



# Delta Virtual

From: Delta Virtual Staff  
To: Delta Virtual Pilots

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Effective: 5 March 2018

Subj:

STANDARD OPERATING PROCEDURES FOR GENERAL DELTA VIRTUAL OPERATIONS

Cont:

<b>Changelog</b>		
<b><u>Name</u></b>	<b><u>Change</u></b>	<b><u>Date of Change</u></b>
Jeremy Bucuren	Added Changelog and changed Pilot Pay	4/5/2018
Jeremy Bucuren	Changed Staff Activity	4/11/2018

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## Section I: Introduction

It is our duty and responsibility to dedicate large amounts of time to take part in this wonderful virtual airline that will go far. I have been, and still am, very excited about all things that will be added into this amazing virtual airline. The entire staff team is here to allow each of you the opportunity to have a wonderful experience in this virtual airline. I would like to thank each one of you for taking time to read this document. If you do not understand something or think a topic needs to be edited/removed/added, please contact myself, the Human Resources Department, or your Hub Manager. I hope you will enjoy the airline as much as we do!

Sincerely,

Jeremy Bucuren | CEO | DAL1701

“Keep Climbing!”

## Section II: Administration Responsibilities/Duties

- **Chief Executive Officer (CEO)** - The CEO oversees the actions of all members a part of Fly Delta Virtual. The CEO is responsible for the successful accomplishment of all tasks beneficial to Fly Delta Virtual. The CEO will coordinate with all staff members, pilots, and partners to ensure smooth and efficient operation of Fly Delta Virtual along with the partnerships with external simulation groups. The CEO can use any resources at his/her discretion to Fly Delta Virtual.
  - Virtual Airline Email- [ceo@flydeltavirtual.org](mailto:ceo@flydeltavirtual.org)
  - Current CEO- Jeremy Bucuren | DAL1701
- **Chief Operating Officer (COO)** – The COO is responsible for performing tasks that are instructed by the CEO for him/her to accomplish. He/she will coordinate with other staff members to arrange meetings, or to discuss a certain topic. He/she will add/remove members from the roster if needed. This staff member has the authority to suspend or remove a pilot who is a member of the virtual airline. The COO will be available to address any concerns or questions a pilot may have. Extra duties may be delegated to the COO at the discretion of the CEO.
  - Virtual Airline Email- [coo@flydeltavirtual.org](mailto:coo@flydeltavirtual.org)
  - Current COO- Mark Springsteen | DAL1702
- **Director of Human Resources (DHR)** - The Director of Human Resources will communicate and intervene with all pilots and any of the questions that they may ask, regarding the virtual airline. The Director of Human Resources will help to boost pilot morale by accepting requests from other pilots and will coordinate with the Director of Training to discuss the possible event or activity. Extra duties may be delegated to HR at the discretion of the CEO and/or COO.
  - Virtual Airline Email- [hr@flydeltavirtual.org](mailto:hr@flydeltavirtual.org)
  - Current DHR- Tom Richards | DAL1703
- **Director of Information Technology (DIT)** - The Director of Information Technology is responsible for working with the CEO and DPO regarding functionality, operation, and design of the Fly Delta Virtual website, forums, and flight tracking software. The DIT will work directly with the CEO to establish and maintain data backup procedures in an effort to ensure continuous availability of all IT systems and applications. Extra duties may be delegated to the DIT at the discretion of the CEO and/or COO.
  - Virtual Airline Email - [it@flydeltavirtual.org](mailto:it@flydeltavirtual.org)
  - Current DIT- Obi Onyemaobi | DAL1704

## Section III: Executive Responsibilities/Duties

- **Director of Pilot Operations (DPO)** - The Director of Pilot Operations will coordinate with all hub managers in order to ensure the smooth and safe operation of the airline. Will be responsible for final approval of all questionable pilot reports. Extra duties may be delegated to the DPO at the discretion of the CEO and/or COO.
  - Virtual Airline Email- [pilotops@flydeltavirtual.org](mailto:pilotops@flydeltavirtual.org)
  - Current DPO- Brin Brody | DAL1705
- **Director of Public Relations (DPR)** - The Director of Public Relations is in charge of the communities relations with other communities such as VATSIM and other airlines. The DPR will mainly work with external clients to improve the experience within Fly Delta Virtual. Extra duties may be delegated to the DPR at the discretion of the CEO and/or COO.
  - Virtual Airline Email- [pr@flydeltavirtual.org](mailto:pr@flydeltavirtual.org)
  - Current DPR- Braeden Dang | DAL1706
- **Director of Airline Operations (DAO)** - The Director of Airline Operations will be responsible for the creation and maintenance of all flight schedules and aircraft. The DAO will resolve scheduling conflicts as they arise. Extra duties may be delegated to the DAO at the discretion of the CEO.
  - Virtual Airline Email- [airlineops@flydeltavirtual.org](mailto:airlineops@flydeltavirtual.org)
  - Current DAO- Wesley Bucher | DAL1707
- **Director of Pilot Training (DPT)** - The Director of Pilot Training will coordinate with outlying and creating a lesson plan for use in training pilots of the virtual airline who are requesting extra assistance. He/she will also communicate with Director of Human Resources to gather information as to what pilots needing assistance. Extra duties may be delegated to the DPT at the discretion of the CEO and/or COO.
  - Virtual Airline Email- [training@flydeltavirtual.org](mailto:training@flydeltavirtual.org)
  - Current DPT- George Grosvenor | DAL1708
- **Director of Events (DE)** - The Director of Events will be responsible for the creation, maintenance, and execution of Delta Virtual events, including coordination with ATC services and pilots within Fly Delta Virtual. Extra duties may be delegated to the EC at the discretion of the CEO and/or COO.
  - Virtual Airline Email- [events@flydeltavirtual.org](mailto:events@flydeltavirtual.org)
  - Current DE- Derek Troy | DAL1709

## Section IV: Hub Managers

- **Hub Managers-** The Hub Managers are responsible for communicating with and assisting the pilots in their hub. They will make sure pilots are active and if not active, sending the pilot(s) inactivity notices and/or removing pilots.
  - Atlanta (ATL) Hub Manager ([atl@flydeltavirtual.org](mailto:atl@flydeltavirtual.org))
    - Current ATL HM- Andrew Evans | DAL1711
    - Current ATL AHM- Andrew Masse | DAL1712
  - Boston (BOS) Hub Manager ([bos@flydeltavirtual.org](mailto:bos@flydeltavirtual.org))
    - Current BOS HM- Marvin York | DAL1713
    - Current BOS AHM- Thomas Bascom | DAL1714
  - Cincinnati (CVG) Hub Manager ([cvg@flydeltavirtual.org](mailto:cvg@flydeltavirtual.org))
    - Current CVG HM- Anthony Edwards | DAL1715
    - Current CVG AHM- \*VACANT\* | DAL1716
  - Detroit (DTW) Hub Manager ([dtw@flydeltavirtual.org](mailto:dtw@flydeltavirtual.org))
    - Current DTW HM- Jason Lohrenz | DAL1717
    - Current DTW AHM- \*VACANT\* | DAL1718
  - New York - Kennedy (JFK) Hub Manager ([jfk@flydeltavirtual.org](mailto:jfk@flydeltavirtual.org))
    - Current JFK HM- Keith Brubaker | DAL1719
    - Current JFK AHM- Jourdain Spivey | DAL1720
  - New York - LaGuardia (LGA) Hub Manager ([lga@flydeltavirtual.org](mailto:lga@flydeltavirtual.org))
    - Current LGA HM- Ryan Miltenberger | DAL1721
    - Current LGA AHM- \*VACANT\* | DAL1722
  - Los Angeles (LAX) Hub Manager ([lax@flydeltavirtual.org](mailto:lax@flydeltavirtual.org))
    - Current LAX HM- Johnny Bell | DAL1723
    - Current LAX AHM- \*VACANT\* | DAL1724
  - Minneapolis (MSP) Hub Manager ([msp@flydeltavirtual.org](mailto:mSP@flydeltavirtual.org))
    - Current MSP HM- Terrell Gentry | DAL1725
    - Current MSP AHM- \*VACANT\* | DAL1726
  - Seattle (SEA) Hub Manager ([sea@flydeltavirtual.org](mailto:sea@flydeltavirtual.org))
    - Current SEA HM- Henry Kon | DAL1727
    - Current SEA AHM- \*VACANT\* | DAL1728
  - Salt Lake City (SLC) Hub Manager ([slc@flydeltavirtual.org](mailto:slc@flydeltavirtual.org))
    - Current SLC HM- Jeremy Richards | DAL1729
    - Current SLC AHM- Giovann Huynh | DAL1730

## Section V: Staff Requirements

- **Activity**
  - He/she must fly a minimum of two flights per month.
  - **Discord Activity Policies:** Must check into the Fly Delta Virtual server every two days at minimum (Simply say something in the staff chat so we know you are still active).
  - **Website/Forum/Email Activity Policy:** Staff members must log onto the website, forum, and their email account once per day at a minimum.
  - Must attend mandatory meetings unless he/she notifies a member of the Administrative Staff (Valid excuse must be given).
  - An exemption to inactivity is if a staff member files a Leave of Absence with the Director of Human Resources.
- **Assistance**
  - Must have the urge to help others with any questions and/or problems
  - Must have a positive attitude when on the website, when on VATSIM, and on social networks
  - Must set a good example to help pilots perform their best.
- **Staff Meetings**
  - A mandatory staff meeting will be held on the first Tuesday of each month. Additional Staff Meetings may be scheduled as needed. All staff members are required to be present unless excused by a member of the Administrative Staff.
  - Other staff meetings will not be mandatory, but will be recommended to attend.
  - In staff meetings, the staff members will discuss various topics and either approve or deny them depending on the topic(s).
- **Background**
  - Prospective staff members will be expected to have a clean record on all levels of flight simulation.
  - Current staff members will verify that a prospective member has a solid reputation.
  - Any discrepancies found while checking previous information about a pilot can result in the denial of a staff member application for Fly Delta Virtual.
- **Penalties\***
  - Level One - After failing to check in after 10 days the staff member will be marked as Unknown and contacted by a member of HR.
  - Level Two - After failing to respond to the check in and email by HR the staff member will be temporarily suspended. (After returning if a valid reason is supplied the suspension will end)
  - Level Three - After failing to respond or return within one and a half months the staff member will be removed from active staff duty and their position will be filled.
  - Level Four - If a staff member is continuously inactive (3 or more transgressions) they will be subject to immediate forced removal with the vote of two-thirds of the Administrative team.
  - \*Chief Executive Officer may penalize staff members for failure to attend staff meetings at his discretion (suspension, warnings, removal, etc.).

## Section VI: Membership and Enrollment

Enrollment is free and open to all prospective pilots. In order to join Fly Delta Virtual, a pilot must provide the following at time of registration:

- The pilot must have a VATSIM Pilot ID
- Provide valid pilot information
  - First & Last Name
  - Email Address
  - Country of Residence
- Date of Birth

### **Transfer Hours**

Once a new pilot completes the enrollment process and is accepted to Fly Delta Virtual, transfer hours may be added to the account if requested. You may transfer hours by utilizing either VATSIM Transfer Hours OR Virtual Airline Transfer Hours (Note: You may NOT transfer both VATSIM and Virtual Airline Hours. Please choose only one option). If you do not wish for transfer hours to be added, please add that preference to your pilot application. Transfer hours will only be accepted to Fly Delta Virtual at the time of registration. After acceptance, no transfer hours may be added to a pilot account.

1. VATSIM Transfer Hours:
  - a. If you are a frequent flyer on VATSIM, you may request hours to be transferred to your Delta Virtual account. Please include a link from <https://stats.vatsim.net> for us to transfer hours.
    - i. 100% of VATSIM flight hours will be transferred upon acceptance to Fly Delta Virtual.
2. Virtual Airline Transfer Hours:
  - a. If you desire to transfer hours from a previous Virtual Airline, please include the link to your pilot profile for us to add your hours. These hours will transfer over at 25% of the total shown on the link provided at a maximum of 200 transferrable hours.

### **Entrance Exam**

All new pilots must complete the entrance exam during registration. The exam consists of 20 questions about basic flight knowledge and SOP information. A 70% or higher is required in order to pass. The exam is open book and you will have 5 minutes to answer each question. If you do not pass, you will be able to retake the quiz 24 hours later. All questions are random and may not always be the same.



## Section VII: Pilot Ranks

Rank	Hours	Aircraft Rating	Pay Rate
First Officer	0-49	CRJ-200, CRJ-700, CRJ-900, Dash 8 Q400, EMB-145, ERJ-175, ERJ-195, B717, MD-88, MD-90, A319, A320, A321, B737-7/8/9	\$65/hr
Senior First Officer	50-149	B757-200, B757-300, B767-300	\$90/hr
Captain	150-299	B767-400, A330-200, A330-300, A340-300	\$105/hr
Senior Captain	300+	A340-600, B777-200, B777-300ER, B747-400, B787, A350	\$130/hr

## Section VIII: Pilot Consequences

- Pilot Inactivity Warnings
  - Hub Managers will be responsible for issuing any pilot in their hub an inactivity warning unless a Leave of Absence is filed.
  - To avoid being removed for inactivity, request a Leave of Absence (LOA)
  - LOA's must be
    - Between 30 and 90 days
    - Not repeated more than twice per year
  - After the LOA is over, you must file at least one PIREP within 14 days of returning, which MUST be accepted.
    - This flight cannot be filed manually unless for a valid reason, or if a verification link is present.
- Pilot Suspensions
  - Hub Managers will be responsible for issuing any pilot in their hub a suspension if the pilot was:
    - Using vulgar language following a verbal warning
    - Verbally abusing any member of the VA
    - Engaging in any activity that staff consider harmful to the airline
  - Suspension Rules
    - First Offense: Maximum 14-day suspension
    - Second Offense: Maximum 45-day suspension
    - Third Offense: Discretion of staff team
    - Fourth Offense: Pilot Removal
  - Depending on the severity of the situation, pilot suspension may be skipped, and replaced with pilot removal
  - Appeals to suspensions may be addressed to the HR department
- Pilot Removal
  - When removed from the virtual airline, you will be told if you may rejoin or not, further in time.
  - If you rejoin, you will start with the lowest rank and will have zero hours.
  - Appeals of removal may be addressed to the HR department

# Section XI: Flight Requirements

It is required that each pilot submit at least one (1) PIREP per month. If you are unable to commit to this requirement, a Virtual Airline is probably something you should not get involved with. All PIREPs must be submitted using an approved ACARS platform, preferably Fly Delta Virtual's kACARS and SmartCARS system. If a pilot is unable to comply with this requirement, they may submit a manual PIREP through the Fly Delta Virtual website. If a pilot submits a manual PIREP in this way, they must provide a link (Vataware, VATSIM, etc) in the comments of the PIREP, to prove the flight was flown and completed.

## Flight Approval Criteria

- Simulation Rate
  - Pilots may use up to 4x Simulation Rate when level at cruise, regardless of flight time
  - When flying on VATSIM, pilots must receive permission from ATC
  - Pilots who go above 4x Simulation Rate may have PIREPs rejected depending on the duration of change on the Simulation Rate
- Landing Rate
  - Must not exceed -600fpm
- Routing
  - Routing must be valid - direct routing is not permitted
- Flight Errors
  - Stalls, overspeeds and 250 kt+ under 10,000 violations may cause your PIREP to be rejected depending on the duration of each action
  - May be approved or rejected at the discretion of staff
- Fuel Guidelines
  - At time of landing, fuel must be in excess of 2000 lbs
  - Reserve fuel should be added prior to departure in case of emergency, holding, or other unforeseen circumstance
  - In-flight refuel is NOT permitted
- Staff Discretion
  - Staff may approve/reject flights at their discretion; reason will always be provided for rejected flights
- Diversion
  - A diversion airport must be selected within kACARS if the pilot deems flight conditions unsafe or if there is an emergency. Include reasoning for diverting in the PIREP comments section.
- Slew Mode
  - Staff should reject flights that show slew mode toggled on for greater than 3 seconds

## Section X: Legal Information

Fly Delta Virtual is in no way affiliated with Delta Air Lines, Inc. or any of their affiliates. Simply put, we exist for the sole purpose of providing an increased level of enjoyment for Microsoft Flight Simulator. While we take great effort to provide a somewhat realistic experience for virtual pilots, our website is exclusively for simulation only and should never be used for real world operations. All attributes of our website are property of Fly Delta Virtual and may not be used for commercial use at any time.