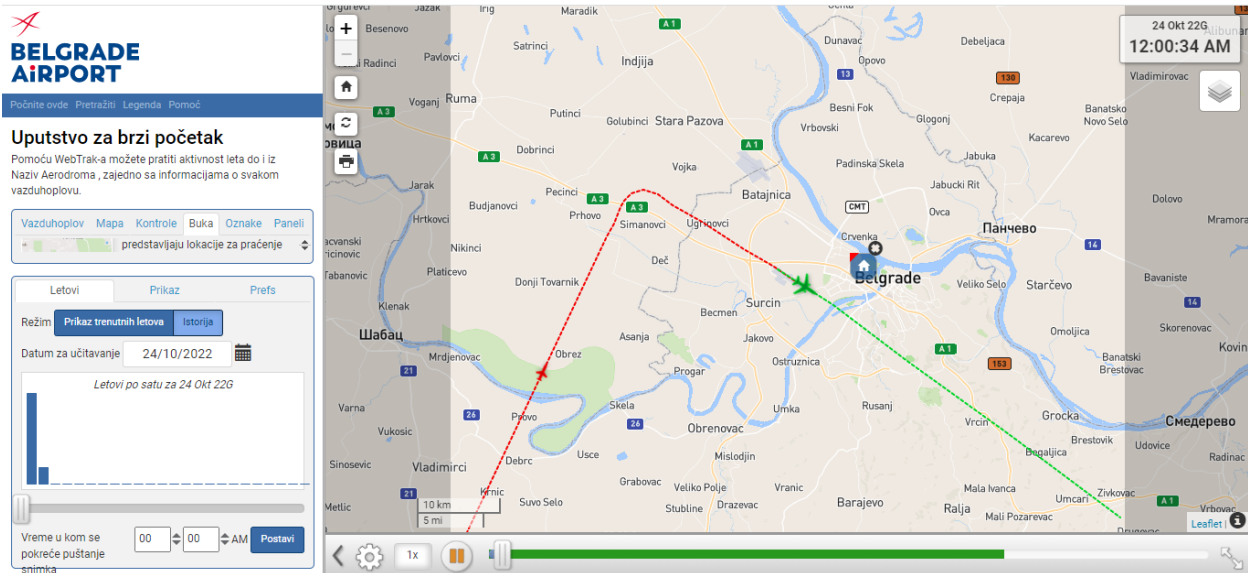# How to track and report an aircraft:

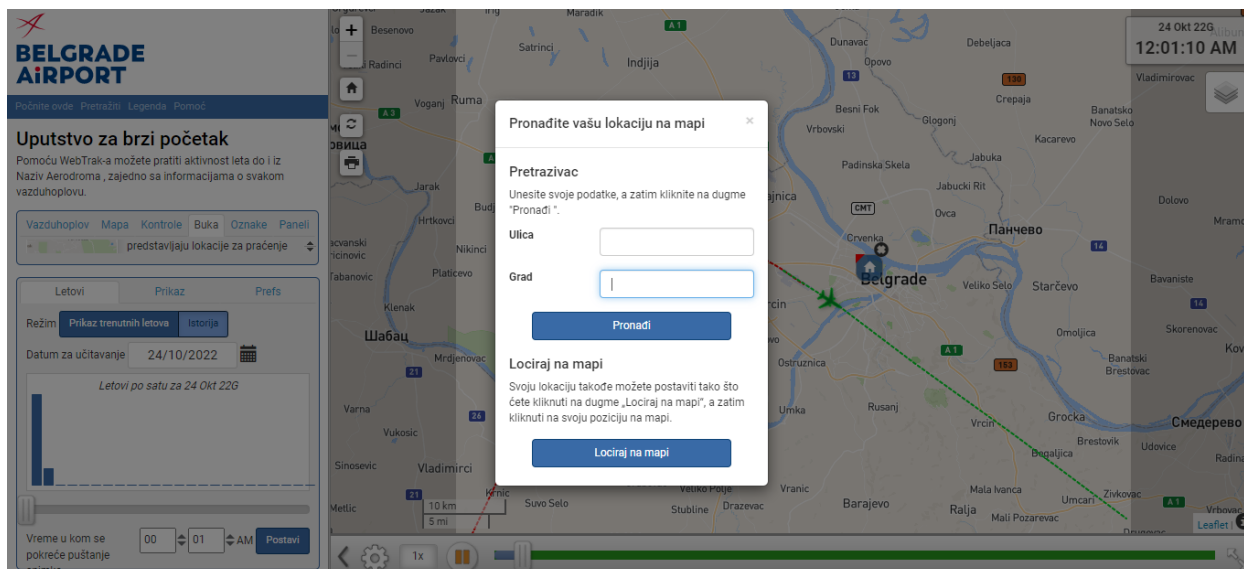**1.** Choose the Point of Closest Approach (PCA)

You can locate your address on the map to see more information about the aircraft you are interested in. This will allow you to:

• View the closest point the aircraft has reached in reference to your location/address
• View the distance from your address/location to the aircraft
• View flight altitude
• View the time the aircraft has passed over your location
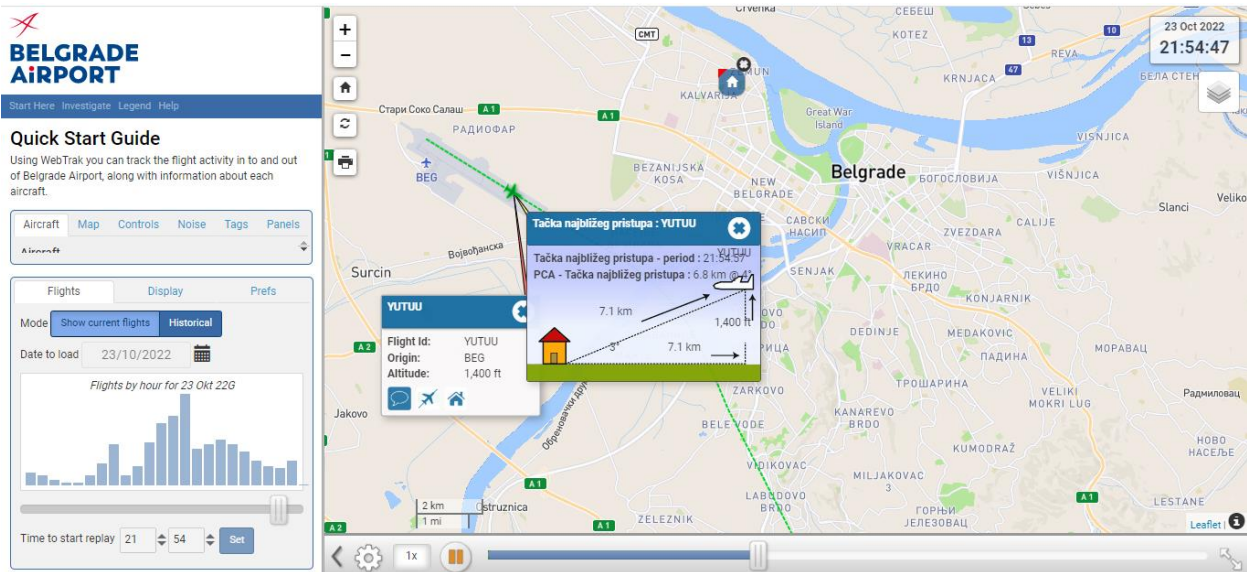• View the angle in reference to the ground

Notification: The aircraft displayed in green have departed / taken off from Belgrade airport, and the aircraft displayed in red are landing at Belgrade airport.
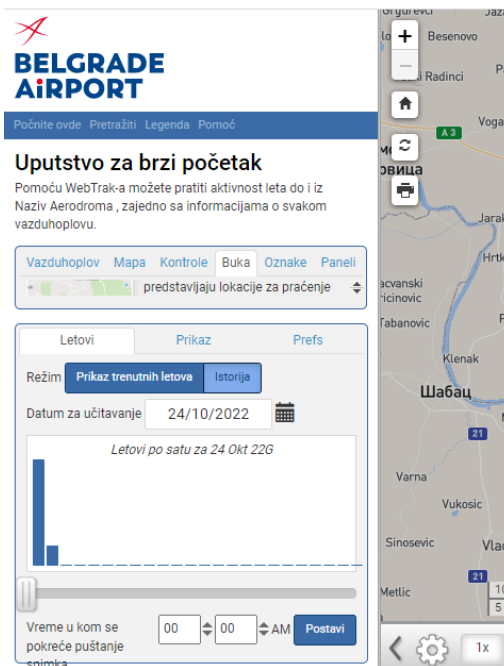
2. Locate yourself on the map

Click the "Home" icon and a new window will appear where you can enter your address or select "Locate on map". To locate an address on the map, simply click on the desired point on the map.

3. View data on Aircraft Location

Click on any aircraft, then on the icon "House" in the open window. A new window will open with information about the location of the aircraft in relation to your address. If one window overlaps another, simply use the cursor and drag it to one side.

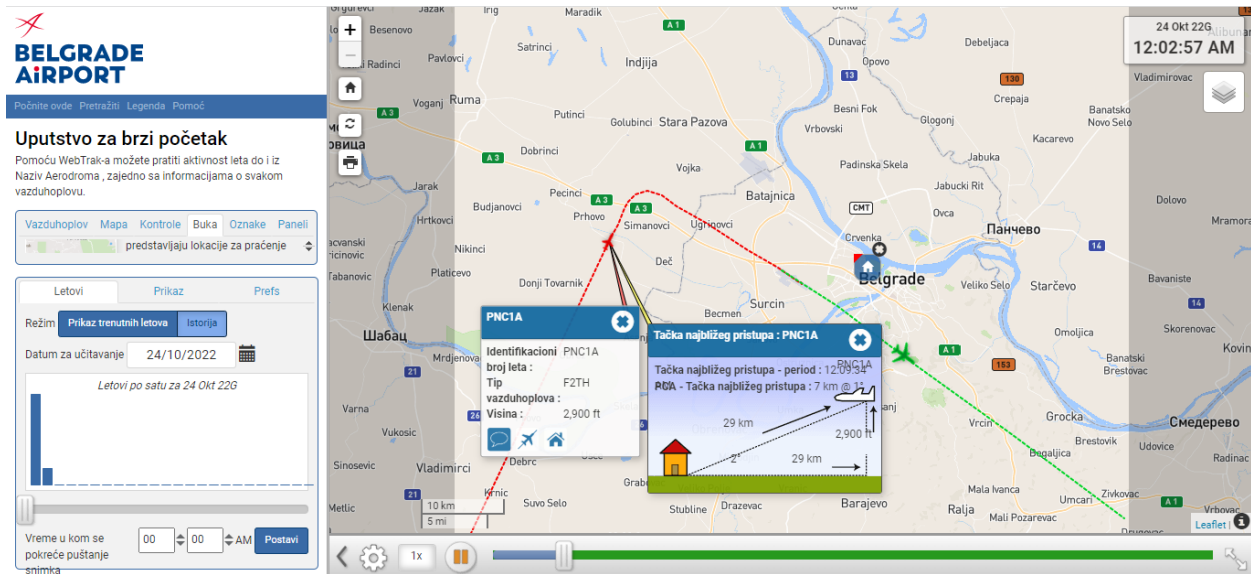## 4. Track real-time data or historical data

The bottom left window has three tabs: "FLIGHTS", "SCREEN" and "PREFS". Click on "FLIGHTS".

Then, you have two options available, Show current flights and History If you select History, the bar graph below becomes active, click on any date, then the set-up button and the data for selected date and time will be loaded onto the map. The data animation can be activated by using the *play, pause and scroll bar* commands.
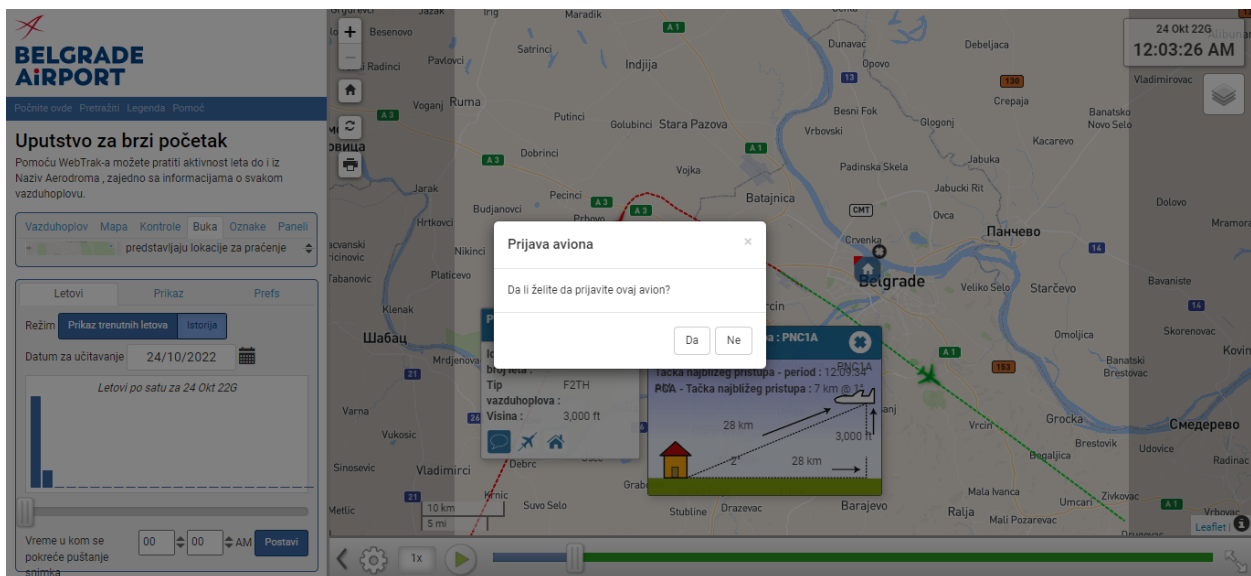
Notification: Current flights are displayed with minor delay, due to security reasons.

5. Report an aircraft

Click on the aircraft icon.

Click on the "Cloud" icon in the open window containing aircraft data - Report Aircraft.

 Click Yes to report this aircraft or for all other suggestions/requests/complaints and use the form provided:

When submitting suggestions/requests/complaints, enter personal data, first and last name, address and/or email address into the system. This will enable Belgrade Airport d.o.o. to communicate with you and process your request more efficiently. Submitted data will be handled in accordance with the applicable laws of the Republic of Serbia.

Feedback on your suggestions/requests/complaints regarding the aircraft noise issue will be delivered to you as soon as possible.

Notification: events with confirmed noise levels above the prescribed limit, after subjected to internal processing, will be submitted to the competent authorities.