



# COMMERCIAL VEHICLE OPERATING PROCEDURES

## HOW TO SCHEDULE AND COMPLETE A TRIP

All Commercial Vehicle Operators (“Vendors”) must hold a valid YVR Commercial Vehicle Operator Permit for their drivers to pick-up customers at the Airport. **All trips must be scheduled** by the Vendor to allow their drivers to check-in for their pick-ups at the airport and be dispatched to a Designated Pick-Up Area.

### Part 1: Vendor registers Pre-arranged Trip into the Vendor Portal of CVMS

- Login to [Vendor Portal](#)
- Refer to [“Vendor QRG 1.08 Prearranged Trip Management”](#)
- Trips must be registered **minimum sixty (60) minutes** to pick-up. Edits to existing trips can be made up to 30 minutes prior to pick-up.

### Part 2: Driver arrives at the Airport to Pick-Up

#### Step 1: Proceed to Commercial Vehicle Holding Area (“CVHA”)

- **Directions to Lot:**
  - Take Templeton Street northbound from Grant McConachie Way, turn west onto North Service Road and continue until turning right on McDonald Road. Entrance is to your right.
  - Park vehicle in one of the angled stalls west of the lot (not the taxi line)



Scan QR Code for  
Directions to CVHA



#### Step 2: Log into the “YVR eDispatch” Portal and add vehicle (LPN) to Queue

- Login to [YVR eDispatch Portal](#)
- Provide Vehicle Dispatch Name (i.e. License Plate Number)
- Refer to [“Driver QRG 1.01 eDispatch Portal”](#)

#### Step 3: Follow Directions on YVR eDispatch and proceed to Terminal to the assigned Designated Pick-Up Area

- If a specific bay is not indicated in the Comment section, proceed to the **greatest number** in the zone that is available. *Example: eDispatch says “ITB 22-29”, proceed to Bay 29 first. If Bay 29 isn’t available, proceed to Bay 28, etc. Do not enter any bays not included in the zone range.*
- Vehicle may not be parked for longer than thirty (30) minutes. Overstay charges may be applicable for exceeding the time limit.
- Any vehicle occupying more than one (1) bay will incur additional charges.

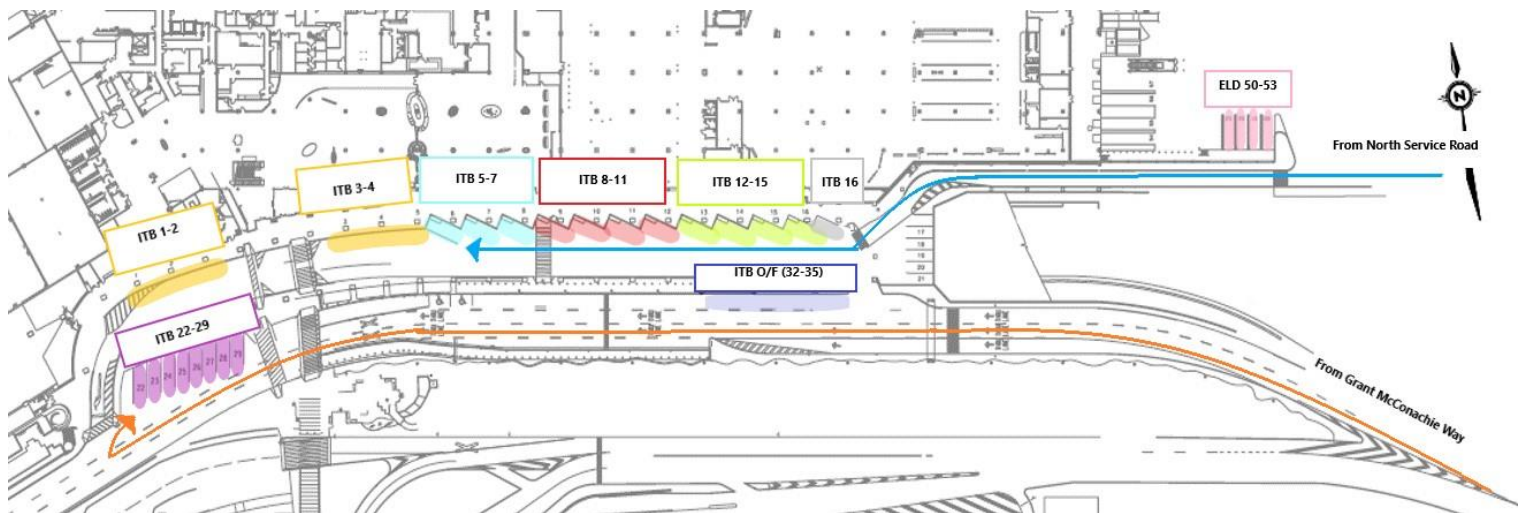


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## Designated Pick-Up Areas

Please note, all traffic is **one-way only**. Always use the first available space on approach within the zone assigned to prevent not finding space further along and requiring to exit and re-enter the airport.

## International Terminal (“ITB”) Bay Zones

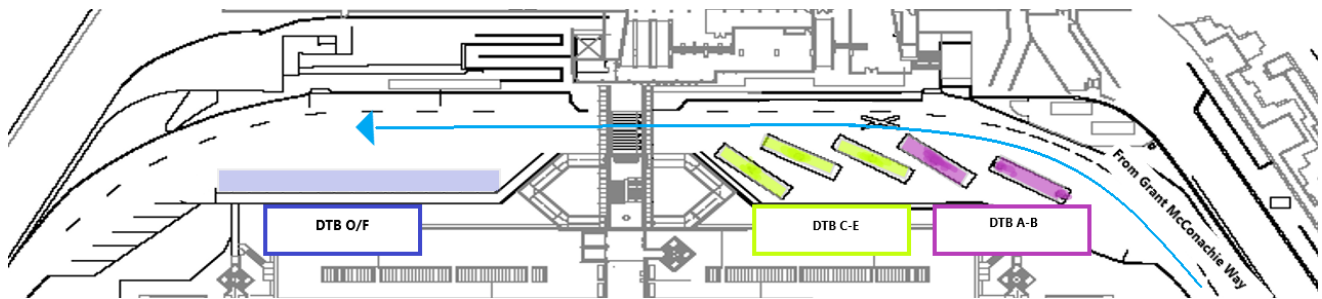


Zones	Directions
<b>ITB 1-4/5-7/8-11/12-15/16</b>	Head west towards the ITB on North Service Road. Continue straight and enter the tunnel with the sign, “Authorized Vehicles Only”.
<b>ITB 22-29</b>	Head west towards the ITB on North Service Road. Turn left on Aviation Ave and turn right on Grant McConachie Way. Follow signs for International Arrivals.
<b>ITB O/F* (32-35)</b>	Head west towards the ITB on North Service Road. Turn left on Aviation Ave and turn right on Grant McConachie Way. Follow signs for International Arrivals.
*ITB Overflow	
<b>ELD* 50-53</b>	Head west towards the ITB on North Service Road. Veer right towards the Fairmont Hotel and enter the fenced International Terminal Loading Dock.
*East Loading Dock	



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## Domestic Terminal (“DTB”) Bay Zones



Zones	Directions
<b>DTB A-B/C-E</b>	Head west towards the DTB on North Service Road. Turn left on Aviation Ave and turn right on Grant McConachie Way. Follow signs for Car Rental, stay on the road and continue straight until you reach Terminal glass entrance (DTB Level 1).
<b>DTB O/F*</b>	Head west towards the DTB on North Service Road. Turn left on Aviation Ave and turn right on Grant McConachie Way. Follow signs for Car Rental, stay on the road and continue straight until you reach Terminal glass entrance (DTB Level 1).  Proceed past the crosswalk and proceed towards the curb to your left.

**Note:** All Zones are subject to change with notice. YVRAA reserves the right to adjust zone areas as required for operational purposes.



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## RULES REGARDING SOLICITING AND OTHER IMPROPER CONDUCT

### 1. Definition of Prearranged

“Prearranged” means, in regard to a passenger, arrangements made for the transportation by or on behalf of the passenger before the arrival of the passenger or the Commercial Passenger Vehicle at the Airport.

### 2. Actions that constitute soliciting

Except as provided in Section 3 below, no person shall engage in soliciting commercial ground transportation services on the Airport lands, including:

- a) engaging in a conversation for the purpose of arranging for the transportation of passengers or providing transportation to a non-Prearranged passenger;
- b) employing, inducing, arranging for or allowing any person to initiate or engage in a conversation with any passenger for the purpose of arranging or providing transportation to a non-Prearranged passenger;
- c) distributing printed material regarding the provision of ground transportation services;
- d) displaying or carrying a sign, unless it is to establish contact with a Prearranged passenger or group of Prearranged passengers, in accordance with the permitted meet and greet activity described in Section 4; or
- e) unauthorized leasing of a telephone call panel, other advertising display, or unauthorized link to the Airport Authority’s web site.

### 3. Actions that do not Constitute Soliciting

Persons engaged in the following commercial ground transportation services are not considered to be soliciting in violation of Section 2 above:

- a) actions by persons who are working for a licensee or tenant of the Airport Authority, so long as such actions are in accordance with the contractual agreement with the Airport Authority and ground transportation for the passenger(s) was not prearranged with another licensee or tenant of the Airport Authority or a Permit Holder;
- b) actions by employees of any airline at the Airport in arranging for any passenger of such airline;
- c) leasing a telephone call panel, other advertising display, or a link to the Airport Authority’s web site; provided however, that such actions are authorized in writing by the Airport Authority;
- d) meet and greet activity carried out in accordance with Section 4 below.

### 4. Meet and Greet

Permit Holders who have reported to the Commercial Vehicle Holding Area, or any other person with specific written authorization from the Airport Authority, may meet and greet Prearranged passenger or group in permitted areas of the Airport in accordance with all applicable procedures or directives issued by the Airport Authority from time to time. Permit Holders are strictly prohibited from setting up tables and chairs to check-in Prearranged passenger(s), using public seating areas to gather Prearranged



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passenger(s), or using Airport furniture, podiums, or counterspace without the Airport Authority's prior written approval.

Permit Holders may only use handheld popsicle signs not exceeding 60 cm<sup>2</sup> to locate and greet their Prearranged passengers.

### 5. Improper Conduct

Permit Holders must not engage in improper conduct or threatening behaviour on Airport lands. Improper conduct includes, but is not limited to, boisterous or threatening conversations, profanity, fighting, refusing to transport a passenger contrary to any contract or service agreement, and failure to cooperate with Airport Authority personnel (including security contractors) in the performance of their official duties.

### 6. Misleading Information

No Permit Holder shall knowingly provide any false or misleading information in an application for a Permit, or to any person concerning ground transportation service at the Airport. Notwithstanding the generality of the foregoing, this includes false or misleading information regarding fares charged for the provision of transportation or the availability of ground transportation services.