



**Advisory #2023-A-032**

**Subject AVOP Card Issuance Returning to the GTAA Pass Office**

**From:** GTAA Pass Permit Control Office

**Contact:** Michael Franzgrote, [michael.franzgrote@gtaa.com](mailto:michael.franzgrote@gtaa.com), 416-805-7386

**Date:** October 19<sup>th</sup>, 2023

Effective Monday, November 20, 2023, the issuance of Airside Vehicle Operators Permit (AVOP) cards will return to the GTAA's Pass Permit Control Office (Pass Office). The AVOP Office in Terminal 1 will no longer issue the AVOP card. This service was moved temporarily to the AVOP Office to allow the Pass Office to address the surge in new and renewal RAIC applicants during COVID recovery operations.

To obtain an AVOP card, airport employees must book an appointment in the Pass Office Virtual Queue through the following link: <https://waitwhile.com/welcome/gtaapassoffice> and select the AVOP Card Issuance service. The Pass Office is open Monday to Friday from 0700 to 1600, and AVOP Card Issuance is based on appointment availability in the Pass Office Virtual Queue. Please bring your completed and signed AVOP Application form, driver's license, and a pink slip from the written exam. If renewing your AVOP, you MUST bring in your existing DA or D AVOP card.

Temporary AVOP cards will no longer be issued during practical testing; however, all existing AVOP processes and procedures will remain unchanged. Answers to all questions and AVOP processes may be found on the AVOP information page via the following link: <https://www.torontopearson.com/en/airport-employees/passes-and-permits/airside-vehicle-operators-permits>