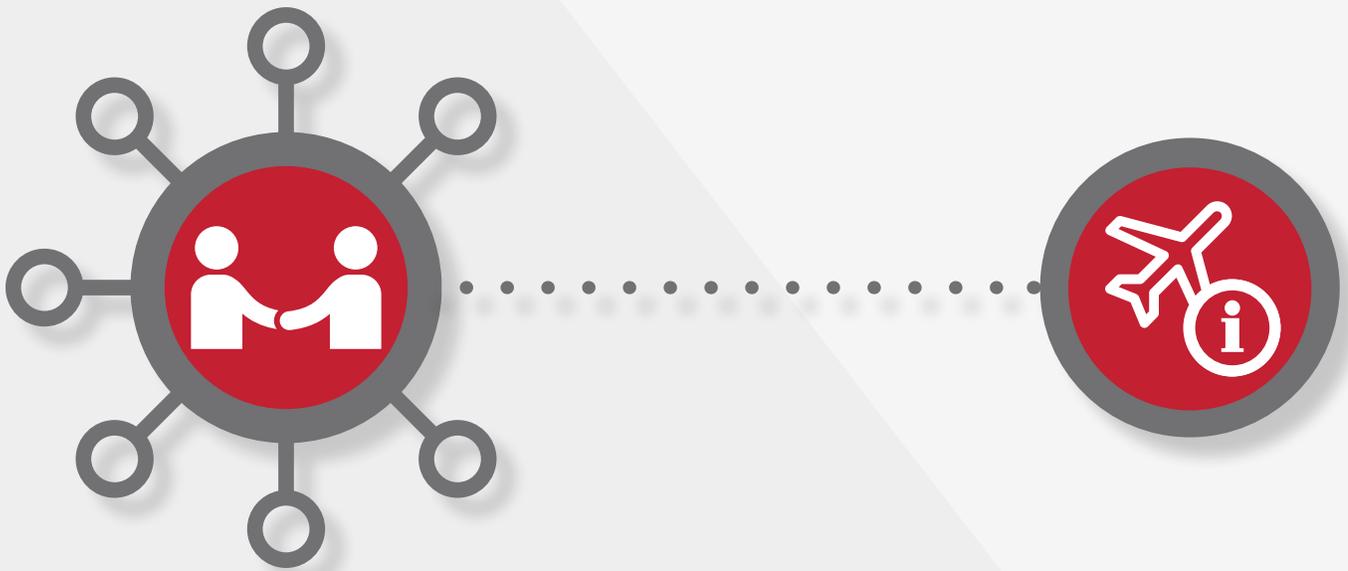


PublicVue™ Flight Tracking System

Quick-Start Guide



DISCLAIMER



Data from the PublicVue™ Flight Tracking System (FTS) is being provided to the community as an informational tool, designed to increase understanding about aircraft flight operations at the Calgary International Airport. The system uses Symphony® software and is maintained by Harris, a third-party company. The software is hosted and maintained by Harris. A ten minute delay has been applied to the system for security purposes and the information, maps and flight track data available through the software may include inaccuracies or errors. Information received via the FTS should not be relied upon for personal, medical, legal or financial decisions.

Personal information voluntarily provided by a user as part of the complaint registration process built into the FTS is stored by Harris and provided to the Calgary Airport Authority or its designates.

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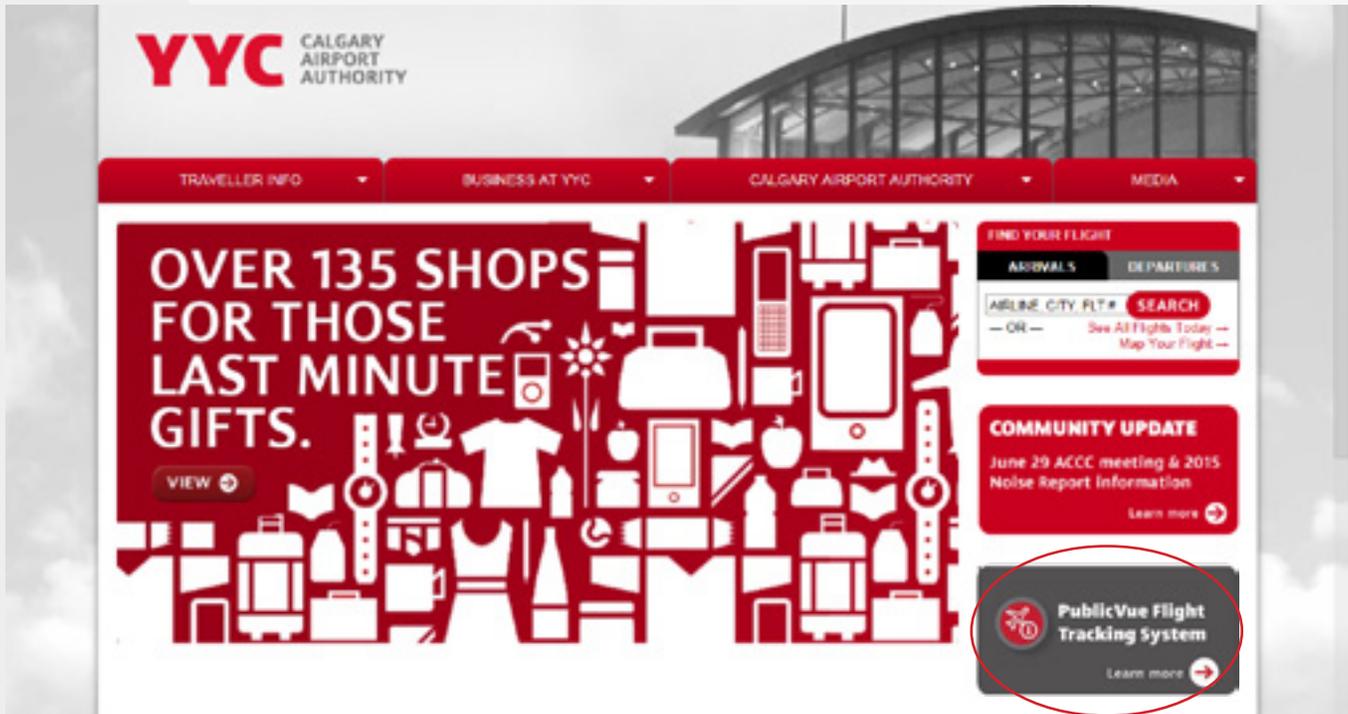


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1. LOG-IN



To log-in to the PublicVue™ Flight Tracking System (FTS), use your web browser to navigate to www.yyc.com and click on the icon on the main page.



The FTS will launch and the default interface will display. If the interface does not display, select **Flight Tracking** from the menu.



The FTS works with most modern Windows, OS X, iOS, and Android devices. It can be run using Internet Explorer, Safari, Firefox, and Chrome.

2. INTERFACE DISPLAY



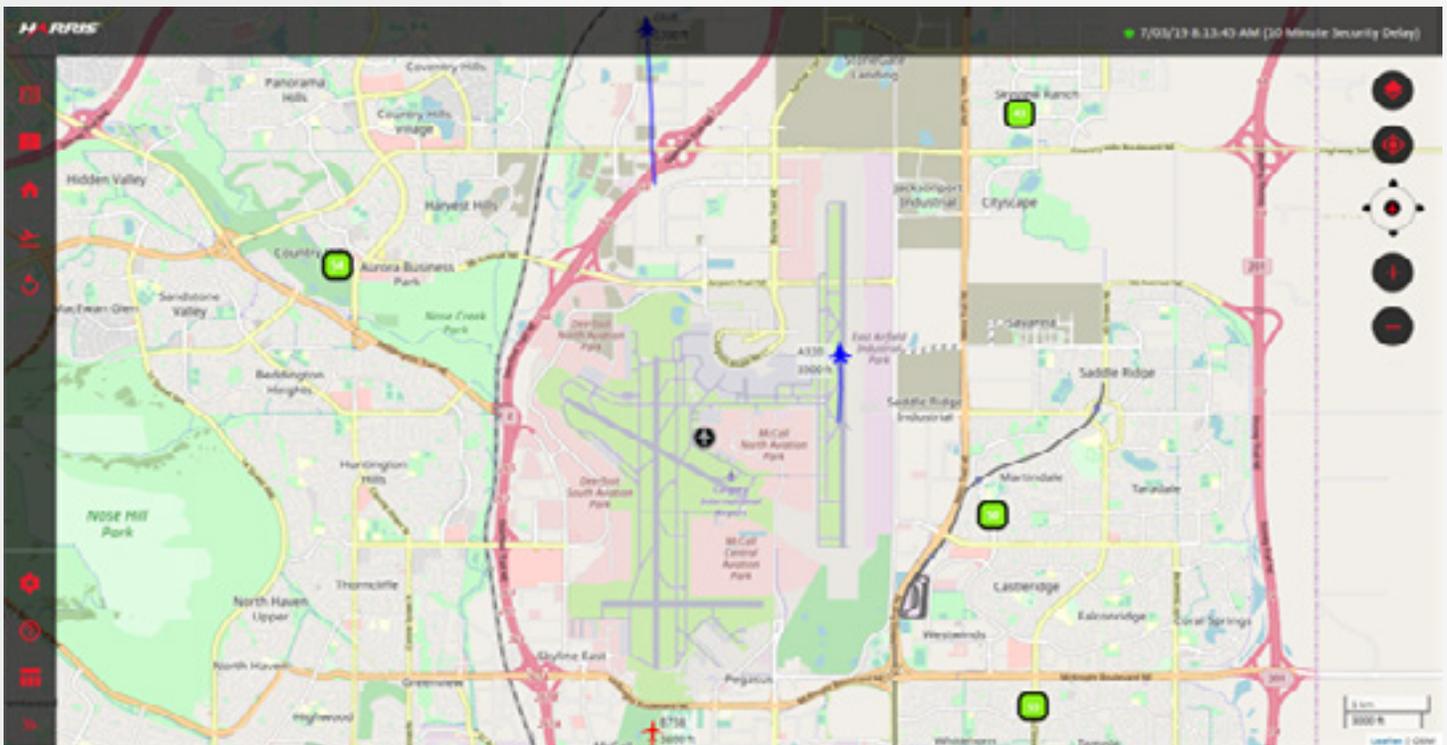
The FTS interface is comprised of these main sections:

1. A map of the airport displaying the flights currently in the system

Icons in the top, right corner of the map provide map navigation functions

2. A left sidebar with a menu for the main formatting and search functions of the system

By clicking on the  icon you can expand the left sidebar to view the labels for each icon



3. VIEWING NEAR-REAL TIME DATA



To view near-real time data (10 minute delay), select the **Flight Tracking** menu option.

The map displays near-real time flight data using different colors to distinguish between the types of aircraft operation (i.e. arrivals, departures, overflights).



Surface Vehicles/
Unknown



Overflights



Arrivals



Departures

The menu on the left contains various formatting and search options (view the menu by clicking on the  icon at the bottom of the sidebar)

Click on “Layout Control” in the menu to view details of the flights on the map in a table format.

The screenshot displays a flight tracking application interface. On the left is a sidebar menu with options: View Details, Create Complaint, Find Address, My Flights, Replay, Settings, Help, Layout Control, and Collapse Sidebar. The main area shows a map with various aircraft icons. Below the map is a table with the following data:

ID	Speed	Heading	Latitude	Altitude	Longitude	Successor Type	Altitude
RR	67	121	50.54386		-113.72545	Non ADS-B	6900
RR	104	213	50.31526		-114.31371	Non ADS-B	5900
RR	67	266	50.19675		-114.34835	Non ADS-B	6400
RR	110	213	50.21253		-114.49152	Non ADS-B	0
RR	14	112	50.10288		-114.37472	Non ADS-B	4000
RR	104	290	50.69457		-114.26486	Non ADS-B	6000
RR	0	275	50.11627		-114.02474	Non ADS-B	0
RR	74	104	50.42481		-114.19419	Non ADS-B	6000



3.1 Viewing a Flight's Properties

To view the properties of a specific flight, click the flight's icon on the map. A popup will appear, and the Details tab in the left panel will display basic information about the flight.

The screenshot shows the 'Details' tab in the left panel. The 'Properties' section contains the following information:

Flight Type:	Departure
AC Type:	8737
Status:	IFR
Airport	
Position	
Speed:	180 mph
Altitude:	5300 ft
Heading:	167 deg
Latitude:	51.07536 dd
Longitude:	-113.98315 dd
Surveillance Type:	Non ADS-B

The 'Flights' table at the bottom is as follows:

AC Type	Altitude	Speed	Latitude	Longitude	Meters	Heading
8737	5300	180	51.07536	-113.98315	IFR	167
R22	5000	70	51.02462	-114.37454	IFR	89
C172	6000	80	51.19418	-114.56566	IFR	117
B763	3500	10	51.13519	-114.01181	IFR	66
C172	6200	80	51.34139	-114.22721	IFR	73
B737	13800	350	50.87544	-113.75943	IFR	134
DH8D	3500	20	51.11524	-114.01818	IFR	334
CL30	12100	290	51.00914	-113.83858	IFR	83

From the Details tab you may:

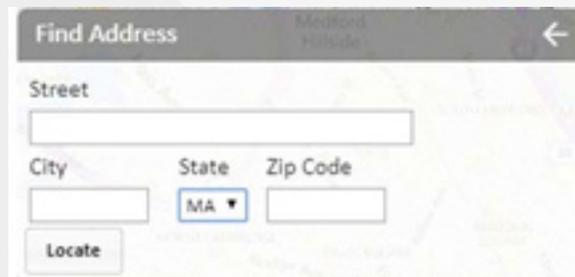
- Zoom in on and centre the flight on the map by clicking the **Zoom To** button.
- Follow a flight by clicking the **Follow** button. The map will automatically pan to bring the flight to the centre and will then follow it.



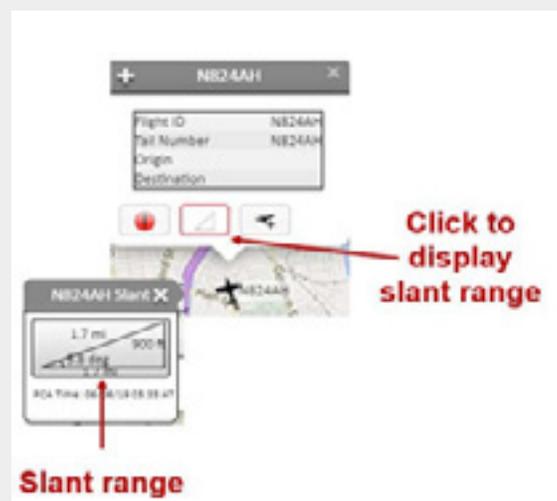
3.2 Viewing a Flight's Slant Range

Slant Range allows you to see how an aircraft's position (distance, angle and altitude) changes relative to your home location. The aircraft's altitude is displayed relative to sea level and not your home location. To view a flight slant range:

1. Specify your home address. Your home location is used to calculate a flight's distance from the home location's address.
 - From the left menu select **"Find Address"**
 - In the Find Address section, enter the address you would like to use as your home location. The Address Lookup popup displays.
 - You may either center the map over the address, or place an icon at the geographic location:



2. Click the flight's icon on the map. A popup displays information for the flight.
3. Click the  button in the popup. A popup displays the flight's slant range relative to your home location.



4. REPLAYING DATA

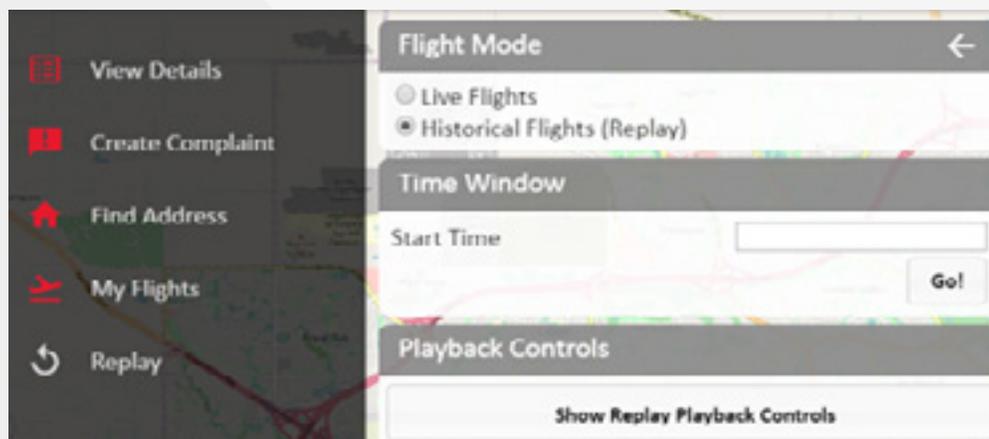


Historical flight mode enables you to replay data from previous dates in one hour increments. After specifying the start time, the FTS will replay the events occurring in the hour after the time specified.

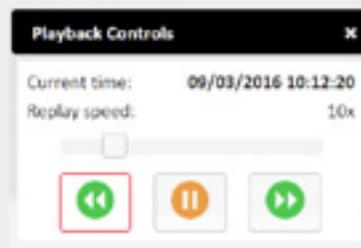
Note: flights are available for replay after one hour of its occurrence.

To replay events from a previous date:

1. Select **Replay** from the left menu.
2. From the Flight Mode section, select **Historical Flights (Replay)**. The Time Window and Playback Controls sections display.
3. Click the **Start Time** field and specify the date and time for which you would like to replay events.



4. Click **Go**. The replay data is cached and replayed on the map. Use the playback controls to rewind, forward, or change the speed of the replay.



5. When the end of the one hour increment is reached, you will be asked if you want to start a new replay starting with the current time. To continue the replay, click **Continue**. Click **Stop** to exit the replay.

5. SUBMITTING A COMPLAINT



There are two ways to submit a concern: either by clicking on “Create Complaint” on the left menu, or by creating a submission while tracking a specific flight.

Please note: you must have a PublicVue account to submit a concern through the PublicVue system.

The easiest way to do this is by creating an account from the PublicVue home page. Click on “Complaint” in the top menu, which will take you to a Login page:

A screenshot of the PublicVue website's login page. The page has a blue header with the 'Symphony PublicVue' logo on the left and 'Calgary International Airport' on the right. Below the header is a navigation menu with 'Home', 'Complaint', 'Flight Tracking', and 'Contact Us'. The main content area is titled 'Login' and contains a form with 'Username:' and 'Password:' labels and input fields. Below the form are 'Login' and 'Reset' buttons. At the bottom of the form, there are two links: 'First time visitor? Click here to register' and 'Can't remember your password? Click here'. Two red arrows point to the 'Complaint' menu item and the 'Click here to register' link.

Click on “Click here to register” to create your account.

Creating an account will also allow you to track all your concern submissions.

If you prefer not to create a user account, you may submit an aircraft concern through YYC’s noise management website.



To submit a complaint through the “Create Complaint” function:

Select “Create Complaint” in the left menu (note: if you haven’t logged in, you will be prompted to either log in or register a new account). The Create Complaint window will pop up:

1. Select the type of disturbance from the Disturbance Type list.
2. Click the Time of Disturbance Start field and specify the date and time when the disturbance occurred.
3. Click the Time of Disturbance End field and specify the end time.
4. Enter any text you want to include with the complaint in the Comment field.
5. If you know the flight information associated with the complaint, enter the flight ID and tail number.
6. Click Create Complaint. The complaint will be submitted into the system and forwarded to the Calgary Airport Authority.

To submit a complaint while tracking a flight:

Click on the flight icon on the map of the flight you are tracking. A pop-up window displays the details of the flight. Click on the red button to access the Create Complaint window.

Creating the complaint from the popup automatically populates the complaint window with the flight's ID and tail number. Follow Steps 1 – 6 above to complete your submission.



We hope this Quick-Start Guide has been helpful in showing you how to get started using the PublicVue™ Flight Tracking System. For more detailed information about this Symphony® software visit <https://www.harris.com/solution/publicvue>.



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