



CATSA NEWS

MARCH 2004

TEN AREAS OF IMPROVEMENT IN THE DELIVERY OF PBS

As mentioned in the last edition of CATSA NEWS, CATSA awarded new contracts for the provision of security screening at Canadian airports. These contracts will come into effect on April 1st, 2004.

CATSA NEWS met with the Director of Screening Operations, Mr. Barry Corbett, for an overview of CATSA's goals and expectations with these new contracts.

CN: *Mr. Corbett, what does CATSA look forward to with these new contracts?*

BC: We look forward to working with all screening contractors on the implementation of our mission which is to protect the public by securing critical elements of the air transportation system as assigned by the government. In partnership with our screening contractors, we are committed to improving screening services at Canadian airports and help ensure the security of Canada's skies.

CN: *What does CATSA plan to accomplish with these new contracts?*

BC: We have 10 priorities we look forward to improving under the new contracts. They are areas that we believe are crucial for the successful implementation of screening services.

1) **Security is Job 1:** Our common goal is the continuous enhancement of Canada's air security system. Our focus is delivering screening services to Canadians.

2) **Continuous Improvement:** CATSA is continuously working to improve and enhance Canada's air transport security system. That same approach must be adopted by the screening contractors. We must work together on establishing goals and setting targets.

3) **Consistency:** It is one of CATSA's main goals to ensure consistent screening services across the country. CATSA continues

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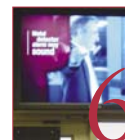
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MESSAGE FROM THE PRESIDENT AND CEO



This past month has truly been an eventful one at CATSA, beginning with the Minister of Transport's announcement of the implementation of Non-Passenger Screening (NPS) at Canadian airports and ending with CATSA's hosting of the first International Summit of Air Security Representatives—*Beyond our borders, a forward-looking discussion*—in Montebello, Québec. (See P.5 for more details.)

It was our great pleasure to receive senior officials from around the world who play important roles in ensuring the security of their country's skies. Guests included officials from Australia, Brazil, France, Germany, Israel, Japan, South Africa and the United Kingdom. The international summit was a great success as it allowed for an invaluable exchange of ideas, information, and knowledge between leading experts in the air security field.

I am a strong believer that one of the most valuable tools in protecting Canadian air travellers is continuous information sharing on the latest discoveries and security measures adopted both domestically and around the world, measures such as the use of dogs for the sophisticated detection of explosive materials at airports around the world.

Explosives detection dogs played an important role in the latest series of drug seizures at airports around the world and are used for the detection of explosives material in different parts of the world including the United States and some European countries. A complete story on man's best friend is featured in this month's CATSA NEWS (See P.4 for more details).

Indeed, while dogs can increase screening effectiveness, there is no substitute for solid work by screening officers. I was delighted to read a few weeks ago the conclusion to what I consider a success story for CATSA, its screening contractors and stakeholders. Three months ago, a woman was stopped at a PBS checkpoint in Edmonton because she was carrying suspicious objects. After a secondary search by screening officers, they found she was carrying a bear banger in a pipe to scare

off bears and firecrackers. She was recently fined \$2,000, the first such case in Canada since the 9/11 terrorist attacks. This step forward in the enhancement of Canada's air security system would not have been possible without the commitment of the screening contractors and their employees who work on providing screening at checkpoints with great attention to detail.

And with CATSA's new screening contracts, we look forward to working with our screening contractors on enhancing screening services at Canadian airports. This month's CATSA NEWS outlines the different areas that CATSA aims to improve with the new screening contracts. We look forward to working with the contractors on the implementation of these enhancements. 🇨🇦

A handwritten signature in black ink, appearing to read 'Jacques', written in a cursive style.

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

TEN AREAS OF IMPROVEMENT IN THE DELIVERY OF PBS

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to invest in training through our distance learning training program and training providers. We expect screening contractors to ensure their employees receive the required training and apply that training in the delivery of screening services at Canadian airports.

4) **Customer Service:** Customer service shapes a passenger's travel experience. Screening contractors are not only expected to provide effective screening but also to deliver professional and courteous service.

5) **Business Practices:** The screening contractor must deliver timely and accurate operational data as requested by CATSA for the support of our program and to contribute to CATSA's overall business intelligence systems.

6) **Value for Money:** CATSA and screening contractors are expected to maximize their efficiency and be cost-effective.

7) **Scheduling:** We expect screening contractors to balance the passenger volume with their resources and focus on managing peak periods.


8) **Accountability:** Screening contractors must take ownership of meeting Transport Canada regulations as well as all criteria provided to them by CATSA.

9) **Professional Management and Training:** CATSA has invested a great deal in its training program and we expect the screening contractors to effectively manage the scheduling of their employees and to ensure they receive the training in a timely manner.

10) **Bi-annual Meetings and Performance Reports:** The screening contractor will receive frequent performance reports from CATSA that identify whether they meet the thresholds in each performance area.

CN: *Thank you Mr. Corbett.* 

NON-PASSENGER SCREENING AT CANADIAN AIRPORTS: A NEW LAYER OF SECURITY

n February 16th, 2004, the Minister of Transport, the Honourable Tony Valeri, announced the new program to screen non-passengers who are authorized to enter restricted areas at Canada's major airports.

Under the program, non-passengers – such as airline personnel, airport employees, refuelers, flight crews, caterers, aircraft groomers, maintenance personnel and ground handlers – are subject to random screening when accessing restricted areas at major airports.



Screening of personnel.

The random screening will take place at entrances to restricted areas and within the restricted areas as required. CATSA is responsible for the screening of non-passengers.

Toronto's Lester B. Pearson International Airport is the first Canadian airport to implement the program. Other major airports across Canada will implement the program in the coming weeks and months.

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EXPLOSIVES DETECTION DOGS

The deadline that the International Civil Aviation Organization (ICAO) has set for member states to conduct 100 percent screening of checked baggage for explosives is January 1st, 2006.

As a result, companies are rushing innovation as well as production. For example, a California-based company makes automated baggage inspection systems using a database of weapon images which are rotated through all possible planes of visions. However, at the same time technology is pushing limits, tried and true methods are also finding a huge new audience in the wake of 9/11. More specifically, the use of dogs for explosives detection has increased significantly.

To date, considerable progress has been made in the development of mechanical vapour detectors. Some people in the field estimate that

within 10 years or less, technology will be able to challenge or even surpass the detection capabilities of the dog. Indeed, it is assumed by certain authorities that electronic particle or trace detectors perform as well, if not better than canines.

However, determining the effectiveness is difficult to document and there is no reliable data available. During the training of the dogs, a detection rate of 75% is considered high.

At a conference in Hamburg, October 1-2, 2003, the British Director of Transport Security proposed a new approach to freight screening, called Remote Air Sampling for Canine Olfaction (RASCO). This means of detecting explosives, drugs and even chemical weapon precursors, using special trained dogs, has two stage processes: first a sample of air from the container under examination

is drawn over a special filter; then the filter is presented to the animal. To test the process, the dog is walked past a set of sample tubes on stands. The dog displays a crouched stance indicating that the sample tube in question has explosive traces present.

The technique has been extensively researched by the UK Government Defence Evaluation and Research Agency, as a commercially viable alternative to screening Air Cargo. The research has suggested that a single RASCO dog could be trained to detect up to 15 different substances. To date they have succeeded in training animals to find the five basic types of explosive substances required by the French authorities, which cover 19 commercially available explosives.

A particular aspect of RASCO is that the dogs do not tire like the ones used conventionally to find explosives. It was found that they can work for eight hours without flagging. This is because they don't have to exert themselves physically like a conventional dog. In a RASCO demonstration at Charles De Gaulle Airport to Air France representatives and the French authorities, the dog had a 100% detection rate and gave zero false alarms throughout the demonstration.



Research also found that a single dog unit supported by sufficient teams of mobile samplers will be capable of clearing 1000 tonnes of containerized cargo per hour with detection rates of 99%.

Thus, what is being proposed is a layered approach; not every bag needs to pass through every kind of screening mechanism. A layered approach to screening can send bags that have first raised alarms at vapour detectors to dogs, x-rays or manual searches.

In the US, new aviation legislation required bomb-detecting machines to be installed at all large U.S. airports by the end of 2002; the Federal Aviation Administration (FAA) however has no plans to retire its dogs.

Proponents of the scanners say dogs have several drawbacks. Dogs can only work for a certain amount of hours before getting tired. Furthermore, detector devices cost between US \$20,000 and US \$40,000 compared to only US \$10,000 for a dog. Dogs require skilled handlers at all times, which adds to the cost.

Ultimately, there is no obvious solution, no clear winner between dogs and technology. However, even as technology evolves, it is important to note that dogs still play an important role in enhancing air transport security around the world. 🇨🇦

CATSA HOSTS FIRST INTERNATIONAL SUMMIT OF AIR SECURITY REPRESENTATIVES

From February 25th to the 27th, CATSA hosted the first International Summit of Air Security Representatives in Montebello, Québec. The Summit aimed to foster an exchange of knowledge and expertise between leading air security organizations from around the world.

The summit, created to enhance international dialogue on operational matters and cooperation related to air transport security, complements the ongoing efforts of ICAO, IATA, the G8 and other international organizations. This effort also increases the ability to share information in a timely manner and



CATSA's President and CEO Jacques Duchesneau with international air security representatives.

exchange best practices. "We all have unique and diverse approaches to air security. One



CATSA's Vice-President and Chief Operating Officer, Mark Duncan, with international air security representatives.

size does not fit all, but one common goal unites us: to enhance aviation security," said CATSA's President and Chief Executive Officer Mr. Jacques Duchesneau.

Representatives from Australia, Brazil, France, Germany, Israel, Japan, South Africa and the United Kingdom joined the Canadian delegates to discuss various operational topics ranging from Aircraft Protective Officers (APO) to passenger, non-passenger and baggage screening.

The group will meet regularly, as determined by participants and meetings will be hosted by different countries. 🇨🇦

NEW PBS VIDEO DISPLAYED AT CHECKPOINTS ACROSS THE COUNTRY

It's one thing for CATSA Regional Manager in Calgary, Steve Perris, to see PBS officers operating a checkpoint, and another to see them doing so on a big flat screen.

The Calgary Airport was the first site to be involved in CATSA's PBS video, now playing at various airports across the country.



From left to right: CATSA's President and Chief Executive officer Jacques Duchesneau with the President and CEO of the Calgary Airport Authority, Garth Atkinson, and CATSA's Vice-President and Chief Operating Officer, Mark Duncan.

"Calgary was the prototype for this national project. Trials of the video took place as early as August 2002. It's great to see everything coming into place so beautifully," says Mr. Perris.

The PBS video, produced by CATSA's Corporate Affairs division, features real PBS officers and provides an overview of what passengers experience when passing through a PBS checkpoint.

"Our new video is yet another step in our commitment to educating the travelling public of the

continuous enhancements to air security and providing them with whatever information necessary to help make their experience at the PBS checkpoint a pleasant and hassle-free one," says CATSA's Vice-President of Corporate Affairs, Randall McCauley.

CATSA's video provides details to passengers on how to prepare their belongings for screening and the different screening procedures, including physical searches and screening of passengers with special needs.




CATSA Vice-President and Chief Operating Officer, Mark Duncan, with Scott Clements, President and CEO of the Edmonton Airport Authority.

"The video does an excellent job of explaining to the infrequent traveller what to expect prior to entering the screening point," says Steve Baker, President and CEO of London Airport and a CATSA Board Member.

Mr. Perris, who takes time out of his busy schedule to observe passengers' reactions to the video, says the feedback he has received has been positive.

"Since the installation of the video, I see more passengers taking coins out of their pockets and preparing for the PBS procedures without much assistance from the officers," he says.


CATSA would like to thank the Ottawa International Airport Authority for giving us permission to shoot this video at their airport. 

NON-PASSENGER SCREENING AT CANADIAN AIRPORTS: A NEW LAYER OF SECURITY

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"While Canada already has one of the safest and most secure transportation systems in the world, we are committed to making ongoing improvements to the security of our transportation system and will continue to work with our partners to identify and implement security enhancements," said Transport Minister Tony Valeri.

"This new screening program for non-passengers represents an important addition to our mandate, and will contribute to making security at Canada's airports even tighter," said CATSA President and Chief Executive Officer Jacques Duchesneau.

CATSA looks forward to working with Transport Canada and the airport authorities on the successful implementation of the Non-Passenger Screening program. 

PBS OFFICER ROMEO MANLANGIT, AN EXAMPLE OF EXCELLENCE AND COMMITMENT

When PBS trainers place special calls to CATSA to talk about one of their trainees, you know what you're about to hear will not be an average story about an average student.

"I called to tell you about the first trainee in Canada to ever get 100% on his practical CTX exam," said PBS trainer Pamela Turnbull-Rafuse.

The trainee was Romeo Manlangit from Vancouver. Speaking in a calm soft voice, Mr. Manlangit, a PBS officer working for screening contractor Aeroguard Inc., is flattered to hear of Ms. Turnbull-Rafuse's call. But, although he admits it is quite gratifying to receive the highest marks on his examination, he insists that receiving 100% on tests is not what makes a good screening officer.

"I believe that a positive attitude towards life in general and towards your job makes a great difference in the execution of your daily tasks. Good PBS officers must love their work and must work on understanding and caring for the people who surround them on a daily basis, whether they are colleagues or travellers," he says.

Mr. Manlangit joined the PBS team after an extensive career in the US army, and says it is thanks to his

experience that he is now excelling in his current position.

"I remember when I travelled from city to city and from country to country, what made an impression on me and what didn't. And what remained in my memory from these travel experiences is not the procedures that were in place as much as the smiles and the kind gestures that I received at checkpoints. I realized it is not what you go through at the



Vancouver PBS officer Romeo Manlangit with CATSA's Regional Manager in Vancouver, Richard Bannister.

checkpoint as much as **how** you go through it. And the most pleasant experiences I remember included warm smiles and great effort to provide as much comfort as possible during the screening process. And that's what I strive to provide passengers today," he says.

Mr. Manlangit works hard on bringing comfort to passengers' travel experience.

"I always picture that my family is going through the checkpoint and this mental note instantly motivates me to provide the best screening service to each passenger who passes through my checkpoint," he says.

And according to Ms. Turnbull-Rafuse, Romeo lives by his own advice. Having called a second time to see how the interview with Romeo went, she asked whether he told us the 'special needs' story.

"A while ago, there was a man with special needs who was lost at the airport. People passed him, some tried to help but couldn't understand what he was looking for. Then came Romeo who was on his way to work, and minutes later, Romeo was talking to the man in sign language. He helped him rent a car and even took him to his hotel," she says.

Romeo had not told us this story. 

CATSA'S SECOND AD

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**.

 Canadian Air Transport Security Authority / Administration canadienne de la sécurité du transport aérien



The Canadian Air Transport Security Authority (CATSA) is responsible for overseeing key elements of air transport security across Canada.

One of CATSA's priorities has been to establish consistent national standards for all pre-board screening officers.

Some of the enhancements CATSA has implemented to date include:

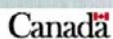
- tripling the number of training hours required for screening officers
- establishing a consistent program to evaluate and certify trainers of screening officers
- creating regional training centres across the country

It's all part of CATSA's mandate to make Canada's air security system the best it can be.

Here's how you can help:

Before you fly, find out what items are not permitted in your carry-on and checked baggage. For this and other information, including tips on how to make your pre-boarding experience as smooth as possible, visit www.catsa-acsta.gc.ca. And enjoy your next flight.





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