

# Case study 7

## US Helicopter



### Manhattan to JFK eight minutes

US Helicopter was an independent air shuttle service that operated scheduled helicopter flights from Manhattan to Newark and John F. Kennedy International (JFK) airports. Flights left from both

Downtown and Midtown Manhattan Heliports to Delta Air Lines Terminal 3 at JFK. There were also flights

to and from Bridgeport, Connecticut (BDR). It was headquartered at the Downtown Manhattan Heliport, Pier 6 E River in Lower Manhattan, New York City.

When operating, flights to the airport lasted eight minutes and cost \$159. Flights operated on weekdays from 7:15 am to 7:45 pm, with service on the hour to JFK, then back to the Manhattan heliports at half past the hour. The

company also offered chartered service to popular locations including the Hamptons, Washington, D.C., Mohegan Sun, Foxwoods and Atlantic City. Working with the air traffic control and the Federal Aviation Administration (FAA), the helicopters operated on special dedicated flight paths between the heliports and airports. The fleet consisted of three eight-seat Sikorsky S-76 dual engine helicopters with first-class executive leather interiors, and each was operated by two pilots. US Helicopter was the only scheduled helicopter airline service in the United States certified by

both the United States Department of Transportation and the Federal Aviation Administration.

Passengers travelling via Delta Air Lines and Continental Airlines were checked in at the heliport and could obtain boarding passes and baggage receipts to their final destination. These passengers remained in secure areas, eliminating the need to go through airport security again at the airport. Passengers travelling with other airlines could connect to the appropriate terminal to complete the check-in process and proceed through security to their flight gate

### Questions for Case study 7

- A Describe **two** characteristics of a scheduled air service. **(4 marks)**
- B With reference to Case study 7, explain **three** advantages to passengers using the scheduled US Helicopter service. **(6 marks)**
- C Explain **three** security checks currently in force at most international airports. **(6 marks)**
- D Evaluate the range of products, services and facilities that are provided for the convenience of international travelers within airport terminals. **(9 marks)**

