



Advisory # **2022-A-002**

**Subject: Update regarding the GTAA Pass Permit Control Office Virtual Queueing System**

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

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**Date:** 2022-01-17

This is an important update regarding upcoming changes to the Pass Permit Control Office (Pass Office).

**Effective Thursday, January 20, 2022 at 12:01 am**, the GTAA Pass Permit Office (Pass Office) will be adjusting its virtual queueing pilot. Due to the successful implementation last week, the Pass Office will be commencing the next stage which is 100% virtual queueing for all Pass Office services. During this phase, **walk-ins will not be processed**.

To access the virtual queue and learn more about how to manage your next trip to the Pass Office, visit the Pass Office website at: <https://www.torontopearson.com/ppco>. The virtual queueing system opens more capacity at 12:01AM.

If the pilot is successful, we are targeting to fully implement the online queueing system in early February. We will continue to solicit the feedback of the user community throughout the pilot to inform changes to our queueing process.

**Backgrounder:**

Over the past several months, the Pass Office has seen a significant influx in customers with numbers exceeding pre-pandemic levels. Coupled with employee turnover and the reduction of staffing resources at the Pass Office during the peak of the pandemic, our capacity to meet the increased demand for passes for new employees has been a challenge. Starting on January 5<sup>th</sup>, the additional staff we have added have been able to provide certain services as they complete their training. In addition to adding staff, effective January 11<sup>th</sup> the Pass Office introduced a virtual queueing system pilot designed to provide a better customer experience.

**For Employers:**

The Pass Office will continue to offer a limited number of after-hours billable appointments to provide employers the opportunity to have multiple employees processed by the Pass Office team after-hours. For more information, please contact: [colour.hogg@gtaa.com](mailto:colour.hogg@gtaa.com).

Thank you to all Pass Office customers for your flexibility and support as we continue to respond and evolve our processes during these unusual times.

Stay safe.

Dwayne MacIntosh  
Director, Corporate Safety and Security