



Notice # **2019-N-001**

Subject: Pass Permit Control Office temporary change in hours of operation

From: Governance, Corporate Safety and Security

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Date: June 11, 2019

The Pass Permit Control Office is experiencing high traffic volumes and is realigning its staffing structure to adapt. As a result, the office will be implementing a temporary change in its hours of operation over the next few months.

Effective June 17, the office will be open from 8 a.m. to 3 p.m., Monday to Friday. The office will continue to be closed on the second Thursday of every month and all statutory holidays. Normal hours of operation will resume on September 3, 2019.

We appreciate your patience as we continue to improve our processes and systems, so that we can continue to offer a convenient and flexible walk-in service for employees.

You can visit the Pass Permit Control Office when it's convenient for you, without a scheduled appointment. You do not need to book an appointment or notify the office of when you intend to visit. Walk-in service is available until 3 p.m. for both new and renewing employees, whether renewing or applying for TSC, RAIC, a keycard or other passes.

Service is provided on a first-come, first-served basis, during regular business hours. During periods of very high traffic, the Pass Permit Control Office will initiate a metering process that may require it to reduce or prioritize its services.

During the metering process, employees who do not have an urgent need will be encouraged to attend the Pass Office on another date/time.