MEETING MINUTES

Winter Summit - Sept 3 - 6, 2018

Reykjavík, Iceland

These meeting minutes were taken during each summit session and reviewed for accuracy and context prior to publication, by members of the CSM and attendees from CCP. Their purpose is to provide as much transparency to the CSM process as possible.
All 10 members of CSM 13 attended this summit in person.

List of contents:

Summit Welcome

This session was intended to go through practicalities with the organizers of the summit before the real business starts. It partly becomes a discussion about various topics.

There's a discussion about the community's perspective of the CSM and how that can be improved. Some points were raised about the CSM not always getting a heads up about upcoming blogs or policy changes. CCP Guard talks about how this is something which can be improved and how things have been a little hectic lately. Sometimes the CSM are not mentioned in dev blogs about upcoming changes where they have been involved, which can give the impression that the CSM has no impact. This can also be improved to provide more transparency.

The CSM brings up their 4 issues which they are unanimous about being their top priority issues, which are not being addressed or added to the release cycle. CCP Guard points out that one of those has been worked on and the devs will bring up some options in another session. CCP Guard then goes on to say that discussing the actual topics is better done in later sessions.

Sort Dragon and Jin'taan say that large features are not what they think is most needed now, but rather incremental changes. Jin'taan chimed in that a live team would be needed in CCP.

Jin'taan asks about the balance team. CCP Guard clarifies that this was never a whole team that only does balance, but rather people from two teams who are well suited to working on balance and who work on the balance regularly. CCP Guard says that it's the output and consistency that matters more than the internal structure.

Sort Dragon talks about CCP not giving features long enough to show benefits before they are scrapped. CCP Guard refers to Resource Wars which was out for a while and saw little to no activity but that was an informed decision.

Suitonia talks about the small changes lately which have been successful such as the HAC and AF balance changes and the Muninn change most notably.

CCP Guard talks about the different schools of thought that the CSM should be aware of. Specifically the difference in approach to small fast changes versus bigger ones that take more time to materialize. Brisc Rubal says that people should also recognize that they are not mutually exclusive.

Jin'taan talks about the Wizards Of The Coast and how they have 3 design teams which work on different scaled projects.

Sort Dragon asks about team autonomy vs decisions from above. CCP Falcon says its a bit of both, from his outside perspective the creative director means that the strategy team has a creative vision which they should work towards, and then its often up to the team for come up with solutions to achieving goals.

CCP Guard asks if there are any particular sessions where the CSM would like to talk about strategies or if there is something they specifically want to get out of the specific sessions. The CSM as a whole points at the whiteboard.

- Server Stability
- War Decs
- Devs playing EVE
- Bounty system

Sort Dragon asks about Chinese localization on TQ and whether it will remain exclusive to Serenity. Sort Dragon brings up other languages such as Japanese and Spanish localization. CCP Guard refers to talking to the strategy team. Jin'taan says that this would even be feasible to allow limited and safe client modding. CCP Guard says this is something which should totally be discussed further. CCP Falcon takes this further and would personally want to see modification being opened up to the UI as well.

A new overview was actually brought up for new players. The basic overview settings are not good enough to even run the tutorial. This would be a small but impactful change.

Hauler ganking was brought up for new players who take all their belongings to different systems, and get blapped, the CSM mentions adding a warning message in such cases, for example when new players load most of their net worth into a hauler, to help them be aware of the fact that EVE is dangerous.

Sort Dragon talks about the lag in the game and conflicting ideas about what the cause is. The cloud is brought up and what services could be brought into the cloud to take load off TQ. There is some chatter about which teams are involved in this topic, and who would be in the meeting specifically about server stability. The talk moves over to distinguishing lag, client issues, crashes and fleet fight system performance as these issues are varied and can be caused by different scenarios. The tether system is brought up as a potential cause of the performance issues in flights.

CCP Guard shifts the subject as there are specific sessions for these topics with the relevant people in the room.

The Bounty system is brought up, and the performance issues it has on the client, as well as Sort Dragon just asking if the system can be removed. Beside the performance aspect, there is also the perception this has for new players who get a bounty.

EVE Leadership Team

The CSM had a session with the EVE Leadership team, CCP Orca - VP Of Marketing, CCP Mannbjorn - Executive Producer and CCP Burger - Creative Director.
The session covered a variety of topics which were discussed in more detail out in subsequent sessions.

Abyssal Deadspace, status and plans

CSM starts by asking how turning off the suspect timer affected the activity in abyssal sites, it resulted in a considerable increase but also was around the time of the Secrets of The Abyss event so hard to accurately differentiate. CCP Rise shows the CSM some metrics but it is noted the event is probably the bigger cause for the spike in activity rather than the suspect timer. A survey shows that the suspect flag was low on the list of reasons not to run them. The more common response was difficulty and cost for fits. Rewards versus investment was also a large factor factor.

The Judge asks how much of the DCU (Daily Concurrent Users) are using the sites. CCP are happy with that number but definitely want to see it go up. The sentiment is that players are very happy with the feature in spite of criticism around the earnings vs risk. Customers who get involved in running abyssal sites show that they are "healthier customers" as a result of running these sites. Their before and after metrics show a stark uptick in several important areas. The Judge hopes to see this tech becomes a replacement for missions in the future. CCP Burger adds that if missions were to be properly addressed it would require all of EVE development teams for a significant amount of time.

Jin'taan asks if a tier 0 tutorial version would be considered. Brisc Rubal asked about the survey participation and this was noted to be the most successful survey from a metrics standpoint CCP have done.

Sort Dragon asks about players activating the gate to leave the sites and waiting for the ship to be returned their original system but dying while waiting for the jump to actually happen. This is in line with the rest of system-to-system travel, but the CSM feel that after the activation of the gate should end the timer rather than using the current mechanic which makes it possible to die even though you have finished the site and activated the final gate.

CCP Rise talks about the difficulty levels and feels that tier 4-5 sites are in a good place, opening the sites up to newer players is however something they are looking into, particularly the lower tiers. General fitting advice is something which is also being explored, ideas were discussed such as listing the fits of successful pilots . Jin'taan has some concerns about lower end fits not getting shown. CCP Rise suggests some filtering options based on skills or ISK limits.

CCP Rise shows some metrics on the abyssal sites which had been gathered, this shows varying ratios of success versus failures being compared with varying factors such as tank and DPS capabilities, site types and tiers.

Jin'taan suggests a competitive PVE scenario where only one team can make it through the exit at the end. There was some lively discussion about this and versions of the idea. A lot of different options like this are being explored.

CCP Rise is also wondering about the possibility of ship mutaplasmids that would affect the bonuses/stats of ships instead of modules. The CSM was very interested in this as an idea. Lots of pros and cons were brought up. CCP Rise clarifies these would however never change the core behaviour of the ship, only tweak its existing stats.

CSM is curious about what modules are mostly being mutated and it's a wide range with tech II being the most common.

CCP Burger asks if Abyssal Modules are used much in fleet fights. The Judge says that they aren't calculated in the ship reimbursement programs in alliances, so almost never. There is also the fact that FC's prefer everyone flying the same setups to keep fleet behaviour predictable as Killah Bee points out. Suitonia notes that they are used in smaller fights. Sort Dragon notes they are used on Monitors a lot more than anything else in fleets. Killah Bee notes this is what he likes about abyssal modules, that they are more viable in smaller fights.

The consensus is that this won't change the meta but definitely is working nicely in smaller fleets.

CCP Rise adds that Precursor ships are used less than he wanted. He is looking at the Damavik and considers giving it a third mid to balance it. The Leshak is in a healthier state, the Vedmak has a bit of a split opinion about it. The main issue with the Leshak is that it is on the more expensive side, CCP Rise would prefer to see the prices come down on Trig ships.

CCP Rise asks what the CSM would suggest doing about wasted modules with bad rolls. Recycling them into some sort of residue or currency to use in an LP store or reprocessing them are options which were discussed. There's agreement that being able to do something with them is more interesting than the current situation.

CSM13
COUNCIL OF STELLAR MANAGEMENT

War Declarations

In the EVE Leadership meeting the CSM was presented with numbers resulting from research into the state of war declarations in EVE and those numbers quite starkly showed how asymmetric the situation is, and how war declarations allow a small number of players to negatively affect a huge number of people, with low risk. These numbers may be discussed further by CCP at a later date.

CCP begins the session by saying the devs have some ideas of how to address the war dec system, and wants to give an update on where they stand in scoping those out. This is not intended to be a presentation on upcoming changes but rather to have a discussion.

Innominate says the issue with War Decs is they can't be removed completely due to the high sec structures. Having war decs limited to corps with structures and adding victory conditions would be one way. Opting out completely would mean the corporations would only exist as a social structure. CCP Fozzie says this is one of the leading ideas at this time. The actual scope of how much will be worked on and how much time would be invested in this is up in the air, whether that means a relatively small change like this, or a deeper dive solution.

It is pointed out that null sec is not affected by the war mechanics, and a war hasn't been declared between entities for years. This is affecting more the newbie corporations in high security space, but it also does affect newbies headed for null who will join the corp whilst in high sec and lose all their assets during travel to war deccers. This issue is then magnified by the fact that the game doesn't communicate wars well.

Brisc Rubal goes on to say that other games have war mechanics to offer PVP but eve is such a pvp centric game that this mechanic has become a niche mechanic which lies outside of the intended original design. He feels that this is not a mechanic which anyone would be happy with removing altogether, however it needs to become something that is useful and not just a means of griefing. Giving victory conditions to both sides. giving them both an incentive to fight is something which needs to trigger the end of the war.

Fozzie goes on to say that everyone seems to agree that this system is broken, but there are many opinions on how it is broken.

Jin'taan goes on to say that some entities do not necessarily want to use the war mechanic to camp station and catch people off guard. They would want to see more emergent game play associated with it, which the current system doesn't offer. Jin'taan also doesn't want to see 100 man corps with hulks being invulnerable to any form of attack through inability to war dec them or super safe high sec. Innominate does say that the Rorqual changes don't make high sec mining as prominent as it was.

Sort Dragon wants to take a step back and not worry as much about the mechanic specifics but rather what the next steps involved in this change. CCP Fozzie says that at this point they are

waiting for a more detailed request from the senior management to see what the business goal is in this case, but are still investigating the potential mechanic changes.

Brisc Rubal asks what the team has to show them at this time with some potential changes and CCP Fozzie wants to first get more opinions on this topic from the CSM before talking about it. He asks the table if there are any other aspects about the current system they want to bring to their attention. Aryth says it's too cheap. The cost needs to scale based on duration, the issue is the workaround here would be to move to a new corp and declare the war again at the lower price.

Sort Dragon brings up an invulnerability of some kind to avoid a permadec, such as paying a fee of some kind. He feels that there never comes a point where newbro corporations can catch their breath after an initial war before the next war comes along.

Lebowski brings up the data which shows that it's not actually a lot of brand new players that are being war decced, because they are not worth declaring war on most likely. Typically it´s more established corporations that get hit once they are big enough to be a target. This does however still affect new players such as in Karmafleet, Brave Newbies and so on indirectly through which corporations are being decced. The CSM feels that looking at the corporations being decced is not the approach but rather we should focus on the the age and retention rates of the players who die due to war.

CCP Fozzie asks what the CSM pictures when they think about a hypothetical future improved wardec system, as well as a hypothetical worse wardec system for contrast. Jin'taan mentions war objectives which can be achieved, Suitonia feels that it needs to be tied more to structures, and that there currently there is no real way to retaliate against a corp that war decs you.. Innominate feels a great wardec is two groups of equal sizes fighting and not playing "deaggressing games". Fozzie points out that the current war system partly caters to smaller groups declaring war on the larger groups and Aryth states that the bigger groups never care about the smaller group unless they specifically place a structure around their place.

Fozzie asks about the size difference between the corporations involved and what the CSM feels about it. Jin'taan and Sort Dragon point out that while the deccers may be outnumbering/oppressing the victim, it's more so because they are selecting their targets and looking for the easy wins. An example is mentioned: An industrial player undocks from Jita and gets attacked by 5 war deccers and their logi alts. This makes Innominate point out that assistance from those who are not party to the war needs to be addressed.

The Judge brings up a discussion he had where players were trying to use the war dec system in the "right" way, high sec is so unbalanced and one sided due to the defenders having a structure, which is less of an issue in null sec. The topic of mutual war decs comes up and the table agrees that mutual wars need to remain in the game.

Brisc Rubal speculates that the war mechanics are heavily tilted towards the attacker and CCP Fozzie says this is indeed the case. Brisc Rubal doesn't expect any version of it to ever become fully even. He asks if the ratio being closer would be a favorable goal for a new system.

Sort Dragon mentions the idea of using propoganda structures as a means of ending the war in the form of a victory condition to end the war.

CCP Masterplan brings up that currently players who assist in a war fight without being party to the war, currently get suspect flagged, and whether changing that to a criminal timer would be something to consider. The research and game design around that is definitely more difficult than actually making the change. This does bring up an issue with war decs in incursion communities and similar situations where unrelated co-op with random players might be punished too much.

Aryth brings up a king of the hill scenario as a new war mechanic. CCP discusses a few of the potential types of changes they have been exploring with the CSM, details of which have been redacted since they were at such an early stage of investigation.

Jin'taan suggests a goal being ships killed. This encourages docking and The Judge is curious to know what kind of community this would spawn.

The CSM mentions that it is important to continue catering to the smaller corps who have wars with each other. Some form of gentlemen's agreement with war invites (mutual wars, challenges)

CCP Habakuk asks if there is anything else the CSM feels is in the current system needs to survive the change and they agreed on the war report system.

CCP Guard randomly suggests a mosh-pit-free-for-all mechanic where everyone just joins a pool of corps in a war.

Jin'taan suggests a propoganda structure to be deployed on other structures to declare war, the structure would be expensive and be worth destroying, clustering them together would also mean that they gain attention and would be destroyed by null blocs.

CCP Fozzie goes on to clarify that the metrics for the current system clearly show that it's in a state that CCP is not happy with. The current system is extremely skewed in the favor of aggressors. There is also the fact that people involved in wars will simply not play whilst the war is ongoing. They also want to see a scenario where the defenders who may not normally be interested in wars would engage in them as they see a clear scenario where they can get a victory condition and end it.

Red frog was brought up as one of the examples of people simply bypassing mechanics to not have to deal with the wars.

Economy Session

A round of introductions is made with CCP Larrikin, EVE Game Designer turned EVE Data Analyst, fronting this session. He talks about the Monthly Economic report for August as well as war declaration stats and Abyss stats. He starts by going through the MER.

Brisc Rubal asks if the team thinks bounties are in a sustainable state. CCP Larrikin flat out says no. The CSM asks about general mineral prices and if the team feels there is a healthy balance in regards to consumption of certain minerals. CCP says some adjustments could be considered in the future and are definitely not ruled out.

Jin'taan asks if they could have a breakdown of the ships generating the most bounties such as Vindicator Navy Issue or Gilas. CCP Larrikin says that the largest portion of bounties come in from Super Carriers and Carriers.. The CSM discusses some ideas on how to address the ISK coming in, such as through more use of the Encounter Surveillance System, more challenging or engaging ISK making activities or bigger ISK sinks versus the faucets. CCP Larrikin agrees that anomaly ratting could be made more engaging and require more active gameplay. He feels that the general distribution of wealth is not bad, but it would be good to balance it out a bit.

Jin'taan asks if delaying the anomaly re-spawns would be considered but the CSM feels this would hurt the smaller groups more than anything else.

Aryth adds that Abyssal sites are a really nice mineral sink and that he would like to see more incentive to run them to increase the amount of ships being lost. CCP Larrikin points out that successfully running Tier 5s is on the similar level to ratting in Super Carrier in terms of ISK per hour.

Killah Bee points out that micromanagement added to anomalies would just make players look to other means of gaining ISK as they do these activities for the ISK rather than the activity itself. He talks about how many players are attracted to low engagement, more slow burning activities rather than ones that require constant attention.

CCP Larrikin shows some stats about abyssal sites, looking at the age of the character and the amount of players running the sites. The difficulty of the sites is overall pretty good and stats show that the mechanic hasn't been cracked and the feature industrialized. There is however a high barrier of entry when compared to the age of the player base. Innominate asks if the abyssal sites could be balanced more around player skill rather than the cost of the ship required. CCP Larrikin goes on to say that once there is more "concrete" information available in the public then people will start considering to engage more in the sites.

Sort Dragon speculates that the slower uptake is due to the players who broke down the new feature no longer play the game. CCP Larrikin argues that there was a very similar situation with wormholes when they were introduced. That mechanics aren't optimized right away as people often think. Looking back it often feels like they were, but it often takes a bit of time.

Aryth shifts the subject to moon goo and wonders if the team is happy with the distribution and how the change went. CCP Fozzie goes on to say that they are mostly happy with them. CCP Masterplan adds that the adoption of moon mining is good in all levels of space, and that the amount of moon mining in highsec has exceeded CCP's best expectations.

CCP Larrikin pulls up activity data for players of corporations that have wars declared against them and it shows considerable activity drops in all activities during the war. They also show that the low activity continues after the war ends. Brisc Rubal noted that the numbers here were so stark, it would justify immediately removing war decs as a mechanic and promising a fix after the fact. The CSM in general were surprised at how stark the numbers were and noted it was clear this mechanic was having a significant impact on player recruitment and retention.

Some skill farm discussion came up and the CSM were interested in seeing some stats and the effects but those numbers aren't available. CCP Larrikin wants to investigate this further however.

Sort Dragon is interested to know how the usage of Planetary Interaction is after the changes announced at Fanfest and implemented this summer. CCP Larrikin seems to be interested in that and writes down a note.

Sort Dragon asks about the X47 battle to see how many players were disconnected. CCP Larrikin doesn't have that number but Senior GM Socket Closed said he could get a quick and dirty approximate number. CCP Larrikin goes on to say that they have some more specific information about that fight but nothing that they can share.

Suitonia asks about the Margin Trading skill and Fozzie says that this is something CCP would like to improve and that a fair amount of design work was put into fixing the mechanic but that implementation was paused because of competing priorities.

Sort Dragon quickly asks about the offshoring style game play around Jita and CCP Fozzie is aware of it and it's being observed.

CSM13
COUNCIL OF STELLAR MANAGEMENT

ESI meeting with Team Tech Co and friends

The CSM requests adding ACL and standings to the ESI. Innominate asks if having the password not reset your ESI token would be an option. CCP Chimichanga clarifies this is for security reasons and was very much an intentional implementation but alternatives can be looked into. CSM asks about the activity tracker in the ESI. CCP Chimichanga wants to do that but will need to see how the rest of the project goes.

Steve Ronuken mentions errors with the asset lists with specific IDs causing errors. CCP Bartender says that the third party devs which are seeing this happening need to get in touch with CCP to review this in more detail, rather than discuss it in a CSM session. They also clarify that on the CCP side these errors are very small in regards to the total errors received. This seems to also be an issue more specific to certain users and their application.

Steve Ronuken asks about getting alliance and private contracts into the ESI system. The use case being asset distribution in alliances via external mechanics and workarounds. CCP Chimichanga suggests that this is more in line with a game design request but these are the kinds of requests that CCP Chimichanga is very interested in. CCP Chimichanga chimes in saying that before endpoints that affect the game in more significant ways are written through the ESI system, 2FA would be required. Regarding having things on mobile such as the market and PI, it's not something we're going to be able to do just yet. But it's something CCP is interested in doing.
Sort Dragon asks about chat system. The team is working on changing the back end of the chat system and adding the ability to add plug ins. Some tech work is being made to address the most obvious issues such as with local.

CCP Chimichanga says that he his team inherited the launcher recently if the CSM wants to talk about it. Account expiry in the launcher was brought up which is something which the team has reservations about. CCP Chimichanga explains the breakdown of the 3 teams that are in charge of the different systems that come together in the launcher, QT website, Web team and SSO team. JWT is still being adopted and would lower the SSO strain.

CCP Avalon arrives in the room, and the CSM request having imminent subscription expiry display in the launcher. Then the general stability of the launcher was brought up and latest issues which have been occurring. This is being addressed and a balance is being found. CCP Avalon clarifies that adding the subscription expiry in the launcher is easy to do but not in a way that satisfies CCP's security concerns.

Live Events

CCP Shreddy starts by opening a slide and there's a round of introductions for the devs in the room. He wants to show some upcoming things for the rest of the year and then go into an open ended discussion.

CCP Shreddy begins by mentioning the Secrets of the Abyss event, and the upcoming Rogue Swarm Alert event. The Judge asks what will be changed this time as the last Rogue Swarm Alert wasn't as popular as other events around that time. CCP Dragon says it will be getting new rewards and a couple of new SKINs and different challenges. This event is also considered a first step in broadening the challenges in these events.

A Halloween event and holiday event are also happening, but there won't be an event in November. Distribution of sites is changing as well as the environments of the sites with a bit more of thematic cohesion. UX is also receiving some updates with these events. CCP Dragon points out that so far the multi-room event sites have been rather popular. They take longer to run than the single room sites but multi-room sites offer more flexibility for different themes. Steve Ronuken would like to see some easy identifiers in the first room to see if the site has been run already. Whether that is through dead NPC's or a visual queue like the gates in Triglavian sites, which the team is looking into it.

The team goes on to talk about mini events which are short term and ran between the larger calendar events. More focus on short-term goals with exclusivity on rewards which are tied into a race or faction relying on the updated distribution and environments. These rewards would be something along the lines of agency boosters and accelerators. The agency boosters have affected the synth boosters in regards to the market. The team wants to explore bpc's for the boosters which create the agency boosters instead of dropping them directly. There are potential funky things which can be done to make the two markets coexist better.

Jin'taan and Steve Ronuken want to see the blueprints be placed in containers to be able to sell them on the market. It would help with potential community backlash in regards to not being able to sell the rewards for ISK if the team were to go ahead with this implementation. These don't have to be mutually exclusive and the blueprints and boosters can both drop. This is going to be something the team wants to test the waters with in the September event.

Jin'taan suggests a challenge involving industry and boosters. CCP Dragon wants to avoid a scenario where a player may not be able to complete one of the challenges of the event because they either cannot or refuse to do a certain activity.

Jin'taan brings up the ultra rare rewards in events and The Judge agrees that this should come back as they were popular with the players. CCP Dragon says this is the inspiration behind the implants in the hunt and would be changed to be more rare in the future. Jin'taan suggests harvester drones as possible prizes.

CCP Shreddy shows a slide addressing the UI and UX of the Agency, with event identity and branding outside of the agency, event on-boarding and notification of active events, overhaul to the challenge card system with re-runnable challenges, permanent one time challenges, weekly buckets

of challenges that unlock over event duration and removing convolution in the challenge cards as well as making the events in the agency more prominent.

Jin'taan pulls out a notebook with a bunch of notes. His first point is to tie events to things such as the CSM voting, Fanfest, Vegas and the alliance tournament. The Grand Prix event is brought up as an example of that but he did not know about it because he was being a bad.

Jin'taan is curious to see if events can be designed to draw players into other areas of the game and to see if this helps with adoption rates of in-game activities, like it did with the abyssal event. CCP Dragon says this is something which is being tested. Revamps of game mechanics would definitely be a priority for events.

Jin'taan mentions multi-rooms and having competing factions involved in events, and to allow players to choose which side they decide to team up with for competitive PVE as the technology seems to allow it. Having the option to track multiple parties in sites racing against each other to get a reward based on progress. The first step in that would be to get Resource Wars to work without needing to mine.
Jin'taan mentions the minor factions could use some love in sites to expand the lore and bring these lesser known factions into the spotlight.

Sort Dragon notes that there are a lot of players who do not necessarily care for these features and would want to see an opt out option, for example on alts. CCP Shreddy says that it makes a lot of sense if it is not something people use. CCP Dragon chimes in saying that each event will give the option to hide an event if the player is not interested in, this is however not something he'd want to disable fully as there may be an event down the road which a player would beinterested in.

CCP Dragon mentions the time battleships and battlecruisers and shows the initial estimate of the market being crashed for 18 months was not found to be the case, but rather 3 months. There was not as much of an upset in the market as there was in the industry however. CCP Dragon shows some graphs which show the volume, consumption and prices of the cerebral accelerators from various events.

CCP Dragon asks the CSM what they could change or add to future events, whether it's new consumables or modules. Jin'taan suggests the higher tier pirate ammo. A temporary module was suggested but database concerns make it not very feasible to say the least. They also use a conservative approach with modules and implants to not make them too powerful or to swarm the market which could upset fleet metas. The CSM on a whole does not generally seem concerned about limited time items affecting the meta, pointing to how abyssal mod adoption has not taken off either in fleet doctrines.

The team is exploring options to implement a story into future events which aren't intrusive nor involving a wall of text.

New Player Experience

CCP Affinity starts the meeting by talking about the new NPE which was released shortly before the summit.

CCP Affinity talks about getting players into the game quicker, removing the bulk of text and focus more on what the players need to learn and introduce them to player choice and the Agency.

The issue with the old system was that it was too linear and didn't introduce players to EVE and was also too expensive to maintain or expand on.

She shows graphs which branch out into the areas they want to introduce to the new system down the line. Steve Ronuken points out that the fitting aspect is something they really need to focus on and CCP Affinity says this is something CCP wants to discuss with the CSM later in the meeting.

CCP Affinity says that they want to introduce more in to the Agency as a tutorial delivery platform with more paths and content cards added later. She then shows the first starter site and the general path players take and how the system reacts.

Skill rewards were added this time around to delay the tutorial for skill training as that is a rather complicated system but instead simply inject the skills in a trained state.

She goes on to say that the team wants to focus on pain points in EVE through telegraphing and visual feedback. One of those immediate changes was adding the damage types in the combat notifications.

Potential upcoming changes include a AURA Voice Over, a rookie ship button which will become a station service rather than having an automated insurance system that spews out rookie ships. Jin'taan asks if removing a racial lock on the corvettes is possible due to cyno ships and cargohold. The Judge suggests just bringing all the rookie ships in line with each other.

CCP Affinity says that the industry path for the NPE was not ready at release but will be coming.

She then goes on to say that a revision to the fitting tutorial would be added at a later time and requires some input on the best way to implement that. Jin'taan suggests having presaved fits but CCP Affinity says that one of the issues they are facing is players understanding how to fit modules onto their ship and they would still have to solve this even if they provided presaved fits. Brisc Rubal feels that there is really no way to explain this to players without a wall of text and this is the part where the learning curve goes up. Aryth feels that in the first 72 hours this should not even be a priority but rather give prefitted ships. The Judge notes that the skills being given would allow the team to dictate with what the ship fitting will be. Jin'taan goes back to say that pilot training videos should be introduced in some manner with The Judge adding that a cutscene which demonstrates fitting ships would be great.

Brisc Rubal says that getting as many different aspects of the game introduced into the tutorial would even potentially get veterans to try out new things.

CCP Burger asks the CSM at what point a player becomes active in fitting a ship and downloading Pyfa or something along those lines. Suitonia says that players can be playing for 10 years and never actually fit a ship but rather just use alliance or corporation saved fittings.

The overview is brought up for being an absolute beast to deal with and is scary for new players. The solution has been giving players access to custom overviews and in the same degree saved fittings which are named in a self explanatory manner. Jin'taan gives an example of how bad the current overview is by saying that the old tutorial could not be completed without the player manually changing their overview.

Steve Ronuken mentions that there are general rules with fitting which are not to be broken, or at least when they are being broken the player knows why he is doing it. He goes on to list examples such as single weapon type, single tank type and unified ammo. The Judge adds to this that the key point is to introduce fittings when the player is seeking that information out. Steve Ronuken goes back to say that if the philosophy of the fitting then it would go back to the basic rules which Jin'taan interjected to be a top 5 common mistakes which should be focused on in the tutorial.

CCP Affinity asks how to identify these players and to know when they are ready to seek this information out. Jin'taan says it would be when they are getting into cruisers, or assembling their first ship which could be a trigger. The Judge goes back to say that this needs to be a visual tutorial. Removing the choices for players in the beginning could be considered a relief whether that is fittings or with skill training as the consequences seem much bigger in the first days.

Aryth feels that the first 30 days should simply be pre-loaded, whether that is ships or skill training so that the players simply don't have to worry about it or their general progress. Suitonia says that there should be skills that are rated as newbie friendly or advanced skills so that they don't look at a skill like armor layering and think it's something really cool whereas it is totally useless for new players.

Jin'taan brings up the attribute remaps and how confusing that system is, for example players dumping everything into Charisma. The naming convention also is similar to other games whereas the actual mechanics are totally different. Suitonia goes on to add that remapping is only used to to create a 1 year plan which is not something the new players should be worrying about. Sort Dragon says that this also causes a scenario where new players get into a situation where they have "broken" their character.

Brisc Rubal asks if this is the correct team to bring attributes up with and CCP Affinity says that this is something to address later in the timeline and they may touch on it in their skill management. CCP Burger goes on to say that the attributes have been on our radar for years, but been prioritized below other things. Aryth feels that they should be leveled out and players all trained at 2700.

The main issue is to remove the consequence philosophies associated with the first days in the game, whether that is through messed up skills or selecting a specific faction as your character, neither limit the player in the long run.

Sort Dragon feels that the players should just get more skill points and go have fun. CCP Affinity feels that, having tested this before, the unlocking progression is also a factor which pulls players in, giving them too much in the start would remove that factor. Jin'taan adds that removing some barriers of entry would still be something to consider. Brisc Rubal feels that the players are hitting

goals in the game and making progress without having to wait too long between each progression or achievement. CCP Affinity mentions World of Warcraft where a player sees signs of progress in the first 5 minutes whereas in EVE that time is too long. Merkelchen feels that the progression should be more focused on ships rather than skills. Sort Dragon notes that skill points are so boring as a "level up".

Aryth suggests unallocated skill points in drops for the first 72 hours to a week. CCP Affinity is thinking of doing more cases of giving the players the skills trained, and also considers doing A/B testing this.

CCP Affinity asks what people would think about replacing the training of specific skills with earning unallocated skill points whilst offline, to apply to the skill of choice when they have a chance to apply them. The thinking being that you could then start training something and make progress, without having a clear idea or a plan up front. Sort Dragon feels this is a much better system. Merkelchen says that this all goes back to the original point of players not needing to worry about what they are doing or feeling like they have wasted time, especially in the beginning of the game. Jin'taannotes that it is interesting that the problems being addressed are not just exclusive to new players but also casual players. Electronic Warfare is brought up as an example. He goes on to say that UI changes such as seeing the effects of Electronic Warfare would engage the player more in the game. Sort Dragon adds that this is the same when a player is on the receiving end of E-War. Sort Dragon adds that getting some confirmation that a new player jams a battleship would be such an effective way to let the player know that they are being useful.

CCP Burger quickly asks in the end what the CSM would have wished they had experienced when they first started playing EVE. Aryth says that it would be the big fight. Merkelchen adds that this is a priority to get the new players hooked. Jin'taan notes that going to Jita to see the activity there which is mindblowing. Innominate adds that the spread out nature of the rookie systems which would split up friends starting in the game is negative to new players. The CSM discusses that any spectacles for new players such as the Caldari Prime event would be nice to implement in some sort of flashbacks. Sort Dragon asks if the Jita 4-4 station can be made to a massive scale, such as a keepstar model.

Consolidating all the rookie systems into CONCORD space to create more activity was suggested by the CSM and everyone agreed this would be beneficial.

Customer Support Team - Policies

CCP Guard started the session by stating to all involved that there would be no discussion of specific player accounts or incidents, to which the CSM commented that they were not looking to discuss specific players or incidents, but rather the policies and procedures CCP follow.

GM Ender, director of Customer support, introduced himself. Lead GM Arcade introduced himself then opened the session by explaining that they had not brought any stats about ticket reply times or satisfaction ratings this time, but they would be available to the CSM if requested. Lead GM Arcade stated this was more of an open session with any topic the CSM wanted to raise. It's mentioned that that some players hold a perception that CCP do more to guard their income and business interest, through actions against RMT / Botters than they do to protect other players from harassment or threats.

Lead GM Arcade suggested that before we go any further it may be a good idea to give a brief history of customer supports policy on real life threats, so that everyone knows what the past and current stance is. Lead GM Arcade went on to detail how the real life threats policy has changed over the years and how over the past few months it has been subject to further review and changes.

Lead GM Arcade went on to make the distinction between banning a players account and banning a player. This distinction has caused some confusion in the community, Lead GM Arcade admits that the messaging about bans could have been clearer from customer support. He pointed out that in the past if a players accounts were 'permabanned' the player was not barred from starting new accounts, although their history would carry over should more incidents occur. This is not the case anymore. If a player is 'permabanned' then any further accounts associated with them will be banned as well.

Brisc Rubal suggests that it should be made clear what results in a player being banned versus their account. Exploits, real life threats, RMT and botting. He also suggests putting out a forward facing document that explains the differences and provides players with an understanding of what activities can result in different kinds of penalties.

Lead GM Arcade goes on to say that harassment as a whole is hard to deal with as much occurs outside of the EVE client. "We cannot become the internet police" was the answer to the question whether CCP takes action for events outside happening outside of the game. Brisc Rubal states that he understands the concern about not wanting to police the internet, but also notes that harassment that is the result of player relationships that began in EVE can logically be tied back to EVE, and regardless of whether they take place on outside services, the nexus of the harassment is the result of EVE Online. Thus, as people report more cases of harassment happening outside of the game, that evidence, as long as it is credible, should be used to take in game action. GM Ender states that this can be the case currently, if there is credible evidence.

Jin'taan goes on to say that due to these things not being policed, the meta so to speak has turned into high level players receiving death threats and being doxxed. Sort Dragon talks about an example of a ticket involving being doxxed and complaints about the "automated feeling" of the response from the GMs to such reports. The gaming community on a whole is evolving and violent

events have grabbed attention, this stuff needs to be taken seriously, given the current climate and recent events. Lead GM Arcade clarifies that threats against a real life event of any kind, credible or not will result in a permanent ban and that the police will be contacted. For cases of players reporting self harm we also forward the players information to the police so that the police can take the appropriate steps. This also requires the GM's to get in touch with the police to make sure that this increase in reports will be acted on and not considered white noise.

When asked why the new stance isn't made public. Lead GM Arcade explains there is hesitation about giving off strong expectations of CCP being able to police the internet. The offending individual's account can be "taken care of" but it is of the utmost importance that serious offenders are reported to appropriate entities, such as the local authorities and parties which run the site or service the threat took place in. Brisc Rubal then reiterated that there should be a way to craft a release that publicizes that out of game actions can result in in-game sanctions without opening CCP up to the expectation that they're policing the internet. Brisc notes that it's in the best interests of CCP to be transparent here.

CCP Guard talks about a worst case scenario example like if an EVE player would go to another player's house and do something bad, then it would always get tied to CCP regardless of our stance. Which was a point Brisc Rubal agreed with.

CCP Guard asks however how effective the CSM thinks it is, severing the offending individuals from the game entirely. Brisc Rubal and Merkelchen both note that the potential liabilities in a business situation here are significant, and that these matters could cause existential crisis for billion dollar companies if in-game conflicts start escalating to real life situations. Sort Dragon feels that the company gives off the feeling that they are liable for the protection of their employees, but that this doesn't extend to the players.

The Judge states that if he were not on the CSM then he would not have gone to EVE Vegas due to a threat and feels that normal players do not get the same support in the aftermath of a threat.

The GM reply used in response to policy violation reports was brought up and Lead GM Arcade responds that it could be customized more, even if CCP most often has to be vague about what is done in each individual case. The discussion does go on to say that updating the response would be something to look into, as well as articles online with guides on what to do in cases where players have been threatened, helping them to understand where to go and what to do.

An example of an ongoing case in EVE with an unnamed individual is brought up to demonstrate what kind of behavior some people can show. CCP Guard asks if the behavior in question has been reported to police. The CSM mention the differences between global police forces such as Interpol and the small town police forces that many players would have to deal with and how "internet threats" are seen differently in different jurisdictions.

Summary of what CSM wants to see Customer Support an CCP to do:

- Forward facing high level policy communication on ban types vs actions
- Better response for victims
- Article with resources to help victims know what steps to take.

Sort Dragon asks quickly about racism and what Customer Support's stance is and if some political or cultural differences were taken into account when it comes to reports. GM Ender says that taking every single country and cultural difference into account is not feasible, but on a case by case basis they do try their best.

Server performance and tech issues

The session starts with a round of introductions. CCP Goliath, CCP Tuxford, CCP Explorer,CCP Chimichanga and CCP Mannbjorn are present.

CCP Goliath steps in with a list of issues, that have been identified by QA as being discussed frequently in social channels, or often reported via bug report, in no particular order of severity. What he wants to accomplish is to segregate the various types of issues and their sources to lay the ground for discussion.

TQ and server related performance issues:

- Fleet fight load and tidi issues.
- Desyncs and rubberbanding was another issue earlier in the year most notable in the wormhole systems.
- Socket closed is a very varied issue often with causes outside CCP's control
- Mass disconnects in fleet fights
- Market performance

Jumping through wormholes with large fleets seems to disconnect about 25-30% of the fleet as noted by Sort Dragon. CCP Goliath states that mass jumping has always been a noted cause of load, and Brain in the Box was to address this. CCP Goliath will be following up on the specific issue though.

CCP Goliath talks about what he considers client performance matters:

- Market
- industry window
- character sheet
- kill reports
- Audio being a resource hog
- audio pops
- multiboxing has gotten considerably worse

Contracts and EVE mails taking long to load was brought up too by the CSM, CCP Goliath added it to the list.

Sort Dragon mentions that tether seems to carry between systems which causes latency issues and disconnects. After some discussion on details, CCP Goliath says that discovering defects is not the best use of time in this session and urges the CSM to let people know that bug reports are vital.

CCP Goliath goes on to rapid fire some other issues which are being looked at:

- Spammy channels causing disk load when chat logging to disk is enabled (that older spin drives could have problems with), particularly in fleet fights. SSDs don't have the same issue, definitely something he wishes to look into further.

- XMPP performance; Connection issues, separate Russian connection issues, fleet chat and local chat inconsistencies
- Service up-time of different services and how the launcher is a scapegoat as it will show the symptoms of these services being down.
- A problem with the launcher throwing an error when it is downloading an update and a client is attempted to be started.
- The news feed seemingly having a mind of its own.
- Launcher reporting the server status in a non-optimal way
- launcher forgetting the accounts due to a user flow problem such as accepting the EULA.

After CCP Goliath gives a general overview of the issues which are occurring, and that are being looked into he asks the CSM what they consider the biggest issues. The CSM talks about disconnects and the varying followup issues which they bring, lack of skill points loading, abyssal site timers ticking while the exit gate loads and subsequent losses, to name a few.

UALX was brought up, specifically the grid funkiness with Titans moving to a different location after a mass disconnect. The battle of X47 was brought up, the servers held up nicely but the client crashes and disconnects affected that fight more, Sort Dragon doesn't agree with that. Killah Bee asks if there is some priority on modules in tidi and CCP Chimichanga says there are no explicit priorities. CCP Tuxford explains the dubbed Dogma lateness which affected cycling modules versus activating them and waiting in a queue for commands being sent to the server. The benefits of this are however considerably less apparent than they were back in the day.

Sort Dragon mentions the AOE issues and how costly they seem to be on server performance, Citadel grids seem to be considerably worse and there is a perception from the CSM that the Citadels are somehow to blame. Suitonia talks about every time a citadel changes states he gets a socket closed error.

There's a discussion about the possibility of range checks causing issues. CCP Chimichanga says he wants to look at them some more but others point out that research so far doesn't point them being a major issue.

CCP Goliath gives examples of cases where common perceptions of causes have been dismissed with data. So while the perception may be that AOE is to be blame here, it may not necessarily be the smoking gun. CCP Chimichanga and CCP Goliath effectively say there is no silver bullet to fix the major issues and there may be many contributing factors. He goes on to say that anecdotal evidence may give some context on the issue, but nothing compares to empirical data gained through bug reports. Bug report. Bug report. Bug report!

Sort Dragon talks about staging systems being on the same nodes and whether this can be avoided in the future. The general re-mapping system for specialized nodes is explained and under what circumstances things like this can happen. This is a resource balancing matter with the amount of nodes versus the requested systems to reinforce.

The sooner reinforcement requests come in, the better, to ensure that the mapping is correct and that systems are properly reinforced.

Jin'taan asks if some communication could be made to get people to file bug reports from within the client and why they are preferred rather than a post on Reddit, Twitter and so on. The short answer is that bug reports get CCP the logs they need to pinpoint issues and properly investigate them.

CSM13
COUNCIL OF STELLAR MANAGEMENT

Ship and Module balance

This is a two hour back-to-back session to discuss balance for ships and modules.

Capitals

The CSM expresses that the current dynamic between sub-caps and capital ships is very skewed and needs to be brought back in line. Long range titan guns are incredibly strong even against relatively small ships. Sort Dragon, Brisc Rubal and Killah bee presented a list of issues that were developed by Fleet Commanders that they wanted to see addressed, including issues with Titan EHP, Rorqual balance and citadel mechanics. Sort Dragon suggests removing High Angle Weapon bonuses from Titans and adding the damage bonuses to the Siege module rather than the Dread hull, or alternatively to add a tracking bonus to the Siege. This would still leave means to counter sub caps with Titan. A reminder was to remove the AOE damage from titan deaths. CCP Fozzie feels this could easily be removed but not necessarily something which could help with crashes.

Sort Dragon notes that T2 guns are too expensive in compared to how effective they are. Suitonia adds that he'd like to see the mineral cost of Force Auxiliaries and Dreads to be swapped as the FAXes only cost around 700-800 Mill and Dreads cost 50% more than FAXes which have higher survival.

Fighter stuff.

Sort Dragon asks if the damage cap on fighters is intended which it seems to be.

A discussion is had about how strong fighters in general are vs subcaps from carriers as well - with the focus staying on the power of support fighters. Suggestion about removing the dual support fighters off super-caps.

Changing the Micro Jump Drive bomber fighter bonus and add something else like an AB or shield boost

Beef Chimera and Nidhoggur fighter bays to be in line with the other carriers

Rorqual

Sort Dragon feels it could be interesting to change the 5 minute base on the panic module to 2 minutes. CCP Fozzieasks for clarification to be on the same page. Suitonia adds that they are too safe right now. Sort Dragon suggests reducing the Wetu to only hold 2-3 excavators, or reducing the reinforcement timer. CCP Fozzie mentions that there is a somewhat related change being made to them and it's on the test server, but Sort Dragon feels that this doesn't address the issue at hand as by the time the hostiles are on fleet and Wetu is reinforced the drones are already in there, safe.

FAX and repping

Sort Dragon and Brisc Rubal suggested to make it so that a compromise be made between either double plate and double reppers or single plate and full reppers via a power-grid reduction. CCP Rise points out that the community discussions about this shows that there are a lot of different issues which have been brought up and there isn't agreement on a single problem. He did however request the list which the CSM had written up with suggestions on changes and tweaks rather than discussing it in the session so Team Size Matters could give it some more thought and spend some time on it. Sort Dragon goes on to say this was a lengthy discussion with other FC's on how to tackle the problem with FAXes in large scale engagements and even that resulted in varied feedback.

Jin'taan asks how often a FAX has been killed by sub-cap ships in general which could be one thing to look into to understand the problems with the FAXes.

Jin'taan goes on to ask if there is no trade-off associated with the FAXes in terms of fitting room. CCP Rise feels that this is a laye-up from the original problem which is that it is too difficult to kill the FAXes, regardless of the circumstances the original problem is they are too tanky.

Titan survivability is discussed. CCP Fozzie mentions that one potential option to increase the ability to kill ships under FAX reps would be to add a small remote rep impedance attribute to whatever ship classes are most causing problems. Jin'taan says that this falls down to the original issue with EVE which is the scaling of remote reps. Innominate says that they should just delete remote reps. The rest of the CSM did not agree with this.

Jin'taan brings up another suggestion of only base hit-points getting returned with remote reps.

Another issue the CSM brought up is that nobody is worried about jumping their FAX in anywhere to save another pilot regardless of what really is on field, they don't feel that there is any risk involved given the cost and the time it takes to kill them.

Sort Dragon suggests removing capital hull energizers on FAX.

Doomsday tether

Brisc Rubal, Sort Dragon and others noted there was an apparent bug where a Titan can tether following the 1 minute weapons timer following a Doomsday if that Doomsday resulted in a kill of the target, instead of waiting the 5 minutes for the Doomsday effects timer to expire. CCP Fozzie noted that this was a bug, and that CCP would investigate how difficult it would be to fix.

Sub cap

Nullification

Brisc Rubal knows that nullification in general is controversial. He would want to see every player make a choice when flying an interceptor, whether it is fast hard hitting ship or for travel. The Judge wants to hammer home a point which has been made for the last few summits and that is to remove nullification on ships that are combat capable and only keeping it on shuttles and the yacht. The Judge says that while the stats may say that interceptors are awesome because they are used a lot, this can be caused by the fact that there is no alternative. CCP Fozzie does clarify that the goal of adding nullification was to give combat capabilities and encourage more use, and more activity. Brisc Rubal adds that the issue is not with a tackler having nullification as long as they were not able to deal damage without support from other ships.

Innominate adds that the old days of locking off a constellation with a bunch of bubbles is not as much of a thing as it was and Jin'taan goes on to say that the main issue is the combat nullification. Jin'taan proposes that an active weapons timer would disable nullification. CCP Rise goes back to the beginning of the conversation about this, there is a range of things which could be done to change nullification, that is not the difficult part, but says that CCP still isn't convinced that nullification is having a net negative effect on activity. The answers CCP may get from the CSM is not necessarily the same as what the rest of the players may say about this, there may be different groups of players with different feelings about this.

Jin'taan adds that they did not clarify that this was only to address the combat nullification rather than the system as a whole. Jin'taan adds that the CSM should have clarified that the concern with 'combat nullification' was the impact of nullification on a ship that can align in less than 1 second (a sub 2.0 align time) and is capable of beating even instalocking ships. Combined, this makes it impossible for any ship to apply targeted DPS and thus renders these ships susceptible only to AOE damage. Sort Dragon notes that the meta is often decided based on what mechanics are generally considered to be the most broken mechanics in the current climate, and often warn CCP about the upcoming metas, as an example the anti entosis fleets, and that results in a need for CCP to address that.

CCP Rise feels that approaching this can be scary as it may not necessarily result in players rage quitting but rather that they decide not to undock on that day, and that results in less people in space. Innominate argues that nobody gate camps any more because of this and CCP Fozzie counters that by asking whether gate camping was also preventing people from undocking.

CSM asks if leaving nullification alone and adding it to shuttles would allow CCP to get metrics on the interceptor use when there are alternative ships to use.

The discussion then went about trying to gauge the mood of the community about balance issues. Surveys come up but the CSM says they could be gamed.

HICs with 500mn Micro Warp Drives

Suitonia asks about this and CCP Rise says he has been playing around with this and trying to find a fix. Removing the mass penalty would impact wormholers which makes it a not ideal solution. CCP Rise says that it is very broken and doesn't make any sense. CCP Rise says that they could limit the

generators to one per HIC but that would cause other issues. Killah Bee suggests a way to prevent HICS from equipping 500mn mwd. CCP Fozzie says he sees no problem with that (It was later discovered that there were technical issues w/ that and that this wouldn't be possible). CCP Rise is thinking more along the lines of just removing the penalties, but finding some way to not impact the Wormholers. There are some ideas thrown around with different stats which could resolve this, such as whether the solution could be a module, a script or a new ship designed for this use by Wormholers.

Chain Booshing

This causes frustrating scenarios in larger fights and they are extremely difficult to catch unless a dedicated group of interceptor fleets is brought. Killah Bee goes on to say that there is really no good fix that he can think of. Fatigue was a suggestion. Brisc Rubal says that this is a niche because it is so difficult to pull off. Sort Dragon mentions spearfishing where 2 booshers are enough to execute, however when this scales up to 14 jumps it becomes almost impossible to catch due to the comp needed to counter this and the precision and logistics involved are immense. Jin'taan asks whether removing the ability to boosh a HIC with a bubble up would also fix this to some degree. This also adds another level of difficulty to boosh fleets due to the coordination needed. The main take from this is that a 3 times bigger fleet is needed to deal with boosh fleets.

Sort Dragon mentions an example of defending a Fortizar against Ravens that just circled around the fort and had 27 booshers, 7 different fleets being set up was not enough to counter this. A bunch of Titans and long range dreads couldn't target the Raven before they jumped again. CCP Fozzie and CCP Rise discuss a delay of some kind associated with the jump. The issue is how to make it so 15 jumps would be crappy but a couple jumps have no issues. Steve Ronuken suggests heat damage being applied but CCP Rise is more inclined to a timer.

CSM do not consider this a super high priority but still something they wanted to discuss. Brisc Rubal added that this should be the absolute last change implemented after everything else had been fixed.

Loki

Suitonia mentions the Loki being really good and that sees the other T3s not being used as much. The Loki is effectively a Muninn with more tank. They are being used for everything whether its blops drops or general combat. They are another case of a swiss army knife. CCP Fozzie says that overbuffing Minmatar ships has always been an issue as they never look as good on paper as other ships. Jin'taan mentions the ECM tengu being nerfed to hell which was a counter to WH Bhaalgorns.

Ferox

Killah Bee feels the Ferox is still too strong and easily cost effective. It can shoot from a huge range variety. Enough Feroxes would beat any HAC or BC whilst staying extremely cheap. They are good

over a wide variety of situations. They were coined the swiss army knives. CCP Rise asks what would replace them, and the CSM feels the Hurricanes would do that. A competent FC would also have means to counter bomber runs. The low SP cap for Feroxes is also a issue. The CSM has a sentiment that they should still be good, just not as powerful as they are. Jin'taan states that two range bonuses on any ship has generally proven to be bad as they become too powerful. This also applies for the Eagle which has the double range bonus, but is less of an issue as the Eagle despite being the most powerful HAC is still not cost effective in trades against a Ferox fleet. Another issue is the Hybrid ammo being really strong at all ranges.

Crow, Navy Attack Cruisers, Navy Battleships

General feeling about these was that they could get a little love (editors note on day three of editing minutes: Who doesn't need a little love?), in particular, the Crow being the only fleet interceptor that can't get a sub 2.0 align time, which throws it out of balance with the other fleet interceptors.

Enforcer

The Judge feels it lacks a niche. CCP Fozzie says the CONCORD promo ships were intended to be below the power curve since they could be obtained through real money (via event attendance) and therefore they were designed to be flavorful and unique without being all that powerful to avoid being perceived as P2W.. The Judge feels that they still feel need to be usable. CCP Rise says that he can throw it in the pile of ships that he wants to look at. It boils down to the Enforcer doesn't have a place to do anything. Something small even like a combat scanner capability.

Mobile Cyno inhibitor

Suitonia feels it is very underwhelming in many ways, with the deploy time and the hit-point layout which makes RRing it impossible. CCP Fozzie says that the hit point layout discouraging remote repping the inhibitors is intentional but doesn't rule out the possibility of buffing it in general, as they were originally launched very cautiously. CCP Fozzie asks about reducing the cycle to one minute and that has some discussions.

CASB and ASB's

The triple CASB setups on Rorquals are problematic. CCP Fozzie asks what the CSM feels about having a single module limit like with the Armor reppers. The general consensus is that this would be a good change all the way down. The major issue right now is that a Rorqual if fit right cannot be killed by 10 dreads and the massive escalation needed to destroy them.

CCP Rise is heavily considering applying this single unit limit across the board, and buffing the small and large ASB's to not mess too much with the meta in smaller ships.

General

The composition of the EVE balance team and resource allocation was discussed. Brisc Rubal feels that the subcaps are in a good place, but capital balance needs some serious adjustment, including a discussion of what the unique roles should be for each class of capital. The increase in the number of recent fights - especially Titan and supercapital fights - have made it clear that capital balance is more a necessity now than it has been in the past

Killah Bee says he's happy with the current meta, but having the meta swap around a bit due to changes would prevent things going stale. CCP Rise adds that they intend to do this and have been aiming for frequent balance updates to keep things fresh.

Sort Dragon goes on to talk about the perception of getting changes into the game through the CSM versus reddit posts. The perception is that the reddit posts are guaranteed to get things done but CCP Rise doesn't agree. Sort Dragon then asks if getting agreement from the players about a change is necessary to get a change pushed through. CCP Rise clarifies that he did not back out on the proposed FAX changes because of the push-back from the community but rather that he saw the issue is more complicated than initially thought and would rather go back with a more informed decision.

ECM is mentioned and CCP Rise feels that being able to do something on the field despite being jammed would be a necessary change to make a good ECM balance. One idea which was thrown around was to be able to target the ship which is jamming the playerSort Dragon then asks if removing the ability to fit ECM bursts to interceptors. A simple change of adding 200 PG to the fitting requirements would fix this as well as bringing it in line with the cap use.

Cloaks requiring fuel was asked about.

Jin'taan asks about the possibility of making it so people wouldn't appear in local until they drop gate cloak. There's a joke from the CCP side about having demonstrated their ability to have people not show in local. Oh snap. Burn.

There's a quick update on FW victory points. Gate sliding is discussed as not being a trivial issue to fix and it was unintended to start with. But there is awareness of the issue.

Sov and Fleet Warfare

CCP Fozzie starts by stating that this session is about sovereignty mechanics, fleet warfare and to look at how server performance affects, and is affected by, these mechanics. One option CCP Fozzie is considering changing the timer on Doomsdays to prevent tethering for the same duration as it prevents jumping. CSM is unanimous about this being a good change.

CCP Habakuk starts with server performance discussion and has some points. He has taken information from fleet fights and investigated a few things in two of the recent fights where a node death happened. They were not found to be directly caused by load but more likely rare bug which has more opportunities to occur in a busy fight.. In the last case it was happening during a bombing run, but the team has not been able to nail the bug down yet. Another case was happening as a doomsday fleet jumping in and engaging a Molok. Bosoning was another factor. Some players have speculated that this is caused by area of effect mechanics. Jin'taan asks if it will be communicated that server load is not the direct cause of these issues, but CCP are not sure if it's the right thing to do at this point.

CCP Habakuk says that AOE damage is for sure causing some load, depending on how many players are affected by the AOE. In theory all AOE mechanics could be removed and it would surely improve performance, but it would make the game less interesting so it´s not seen as a good move. Aryth asks if Titan-death AOE result in the crashes. CCP has not found any link between titan-death AOE and player disconnects.

Jin'taan asks if testing this would be helpful and doing a mass test on TQ was brought up as a suggestion, the CSM say they could rally troops to make that happen. CCP Habakuk says that isn't planned but it's an idea. But he would like to be made aware of fleet fights happening too so that he can be more proactive in looking at them.

CCP Habakuk moves on to client disconnects. He says that he has found no correlation on what is causing them, and clarifies this is for disconnections from the server, not client crashes which are a different issue. He goes on to say that for client crashes are often caused by memory issues and a memory leak fix was deployed 2 weeks ago to tackle a known issue. Further causes for high RAM usage are still being investigated, but in the long run a 64 bit client would help resolve that. As for the disconnects happening in fleet fights, he would certainly appreciate more information (editor's note: Bug reports pls)

Steve Ronuken asks if the client crash reporting support article is still accurate. The answer is yes.

CCP Karkur asks Suitonia about his report of disconnects on structure stage changes and whether these were socket closed disconnects or client crashes (which is an important distinction for determining the source of issues). Suitonia confirmed this and the issue will be investigated further between himself and CCP.

CCP Habakuk mentions the battle of X47 and reconnecting players had no skills. A fix for this was deployed which increase the timeout grace period and disconnects the client if the client calls are

still timing out. Sort Dragon mentions the node death during a bombing run which resulted in ships dying but then being alive when they logged in again.

CCP Habakuk goes on to say that audio has a huge impact on client FPS during fights, an audio upgrade is being deployed which will hopefully help with this. Jin'taan asks about a limit on the amount of sounds being played at the same time which was discussed in the past which is not something the team itself is responsible for.

A change for updating brackets was tested in a mass test and will be coming soon to TQ which should help client performance as well.

Killah Bee notes that in the X47 fight when people were logging into the system and would get stuck on a black screen with a loading circle. The force refresh in the resource monitor is something the team is going to investigate (editor's note: it's been investigated and does absolutely nothing)

CCP Habakuk mentions prototype damage logging which added a bit of load and has been disabled. Capturing logs in general adds a lot of load, which is an unfortunate side effect of more detailed server side logs.

CCP Habakuk notes the information panel sov structure was making a lot of spam calls, the call frequency has been reduced significantly.

Merkelchen asks if there is any client setting which has an effect on server load. CCP Masterplan says that weapon grouping would be the only potential one. He goes on to ask if there is a possibility of adding a fleet fight mode into the client. CCP Fozzie notes that it is important to make a distinction between client and server performance issues although they both affect players in a fleet fight.

Brisc Rubal asks if there is a way to shut down non-critical server systems when Time Dilation (tidi) hits 10%. CCP Masterplan said initially tidi was implemented to with the goal of avoiding any game play changes based on time dilation. Since then we revised the approach and he mentions. He mentions multi-fitting and skin changes as non critical services. CCP Habakuk mentions the experiment done in a recent fleet fight where the bounty system was turned off. The bounty system is processed on a different node and would not affect the fleet fight node directly, however, the bounty service was disabled due to proxy load which would result in an "experience" of lag on the client side. CCP Masterplan goes back to this point saying that they are looking at certain non-critical graphical effects being disabled in 10% tidi as they are non critical. CCP Masterplan wants to do a followup with a list of things to potentially disable, and run that list by the CSM later.

Sort Dragon asks if chat spam has any effect but this should not affect the fleet fight itself but can cause issues with the chat server. Explorer adds here that at the time the chat issues were occurring, CCP had some proxy load issues too so any connection between chat spam and client disconnects could be a coincidence. The one issue which is being investigated is that the chat server itself is not under heavy load but the local chat will crash due to hitting 100% load.

Fighters cause load and CCP Masterplan explains that the reason for the change to fighters was to reduce the amount of items in space. The AI which came with it however is more complex. This AI adds a fair amount of overhead to fighters. A custom AI for fighters is being considered instead of using the generic one, the result of that is less overhead. CCP Habakuk clarifies that fighters do cause less load than drones, however fighters suffer more in high-lag situations than drones did.

Sort Dragon asks about the AOE damage from Titans and CCP Fozzie says that this is something which they can certainly do that in the future even though the gain would be potentially minimal.

CCP Lebowski mentions the player reports surrounding tethering. CCP Habakuk says that they have looked into tethering and have not found any significant load issues with it. Sort Dragon notes that bridging from a tether, will mean that after jumping into the system would mean the client is making calls supposedly related to the tether of the previous structure which stop being made after a relog. CCP feels that this is potentially a case where they need to see a complete picture and figure out if there is any actual correlation here and identify the origin of the calls.

CCP Fozzie says that if players are doing any kind of research of these types then they should be getting in touch with CCP so the matter can be investigated further.

Sort Dragon talks about the UALX fight with Titans being moved around in space to their last known position after a crash. CCP Masterplan explains that this is a bit of an edge case scenario related to node crashes if no new XYZ coordinates had been registered for the player.

Sort Dragon and Killah Bee bring up the persistent issue with wormhole travel and the client disconnecting. CCP ask to get more information on this. They also talk about how it is important to be able to distinguish between crashes, disconnects, FPS issues and lag.

Jin'taan notes quickly addressing low effort AOE such as ECM burst intierceptors would also help. He also notes that titan AOE affecting a bigger cluster of people than bombs.

CCP Karkur asks about desync frequency. Sort Dragon says that super caps are affected more than sub-caps.

CCP Masterplan explains the most common cause of desyncs in the game is due to the location call frequency being lower than seen in standard games, and is the reason EVE can do much larger scale engagements.

Upwell Structures

This session was to present new structure work and discuss any issues related to Upwell Structures in general.

The session begins with discussion of the Upwell cargo deposit mechanic. Brisc Rubal says that this feature paired with asset safety can mean roaming gangs can deposit loot in any structure and then get it to low sec. This is something the team was going to review and see how it goes. Sort Dragon asks whether this would cause any performance load. CCP Fozzie says that this is the same as any normal inventory operation and limited to 1,000 items. Sort Dragon asks if this would allow players to dump the fittings from their active ship directly into the structure during fights. CCP responds that they will be keeping a close eye on these tactics and that they have options available for extra restrictions if needed for balance. Innominate doesn't see this as a huge problem but it is something people are going going to try in niche cases.

Jin'taan asks the CSM what they feel about the combat power of Upwell Structures. Sort Dragon says that it's gotten to the point that the FAXes are the problem, not the structures. He does say that sub cap guns could do with a little love. CCP Fozzie says that the structures were always intended to be a force multiplier. Merkelchen says that the sub cap weapons become very ineffective quickly, depending on the scaling of the engagement. Sort Dragon points out the gunner point of view doesn't give much engagement in the fight. Mass tanking of the Keepstar doomsday was brought up, and Jin'taan asks if the DD can prioritize targeted ships. CCP Fozzie says that one potential option might be to have the doomsday use base mass rather than modified mass to choose targets. CCP Masterplan asks if this is something which sould be prioritized and the CSM doesn't consider it urgent but definitely something to look into.

CCP Fozzie moves the conversation over to the new structures currently in development such as the navigation and propaganda structures. Aryth asks if the jump bridge replacement structures are one to one or one to many, CCP Fozzie confirms one to one for now. The linking makes the structures align towards each other and will only work when both are aligned towards each other.

CCP Fozzie briefly discusses the current version of the reinforcement system for these new structures. The plan involves a single reinforcement timer similar to POCOs, and for low power navigation structures to be destroyable without any reinforcement period.

The CSM has concerns about how squishy the structures are and how the timers work in conjunction with the structure service being available. The cyno jammer structure was the main focus of this discussion, although concerns also existed about the other navigation structures. The CSM asks if they can be anchored within range of Citadels and CCP Fozzie responded they will be anchorable within weapons range of other Upwell Structures as they will not have weapons of their own. The exact ranges are still undecided.. Jin'taan says the 24 hour vulnerability works great for structures with 3 timers, but doesn't work well in this case. Sort Dragon asks what the damage cap is and CCP Fozzie says that hasn't been decided but will probably be less than an Astrahus. Sort

Dragon says this will be the worst change to 0.0 in the last 10 years and says the team should go back to the drawing board.

The table then began to discuss different scenarios involving their various alliances in an effort to demonstrate how the proposed changes could be abused to one side or another's benefit.. Jin'taan suggests having triple timers but squished into a single day. CCP Fozzie says this option is potentially doable and is worth considering. Sort Dragon notes that with the current system there is counter play via repairing, but the new system would remove that counter play and they would have to accept the fact the structure is dead. Jin'taan asks why repairing Upwell is not possible. CCP Fozzie says that remote repair and the damage cap didn't work together.

Sort Dragon wants to note that this change as it stands right now would hurt 0.0. And would like that added to the minutes.

More examples were discussed about scenarios and tactics and extreme theory crafting commences.

Sort Dragon suggests a damage cap that is high enough to add a response time and create an engagement around the structures. Jin'taan notes that this scenario causes a huge attacker advantage because the defender is forced to work with the single timer. Entosis mechanic as a counter play was brought up as a question. Repairing was also thrown around as a good counter play in this current system. CCP Fozzie asks if the CSM does not want to see repair warfare become less of a thing.

The main issue the CSM has with this design revolves around the jammer and not the jump bridge. CCP Fozzie says that the damage cap and HP can be adjusted on the jammer to compensate in some way to allow a flash form fleet to counter. CCP Fozzie also asks if having a cap before they are incapacitated would be good.

Sort Dragon suggests a timeframe goal of 30 minutes for reinforcing the jammer which Fozzie thinks is a feasible tweak. Jin'taan asks if a shield booster could be added to structures to add a variable to the game play rather than having a super binary mechanic. The Judge also asks if a decommission button or self destruct could be added to the new structures.

Sort Dragon goes on to say that the medium Upwell structures should have shorter timers as they are too spammable. CCP Masterplan asks if the CSM thinks this issue is more strongly connected to them being too cheap or too difficult to get rid of, the CSM says both. He goes on to ask if making them easier to kill would be an option which the CSM feels is an option. Brisc Rubal says that it is important to find a distinction between legit citadels and spam citadels. An increased incentive to kill medium structures was brought up.

Structures Part 2: Galactic Boogaloo

This session begins by covering some aspects of navigation structures that hadn't been discussed in the previous session due to time.

The general user experience of jumping through player-built stargates is planned to match normal stargates as much as possible. These structures will be able to be made public if their owner wishes, with options for tolls to be collected on jump.

Jin'taan asks about the Cyno beacons. Upwell Cyno Beacons will work much like the existing beacons except that jump access will be controlled through ACLs rather than being tied strictly to alliances. ACL updates may be cached for performance reasons so changes to the ACLs for cyno beacons may require a bit of time to take effect.

Sort Dragon mentions that the infrastructure managers would benefit from a not too high anchoring time.

CCP Fozzie mentions that anyone will be able to add fuel into the navigation structures from their ships outside.

Sort Dragon asks about any fuel changes to these structures, specifically the cyno beacon. These structures will all require an online service module to function which will consume fuel blocks, and jumping through the stargates will consume liquid ozone scaled on the mass of the jumping ship.

The navigation structures will have smaller minimum deployment range restrictions to other Upwell Structures than the other structures do. They will be able to be deployed within weapons range of a citadel, and it will even be possible to have more than one type of navigation structure within weapons range of the same citadel.

Sort Dragon asks about range restrictions around POSes and that is something that is still being decided.

The CSM asks about how this will work on patch day and the team discusses some options being considered for easing the transition between the old starbase navigation structures and the new Upwell versions.

Sort Dragon asks about the manufacturing side of things and the team says they will be manufactured using a variety of components much like other structures.

The Judge brings up a self destruct feature for the structures to bypass the reinforce restriction. CCP Fozzie says this is something the team considers an option and they have several they are considering. The Judge says that the "fee" to replace the structure is something alliances would accept to replace them quickly.

The service module will be able to be turned off and on instantly, which represents a very significant buff to cyno jammers which the CSM was willing to consider as a valid trade off for other weaknesses they will have, but is unsure how it will work out in practice.

CCP then opened up discussion on a series of propaganda structures planned for the winter expansion. The smallest of these structures will be a deployable that will be inexpensive and easy to use. The team is also investigating some larger propaganda structures including large monument statues.

Sort Dragon asks if this will replace TCU's in anyway. CCP responds that this is a possibility for the future but that there won't be any TCU changes at this time.

Aryth asks if the Palatine can be buffed to create more incentive to build one. The team respond that this isn't currently high on their priority list.

Player FOB's are something they want to explore but is not slated for the winter expansion. However the navigation and propaganda structure do include tech that could also be used for future FOBs.

There was some discussion about merging the sov systems and this is something the team is maybe able to look into much later. Their primary goal right now is to replace the last functions that are exclusive to starbases.

Structure SKINs are also ongoing as well as visual flares of stargates. Their effects are being worked on too. The information the gates will display is making the information in maps available visually around the gate.

Suitonia asks about jump gates and what limits jumping through. They will try to match them as closely to normal stargates including cloaking on jump. Steve Ronuken suggests that setting a threshold to auto pay for toll jumps such as anything under a cost of xyz ISK amount.

CCP then returns the discussion to the defensibility of navigation structures. CCP Fozzie asks the CSM what they would consider "too safe" for these structures. Aryth says the 3 timers. 1 timer is fine but 2 is too many. Repairing them is non-negotiable from CCP's perspective. Sort Dragon notes that the damage cap will be the big factor in this. Sort Dragon suggests that around 10k damage cap with 30 minutes of shooting to incap would be appropriate.

Innominate points out that very few people will actually destroy the structures unless they are not protected. This is mostly to disrupt services. Sort Dragon stresses that a visual timer needs to be associated with the structures.

CCP Masterplan notes that the standard design philosophy with Upwell structures is that there is a chance to survive an engagement, repair and recover the structure. A lifecycle that prominently involves self-destruct would make them more of a "single time use" based on the proposals from the CSM. This isn't necessarily a problem but it would need to be considered carefully. CCP and the CSM continue to discuss various counter play options. The main take away from this is that there is a lot of discussion about tweaking and finding a sweet spot rather than the design philosophy.

Balance pass with Team Size Matters

CCP Rise and his team came in for an extra session the day after the 2 hour Ship and Module Balance session.

He wanted to give an update on what can be done short term about some of the top items of discussion. The team went back after the summit and did research on options. This would be a balance release heavily driven by the summit. This is also stuff which is near the top of the CSM's list of current balance issues and involves things which CCP have been reluctant to change for various reasons. Some discussion was had about how to communicate these changes and how long they should stay in the game until they are addressed or revisited. Starting with:

Nullification removal from combat interceptors. Fleet tackle interceptors retaining nullification.

It's possible that ECM can be changed so the jamming ship can still be targeted back. The counter would be an ECM ship buff in a survivability regard.

Heavy interdictor bubble generator penalties being removed to address the broken HIC issues. CCP Rise and the CSM acknowledged that WH players would be negatively impacted by the HIC changes and CCP Rise discussed the possibility of adding a mass reduction module to ships.

The other issues brought up are also being looked at.

Community Session

CCP Guard wants to talk about tournaments and community stuff in general. The Fansite program is also something they want to update and modernize when they have time. The Community Team want to increase what they do for, and with, streamers. All these programs need to be run in a meaningful and sustainable way. Connecting EVE and Twitch through the SSO is being looked into. Jin'taan asks about connecting EVE and Discord, which was investigated previously.

CCP Guard goes on to say that the Twitch integration would give players a choice to sign up to receive all kinds of rewards that CCP could set on its end.

Tournaments are brought up. The format was changed for the Alliance Tournament this year. A decision had to be made earlier this year whether a tournament would be run and whether there would be ship prizes or not. In general CCP feels that ship prizes are are not sustainable in the long run. There is the worry about ship type bloat over time, as well as the fact that it takes the same amount of time to make a ship for the winners of Alliance Tournament as something all EVE players can use. Having valuable prizes for ambitious competitors has recognized value but CCP needs to take time to figure out if other options than ships can serve the purpose. For this year it was decided to go with ships.

EVE-NT were used as contractors and CCP feels they did a fantastic job. CCP Guard asks Jin'taan and Suitonia how they felt the Tournament went, given their inside knowledge. Jin'taan says that because commentators came from all over and spent less time together than previously, there was less time to sync and talk things over. CCP Guard says this would be something to consider next time.

Merkelchen asks about the administrative bandwidth to do tournaments. CCP Guard says that the way tournaments are run internally needs some refreshing for them to continue successfully. Tournaments need more formal ownership and to rely less on voluntary time. There is interest in exploring a seasonal format over a one month tournament with long weekends. Suitonia notes that the stream viewers peaked on the first weekend and then trends downwards. CCP Guard says some of that can be traced to the fact that there's room increase the promotion for the tournament. It is also discussed that the period had a lot of competition from other Esports events.

There is an ongoing discussion at CCP to have an EVE dev team own the Alliance Tournament rather than it rely on the efforts of various people who step up out of interest but often end up getting sucked into spending way more time on it than they intended in order to make it work. CCP Guard says that in his opinion dev time would be best used to get the Tournament Tool into a more intuitive state to remove a lot of the manual labor an complications of running tournaments in EVE. This could also eventually put the tool in a state where it could be handed to the players to run their own tournaments without the need of CCP staff managing everything in the background.

Sort Dragon mentions that prizes need to be announced and confirmed earlier to allow the teams to make informed decisions on whether they participate in the tournament. Killah Bee notes that the teams train a lot and the reward needs to reflect that commitment. He goes on to ask why there is

consideration to remove the unique Alliance Tournament ships going forward and what would replace the ships which would still make it worth it.

CCP Guard brings up a question in the context of dwindling viewer numbers and the demonstrable value of having the tournament continue in its current format, with the same goal of extracting the very best PVP from specialized groups driven largely by lucrative prize structures. Or if, it the Alliance Tournament could be somehow geared more towards active participation from all kinds of alliances competing for pride and fun?. Aryth points out that there is a disproportionate distribution of wealth through the tournament teams.

Jin'taan pitches that alliance SKINs would be be very popular and that winning teams should get alliance themed SKINs for the winners, which are exclusive to that alliance and themed after it. This will allow the players to root for their team and have an emotional investment because every member would get something if they win. CCP Guard goes on about how there could be a set of prizes rather than just a single thing. One idea mentioned is propoganda structures which the top 3 teams could place where they want and be themed in gold silver and bronze, with names of previous teams etched on them (or in Show info or something like that).

CCP Falcon feels that heavily overpowered alliance tournament ships do not have a place in the game and goes on to say that the value of ships should be in their uniqueness, with different slot layouts that add to the meta, not the fact that they're hugely overpowered win buttons. CCP Falcon also went on to say that he's not a fan of having separate servers for practice and believes that anything that impacts EVE and the meta should be occurring on Tranquility.

Jin'taan adds that with the Alliance Tournament tool, EWAR efficiency needs to be more transparent for the viewers. He suggests that multispectrals should be the only targeted ECM modules allowed and that the amount of Energy Neutralizers allowed should be lowered. CCP Guard says we should discuss rules in a special rules meeting should be planned when the tournament comes closer.

CCP Guard finishes by saying that the modus operandi for the Community team now is to try to work smart with regards to sustainability.

CSM13
COUNCIL OF STELLAR MANAGEMENT

The Activity Tracker

Team Psycho Sisters is running this session to show off the new Activity Tracker. The name is not finalized. This tracker shows the most common activities and breaks them down. Aryth asks why this is becoming a feature. The team explains this is mostly aimed at new players as there is no single place in EVE to show what the game has to offer and how you fit into it all. This is also a test in breaking information out of "the monolith" and exploration on future technical possibilities which are not player facing. Aryth is concerned about whether more activity would mean increased server performance cost. This new tech, on the contrary, will allow server performance to get better in the future and take more services outside of the node processing, instead of bogging it down.

Sort Dragon asks whether these are instantly added or updated on some time-frame. This depends on delivery, such as with bounty payouts or manufacturing job delivery but most updates will be immediate. Sort Dragon asks about whether this can have an ESI endpoint. The service would allow it and the team is getting there in regards to implementing it.

The end goal would be an in-game leader board, right now this is mostly a proof of concept. Brisc Rubal asks if this is going to retroactively collect data which is not the case as it is not possible to do that for all the data. The focus on new players is also a reason that retroactively adding data is not being explored further. This is to create new player incentive. For more seasoned players the important stuff for them will come later.

Aryth asks about a reward scheme of some kind in this system which is not being considered at this time.

Jin'taan says that this is showing a lot of data but not how to do each activity. This system being linked into the agency will address that. Brisc Rubal suggests adding links to the tutorial in the data tracker to get involved in an activity they may not have done in the past. This is something which CCP Optimal thinks makes sense in some cases and a similar feature is on their road map.

Jin'taan says that keeping this in the client is a really good thing rather than referring external content. This is a philosophy the team is operating on; to have more of the things you need available in the client.

Sort Dragon suggests having this in the launcher and Jin'taan thinks having the tree itself on the website was good.

The CSM have more desire to see this implemented into the ESI to have pilot stats public.

Merkelchen feels this is a great reward scheme for new players rather than the complicated system right now with skill point rewards.

Steve Ronuken suggests adding ships lost and ships being assembled (or already assembled). Sort Dragon adds ship spinning to that suggestion list. Broker fees and tax fees were also suggested. The team says they are possibilities for later

Jin'taan suggests that ships you destroyed could be broken down further to show specific types destroyed. The team says this was considered and would be a mess to display in the activity tracker but the data itself is still being collected for implementation elsewhere potentially and this applies to many cases. Jin'taan suggests that at least distinguishing between titans, super capitals and the rest of the capital ships if it is not possible to display every single ship type which the team was going to consider.

A point was brought up by the CSM about small, medium and large being used to describe ships and items in the game as these are not commonly used to describe ships and also means memorising modules and what to equip those to. This conversation goes on to find a compromise between listing ship types versus ship size classes. Breaking down each ship size into the specific classes is a thing the team is considering. The team brings up the sustainability in keeping up with all the things that will be added to the game.

Steve Ronuken suggests that invention shows failed and succeeded runs. Jin'taan adds that this should also show negative stats as well.

The CSM feels that they are happy with the feature overall, they feel they are nitpicking aspects at this point with suggestions on what data to add. They do request that if this were to go into ESI to get more granular data than the

The Agency & Fleet Finder

CCP MrHappy, CCP Psychognomy, CCP Deadlift and CCP Optimal show up to discuss the future of The Agency and Fleet finder. Game designer CCP Psychonomy starts with the fleet finder and where they wish to take this feature and asks for what the CSM wants from the system.

Jin'taan talks about due to how high sec is currently in the game, you can't really get involved in corporations due to the war dec system mainly. He'd want to see the fleet finder be based on location to make it more helpful to new players to give boosts to miners as an example, and create a more social environment. Aryth says there are some pain factors with the fleet finder in null too. Optimal chimes in that it is hidden in the Neocom too. Aryth and Suitonia say that this would be cool as a system like in other games where players could flag themselves. Incursion, drifter wormholes and NPSI fleets have a lot of issues with getting fleets arranged.

Jin'taan says that tying fleet finder to standings is good, but not when that is the only thing it is tied to. CCP Psychohnomy steps in and say that what they are working on now is different to the current fleet system. He explains that a player can create a new open fleet, set some attributes about the fleet such as desired activity. Then at the click of a button the fleet is set up and other players can find that fleet. Jin'taan and Suitonia want to see a queue system, but CCP Psychohnomy says they don't want to automatically assign players to fleets, Aryth says it's more like a draft. CCP Psychohnomy continues to talk about an example of players wanting to join a fleet through the agency after finding an activity they are interested in.

CCP Optimal says that this would be a means of advertising the concept of fleets to players through the agency, but ultimately the agency will not be responsible for the game play content itself. Jin'taan says this sounds like lowering a barrier of entry to join fleets without being in corporations or relying on standings. Jin'taan goes on to say that there needs to be some social aspects in the NPE, such as being in fleets.

Suitonia asks if the notification system can be tied into this to notify players when their friends are creating open fleets. An FC review system was suggested. Identifying the actual FC might be problematic and the potential for abuse is also a concern. Showing hard stats is however something the team want to research.

Killah Bee asks if fleet location could be added to the agency map. CCP Psychohnomy says this is something they'd want to avoid showing. He wants to revamp The Agency to guide players to activity and then go from there with fleets. Jin'taan says that knowing where the fleet is going to form up is however something which needs to be addressed regardless. Before joining the fleet, the region of the fleet could be shown and then the fleet commander would make the decision to accept the application and clarify where the fleet is located.

Brisc Rubal talks about that allowing an FC to decide where to place the player in the fleet when accepting the application. Giving the FC more power over where to move the members rather than allowing them free reign. Aryth brings up that knowing some information about the applicant would be ideal. Such as current ship, security status, war status, capabilities and so on.

Sort Dragon asks for clarification on the feature and if it is a secondary fleet finder. Optimal states that this is to iterate on the current fleet finder system and make it available to more people whilst still maintaining the current features. Sort Dragon then goes on to say that the tone of the CSM needs to be adjusted because they are thinking of the null sec fleets whereas the team is looking at high sec, the agency and making it easier for new players to get into group activities.

Aryth says that this could also be 2-5 new players trying to figure out EVE together as another example of how this could be used. CCP Optimal talks about an example that they had explored with this feature such as selecting a card in The Agency and getting information about that activity as well as seeing fleets in the area which are doing that activity.

CCP Psychohnomy asks if there should be any limitation on the ability to create fleets. CSM disagree with this and think there should be no limitation and rather focusing on getting people to play together rather than a more mentoring mentality.

Suitonia suggests that the fleet should show some information about the player who created it, such as stats on how long the player has done a certain activity, this would allow players to distinguish between mentors and other like minded new players.

Aryth says that this should give the ability for new groups to form and thus not have a restriction, rather than restricting the ability to create the fleets to already formed entities which will absorb the new players. Sort Dragon adds that there is a need for new groups in the game and removing that ability in the finder would prevent that.

Certain alliances would or could spread mentors around all over EVE and use these fleets as a funnel into the corporations. This would be beneficial for everyone and could coexist with having no limits on the fleet finder.

Brisc Rubal asks about the agent finder and the complaints about this feature. The lack of locator agents, and few agents listed in the page. Rather than using the agent finder people rely on external sites. CCP Optimal says that this was initially designed with new players in mind rather than for veterans. Jin'taan asks then why the older system was removed.

Sort Dragon asks if the agent system would be revamped as it is "old as shit" and does not really fit in the game in 2018. CCP Optimal says that he wishes some changes could have been made some years ago but there are no plans at this time. Brisc Rubal adds that getting new missions would be great. Jin'taan says that changes to the mission pools per agent would add diversity, CCP Optimal agrees that in the current system there is no reason to run for other agents.

A request from players is discussed regarding having a social group which is not a corporation or a chat channel, more of a community membership thing, which could be expanded into coalitions potentially. However the idea is more to be on a player level rather than corporate. CCP Psychohnomy says that this is not totally out of scope for the ideas they have for the system. The Judge says this is basically getting an out of game feature into the game.

Sort Dragon asks if the agency is being set up to try and get corporation recruitment into the agency. CCP Optimal says that the corp finder works well but is not visible enough and would want to see that system be more connected to The Agency as players can go for months without knowing about

it. A flagging system for negative or positive groups would be beneficial to effectively raise awareness of malicious corporations. Alternatively a limit on a character or corporation and the ability to advertise if they are considered malicious. CCP considers this to be a slippery slope which should be kept at a Customer Support/GM level.

A discussion is brought up that player retention would be a good way to conclusively see how good a corporation is and this would be a undisputed metric avoiding any bias the previously discussed flagging system could bring up. There are concerns about how that could be gamed, for example having one player with a bunch of alts in the corporation with active subscriptions, however that would be easily detected and the corporation manually removed from the system. Brisc Rubal then asks how alts versus mains are spotted, and CCP Guard clarifies it's not a perfect science but usually if we have to pick one for gift distribution for example, it's based on skill point totals and account age.

The map in the game is brought up and getting a Dotlan styled map in the game, this then brings up the old map and the new map and some varied feedback on it. The general sentiment is something the team is aware of.

Jin'taan has a final question about The Agency redesign and whether a town hall would be beneficial as not many in the CSM use it. CCP Psychohnomy says that when they are in that place then they will consider it. A final suggestion was adding a corporation/alliance wide broadcast system into the agency for various things such as gathering in systems or other logistics things.

CSM13

COUNCIL OF STELLAR MANAGEMENT

Wormholes & Factional Warfare

This session was requested by the CSM to bring forth issues related to these two feature sets.

Addressing the issue with structures in Factional Warfare space is something which has no real solution right now, and any approach seems to cause problems and complications, whether that is locking militias out of structures in space they do not control or something else. Additional benefits to holding space in Factional Warfare, besides LP and tiers, would be favorable. Reducing resists on structures in space that players do not control is suggested.

CCP says that phasing out control towers will continue with the 3 navigation structures being introduced this winter and then the team will then be in a position to remove control towers next year.

Jin'taan however goes on to say that there are smaller changes which could help with the individual experience, such as reversing the LP payout tiers to incentivise joining a losing side. The farmers will move over once certain tier limits are reached, and some kind of timer or restriction on militia hopping would be ideal.

Mission runners also drive down LP prices as the missions have been figured out and they can be run in relative safety. There is also the tiered LP mission payout which is skewed, there is also the issue with accepting a bunch of missions and running them all. CCP Masterplan asks how big of a problem this tactic is from the CSM's perspective and the CSM responds that it's considered problem due to spawning the beacons for all missions. Another issue is when people get alts to accept the missions and run them with their mains not associated with FW.

Suitonia mentions the meta being stale and being centered around frigates and the same meta has been around for 6 years. The victory points are the same across all site sizes. There is not too much to do in cruisers or BCs in FW. A medium novice site gets suggested with some limit to T3D's and T1 cruisers to bridge the gap which is currently seen between the sites.

Jin'taan notes that it wouldn't be a good idea for the next set of changes to FW to consist solely of a mission nerf. CCP agrees.

FW gate sliding was discussed, but CCP can't commit to anything related to it at this time.

Jin'taan asks about the general low sec health statistics. CCP Fozzie says the general activity metrics are stable. Moon mining gave a bump in activity in low sec, events and other activity inducing factors helped, although not as much as moon mining.

Suitonia brings up the FW UI and feels it's rather terrible. He suggests a top 3 list of systems with kills between the factions and also a list of tiers for the systems, rather than relying on wonky workarounds to get that information. Currently 3rd party tools and discord bots display information such as plexes captured in the last hour in different systems, whereas this information is unavailable in-game.

Suitonia lists some little things, such as NPCs not dealing damage in sites but the MWD behaviour causes problems. Ventures can get into FW plexes and are being used to run the sites despite the WCS restriction. A no-warp field in the sites was suggested by Steve, CCP Fozzie notes that this was considered but there was concern that it would scare newer players away from FW.

Suitonia brings up the issue with a lack of weapons timer from shooting the FW ihubs and a cheesy carrier tactic where they can be shot in total safety. CCP Masterplan and CCP Fozzie say that they feel like adding a weapons timer for attacking these structures would be worth considering.

Topic is shifted over to Wormholes.

Brisc Rubal asks if tidi is disabled wormhole space, which is not the case. Internal investigation has shown that it is extremely rare to see these nodes hit 100% CPU use. Getting in-game bug reports at the time problems occur would be extremely beneficial (editors note: Hint, hint. Nudge, nudge)

Wormholers feel that the citadels are very anti capital in wormholes and should be changed to make it more viable to destroy citadels in wormholes. FAX on grid is also another balancing issue with wormholes.

Wormholers have expressed the desire to set the time of their structure timers in regards to evictions.

Brisc Rubal has a list of suggestions and general feedback from the wormhole players that includes concerns with citadel Anti-capital fits, reinforcement timer mechanics, WH based capital balance, and PVE lack of interactivity concerns. Brisc Rubal forwarded this list to CCP Fozzie at CCP Fozzie's request

Jin'taan mentions that both FW, WH and high sec war decs are low density activities, the changes to the buddy list had a much more severe effect on these groups than they did null sec coalitions. Jin'taan recognizes that the watch list won't come back but there needs to be some way to kick-start content in these areas. Getting some in-game metrics such as sites run in a wormhole/FW system would be nice. The specific issue with the buddy system was the targeted approach against individuals, but CCP Lebowski feels that a generic activity tracker for a system would be a nice alternative approach.

The consensus seems to be that a lot of changes to the game as a whole have had effects on wormhole systems and FW but the sentiment in the player-base is that these changes were not made with either WH or FW directly in mind.

CSM13
COUNCIL OF STELLAR MANAGEMENT

Player Gatherings in 2019

CCP Guard explains that he wants to give an update on the "EVE On Tour" in 2019. The plans are coming together. CCP Curtis reminds people that Fanfest won't be in Iceland next year. The reasons are multiple for this decision and he wants to rather explain their goals for 2019. This is to give Reykjavik Fanfest a bit of a break and get people more excited for 2020. This means using the net spend to expand to other events and bring Fanfest more accessible and cheaper for players who haven't been able to visit iceland. This also means to create more diverse stream and player channel content. This is also to make the smaller events stronger for the future. EVEsterdam will be early next year, around May. EVE London in the last quarter of the year, keeping the theme of a pub meet, just making it massive.

CCP Guard and CCP Curtis are both going to G-fleet in Berlin in October and are looking to make Berlin a part of the plan for next year. EVE Down Under is also mentioned as one of the places on next year's tour. CCP Curtis says that they do want to go to more events but since we can't do events everywhere, they have to try to choose the locations well. They are also working on new events, such as an East Coast North America one. The idea of possibly doing an event in Florida is discussed.

CCP Curtis starts talking about Fanfest Home which is a video competition. CCP Guard jokes that this is an idea which could go wrong in so many ways but should be fun.

Jin'taan goes back to the Florida event and refers to Smash and Splash which would be a tournament at a waterpark.

CCP Guard asks what the general reception would be about an Orlando event and the CSM chimes in that it is an easy place to get to from the east coast which is not the case for Vegas, the potential to turn this into a family oriented trip is also an incentive. CCP Guard and CCP Curtis show some considered venues and the CSM generally feels they're good options.

The Judge and Sort Dragon ask about the Gold Coast or Melbourne in Australia rather than Sydney. Moving EVE Down Under out of Sydney could be argued to increase attendance. This would also open up bringing in more people from Asia.

CCP Curtis also mentions a Russian event. Moscow is an obvious hot spot for player density and this seems to be the go to location or alternatively using the existing event in St Petersburg as a backbone. CSM feels that St Petersburg would be a more popular location. Either way there is a demand for a Russian event.

CCP Curtis says they want to change venues for EVE Vegas for 2019 and asks the table for some suggestions. Caesars and the renovated Flamingo were discussed along with others. CCP explains how the price of rooms can easily double between hotels and how they're always looking for the sweet spot in terms of a good hotel and good location.

South America was asked about but there are no solid plans for anything down there at the moment. If or when EVE gets localized into Spanish or Portugese that might obviously open possibilities.

"Cruisers of EVE" cruise ship event is brought up in regards to possible support from CCP. No commitments there but the event is on the radar and looks really cool.

Note taker got ice cream so he´s typing slower.

CCP Curtis goes on to say that the biggest logistics challenge is sending devs to all these events but early planning will solve that. The Judge asks what is going to change in regards to announcements for each of the events happening as well as the impact this would have on staffing. Smart scheduling and planning will ensure that this will not be impacted. Announcements and reveals at each event will vary and rely on timing as is the nature of the business.

Brisc Rubal asks what impact this would have on the community team. CCP Curtis says that the lack of a Reykjavik Fanfest will balance this out. He adds that this will not disrupt the CSM scheduling.

Recruitment Program & Marketing Projects

The session starts by asking how the recruitment program can be improved. Jin'taan says that the 250,000 skill point boost was a good incentive. Aryth feels that this amount could be increased. CCP asks if increasing the skill points would cause any cases of abuse. It's pointed out that giving 1,000,000 skill points is cutting off half a month of training which is still massive for a new player. Suitonia says that going from alpha to omega for the first time should give another skill point boost.

The Judge points out that the first 7 and 14 days in the game involves a lot of waiting, whereas other games provide more instant gratification, and allow the player to actually be involved when they start the game for the first time.

CCP Falcon mentions that the 250,000 skill point gift was massive for alpha accounts. The Judge says the idea of "catching up" is always a topic, with Reddit getting this question every other day.

Jin'taan brings up corporation recruitment links which have been discussed as an idea in the past. The Judge understands that this hasn't happened yet because corporation management tools would need work first.

CCP would want to tie the recruitment program to other things than just money, for example to reward more activity. Jin'taan says that the "new game energy" should be utilized more while players are willing to play for extremely long sessions, but he feels EVE doesn't cater to that well enough. CCP Dragon talks about ways to measure that.

Jin'taan suggests getting in touch with the bigger, "newbro" friendly corporations, and that this is a resource that should be utilized through something along the lines of a focus group.

CSM also mentions that hitting the multi-day skill training wall is a big issue when the player is trying to get into the next activity in the game.

CCP mentions a mentorship aspect that could be part of the recruitment program. The Judge then says that related to that, there's the inability to use recruitment links on existing accounts in cases where veterans might want to adopt players that have already created accounts but are at a point where they would really benefit from being taken under someone's wing. People even abandon accounts they've been playing a few days so everyone can get the recruitment bonus. CCP Goodfella wonders if a mechanic like this would be open for abuse.

Aryth says that the rewards should be bumped up to increase incentive, he suggests that CCP should make it rain on the new accounts. Brisc Rubal mentions not giving people too much stuff that can be sold in-game to prevent unintended use.

CCP asks if anyone on the CSM reads the e-mails that are sent out by the marketing team to players. A couple of CSM say they skim over them. CCP explains some of the common emails which are sent out, such as event and release emails, verification emails and offers emails. Brisc Rubal says that it's nice to not be a wall of text. The Judge is glad that the emails are email address based rather than account based. The Judge admits that he mostly only checks on the offers in the emails.

Aryth feels that using another medium for announcements of any kind such as the in-game notification tool, which can be an opt out. CCP Guard asks about the frequency they feel people will be ok with. Aryth says that it shouldn't be more than once a quarter. CCP asks about the launcher banner ads which the CSM doesn't notice at all. The topic goes back to in-game notifications. The CSM feels they should be non-intrusive and shouldn't appear immediately upon log-in because that's when players are focusing on setting up.

Adverts on billboards would be something the CSM really wants to see. CCP clarifies that the billboards don't have a proper publishing tool but the CSM makes a hard push to make that a reality. PLEX for advertising on billboards is also discussed as an idea. Sort Dragon mentions the adverts for other corporations on their owned Keepstars and that players wants ability to control content in their own structures.

The welcome mail is brought up and The Judge suggests that it is not sent out to someone who already has an account registered to that E mail address.

Brisc Rubal asks about the PLEX sale timings and suggests that they should be moved to more favorable timings such as pay days and weekends.

CCP asks about monetization scenarios and PLEX sinks. CSM basically demands alliance and corporation skins, the peer pressure would make it so everyone buys them. CCP asks for clarification on whether the skins could be customized on a case by case basis by the players, or if it has a logo. The Judge says in a perfect world that would be the case. An idea comes up and is discussed, about an automated system to allow alliances to create the SKINs for each ship class based on predetermined colors or schemes for the alliance.

A discussion was briefly started about the New Eden Store and whether the amount of choices is too wide, but it's decided to save that discussion for another time. One quick note was made to offer the NES outside of the game client.

CCP asks which EVE Online websites the CSM use, which is mostly the recruitment page and the account management. Sort Dragon asks about the updates page and who keeps it updated, and would like to see more happen there. Everyone feels that the download button is very hidden, and it is very inconsistent between pages. CSM feels that the download should happen before creating the account. Adding a ship tree to the page is suggested.

Sort Dragon suggests adding a ship spinning model in the launcher when you are installing the game or something more fancy looking rather than a static image.

The CSM mentions the super hidden merch store. Aryth has a deep desire for a scale model Thorax. General sentiment is more merch and make it more visible.

Summit Close

The Final session of the summit. Re-cap of the summit and a look at next steps.

- Follow-up sessions were helpful and gave time to digest the information.
- It would be good to book a break in the afternoon, back to back meetings all day are hard on the attention
- CCP Guard talks about booking 75% of the slots in the future up front to allow some chance of breaks. CSM agrees.
- CCP Guard asks about whether it's better to post a session schedule publicly up front or not General sentiment is not to.
- CSM wants the minutes out sooner rather than later.
- Sort Dragon wants to know more about what each team is working on before the next summit to know what sessions to request.
- Brisc Rubal says that anything that is not on the roadmap in the next 6 months should be pointed out to the CSM to not have them waste time on that topic.
- All hands introductions meeting at CCP to introduce the CSM before the next summit is discussed.
- CCP Guard wants to get out an email that has everybody's headshots to introduce the CSM to the company properly prior to next summit.
- Merkelchen asks if there is a perception in the company that the CSM is trying to meta game the system.
- Jin'taan asks about more sessions taking place online, outside of the summit, during the term.
- Sort Dragon asks for an updated team/dev roster.
- Sort Dragon notes the team building before the summit helped.
- Asking CCP for more information or meetings is encouraged by CCP.
- CSM is happy with the hotel both from the location perspective and the ability to sit around.
- CCP Guard wants to keep the dinners smaller in a tight knight group.
- Leadership team retrospective about their top issues was well received by the CSM.
- Have the CSM come in a couple of days before the summit rather than leaving a couple of days after works, is considered better by the CSM.
- Meeting with Hilmar was good.
- More structured meetings from both sides and more preparation is agreed to be needed.
- Have producers introduce what their teams are working on seems to have mixed feelings from the CSM. Leadership team doing this is preferred.
- Leading with the touchier topics in the future would be preferred.
- CSM members feel differently about the value of having sessions about the New Player Experience, with some members feeling like they don't have a lot to contribute. CCP was very happy with the NPE session, however, and the team felt they got great value from presenting their ideas and getting feedback on them. Jin'taan mentions the NPE session might be a good for a smaller group.
- Smaller sessions with smaller groups of people could be beneficial for some things.
- Summer to summer term cycle is well received by the CSM.

- Some minor date adjustments are discussed, CCP Guard feels the gap between candidate list announcement and election was too long this time.
- Having a tight application process saved a lot of time on the CCP side.
- Moving the election a little bit back to May is being considered.
- CSM handover will be flexible depending on how many people are coming new system.
- Steve Ronuken asks about term limits. The CSM is mostly opposed to it due to the benefits of not limiting the people others want to vote for, the continuity of bringing up major issues each summit. CCP Guard is not a fan of arbitrary term limits and overall wants the players to choose.
- Next summit dates. The CSM is fine with 2 summits a year. Early march is discussed for the second summit which is later than the last few years. 4th of March or 25th of February.
- 18th of February is looking to be the finalized date, or 4th of march.
- SUMMIT ADJOURNED RIP MY FINGERS (editor's note: OUR fingers!)

CSM13
COUNCIL OF STELLAR MANAGEMENT

And finally as is customary, a recipe from Steve Ronuken.

Something vaguely approaching Feijoada:

All stuck in a slow cooker and cooked on low for 8 hours.
500g dried Black beans, prepared as per on the pack. (may be soak overnight, may be simmer for an hour. something like that)
300g smoked bacon. Fried up, and crumbled. I ended up using bacon lardons last time.
300g pork shoulder. chopped up into cubed and browned.
300g chorizo. chopped up.
300g Fine chopped onion. fried in the bacon fat.(or some oil)
3 cloves garlic. chopped/smashed. fried with the onion.
300g chopped stewing beef. Browned.
300g pork ribs. split into individual ribs and browned. (I actually skip these as I'm not a fan of meat with the bone in, but it does lose something)
2 bay leaves.
Beef stock till things aren't sitting above the liquid. shouldn't be swimming in it. just enough so things don't dry out.

Serve with rice and slices of orange. Or however you want. I'm not your mother.