

Commercial Vehicle Operator Training Session #2

YVR Parking and Ground Transportation
February 14, 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^wməθk^wəy'əmaʔṭ
ṭəməx^w, ṭə šx^wʔam'əts ṭə shən'q'əmin'əm'qən k^w s
ʔəwəs ṭniʔ k^weʔt.

“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 with the subject line, "CVMS".



Agenda

- What are Prearranged Trips, Dispatch Operators and eDispatch?
- Project Timeline
- Training Modules



YVR Website

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](#)
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 - [Quick Reference Guides](#)
 - [Training Videos](#)
- [Permits](#)
- [The Innovation Hub at YVR](#)

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



What Are Prearranged Trips?

“Prearranged Trip” means a request by a Commercial Vehicle Operator in the Vendor Portal to access the curb to pick up customers. This request is made prior to the actual trip.

Prearranged Trips contain information such as flight information, estimated pick up arrival time, and information of the vehicle picking up the customer. Prearranged trips must be made 60 min prior to ETA. Edits to the trip can be made up to 30 min prior to ETA.

What is eDispatch?

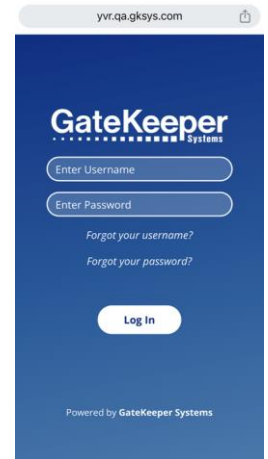
“eDispatch” means the GateKeeper platform that drivers use to communicate with YVR Dispatch that they are ready for their prearranged trip assignment and to be notified when and where to go to pick up their passengers.

What are Dispatch Operators?

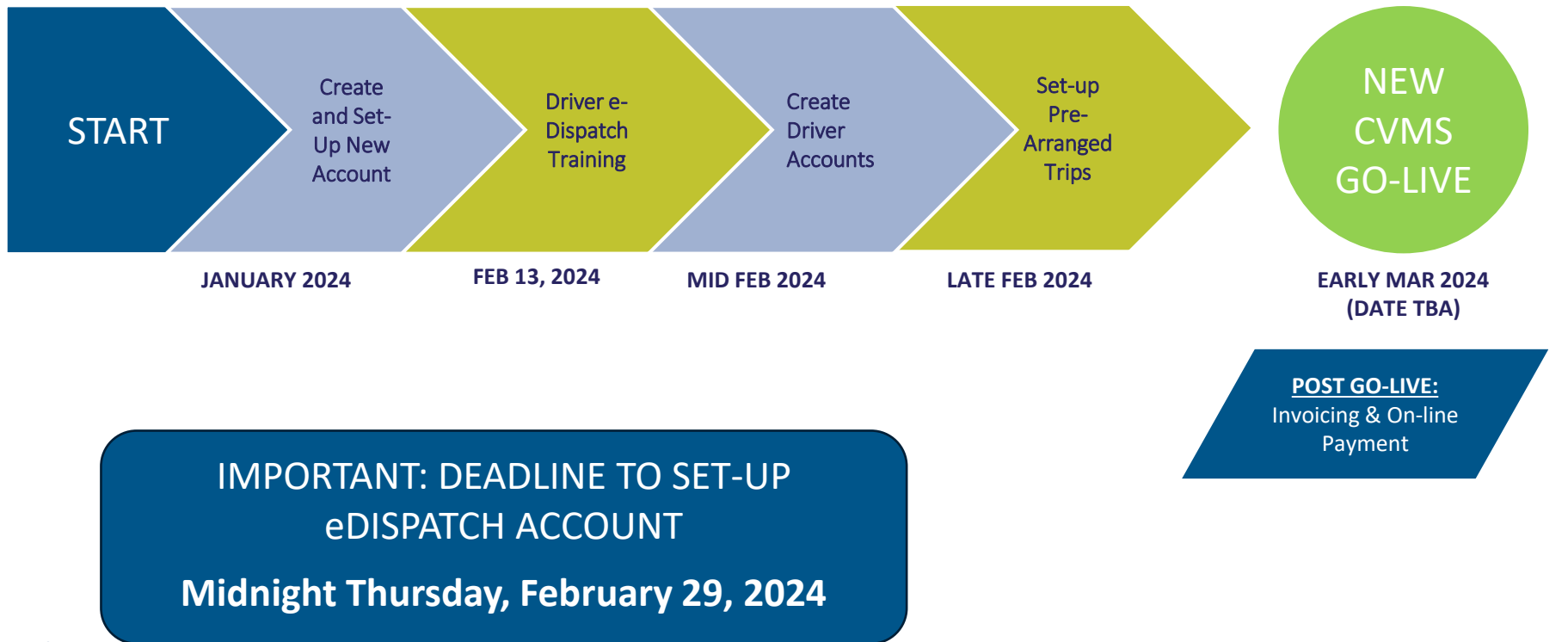
“Dispatch Operators” means Commercial Vehicle Drivers.

Vendors will need to add Dispatch Operators to their account.

Drivers will then be prompted to follow steps to set up an account.



Project Timeline – Operator Milestones



Training



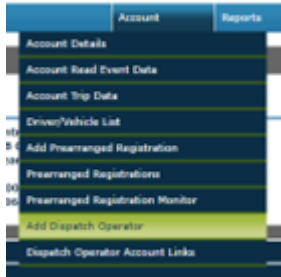
Session 2 Content

- Dispatch Operator (Driver) Management
- Prearranged Trip Management



Adding Dispatch Operators

URL: <https://yvr.gtcvms.com/GSIVendor>



From Account Menu, select Add Dispatch Operator.

Add Dispatch Operator

Enter the phone number of the dispatch operator.

Phone:

Search

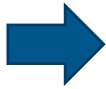
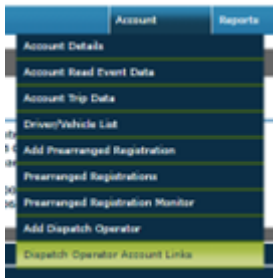


Note: If a Driver is already registered with another company, their name will be displayed after you select Search.



Dispatch Operator Management

URL: <https://yvr.gtcvms.com/GSIVendor>



From Account Menu, select Dispatch Operator Account Links.

Navigation: [Return to Account](#) [Add Dispatch Operator](#)

Dispatch Operator Account Links

Last Name	First Name	Email	Phone
Delete			

Show Page: 1 (Total Records Found: 1)



Select **Delete** if a Driver no longer works for your company.

Note: Deleting a Driver from your account will not delete them from other companies that they may also drive for.



Adding Prearranged Trips

URL: <https://yvr.gtcvms.com/GSIVendor>

Add Prearranged Registration

Account:

Pick-up Date:

Pick-up Time:

Location:

Airline:

Flight Number:

License Plate of Vehicle:

Requested Vehicle Capacity:

Comments:

Reference #:

Dispatch Special Requests: Wheelchair
 Van/Oversize



Date and Time Prearranged Passenger anticipated to be collected.



DTB or ITB and Flight Information



If know, LPN of vehicle and group size.



Comments about trip; viewable by driver.



Leave Dispatch Special Requests unchecked.



Viewing Prearranged Trips

URL: <https://yvr.gtcvms.com/GSIVendor>

Prearranged Registrations

Options

Pickup From: Thru

- Options:
- All
 - Fulfilled Only
 - Unfulfilled Only
 - Dismissed Only



Editing/Cancelling Prearranged Trips

URL: <https://yvr.gtcvms.com/GSIVendor>

- Only trips that have not yet been dispatched may be edited or deleted.

	Flight Arrival Date/Time▲	Facility Name	Requested Vehicle	Airline	Flight Number	Location
Edit Delete	10/6/2023 10:00:00 AM	Vancouver International Airport		Air Canada	AC103	Domestic



Future Training Topics

- Reports
- Invoices
- Payments



Deadline to Upload eDispatch Drivers

By Midnight on Thursday February 29, 2024



Commencement of using eDispatch to notify YVR Dispatch in Holding Area

To Be Determined



Important Information for Drivers

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

INFORMATION WILL BE POSTED IN CVHA



Quick Reference Guides

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



Thank You

