

OUR EXPERIENCE

Vancouver Airport Authority (YVR) has a wealth of experience in process reengineering and leveraging technology to significantly improve the departure experience for US Preclearance airports. Our work at Vancouver International Airport has reduced customer processing time, increased customer satisfaction scores and improved commercial spend.

1. SITE PLANNING

Working with an airport's planner/architects to define and provide strategic review of facilities, applying industry best practices. Optimum placement of APC kiosks, and overall flow of the departure process requires in depth experience that the team can offer based on real data collected from operational sites.

2. PROCESSES

Whether an airport is purely origin-destination or a connecting facility, there are process improvements that can help streamline flows of passengers, bags and screening processes, implemented together with the unique requirements from CBP.

3. BAGGAGE IMAGE AND WEIGHT INFORMATION SOLUTION (BIWIS)

YVR pioneered the concept of BIWIS for Preclearance airports. Implementation of the technology allows airports to meet the security requirements of CBP by enabling security in advance of Preclearance. Our expertise with this technology gives airports access to best practices when reengineering passenger and baggage flows.

4. SELF-TAGGING BAGGAGE

We offer experience in programs that allow passengers to print and affix baggage tags from kiosks thereby reducing the number of check-in agents required and long queue times.

5. COMMON-USE BAGGAGE DROP

We implement centrally hosted common-use bag drops that reduce capital requirements, improve space utilization and support BIWIS technology.

6. TECHNOLOGIES

We offer reliable and innovative technologies to improve passenger experience and airport performance. Our self-service BorderXpress APC kiosks help passengers clear US CBP formalities quickly, securely and without preregistration. We also offer access to leading edge baggage image and weight information solution (BIWIS) technology.

7. PERFORMANCE MEASUREMENT

The team offers a quick "health" check to review existing performance of the airport facility, benchmarked against peer airports and against process improvements.

8. RETAIL

After Preclearance, the hold room area is a controlled space with strict rules from CBP for retail sales. YVR was the first Preclearance airport to lift restrictions from \$25 in total to \$200-\$400/item through a risk-based approach. Assistance with processes, training and preparations for audits can help airports prepare for or increase sales capabilities.



Vancouver Airport Authority has a strategic relationship with InterVISTAS Consulting. InterVISTAS has worked on consulting projects at all 15 US Preclearance sites and has developed expertise in creative policy, planning and process solutions. Some of these solutions are showcased at YVR and have helped to influence the facility guidelines for US Customs and Border Protection.