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.
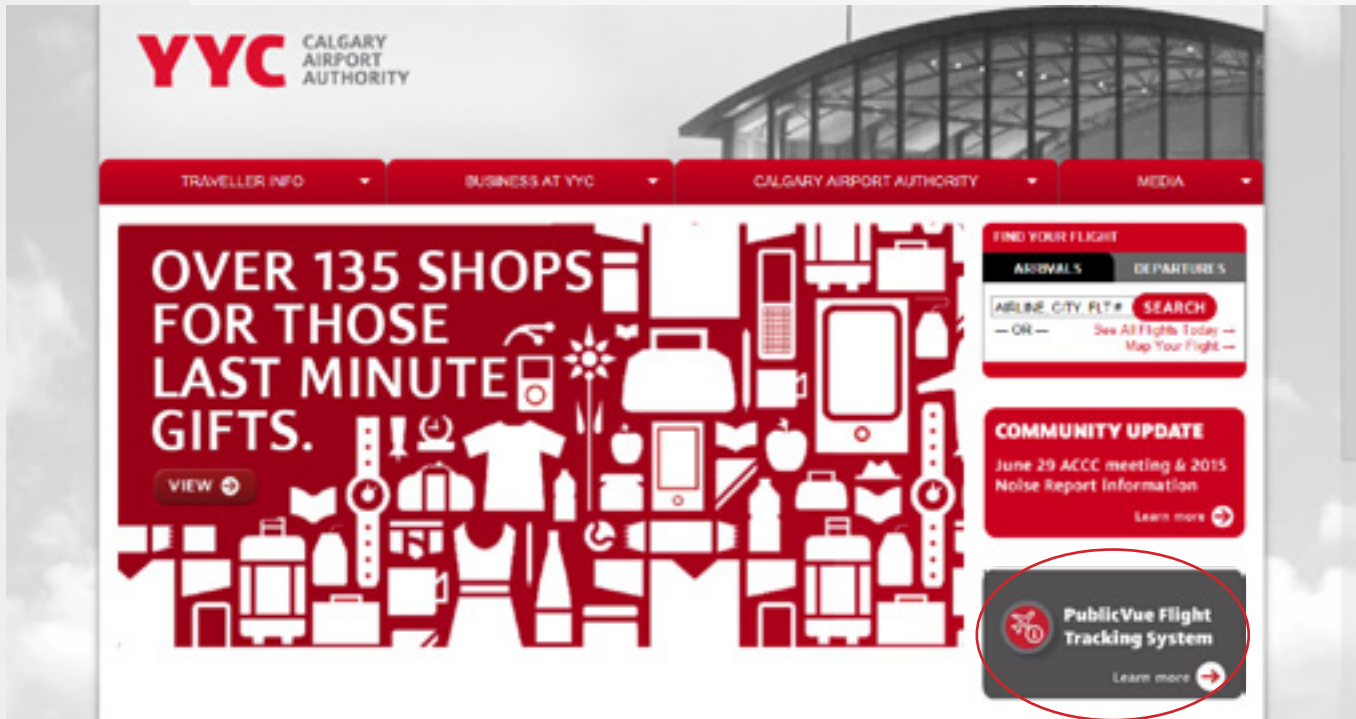
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1. LOG-IN

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
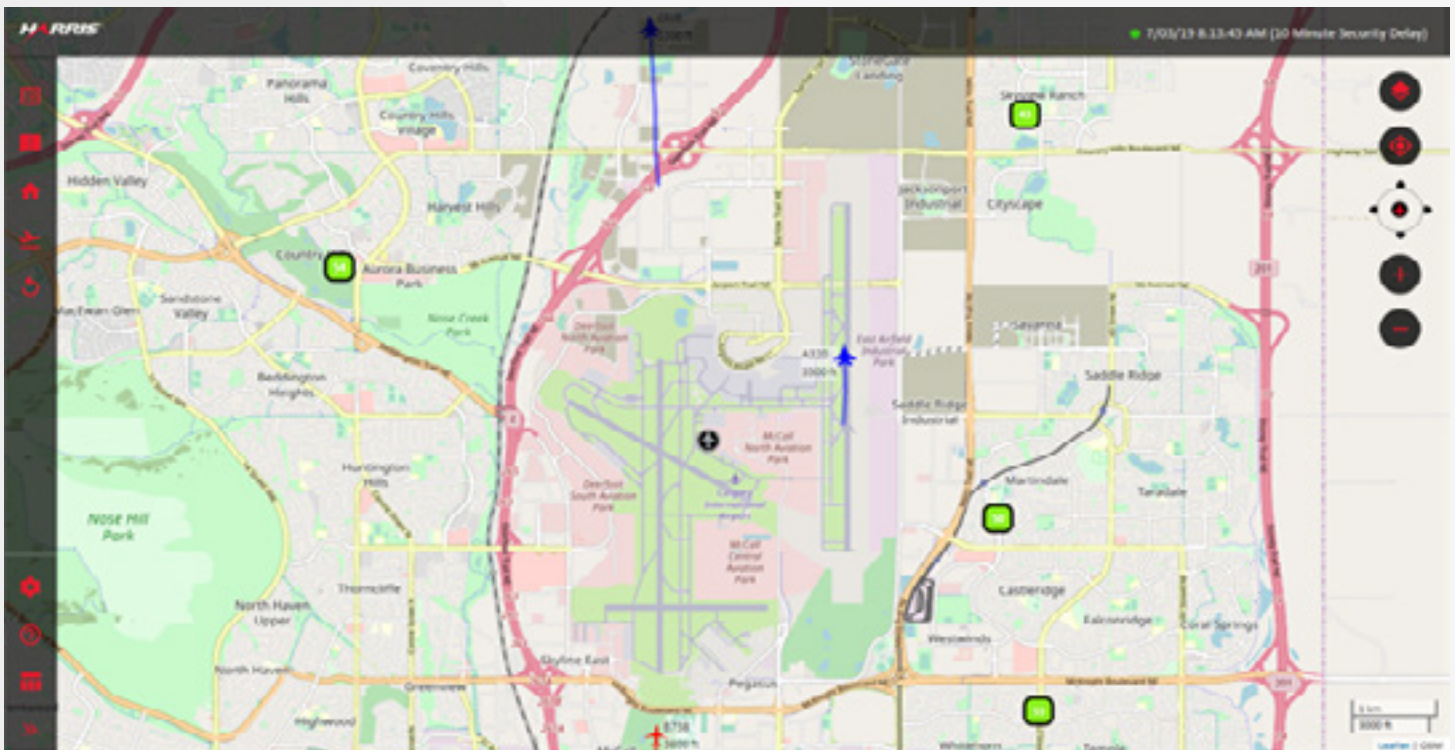
3. VIEWING NEAR-REAL TIME DATA

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.

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.


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:
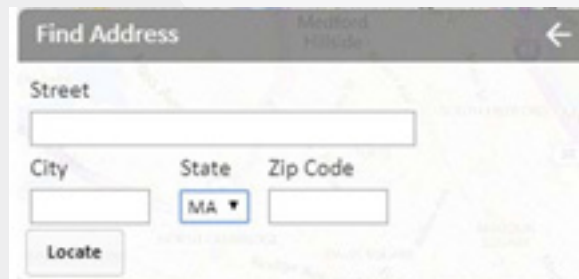
2. Click the flight's icon on the map. A popup displays information for the flight.

3. Click the [icon] button in the popup. A popup displays the flight's slant range relative to your home location.
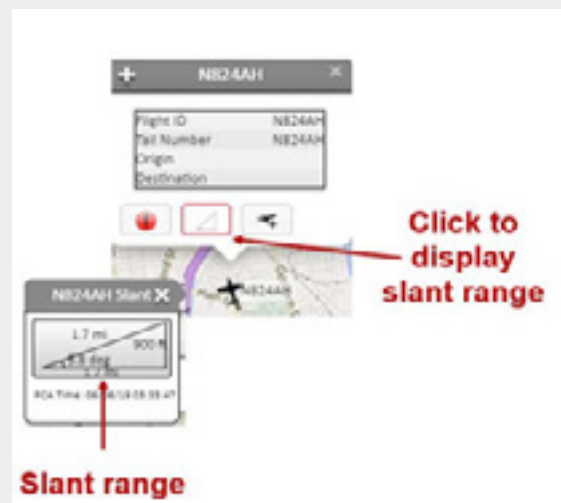
4. REPLAYING DATA

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.
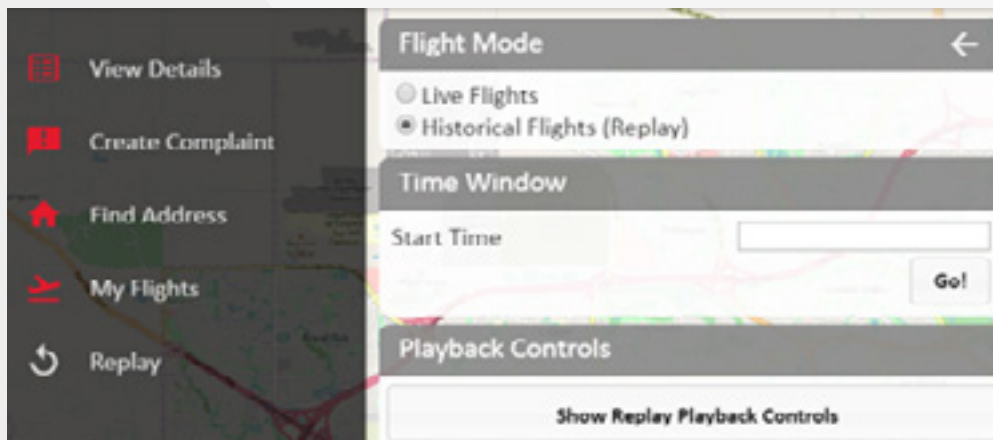
4. Click **Go**. The replay data is cached and replayed on the map. Use the playback controls to rewind, forward, or change the speed of the replay.
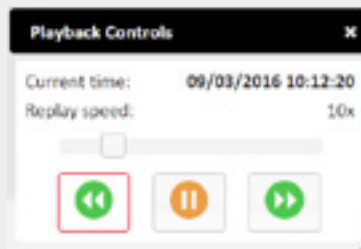
5. When the end of the one hour increment is reached, you will be asked if you want to start a new replay starting with the current time. To continue the replay, click **Continue**. Click **Stop** to exit the replay.

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:

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.

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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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