



## 2010 Winter Games Period Ground Transportation Facts January 2010 Update

### Templeton Station

**Q: Who will use Templeton Station for drop-off and pick-up instead of the terminal curb?**

A: All commercial vehicles that are not part of YVR's current decal system or that are longer than stretch limousines.

**Q: Are vehicles picking up and dropping off at Templeton Station required to use the Commercial Vehicle Holding Area, GT dispatch system or the GT Counters?**

A: No, these vehicles can proceed directly to and from Templeton Station. Contact with the GT dispatch office is not required.

**Q: How long will the Templeton Station pick-up and drop-off process be in place for applicable vehicles?**

A: It will be in place from February 1 to March 23, 2010.

**Q: When will the Templeton Station process be in place for pick-ups and drop-offs?**

A: It will be in place from 0500 to 0100 daily.

**Q: What will the process be for commercial vehicles during overnight Canada Line closures?**

A: Call into dispatch for curb access availability (604.303.4075).

### Terminal Access:

**Q: Which commercial vehicles will continue to use the main terminals for passenger pick-up?**

A: YVR licensed taxis, Aerocar sedans and limousines, Pacific Coach Lines, courtesy, hotel and parking shuttles (shuttle zone at ITB) and commercial vehicle operators within YVR's decal system that operate vehicles no longer than stretch limousines will continue to use the main terminals for pick-up.



**Q: What is the Ground Transportation Dispatch Counter (GT Counter)?**

A: To help coordinate and facilitate the increased commercial vehicle traffic to YVR's terminals, two GT Counters will be located at YVR. Travellers will advise the GT Dispatch Counter that they have arrived and the dispatcher will coordinate pick-up with the commercial vehicle operator located within the Commercial Vehicle Holding area.

**Q: Where are the GT Counters located? When will the process start?**

A: The Ground Transportation Dispatch Counters are located in:

- International Terminal, Arrivals Level 2, in the public greeting area
- Domestic Terminal, Arrivals Level 2, opposite baggage carousel 6

The counters will operate February 1, 2010 through March 23, 2010 from 0500 – 0100 daily.

**Q: How do I contact the Ground Transportation Dispatch Counter?**

A: The Ground Transportation Dispatch Counters can be reached through the main dispatch center line at 604.303.4075.

**Q: How will drop-off procedures change?**

A: Any commercial vehicle that is no longer than a stretch limousine may continue to drop off at public curb areas on Level 3. Shuttles will use the courtesy shuttle zone.

**Q: Which designated spots are assigned to YVR commercial vehicles?**

A:

- Four spots at the International Terminal, Arrivals Level 2 Limo Lane, Commercial Vehicle Zone Stalls 22, 27, 28 and 29;
- Four spots at the Domestic Terminal Building, Arrivals Level 1, Commercial Vehicle Zone Stalls N-Q;
- Shuttle Zone (for hotel and off-airport parking shuttles) can accommodate four (maximum 24 passenger) buses at a time;
- All locations are identified on the attached map.

**Q: Will commercial vehicles wishing to use these limited spots continue to use the normal dispatch phone lines within the holding area?**

A: Yes.

**Q: What will be the maximum load/unload time allotted in one visit to the terminal?**

A: 15 minutes to load and unload.

**Q: How will this area be monitored and controlled?**

A: Curbside staff will patrol and enforce all active commercial vehicle areas.

**Q: Will new operators be allowed to join the decal system and use the terminals?**

A: No. Only vehicles within the YVR system as of October 1, 2009 are eligible.



**Q: Will existing operators be allowed to expand their vehicle fleets and use the terminals?**

A: Yes, but all decal applications must be approved by YVR.

**Q: How long will the Terminal Access process be in place?**

A: February 1 to March 23.

**Q: What types of commercial vehicle fees will be in place during the Games period?**

A: Normal fees will apply for all terminal access (pickups). No fees will be charged for use of Templeton Station.