

# **Cleveland ARTCC Facility Operations Policy**



**Revision 2  
June 18, 2018**

## RECORD OF CHANGES

CHANGE	DATE	AUTHORIZED BY	DESCRIPTION
CHG1	4/7/2016	JQ	Changed required home controller activity.
CHG2	6/18/2018	AA	Updated to new format; updated staff position descriptions; increased required visiting controller activity (from 30 minutes to 60 minutes per calendar month); clarified reinstatement procedures; clarified visitor and transfer procedures; clarified network procedures (chapter 7).



**VIRTUAL AIR TRAFFIC SIMULATION NETWORK**  
VATUSA DIVISION - CLEVELAND ARTCC

**SUBJ:** Cleveland ARTCC Facility Operations Policy

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This order prescribes direction and guidance for the day-to-day operations of facilities under the administrative jurisdiction of the Cleveland ARTCC. All personnel shall familiarize themselves with the provisions about their responsibilities. When a situation arises that is not adequately covered by this order, exercise good judgment in resolving the situation.

This document is only to be used in a simulated environment. This document shall not be referenced or utilized in live operations in the National Airspace System (NAS). The Cleveland ARTCC, VATUSA, and VATSIM do not take any responsibility for uses of this order outside of the simulation environment.

/Amin Abraham/

Air Traffic Manager

VATSIM Cleveland ARTCC

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## **CHAPTER 1. GENERAL**

### **1-1. Purpose**

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

### **1-2. Audience**

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

### **1-3. Where To Find This Order**

This order is available on the ZOB website, under the Controllers section.

### **1-4. What This Order Cancels**

The Cleveland ARTCC Facility Operations Policy dated March 1, 2015 is hereby cancelled.

### **1-5. Explanation of Changes**

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

## CHAPTER 2. ARTCC ORGANIZATION

### 2-1. VATSIM

The Virtual Air Traffic Simulation (VATSIM) network is an online community created for enthusiasts of flight simulation and air traffic control. The VATSIM Board of Governors (BoG), and the 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 ZOB initiated policies shall be in compliance with the VATSIM Code of Conduct (CoC), the VATSIM Code of Regulations (CoR), and the VATSIM Global Rating Policy (GRP).

### 2-2. VATNA

VATSIM North America (VATNA) is a region of the VATSIM network. VATNA includes the following divisions; VATSIM Canada (VATCAN), VATSIM United States (VATUSA), VATSIM Caribbean (VATCAR) and VATSIM Mexico (VATMEX).

### 2-3. VATUSA

VATSIM United States (VATUSA) is a division of the VATNA region. VATUSA policies govern the day-to-day operations of the United States domestic airspace and associated air traffic facilities.

### 2-4. ZOB

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

### 2-5. Cleveland ARTCC Facilities

The following table identifies the air traffic control facilities within the boundaries of the ZOB ARTCC airspace.

Facility Name	ICAO	Location
Akron-Canton TRACON/ATCT	KCAK	North Canton, OH
Allegheny ATCT	KAGC	West Mifflin, PA
Ann Arbor ATCT	KARB	Ann Arbor, MI
Beaver County ATCT	KBVI	Beaver Falls, PA
Buffalo-Niagara TRACON/ATCT	KBUF	Cheektowaga, NY
Burke Lakefront ATCT	KBKL	Cleveland, OH

Clarksburg TRACON/ATCT	KCKB	Clarksburg, WV
Cleveland TRACON/ATCT	KCLE	Cleveland, OH
Cuyahoga County ATCT	KCGF	Highland Heights, OH
Detroit City ATCT	KDET	Detroit, MI
Detroit Metro ATCT	KDTW	Wayne, MI
Detroit TRACON	D21	Detroit, MI
Erie TRACON/ATCT	KERI	Erie, PA
Flint TRACON/ATCT	KFNT	Flint, MI
Jackson ATCT	KJXN	Jackson, MI
Johnstown TRACON/ATCT	KJST	Johnstown, PA
Lansing TRACON/ATCT	KLAN	Lansing, MI
Mansfield TRACON/ATCT	KMFD	Mansfield, OH
Morgantown ATCT	KMGW	Morgantown, WV
Niagara Falls ATCT	KIAG	Niagara Falls, NY
Oakland County ATCT	KPTK	Waterford, MI
Palmer ATCT	KLBE	Latrobe, PA
Pittsburgh TRACON/ATCT	KPIT	Coraopolis, PA
Rochester TRACON/ATCT	KROC	Rochester, NY
Saginaw TRACON/ATCT	KMBS	Freeland, MI
Selfridge AFB ATCT	KMTC	Harrison, MI
Toledo TRACON/ATCT	KTOL	Toledo, OH
Wheeling ATCT	KHLG	Wheeling, WV
Willow Run ATCT	KYIP	Ypsilanti, MI
Youngstown TRACON/ATCT	KYNG	Vienna, OH



## 2-6. Staff Members

### 2-6-1. Air Traffic Manager (ATM)

#### a. Responsibilities:

- Reports to the Northeastern Region Air Traffic Director and directs the operations and management of the assigned facility.
- Maintains an online presence on the VATSIM network.
- Maintains facility website.
- Functions as VATUSA staff member and attends meetings as necessary to discuss and stay abreast of VATUSA issues and policies.
- Initiates and obtains ATD approval for ARTCC SOP, LOA and other appropriate documentation.
- Review and take action on all visiting controller requests, controller transfer requests and leave of absence requests.
- Establishes and defines the duties of the DATM position; submits selection to the ATD for approval.
- Establishes and defines the duties of the Training Administrator position; submits selection to ATD and VATUSA Training Director for final approval.
- Provides guidance and help to assigned controllers; may establish a staff of "Mentors" to assist with training.
- Works with or delegates a liaison to work with Regional and Division-level Events Coordinators on events as necessary.
- Addresses disciplinary situations with the Northeastern Region ATD when appropriate.

#### b. Requirements:

- Must have at least a Controller (C1) rating.
- Must be an active member of the network in good standing.
- Must be able to work in a team environment.
- Have no significant disciplinary record, no history of unprofessional behavior.

### 2-6-2. Deputy Air Traffic Manager (DATM)

#### a. Responsibilities:

- Reports to the ATM
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Acts as a senior staff member, leading and supporting ARTCC members
- Attends staff meetings as called by the ATM
- Acts as the acting ATM at request, or in absence of, the ATM
- Helps develop new members and ensures they have the resources to succeed at ZOB
- Assists the ATM in management of the roster
- Assists the EC in coordination of events that may affect the ARTCC's airspace

- Assists the FE in overseeing facility files
- Assists in development and execution of ARTCC projects
- Any other duty assigned by the ATM

b. Requirements:

- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### **2-6-3. Training Administrator (TA)**

a. Responsibilities:

- Reports to the ATM; VATUSA3 as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Acts as a senior staff member, leading and supporting ARTCC members
- Attends staff meetings as called by the ATM
- Maintains, updates, and manages the training program, lessons, sweatbox scenarios and exam rubrics
- Abides by the requirements of the VATSIM Global Ratings Policy
- Oversees the quality of the training program
- Responsible for seeking out, appointing, and managing ZOB Instructors and Mentors
- Hold periodic training meetings to discuss changes and updates
- Creatively designs training resources to help controllers progress through the training program more efficiently
- Approves exam assignment for students and finalizes promotions
- Any other duty assigned by the ATM

b. Requirements:

- Be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Currently holding a C1 rating or above
- Currently holding or have previously held an I1 in VATUSA
- Be able to work well in a team-oriented environment
- Have excellent written and oral communication skills

### **2-6-4. Events Coordinator (EC)**

a. Responsibilities:

- Reports to the DATM; ATM and VATUSA5 as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Attends staff meetings as called by the ATM

- Plans, schedules, and executes at a minimum, one ZOB sponsor event each quarter.
- Promotes ZOB events via all communication methods available to ensure active participation.
- Develops and distributes marketing material (graphics, news posts, forum posts, etc) to promote events and the ARTCC.
- Coordinates with divisional and neighboring ARTCC's for event support and planning purposes
- Acts as the primary liaison between virtual aviation organizations and the ARTCC
- Supervises events by having an online presence, or by assigning an appropriate Controller in Charge (CIC) for events
- Ensure events are appropriately staffed
- Any other duty assigned

b. Requirements:

- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

## 2-6-5. Facility Engineer (FE)

a. Responsibilities:

- Reports to the DATM; ATM as necessary
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Attends staff meetings as called by the ATM
- Creates, maintains and updates ZOB sector files, alias files, POF files, and vATIS config files.
- Coordinates with ZOB and other ARTCC staff to mitigate and manage frequency and automation problems.
- Maintains approved facility Orders, SOPs and LOAs, ensuring they are electronically available through the website.
- Develops and maintains Quick Reference Cards
- Review and recommend the use of other controller tools for implementation within the ARTCC
- Any other duty assigned

b. Requirements:

- Must have at least a Senior Student (S3) rating
- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Be skilled with VATSIM ATC Client software and software involved in technical file creation/manipulation.
- Must be able to work in a team environment

- Must have excellent written and oral communication skills

### **2-6-6. Webmaster (WM)**

#### a. Responsibilities:

- Reports to the ATM regarding website and TeamSpeak matters
- Maintain active online presence on the website, teamspeak, forums, email, and network
- Manages and oversees the ARTCCs data services including web content and delivery, web services, email systems, data storage systems, etc.
- Must respond quickly to website and data system needs.
- Develops and implements policies and procedures for operation and maintenance of the ARTCC web and data systems
- Maintains the ZOB TeamSpeak server
- Attends staff meetings as called by the ATM
- Any other duty assigned

#### b. Requirements:

- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Must be proficient with modern web programming languages and techniques, including PHP, HTML, MySQL, and CSS
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

### **2-6-7. Instructors (INS)**

#### a. Responsibilities:

- Reports to the TA regarding students and training matters
- Work with any student progressing toward any rating at ZOB, according to the ZOB training program
- Document all training notes in student training files after each session, monitoring or promotion
- Perform Over The Shoulder (OTS) exams for rating upgrades
- Perform Checkout Sessions at any training airport for certifications
- Assign and review written exams with students
- Must conduct a minimum of three (3) training sessions per calendar month or advise the TA of an inability to do so
- Attends training meetings as called by the TA
- Maintain active online presence on the website, teamspeak, network and email

#### b. Requirements:

- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Must be Cleveland Center certified
- Must have held a C1 rating at least 90 days, prior to taking the position

- Must have served as a mentor for at least 60 days, prior to taking the position
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

#### **2-6-8. Mentors (MTR)**

##### a. Responsibilities:

- Reports to the TA regarding students and training matters
- Work with students on positions approved by the TA, according to the ZOB training program
- Document all training notes in student training files after each session, monitoring or promotion
- Perform Checkout Sessions for certifications, only on positions approved by the TA
- Recommend an Over The Shoulder exam (OTS) or a written exam assignment to an INS
- Review written exams with students
- Must conduct a minimum of two (2) training sessions per calendar month or advise the TA of an inability to do so
- Attends training meetings as called by the TA
- Maintain active online presence on the website, teamspeak, network and email

##### b. Requirements:

- Must be an active member of the network in good standing
- Be a member of ZOB, or willing to transfer upon selection
- Must hold S2 rating or above and be major tower certified, prior to taking the position
- Must be able to work in a team environment
- Must have excellent written and oral communication skills

#### **2-6-9. Additional Staff Positions**

The ATM may, as necessary, create and appoint controllers to additional staff positions to assist in the day-to-day administration/operation or to assist with special projects of the ARTCC.

#### **2-7. Staff Hierarchy**

The ARTCC hierarchy is in the order as presented in Section 2-6 Staff Members.

## CHAPTER 3. ACTIVITY POLICY

### 3-1. Uncertified Controllers

- a. All uncertified controllers must request training within 30 days of joining the ARTCC. Moreover, all uncertified controllers are required to complete at least 60 minutes of training each 30 days.
- b. If the controller does not meet the activity requirement above, the controller will receive an inactivity warning email. From this point, the student will get additional 30 days to request training. If no action is taken, the controller may be permanently removed from the ZOB roster.

### 3-2. Certified Controllers

- a. All certified controllers must control on the network, at a minimum, 60 minutes per calendar month in a ZOB approved ATC position. This includes visitors.
  - i. The position worked for activity must be one that is considered no lower than one rank below the controller's current rank (i.e. if the controller is a C1, the position worked for activity must be either a TRACON or Center position).
- b. If the controller does not meet the activity requirement above, the controller will receive an inactivity warning email. From this point, the student will get a additional calendar month to meet the activity requirement. Controllers who fail to complete the activity requirement for two months in a row may be permanently removed from the ZOB roster.

### 3-3. Leave of Absence

- a. Any member who will be unable to meet activity requirements may request a Leave of Absence (LOA) by completing a LOA request form on ZOB's website.
- b. The minimum length for a LOA is 30 days and the maximum length is 90 days.
- c. A controller may request a LOA extension by making application to the ATM or DATM via the LOA request form on ZOB's website. This extension may not exceed 90 days.
- d. Controllers in active duty military/armed forces will be permitted up to 24 months of LOA for military related deployments or duties. Returning military personnel will be required to complete a checkout with the TA or Instructor upon return.
- e. If a controller on LOA logs into the network to control it will automatically end their LOA with ZOB and they will need to email the ATM or DATM asking to reopen the LOA should it be necessary.

### 3-4. Reinstatement

- a. Any controller who is removed from the ZOB roster due to inactivity may reapply by submitting a transfer request on VATUSA's website. If accepted, they will need to undergo the following:

- i. Controllers who returns to ZOB after being inactive for less than 6 months, will retain all their certifications without any additional checkout/exam.
- ii. Controllers who return to ZOB after being inactive for more than 6 months but less than 12 months may be required to perform a checkout for any major certifications.
- iii. Controllers who return to ZOB after being inactive for more than 12 months will lose all his or her previous certifications. The controller will be required to follow transferring controller procedures which can be found in the ZOB Training Policy (section 4-1).

### **3-5. Removal For Cause**

- a. Although not mandatory, controllers who are being removed from ZOB's roster may be issued a warning at staff's discretion.
- b. Controllers may be removed from ZOB's roster for the following reason:
  - i. The controller has not met activity requirement
  - ii. The controller fails to abide by any VATSIM, VATNA, VATUSA, or ZOB policy
  - iii. The controller is insubordinate to any ZOB, VATSIM, VATNA, or VATUSA staff member
  - iv. The controller is disrespectful to any member of VATSIM
  - v. The controller provides falsified information or cheats in any way
  - vi. The controller comes unprepared to training sessions multiple times

## CHAPTER 4. TRANSFERS AND VISITORS

### 4-1. Transferring Controllers

- a. All transfer requests shall be submitted on VATUSA's website.
- b. Any controller requesting a transfer to Cleveland ARTCC will be subject to a background/history check, and the ATM and/or DATM may be declined at their sole discretion the request if any of the following issues are determined:
  - i. The Controller has known current or past disciplinary problems.
  - ii. The Controller was previously a member of ZOB ARTCC and was terminated due to a conflict.
  - iii. The Controller was previously a member of ZOB ARTCC and was terminated due to disrespect for ZOB policies.
  - iv. The Controller has demonstrated disrespect to any ARTCC and its policies.
  - v. The Controller has been associated with any mistruths or deceptions regarding the application for membership, previous history, and/or qualifications.
  - vi. The Controller has been associated with any other situation, which in the sole discretion of the ATM and/or DATM, constitutes just cause for declining members into ZOB.
- c. Upon transfer acceptance, the controller will receive a welcome email and be added to the ZOB roster. The controller will be required to follow transferring controller training procedures which are outlined in the ZOB Training Policy (section 4-1).

### 4-2. Visiting Controllers

- a. A controller desiring visiting controller status is required to complete a visiting controller request form which can be found on the ZOB website. The controller's current ATM must provide a letter of recommendation before consideration of the request.
- b. Any controller requesting visiting status at Cleveland ARTCC will be subject to a background/history check, and the ATM and/or DATM may be declined at their sole discretion the request if any of the following issues are determined:
  - i. Failure to submit proper controller or facility information.
  - ii. Failure to meet VATUSA, VATNA and/or VATSIM Visitor Controller policies.
  - iii. A letter of recommendation stating the applicant is not recommended for visiting status.
  - iv. Behavioral/disciplinary issues noted or known by the Cleveland ARTCC staff, VATUSA staff, VATNA, VATSIM or home facility staff.
- c. Upon visitor acceptance, the controller will receive a welcome email and be added to the ZOB roster as a visitor. The controller will be required to follow visiting controller training procedures which are outlined in the ZOB Training Policy (section 4-2).
- d. Visiting controllers with I1 or I3 instructor ratings shall log in with their previous non-Instructor rating (C1 or C3) while operating any position within ZOB.



## CHAPTER 5. POSITION RESTRICTIONS

### 5-1. Major Airfield/Airspace Certification Requirement

- a. Detroit Metropolitan Wayne County Airport (KDTW) and Detroit TRACON (D21) are considered to be major facilities as defined by VATSIM and VATUSA.
- b. All controllers wishing to control KDTW must complete the appropriate major airfield training track.
- c. Controllers completing and receiving their major endorsement for KDTW and/or D21 will be permitted to control the position unsupervised.
- d. At the discretion of the ATM, a temporary waiver of the above requirements may be granted to non-ZOB members for the purpose of assisting with a ZOB event.

### 5-2. Cleveland Center Certification Requirement

- a. All controllers, including visiting controllers, must have completed the all major endorsements before requesting training for a Cleveland Center position in order to be compliant with the VATSIM "top-down" policy.

### 5-3. Not Controlling At Certification Level

- a. Any controller found controlling a position within ZOB that he/she is not certified for will be immediately asked to disconnect, and a written warning will be issued by the ATM. Refusal to immediately disconnect will result in reporting the incident to a VATSIM Supervisor.
- b. Controllers found repeatedly in violation of this policy will be referred to the ATM. As a result, DCRM (Division Conflict Resolution Manager) action may take place with the possibility of removal from the ARTCC and VATSIM network.

## CHAPTER 6. EVENT POLICIES

### 6-1. Position Sign Up

- a. All controllers shall sign up for an ARTCC-designated event through the appropriate section on the ZOB website. Signing up for a position does not guarantee you will be controlling this position during an event; the position you sign up for is your requested position. Controllers may be moved to other positions for operational necessity as designated by the controller in charge.
- b. 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 sign up will be ignored.
- c. The EC, or ATM/DATM, will make initial position assignments not sooner than 48 hours before event start time and no later than 24 hours before event start time.
- d. If you find you are not able to show for an event, you must withdraw your request if assignments have not been made; if assignments have been made, you must email the EC and/or ATM/DATM with the reason you are unable to fulfill your position.
- e. Changes to controller signups can be made up to event start time at the discretion of the Controller in Charge (CiC).

### 6-2. Practical Examinations

- a. Practical examinations during ZOB events shall generally not be allowed, but may be administered only at the discretion of the ATM/DATM/TA.
- b. The staff shall take into consideration if the student will be able to handle the event traffic level.
- c. The student taking the practical exam must be directly supervised by either an instructor or the TA, who are not actively controlling another position and can override the student if operationally necessary.

### 6-3. Failure To Show

- a. Controllers who signed up for a position but did not appear at the event (without prior notice) will be issued a written warning, unless sufficient reason can be obtained. After two written warnings, the controller will not be issued a position during the next event, and will have to work positions that are not assigned to controllers.
- b. If a trend becomes apparent to staff members, the ATM/DATM/EC reserves the right to not allow signups from an individual controller until the trust is restored between the member and the staff.

## CHAPTER 7. NETWORK

### 7-1. Observer Callsigns

- a. The Cleveland Air Traffic Manager may sign in as ZOB\_ATM
- b. The Cleveland Deputy Air Traffic Manager may sign in as ZOB\_DATM
- c. The Cleveland Training Administrator may sign in as ZOB\_TA
- d. The Cleveland Event Coordinator may sign in as ZOB\_EC
  - i. Only to be used during a ZOB or VATUSA Division approved events.
- e. The Cleveland Facility Engineer may sign in as ZOB\_FE
- f. The Cleveland Webmaster may sign in as ZOB\_WM
  
- g. Observers on the VATSIM Network, who are members of the Cleveland ARTCC, shall sign on using the callsign ZOB\_XX\_OBS, where XX is the controller's assigned operating initials.
- h. Instructors, not monitoring a control position and without the need to be ready to take over any control position, may sign in as ZOB\_XX\_INS where XX is the controller's assigned operating initials. Instructors that are actively instructing and/or monitoring a control position, and who may need to take over that control position, may sign in using the \_I\_ designation in the callsign (e.g., DTW\_I\_GND).
- i. Mentors, not monitoring a control position and without the need to be ready to take over any control position, may sign in as ZOB\_XX\_MTR where XX is the controller's assigned operating initials. Mentors that are actively instructing and/or monitoring a control position, and who may need to take over that control position, may sign in using the \_M\_ designation in the callsign (e.g., DTW\_M\_GND).

### 7-2. Approved Callsigns

- a. All ZOB controllers on the VATSIM network shall follow ZOB SOPs for position callsigns.
- b. If a ZOB SOP is not available, the last 3 letters of the ICAO code shall be used followed by the position (e.g., CAK\_GND and JST\_TWR).

### 7-3. Approved Frequencies

- a. All controllers on the VATSIM network shall follow all ZOB SOPs for position frequencies.
- b. If a ZOB SOP is not available, real-world frequencies shall be used.

### 7-4. Opening Position

- a. Controllers shall not sign on unless they are planning to control for at least 30 minutes.
- b. Controllers shall receive a brief prior to priming up on a position, if applicable.

- c. Controllers should log in to the Teamspeak server whenever practical while controlling online

### **7-5. Closing Position**

- a. Controllers shall provide at least five (5) minutes notice prior to logging off whenever possible.
- b. Controllers shall provide their notice by means of ATC chat and the “.break” command.
- c. Controllers shall brief their relief and/or overlying/underlying controllers prior to signing off.

### **7-6. ATC Voice Communication**

- a. Controllers shall provide voice ATC services when practical. Text-only controlling is authorized when a controller is unable to provide voice services.
- b. Controllers shall use *rw.liveatc.net* as their voice server. If this voice server is temporarily down, then *voice.radarcontact.me* shall be used.
- c. Controllers shall use the voice channels listed in the facility SOP. If no ZOB SOP is available controllers shall use the last 3 letters of the ICAO code, followed by an underscore and the frequency (e.g., *CAK\_121.70* and *JST\_125.75*).

### **7-7. ATC Chat**

- a. Controllers can use the ATC chat by typing “/” followed by the message (e.g., “/D21 online”).
- b. The ATC Chat shall only be utilized when:
  - i. Opening or closing an ATC service position (only TRACON and Center).
  - ii. Coordination messages that need to be viewed by multiple nearby controllers, for which coordination via private message is impractical.
  - iii. In an urgent or emergency situation where a private message may not be received by the intended recipient(s) quickly enough (e.g., large events or inoperable inter-ARTCC coordination).