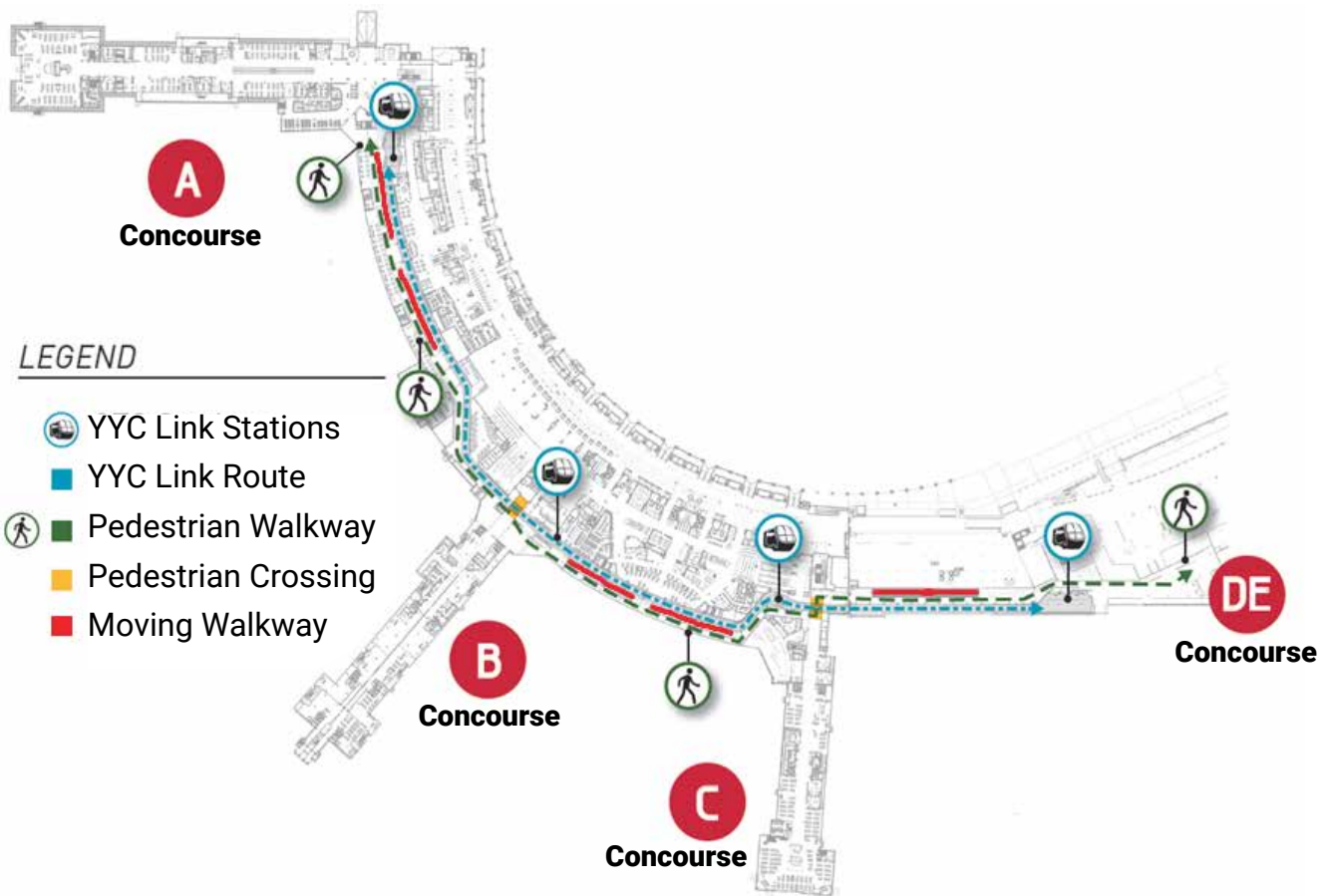


# **Calgary International Airport YYC**

## **YYC LINK Passenger Shuttle™**

### **Supporting Material**





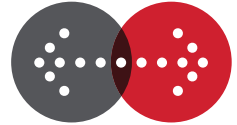
Before

**TOP:**

The Connections Corridor prior to redevelopment.

**BOTTOM:**

The new YYC Connections Corridor after redevelopment which includes the YYC LINK™ system, moving walkways and increased space and mobility for connecting passengers.



**enhancing  
the passenger  
experience.**



After



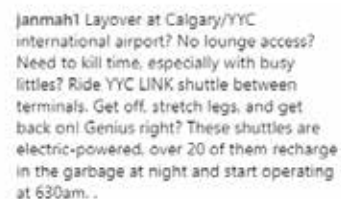






# YYC LINK Social Media Feedback





#familytravel #travelwithkids #yycairport  
#flyyyyc #calgary #alberta #kidwhotravel  
#yyclink #renewableenergy #travelgram  
#travel #comeflywithme #yegfamily  
#layover #airport #yyc

caroline.lupini! Awesome profile!

dannvaird1 



54 likes

NOVEMBER 11, 2010

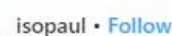
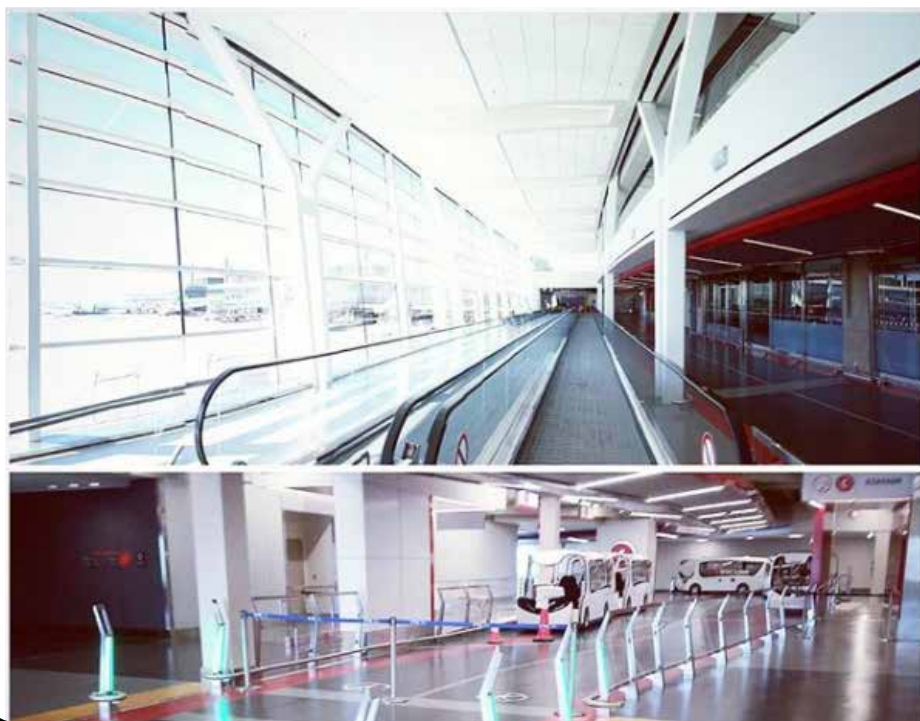
[Log in](#) to like or comment.



I passed through Calgary Airport on January 1, 2018. Westjet staff pointed me in the direction I had to go to get on the internal transport system. I got a seat and there was an announcement that the gate was changed. The driver of the shuttle asked who was to go on that flight and then brought us back to where we needed to be. Wonderful service! Excellent staff! No trudging around in the cold and snow! I wish all airports had this system!! Congratulations Calgary!



Douglaslake #proteusproy hitting a tide on  
 the #system #hyper #hyperproy #solidity  
 @proteusproy @proteusproy42  
 yshakshak One is an oak, the other

43. [Bible](#)[Log in to like or comment](#)

YYC Calgary Int'l Airport

isopaul The Empire could only wish the deathstar had a transportation system like this.

#starwars #imperialmarch  
#empirestrikesback #yyc  
#architecturalphotography #space  
#interiorspace #architecture  
#interiordesign #renovation #arch #calgary  
#transportation #link #yymlink #thoselights  
#greenmeansgo #gofast #multimodal  
#pedestrianlink #daylight #naturallighting

d4w1b Little buses?!

sethollins Very sweet!

neilmacqueen Love this

ogrodwertykalny 👍👏

gioiamarzocchi 🍌🍌🍌



# Publications

www.passengerterminal-expo.com

20<sup>th</sup> Anniversary

Passenger Terminal CONFERENCE 2017

SHARE > INNOVATE > DEVELOP > DEPLOY

14, 15, 16 MARCH 2017  
RAI AMSTERDAM, THE NETHERLANDS

**CONFERENCE PROGRAMME**

THE WORLD'S LEADING INTERNATIONAL AIRPORT CONFERENCE AND EXHIBITION

16:35  
**GROWING THE HUB: YYC LINK**  
Jill McNichol, Project Manager, Terminal Construction, Planning and Engineering, Calgary Airport Authority, Canada  
Gary Mundy, Architect, Partner, GEC Architecture, Canada  
As part of YYC's commitment to Grow the Hub, together with our partners we introduced the YYC LINK on 31 October 2016. YYC LINK – an internal transit system unique in the world – is an entirely new way of moving through airports, designed to minimise connecting times between terminals to maximise the time travellers have to enjoy YYC. Our team conceived and designed the system, complete with custom vehicles, a dedicated right of way and custom passenger stations. This presentation will focus on the development, implementation and operation of passenger-related infrastructure, and how it impacts the passenger experience at YYC.

FINAL EDITION

## Passenger Terminal Expo 2017 / March 2017

### "GROWING THE HUB: YYC LINK"

[https://issuu.com/iainhoey/docs/airport\\_focus\\_international\\_-\\_augus/12](https://issuu.com/iainhoey/docs/airport_focus_international_-_augus/12)

## New \$2 billion Calgary airport terminal ready for takeoff



AMANDA STEPHENSON, CALGARY HERALD

More from Amanda Stephenson, Calgary Herald

Published on: October 6, 2016 | Last Updated: October 29, 2016 7:34 AM MDT

A secure connections corridor running from the existing terminal will give passengers who have to connect from an existing concourse several options. They will be able to walk, take one of eight moving walkways, or catch a ride with the YYC Link passenger shuttle. These custom-designed, electric-powered, 10-passenger vehicles will quickly transport travellers and their luggage throughout the terminal, all while the driver of the shuttle answers questions and talks up Calgary's tourist attractions.



The electricity powered cars on the YYC Link system that will take passengers on a Connections Corridor between the new Calgary Airport International Terminal and domestic flights in the existing terminal. TED RHODES / POSTMEDIA

## Calgary Herald / October 6, 2016

### "New \$2 billion Calgary airport terminal ready for takeoff"

<http://calgaryherald.com/business/local-business/new-2-billion-calgary-airport-terminal-ready-for-takeoff>

## New YYC international terminal cleared for takeoff Oct. 31

Airport authority says innovations will move travellers through facility faster

By Scott Duppl, CBC News | Posted: Oct 06, 2016 4:45 PM MT | Last Updated: Oct 31, 2016 10:48 AM MT

## CBC.ca / October 6, 2016

### "New YYC international terminal cleared for takeoff Oct. 31"

<http://www.cbc.ca/news/canada/calgary/yyc-airport-terminal-opening-1.3794855>

This place is big.

That means there's plenty of room to move so you shouldn't feel packed in as you jet off to Amsterdam or Beijing.

But it does mean there can be some long distances to cover.

For example, if you're flying in from the US or overseas and then transferring to a domestic flight, it can be a long haul from the new terminal to the north end of the existing terminal.

On Oct. 31, YYC will launch its new internal transit system. YYC Link is a ten-passenger electric vehicle which will speed you through the entire complex in minutes.

It has 20 of the vehicles which will run on designated indoor lanes.

When you're talking these kinds of distances, it would be less stressful to let YYC do the driving instead of running for your next gate.

Best of all, this trip is free.





## GROWING THE HUB - YYC'S TERMINAL CONNECTIVITY PROGRAM



8 SEP 2017

**D**riven by the goal to enhance the passenger experience by reducing connection times, the team developed the Terminal Connectivity Program (TCP) through a series of modern transportation systems and technologies with skilled design, engineering, and construction to connect effectively between concourses or terminals via existing walkways, pedestrian pathways or through a shuttle service - the new YYC LINK™ passenger shuttle system.

### CONNECTIONS CORRIDOR

A main component of the TCP is the Connections Corridor, a 700-metre inside multi-modal corridor, which opened in October 2016 in conjunction with the airport's new international terminal. The Connections Corridor allows 47 million transit connecting passengers to connect effectively between concourses or terminals via existing walkways, pedestrian pathways or through a shuttle service - the new YYC LINK™ passenger shuttle system.

To accommodate the new corridor and YYC LINK™, the existing terminal building underwent significant modifications to create space for the dedicated transit corridor, moving walkways, and pedestrian pathways.

CC worked directly with the Authority to guarantee an optimal design that balanced the needs of the Connections Corridor, the passenger experience, security regulations, predictable costs, connectivity, and safety and ground-side retail opportunities.

The entire Connections Corridor route was constructed



700 x 800

700 x 800

COVER STORY | CALGARY SUSTAINABLE BUILDING



during regular airport operations, resulting in close collaboration between all airport partners. Given its high level of structural complexity, many rigorous project management protocols were implemented in order to successfully execute construction activities. This was an iterative requirement for implementation, and had to be meticulously maintained and adhered to by YYC, CC and the builder at all times.

"Passenger experience is at the core of our design. We wanted the project to create an identifiable link for passengers as they connect across concourses," said Gary Munro, Partner, CC. "We became almost obsessed in our creation of clean open spaces with long views and strong visual connections between arrival and departure as the passenger could always confidently connect with where they came from, and where they were going."

### YYC LINK™

YYC LINK™ is an entirely new way of moving people through airports. It is a high-tech solution designed to minimize connecting times for passengers and to provide

them with a personalized experience at the airport. A collaborative design solution between CC and YYC, YYC LINK™ operates a fully automated shuttle system in a dedicated, right-of-way route that seamlessly connects passengers between the concourses, thereby eliminating travel times to gates. CC and YYC's main objective was to create a first-class system that supports and adapts to all types of users, ages and abilities. The vehicle design concept is open, sleek and futuristic with the capacity to transport up to 10 passengers and their luggage.

"The YYC LINK™ passenger shuttle was not just for our connecting passengers and certainly not a positive passenger experience," said Andrew Gould, Executive Customer Care with The Calgary Airport Authority. "With our expanded facilities, the LINK service makes it convenient to get from wherever to wherever - and driven by friendly Customer Care Ambassadors, they can ensure any questions travellers may have about the connection process."

The role of the YYC LINK™ system includes unique features such as extended boarding defined with automated illuminated signalization systems, state-of-

the-art stations with raised platforms, wood benches and interactive display systems, and a dedicated YYC LINK™ light maintenance and storage facility. An elegant, aerodynamic, stainless steel guard, roof, with panels of low iron glass, isolates the vehicle route from the moving walkway and serves to maintain daylight and views. The custom metal perforated ceiling system, segmented by ten linear LED fixtures and target red aluminum recessed borders, defines the transit route.

"All elements of the YYC LINK™ system - the vehicles, the rails, the stations and the crossings - were designed to be part of a first-class, first-class transit system," said Gary Munro, Partner, CC. "We wanted all passengers to feel welcome and comfortable to use the system - not just persons with limited mobility."

### CHALLENGES

The development of the Connections Corridor was one of the most challenging airport projects ever undertaken by The Calgary Airport Authority. With its schedule-driven timeline, there were a number of challenges the team had to overcome. The team spent building the new corridor as a 24/7 operational facility with limited work hours for construction, and strict security regulations. The construction of an immense number of stakeholders, while maintaining the safety of the travelling public, was of the utmost importance in delivering the project successfully. The YYC and CC teams were recognized for their commitment to that, as they were awarded the Canadian Society of Safety Engineering's gold national Special Project award. Precise coordination and direct communication were certainly the keys to success.

Another challenge that became one of the top priorities during the design stages was accessibility for all users and transit scenarios. To address this, the project team worked closely with the City of Calgary Accessibility Authority Committee to ensure that the Connections Corridor, the shuttle, and the crossing systems promoted a culture of acceptance for all people - regardless of ability. As barrier-free systems were integrated into the facility so that there is a single universal-accessible route - rather than an able-bodied route and a barrier-free route. This demonstrates accessibility, creating an integrated, equal facility for all users.

"Teamwork and constant communication with external

and internal stakeholders was key to the success of the project," said Andrew Gould, Director, Terminal Construction for The Calgary Airport Authority. "The collaboration allowed us to ensure the project successfully met timelines, without impacting the day-to-day operations of our busy airport facilities and maintain a safe environment at all times."

### RESULT

As YYC continues to grow and expand its services, the Authority is dedicated to providing an exceptional passenger experience at every step from curb to take-off. Connections Corridor is an efficient and low-stress experience at YYC, whether arriving, connecting or departing.

With the completion of the Connections Corridor and the YYC LINK™, the Authority is able to support the increased growth of connecting passengers for the next 30 years and beyond. It is a one-of-a-kind project that supports passengers with mobility restrictions and offers a unique service and transportation experience with the YYC LINK™ connection shuttle.



700 x 800

700 x 800

## Digital Media



Grab Your Seat on the YYC LINK

8,310 views

Calgary International Airport

Published on Oct 18, 2017

When YYC Calgary International Airport opens its doors to the new International Terminal on October 31, it will also be introducing its new YYC LINK passenger shuttle, which will connect passengers between each concourse in the airport. The fleet of 20 Canadian designed and built

SHARE MORE

SUBSCRIBE 345



YYC LINK Passenger Shuttle

403 views

Metro News Canada

Published on Oct 18, 2017

Over 20 million developments and updates to go with Corporate identity

published

SUBSCRIBE 107

**Grab Your Seat on the YYC LINK /**  
Calgary International Airport

[https://www.youtube.com/watch?v=hZCD8I\\_vFG0](https://www.youtube.com/watch?v=hZCD8I_vFG0)

**YYC LINK Passenger Shuttle /**  
Metro News Canada

<https://www.youtube.com/watch?v=J8TLDaDYiGg>

## YYC Volunteer Feedback

**"As a an employee of The Calgary Airport Authority since 2009, I have had more than 5,000+ personal interactions with passengers** through either conducting Passenger Satisfaction Surveys and/or YYC LINK data collection in 2017. **The overall satisfaction results are overwhelmingly positive.** Priority on the YYC LINK is given to passengers and caregivers requiring assistance, thereby helping to alleviate the stress associated with a long connections route and the time constraints of making their flight connection. The fact there is a friendly and knowledgeable driver able to give instruction and communicate with the guest makes it even more appealing and user-friendly. **I have spoken with many of these passengers and they are truly grateful for the service the YYC LINK service provides."**



CALGARY  
INTERNATIONAL  
AIRPORT

