



Advisory #2019-A-007

Subject: Pass Permit Control Office walk-in service continues on an interim basis

From: Governance, Corporate Safety and Security

Contact: GTAA Pass Permit Control Office, pass.permits@GTAA.com

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Through the months of December 2018 and January 2019, we have successfully hosted a Walk-in Service Trial, during which we have collected feedback from airport employees using our services. As we near the end of the trial, we are reviewing the data collected and will share more information with the airport community in the coming weeks. In the interim, to ensure consistency and ease of access for our customers, we will continue with the Walk-in Service.

Appointments will not be required to visit the Pass Office at this time. The Pass Office will operate on a first-come, first-served basis, by type of service requested.

Wait times will vary throughout the day and may vary from day-to-day. Pass Office staff will advise employees of the approximate wait time upon arrival and will provide regular updates for the duration of an employees' visit.

The Pass Office continues to process employee applications between 7:45 a.m. and 4:15 p.m. Monday to Friday and will stop accepting new customers at 4:15 p.m. each business day.

Walk-in service offerings, which are available to new and renewing employees, include processing Access Control Officer ID, Airside Vehicle Operator Permits (AVOP), keycards, reprints and returns, and applications for Transportation Security Clearance (TSC) and Restricted Area Identity Cards (RAIC).

As a Mega Hub Airport, and as we work to achieve our vision of becoming the best airport in the world, the Pass Office is dedicated to providing the best level of service to meet the needs of the Toronto Pearson employee community.

For more information, including questions about peak times, please view the [Frequently Asked Questions](https://torontopearson.com/passoffice) at [Toronto Pearson.com/passoffice](https://torontopearson.com/passoffice).