

# Transportation Security Conference

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“Air Transportation Security”

October 2<sup>nd</sup> to 4<sup>th</sup>, 2006

Calgary, Alberta

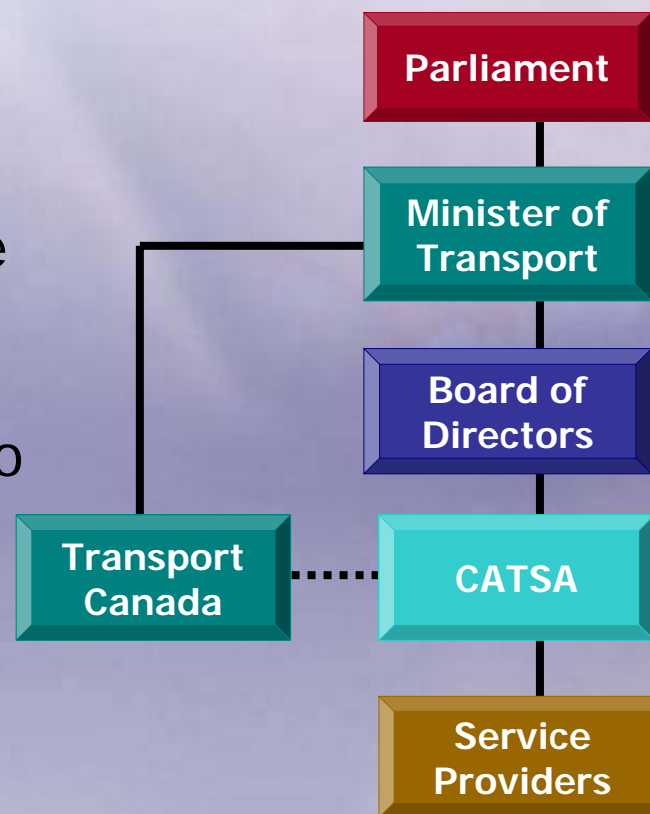


Mark Duncan

Executive Vice-President and Chief Operating Officer

# What is CATSA?

- Crown Corporation created April 1<sup>st</sup>, 2002 through Bill C-49
- Reports to Parliament through the Minister of Transport
- CATSA uses screening providers to conduct screening at airports



# CATSA's Mandate

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- Baggage Screening
- Non Passenger Screening
- Passenger Screening
- Restricted Area Identification Card
- Airport Policing and Airport Protective Officers



# CATSA by the Numbers

- 89 designated airports
- Handle close to 40 million passengers per year
- Over 4,000 screening officers
- Wait times less than 8 minutes, 93%
- 100 million decisions made annually
- Annual turnover rate = 12.2%



# Pre-Board Screening Status: DELIVERED

Providing consistent, effective and efficient pre-board screening services



Cross-country training provided by CATSA to all screening officers

Deliver high level of customer service



93% customer satisfaction

Maintain a consistent product



National SOP's, common look, standard uniforms, active offer

Develop a workforce culture



Emphasis on customer service and security

Implement new management model for PBS



Service delivery model implemented



# Equipment Status: DELIVERED

- National guidelines developed
- Airport Project Management
- Reimbursement Program
- Multi-level in line systems
- Equivalency configurations



# RAIC Status: Underway

- Restricted Area Identification Card (RAIC)
- Multi-airport National System
- Biometrics / Iris / Fingerprint
- Centralized database
- Security Clearances
- Airport Control



# Non-Passenger Screening Status: DELIVERED

CATSA responsibilities:

- Random screening
- Training of screening officers
- Equipment deployment and maintenance





# Policing Programs: **DELIVERED**

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The Air Carrier Protective Program covers selected domestic, transborder and international flights, and all flights to Reagan National Airport in Washington, D.C.

CATSA is responsible for funding, auditing, evaluating and reporting on the Airport funding program.



# **National Coordination Status: DELIVERED**

- Coordinated response to threats and risks confronting the aviation industry
- Established a centralized Security Operations Centre
- Created partnerships and did research in order to find new working methods



# CATSA Emergency Response Plan

## United Kingdom Terror Threat

- 3:14 a.m. CEO and EVP contacted about incident
- 4:00 a.m. Security Operations Centre fully operational
- 5:31 a.m. TC and CATSA discuss random gate searches and screening response
- 5:59 a.m. Security measures created and translated
- 6:30 a.m. Cross Canada conference call
- 7:15 a.m. Bulletin 81 sent to all service providers and Regional Managers



# Challenges and Opportunities

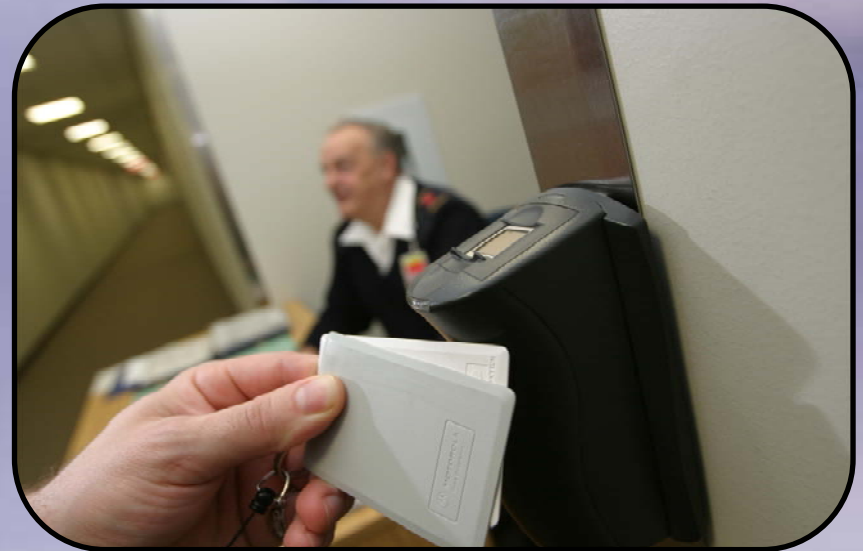
- Information silos
- Personnel
- Responsibilities vs. interests
- Technology
- Threat and risk based screening systems
- Incident response





# Aviation Security: New Technology

- Biometric identification
- Millimetre Wave Sensor Detection
- Invisible boundaries
- RFID
- Vehicle surveillance





# From Reservation to Destination

## Ideas of the Future

- Multi-level and multi-layered security architectures
- Increased automation combined with harmonized security procedures
- Interagency and international collaboration



# What is needed?

- Operational flexibility
- Financial flexibility
- Actionable information
- Partnerships among stakeholders



# Contact Us

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