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Aviation Takes Off

While Isabelle Dostaler is the director of John Molson School of Business' (JMSB) Aviation (and Executive) MBA program, she's quick to point out that Concordia's expertise in the area is incredibly broad.

"Across JMSB, Engineering, and Arts and Science, there are many people working in the field." When they kept running into each other at conferences ("Other people call us the Concordia mafia."), they decided to come together and form Aviation and Aerospace Concordia.

"It's really a ground-up initiative by professors to encourage exchange of ideas and collaborative work," she said. Last year, its first, the group organized a multidisciplinary speaker series. "Together, we're also trying to build and market the Concordia brand in aviation."

Despite ongoing airline difficulties in the wake the 9/11, the aviation and aerospace industry is growing again, particularly in Quebec. "There's more to the sector than Bombardier," said

Dostaler, pointing out that many small and medium-sized companies play a significant role in the supply chain.

"We're talking about travel agents, food suppliers, and parts manufacturers, as well as fuel delivery specialists and security companies. As a group, we want to support them and their needs."

Security is a hot topic in the industry, and Dostaler wants to be clear. "Aviation security isn't about mechanical safety. It's about preventing hijackings and terrorist attacks." That's why last year the Canadian Air Transport Security Authority (CATSA) approached Concordia about creating a 30-credit Certificate in Management and Aviation Security.

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Message from the President and CEO

Happy New Year!

As President and CEO of CATSA, I have the great pleasure of welcoming you back after a successful and busy holiday season. For many of us, the holiday season is a time to recharge our batteries, to spend time with family and friends, and to prepare for another successful year ahead. For CATSA screening officers, the holiday season is one of the busiest and most challenging times of year. With thousands of passengers heading home for the holidays, bearing countless gifts, parcels, and luggage, it is a time for increased vigilance, heightened awareness and never-ending patience.

As I have stated many times before, working on the front lines at the screening checkpoints is not an easy job but a critically important one. CATSA screening officers have done an excellent job in

keeping the travelling public secure this holiday season, despite the increased passenger volumes and extra demands placed on them. As it was clearly demonstrated on August 10, 2006 when we had to respond quickly to the thwarted terrorist plot against commercial airliners in London, CATSA screening officers do not hesitate to put forth the extra effort when required. I am very proud of this!

Five-Year Review

In early December, the Five-Year Review Panel published the results of its nearly year-long review of CATSA and aviation security in Canada. I am very pleased to say that this report, titled "Flight Plan: Managing the Risks in Aviation Security", is positive for CATSA. As this report indicates, CATSA, along with its key partners, has succeeded in building a credible and effective aviation security system that is recognized around the world.

The report also includes many good recommendations on how aviation security can be improved. We must look at these recommendations as new opportunities to improve our system and build on our successes to create an even better aviation security system. As I have mentioned many times before, the key to success is continuous improvement. We must apply lessons learned to continue to evolve into a credible and accountable security authority. I look forward to examining all of the issues and recommendations identified in the Five-Year review Report in-depth and working with all our security partners to continue to make improvements to aviation security in Canada.

I encourage you to read this report which can be found at:

www.tc.gc.ca/tcss/CATSA/Final_Report-Rapport_final/final_report_e.htm

2007: Continuing to Anticipate the Unexpected

Despite a very successful year in 2006, I would like to reiterate the need to continue to anticipate the unexpected for 2007. The terrorist threat continues to evolve at an alarming rate and the specific threats we face in aviation security have not diminished.

In the past two months alone, there have been four serious incidents or threats to aviation security. On November 21, six people were arrested in Germany after a plot to bomb an El Al airliner at Frankfurt International Airport was thwarted. In this case, the suspects approached an airport employee and convinced them to smuggle baggage containing explosives onboard a plane for an unspecified amount of money. On the same day, a man was arrested at Lagos International Airport when authorities intercepted him trying to put baggage containing explosives, hidden in microphones, onboard a domestic flight.

On December 12, officials in India put all their airports on high alert following threats of plane hijackings from a Pakistani-based militant group. And on December 28, a Russian passenger plane was forced to make an emergency landing in Prague after an intoxicated passenger, claiming to have explosives, forced the plane to change course.

Clearly, aviation remains a very real target for terrorists and we must remain alert

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Winter Weather: Snow and Fog = Flight Delays



Some useful tips for screening officers:

Remember the blizzard in Halifax in February 2005? The airport was closed for two days and those working at the airport could not get home. How would you handle a major delay?

Plan for it!

- Allow for extra travel time to and from work.
- Car pool if you can and let others know your plans.
- Advise your employer if you are available for extra hours.

Be prepared!

- If your airport is an alternate site for other airports, you could be getting diverted flights.
- Checkpoints may need to stay active until departed flights are half-way to their destinations.

- Pack an extra snack ... you may not get to leave on time and airport concessions may be closed!
- Have a change of clothes, a tooth brush, etc.

Share past experiences!

- Share stories with others about past delays.
- How did you handle them?

Be creative!

- Refresher training can be fun!
- Are all reference materials up-to-date at the checkpoint?
- Use your areas of knowledge ... offer to assist newer screening officers.
- Conduct an exercise ... pick a section from the SOP.

CATSA's Holiday Travel Media Blitz

To ring in the holidays, CATSA spearheaded seasonal media information sessions at the eight biggest airports. The events were hosted by local airport authorities and CATSA regional managers. CATSA shared holiday travel tips, with helpful displays of what and how to pack. The event focused on the liquids restrictions and prohibited items.

All the regional managers (Richard Bannister, Alex Hauzsner, Rod Gore,

Sheldon Howe, Grant Quinlan, Marie-Fance Monette and Craig Corbett) were eloquent spokespeople. Thanks to them, regional print, television and radio outlets ran positive, informative stories about CATSA.

A special thank you to the airport authorities and service providers that were involved in planning these events.



Aviation Takes Off

The undergraduate certificate was jointly developed by JMSB and the Faculty of Arts and Science. Delivered to CATSA employees at a location in Ottawa, the certificate is self-financing. Two cohorts of 20 to 25 students will each undertake course work over a two-year period. The first cohort began in March 2006. When the course is completed in 2009, it is expected that the certificate will be offered online.

Dostaler believes that CATSA is a very good partner for the university. The Authority, which is responsible for security at all Canadian airports, was Transport Canada's response to heightened security requirements after 9/11. "They are a key player in security research, and one we hope to have an ongoing relationship with," she said.

Where the new certificate program supports aviation industry workers at the beginning of their careers, Dostaler said the masters program is for those with more experience.

Over the last year, the program has been consolidated so that it is now offered completely at a distance, a significant improvement, in Dostaler's view. "We found the distance format was much better for the students we are serving. These are people with established careers who are on their way up and want to keep working."

With 23 students currently in the program (11 in year one and 12 in year two), Dostaler's goal is to expand it to 20 per year over the next 12 months. As a private program in which fees are completely covered by students (or their firms), Dostaler acknowledged that the Aviation MBA needs at least 13 students to be profitable, but that the program is growing, particularly through francophone media exposure.

"One of our current students manages Hydro-Quebec's fleet of aircraft. She came to us after I did a radio interview in French. She didn't know such a program existed at Concordia before that."



photo: Andrew Dobrowolskyj

Dostaler would also like to explore a more traditionally formatted joint MBA program with the Faculty of Engineering and Computer Science that would integrate advanced management courses with existing MEng or MSc requirements. Given how many engineers end up in high-level management positions, she said, the idea just makes sense. ■

By Dawn Wiseman
(*Concordia Journal*, December 7, 2006,
Volume 2, No. 7)

Generosity Shines at the Victoria Airport

Over the past four years, the screening officers at the Victoria International Airport have been raising money for local charities. To date they have raised approximately \$12,000.

In the spirit of the Holiday Season, an additional \$900 was raised. The money raised from the events has been divided evenly between the animal shelter and the local peninsula hospice.

Once again, the screening officers have excelled with this achievement and continue to set the standard.



The Screening Officer Who Came in from the Cold

Before Chris Cook became a screening officer for Aeroguard, he worked for Air Canada, moving baggage on the ramp at the airport in Lethbridge, Alberta.

“One day,” he remembers, “the boss from Aeroguard offered me a job inside. As an air traveller, I’d always been interested in security and I thought it would be a neat job, so I jumped at the opportunity.”

Getting out of the weather was another incentive for Chris. Working outside might be fun in summer—in winter, it’s a chore, especially when the temperature plummets to -30°C and the wind chill makes it worse. Lethbridge is renowned for its howling winds. Chris advises visitors to make sure their hats have chin straps!

“I don’t miss that at all,” he quips. “I love being inside!”

That was six years ago. Chris is now Site Supervisor. The former Site Supervisor who had been in the job for 10 years gave him an excellent hand-over, retired and then came back to work as a screening officer for the sheer fun of working.

“Basically,” he says, “this is a small airport so we have to do it all. Paperwork, screening—the works. It keeps us on our toes and there’s always lots to learn.”

With a healthy manufacturing and industrial sector around the city, the airport sees many business travellers. It also sees many vacationers who visit family members studying at the local university and college.



“There are lots of foreign students here,” says Chris. “Since very few of their visitors speak English, we could run into some problems. In fact, the communication barrier doesn’t exist. They’re all accustomed to flying and know just what to do.”

For Chris and his team, making sure travellers are aware of the new rules is a big challenge.

“Right now,” he explains, “we’re collecting lots of liquids. People either

don’t know or have forgotten that bottles containing more than 100 ml aren’t allowed any more. They can be a bit hesitant to part with them.”

The airport handles six flights a day—all to Calgary.

“Once you’re in Calgary, you can fly anywhere so you’re not limited” says Chris, the sun-seeker. But Calgary is facing competition.

“Since December 23rd until the end of March, Air Transat is chartering a plane from WestJet and will be flying once a week to Mexico. This is a first for Lethbridge. It’s very exciting.”

Although the people who escape the cold to Mexico during one of Alberta’s famous Chinooks may regret their extravagance, Chris’s eyes are on the south, whatever the weather is in Lethbridge.

“I haven’t booked my ticket yet,” he says, “but I’m going to!” ■

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Message from the President and CEO

at all times. Only by anticipating the unexpected and maintaining vigilance on the front lines will we succeed in our mandate. While these incidents occurred in other countries, we all know that Canada is not immune and we must therefore be ready.

I have no doubt that 2007 will be a great year for CATSA. I am very pleased with what we have accomplished and where we are heading. We have learned a great deal over the past four and a half years and we must continue to apply all of these lessons and forge ahead to make our fifth anniversary year the best one yet!

I take this opportunity to wish you all a Happy New Year. ■



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

CONTACT CATSA NEWS

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.