



# CATSA NEWS

AUGUST 2004

## CHALLENGES AND SUCCESSES IN PASSENGER AND BAGGAGE SCREENING

CATSA, its service providers and the screening officers must constantly balance the challenge of increased summer passenger volumes with the need to fulfill our collective responsibility to enhance security.

In the past 14 months, CATSA intercepted over 900,000 prohibited items at airports across the country, some more difficult to detect than others.

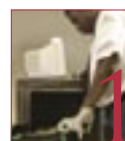
Screening officers at American checkpoints have intercepted items hidden in the most startling places. Screening officers at Orlando International Airport detected a teddy bear with a fully-loaded

handgun tucked in its tummy. At New York's JFK Airport, screening officers intercepted a man who hid two razor blades in the insoles of his tennis shoes. Screening officers have also found 'lipstick' and 'belt buckle' knives and canes with swords hidden inside. In Hartford, Connecticut, screening officers caught a man who had hollowed out his prosthetic leg to conceal a nine-inch military knife. A man tried to conceal two handguns in a checked bag by taping them between frying pans. At Austin-Bergstrom International Airport in Texas, a man tried to hide a 9 mm handgun inside a car stereo.

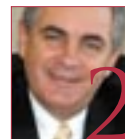
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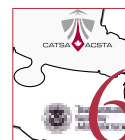
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## MESSAGE FROM THE PRESIDENT AND CEO



Last month, numerous media outlets across the country reported that CATSA intercepted over 900,000 prohibited items at pre-board screening (PBS) checkpoints in the past 14 months.

The large number of intercepted items speaks to the improvements CATSA and screening officers have made in air transport security. Highly skilled screening officers and state-of-the-art screening equipment have done a magnificent job in protecting Canada's skies. But our work is never done.

Since 9/11, a number of security incidents have taken place at airports across Canada and around the world. Recent headlines included screening officers intercepting two pipe bombs in a passenger's carry-on baggage at Edmonton International Airport.

The reporting of such an incident proves a number of things. The air security system is constantly challenged and the air security industry is prepared to meet those challenges to ensure the maximum safety of travellers. In air security, there is no room for mistakes.

This edition of CATSA NEWS features an article on the different prohibited items and tactics that some people have attempted to use to infiltrate the security system.

The startling information in this article leads us to one main conclusion: what the screening equipment at times cannot detect, the screening officers can. *(Please see p. 1 for the complete article.)*

Over the coming weeks and months, CATSA hopes to introduce new programs to enhance security capabilities across the country. At the same time, it is important for screening officers to remember they are the critical link in delivering world class passenger and baggage screening. As good as the equipment we have deployed is, it still requires the expert touch of a professionally trained officer to operate it, interpret it and

ultimately act on the information it provides.

The screening of passengers and their belongings is in place to ensure the security of the travelling public. Our role is to stay one step ahead and anticipate any possible surprises. 🇨🇦

A handwritten signature in black ink, appearing to read 'Jacques Duchesneau'. The signature is fluid and cursive, with a large initial 'J' and a long horizontal stroke extending to the right.

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

## CHALLENGES AND SUCCESSES IN PASSENGER AND BAGGAGE SCREENING

*Continued from page 1.*

Canada is not immune to these types of incidents. In December of last year, screening officers intercepted two pipe bombs in a passenger's carry-on baggage at Edmonton International Airport.

Many items that can be used as weapons to hijack an airliner cost less than \$20 and can be difficult to detect using screening devices. Knives are concealed in belt buckles, hairbrushes and combs, working cigarette lighters, crucifixes, lipstick cases, canes, umbrellas, keychains, pens, mock credit cards and money clips. Among the more exotic items is a deck of fake playing cards made of metal, with sharp edges, that can be thrown with deadly results. One fake key made in Japan conceals a knife and a smaller key that could be used to escape from handcuffs.


There are also false name-brand soup, hairspray, shaving cream and cleanser cans with hidden compartments where weapons or dangerous substances could be placed. Fake books with hollowed centers are used as safes.

An analysis by the publication 'Airport Security Report' shows that a high number of prohibited items, including explosives and firearms, entered airport environments around the world

in 2003. The report highlights 322 security incidents reported last year. One hundred and seven of these incidents occurred at checkpoints, while 70 took place aboard aircraft.

Although today's screening checkpoints are equipped with state-of-the-art screening equipment, screening operations remain greatly dependent upon human factors. The consequences involved in not performing screening duties at a high level are serious not only in terms of security incidents but they also create costly operational scheduling dilemmas for airlines across the country and around the world.

Evacuations at major hub airports have cost some air carriers upwards of \$2 million per hour, as delayed or cancelled flights at one airport influence operations at other airports.

For screening to be effective, the human, technological and engineering factors must all make their contribution. And with the rise of new technology, it is important to emphasize the crucial role of the screening officers who operate this technology. No matter how advanced technology becomes, the difference lies in the hands of the screening officers and their skills to observe and detect prohibited items and threats to security. 



## CATSA'S ATLANTIC SCREENING CONTRACTOR SHANNAHAN'S INVESTIGATION AND SECURITY LIMITED

Last month, CATSA NEWS discussed air security with screening contractor Aeroguard. For this issue, and in continuation with our monthly feature of CATSA's screening contractors, we interviewed Shannahan's Investigation and Security Limited's Chief Financial Officer, Mr. Lyndon Quinton.

With over 600 employees, Shannahan's is one of the largest privately-owned security companies in Atlantic Canada. Based in Newfoundland, it was established almost thirty years ago. Presently, Shannahan's operates out of Newfoundland, Nova Scotia and New Brunswick and offers its services to provincial and federal governments as well as the private sector. They were awarded CATSA's pre-board screening (PBS) contract for 15 airports in the Atlantic region, which includes airports in Halifax, Fredericton, and St. John's.

Mr. Quinton has more than twenty years of experience in air security. In 1981, he started as a security officer for Burns International Security Services and eventually became a branch manager. His

determination and hard work eventually landed him the position of sales and marketing manager for Shannahan's in 1997. After years of demonstrating his keen sense of management and service to clients, Mr. Quinton became Chief Financial Officer of Shannahan's as well as a company shareholder.

The employees at Shannahan's are very familiar with CATSA's ten areas of improvement and the goal



*Shannahan's Investigation and Security Limited's Chief Financial Officer, Lyndon Quinton.*

of delivering the highest level of security services to the travelling public. Through communication and positive reinforcement, Shannahan's is able to fulfill its role as one of CATSA's screening contractors. "We're as good as the people we have behind us," explains Mr. Quinton, who gives the employees full credit for what Shannahan's has accomplished.

"Out of the ten areas of improvement, consistency ranks number one as being the most difficult to achieve. Delivering the same customer service and at the same level of quality to all of the airports is a challenge," says Mr. Quinton. Training becomes an important component in ensuring that all screening officers, whether working at a screening checkpoint in Moncton International Airport or Goose Bay Airport, are

complying with standard operating procedures.

With summer travel in full swing, screening officers employed by Shannahan's have had to handle larger than average volumes of passengers, while still maintaining a high level of

security screening. How does the company prepare for these changes? Through experience, Mr. Quinton and the management team have learned that it helps to hire more screening officers (students who will be returning to post-secondary studies at the end of the season) during this busy travel period. In addition, employees' vacations are scheduled

to take place before the busy season begins to allow more officers to be available to work the checkpoints.

The publication of this article is not the first time Shannahan's has received recognition for its delivery of security. The International Air Transport Association (IATA) has identified the high level of security, customer service at the Halifax Airport, thanks in part to Shannahan's who offers screening services at the airport. It is through the continuous effort of our screening contractors that Canadians can feel safe when travelling the skies. ✈️

**CATSA NEWS would like to thank Mr. Quinton for his time and contribution to this piece.**

## THE HONOURABLE JEAN LAPIERRE, NEW MINISTER OF TRANSPORT

ATSA is pleased to welcome the Honourable Jean Lapierre as the new Minister of Transport. Minister Lapierre was re-elected to the House of Commons on June 28, 2004 and was recently appointed Minister of Transport.

Originally from the Magdalen Islands in Québec, Minister Lapierre studied law at the University of Ottawa, and he was admitted to the Québec Bar Association in 1979.

Minister Lapierre has a long history in the political world. Between 1974 and 1979, he gained work experience as a special assistant to the Minister of Consumer and Corporate Affairs and as executive assistant to the Minister of State for Urban Affairs. He was elected as the Member of Parliament for Shefford and sat in the House of Commons from 1979 to 1990. He served as Parliamentary Secretary to a number of ministers and was Minister of State for Youth and for Fitness and Amateur Sport. In Opposition, he was critic for foreign trade, economic development, and constitutional affairs.

Following the failure of Meech Lake accord, Minister Lapierre sat as an independent and subsequently joined the Bloc Québécois.



*New Minister of Transport, the Honourable Jean Lapierre*

In 1992, Minister Lapierre pursued a career in broadcasting. He hosted a political show from 1992 to 2004 on the popular Montréal radio station CKAC. He also hosted a TV show on TQS network from 2001 until 2004. In addition, he was a political analyst, guest speaker and host at conferences and special events across Canada.

With the Right Honourable Paul Martin taking over the leadership of the Liberal party, Minister Lapierre returned to the political realm, becoming the Prime Minister's Québec Lieutenant and the Liberal candidate for Outremont.

It is through the Minister of Transport that CATSA reports to Parliament. It is with great pleasure that we at CATSA welcome our new Minister! ✈️

## THE TIES THAT BIND CATSA AND TSA

Air security is not something around which you can place boundaries. It requires cooperation on the part of various stakeholders. With this in mind, the Canadian Air Transport Security Authority (CATSA) has made every effort to maintain good communication and information exchange with its US counterpart, the Transportation Security Administration (TSA). It is for this reason that Mark Duncan, CATSA's Executive Vice-President and Chief Operating Officer and Tom Hodge, Director of Projects and Coordination travelled to Washington, DC, in late July.


While CATSA has developed its own extensive training program and standard operating procedures, being aware of practices at US screening checkpoints is important. One procedure that differs from Canadian screening checkpoints lies in the role of the greeter. In addition to welcoming travellers, the greeter at a US checkpoint prepares passengers waiting in line for screening by directing them to remove items (e.g. coins, jewelry, coats, change from pockets) that will pass through the X-ray machine. Passengers will move through the checkpoint more quickly if they are prepared for the screening process. "Sharing this type of information can help improve our own security practices," said Mr. Duncan.

Fourteen per cent of the flights out of Canadian airports are transborder. Because so many Canadians are flying to the US and vice versa, it is important for CATSA to have a good relationship with TSA. Susan Williams, TSA's Representative to Canada, is CATSA's contact person with TSA and was present



in Washington when Mr. Duncan and Mr. Hodge visited. "As partners in North American security, the US and Canada will continue productive exchanges on areas of mutual concern, to encourage alignment and consistency in the security requirements of our two countries, and to promote the safety and security of the global air transportation system," said Ms. Williams.

One item on the agenda during the trip to Washington was the Registered Traveller Program, which began July 7 at Minneapolis – St. Paul International Airport. The three-month pilot project required participants to give their names, contact information, birth dates and biometric identifiers, which included fingerprints and iris scans. The information was matched against law enforcement and intelligence databases. Participants must still undergo the same screening procedure at the checkpoint, but as a registered traveller, they generally avoid the secondary searches that affect some travellers. "CATSA is working with Transport Canada to explore similar projects in Canada," says Mr. Duncan.

To maintain on-going cooperation with TSA are necessary for CATSA to effectively carry out our air security mandate. Because terrorism and other threats to travellers have no boundaries, air security providers must also place no limits on their cooperation. 

**CATSA would like to thank Ms. Williams for her input to this article.**

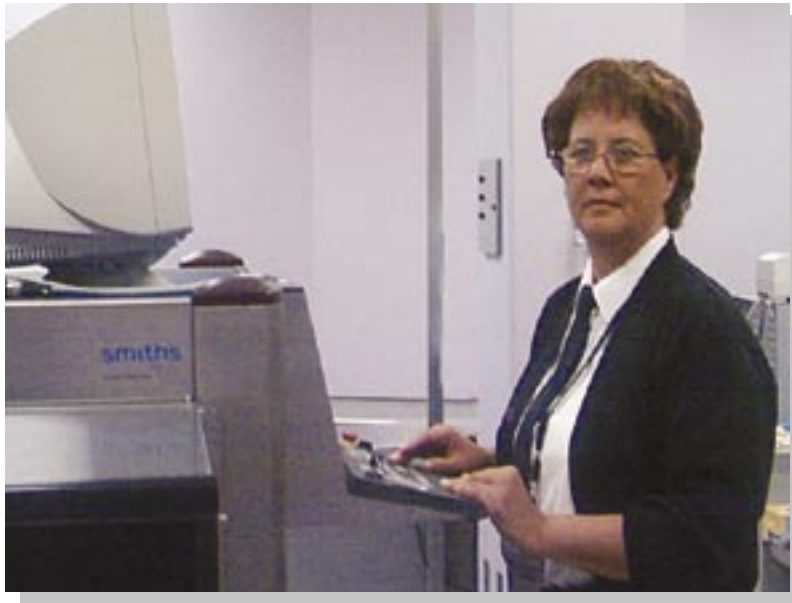
## THE EVOLUTION OF PBS THROUGH THE EYES OF POINT LEADER BETTY GOUDIE

After working seventeen years at Goose Bay Airport, no situation comes as a surprise to Betty Goudie, Point Leader employed by Shannahan's Investigation and Security Limited. The experience Betty has accumulated at the screening checkpoint during the course of her career has allowed her to become one of the most competent and dedicated Point Leaders that Goose Bay has ever seen.

Betty rises at 4:30 in the morning to go to a place of work that she never anticipated would bring her so much personal and professional satisfaction. After hearing about an opening for the position of a screening officer through word of mouth from a former co-worker, Betty left her job at a local store to begin her career in air security. "It was a wonderful opportunity for me to meet new people and the job sounded great," she explains.

The staff at Goose Bay Airport, which Betty never tires of discussing, plays a huge role in the pleasant work environment. "The personality of the staff is wonderful. I don't have any

problems with them. On a daily basis, passengers comment on the positive staff at the checkpoints," says Betty. At one point during the interview, she encouraged CATSA NEWS staff to fly to Goose Bay to experience first-hand the high-quality customer service that she and the other screening officers deliver to the travelling public on a regular basis.



*Goose Bay Point Leader  
Betty Goudie*

How do Betty and the rest of the screening officers at Goose Bay Airport ensure that passengers have a good experience at the checkpoint? They try their very best to deliver the necessary information to the passenger. This includes informing them of screening procedures as well

as any changes to flights. In addition, Betty prepares herself for the unexpected.

During her time as a screening officer and Point Leader, Betty has witnessed the evolution of security at Goose Bay Airport. When asked to identify the most unexpected aspect of her job, she whole-heartedly said it was the training. Listening to her

explanation, one could understand why.

"When I was hired [seventeen years ago], I watched a video and had four hours of training. I was then scheduled to work at the checkpoint. The training has completely changed," she says. It most certainly has! Today, screening officers are required to complete

a multi-level training program that includes simulations, components on customer service and the screening of passengers with special needs, as well as the completion of many hours of on-the-job training.

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## THE EVOLUTION OF PBS THROUGH THE EYES OF POINT LEADER BETTY GOUDIE

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*Point Leader Betty Goudie with Goose Bay PBS Officers*

When a screening officer advances to the position of Point Leader, the terms mentorship and coaching come to mind. Betty is a role model to her fellow screening officers, particularly in the way she handles situations that arise at the checkpoint. She remains positive and is a keen problem-solver. She makes a difference

in how the rest of the team of screening officers, who she describes as vigorous and happy, develop their skills and help to achieve CATSA's mission. 🇨🇦

CATSA NEWS would like to thank Point Leader Betty Goudie for her time and continued dedication.

## 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

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