



Advisory # **2024-A-013**

## **New Initiative for Passengers Requiring an Accessible Vehicle**

**From:** Airport Operations

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To provide an improved customer experience, the following initiative is being implemented to assist individuals with disabilities requiring an accessible vehicle, capable of carrying a non-folding or non-collapsible mobility aid.

- Effective April 1, 2024; Passengers that require an accessible vehicle due to a non-folding or non-collapsing mobility aid are to be directed to the pre-arranged desk located inside both terminals at door 'A' on the arrivals level.
- The pre-arranged desk representative will then arrange with the taxi/limo dispatcher for a Wheelchair Accessible Vehicle.
- The pick area remains outside Door "A" at both Terminals on arrivals, however there is a waiting area inside the Terminal a Door "A".
- The information has been updated on the Toronto Pearson website: [Accessible Parking and Transportation | Pearson Airport \(torontopearson.com\)](https://torontopearson.com/accessible-parking-and-transportation)

*Note: This procedure above is specifically designed for passengers requiring a wheelchair-accessible van. The procedure for passengers that do not require an accessible van has not changed. They shall continue to use the taxi/limo stands at both terminals.*