



ICAO – Heliport Seminar

Heliports - Operator's Perspective Key Safety Considerations

Flight Ops Mngr – Don Douglas

About Us



Who

What

Where

How

Who We Are



Specializing in corporate and private helicopter charter as well as aerial photography airborne film / video platforms and scenic tours.

What We Do



We cater to several nice via separate Business Units

- BU01 – CORP** Corporate Flights
- BU02 – FILM** Aerial Filming and Photography
- BU03 – TOUR** Scenic City Tours
- BU04 – PRIM** Private VIP Charter Flights
- BU05 – WORK** Aerial Works

Where We Fly



Our primary Client are the Guests staying are at the
[Burj Al Arab](#)



Where We Fly



Scenic Tours from **Dubai Festival City** helipad



Where We Fly



Aerial
Filming

GCCC
Region



How We Do it



- By the nature of our business Helidubai operate most of the time to/from helipads & helidecks (**80%**).
- The rest is either Short Fields or Airports.
- Helipads are an important aspect of our business.

Key Heliport Safety Considerations



4 Tier Approach to Safety

Customer

Ground

Flight

Risks



Key Heliport Safety Considerations



Ground Ops



- Customer Movement
- TLOF (Touchdown Liftoff Area)
- Obstacles & Hazards (Light Standard, Wires)
- Security & Safety (Fence, Fuel, Fire & First Aid)

Key Heliport Safety Considerations



Flight Ops

- FATO (Final Approach Take Off)
- Performance Class (1, 2 or 3)
- Malfunctions Airborne Risk

Key Heliport Safety Considerations



Ground Ops - Customer Movement Plan

Our Most Important Challenge!

“The Real Estate”



Key Heliport Safety Considerations



Ground Ops - Customer Movement Plan

Our Aim is to Move Customer “Safely & Effectively”

- Public Area
- Reception
- Lounge
 - HLO(s) Escorting Customer
- Helipad
 - Embarkation / Disembarkation
- Return flow

Key Heliport Safety Considerations



Ground Ops - Customer Movement – A CASE STUDY



Key Heliport Safety Considerations



Ground Ops

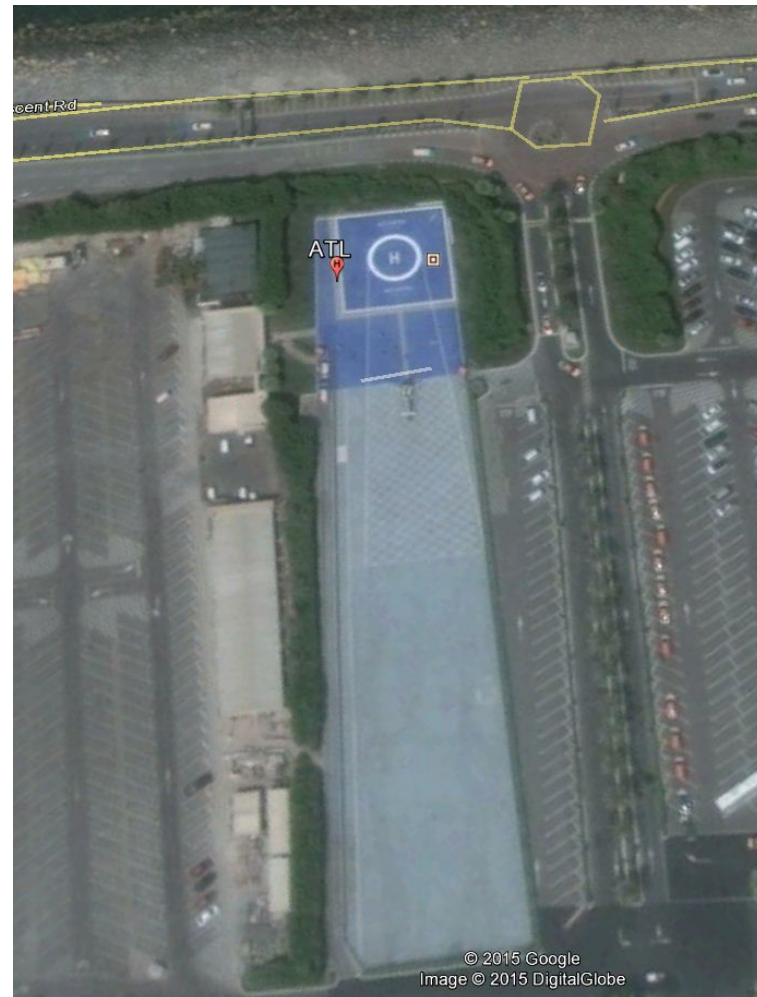
Customer Movements

A Long Time Ago

Helipad

Previously

A Car Park



Key Heliport Safety Considerations



Ground Ops

Customer Movements

Public Area



Key Heliport Safety Considerations



Ground Ops

Customer Movements

Reception



Key Heliport Safety Considerations



Ground Ops

Customer Movements

Path



Key Heliport Safety Considerations



Ground Ops

Customer Movements

N O W

Safe & Effective



Key Heliport Safety Considerations



Ground Ops - Customer Movements - Design

Moving Customer Is Stages;

- Public Area to Reception
- Reception to Lounge
- Lounge to Helicopter
 - HLO(s) Escorting Customer
 - Embarkation / Disembarkation
- Exit



Key Heliport Safety Considerations



Ground Ops – Customer Movement - Design



Similar to Airport Passenger Flow! - C O N T R O L -

Key Heliport Safety Considerations



Ground Ops – Heliport Security, Risk & Safety

- Fence - Secure the Premise (Reception to Helipad)
- Fueling - Static or Dynamic (Bowser) Fueling Ops
- Fire - Emergency Response Plan
- First Aid - Proper Initial Attention



Key Heliport Safety Considerations



Flight Ops

- FATO (Final Approach Take Off)
- Performance Class (1, 2 or 3)
- Malfunctions Airborne Risk

Key Heliport Safety Considerations



Flight Ops - Malfunctions (Airborne Risk)

For example, tail rotor failures, & OEIs.

- Select suitable landing site
 - Limited running landing sites; OMDB, OMDW
 - Logistic of passenger to return to point of departure.
 - Heliport Short Field RWY viable option!

the future



Going forward

future - Designs



the future



Collective Approach

Agencies



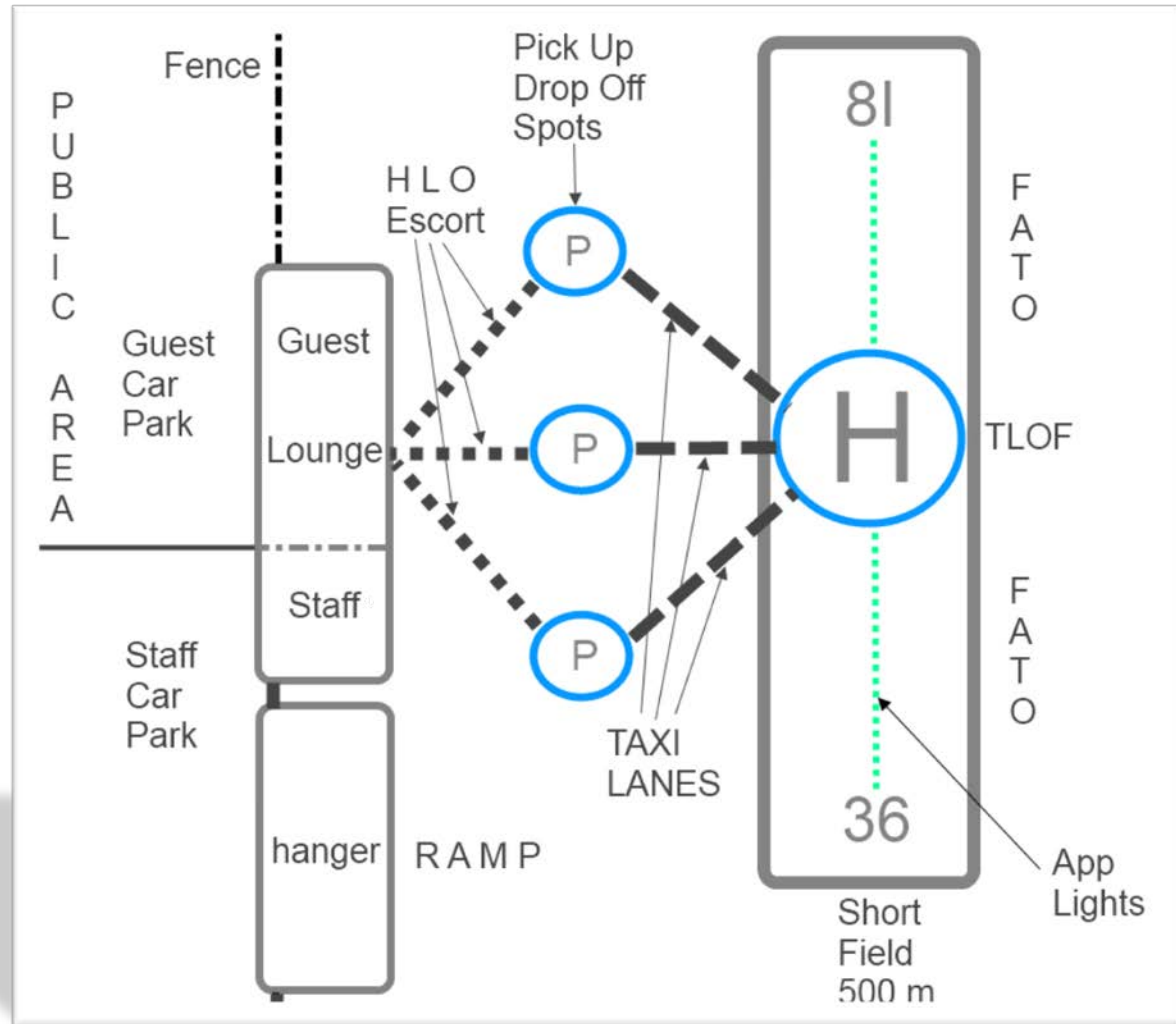
Personnels

Mitigating Risk and improving efficiency!

the future



dubai
heli
central



the future



Summary



The Aim is to MAX Customer Experience Safely & Effectively