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**HELIPORT VANCOUVER:**

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May 27, 2022

Dear Vancouver Harbour Heliport User,

Please be advised that use of the Vancouver Harbour heliport comes with some expectations and responsibilities.

- 1) All pads are assigned via Heliport Unicom 122.35, and a radio call 5 minutes prior to arrival is required. Prior notice via phone call is appreciated to allow for adequate staffing.

PHS staff are to have positive control of the helipad at all times;

- 2) All passengers must be escorted to or from aircraft by aircrew or ground staff. Pilots escorting their passengers are to check-in with PHS staff prior to going airside. If you are planning a rotors turning operation, please let us know and PHS staff will provide the escort.
- 3) During aircraft landings / departures, all personnel shall remain off the pad, or next to their aircraft until taxiing/lift off is completed.
- 4) During aircraft landings / departures, no unattended, large or loose objects shall be on the pad. Should you need to, the heliport shall in conjunction with Harbour Tower, close the heliport to accommodate equipment movements.
- 5) All fueling is to be done by PHS staff, monitored by aircrew.
- 6) Please do not overfly an extended fuel hose. An engine failure in the hover could be catastrophic. If there is a hose between you and the FATO, please use the day VFR hover FATO's to the east or west of the helipad.
- 7) Do not leave the controls of a running aircraft.
- 8) This heliport was built under TP2586 and the pads might be smaller than you are used to, please be mindful and park as deep into the corners as you can. On Pad 4 it is particularly important that you do not obstruct the west vehicle / access ramp. Park with your tail over the water, or with your nose as far west as safely possible.
- 9) Please be mindful of other aircraft and do not start engines while another aircraft is loading or unloading in vicinity of your machine. No arrivals or take-offs shall be conducted during this time.
- 10) Please ensure that PHS staff have accurate billing information, or that payment for landing fees has been made prior to departing.
- 11) Operators having their passengers park on the premises are asked to ensure that their clients have paid their vehicle parking fees.
- 12) If your passengers require a cab, please let us know on the radio and one will be ordered for you. Any taxis that are onsite waiting have been pre-ordered for other arriving passengers.

We aim to provide safe and efficient operations for all heliport users and appreciate your cooperation. If you have any further questions, please feel free to contact the Heliport Manager, or the Coordinator Ramp Operations,

Regards

Konrad Grueger  
Coordinator Ramp Operations  
Vancouver Harbour Heliport  
604.844.2951 office

Aleks Powell  
Heliport Manager  
PHS General Manager  
604.844.2950 office