

FACT SHEET

Simplifying the Passenger Experience: Aviation Industry Firsts at YVR

Vancouver Airport Authority is an industry leader and pioneer in the area of simplifying passenger travel. Since 1996, the Airport Authority has continually introduced innovative programs that enhance the ease and speed of transit through its terminals, with a goal of creating a hassle-free travel experience. The following is a timeline of simplified passenger travel innovations spearheaded at Vancouver International Airport (YVR).

1996 – Common Use Terminal Equipment (CUTE)

When YVR's new domestic terminal opened in 1996, the Airport Authority introduced Common Use Terminal Equipment, which permits airlines to share hardware and plug in to the airport's host computers. This allows the airport flexibility when assigning check-in counters and gates to airlines. As a result, the Airport Authority was able to significantly reduce the amount of facility space that was required for airport growth.

2001/2002 – Common Use Self-Service (CUSS) Check-in

In 2002, YVR was the first airport in the world to introduce Common Use Self-Service check-in kiosks. This YVR innovation, developed in conjunction with Air Canada, has set the international standard for self-service check-in processes, allowing customers to access multiple airlines from one machine and print their own boarding passes in multiple locations throughout the airport and offsite. More than 3.4 million boarding passes are printed annually at YVR's self-service kiosks.

2003 – On Board Check-in

In partnership with its cruise line and airline industry partners, YVR set a new cruise ship industry standard with the introduction of On Board Check-in. Through this service, airline boarding passes are delivered directly to the cabin of cruise ship passengers, and baggage is tagged on board the cruise ship and delivered directly to the airport.

2007 – CUSS Baggage Check-in

YVR expanded CUSS and became among the first airports at which domestic passengers have the option of printing their own luggage tags. Today, more than 1 million luggage tags for domestic departures are printed annually at YVR's CUSS kiosks.

2009 - Automated Border Clearance (ABC)

Most recently, self-service technology has been applied to the border clearance process at YVR. Spearheaded by Vancouver Airport Authority and offered through a partnership with Canada Border Services Agency, Automated Border Clearance (ABC) has reduced the average customs wait at YVR for returning Canadian citizens from 90 minutes to 15 minutes.

The Future – What’s next at YVR?

A number of initiatives are planned for simplifying the passenger experience at YVR, including an expansion of the remote check-in program that will include baggage drop-off services at select offsite locations. Vancouver Airport Authority also continues to explore new ways to incorporate digital technology, such as the addition of smartphone applications including video wayfinding and the use of Quick Response (QR) codes on terminal signage. The Airport Authority also continues to closely watch the progression of the biometric passport, a combined paper and electronic passport that contains technology to authenticate the identity of travellers through facial, fingerprint and iris recognition. Implementation of such passports would allow YVR to accelerate passenger travel even further by including the recognition technology into the next evolution of self-service kiosks.

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