



Advisory # **2018-A-072**

Subject: Pass Permit Control Office Walk-In Service Trial, December-January

From: Governance, Corporate Safety and Security

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

Date: 2018-12-07

During the months of December and January, the Pass Permit Control Office will conduct a trial operating solely as a walk-in service. Emails will not be required to book appointments or to advise the Pass Office of your attendance. Existing appointments during this time will be honoured, however, new appointments will not be made.

During this short trial, the Pass Office will operate on a first-come, first-served basis, by type of service requested. The wait times will vary throughout the day and may vary from day-to-day. Our staff will advise you of the approximate wait time when you arrive and will update you if the situation changes while you're waiting. The Pass Office process employee applications between 7:45 a.m. and 4:15 p.m. daily. The Pass Office will stop accepting new customers at 4:15 p.m. daily.

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).

The Pass Office will review applications upon your arrival and provide guidance for incomplete applications.

As a Mega Hub Airport, and 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 community.

We believe this walk-in service trial will demonstrate a flexible and efficient way to serve the community. This service will also allow for additional flexibility for last minute requests. We value your feedback and we will be reaching out to all employees who use the service during the trial period to gather feedback on their experiences.

For more information about the Walk-in Service Trial, please view the [Frequently Asked Questions](https://torontopearson.com/passoffice) at [Torontopearson.com/passoffice](https://torontopearson.com/passoffice).