



July 2007

International Conference on Fear of Flying

Many people might be surprised to learn that over 40% of the population has some anxiety about air travel! In some cases, this anxiety is so acute that those suffering from it avoid air travel altogether.

In the post-9/11 era, and especially in the immediate aftermath of the terrorist attacks on the World Trade Center and the Pentagon, anxiety over air travel has increased. For those who suffer from a fear of flying, it can be highly disruptive to their lives and cause them to miss out on many things.

The World Conference on Fear of Flying, which took place in Montreal on June 4-7, 2007, brought together pilots, psychologists, professionals involved in the treatment of fear of flying and key stakeholders of the global civil aviation industry to discuss fear of flying, to share best practices in its treatment, and to develop new approaches to help people deal with their fear of flying. Over 100 persons from many different countries came together to exchange information

and work towards the common goal of encouraging more people to fly fear-free.

Michelle Malenfant, Advisor in the Office of the President at CATSA, was invited to deliver a presentation on the security-related aspects of fear of flying. She explained that the greatest danger that we face today is not from the terrorists, but from fear itself. Fear can erode public confidence, cause over-reactions and prevent people from flying. And although there are indeed reasons why we need to be both cautious and alert about air travel, there are many more reasons why we do not need to be fearful.

In addition to adding new layers of security to our system, CATSA has more

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Message from the President and CEO

International Forum for Security Screening in Aviation

On June 4 – 5, I joined my counterparts and colleagues from around the world in Japan for the 4th annual International Forum for Security Screening in Aviation (IFSSA). CATSA created the IFSSA a few years ago in order to bring together the presidents and chief executive officers of other aviation security agencies to exchange information and share ideas with the overall aim of improving the integrity of the global aviation security system. This year’s Forum was a very successful event, as in previous years and the membership and interest continues to grow. I represented Canada in Japan along with Kevin McGarr, Executive Vice President and Chief Executive Officer of CATSA and Marc

Grégoire, Assistant Deputy Minister of Transport Canada.

The theme of this year’s Forum was “Real Solutions: Proven and Promising Practices for Security Screening in Aviation”. Items on the agenda included new liquid screening security measures, risk, performance management, one-stop screening and the evolution of Security Management System (SeMS). It was a very productive few days and all delegates were very pleased with the exchange of information and discussions.

The IFSSA will continue to be the leading forum of its kind in the world, bringing together the key decision-makers in aviation security. Next year’s Forum will be held in Switzerland and will provide another opportunity to enhance global cooperation and to share best practices.

Al-Qaeda: On the Run or on the March

Global terrorism expert Dr. Bruce Hoffman delivered the keynote address this year at the IFSSA entitled “Al-Qaeda: On the Run or on the March: Trends and Developments in Terrorism”. This presentation was very interesting and Dr. Hoffman offered some critical insights into the evolution and development of al-Qaeda’s tactics and targeting patterns, with particular attention paid to the radicalization process unfolding around the world. In addition, he provided an analysis of these trends and developments within the context of commercial aviation

security and perceptions of the flying public.

CATSA continues to place significant emphasis on working with our security partners both domestically and internationally to share information and exchange best practices. These types of interactions, such as through the IFFSA, allow us all to make improvements to our systems and procedures and to learn from each other. When it comes to aviation security, it is clear that no single agency or no single country can succeed by working in isolation. Cooperation is critical to our mutual success and by working together on a regular basis, we can ensure that civil aviation remains a hard target for terrorists. ■

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

CATSA's President Honoured by CATAAlliance



CATSA is pleased to announce that our President and CEO, Mr. Jacques Duchesneau was chosen through a nomination and voting process as the winner of the “Public Sector Leadership in Advanced Technology” category for the 22nd annual CATAAlliance Innovation and Leadership Awards.

Mr. Duchesneau was recognized for his leadership in Canada’s advanced technology community at the CATAAlliance Innovation Award Gala dinner on June 19th, at the Fairmont Chateau Laurier Hotel in Ottawa.

CATAAlliance is Canada’s leading, most influential and entrepreneurial technology alliance. It is committed to growing the global competitiveness of its members, 80% of which are currently active exporters. CATAAlliance’s mission

is to stimulate “Global Business Growth” through the forces of Canadian innovation and strategic partnership.

For additional information about the 22nd Annual CATAAlliance Innovation Awards, please visit <http://www.cata.ca/>. ■

CATSA Welcomes its New Chair

CATSA is pleased in welcoming its new Chair of the Board of directors, Mr. D. Ian Glen, Q.C. Mr. Glen was appointed on June 5th by the Minister of Transport, Infrastructure and Communities, the Honorable Lawrence Cannon, for a term of five years.

Mr. Glen holds a bachelor of arts from the University of Guelph, and a bachelor of laws from Queen’s University. He was called to the Bar of Ontario in 1973 and was appointed Queen’s Counsel in 1986. He began his legal career in private practice in Huntsville, Ontario and subsequently worked for the Department of Justice from 1975 until 1987, when he was appointed Assistant Deputy Solicitor General, responsible for Police and Security in the Department of the Solicitor General. Mr. Glen went on to serve in a number of senior management positions in the federal government, including Associate Deputy Minister of the Department of Citizenship and Immigration, Deputy Secretary to the Cabinet (Operations), Deputy Minister of Environment Canada, and Chief, Communications Security Establishment. Prior to retiring from the Public Service in 2006, he was the chairperson of the National Parole Board.

CATSA would like to take this opportunity to welcome the newest Board members who have joined CATSA in the past few months: Mr. H. Glenn Rainbird, O.C., Mr. Denis Jacob, Mr. Donald K. Robinson, Mr. Michael D. Campbell and Mr. John Kaldeway.

CATSA would also like to take this opportunity to thank Mrs. Margaret Purdy for her guidance as the interim Chair, since January 2007. Her vast experience and enthusiasm have been tremendous in helping CATSA forge an action plan to respond to the recommendations in the Auditor General’s Special Examination.

International Conference on Fear of Flying

than doubled the amount of training screening officers receive and have given them new tools and state-of-the-art equipment to help them do their jobs effectively. Our multi-layered system of defence ensures that if the terrorists do succeed in getting past one layer, they will be detected by the subsequent layers of security. Combined, these enhanced

Did you know?

According to airlinesafety.com, the actual risk of one person being involved in a fatal airline accident is once every 19,000 years, provided that this person flies on an airline every day for each of these 19,000 years.

security measures and procedures have ensured that aviation is now a hard target for terrorists.

Ms. Malenfant also explained that when it comes to the security-related aspects of fear of flying, there are specific things that CATSA and its security partners can do to help reduce anxieties. For example, we need to make sure that screening officers working on the front-lines each day are sensitized to the possible fears that passengers may have. We can also help reduce anxieties by making sure the travelling public is informed about the new security measures and by making them security-savvy travellers. This will help build trust in the security system

Did you know?

Deer kill many more hundreds of people on an annual basis on North America than do terrorists.

designed to protect them. When it comes to fearful fliers in particular, this trust must go beyond their own sense of vulnerability. ■

Technology Camp

CATSA attended the 2007 John Scholefield Science and Technology Day on May 30th and 31st in Saint-Lazare Québec.

This event helps promote math, science, technology and engineering education to young kids as well as help them understand how Canada is a leader in technology and how technology is used in our everyday lives.

Julien Leclair-Dionne, Program Analyst for the RAIC program talked about how

technology enables CATSA to enhance the existing security measures in place by adding additional layers of security. Julien also talked about the important role CATSA played in the implementation of the RAIC program and the technology it uses.

The event was well attended with over 2000 kids from the surrounding area that came by the CATSA booth, and were very interested in learning about the technology CATSA uses.



X-Ray Tutor (XRT)



Screening Officer Recognition

We would like to recognize the screening officers who have progressed to Level 12 of the XRT training program during the months of April and May 2007.

"Practice is the best instructor".

Publilius Syrus

Screening Officer Survey ... Thank you
CATSA would like to thank all screening officers who participated in the X-Ray Tutor survey during the month of June. It is very important for CATSA to obtain information from you – the users – in order for us to improve the program. We will provide more details on the results once all the information has been tabulated and finalized.

Did you know?

The X-Ray Tutor program will create a tailored learning program based on your detection skill-level during Test mode? The level of difficulty is based on your detection ability, the time you take to make a decision, as well as your difficulty rating.

CONGRATULATIONS to:

Bathurst Regional Airport

- Loretta Boudreau

Calgary International Airport

- Sharina Khan

Campbell River Airport

- Ronald Atterbury
- Carol Heyd

Charlottetown Airport

- Frederick Hawes
- Michael Mahar

Edmonton International Airport

- Catharina Lamaitre

Fort St. John Airport

- Alexandra Packer

Gander International Airport

- Randolph Wheeler
- Allen Brown
- Joyce Doucette

Grande Prairie

- Stephanie Eastman
- Maxine Chaulk

Jean Lesage International Airport

- Christian Fiset
- Eric Gingras
- Eric Baron
- Jessyca Bourgoing

Kelowna International Airport

- Mindy Buck

London International Airport

- Anthea Williams
- Dragana Popovic

Montreal International Airport

- Suzanne Moraes
- Hitti Chawki

North Bay Airport

- Sharon Benson
- Judy Dibb

Penticton Regional Airport

- Jessica Kerr

Prince Albert Airport

- Chris DuGray

Prince George Airport

- Renu Gupta
- Cheryl Gibson

Regina Airport

- Andrew Melvin

Sarnia Airport

- Theresa Sowinski

Saskatoon International Airport

- Colleen Johnston
- Jeramiah Whipp

St. John's International Airport

- Donald Wilson
- Heather Pollett
- Cohen Dunne

Toronto Lester B. Pearson

- Amanda Persaud
- Karolina Scieranski
- Maria Albulet
- Izabela Radzikowska
- Mimoza Shera
- Lin Shi
- Yun Yan Wang
- Wei Zhou

Vancouver International Airport

- Rakeshni Chandra
- Nancy Marasigan
- Hilarion Morante
- Veronica Omli
- Umlesh Singh
- Kam Kuen Tsang
- Amrit Tung
- Vivian Valerio
- Sangeeta Verma
- Nikhat Bozai
- Milagros Caranto
- Marigin De Guia
- Frank Wun Fong
- Juana Jurado
- Kirin Lata Lal
- Bashir Nasiri
- Raj Parmar
- Maria Christina Pena
- Mario Rivera
- Sam Sum

Victoria International Airport

- Cheryl Lauder

Whitehorse Airport

- Judi Wilma Gusnowski
- Raymond O'Brien

IFSSA Conference in Tokyo



The International Forum for Security Screening in Aviation (IFSSA) was created by CATSA to foster an exchange of knowledge and experiences between leading aviation security screening organizations around the world. The first meeting hosted by CATSA was in Montebello, Quebec on February 25-27, 2004 with the topic of “Beyond our Borders - A Forward Looking Discussion”.

Working from the success of the first meeting, the next meeting was held in Pilanesberg, South Africa hosted by the South African Civil Aviation Authority. Twenty-two delegates from 11 countries and one organization attended the International Aviation Security Screening Symposium with the intent of “Working Together: Finding Best Practices”. The 2006 Forum was held in Tel Aviv, Israel and was hosted by the Israeli Security Agency under the theme of “Security Choices: Balancing Security and Harmonization”. Seventeen agencies from fourteen countries participated in last year’s Forum.

This year’s Forum, held in Tokyo, Japan from June 4-7, was co-chaired by the Japanese Ministry of Land, Infrastructure and Transport and CATSA. Twenty-one agencies from fourteen countries

participated in the discussions centered on “Real Solution- Proven and Promising Practices for Security Screening in Aviation.”

Five years after 9/11, the international community has made tremendous efforts to enhance aviation security worldwide. Aviation has become a hard target for terrorists but there is no doubt that terrorists remain intent on attacking civil aviation. As August 10, 2006 demonstrated, continued vigilance and continued advancement is critical to remain ahead of evolving threats.

Several challenges remain, including;

- **Performance measurement:** how do we know we are doing the right things in the right ways?

- **Fear:** some passengers remain fearful of flying – how can we reassure them effectively?
- **Passenger perceptions:** passengers are becoming less tolerant at screening checkpoints and inconsistencies across borders.

There is no magical equation that will create the optimal security solution. But one thing is certain: international cooperation is a key ingredient in ensuring aviation security systems worldwide remain effective.

International cooperation will ensure we remain agile, flexible and well prepared to assume the challenges associated with aviation security. No single country working in isolation can defeat the terrorist threat. Only by working with partners can agencies succeed in their efforts to diminish the threat posed by terrorism. ■



Life in the Fast Lane

The Pierre-Elliott-Trudeau International Airport in Montreal is one of Canada's busiest airports, especially now that international flights depart from there instead of from Mirabel Airport, way north of the city. This new influx of passengers has meant upgrades, renovations, expansions, more security and more personnel.

Murielle Gafe, screening officer for Garda, knows this better than anyone. She has been working at PET for several years. .

"In 1973," she says, taking a deep breath, "I started working for Securex, then Fleet... Burns... Métropole... Aeroguard... Executive... Kolossal... and now Garda."

Back then, Murielle remembers a total of 75-80 screening officers and doing everything by hand. Slowly, technology crept in. The first x-ray machine... The first walk-through...

That was then. Today, as well as the full range of equipment, Murielle estimates there are screening officers working at the airport.

"It's simply not possible to know everybody," she says. "The way we work just doesn't allow it."

Indeed, the screening officers choose their shift twice a year and, barring the unforeseen, they stick to it. They are then allocated to the US, international and domestic sections of the airport.

"It's even hard to know all the screening officers on the same shift," says Murielle.

"For instance, there are about 40 of us on afternoons, on the American flights. With screening officers leaving, new people replacing them, it's difficult to learn everybody's name."



Murielle Gafe, screener at Pierre-Elliott-Trudeau International Airport

That does not mean screening officers are totally cut off from each other. In fact, over the years, Murielle has made some lasting friendships.

As for the passengers, Murielle believes they make the job what it is.

"Outside, people are always uptight—stressed. For example, if they go into a restaurant, they want everything

immediately. Here, people are stressed, too. They're on holiday with the kids or they're afraid of flying, but it's not the same."

Murielle loves meeting people from all over the world. In fact, she is happiest when surrounded by people, by the excitement and atmosphere of airport life. It gives her an opportunity to learn from them and, in turn, express herself through good customer service and a good work ethic.

"All these people I've met and dealt with at the airport have opened my eyes to the rest of the world," she says. "They've made me more tolerant, more accepting of others. Knowing that about myself, I

find it sad when I see intolerance of other cultures. We should be beyond that. At the airport, on the other hand, everybody is equal."

Over the years, some very famous people have passed through Murielle's hands.

"Jerry Lewis was as funny as on TV," she says. "Elizabeth Taylor was just as beautiful in real life. I also met Richard Burton, Celine Dion and all the Montreal Canadiens hockey players—then and now. I got their autographs for my husband."

Considering the whirlwind of activity surrounding her, Murielle has stayed very down to earth. ■

A Special Event at Bagotville



We rarely have the opportunity to welcome large carriers to our air terminal, even though we are located within the precincts of the Bagotville military airport and have the chance to see aircraft not commonly seen at civilian airports (e.g.: C-130, Aurora, F-18, F-16-, F-14, CL-415, Globe Master, French, English, German military aircraft ...).

On June 4, 2007, our boarding platform was taken over by an Airbus 330, which blocked our usual view for almost three hours. The air terminal personnel got quite an eyeful, since it took up ¾ of the tarmac.

Such a visit called for a special occasion and one was made to order by 118 Alberta forest fire fighters who had come to the Saguenay Lac St-Jean to lend our provincial SOPFEU team a hand. These people were returning home after a hard week of fire fighting. All of them looked tired but wore big smiles, thinking perhaps of the comforts of the return trip.

My team of screening officers was invited to visit the huge carrier and all were stunned by the space, luxury and technology on board. When the final group of passengers was boarding, we all took the opportunity to create a great memory.

On behalf of the people of our region, I would like to thank these women and men who came from so far to help us save one of our precious gifts of nature. The Bagotville screening officers truly enjoy getting such visits and their welcome is always warm. I thank them for their professionalism and their ever-present smiles.

Alain Bernier
Manager
Bagotville

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.