Honolulu Control Facility

HCF GENERAL OPERATING PROCEDURES (GOP)

Document Number	HCF 1100.1
Version	F
Effective Date	09/07/2024

DOCUMENT INFORMATION

Purpose

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

Distribution

This document is distributed to all Honolulu Control Facility personnel.

Responsibility

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

Procedural Deviations

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

Updates and Changes

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

Cancellation

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

TABLE OF REVISIONS

DATE	REVISION	EDITOR/VERSION
30 Jan 2022	Initial Release	Joseph Kerr HCF-2A
15 Jul 2023	Revised Activity Requirements	Dave Mayes HCF-2B
07 Dec 2023	New GCAP requirements (Chapter 5 still in development)	Dave Mayes HCF-2C
01 Jan 2024	Housekeeping	Dirk Thorben Kottenhahn HCF-2D (Approved by Dave Mayes)
02 Apr 2024	Update on Roster Removal	Dave Mayes HCF-2E
09 Jul 2024	Update on Staff Application Requirements	Dave Mayes HCF 1100.1F

Table of Contents

Not for real world use

1 Staff

1.1 Senior Staff

1.1.1 Air Traffic Manager (ATM)

The Air Traffic Manager (ATM) is the Chief Executive and in charge of all oversight and administration of the ARTCC. The ATM's duties and responsibilities include, but are not limited to the following:

1. Execute division objectives in their assigned ARTCC.

2. Oversee all aspects of the ARTCC.

3. Ensure ARTCC culture is aligned with the VATSIM Code of Conduct and division standards.

4. Address disciplinary issues with the Deputy Director – Air Traffic Services (VATUSA2).

5. Manage and oversee the Deputy Air Traffic Manager.

6. Conduct interviews for Deputy Air Traffic Manager vacancies and send a nominee to the Deputy Director – Air Traffic Services (vatusa2) for approval.

7. Manage and oversee the Training Administrator, in collaboration with the Deputy Director – Air Traffic Services (VATUSA2).

8. Conduct interviews for Training Administrator vacancies and send a nominee to the Deputy Director – Training Services (VATUSA3) for approval.

9. Interview and hire Junior Staff members as necessary.

10. Maintain facility website and other communication channels (such as Discord, TeamSpeak, and Social Media).

11. Maintain the ARTCC controlling roster, and handle visiting and transfer requests per this policy.

12. Develop and maintain ARTCC SOPs and LOAs.

13. Ensure ARTCC SOPs, LOAs and other documents are accessible by all VATSIM members upon login.

14. Maintain an online presence on the VATSIM network and within their ARTCC.

15. Provide guidance and assistance to ARTCC controllers and visitors.

16. Collaborate with the division on events.

17. Attend meetings as required by the Deputy Director – Air Traffic Services (VATUSA2).

18. Conduct ARTCC Staff meetings as necessary.

19. Manage and oversee Junior Staff and their departments.

Not for real world use

20. Delegate responsibilities to ARTCC staff as appropriate.

21. Assume responsibilities of Senior Staff positions in the event of a vacancy.

1.1.2 Deputy Air Traffic Manager (DATM)

The Deputy Air Traffic Manager is second in command of the Honolulu Control Facility (HCF) and is responsible for the oversight and administration of the ARTCC. The DATM's duties and responsibilities include, but are not limited to the following:

1. Execute division objectives in their assigned ARTCC.

2. Act on behalf of the ATM as directed by the ATM or Deputy Director – Air Traffic Services (VATUSA2).

3. Assume responsibility of Junior Staff positions in the event of a vacancy.

4. Ensure ARTCC culture is aligned with the VATSIM Code of Conduct and division standards.

5. Address disciplinary issues with the Deputy Director – Air Traffic Services (VATUSA2).

6. Ensure ARTCC SOPs, LOAs and other documents are accessible by all VATSIM members upon login.

7. Maintain an online presence on the VATSIM network and within their ARTCC.

8. Attend meetings as required by the Deputy Director – Air Traffic Services (VATUSA2).

1.1.3 Training Administrator (TA)

The Training Administrator is responsible for overseeing the development of Training Procedures and Instructor/Mentor core of the facility. Duties include, but are not limited to the following:

1. Create and maintain the ARTCC Training Policy.

2. Create, develop, and maintain the ARTCC training program.

3. Communicate regularly with the VATUSA training department.

4. Maintain a staff of mentors.

5. Nominate I1 candidates to the VATUSA training department (VATUSA3) per training policy.

6. Provide guidance and assistance to home controllers and visitors.

7. Maintain an online presence on the VATSIM network and within their ARTCC.

8. Manage and oversee the ARTCC training department.

9. Ensure high quality training in accordance with VATUSA and VATSIM standards.

10. Create and maintain an enjoyable and comfortable learning environment to ensure student success.

11. Meet training objectives and satisfy division requirements.

12. Escalate to Training Services Manager and Deputy Director – Training Services (VATUSA2 and VATUSA3) as necessary.

13. Collaborate with other Training Administrators to establish and meet division training goals and standards.

1.2 Staff

1.2.1 Events Coordinator (EC)

The Events Coordinator is responsible for the planning, scheduling, and execution of events within HCF. Duties include, but are not limited to, the following:

1. Reports to the DATM.

2. Identifies and develops events to generate traffic and promote the ARTCC.

3. Implements and oversees approved events.

4. Coordinates with neighboring ARTCCs and/or FSS to arrange support for HCF hosted events and neighboring events.

5. Develops and distributes marketing materials to promote events and the ARTCC.

6. Coordinates and works with the VATUSA Command Center and National Operational Manager.

7. Appoints Assistant Events Coordinator (AEC), if desired, to assist in EC duties. Selection must be approved by the ATM.

1.2.2 Facility Engineer (FE)

The Facility Engineer is responsible for the development and maintenance of the following technical resources for the ARTCC:

1. Reports to the DATM.

2. Maintains and updates Discord, CRC sector files, cSTARS files, cERAM files, cTWRcab, cASDE-X and vATIS files.

3. Maintains any updates, in cooperation with the TA, SOPs and LOAs.

4. Manages HCF Facility Resources.

1.2.3 Webmaster

The Webmaster is responsible for the development and maintenance of the ARTCC website and associated files.

Not for real world use

1. Reports to the DATM.

2. Maintains, updates, and manages ARTCC website.

3. Ensures database and website source code is backed up as required.

4. Any other duties assigned by the DATM.

1.2.4 Eligibility for Staff Application

To apply for a Staff Position the prospective Applicant needs to fulfill the following requirements:

1. Have a Rating of S3 or be able to reach S3 in a reasonable time after being appointed Staff.

2. Not have any disciplinary record with VATSIM, VATUSA or HCF within one year of the application, or be able to explain what happened and what was learned from it.

2 ARTCC Policies

2.1 Activity Requirements

In order to maintain active status, members must meet the current VATUSA Global Controller Administration Policy (GCAP) standards.

All home and visiting controllers who possess the rating of S1 and higher shall log onto a controllable position a minimum of three (3) hours in a three-month period. These periods will be split into quarters as follows:

Quarter 1 – January to March   Quarter 2 – April to June

Quarter 3 – July to September   Quarter 4 – October to December

(i.e., to maintain currency in quarter 3, a controller must log on to a position for three hours between July 1st and September 30th)

One month prior to the end of each quarter, The ATM, DATM or TA will post a reminder on Discord for all members to obtain currency for the current quarter. If any member does not achieve currency, they will be removed from the roster. If after being removed, if a controller wishes to be reinstated on the HCF roster, they can make a request with any of the Senior Staff no less than 30 days from the date they were removed. The 30-day requirement can be waived at the discretion of the ATM/DATM on a case-by-case base. At that time, the Senior Staff will consider the request.

Visiting Controllers from Outside VATUSA Division are required to have 50%+1 controlling hours in their Home Division in accordance with the VATSIM Transfer and Visiting Controller Policy §2.2

2.2 Returning to the ARTCC

Length of Absence	What to do:
1.5-6 Months	• Rejoin ARTCC. • Familiarize self with any SOP and LOA changes. • No certifications have been lost. You may control when ready.
6-12 Months	• Rejoin ARTCC. • Familiarize self with any SOP and LOA changes. • Schedule a familiarization session with an instructor (This shall be done at the highest level of certification, e.g., a C1 shall control at the CTR level)
>12 Months	• Rejoin ARTCC. • All prior certifications are considered void. • Must undergo a recertification process.

2.3 Conduct

All members shall abide by all VATSIM Code of Conduct, Code of Regulations and VATUSA conduct policies. Additionally, HCF reserves the right to restrict members' usage of Discord and/or any future means of communication.

2.4 Roster Removal

Controllers may be removed from the Honolulu Control Facility roster for cause or inactivity as stated in section 2.1 of this General Operating Policy. All removals shall be approved by the ATM with referral to the Deputy Director (VATUSA2).

2.4.1 Removal for Cause

Controllers may be removed from the Honolulu Control Facility with cause for any reason outlined in VATSIM CoC, CoR, and VATUSA policies or the following:

1. Misrepresentation (cheating, lying to staff, using someone else's name).

2. Disrespectful language and/or conduct to HCF staff members.

3. Continuous harassment of training staff to provide training and/or accelerate training/ratings through unofficial means.

4. Reasons outlined in HCF General Operating Procedures

5. Controlling above certified level

6. Repeated unprofessional behavior on the VATSIM network and/or HCF Discord.

7. Any activity or behavior that is deemed inappropriate, to include but not limited to:

    a. Attempts to gather IP addresses.

    b. Posting inappropriate links, music, or images in the HCF Discord server.

    c. Any immoral activity, to include mention of illegal narcotics or other illegal activity.

    d. Obtaining personal information and posting it without the consent of the individual.

8. Failure to meet activity requirements as outlined in 2.1.

2.5 Leave of Absence (LOA)

Members who will be unable to control and meet activity requirements set forth by 2.1 of this policy may request a LOA by emailing both the ATM and DATM with the following:

1. Time requested away (minimum of 30 days, maximum 6 months)

2. Reasoning

3. Any pertinent other information

Controllers may be granted a maximum of 2 consecutive LOAs (totaling up to 12 months). If a controller logs into the network, it will automatically end their LOA with HCF.

2.6 Approved Frequencies

Controllers shall only use approved frequencies while controlling on the VATSIM network. Facility specific frequencies are programmed in the CRC software. Controllers found in violation of this policy shall be issued a verbal warning and be asked to correct the mistake as soon as possible.

2.7 Approved Callsigns

All controllers shall only use approved Roles and Ratings while controlling or observing on the VATSIM network.

While using the VATSIM CRC software, controllers shall select their appropriate role (Observer, Student, Controller, Instructor) and then select their current rating.

2.8 Conflict Resolution

The ATM is responsible for conflict resolution. If a conflict between controllers arises the following procedure should be applied:

- Attempt to resolve the issue at the lowest level, this means work it out amongst yourselves. If no resolution occurs, proceed with the rest of the procedure.

- File an incident via email to the ATM and DATM.

- After filing, you may receive an email from the Senior Staff asking for further clarification or to set up a meeting.

- All incident reports are classified as confidential and are redacted after resolution. The ATM, DATM and TA are the only members with access to the incident report system.

Not for real world use

3 Discord and Streaming

3.1 Discord

HCF maintains a Discord server for controllers. Discord is the primary voice communication for coordination. This Discord server is only for members who are home controllers, visitors, or VATUSA staff. Any additional members must be approved by the ATM or DATM and will be considered a temporary guest. Discord information can be found on the HCF website.

Voice Channels under Coordination are to be used for active coordination. Members who are not controlling that position will be allowed to be in the channel, but must leave upon the active controller's request. Any disruptions of active controlling or coordination and refusal to leave may result in disciplinary action. Members actively controlling any airspace within HCF shall be in one of the voice servers for coordination.

Members shall use the appropriate methods to request training as outlined in 6.1.1 of this GOP.

3.2 Streaming

When utilized properly, streaming can be helpful with promoting HCF and VATSIM. Controllers are authorized and encouraged to stream while actively controlling a position. While streaming the following policies are in place:

1. Audio from Discord must not be streamed.

2. Your conduct directly represents HCF and your Senior Staff, as such the policies outlined in this document as well as VATSIM CoC and CoR apply.

3. Stream Sniping is not allowed and may result in administrative action not limited to, removal from the HCF Roster and/or suspension from the network.

4   Visiting and Transferring Controllers

4.1   Visiting Controllers

The process for becoming a visiting controller at the Honolulu Control Facility is initiated via the "Visiting Application" page on the website. *Visitors shall take and pass the HCF entry exam*.* Assuming the controller does not have any disciplinary issues, prospective visitors shall:

- Controlled no less than 50 hours in their current rating at their Home ARTCC

- Shall have their current rating for at least 90 days since promotion

- Hold a minimum S1 rating

*note, as of this writing, the HCF visitor exam is being modified.

Controlling at Unrestricted Fields

After joining, Visiting Controllers may operate at any Unrestricted Airport positions to which their endorsement applies.

Controlling in Tier 2 Airspace

Prior to controlling at HNL (Honolulu) Approach or Honolulu Center (Enroute), a controller must be approved by an HCF Instructor to operate either of these positions. As per Section 8 of the VATSIM GCAP Policy, familiarization for HNL APP and/or HNL CTR will be applied along with some simulated training and/or written exam prior to approval to control this position.

Prior to controlling on HNL TWR or HNL GND, a controller will first be required to do a familiarization session with an HCF Instructor or Mentor.

4.2   Visitor Controllers from Outside VATUSA Division

Visitor Controllers from outside the VATUSA Division will first be required to take the Ratings Competency Exam (RCE) prior to applying to be a Visitor Controller at HCF. Details to take the RCE exam can be found here https://www.vatusa.net/help/kb#q12 Go to question #5.

Failure to pass any checkout or RCE exam will result in a referral to their home facility and VATUSA3 detailing what competencies were missed. The HCF TA, Home Facility TA and VATUSA3 may discuss further training at the home facility. Visitor controllers will be held to the currency requirements as Home Controllers.

4.3   Transferring Controllers

Once a transfer to HCF has been approved through VATUSA, the new member will be added to the HCF roster. The controller may then operate at any Unrestricted Airport positions to which their endorsement applies.

Familiarization for any HNL (Honolulu) position will be applied along with some simulated training and/or written exam prior to approval to control these positions. Following familiarization, the controller may operate HNL GND, HNL TWR or any Tier 2 position to which their endorsement applies. Should the transferring controller hold a rating of OBS they will be treated as a new controller

Not for real world use

5 Events Policy

5.1 General

5.1.1 Creation of Events

All Events shall be created by the Events Coordinator (EC), or, if appointed, the Assistant Events Coordinator and approved by the DATM. Members of HCF are encouraged to bring event ideas up to the Events Coordinator for consideration.

5.1.2 Event Roster

The final event roster shall be posted in the HCF Discord 48 hours prior to the event. All positions are subject to change up to and including the pre brief. If a member is unable to make an event another controller should be chosen from the events signups. All members must post their position request through the HCF Website.

5.1.3 Staffing Requests

All staffing requests should be directed to the EC via email or through Direct Messaging, it is also recommended that you notify the DATM and ATM. All staffing requests must be responded to within 5 days of the original request. HCF is not responsible for times in which inadequate staffing is found due to low controller numbers.

5.1.4 Controller No-Shows

Controllers who are unable to staff their assigned position shall notify the Events Coordinator no later than 48 hours prior to the event via email. Failure to provide advance notification may result in suspension of future event positions. If a real-world situation occurs, please email events@vhcf.net

1st No Show	Written Warning via Email
2nd and subsequent No Shows	Unable to sign up for next event

Not for real world use