

# CATSA NEWS

SEPTEMBER, 2003

## INTERCEPTED ITEMS AT PBS CHECKPOINTS

From knives hidden in passengers' shoes to spiked bracelets and pepper spray, the Canadian Air Transport Security Authority (CATSA) intercepted 238,710 items in the past three months at pre-board screening (PBS) checkpoints across the country.

CATSA assumed responsibility for pre-board screening from the airlines in December 2002 and has been tracking the number of intercepted items since May 2003.

During the month of May, 60,619 items were intercepted ranging from scissors and pocket knives to kerosene, lighter fluid and turpentine. During the peak travel season, the



Pocket knives intercepted at PBS checkpoints.

numbers increased to 80,136 in June and 97,955 for the month of July. These numbers represent over 200,000 sharp objects and over 38,000 flammable and other dangerous items.



Intercepted items at PBS checkpoints.

"The security of the travelling public is CATSA's top priority. Our job is to ensure that no prohibited items are taken onboard an aircraft. Travellers can assist us by referring to the list of prohibited items on our website and packing only essential items required during the flight in their carry-on bags. This will facilitate the screening process and ensure a smooth travelling experience," says Mr. Jacques Duchesneau, President and Chief Executive Officer of CATSA.

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## MESSAGE FROM THE PRESIDENT AND CEO



As you know, this month marks the second anniversary of the terrorist attacks in New York, Washington, D.C. and Pennsylvania. While September 11, 2001 was only two years ago, to many in the general public, it was a long time ago.

Since those tragic events, there have been wars in Afghanistan and in Iraq. Canada has had to deal with the outbreak of Severe Acute Respiratory Syndrome or SARS. More recently, there was the power outage in Ontario and the northeastern United States that affected flights across the country. Screening officers across the country can testify to the impact of these events on the airline industry.

In addition to these major events that impact the air transportation industry, there have been hundreds of other

events in every community across the country that change or affect people's lives.

For example, the forest fires in British Columbia, the mad cow scare and its impact on the beef industry, provincial elections in Québec and Atlantic Canada and most recently the upcoming elections in Prince Edward Island and Ontario. All of the events leave an impression on the lives of the people they touch, and all of them are more recent and fresh in people's minds than the September 11, 2001 tragedy. And there is a connection to the jobs we do at CATSA and as screening officers.

As screening officers from across the country have told me, passengers, especially frequent flyers, sometimes complain about screening procedures and about the interception of prohibited items.

Essentially, they forget the reason why we do the jobs we do. That is precisely because in the two years since September 11, 2001, their day to day lives have been affected by any number of events, while screening officers know their

jobs are directly related to the attacks in New York, Washington and Pennsylvania. And we should never forget those events are the reason CATSA exists.

Indeed, the second anniversary of 9/11 should serve as a reminder to everyone at CATSA and to screening officers across the country of the importance of their work. We must all be diligent and vigilant, ensuring that we do our work as well today as we did in the days and weeks after the attacks. We have to do our job well all of the time to be successful, while a potential terrorist only has to do his job right once to reach his goal.

Our memorial to the victims of September 11, 2001 and their families is demonstrated by our everyday work and our professionalism. Keep up the great work. 🇨🇦

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

## APPOINTMENT TO CATSA'S BOARD OF DIRECTORS


CATSA would like to welcome Mr. Clément Joly as the newest member of the Board of Directors.



*CATSA's newest Board Member Mr. Clément Joly.*

Mr. Joly, of Laval, Québec, is a partner in the accounting and management consultants firm Raymond Chabot Grant Thornton; Governor of La Chambre de commerce de Laval; Chairman of La Fondation Armand-Frappier and former President of La Chambre de commerce du Québec. He was also a member of the Team Canada trade missions from 1997 to 2000.

"It is a privilege and a pleasure to have Mr. Joly on our Board of Directors. His extensive experience and broad knowledge are indispensable to CATSA and to the Board," says Chairman Brian Flemming.

Mr. Joly was appointed by the Minister of Transport on August 5, 2003. 

## CATSA VICE-PRESIDENT APPOINTMENT

CATSA would like to congratulate our Vice-President of Law & Policy and Corporate Secretary, Ian MacKay, for his recent election to the Board of the Canadian Corporate Counsel Association (CCCA). Mr. MacKay was elected on August 12, 2003 for a two-year term.

The CCCA was established by the National Council of the Canadian Bar Association and is the national professional forum of lawyers working for public sectors and corporations.


"Getting together with the legal departments of other Crown corporations and sharing our experiences on the legal front is a great learning experience. It is important that CATSA be recognized as a national



*Vice-President of Law & Policy and Corporate Secretary, Ian MacKay.*

corporation in Canada. This is just another step in its recognition. My election will just help Canadians from all walks of life recognize CATSA and be familiar with its mandate and responsibilities. When CATSA is recognized by outside groups, it means we are successful," says Mr. MacKay.

CCCA Members include Marine Atlantic Inc., General Motors of

Canada Limited, Canada Post Corporation, and TELUS Corporation. 

### News!



CATSA's first Annual Report was tabled in Parliament on August 29, 2003. For a complete copy of the Report, please visit CATSA's web site at [www.catsa-acsta.gc.ca](http://www.catsa-acsta.gc.ca)

## CATSA – TSA MEETING

On August 19, 2003, CATSA's President and CEO, Mr. Jacques Duchesneau, and CATSA's Vice-President and Chief Operating Officer Mark Duncan, met with officials at the Transportation Security Administration (TSA) in Washington, D.C.

During their stay in the US capital, Mr. Duchesneau and Mr. Duncan discussed common goals with their counterparts and presented a detailed overview of the Authority's priorities and plans for the coming year.

"It was a great opportunity to meet with our US colleagues. International relations are capital to CATSA. We need to learn from other countries. Learning is part of our mandate. It only makes sense that one of our strongest relationships is with our American neighbours," says Mr. Duchesneau.

During their meeting, CATSA officials spoke about the Authority's accomplishments over the past year, including the establishment of standard operating procedures for all major Canadian airports and the new multi-level training program for all pre-board screening (PBS) officers.

Mr. Duchesneau and Mr. Duncan were also given a presentation of the TSA's main goals: assuring customer confidence in the US air security system and establishing a standard for passenger satisfaction through exceptional customer service.



"From an operational standpoint, it was a great experience to discuss with our American counterparts what operational procedures they have in place and share ours with them. It's through such exchanges that both countries will succeed in developing leading air security systems," says Mr. Duncan. Going to the US capital where one of the terrorist attacks occurred and to see the anti-terrorism measures currently in place was an invaluable experience," says Mr. Duncan.

The TSA was created under the Transportation Security Act introduced by US President George W. Bush on November 19, 2001. The Act set out a series of objectives and authorities under

which this new agency would improve security for the American public across all modes of transportation. 

## INTERVIEW WITH PBS OFFICER GERRY PARISH

These days, Gerry Parish feels thankful for having found a job that adds meaning to his everyday life. Gerry is a PBS officer at Victoria International Airport.

"I take pride in my job as a pre-board screening (PBS) officer. PBS requires you to work hard but has immeasurable rewards such as knowing the difference you're making in the lives of Canadians every day. My colleagues and I are aware of CATSA's goal of offering the most secure travelling experience for passengers and we work towards that goal on a daily basis," says Gerry.

As a Level 1 PBS officer, Gerry says the second most attractive factor about being a PBS officer is the challenge.

"In PBS, there is no room for mistakes. We're the front line and although it is at times



overwhelming, the feeling that you're doing something that matters is motivating. I'm looking forward to advancing as far as I can in PBS. Whatever challenges are offered, I'll keep pursuing them," says Gerry.

The first challenge for Gerry began at the training level where he says he learned a great deal about Canada's enhancements in air security.

"All I knew about our security system before CATSA's training was that there had been enhancements in air security but I wasn't familiar with them until I began my training and saw first hand CATSA's intensive training program and the new state-of-the-art equipment at the PBS checkpoint. You don't realize all that until you're actually part of it," he says.

Having recently finished his Level 1 training, Gerry says he really enjoyed the introduction to his role as a screening officer.

"The CATSA training is very good. The trainers are excellent. I felt that nothing was left out. I'm looking forward to Level 2 and 3 training. Level 1 is limited to meet and greet. I'm looking forward to working with the machines," he says.

So far, Gerry seems to be applying his training quite well



*PBS Officer Gerry Parish.*

at the PBS checkpoint. Although his current level limits him to the greeting of passengers, he says he feels this is quite a responsibility.

"The first impression passengers get at the PBS checkpoint can determine the rest of their travelling experience. Currently, I am their first impression. I am the first to greet them at the checkpoint. When I greet passengers, I make sure to explain to them the steps they need to take at the checkpoint, such as taking their electronic equipment out of their bags and removing their jackets. Many people are aware of the security procedures but others are not. You have to explain that these measures are in place for their own security. They appreciate that," he says.

Gerry is not one to underestimate the power of good customer service. He says the most challenging situations can

occur because of a passenger's nervousness and fear.

"A PBS officer must deal with people's fears and concerns. Whatever you can do to relay the message to passengers that you're working for their own good will help them relax and enjoy their travelling experience. As a PBS officer who has just recently finished the first level of training, I feel privileged to have the opportunity to see first hand just how secure our Canadian air security system is and, I feel fortunate to contribute to it," says Gerry. 🇨🇦

## *Facts ...*

- CATSA is devoted to the training and continuous improvement of security screening officers working at airports across Canada.
- Security, technology and customer service are themes repeated throughout these programs and are designed to foster consistency and quality in the service being provided.
- A special program has been developed for smaller airports that recognizes the special requirements for each of these airports while maintaining the integrity, quality and consistency of the Vocational Training Program.

## MY SUMMER AT CATSA

If there's one feeling screening officers instill in the travelling public, it would be security. The importance of pre-board screening (PBS) across Canada is valued by many passengers. Having interviewed PBS officers from coast to coast, I was able to get a better understanding of the significance of their job in air transportation security. Working at CATSA for the summer has broadened my scope of knowledge in the world of air transportation, most importantly that of pre-board screening.

CATSA assumed responsibility for pre-board screening of passengers and their belongings at major airports across the country in December 2002. With this responsibility came the commitment to further improve air security at these airports. Over the past year and a half, CATSA has created a rigorous training program to ensure screening officers are trained to the best of their ability.

Although CATSA plays a vital role in the training and certification of screening officers, the screening officers themselves make it all possible. Travellers can pass through the screening checkpoint knowing that their security has been looked after.

Not only is their job executed with diligence and care, but it is carried out




*CATSA's summer students with President and CEO Jacques Duchesneau, CATSA's Vice-Presidents and members of the summer student coordination committee.*

with an enormous amount of pride. Screening officers are dedicated, professional and work hard at maintaining a positive workplace environment. Through countless interviews, I have witnessed the importance of customer service in their job. A friendly smile speaks volumes to passengers as they proceed through the screening checkpoint. This positive attitude puts the passengers at ease before boarding the plane. PBS is indeed an essential part of the air travel experience.

I have observed that pre-board screening is especially important during these volatile times. The sociological impact of the September 11, 2001 terrorist attacks has increased the need for heightened security at airports and CATSA has risen to that challenge. As a result, the public can feel a

sense of security thanks to the dedication of PBS officers.

Furthermore, with the recent launch of the new uniforms for PBS officers across the country, a new sense of pride and accomplishment has been added. Many screening officers feel the uniforms give them a consistent look which, in turn, portrays a more professional image.

My experience at CATSA has taught me the importance of pre-board screening and air security in Canada. Now when I travel, I notice every time a bag is searched or an item is intercepted at the security checkpoint. I understand why the procedures are in place and why the security is so thorough. From now on, when I pass through the checkpoint, I will truly know that my security is the PBS officers' top priority. 

Brenda Bacic  
Student, Public Relations,  
Algonquin College, Ottawa

## SHOWCASE AT CATSA HEADQUARTERS

**O**n August 27, 2003, CATSA's training and certification team held a showcase of CATSA's latest training procedures and equipment used at CATSA training centres and headquarters. The showcase included a presentation by the Director of Certification and Training, Tom Hodge, who introduced the new technologies currently used to enhance training and certification services.



*Certification and training showcase at CATSA headquarters.*

The showcase included a demonstration of CATSA's Distance Learning Training program for Level 1 and Level 2. CATSA employees had an opportunity to see how CATSA is using state-of-the-art technology to allow trainers to communicate with trainees in remote locations. CATSA's training and certification team also provided an overview of the requirements to become a certified PBS officer, which includes a passing mark of 80% in both written and practical exams at the end of each of the three training levels.



*Demonstration of explosive detection x-ray equipment.*


Following the presentation, CATSA employees were escorted to workstations that featured the different programs currently implemented by CATSA.

"This event is a great way to show CATSA employees what the Certification and Training team has been working on in the past year. We received a lot of interest from the employees, especially when it came to the new technology for Distance Learning Training," says Mr. Hodge.



*Map of cities implementing CATSA's Distance Learning Training Program.*

"I thought the showcase was an eye-opener for CATSA employees who don't work directly in the Certification and Training Division. If I were a PBS officer, I

know I would feel very special knowing that there is a team of people continuously working on improving training as well as the tools used for training," says CATSA employee Annie Proulx. 

## 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:  
[www.catsa-acsta.gc.ca](http://www.catsa-acsta.gc.ca)

## 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. 