



Advisory # 2020-A-071

**Subject: Pass Permit Control Office - Change in Hours of Operation**

**From:** Governance, Corporate Safety and Security

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**Date:** 2020-11-06

At the beginning of the year, the Pass Permit Control Office (PPCO) expanded its daily operating hours on a trial basis to align with the needs of our growing community. In light of the pandemic and associated impacts to our staffing resources, the PPCO will be returning to its pre-trial operating hours. Effective November 13, 2020, the PPCO will be open from 8 a.m. to 3 p.m., Monday to Friday, unless otherwise noted on our [website](#). The office will continue to be closed on the second Thursday of every month and all statutory holidays.

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 our community. You can visit the PPCO when it's convenient for you, without a scheduled appointment. 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 high customer traffic, the PPCO 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 PPCO on another date/time.

Stay healthy and safe!