



# Pacific Control Facility

## General Operations Policy

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## **DOCUMENT INFORMATION**

### **Purpose**

This document prescribes the procedures to be utilized for the day-to-day operations of the Pacific Control Facility. This document serves to create and implement policies to govern PCF procedures, staff abilities and requirements, member code of conduct, disciplinary provisions, and membership standards. All additional PCF, HCF, or ZAN documentation is subject to the content within this policy.

### **Distribution**

This order is distributed to all Pacific Control Facility personnel.

### **Responsibility**

The Air Traffic Manager or their designee shall be responsible for the maintenance of this document and any policies that deviate from it.

### **Procedural Deviations**

Exceptional or unusual requirements may dictate procedural deviations or supplementary procedures to this order. A situation may arise that is not adequately covered herein; in such an event use good judgment to effectively resolve the problem.

### **Updates and Changes**

The Air Traffic Manager or their designee may post interim changes to this document in the form of notices via the PCF website and discord. Controllers are requested to check for any notices prior to controlling for changes in procedures.

### **Cancellation**

This document cancels any relevant procedures or agreements previous to this one, beginning on the date of effectiveness of this document.



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## **CHAPTER 1. STAFF**

### **1.1 Senior Staff**

#### **1.1.1 Air Traffic Manager (ATM)**

The Air Traffic Manager (ATM) manages and oversees the air traffic operations, administrative responsibilities, and staff of PCF. The ATM reports directly to the VATUSA Western Region Air Traffic Director.

#### **1.1.2 Deputy Air Traffic Manager (DATM)**

The Deputy Air Traffic Manager (DATM) shall assist the ATM in roster management as well as other assigned projects. The DATM will act as the ATM in the absence of the ATM. The DATM reports directly to the ATM.

#### **1.1.3 Training Administrator (TA)**

The Training Administrator (TA) is responsible for the development and implementation of the PCF training program. The TA ensures all training staff members, as well as policies and procedures, comply with PCF, VATUSA, and VATSIM policies. The TA shall oversee the PCF Training Staff, including the hiring of mentors and carrying out the instructor hiring process. The TA reports jointly to the ATM and VATUSA3.

### **1.2 Facility Staff**

#### **1.2.1 Events Coordinator (EC)**

The Event Coordinator (EC) is responsible for the planning and execution of all events within the PCF airspace. The EC shall work with Senior Staff to develop relations with outside ATC facilities and pilot organizations to promote events and member participation, including marketing the PCF brand. The EC reports directly to the ATM.

## **1.2.2 Facilities Engineer (FE)**

The Facilities Engineer (FE) is responsible for actively and routinely developing and maintaining facility files for PCF including, but not limited to, sector, alias, and POF files. The FE reports directly to the ATM.

## **1.2.3 Webmaster (WM)**

The Webmaster (WM) is responsible for the development and maintenance of all PCF information technologies with specific focus on the PCF website. The WM shall ensure that all web and technology services are up to date and in compliance with all VATUSA and VATSIM standards. The WM shall report directly to the ATM.

## **1.3 Training Staff**

### **1.3.1 Mentor in Training (MIT)**

Mentors in Training (MIT) may not conduct training sessions without the oversight of an established Instructor or Mentor with the approval of the TA. MIT may conduct sessions via Sweatbox or the live network with a certified Mentor or Instructor on their highest endorsed rating/endorsement, or as deemed otherwise by the TA. They are able to train students by themselves with TA approval.

### **1.3.2 Mentors (MTR)**

Mentors (MTR) may provide training to students up to the level for which they are certified to train by the TA. Mentors may conduct training on Sweatbox or the live network. Mentors may conduct endorsement checkouts for home and visiting controllers but may not conduct a rating checkout (OTS examination). Mentors are equally responsible for MIT alongside Instructors.

### **1.3.3 Instructors (INS)**

Instructors (INS) shall instruct for all ratings and certify on all positions within PCF. INS shall work alongside MTR and the TA in recommending the promotion of MIT to a certified MTR. All other responsibilities and requirements are defined in VATUSA JO 3120.311 Change 1.

## CHAPTER 2. ROSTER

### 2.1 Activity Requirements

In order to maintain active status, members must meet activity minima. Members who do not comply are subject to removal from the active roster.

All home and visiting controllers possessing a rating of S1 or above must log at least 2 hours as an active controller on an HCF or ZAN position each calendar month.

All home controllers possessing a rating of OBS must have at least two (2) training sessions per calendar month until promotion to S1. Observers must contact the ATM, DATM, and/or TA if they are unable to meet this requirement.

Visiting controllers with privileges through a Letter of Agreement (LOA) are held to the standards of the LOA.

### 2.2 Inactivity

Members who fail to meet controlling minima shall receive a warning email from the PCF ATM or DATM 7 days prior to removal / roster cleanup and be set as "Inactive" on the roster.

Controllers who complete activity requirements within the 7-day period will be set back as "Active" on the roster.

Controllers who fail to meet the controlling minima requirement within the 7-day period will be removed from the roster.

Home Controllers who are removed from the roster may feel free to rejoin the facility through the VATUSA website.

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



## **CHAPTER 3. CONTROLLER RESPONSIBILITIES**

### **3.1 Communication**

Controllers of PCF are held responsible to be informed in all PCF matters regarding emails, updates, controlling minima, etc. PCF Senior Staff may provide reminders to controllers; however, they are not required.

The use of all additional social media, forums, or any other source of PCF communications platform is not a right of any PCF members and may be restricted or revoked as deemed necessary by the members of Senior Staff (ATM and DATM). All PCF members utilizing any means of communication via PCF agree to maintain a family-friendly environment, not discriminating against any user in any way (race, religion, gender, sexual orientation, age, ethnicity, etc), to use “G-rated” language and appropriate discussions, to mutually respect fellow members and visitors present (and not present) in the communications platform. Vulgar and explicit language, including suggestive themes and subjects that would be inappropriate for young children is never tolerated within PCF.

### **3.2 Visitation**

PCF may permit VATSIM controllers of S1 rating or higher to join PCF as visiting controllers. Prospective PCF visitors who are a member of an ARTCC with a visiting controller policy with PCF shall be dictated by the rules set within the said directive.

VATSIM members wishing to visit at PCF should submit an application with the appropriate information to the PCF DATM, preferably via the page on the PCF website. PCF reserves the right to close visiting membership applications at any time for any appropriate reason, after approval from the ATD and Division Training Director.

Visiting controllers are considered PCF members and are subject to disciplinary actions accordingly. The ATM and DATM may deny or revoke visiting controller status to any VATSIM member for any

reasonable reason, including members who have had a history with PCF of routinely being removed and reinstated for inactivity, after approval from the ATD.

Visiting controllers will be subject to the VATSIM Transfer and Visiting Controller Policy. Prospective visiting controllers must be a home controller at their current home facility for at least 90 days, and consolidate their current rating by satisfactorily controlling for 50 hours at their current rating.

### **3.3 Transfers**

Controllers wishing to transfer to PCF or from PCF to another facility should first verify they are able to transfer via the VATUSA website. If the member qualifies, the transfer should be initiated through the steps on the VATUSA website. Transfer requests are not guaranteed to be accepted and may be denied by the PCF ATM or DATM after approval from the ATD.

### **3.4 Leave of Absence (LOA)**

In the event that a controller is unable to meet the requirements listed in the PCF Activity Requirements but still wishes to remain a member of PCF, a leave may be requested. This request, submitted to the ATM and DATM, will allow a controller to be relieved of any PCF duties including all monthly requirements until a date specified.

An LOA must be active for at least one (1) calendar month and may last no longer than three (3) calendar months unless otherwise allowed by the ATM or DATM.

An LOA may only be requested by an active PCF member in good standing with no leave history in the last calendar month.

Leaves are not permitted to be utilized by PCF visiting controllers. Amendments to an LOA must be submitted to the ATM and DATM for approval.

## 3.5 Recertification

Recertification is waived if the member rejoins PCF within six (6) calendar months of the removal date.

Recertification may be required at the discretion of the ATM, DATM or TA. Following the return from an LOA, or reaching a date past the leave validity, members will be expected to return to their duties and are subject to all applicable activity and staff policies.

Members who return from LOA and are placed in an active status must comply with the controlling minima and are treated accordingly.

## 3.6 Network Connection

### 3.6.1 Observing a Position

PCF members wishing to observe on the network should operate the callsign format "PCF\_XX\_OBS," where XX will be replaced by the controllers' operating initials.

Example: A controller with the operating initials of CC would logon as an observer as PCF\_CC\_OBS.

### 3.6.2 Opening a Position

To open an ATC position, controllers should:

1. Verify use of the latest sector files and are aware of current PCF information,
2. Connect to the PCF Discord for coordination purposes,
3. Connect to VATSIM using the appropriate PCF-approved callsign,
4. Observe weather trends and airport runway operations,
5. Receive a brief from overlying and underlying controllers (if applicable),
6. Activate primary frequency in accordance with the PCF Positions Table,
7. Announce online status,
8. Begin controlling.

Controllers are expected to maintain a presence in the PCF Discord while actively controlling under a PCF position. Controllers are not required to be active in Discord during this time, and may remain muted; however, their presence is required. This may be omitted should internet connection problems, Discord bans, or any other relevant issue prevail.

If any training or other special activity is active during the controlling session, PCF staff may require controllers to disconnect or make changes to their controlling specifications as needed.

Controllers are requested to stay online for at least 1 hour before disconnecting. However, if extenuating circumstances apply this may be omitted.

### **3.6.3 Closing a Position**

Controllers wishing to disconnect should announce the intention to close 15 minutes prior to disconnecting. A “break” command should be issued promptly. If there are overlying or underlying controllers online the departing controller should brief out the other controllers as appropriate. Controllers should attempt to find a relief controller prior to logging off. If no relief is found, an announcement of closing should be made in ATC chat and on the frequency.

## **CHAPTER 4. CONFLICT RESOLUTION**

### **4.1 Code of Conduct**

#### **4.1.1 General Conduct**

All members of PCF shall adhere to the PCF Code of Conduct and comply with the ethics and policies therein.

All members of PCF are charged to always be respectful of each other, encouraging others, acting in a friendly and professional manner.

All members of PCF are entitled to follow the Code of Conduct in all approved PCF methods of communication and social media.

Discord users automatically agree to the following by joining the PCF Discord server:

To maintain a family-friendly environment, not discriminating against any user in any way (race, religion, gender, sexual orientation, age, ethnicity, etc), to use “G-rated” language and appropriate discussions, to mutually respect fellow members and visitors present (and not present) in Discord.

Vulgar and explicit language, including suggestive themes and subjects that would be inappropriate for young children, is never tolerated within PCF.

#### **4.1.2 Website Usage**

By joining PCF, users automatically agree to allow PCF access to users VATSIM data and all associated information. PCF will never share any private member information with any third parties. The PCF website uses VATSIM SSO to log-in and maintain their account.

### **4.1.3 Event Policy**

Events hosted by PCF may require temporary changes to ATC procedures for the duration of the event at the discretion of the Controller-in-Charge (CIC) or Senior Staff. The CIC shall be defined as the chain-of-command for the Events Department (EC, DATM, ATM, TA, next most senior controller).

Controllers must comply with these changes. The CIC may elect to swap controllers on different positions for operational advantage, in which case controllers must comply.

During an event, the CIC (or the Senior Staff) has the ultimate say-so and all members must comply with his or her requests.

## **4.2 Consequences**

May include, but are not limited to:

- Loss of Discord privileges
- Loss of major certification
- Loss of event privileges
- Removal from visitor status
- Removal from home controller status
- Referral to VATUSA7 or VATUSA4 as deemed necessary

## **4.3 Chain of Order**

Conflict Resolution shall initially begin with a review by the DATM after receipt of the complaint or direct observation of offense, with immediate direct notification to the ATM. The ATM and DATM shall determine what action should be taken in the situation. After the appropriate action is taken, the Senior Staff may elect to notify the members ATD, and/or home ATM if the controller is a PCF visiting controller, if deemed necessary. If the conflict requires member termination, removal may occur before with a follow-up to the aforementioned entities.

## **CHAPTER 5. PCF Event Policy**

### **5.1 General**

#### **5.1.1 The Event Creator**

All events shall be created by the Events Coordinator or their designee. All events require prior approval from the Air Traffic Manager prior to release. Events should be posed on the VATUSA forums, VATSIM forums, the PCF Website, and the VATUSA Calendar.

#### **5.1.2 Event Roster**

The final event roster shall be posted in the PCF discord the day of the event, PCF staff reserves the right to remove any controllers from any position. If a member is no longer able to make an event another controller should be chosen from the event signups. All members must post their position request through the discord and may not request to work a position via other means of communication without a specific reason. The PCF staff team reserves the right to take anyone's privileges to sign up for events away for any reason, which is approved by the Air Traffic Manager.

#### **5.1.3 Staffing Requests**

All staffing requests should be directed to [ec@pacificcontrol.net](mailto:ec@pacificcontrol.net), it is recommended that you "cc" [atm@pacificcontrol.net](mailto:atm@pacificcontrol.net). All staffing requests must be responded to within five (5) days of the original request. PCF is not responsible for times in which inadequate staffing is found due to low controller numbers.