

# Commercial Vehicle Driver Training Session

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YVR Parking and Ground Transportation  
February 13, 2024

*Disclaimer: All information is up-to-date on the date indicated only and are subject to change.*



# Land Acknowledgement

ł̣a ṭə ṇ'a YVR ʔam'ət ʔi ʔə ṭə ṇ'a šx<sup>w</sup>məθk<sup>w</sup>əy'əmaʔṭ  
ṭəməx<sup>w</sup>, ṭə šx<sup>w</sup>ʔam'əts ṭə shən'q'əmin'əm'qən k<sup>w</sup> s  
ʔəwəs ṭniʔ k<sup>w</sup>eʔt.

*“YVR sits on the traditional, ancestral and unceded territory of the Musqueam people.”*



# Housekeeping Items

This presentation is meant to be a training resource, and a copy will be provided to all registrants after the session.

This presentation is being recorded for training purposes and will be available through this link shortly after: <https://www.yvr.ca/en/business/work-with-yvr/driver-operators/commercial-vehicle-operators/training-videos>.

Registrants will be muted throughout the entirety of the presentation.

Please submit general inquiries in the group Q&A chat box. All questions will be reviewed and answered in a FAQ document sent to all registrants after the session. If you have a specific question related to your business, please e-mail [parking@yvr.ca](mailto:parking@yvr.ca) with the subject line, "CVMS".



# Agenda

- \*NEW\* yvr.ca web-page for Driver Operators
- Commercial Vehicle Management System Summary
- Project Timeline
- Changes to Commercial Vehicle Program
- Training



# YVR Website

[www.yvr.ca/driveroperators](http://www.yvr.ca/driveroperators)



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## Commercial Vehicle Operators

The information on this page is for operators approved for the YVR Commercial Program

[Vendor Portal](#)

[Driver Portal \(eDispatch\)](#)

### RESOURCES

- [Training Videos](#)
- [Quick Reference Guides \(QRG\)](#)

### WORK WITH YVR

- [Advertise](#)
- [Airport Suppliers](#)
- [Airside Vehicles](#)
- [Concession Information](#)
- [Construction Contractors](#)
- [Contractor Safety](#)
- [Driver Operators](#)
  - [Commercial Vehicle Operators](#)
    - [Quick Reference Guides](#)
    - [Training Videos](#)
- [Permits](#)
- [The Innovation Hub at YVR](#)

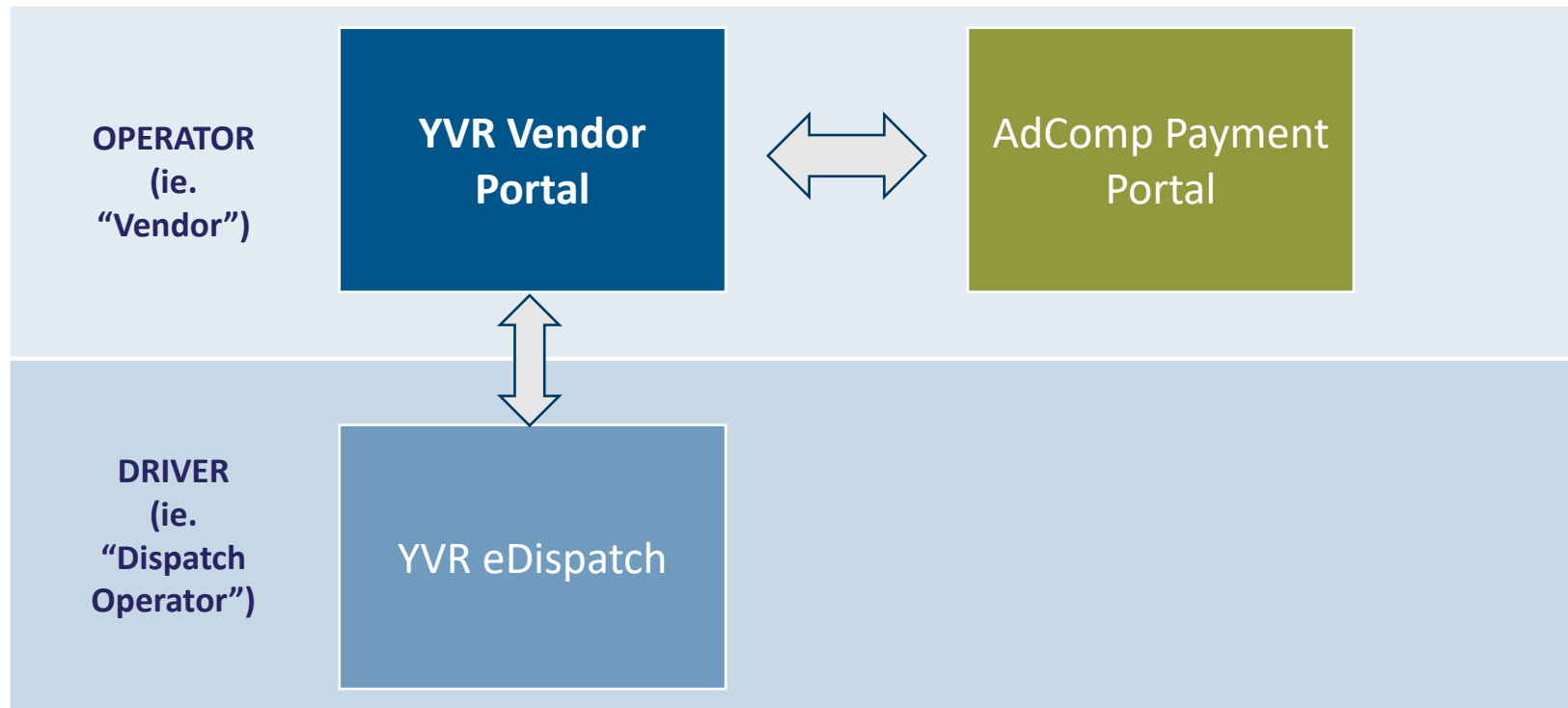
- Commercial Vehicle Procedures
- Driver Portal (eDispatch)
- Resources: Training Videos, Quick Reference Guides (QRG)



# Commercial Vehicle Management System (CVMS)

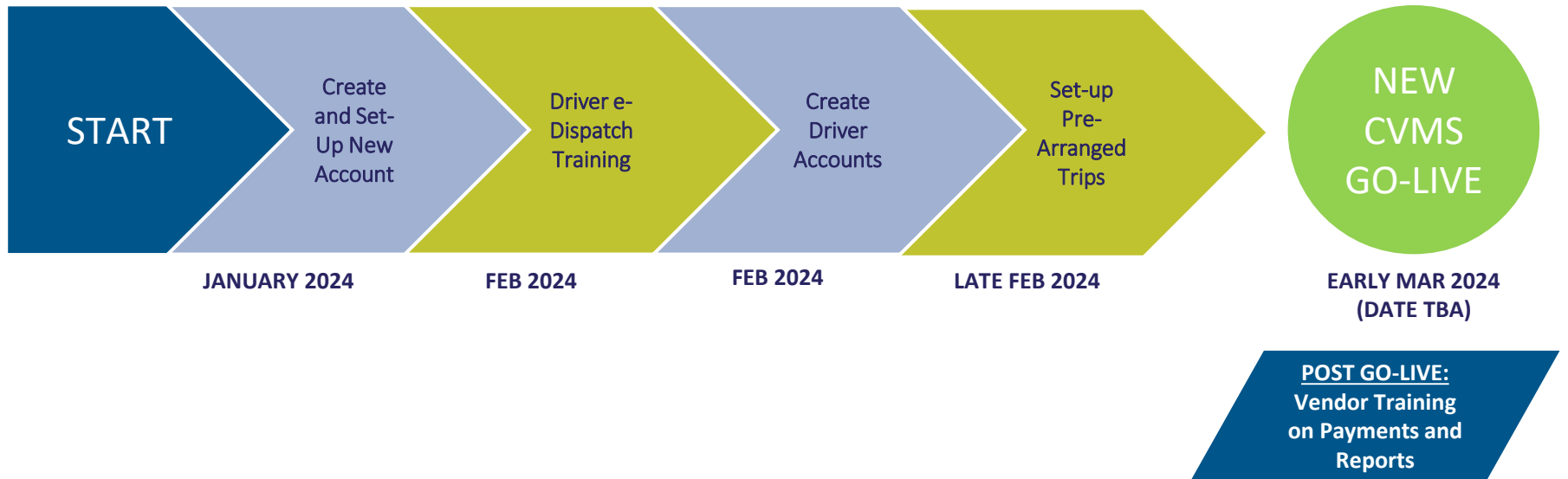
## *GateKeeper System Overview*

GateKeeper's CVMS consists of multiple subsystems. Operators will use three platforms dedicated for specific functions within the system.

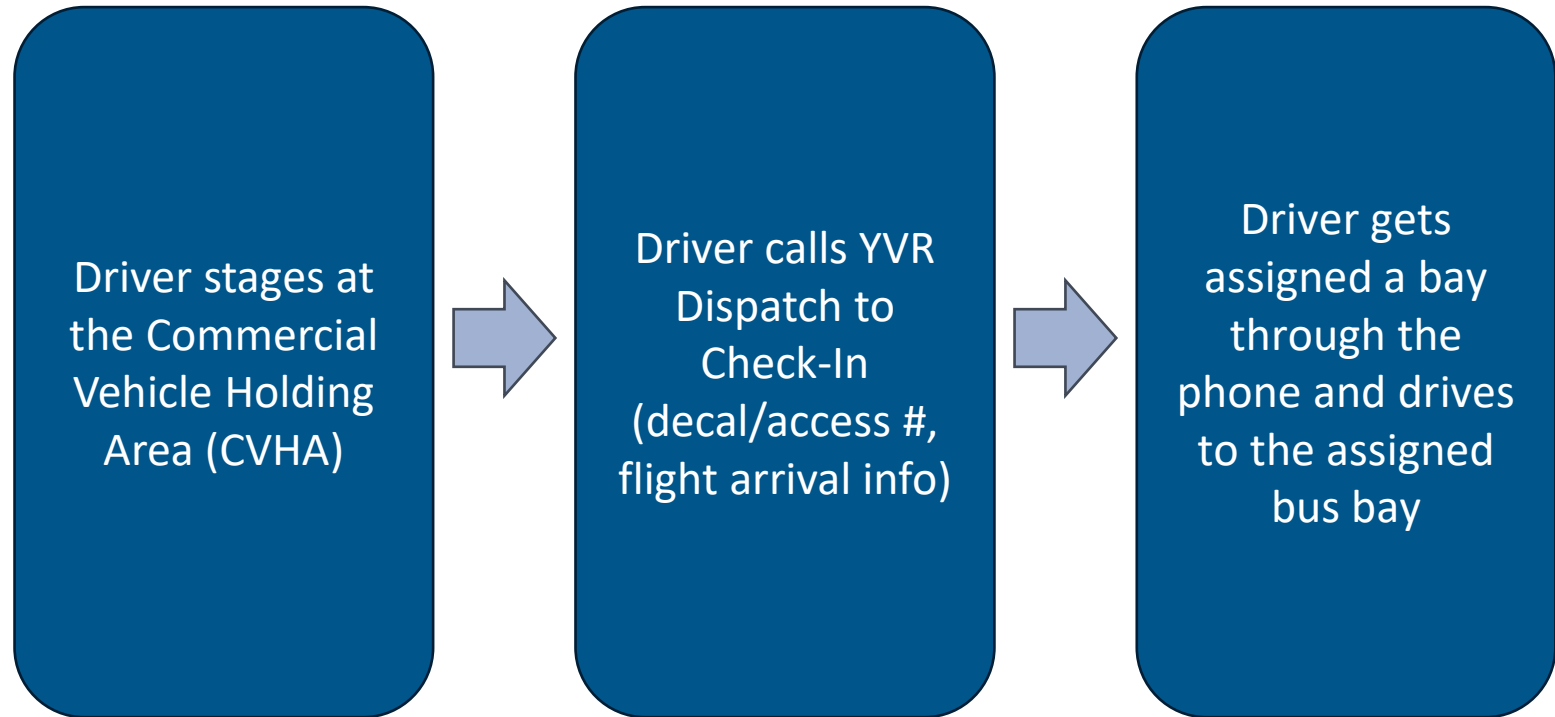


# Project Timeline

## CVMS PROJECT TIMELINE – OPERATOR MILESTONES

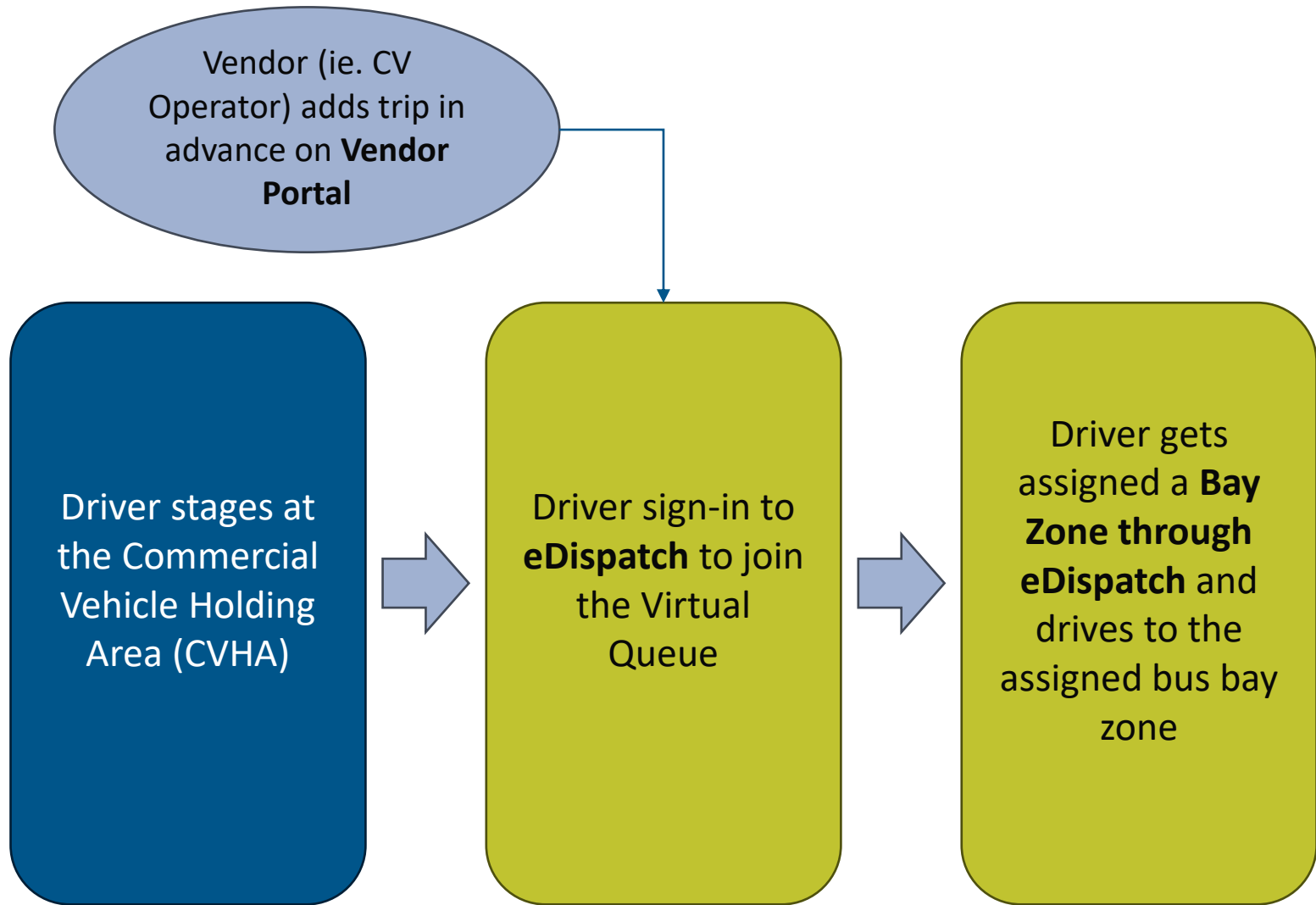


# Current Commercial Vehicle Process

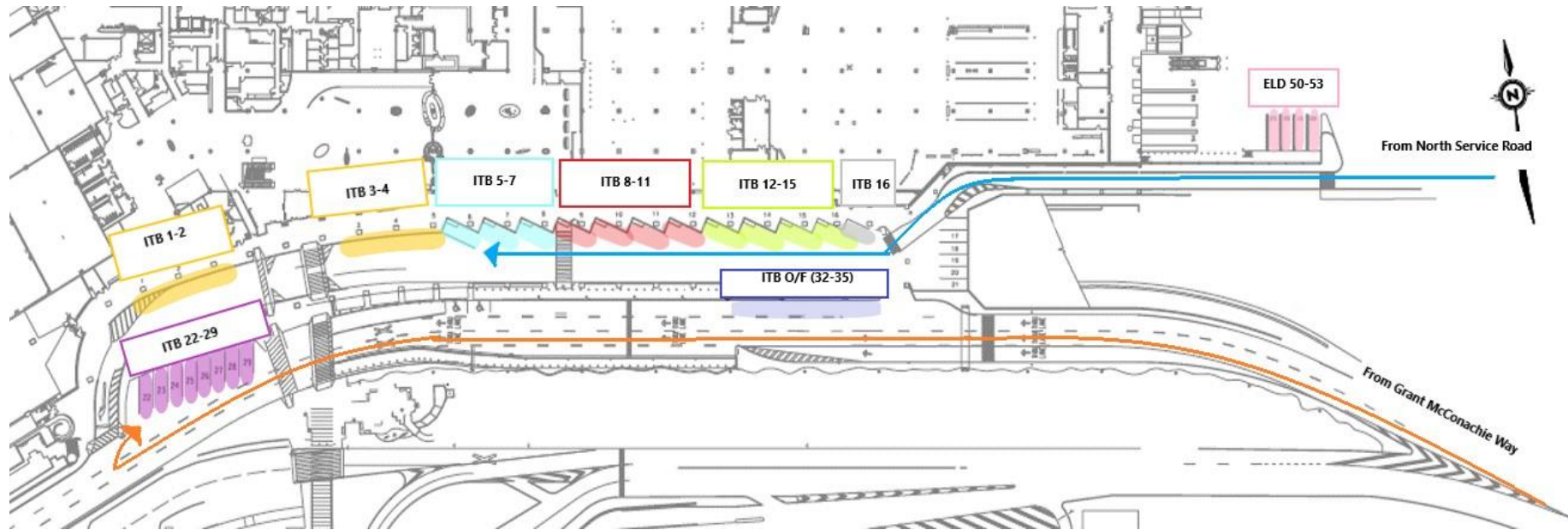




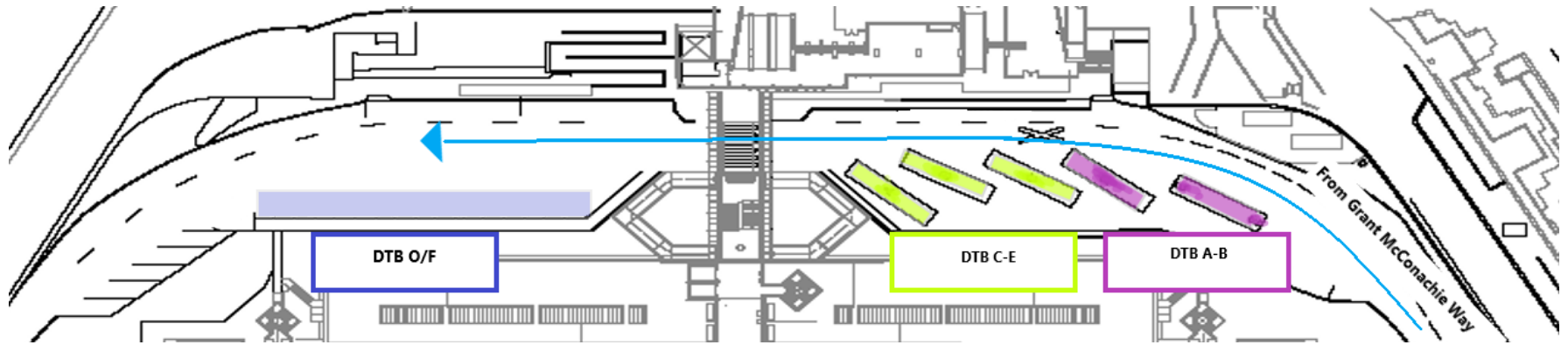
# New Commercial Vehicle Process



# Bus Bay Zones - ITB



# Bus Bay Zones - DTB



# Changes to Commercial Vehicle Program

- Changes Coming Soon to Commercial Vehicle Program:
  - Self-management of fleet
  - Prearrange Trip Management
  - LPN used for dispatching
  - Bus Bay Zones
  - Use of technology to notify YVR Dispatch at the Holding Area
  - Use of technology to be dispatched to the curb

**IMPORTANT: DEADLINE TO SET-UP eDISPATCH ACCOUNT**

**Midnight Thursday, February 29, 2024**



# Training

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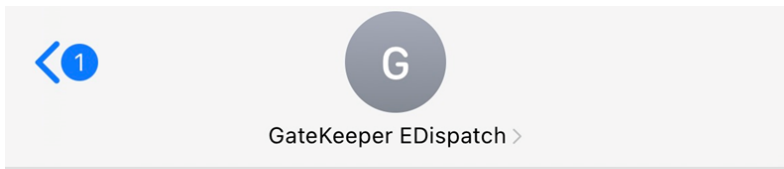


# Driver Training Content

- Registering an Account
- Logging in and Adding to Queue
- Accessing the Curb
- Cancelling a Trip
- Forgot Username?
- Forgot Password?



# Registering an Account



Text Message  
Today 14:18



Text to set up account

An eDispatch Operator account registration has been started for you. Please complete the registration at

GateKeeper Vendor |  
Validate User  
qa.gksys.com



Vancouver International Airport

## New User Validation

Passwords must be at least three characters long.

After completing the registration, you will have access to login to the eDispatch application.  
More information

First Name:

Last Name:

User Name:

Email:

New Password:

Confirm New Password:

Save

Enter information to  
create account



# Logging into eDispatch

URL: <https://yvr.gtcvms.com/GSIDispatch.eDispatch>



Website to Login

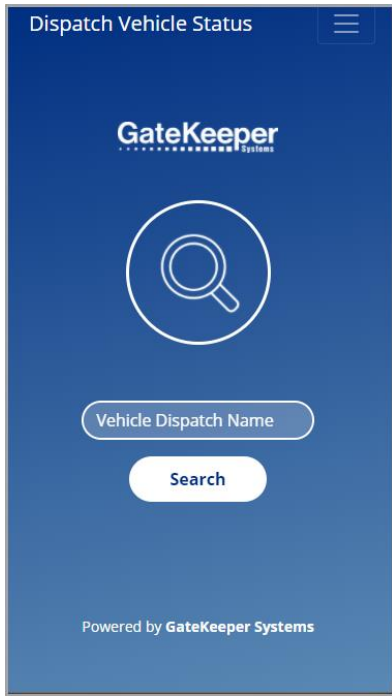
A screenshot of a web browser showing the login page for GateKeeper Systems. The browser's address bar displays 'yvr.qa.gksys.com'. The page has a dark blue background with the 'GateKeeper Systems' logo at the top. Below the logo are two input fields: 'Enter Username' and 'Enter Password'. Underneath these fields are two links: 'Forgot your username?' and 'Forgot your password?'. At the bottom of the form is a white 'Log In' button. At the very bottom of the page, it says 'Powered by GateKeeper Systems'.

Login Screen





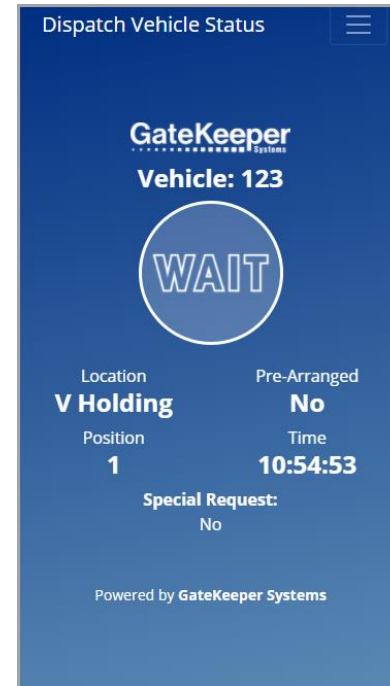
# Adding Vehicle to Queue



Enter in LPN



Add to Queue



Wait to be Dispatched

**IMPORTANT**

**DO NOT ADD VEHICLE TO QUEUE UNTIL "GO-LIVE" DATE**



# Accessing the Curb



LPN



Bus Bay Zone



Airline/Flight Info



Comment



# Cancelling a Trip

- If you need to leave the Holding Queue before, or after, being assigned to a Bus Bay:
  - Call **YVR Dispatch (604.303.4075)** and let them know:
    - LPN
    - Why unable to pick up trip?
    - Is another vehicle coming to pick up the trip?



# Forgot Username?

URL: <https://yvr.gtcvms.com/GSIDispatch.eDispatch>

yvr.qa.gksys.com

**GateKeeper**  
Systems

Enter Username

Enter Password

*Forgot your username?*

*Forgot your password?*

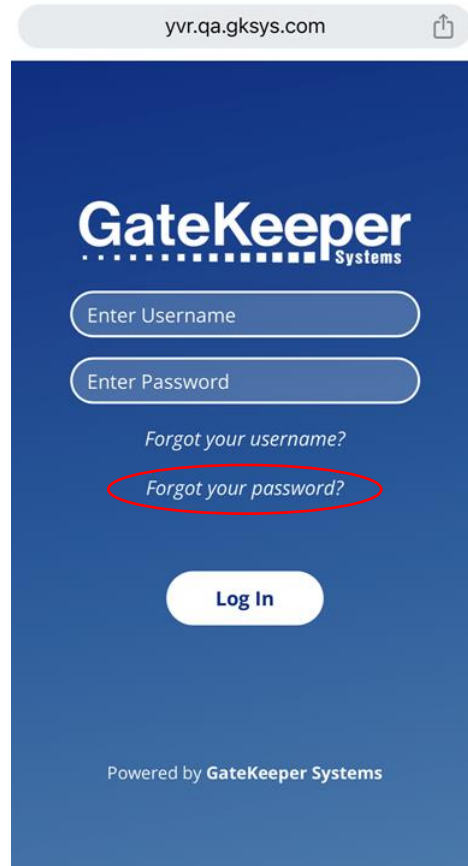
**Log In**

Powered by GateKeeper Systems



# Forgot Password?

URL: <https://yvr.gtcvms.com/GSIDispatch.eDispatch>



yvr.qa.gksys.com

**GateKeeper**  
Systems

Enter Username

Enter Password

*Forgot your username?*

*Forgot your password?*

**Log In**

Powered by GateKeeper Systems



# Other Issues?

Call **YVR Dispatch (604.303.4075)** to report any other issues experienced with the eDispatch Portal.

If your guests have arrived and you are still waiting for a dispatch message, please contact **YVR Dispatch (604.303.4075)** to ensure that there are no issues.



# When to start using eDispatch?

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Early March 2024



# Important Information

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DO NOT ADD VEHICLE TO QUEUE UNTIL “GO LIVE” DATE

INFORMATION WILL BE POSTED IN CVHA





# eDispatch URL

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<https://yvr.gtcvms.com/GSIDispatch.eDispatch>



# Quick Reference Guides

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<https://www.yvr.ca/en/business/work-with-yvr/driver-operators/commercial-vehicle-operators/quick-reference-guides>



# Thank You

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