



Advisory # **2022-A-003**

Subject: Changes at the GTAA Pass Permit Control Office (Pass Office)

From: Governance, Corporate Safety and Security

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The Pass Office is making changes to improve processes, to better suit the needs of the airport community as it relates to pass issuance. The Pass Office will be implementing new software to replace the existing end-of-life system to improve the processing experience for the community.

To enable the software upgrade, the Pass Office will be closed for normal operations from January 31, 2022, to February 04, 2022, inclusive. Virtual queuing for these days will not be available.

Effective February 07, 2022, the new software is expected to be fully installed and operational, with virtual queueing set to resume Monday to Friday from 8am – 3pm (excluding statutory holidays). Should we confirm functionality of the system earlier than expected, the virtual queue will be adjusted to reflect this. We encourage everyone to check the Pass Office website at <https://www.torontopearson.com/ppco> throughout this process for the most updated information. In addition to virtual queuing, the Pass Office will look to implement further enhancements such as expanded operating hours to help address today's historic demand.

Please be advised this is a change for both the airport community and internal GTAA employees working with the system, and efficiencies will take time. We appreciate everyone's patience as we improve the end-user experience.