

“To enrich lives in Honolulu’s paradise by providing friendly and professional customer service so that all pilots and controllers will have an enjoyable experience.”



HCF Facility Operating Guidelines Version 2.0
November 27, 2018

HCF Facility Operating Guidelines (Not for Real World Use)

Introduction

This order defines all general HCF policies and procedures. This document serves to create and implement policies to govern HCF procedures, staff abilities and requirements, member code of conduct, disciplinary provisions, membership standards, training procedures, and specific facility SOP. This document and the items therein supersede all similar previous HCF documents, policies, and procedures. Any conflicting information shall be referred to this document. This document is to be used for exclusively VATSIM purposes in the Honolulu Control Facility (HCF).

Updates and Changes

Changes and updates to this order may be published immediately after the appropriate approval process and be announced to HCF members thereafter. Additional supplements and notices regarding past, present, or future changes or additions to this order may be published and found in the appropriate locations within HCF.

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Staff Responsibilities and Duties

HCF utilizes the standard VATUSA staff plan to define each staff position and its duties. The HCF Senior Staff may create and employ additional staff positions as deemed necessary. When the duties of any staff position appear to be unclear, the Air Traffic Manager shall provide the appropriate definition.

Senior Staff

Air Traffic Manager

The Air Traffic Manager (ATM) is responsible for the establishing, governing, and continual improvement of all entities within and concerning HCF. The ATM is responsible for the success of all underlying staff members. The ATM establishes the mission, goals, vision, and ethics of HCF. The ATM will report directly to the Western Region Air Traffic Director.

Deputy Air Traffic Manager

The Deputy Air Traffic Manager (DATM) shall assist the ATM in the development and government of HCF and is responsible for the success of day-to-day operations. The DATM is responsible to ensure that the HCF mission statement is kept and that all underlying staff members adequately fulfill their duties accordingly. The DATM is responsible for the success of the EC, FE, WM. The DATM will report directly to the ATM and act as the ATM when the ATM is absent.

Training Administrator

The Training Administrator (TA) is responsible for the development and application of the HCF training department. They ensure that all members of the Training Staff, as well as policies and procedures, comply with HCF, VATUSA, and VATSIM policies. The TA shall establish and manage the HCF Training Staff, including the hiring of mentors and carrying out the instructor hiring process. The TA will report directly to the ATM and VATUSA3.

Facility Staff

Events Coordinator

The Events Coordinator (EC) is responsible for the planning and execution of all VATSIM events concerning operations within HCF. The EC shall work with the Senior Staff to develop relations with outside ATC facilities and pilot organizations to promote events and user participation within HCF, including the marketing of the HCF brand. The EC reports directly to the DATM and VATUSA5.

Facility Engineer

The Facility Engineer (FE) is responsible for actively and routinely developing and maintaining all facility files for HCF including sector, alias, and POF files, updating as necessary to include AIRAC changes and any other facility pertinent information. The FE shall directly report to the DATM.

Webmaster

The Webmaster (WM) is responsible for the development and maintenance of all HCF information technologies with an emphasis on the HCF website. The WM shall ensure that all web and technology

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services are up to date and in a functional state. The WM shall directly report to the ATM and DATM.

Training Staff Responsibilities and Duties

The Training Staff at HCF is responsible for instructing, examining, and developing students of HCF to ensure a professional and knowledgeable controlling base at HCF. The three levels of HCF training staff are Mentors in Training, Mentors, and Instructors. These members all serve the common purpose of the conduction of training sessions with students of HCF. These members are overseen and hired by the TA, though the ATM and DATM may provide influence and recommendations.

Mentors in Training

Mentors in Training may not conduct training sessions without the oversight of an established Instructor or Mentor until they are deemed to be proficient to conduct sessions without supervision by the TA. Mentors in Training may conduct sessions via Sweatbox or the live server with a certified Mentor or Instructor on their highest endorsed rating/endorsement, or as deemed otherwise by the TA.

Mentors

Mentors may provide training to students up to the level for which they are certified to train by the TA. Mentors may conduct training sessions 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 Mentors in Training alongside Instructors.

Instructors

Instructors shall instruct for all ratings and certify on all positions within HCF. Instructors shall work alongside Mentors and the TA in recommending the promotion of Mentors in Training to a certified Mentor. All other responsibilities and requirements as defined via VATUSA JO-3120.311 Change 1.

Training Procedures

All members of the Training Staff shall comply with all HCF training policies and procedures as deemed by the TA. This includes, but is not limited to, compliance with the HCF training syllabi, lesson plans, training outline(s), and any additional duties or assignments as required by the TA.

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Controlling Minima

In order to maintain active status as a member of HCF, members must meet the HCF controlling activity minima. Members who do not comply with these requirements are subject to membership termination.

Home Controllers (S1+)

A home controller, possessing a C1 rating or higher must:

- Log at least three (3) hours as an active controller on an HCF position each calendar
- Have at least two (2) training sessions every calendar month until fully certified on HNL_CTR (if transferring into HCF from another facility).

A home controller, possessing an S1, S2, or S3 rating must:

- Log at least three (3) hours as an active controller on an HCF position each calendar month.
- Have at least two (2) training sessions per month until fully certified on their highest major endorsement (ie - S1 receiving HNL_DEL/GND endorsement).

Home Controllers (OBS)

Home controllers with the rating of OBS must have at least three (3) training sessions every calendar month to remain in compliance with the HCF Controlling Minima. HCF Observers must contact the ATM, DATM, and/or TA if unable to meet this requirement to seek an exemption.

Visiting Controllers

Visiting Controllers must log at least three (3) hour as an active controller on an HCF position each calendar month. Visiting Controllers with privileges through an HCF external LOA are held to the stipulations of the governing LOA.

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Special Notes

All training sessions conducted on the live network shall count toward HCF controlling minima.

Inactivity

Members who fail to meet controlling minima shall be set as “inactive” on the roster for 7 days prior to removal. Controllers shall be sent a notification from the staff of their impending termination and will be given 7 days to log the required time. At the end of 7 days, if minima are not met, the controller shall be removed from the roster. An automated email shall inform them of the removal. If controlling minima is met, the account shall be set back to “active”.

Conflict Resolution and Membership Termination

Members of HCF that participate in an activity that is considered unprofessional, unethical, or otherwise against HCF policy or mission statement shall be referred to the Senior Staff for review and consideration before any action is taken. Gross offenses may be resolved immediately at the discretion of the Senior Staff (ATM and DATM). Breaches of VATSIM, VATUSA, or HCF CoC, CoR, FOG, etc. are subject to consequence up to and including membership termination. All VATSIM policies and underlying entities thereof are enforced within HCF communication platforms, fora, etc.

Consequences

May include, but are not limited to:

- Loss of Discord usage 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

Notification and 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 an 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 an HCF visiting controller, if deemed necessary.

Termination or Suspension

If the conflict requires member termination, the ATM or DATM will immediately notify the VATUSA Western Regional Air Traffic Director. If the conflict involves an HCF visiting controller, the ATM of the visitor's home facility will be notified. Under both instances, removal may occur before with a follow-up to the aforementioned entities.

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Code of Conduct

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

General Conduct

All members of HCF are charged to always be respectful of each other, encouraging others, acting in a friendly and professional manner, and acting upon the HCF mission statement:

“To enrich lives in Honolulu’s paradise by providing friendly and professional customer service so that all pilots and controllers will have an enjoyable experience.”

HCF believes that customer service as defined in the mission statement should come first in all areas of conduct concerning all members of HCF.

Discord Conduct

Discord users automatically agree to the following by joining the HCF 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 and maintaining the HCF mission statement.

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

Discord users must connect with their full first and last name with their rating or title superseding. (ie - John Smith | C1, John Applebottom | ATM)

Controller Communication Responsibility

Controllers of HCF are held responsible to be informed in all HCF matter regarding emails, updates, controlling minima, as well as their own monthly controlling hours. HCF Senior Staff may provide reminders to controllers; however, they are not required and will not be an excuse to stay up to date.

General Communications

The use of all additional, social media, forums, or any other source of HCF communications platform is not a right of any HCF members and may be restricted or revoked as deemed necessary by the members of Senior Staff (ATM and DATM).

All HCF members utilizing any means of communication via HCF 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, and maintaining the HCF mission statement.

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

Website Usage

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

Event Policy

Events hosted by HCF 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.

Visiting Controller Policies

Eligibility

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

Application Process

Visiting membership is not guaranteed and will follow an application process. Applications must include:

Full Name VATSIM Email VATSIM CID VATSIM ATC Rating Home Facility

VATSIM members wishing to visit at HCF should submit an application with the appropriate information to the HCF DATM, preferably via the page on the HCF website. HCF 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 considered HCF 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 HCF of routinely being removed and reinstated for inactivity, after approval from the ATD.

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Transfer Policy

Eligibility

Controllers wishing to transfer to HCF or from HCF 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 HCF ATM or DATM after approval from the ATD.

Controller Leave

General

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

Requirements

A leave 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.

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

Amendments to a leave must be submitted to the ATM and DATM for approval.

Return and Recertification

Recertification on HCF major positions may be required following return from a leave, at the discretion of ATM, DATM, or TA.

Following the return from a leave, 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 leave and are placed in an active status must comply with the controlling minima and are treated accordingly.

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Training

General

HCF members shall refer to the current HCF training documents for training policies and procedures. However, exceptions and additional or changed policies shall be found in this document.

Training Sessions

Students may only request training from an authorized HCF mentor or instructor that is certified to train in the requested position/rating.

All training sessions must be conducted in the HCF Discord server. Under rare and extenuating circumstances, exceptions can be made by the TA.

Training sessions should be scheduled via email to a Mentor or Instructor until a newly approved training system is released.

Students must comply with the “24-hour policy” when scheduling training sessions. Sessions scheduled within 24 hours of intended start date/time are never guaranteed. Instructors are not obligated to attend sessions scheduled within 24 hours and are not held responsible to notify the student of nonattendance, though instructors and mentors are encouraged to do so.

No-Show Policy

Students are considered “no-show” if they do not attend a scheduled training session and fail to notify the instructor/mentor within a reasonable amount of time. Students are considered “tardy” when late to a scheduled training session by 15 minutes or more. Such action is not tolerated within HCF, though exceptions can apply on a case-by-case basis. Minor offenses may be overlooked at the discretion of the instructor.

If a student is tardy 3 times in a row, that is considered a no-show.

Students who no-show are subject to a follow-up email from their scheduled Instructor or Mentor. The email is meant to follow-up and reschedule as needed. Repeated no-shows can lead to counseling and suspension of training temporarily. Each instance shall be handled as aforementioned, in addition to a notice sent to the ATM, DATM, and TA via email CC or BCC.

It is a student’s responsibility to cancel a training session if they know they can no longer attend. Since we are all volunteers, this serves as common courtesy.

Network Connection

Observing a Position

HCF members wishing to observe on the network should operate the callsign format “HCF_XX_OBS,” where XX will be replaced by the controllers’ operating initials.

Example: A controller with the operating initials of CC would login as an observer as HCF_CC_OBS.

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Opening a Position

To open an ATC position, controllers should:

1. Verify use of the latest sector files and are aware of current HCF information,
2. Connect to the HCF Discord for coordination purposes,
3. Connect to VATSIM using the appropriate HCF-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 HCF Positions Table,
7. Announce online status,
8. Begin controlling.

Controllers are expected to maintain a presence in the HCF Discord while actively controlling under an HCF 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, HCF 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.

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.

Network Removal

The ATM, DATM, or TA may require controllers to log off of any HCF positions if needed for training purposes or if the controller fails to comply with HCF policies, mission statement, ethics, or vision.

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