

# CATSA NEWS

OCTOBER 2003

## CATSA OPENS NEW TRAINING CENTRES

CATSA is opening four new training centres in October as part of its long term plan to establish pre-board screening (PBS) training facilities across the country. The first stage of this project saw the opening of CATSA's first training centre last April in Calgary.

CATSA's Regional Manager for the Edmonton Region, Rodney Gore, can already predict the advantages these new training centres will bring to PBS officers and trainers.

"Having travelled to Calgary and seen what a great addition the training centre has been for the PBS officers as well as the trainers, through its state-of-the-art computers and equipment laboratory, I am confident that the new facility in Edmonton will be a significant enhancement to PBS training and to CATSA," says Mr. Gore.

CATSA's new training centres will open in Edmonton, Winnipeg, Halifax and St. John's. They will each include classroom space for

theoretical training as well as equipment laboratories where PBS officers can conduct their practical training.

"These facilities will allow the officers to simulate an actual PBS checkpoint and give them the flexibility to train as long as they want on the X-ray machines, something the trainees wouldn't always be able to do at an actual checkpoint," says Dave Dickie, CATSA's Regional Manager in Winnipeg.

On the east coast, the anticipation for the new training centres is just as strong.

"The fact is that we don't have much space at the Halifax International Airport for training. Just a week ago, PBS officers had to proceed with their training in a conference room at the airport. This new centre will provide PBS officers, as well as trainers, with more options," says CATSA's Regional Manager in Halifax, Twyla Hartt.

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## MESSAGE FROM THE PRESIDENT AND CEO



**H**istory is being made every day in the aviation industry, and the proof is everywhere. For example, 2003 is the 100th anniversary of powered flight. It was in 1903 that Orville and Wilbur Wright flew for about 12 seconds in their wooden flying machine.

How ironic that 2003 would also mark the retirement of the supersonic fleet of the Concorde aircraft. After 27 years of service, the Concorde fleet operated by British Airways and Air France are being retired.

We at CATSA are trying to carve out our own little piece of history as well. We want to be an example to the world.

Since September 11, 2001, countries around the globe have enhanced and improved air transport security. Now more than ever, terrorism is a global issue, it has no passports, no borders or boundaries.

In the United States the government created the Transportation Security Administration or TSA for short. It has a broad mandate to improve security in all modes of transportation, and like CATSA, has dramatically changed passenger and baggage screening at airports.


Similarly, countries in Europe, Asia and elsewhere have introduced new screening processes and procedures at their airports. At CATSA, we are striving to be at the forefront of these improvements.

For example, I recently returned from the 72<sup>nd</sup> General Assembly of Interpol, the international police organization, where I spoke to representatives from over 150 countries about security issues and CATSA. Building bridges and networking with security agencies of all stripes is a critical element to continuous improvement.

CATSA's Chairman of the Board, Brian Flemming recently spoke in Tampa Bay at the Airports Council International-North America annual meeting about our unique approach to air transport security. He was able to share ideas and discuss emerging trends with

representatives from the North American airport industry.

Similarly, CATSA's Director of Certification and Training, Tom Hodge, was invited to TRAINAIR, a conference in Morocco where he spoke about CATSA's training regime. During that trip, he met with members of leading international air security organizations and exchanged ideas on how other countries carry out their air transport security mandate.

The goal of all of these efforts is continuous improvement. By learning how other countries, other police/intelligence agencies, and other air transport security bodies do their job, we at CATSA can improve how we serve the Canadian public. And maybe we can make a little history of our own, as one of the best in the world at what we do. 

Jacques Duchesneau, C.M.  
President and Chief Executive Officer

## CATSA OFFICIAL ATTENDS TRAINAIR CONFERENCE IN MOROCCO

When Tom Hodge, CATSA's Director of Certification and Training, was asked to give a presentation and address at this year's Global TRAINAIR Training Symposium and Conference in Marrakech, Morocco, he saw it as a great opportunity to open the world's eyes to CATSA's training and certification program.



*Attendees at the TRAINAIR Conference in Morocco.*

"It was a great honour for me to attend this conference and provide an overview of what we've been working on in Canada. Having attended this conference which brought together members of air security organizations from around the globe, I feel confident in saying that CATSA's national training and certification program is one of the best in the world. Pre-board screening (PBS) officers should feel confident in knowing that they are receiving one of the best training programs in the world," says Mr. Hodge.

TRAINAIR is a program of the International Civil Aviation

Organization (ICAO) dedicated to improving the safety and efficiency of air transportation through the establishment and maintenance of high standards of training for aviation personnel around the world. TRAINAIR gathers a wide array of air security communities.



*Mr. Tom Hodge addressing attendees at the TRAINAIR Conference.*

CATSA was invited to participate in the conference following ICAO's awareness of CATSA's National Training and Certification Program as they considered it a valuable addition to the global air security community.

"My presentation focused on the international risks surrounding air security and how CATSA's training and certification program answers these risks through training, blended learning and evidence-based research," says Mr. Hodge.

"What I tried to do in this presentation is present CATSA's version of PBS training. All members attending this conference

are affiliated with pre-board screening training in their respectful countries. They are experts in the field and know what makes a leading program. And the reactions to CATSA's program were none other than very positive," he says.

TRAINAIR was held from September 8<sup>th</sup> to the 12<sup>th</sup> and included participants from international air security organizations including the US Federal Aviation Administration, the Arab Air Carriers Organization, and the Jordan Regional Center for Aviation Security and Safety. The conference was attended by 270 delegates from 69 countries.

According to Mr. Hodge, one of the main messages he took away from the conference is that Canada's national training program is among the best.

"I walked away feeling we have one of the leading training programs in the civil aviation industry. I have renewed energy to keep moving with the development of our continuous improvement model. All screening officers can feel very confident that they are being trained as well, if not better, than any other screening officer in the world," he says. 🇨🇦

## CATSA OFFICIALS VISIT ATLANTIC AIRPORTS

Mark Duncan  
Vice-President and Chief Operating  
Officer

It is always a special treat for me to visit Canada's Atlantic region. From its beautiful scenery to its friendly people, Atlantic Canada is home to many great Canadian establishments, including an array of highly successful airports.



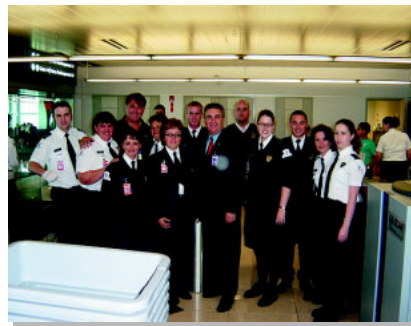
CATSA's President and CEO Jacques Duchesneau with PBS officers at the Greater Moncton International Airport.



Mr. Duchesneau with PBS officers at Sydney Airport.

CATSA's President and CEO, Jacques Duchesneau, and I had the pleasure of visiting five of these airports last month. Our journey began at the Greater Moncton International Airport where we received a tour of this

great airport accompanied by Mr. Rob Robichaud, the airport's Chief Executive Officer. During our tour, we visited the airport's pre-board screening (PBS) checkpoints where we were greeted by friendly and professional PBS staff. I remember both Mr. Duchesneau and Mr. Robichaud expressing their delight to see such an enthusiastic group of PBS officers.



Mr. Duchesneau with CATSA Regional Manager in St. John's, Bob Gosse, and PBS officers at St. John's International Airport.

While there, we were informed that Greater Moncton International Airport experienced an 18 per cent growth in passenger volume last year, due to the increasing activity of low-cost carriers at the airport. With such an increase, the importance of exceptional customer service is paramount and we were all of the opinion that the PBS officers at the Greater Moncton International Airport were up to the job.

Following our stay in Moncton, Mr. Duchesneau and I travelled to Sydney Airport where we received a tour of this small but excellent facility. Typical to a small airport with several flights throughout the day, there were peaks and valleys during our visit. PBS officers demonstrated professionalism and courtesy regardless of the situation.

In St. John's, we had the pleasure of visiting the airport's brand new terminal building. St. John's Airport also experienced an increase in tourist traffic. Following our tour of the airport, we went down to the checkpoint where we had an enlightening discussion with PBS officers on the challenges they face on a regular basis and how we can work together to address them.

After St. John's, it was off to Deer Lake. What a treat. Deer Lake Airport is another airport that experienced growth in tourist traffic as a result of having services from a discount carrier. It was great fun being introduced to the Deer Lake staff. They insist on being called the friendliest staff on the



Deer Lake Airport

island. From what I witnessed, I certainly agree.

Last stop: Halifax. We received another exceptional tour of this great airport. Halifax International Airport experienced peaks in traffic in the past year and is planning an



*Mr. Duchesneau and Mr. Duncan with President and CEO of the Halifax International Airport Authority, Reg Milley, and Halifax PBS officers.*

expansion of its PBS checkpoint in conjunction with the recently expanded terminal.

On behalf of CATSA, I would like to thank all those who contributed to our east coast visit, especially the airport authorities and the friendly PBS staff. It was a pleasure to meet with our stakeholders in the region and the front lines at PBS checkpoints. You're doing a great job. CATSA is very proud to see such professionalism and good customer service at each of these airports. 

## CATSA PARTICIPATES IN SECOND ANNUAL AIR ACCESS FORUM

CATSA's Chairman Brian Flemming and CATSA's Vice-President and Chief Operating Officer, Mark Duncan, attended this year's Air Access Forum for the Atlantic Region.

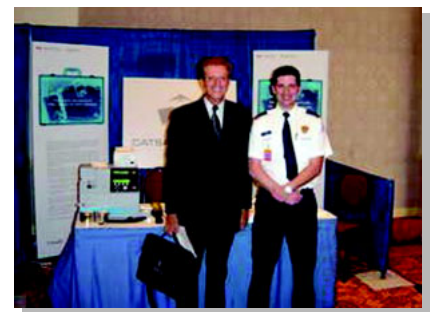
Air Access Forum 2003 took place from September 24 to 26 at the Lord Nelson Hotel in Halifax.




*Chairman Brian Flemming speaking at the Air Access Forum 2003.*

"It's always great to participate in events that bring together different players in the industry. It is a good way to consult our partners and stakeholders and to create awareness of CATSA's priorities. Canada's air transport security system is multi-layered. The responsibility does not lie with only one organization but with a collection of organizations with different roles and functions that make for a complete picture and a comprehensive understanding of the grand issue, the safety and security of Canadians," says Mr. Flemming who addressed the attendees at the conference.

This successful event brought together industry leaders and participants from across North America. Participants included airlines and airports, as well as related business and government agencies. An added element to this year's conference was a trade show in which CATSA participated. CATSA provided guests with a look at recent developments in public awareness and operational procedures, including a demonstration of Explosives Detection Systems (EDS) equipment. Halifax Point Leader Stephen Joseph was on-hand to provide a demonstration of the EDS equipment.



*Mr. Brian Flemming with Halifax Point Leader Stephen Joseph.*

Issues highlighted at the conference included international air service, cargo, security, economic and promotional development. 

## THE AIRPORTS COUNCIL INTERNATIONAL- NORTH AMERICA CONFERENCE

Last month, CATSA officials participated in the 12<sup>th</sup> Airports Council International-North America (ACI-NA) Conference in Tampa Bay, Florida. The conference brought together leaders in the aviation industry from across North America.

This year's conference included an array of workshops and discussion panels and a forecast of the demands air security organizations will be facing in the months to come.

"I believe what was important about this conference was the exchange of ideas between the leading North American air security organizations on current concerns and future challenges. Every organization in the air security industry faces similar issues. What may differentiate them is how they deal with these issues," says Brian Flemming, CATSA's Chairman who was invited to speak at a session with US Department of Homeland Security Assistant Secretary for Border Policy, Mr. Stewart Verdery.

"CATSA had the chance to outline to our North American partners the different projects we have been working on since our creation and to hear first hand how other North American countries, such as the US, are handling similar challenges. It was an exchange of ideas and concepts.

That's what made it so enriching", says Mr. Flemming.

During his address, Mr. Flemming provided a brief overview of CATSA's priorities, stressing one of the main elements that contribute to a successful air transport security system: the role of PBS officers.

"As sophisticated as our detection equipment gets, there will never be a time when machines alone will be able to handle air security. That is why my organization concentrates first on the human resources on the front lines of air security," said Mr. Flemming.


"CATSA set up a unique training program that ensures our security screening sites at Canadian airports are staffed by screening officers who not only have received a top-notch educational base but who are also given continuing interactive education on the latest detection techniques. Screening officers are critical to air security and are an important component in our line of defense," he said.

During the conference, CATSA's Vice-President and Chief Operating Officer Mark Duncan presented CATSA's Distance Learning Training Program,

screening technology used at airports across the country, the Non-Passenger Screening (NPS) program, the deployment of Explosives Detection Systems (EDS) as well as a forecast of future programs that will contribute to the continuous improvement of service delivery.

"I feel fortunate to have had the opportunity to attend and participate in this conference. It was an ideal way to summarize to our North American neighbors CATSA's view of air transport security and how far we've come since 9/11. This conference assured me that CATSA is definitely a leading country in air transport security and that everyone involved in air transport security is dedicated to improving it every day," says Mr. Duncan.

According to both Mr. Flemming and Mr. Duncan, the ACI-NA Conference demonstrated the need for North American countries to work together in order to meet the challenges in the air transport security system.

"We know that the best chance we have of meeting future threats is by continuing to expand our partnerships with airlines, airports, police and security forces in all parts of the globe," said Mr. Flemming. 

## HURRICANE JUAN AND HALIFAX PBS OFFICERS: MISSION ACCOMPLISHED

At 1:00 a.m. on Sunday, September 28, Sherri Payne awoke to the loud whistles of strong winds pressing against her bedroom windows.

After a failed attempt to turn on her bed lamp, she opted for a flashlight that she pointed at the windows, standing ten feet away in fear that the glass would not withstand Hurricane Juan.

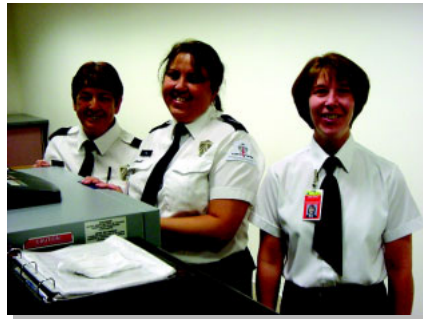
"Tree trunks were falling on houses and car roofs. Leaves and debris were crashing against doors and windows. We knew a strong storm was coming our way but we never expected this. I remember thinking how I have no other choice but to sit and wait in fear of what may happen next," she says.

Hours later, a ray of sunshine and the sound of footsteps on tree leaves indicated to Sherri that it was finally safe to go out.

"I stepped out to see if everyone else was alright. It was devastating. For hours, we were all trying to gather whatever was left of our cars, our windows. Some people even lost part of their roofs. Automatically, we all knew this event was going to

alter our everyday routine for quite some time," she says.

A pre-board screening (PBS) supervisor at the Halifax International Airport, Sherri knew the airport would run into some difficulties as a result of the storm. In anticipation of the hurricane, flights were cancelled a day earlier and throughout Sunday.



*PBS Supervisor Sherri Payne with PBS officers at the Halifax International Airport.*

But to Sherri's surprise when she went back to work, it was business as usual at the PBS checkpoint. She attributes that to one thing only: the PBS staff.

"I think that in such hardships, what really makes a difference is team effort. As a PBS supervisor, I am responsible for ensuring the successful operation of the PBS checkpoint and I am proud to say that everything went very smoothly following the hurricane, something that would

have been impossible without the team effort of PBS officers," she says.

Following the hurricane, many PBS officers were left without a home and obliged to make arrangements for alternate accommodations. As a result, many couldn't work their shifts at the airport. PBS officers not affected by the storm filled in for colleagues who couldn't come to work. That's when team effort and dedication to the job really became evident.

"We have great staff at the Halifax International Airport. Everyone is aware of his/her responsibilities and they're happy to do it. What the hurricane demonstrated to me and to many at Halifax International Airport is that we take care of each other, we are aware of how essential our service of PBS is to Canadians and nothing will stop us from providing it. This just further illustrated the commitment and dedication of PBS staff," says Sherri. 🇩🇪

## CATSA'S ADVERTISING CAMPAIGN




### There's a knife on its side at the bottom of this briefcase.

You may not have noticed it, but our screening officers are expertly trained to spot any potential weapon or suspicious-looking article.

We're the Canadian Air Transport Security Authority (CATSA), and it's our responsibility to oversee key areas of air travel security. We're a newly-formed government agency made up of some of the most knowledgeable and experienced air transport security people in the country. From business travellers to backpackers, families to flight crew, we inspect everyone with the same degree of thoroughness. In addition to rigorous screening of both passengers and baggage, other measures we've taken include:

- purchasing and installing advanced explosives detection systems at airports;
- implementing new state-of-the-art screening equipment and techniques;
- introducing new, universal standards for screening at all designated airports.


We've also put hundreds more screening officers on the ground, and RCMP officers on selected flights.

It is CATSA's mission to provide professional, efficient and courteous service to travellers in Canada, and we're committed to ensuring ongoing improvements in the future. 

## NEW TRAINING CENTRES

*Continued from page 1.*

"Having a training centre at St. John's Airport is just another way for CATSA to demonstrate its commitment to PBS officers. We want to provide them with the very best means to help them execute their job to the highest standards. We start with the people because at the end, that's what counts," says CATSA's Regional Manager in St. John's Bob Gosse.

CATSA's four training centres are set to open by the end of the month. 

## Media Inquiries

If you receive an inquiry from the media about CATSA or any security-related matters, please direct them to CATSA's Director of Communications Renée Fairweather at (613) 998-4527 or Communications Advisor Marianne Keriakos at (613) 998-0311

## Feedback

Please provide us with your feedback on this newsletter using our "Contact Us" section on our web site at:

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