



GENERAL POLICY – 7000.5E

10/20/2018

1 - PURPOSE

This handbook prescribes duties, responsibilities and expectations for use by Chicago ARTCC controllers and Chicago ARTCC visiting controllers involved in providing air traffic control services. Chicago controllers are required to be familiar with the provisions of this handbook that pertain to their operational responsibilities and to exercise their best judgment if they encounter situations not covered by this directive.

1.1 - DISTRIBUTION

This Document shall be distributed to all members of ZAU ARTCC.

1.2 - CANCELLATION

This document cancels any previous documentation that shared information this document covers. Cancellation of this document will be at the authority of the ZAU ATM, DATM, TA and the VATUSA NorthEastern. Revisions to this policy can and will be made when appropriate.

1.3 – SIGNATURES

Signed,

Matthew Campbell
Air Traffic Manager
Chicago ARTCC
VATUSA

DATM T.B.D
Chicago ARTCC

Manuel Manigault
VATUSA

2 - MISSION STATEMENT

The mission of the Chicago ARTCC is to provide the air traffic control enthusiast an environment in which the individual can learn and practice basic to advanced air traffic control skills using supported radar client software, provide access to required information and tools to make their air traffic control experience realistic and rewarding, provide an avenue to progress through the different controller ranks, provide superior customer service to the pilots flying within our ARTCC and create a comfortable, safe, and rewarding environment that all can enjoy.

3 - STAFF

STAFF DESCRIPTIONS,

3.1 - ATM:

- Reports to VATUSA9 or appropriate Air Traffic Director.
- Must hold C1 rating or above.
- Oversee operations and management of ZAU.
- Attend meetings called by VATUSA HQ.
- Recommends applicants for DATM and TA positions to VATUSA.
- Enacts appropriate discipline of controllers with the approval of the Air Traffic Director as necessary.
- Call staff meetings as necessary.
- Stays current in VATUSA issues and policies.
- Establish and define duties and responsibilities for all staff members and training staff
- Appoints all support staff members.
- Oversees updates of SOPs and LOAs.
- Provide guidance to members and visiting controllers.
- Maintain active online presence on the website, forum, Discord, and network.
- Must complete a minimum of 3 hours of controlling time per month.

3.2 - DATM

- Reports to the ATM.
- Must hold C1 rating or above.
- Responsible for day to day operations of the ARTCC.
- Assume the duties of the ATM in their absence.
- Oversee the quality and duties of the support staff.
- Oversee membership and full controller roster.
- Maintains, updates and manages facility SOPs and LOAs with the approval of the ATM.
- Assist in the development and implementation of ARTCC projects as designed by senior and support staff.
- Primary advisor to support staff.
- Calls staff meetings with the approval of the ATM.
- Stays current in VATUSA issues and policies.

- Provide guidance to members and visiting controllers.
- Maintain active online presence on the website, forum, Discord, and network.
- Must complete a minimum of 3 hours of controlling time per month.

3.3 - TA

- Reports to the ATM; VATUSA 3 as necessary.
- Must hold C1 rating or above.
- Maintains, updates and manages training program, lessons, sweatbox scenarios, 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 ZAU Instructors and Mentors as necessary.
- 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.
- Attends staff meetings as called by the ATM or DATM.
- Maintain active online presence on the website, forum, Discord, and network.
- Must post a minimum of 10 hours of training time per month on the ZAU Training Calendar.
- Must complete a minimum of 3 hours of controlling time per month.

3.4 - EC

- Reports to the DATM.
- Must hold S3 rating or above.
- Creates, plans, and executes events to generate pilot and controller participation while promoting ZAU.
- Coordinates with neighboring facilities to arrange support for events and arranges ZAU support for events held by neighboring facilities.
- Maintain active relationship with virtual airlines, coordinate for VA-hosted events affecting the ZAU airspace.
- Develop and distribute marketing materials to promote events and the ARTCC.
- Marketing advisor to the senior staff.
- Attends staff meetings as called by the senior staff.
- Maintain active online presence on the website, forum, Discord, and network.
- Must complete a minimum of 3 hours of controlling time per month.

3.5 - FE

- Reports to the DATM.
- Must hold S3 rating or above.
- Maintains, updates and manages sector files, POF, aliases and other relevant files related to radar clients.

- Maintains, updates ZAU ARTCC Controller Handbook for simulation use only.
- Radar client advisor to the senior staff.
- Attends staff meetings as called by the senior staff.
- Encouraged but not required to provide relevant articles to the monthly newsletter.
- Maintain active online presence on the website, forum, Discord, and network.
- Must complete a minimum of 3 hours of controlling time per month and manages instructions to setup, run, and troubleshoot radar clients.

3.5 - WM

- Reports the ATM.
- Must hold S2 rating or above.
- Maintains, updates and manages the vZAU ARTCC Website.
- May seek out and appoint a deputy Webmaster with the approval of the ATM.
- Technical advisor to the senior staff in areas of membership, day to day operations, and training program.
- Attends staff meetings as called by the senior staff.
- Maintain active online presence on the website, forum, Discord, and network.
- Must complete a minimum of 3 hours of controlling time per month.

4 - COMMUNICATIONS

4.1 - Forums

The Chicago ARTCC forums are provided for use as a privilege not a right. Any communication within the forums that is disrespectful, offensive or otherwise inappropriate will be dealt with on a case by case basis and could lead to removal from the ARTCC or loss of forum privileges. Controllers shall check the forums on a regular basis.

4.2 - Discord

The Chicago ARTCC Discord server is provided for use as a privilege, not a right. Any communication on the server that is disrespectful, offensive or otherwise inappropriate will be dealt with on a case by case basis and could lead to removal from the ARTCC or loss of Discord privileges.

5 - ACTIVITY AND ROSTER REMOVAL POLICY

5.1 - Roster Management

A rated home controller must actively control a position on the official Chicago ARTCC (non-observer) for a minimum of three (3) cumulative hours each calendar month. If the member does not maintain this standard they are subject to removal on the 1st of each calendar month.

- If 3 hours cannot be obtained by the end of the calendar month, the member is asked to contact any Senior Staff member in ZAU via email to be put on Leave of Absence (LOA).
- NOTE: Extra hours controlled during one particular month do not carry over into the next month.

- Observers shall complete at least one training session per month to remain as an active controller. Failure to do so, that controller is pending roster removal.

5.2 - Roster Management (Visiting Controllers)

- All visiting controller must actively control a position in the Chicago ARTCC (non-observer) for a minimum of three (3) cumulative hours each calendar month. If the member does not maintain this standard they are subject to removal on the 1st of each calendar month.
 - NOTE: Extra hours do not carry over into the next month.

5.2 - Roster Reinstatement after removal

Controllers who have been removed for inactivity, or who have transferred out and wish to return are subject to the Transferring Controllers section of VATUSA DP001.

6 - ARTCC TRANSFERS

6.1 - Transfer Into Chicago

All transfers must meet the VATUSA policies DP001.

New Transfer ARTCC Members

- The Chicago ARTCC welcomes any observer rated controller who wishes to join the ARTCC

New Transfer ARTCC Members – Rated Controllers

- Controllers who have never been a member at the Chicago ARTCC will receive all minor certifications up to the controller's rating upon acceptance. For certification at a major facility, the controller must complete specialized training for those positions. It is the controller's responsibility to follow the training requirements designated in the Training Policy.

Transfers Out of the Chicago ARTCC

- Controllers wishing to transfer out of the Chicago ARTCC must meet the VATUSA DP001 Policy.

7 - LEAVE OF ABSENCE

Each controller can request a Leave of Absence (LOA) from the Chicago ARTCC for situations which involve an absence greater than one calendar month.

7.1 - Submission and Approval

- *Any controller wishing to submit a Leave of Absence request must do so via the user control panel on the Chicago ARTCC website including all the necessary information.*

7.2 - Leave of Absence Limitations

- *Chicago ARTCC controllers may only request a maximum of two (2) Leaves of Absences per year. Controllers who have already used their two LOA's may be considered by the documentation below.*
- *Each Leave of Absence is limited to a maximum of two (2) calendar months.*
- *No controller may request more than two (2) consecutive LOAs.*
- *The Chicago ARTCC management reserves the right to allow controllers who have exceeded their two (2) LOAs to submit an email to the ATM requesting a special circumstance LOA. This request must include a detailed reason for the LOA request and the dates of the LOA.*