



Advisory # **2022-A-008**

Subject: GTAA Pass Permit Control Office (Pass Office) Open

From: Governance, Corporate Safety and Security

Contact: Renita Luis, renita.luis@gtaa.com

Date: 2022-02-17

The implementation of our new software is complete. Effective immediately, the Pass Office is able to once again process all services.

Customers are required to 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>. Capacity in the system has been increased and opens each business day starting at 0830 and continues to open throughout the business day. **Walk-in requests are no longer accepted.**

We appreciate everyone's patience as we continue to work to improve the end-user experience.