



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 008

Revision Date: November 28, 2024

# Groundside – Vehicles

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# YLV

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# Groundside – Vehicles

### REVISION STATUS

Document Number	Document Title	Revision Date
AD 008	Groundside - Vehicles	November 28, 2024
AD 008 Appendix A	Air Terminal Building (ATB) Curb Operating Procedures	November 28, 2024
AD 008 Appendix B	ATB Curb Operating Map	November 21, 2024
AD 008 Appendix C	Employee Parking	November 28, 2024

### 1. Introduction

This Directive is provided to ensure safe and efficient groundside vehicle activities and parking at the Airport.

This Directive provides ground transportation operators with the requirements that apply to various areas of the Air Terminal Building (ATB) frontage road and sets out requirements for parking activities at YLV. It is intended to provide fair and equitable access to the facility and provide the traveling public with exceptional service in a safe and secure environment.

### 2. Curb Operations

Air Terminal Building (ATB) curb operating procedures are detailed in [Appendix A](#).

The ATB Curb Operating Map can be found in [Appendix B](#).

### 3. Employee Parking

YLV provides the necessary guidance for staff working in the YLV ATB in regards to parking their own vehicles on the groundside of the Airport. Detailed procedures can be found in [Appendix C](#).

### 4. Fuel Management

The airport operates two fuel dispensing areas on the airport:

- Glycol Facility: Provides both diesel and regular gasoline for use by YLV vehicles and for approved tenant vehicles that don't go off airport (tugs, tractors, etc).



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- The second fuel tank system provided by the airport is the regular gasoline dispenser located in the car rental service center. This fuel is for the use of on-site car rental vehicles only.

Detailed procedures are located in [Annex 1 Fuel Management](#).

Airside vehicle policies and procedures are located in [AD 004 Airside – General](#).

#### 5. Annexes

- [Annex 1 Fuel Management](#)



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# AIRPORT DIRECTIVE 008 APPENDIX A

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## Air Terminal Building (ATB) Curb Operating Procedures

### 1. General

There are multiple areas along the Air Terminal Building (ATB) frontage designated for the various ground transportation and service providers at YLW. These areas have appropriate signage and will be strictly enforced.

YLW's curb is pay for use by commercial operators. The rate structure can be found on the City of Kelowna website ([Airport Fees Bylaw](#)).

Failure to abide by posted signage and the terms of this directive may result in bylaw enforcement action and/or suspension or cancellation of the violator's airport license.

YLW recognizes the passenger's right to choose. If at any time a passenger chooses one mode of transportation over another, or chooses one vehicle over another, that passenger shall not be refused service.

Ground transportation providers and their staff are permitted to use the air terminal building; however, loitering and business solicitation are not permitted.

In order to offer exceptional customer service to the travelling public, drivers must be at their vehicles prior to passengers entering the arrivals area. If drivers are not present at their vehicles, the next vehicle may be taken.

The City of Kelowna and YLW have adopted an [anti-idling policy](#) for all City-owned vehicles. Ground transportation operators are encouraged to follow suit, and promote this clean air policy by ensuring that vehicles are not left idling.

There are two areas on the east curb designated for passengers with disabilities. These areas are used for the drop off and pick-up of passengers with disabilities or for passengers that require special assistance. Disabled parking placards are not mandatory; however, Airport Security will monitor the area to ensure it is being used appropriately. These areas are identified by signage and blue curbside markings.

The Airport Security contractor has full authority to uphold the terms of this policy. Seasonal differences to this circular will be communicated through Special Operations Notices.

Passenger information on transportation services is found on the [YLW website](#).



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# AIRPORT DIRECTIVE 008 APPENDIX A

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## Air Terminal Building (ATB) Curb Operating Procedures

### 2. Licensed Taxis

A Trip Fee is applicable for both pick-up and drop off of customers at the YLW terminal.

Short trips less than 3 km from the airport are not subject to the trip fee. A passenger cannot be refused service based on the length of trip.

There are three taxi staging areas at YLW as shown in [Appendix B](#):

- **Pickup Area** - maximum 3 vehicles at the yellow curb outside of arrivals
- **Staging Area** - maximum per pavement markings and signage located at the south end of the ATB frontage road
- **Overflow on Convair Place**

### 3. Licensed Limousines

The licensed limousine staging zone is located on the West curb of the ATB frontage road as shown in [Appendix B](#).

- Maximum of 2 limousines per operator at the yellow curb

### 4. Licensed Pre-Arranged Ride Services (TNS and Taxis)

A Trip Fee is applicable for both pick-up and drop off of customers at the YLW terminal curb front.

Short trips less than 3 km from the airport are not subject to the trip fee. A passenger cannot be refused service based on the length of trip.

Pre-arranged pickups for taxis are permitted, but the driver and his vehicle must be parked in the licensed pre-arranged ride services. The driver must have a confirmation of their passenger name and flight number to occupy a spot. This location will be used by pre-arranged taxi services, as well as Transportation Network Services (TNS) operators and licensed limousines.

The licensed pre-arranged pickup zone is located as shown in [Appendix B](#).



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# AIRPORT DIRECTIVE 008 APPENDIX A

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## Air Terminal Building (ATB) Curb Operating Procedures

### 5. Shuttles and Buses

#### **5.1 Licensed Shuttles and Buses**

There are two staging areas designated for licensed shuttle and bus operators as shown in [Appendix B](#).

Licensed non-scheduled operators will have access to the licensed shuttle and bus staging area for parking and passenger loading and off-loading. Licensed vehicles parked in the licensed shuttle and bus staging area must display a current airport decal.

#### **5.2 Unlicensed Shuttles and Buses**

All unlicensed shuttles & buses are to park in the area at the south end as shown in [Appendix B](#).  
Licensed Baggage Delivery Service

There is a pickup area for licensed baggage delivery service which is shown in [Appendix B](#).

### 6. Unlicensed Ground Transportation

All unlicensed ground transportation vehicles awaiting pre-arranged pick-ups must park in the overflow hold area shown in [Appendix B](#). Under no circumstances will non-licensed operators be permitted to park anywhere on the ATB frontage road.

The driver must provide the passenger name(s) to the Airport Security officer and wait at the Security counter. Once the passengers have been identified, they may be picked up at the south shuttle and bus staging area.

Unlicensed ground transportation providers are not permitted to pick up walk-up or non-prearranged passengers. Any commercial activity not approved by the airport is unauthorized to use the east or west curbside in any manner other than as outlined in this document.

- Parking only as space permits

### 7. RCMP, Security and CBSA Vehicles

The area designated in [Appendix B](#) is reserved for RCMP, Security and CBSA vehicles.



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## Air Terminal Building (ATB) Curb Operating Procedures

### 8. Service / Contractor / Delivery Vehicles

Service / contractor and/or delivery vehicles will be parked on a "first come, first served" basis in the Shuttle/Bus parking area when space permits. Alternate parking can be arranged through contacting YLW Security.

### 9. BC Transit

The BC Transit area is located as shown in [Appendix B](#).

Transit schedules are available at the Tourism Kelowna Desk. Schedules and information can also be found on the [BC Transit Kelowna website](#).

### 10. Rental Car Operations

All rental cars pick-ups and drop-offs must occur within the rental car ready lot. Rental cars are permitted to be picked up or dropped off on the ATB frontage road to meet the accessibility needs of passengers.

### 11. CBSA Inspections

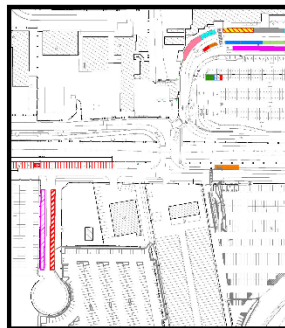
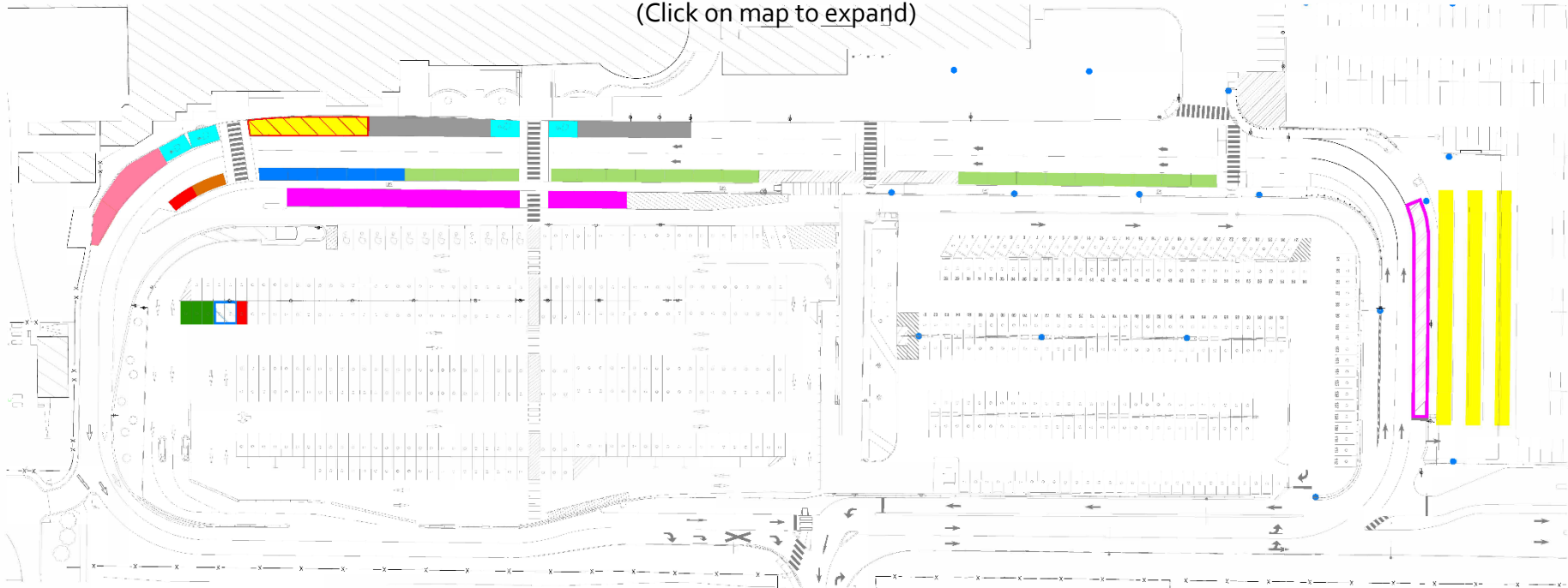
CBSA vehicle processing inspections will be conducted in the area as shown in [Appendix B](#).



# ATB Curb Operating Map



(Click on map to expand)



LEGEND			
	SHUTTLE & BUS - PICK UP / DROP OFF		ACTIVE LOAD / UNLOAD ONLY
	NON-LICENSED SHUTTLE SERVICES		RCMP PARKING
	SECURITY PARKING		LICENSED BAGGAGE COURIERS
	ACCESSIBLE LOAD/ UNLOAD		TAXI - PICK UP
	PRE ARRANGED RIDE SERVICES - PICK UP		VALET PICK UP / DROP OFF
	TAXI, LIMO & PRE ARRANGED RIDE SERVICES STAGING AREA		CBSA INSPECTION AREA - CONVAIR PL. - SEE INSET
	B.C. TRANSIT - SEE INSET		PAY PARKING
	CBSA PARKING		





Kelowna International Airport

# AIRPORT DIRECTIVE 008 APPENDIX C

Revision Date: November 28, 2024

## Employee Parking

### 1. General

Parking is available for Airport Terminal Building (ATB) employees and authorized aircrew.

There are four parking lots available for employees:

- **Employee and aircrew lot**
- **COB parking lot**
- **Administration parking lot**
- **North apron lot**

Parking application forms are available from the [YLW portal](#). All applications must be certified by the employer's authorized company official prior to being processed by Airport Administration. Lost or damaged decals must be reported to the issuing office. A new application is required to obtain a replacement decal. Temporary parking permits are available from Airport Security.

Employers are responsible for recovering decals from employees who change or terminate their employment.

Employee parking regulations will be enforced by Airport Security. Vehicles that are in violation of the Terms and Conditions will be subject to removal from the lots at the owner's expense.

### 2. Administration Parking Lot

Parking in the Administration parking lot is restricted to those with orange, yellow and green approved decals visibly displayed in the window of vehicle.

### 3. Employee / Aircrew Parking

Parking in the employee and aircrew parking area is restricted to pass holders only and is not transferable without the approval of the Airport Director. Parking restrictions will be enforced 24 hours per day.

In order to meet public parking demands for peak periods, employee and aircrew parking will be moved to the overflow lot as required. Notice will be given to tenants when specific dates for relocation have been determined.



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# AIRPORT DIRECTIVE 008 APPENDIX C

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## Employee Parking

### 4. Combined Operations Building (COB) Parking

Parking in the COB parking area is restricted to the assignee and is not transferable without the approval of the Airport Director. Parking restrictions will be enforced 24 hours per day. Overnight parking is permitted.

### 5. YLV (City of Kelowna) Employee Vehicle Parking Policies

The following policies apply for YLV employees who have designated groundside parking areas:

- Employee personal vehicles are not permitted access inside the Restricted Area (RA) without the approval of their supervising Manager
- Extended overnight parking for periods of more than 2 days for COB employees along Airport Way is not permitted to ensure there is adequate parking available for shift employees
- Employee bicycles and E-Bikes that are unlicensed may be walked through NPSV into the COB for parking while the employee is on shift



### Change Log

Date	Section(s) Changed	Summary of Change(s)
November 28, 2024	AD 008 Section 4	<ul style="list-style-type: none"> <li>• "Glycol Facility" was "Combined Operations Building compound"</li> </ul>
	AD 008 Appendix A 1.	<ul style="list-style-type: none"> <li>• Removed reference to Temporary Amendments</li> </ul>
	AD 008 Appendix A 2.	<ul style="list-style-type: none"> <li>• Added "as shown in Appendix B". Removed "located at the south end of the ATB frontage road" from Staging Area</li> </ul>
	AD 008 Appendix A 4.	<ul style="list-style-type: none"> <li>• Removed "on the West curb of the ATB frontage road"</li> </ul>
	AD 008 Appendix A.5.	<ul style="list-style-type: none"> <li>• Title was "Licensed Shuttles &amp; Buses"</li> </ul>
	AD 008 Appendix A 5.1	<ul style="list-style-type: none"> <li>• REMOVED. Was "Scheduled Shuttle Services".</li> <li>• New title "Licensed Shuttles and Buses". Content taken from previous Section 5.</li> <li>• Added "as shown in Appendix B". Removed "The staging area for scheduled licensed operators is located mid-curb on the ATB frontage road in front of Tim Horton's. The staging area for licensed non-scheduled operators is located at the licensed shuttle and bus staging area south of the ATB. Vehicles over 8m or 25 ft must use the south staging area."</li> <li>• Added text from previous Section 5.2</li> </ul>
	AD 008 Appendix A 5.2	<ul style="list-style-type: none"> <li>• REMOVED. Was "Non-Scheduled Services". Content of section added into Section 5.</li> <li>• New title and section "Unlicensed Shuttles and Buses"</li> </ul>
	AD 008 Appendix A 5.3	<ul style="list-style-type: none"> <li>• REMOVED. Was "Non-Licensed Services". Now covered in Section 5.2.</li> </ul>
	AD 008 Appendix A 6.	<ul style="list-style-type: none"> <li>• Removed "located on the west curb at the yellow hash marks adjacent to the arrivals doors". Added reference to Appendix B</li> <li>• Removed "Maximum 4 vehicles"</li> </ul>
	AD 008 Appendix A 7.	<ul style="list-style-type: none"> <li>• Removed "located on Convair Place". Added reference to Appendix B.</li> <li>• Removed "All non-licensed shuttles &amp; buses must stage at the offsite staging area located on Convair Place. The pick-up of passengers will take place at the south shuttle and bus staging area"</li> <li>• Added "Under no circumstances will non-licensed operators be permitted to park anywhere on the ATB frontage road."</li> </ul>



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Date	Section(s) Changed	Summary of Change(s)
November 28, 2024 cont.	AD 008 Appendix A 8.	<ul style="list-style-type: none"> <li>Title was "RCMP Vehicles"</li> <li>Removed "of the ATB frontage road adjacent to the arrivals doors on the west curb, North of the crosswalk." Added reference to Appendix B.</li> <li>Added "Security and CBSA"</li> <li>Removed "Maximum 2 vehicles" and "Parking for CBSA vehicles is located in the lot adjacent to the COB building as shown in Appendix B."</li> </ul>
	AD 008 Appendix A 9.	<ul style="list-style-type: none"> <li>Title was "Service / Delivery Vehicles"</li> <li>Section rewritten</li> </ul>
	AD 008 Appendix A 10.	<ul style="list-style-type: none"> <li>Removed "on Airport Way on the west side of the Rail Trail." Added reference to Appendix B.</li> </ul>
	AD 008 Appendix A 11.	<ul style="list-style-type: none"> <li>Rewritten to address accessibility needs</li> </ul>
	AD 008 Appendix A 12.	<ul style="list-style-type: none"> <li>Replaced "on Convair Way" with "in the area"</li> </ul>
	AD 008 Appendix B	<ul style="list-style-type: none"> <li>Updated map to new version</li> </ul>
	AD 008 Appendix C 1.	<ul style="list-style-type: none"> <li>"Administration parking lot" was "Short term parking lot"</li> </ul>
	AD 008 Appendix C 2.	<ul style="list-style-type: none"> <li>Title was "Short Term Parking Lot"</li> <li>Section rewritten</li> </ul>
August 12, 2024	AD 008 Appendix B	<ul style="list-style-type: none"> <li>Updated map to new version</li> </ul>
December 6, 2023	AD 008 Appendix B	<ul style="list-style-type: none"> <li>Updated map to new version</li> </ul>
March 24, 2023	AD 008	<ul style="list-style-type: none"> <li>Removed link to Temporary Amendments</li> </ul>
	AD 008 Section 3	<ul style="list-style-type: none"> <li>Removed reference to Appendix D.</li> </ul>
	AD 008 Section 4/5	<ul style="list-style-type: none"> <li>Updated links from insideylw to City SP</li> </ul>
	AD 008 Appendix A 1.	<ul style="list-style-type: none"> <li>Removed "and colored curb markings depict their use". Added " and will be strictly enforced."</li> <li>Added link to anti idling policy (AD 012 Appendix B)</li> </ul>
	AD 008 Appendix A 2.	<ul style="list-style-type: none"> <li>Removed "All licensed vehicles require a decal from the broker or parent company to solicit business at the airport". Added "Short trips less than 3 km from the airport are not subject to the trip fee. A passenger cannot be refused service based on the length of trip."</li> <li>Was "four". Removed "Staging Area 1 - maximum 4 vehicles at the yellow curb located on the southwest side of the ATB frontage road"</li> </ul>
	AD 008 Appendix A 3.	<ul style="list-style-type: none"> <li>Was "The licensed limousine staging area is located north of arrivals doors on the east curb of the ATB frontage road"</li> <li>Added link to Appendix B.</li> <li>Was "1" limousine per operator</li> </ul>



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Date	Section(s) Changed	Summary of Change(s)
March 24, 2023 cont.	AD 008 Appendix A 4.	<ul style="list-style-type: none"> <li>Removed "All licensed vehicles require a decal from the broker or parent company to solicit business at the airport". Added "Short trips less than 3 km from the airport are not subject to the trip fee. A passenger cannot be refused service based on the length of trip."</li> <li>Added "and licensed limousines. The licensed pre-arranged pickup zone is located on the West curb of the ATB frontage road as shown in Appendix B."</li> </ul>
	AD 008 Appendix A 5.1	<ul style="list-style-type: none"> <li>Removed "Commit to year-round scheduled service"</li> <li>Removed "Only licensed scheduled operators will have access to the ground transportation office located in the air terminal building, and prior approval of the Airport Director must be obtained. Only licensed schedule operators are permitted to use the public-address system located at the ground transportation office. The announcements must follow guidelines set by the Airport Director, and these guidelines will be posted at the ground transportation office."</li> </ul>
	AD 008 Appendix A 6.	<ul style="list-style-type: none"> <li>Was "2" vehicles</li> </ul>
	AD 008 Appendix A 8.	<ul style="list-style-type: none"> <li>Changed "south" to "North". Added "Parking for CBSA vehicles is located in the lot adjacent to the COB building as shown in Appendix B."</li> </ul>
	AD 008 Appendix A 9.	<ul style="list-style-type: none"> <li>Removed "Service and delivery vehicle parking has been designated in the metered lot to the south of the ATB. Vehicle size in this lot is limited to no larger than a small cube van due to turn restrictions. Maximum 6 vehicles."</li> </ul>
	AD 008 Appendix A 10.	<ul style="list-style-type: none"> <li>Changed "train tracks" to "Rail Trail"</li> </ul>
	AD 008 Appendix A 12.	<ul style="list-style-type: none"> <li>Removed "in the south shuttle and bus staging area". Added "on Convair Way as shown in Appendix B"</li> </ul>
	AD 008 Appendix B	<ul style="list-style-type: none"> <li>Updated map to new version</li> </ul>
	AD 008 Appendix C 1.	<ul style="list-style-type: none"> <li>Removed reference to Appendix D.</li> <li>Removed reference to colour coding</li> <li>Removed "East Employee Lot Green/Yellow/Orange decals, West Employee/Aircrew Parking – Blue decals, Aircrew Employee Lot – Light Blue permit, COB Employee Parking – Yellow decals". Added new lot names.</li> <li>Replaced "Airport Administration in the ATB" with "the YLV Portal".</li> </ul>
	AD 008 Appendix C 2.	<ul style="list-style-type: none"> <li>Title was "East Employee Lot". Previous section replaced.</li> </ul>



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Date	Section(s) Changed	Summary of Change(s)
March 24, 2023 cont2.	AD 008 Appendix C 3.	<ul style="list-style-type: none"> <li>Title was "West Employee / Aircrew Parking".</li> <li>Changed "tenant employees" to "pass holders only"</li> <li>Removed "No overnight parking is permitted by decal holders."</li> <li>Added "and aircrew". Removed "seasonal" overflow.</li> </ul>
	AD 008 Appendix C 4.	<ul style="list-style-type: none"> <li>Was "Aircrew Employee Lot". Section Removed. Replaced with previous Section 5. Removed "Yellow decals are required."</li> </ul>
	AD 008 Appendix C 5.	<ul style="list-style-type: none"> <li>Was "Combined Operations Building (COB) Employee Parking" . Moved to Section 4.</li> <li>Removed "for which they are issued a yellow parking decal". Removed "Yellow employee decal holders are only permitted to park overnight for extended periods of business or personal travel in the southernmost area of the south Admin parking lot.</li> </ul>
	AD 008 Appendix C 6.	<ul style="list-style-type: none"> <li>Was "Y.L.W. (City of Kelowna) Employee Vehicle Parking Policies". Moved to Section 5.</li> </ul>
	AD 008 Appendix D	<ul style="list-style-type: none"> <li>REMOVED. Was "Employee Parking Map" dated December 21, 2015</li> </ul>
	AD 008 Appendix E	<ul style="list-style-type: none"> <li>REMOVED. Was "Peak Holiday Parking Plan" to be developed</li> </ul>
June 16, 2021	AD 008 Appendix A 1.	<ul style="list-style-type: none"> <li>Added pay per use for commercial operators</li> <li></li> </ul>
	AD 008 Appendix A 2/4	<ul style="list-style-type: none"> <li>Added trip fee and decal requirements info</li> </ul>
	AD 008 Appendix A 4.	<ul style="list-style-type: none"> <li>Added TNS and note on shared location for pre-arranged taxis and TNS.</li> </ul>
April 28, 2021	AD 008 Appendix C	<ul style="list-style-type: none"> <li>Added Section 6 for Y.L.W. (City of Kelowna) Employee Vehicle Parking Policies</li> </ul>
December 18, 2020	AD 008 Section 4/5	<ul style="list-style-type: none"> <li>Added link to Annex 1.</li> <li></li> </ul>
	AD 008 Appendix E	<ul style="list-style-type: none"> <li>Added – to be developed</li> </ul>
July 14, 2020	ALL	<ul style="list-style-type: none"> <li>New format completed.</li> </ul>