



Advisory # **2022-A-007**

**Subject: GTAA Pass Permit Control Office (Pass Office) and Virtual Queue Open**

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

**Contact:** Renita Luis, [renita.luis@gtaa.com](mailto:renita.luis@gtaa.com)

**Date:** 2022-02-08

Over the past week, the Pass Office implemented new software to replace the existing end-of-life system. This implementation was necessary to improve the processing experience and to better suit the needs of the airport community as it relates to pass issuance.

**Effective Wednesday, February 09, 2022, the Pass Office will open from 0800 – 1500 and the virtual queue pilot will open at 0700 for new and renewing employees. Moving forward, the virtual queue will open spots throughout the business day starting at 0700.**

**Exception:** *If you are returning to the Toronto Pearson workforce and do not currently hold a RAIC or a security control pass ("yellow pass"), we will not be able to process your request this week. We will provide more updates in the coming days.*

You must book a spot in the virtual queueing system for all visits to the Pass Office. The virtual queue is available at <https://www.torontopearson.com/ppco>.

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 work to improve the end-user experience.