

Virtual Jacksonville ARTCC

Administrative Process for Situation Awareness



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SUBJ: Administrative Process for Situation Awareness

This handbook establishes the formal rules, regulations, procedures, and guidelines which govern all members operating within the Virtual Jacksonville ARTCC (ZJX). This document is considered a supplement to any VATSIM and VATSIM United States (VATUSA) policies, procedures, and documents. This document cancels all previous publications and policies and remains in effect until canceled VATSIM, VATUSA, or a subsequent publication of the administrative policy. This document's updates and modifications are published after the appropriate approval process and announcement to the Virtual Jacksonville ARTCC. The ATM, DATM, or their designee(s) will complete all updates and changes to this document.

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Explanation of Changes

- a. 1-1. Initial Release

Chapter 1: Violations and Report

1.1 Violations

- a. Name Calling
- b. Swearing
- c. Disturbing the peace
- d. Blatant violation of the SOP procedures of the Jacksonville ARTCC
- e. Any conduct that goes against the Discord Code of Conduct
- f. Any conduct that goes against the ZJX Code of Conduct
- g. Any violation of the VATUSA Code of Conduct
- h. Any violation of the VATSIM Code of Conduct
- i. Abuse of the violation and reporting procedures

1.2 Action Steps

- a. Report the complaint/situation to the ZJX ARTCC Staff at staff@zjxartcc.org. Be sure to include all facts and documentation of the situation. Direct messages in discord will be ignored.
- b. It is highly recommended that the offended member remove themselves from the situation.

Chapter 2: Complaint Process for a non-staff member complaint.

Complaint against a member that is a non-staff member.

2.1 Staff Actions/Process

- a. Upon receipt of a complaint, the DATM will assign two (2) members of the staff or assistant staff and one (1) non-staff member will be assigned to review the situation. The ATM nor the DATM will be one of the members. The DATM will be an overview of the three members and cannot be one of the reviewing members. The review must be started within three (3) days.
- b. The review board will report back within three (3) days of their findings of the situation/complaint. The review board will discuss their findings with the DATM and ATM via email. **A summary of the review will be posted in the offending controllers VATUSA record.**
- c. The DATM and ATM will review the situation and place appropriate actions.
- d. **All actions taken will be noted in the controllers VATUSA record.**

Chapter 3: Complaint Process for a staff member complaint.

Complaint against a member that is a staff member.

3.1 Staff Actions/Process

- a. Upon receipt of a complaint, the DATM will assign two (2) members of the staff or assistant staff and one (1) non-staff member will be assigned to review the situation. The person who the complaint is directed to will not be one of the three members. The ATM nor the DATM will be one of the members. The DATM will be an overview of the three members and cannot be one of the reviewing members. The review must be started within three (3) days.
- b. The review board will report back within three (3) days of their findings of the situation/complaint. The review board will discuss their findings with the DATM and ATM via email. **A summary of the review will be posted in the offending controllers VATUSA record.**
- c. The DATM and ATM will review the situation and place appropriate actions.
- d. **All actions taken will be noted in the controllers VATUSA record.**

Chapter 4: Complaint Process for the ATM/DATM/TA

Complaint against a member that is a senior staff member.

4.1 Staff Actions/Process

- a. Upon receipt of a complaint, two (2) members of the staff or assistant staff and one (1) non-staff member will be assigned by a non-offending senior staff member to review the situation. The person who the complaint is directed to will not be one of the three members. VATUSA7 will be requested to oversee the complaint and review.
 - b. The review board will report back within three (3) days of their findings of the situation/complaint. The review board will discuss their findings with all staff and VATUSA7 via email. **A summary of the review will be posted in the offending controllers VATUSA record.**
 - c. The VATUSA7 will review the situation and place appropriate actions.
 - d. **All actions taken will be noted in the controllers VATUSA record.**
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Chapter 5: 2 Star or less feedback received

5.1 Staff Actions/Process

- a. Upon receipt of a feedback, the DATM, TA, and ATM will review the feedback for validity. This will include contacting the report person to get any and all information related to the situation. The offending controller will also be contacted.
- b. If it is found that the controller did commit an offending issue, the DATM (when HR related) or TA (When Procedure Related) will take appropriate action. An email shall be sent to the controller on ways to correct the issue.
 - a. If it is a SOP/Training related issue: The TA will send an email.
 - b. If it is a HR related issue: The DATM will send an email.
- c. All three investigating members must agree that the feedback is valid.**
 - a. If one of the offending members is the one of three (DATM, TA, or ATM) a staff member can be added to the review team.
- d. All actions taken will be noted in the controllers VATUSA record.**

Chapter 6: Action Upon Review

6.1 Staff Actions/Process

- a. All members including staff will be on a point system.
- b. The members are allowed 12 points a year.
- c. Points will reset on the first day of the new calendar year.
- d. Points will be reported in the controllers training log as a NA event.

6.2 Point Levels

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|--------------------------------------|---|
| a. Negative Comment | 1 point per a verified and proven comment. |
| b. Event No-Show Within 24 hours | 1 point per each no-show. |
| c. Any other violations of Chapter 1 | 3 points per violation that is proven and verified. |

For any violations committed on discord will result in removal of Discord Privileges for 72 hours.

6.3 Point Procedure

3 Points	Verbal Warning Sent Via Email and posted on the controllers' VATUSA Action Log.
6 Points	Written Warning Sent Via Email and posted on the controllers' VATUSA Action Log.
9 Points	Formal Meeting with the ATM/DATM/TA and summary posted on the controllers' VATUSA Action Log.
12 Points	Removal from ARTCC.

6.4 Ways to remove points

- a. Each 5-Star Positive Comment 1 Point per a verified and proven comment.
- b. Any action suggested and completed from the TA/DATM/ATM can result in removal of points at their discretion.
- c. You are not allowed to “bank” points for the future.