



April 2006

CATSA: Understanding Our Security Environment

September 11, 2001, will forever be etched in our minds as the day when terrorism crossed the boundary, and the day suicide terrorism came to North America.

The scope of the death and destruction, and the sophisticated nature of the planning and organization of the attacks, unleashed an unprecedented wave of fear and terror to this part of the world. The terrorist attacks of 9/11 are the reason CATSA was created and we must never forget this.

We must also keep in mind that the threat we faced on 9/11 is not the same threat we are facing today and it is not the threat we will face in the future. The bottom line is that the terrorist threat is continually evolving. As a credible and accountable security authority, CATSA must strive to fully understand the nature of the security environment in which we operate and specifically, the nature of the evolving

terrorist threat. Screening officers must also have a firm grasp of what the threats are. As our eyes and ears on the front-lines, it is imperative that they too know what we are up against.

Assessing the nature of the evolving terrorist threat – its motivations, structure, and tactics – is extremely important for security organizations because it improves their capabilities to counter the overall threat of terrorism, and to manage the consequences should an attack ever occur. Knowledge about the nature of the terrorist threat helps CATSA make informed decisions about how to design its programs and allocate its resources effectively. It also helps screening officers make decisions

continues on page 4

INSIDE

Message from the President and CEO	2
Canadian Aviation Security Conference (CASC)	3
Aviation Security Training Seminar: Learning About the Latest Threats and Trends.....	5
Introducing Foundations II Training: Completing the initial screening officer training and certification program	6
Airport Fever	7
Decrease in Intercepted Items	8
Contact CATSA NEWS.....	8





Message from the President and CEO

April 1st, 2006, marked CATSA's Four Year Anniversary — an important milestone in its young existence.

At the time of CATSA's creation, there were no established offices, policies or procedures. CATSA was given the mission, by the Government of Canada, to protect the public by securing critical elements of the air transportation system, and six responsibilities to ensure it achieved its mandate (Pre-Board Screening, Hold Baggage Screening, Non-Passenger Screening, the Restricted Area Identification Card, and funding assistance in the Canadian Air Carrier Protective Program and Airport Policing Program).

I am very proud to say that we have delivered on these responsibilities.

We have a lot to celebrate: from taking over pre-board screening, to opening up our first training centre, developing our logo and uniform for screening officers, to implementing non-passenger screening, establishing the International Forum for Security Screening in Aviation, developing the Restricted Area Identification Card, internalizing our training program for screening officers, developing the Security Communications Centre, and deploying CCTV cameras.

We have created an accreditation program for screening service providers and have implemented a program to conduct simulated breach exercises at all Class I and II airports.

And last but certainly not least, we achieved full deployment of our equipment to meet the December 31st, 2005 deadline of 100% hold baggage screening. Canada has exceeded the international standard set by ICAO to address the high risk associated with explosives in checked baggage. ICAO demanded that all countries screen 100 per cent of all baggage on international flights by January 1, 2006. We have not only achieved this target, we have gone further. We're now screening checked baggage on most domestic commercial passenger flights as well.

We have accomplished a lot in a short period of time. Our staff at headquarters and all the screening officers working the frontlines on a day-to-day basis are directly responsible for our successes. But, our job is not done.

In fact, it is only beginning. Terrorism and the terrorist threat are constantly

evolving and we need to be agile and flexible so that we can adapt to new threats. We have to re-invent and re-invigorate ourselves on a continuing basis to make sure that we have the best security systems, the best training, and the best tools to do our job.

Airplanes and box cutters were the weapons of choice for the terrorists on 9/11, but that does not mean that they will use the same instruments again in the future. We have to be prepared for whatever may come our way.

In the midst of the mandated Five-Year Review, we, along with our partners in the aviation security community, have a unique opportunity to offer suggestions on how we can improve aviation security in Canada.

It is our duty to think and plan strategically beyond the current terrorist threat. Only then can we ensure that what we do today is effective and will remain effective tomorrow. ■

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

Canadian Aviation Security Conference (CASC)



The Honourable Lawrence Cannon, Minister of Transport, Infrastructure & Communities.

The 2006 Canadian Aviation Security Conference (CASC), Leading Change: Aviation Security Today and Tomorrow was held on March 29th and 30th in Ottawa.

The tragic events of September 11th, 2001 and the on-going terrorist acts worldwide have necessitated a dramatic change in aviation security in Canada and the world. The Canadian Aviation Security Conference explored the changes in the world of aviation security.

The conference was the result of the efforts of the following five partner organizations:

The Canadian Air Transport Security Authority (CATSA);
Transport Canada (TC);
The Canadian Airports Council (CAC);
The Air Transport Association of Canada (ATAC); and
The Canadian Advanced Technology Alliance (CATA).

The conference brought together over 260 providers, users and suppliers of the aviation security system, together with senior policy-makers and regulators, to explore the needs of the various users, to look at interoperability issues, and to discuss the evolving risk of future and potential new dangers to the system. The format of the conference offered keynote addresses from Rob Milton, Chairman, President & CEO, ACE Aviation Holdings Inc., Kip Hawley, Assistant Secretary, Department of Homeland Security/Transportation Security Administration and the Honourable Lawrence Cannon, Minister of Transport, Infrastructure & Communities.

At the conference, the Minister congratulated CATSA, Transport Canada, the airports and airline officials from coast to coast for exceeding the international standard set by ICAO to address the high risk associated with explosives in checked baggage.

Minister Cannon also addressed the fact that the three questions at the check-in counter have become redundant and that many passengers had become desensitized to them. He announced that the requirement for this questioning was removed as of March 31, 2006. "We are confident that this move will improve efficiency, provide a better flying experience for passengers, and reduce air carrier costs — all without compromising security", said the Minister.

Overall, the inaugural conference was a resounding success moving beyond a showcasing of past accomplishments to tackling some of the most difficult challenges on the horizon. It brought together individuals from every region of Canada and representing every component of Canada's vast aviation system.

Congratulations to everyone involved in this event for continuing efforts to provide national leadership when it comes to aviation security. ■

CATSA: Understanding Our Security Environment

on where they need to focus their efforts. CATSA has made civil aviation less of an easy target for terrorists by adding layers of security, installing state-of-the-art screening technology, implementing better training for front-line staff and continually evaluating and improving its standard operating procedures.

Did you know?

Canada has experienced the deadliest bombing of a civilian airliner to date: the bombing of Air India flight 182 in 1985.

Some important conclusions about terrorists today are that they are motivated, flexible, adaptive, resilient, dedicated, lethal, innovative, and resourceful. There is no single profile of a terrorist and they may be inspired by a number of different motives. A terrorist can potentially be any age, gender, nationality, ethnicity, or religion.

Terrorism is an ever-changing, multi-faceted and complex phenomenon that is increasingly becoming an international and multi-disciplinary activity carried out by networks and individuals, rather than organizations. Furthermore, there is evidence that certain terrorist groups continue to include civil aviation on their list of prospective targets and to refine their tactics aimed at targeting it.

Terrorists today are also very patient, frequently taking many years to plan and prepare for an attack. They use a number of different operational cells to

raise funds for their attacks, gather the required supplies, conduct surveillance and carry-out practice runs, and then actually launch the attack. Many terrorist cells today, as well as lone terrorist operators, have adopted the coordinated, simultaneous, mass fatality-style suicide attacks used on 9/11.

Did you know?

Richard Reid – the shoe bomber that attempted to blow up an American airliner in 2001 – travelled extensively around the world conducting detailed surveillance of aviation operations and testing airport security, prior to his failed bombing attempt?

What do these realities about the evolving terrorist threat mean for CATSA and screening officers? It means that we too have to be patient. This year will mark the fifth anniversary of the 9/11 attacks. Although we have not seen another major attack on civil aviation since then, it does not mean we can let our guard down. We must always keep in mind that there are terrorists out there who are, even today, planning their next attack. We must also keep in mind, given the tendency of terrorists to attack multiple targets at the same time, that if we do experience an attack, we must not limit ourselves to thinking it is a single attack.

These realities also mean that CATSA and screening officers must be flexible, innovative, resilient, adaptive, and above all else: agile. Our aviation security system must adapt faster than the



terrorist threat. The next time terrorists try to target civil aviation, they probably won't be carrying box-cutters. We need to be ready for that — whatever they do carry, we must be ready.

As stated by Mr. Duchesneau in his speech at the Canadian Aviation Security Conference, “complacency is not an option for an accountable security authority like CATSA. A major attack against civil aviation in Canada would have a devastating impact on our economy and destroy public confidence. It is our duty to think and plan strategically beyond the current terrorist threat — only then can we ensure that what we do today is effective and will remain effective tomorrow.” ■

Stay tuned for an article on the importance of information and intelligence in the next edition of CATSA News!

Aviation Security Training Seminar: Learning About the Latest Threats and Trends



The nature of the terrorist threat confronting us today has changed significantly since the terrorist attacks of September 11, 2001. A brief analysis of the international security environment reveals that terrorists today are motivated, flexible, adaptive, resilient, dedicated, lethal, innovative, patient and resourceful.

Securing critical elements of the air transport system is CATSA's business and it is imperative that we stay several steps ahead of new and emerging threats. A critical first step in achieving our mission is to ensure we fully understand the nature of the threat, potential attack scenarios and how to effectively detect and deter these threats. In order to ensure that we do indeed understand the nature of the threat we face, CATSA invests time in meeting with the world's top experts and academics on terrorism-related issues; on attending national and international conferences to meet our counterparts; and on ensuring our staff have the requisite knowledge to accomplish CATSA's mission to the fullest extent possible.

As part of this strategic educational policy, an intensive counter-terrorism program was conducted March 16-17, 2006 in Ottawa. CATSA Board Members, vice-presidents, directors, senior managers, specialized staff and guests from other government departments all had the opportunity to learn about a wide variety of topics, ranging from improvised explosive devices (IEDs) to suicide bombers to terrorist techniques and tactics. This training program was carried out by ASERO Worldwide – an Israeli-based consulting company specializing in aviation security. Its executive trainers have impressive backgrounds in the field of security, gained from many years of operational experience in a country that knows terrorism all too well.

Some key lessons learned from this training include:

- Examining past incidents of aviation-related terrorism and studying evolving trends in terrorist targeting techniques and modus operandi are critical to implementing effective counter measures for today and tomorrow.
- We must also study our own mistakes and successes in order to continually improve our operations.
- If we rely solely on technology, we will be able to detect threats related to past incidents. However, we will not be able to detect current or future threats. For this, we must rely on the skills of our front-line staff and especially our screening officers.
- Exercising and practicing standard operating procedures is critical to keeping staff on their toes. Exercises also help build confidence and keep front-line staff alert at all times.
- The current terrorist threat is unconventional. In order to counter it, we must also be unconventional.

CATSA must continually evolve and manage the unexpected. This training has helped CATSA understand aviation security in the context of real-life case-studies and to learn more about the critical threats to aviation security and concrete steps we can take to counter them. This knowledge will now be incorporated into our program planning and operational activities to enhance our overall effectiveness as an accountable security authority. ■

Introducing Foundations II Training – Completing the Initial Screening Officer Training and Certification Program



In the February 2006 edition of the CATSA news, the Foundations Learning Program was introduced as a new approach to learning that aims to streamline the process of learning both in classroom and in a lab environment combined with on-the-job training and certification.

Replacing Level 1 and Level 2 training programs, Foundations I was launched in early January and so far the feedback regarding this program has been very positive. As the Foundations I program was being launched, development of the Foundations II program was already underway.

What is Foundations II?

As of March 2006, CATSA has been piloting Foundations II. This program, once fully implemented, will replace the Level 3 training program. In addition to the endorsements included in Foundations I, a fully certified Foundations II screening officer will also be able to operate X-ray equipment, the EDT equipment and will be certified to carry physical searches of both checked and carry-on baggage. As was the case for Foundations I, in Foundations II, the

program is a combination of classroom activities with interactive lab work as well as live line OJT, testing and certification. Foundations II is a challenging and rewarding 5-day learning program.

And professional conduct...

Another innovation found in the Foundations II program is the endorsement on professional conduct. This endorsement encompasses what were previously three separate endorsements spread out in Levels 1, 2 and 3 as being customer service, communication skills and team work. All of these three attributes are still considered very significant to CATSA in defining our expectation for screening officers. Bringing professional conduct to the level of an endorsement is indeed recognition that screening officers should

be treated as professionals and should treat others in a professional manner.

Next steps...

As Foundations II training goes 'LIVE' this month, CATSA will continue to monitor the program through the summer and will be conducting a thorough learning program evaluation sometime in the Fall. Service providers as well as screening officers will be asked to provide feedback during the evaluation process. ■

Security and Customer Service: Bridging the Gap

If Security is...

'To protect the public by securing critical elements of the air transportation system as assigned by the government.'

And Customer Service is...

To apply good 'people skills' during the security screening process...

Then Good 'People Skills' would be to...

- Treat everyone equally
- Remain respectful throughout the screening process
- Use the 'Person First' principle
- Assess the needs of each and every passenger
- Provide appropriate screening options

Bridging the Gap...

Although SECURITY of the traveling public is our Number One Priority, you can 'bridge the gap' in the way you process people through the security screening checkpoint. Your bridge can – and will – make all the difference!

Airport Fever

“The most exciting thing about working at an airport,” said Point Leader, Robert Horncastle, “is the pulse... the fever... just being in a place where so much is happening.”

Robert has been working at Saint John Airport, New Brunswick, for six years. At first, he worked for Bulmer Aircraft Services, marshalling and maintaining planes, and loading baggage.

“Being outside and working on the ramp — you’re on the go all the time, you feel the pulse. I had great fun, except in winter — it’s rough when it snows.”

Robert was thinking about a career change, when a bit of luck came his way. One of the security supervisors offered him a job as a screener. He’s been working for Shannahan’s Security and Investigation Ltd. for four years now.

With ten departures a day, two shifts of nine screeners and VIPs to look after, Robert is still on the go.

“This is completely different but it’s fun too. I’ve met Stephen Harper, Bill Cosby, Snoop Dog, Fifty Cents and a whole slew of WWF wrestlers. I oversee the PBS and HBS checkpoints, make sure everything runs smoothly on my shift, contact the right people if there’s an issue.”

“And I do paperwork,” he adds, sounding less chipper. “Lots of it.”

Known among his teammates for having a weak stomach, Robert has a particularly good story to tell.



“This happened about a year ago. I was searching a lady’s bag and my hand came up just loaded with this brown, sticky stuff. Apparently, my face was a picture. The lady cried out that it was — of all things — her jar of peanut butter! I still haven’t figured out why anybody

travels with an open jar of peanut butter in their purse.”

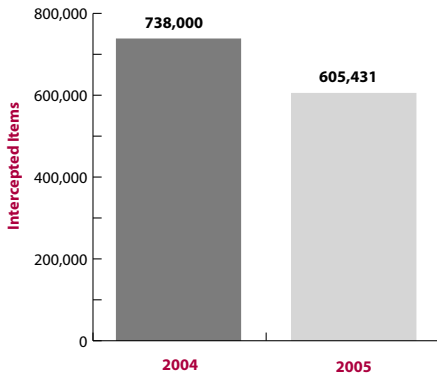
The strangest item Robert detected was a flare gun. It belonged to an older gentleman who was unaware of the regulations. He had packed up his house and was carrying, essentially, his whole life belongings in his suitcase. The flare gun had been handed down to him.

“We’re lucky to have the long-term parking lot very close to the terminal. If people are carrying a prohibited item, we can give them the option of dropping it back in their vehicle. It’s only a two-minute trip. Not like Toronto, I bet.”

What Robert enjoys most about his job is the people — from his teammate, Russell, with whom he shares a passion for drag-racing — to the passengers who provide the fever and excitement.

“I once saw a TV show that said ‘once you work in an airport, you never want to leave’. That’s exactly it. The excitement of travel fills the air. It makes me feel great. And every day when I get home, my daughter asks me if I met anybody famous.” ■

Decrease in Intercepted Items



New statistics indicate an encouraging trend among Canadian air travelers: passengers seem to be more aware of air security and of what they should and should not pack before boarding an aircraft.

In 2005, airport screening officers intercepted 605,431 prohibited items, compared to 738,000 in 2004. This represents an 18 per cent decline nationwide.

The Canadian Air Transport Security Authority (CATSA) works closely with airport authorities, travel agents and other stakeholders to make travellers more aware of the importance of air security.

“Public awareness efforts are getting results. CATSA is pleased to see the numbers going down for a second consecutive year. We attribute this downward trend to passengers who are becoming increasingly aware of what to pack when flying. They realize the potential delays they face if they travel with the wrong items,” said Pierre Cyr, Director Operations, CATSA.

In spite of the inroads gained among travelers, Cyr says more work needs to be done.

“The fact that travelers are still trying to board planes with toy guns, ammunition, and knives, tells us that a portion of the travelling public is not getting the message when it comes to air security. Our agency’s top priority is to ensure the security of passengers. We do that, in part, by making sure that any item that has the potential to be used as a weapon remains off the aircraft,” added Cyr.

Knives, sharp objects and box-cutters remain the largest portion of intercepted items. In January 2006 alone, screening officers intercepted 34,831 of these items in passengers’ carry-on bags. Another problem is toy weapons. Every week, screening officers intercept a toy weapon that resembles a real threat on an x-ray machine. The result is a potential delay for passengers and airport operations.

Screening officers use highly sophisticated explosives detection and x-ray equipment to ensure that prohibited items – as outlined by Transport Canada – do not end up on aircraft. ■

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