

ZME Standard Operating Procedures

Effective 1 MAY 2009

The following is a combined SOP for vZME ARTCC. It supersedes all previous SOP. These policies set forth guidelines that protect the commitment and participation of ZME ARTCC controllers as well as the dedication, time and effort put forth by our Instructors and Mentors. Each of us provides our time freely in order to enhance the virtual air traffic controlling experience. We strive to provide the best possible experience for controllers and pilots alike, and we believe these policies will help us achieve these goals.

Activity & Removal

1. In order to be maintained as an active Home Controller you must:
 1. Have been assigned to the ZME ARTCC by the appropriate channels within VATSIM and VATUSA, and be carried on the ZME website roster
 2. Log in and actively control at least three (3) hours every 60 days using a valid ZME ARTCC call sign. The OBS call sign does not count toward actively controlling.
 1. Hours obtained while on the Sweatbox server for training do count as hours toward satisfying the Roster Policy requirements.
 3. Log 50% of all time as a controller in each calendar month within the ZME airspace.
 4. Students must contact their mentors/instructors at minimum once a month.
2. EXCEPTIONS
 1. Crew members who have been granted a Leave of Absence by ZME ATM or DATM (See Operating Procedures, Section 4).
 2. Crew Members holding an OBS rating (those who have not attained S1) must complete at least 2 training sessions for which they receive evaluations per month until such time as they obtain an S1 rating and can man a live VATSIM position. Thereafter the normal provisions of the Activity Requirements shall apply.
 3. Visiting Controllers must meet the activity requirements set forth in the Visiting Controllers section of this SOP.
3. Special circumstances will be considered on a case-by-case basis, but you must communicate them with the Staff.
4. The following conditions shall, at the discretion of the ZME Staff, constitute cause for removal of an individual from ZME:
 1. A period of inactivity of 90 days or greater. ZME uses the VATSIM data servers to keep a record of all logins. ZME members who fail to log at least 3 hours at a controlling position in a 60 day period will be considered inactive and issued an inactive date. In order to return to the active roster, the controller must accumulate 3 hours at a controlling position within the proceeding 30 days of the inactive date listed on the roster. Failure to comply will result in removal.

1. Exception: New ATC's with an OBS Rating must have demonstrable training activity, in the form of a minimum of 2 training sessions within the first 30 days of being added to the ZME roster on VATUSA. Crew Members not meeting this requirement are subject to removal from the roster without further notice.
2. Suspension from VATSIM.
3. Willful failure to comply with ZME policies or procedures.
4. Failure to be considerate and respectful of all ZME controllers and staff.
5. Participation in activities designed to cause undue stress or hardship on another controller while controlling, mentoring, instructing or flying.
6. Failure to comply with the VATSIM Code of Conduct.
7. Controlling under the influence of a mind altering substance.

Position Signoffs & Training

1. In order to work a position (DEL, GND, TWR, APP, or CTR) without being monitored by an Instructor or Mentor, a controller must have a valid signoff on the position that they intend to work.
2. This policy applies to both Home and Visiting controllers.
3. Position signoffs will be granted by Mentors and Instructors with the exception of MAJOR Endorsements, and CTR Certifications, which can only be granted by Instructors.
4. In order to get a signoff a controller must be proficient in the area he is working given a normal network traffic load.
5. Training to obtain a position signoff will be in accordance with the VATUSA Training Regulations, latest revision and is available in the documents section of the ZME website.

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1. Promotions and Testing will be conducted in accordance with the published ZME Training Procedure, latest revision.

Position Restrictions and Guidelines

Clearance Delivery / Ground

- Any ZME controller or visitor holding the rank of Student (S1) and a position signoff for the position to be manned.

Tower

- Any ZME controller or visitor holding the rank of Student (S2) and a position signoff for the position to be manned. Member must hold MAJOR Endorsement to control at KMEM.

Approach / Departure

- Any ZME controller or visitor holding the rank of Senior Student (S3) and an APP position signoff. Member must hold a major endorsement to control at the KMEM TRACON.

Center

- Any ZME controller holding the rank of Controller (C1) and above.
- Any Visiting Controller holding the rank of Controller (C1) and a signoff at the position to be controlled.

POSITION PRIORITY

Even and prudent staffing of the airspace is a primary means of generating and attracting traffic into the ARTCC. The following is a ZME position staffing table. Controllers MAY login to the highest available position on the following list that they are certified for. Special event position staffing priority will be at the discretion of the ARTCC management.

1. MEM_CTR
2. MEM_APP
3. MEM_DEP
4. Any Class C Approach/Departure
5. MEM_TWR
6. Any Class C Tower
7. MEM_GND
8. Any other available position

Exceptions:

- ZME staff members, instructors, and mentors may login at any available position of their choosing, with the caveat that position splits are not authorized except by Mentors and Instructors for student training purposes only.
- Event CIC's & Staff Members may change this order as needed to compensate for facility specific events, abnormally high traffic loads, etc.

(edited 5-1-09)

Leaves of Absence

1. Any Student, Controller, Mentor, or Instructor may request a leave of absence (LOA) in writing. Requests should be sent to either the ATM or DATM, and should give an estimated length of leave, not to exceed 180 days, and a brief reason. (The reason does not need to be so specific that they reveal personal information.)
2. During their leave of absence, a member is relieved of all responsibilities of their position.
3. The member must contact the ATM or DATM if the leave needs to be extended.
4. The member must contact the ATM or DATM when they return.
5. Senior Staff (ATM, DATM, TA, and EC) automatically forfeit their staff position for any LOA exceeding 60 days unless otherwise approved by the ATM.
6. After 180 days, controllers are subject to refresher practical testing to ensure crew member's ability to provide air traffic control services

Transfers into ZME :

Transfers to the ZME ARTCC can be denied for any one or more of the following reasons:

1. The candidate has a disciplinary record within their present ARTCC
2. The candidate was a former member of ZME who was dismissed or transferred out of ZME for disciplinary reasons or reasons related to inactivity.
3. The candidate has shown a disrespectful attitude toward other controllers, either in direct communication or in postings on a forum.
4. The candidate has shown a disrespect of the policies and procedures of either the current ARTCC or ZME ARTCC.
5. The candidate has fostered an environment that affects the normal function of the ZME ARTCC through actions and/or words and causes disruptive game play to other players connected to the VATSIM network

Visiting Controllers

Controllers from outside ARTCCs are welcomed and encouraged to augment the ZME roster. Visiting Controllers shall adhere to the VATUSA Visiting Controller Policy 07/06. To provide consistent service to pilots, those controllers will additionally be required to adhere to the

policies set forth in this SOP as allowed in parts 2 and 6 of the VATUSA Visiting Controller Policy 07/06, to include:

1. Apply via the ZME website for visiting controller status.
2. Get a position checkout from a ZME Instructor.
3. Successfully pass the SOP examination.
4. Control for 1 hour per month on a valid ATC position at ZME.
5. Spend some time at the ZME web site and familiarize yourself the procedures, frequencies, facilities, LOAs, and policies.
6. Be courteous to all Roster Controllers, staff and pilots that fly into the airspace.
7. Do not control ZME airspace during a scheduled event without prior consent from a ZME staff member.
8. Ask a staff member questions regarding handling a specific situation.
9. Exercise caution and prudence when required. As a Visiting Controller, you may not be fully informed about ZME or its procedures.
10. Remember that you are representing ZME during your controller sessions. The management here at ZME does not tolerate cavalier attitudes or any actions that would present ZME in a negative light.

Visiting Controller status may be rescinded at the discretion of the ATM or DATM.