



# Jacksonville ARTCC

## Facility Administrative Policy

<b>Document Number</b>	ZJX-1000
<b>Version</b>	C
<b>Effective Date</b>	10/1/2020

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## DOCUMENT INFORMATION

### **Purpose**

ZJX-1000.C establishes the formal rules, regulations, procedures, and guidelines which govern all members operating within the Jacksonville ARTCC (ZJX). This document is considered a supplement to any VATSIM, VATNA, and VATUSA policies, procedures, and documentation.

### **Cancellation**

This document cancels all previous publications and policies and shall remain in effect until canceled by VATSIM, VATUSA or a subsequent publication of the administrative policy.

### **Updates and Changes**

Updates and changes to this document will be completed by the ATM, DATM, or their designee(s). Updates and changes to this document may be published after the appropriate approval process and announced to ZJX members thereafter.



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# 1. ARTCC ORGANIZATION

## 1.1 VATSIM

- a. The VATSIM (Virtual Air Traffic Simulation) network is an online community created for enthusiasts of flight simulation and air traffic control.
- b. The VATSIM Board of Governors and Executive Directors have governing power of the network and the organization.
- c. The VATSIM Founders have ownership rights and operational privileges over the VATSIM network.
- d. All ZJX policies shall be compliant with the VATSIM Code of Conduct, VATSIM Code of Regulations, User Agreement, and all VATSIM policies.

## 1.2 VATNA

- a. VATNA (VATSIM North America) is a region of the VATSIM network.
- b. VATNA policies govern operation of the North America airspace and their associated divisions.
- c. All ZJX policies shall be compliant with all VATNA policies.

## 1.3 VATUSA

- a. VATUSA (VATSIM United States) is a division of the VATNA region.
- b. VATUSA policies govern the day-to-day operation of the United States airspace and associated air traffic facilities.
- c. All ZJX policies shall be compliant with all VATUSA policies.

## 1.4 Jacksonville ARTCC

- a. VATUSA has separate airspaces, each having its own staff and membership. These airspaces are known as Air Route Traffic Control Centers (ARTCCs).
- b. ARTCCs may be further subdivided to provide service to airports of varying size within the airspace.

c. The following table lists the air traffic control facilities under the administration of the ZJX ARTCC:

<b>Facility Name</b>	<b>Operating Type</b>	<b>ID</b>	<b>Location</b>
Cairns ARAC	ARAC	KOZR	Fort Rucker/Ozark, AL
Jacksonville Air Route Traffic Control Center	ARTCC	ZJX	Hilliard, FL
Albany Tower	ATCT	KABY	Albany, GA
Beaufort Tower	ATCT	KNBC	Beaufort, SC
Cairns Tower	ATCT	KOZR	Fort Rucker/Ozark, AL
Cape Tower	ATCT	KXMR	Cocoa Beach, FL
Cecil Tower	ATCT	KVQQ	Jacksonville, FL
Choctaw Tower	ATCT	KNFJ	Milton, FL
Craig Tower	ATCT	KCRG	Jacksonville, FL
Destin Tower	ATCT	KDTS	Destin, FL
Dothan Tower	ATCT	KDHN	Dothan, AL
Duke Tower	ATCT	KEGI	Crestview, FL
Eglin Tower	ATCT	KVPS	Valparaiso/Destin-Fort Walton Beach, FL
Flagler Tower	ATCT	KFIN	Palm Coast, FL
Gainesville Tower	ATCT	KGNV	Gainesville, FL
Heart of Georgia Tower	ATCT	KEZM	Eastman, GA
Hilton Head Tower	ATCT	KHXD	Hilton Head Island, SC
Hulburt Tower	ATCT	KHRT	Mary Esther, FL
Hunter Tower	ATCT	KSVN	Savannah, GA
Kissimmee Tower	ATCT	KISM	Orlando, FL
Lake City Tower	ATCT	KLCQ	Lake City, FL
Leesburg Tower	ATCT	KLEE	Leesburg, FL
Mc Entire Tower	ATCT	KMMT	Eastover, SC
Melbourne Tower	ATCT	KMLB	Melbourne, FL
Moody Tower	ATCT	KVAD	Valdosta, GA
NASA Tower	ATCT	KTTS	Titusville, FL
Navy Jacksonville Tower	ATCT	KNIP	Jacksonville, FL
Navy Mayport Tower	ATCT	KNRB	Mayport, FL
New Smyrna Beach Tower	ATCT	KEVB	New Smyrna Beach, FL
North Whiting Tower	ATCT	KNSE	Milton, FL
Ocala Tower	ATCT	KOCF	Ocala, FL
Ormond Beach Tower	ATCT	KOMN	Ormond Beach, FL
Panama City Tower	ATCT	KECP	Panama City, FL
Patrick Tower	ATCT	KCOF	Cocoa Beach, FL
Sanford Tower	ATCT	KSFB	Sanford, FL
Shaw Tower	ATCT	KSSC	Sumter, SC
Sherman Tower	ATCT	KNPA	Pensacola, FL

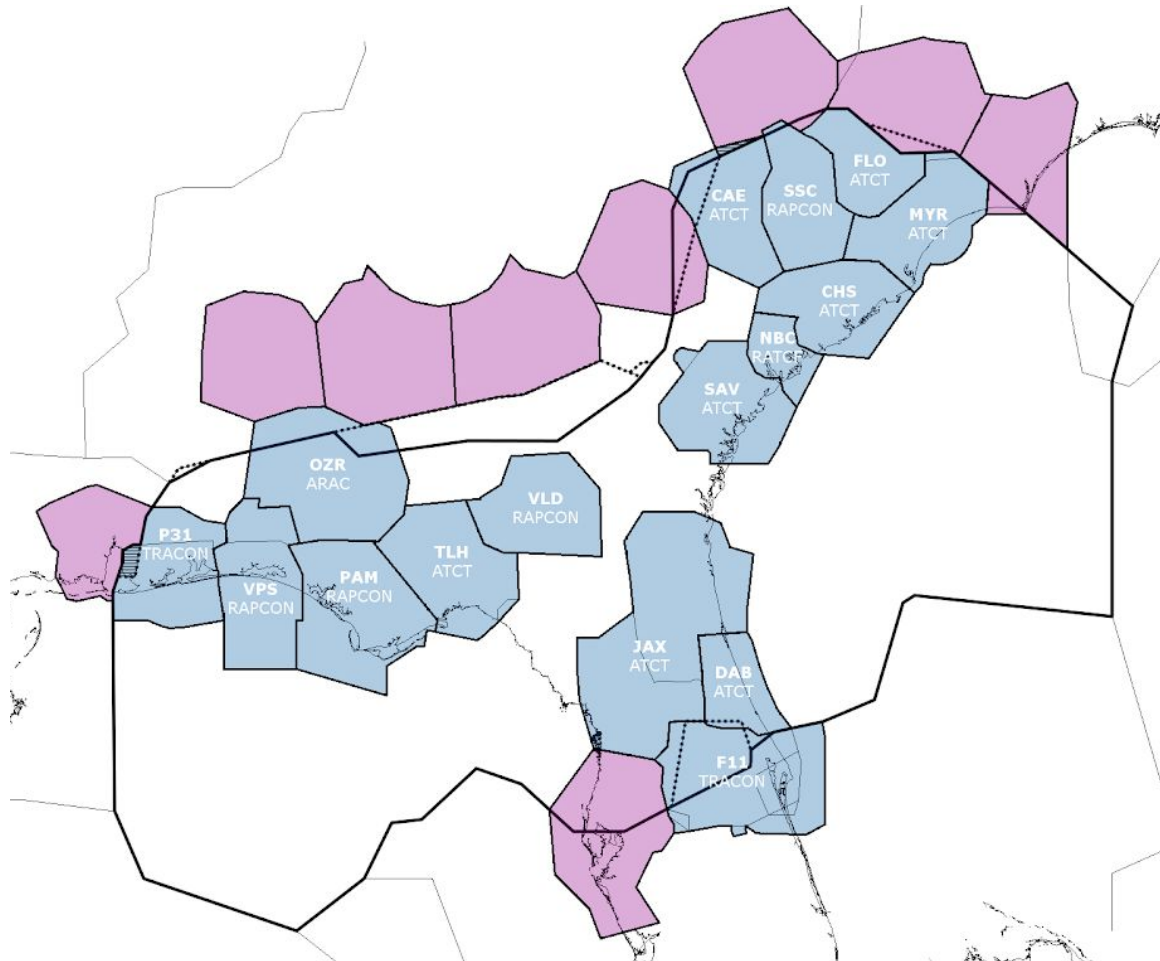


South Whiting Tower	ATCT	KNDZ	Milton, FL
Space Coast Tower	ATCT	KTIX	Titusville, FL
St. Augustine Tower	ATCT	KSGJ	St. Augustine, FL
Strand Tower	ATCT	KCRE	North Myrtle Beach, FL
Troy Tower	ATCT	KTOI	Troy, AL
Tyndall Tower	ATCT	KPAM	Panama City, FL
Valdosta Tower	ATCT	KVLD	Valdosta, GA
Whitehouse Tower	ATCT	KNEN	Jacksonville, FL
Wright Tower	ATCT	KLHW	Fort Stewart, GA
Orlando Executive Tower	ATCT	KORL	Orlando, FL
Orlando Tower	ATCT	KMCO	Orlando, FL
Pensacola Tower	ATCT	KPNS	Pensacola, FL
Charleston Tower	ATCT/TRACON	KCHS	Charleston, SC
Columbia Tower	ATCT/TRACON	KCAE	West Columbia, SC
Daytona Beach Tower	ATCT/TRACON	KDAB	Daytona Beach, FL
Florence Tower	ATCT/TRACON	KFLO	Florence, SC
Jacksonville Tower	ATCT/TRACON	KJAX	Jacksonville, FL
Myrtle Beach Tower	ATCT/TRACON	KMYR	Myrtle Beach, FL
Savannah Tower	ATCT/TRACON	KSAV	Savannah, GA
Tallahassee Tower	ATCT/TRACON	KTLH	Tallahassee, FL
Beaufort RAPCON	RAPCON	KNBC	Beaufort, SC
Eglin RAPCON	RAPCON	KVPS	Valparaiso/Destin-Fort Walton Beach, FL
Shaw RAPCON	RAPCON	KSSC	Sumter, SC
Tyndall RAPCON	RAPCON	KPAM	Panama City, FL
Valdosta RAPCON	RAPCON	KVLD	Valdosta, GA
Central Florida TRACON	TRACON	F11	Orlando, FL
Pensacola TRACON	TRACON	P31	Pensacola, FL

**1.4.1 Designated Airspace**

- a. The following air traffic control facilities are classified as designated airspace per the VATSIM Global Ratings Policy:
  1. Orlando International Airport (KMCO) ATCT
  2. Central Florida (F11) TRACON
- b. Jacksonville Center (ZJX) shall not require an additional endorsement beyond the F11 TRACON endorsement.
  1. GRP competency checkouts may be required as defined in ZJX-1002.

### 1.4.2 Airspace Diagram



## 2. OUR MISSION, VISION, AND VALUES

### 2.1 Mission

- a. Our mission is to provide the friendliest, safest, and most efficient experience to every pilot on the VATSIM network.

### 2.2 Vision

- a. Our vision is to be *the* thought leader for VATUSA by being the most innovative, most transformative, and fastest growing ARTCC.

### 2.3 Values

- a. Our values are as follows:
  - **Formative.** We're committed to developing our controllers to be VATSIM's next leaders and top controllers.
  - **Innovative.** We are quick to adopt new technologies to push the boundaries of what is possible.
  - **Collaborative.** We have an open and friendly atmosphere where teamwork and communication are central to daily operations.

## **3. GENERAL POLICIES**

### **3.1 Communication**

- a. All ZJX home and visiting controllers (see § 5.1 and 5.2) must maintain a working email address connected to their VATSIM account.
- b. All ZJX controllers are strongly encouraged to maintain an account on [our official Discord server](#).
- c. Members should make great efforts to check email and Discord communications on a continual basis.

### **3.2 Streaming and Recording**

- a. Streaming and audio recording is allowed under the following conditions:
  1. All voices originating from the ZJX Discord have given explicit approval to be recorded.
  2. No private or sensitive textual or audible conversation can be seen or heard.
  3. Controllers streaming are following the ZJX Code of Conduct (see ZJX-1001 Code of Conduct).
- b. Should the ATM deem the stream/video is violating the above guidelines, deletion of the stream/audio may be required. The controller who is streaming or audio recording must comply with the ATM's request.

### **3.3 Events**

- a. Events may require temporary changes to procedures.
- b. Controllers may be asked to swap onto different positions for operational advantage.
- c. Changes are at the discretion of the Events Coordinator (EC) or the assigned Event Controller-in-Charge (CIC) and controllers must comply with these changes.

### **3.4 Town Halls**

- a. Town Halls are to be held every quarter, as outlined in Appendix 2.
- b. Town Halls are to be managed by both the ATM and DATM and should be formatted for controllers to address their concerns and ask questions directly to ARTCC Staff. Controllers shall be notified of Town Halls at least seven (7) days in advance whenever possible.

## **3.5 Conflict Resolution**

### **3.5.1 Entering Conflict Resolution**

- a. Any controller is subject to the conflict resolution process for the following:
  1. Violation of any VATSIM, VATNA, or VATUSA policy.
  2. Violation of any ZJX policy, regulation, or standard operating procedure.
  3. Violation of the VATSIM or ZJX Code of Conduct.
  4. Insubordination of any local, divisional, or network staff member.

### **3.5.2 Notification and Chain of Command**

- a. Conflict resolution shall begin with review by the DATM after receipt of the complaint at [staff@zjxartcc.org](mailto:staff@zjxartcc.org) or direct observation of offense.
- b. After review, the ATM and DATM shall determine what resolution should be taken.

### **3.5.3 Resolutions**

- a. Resolutions Jacksonville ARTCC may take include, but are not limited to:
  1. Loss of Jacksonville ARTCC Discord privileges.
  2. Loss of Jacksonville ARTCC event privileges.
  3. Referral to another Air Traffic Manager, the Regional Air Traffic Director, the VATUSA Division Conflict Resolution Manager, or the VATSIM Vice President of Conflict Resolution for further conflict resolution.

## 4. ARTCC STAFF

### 4.1 ARTCC Staff

#### 4.1.1 Group Description and Role

- a. ARTCC Staff manage the daily operations and lead the agenda of ZJX. They are also the primary contact for affairs related to their functional area.
- b. Members of this group are the key stewards of the ARTCC and can represent the ARTCC in negotiations with other facilities.
- c. When the duties of a staff position appear to be unclear, the Air Traffic Manager shall provide the appropriate definition.

#### 4.1.2 Air Traffic Manager (ATM)

- a. The ATM's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Ensuring members comply with ZJX, VATUSA, and VATSIM policies.
  4. Directing the operations of ZJX.
  5. Establishing the mission, goals, and vision of ZJX.
  6. Hiring and managing ARTCC staff.
  7. Managing the ARTCC roster.
  8. Drafting, approving, and implementing ZJX standard operating procedures, letters of agreement, and other policies.
  9. Overseeing the conflict resolution process of ZJX members.
  10. Negotiating on behalf of ZJX.
  11. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The ATM will report to and serve at the discretion of the VATUSA Southern Regional Air Traffic Director.
- c. The ATM shall have met the following requirements prior to their appointment:
  1. Hold a Controller 1 (C1) rating or above.
  2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  3. Have no significant disciplinary record.
  4. Have no history of unprofessional behavior.
  5. Be in good standing on the VATSIM network.

6. Be a home controller at the time of appointment.

#### **4.1.3 Deputy Air Traffic Manager (DATM)**

- a. The DATM's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Ensuring members comply with ZJX, VATUSA, and VATSIM policies.
  4. Assisting the ATM in the management of ZJX.
  5. Overseeing daily ARTCC operations.
  6. Coordinating staff on projects.
  7. Fulfilling ATM responsibilities in the ATM's absence.
  8. Completing special projects as assigned by the ATM.
  9. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The DATM will report to and serve at the discretion of the ATM.
- c. The DATM shall have met the following requirements prior to their appointment:
  1. Hold a Controller 1 (C1) rating or above.
  2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  3. Have no significant disciplinary record.
  4. Have no history of unprofessional behavior.
  5. Be in good standing on the VATSIM network.
  6. Be a home controller at the time of appointment.

#### **4.1.4 Training Administrator (TA)**

- a. The TA's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Developing, maintaining, updating, and managing the training program and related materials.
  4. Nominating and managing ZJX instructors and mentors.
  5. Approving exam results.
  6. Issuing ATC ratings for ZJX members.
  7. Ensuring members comply with ZJX, VATUSA, and VATSIM policies regarding controller competencies.
  8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The TA will report to and serve at the discretion of the ATM and the VATUSA Training Director.
- c. The TA shall have met the following requirements prior to their appointment:
  1. Hold a Controller 1 (C1) rating or above.
  2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  3. Have no significant disciplinary record.
  4. Have no history of unprofessional behavior.
  5. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
  6. Previously served as an instructor within VATUSA.
  7. Be in good standing on the VATSIM network.
  8. Be a home controller at the time of appointment.



#### **4.1.5 Events Coordinator (EC)**

- a. The EC's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Ideating and executing ZJX events.
  4. Conducting event briefings.
  5. Developing event materials and resources.
  6. Coordinating with adjoining ARTCCs for events.
  7. Serving as a liaison for both virtual airlines and other ARTCCs.
  8. Marketing ZJX to the VATSIM community.
  9. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The EC will report to the DATM and serve at the discretion of the ATM.
- c. The EC shall have met the following requirements prior to their appointment:
  1. Hold a Student 2 (S2) rating or above.
  2. Have knowledge of Photoshop or equivalent software.
  3. Have knowledge of marketing strategies.
  4. Have knowledge of event organization and management.
  5. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  6. Have no significant disciplinary record.
  7. Have no history of unprofessional behavior.
  8. Be in good standing on the VATSIM network.
  9. Be a home controller at the time of appointment.

#### **4.1.6 Facility Engineer (FE)**

- a. The FE's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Maintaining and updating sector files for all approved ATC client software, updating at least every other AIRAC cycle.
  4. Maintaining vATIS configuration files.
  5. Maintaining POF and alias files.
  6. Coordinating with adjacent ARTCCs as required, specifically relating to frequency issues.
  7. Ensuring established SOPs and LOAs are fully represented within sector files and other procedures.
  8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The FE will report to the DATM and serve at the discretion of the ATM.
- c. The FE shall have met the following requirements prior to their appointment:
  1. Have knowledge of VRC, vSTARS, vERAM, and vATIS.
  2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  3. Have no significant disciplinary record.
  4. Have no history of unprofessional behavior.
  5. Be in good standing on the VATSIM network.
  6. Be a home controller at the time of appointment.

#### **4.1.7 Webmaster (WM)**

- a. The WM's responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Attending staff meetings.
  3. Overseeing development and maintenance of the ARTCC website.
  4. Overseeing the ARTCC's data services including email systems, data storage systems, etc.
  5. Developing and implementing policies for operation and maintenance of the ARTCC web and data systems.
  6. Serving as the technical adviser to ARTCC Staff.
  7. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The WM will report to the DATM and serve at the discretion of the ATM.
- c. The WM shall have met the following requirements prior to their appointment:
  1. Knowledge of modern web programming languages and techniques, including: HTML, PHP, MySQL, Javascript, AJAX, and CSS.
  2. Familiarity with API usage.
  3. Knowledge of Discord server management.
  4. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  5. Have no significant disciplinary record.
  6. Have no history of unprofessional behavior.
  7. Be in good standing on the VATSIM network.
  8. Be a home controller at the time of appointment.

#### **4.1.8 Vacancy**

- a. In the event of a vacancy below the Air Traffic Manager position, the Air Traffic Manager shall assume or delegate responsibility of the vacant staff position.
- b. In the event of a vacancy for the Air Traffic Manager position, the Southern Region Air Traffic Director shall assume or delegate responsibility of the role.
- c. In the event of a vacancy for the Air Traffic Manager and the Deputy Air Traffic Manager, the Southern Regional Air Traffic Director shall assume responsibility for the roles.

#### **4.1.9 Hierarchy**

- a. Please refer to Appendix 3 for the ARTCC Staff Hierarchy Diagram.

#### **4.1.10 Assistants**

- a. The objective of assistants is to train and develop the next generation of ZJX leaders and add resources to the ARTCC Staff.
- b. The TA, EC, FE, and WM may appoint one assistant, subject to ATM and DATM approval.
- c. Assistants serve at the discretion of their manager, the ATM, and the DATM. Assistants may be removed from their position at any time by their manager, the ATM, or the DATM, with or without justification.

### **4.2 Training Staff**

#### **4.2.1 Group Description and Role**

- a. ZJX's Training Staff develop the next generation of VATSIM controllers.
- b. Training Staff assist with the daily training of controllers, endorsement of ratings, and they ensure controllers are kept up-to-date with the latest FAA updates.
- c. When the duties of a training staff position appear to be unclear, the Training Administrator shall provide the appropriate definition.

#### **4.2.2 Training Administrator (TA)**

- a. The TA's responsibilities are outlined in section 4.1.4 of this document.

### **4.2.3 Instructors (INS)**

- a. The INSs' responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Assisting the TA with developing the training policy, content, and syllabus for ZJX.
  3. Ensuring students perform to VATUSA and ZJX's training standards.
  4. Administering over the shoulder (OTS) and written exams to ensure controller competency.
  5. Endorsing controller ratings.
  6. Representing ZJX at VATUSA training discussions.
  7. On-boarding new mentors and students.
  8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The INSs will report to the TA and serve at the discretion of the TA and VATUSA Training Director.
- c. The INSs shall have met the following requirements prior to their appointment:
  1. Have held a Controller 1 (C1) rating for at least 30 days prior to appointment.
  2. Previously served as an instructor or mentor in VATUSA.
  3. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
  4. Possess excellent written and verbal skills.
  5. Have availability to conduct training sessions with students.
  6. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  7. Have no significant disciplinary record.
  8. Have no history of unprofessional behavior.
  9. Be in good standing on the VATSIM network.
  10. Be a home controller at the time of appointment.

#### **4.2.4 Mentors (MTR)**

- a. The MTRs' responsibilities shall include:
  1. Maintaining an online presence within the facility and on the VATSIM network.
  2. Ensuring students perform to VATUSA and ZJX's training standards.
  3. Conducting training sessions with controllers.
  4. Recommending controllers for OTS exams.
  5. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The MTRs will report to the TA and serve at the pleasure of the TA.
- c. The MTRs shall have met the following requirements prior to their appointment:
  1. Have held a Student 2 (S2) rating for at least 90 days prior to appointment.
  2. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
  3. Possess excellent written and verbal skills.
  4. Have availability to conduct training sessions with students.
  5. Possess a high degree of energy and commitment appropriate to the requirements of the position.
  6. Have no significant disciplinary record.
  7. Have no history of unprofessional behavior.
  8. Be in good standing on the VATSIM network.
  9. Be a home controller at the time of appointment.

## 4.3 Facility Advisory Board (FAB)

### 4.3.1 Group Description and Role

- a. The Facility Advisory Board (FAB) is an advisory board consisting of ARTCC staff members and individuals with desirable experience or wisdom, to aid in making administrative and policy decisions related to the operation of the ARTCC.

### 4.3.2 Full Members

- a. The following members shall be considered full members of the FAB:
  1. Air Traffic Manager
  2. Deputy Air Traffic Manager
  3. Training Administrator
  4. Events Coordinator
  5. Facility Engineer
  6. Webmaster
  7. Facility Advisory Board Chairperson\*
  8. At least one (1) Home Controller Representative\*\*
  9. At least one (1) Visiting Controller Representative

\* The FAB Chairperson shall be a ZJX home controller.

\*\* One home controller representative will act as the Recording Secretary during meetings.

### 4.3.3 Representatives

- a. Applications shall be opened to the entire ARTCC when there is a vacancy.
- b. Appointment to the position shall be based on a majority vote of the current full members of the FAB.
- c. The FAB shall make effort to ensure selected candidates represent a wide variety of constituents within the ARTCC.
- d. Representatives can be removed from the FAB via a majority vote of the current full members of the FAB.

### 4.3.4 Non-Voting Members (Advisors)

- a. The FAB will include non-voting members.
- b. Non-voting members will be considered advisors, but will not be allowed to vote on FAB decisions.
- c. Non-voting members shall be appointed and removed at the discretion of the Chairperson.

### 4.3.5 Responsibilities

- a. The FAB shall have the following responsibilities:
  1. Quarterly meetings to review, discuss, and suggest policy.

2. Quarterly and annual reviews of ARTCC staff performance.
3. Approval and annual review of SOPs, policies, or documentation released publicly to the ARTCC.

#### **4.3.6 Voting**

- a. Voting will take place during FAB meetings, where necessary.
- b. All Votes will require a majority vote, with at least one of the votes being the Chairperson.
- c. The Recording Secretary will run the vote and record the results, and the Chairperson will announce those changes to the FAB.

#### **4.3.7 Ad Hoc Committees**

- a. The FAB may establish ad hoc committees as it deems necessary and assign to them such duties as it considers appropriate.
- b. Each committee will consider and make periodic recommendations to the FAB in respect of the subject on which it was created to advise.
- c. To establish an Ad Hoc committee, three representatives of the FAB must approve of said committee.
- d. An Ad Hoc committee will dissolve when all tasks of said committee is completed, and a majority of the committee votes to dissolve.

### **4.4 Hiring**

- a. All ARTCC Staff are hired at the discretion of the Air Traffic Manager and VATUSA staff.
- b. Training Staff are hired at the discretion of the Air Traffic Manager, Training Administrator, and VATUSA staff.
- c. Any job postings shall be announced to ZJX members at least seven (7) days before the public posting to bolster promotions within ZJX.
- d. The ATM, TA, or VATUSA may waive certain application requirements or responsibilities at their discretion.



## 5. MEMBERSHIP

### 5.1 Home Controller

#### 5.1.1 Description

- a. A home controller is defined as a controller assigned to the VATUSA division whose primary facility is ZJX.
- b. Home controllers are required to log more than half of their VATSIM network time on ZJX positions.

#### 5.1.2 Activity Requirement

- a. Controllers must complete three (3) hours of approved activity every quarter, as outlined in Appendix 2.
- b. The following are approved activities:
  1. Log a session on VATSIM on a ZJX position.
  2. Conduct a training session.
  3. Attend a training session.

### 5.2 Visiting Controller

#### 5.2.1 Description

- a. A visiting controller is defined as a controller whose primary facility is not ZJX.

#### 5.2.2 Activity Requirement

- a. Controllers must complete three (3) hours of approved activity every quarter, as outlined in Appendix 2.
- b. The following are approved activities:
  - a. Log a session on VATSIM on a ZJX position.
  - b. Conduct a training session.
  - c. Attend a training session.

## **5.3 Controller Applications**

### **5.3.1 Transferring Controllers**

- a. Controllers wishing to transfer to ZJX from another facility should do so through the VATUSA website.
- b. The ATM reserves the right to deny or refuse any transfer controller request, for reasons pursuant to the VATSIM and VATUSA Transfer and Visiting Controllers policies.

### **5.3.2 Visiting Controllers**

- a. Visiting controllers wishing to visit ZJX should fill out the appropriate visiting controller application on the ZJX website.
- b. The ATM reserves the right to deny or refuse any transfer controller request, for reasons pursuant to the VATSIM and VATUSA Transfer and Visiting Controllers policy.

## **5.4 Leaves of Absence**

- a. Leaves of absence (LOA) requests may be submitted by emailing [staff@zjxartcc.org](mailto:staff@zjxartcc.org).
- b. LOA requests shall be approved for one quarter and can be re-approved at the end of each quarter.
- c. Approval of LOA requests shall be at the discretion of the ATM or their designee.

## **5.5 Termination as Controller**

- a. Controllers who do not meet the outlined controller requirements are subject to termination as a controller.

## **5.6 Reinstatement**

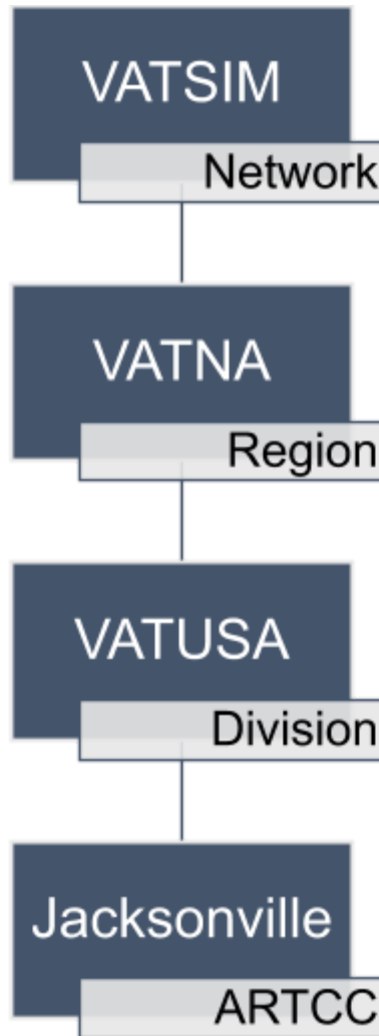
- a. Controllers who are reinstated as a home or visiting controller can receive their previous major certifications, if their removal date was within the last six (6) months.
- b. Controllers whose removal date exceeds six (6) months will need to receive training for their major certifications.

## 6. CREDITS

This document utilizes the writing of several sources. Special credit is given to the following documents:

- Honolulu Control Facility Operating Guidelines
- Houston ARTCC General Policy
- Minneapolis ARTCC Administrative Manual
- New York ARTCC Regulations and Policies

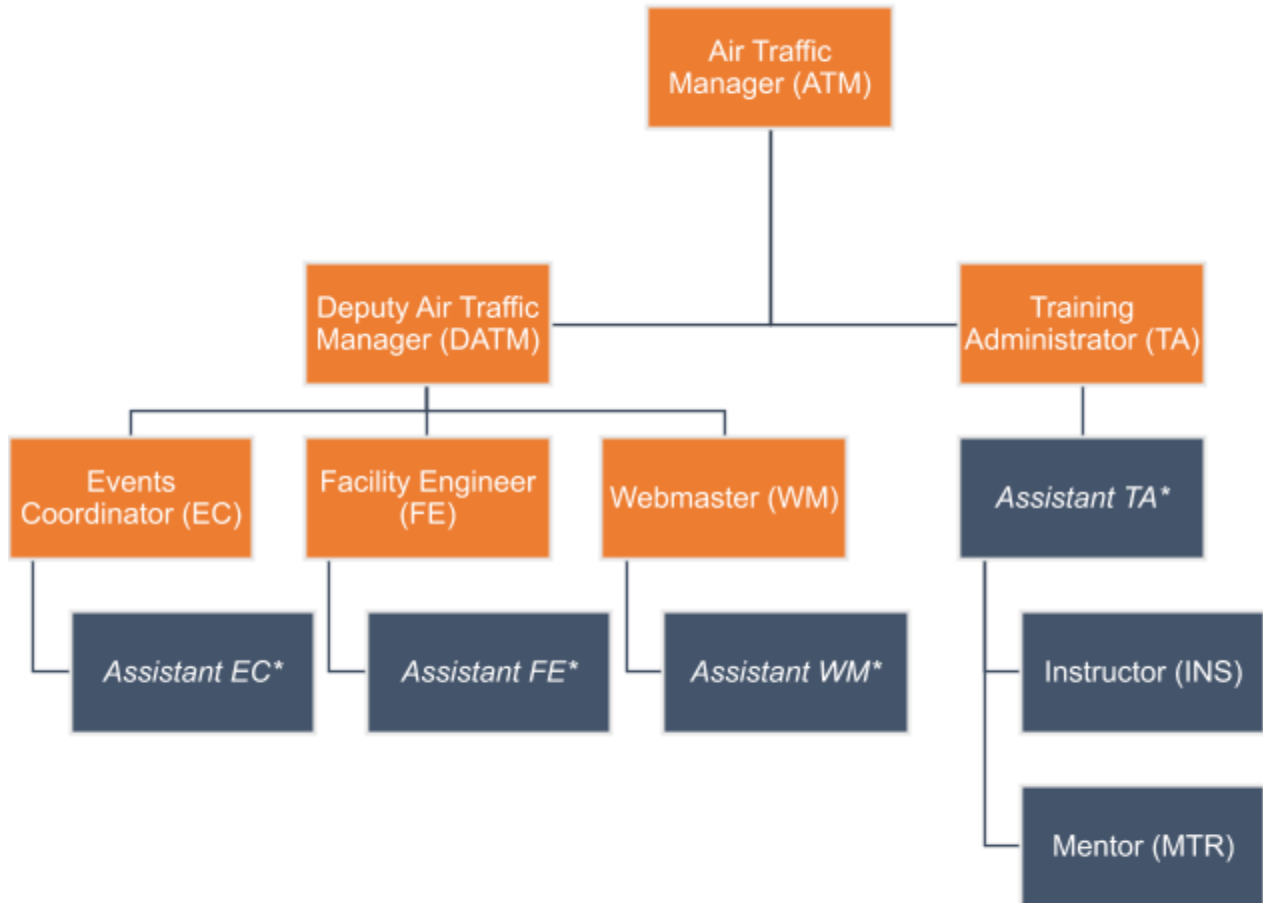
## APPENDIX 1. VATSIM ORGANIZATION HIERARCHY DIAGRAM



## APPENDIX 2. QUARTERLY CALENDAR

<b>Quarter</b>	<b>Date Range</b>
Quarter 1	January 1 – March 31
Quarter 2	April 1 – June 30
Quarter 3	July 1 – September 30
Quarter 4	October 1 – December 31

## APPENDIX 3. ARTCC STAFF HIERARCHY DIAGRAM



\* Denotes non-essential ARTCC Staff positions which are hired at the discretion of their manager, the ATM, and the DATM.

\*\* Orange indicates Senior ARTCC Staff positions.