



October 2006

Vigilance on the Front lines: A Community Effort

The airline ticket agent that checked in some of the 9/11 hijackers reported that she sensed something was not quite right. Unfortunately, she did not act upon her suspicions.

Similarly, airport workers in Russia sensed something peculiar about a female passenger just before she blew herself up onboard an airliner, destroying it and killing all on board. What would the outcome have been if these airport workers had instead trusted their intuition and acted?

Aviation security must be a community effort. There are many entities in addition to CATSA that have a stake in aviation security, including the airlines, the airports, airport employees, pilots and the travelling public. This diverse stakeholder community represents many more eyes and ears on the front lines to help CATSA remain vigilant and alert. Frequent travellers and those who work everyday at the airport are very familiar with their surroundings and the airport

environment. Therefore it is relatively easy for them to identify anomalies and recognize situations outside of the normal realm of airport activity.

Some airports, including Toronto's Pearson International Airport, operate programs similar to Neighbourhood Watch programs. These Airport Watch programs bring together aviation enthusiasts and others who regularly frequent airports or who work at airports to help observe, record and report any suspicious activity to the authorities.

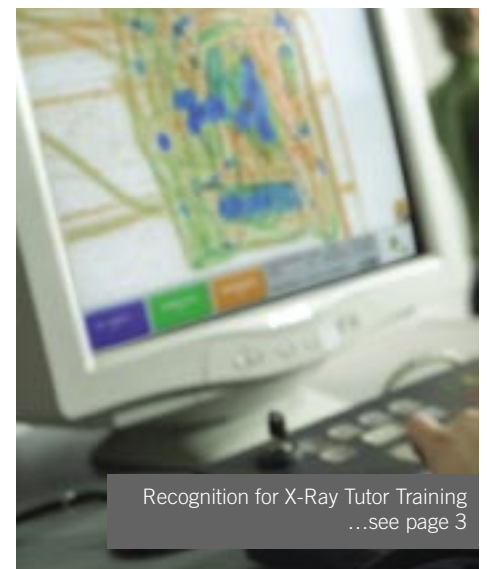
Did you know?

The Metropolitan Police Department in the United Kingdom, in collaboration with the City of London, launched a counter-terrorism campaign titled: "If

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Message from the President and CEO

Sharing the Vision 2006

On September 18, CATSA Senior Management packed their bags and ambitiously headed off to begin this year's Sharing the Vision Tour. Over the past few weeks, we have visited nearly 46 different airports, from the large Class 1 airports like Toronto, with over 1200 screening officers, to the smallest Class other airports like Chibougamau, with only four screening officers. But, no matter how big or small the airport, or how many screening officers there are, one thing is certain: CATSA screening officers are doing an excellent job on the front lines. You do take security seriously, you are proud of the critical role you play in aviation security and you are making a difference.

The Sharing the Vision Tour allows us to interact with screening officers directly and to get your ideas and suggestions on how to improve aviation security. It is also an opportunity for us at CATSA to thank

you for your hard work, dedication and continued vigilance on the front lines. We greatly appreciate the work you do; rest assured that it does not go unrecognized. We remain committed to a continuous-improvement philosophy and will do what we can to ensure you are treated with the respect and courtesy you deserve as security professionals, as well as provide you with the tools and skills you need to do your job well. Together, we will continue to make aviation a difficult target for terrorists and ultimately, save lives!

Evolution of Aviation Security in Canada

On September 21, CATSA had the great honour of welcoming Susheel Gupta and Kim Bolan to our headquarters as special guest speakers. At the age of 12, Susheel lost his mother aboard Air India Flight 182 which was blown up by terrorists in June 1985. Kim Bolan is an award-winning investigative reporter with the Vancouver Sun who has dedicated much of her career to covering the Air India bombing and investigating those believed responsible for this act of terrorism. Susheel and Kim met with CATSA employees to share their first-hand experiences with aviation-related terrorism; their presentations served as a stark reminder of why our mandate is so important.

Few Canadians realize the significance of the Air India bombing and how it shaped the course of aviation security in Canada. This terrorist attack is a Canadian tragedy and remains the deadliest ever bombing of a civilian airliner. Out of the 331 people killed, 280 of them were Canadians. This event led to many profound changes to the aviation security system in Canada, even more significant than those that took place after 9/11, and is a determining factor in how we have evolved.

Reflecting on the "I" in AGILE

In my September message, I reflected on the "G" component of CATSA's counter-terrorism strategy – the *Guard* function. In reality, this is the heart of our aviation security operations. But what happens if our system is threatened or it fails? That is when we need to have the capability and procedures in place to *Intervene*.

The ultimate objective when it comes to *Intervene* is to respond quickly and efficiently to terrorist and security-related incidents in order to minimize damage and resume activities as quickly as possible. CATSA's intervention role consists of monitoring and managing any incident and/or crisis that occurs in the designated areas at the airport (PBS, HBS, NPS for example). If an incident occurs, CATSA must launch an immediate response. It is for this reason that Standard Operating Procedures are in place and simulations are carried out on a regular basis. Simulations help assess the accuracy, relevance and effectiveness of our Intervene plans and help assist us in discovering those areas that need to be improved.

CATSA screening officers have a primary and critical role to play when it comes to intervening and responding to a terrorist incident or crisis situation. This makes your continued alertness, vigilance and preparedness a key contributing factor to our counter-terrorism success. ■

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

X-Ray Tutor (XRT) Training: Screening Officer Recognition



X-Ray Tutor is a training system that has been specifically designed to increase the detection of threat items such as guns, knives, dangerous goods and IEDs in X-Ray images.

The training software is adapted to each individual and each learning sequence is calculated for the trainee based on previous detection performance. The level of difficulty is increased as a result of the achievements, thus allowing for optimized training from beginner to expert level.

CATSA began launching the program in Class I and Class II airports in November 2005, training close to 2,400 screening officers nationwide by March 31, 2006.

Once the program was launched, a one (1) 20-minute mandatory training session per week was required from each screening officer. CATSA has followed their progression through the levels of achievement and would like to recognize those individuals who have done exceptionally well by achieving Level 12, the highest level within the program, in a very short period of time.

Thank you for taking ownership of your continuous learning plan and congratulations to all screening officers who have completed the program.

CONGRATULATIONS to:

Gander International Airport

- Jamie Wiseman
- Rick Parsons
- Ronald Kelly

Greater Moncton International Airport

- Doris Basterache
- Norman Kelley

Saint John Airport

- Connie Gallant
- Laurie Garnett
- Julie Drummond
- Deborah Harris
- Helen Hayward
- Anita Toner
- Belinda Margeson

Charlottetown Airport

- Donna Saulnier

St. John's International Airport

- Giles O'Dell

Montreal International Airport

- Yamile Lopez Salinas
- Jean-Cyrille Pilon
- Danuta Starzyk
- Vladimir Gavrilov
- Irina Yarosh
- Cristian Vieru

Jean Lesage International Airport

- Pier-Phillippe Marcoux

Kingston Norman Rogers Airport

- Marilyn Agazzi
- Craig Vandusen
- James Rutledge

Greater Sudbury Airport

- Line Van Den Heuvel

Regina Airport

- Todd Schurko
- Peter Klein
- Michael Shawn Olson
- Brian Jan
- Julien Milette
- Connie Schnurr
- Rodrina Ruggieri

Edmonton International Airport

- Connie Lee Gartner

Vancouver International Airport

- Ziad El khatib
- Amrit Pal Dhaliwal
- Potenciano Bamilla
- Rajeshni Lata Lal
- Arnel Santiago
- Norman Verdon
- Patrick Wong
- Arnulfo Magarzo
- Anna Rodrigues
- Nazareth Rodrigues
- Rohini Chadirar
- Paramasivay Kanthavanam
- Harjaspal Singh

Prince George Airport

- Alvin Thompson

Whitehorse Airport

- Kim Sinclair

9/11: A Victim's Story



Carie Lemack lost her mom – Judy Larocque – on September 11, 2001 when Al Qaeda launched a series of coordinated, simultaneous terrorist attacks against the United States.

Judy was one of the passengers onboard American Airlines Flight 11 which crashed into the North Tower of the World Trade Centre at 08:46. CATSA welcomed Carie to CATSA Headquarters on September 6, 2006, as a special guest speaker to share her story with us.

Carie's story has a lot of sadness, but also a lot of hope. Carie has courageously used her grief and horror of the 9/11 terrorist attacks to become a credible advocate of aviation security issues. She is a member of Families of 9/11 (FOS11), a non-profit organization founded by families of those who died on 9/11. Carie advocated for the creation of the 9/11 Commission and was key in moving forward legislation supporting its recommendations. A founder of FOS11, she spearheaded a campaign to develop warnings and increase awareness of the effects of the media's use of real-life graphic 9/11 images.

During her presentation to CATSA, Carie highlighted the necessity of always remembering that the terrorist threat is still out there. She also talked about the critical importance of international cooperation and reminded us that Canadians, as well as many other nationalities, lost their lives on 9/11. Terrorism does not respect international boundaries and we must not restrict ourselves by them when confronting the terrorist challenge. We must always ensure that we "do what's right".

CATSA also invited Carie to address screening officers at some of the Sharing the Vision sessions during the first week of October. Speaking for the Families of 9/11, Carie reiterated the importance of aviation security and the importance of remaining ever-vigilant. She also told screening officers that the Families of 9/11 are overwhelmingly

thankful for the critical job they do each and every day on the front lines.

At CATSA, we all know that our job is important. But when we have the opportunity to put a real face behind the horrors of terrorism, it serves as a stark reminder as to why we must continue to work diligently each and every day to make certain that a 9/11 never happens again. ■

The "Ordre National du Mérite" awarded to Jacques Duchesneau

We are pleased to announce that Mr. Duchesneau was named Knight of the "Ordre National du Mérite" at the French Embassy in Ottawa, on September 13th, 2006.

Second National Order after the Légion d'Honneur, The Ordre National du Mérite (in English: The National Order of Merit) was founded on December 3, 1963 by President Charles de Gaulle. The Order is awarded for distinguished civil and military achievements in service of the French Nation. The Order has five classes: Knight (Chevalier), Officer (Officier), Commander (Commandeur), Grand Officer (Grand Officier) and Grand Cross (Grand-Croix).



Magnetic North

“I came here looking for adventure,” says Eric Ménard, point leader at the tiny airport in Kuujjuaq in the far north of Quebec. “I wanted to move.”

When there is an airport in a village with a population of 2,500, it has to be small; the buildings cover a total area of only 3000 square feet. Each day, the two runways, one of which is a gravel runway, serve passengers on two flights (to Iqaluit and Montreal) that need to be screened, as well as more than 15 regional flights that do not.

Before coming to the far north in January 2006, Eric worked at Pierre Elliott Trudeau Airport in Montreal.

“In Montreal, it was go-go-go all the time,” he said. “At screening points for international flights, most people were going on vacation, so there were big smiles all around. They were in a completely different frame of mind than people heading to Toronto, for example. Those people have a bit of an air about them because they make the trip every week. Screening domestic flights is nowhere near as nice.”

Working for Air Inuit in Kuujjuaq, Eric shares point leader duties in three-week rotations with another PL. Since a PL in rotation works alone, four or five CATSA-certified counter agents give him a hand with screening of passengers.

“I put through checked baggage only. Once my flights have left, I do administrative work, filing and other duties related to security.”

Kuujjuaq is the hub of Nunavik, a semi-autonomous region of Quebec. It is home to the local government, which brings



Eric Ménard, Point Leader at Kuujjuaq Airport

in federal and provincial employees and a full array of professionals. For this reason, the airport will be relocated until a more suitable terminal is built on the old site between now and 2007. Like all local buildings, the terminal will be built on pilings to accommodate the permafrost. There is one challenge, however: the permafrost has melted to a depth of 20 feet underneath the terminal (compared with 3 feet everywhere else), and thermal probes have to be used to refreeze the ground. The

screening checkpoint will be expanded to accommodate a higher volume of traffic. Eric doubts he will be alone for much longer.

“There’s not really any stress here,” he says. “In Montreal, quantity was what mattered. In Kuujjuaq, people know how to travel, even hunters, who are currently arriving by the hundreds every day for caribou.” He makes the point again: “Quality is what matters here. It’s great!”

There is some stress, however. Eric is an adaptable person with a lot of initiative, but in Kuujjuaq, he has to be all that and more. He works alone. Resources are scarce or hard to get, so he often

has to improvise. For example, in town, there are two police officers per shift who often have to respond to two or three calls at the same time. Emergencies may arise rapidly, but the screening officer has to be able to respond quickly to them.

“It’s still a great adventure,” says Eric. “I’m living in a totally different culture. I’m learning a lot and I’m broadening my horizons. It’s a foreign place even though it’s in Quebec.” ■

Congratulations to the Testing Team at Pearson!

The pre-qualification and final testing of Pier F Transborder in Terminal One is now complete. The team will now commence testing at the International Hammerhead. Great work guys!!

Silver Star Unveiled



On Thursday, June 29th the London International Airport held a ceremony at the south end of the Airport Terminal Building to unveil the new static display of an RCAF CT 33 Silver Star Aircraft.

The airport was home to the 22 Wing RCAF London 420 Fighter Squadron and the very last aircraft that the squadron flew was the RCAF CT 33 Silver Star Aircraft. The airport has obtained one of the few remaining CT 33s and has mounted the aircraft at the Airport. Together with Major General Bouchard, civic officials and over 50 veterans of the 420 Fighter Squadron, the Silver Star aircraft, painted in the Squadron colours, was dedicated in memory of all those who have served.

The London International Airport has a rich heritage that includes both civilian and military aviation. The dedication of the RCAF CT 33 Silver Star Aircraft is a proud moment in the history of the airport and the dedication recognizes the significant contribution to our freedom that the 420 Squadron has provided us.

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Vigilance on the Front lines: A Community Effort

You Suspect It, Report It". Under this campaign, citizens are provided with a number to call and report suspicious objects or people. This type of campaign reaches out to the public by soliciting their help in deterring and thwarting terrorist attacks.

We all have a role to play in aviation security:

- **Be alert to your surroundings and unattended baggage and packages.**
- **Report situations or occurrences that just don't seem right.**
- **If you see something, say something. Don't keep it to yourself until it is too late.**
- **Trust your gut feeling – if you sense that something just isn't right, it probably isn't. Do something about it!**

A special thanks to Sonja Fagnan,

a Hamilton screening officer during the recent implementation of the bulletins relating to liquids and gels. Sonja, who was aware that the Hamilton Airport would be screening an AeroMexico flight with 160 Spanish speaking passengers, took it upon herself to translate the CATSA/TC signs banning liquids and gels into Spanish. She made numerous copies for the airport authority and airline to place in the terminals in advance of these passengers. Her quick thinking helped avoid slowdowns at the screening points as her translations gave the passengers the chance to repack their carry-on bags before checking in.

Thank you Sonja!!

CONTACT CATSA NEWS

Media Inquiries

If you receive inquiries 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 the "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.