



Virtual New York ARTCC

General Policy

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DOCUMENT INFORMATION

Purpose

This document prescribes the procedures to be utilized for the day-to-day operation of the Virtual New York ARTCC. This document serves to create and implement policies to govern ZNY procedures, staff abilities and requirements, disciplinary provisions, and membership standards. All other ZNY policies are subject to the content within this policy.

Distribution

The Virtual New York ARTCC (ZNY) General Policy (GP) is distributed to all members, home controllers, and visitors of the Virtual New York ARTCC.

Responsibility

This document is the responsibility of the Virtual New York ARTCC Air Traffic Manager and Deputy Air Traffic Manager to maintain. The document is to be approved by the VATUSA Division Director ATS prior to release.

Updates and Changes

This version is the initial release of this document. Any updates to this document are noted in the Table of Revision following this document information and will indicate what has changed. In the text, new sections will be indicated with a GREEN LEFT border.

Example:

This is a new section in the text

Cancellation

This document cancels the previous release version of this document, known as ZNY-1000(e).

TABLE OF REVISIONS

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TABLE OF CONTENTS

DOCUMENT INFORMATION	2
Purpose.....	2
Distribution	2
Responsibility.....	2
Updates and Changes	2
Cancellation.....	2
TABLE OF REVISIONS.....	3
TABLE OF CONTENTS	5
1. ARTCC ORGANIZATION.....	9
1.1 VATSIM	9
1.2 VATUSA	9
1.3 Virtual New York ARTCC.....	9
1.3.1 Designated Airspace.....	9
1.3.2 Airspace Diagram.....	10
2. GENERAL POLICIES	11
2.1 Internal Communication	11
2.2 Member Conduct	11
2.2.1 General.....	11
2.2.2 TeamSpeak & Discord Server.....	11
2.3 Live Streaming	12
2.4 Conflict Resolution.....	13
2.4.1 Entering Conflict Resolution	13
2.4.2 Notification and Chain of Command	13
2.4.3 Resolutions.....	13
3. MEMBERSHIP.....	14
3.1 Home Controller	14
3.1.1 Description	14
3.1.2 Activity Requirements.....	14
3.2 Visiting Controller	14
3.2.1 Description	14

Virtual New York ARTCC

General Policy

3.2.2	Activity Requirement	14
3.3	Controller Applications	14
3.3.1	General Policies	14
3.3.2	Transferring Controllers	14
3.3.3	Visiting Controllers.....	15
3.3.4	Visiting New York Oceanic – KZWY	15
3.4	Leaves of Absence.....	16
3.5	Termination as Controller	16
3.6	Reinstatement	17
4.	ONLINE BEHAVIOR	18
4.1	Position Staffing Policy	18
4.2	Radar Client Usage	20
4.3	Controller Feedback	20
4.4	Controller Requirements	20
4.5	Position briefing.....	21
4.5.2	Before the Briefing	21
4.5.3	Briefing Items	21
4.5.4	After the briefing	22
4.6	Usage of the Expected ATC Coverage	22
5.	NEW YORK ARTCC STAFF	23
5.1	ARTCC Senior Staff	23
5.1.1	Group Descriptions and Role	23
5.1.2	Air Traffic Manager (ATM).....	23
5.1.3	Deputy Air Traffic Manager (DATM)	24
5.1.4	Training Administrator (TA).....	25
5.1.5	Administrative Manager (AM)	26
5.1.6	Events Coordinator (EC)	26
5.1.7	Facility Engineer (FE)	27
5.1.8	Data Services Manager (DSM/WM)	28
5.1.9	Community Manager (CM)	29
5.1.10	Chief Flight Instructor (ZNY CFI)	30
5.1.11	Vacancy	31
5.1.12	Staff Hierarchy	31
5.1.13	Assistants	31

5.2	ARTCC Staff.....	32
5.2.1	Group Description and Role.....	32
5.2.2	Facility Coordinator (FC).....	32
5.2.3	Assistant Events Coordinator (AEC)	33
5.2.4	Assistant Training Administrator (ATA).....	34
5.2.5	Assistant Facility Engineer (AFE)	34
5.3	Training Staff	36
5.3.1	Group Description and Role.....	36
5.3.2	Training Administrator (TA).....	36
5.3.3	Facility Coordinator (FC).....	36
5.3.4	Instructor (INS)	36
5.3.5	Mentors (MTR)	37
5.4	Hiring	38
7.	<i>CREDITS</i>	40
8.	<i>APPENDIX</i>	41
8.1	ARTCC Staff Hierarchy	41
8.2	Document Change Log	42

PREFACE

Welcome to the Virtual New York ARTCC!

Here you will have an opportunity to work with an outstanding team of individuals; these individuals make Virtual New York ARTCC (ZNY) a great place to control and a great place to develop your skills. The knowledge you gain, along with a positive attitude and self-motivation, will make you a highly regarded addition to our team. While New York ARTCC is one of the best ARTCCs VATSIM-wide, it is also one of the most difficult. This difficulty stems from a demand for high standards, and the complexity of New York's airspace. You must understand what you are getting yourself into. New York ARTCC demands a large amount of self-discipline and self-motivation. You are required to do a large amount of reading and self-learning to prepare you for advanced and fast-paced one-on-one training sessions.

This document, the Virtual New York ARTCC General Policy (ZNYGP), serves as the source of truth for ZNY General Policies regarding our requirements and regulations for our members and staff. ZNY uses this document as the sole reference concerning the administration of the ARTCC, and topics include general conduct, personnel, staffing, training, and facility subject matter. Oversight of the ZNYGP is the responsibility of the Air Traffic Manager, and his designee(s).

Revisions: Periodically, several changes to the document will require the addition, subtraction, or replacement of several sections of the text. To accomplish this, ZNY will issue a revision. With the change, each person possessing a copy of the document will be instructed by ZNY on how to revise their copy. Each person receiving a revision to this controlled document will record the changes in this log.

New York ARTCC is proud to be one of the largest and busiest ARTCCs within VATUSA and VATSIM and represents the first en-route control facility in the world. We have a vibrant and accomplished legacy and a long, continuing line of dedicated controllers. I look forward to working with you and would like to welcome you to our team again!

Sincerely,

Jan Andrew Galvez
Virtual Air Traffic Manager
Virtual New York ARTCC, VATSIM

1. ARTCC ORGANIZATION

1.1 VATSIM

- a. The VATSIM (Virtual Air Traffic Simulation) network is an online community created for enthusiasts of flight simulation and air traffic control. The VATSIM Board of Governors (BoG) has the governing power of the network and the organization. The VATSIM Founders have ownership rights over the VATSIM network.
- b. ZNY and VATUSA policies shall comply with all VATSIM policies. In case of any discrepancies, the higher-power VATSIM policy shall apply.

1.2 VATUSA

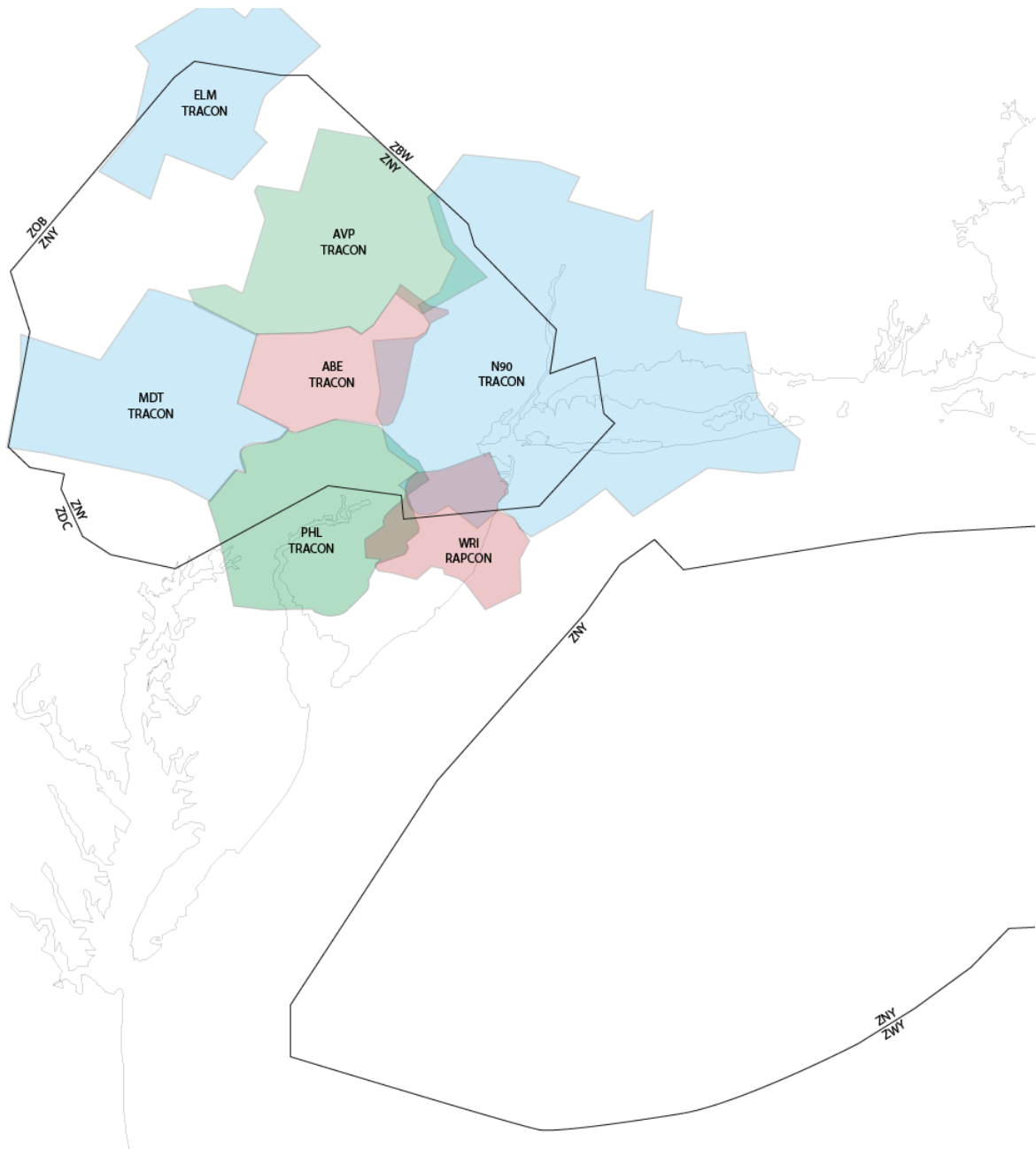
- a. VATUSA (VATSIM United States) is the United States division as part of the VATSIM Americas Region.
- b. VATUSA Policies govern the day-to-day operations of the United States airspace and subdivisions.
- c. ZNY policies shall be compliant with VATUSA policies. In case of any discrepancies, the VATUSA policy shall apply.

1.3 Virtual New York ARTCC

1.3.1 Designated Airspace

- a. Per the VATSIM Global Air Traffic Control Administration policy (GCAP), ZNY has the following airspace designated as Tier One:
 - 1. John F. Kennedy Intl. Airport (KJFK) ATCT
 - 2. Newark Liberty Intl. Airport (KEWR) ATCT
 - 3. LaGuardia Airport (KLGA) ATCT
 - 4. New York TRACON (N90)
- b. Additionally, ZNY has the following airspace designated as Tier Two:
 - 1. Philadelphia Intl. Airport (KPHL) ATCT
 - 2. Philadelphia TRACON (PHL)
 - 3. New York Air Route Traffic Control Center (ZNY)
 - 4. New York Oceanic (ZWY)

1.3.2 Airspace Diagram



2. GENERAL POLICIES

2.1 Internal Communication

- a. All New York ARTCC members must maintain a working e-mail address for communication and keep their New York ARTCC profile updated to comply with the following:
 - 1. The e-mail address provided to the New York ARTCC must be the same as the one used for VATSIM and VATUSA profiles.
 - 2. We strongly discourage using legacy e-mail addresses such as AOL and Hotmail as these tend to be rejected by our server and flag e-mails from ZNY.

2.2 Member Conduct

2.2.1 General

- a. Members and visitors must comply with [VATSIM's Code of Conduct](#) at all times while holding a membership with the New York ARTCC. In addition to the Code of Conduct, members must comply with the additional policies below.
- b. The use of the New York ARTCC TeamSpeak Server (located at ts.nyartcc.org), the [New York ARTCC Discord Server](#), and the New York ARTCC Forum is a privilege, not a right. Violation of New York ARTCC policies is grounds for disciplinary action.

2.2.2 TeamSpeak & Discord Server

- a. Use
 - 1. Any member or visitor controlling the New York ARTCC airspace on the VATSIM Network is strongly encouraged to use TeamSpeak to better coordinate with other controllers. (Recommended)
 - 2. Hanging out and playing other games while in the New York ARTCC TeamSpeak is permitted, so long as it does not distract those controlling the VATSIM Network. If it does, you need to switch rooms or sign off immediately. (*Mandatory*)
 - 3. Duplicate TeamSpeak privilege keys are not authorized. If you want to use TeamSpeak on multiple computers, we strongly recommend you create a MyTeamSpeak account and synchronize your TeamSpeak identity to the cloud. The account is free and will save you a lot of time. If

you do not wish to do so, you need to copy the identity under "settings" and import it to the new computer. (*Mandatory*)

b. Manners

1. All users shall always be courteous. No rude behavior, rude comments, or vulgar language will be tolerated if any member in the channel is offended by it. (*Mandatory*)
2. Harassment or abuse of any kind will not be tolerated. (*Mandatory*)
3. First offenses will be treated as a warning. Subsequent offenses will result in being kicked from the server and possible revocation of TeamSpeak privileges.

c. Nicknames

1. All members and visitors must use their first and last names as well as their operating initials on TeamSpeak and Discord. (*Mandatory*)

Example: Andrew Heath (AJ)

2. Changing nicknames, claiming certification you have not earned, or using aliases is not allowed. (*Mandatory*)
3. All members are limited to a maximum of 4 visible TeamSpeak tags unless otherwise allowed by the ATM or DATM.

d. Discussion Topics

1. Politics, religion, and other potentially confrontational topics are permitted. Still, if any member or visitor asks you to change topics, you must comply or move your discussion to a different channel. (*Mandatory*)

2.3 Live Streaming

- a. Live streaming your online-controlling session is permitted and encouraged under the following conditions:
 1. Everyone in the same TeamSpeak channel as the person who is live streaming must have given explicit approval to be recorded or streamed.
 2. The streamer must assign themselves the "Live-Streaming" TeamSpeak tag to indicate to anyone else joining the channel that they are streaming.
 3. No private or sensitive information shall be seen or heard.
 4. The controller shall be subject to the ZNY Code of Conduct.

5. If the controller is advertising their stream in their controller info, everything said or shown during the live stream is also subject to VATSIM CoC, including any conversation had with the stream chat, on TeamSpeak, etc.
- b. Should any ZNY Senior Staff member determine that the stream is violating the ZNY Live Streaming Conditions, the staff member may require the termination of the live-stream and/or deletion of any archival footage. The member is required to comply with the staff members' request.

2.4 Conflict Resolution

2.4.1 Entering Conflict Resolution

- a. Any controller is subject to the conflict resolution process for the following:
 1. Violation of VATSIM, VATSIM Americas, or VATUSA Policy.
 2. Violation of any ZNY policy, regulation, or standard operating procedure.
 3. Violation of the VATSIM or ZNY Code of Conduct.
 4. Insubordination of any local, divisional, or network staff member.

2.4.2 Notification and Chain of Command

- a. Conflict resolution shall begin with review by the AM after receipt of the complaint at hr@nyartcc.org or direct observation of offense.
- b. After review, the ATM, DATM and AM shall determine what resolution shall be taken.

2.4.3 Resolutions

- a. Resolutions New York ARTCC may take include, but are not limited to:
 1. Loss of ZNY ARTCC TeamSpeak privileges.
 2. Loss of ZNY ARTCC Discord privileges.
 3. Referral to another Air Traffic Manager, the VATUSA Deputy Division Director, Air Traffic Services , or the VATSIM Vice President of Conflict Resolution for further conflict resolution.

3. MEMBERSHIP

3.1 Home Controller

3.1.1 Description

- a. A home controller is defined as a controller assigned to the VATUSA division; whose primary facility is ZNY.
- b. Home controllers are required to log more than half of their VATSIM network time on ZNY positions.

3.1.2 Activity Requirements

- a. Controllers must complete two (2) hours of approved activity every calendar quarter.
 - 1. Quarter is defined as three (3) month period; JAN-MAR, APR-JUN, JUL-SEP, OCT-DEC.)
- b. The following are approved activities:
 - 1. Log a session on VATSIM on a ZNY position.
 - 2. Conduct a training session.
 - 3. Attend a training session.

3.2 Visiting Controller

3.2.1 Description

- a. A visiting controller is defined as a controller whose primary facility is not ZNY.

3.2.2 Activity Requirement

- a. Visiting controllers are required to meet the same activity standards as a home controller. See section 3.1.2 above.

3.3 Controller Applications

3.3.1 General Policies

- a. All applications are subject to the [VATSIM Visiting and Transfer Policy](#).

3.3.2 Transferring Controllers

- a. Controllers wishing to transfer to ZNY from another VATUSA facility should do so through the VATUSA website.
- b. Controllers wishing to transfer to ZNY from outside VATUSA must first transfer to VATUSA using a region transfer from the VATSIM website.
- c. The ZNY Senior Staff reserves the right to deny or refuse any transfer controller request for transfers that do not adhere to the [VATSIM and VATUSA Visiting and Transfer Policy](#).

3.3.3 Visiting Controllers

- a. Visiting controllers wishing to visit ZNY should fill out the appropriate visiting controller application on the ZNY website.
- b. Visiting controllers from outside VATUSA will need to provide a letter of recommendation from their home divisions staff containing at least the following:
 1. The visitors' current VATSIM rating.
 2. The date of the visitors' latest rating change.
 3. The date of the last FIR, Division, or Region transfer.
- c. The ZNY Senior Staff reserves the right to deny or refuse any transfer controller request for transfers that do not adhere to the [VATSIM and VATUSA Visiting and Transfer Policy](#).
- d. Applicants who meet the requirements outlined in the previous policies are subject to a Global Controller Administration Policy (GCAP) written exam to demonstrate GCAP competency.
 1. Applicants are required to pass all competency exams before being accepted as a visitor in ZNY.
 2. Applicants who fail any portion of the competency assessments shall be notified via e-mail and rejected as a visiting controller. Applicants may reapply as a visitor 60 days after the last attempt.
 3. Repeated failure of the GCAP entrance exam may result in the applicant visiting controller being denied without warning.

3.3.4 Visiting New York Oceanic – KZWY

- a. C1 or higher rated controllers may apply for visiting controller status with New York Oceanic.
 1. C1 or higher ZWY visitors do not need to complete ZNY training before becoming certified for ZWY.

- b. ZWY visitors are subject to the same regulations and policies as ZNY visitors, as outlined in section 3.3.3.

3.4 Leaves of Absence

- a. An eligible controller may change its status to LOA from the ZNY website. Any Leave of Absence requests must be submitted using the ZNY website - the ZNY staff do not have the ability to add a user to the LOA list manually.
- b. An eligible controller is defined as anyone who has attained a minimum of ZNY level 1.
- c. The LOA is automatically assigned for the maximum of 90 day period, at which time it expires and subjects the controller to removal.
- d. A controller may request an LOA extension by making an application via e-mail to staff@nyartcc.org.
 - 1. No more than one (1) extensions shall be issued without the approval of the Air Traffic Manager.
- e. LOA controller may change his/her status from LOA to active member/visitor by accessing the Controller Panel.
- f. LOA status is subject to removal if a controller is found to be actively controlling during their LOA.

3.5 Termination as Controller

- a. Controllers who do not meet the outlined controller requirements are subject to termination as a controller.
- b. A warning will be sent to the controller, notifying them of their failure to meet the quarterly activity requirements. Once a warning has been issued, the controller has 14 days to:
 - 1. control a minimum of two (2) hours on the network.
 - 2. the user **must** click the "keep me on the roster" button on the website to remain on the roster, even if the controller has met the two-hour requirement.
 - 3. if the controller, for whatever reason, is unable to meet the two-hour requirement, they **must** click the "keep me on the roster" button on the ZNY website and specify why they are unable to, and request an LOA.

3.6 Reinstatement

- a. Controllers who rejoin ZNY as either a home or visiting controller can get their previous major certifications reinstated if their termination date was within the last six (6) months.
- b. Controllers whose removal date exceeds six (6) months will have their Tier One endorsements removed and will be required to go through remedial training for their major endorsements.

4. ONLINE BEHAVIOR

4.1 Position Staffing Policy

- a. A cab controller (defined as a Clearance Delivery, Ground or Tower) cannot simultaneously control any other position, regardless of said controller's certifications.
 - 1. Example: EWR TWR cannot provide tower services at LGA TWR.
- b. No controller currently staffing a position may simultaneously control any other position above their current active position, regardless of said controller's certifications.
 - 1. Example: EWR TWR cannot provide departure services at KEWR and EWR Departure cannot provide approach services at KEWR, even if the controller is certified for both positions.
- c. All primary positions at a facility (DEL through APP) must be staffed prior to any secondary positions or sub-sector positions may be staffed. This rule may be waived during events, training sessions, or other high traffic volume at the sole discretion of the TMU or senior staff member (ATM, DATM, TA or EC).
 - 1. Example: JFK ROBER only is currently staffed. Until JFK DEL, GND, TWR and JFK Departure are staffed, JFK CAMRN may not be staffed.
 - 2. EWR GND, TWR, EWR Departure and EWR Yardley are staffed. Until EWR DEL is staffed, NY North Arrival may not be staffed.
- d. A TRACON controller may combine two or more N90 TRACON positions if the following conditions are met:
 - 1. The controller must be certified every one of the combined sectors. At a minimum, the controller must be DEP certified for the N90 area the controller wishes to combine.
 - 2. The controller must reflect which facilities he or she is covering by appropriately editing their controller information. If the combination of sectors is changed, the controller must update their controller information accordingly as soon as possible.
- e. The primary TRACON controller of a facility is solely responsible to provide top-down service for all positions at that facility. No other adjacent TRACON controller is permitted to offer services below or equal to an actively staffed primary TRACON position.

1. Example: If JFK ROBER is covering KJFK and KLGA simultaneously, and LGA HAARP comes online, then JFK ROBER may not continue to provide any services at KLGA:
2. Example: If JFK ROBER is covering KJFK and KLGA simultaneously, and LGA Departure comes online, then JFK ROBER may not continue to provide DEP or below services at KLGA but may provide APP services. Note that LGA Departure may NOT provide DEP services at KJFK.
- f. When two or more controllers who are fully certified for two or more N90 facilities are online, then it is at their discretion as to which N90 facilities they each will cover so if all other policies of this section are met. If there is a disagreement, the controller who was online first will make the final decision.
- g. If staffing a secondary or sub-sector TRACON position of an N90 Area, that position is limited to the services provided by that position only.
 1. Example: A controller cannot control LGA NOBBI from JFK CAMRN
- h. JFK ROBER Area shall always provide services for the N90 ISP airspace and facilities when ISP APP is not staffed.
- i. N90 LGA Area or N90 EWR Area may provide services for the LIB Catskill airspace and facilities at the controller's discretion when LIB Catskill is not staffed.
- j. All three (3) primary N90 departure positions (KJFK, KLGA, KEWR) must be covered by one or more TRACON controllers before a dedicated Liberty Departure position may be staffed.
- k. NY Area combined may elect, if certified, to cover LIB DEP, given that the NY Combined controller is certified for, and all remaining N90 area departure positions are covered.
 1. The N90 positions may be staffed either by a single controller, or a combination of controllers.
- l. NY CTR may delegate ISP APP, LIB DEP and/or CSK APP to a N90 controller if coordinated. If not staffed NY CTR shall cover LIB DEP and/or CSK APP.
 1. N90 CSK Area may only be delegated to N90 EWR or N90 LGA area.
 2. N90 ISP Area may only be delegated to N90 JFK Area.
- m. No N90 controller may combine any PHL area positions and vice versa.

4.2 Radar Client Usage

- a. CRC is the preferred radar client in ZNY.

4.3 Controller Feedback

- a. No home controller or visiting controller shall leave feedback for another member of New York ARTCC through the online feedback form. The form is only meant for pilots who are not members of ZNY.
- b. No member of New York ARTCC shall solicit pilot feedback, positive or negative, for himself or for any other ZNY controller. They only allowed means of encouraging pilots to leave feedback for New York ARTCC controllers is by including a link to the New York ARTCC website in their controller information.

4.4 Controller Requirements

- a. All New York ARTCC controllers are required to do the following:
 - 1. Check the New York ARTCC Publications for pertinent [Mandatory Briefing Items](#) and other pertinent policy or discussion prior to any controlling session.
 - 2. Utilize the most recent Standard Operating Procedures (SOPs), regulations and policies.
 - 3. Utilize the most recent sector files and the most recent position file.
- b. A controller must connect as an Observer prior to staffing any New York ARTCC position.
- c. A controller must notify all pertinent controllers prior to staffing any New York ARTCC position.
- d. All TRACON controllers must announce their connection via the ATC channel, including the applicable configuration (e.g. "New York Approach online, serving LGA and EWR only.")
 - 1. Note: CAB Controllers (DEL, GND and TWR) shall not announce their connection via the ATC channel. Coordination shall be done through private message or TeamSpeak with the pertinent TRACON and local controllers.
- e. Controllers shall commit at least one (1) hour when staffing any TRACON position as coordination becomes difficult with several position changes.
- f. Controllers shall give a minimum of ten (10) minute notice prior to disconnecting from the network.

1. TRACON Controllers shall announce via the ATC channel.
2. All controllers should advise pertinent controllers of their disconnection via private message or TeamSpeak.

4.5 Position briefing

- a. When transferring control of a position to another controller, the controller currently covering the position shall provide the relieving controller with a position briefing.
- b. The briefing can be done preferably via TeamSpeak but can also be done via private chat.

4.5.2 Before the Briefing

- a. The relieving controller shall connect as the appropriate position but shall not PRIM their frequency.
- b. The relieving controller shall monitor the controller they are relieving for a minimum of 2 minutes prior to the briefing to get an operational overview of the current situation.
 1. Refer to the ZNY Audio for VATSIM Guide on how to monitor a frequency.
- c. Ask the relieving controller if they are ready for a brief. Do not begin the briefing until the relieving controller is ready to avoid having to do the briefing multiple times.

4.5.3 Briefing Items

- a. The briefing shall at a minimum contain:
 1. The current weather, and weather-related information.
 2. The runways in use, and neighboring airport runway configuration (if applicable).
 3. All traffic shall be individually addressed.
 4. Any additional items that could be of special interest.
 5. Any additional questions.
 6. The relieving controller shall indicate that they take responsibility of the position using "My control, XX" where XX is the controller's operating initials.
 7. The controller being relieved shall indicate that they have been relieved using "Your control, XX" where XX is the controller's operating initials.

8. The relieving controller shall announce via ATC chat that they have assumed responsibility of the position.

4.5.4 After the briefing

- a. Whenever possible, the controller being relieved should remain present to answer any further questions and monitor the relieving controller for a minimum of 2 minutes.

4.6 Usage of the Expected ATC Coverage

- a. The use of the expected ATC coverage feature of the ZNY website is encouraged in order to help pilots get a more predictable way of knowing if they are going to get ATC coverage when flying in or out of ZNY airspace.
- b. The tool is **not** a booking/reservation system, and is **not** a way for controllers to reserve a position between certain times.
- c. The tool does not change the first-come-first-serve policy of controlling.
- d. Although we know and understand that things can come up in the middle of a controlling session, we expect controllers to complete and honor the reservation they have set up. Repeated failure to complete booked sessions might be subject to controllers having the feature revoked.

5. NEW YORK ARTCC STAFF

5.1 ARTCC Senior Staff

5.1.1 Group Descriptions and Role

- a. ARTCC Senior Staff manages the daily operations and sets the vision and direction for ZNY. They are also the primary contact for affairs related to their functional area.
- b. ARTCC Senior Staff members represent the ARTCC and can represent the ARTCC in negotiations with other facilities.
- c. When the duties of a staff position appear to be unclear, the Air Traffic Manager shall provide the appropriate definition.

5.1.2 Air Traffic Manager (ATM)

- a. The ATM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Ensuring members comply with the ZNY, VATUSA, and VATSIM policies.
 4. Directing the operations of ZNY.
 5. Establishing the mission, goals, and vision of ZNY.
 6. Hiring and managing the ARTCC staff.
 7. Maintaining the ARTCC roster.
 8. Drafting, approving and implementing ZNY standard operating procedures, letters of agreement, and other policies.
 9. Overseeing the conflict resolution process of ZNY members.
 10. Negotiating on behalf of ZNY.
 11. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The ATM will report and serve at the discretion of the VATUSA Northeastern Regional Air Traffic Director.
- c. The ATM shall have met the following requirements before their appointment:
 1. Hold a Controller 1(C1) rating or above.

2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
3. Have no significant disciplinary record.
4. Have no history of unprofessional behavior.
5. Be in good standing on the VATSIM network.
6. Hold no other staff position on any competing networks.
7. Be a home controller at the time of appointment.

5.1.3 Deputy Air Traffic Manager (DATM)

- a. The DATM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Ensuring that members comply with ZNY, VATUSA, and VATSIM policies.
 4. Assisting the ATM in the management of ZNY.
 5. Overseeing daily ARTCC operations.
 6. Coordinating staff on projects.
 7. Fulfilling ATM responsibilities in the ATM's absence.
 8. Completing special projects as assigned by the ATM.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The DATM will report to and serve at the discretion of the ATM.
- c. The DATM shall have met the following requirements before their appointment:
 1. Hold a Controller 1(C1) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Hold no other staff position on any competing networks.
 7. Be a home controller at the time of appointment.

5.1.4 Training Administrator (TA)

- a. The TA's responsibilities shall include:
 - 1. Maintaining an online presence within the facility and on the VATSIM network.
 - 2. Attending staff meetings.
 - 3. Developing, maintaining, updating, and managing the training program and related materials.
 - 4. Nominating and managing ZNY instructors.
 - 5. Appointing and managing ZNY mentors.
 - 6. Manage exams assigned to students and ensuring appropriate ATC ratings are given to ZNY controllers.
 - 7. Completing special projects as assigned by the ATM.
 - 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The TA will report to and serve at the discretion of the ATM and the VATUSA Training Director.
- c. The TA shall have met the following requirements before their appointment:
 - 1. Hold a Controller 1 (C1) rating or above.
 - 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - 3. Have no significant disciplinary record.
 - 4. Have no history of unprofessional behavior.
 - 5. Be in good standing on the VATSIM network.
 - 6. Having a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 - 7. Hold no other staff position on any competing networks.
 - 8. Be a home controller at the time of appointment.
- d. It is recommended that the TA have met the following requirements before their appointment:
 - 1. Previously served as an instructor within VATUSA.

5.1.5 Administrative Manager (AM)

- a. The AM's responsibilities shall include:
 - 1. Maintaining an online presence within the facility and on the VATSIM network.
 - 2. Attending staff meetings.
 - 3. Ensuring that members comply with ZNY, VATUSA, and VATSIM policies.
 - 4. Assisting the ATM and DATM in the management of ZNY.
 - 5. Overseeing daily ARTCC operations.
 - 6. Be the first line of contact for Conflict Resolution cases.
 - 7. Coordinating and managing staff on projects.
 - 8. Completing special projects as assigned by the ATM.
 - 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The AM will report to and serve at the discretion of the ATM.
- c. The AM shall have met the following requirements before their appointment:
 - 1. Hold a Student 3 (S3) rating or above.
 - 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - 3. Have no significant disciplinary record.
 - 4. Have no history of unprofessional behavior.
 - 5. Be in good standing on the VATSIM network.
 - 6. Hold no other staff position on any competing networks.
 - 7. Be a home controller at the time of appointment.

5.1.6 Events Coordinator (EC)

- a. The EC's responsibilities shall include:
 - 1. Maintaining an online presence within the facility and on the VATSIM network.
 - 2. Attending staff meetings.
 - 3. Creating and executing ZNY events.
 - 4. Conducting event briefings.

5. Developing event materials and resources.
 6. Coordinating with adjoining ARTCCs for events.
 7. Serving as a liaison for both virtual airlines and other ARTCCs.
 8. Marketing ZNY to the VATSIM community.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The EC will report to the DATM and serve at the discretion of the ATM.
- c. The EC shall have met the following requirements before their appointment:
1. Hold a Student 2 (S2) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have a good knowledge of Photoshop or similar software.
 4. Have knowledge of marketing strategies.
 5. Have knowledge of event organization and management.
 6. Have no significant disciplinary record.
 7. Have no history of unprofessional behavior.
 8. Be in good standing on the VATSIM network.
 9. Hold no other staff position on any competing networks
 10. Be a home controller at the time of appointment.

5.1.7 Facility Engineer (FE)

- a. The FE's responsibilities shall include:
1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Maintaining and updating sector files for all approved ATC client software, updating at least every third AIRAC cycle.
 4. Maintaining vATIS configuration files.
 5. Maintaining POF and alias files.
 6. Coordinating with adjacent ARTCC as required, specifically relating to frequency issues.

7. Ensuring established SOPs and LOAs are adequately represented within sector files and other procedures.
 8. Updating SOPs and LOAs as directed by the DATM.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The FE will report to the DATM and serve at the discretion of the ATM.
 - c. The FE shall have met the following requirements before their appointment:
 1. Have knowledge of CRC and vATIS.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Hold no other staff position on any competing networks
 7. Be a home controller at the time of appointment.

5.1.8 Data Services Manager (DSM/WM)

- a. The DSM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Overseeing development and maintenance of the ARTCC website.
 4. Overseeing the ARTCC's data services, including e-mail systems, data storage systems, TeamSpeak servers, etc.
 5. Developing and implementing policies for the operation and maintenance of the ARTCC web and data system.
 6. Serving as the technical advisor to ARTCC Staff.
 7. Establish and oversee a web-team of people that all help maintain the ARTCC website.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The DSM will report to the DATM and serve at the discretion of the ATM.

- c. The DSM shall have met the following requirements before their appointment:
 - 1. Knowledge of modern web programming languages and techniques. This includes, but is not limited to: HTML/CSS, Javascript, MySQL, Node.js, PHP, Laravel, React.
 - 2. Familiarity with designing and implementing APIs.
 - 3. Knowledge of TeamSpeak server management.
 - 4. Knowledge of Discord server management.
 - 5. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - 6. Have no significant disciplinary record.
 - 7. Have no history of unprofessional behavior.
 - 8. Be in good standing on the VATSIM network.
 - 9. Hold no other staff position on any competing networks
 - 10. Be a home controller at the time of appointment.

5.1.9 Community Manager (CM)

- a. The CM's responsibilities shall include:
 - 1. Maintaining an online presence within the facility and on the VATSIM network.
 - 2. Attending staff meetings.
 - 3. Manage ZNYs Social Media presence, including (but not limited to) the ZNY Facebook, Instagram, Twitter and other social media platforms.
 - 4. Ensure that ZNY has an active presence on social media.
 - 5. Manage and moderate the ZNY Discord and TeamSpeak Server.
 - 6. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The CM will report to the DATM and serve at the discretion of the ATM.
- c. The CM shall have met the following requirements before their appointment:
 - 1. Hold a Student 2 (S2) rating or above.
 - 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.

3. Have a good knowledge of Photoshop or similar software.
4. Have knowledge of marketing strategies.
5. Have no significant disciplinary record.
6. Have no history of unprofessional behavior.
7. Be in good standing on the VATSIM network.
8. Hold no other staff position on any competing networks
9. Be a home controller at the time of appointment.

5.1.10 Chief Flight Instructor (ZNY CFI)

- a. The CFI's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Be the primary contact between the VATSIM ATO office and ZNY.
 3. Attending staff meetings.
 4. Developing, maintaining, updating, and managing the pilot training program and related materials.
 5. Nominating and managing ZNY pilot instructors.
 6. Manage exams assigned to students and ensuring appropriate pilot ratings are given to pilots under the ZNY ATO program.
 7. Completing special projects as assigned by the ATM.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The CFI will report to the ATM and serve at the discretion of the ATM and VATSIM VP of Pilot Training.
- c. The CFI shall have met the following requirements before their appointment:
 1. Hold a Student 2 (S2) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.

6. Hold no other staff position on any competing networks
7. Be a home controller at the time of appointment.

5.1.11 Vacancy

- a. In the event of a vacancy below the Air Traffic Manager position, the ATM shall assume or delegate the responsibility of the vacant staff position.
- b. In the event of a vacancy for the Air Traffic Manager position, the Northeastern Regional Air Traffic Director shall assume or delegate the responsibility of the role.
- c. In the event of a vacancy for the Air Traffic Manager, and the Deputy Air Traffic Manager shall assume responsibility for the role.
- d. In the event of a vacancy for the Air Traffic Manager, the Deputy Air Traffic Manager, and the Regional Air Traffic Director, the VATUSA Director shall assume or delegate the responsibility of the role.

5.1.12 Staff Hierarchy

- a. Refer to Appendix 8.1 for the ARTCC Staff hierarchy.

5.1.13 Assistants

- a. The objective of assistants is to train and develop the next generation of ZNY leaders and add resources to the ARTCC staff, as well as be able to fill in for their appropriate leader when they are unavailable.
- b. The TA, EC, FE may appoint one assistant, subject to ATM and DATM approval.
- c. The DSM may appoint a team of people to serve as a "web-team." The web-team is subject to ATM and DATM approval.

5.2 ARTCC Staff

5.2.1 Group Description and Role

- a. ZNY's ARTCC staff consists of staff roles to assist in the maintenance and oversight of the ARTCCs facilities and Senior Staff positions.
- b. When the duties of an ARTCC staff position appear to be unclear, the Air Traffic Manager or Training Administrator shall provide the appropriate definition.

5.2.2 Facility Coordinator (FC)

- a. The FC's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending ARTCC staff meetings.
 3. Maintain and update their facilities SOPs and documentation.
 4. Monitoring student progress through the training program.
 5. Ensure students perform to VATUSA and ZNY's training standards.
 6. Recommend new mentors and instructors for their facility to the TA.
 7. On-boarding new mentors and students.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The FC will report to the TA (or ATA if applicable) and serve at the discretion of the TA.
- c. The FC shall have met the following requirements before their appointment:
 1. Hold a Student 3 (S3) rating or higher.
 2. Have held an approach rating for their facility for the last 30 days before appointment.
 3. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 4. Possess excellent written and verbal skills.
 5. Have availability to conduct training sessions with students.
 6. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 7. Have no significant disciplinary record.

8. Have no history of unprofessional behavior.
9. Be in good standing on the VATSIM network.
10. Hold no other staff position on any competing networks
11. Be a home controller at the time of appointment.

5.2.3 Assistant Events Coordinator (AEC)

- a. The AEC's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending ARTCC staff meetings.
 3. Assist the EC in creating and executing ZNY events.
 4. Assist the EC in conducting event briefings.
 5. Assist the EC in developing event materials and resources.
 6. Assist the EC in coordinating with adjoining ARTCCs for events.
 7. Assist the EC, serving as a liaison for both virtual airlines and other ARTCCs.
 8. Assist the EC in marketing ZNY to the VATSIM community.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The AEC will report to the EC and serve at the discretion of the ATM.
- c. The AEC shall have met the following requirements before their appointment:
 1. Hold a Student 2 (S2) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have a good knowledge of Photoshop or similar software.
 4. Have knowledge of marketing strategies.
 5. Have knowledge of event organization and management.
 6. Have no significant disciplinary record.
 7. Have no history of unprofessional behavior.
 8. Be in good standing on the VATSIM network.
 9. Hold no other staff position on any competing networks

10. Be a home controller at the time of appointment.

5.2.4 Assistant Training Administrator (ATA)

- a. The ATA's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending ARTCC staff meetings.
 3. Assist the TA in developing, maintaining, updating, and managing the training program and related materials.
 4. Assist the TA in nominating and managing ZNY instructors.
 5. Assist the TA in appointing and managing ZNY mentors.
 6. Assist the TA in managing exams assigned to students and ensuring appropriate ATC ratings are given to ZNY controllers.
 7. Assist the TA in completing special projects as assigned by the ATM and TA.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The ATA will report to and serve at the discretion of the TA, ATM and the VATUSA Training Director.
- c. The ATA shall have met the following requirements before their appointment:
 1. Hold a Controller 1 (C1) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Having a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 7. Hold no other staff position on any competing networks.
 8. Be a home controller at the time of appointment.

5.2.5 Assistant Facility Engineer (AFE)

- a. The AFE's responsibilities shall include:

1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending ARTCC staff meetings.
 3. Assist the FE in maintaining and updating sector files for all approved ATC client software, updating at least every third AIRAC cycle.
 4. Assist the FE in maintaining vATIS configuration files.
 5. Assist the FE in maintaining POF and alias files.
 6. Assist the FE in coordinating with adjacent ARTCC as required, specifically relating to frequency issues.
 7. Assist the FE in ensuring established SOPs and LOAs are adequately represented within sector files and other procedures.
 8. Assist the FE in updating SOPs and LOAs as directed by the DATM and FE.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The AFE will report to the FE and serve at the discretion of the ATM.
- c. The AFE shall have met the following requirements before their appointment:
1. Have knowledge of CRC and vATIS.
 2. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Hold no other staff position on any competing networks
 7. Be a home controller at the time of appointment.

5.3 Training Staff

5.3.1 Group Description and Role

- a. ZNY's Training staff is the memberships primary and most frequent contact with ZNY staff. The training staff is responsible for educating new controllers.
- b. The Training Staff assists with the daily training of controllers, recommendations of ratings, and they ensure controllers are kept up to date with the latest updates.
- c. When the duties of a training staff position appear to be unclear, the Training Administrator shall provide the appropriate definition.

5.3.2 Training Administrator (TA)

- a. Refer to section 5.1.4 of this document.

5.3.3 Facility Coordinator (FC)

- a. Refer to section 5.2.2 of this document.

5.3.4 Instructor (INS)

- a. The INS's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Assist the FC and TA with developing training policies, content, and syllabus for ZNY.
 3. Administer over the shoulder (OTS) exams and grading students' written exams.
 4. Monitoring students regularly and assessing progress.
 5. Training of primary and advanced students.
 6. Ensure students' training records are up to date both in ZNY and VATUSA.
 7. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. The INSs will report to the TA and serve at the discretion of the TA and VATUSA Training Director.
- c. The INSs shall have met the following requirements before their appointment:

1. Have held a Controller 1 (C1) rating for at least 30 days before appointment.
2. Previously served as an instructor or mentor in VATUSA.
3. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
4. Possess excellent written and verbal skills.
5. Have availability to conduct training sessions with students.
6. Possess a high degree of energy and commitment appropriate to the requirements of the position.
7. Have no significant disciplinary record.
8. Have no history of unprofessional behavior.
9. Be in good standing on the VATSIM network.
10. Be a home controller at the time of appointment.

5.3.5 Mentors (MTR)

- a. The MTR's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Ensuring students perform to ZNY and VATUSAs training standards.
 3. Monitoring students regularly and assessing progress.
 4. Conducting training sessions with controllers.
 5. Recommending controllers for OTS exams.
 6. All other responsibilities which help to accomplish the mission, goals, and vision of ZNY.
- b. Mentor limitations:
 1. Mentors can only provide training for the facility they are assigned.
 2. Mentors can only grade tests for the facility they are assigned.
- c. The MTRs will report to the TA and serve at the pleasure of the TA.
- d. The MTRs shall have met the following requirements before their appointment:
 1. Have held a Student 3 (S3) rating for at least 30 days before appointment.

2. Must be level 4 (Departure) certified for the facility they are assigned.
3. Possess excellent written and verbal skills.
4. Have availability to conduct training sessions with students.
5. Possess a high degree of energy and commitment appropriate to the requirements of the position.
6. Have no significant disciplinary record.
7. Have no history of unprofessional behavior.
8. Be in good standing on the VATSIM network.
9. Be a home controller at the time of appointment

5.4 Hiring

- a. All staff members are hired at the discretion of the Air Traffic Manager and VATUSA Staff.
- b. Training Staff is hired at the discretion of the Air Traffic Manager, Training Administrator, and VATUSA Staff.
- c. Any job posting shall be announced to ZNY members at least seven (7) days before public posting to bolster promotion within ZNY.
- d. The ATM, DATM, TA, or VATUSA may waive individual application requirements or responsibilities at their discretion.

7. CREDITS

This document has utilized the writing and design from several sources, and we wish to thank the following authors for their exceptional contributions:

- Jacksonville ARTCC
- Pacific Control Facility
- Minneapolis ARTCC
- Fort Worth ARTCC
- VATUSA

8. APPENDIX

8.1 ARTCC Staff Hierarchy

Refer to the [ZNY Website](#) for an up-to-date diagram.

8.2 Document Change Log

Revision	Changes
Rev A	Initial release
Rev B	Updated title of WM to conform with VATUSA DSM title. Added the new position of Community Manager.
Rev C	Users are now automatically removed for inactivity after 90 days of inactivity unless marked on LOA or otherwise exempt from the policy. Added ZNY CFI. Restructured document to make more relevant to day-to-day member information higher up.
Rev D	Merged in MBIs released over the last year, including changes to "Expected ATC coverage", "S2, and S3 solo certifications" and "PRD usage". Changes to when "Liberty departure" can be staffed, and when you can get the certification. Removed section which banned the usage of vSTARS/VERAM. Changed requirement for TA to recommend previous experience as an I1. Changed the maximum number of TeamSpeak Tags to 4.
Rev E	Fixed typos and clarified language in section 4.1. Additionally struck out changes in change log for revision D that were not a part of this revision. This revision contains no policy changes.
Rev F	Updated for GCAP compliance. Changed wording of controller termination to quarterly instead of rolling. Changed VATUSA staff position names. Updated for CRC usage.