

Filing a complaint with Massport using PublicVue (Symphony software)

1. Go to Massport website: <https://www.massport.com/>
2. Click on "Massport and the environment": <https://www.massport.com/environment/>
3. Click on "Environmental reporting":
<https://www.massport.com/environment/environmental-reporting/>
4. Click in the left menu on "Noise Abatement":
<https://www.massport.com/environment/environmental-reporting/noise-abatement/>
5. Click on "Noise Complaints": <https://www.massport.com/environment/environmental-reporting/noise-abatement/noise-complaints/>
6. Bookmark this page.
7. Click on "Flight Monitor" – this will open a new window with the orange logo for **PublicVue**. Bookmark this page.
8. Click on "Complaint". This will prompt a window containing the Login. If you don't already have an account you will need to create one using a username and a password. Once you've done this once it will store your information. You are now logged in and ready to use the "Complaint" page.
9. In the Complaint page click on "Flight tracking". This is a window with the interactive map. Make sure you select the appropriate setting in the top left corner of the map – there is an icon that looks like a bunch of layered squares – click on it. I like to zoom in and have it in the area of my house. You should also look at each of the menu options: Details, Tools, Replay and My Flights so you see the settings and understand how this works.
10. Once the map's settings are so that you are looking at the map above your home, click on Replay. From here you can choose either "Live Flights" or "Historical Flights (Replay)". I normally choose Historical ones since I am looking to find the info of a flight that bothered me at a bad hour. Let's say we hit "Historical Flights". I always open the "Playback Controls" – this will allow you to pause the animated image, click on the flight to get all the data about that flight and then file a complaint. I like the 3x speed when I know the time of the flight or 10x but this is often too fast and you might miss the flight if you don't know exactly the time of the noise event.
11. Now that you have the Playback Controls open, the map at the correct magnification showing the area near your home and all the setting in the "sandwich" icon on the top left set up to give you all the info about the flights you are ready to pick up the start time in the "Time Window". Use the arrows they provide in the rectangular empty box to set up the day/time. Click "Go!". You can change the speed.
12. In the live planes you can't click on the plane to get the info on that flight, I don't think. All you'll be able to find is the time of the event.
13. Once you have the flight you want to place a complaint for close to your home, click pause in the controls, then click on the plane's icon. This will give you all the

parameters. Click on the plane icon with a "+" sign near it – this will add all the info of the plane to your list of "my flights".

14. Click on the red circle icon with an exclamation sign in it. This will automatically generate a complaint which has all the parameters of the flight in it. SOFTWARE GLITCH: pay attention to this problem – when you click and get this auto generated complaint the time stamp is often incorrect, more so with flights that are close to midnight which means the flight is today and you file the complaint tomorrow, for example. You need to make sure the time stamp in the complaint coincides with the one in the Playback Controls.
15. Also, make sure you add an end time for the noise event – normally it takes about 2 min for a plane from the moment I personally hear it first, passes over our home and until I don't hear it anymore.

I have been in contact with Massport's about this glitch but it seems that the vendor, Symphony hasn't been able to fix this. Plus, I'm the only person reporting it. Not sure if many others don't use the system because it's so complicated or whatever other reasons.

Here are the problems I've been reporting:

- A. What is going on with the log in? Although I created a login profile, with a login name and password, every time I log in, after I put in my credentials there is no correlation of the system to who I am. The program doesn't know any information about me or my ADDRESS. Every time I log in I have to put in my address and click on it as being my "home". Only then a little home icon shows up on my location. This is a problem. The simple older system was a lot easier since I could use Google Chrome's auto fill feature and with a click all my info was there.
- B. The playback controls have only the following speeds available: 1x, 3x, 10x and 30x. A 3x speed takes a very long time, sometimes when I'm not sure about the time I can spend 30 min to catch the flight I want to place a complaint for. At 10x the icon flies by so fast that is humanly impossible to pause the plane when is over my house. What happened to the 5x speed? That would be ideal.
- C. The worst offender: the time stamp in the automatically generated complaint DOESN'T correspond every now and then with the time stamp of the noise event (the correct time) in the Playback Controls.

Boston West Fair Skies
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