



Administrative Policy

EFFECTIVE 1 MAY 2022

DISTRIBUTION AND SCOPE

This document prescribes the procedures to be utilized for the day-to-day operations of the Port Au Prince FIR. This document serves to create and implement policies to govern the facility, staff abilities and requirements, member code of conduct, disciplinary provisions, and membership standards. All additional Port Au Prince FIR documents are subject to the content within this policy. This policy is distributed to all Port Au Prince FIR personnel.

UPDATES & CHANGES

The Air Traffic Manager or their designee may post interim changes to this document in the form of notices via the Port Au Prince website and discord. Controllers are requested to check for any notices prior to controlling for changes in procedures. This document cancels any relevant procedures or agreements previous to this one, beginning on the date of effectiveness of this document.

AMENDMENT HISTORY

Revision Effective Date Notes

2022/05 - 01 May 2022 - Initial Release

VALIDITY

This document becomes effective 1 May 2022.

Approved by:

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1. FACILITY STAFF

1.1 Air Traffic Manager

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

1. Reports to the Deputy Division Director (VATCAR2).
2. Responsible for all operations associated with the Port Au Prince Flight Information Region.
3. Maintains an online presence on the VATSIM network.
4. Attends periodic meetings to report on facility activities.
5. Establishes a web page and oversees its maintenance.
6. Initiates, obtains divisional approval for, and maintains facility Standard Operating Procedures.
7. Provides for coordination of position assignments and position restrictions when necessary.
8. Provides guidance and help to assigned controllers or guests. Optionally, establish a training staff to assist controllers.
9. Establishes a Deputy Air Traffic Manager position and defines the duties of that position.
10. Establishes and approves all staff positions within the facility
11. Recommends disciplinary actions to the division.
12. Establishes "assistant" positions for any facility administrative position as required.

1.2 Deputy Air Traffic Manager

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

1. Reports to the ATM.
2. Monitors and assists in the day-to-day activities of the facility.
3. Assists in the development and execution of facility projects.
4. Maintains an online presence on the VATSIM network.
5. Functions as a facility senior staff member. Attends periodic meetings to report on facility activities.
7. Assumes the duties of the ATM when they are unavailable.
8. Any other duties assigned by the ATM.

1.3 Training Administrator

The Training Administrator (TA) is responsible for overseeing the development of Training Procedures and Instructor/Mentor core of the facility. Duties include, but are not limited to the following:

1. Reports to the ATM.
2. Responsible for the quality of the training staff, instructors and mentors.
3. Oversees and administers the training program.
4. Develops and implements training-related material and projects.
5. Works in conjunction with the Facilities Engineer to develop and maintain Facility SOP's, LOA's and the Training Policy.
6. Ensures that facility instructors and mentors positions are adequately staffed. Recruits new training team members and recommends appointments to the ATM and the VATCAR Training Director (VC3).
7. Works with instructors and mentors to develop their knowledge and to ensure that training standards are being uniformly applied to all students.
8. Tracks the progress of student controllers, including testing, promotions, and recurrent and remedial training.
9. Manages and leads the Training Division of the Port Au Prince FIR.
10. Appoints a Training Specialist (TS), if desired, to assist in TA duties with the exclusion of appointed instructors. The TS must be approved by the ATM.

1.4 Events Coordinator

The events Coordinator is responsible for the planning, scheduling, and execution of events within Port Au Prince FIR. Duties include, but are not limited to, the following:

1. Reports to the DATM.
2. Identifies and develops events to generate traffic and promote the Port Au Prince FIR.
3. Implements and oversees approved events.
4. Coordinates with neighboring ARTCCs and/or FIRs to arrange support for facility-hosted events and neighboring events.
5. Develops and distributes marketing materials to promote events and the facility .
6. Coordinates and works with the VATCAR Marketing & Events Team.

1.5 Facility Engineer

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

1. Reports to the DATM.
2. Maintains and updates sector files, vATIS files, and helps develop facility training sessions (sweatbox).
3. Maintains and updates, in cooperation with the TA, SOPs and LOAs.
4. Manages Port Au Prince FIR facility resources

2. FACILITY POLICIES

2.1 Activity Requirements

In order to maintain active status, members must meet the monthly activity requirements as defined in this Policy. Members who fail to meet this requirement will be removed from the roster.

- All home and visiting controllers who possess the rating of S1 and higher shall log 2 hours per calendar month as an active controller in any Port Au Prince FIR. Controlling sessions shall be one hour in length.

- All home controllers who possess the OBS rating shall complete a minimum of 1 training session per month, until they earn the S1 rating. Observers shall contact the ATM, DATM and/or TA if they are unable to meet these requirements.

2.2 Inactivity

Members who fail to meet controlling requirements shall receive a warning email from the ATM or DATM 7 days prior to the end of the month. Controllers who complete activity requirements within the 7 day window will remain as active controllers within the Port Au Prince FIR. Controllers who fail to meet these requirements will be removed from the roster.

- Home Controllers who are removed from the roster may rejoin the facility.
- Visiting Controllers who are removed from the roster may feel free to revisit the facility by submitting a visiting application on the website.

Note: See Table 2.2.1 for more information.

2.2.1 Returning to Port Au Prince

Length of Absence	Protocols
1-6 Months	<ul style="list-style-type: none">- Rejoin the Facility- Familiarize yourself with any SOP or LOA changes.- No lost certifications. You may control when you are ready.
6-12 Months	<ul style="list-style-type: none">- Rejoin the Facility- Familiarize yourself with any SOP or LOA changes.- Schedule a Performance Verification checkout with an Instructor at the highest level of certification.
>12 Months	<ul style="list-style-type: none">- Rejoin the Facility- All previous certifications are considered void.- Must undergo a recertification process.

This Process & Protocols can be changed at the discretion of the ATM/TA

2.3 Facility Code of Conduct

All members shall abide by all VATSIM Code of Conduct, Code of Regulations and VATCAR conduct policies. Additionally, the Port Au Prince FIR reserves the right to restrict members' usage of Discord, and any future means of communication.

2.4 Roster Removal

Controllers may be removed from the Port Au Prince Flight Information Region with cause for any reason outlined in VATSIM CoC, CoR, and VATCAR policies or the following:

1. Misrepresentation (cheating, lying to staff, using someone else's name).
2. Disrespectful language and/or conduct to Port Au Prince staff members.
3. Continuous harassment of training staff to provide training and/or accelerate training/ratings through unofficial means.
4. Reasons outlined in Port Au Prince FIR General Operating Procedures
5. Controlling above certified level
6. Repeated unprofessional behavior on the VATSIM network and/or Port Au Prince Discord.
7. Any activity or behavior that is deemed inappropriate, to include but not limited to:
 - a. Attempts to gather IP addresses.
 - b. Posting inappropriate links, music, or images in the Discord server.
 - c. Any immoral activity, to include mention of illegal narcotics or other illegal activity.
 - d. Obtaining personal information and posting it without the consent of the individual.
8. Failure to meet activity requirements as outlined in 2.1

2.5 Leave of Absence (LOA)

Members who will be unable to control and meet activity requirements set forth by 2.1 of this policy may request a LOA by emailing both the ATM and DATM with the following:

1. Time requested (minimum of 30 days, maximum 90 days).
2. Members requesting an LOA shall give a valid reason for its approval. It's not required to give a detailed explanation of your personal reason.
3. Any pertinent other information Controllers may be granted a maximum of 2 consecutive LOAs (totaling up to 180 days). If a controller logs into the network, it will automatically end their Leave of Absence. *Exceptions may be made by request and approval of the ATM.*

2.6 Approved Callsigns

All controllers shall only use approved callsigns while controlling or observing one the VATSIM network. Approved callsigns for control positions can be found in the facility's standard operating procedures. Controllers found in violation of this policy shall be issued a verbal warning and be asked to correct the mistake as soon as possible.

All controllers holding the Observer rating (OBS) shall use the callsign "MTEG_OI_OBS" where OI is your assigned operating initials. Should a controller not have operating initials, it shall use OI. If OI is in use, increase the number by 1 digit until you are able to log on.

Port Au Prince Mentors are permitted to use the "MTEG_IR_MTR" callsign. Port Au Prince Instructors are permitted to use the "MTEG_DR_INS" callsign.

Port Au Prince Staff members are permitted to use MTEG_xxx where xxx is the abbreviation of your staff position. Example MTEG_ATM.

2.7 Conflict Resolution

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

- Attempt to resolve the issue at the lowest level, this means work it out amongst yourselves.
- If no resolution occurs, proceed with the rest of the procedure. File an incident via email to the ATM and DATM.
- After filing, you may receive an email from the senior staff asking for further clarification or to set up a meeting.

2.8 Facility Operations

The Port Au Prince FIR shall be operated with radar simulation at all times.

3. VISITING CONTROLLERS

3.1 Visiting Controllers

The process for becoming a visiting controller at the Port Au Prince FIR is initiated via the “Apply Today” page on the website. Visitors shall take and pass the Port Au Prince visitor test for their highest rating prior to acceptance.

Assuming the controller does not have any disciplinary issues, is able to meet the 50%+1 rule of controlling time at their home facility, has 90 days in their current facility, and is in good standing at their home facility, they will be provisionally added to the Port Au Prince visiting roster.

The provisionally approved controller must complete a GRP competency check. Upon successful completion, the controller will be officially a visiting controller at Port Au Prince FIR and may control up to their approved rating as outlined in the GRP. Failure to pass the GRP Checkout will result in a referral to their home facility and VATCAR Training Director (VC3) detailing what GRP competencies were missed.

Visiting controllers may not control above the level they are trained to at their home facility.

3.2 Transferring Controllers

Once a transfer to Port Au Prince FIR has been approved, the new member will be added to the roster. The controller will then undergo the same GRP checkout process as visiting controllers to get to their current rating/certification, at which point they will be treated as a home controller for the remainder of their training. Should the transferring controller hold a rating of OBS, they will not undergo any checkout and will be treated as a new controller.

4. Training Policy

4.1 General

Students are expected to begin training after reviewing the applicable Facility Administrative Policy (FAP), Standard Operating Procedures (SOPs), and additional training documentation as well as any materials suggested by the facility training staff.

Students shall request training through the Port Au Prince FIR training methods and tools at the “training center”. No additional accounts are required. Training Sessions can be requested up to fourteen (14) days in advance, based on instructor/mentor availability. Do not request further than fourteen days in advance. Sessions shall be booked a minimum of 24 hours from the requested start date. Students shall only schedule one session at a time and may not schedule a second session until the original session is completed or cancelled.

Cancellations can be executed by the student or instructor by sending an email to the instructor/mentor or student. Cancellations should be received no less than 6 hours in advance, unless in the event of an emergency. All no-shows, reschedules, and cancellations less than 4 hours in advance by a mentor, instructor, or student shall be emailed to the TA with a reason if possible.

Spontaneous Sessions can be posted by training team members in the facility discord; however, controllers shall not contact training team members to ask for training. The posting of these sessions is not obligated to our mentors or instructors, instead, we encourage all to use the regular system.

Students are strongly encouraged to log into the network as an OBS to observe controllers and instructors/mentors working air traffic, especially for preparing to train on a position.

Students who fail an Over the Shoulder (OTS) examination must request another session from a training staff member; they will be required to receive another OTS recommendation in order to complete their OTS.

All controllers are subject to review at any time by any training team member. Any issues shall be emailed to the training administrator to be reviewed. If the training administrator observes issues, finds issues from training staff reports, or finds issues from feedback, the controller may lose their endorsements.