



DISPATCH OPERATOR (DRIVERS) QUESTIONS:

Q1: What happens if the passenger is picking up paperwork at immigration and not directly coming off the flight, how will the delay work out? Sometimes 30 minutes may not be enough time when baggage carousels get jammed. Would you consider extending the limit to 1 hour instead?

A: To ensure an efficient operation in our limited space, bus bay usage is strictly restricted to 30 minutes. The vendor (operator) and the passenger are responsible to coordinate the pick-up time. Clearing customs and immigration, as well as baggage pick-up, should be factored into the pick-up time consideration. Drivers, if you know that your passengers are not ready, please wait before adding your vehicle to the virtual queue; adding yourself to the virtual queue signifies to our dispatch team that the customer is ready for pick-up.

Q2: Can you still reserve with YVR within 60 minutes of the pickup time? In the case where the passenger forgot to book in advance and requests a trip when they are already at the arrival level, or a group requests a pick-up due to their flight being cancelled and needs an urgent pickup.

A: Please make a prearranged trip as soon you as you receive the client request for a pick-up. Once the trip is registered in the system, our dispatch team will do their best to accommodate based on availability.

Q3: If a fleet vehicle is out of service at a short notice, how can a pick up be arranged with a vehicle not registered to the fleet? i.e. an emergency substitute vehicle?

A: The vendor (operator) must register the vehicle in the system. Should a vehicle need to be approved in less than 48 hours, please contact the PGT Office 604-276-7739 during business hours (Monday-Friday 0800-1600) after submitting the new vehicle request to request urgent service; we will do our best to accommodate such request. For extenuating circumstances outside business hours please contact YVR Dispatch at 604-303-4075 and we will do our best to assist.

Q4: Would it be fine for the driver to leave their vehicle and meet the party outside of arrivals?

A: Yes, the driver is allowed to leave their vehicle to greet their party. However, overstay charges may apply if the vehicle does not vacate the bus zone within 30 minutes.

VENDER (OPERATING COMPANY) QUESTIONS:

Q5: What if you need to change a pickup reservation within 30 minutes of original scheduled pickup time? ie: a different vehicle is now picking up (since the original reservation is liked to a set license plate).

A: You will be able to edit the trip details as long as the driver has not been assigned a bus bay zone. Once the change has been registered in the system, our dispatch team will do their best to accommodate based on availability.

Q6: What if a trip cancels, do we have to cancel the booking in YVR dispatch? Or can it just 'expire'?



A: You will need to call YVR dispatch to cancel a trip if the driver has entered the virtual queue or has already been assigned a bus bay zone. Our dispatch team may request proof of trip cancellation.

Q7: The deadline for drivers to be added to eDispatch is set on February 29th. If I would get new employees after that date, how will they be able to pick up passengers at the airport?

A: The February 29th deadline is for existing drivers to transition onto the new system. New drivers may be added to the vendor portal at any time.

Q8: Can the system memorize vehicle license plate or unit numbers so dispatchers do not have to type in the vehicle for each reservation?

A: A drop down menu of license plate numbers within the registered fleet is not available. However, some internet browsers can fill in the information automatically once the user begins typing.

Q9: When does the 30 minute time limit start - when the vehicle arrives at the bay, or when you are first allowed to go up to the terminal? Yesterday you noted that if a drivers misses an open bay, trying to find one closest to the terminal, you might have to loop around again taking even more time. Will there be any grace period for pickups that exceed the 30 minute limit?

A: The 30 minutes start from the time when the vehicle arrives at the assigned bus bay zone. Drivers should pull into the first available bay in the assigned zone to eliminate the need to loop around back to the zone.

Q10: If a dispatcher must enter a license plate manually, this could lead to typos, which then cause added confusion when a driver checks in and the license plate numbers don't match. It would also be easier if a driver could see a list of vehicles the company has registered for that date and select their vehicle/trip from the list, vs having to enter their license plate number to find a match.

A: The license plate must match with a license plate already registered in your fleet. If there is a data entry error during prearranged trip registration, you will receive an error message and not be able to proceed with the request. Drivers have been instructed to call our dispatch team if their passengers are waiting at the curb and the vehicle has yet to be assigned to a bus bay; our dispatch team will troubleshoot at that time and be able to correct any errors in the prearranged trip registration or made by the driver when adding themselves to the virtual queue.

Q11: As a scheduled service, this procedure seems rather over-engineered. We use YVR to pick-up passengers, but they may be from multiple airlines and we never know the flight number or the company. It may also be a non-traveling passenger (e.g., a worker at the airport or someone who just lives near the airport). Our drivers are also asked this flight information in the mornings as of now, which they have to explain each time that we are a scheduled bus service. Especially with an app coming in for drivers that will cost us time & training, do we have to follow the same procedure?

A: As per the terms and conditions of the Commercial Vehicle Operating Permit, you are not permitted to operate a scheduled service at YVR. The flight information would be needed for the dispatcher to determine whether your party is ready for pick-up. If you are picking-up passengers from multiple flights, please register the flight information with latest arrival time.



Q12: For tour groups, the tour guides currently call dispatch to request a specific open bus bay and tell the driver bus bay to park at. Would this be possible in the new system?

A: All bus bay assignments are assigned through eDispatch. Drivers should maintain communication with the tour guide or group to let them know which bus bay to go to.

FILM INDUSTRY / NON-COMMERCIAL OPERATORS:

Q13: Is adding/removing vehicles from the digital fleet a quick process? The turnaround time fleet registration approval may mean that some vehicles are registered under two production companies briefly, or not registered in time for their pickup.

A: The process to add and remove vehicles is quick. Vehicles will be approved within 2 business days. However, a vehicle can only be registered with one company at a time. Please make necessary arrangements between productions when car sharing is involved. Should a vehicle need to be approved in less than 48 hours, please contact the PGT Office 604-276-7739 during business hours (Monday-Friday 0800-1600) after submitting the new vehicle request to request urgent service; we will do our best to accommodate such request. For extenuating circumstances outside business hours please contact YVR Dispatch at 604-303-4075 and we will do our best to assist.

Q14: Is there an exemption to the PTB license number requirement for the film industry?

A: As per the terms and conditions, only Commercial Passenger Vehicles as per the PTB regulations require a PTB license. Please refer to the PTB website for more information ([Passenger Transportation Regulation \(gov.bc.ca\)](http://PassengerTransportationRegulation.gov.bc.ca)).

Q15: Is it possible for different drivers to drive the same vehicle or one driver for multiple vehicles?

A: Drivers have a unique login on eDispatch and can add any vehicles registered to that company into the virtual queue. A driver can only add one vehicle to the virtual queue at a time. Once the trip is completed, the driver can switch to another vehicle.

Q16: Prearranged trip approval timeline concerns - "Within 48 business hours, an e-mail notification of the status of the vehicle will be sent". Often actors will be auditioned, cast, and flown in within 48 hours- this timeline will be a challenge for the film industry, is there a way to expedite this process in some situations?

A: Vehicles will be approved within 2 business days. Should a vehicle need to be approved in less than 48 hours, please contact the PGT Office 604-276-7739 during business hours (Monday-Friday 0800-1600) after submitting the new vehicle request to request urgent service; we will do our best to accommodate such request. For extenuating circumstances outside business hours please contact YVR Dispatch at 604-303-4075 and we will do our best to assist.

Q17: Production companies dissolve once a show is completed, at what point can new production companies register in this system if the deadline for e-dispatch account set up is February 29th?

A: New companies can apply for an account on the new system anytime. The deadline on February 29th is set to ensure that existing companies can operate when we transition to the new system.