Cleveland Air Route Traffic Control Center (ARTCC) - ZOB Basic Control Procedures
Version 1.00 – March 25, 2019

RECORD OF CHANGES

VERSION NUMBER	SUBJECT	AUTHORIZED BY	DATE ENTERED	DATE REMOVED
1.00	Initial Document	AM	3/25/19	

SUBJ: Cleveland ARTCC Basic Control Procedures

This order prescribes standard operating procedures for use by Air Traffic Control Specialists in the Cleveland ARTCC on the VATSIM network. Controllers are required to be familiar with the provisions of this order that pertain to their operational responsibilities and to exercise their best judgment if they encounter situations not covered herein.

It is emphasized that information continued herein is designed and specifically for use in the virtual controlling environment. It is not applicable, nor should be referenced for live operations in the National Airspace System (NAS). The procedures continued within this order document how the positions are to be operated and, in conjunction with FAA Order 7100.10, 7100.65, and 7210.3, will be the basis for performance evaluations, training, and certification.

Signed,

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Air Traffic Manager	Deputy Air Traffic Manager	Training Administrator
VATSIM Cleveland ARTCC	VATSIM Cleveland ARTCC	VATSIM Cleveland ARTCC

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CHAPTER 1: NETWORK CONNECTION

1-1. Signing On

a. Prior to controlling, controllers are to sign on using an observer callsign. Cleveland observer call sign format: ZOB_OI_OBS where "OI" is the assigned Operating Initials.

b. Coordinate with other controllers: The primary means of controller coordination is via voice on the ZOB Discord server. If unable to coordinate via Discord use the radar client's private chat. Use the ZOB Position Briefing checklist.

c. Disconnect and reconnect using the appropriate frequency and callsign as specified in the airport SOP. If you are relieving a controller who is still online, amend the callsign with the relief indicator "1". If relieving a controller already using a relief indicator revert to the primary callsign. Ensure that you are connecting to the same voice server and voice channel. Voice server channels are listed in the particular airport SOP.

Example Relief Callsigns

Position	Primary	Relief
Delivery	PIT_DEL	PIT_1_DEL
Ground	CLE_GND	CLE_1_GND
Tower	BUF_TWR	BUF_1_TWR
Departure	CLE_N_DEP	CLE_1_DEP
Approach	BUF_APP	BUF_1_APP
Center[*]	CLE_04_CTR	CLE_CTR

[*]Note: Center relief call sign will drop the sector id.

e. Primary voice server is *rw.liveatc.net*. Backup voice server is *voice.radarcontact.me*.

f. If opening a TRACON or Center position use ATC chat command '*/open*' to announce to neighboring sectors that you are open. Cab controllers (DEL, GND, TWR) are not to use ATC chat.

g. Cab controllers notify your neighboring controllers you are open via Discord or radar client private chat.

h. Relief controllers need to inform ZOB controllers that they have assumed the position via Discord or radar client private chat.

1-2. Signing Off

a. Give a **10 minute** notice by issuing the *.break* command in your radar client. TRACON and Center controllers notify neighboring sectors with the ATC chat command "*/closing in 10 minutes.*" Cab controllers notify neighboring controllers via Discord or radar client private chat.

b. All controllers announce on their primary frequency via <u>voice</u> and <u>text</u> that you are closing. "*Attention all aircraft Cleveland Approach is closing in 10 minutes.*"

c. TRACON and Center controllers coordinate with sectors who directly feed you by informing them to whom to send aircraft. Do not accept any handoff requests.

1-3. Controller Information

a. Controller position information will be entered into the appropriate radar client. Some network clients refer to this as the 'Controller ATIS' not to be confused with the 'Airport ATIS.'

Radar Client Controller Information

Radar Client	Location	Option box title
VRC	Settings> ATIS Maker	Controller Info Template:
Euroscope	Connect	Connect dialog
vSTARS	Ctrl S> Network	Controller Info:
vERAM	Ctrl S> Network	Controller Info:

b. Structure of the Controller Information

Line 1: Common name of your control position. In EuroScope, this line is automatically generated and you do not have any control over it.
>   **BUF_TWR** reads Buffalo Tower
>   **DTW_NW_GND** reads Metro Ground
>   **CLE_N_DEP** reads Cleveland Departure
>   **CLE_64_CTR** reads Cleveland Center

Line 2: Providing services for (enter the ICAO code for your airport. TRACON list all airports under your coverage including satellites. Center list primary airports under your coverage.)

Line 3: How am I doing? clevelandcenter.org/feedback

Line 4: Live streaming at: (if streaming enter the URL to your live stream, if not no Line 4.)

Example:
Buffalo Tower
Providing services for KBUF
How am I doing? clevelandcenter.org/feedback
Live streaming at: twitch.tv/zobcontroller

   c.   Your Controller Information should not contain any of these:

       i.   Your real name.

      ii.   Your radio frequency - as in 121.90, 125.32, etc.

    iii.   Your level of certification (such as Student 1, S3, C1, etc.)

    iv.   Raw METAR data.

1-4. Automated Terminal Information Service (ATIS)

   a.   Local controllers are responsible for providing ATIS using the vATIS client. Controllers are not to use the ATIS systems provided by VRC or EuroScope. Ground controllers without a local controller may provide ATIS at the authorization of the next higher controller. When airports without any cab controllers require ATIS coverage TRACON and Center controllers may provide this service at their discretion giving consideration to airports with appropriate traffic.

   b.   All controllers at the particular airport are to receive automated ATIS updates. Open a private chat to the ATIS and issue the *subscribe* command. Note that if an ATIS disconnects from the network you must re-subscribe to the updates. There is no need for local controllers to announce on Discord or private chat about ATIS updates.

   c.   The ZOB Facility Engineer (FE) is responsible for providing vATIS templates downloadable from the ZOB website. Do not modify profiles for personal use. Notify the FE of any needed changes.

1-5. Minimum Control Time

Consistency in staffing attracts traffic to the sector lending to the adage, "Staff it and they will come." Once connected minimum connection time by position is as follows: **DEL and GND 30 minutes. All other positions 60 minutes.**

CHAPTER 2: CLEARANCE DELIVERY

2-1. VFR Departures

While VFR departures do not need to file a flight plan one is needed for controller coordination. If the VFR aircraft does not have a flight plan create one containing departure, destination, aircraft type, initial altitude and direction of flight in the route box. Annotate the scratchpad with **VFR**. If the VFR aircraft is requesting <u>flight following</u> issue the appropriate squawk code and annotate the scratchpad with **VFF**. Refer to the airport SOP for particular procedures regarding VFR departures.

2-2. IFR Departures

a. Validate all IFR routes against the FlightAware IFR Route Analyser https://flightaware.com/statistics/ifr-route/. If the departure is unable to file a published route coordinate with the departure controller for a non-standard route.

b. If the IFR departure has not filed a Standard Instrument Departure (SID) or Standard Arrival Route (STAR) ask them if the can accept the named departure or named arrival. For STARs ensure that the STAR is appropriate to the type aircraft. Several airports have STARs specifically for turbojet and turboprop arrivals. See the table below for some common turboprop STARs in neighboring ARTCCs.

Common Turboprop STARs

Destination	Turboprop STAR
CYYZ	NAKBO#/VERKO#
KBOS	WOONS#
KEWR	PENNS#
KLGA	NOBBI#

c. For non-standard departures, routes that do not include a SID or if the departure is unable to accept a SID, they will be cleared via radar vectors to an exit fix within the departure airspace, normally a transition fix off of a published SID. **Refer to the airport SOP for initial altitudes**.

d. For RNAV departures annotate the scratchpad with the first fix on the procedure using the first three letters of the fix. For non-standard departures annotate the exit fix.

2-3. Pre-Departure Clearance (PDC)

a. The primary means of issuing clearances will be PDC as defined in the lastest ZOB alias file.
b. Validate all information in the flight plan prior to issuing the PDC. If there are no errors PDCs may be issued without the pilot first contacting Clearance Delivery. If errors exists wait until the pilot calls for clearance and then resolve errors prior to issuing the PDC.
c. All pilots are to receive a verbal clearance upon request.
d. Note that xSquawkBox users' private chat scrolls off their screens and then times out. xPlane pilots can retrieve this information but most new pilots do not know how to do this. You may have to reissue the PDC or give a verbal clearance.
e. vPilot users' PDC will appear in a persistent private message box.

2-4. Non-movement Areas

Unless designated by an event and/or with ramp controllers assigned all ramp areas within ZOB are considered non-movement areas. After a verbal clearance readback instruct the pilot to contact ground holding short of the ramp's perimeter taxiway.

Chautauqua 3421, readback correct. Push and start at pilot's discretion.
Contact ground on 121.7 when ready for taxi holding short of Juliet.

CHAPTER 3: GROUND

3-1. Local Coordination

Coordinate with local control on taxiway ownership, crossing restrictions, pushing strips and aircraft contact method (*… monitor tower* / *… contact tower*). Airport SOPs define default taxiway ownership.

3-2. Departure Validation

Prior to taxi the Ground Controller will ensure the aircraft is ready for departure:
   a. Route is correct as validated against [FlightAware IFR Route Analyzer](#) or has an approved non-standard route.
   b. The assigned SID and STAR is valid for the aircraft type.
   c. Aircraft is squawking mode C (normal). New users of xSquawkBox often have difficulty in setting mode C on their transponders. Instruct them to set their transponder mode switch to TA/RA. Users of vPilot need to press the mode C button on the vPilot panel. If a pilot is unable to squawk mode C instruct the pilot to research the issue as controllers are not flight instructors and the pilot needs to squawk mode C prior to departure. Controllers using vERAM or vSTARS only see a primary target if a transponder is in standby.
   d. Aircraft is squawking the correct code.

3-2. Departure Taxi

   a. Departures receiving clearance by PDC may need to be advised that they are in a non-movement area.

> *Chautauqua 3421, push and start at pilot's discretion.*
> *Contact me when ready for taxi holding short of Juliet.*

   b. Sequence aircraft by alternating destinations. It is a common occurrence for VATSIM pilots to fly to the same destination. If aircraft are of different types, sequence aircraft in accordance to performance, faster before slower. Advise the local controller of pending multiple departures to the same destination.
   c. Taxi the aircraft to the departure runway via the route as prescribed in the airport's SOP.
   d. For airports without preferred taxi routes, taxi the aircraft using the most expeditious route. For airports with parallel taxiways to the runway use the inside taxiway, the one closest to the runway for departures.

e. Hand off the aircraft to the local controller as it approaches the departure end of the runway. Controller best practices traffic permitting, keep the aircraft moving during the handoff so that the local controller may clear the aircraft for take off. This keeps ground traffic flowing without having an aircraft power down, stop and power up.

f. If local control is being provided by a TRACON or center controller notify them that you have an aircraft taxiing for departure.

3-3. Arrival Taxi

a. Taxi the aircraft to the terminal via the route as prescribed in the airport's SOP.

b. For airports without preferred taxi routes, taxi the aircraft using the most expeditious route. For airports with parallel taxiways to the runway use the outside taxiway to the runway for arrivals.

c. ZOB airports do not have preferred parking for arrivals therefore parking is at the pilot's discretion. However consideration should be given to pilots for added realism. Taxi General Aviation (GA) aircraft to the GA Ramp. Taxi cargo aircraft to the cargo ramp, UPS to the UPS ramp, virtual airline pilots to their company's terminal. It is a common practice for VATEUR pilots to request a 'stand number.' Instruct them that parking is at their discretion.

CHAPTER 4: LOCAL CONTROL

4-1. Weather

ZOB will use real weather conditions as provided by the VATSIM Meteorological Terminal Aviation Routine (METAR). Note that VATSIM METARs will lag behind real world METARs. Also note that pilots' weather systems may not coincide with VATSIM conditions. VATSIM METAR will be the norm for all weather conditions in ZOB.

4-2. Magnetic Deviation

a. METAR winds are reported in relation to **true north**. Runway selection and wind reporting will be in relation to **magnetic north**. As of Aeronautical Information Regulation And Control (AIRAC) Cycle 1903 standard deviation of ZOB airports is as follows:

Airport Magnetic Deviations

Airport	Deviation
KBUF	10.7° west
KCLE	8.2° west
KDTW	7.2° west
KPIT	9.1° west

b. Although magnetic variation differs from airport to airport for simplicity the average magnetic variation in ZOB is **10 degrees west**. To any wind read on the METAR **add 10 degrees**.

KBUF 161454Z 27013G26KT 10SM BKN038 BKN070 00/M07 A3008 RMK AO2 PK WND 27026/1451 SLP193 T00001067 51018

c. Using the example wind at Buffalo would be read as: *wind 280 at 13 gust 26.* Note that when using aliases with text pilots there is no provision to add magnetic deviation as the radar client pulls wind information directly from the VATSIM METAR.

4-3. Runway Selection

Runway selection will be based on the reported METAR for the airport with the corrected magnetic deviation. Refer to the airport's SOP runway selection table. Local controllers may consult an airport's real world ATIS via LiveATC.net for runway, departure and approach procedures as pilots often expect procedures based on real world conditions.

4-4. Wake Turbulence

a. Local controllers will provide wake-turbulence separation for departing aircraft by applying time intervals.

b. Separation criteria (listed by aircraft wake turbulence weight categories and runway situation) are as follows:

   i. Same or parallel runways separated less than 2,500 feet:
   - Small/large/heavy behind heavy - 2 minutes (same direction).
   - Small/large/heavy behind heavy - 3 minutes (opposite direction or intersection departure).

   ii. Same runway:
   - Small behind large - 3 minutes (opposite direction or intersection departure).

   iii. Intersecting runways:
   - Small/large/heavy behind heavy - 2 minutes (projected flight paths cross or departure will fly through airborne path of arrival).

c. Notify the departure the reason for the delay.

Endeavor 573, tree minute delay for wake turbulence.

d. Pilots may request a waiver to the wake-turbulence departure separation and the Local controller will then issue a "*caution wake turbulence*" advisory and clear the aircraft for takeoff provided no other traffic conflict exists.

Endeavor 573, caution wake turbulence, fly runway heading, wind two niner zero at one tree, runway two eight right, cleared for takeoff.

4-5. Converging Runway Operations

Local control is permitted to release departures on converging runways before the arriving aircraft passes through the intersection so long as the separation will exist at the time the aircraft begins the takeoff roll.

4-6. In-Trail Sequencing

For multiple aircraft flying the same departure procedure (SID), aircraft will be separated by **two minutes**. Notify the pilot the reason for the delay.

Lufthansa 443, two minute delay for in-trail spacing.

4-7. Departures

a. Releases from all ZOB primary airports (KBUF, KCLE, KDTW, KPIT) are automatic. All other's request for release.
b. All RNAV SID departures will be given the first waypoint on the SID as part of their takeoff clearance.

Southwest 2453, RNAV to KAYDN, wind two two zero at one zero,
runway two fower left, cleared for takeoff.

c. Assign all IFR/VFR non-standard jet departures runway heading.

Delta 2343, fly runway heading, wind two two zero at zero,
runway two fower left, cleared for takeoff.

d. Assign all IFR/VFR non-standard prop departures runway heading. A heading 30 degrees off of runway heading may be assigned without prior coordination, to ensure separation between props and jets.

Castle 915, turn left heading two one zero, wind two two zero at one zero,
runway two fower left, cleared for takeoff.

e. Instruct the aircraft to contact departure once the aircraft has achieved a positive climb rate. There is no need to include the departure frequency as this was given in the departure clearance.

Castle 915, contact departure.

4-8. Arrivals

a. Approach will radio hand off aircraft to tower once they are established on the approach course and drop the track.
b. Issue the appropriate landing clearance.

c. Once clear of the active runway and crossed any inboard runways, handoff to ground control. Airports with ground control frequencies beginning with 121 may use abbreviated phraseology.

… contact ground, point niner.

d. In the event of a missed approach, issue the appropriate missed approach heading and altitude as specified in the airport SOP. Notify departure of the missed approach. All releases cancelled until approved by departure.

CHAPTER 5: DEPARTURE

5-1. Departure

    a. Begin radar tracking as soon as practical at the departure airport. vSTARS and vERAM users do not use the *.autotrack* feature. This may take control of an aircraft prior to departure and cab controllers will be unable to update flight plan or datatag information.

    b. Ensure the departure is complying with the SID's crossing restrictions as this keeps departures out of the arrival airspace.

    c. Coordinating with the approach controller, departure may clear aircraft to the SID's top altitude.

    d. If a departure's climb needs to be stopped prior to their initial cleared altitude set a temporary altitude. Clear the temporary altitude once the departure is cleared to their initial departure altitude.

    e. Hand off all departures to center as soon as practicable.

5-2. Missed Approach

    a. Radar identify the missed approach and vector according to the airport's missed approach procedures. Notify approach.

    b. Departure releases are automatically cancelled. Notify local control when to resume.

5-3. Satellite Services

Unless otherwise specified in local SOPs, the departure controller is responsible for providing all local control at airports under their coverage.

CHAPTER 6: APPROACH

6-1. Initial Contact

a. Upon initial contact if the arrival does state not having the current ATIS inform the arrival of the approach in use and current ATIS. <u>After</u> the arrival acknowledges the approach procedure annotate the scratchpad with the three letter approach type as specified in the airport SOP. Do not overload the arrival with information on initial contact. Communicate pertinent information in subsequent transmissions.

Bad example:

> *Speedbird Concorde One Heavy, descend and maintain fower thousand, then speed two one zero.*
> *Expect the ILS-Zulu runway two two right approach.*
> *Detroit altimeter two niner niner two, ATIS information Bravo is current.*

Good example:

> Approach: *Speedbird Concorde One Heavy, descend and maintain fower thousand,*
> *then speed two one zero.*
> Note: British Airways is the only airline that adds the suffix *Concorde* to their callsign.

> Aircraft: *Down to four then two ten, Speedbird One, and we have Bravo.*

b. If an arrival checks in with the current ATIS there is no need to communicate approach in use or altimeter as this already published in the ATIS. Annotate the scratchpad as described.

6-2. Arrival Procedures

Several RNAV STARs in ZOB have runway transitions or landing directions. Inform the center controller of the current runways in use. All attitude changes in the arrival environment will have final attitudes set in the datatag <u>after</u> the pilot acknowledges the altitude.

6-3. Handoff to Tower

Once established on the final approach course hand off the arrival to tower and drop the track. Initiate the handoff within 15 miles but not less than 5 miles from the airport. Do not hand off an arrival that is on an intercept course to the approach as they might fly through the intercept. Do not clear the scratchpad as this communicates to the local controller the type of procedure the aircraft is flying.

CHAPTER 7: CENTER

7-1. Initial Traffic Prioritization

When assuming a center position the controller will more than likely be providing top-down service within ZOB. On opening the position prioritize traffic as follows:

1. TRACON arrivals
2. TRACON departures
3. Descents on STARs
4. Enroute aircraft separation
5. Flight plan clearances

7-2. Issuing "descend via" Clearances

a. A "descend via" clearance can be issued to aircraft following a procedure which contains required altitude and/or speed restrictions. If the procedure contains both "expect" altitudes/speed restrictions and required altitudes/speed restrictions, you may issue "descend via".

b. A "descend via" clearance must not be used where procedures contain only published "expect" altitude and/or speed restrictions. In other words, if the procedure only contains "expect" restrictions, you may not use "descend via".
Reference: 7710.65: 4-5-7 h. & 4-5-7 h. 2

7-3. Descending Aircraft

a. Several RNAV STARs in ZOB have runway transitions. Approach should inform the center controller of runways in use.

b. Cleveland Hopkins Airport (KCLE) arrivals uses runway transitions. Issue the appropriate '*descend via*' instruction.

Southwest 1728, descend via the BRWNZ# arrival, runway two fower right transition.
Cleveland altimeter two niner niner two.

c. Detroit Metro Airport (KDTW) has paired STARs depending on north or south flow operations. These STARs specify in the NOTE: block, "For use when DTW is in *direction* flow. When DTW is in *opposite-direction* flow file and expect the _____ RNAV STAR." The following table lists these paired STARs.

KDTW Paired STARs

North	South
KLYNK#	BONZZ#
CRAKN#	HTROD#
CUUGR#	TPGUN#
FERRL#	WGNUT#
GRAYT#	LAYKS#
LECTR#	HANBL#
HAYLL#	VCTRZ#
KKISS#	RKCTY#

d. For all arrivals into KDTW the center controller will validate the STAR against the current flow. If necessary instruct the arrival to refile using the appropriate STAR.

Bluestreak 5056, Detroit currently in south flow operations. Refile the BONZZ# arrival.

e. For Pittsburgh Airport (KPIT) none of the RNAV STARs qualify for a 'descend via' clearance. Instruct the arrival to cross at the published restriction.

FEWGA# arrival:

Brickyard 4600, cross WISKE at one zero thousand, runway one zero right transition.
Pittsburgh altimeter two niner niner two.

f. For RNAV STAR arrivials prior to Top of Descent (TOD) issue the appropriate 'descend via' instruction. Set the final altitude in the datatag with the last crossing altitude restriction after the pilot acknowledges.

> *Delta 213, Descend via the BONZZ# arrival runway two one left transition.*
> *Detroit altimeter two niner niner two.*

g. For descents into neighboring ARTCCs descend aircraft in accordance with the established Letter of Agreement (LOA). Set the final altitude in the datatag after the pilot acknowledges.

7-4. Terminating Radar Service

When terminating service due to a closed neighboring sector, drop the track and clear the scratchpad.

> *Delta 3159, leaving my airspace, Indianapolis Center is closed, frequency change approved.*

7-5. Miles in Trail (MIT) Separation

a. Center-to-TRACON
  i. Same general route, different categories of aircraft (Jet vs. Prop), and climbing to, descending to, or level at the same altitude:
    ● 10 MIT minimum (constant or increasing) unless coordinated otherwise.
  ii. Same general route, same category of aircraft, regardless of altitude:
    ● 10 MIT minimum (constant or increasing) unless coordinated otherwise.
b. Center-to-Center
  i. Same general route, going to different airports, and climbing to, descending to, or level at the same altitude:
    ● 10 MIT minimum (constant or increasing) unless coordinated otherwise.
  ii. Same general route, going to the same airport located in a 3rd Tier Center (3 ARTCCs away or more), regardless of altitude:
    ● 10 MIT minimum (constant or increasing) unless coordinated otherwise.
  iii. Same general route, going to the same airport located in a 1st or 2nd Tier Center (1-2 ARTCCs away), regardless of altitude:
    ● 20 MIT minimum (constant or increasing) unless coordinated otherwise.

CHAPTER 8: GENERAL

8.1. Top Down Coverage

When assuming a position all controllers assume the responsibility of all unstaffed positions including satellite airports under their coverage.

8.2. Controller Coordination

a. All internal controller coordination will be on the ZOB Discord server. Remain in the appropriate Discord channel that corresponds to your facility. Join other channels when you need to coordinate. Do not linger, return to your channel when complete. Primary means of coordination is voice.
b. TRACON and center coordination with neighboring ARTCCs will be the ATC chat command "/" for short messages or direct private chat.

8.3. Radar Client Intercom

All approved VATSIM radar clients VRC, vSTARS, vERAM and EuroScope have a built in intercom function. The use of this intercom requires modification of a user's premises router to forward intercom calls to the appropriate ports. ZOB controllers are not discouraged from using intercom maintaining primary coordination via Discord.

8-4. Scratchpads, Data Tags and Remarks

a. Scratchpad entries may contain departure waypoints or approach procedures as defined in this document and airport SOPs. Speed restrictions take the form of S### or M.##. Headings take the form H###.
b. Set the voice communication type if it is incorrect.
c. For all descents set the final cruise altitude after the pilot acknowledges the instruction.
d. Most commercial flights use real world callsigns that can be easily identified. If an aircraft is using a self defined callsign, amend the remarks section defining the callsign. ex. ORB=Orbit
e. Unless otherwise specified in a Letter of Agreement, clear all scratchpads prior to handing off to another controller.

8.6. Special Procedures Request

Pilots may request a procedure at an airport that is not aligned with the airport's configuration. Workload permitting controllers are to accommodate such requests as long as it does not impair current operations. An aircraft requesting departure from runway 4R because he does not want to taxi to 22L does not qualify as a special procedures request.

8.7. Denial of Service

No user may be denied service at any facility in ZOB. This is in keeping with VATSIM Code of Regulations section 6.03 which prohibits, "The use of the VATSIM.net network by any member or individual to engage in any action or conduct which blocks, interferes with or otherwise prevents any other member(s) of VATSIM.net or individuals from logging on to and/or enjoying the VATSIM.net network." However consideration will be given to the workload of the controller and the practicalities of the situation. The following are examples of situations with recommendations.

a. VFR aircraft requesting flight in Instrument Meteorological Conditions (IMC). A pilot's simulated weather may be different than the VATSIM METAR. VFR procedures will be allowed but reported weather will still be based on the current METAR.

b. Event at an airport with an aircraft requesting pattern work. This is an unrealistic expectation and the pilot may not realize the implications of his request. Encourage the pilot to move to a satellite airport. Engage the assistance of the senior controller on duty or request the assistance of a supervisor. "*.wallop N4867B requesting pattern work at event airport, unable to assist.*"

c. VFR aircraft requests transit of the Class B airspace during an event. This is a basic TRACON procedure and will be allowed.

d. There is only one center controller providing top-down service for all of ZOB. Class D airspace services may be provided on a workload permitting basis. If unable treat all class D towers as closed and switch aircraft to UNICOM. Likewise IFR departures from non-towered airfields may receive IFR clearance after they are airborne.

e. Under VATSIM Code of Conduct section B8, "Pilots are permitted to declare in-flight emergencies only when under positive air traffic control. If, for any reason, air traffic control requests the pilot to terminate the emergency, then the pilot must do so IMMEDIATELY or log off of VATSIM." Controllers are encouraged to participate in the emergency on a workload permitting basis.

f. Also under section B8, "Pilots are not permitted to simulate, in any manner, an unlawful act while logged onto the VATSIM.net network including, but not limited to, declaring a hijack by statement utilizing either voice or text or by entering a transponder code of 7500." This is not an issue as VATSIM automatically disconnects any aircraft squawking 7500.

g. Out of respect aircraft may not use the callsigns **AAL77, AAL175, UAL11, UAL93, MAS370** or any callsign that has suffered a loss of life. These callsigns are automatically flagged on VATSIM supervisor consoles. **AWE1549** is a permitted callsign as there was no loss of life.

h. No aircraft may receive preferential service based on the type of flight or callsign, ex. military, MEDEVAC, Air Force One. Everyone is treated the same.

This is not an exhaustive list of situations so use your judgement on how best to provide service to the pilot. If unable, seek assistance from ZOB staff or a VATSIM supervisor.

8-8. Supervisor Assistance

a. VATSIM supervisors are available to assist all network users when situations occur beyond a user's control. VATSIM supervisors are not be used as a punitive measure against troublesome pilots or fellow controllers. Controllers are to resolve all issues to the best of their ability, workload permitting, keeping in mind that controllers are not flight instructors. If you are unable to resolve an issue with a pilot call for supervisor assistance issuing the *.wallop* command. Include the callsign and a brief description. You do not need to provide a location.

> *.wallop UAL256 NORDO*
> *.wallop SWA5721 paused in my airspace*
> *.wallop ENY456 stuck mic*
> *.wallop N4867B not complying with instructions, causing conflicts*

b. Note that supervisors are not always available. When supervisors do respond they will work as best as they can to assist the pilot. Do not expect a pilot to be immediately disconnected from the network. That is the supervisors last resort.

c. If you do have a user deliberately causing interference take screenshots of the offense. Issue a *.wallop* with a brief description, "*.wallop RAZOR1 deliberately intercepting aircraft*." If there is no supervisor online save all your screenshot URLs and a brief write up of the incident. ZOB has supervisors as members of the ARTCC. Contact one of these supervisors with your collected information. If there are no supervisors available forward your information to the ZOB Deputy Air Traffic Manager (DATM).