



APRIL 2005

CATSA Celebrates Three Years of Securing the Air Transport Environment

CATSA's President and CEO Jacques Duchesneau believes our young organization has made major strides in air transport security since its establishment in April 2002.

"CATSA is quickly becoming a highly resilient organization, and each of you plays a vital role in assuring that we continue to anticipate the unexpected," said Mr. Duchesneau.

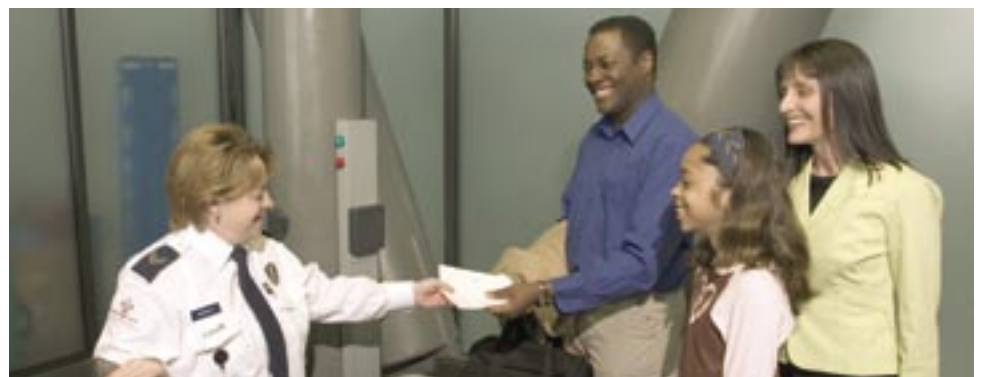
Moving swiftly since day one, CATSA now has more than 200 employees and more than 4,000 screening officers deployed in 89 airports across Canada.

To better protect travellers, CATSA introduced new X-ray and explosive-detection technology, as well as comprehensive training and certification programs for screening officers.

Establishing clear quality standards and operating procedures, CATSA achieved more efficient use of financial resources and reduced wait time for passengers.

With improved efficiency and enhanced screening capacity, CATSA now screens over 37 million passengers a year, intercepting an average 2,000 dangerous items each day. Effective screening means a measured deterrent effect. In 2004, 20 percent fewer dangerous items turned up at screening points than in 2003.

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Message from the President and CEO

The report issued by the Auditor General of Canada, Sheila Fraser, on April 5th touches on several issues related to air transport security.

I consider her recommendations as an opportunity for CATSA and its stakeholders to redouble our vigilance while continuing to provide the high standards of service and security that travelling Canadians are coming to expect from us.

Canadian air transport security has come a long way in the three years since CATSA's inception. We've increased and improved training for screening personnel, delivered better equipment for baggage and passenger screening, established the Security Communications Centre and, above all,

applied common standards for service providers representing 4,000 screening officers at 89 airports. The Auditor General recognizes the work we have done, and has spoken positively about the new explosive-detection systems.

Together, we have made good progress, and I am sure that we will make more. It is clear that the Auditor General expects Transport Canada to implement a performance-measurement system, in part to determine whether the department has enough inspectors and whether their inspection frequency is adequate. I want to assure all our stakeholders that we are already working closely with Transport Canada to address the Auditor General's concerns.

Ms. Fraser does acknowledge the delicate balance that CATSA, service providers and screening personnel maintain to ensure a Canadian travelling experience that is professional, service-oriented and, above all, secure. She draws attention to the bigger picture—the multi-layered security system of which CATSA is a vital part—stressing interoperability, elimination of silos and sharing of information. Although her report does not address CATSA specifically on this issue, I see her remarks as a call for all of us to strengthen our partnerships with all our stakeholders in air travel security.

CATSA was created in 2002 as part of an overall government response to what Ms. Fraser called “higher expectations for our security” in the wake of the terrorist

attacks in the United States. Our top priority will always be security. I welcome the Auditor General's report, and any input that can help us do our job better. ■

Jacques Duchesneau, C.M.

President and Chief Executive Officer

Mixed Grades from the Auditor General



On April 5th, Auditor General Sheila Fraser delivered her second report on security-related issues in several departments and agencies. She offered some praise for CATSA, and some recommendations for improvement.

Ms. Fraser applauded the increased number of Transport Canada security inspectors, as well as the \$1 billion worth of new explosive-detection equipment CATSA has installed in 89 Canadian airports.

However, she indicated that these achievements are eclipsed by a lack of performance indicators for CATSA. These indicators are like the lights on a car's dashboard. Without them, Transport Canada cannot measure CATSA's compliance with regulations or report accurately whether the Authority uses its funding effectively. The Auditor General

also pointed out that not all compliance letters from Transport Canada inspectors were being answered.

Her audit included a review of the infiltration rate—the ratio of imitation knives, explosives and firearms that undercover inspectors are able to get past screening points. Ms. Fraser was able to review information about CATSA's good performance, but security regulations prevented her from disclosing this information to the public.

For CATSA, the central theme of the report is the need for the Authority to strengthen its relationship with Transport Canada. President and CEO Jacques Duchesneau said, "Even during the audit, we took steps to improve our working relationship with Transport Canada to address Ms. Fraser's concerns."

Mr. Duchesneau noted that CATSA has improved its internal procedures to ensure

that every compliance letter receives a reply, and that CATSA immediately takes all actions necessary to address security issues. Mr. Duchesneau has written letters to CATSA's employees and stakeholders, and sent a message to all front-line screening officers, to underline his message that CATSA remains committed to continuous improvement. CATSA, he said, works with all its partners to improve Canada's multi-layered air transport security system.

Despite the lack of performance indicators, some achievements do stand out. In 2004, CATSA screened more than 37 million passengers and 60 million bags, preventing more than 738,000 prohibited items from reaching aircraft. Today, CATSA is working to improve the industry's operations in many ways, through improved business intelligence, better information sharing

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with stakeholders, increased training and better service. It does this without ever compromising its focus on security.

The complexity of the job was not lost on the Auditor General. She acknowledged that "passenger screening at airports is a delicate balancing act that requires

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Re-alignment at the Senior Management Level



A recent change at CATSA's vice-president level afforded the senior management committee the opportunity to examine its business activities and re-align CATSA's resources to further meet its strategic objectives.

CATSA's mission is to protect the public by securing critical elements of the air transportation system as assigned by the government. As such, we must adapt to a world of global change and competition. It is important that we build on our accomplishments and move forward as a high performance learning team.

The Senior Management consists of (from left to right): Kevin McGarr, Vice-President, Risk and Quality, Ian S. MacKay, Vice-President, Law and Strategy, Mark Duncan, Executive Vice-President and Chief Operating Officer, Jacques Duchesneau, President and Chief Executive Officer, Jacques Grilli, Vice-President, Operations and Michael J. McLaughlin, Vice-President and Chief Financial Officer. ■

Who's on TV?

You are! But don't worry, it's only closed-circuit television (CCTV).

As part of Canada's commitment to improving the security of passengers, employees and airports, the pre-board screening checkpoints at Class 1, certain class 2 and class other facilities have now been equipped with CCTV systems.

Says Terry Gagné, Security Communications Centre Manager, "This system has lots of benefits. We're working with the airport authorities to show them exactly what it can do."

Gagné has a long list of those benefits. Specifically, he's hoping that the CCTV system will cut down the number of terminal or airport shutdowns caused by security incidents at checkpoints.

"Nobody wants to be caught up in a delay," he says. "Anybody who's at an airport has places to go or work to do. Delays are unproductive for everybody."

Should there be a critical incident, however, security personnel can now respond quickly and appropriately thanks to the CCTV system's accurate and up-to-the-minute data.

"Whatever we do," says Gagné, "protecting passengers is the bottom line. By working with the screening provider and screening officers to provide the best quality screening, this system can help us do that."

A Real ‘Community’ Airport



Baie Comeau Point Leader, Rita Gauthier

“When I started working here at Baie Comeau,” says manager, Rita Gauthier, “the airport was small so training wasn’t an issue.”

That was twenty-five years ago. Back then, only one security agent worked per shift, especially if flights carried fewer than fifty passengers.

“Since we’ve been with CATSA, we get regular training, even distance training, and a lot more information. Now, I have nine agents and they always work 4 – 5 per shift.”

One agent has been with her for 22 years and another, who is retiring this coming May, for 18 years.

“We’re going to miss her,” says Rita. “When you work with people that long, you grow up with them. They’re like your family.”

Rita also considers the passengers to be almost like family. Baie Comeau has a population of 35,000, most of whom work in the hydro and pulp/paper industries. Ninety percent of passengers travel for business and fly in and out at least once a week.

“It’s nice that we get to chat with passengers and they know the agents by name,” says Rita. “After September 11 when the rules changed, it was a bit awkward at first. Our regulars wondered why they had to go through extra security when we knew them so well already. But they understood that we had a

new situation to deal with. Actually, the transition was fairly smooth.”

Rita remembers one situation that wasn’t so smooth. The team confiscates ‘industrial quantities’ of illicit carry-on items. According to her, the regulars set off security alarm bells every day because they come off construction sites with their pockets full of knives, tools and wire and head straight to the airport. One particular passenger’s baggage, body and clothing set off the alarm for explosives.

“We checked him out thoroughly,” explained Rita, “but couldn’t find anything. Yet the alarm registered a high quantity of TNT. So we called in the Sureté du Québec and they rechecked his baggage and found nothing. Together with the airline company, we decided he posed no risk. But he did miss his flight. Now, personnel from that company carry a letter saying that they may register trace amounts of explosives on their person because of the nature of their work.”

“The thing is,” continued Rita, “before we all had training from CATSA, we didn’t know anything about explosive material. Now, we know that the particles are very light—as well as very volatile!—and traces can last up to three months on clothes.” ■

Garda Steps Up for Tsunami Relief



The shocking and tragic events in south east Asia on December 26th and the terrible aftermath set the Garda employees at Toronto Pearson airport and Montreal PET Airport into action. They organized fundraising events and donated their own money and raised a whopping \$11,000.

Garda also joined in and matched the amount raised by employees for a total of \$22,000 donated to the Canadian Red Cross on behalf of the Garda staff at the 2 airports.

Well done everyone!! ■

CATSA Celebrates Three Years of Securing the Air Transport Environment

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While applauding CATSA's progress, Mr. Duchesneau also warns against complacency. "Our daily challenge is to mitigate security risks to air travel while keeping pace with an enemy who is increasingly sophisticated and determined." he says. "Through their determination and vigilance, our screening officers and employees play a vital role in our success." ■

Mixed Grades from the Auditor General

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weighing the desired degree of security against other factors such as the cost to passengers and society, the inconvenience and waiting times of passengers, and the degree of intrusiveness that Canadians are prepared to accept in the screening process."

CATSA has welcomed the Auditor General's report, and will continue to welcome any feedback that can improve air security, so that passengers can fly with confidence and peace of mind. ■

Media Inquiries

If you receive an inquiry from the media about CATSA or any security-related matters, please refer them to 1-888-294-2202.

Feedback

Please provide us with your feedback on this newsletter using our "Contact Us" section on our web site at: www.catsa-acsta.gc.ca



CATSA is dedicated to providing services to the travelling public in both official languages