

**New York ARTCC**  
**Standard Operating Procedures**

**General Notes**

The following document describes the procedures that are common to all New York ARTCC Controllers, Visiting Controllers, and new members. Facility-specific information can be found in the SOP for the facility in question at <http://www.nyartcc.org/sops>

**Note:** This document is to be used for simulation purposes only. It should only be utilized for controlling virtual air traffic on the VATSIM Network that New York ARTCC (<http://www.nyartcc.org>) is affiliated with. The Network, Division, and New York ARTCC are in no way responsible for the potentially deadly consequences of using this information in any other manner than on a virtual air traffic network.

© New York ARTCC at <http://www.nyartcc.org>. Obtaining this document from any source other than via a page residing on <http://www.nyartcc.org> is prohibited.

**Document Notes**

**Revision History:**

“When the Earth Cooled”	Original Release
28 <sup>th</sup> April, 2003	Added "General" section for Signing On, Signing Off, Callsigns, and ATIS.
3 <sup>rd</sup> June, 2003	Layout changed and “-“ before callsign suffix changed on controller replacement.
November, 2005	Layout/style change, added, “Notes” updated “Position Restrictions”, updated “Callsigns” and “ATIS” section as per new SOPs, added “Appendicies” - Matthew Kreilein, NY TMC
September, 2007	Updated position restrictions and addition of definition of Major facilities.
October, 2007	Removed Major/Minor specifications until new system implemented.
January, 2008	Included Major/non-Major section as per VATUSA Regulations.
February 4 <sup>th</sup> , 2009	Split document into two parts. This document which describes rules and regulations and the Basic SOP that contains operating procedures in general
August 1 <sup>st</sup> , 2009	Incorporation of Global Ratings Policy ver. 2 incorporating S2 position.
September 30 <sup>th</sup> , 2009	Major formatting updates. Section numbers added. Major changes and additions.
October 10 <sup>th</sup> , 2009	Formatting changes. Table of Contents added.
October 12 <sup>th</sup> , 2009	Correspondence and Representation section added.
October 17 <sup>th</sup> , 2009	Changes for policy conflicts. Superseding Local Policy added. Renamed SOP.
October 26 <sup>th</sup> , 2009	Hour requirement in Section 10 changed. Exception added.
November 2 <sup>nd</sup> , 2009	Visiting Controller preference changed to S3. Appeal statement removed.
December 4 <sup>th</sup> , 2009	Visiting Controller and Transfer section edited to refer to higher policy.
December 11 <sup>th</sup> , 2009	LOA Policy added. Revision History organized.
January 3 <sup>rd</sup> , 2010	BOP merge and adjustments

**Table of Contents**

<b><u>Section Name:</u></b>	<b><u>Page #:</u></b>
Visiting Controllers	Page 3
Inter-ART CC/ FIR Transfers	Page 3
Intra-ARTCC Transfers	Page 4
Roster Removal for Inactivity/ Leave of Absence	Page 4
Conflict Resolution/ Discipline	Page 5
Forum Membership and Communication Procedures	Page 6
Rating Progression	Page 6
Positions Restrictions and Levels	Page 7
Facility Designation	Page 8
Certifications	Page 9
Controller Resources	Page 9
Callsigns	Page 10
Radar Visibility Range Settings	Page 10
Instructional Staff and Support	Page 11
Instructional Staff Requirements	Page 11
Operations Communications	Page 11
Forum and TeamSpeak Server Conduct	Page 12
Directives	Page 12
Correspondence and Representation	Page 13
Superseding Local Policy	Page 13
Coordination	Page 13

**Section 1**

**Visiting Controllers**

- A. The New York ARTCC operates in accordance with the VATSIM Executive Committee Policy Transfer and Visiting Controller Global Policy
- B. The New York ARTCC operates in accordance with the VATSIM North American Region Visiting and Transferring Controller Policy (NARP-03-005)
- C. A controller meeting the requirements set forth in the above two policies may make application to become a Visiting Controller at New York ARTCC by completing the form published on the website (<http://www.nyartcc.org>)
- D. Notification will not be made to an applicant who fails to meet the requirements set forth in the above two policies
- E. Applicants meeting the requirements set forth in the above two policies will be required to prove competency at their current VATSIM Rank
  - 1. Applicants who pass all competency assessments will be notified of their acceptance to the New York ARTCC via email
  - 2. Applicants who fail any portion of the competency assessments will be notified via email
    - a. Notification will also be made to the appropriate staff members
- F. See the above two documents for topics not covered by this policy

**Section 2**

**Inter-ARTCC/ FIR Transfers**

- A. The New York ARTCC operates in accordance with the VATSIM Executive Committee Policy Transfer and Visiting Controller Global Policy
- B. The New York ARTCC operates in accordance with the VATSIM North American Region Visiting and Transferring Controller Policy (NARP-03-005)
- C. The appropriate VATSIM website application should be used to initiate a transfer when the requirements set forth in the above two policies are met
- D. Applicants meeting the requirements set forth in the above two policies will be required to prove competency at their current VATSIM Rank
  - 1. Applicants who pass all competency assessments will be notified of their acceptance to the New York ARTCC via email
  - 2. Applicants who fail any portion of the competency assessments will be notified via email
    - a. Notification will also be made to the appropriate staff members

- E. See the above two documents for topics not covered by this policy

### **Section 3**

#### **Intra-ARTCC Transfers**

- A. A New York ARTCC controller or Visiting Controller may request a transfer from one Major Facility to another Major Facility if:
  - 1. They are Ground Controller (Level 2) or higher at their assigned Major Facility
  - 2. They have not transferred or requested to transfer Major Facilities within the past 6 months
  - 3. There is a vacancy at the desired Major Facility
- B. Application for an Intra-ARTCC Transfer will be made by email to the Air Traffic Manager or Deputy Air Traffic Manager
- C. The Air Traffic Manager and/or Deputy Air Traffic Manager will have the final decision on all Intra-ARTCC Transfer requests

### **Section 4**

#### **Roster Removal for Inactivity/ Leave of Absence**

- A. Inactivity - New Controllers and Visiting Controllers:
  - 1. Any and all new controllers, including Visiting Controllers, are subject to removal from the New York ARTCC for any of the following:
    - a. Fails to complete any of the Level 1 classes within 30 days of becoming a member or Visiting Controller
    - b. Failure to connect to the VATSIM Network as an operational New York ARTCC position for a combined total of 2 hours each calendar month
      - 1. An Observer callsign is not an operational position
- B. Inactivity - Existing Controllers:
  - 1. Any and all members, not new members or Visiting Controllers, are subject to removal from the New York ARTCC for any of the following:
    - a. Failure to connect to the VATSIM Network as an operational New York ARTCC position for a combined total of 2 hours each calendar month
      - 1. An Observer callsign is not an operational position
- C. Leave of Absence
  - 1. An eligible controller may change their status to Leave of Absence by accessing the Controller Panel
    - a. Leave of Absence status prevents the controller from being removed for inactivity
  - 2. The Leave of Absence may not exceed 90 days
  - 3. A controller may request a Leave of Absence extension by making application to the Air Traffic Manager or Deputy Air Traffic Manager via email

- a. An extension may not exceed 90 days
  1. No more than one (1) extension will be issued without the approval of the Air Traffic Manager
- b. The extension length will be determined by the Air Traffic Manager or Deputy Air Traffic Manager (not to exceed 90 days)
4. Leave of Absence controllers will be returned to active controller/ visitor status upon Leave of Absence expiration
5. A Leave of Absence controller may change his/her status from Leave of Absence to active member/ visitor by accessing the Controller Panel (prior to 90 days)
6. A Leave of Absence controller will receive notification, via email, alerting them to their Leave of Absence expiration
  - a. Instructions will follow
7. Leave of Absence status is subject to removal if a controller is found to be actively controlling during their Leave of Absence
8. Leave of Absence status is subject to removal if a controller is found to have greater than two hours logged as a pilot in a 30 day period (controller activity requirement)

## **Section 5**

### **Conflict Resolution/ Discipline**

- A. Any Controller, Visiting Controller, or new controller is subject to discipline for any of the following:
  1. Refusal to take the required training classes
  2. Refusal to adhere to New York ARTCC position restrictions
  3. Violation of any SOP, BOP, or policy of the New York ARTCC
  4. Insubordination to any staff member of the New York ARTCC, VATUSA Division, VATSIM Network, or a staff member of any other ARTCC
  5. Violation of any provision of the VATSIM Code of Conduct (CoC) or VATSIM Code of Regulations (CoR)
  6. Violation of any provision of a VATUSA Division SOP, BOP, or policy
  7. Conduct unbecoming a New York ARTCC Controller, Visiting Controller, or new member
- B. Conflict Resolution/ Discipline, on any level, will be at the authority of the Air Traffic Manager and Deputy Air Traffic Manager
- C. Any and all staff members shall forward complaints or incidents involving a controller to the Air Traffic Manager and Deputy Air Traffic Manager for disposition
- D. Written and/or Verbal Warnings
  1. A Controller, Visiting Controller, or new member may receive a verbal or written warning for a violation of a minor provision of Section 5, Subsection A or any pertinent provision of this policy
  2. Written and/or verbal warnings will be documented and retained for 90 days
- E. Written Reprimand

## **New York ARTCC**

1. A Controller, Visiting Controller, or new member may receive a written reprimand for any violation of a provision of Section 5, Subsection A or any pertinent provision of this policy
2. Written reprimands will be retained for 6 months
3. A Controller, Visiting Controller, or new member is subject to removal from the New York ARTCC after receiving 2 or more written reprimands within a 6 month period
4. A Controller, Visiting Controller, or new member is subject to the removal of certifications in lieu of removal from the New York ARTCC
5. A Controller, Visiting Controller, or new member is subject to removal or suspension from the New York ARTCC Forums and/or New York ARTCC TeamSpeak Server

### F. Removal From the New York ARTCC

1. The Air Traffic Manager is the sole authority of removal from the ARTCC
2. The Air Traffic Manager will document the reason for removal in all of the proper locations
3. The Air Traffic Manager may suspend or temporarily remove any Controller, Visiting Controller, or new member from the ARTCC, without reason or notification, in the case of emergency
  - i. This may not exceed 7 days
4. Any Controller, Visiting Controller, or new member may appeal any written reprimand or ARTCC action to the Air Traffic Manager only
5. Appeals of removal from the New York ARTCC should be directed to the VATUSA Northeast Regional Air Traffic Director

## **Section 6**

### **Forum Membership and Communication Procedures**

- A. All Controllers, Visiting Controllers, and new members must join the New York ARTCC Forum within 7 days of being accepted.
- B. All Controllers, Visiting Controllers, and new members must maintain a working e-mail address for communication and keep their New York ARTCC profile updated with said e-mail address

## **Section 7**

### **Rating Progression**

- A. In accordance with the VATUSA Division policy and the VATSIM Global Ratings Policy, the following Ratings require the training and testing indicated. See below:

#### **Student 1 (S1) – Ground (Level 2)**

- Passage of examination at your Home ARTCC
- Once proficiency has been demonstrated, promotion to Student 1 (S1), Ground Controller (Level 2) will be administered
-

## **New York ARTCC**

### **New York ARTCC's Assessment:**

- New York ARTCC will assess your abilities and skills via an online written exam

### **Student 2 (S2) – Tower Controller (Level 3)**

- Successful completion of examination at your Home ARTCC.
- Successful completion of VATUSA Division written exam
- Once proficiency has been demonstrated, promotion to Student 2 (S2) – Tower Controller (Level 3) will be administered
- 

### **New York ARTCC's Assessment:**

- New York ARTCC will assess your abilities and skills via an online written exam as well as a session working with simulated traffic or traffic on the VATSIM Network with an Instructor or Mentor observing

### **Student 3 (S3) – Departure/ Approach Controller (Levels 4 and 5)**

- Successful completion of examination at your Home ARTCC.
- Passage of VATUSA Division written exam
- Once proficiency has been demonstrated, promotion to Student 3 (S3) – Departure/ Approach Controller (Levels 4 and 5) will be administered.

### **New York ARTCC's Assessment:**

- ZNY will assess your abilities and skills via an online written exam as well as a session working with simulated traffic or traffic on the VATSIM Network with an Instructor or Mentor observing.

### **Controller 1 (C1) – Center Controller (Level 6)**

- Passage of examination at your Home ARTCC.
- Passage of VATUSA Division written exam
- Once proficiency has been demonstrated, promotion to Controller 1 (C1) – Center Controller (Level 6) will be administered.

### **New York ARTCC's Assessment:**

- New York ARTCC will assess your abilities and skills via an online written exam as well as a session working with simulated traffic on the VATSIM Network with an Instructor.

## **Section 8**

### **Position Restrictions and Levels**

A. In accordance with the Global Ratings Policy, the table below lists the VATSIM Ratings, the New York ARTCC Certification Levels that can be achieved at each VATSIM Rating, and the highest position that can be staffed for each Rating and Level:

<b>VATSIM Rating</b>	<b>Available Major Certifications</b>	<b>Highest at Primary Major and Satellites</b>	<b>Highest at Secondary Major and Satellites</b>	<b>Highest at Non-Major</b>
----------------------	---------------------------------------	--	--	-----------------------------

## New York ARTCC

VATSIM Rating	Available Major Certifications	Highest at Primary Major and Satellites	Highest at Secondary Major and Satellites	Highest at Non-Major
S1 (GND)	Level 1 - DEL	Delivery	None	Ground
	Level 2 - GND	Ground	None	
S2 (TWR)	Level 3 - TWR	Tower	None	Tower
S3 (TMA)	Level 4 - DEP	Departure	Departure (See Notes)	Approach
	Level 5 - APP	Approach	Approach (See Notes)	
C1 (CTR)	Level 6 - CTR	All ZNY (See Notes)		

## Section 9

### Facility Designation

- A. The following facilities are designated as Primary Major Facilities:
1. KEWR
  2. KLGA
  3. KJFK
  4. KPHL
- B. The following facilities are designated as Secondary Major Facilities
1. KFRG
  2. KHPN
  3. KTEB
  4. KISP
- C. Satellite facility
1. Defined as a non-primary facility within the TRACON of your Primary Major Facility
  2. A Controller or Visiting Controller will service Satellite Facilities when providing service within a Major Facility TRACON
  3. Satellite Facility service, with a Primary Major Facility TRACON, will only be provided by a Departure Controller (Level 4) or higher
- D. Non-major Facilities
1. Defined as any airport, within the lateral boundaries of the New York ARTCC, that is not detailed in the above Primary Major Facilities and Secondary Major Facilities

## **New York ARTCC**

- E. Special Procedures for KISP
  - 1. A Controller or Visiting Controller may staff the Tower Controller position at KISP providing that they are a certified Tower Controller at any of the four Primary Major Facilities
  - 2. A Controller or Visiting Controller may staff any Approach TRACON position at KISP providing that they are certified at KJFK as a Approach Controller (Level 5)

### **Section 10** **Certification**

- A. At no time may a controller obtain a Center Controller (Level 6) rating without first obtaining all Major Facility certifications at all of the Major Facility fields.
- B. Cross Training
  - 1. A Major Facility Departure Controller (Level 4) may cross train at other Major Facilities providing that:
    - a. They have obtained a minimum of 30 hours in the operational TRACON position which they are requesting, at their Primary Major Facility (ie. Departure/ Approach; 30 hours in each position). 30 hour requirement may be waived by the Facility Coordinator with good reason; this must be documented in the Training Records.
    - b. There are no objections from the New York ARTCC Training Staff
    - c. They successfully complete a minimum of 1 training session, solely pertaining to the field in question, with a New York ARTCC Training Staff member
    - d. Only 1 TRACON certification may be awarded per training session
  - 2. A Controller or Visiting Controller must obtain a minimum of 10 hours in an operational TRACON position for each additional TRACON certification they obtain before being eligible for additional cross training
    - a. Hours must be logged using a proper operational position callsign in question
- C. Liberty Departure
  - 1. A Controller or Visiting Controller may control any Liberty Departure sector if they are certified as a Departure Controller at all three N90 Major Facilities
- D. Certification bars and the New York ARTCC website
  - 1. The Controller Profile section of the website indicates what positions you may staff without observation or permission of a New York ARTCC Training Staff member
    - a. If there is a discrepancy on the Controller Profile, please notify a New York ARTCC Training Administrator
    - b. The Controller Profile is the final say in position certifications. Should you feel that a certification bar has been earned but not marked, please, refrain from working the position until the matter is resolved

### **Section 11** **Controller Resources**

## **New York ARTCC**

- A. All New York ARTCC Controllers, Visiting Controller, and new members are required to do the following:
  - 1. Check the New York ARTCC Forums for pertinent NOTAMs, Mandatory Briefing Items, and other pertinent policy or discussion prior to any controlling session
  - 2. Utilize the most recent SOPs, BOPs, and policies
  - 3. Utilize the most recent Sector Files
  - 4. Utilize the most recent Position File

### **Section 12** **Callsigns**

- A. New York ARTCC Observer call signs
  - 1. Observers on the VATSIM Network will sign on using the following format:
    - a. ZNY\_OI\_OBS
      - i. "OI" are your assigned operating initials
- B. New York ARTCC Training Staff
  - 1. ZNY\_OI\_MTR for Mentors
  - 2. ZNY\_OI\_INS for Instructors
    - i. "OI" are your assigned operating initials
- C. New York ARTCC Staff
  - 1. ZNY\_ATM for the New York ARTCC Air Traffic Manager
  - 2. ZNY\_DATM for the New York ARTCC Deputy Air Traffic Manager
  - 3. ZNY\_TA for the New York ARTCC Training Administrator
  - 4. ZNY\_EC for the New York ARTCC Events Coordinator
    - i. Only to be used during a New York ARTCC or VATUSA Division approved event
  - 5. ZNY\_TMU for the New York ARTCC Traffic Management Coordinator
    - i. Only to be used during a New York ARTCC or VATUSA Division approved event
- D. Operational position call signs
  - 1. As directed by SOPs
    - i. Improper use of call signs is grounds for disconnection, supervisor notification, and/or disciplinary action
  - 2. As directed by VATSIM Code of Conduct (CoC)
    - i. The last 3 letters of the FAA code will be used, not four letters
    - ii. Bermuda will use "BDA"

### **Section 13** **Radar Visibility Range Setting**

- A. VATSIM directs that controllers set their Radar Visibility Range as follows:
  - 1. Clearance Delivery and Ground
    - i. 20nm or less
  - 2. Tower
    - i. 50nm or less

## **New York ARTCC**

3. Departure/ Approach
  - i. 150nm or less
4. Center
  - i. 250nm – 300nm

### **Section 14**

#### **Instructional Staff and Support**

- A. New York ARTCC Staff can be recognized by their distinct call signs (outlined above). When they are not working an operational position, feel free to ask them questions as they are here to help.
- B. New York ARTCC Staff are not to be used in lieu of reading required materials, etc.
- C. Be aware that while controlling, New York ARTCC Staff are controllers first, and staff second. If you ask a question while they are controlling, a response might not be possible.

### **Section 15**

#### **Instructional Staff Requirements**

- A. New York ARTCC Instructional Staff members are required to spend a minimum of 10 hours instructing or mentoring per month
  1. Additional requirements may be set forth by the New York ARTCC Training Administrator
  2. The time requirements are not firm and may be assessed using different variables by the New York ARTCC Training Administrator
- B. The New York ARTCC Training Administrator is the sole authority with regards to the hiring and firing of Instructors and Mentors.

### **Section 16**

#### **Operations Communications**

- A. Private messages and/or TeamSpeak are to be used for controller coordination when controlling
- B. No controller may use the .busyall command while controlling. The .busy command may be used by controllers to block non-pertinent private messages

## **New York ARTCC**

- C. Please limit unsolicited conversation to a minimum when controlling or speaking to someone who is controlling
- D. The ATC channel should be used at a bare minimum to advise all those within range of necessary information
  - 1. The following is not necessary information:
    - i. Runway changes
    - ii. Announcement of breaks
    - iii. Announcement that you have to “restart”
    - iv. Any conversation
    - v. Unprofessional remarks
    - vi. Any other non-necessary information
- E. All communication methods and services including any and all non-VATSIM owned or maintained methods or services are subject to all VATSIM/ VATUSA rules, regulations, or policies on conduct or any other pertinent topic when used in any relation to the VATSIM Network
  - a. Misuse of any form of communication as described above is grounds for disciplinary action

## **Section 17**

### **Forums and TeamSpeak Server Conduct**

- A. Every Controller, Visiting Controller, guest, and new member will be courteous at all times
- B. Every Controller, Visiting Controller, guest, and new member is subject to provisions of the VATSIM Code of Conduct (CoC) on the New York ARTCC Forums and TeamSpeak Server
- C. Every Controller, Visiting Controller, guest, and new member is subject to removal or suspension from the New York ARTCC Forums and/or TeamSpeak Server for continued disruption or failure to comply with directions from staff members
- D. Use of the New York ARTCC TeamSpeak Server is a privilege, not a right
- E. Every Controller, Visiting Controller, guest, and new member is required to comply with all rules, regulations, and policies of the New York ARTCC Forums and TeamSpeak Server

## **Section 18**

### **Directives**

- A. Any announcement from the Air Traffic Manager, Deputy Air Traffic Manager, or Training Administrator that is located in the “Notices to Airmen (NOTAM)/ Mandatory Briefing Items” area of the forum is considered a directive. Directives will be followed by all Controllers, Visiting Controllers, and new members. Failure to comply with a directive will be equivalent to failure to comply with any provision of this document

**Section 19**  
**Correspondence and Representation**

- A. Pilot Feedback
  - 1. No member of the New York ARTCC, with the exception of the Air Traffic Manager, Deputy Air Traffic Manager, and Training Administrator, will contact any pilot or Virtual Airline, on behalf of the New York ARTCC, without prior approval from the Air Traffic Manager, Deputy Air Traffic Manager, or Training Administrator, for the purpose of providing pilot feedback or any other related discussion
- B. VATUSA/ VATSIM Correspondence
  - 1. No member of the New York ARTCC, with the exception of the Air Traffic Manager, Deputy Air Traffic Manager, and Training Administrator, will contact any VATUSA or VATSIM staff member, on behalf of the New York ARTCC, without prior approval from the Air Traffic Manager, Deputy Air Traffic Manager, or Training Administrator, for the purpose of discussing New York ARTCC related matters unless it is required by a staff position
- C. No member of the New York ARTCC will represent the ARTCC in the media or with any other related agency without authorization from the Air Traffic Manager. The Air Traffic Manager will ensure that VATSIM policies are followed
- D. No member will make any communication or correspondence that will reflect the ARTCC in a negative way or could be detrimental to the image of the ARTCC

**Section 20**  
**Superseding Local Policy**

- A. Any provision of this policy that conflicts with a policy which is published (publically) at a VATSIM, Regional, or Divisional level will be superseded by the higher document
- B. All controllers and staff will abide by all VATSIM policy

**Section 21**  
**Coordination**

- A. A controller must connect as an Observer prior to staffing any New York ARTCC position
- B. A controller must notify all pertinent controllers prior to staffing any New York ARTCC position
  - 1. A controller wishing to staff a New York ARTCC TRACON position must coordinate with all pertinent controllers prior to signing on
- C. All TRACON controllers must announce their connection via ATC Channel; configuration should also be announced

## **New York ARTCC**

- D. Local controllers need not announce their connection and disconnection via ATC Channel; coordination should be done through private message or TeamSpeak
- E. TRACON controllers must commit at least one (1) hour when staffing any New York ARTCC TRACON position; coordination becomes difficult with several TRACON position changes
- F. A controller must give a minimum ten (10) minute notice prior to disconnecting
  1. TRACON controller should announce their disconnection via ATC Channel
  2. Local controllers should advise all pertinent controller of their disconnection via private message. The ATC Channel should not be used.
  3. The “.break” command must be used
- G. Section 21, Subsection B, applies to disconnecting controllers as well
- H. Transfer of Control (same position):
  1. An incoming controller shall connect using the same callsign, replacing the first underscore with a dash or vice versa depending on what the outgoing controller is using
  2. The incoming controller shall use the same voice server
  3. The incoming controller should be monitoring the frequency for coordination reason
  4. The outgoing controller should coordinate, in an appropriate and agreed upon manner, with the incoming controller
- I. Transfer of Control (different position):
  1. The outgoing controller shall notify all pilots on the frequency
  2. The outgoing controller should coordinate, in an appropriate and agreed upon manner, with the incoming controller (if applicable)
- J. A controller's inability or ability to coordinate directly correlates with the assessment of competency at their current VATSIM rank.