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**INNOVATIVE**  
TRAVEL SOLUTIONS

# Three Stories on Innovation @ YVR

ACI-NA Innovation Conference  
San Diego  
January, 2019

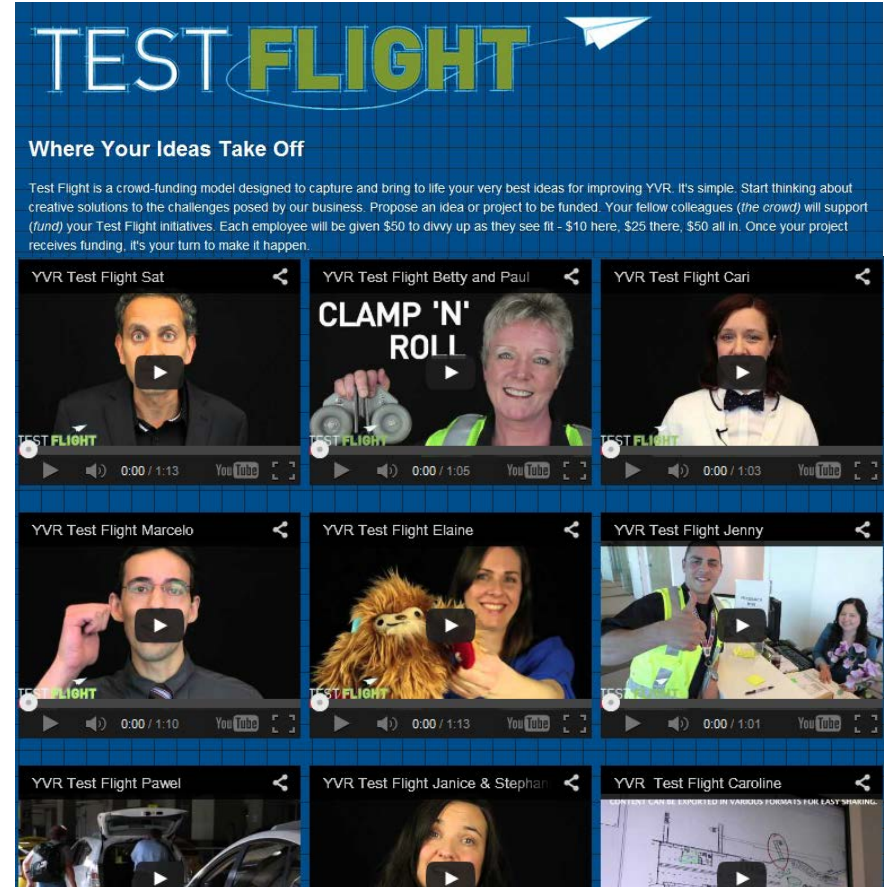
# Principles of Innovation @ YVR


- Innovation as a value
  - Safety
  - Innovation
  - Accountability
  - Teamwork
- Empower employees
- Solve YVR's problem



# Test Flight - Lessons Learned

- Employee engagement
- Great initiatives to start
- Stalled: small benefit
  
- Verdict: Fail fast, move on!



**TEST FLIGHT** 

**Where Your Ideas Take Off**

Test Flight is a crowd-funding model designed to capture and bring to life your very best ideas for improving YVR. It's simple. Start thinking about creative solutions to the challenges posed by our business. Propose an idea or project to be funded. Your fellow colleagues (*the crowd*) will support (*fund*) your Test Flight initiatives. Each employee will be given \$50 to divvy up as they see fit - \$10 here, \$25 there, \$50 all in. Once your project receives funding, it's your turn to make it happen.

YVR Test Flight Sat

YVR Test Flight Betty and Paul  
**CLAMP 'N' ROLL**

YVR Test Flight Cari

YVR Test Flight Marcelo

YVR Test Flight Elaine

YVR Test Flight Jenny

YVR Test Flight Pawel

YVR Test Flight Janice & Stephan

YVR Test Flight Caroline

# Space to Think

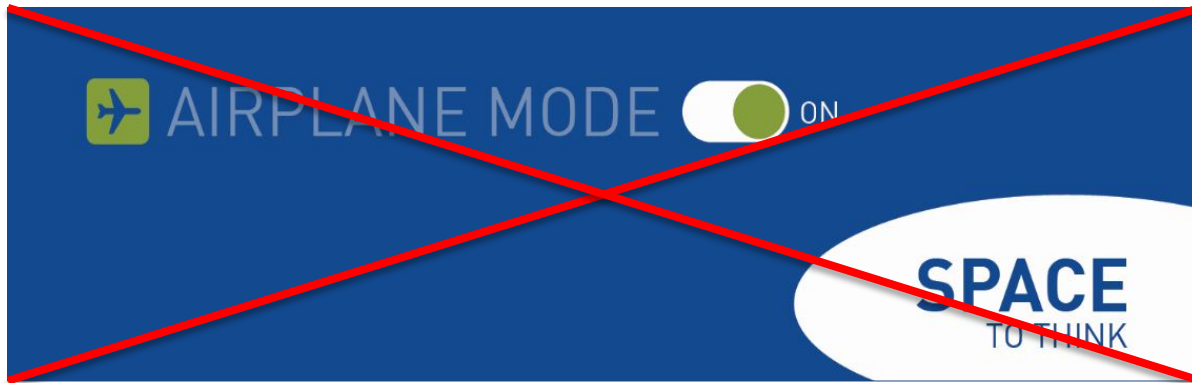
- Block off every Friday morning
- No phone calls, no meetings, just time to think



**SPACE**  
TO THINK

# Space to Think - Lessons Learned

- Excitement initially
- Became perfect time to get a hold of anyone
- Cannot block off entire time for all
- Verdict



# Innovation Accelerators

- Whitepaper on Innovation @ YVR
- Big “I” and small “i” innovation
- *Innovation Accelerators* Team
- Provide significant budget to IA team
- Provide help to take idea from ideation to implementation



# Big “I” innovations - CheckitXpress™





CHECKITXPRESS

The world's most accessible, efficient and intuitive self-service bag drop brought to you by Glidepath and Innovative Travel Solutions.

**INNOVATIVE**  
TRAVEL SOLUTIONS 

  
**glidepath**  
.....  
Baggage Handling Solutions

CHECKITXPRESS

## CHECKITXPRESS™, a collaboration between Canucks and Kiwis

Two companies with 7 decades of combined industry experience in airports around the world came together to develop CHECKITXPRESS™, an innovation in self-service bag drops. Built by Glidepath, a world leader in airport baggage handling systems in collaboration with YVR, North America's best airport for the past 8 straight years.



# Innovation Accelerators – Lessons Learned

- Cumbersome and slow
- Expertise and resource availability
- Leverage Innovative Travel Solution
  - Expertise and scalable resources
  - Commercialization expertise



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# YVR Innovation Programs

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Questions?

[Steve\\_Hankinson@yvr.ca](mailto:Steve_Hankinson@yvr.ca)

[Linda\\_Schucroft@yvr.ca](mailto:Linda_Schucroft@yvr.ca)