



Anchorage ARTCC

Air Route Traffic Control Center

Administrative Manual

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Order Record of Changes

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GCAP Changes, listing of tier 2 facilities and movement of activity policy to quarterly	11/01/2023	Daniel Hawton
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Chapter 1. Introduction

Section 1. General

1.1.1 Purpose of this Order

This document contains important policies, procedures and regulations that are common to all Anchorage Air Route Traffic Control Center (ARTCC) controllers, staff and visiting controllers. Failure to abide by any material contained in this document could be grounds for disciplinary action. This document is governed by the VATUSA Division General Policy (DP001) and appropriate VATSIM Code of Conduct policies.

1.1.2 Audience

This Order is intended for use by all VATSIM Anchorage ARTCC members.

1.1.3 Where Can I Find This Order

This Order is located electronically within the Resources section of the VATSIM Anchorage ARTCC website located at <https://www.zanartcc.org>.

1.1.4 What This Order Cancels

This Order cancels any previous Orders that defined Standard Operating Procedures for the Anchorage ARTCC members.

1.1.5 Effective Date

This Order is effective September 5, 2025.

1.1.6 Explanation of Changes

The significant changes to this Order are identified in the Explanation of Changes page(s) accompanying this document following the appendices.

1.1.7 Authority to Change This Order

Revisions to this Order will be made on an as-needed basis. Any controller with suggestions to this Order shall contact the ZAN ATM or DATM.

Chapter 2. ARTCC Operations

Section 1. Activity Requirements

2.1.1. Controller Requirements

Both home and visiting controllers are required to complete no less than two hours on a control position semiannually. Semiannually is defined as January through June, and July through December.

Controllers who do not have certifications, or are otherwise training, must attempt to receive training and schedule at least one session per calendar quarter.

Section 2. Transfer/Visiting Requirements

2.2.1. Reinstatement

Reinstatement certifications will be conducted in accordance with network policies. Controllers absent for less than 6 months will be reinstated at their previous certifications. Controllers absent between 6 months and 12 months will receive a basic checkout. Controllers absent for greater than 12 months will need retraining.

2.2.2. Transfer and Visiting Requirements

Transfer and Visiting Controller requirements are established by network and division policies.

ZAN does not currently conduct ratings training for home controllers. Transfers to ZAN are only accepted on a case-by-case basis, as members will not receive any ratings/recertification training.

2.2.3. VATUSA Member Controlling Permissions

Any VATUSA member who meets the following requirements is granted controlling privileges automatically in ZAN on all unrestricted positions and is not bound by the activity requirements listed in 2.1.1. of this policy:

- 1) Active home controller of a VATUSA subdivision, and is listed on a subdivision home roster here: <https://www.vatusa.net/info/members>
- 2) In good standing and not undergoing any remedial training
- 3) Holds at least an S3 controller rating

Members do not have to be listed as a visitor on the ZAN roster to exercise these privileges.

This privilege can be revoked by ZAN Senior Staff for members who fail to follow ZAN policies and procedures.

Section 3. Staff

2.3.1. Air Traffic Manager (ATM)

The Air Traffic Manager reports to the division and oversees the operations and management of the facility. The ATM is responsible for:

- The development of SOPs, LOAs, policies, procedures and other appropriate documentation
- The development of staff positions as defined in this policy
- Managing the facility roster
- Provides guidance and help to controllers

2.3.2. Deputy Air Traffic Manager (DATM)

The Deputy Air Traffic Manager reports to the Air Traffic Manager and is responsible for the operational oversight of the facility as a whole. The DATM is responsible for:

- Assisting in the duties as assigned by the Air Traffic Manager
- Assisting in the management of the facility roster
- Providing guidance and help to controllers
- Being the coordination of events, facility engineering and web projects

2.3.3. Training Administrator (TA)

Reports to the Air Traffic Manager and VATUSA Deputy Director Training Services. The TA is responsible for:

- The development of and maintenance of the facility training program
- Mentoring and developing mentors and instructors
- Managing the day-to-day operations of the training department
- Other duties as assigned by the ATM

2.3.4. Events Coordinator (EC)

Reports to the Deputy Air Traffic Manager and is responsible for:

- Overseeing the Events Team
- Developing and mentoring current and prospective members of the team
- Coordinating with neighboring facilities, virtual airlines, the division and network for events
- Generating and developing events that generate traffic and/or recruit controllers
- Acts as the coordinator for virtual airlines with the ARTCC staff
- Other duties as assigned by the DATM or ATM

2.3.5. Facility Engineer (FE)

Reports to the Deputy Air Traffic Manager and is responsible for:

- Monitoring changes in the FAA 28-day and 56-day cycles for changes impacting the Anchorage FIR airspace
- Develops and mentors current and prospective members of the facilities team
- Oversees the Facilities Team
- Maintains the controller client data files, vATIS files, SOPs and LOAs
- Assists in maintaining any Sweatbox or ATCTrainer scenarios as requested by the DATM, ATM, or TA

2.3.6. Webmaster (WM)

Reports to the Deputy Air Traffic Manager and is responsible for:

- Overseeing the Web Team
- Developing and mentoring current and prospective members of the team
- Acting as the coordinator for the Anchorage, Denver and Honolulu Web Partnership
- Responsible for the development, maintenance and upkeep of the web and tech services
- Ensures compliance with network and division policies and any applicable laws

Section 4. Controlling Expectations

2.4.1. General

Controllers shall comply with facility orders and procedures and network policies while on the network. Controllers are the ambassadors for the Anchorage ARTCC when operating on a control or operating position.

2.4.2. Control Times

When opening a position, controllers should, to the best of their ability, staff for no less than one hour. Controllers must not be traffic jumpers, opening a position and then shifting to another because there is traffic there.

2.4.3. Discord

Controllers on a control or operating position are highly encouraged to be in an Anchorage Discord voice channel for coordination. Ideally, you should be in the one appropriate for the facility you are at, but may be in other rooms provided the ability to coordinate is maintained.

2.4.4. Position Relief Briefing

When another controller is relieving you, a proper pass down must be completed. The below is an example, and may be superseded by the SOP website.

- ☐ Status Information Areas
- ☐ Equipment and Airport Statuses
 - ☐ Conditions and activities
- ☐ Weather information, PIREPs
- ☐ Flow Controls
- ☐ Airspace or Special Activities
- ☐ Transfer of Control
- ☐ Traffic Information
 - ☐ Conflicts
 - ☐ Clearance/Restrictions
 - ☐ Holding Aircraft
 - ☐ Non-Radar Operations
 - ☐ VFR Advisory Aircraft
 - ☐ Point-out Aircraft
 - ☐ Non-RVSM
 - ☐ Communications
 - ☐ Special Activity Aircraft
 - ☐ Coordination Agreements
 - ☐ Special problems requests, instructions
 - ☐ Other

After completing the brief, the controller should remain listening and observing for 2 minutes to ensure nothing was missed.

2.4.5. Coordination

Coordination shall be initiated by the “hey you, this is me, this is what I want” flow and ending with the controller initials. Example:

A11> 6, A11 NORTH, APREQ

6> 6

A11> APREQ, ASA123 DIRECT JOHNSTONE POINT AT FL320

6> APPROVED, AW

A11> EN

Section 5. Facility Designations

2.5.1. Unrestricted

Unless otherwise listed in this section, all Air Traffic positions in Anchorage shall be considered an unrestricted position pursuant to the VATSIM Global Controller Administration Policy (GCAP). A controller, once added to the roster, shall be permitted to control any unrestricted position pursuant to their rating in accordance with GCAP.

2.5.1. Anchorage Center (ENR)

The airspace designated as Anchorage Center composing the areas of North, South and High as depicted in the Anchorage Center Standard Operating Procedures is designed as a Tier 2 facility pursuant to the VATSIM Global Controller Administration Policy and VATUSA Division Policy 001. A controller must be a holder of a Tier 2 endorsement on the website, listed as "ENR" to control this position. Issuance of this endorsement shall be pursuant to the Anchorage ARTCC Training Manual (ARTCCTM).

2.5.2. Anchorage Oceanic (OCA)

The airspace depicted in the Oceanic composing of the areas of Arctic and Pacific as depicted in the Anchorage Oceanic Standard Operating Procedures is designed as a Tier 2 facility pursuant to GCAP and VATSIM Division Policy 001. Under this policy, this airspace requires a different Tier 2 endorsement, listed on the Website as "OCA", prior to controlling this position. Issuance of this endorsement shall be pursuant to the Anchorage ARTCC Training Manual.

Due to similarities between Domestic and Oceanic, a controller must be a holder of the ENR Tier 2 Endorsement prior to seeking the OCA endorsement.

Chapter 3. Conduct

Section 1. Conduct

3.1.1. Member Conduct Expectations and Requirements

Members shall remain professional, respectful and courteous at all times. Members are expected to ensure they are supporting the mission of the facility in an open and welcoming environment. All VATSIM CoC, CoR, User Agreement, and VATUSA

policies are applicable and enforced. The ATM shall determine the proper course of action for any behavioral violation. Failure to comply may result in submission to a VATSIM Supervisor, the division for disciplinary actions and/or may result in removal from the Anchorage ARTCC Discord, facility, division or network.

3.1.2. Discord Voice

All of the network policies are applicable in all public or semi-public channels of the Discord. The facility channels are meant for coordination only, and adherence to radio traffic only (RTO) should be followed in those channels. Controllers may elect to use a general hangout, provided that coordination is still possible. All members are requested to pause general conversations for control purposes if controllers are present in the general hangouts.

Section 2. Streaming

3.2.1. Streaming Policy

Streaming is a valuable tool of exposure for the Anchorage ARTCC and is encouraged. There are a few basic rules that should/must be followed:

1. Streaming the communications in Discord is permitted if all of the following are met:
 - a. You are not broadcasting any general voice hangout channel without approval from each member in the channel, and permission from any who join during the stream session
 - b. You are in a facility voice channel with Discord advertising your stream and you make a best effort to inform those who join that you are streaming
 - i. Approval is not necessary, though requests to not have their voice streamed should be accommodated to the extent possible

Chapter 4. Events

Section 1. General

4.1.1. General

Any policy in this chapter is made in addition to any relevant division or network policy. Any contradictions that arise, division or network policies will take precedence.

4.1.2. Creation of Events

Events should be created by the Events Coordinator. When events are suggested by senior staff, they should be delegated to the Events Coordinator for creation and coordination as appropriate. Members are encouraged to present event ideas to the Events Coordinator.

4.1.3. Event Roster

Rosters should be created no less than 24 hours prior to the event to allow proper planning and coordination.

4.1.4. Controller Cancellation or No Show Policy

When Event Rosters are created, controllers should do their best to ensure they are able to show and do show for the event. If you sign up for a position, the expectation is you will show. No shows or late cancellations can have a dramatic effect on the roster and staffing that can make or break the event and present a negative light on the facility.

Controllers that repeatedly do not show for or cancel within 24 hours of the event with an assigned position may be excluded from future events at the discretion of the Events Coordinator.

Chapter 5. Training Policy

Section 1. Flow

5.1.1. General Flow

Training is only currently available for designated airspace positions in ZAN.

Training is student initiated, and must be requested by utilizing the “request-training” channel on Discord. This will create a channel specifically for you, the requested training and include the facility staff and training staff. This channel shall be used to coordinate and schedule training sessions, discuss progress, and upcoming training events for the duration of the requested training (which includes: rating training, major/designated airspace training, visitor checkouts, recurrent training, etc).

Cancellations of training shall be made in your training channel and should be made no less than 6 hours prior to the scheduled session where possible (emergency situations are not included). Our training staff are volunteers, often changing schedules to accommodate the session, so it is requested to keep cancellations to a minimum. No shows are unacceptable. While mistakes happen, we are all volunteers making plans and schedules.

5.1.2. Late/No Show Policy

A no show is a student who does not show up to a scheduled and agreed to training session within 15 minutes of the scheduled time. Sessions canceled within 6 hours outside of an emergency may, at the discretion of the Training Administrator, be considered No Shows. This is out of respect for the time of the volunteers.

In addition, a student who has two (2) no-shows shall be submitted to the Training Administrator to work with the VATUSA Deputy Director Training Services for potential disciplinary action.

A training staff member who is late or no-shows shall be reported to the Training Administrator for further action as deemed appropriate.

Appendix A. References and Documentation

VATSIM:

- Global Rating Policy: <https://vatsim.net/docs/policy/global-ratings-policy>
- Code of Conduct: <https://vatsim.net/docs/policy/code-of-conduct>
- Code of Regulations: <https://vatsim.net/docs/policy/code-of-regulations>

VATUSA:

- Division General Policy: <https://www.vatusa.net/info/policies/general-division-policy>
- VATUSA Policies: <https://www.vatusa.net/info/policies>

ZAN:

- SOP Site: <https://sops.zanartcc.org>