans (jet routes, prop routes, etc.);
    - Processing clearance requests.
  - Explain the application of all position-related items in:
    - Letters of Agreement (LOA);
    - Local directives.

- Describe the procedures for conducting/receiving position relief briefings.

## 7-2. GROUND CONTROL

The purpose of this stage is to prepare the developmental/CPC-IT to perform independently all duties of the Ground Control (GC) position within the Air Traffic Control Tower (ATCT) and to obtain certification on those positions.

This stage of training is administered in four parts: self-study, instructor-led training, simulation (if available and is optional), and on-the-job training (OJT). When training Certified Professional Controllers (CPC) who have lost operational currency or have transferred from another facility, the Training Administrator (TA) must decide which portions of the stage will be administered based on the needs of the specialist. Pass/fail criteria must apply in this stage of training. This portion of training may be combined with Clearance Delivery Position Training.

The individual must successfully demonstrate the skills listed below in accordance with JO 7110.65, JO 7210.3, and local directives, and must pass an examination with a score of 80% or higher on the material.

- General
  - Aircraft recognition and characteristics.
  - Airport utilization.
  - Ground control procedures.
  - Taxi information and clearances.
  - Emergency procedures and unusual situations.
- Site Specific
  - Position-associated equipment.
  - Airport Diagram. The individual must be able to:
    - Indicate airport elevation.
    - Identify runways, including:
      - Number and magnetic heading.
      - Marking special or restrictive use.
      - Length and width.
  - Identify the following areas and indicate whether or not they are movement areas or non-movement areas:
    - Taxiways.
    - Ramp and gate locations:
      - Itinerant.
      - Air taxi.
      - Fixed-Base Operations (FBO).
      - Air carrier.
      - Military.
      - Cargo.
  - Special taxi routes.

- Preferred taxi routes.
- Inbound.
- Outbound.

### 7-3. LOCAL CONTROL

The purpose of this stage is to prepare the developmental/CPC-IT to perform independently all duties of the Local Control (LC) position within the Air Traffic Control Tower (ATCT) and to attain certification on those positions.

This stage of training is administered in four parts: self-study, instructor-led training, simulation (if available and is optional), and on-the-job training (OJT). When training Certified Professional Controllers (CPC) who have lost operational currency or have transferred from another facility, the Training Administrator (TA) must decide which portions of the stage will be administered based on the needs of the specialist. Pass/fail criteria must apply in this stage of training.

The individual must successfully demonstrate the skills listed below in accordance with JO 7110.65, JO 7210.3, and local directives, and must pass an examination on the material.

- General
  - General Control.
  - Local Control Duties and Responsibilities.
  - Wake Turbulence.
  - VFR Arrival Procedures.
  - VFR Departure Procedures.
  - IFR Arrival and Departure Procedures.
  - Visual Separation, VFR-on-Top, and Special VFR.
  - Helicopter Operations.
  - Special Operations.
  - Wind Effects.
  - Hazardous Weather.
- Site Specific
  - Introduction/Overview. The individual must be provided pertinent information concerning and must explain the correct application of procedures contained in the following as they pertain to the position
    - Terminal area local procedures.
    - LOAs, facility directives, orders, notices, and position description and responsibilities.
  - Separation minimums.
  - Heavy jet/wake turbulence separation procedures.
  - Control Procedures.
  - Runway Use.
  - Helicopter Operations.
  - SVFR/VFR-on-Top.
  - Missed approach procedures and altitudes.

## 7-4. RADAR CONTROL

The purpose of this stage is to prepare the developmental/CPC-IT to perform independently all duties of the Radar Controller (RC) within the Terminal Radar Approach Control (TRACON) and to attain certification on those positions.

This stage of training is administered in four parts: self-study, instructor-led training, simulation (if available and is optional), and on-the-job training (OJT). When training Certified Professional Controllers (CPC) who have lost operational currency or have transferred from another facility, the Training Administrator (TA) must decide which portions of the stage will be administered based on the needs of the specialist. Pass/fail criteria must apply in this stage of training.

The individual must successfully demonstrate the skills listed below in accordance with JO 7110.65, JO 7210.3, and local directives, and must pass an examination on the material.

- General
  - Describe primary and secondary surveillance radar.
  - Identify radar operations.
  - Describe radar identification, handoffs, and beacon code assignment procedures.
  - Explain radar separation.
  - Explain departure/arrival procedures.
  - Describe radar additional procedures.
- Site Specific
  - Position-Associated Equipment. The individual must use and apply procedures for:
    - Automation equipment (STARS).
    - Intrafacility communication software.
  - Procedures. The individual must:
    - Explain the application of procedures contained in the following publications as they pertain to the radar control positions:
      - FAA Orders and/or handbooks.
      - Facility directives.
      - LOAs.
      - Position SOPs.

## 7-5. ENROUTE CONTROLLER

The purpose of this stage is to qualify the developmental/CPC-IT to perform the full range of duties and attain certification on all radar positions of operation in an area of specialization.

This stage of training is administered in four parts: self-study, instructor-led training, simulation (if available and is optional), and on-the-job training (OJT). When training Certified Professional Controllers (CPC) who have lost operational currency or have transferred from another facility, the Training Administrator (TA) must decide which portions of the stage will be administered based on the needs of the specialist. Pass/fail criteria must apply in this stage of training.

The individual must successfully demonstrate the skills listed below in accordance with JO 7110.65, JO 7210.3, and local directives, and must pass an examination on the material.

- Given job-like situations pertaining to the operation of the radar approach control position, the individual must successfully demonstrate the skills listed below in accordance with JO 7110.65, JO 7210.3 and local directives.
  - Describe primary and secondary surveillance radar.
  - Identify radar operations.
  - Describe radar identification, handoffs, and beacon code assignment procedures.
  - Explain radar separation.
  - Explain departure/arrival procedures.
- Explain the application of procedures contained in the following publications as they pertain to the radar control positions:
  - FAA Orders and/or handbooks.
  - Facility directives.
  - LOAs.
  - Position SOPs.

# CHAPTER 8. TEAMSPEAK AND DISCORD

## 8-1. ZDC TEAMSPEAK

All controllers connected to the VATSIM network with the intention of controlling a position must be connected to our TeamSpeak server for coordination. TeamSpeak is the primary voice communication platform for all ZDC training and controlling.

TeamSpeak connection information is in the controller dashboard section of the ZDC website. The server is intended for members only. Controllers must not share the TeamSpeak server information with anyone outside of the ARTCC.

TeamSpeak permissions are assigned by VATSYNC Please signup via VATSYNC to get your assigned permissions. Staff Members will NOT assign permissions. Please visit <https://vatsimsync.com/> and setup your unique ID with this server.

All controllers connected to the ZDC TeamSpeak must follow the following rules. Failure to do so may result in suspension or revocation of TeamSpeak privileges at the discretion of the ATM.

1. All users must join the TeamSpeak using the name associated with their VATSIM account
2. Anonymous users will be kicked without warning and banned upon reconnecting anonymously.
3. Streaming while controlling is allowed and encouraged although the audio from the TeamSpeak is not allowed. Streaming TeamSpeak audio requires express written permission from the ATM and will only be granted for the official use of ZDC promotional materials.
4. Controlling rooms are limited to controlling only. Random conversations must be made in the lobby.

ZDC Staff may give a “guest” tag for invited guests to access the TeamSpeak server. The guest tag is at the sole discretion of ZDC staff and may be revoked at any time.

## 8-2. ZDC DISCORD

ZDC maintains a Discord server for controllers. Discord is the secondary voice communication platform if the TeamSpeak server is down.

Discord connection information is in the controller dashboard section of the ZDC website. The server is intended for members only. Controllers must not share the Discord server information with anyone outside of the ARTCC.

Discord permissions are assigned by VATSYNC Please signup via VATSYNC to get your assigned permissions. Staff Members will NOT assign permissions. Please visit <https://vatsimsync.com/> and setup your unique ID with this server.

# CHAPTER 9. VISITING & TRANSFERRING CONTROLLERS

## 9-1. 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, is in good standing at their ARTCC, and meet the requirements of the VATSIM transfer and visiting controller policy, they will be provisionally added to the ZDC roster.

The provisionally approved controller must complete a GRP competency check for Major Ground and Local combined and/or Minor/Major Approach. The GRP competency check will take place at an airport at the discretion of the instructor/mentor. Upon successful 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. A visitor who gets promoted at their home ARTCC for a new rating may be required to undergo a GRP check for the rating they achieved at the discretion of the TA.

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

Visiting controllers may not control above the level they are trained to at their home ARTCC. An S3 or above visitor must be trained to and meet the same standards as home controllers for major and minor airspace.

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. Visiting controllers 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.

### 9-1-1. 50%+1 RULE

VATSIM Transfer and Visiting Controller policy states “A controller shall perform more than half of their controlling in their home Division”. This means that in order to remain on the visiting roster at ZDC you must control 50%+1 hours at your home ARTCC.

**EXAMPLE A:** You are a home ZMA controller but visit ZDC. For the month of July, you control a total of 20 hours. 11 hours must be at ZMA to not violate the VATSIM visiting policy.

The VATSIM Transfer and Visiting Controller policy can be found here:

<https://www.vatsim.net/documents/transfer-and-visiting-controller-policy>

## **9-2. TRANSFERRING CONTROLLERS**

Once a transfer to ZDC has been approved through VATUSA, the new member will 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.



# CHAPTER 10. EVENTS POLICY

## 10-1. POSITION SIGN UP.

All controllers are welcome to sign up for an ARTCC-designated event through the appropriate section on the ZDC website. The controller will sign up using their highest certification level.

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.

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

## 10-2. 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.

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 is subject to disciplinary measures up to and including removal from the roster at the sole discretion of the ATM. All removals from the roster due to event no shows will be in accordance with 3-2 of this policy.

### 10-2-1 CHANGES IN AVAILABILITY

All controllers who sign up for an event and are assigned a position are required to show for that event. If circumstances arise where a controller is unable to show for an event, they are signed up for the following procedure should be executed:

>48hrs prior	<ul style="list-style-type: none"><li>• Cancel sign up on website</li><li>• Email the EC at <a href="mailto:events@vzdc.org">events@vzdc.org</a><ul style="list-style-type: none"><li>○ Include name, CID, and reason for cancelling sign up</li></ul></li></ul>
<48hrs, but >1hr	<ul style="list-style-type: none"><li>• Attempt to find a replacement</li><li>• Email the EC at <a href="mailto:events@vzdc.org">events@vzdc.org</a><ul style="list-style-type: none"><li>○ Include name, CID, name of person replacing you (if applicable), and reason for cancelling sign up</li></ul></li></ul>

Controllers who violate 10-2 and/or 10-2-1 of this policy, at the discretion of the EC, are subject to the following:

First offense:	Written Warning
Second offense:	30-day event sign up suspension
Third offense:	90-day event sign up suspension
Every additional after three:	Handled case-by-case with the EC

There will never be punitive actions taken for controllers missing an event for true emergencies.

### **10-2-2 EVENT SIGN UP SUSPENSION APPEALS PROCESS**

A controller whose event sign up privileges have been suspended have the right to appeal using the following process:

- Within 48 hours of the suspension submit a written appeal to the ATM via email including:
  - Name
  - CID
  - Event Name
  - Event Date
  - Reason why the suspension should be overturned
- The ATM will take all information into consideration and make a decision regarding the suspension

### **10-3 EVENT EXPECTATIONS**

When you sign up for an event you are making a commitment to be part of the event from beginning to end. Controllers who are late to briefings, do not show, and/or withdraw their sign-up after positions are posted create gaps in coverage and headache for the events team. Controllers who are signed up are expected to commit to the following:

- Be in TeamSpeak at the specified briefing time. (normally 30 mins prior to event start but is subject to change).
- Remain connected and provide ATC services at the position you are assigned for the entire duration of the event.

#### **10-3-1. SCALED REDUCTION IN SERVICES**

The EC will coordinate a scaled reduction in ATC services within the last 30 minutes of an event. The EC may request Controllers to extend past the published event end time to accommodate additional pilots and avoid an abrupt disruption to ATC Services. Controllers and the EC must mutually agree to the extension.

An “ATC Zero” reduction in service is detrimental to the ARTCC and pilots participating in the event. ATC Zero shall be avoided if possible.

## APPENDIX A. IMPORTANT LINKS

VATSIM Code of Conduct: <https://www.vatsim.net/documents/code-of-conduct>

VATSIM Code of Regulations: <https://www.vatsim.net/documents/code-of-regulations>

VATSIM Global Ratings Policy: <https://www.vatsim.net/documents/global-ratings-policy>

VATNA: <https://vatna.org/>

VATUSA: <https://www.vatusa.net/>

## APPENDIX B. STAFF COMMUNICATION

All official staff communication shall be conducted via email.

ATM – [atm@vzdc.org](mailto:atm@vzdc.org)

DATM – [datm@vzdc.org](mailto:datm@vzdc.org)

TA – [ta@vzdc.org](mailto:ta@vzdc.org)

All 3 senior staff members can be reached at [srstaff@vzdc.org](mailto:srstaff@vzdc.org)

EC – [events@vzdc.org](mailto:events@vzdc.org)

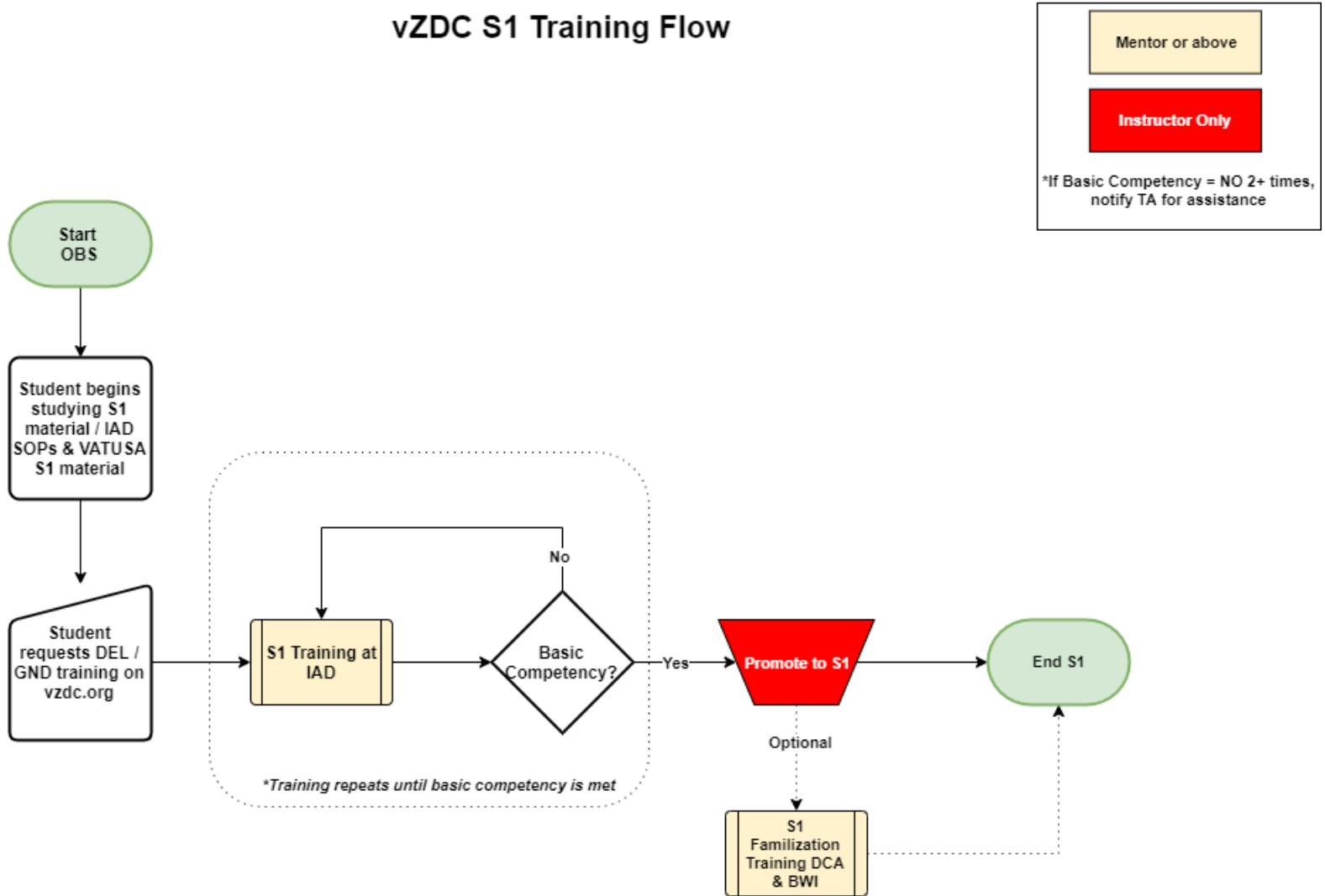
FE – [facilities@vzdc.org](mailto:facilities@vzdc.org)

WM – [wm@vzdc.org](mailto:wm@vzdc.org)

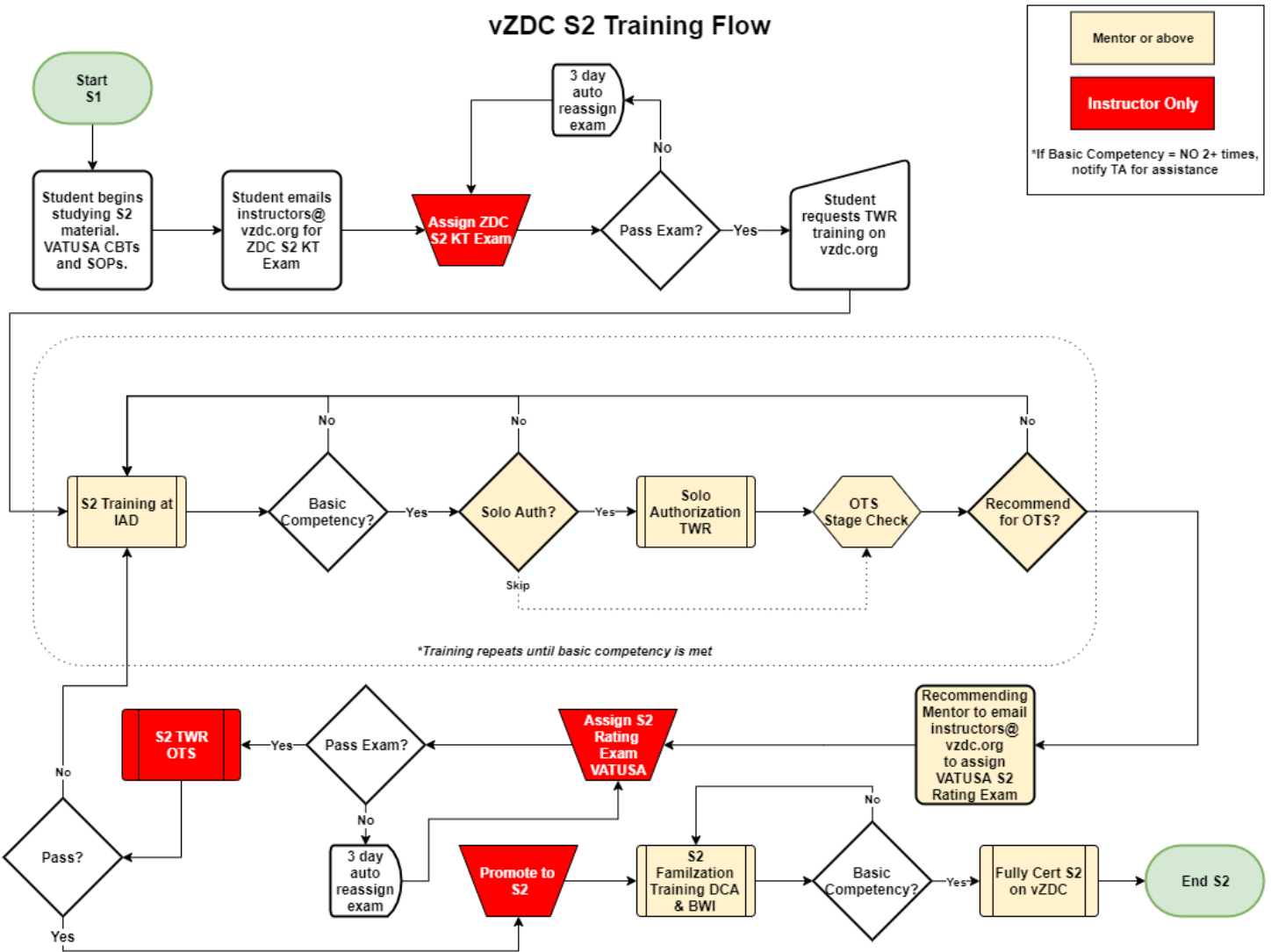
All staff can be reached at [staff@vzdc.org](mailto:staff@vzdc.org)

# APPENDIX C. TRAINING AND VISITING FLOW

## vZDC S1 Training Flow



## vZDC S2 Training Flow

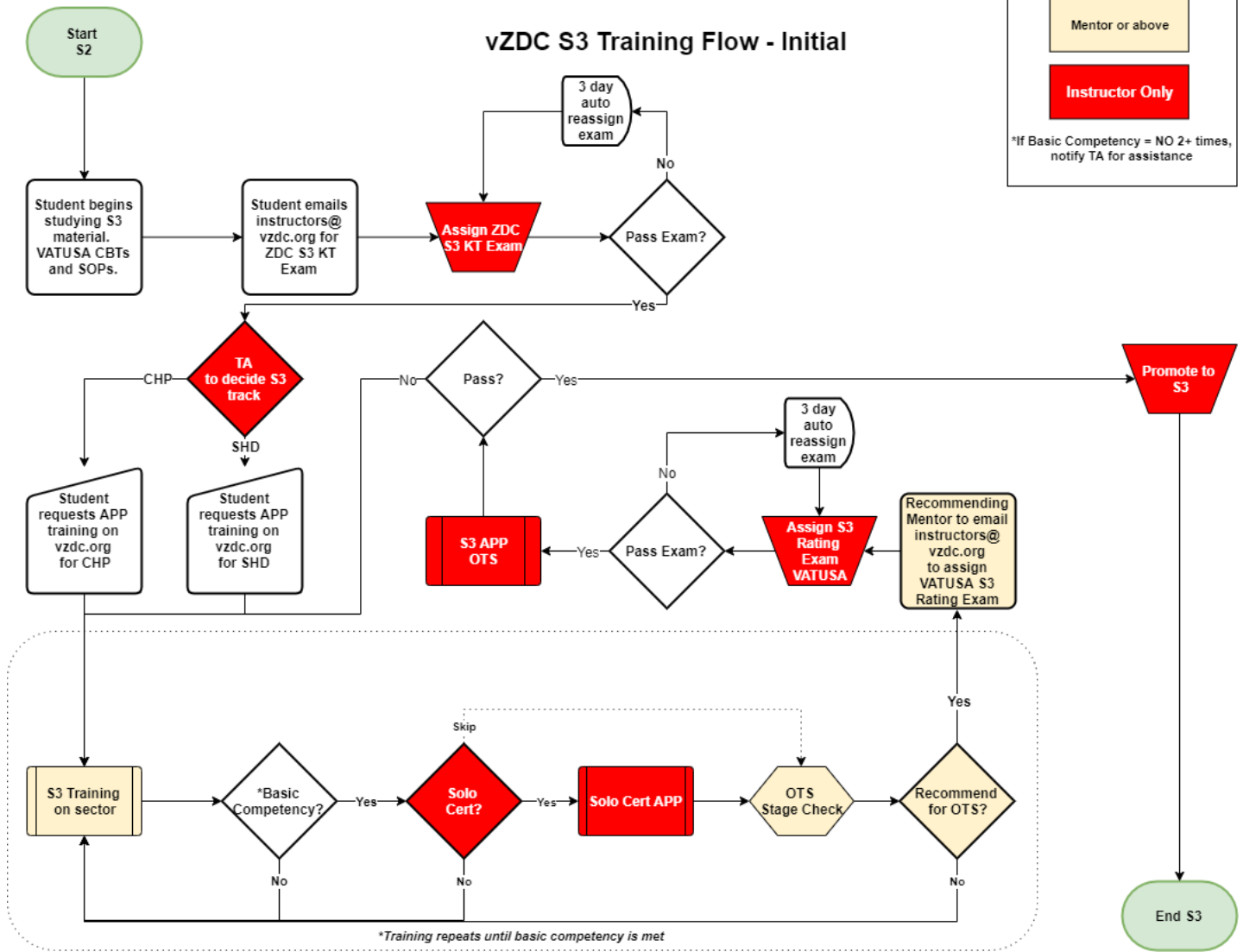


### vZDC S3 Training Flow - Initial

Mentor or above

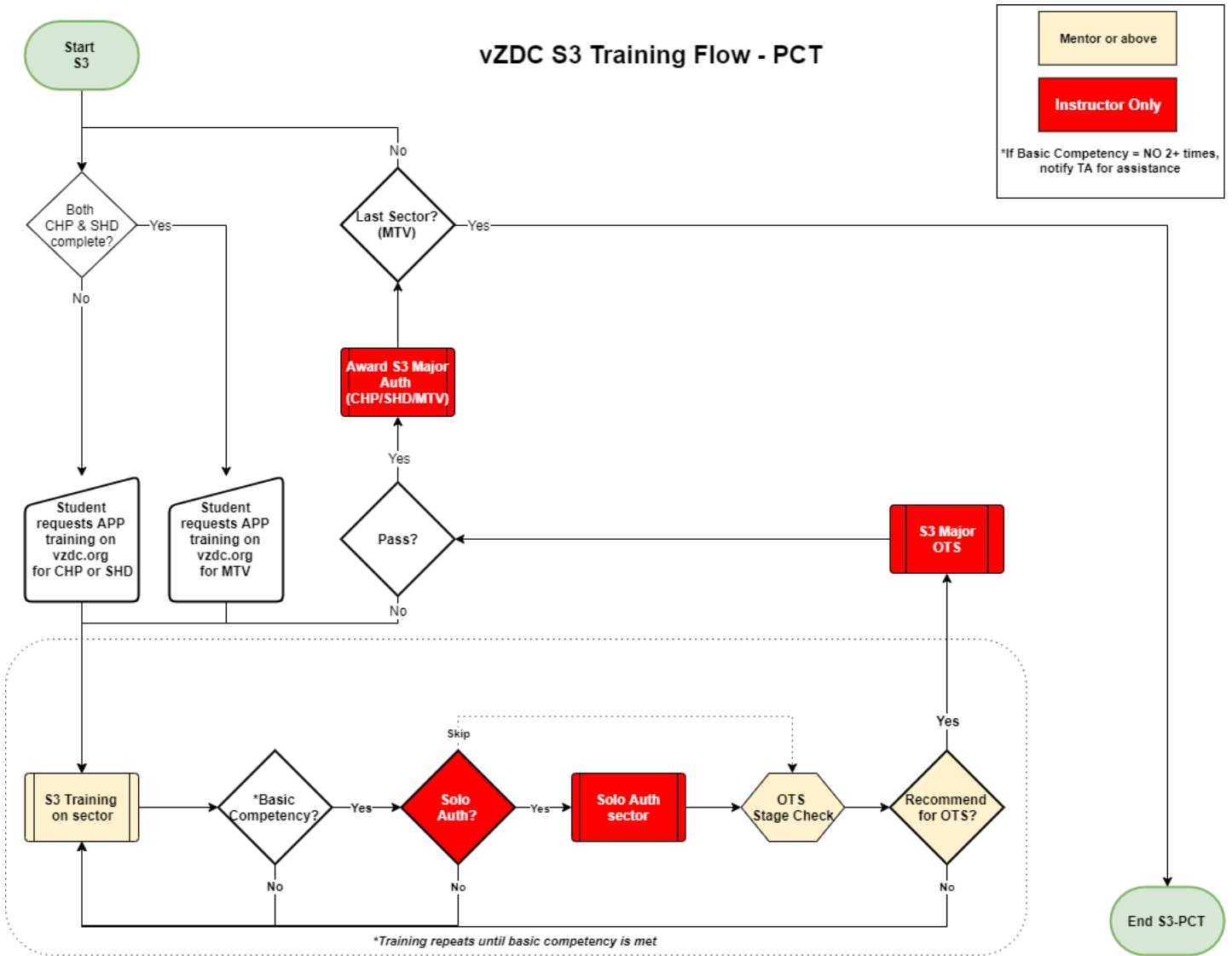
Instructor Only

\*If Basic Competency = NO 2+ times, notify TA for assistance

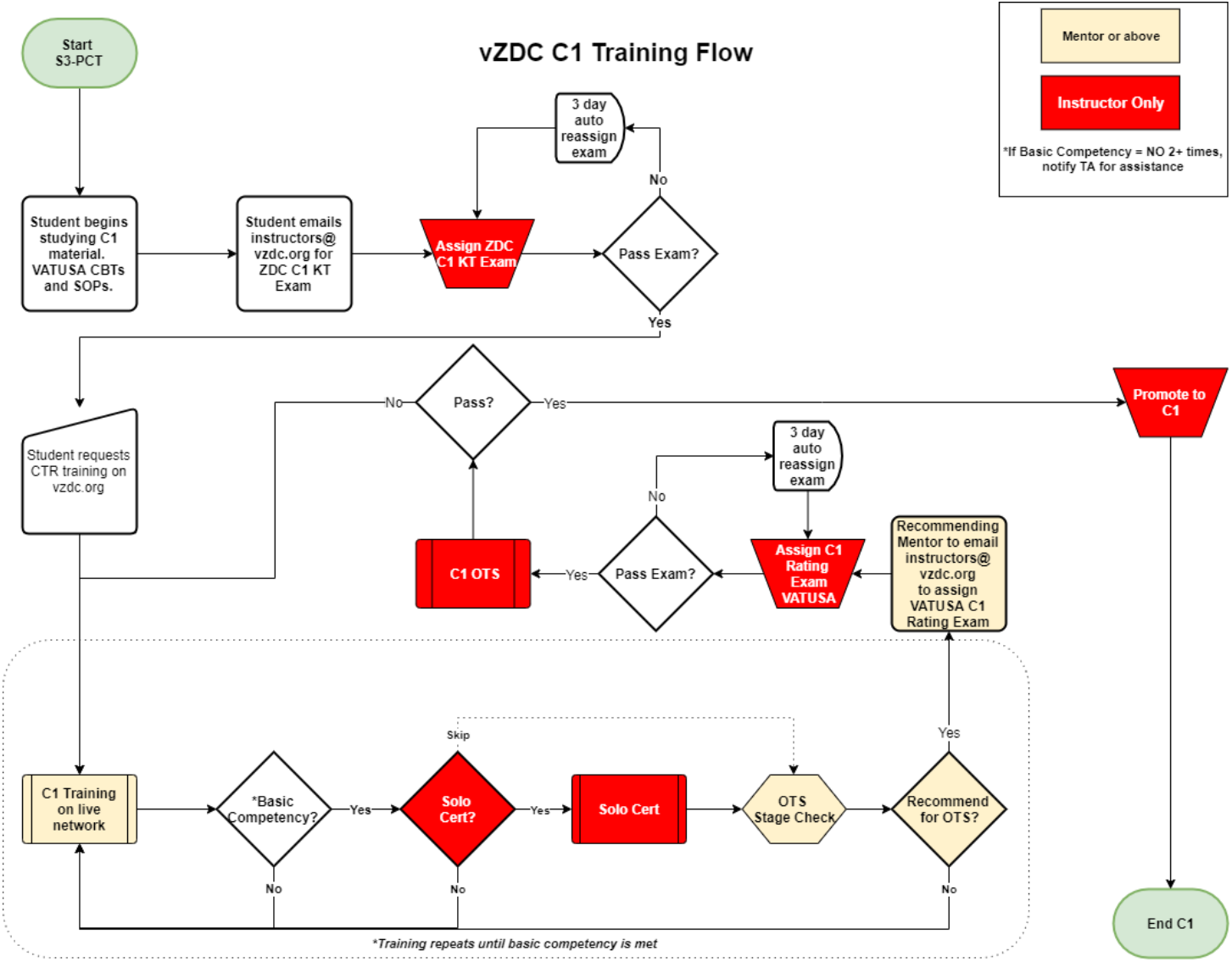




## vZDC S3 Training Flow - PCT



## vZDC C1 Training Flow



Mentor or above

Instructor Only

\*If Basic Competency = NO 2+ times, notify TA for assistance

## vZDC Visitor Flow

Mentor or above

Instructor Only

\*If Basic Competency = NO 2+ times, notify TA for assistance

