



COUNCIL OF STELLAR MANAGEMENT

CSM 11 Summit Two – January 30 - February 2 2017

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It should be noted that 13 members of the CSM attended all sessions in person, while one member was unavailable for sessions due to prior commitments.

Summit Welcome/BLT

CCP Attendees:

- CCP Seagull
- CCP Manbjörn
- CCP Guard
- CCP Orca
- CCP Falcon
- CCP Logibro

CCP Welcomed the CSM to the Summit for the first official session, following the informal CSM stream the previous evening. CCP Seagull opened by talking about the goals of the summit, and how CCP is generally trying to shift summits to be geared towards seeking feedback from the CSM rather than mostly informing them of current and future plans.

CCP Seagull gave an update on some recent organizational changes, to help the CSM orient themselves when working with the various teams inside CCP.

Xenuria asked who in CCP is looking out for new technology to integrate into CCP, to which CCP Seagull answered that all of the teams were looking out for new technology for their own projects, and that senior programmers are always looking at new options.

CCP Seagull then asked the CSM two questions individually: Where is EVE now, and what your dream change is for EVE:

- Noobman: Really excited for how alpha clones are doing with large numbers of pilots created. Dream change would be PVE improvements, so that more people will go into space.
- Bobmon: Highsec could use some work to make it better. Dream would be better performance, less lag, less TiDi with bigger fights
- Judge: Finally getting over the hump with regards to new structures, starting to get the ball moving well there. Dream is fixing nullification on combat ships, unanimously seen as a bad thing by the CSM.
- Nashh: Dream is more clarity for people organizing events outside the game. Most people still don't know what they can expect if they want to do something, some expecting too much and others not realizing what support is available.
- Innominate: Structures are great, but worried about returning to capitals and super-capitals online. Dream change would be to return to not having super-capitals and capitals completely destroy sub-capital ships.
- Kyle: Excited about structures, kill Starbases with fire. Dream is for alliances to become more useful (such as by having bookmarks)

- Gorski: Game is generally in a good state, Dream change is for more people in space by fixing lowsec areas and more encouragement for PVP parts of the game.
- Jin'taan: Believes that we're coming off a peak of feature release, moving into fixes and tweaks for the near future. Dream is adding community fittings to the in-game fitting tool.
- Xenuria: Current state is a vast and moving social medium, in a better state than previously but needs work. Dream change would be for the social aspect to help new players keep playing.
- Steve: Good other than some present bugs such as the rubberbanding issues. Dream is for more work on PI, mostly to make it less of a click-fest to do anything.
- Sullen: Game is doing fine, needs some tweaking of some ships. Dream is getting CSM more information about feature work sooner, so they can give better feedback.
- Aryth: Game is in a good place, feels better overall but has more to go to get back to peak days. Dream is removing learning implants and attributes. Players have to currently choose between learning skills quicker or playing the game.
- Mr Hyde: Game is healthier, things going okay. Dream is to get quicker reactions to issues with balance so there are less frustrations for longer periods of time.

EVE Production/Roadmap

- CCP Falcon
- CCP Orca
- CCP Seagull
- CCP Guard
- CCP Logibro
- CCP Chimichanga
- CCP Ingo
- CCP Dren
- CCP Mimic
- CCP Hawkeye
- CCP MrHappy
- CCP Burger
- CCP Folih
- CCP Quant

CCP started the meeting by introducing themselves. CCP Seagull then went over a presentation that was shown at Kickoff the week previous, covering most of the roadmap. The presentation started with how EVE Online is going right now, showing the difference when Ascension was released and what the customer counts look like at present. CCP also showed that there has been increased interest from players for EVE on Steam. CCP then stated that they are still in observation mode to listen and learn how the new ecosystem behaves. Overall CCP considers Ascension a success so far.

CCP then explained that they are continuing work on structures. This includes not just adding the Drilling platforms, but also fixing and expanding the existing structures.

CCP then explained that they are working on deciding on what they want the next expansion to be.

CCP Orca explained some upcoming changes to CCP's web presence, consolidating the various websites into a single website.

CCP Dren then explained for NPE, they are looking now at Empire Selection and Character creation, and will be also looking at the Career Agents.

Overall: Fix good ideas that are currently implemented with some issues, then launch into new stuff.

The CSM asked CCP about Balance Frequency. Mr Hyde asked whether CCP was interested in making balance changes more frequent. CCP Mannbjörn replied that 2015 had a number

of very quick balance changes, and that it was at times so fast that there wasn't enough time for things to settle. Noobman pointed out that some players believe that CCP has dedicated balance developers, while that's not the case. CCP Seagull explained that CCP also runs into issues sometimes where the amount of work for balance changes varies greatly, and that makes it difficult to scope. She also has concerns about committing to a regular cadence, as it would mean at times that they might just need to add changes for the sake of making changes. She does however, believe that there are some changes which need to be made quicker. She asked what the CSM thought about the amount of effort it took to get into a ship when CCP might go and change the ship, and how players would feel about that change after they had expended that effort.

The CSM encouraged CCP to make more granular changes more often. Jin'taan brought up the Ishtar as an example; while it took a long time to fix, it's been brought into a much better place now.

CCP Mimic asked the CSM how long they thought it took after a change was announced to see the impact of those changes. The CSM answered 2-3 months. CCP further explained that often they need to wait for long enough to see what the actual impact of changes are.

There was discussion that generally, improvements in communication around what is being done and what CCP views as being areas in need of attention would be welcome. CCP Mimic also talked about how it is beneficial to have designers balancing something related to their other work (such as capital changes when working on fighters).

Mr Hyde brought up the topic of Teiracide, and how it would be nice to see that project continue for those modules that have not yet been changed yet. CCP replied that this is an ongoing project.

Web Services

- CCP Avalon
- CCP PearlJive
- CCP Logibro
- CCP Orca
- CCP Pippi
- CCP Guard
- CCP Falcon

Team Webster started by introducing themselves, and what they've been doing. This includes working on the Volunteer System, Launcher Front-end and the Fiction Portal.

CCP Avalon went into the topic of the EVE Forums, showing off the new forums that they're working on. The new forums will be using Discourse.

CCP Avalon then went into a demo of the new forums in their current state. Aryth asked whether you would be able to filter so you can only see dev posts or a particular dev's posts. CCP replied that there are ways to do so, but they differ from the current methods. The CSM also asked about signatures, to which CCP replied that you would instead have a bio.

CCP also added that they would like to add back in the ability to post videos and images.

The CSM asked about threading, to which CCP replied it lists direct replies at the bottom of a post at the click of a button.

The CSM asked how usernames would be determined, to which CCP replied that it would be set based on the first character you log into the forums with. Forum accounts would now no longer be based on characters, and instead would be account based. Players could have the option to change their forum username for a few days before it's locked.

There was a discussion around how there would be issues around character trading and being able to hang onto names when they no longer control that character.

Nashh asked why they are moving to user accounts from character accounts. CCP explained that they looked at lots of different options, and that discourse was the best option they could find, but it would mean they can't do accounts at a character level.

Xenuria added that he felt there were still overall issues and he didn't feel comfortable with the new forums at this time.

Sullen asked whether you could log into the forums without an EVE account, to which CCP replied that you would need an EVE account.

Xenuria asked if there was any way to allow people to verify that they are affiliated with a particular group in the game, to which CCP replied they are not offering anything like that at this time.

The CSM asked about how long you can make your bio, and what you can put in it. CCP replied that bios can be up to 3,000 characters long and support markdown.

Sullen asked about how CCP plans to handle people attempting to impersonate others with their usernames, to which CCP replied that anyone impersonating would be banned from the forums, and possibly the game.

Jin'taan asked about how the Intergalactic Summit will be handled for different characters and accounts. CCP replied that people will just need to make sure their accounts have different email addresses.

Xenuria asked if CCP would be able to enforce people reading the rules before they can use the forums. CCP replied that ignorance is not an excuse, so anyone trying to claim they didn't know they were breaking the rules would receive no mercy.

Gorski asked if there was an edit limit to prevent people from going back over old posts and changing them, especially in character sales threads. CCP replied they have an option to do so.

The CSM asked what sort of options posters would have in their own threads, to which CCP replied not much.

CCP then showed off the new notification options per thread.

Aryth asked if corporations would still be able to get a private forum, to which CCP replied no.

Judge then asked a question about the launcher, and whether it would be possible to group accounts (like group PVP accounts, group Industry accounts).

CCP then explained some of the restrictions of the trust levels on the forums.

Noobman then asked about whether killmails would be allowed on the forums, to which CCP replied that they're considering it, and they most likely will allow them.

CCP also stated that there will be a general rewrite of the forum rules, and they will be granting an amnesty for anyone previously banned from the forums.

CCP also pointed out that email notifications will be available. Innominate asked about whether private messaging would be available, to which CCP replied it would not be available to players, but would be available for moderation uses.

CCP also showed off badges that can be created by CCP and handed out to groups of people.

The CSM again asked if it would be possible to add a dev tracker or a link to the dev group, to which CCP replied they will look into it.

Aryth asked if there was an RSS feed, to which CCP replied there isn't, but you can get posts via JSON.

CCP summed up that it seems the CSM's biggest remaining concern is around character to forum account identity binding.

There was also some discussion regarding where CCP makes posts, and how CCP would like to push more to post things on the official forums.

Engagement Events

CCP Attendees:

- CCP Falcon
- CCP Guard
- CCP Orca
- CCP Thomas
- CCP Mimic
- CCP RedDawn
- CCP Dren
- CCP Delegate Zero
- CCP Rumcajs
- CCP Logibro

CCP started by explaining that there isn't a dedicated engagement team at this time. At this time, most of the events are currently being run on the side by other teams, but CCP is aiming to hire in some new devs to a new team to work on future events. They would be continuing to expand on the Scope Network work that Team Astro Sparkle previously worked on. Team Genesis is the main team contributing to events at the moment.

CCP RedDawn then explained the upcoming Guardian's Gala event. He explained that they have made the site for the event quite simple, a single room quick encounter, offering Gallente SKINs. The event will run two weeks, and is designed to be accessible to alpha players. CCP Orca then explained that the event following will be around Easter, and will be similar to the Guristas event from last year. CCP indicated they were aiming to have the new team in place for events taking place after Easter. CCP RedDawn added that they've already received a lot of good feedback, and that one of CCP's desires would be to add more variety to the events if they can get the dev time. The CSM asked about how the Shadow of the Serpent event was received, to which CCP RedDawn explained that people generally responded that they didn't feel like there was a decent immediate reward based on their work. Sullen brought up the point of adding some kind of restriction per player to ensure the rewards stay valuable without having to make the objectives difficult and take a long time to achieve. CCP replied they had considered doing so at one stage, but have not done so yet. CCP Dren elaborated that they had done this to some extent for Shadow of the Serpent, and it was something they continued to discuss.

Jin'taan then brought up the Thrill of the Hunt opportunity that was previously available, and how that sort of thing could be reworked to allow those that don't play daily to not miss out on the entire reward. Sullen pointed out that the events shouldn't be aimed at people already logging in every day, as they're already doing so. Nashh disagreed, stating that he had friends that started logging in daily that weren't previously. CCP agreed, saying

that the numbers do show more players logging in more often. The CSM then brought up some examples of login bonus schemes from other games that they had seen working well.

Jin'taan then brought up the idea of being able to pick sides during events. CCP responded that they definitely liked the idea and wanted to do so, but it was a matter of having time to create all the extra content. CCP Orca asked whether there were people that felt they couldn't participate at all in some events due to being able to pick the side they like, to which Jin'taan replied that some players definitely felt like they lacked agency. CCP Dren added that while they've done a lot of planning and theory around this, that it was hard to dive into some of the really deep parts without a designer dedicated to the feature.

CCP asked how people felt about the Scope Network framework, to which the CSM responded mostly positively. Jin'taan added that there were some small issues with the interface, such as being unable to set destination from the objectives. CCP RedDawn brought up that some people had problems based on the objectives they were given, such as getting 4 kill drifter objectives. Gorski explained that the Operation Frostline event was great in many ways due to being able to just go start a roam and find sites as they moved around.

Gorski brought up the issue of having sites collecting in empty systems, to which CCP replied that there was some progress in fixing that issue by changing the distributions.

Sullen brought up the topic of applying the new AI to the event sites to create some more variety and interest, helping with making repeating the sites more fun. He explained that some players wouldn't want to keep running the site if it's not fun to run, even with the potential for really good rewards. CCP responded that they are definitely looking into their options for using the new AI, but this is something that the new team would be picking up.

Mr Hyde asked about how much conflict these events are driving, to which CCP responded that they are seeing these sites drive more conflict. The CSM pointed out that it doesn't help that much for highsec as you can't really fight in highsec. CCP responded that they often they try to make the lower security versions better than the highsec to encourage people to go to space where conflict can more easily occur, but that wouldn't be the case for the next event.

Steve pointed out that one of the things he really liked about the Purity of the Throne event was the sheer number of SKINs that were available, as it meant that people would keep running them for the different SKINs. Sullen asked how well received the blood raider events with accelerators were, to which CCP replied that they were very popular with players, but they create a heavy support load as there are a number of issues still with the boosters. There was then some discussion about the possibility of having markers or indicators for characters that have participated in a particular event, such as a medal in a character's bio.

Jin'taan asked about how much difference there was in participation rates vs population. CCP explained that it was still in favor of highsec, and that they still want to increase participation in lowsec more. Jin'taan added that it would be better to not make area specific content, and instead just openly rig the drop chances in favor for lower security areas.

CCP asked how the CSM would define the site as being rewarding for them to play. Sullen explained that it needed to be engaging, regardless of the rewards. Gorski stated that he was looking for it to drive conflict between players. Sullen and Jin'taan added that the issue stems more from EVE PvE being very static, and not being that interesting to repeat due to lack of variation. CCP RedDawn added that they have the ability now to escalate the number of enemies based on the number of players that are running it. The CSM again highlighted that the static content makes PVE very boring for most players.

CCP asked the CSM if they felt that overall, it was more important to make the PVE content more difficult, something you must think about each time. CCP then asked about how much effort and learning the CSM through was reasonable for a player to go from being a new player to be able to complete the highest level content. Innominate added that the current standing system makes it very unappealing for existing players to run missions as they have to grind lower level missions to unlock higher level ones.

Jin'taan explained that his dream condition related to this is that he as a PVP FC could run around killing NPCs if there were no players to fight, and have it still be fun.

Noobman explained that it would also be much better for mission runners to be able to accept missions remotely as this would encourage them to stay in space.

Judge added that for PVE, it's never been about skill as a player as much as knowledge of how the mission is structured, and how missions are structured has been a known quantity for a long time.

Inception NPE: Review

- CCP Guard
- CCP Logibro
- CCP Rumcajs
- CCP Delegate Zero
- CCP Turtlepower
- CCP Paradox
- CCP Surge
- CCP Edelweiss
- CCP Rave
- CCP Orca
- CCP RedDawn
- CCP Dren

CCP started the session with another round of introductions.

CCP went over how the recent Inception NPE that was released with Ascension went. They first showed statistics from 2015 regarding new players. One of the major factors they found was that players that played more than two hours in their first session were much more likely to return for a second login, and eventually pay for a subscription. Nashh asked whether there were statistics regarding players now, to which CCP replied there are but the metrics are now interpreted differently due to the change in how the game works, and how the new business model changes user behavior.

CCP then went over how the new Inception NPE is intended to get players through that first two hours. Part of this was providing a slightly more structured experience that has more purpose, encouraging new players to play through a narrative.

CCP highlighted that they have been watching metrics from the NPE closely to find pain points, as it's important to act on them quickly as players that have a negative experience and wash out generally don't come back for another go. Some of the changes coming include simplifying the flow of tasks during station visits, different death operations depending on when and where you die, making highlight UI improvements and improving the authoring tools for CCP.

CCP then showed the completion rates for the tutorial, with 24% of players completing the tutorial and 8% skipping. Nashh asked whether CCP had stats about previous completion ratio, with CCP replying that they did not as the previous experience didn't have a tutorial experience on rails. CCP asked if the CSM thought there could be anything valuable from re-enabling the old opportunities tutorial for some players to directly test the two against each other. The CSM replied that they did not think such a test would be valuable. CCP Surge

also added that the external testing group only had 2 of 16 testers preferred the old system, but they had already played the new Inception NPE first. Xenuria asked about the remaining 68% of players, to which CCP replied that they had neither completed the tutorial nor skipped the tutorial. CCP pointed out that as a game that can now be played for free, this result is to be expected. Aryth asked if CCP was tracking where players were dropping out of the tutorial. CCP replied they were, and went to the next slide showing that exact metric.

The CSM asked about one particular point where players dropped, with CCP explaining that at that point the player first docks, and that they have made changes that will be released soon to help players progress past that point.

Xenuria explained that he had guided a number of people through the NPE, and that he had found with all of them that they had been overwhelmed the first time they docked and were asked to inject a skill. One thing he also pointed out was that players are not told explicitly that skills will always be training regardless of whether or not you are logged in or not. CCP Paradox explained that this is something they have already fixed with the next version.

CCP then showed metrics for when players die during the NPE. CCP explained their thoughts behind a few of the higher points, such as during the escape from the wreck stage the incoming drifters will have a highlight placed on them, and players previously have been told to approach the highlighted items. This would result in the players flying up to the drifters and dying.

Xenuria pointed out that one of the things that players have trouble with still is that weapons have limited ranges.

Xenuria then brought up the idea of allowing mentoring players to point out where something is on the new player's UI. CCP Surge brought up some of the parts of this solution, such as having to highlight a specific part rather than a location as people can move their UI around. Jin'taan then brought up the idea of allowing people to "search" for UI parts, and then have their client highlight it. CCP asked for the CSM to elaborate what the problem itself was they are trying to solve. The CSM brought up that they were trying to help a player unfamiliar with where functions are, and helping them find it.

Bobmon asked if it would be possible to make it so that UI elements are revealed as the tutorial progresses, to which CCP replied that's definitely something they're considering.

Jin'taan brought up that new players are not taught how to contact people, which makes it more difficult for them to reach out to someone else for help. The current tutorial covers game mechanics, not social mechanics. CCP RedDawn explained that there is only so much they can fit into the first part of the tutorial, and that it would be something they would push more towards the career agent stage.

Jin'taan brought up the issue of sequence breaking. Xenuria continued that there are still ways to break the tutorial progression, removing their ability to keep going through the tutorial. Xenuria pointed out as an example that having another person with them in space will often break sites. CCP asked the CSM to please send a list to CCP of points they have found that cause the tutorial to break.

The topic of being able to replay parts of the tutorial was brought up, with recommendations for using the Flight Academy videos to help with this.

The CSM also brought up the idea of offering help if the player had been on the same step for a long time.

The CSM then brought up the topic of progression, to which CCP replied that they start hinting at it in the tutorial with the fleet rally point, and that it's something that will be shown off later.

Steve brought up the idea of having a shipyard in each empire's space that players can visit to just look at the ships from each empire. CCP liked the idea.

The CSM then asked if there had been much variance between completion rates based on race picked. CCP replied they don't have the numbers on hand, but they had found that there were differences in the experience between the races. Examples included slower completion times with Amarr due to the slower VO, and Gallente initially being slower to complete due to blaster range being lower than other weapons (this has already been changed to railguns).

Xenuria brought up that it would be good to encourage players to complete a task that they need to do some learning on their own, so as to encourage them to start getting into the habit of searching for solutions. He pointed out that it needed to be relatively simple so that they can work it out on their own. CCP Surge asked if he thought it should come before the career agents, to which Xenuria replied yes.

Improving the UI/UX Feedback Pipeline

- CCP Guard
- CCP Wonderboy
- CCP Semiotics
- CCP Optimal
- CCP Sharq
- CCP Claymore
- CCP The Funk
- CCP MrHappy
- CCP Logibro

CCP started by explaining the purpose of the session for them. They highlighted that they would like a better way for the community to give feedback on new UI features, especially before their release to Tranquility.

Xenuria brought up the idea of adding a tool inside the game client that would allow people to highlight a part of the client and send that back with a comment. CCP replied that it's certainly an interesting idea, as it would mean that players don't need to leave the client to give feedback. CCP also asked what people would think of providing the "smiley faces" used for rating at many venues to help people rate their use of the UI.

Aryth asked how much logging CCP does of UI usage, and whether they would be open to contacting frequent users. CCP Optimal replied that they do some logging, but they can't log everything as that would be way too much data.

Bobmon brought up the question of allowing people to build their own UI on Singularity, just to see what people come up with. CCP replied that building such an interface would be massive and complicated, and would take a great deal of effort otherwise spent on improving the UI.

CCP reiterated that they wanted to find a way to let people give feedback earlier on new UI. They added that feedback they had seen that was useful was things like photoshopped images showing where players would want elements moved. They also floated the idea of providing wireframes that would simulate the flow of the interface, and asked the CSM whether they thought that would be useful.

Aryth brought up that it was difficult to aim doomsdays and fighters with brackets enabled, and it would be nice to get that worked on.

Jin'taan brought up that the CSM is able to source players that use any part of the UI to help give direct feedback. Noobman brought up that he often uses small questionnaires, with around about 4 questions each.

Jin'taan brought up that dev blogs seem to have better reception overall than just posting a new idea in a forum thread.

The CSM asked what Psycho Sisters' next task would be after Scanning.

Jin'taan asked how CCP tackles working on UI that doesn't exist, or to find new issues. CCP replied that they often seek out feedback from the forums and Reddit. An example brought up was CCP asking for whether people use the formations feature for scanning, and how. CCP did add that there are however still more players that don't visit the forums or Reddit that they would like to get feedback from. The CSM recommended that CCP try and leverage the notifications in the launcher and client to encourage people to give feedback.

CCP Guard asked how much benefit Psycho Sisters feels they got from the earlier playtest with the CSM, to which they replied it was very useful. One of the biggest benefits they said was seeing how people with no knowledge of the new system handle the changes, so they can check to see whether things actually work intuitively. CCP pointed out it was especially useful now as opposed to in 3 weeks when the feature hits Singularity. Steve suggested giving the CSM access to Chaos or another test server to allow them to be able to test out new UI features earlier while not at a summit. There was some discussion on the logistics of this idea. *(Note: This idea was pitched to QA between sessions, and they are supportive of the idea)* Other ideas floated included CCP sending the CSM videos of the new UI being used. CCP also floated again the idea of using wireframes to help demo UI changes.

CCP asked how easily the CSM would also be able to find players that are not UI experts, to which the CSM replied that it would likely be easier than finding a group of experts.

CCP talked about how they are still working towards removing the new map, but stated that there is still a lot more work to do on making the new map reach the same level of functionality and usability before they will move forward. Psycho Sisters stated that they are tackling the scanning portions of the map, and that they will start looking at the star map after they have finished.

Jin'taan asked how much load testing they put the UI through. CCP replied that they do so as much as they can, but it was hard to properly replicate heavy load conditions as they are on Tranquility due to the sheer number of players. They added that this difficulty was one of the reasons they wanted to push for a better feedback pipeline and encouraged people to attend mass tests.

The CSM brought up some issues with UI scaling, with some issues with windowed mode and playing in very high resolutions. CCP replied that they don't officially support very high resolutions yet, but that other UI scaling tasks are on their backlog to fix. The CSM also brought up that some icons are not distinguishable at 90% UI scaling, to which CCP replied that they were aware of some issues.

Bobmon asked about the possibility of having two overview lists displayed at once, as this would help pilots maintain better situational awareness. CCP replied that while it was something to consider, but they also wanted to make sure that they didn't remove opportunities for skilful players to make a difference.

CCP asked about the iconography, and whether it was clear at this time. The CSM replied that it was unclear at times.

Finally, there was discussion around how CCP would like to move further towards not needing players to find external sources to teach them to use parts of the UI.

Customer Service: Ascension Impact and Plans for 2017

CCP Attendees

- GM Arcade
- GM Karidor
- GM Lelouch
- CCP Logibro

CCP Customer Support started the session by introducing themselves. They then moved into [showing a graph which displayed the number of tickets filed each day from July 2015 to January 2017](#). The graph showed various ticket submission spikes, the largest by far was associated with the Ascension release. The main issues that caused the Ascension spike were around login issues and email verification at that time. Top priority queue, which is generally at 3-4 cases at most with a reply time of less than an hour, had more than 7000 tickets in the queue. CCP continued that they are only just now returning back to normal queue status.

Jin'taan asked whether CS sees a spike in tickets during Steam free weekends, to which CCP replied they did.

CCP then showed off the average first reply times, with the goal being under 36 hours. While they managed to hit it for August-October, the first reply times were way higher for November and December.

Nashh asked how many ticket replies could be automated. CCP replied that today, there are no automated replies, and there is always someone reading your ticket. They added that they are also looking at adding more sub-categories and options for players when they submit a ticket which should help with filtering and providing quicker replies.

CCP also explained that they have Game Masters attached to development teams to help CS prepare for new game features.

Xenuria asked whether or not CCP was experiencing an increase in harassment tickets since Ascension, and how CCP was dealing with that. CCP replied that they had seen no significant increase in harassment tickets. Nashh asked how many harassment tickets CCP gets that are not actually harassment, to which CCP replied they do get them, but they don't have statistics immediately at hand but could provide them to the CSM upon request.

Jin'taan asked about how many people do get their ships reimbursed, especially those that were ganked in highsec. CCP said they did not have specific data concerning reimbursements for high sec ganking. They did a study last year which indicated that approximately 50-60% of reimbursement requests were granted. However, CCP added that a lot of the granted reimbursements were geared towards new players. Jin'taan brought up that sometimes people that get their ships ganked, and then get them reimbursed, before going on to gloat to their gankers that they got their ship back.

Bobmon asked if the recent rubber-banding issues had been fixed, to which CCP replied that a fix for that has been deployed, and that they haven't seen any further evidence of it in the logs. They also added that the logs the GMs have access to are different to the logs that operations have access to, so they were only available after some assistance from QA, and QA is continuing to monitor those logs.

CCP then showed off the player satisfaction statistics. April-June satisfaction was not as high as the rest of the year, and this was due to a mass replies that CCP sent out due to the very high number of tickets in the queue. July was much better with its mass reply, as they added a SKIN as compensation. Bobmon asked if CCP is still giving out Omega time as compensation for delayed first responses, to which CCP replied that it's standard policy at this time, and they'll be continuing to do.

CCP then showed off some of the plans for 2017. One of the new things that CS were picking up was more social media communication, including answering general CS questions through Facebook/Twitter and routing other messages to the appropriate people. Customer Support were also looking into expanding the channels that players can use to contact them. They also indicated that they would like to do more blogs, and more competitions with players. Overall, CS would like to be more communicative.

Steve asked if CS had seen a drop in account hacking issues, to which CS replied that is more Team Security's ballpark.

Mining Ops, NPCs and AI

CCP Attendees:

- CCP Larrikin
- CCP Guard
- CCP Paradox
- CCP Frellicus
- CCP Yomama
- CCP Burger
- CCP Orca
- CCP Logibro

CCP started the session by asking about what the CSM thought about the mining ops. Noobman replied that they're cool because they kill people. Jin'taan added that it was fun when they first came out when his fleet attached one, and anyone that fit incorrectly started dying. He now uses them to check people's fittings in fleet.

CCP Larrikin pointed out that they made some changes to them already, namely making frigates spawn more in high-sec and having bigger bounties in nullsec. He also asked Aryth if they were hunting them in belts, to which he replied they don't hunt them, but they kill them when they see them.

Steve brought up the idea of in incursion systems replacing the normal mining operation rats with Sansha mining operation rats. CCP Burger talked about how this factors into the longer term goal to replace all NPCs in the game with new ones. However at this stage, they are not doing that as they are still working on them. CCP Larrikin also reiterated that they are also cautious about changing everything, as this would erase a large amount of mastery that players have built up.

There was then some further discussion of plans for the near future with Team Phenomenon that will be added to the minutes at a later time.

There were also some questions about why the Defender Integrated Counter-Kill System was renamed.

Moon Mining and Drilling Platforms

CCP Attendees:

- CCP Fozzie
- CCP Larrikin
- CCP Lebowski
- CCP Darwin
- CCP Pointy Bits
- CCP Myrkur
- CCP Vertex
- CCP Masterplan
- CCP Habakuk
- CCP Salvo
- CCP Nagual
- CCP Mimic
- CCP Logibro

The majority of this session was dedicated to discussion of the next planned Upwell structures. Parts of this session were originally held back from the minutes until after the publication of a number of dev blogs. As they are now published, the minutes are now included. The related dev blogs can be found [here](#), and [here](#).

CCP started by pointing out that they are looking for a new name for the new structures as they perform more functions than being drilling platforms.

At present, CCP is planning only Medium and Large sized platforms, and would be pricing them like Engineering Complexes. They would have a tether and standard structure functions. It would be the only structure that could moon mine and react moon minerals, and would be bonused for refining. They are also looking at some additional grid based mining benefits, be it survey scanning or mining boosts. CCP is also considering using it as a replacement for IHub upgrades for sov mining upgrades, but that is not planned as part of the initial release. Noobman asked whether CCP would be dropping down existing refining capacities or giving platforms even more refining, to which CCP replied it would likely be a bit of both. CSM asked if this change would allow people to remove the existing rigs safely, to which CCP replied it was likely. Sullen asked whether the larger platform would be stronger, to which CCP replied it would likely just give more separate bonuses, similar to Engineering Complexes. The CSM asked whether there would be any bonuses or functions reserved for the large platform, to which CCP said it was an option but unlikely.

CCP Nagual explained that there would be some big changes to the way moon mining works. Currently the system is top down, with one person running a passive system protected by a large group. The new gameplay would be active, and would involve groups working together to collect resources. The platform would pull a chunk of moon-ore up

from the surface, which it would eventually shatter and create an asteroid belt that players would mine for moon goo. The cycle happens over days/weeks, and the timing is controlled by the structure owner. Noobman asked how far it would be from the platform, to which CCP replied it would be within weapons range, but not tether range. The asteroid belt itself is open to anyone that wishes to mine it. CCP explained that the belt would contain a relative number of minerals based on the length of the cycle (3 days has 3 days of moon goo; 3 week has 3 weeks of moon goo). There was then some discussion on the industrial backbone requirements. Aryth asked how would the owner earn income from people mining, to which CCP stated they are looking at several possibilities. Options including charging for actually splitting the belt, and tracking mining within the same grid as the belt (and providing the ledger via API). CCP is open to more ideas for how to help corporations, alliances and structure owners derive income from users. Noobman asked if you could place more than one of these on moons, to which CCP replied that you can't fit the surface module unless the platform is close enough, and only one surface module can be online around a moon at a time. CCP also added that they are not planning to expand moon mining to more locations with this. Aryth asked whether the materials you get out of the moons would change, to which CCP replied they are not planning to change the distribution. Noobman pointed out that this type of gameplay is something that wormhole players would like, to which CCP responded that the gameplay is something they could introduce there, but they wouldn't want to introduce the same materials to wormholes.

Nashh asked if it would be possible to shoot ships with the mining laser, to which CCP replied it likely wouldn't. Aryth asked what the longest cycle would be, to which CCP replied it hasn't been decided, but would likely be around a month. Aryth then asked how long it would take for the leftovers to disappear, to which CCP replied it would be short enough to make sure that you don't crash computers by filling the screen with belts. Nashh asked what would happen if no one activates the laser, to which CCP replied it would eventually go off on its own. CCP also pointed out that one of the ways they are considering cleaning up the belt would be to have NPC miners move in eventually.

CCP continued that the yields per day would be roughly similar overall to current rates. The free belt also means that it would be susceptible to raiding miners, both players and potentially NPCs. Allied NPC miners could also appear in the belt. Nashh asked if they were going to have a hard cut between Starbase Moon Mining and Drilling Platforms, or whether there would be some cross over between the two systems.

CCP then went over a breakdown of all the different types of players that would be interacting with the structures. A point that CCP highlighted that they wanted feedback on was the ability to outsource to 3rd party groups.

CCP then showed that they will be using the new industry window for reactions. The CSM asked if this meant that reactions could now be taxed, to which CCP replied yes. There was then some discussion around how many reactions a single character could now run at a time.

CCP then asked about neutral miners, and whether it would be something that would be welcome. CCP also asked if it would be useful to have a grid mining info screen for the structure owner, to which the CSM replied absolutely. Bobmon proposed the possibility of being able to hide some mining from the structure owner, to which CCP replied that they preferred to not weaken the advantage of the structure owner.

There was some further discussion on the market impacts.

Nashh asked if you would be able to warp back and forth from the belt, to which CCP replied that there would be parts of the belt in warping range. The CSM also suggested the use of tractor beams to pull in cans. Bobmon proposed that medium platforms be able to have a shorter max cycle length, to give some benefits to the large.

Jin'taan brought up the issue of R4 and R8s, and making sure that they were valuable enough to actually mine given the level of investment needed for a Drilling Platform. CCP replied that they were definitely looking into options. Jin'taan also added that lower level moons should have fewer, larger asteroids while higher level moons should have more smaller rocks, making it easier to mine the lower level ones.

Aryth asked whether they could keep existing reactions running alongside the new system, so that people could keep the supply moving and prevent market issues.

Jin'taan pointed out that this change could have a very negative effect on the usage of T2 ships, some of which were already suffering from underuse.

Nashh asked about what would happen to siphon units, to which CCP replied they would not be used in the new system.

There were then some questions around the raiding gameplay. Steve suggested adding regular ore to the moon belts as well.

CCP Fozzie explained that they were also considering making it so that the asteroids are unidentified without scanning, so that players would need to search for the good ores.

Moving onto general Structures discussion, Sullen brought up that he would like to see better warnings for fueling. Additionally, the CSM as a whole indicated they would like to see more people being able to add fuel.

Bobmon asked if CCP was considering adding more covert mining ships along the line of the Prospect.

Going back to the topic of Moon Mining, Nashh asked how long CCP expected it to take to mine the belt out. CCP replied that they would be making sure that it was still very valuable per hour spent.

CCP then showed some concept art for the drilling platform. The platform would have a ring, and the laser would appear on the ring facing the moon when the related service module is fitted.

The CSM asked whether CCP would also be changing the moons scanning mechanics, to which CCP replied that they were not planning to make any major changes, but might look at the current system and make some small QOL changes.

The CSM also asked if it would be possible to make some changes to the taxes, and fixing some issues that currently surround them. CCP replied that they would like to do so, but need to work how to fit it around their other priority tasks.

There was some further discussion on taxes from mining, to enable proper bottom up income.

The rest of the session included a wide-ranging discussion on issues related to Upwell structures in general.

The topic of logging 0% tax transactions was brought up again for auditing purposes.

Sullen asked about blueprint locking, to which CCP replied it's something they want to do.

CCP and the CSM went over some other currently missing features and bugs from Structures. These included Insurance (committed), Repair Services (committed), restoring shield and capacitor on undock, blueprint locking, and others.

Noobman brought up the topic of lack of anchoring notification for any new structures in systems you hold sovereignty. CCP replied this was originally by design, but may be changed in the future.

Sullen and Aryth brought up that some logs, such as Transaction logs don't have enough information in some cases, such as location.

Bobmon brought up the topic of capital ship movement via tethered structures. CCP responded that they're not happy with the current system, but it was again a matter of priorities compared to other work they needed to do. CCP suggested that the CSM make a wiki page to rank issues related to structures.

Aryth brought up the issues of Fighter and Titan aiming and how brackets interfere with it. CCP acknowledged that that they had an internal defect related to that issue, and again it was a matter of priority.

Noobman brought up the issue of T2 structure rig prices. CCP replied that they were intended to be very expensive as they were meant to replace outpost upgrades. CCP

suggested that if they were going to make changes, it would be around the gathering of salvage. There was further discussion on the current numbers, and issues with the price of rigs relative to structure hulls.

Aryth asked about Mercoxit drones, to which CCP replied that they have no plans to add them.

Aryth again brought up the issue of missing logs for structures, to which CCP replied they're aware they need to be added.

Team Security

CCP Attendees:

- CCP Random
- CCP Grimi
- CCP Peligro
- CCP Guard
- CCP Logibro

As always, the minutes from the Team Security are not included in the public minutes as they discuss a number of sensitive matters. Instead, we once again bring you a recipe from CSM member Steve Ronuken.

Macaroni and Cheese:

Cook 250g of macaroni, or other small tubular pasta, for 2 minutes less than the packaging says to.

Preheat your oven to 200 degrees centigrade

Melt 2oz of butter in a saucepan (a big one. it'll need to take the pasta too). Add 1.5 oz of plain flour, stirring to mix evenly. This forms what's known as a roux (pronounced roo). let it cook for a couple of minutes.

Gradually mix in a pint of milk, a bit at a time. Stir constantly. Your goal is to break up any lumps which form, and mixing it a little at a time helps a lot. First you'll make a paste, then that will get thinner and thinner. Cook this for around 15 minutes, on the hob. You don't want to boil it, so it seems to be getting up to that temperature, turn it down. Stir it while you're doing this. (you don't need to be constantly stirring for the 15 minutes). you should end up with a smooth, slightly thickened sauce. (congratulations. You've just made a white sauce, the base of many other sauces)

Add grated cheese. 6 ounces should be enough, but you can always up this if you want it to be even cheesier. Though this will lead to a thicker sauce. Cheddar works well here, along with most other hard cheeses. A mix works very well, like a couple of ounces of a blue cheese, and the rest being cheddar. Or maybe add some parmesan. stir until it's all melted.

Add the cooked pasta. Stir thoroughly, to coat everything.

Transfer to an oven proof dish. cover with more grated cheese, or breadcrumbs (if you're crazy)

Cook in the oven for 20 minutes or so.

Serve. Should feed 4ish people.

You may wish to add some extra flavor with a little mustard powder, or cayenne pepper in the sauce (add to the roux, to cook out the rawness). Or go wild and add some chopped chorizo or bacon to the sauce (precook it, and add at the same time as the cheese).

New Eden Store

- CCP Hawkeye
- CCP Quant
- CCP Guard
- CCP Z
- CCP Logibro
- CCP Salvo
- CCP Folih
- CCP Lulli

CCP opened the meeting by adding that they are aware that the store UI needs work, and are planning to make improvements.

Xenuria described that he did not engage in impulse buying, but instead went for planned purchasing. He then asked if CCP had particular designs for different purchaser types and groups. CCP replied they had made sure there were options for every type of purchaser.

Steve asked if CCP could provide an endpoint with the store contents and the prices for items, for the purposes of making it easier for players to compare the purchase cost of items versus their market value in-game. He also asked for more hats, to which the CSM agreed.

Xenuria then asked if CCP was planning to do more in-universe advertising, to which CCP replied yes.

Xenuria asked about the possibility of making faction based SKINs that are cheaper for players that have higher standings with that faction, to which CCP replied there had been some considerations, but there was no design or tech work.

Jin'taan begged CCP for cat ears in the store, because he needs this in his life.

Noobman brought up the topic of Corporation and Alliance SKINs.

CCP Hawkeye also added that adding larger bundles is on their roadmap.

Noobman then asked what metrics CCP uses to decide what ships to create SKINs for, to which CCP replied that initially there was some filling out of the store, but now is looking more at how much ships are being used.

Aryth brought up the topic of Citadel SKINs, stating that people really want them.

Bobmon brought up the topic of the Serenity SKINs. CCP replied that now that projection tech is in place, they are working on similar types of SKINs, but that it wouldn't quite be at the same level of detail. CCP continued that they also want to make sure they stay within the lore, and ensure that SKINs don't cause performance issues.

CSM asked how much difference there was in sales between SKIN looks, with CCP replying that they had certainly seen some instances where some cooler looking SKINs sold better, but were surprised in a few instances.

Bobmon brought up the idea of making Alliance Tournament SKINs based on the winning teams, to which CCP replied it's a good idea, but difficult. Jin'taan brought up again the possibility of making a more general e-sports SKIN, and whether CCP had any interest in doing something similar. CCP replied they are interested in doing such a thing.

Xenuria asked to what extent CCP would put comedy items up for sale. CCP replied it's something they can consider, but there are other things they are exploring at this stage. Xenuria encouraged CCP to explore this type of thing, as many players would enjoy these more off-the-wall options. CCP added that there are still discussions around how at the moment there is a very particular mood and style to EVE, and they are concerned about eroding it if they release things that do not match the aesthetic of the universe.

Aryth asked if it would be possible to sell colorization for overview/overlay labels for structures, as this would help greatly with pilots trying to find the right structure.

Steve asked about more cosmetic options for characters, such as beards and sidearms. When the CSM asked CCP, they had a few more ideas such as effects and backgrounds. Steve also asked for full character images available outside of the client.

Jin'taan brought up the topic of being able to pick the type of killmark that you ship can display, such as being able to always have Amarr symbols.

Bobmon brought up the issue of some items still being racially locked.

Nashh asked if CCP still putting effort into character items that are below the belt (i.e. things not generally visible). CCP replied that overall apparel hasn't had as much priority as SKINs, but there was no change in effort for individual pants and boots.

Aryth asked (on behalf of his wife) if CCP could add pets to captain's quarters. Jin'taan was delighted to think that he might be able to run a eugenics program when breeding slaver hounds.

Mr Hyde asked if it would be possible to add an option to donate SKINs to other people as gifts, in a similar way to activating a PLEX for other players.

Judge asked if CCP had made any movement on limited edition SKINs, to which CCP replied that they are interested in it, but they still want to find the SKIN they wanted to do this with. Jin'taan brought up the Serenity SKINs again, suggesting a limited release via lottery system.

Mr Hyde brought up the point of making it easier to activate bundles of SKINs and having bulk SKINs.

Aryth brought up the topic of selling sounds and sound packs, including for voice over lines. The CSM brought up all sorts of ideas around this point. Nashh agreed with some of the points Xenuria made.

Mr Hyde brought up how Alpha state players have a limited selection of monetization options, to which CCP replied that they are looking to heavily expand the available items for them.

Scanning and D-Scan UI

CCP Attendees:

- CCP Wonderboy
- CCP Semiotics
- CCP Optimal
- CCP Sharq
- CCP Claymore
- CCP The Funk
- CCP MrHappy
- CCP Logibro

The meeting started with the meeting room computer crashing.

CCP showed off the new Scanning and Directional Scan UI. CCP explained that they were planning for this new system to be released in March, and that it should be available in about 2-3 weeks on Singularity.

CCP showed the new spheres, and explained that they cleaned them up so they were much clearer and you could see things on the other side. Steve asked if you could turn off the D-Scan sphere, to which CCP said yes.

CCP explained how they have now changed it that clicking on the probes and a stack of brackets will prioritize the probes, making easier to move them around. CCP also showed that double clicking empty space in the scanner will now toggle between side view and top view

CCP showed off some new info displays for the probes, including a new display that represents the scan strength. There was some discussion from the CSM about also displaying the maximum potential values for each contributing factor. The CSM also asked if it would be possible to show whether or not a player could not scan down a particular site based on the current scan strength. CCP replied they are working on a difficulty indicator for that purpose.

CCP also showed that the D-Scan list and the probe control window can be docked within the system map window. Bobmon highlighted that it might seem confusing for newer players having the scan button for the D-Scanner in the window when they would be trying to probe scan. CCP replied that they are still playing around with the default window positions.

CCP also showed that they have added a different message for when there are no signatures in the system vs all signatures in the system being filtered out. CCP also

explained that they have changed the filters so that ignoring combat sites no longer ignores all combat anomalies

CCP showed off the difficulty indicator, but mentioned that they're taking it back to the drawing board as the majority of people asked what it was the first time they saw it, indicating it wasn't intuitive enough.

Sullen asked if CCP could make it clearer that the scan result gives an area a site could be within, not necessarily that the site is at the dot. CCP agreed that it would be good to do.

Noobman brought up the idea of having a quick guide through where all the different functions are. CCP replied that they had been talking to Team Genesis about this, and while it wouldn't be at initial release, they were considering it for the future.

CCP also showed that you can still open the D-Scan window separately to the solar system map and probe scanner.

The CSM also made some comments on a new "Presence Detected" part that flashed up when the D-scanner was used. CCP replied that function was still an early prototype, and doesn't reflect the actual final idea.

CCP also showed that there will be align scanner to object, and align view to scanner to help make D-Scanning easier.

CCP also showed off that some of the arrows for moving the probes will disable themselves when looking at it from certain angles to prevent mispicking the movement direction, and that the arrows will always rotate to ensure the flat side is visible.

The Phenomenal Phenomenon from the Future

CCP Attendees:

- CCP Burger
- CCP Larrikin
- CCP Frellicus
- CCP Fozzie
- CCP Myrkur
- CCP Paradox
- CCP Logibro

Due to the far future nature of this session, details of the meeting are not included in the public minutes. Instead, we bring you a recipe for a classic Australian food courtesy of CCP Larrikin.

Australian Damper:

Ingredients

450 grams (3 cups) flour, self-raising, extra flour as needed

¼ teaspoon salt

180ml (6 fl oz) milk - if the mixture is too dry, add a little more milk

1 teaspoon sugar, caster (sugar, granulated)

80 grams (1/3 cup) butter, chilled

Method

1. Mix the flour, salt and sugar together into a bowl.
2. Rub the butter into the flour with your fingertips until it looks like fine breadcrumbs.
3. Add milk slowly and mix to form a soft dough.
4. Knead lightly on a floured board until smooth. Shape into a round loaf, brush with milk and cut a cross in the top surface of the dough.
5. Grease the camp oven (Dutch oven) and dust with flour. Add bread dough and cover.
6. Place in your campfire, cover with hot ashes and coals and bake for about 30 minutes.

Note: to test if it's done, tap on the loaf and it should sound hollow. Cut into moderately thick slices and serve while still warm. Top with butter, golden syrup (known as "cocky's joy"), or your favorite jam.

Variations: You can add a variety of ingredients to Damper for a different flavor. For example, add desiccated coconut, cinnamon, sultanas and extra sugar for a sweeter Damper.

EVE Brand

CCP Attendees:

- CCP Falcon
- CCP Orca
- CCP Loki
- CCP Logibro
- CCP Guard

CCP Orca started by introducing CCP Loki, who is responsible for the Scope Videos among other things. CCP Orca continued by going over the changes to the EVE Online website, namely combining the various websites for EVE into a single website. Judge asked about EVE Gate, to which CCP responded that EVE Gate would be shut down and some of its functionality would be brought back into the main site.

CCP Orca then talked about the theme of Fanfest this year, namely that it was going to celebrate the alliances and empires of EVE Online. She explained that Fanfest is also going to be much more focused on EVE Online than previous years, especially on EVE players meeting EVE players. CCP added that there would be a tournament for EVE on the Wednesday outside of Harpa.

CCP Falcon also explained that the schedule is also going to be much more open, meaning that attendees don't have to cram quite as hard at Fanfest as they have in the past. The day's schedule is also going to be slightly later in the day, with the keynotes scheduled later in the afternoon than in the previous year.

CCP Orca explained that CCP is planning to add more decoration to Harpa, including a tactical table, more empire presence, as well as flags from various alliances. She also explained that CCP was even planning a parade. Steve added that there is a temporary tattoo provider that CCP should look into, Ink Box. Bobmon brought up issues with flags in previous years.

CCP Falcon explained that CCP is working with an ARG/LARP company to provide an experience at Fanfest for attendees, with the events that occur potentially being written into the backstory of the game. CCP Falcon explained that while they're still looking for a local act for Party at the Top of the World, they have already signed Kristian Nairn (known for his role as Hodor in Game of Thrones) as a DJ for the night. Some members of the CSM relayed issues from the previous year with some of the acts.

CCP Orca then showed off a new video infomatic for a new intro video to the game. The CSM overall liked it, but a few members pointed out some areas they had issues with. Innominate didn't like initial sequences around the capsuleer, and many members of the CSM highlighted that there should be some scene connecting the pod to the ship. The CSM

also brought up that the video doesn't seem to touch on the empires at all, to which CCP replied that there are more videos on that and that it also goes along with the new character creation system. Innominate also added that an escalating battle sequence would be a great addition. The CSM brought up the "EVE is Real" video again.

CCP then moved onto the topic of billboards. Soon in the future, players will be able to click on a billboard and it would open up something based on what the playing video is. Examples include showing corporation information when clicking a corporation ad, or showing the full scope news video when clicking on a scope news ad.

Sullen then brought up the topic of being able to pick what videos can be played in their citadels, to which CCP responded that they're working towards that. Xenuria asked if it would be possible to pay to force a video to be played in a specific area for the purpose of psychological warfare, to which CCP replied maybe. CCP also added that keeping videos in rotation is going to have a cost in the future, and that you would add them through account management.

CCP then talked about how they would like to move towards making some wrecks stick around for longer, some even permanently (such as for Titans and Citadels). This would also mean that you could right-click the wreck and view the killmail. Some special wrecks (such as Jamyl Sarum's Titan) would also have links to information on it such as Scope News items. Nashh asked what the rate of creation of permanent wrecks would be with this new system. Bobmon asked if this would also apply to limited issue ships (such as Alliance Tournament ships), to which CCP replied it could. Judge asked whether this would change the loot expiry mechanics in the game, to which CCP replied they haven't decided yet.

CCP Orca then talked about the current state of the EVE Store. She explained that the current shipping prices are due to the low volume of purchases, and that at this stage CCP didn't have any options to change it without an increase in volume through the store.

Balance

CCP Attendees:

- CCP Fozzie
- CCP Larrikin
- CCP Mimic
- CCP Nagual
- CCP Rise
- CCP Seagull
- CCP Logibro

CCP Fozzie started by showing off the design for the CONCORD Ships that were going to be distributed at the upcoming events this year.

CCP Fozzie then went over the preliminary concept for future changes to Tech 3 Cruisers.

The CSM brought up the topic of Nullification on T3 Cruisers and on combat ships in general. There was a further discussion on the merits of nullification on combat ships, with CCP pointing out that overall this was not an area in which they were hearing a lot of concern voiced from the rest of the community. The concept of making nullification only work on static bubbles was discussed, and CCP expressed that they believed such a change would add an undesirable amount of complexity for players but that they won't rule it out. CCP recommended that the CSM raise feedback threads to get wider and more diverse feedback from the community. The CSM also proposed that shuttles be given nullification to give a valid travel option without combat capacity.

Jin'taan asked whether static bubbles should be removed or otherwise changed. Ideas such as adding a decay or killmails to them were proposed. CCP also added that their metrics on ship usage do not strongly suggest that nullified combat ships are crowding out the use of non-nullified combat ships.

Mr Hyde moved onto discussion of balance specifically related to Alpha clone players. He brought up that one of the issues was that turret ships don't have access to T2 ammo, and for Omega fits this was often one of the factors that made them balanced. CCP Fozzie replied that this might be a case of needing to change T2 ammo to make it so turrets don't rely so much on them. Jin'taan pointed out that the biggest problem with it was that it provided the longest range, and this caused problems in fleets. Numerous options were floated, such as changing existing ammo, nerfing T2 ammo, and adding turret variants that are available to alpha players that can use T2 ammo.

Mr Hyde then brought up the issue of Light missiles, and that they have too much range and is causing it to push into the space occupied by heavy missile systems. CCP replied that there are a few things they could look at such as reducing the base range, removing the bonus to rapid light missiles range on cruisers, and possibly increasing the fitting

requirements of rapid light missile launchers. Hyde also highlighted that Heavy missiles could use a little more application.

The topic of the strength of Heavy Interdictor Scrams was brought up, to which CCP replied that it was on their list of things to address.

Hyde then brought up the topic of Armor plates and Shield Extenders for battleships, and the lack of slot economy due to lacking larger sized plates and extenders. This means that cruisers and battle cruisers can often get the same relative efficiency overall using a single slot compared to a battleship that needs to use multiple slots.

Aryth brought up the topic of Shield Capitals and how there are issues with being extremely vulnerable to energy neutralizers. CCP said they would revisit it after releasing shield slaves. CCP said that they were also aware of application issues with Caldari weapon capitals.

Gorski brought up the issue of autocannons, especially mediums. CCP Fozzie replied that they're a bit behind the curve compared to most weapon systems, and that they were wanting to be very careful to make sure that they don't overlap with another weapon system. Gorski suggested reducing autocannon reload time, to allow them able to make better use of selectable damage types.

Mr Hyde brought up the issue of Battle Rorquals, proposing that you would be unable to Cyno and PANIC at the same time, and make it that they can't use Ewar when deployed like with Triage, as well as restrictions on Entosis. CCP Fozzie said they have some ideas and they did want to make a change, but also had a separate proposal for feedback: making it so that Rorquals could only PANIC when in proximity to an asteroid. The CSM was receptive to the idea.

Sullen brought up the issue of the resistance profile for Mining Barges and Exhumers, as it makes it much more difficult to mine in some areas of space depending on the local pirates. He suggested giving them flatter resist profile. Sullen also proposed that the prospect should get a small gas harvesting bonus, to which CCP replied that they were more in favor of adding a new ship instead, as long as they were very careful about avoiding upending the gas harvesting economy through too much power creep.

Steve brought up that making T2 Mining Drones require Mining Drone Specialization still needs to be done, to which CCP replied it would likely be in March.

Mr Hyde brought up that there are still some issues with some command ships, such as the Nighthawk, which could use some love.

One thing CCP pointed out with regards to shield slaves would be that it would also have a penalty to shield recharge to ensure the overall shield recharge rate wouldn't be changed.

Mr Hyde also brought up the issue of battleships having cargoholds that were a bit small, especially compared to smaller ship classes. He also brought up that some ships have lock

ranges and scan resolutions that are out of line with the surrounding ships, and encouraged CCP to make a pass on all ships to bring them into line.

Mr Hyde brought up the issues of Large Cap batteries, and how it's causing some ships to be able to tank for extremely long periods of time. CCP Fozzie responded that they're keeping an eye on it, but that there are generally happy with these newer uses for formerly less popular ships.

Xenuria asked if there was any reason why the Noctis couldn't have a larger cargo hold, to which CCP replied that they just haven't looked at it recently.

Aryth asked about whether the Wyvern fighter bay could be made bigger. The CSM pointed out that it was also annoying that you needed space in the hanger bay to swap fighters, to which CCP replied that this was intentional, but that they would look at the Wyvern fighter bay sizes again.

CCP Rise asked the CSM about the balance frequency, to which the CSM replied that the biggest issue was with communication, and at the very least acknowledgement of issues with balance. CCP Seagull added that the CSM had stated in a previous meeting that tiny balance changes more frequently would be welcome.

Jin'taan brought up a few issues. Light fighters have a signature radius of only 40m, which means that you need to bring frigates to attack them efficiently. He continued that if you had to bring that many frigates, it would become impossible to kill the carriers due to their higher tanking ability. CCP replied that there were some ways to counter them, but it's something to look at.

Jin'taan brought up the concept of the dedicated FC ship again, as it would be nice to be able to fly something other than a Damnation. CCP Fozzie asked the CSM as a whole how they felt about it now, describing the concept as essentially a massive tank with a long lock range but with very little direct combat capacity.

Jin'taan finally brought up that there are issues with medium weapon systems with double optimal bonuses on cruisers as they have much further range than most battleships, and this coupled with the cruiser hull mitigation makes them too powerful.

Bobmon asked about Shadows, to which CCP Larrikin said it was on his list to look at.

Noobman brought up the issue of FAX in wormhole space, to which he added that it feels like the capital capacitor booster is the source of the problem. He suggested lengthening the reload timer or cycle timer. CCP Larrikin added that one of the solutions they had considered was adding a focused anti-rep bomb for bombers. CCP Larrikin added that the best solution would be something around disrupting the injectors. CCP Fozzie also proposed a limit to the maximum number of Capital Cap Boosters that can be fitted per ship. The CSM and CCP discussed some other potential options.

Jin'taan brought up the topic of more Ewar bomb types. As part of this, there was a suggestion made involving a bomb that increases cap usage of capital remote reppers combined with increased cycle time on capital reppers to help with the previously discussed FAX issue.

Sullen brought up the issue around module positioning and heat, and how it was unclear to new players that this was a mechanic. CCP agreed that it was a fairly hidden feature, and a change either to the heat system or to better communicate the mechanic would be worth considering.

Next Steps in NPE

CCP Attendees:

- CCP Dren
- CCP Rumcajs
- CCP Turtlepower
- CCP Edelweiss
- CCP Guard
- CCP Rave
- CCP Logibro

CCP Dren started by asking the CSM where they thought the priority should lie for next steps in developing the NPE. She added that one of the existing projects was to improve the onboarding funnel to have a better introduction to the empires. They were also looking at working on the first part of the operations center. CCP Surge continued that their next step would be to redo the career agents. They would be similar to missions in structure, and may have some narrative to tie them together, and their main goals would be to show the player how they can make some ISK or find some interesting content. They would likely change it from 5 agents and 4 careers to only 3, with Military, Industry and Exploration.

Xenuria asked whether the new military career agent would cover both PVP and PVE. CCP Surge replied that the skill level of brand new players would be so low, and there would be so much to teach them still that they would not be comfortable with pushing them into PVP yet. Steve added that he was opposed to NPE that has a potential progress block related to another player. Xenuria asked whether an optional PVP element could be useful. CCP replied that it would be useful, but it would be at a later stage. Steve proposed that branching would be useful for introducing some more advanced parts. Steve also highlighted that while the current ship deaths during the career agent arcs is good, it needed to highlight more that you will lose your ship as people still fit everything and die.

CCP Surge brought up one of the questions the team was still working on: difficulty. He highlighted that inception was supposed to be super easy, with basically no difficulty. Now with the career agents, the team needed to decide what level of difficulty they would present. Bobmon brought up the possibility of having some tasks with open ended goals, so that there was an easy option to allow players to progress, but a more difficult one for more skillful players to aim for.

CCP Surge also asked the CSM about how much repetition would be needed for the tutorial, such as when using the market. There was some discussion on how much repetition was needed. CCP Surge also highlighted that repetition was already being used a fair amount in the inception. CCP Surge also asked what the CSM thought about having some tasks being able to be repeated infinitely. Steve said that as long as the rewards were in line with it being repeatable and the effort to complete it, it would be fine.

Xenuria added that it would be good to make it so that the tasks also assess how well you completed the objective rather than did you complete the condition. CCP Surge like the idea of an efficiency rating.

Aryth highlighted that he had some concerns with market tasks, and that players would exploit the items needed. CCP agreed that there are some areas they need to be careful. Exploits included listing items needed in lowsec, buying up all of the item and listing it higher or flat out buying out all of the item. Bobmon brought up that one task could be buying an item from an NPC, and have there be several different market sell offers from NPCs with different prices and locations. The player would then have to pick one, and would be assessed based on their choice.

Steve brought up that he often sees questions from people completing the current tutorial about where to find particular minerals, specifically where to find minerals that are only in lowsec. Steve suggested that the task should inform the player that you might not be able to find all of them, and direct them to the market and direct them to where the price would be reasonable.

CCP Surge asked what the CSM thought about teaching new players about system security status, and how early it should be taught. The CSM responded that it should be taught very early, as there are lots of instances where new players could stumble into lower security space. The CSM also encouraged CCP to increase the visibility and perceived importance of the lowsec warning dialog (such as adding a sound).

Steve pointed out that this teaching should not say that highsec is safe because 1) It's not and 2) It would discourage people from going to unsafe areas. Jin'taan brought up that the CSM has previously suggested that a warning message is added the first time you dock with more than x amount of ISK in your cargohold warning that it's not always safe.

Hyde brought up that there might be an issue with the weighting for the auto pilot for Caldari characters where they are routed through lowsec and die. CCP said they would look into it.

Bobmon brought up the idea of having the player attacked by NPCs on a gate to demonstrate that they can be attacked. This led CCP Surge to ask a question about what ideas the CSM had about things they can teach the player outside of the typical sites.

CCP then asked about what the CSM thought about a pinnacle task or mission against a "boss" would be to test the new player at the end. The CSM mostly agreed it was a good idea. Xenuria asked if it would be possible to dynamically make the boss more powerful if you aren't fight it as efficiently as you could (such as staying still). CCP replied they don't have the capacity at this time. Bobmon added an option where the boss warps away if you don't scramble it.

Jin'taan brought up the idea of having the player gank a "defensive hauler", that would mail you after you kill it.

CCP then moved the topic to Empire selection. CCP asked what the CSM thought about how the empires should be represented to new players in a way that would explain what each empire was. Bobmon brought up highlighting the strengths of each race to the player, and Steve suggested adding a "what makes me x" type thing.

The CSM then discussed that some of the existing descriptions of the race would push players away or pull them towards (a prime example was the "only true democracy") in the Gallente description. CCP Surge surmised that the lore should take a back seat to the more practical information on each race. The suggestion of putting the lore behind a "learn more" button was well received.

CCP asked about milestones they should track for new players. The CSM also asked if they could have that for everyone. CCP and the CSM went through a number of different milestones they could have.

Sullen asked whether it could be clarified to new players the effect (or lack of effect) of the selections at the end of the character creator (namely ancestry and school). CCP replied that there had been considerations for making each empire just have a single starter system and school instead of three. The CSM was generally supportive of this idea.

EVE Metrics

CCP Attendees:

- CCP Quant
- CCP Larrikin
- CCP Guard
- CCP Logibro

CCP Quant started off the meeting by showing SKIN sale statistics, specifically the Rosetta Dawn SKINs. The stats showed that it was very popular when it was available.

CCP Quant then showed off the EVE LP generation and expenditure graph, showing that there has been a steady increase over the last three months. CCP Quant also explained that there always a summer slump, so the shape of the graph is fairly normal.

CCP Quant then showed off the distribution of what LP is being spent on. Implants made up the majority of the spending, with blueprints coming in next. Of the implants, learning implants were the majority purchased.

CCP Quant then showed the usage of locator agents. He showed that the usage of locator agents vs logins is dropping. Noobman pointed out that the drop is likely due to the change to watch lists requiring both contacts to have each other added. Bobmon also pointed out that people can also work out where people are quicker than the agent's normal response time by looking at the price charged by the locator agent.

CCP Quant then showed off some statistics about damage inflicted. The stats showed were also previously shown at EVEsterdam. CCP also showed the damage by weapon size, top weapon types used, top weapon group in used in each region, top ammo used for each weapon group by size, top missiles used per launcher type, and the most popular ammo by PVP damage by region.

CCP Quant then showed off some statistics regarding bounties, showing where the top regions were by bounty generation and change in bounties generated.

Aryth specifically requested that some information in the Monthly economic reports regarding individual regional statistics, especially concerning import/export numbers and mining, have changes made to it or be removed. Aryth explained that some of this information was unobtainable by any other means, and that it was providing too much free intelligence by allowing people to see when groups were ramping up and down their industrial capacities. Some members of the CSM agreed. Aryth added that providing that same information but for larger geographical areas, such as quadrants would be better as this would obfuscate the data better.

Noobman asked if commodities in the economic reports could be split between blue loot and other commodity types.

Kyle asked to look at the statistics for the Noctis, with the graph showing usage dropping slightly since last summit.

Noobman asked to look at the overall wormhole loot value for commodities, which showed a slow increase. Noobman then also asked to look at the wormhole mining figures, which also showed an increase. CCP Quant finally showed a breakdown comparing ore and gas harvesting in wormholes.

Some of the graphs discussed in this meeting can be found below:

[Total Skin Sales Since 2015 by SKIN Name \(AUR\)](#)

[Total Skin Sales Since 2015 by SKIN Name \(Units\)](#)

[Highest Individual Sale Date Since 2015 by SKIN Name \(AUR\)](#)

[Highest Individual Sale Date Since 2015 by SKIN Name \(Units\)](#)

[LP Created Vs Expended](#)

[Total LPs used in LP Stores \(Amount\)](#)

[Total LPs used in LP Stores \(Stacked\)](#)

[Total LPs used in LP Stores \(Percentage Bar\)](#)

[Total Share of LP, Implants Only](#)

[Locator Agent Queries Normalized by Unique Logins](#)

EVE Mobile and Third-Party Dev

CCP Attendees:

- CCP Chimichanga
- CCP Argent
- CCP Burger
- CCP Orca
- CCP Logibro

Aryth brought up a request first, namely something through the API to let them know who has the messaging app, and who is using 2FA. This is to let them know who they can contact easily, and who has secure accounts that they can trust with higher level roles. CCP Orca asked if they've been trying to use the mobile app since its release, to which Innominate and Aryth replied they've been trying, but have also been using some workarounds. When asked what the work around was, they mentioned that sending mails to mail lists will only be visible via notifications, and won't show in the inbox on the mobile app. CCP asked if they would want self-destructing messages as part of the mail system, to which the CSM replied yes.

Xenuria asked if it was possible to make the colour scheme change based on the ship the pilot is in on TQ. CCP Burger replied that they made the decision to make it based on character race to keep things simple, but it was discussed earlier on.

CCP Burger went over how the roll out went originally, namely that they released it earlier than originally planned to make sure it didn't release at the same time as Ascension. This turned out to be a good choice. He then continued that they haven't added a lot of new features since then so they could just observe usage. He then introduced the new mobile producer, CCP Argent. He explained that now they're looking for what new features they want to add. One of the things they're mindful of is making sure that new features don't make the app mandatory for playing the game. CCP Orca quickly went around to ask people what feature they would want to see added:

- Xenuria: See clothing items on character when looking at your character, even if only text based - "My character was fit with the following"
- Gorski: Changing skill queue from the app, even being able to see the whole skill queue.
- Bobmon: Community portal/feed, access to fiction
- Steve: Info/Item Database, Show mailing list name in the mail
- Innominate: Better Corporation/Alliance broadcasting, either through notification or mail. Reply all issue is real!
- Judge: See all mailing lists/labels

- Aryth: Seeing assets, with search and price appraisal

Innominate started with thanking for market data for citadels, but would like per system. Noobman asked if CCP would consider adding an endpoint that would indicate whether a corp member is online. He also asked for map statistics in ESI, to which CCP Chimichanga replied that it should be moved over if it's in the existing API.

Aryth brought up the question of ACL change and Tax change logs, to which CCP replied that there are working towards it but there are some things they need to work on it. CCP also brought up that they're considering adding an interface that allows groups to send a bill to someone via the API.

Aryth again asked about logging 0% tax transactions, and there was some discussion about the merits of doing so and the justification for doing so. CCP Chimichanga explained that for the most part the inclusion of anything more in the API generally has to go through Game Design, as there are gameplay implications. *(Note: After the conclusion of the Summit, Game Design has now approved this change)*

Steve added that he is very happy with how Team Tech Co is communicating with the community.

CCP Chimichanga brought up that his main concern is the removal of the XML and CREST APIs. Over the next few months, they will begin shutting down specific endpoints that have low usage, but as part of this they would like to hear from the community about endpoints that have low traffic but very high importance.

Steve asked about CREST market data, and whether that's impacting the performance for market nodes, especially Jita. CCP replied that the issue involved is from elsewhere.

Innominate pointed out that the API access log can tell you when your keys are being used, but it doesn't tell you what key has been used.

There was also some further discussion on the security and auditing of API keys and authorizations.

Then there was some discussion about the exposure of information regarding alpha and omega state, with some members of the CSM asking for the information to be made available.

Community

CCP Attendees:

- CCP Guard
- CCP Vertex
- CCP Falcon
- CCP Leeloo
- CCP Phantom
- CCP Logibro

CCP Vertex opened the meeting by discussing a topic with the CSM, the nature of which is not included in the public minutes.

Steve mentioned (jokingly) that the EVE community sucks.

Steve asked what the state of the Volunteer Management System is, to which CCP Phantom replied it's now running and under testing. Release is expected Q1 2017. Along with its release, CCP is looking at changes to the program to make things more sensible. He explained that there is substantially more automation throughout the volunteer process.

CCP Falcon talked about the various ISD divisions currently in operation, with some of the changes being the merging of IC and Mercury. Additionally, he explained that the management of particular divisions has been divided up among various relevant departments.

Noobman asked what type of interaction should the CSM and ISD have together, to which CCP replied that there is no mandated communication. Judge added that they have had good experiences with them in the past, such as helping with round tables.

CCP Falcon continued that Community is very excited about the changes to the community website, as there have been parts of the site that have been holding back community projects with Fansites and the Community Contributor Program. He added that this is no one's fault, just that priorities have been elsewhere for a while, building and maintaining new websites, and working on infrastructure for Alpha clones and other projects. CCP Falcon also added that they are planning to add an upcoming events calendar, where people can add their events to the calendar. Nashh asked how CCP finds events to add, to which CCP replied that they only put events up when people have contacted them. In the past, CCP has added some events to EVE Updates, but these have only been very large events. Nashh asked about whether this would also include in-game events, to which CCP replied it would be likely, depending on the final design.

Mr Hyde asked about how much effort is going into the Alliance Tournament, to which CCP replied that for technical development, most of the code is maintained by CCP Logibro, with assistance from Team Tech Co. The production is much larger, but is mostly staffed by

volunteers. CCP Falcon added that going into the future, the tournament is also going to be more heavily integrated into the marketing strategy.

There was then some discussion on how to improve the tournament, and how we can better promote both the tournament and those pilots participating.

Mr Hyde added that he believes that CCP should stop giving out special AT ships, namely due to the massive injection of wealth, based on a special format of the game. He also brought up issues with them being very limited in number, and that the majority of the ships never see use instead sitting in hangers forever. He suggested that if CCP wanted to continue to offer them, they should be more widely distributed in some form. He also added some suggestions to make the Alliance Tournament more accessible, such as further dropping pilot numbers, banning AT ships, and removing flagships.

Steve added that he would like to see CCP provide some suggestions and good practice for prospective twitch streamers.

Wormholes

CCP Attendees

- CCP Larrikin
- CCP Fozzie
- CCP Nagual
- CCP Logibro

Noobman started by presenting some of the results of a recent Wormhole townhall. The first items were from the results of some discussion regarding alpha clones and wormholes. There was a lot of initial worry about extra persistent scouts, but this wasn't an issue in the end due to the restrictions on multiple accounts.

Noobman then moved onto showing the blue loot statistics CCP Quant presented earlier, showing that income is on the rise again. This has generally been attributed to players regaining mastery with running sites. There was an earlier session that showed that one of the regions with highest damage was a C3 region. CCP Fozzie then showed some additional graphs, showing that C2 and C3 wormholes have had a substantial increase in PVP kills after Ascension. Overall, Ascension has been good for wormholes.

Noobman added that the biggest point of agreement from the townhall was a desire for a buff to wormhole mining. Much of this desire is being driven by the increased ease of manufacturing with Engineering Complexes and low class mining being generally terrible. He added that it would be useful to have some lower class wormholes being able to handle a one-way trip with freighters to help a little with moving in and out.

Noobman was very impressed with the new UI for scanning from Psycho Sisters, and stated that it should be helpful for everyone living in wormholes.

Noobman then highlighted using of Bhargests with FOF missiles to safely kill drifters in sites, by pinging them then warping out of range and letting the missiles just kill targets beyond lock range.

Sullen brought up that people are still kill drifters with citadels, to which CCP replied that while it was expected gameplay, they would look into making the Drifters respond a bit more intelligently to them. Noobman brought up a specialist method they have used in the past to counter them. He also added that not having a citadel in shattered wormholes means that it's almost impossible to do anything there due to the large number of drifter response battleships in the system. There was some discussion about possible solutions, including having them move between wormholes, and starting to siege structures. Noobman also brought up a fly catcher method using bubbles and an Astrahus to attack them.

Noobman brought up Carrier and FAX usage in sites, and how there is basically no purpose to bring those ships and the waves make it take much longer without enough value to

justify doing so. CCP suggested that they have a few options there, such as adding some random chances for higher value waves and adding some more variety to what comes in based on the type of capital ship you bring.

Noobman brought up the desire from people for quicker setup and teardown times for structures in wormhole space. CCP Larrikin replied that this problem doesn't just apply in wormhole space, but in all areas.

Noobman brought up requests from lower class wormholes, namely that C4 sites have a very long distance spawn, and how sometimes hacking doesn't spawn a wave. He also added a desire to see some more C4 - Null, Null - C4 connections, with smaller mass wormholes.

Aryth again brought up that a lot of this sounds like wormholes would like to get the benefits of nullsec, without the relative danger.

Sullen asked if CCP still were spawning less sites in a system that had lots of completed sites, to which CCP replied that the site distribution system had never worked in that way.

Sullen talked about how random roaming Frigate holes are now only annoying, and something should be done with them to make them interesting for both parties.

CCP Larrikin asked what the CSM thought of lowering dreadnought EWar resistance. The CSM was a little weary about that change, with the CSM suggesting if they wanted to go in that direction, to walk it down slowly.

Kyle brought up one advantage of the frigate holes was it allowed explorers to run away from larger ships.

Noobman also brought up that part of the mining site issue was the despawn timers on the sites, if that could be fixed it would go a long way to making wormhole mining more bearable.

Project Discovery

CCP Attendees:

- CCP Burger
- CCP Wonderboy
- CCP Claymore
- CCP MrHappy
- CCP Orca
- CCP Logibro

CCP Burger started by going over a quick summary of Project Discovery. CCP is currently creating a presentation for GDC summing up how everything went. He continued that the original dataset was supposed to last for months, but the playerbase finished it in just three weeks. HPA has been reviewing the data, and some of the results have already been used in a number of research papers, with some getting onto a poster (which is a Big Deal™). Aryth asked if now there are other people asking for help in a similar way, to which CCP replied they had. A number of people had been seeking CCP out, and CCP has settled on a new subject.

CCP Orca asked the CSM how much they have seen appeal Project Discovery had to new players. The CSM said it wasn't a huge attraction, but it might help keep some people around. Xenuria recounted that he met a number of people in STEM vocations were enticed to try out EVE Online due to Project Discovery, and while that would be their main activity, they would over time try other areas of the game. CCP Burger also added that HPA had a large bump in traffic to their sites around the time that Project Discovery was released. CCP Burger also recounted how EVE University had a session on Project Discovery with some HPA staff that joined.

Xenuria brought up again that some people might question the legitimacy of the project, and encouraged CCP to promote the results of the collaboration with HPA.

CCP Burger continued that while they will sunset the HPA project to make room for the new project, they want to make sure they acknowledge the effort that players put in, and are working out what ways they can archive and present the results of the project best.

Xenuria asked how CCP would defend against people complaining about the misappropriation of resources to this project, to which CCP replied that they've been doing that for every feature ever, so they think they'll be able to handle it.

Xenuria asked if CCP already has an idea for what in-game rewards they want to offer for this. CCP Burger replied that they would mostly be informed by the previous set, where they thought the prize structure was very aggressive. Turns out players instead blew right through CCP's predictions. Overall, the rewards will be similar.

CCP Burger also recounted that through project discovery, a new thing was discovered by players, namely rods and rings.

CSM Organization

CCP Attendees:

- CCP Guard
- CCP Logibro

The session started with the statement that the concept of a Permanent Attendee would be removed, as in the future all members would be invited to all summits in person. Hyde asked if CCP would still reserve the right to not invite particular members, with CCP responding in that case they would most likely have reached the point where CCP could justify removing that member from the council.

CCP Guard went over how the council structure has evolved over time, moving from having alternates to only full members, to the current structure. CCP Guard then continued that there was a proposal to reduce the council size to 10. Sullen brought up that he thought 12 was a better council size.

Xenuria asked if this was motivated by finances. CCP replied that this was not the case.

CCP Guard then went over the text of the new guidelines with the CSM.

The CSM suggested a change to the line "As an elected representative, you will have clear communication paths with CCP and a chance to directly impact and improve EVE Online"

Aryth asked if it would be possible to reduce to a single summit as arranging two weeks off for the summit can cause issues for some attendees. There was some discussion around the merits of this, and other similar ideas such as designating one of the summits as more important. There was also some discussion around remote attendance, and the ability and how to handle it. Overall, the decision was reached to remain hosting two summits each year.

Xenuria asked if there were any plans to change the voting system. CCP replied that there are no plans to change the voting system from STV, but they would be open to adjusting the number of preference votes given from 14. The CSM encouraged CCP to reduce this to 10 to help reduce confusion.

The CSM pointed out that a section for feedback regarding focus groups and special reports was unnecessarily specific, and should be removed. CCP agreed.

The CSM also brought up a section titled "Open Debate", and were worried about the statement about the CSM being expected to debate and call out CCP or disagree with them. They believed that the section was too strongly worded. After much debate, a section was removed.

Hyde suggested that the section about adding a replacement council member if a position opens should be removed. CCP responded that the section was deliberately structured to

ensure that CCP was not bound to pick a replacement member. Judge reiterated that by the time someone would be dismissed, it would be far too late to onboard. CCP replied that this was to cover all situations where a member would be replaced, not just being kicked.

Xenuria brought up that there was some ambiguity around how the CSM can't profit from insider knowledge. CCP replied that this was covered later in the code of conduct. Upon reviewing that section, Xenuria stated he was still concerned that the code of conduct not explicitly banning planning to take advantage of a change. CCP explained that they believed the language would be able to cover that where warranted.

The CSM brought up issues with the travel arrangements. CCP replied that this was an issue that needed to be resolved for CCP. The CSM also brought that they were dissatisfied with the hotel choice this summit.

Jin'taan brought up that he believes that the summit should be an extra day longer. Aryth disagreed, and stated that he would prefer to have an extra session per day. Jin'taan continued that this was more around travel, and CCP replied that this is something that can be looked into.

>>End of Summit<<