

CATSA

CHECKPOINT

HAVE QUESTIONS? CATSA ASSIST HAS ANSWERS

Screening over 60 million passengers a year is bound to raise some questions, especially when faced with unique or rare items passengers bring with them. When you're not sure if an item is permitted, finding the answer just got easier with CATSA Assist.

WHAT IS CATSA ASSIST?

CATSA Assist is an online search engine you can use to quickly find out if an item is permitted or non-permitted. You simply type the name of the item in the search bar and select the checkpoint (PBS, HBS or NPS). When you click on the item name, a window pops up telling you whether the item is permitted or not.

While CATSA Assist is currently available to CATSA employees and screening contractor management through computers connected to the CATSA network, the next step is to put this tool directly in the

palm of your hand – or right at your work station.

CATSA ASSIST DEVICE TRIALS AT YOW

CATSA Assist devices are being tested at Ottawa Macdonald-Cartier International Airport (YOW), where screening officers will have the opportunity to use the new tool on three different devices:

- An APK (like a desktop computer monitor) that sits near the recheck monitor at the back of the screening line;
- A tablet, near the recheck monitors; and
- A Samsung smartphone.

Each device will be used for six to eight weeks. After all devices have been tested, the screening officers who took part in the trial will complete a survey to determine which of the three devices they prefer and to provide any other information they wish to share about using CATSA Assist.



Performance officer Emilie Salamanca using CATSA Assist at YOW.

MAKING CATSA ASSIST BETTER

Based on your suggestions, new item descriptions and images will continuously be added to the database. Failed searches (ones where the item being search is not found) will also be tracked and used to improve this new tool. The goal of CATSA Assist is to provide better and faster access to information that will support you in your decision-making during the screening process and help ensure consistency in decision-making between airports.

Stay tuned for more information on CATSA Assist in the next edition of *CATSA Checkpoint*.

HAPPY RETIREMENT **SUSAN!**



Susan Stapleton (centre) during her retirement party with GardaWorld screening officers and management at YOW.

On Feb. 15, at Ottawa Macdonald-Cartier International Airport (YOW), GardaWorld hosted a heartfelt retirement party for screening officer Susan Stapleton. Known to all as “Mama Susan”, she was the second most senior screening officer at YOW with 18 years of service.

Susan’s smile brightened the room, which then became filled with laughter as she told herself not to tear up.

“It’s been a long road and we’ve had a lot of wonderful times together,” said Susan. “There are a lot of good memories here that I’m going to treasure forever. I’ve enjoyed my time here! I want to thank you

all so much for coming today – it means the world to me.”

GardaWorld General Manager Victoria Greenslade acknowledged Susan’s commitment and hard work by presenting her with several parting gifts, including a custom-made GardaWorld jacket. “She’s one of those individuals who you can count

on for getting the work done,” said Victoria. “She wasn’t a supervisor or a manager, but was a natural leader. Her leadership among her peers is what’s going to be most missed.”

Victoria also stressed the importance of having seasoned veterans on the floor. “When things get busy or during incidents, they bring calmness. They know what to do and what to expect. They have a calming effect on newer officers.”

When Susan’s co-workers were asked to describe her in one word, they said: thoughtful, caring, generous, loving, patient, unique, dedicated, authentic, wise and, of course, motherly.

Susan recalls her experience working just after 9/11 as one of the biggest challenges she faced in her 18-year career. “The first few weeks were really hectic because we had to guard the doors and elevators, and watch everybody coming and going,” Susan explained. “That was a bit scary, but then everything settled down.”

Being a hard-core Senators fan, Susan said screening Zdeno Chara while he was still playing for Ottawa was one of the coolest moments. She will also cherish her retirement party as a very special memory. We wish her the very best with her future endeavours!

PIZZA PARTY FOR EDMONTON SCREENING OFFICERS!

The GardaWorld lunchroom at Edmonton International Airport (EIA) was full of praise, pop and pizza when Jason Sangster, Director of Safety and Security at EIA, organized a “thank you” pizza party for all screening officers. They worked very hard during last year’s peak holiday season to ensure consistent, efficient and effective screening operations and the airport authority wanted to recognize their efforts. Well done!



GardaWorld screening officers at Edmonton International Airport with the CATSA regional team and representatives from the airport authority.

CATSA'S CLIENT SATISFACTION TEAM THERE FOR YOU

Ever wondered what happens next when you hand out a Contact Us card or fill out a Report for Property Loss, Damage or Injury (LDI) for a passenger? Most of the time the claim or complaint makes its way to CATSA's Client Satisfaction (CS) team.

This puts them in contact with someone who can take down their information, launch an investigation – if necessary – and, often, take the time to explain the screening process in detail.

“A number of complaints have to do with a passenger's misunderstanding of the screening process,” says CS supervisor Sandra Alvarez. “Once we explain the rules and procedures, they are much better prepared for screening the next time they travel and more understanding of the screening officer's role.”

Other complaints have to do with the consistency of screening procedures and how they are applied one way in one airport and differently in another. Sometimes this is due to different interpretations of the SOPs from one region or airport to another. Whenever this happens, the CS team informs CATSA's Service Delivery branch so the procedure can be explained to screening officers more clearly.

The CS team also deals with claims for items that are lost or damaged during the screening process. “We see many claims for sunglasses, jewellery, hats, jackets and electronics that have fallen out of the bins and into the rollers or x-ray equipment,” says Alvarez. “We always try to educate passengers on the best way to pack their items in the bins to avoid future issues.”

While the majority of calls and emails are either claims or complaints, many are questions from passengers who are about to travel and are unsure of the rules – especially if they have an unusual item. Recent questions have included hoverboards, needles for sewing machines and mini souvenir hockey sticks.

While we always try to improve, the vast majority of passengers appreciate your work. In addition to the compliments CATSA receives (page 6), a survey from fall 2016 found that passengers' overall satisfaction with security screening hit an all-time high of 86 per cent. Congratulations!



Canadian Air Transport
Security Authority

Administration canadienne
de la sûreté du transport aérien

Your opinion matters

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UPDATE ON THE OFFICIAL LANGUAGES AUDIT



We told you in the spring 2016 issue of *CATSA Checkpoint* about an audit of CATSA's frontline operations in airports by the Office of the Commissioner of Official Languages (OCOL) to evaluate how well we meet our obligations under the *Official Languages Act*.

The audit process was amicable and productive, which showed OCOL that CATSA's ongoing commitment to our official languages obligations continues to be strong.

CATSA worked closely with the OCOL auditors to ensure they had all the information required to perform the audit, which involved

visits to six Class I airports across the country. The audit report makes a point of acknowledging the help provided by screening contractors and CATSA staff at every location (Halifax, Montreal, Ottawa, Toronto, Edmonton and Vancouver).

The audit resulted in 15 recommendations for how our bilingual services at designated airports can be improved, and CATSA welcomes this input. We are pleased to report that we have already addressed the majority of the recommendations. In fact, the report makes a point of recognizing CATSA's "proactive efforts."

Some of the recommendations were related to difficulty in recruiting bilingual screening officers across Canada, and the report mentioned the extra efforts taken by CATSA and its screening contractors to address this issue. It was also recommended that CATSA and its screening contractors reach out to minority language groups to help with recruitment efforts and we are happy to report that we have already held our first meeting.

What stood out in the report was the number of times it was mentioned that screening officers and CATSA staff take pride in the work they do. "During our visits and interviews, we observed the commitment and pride of CATSA personnel and its service providers in their work and their dedication to providing the best possible service to clients."

That's one more point on which our organizations agree. The full audit report can be viewed at:

www.ocol-clo.gc.ca.

CATSA IS NOW ON FACEBOOK

Earlier this year, CATSA joined the most popular social network in the world: Facebook. Now we need your help to make sure we reach as many passengers as possible! We invite you to "like" and "share" the CATSA page (facebook.com/CATSAGC) and invite your friends, family and colleagues to do the same.

CATSA's Facebook page is used as a customer service tool to address comments and questions and to share tips on how to make the screening process as easy as possible. This helps passengers and it helps you! If travellers are better prepared for

security screening, everyone wins. The Facebook page will also be used to feature good news stories involving screening personnel, successful trials and useful information from CATSA's industry partners.



Facebook has more than 1 billion users. It is the social network of choice for most Canadians: 71% have a profile and 55% of those access it daily. Help us grow our presence on Facebook and contribute to a better screening experience for all.

THE VERDICT'S IN: CATSA PLUS IS A WINNER

Screening officers in Calgary, Toronto-Pearson and Montreal – the three airports with CATSA Plus lines – love the speed, the variety and the efficiency that the new system has brought to their job.

Josephine Grounder, screening officer in Calgary for six years, sums it up: “I think it’s far better. It’s more efficient while still doing the job properly.”

The system allows for improved passenger flow, which everyone appreciates.

“It’s efficient for us, and for the passengers too,” says Montreal screening officer John Tagana.

John’s co-worker, Caterina Macri, chimes in to say that she tells passengers she’s the one who actually engineered it, to steal some credit and maybe get a laugh.

They both say they appreciate the fact that they can rotate through the various stations. Everyone has a favourite, and not surprisingly, Caterina prefers dealing



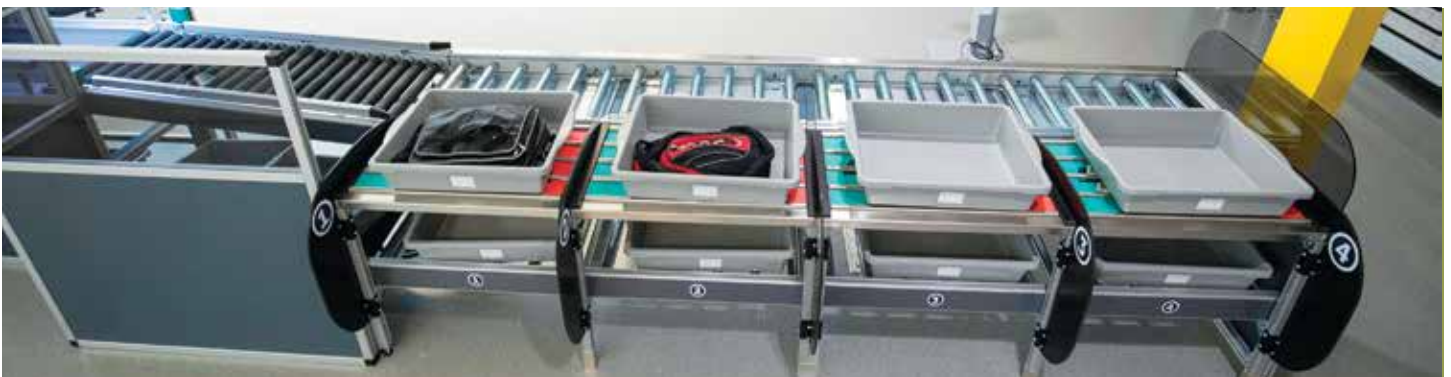
Securitas screening officers Caterina Macri and John Tagana in front of the CATSA Plus line at Montreal-Trudeau airport

directly with the passengers at the parallel divest station. “I like all of them, but I like talking to people. It’s my personality.” John jokes that his personality is better suited for the remote X-ray screens.

Jason Bouwman, who has been a screening officer at Toronto-Pearson for eight years, shares John’s preference for being on the screens in the remote viewing room. “You’re keeping focus. I prefer that personally.” It’s worth noting that all four say that it’s not just about them, and that passengers love it as much as they do. As Josephine says, “That makes you feel good, too.”

WHAT’S NEXT FOR CATSA PLUS?

New CATSA Plus screening lines have just been deployed at Toronto-Pearson and Vancouver, with additional lines planned at these two airports and in Montreal for the fall. These new installations mean that more and more screening officers will have the opportunity to experience the speed, variety and efficiency of working on CATSA Plus lines – and serving passengers who enjoy the benefits too.



COMPLIMENTS

We constantly receive positive feedback from passengers about your work and the great customer service you provide. Below are a few examples:

Screening officer (Toronto-Pearson)

I was caught in the snow and horrible traffic coming to Pearson. I was late leaving a meeting and it was critical that I make it back to London on my 6 p.m. flight. A woman noticed that I was running desperately late and she helped me with my belongings and helped send me on my way. She was very cheerful and could not have been nicer! I only wish that I had thought to look at her nametag so I could refer to her by name. I have been flying on average twice a month for the last 15 years, and this is one of the top five acts of random kindness that I have encountered in all of my experience of being a frequent traveller.

Marlon (Ottawa)

I am a Customer Service Agent for WestJet at the Ottawa Airport and on January 30, 2017 I was assisting a family through the security checkpoint in order to get to the gates. This was a family traveling with the "Make a Wish" program and returning home from their special trip to Ottawa. Our "Make a Wish" youth was an immobile guest in a wheelchair and Marlon, one of your screening officers, had to perform a physical search. Our guest became upset as I don't think he fully understood why he had to be touched and why Marlon had to inspect him. What really impressed me was throughout the entire search, Marlon was amazing with our guest! He talked with him and explained each step of the search process and reassured him; he took the extra time needed to do his job in a unique situation and I was so impressed with how he handled it.

Sandrine (Ottawa)

I am a physician who travelled through the Ottawa International Airport on January 19, 2017 (around dinner time). In the security line ahead of me was a man with a cane who was quite clearly visually impaired. If I was to demonstrate to medical students the optimal way to interact with a visually impaired patient, I could not have done a better job than what I observed in Sandrine. She recognized the situation immediately and introduced herself to the man when he got to the front of the line. She used clear instructions to guide him through the process; she was calm and respectfully offered her assistance verbally, while being patient and treating him with the utmost respect. Sandrine made me very proud to be a Canadian and you should be very proud of her too!

Powell (Winnipeg)

On Tuesday, December 20, I flew from Winnipeg to Toronto and forgot a Christmas package in the women's bathroom. The security team contacted the Lost and Found for me and was able to retrieve the package. My flight was boarding in a few minutes, and they escorted me out of the secured area to the Info booth, then back through the screening lanes. The whole team was great, and the lead, Powell, really went over and above to help me out and get me to my flight on time. Thanks, Powell!

Leanne, Tammy, H  l  ne, Jacques (Timmins)

I have frequented many airports throughout Canada, the USA, and overseas. Many different security checkpoints have left impressionable memories; bad, good, or great! The security checkpoint at the Timmins Airport is great. It is refreshing to go through the checkpoint in comparison to others in the past. The staff at this airport is friendly, courteous, patient, and extremely helpful with their customers. Even with disgruntled individuals, their demeanor and communication remains utmost professional. I would like to say a special thank you and commend the following employees, as they are true ambassadors for their position and in representing CATSA: Leanne, Tammy, H  l  ne, Jacques. Thank you for your excellent customer service!

Darlene (Montreal)

On February 20 at the Montreal pre-board screening, I lost my phone SIM card in the line or in the bin. I noticed this ten minutes after going through the security line. I went back and talked to Darlene. She searched the line I had gone through however the card had not been found. About 20 minutes later when I was in the boarding area of my flight, she came with the lost item. I am very impressed with her service to actually go and look for me. She is an outstanding employee!

Mindy (Grand Prairie)

My flight was cancelled after screening at Grande Prairie Airport. I had to return to the agent to book another flight, and I had just purchased a drink and left it with Mindy as I thought I would be returning shortly. It turned out that it had taken me over an hour to get through the line however Mindy came and found me to return my drink to me while I was waiting. Wow, what great customer service! It was so nice to see someone going above and beyond to take care of their clients.

Michael (Vancouver)

I have an ostomy (I've had it for four years) and I've never flown with one before. My fiancé and I were flying from YVR to Germany, then to England. I spoke with a lovely agent today as we walked through the airport at YVR at around 1:30. His name was Michael. He was very reassuring and answered all of my questions in regards to traveling with medical supplies. He has eased my anxiety and I just wanted to say thank you!



POSITIVE TWEETS



We use Twitter to interact with passengers. Every day we receive questions, comments and compliments. Here are some of the nice things that passengers had to say about your work:

Edmonton

- **@FlyEIA** smooth check-in and through the security to fly to **#Houston**, thanks to **#flyeia**
- **@FlyEIA** That security line was massive! Thanks for making sure I made my flight this morning!

Toronto-Pearson

- The **@catsa_gc** SO literally cheering people on as they use CATSA Plus at YYZ is my new favourite person.

- The security screening personnel at **@TorontoPearson...** were incredible. Mom travelling with 2 under 3, she knew I needed a hug!

Ottawa

- Mad props to the **@catsa_gc** staff at YOW @5pm today who were kind/helpful to the woman in front of me w/ small baby, headed to Africa (29hrs)!

St. John

- What does it tell you when **@catsa_gc** says welcome back. **@YourSJAairport**. Service with a smile.

Calgary

- We are so appreciative of the friendly and happy security staff at **@FlyYYC**. Thank you!

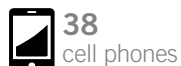
Vancouver

- What a lot of great professionals **@yvrairport @catsa_gc** on Sunday night. Special thanks to **@WestJet** for all your help!

LOST THEN FOUND

Thanks to the good work of screening officers and operators in the CATSA Security Operations Centre, 421 forgotten items worth close to \$273,135 were returned to passengers between February and April 2017.

Screening officers often go above and beyond their security screening duties by reuniting passengers with everything from watches and keys to items of high sentimental value. Examples of items returned to passengers include:



In many cases, these items were returned to passengers before their flight took off, saving them time, money and frustration. Thank you all for caring about the customers we serve.



AIRPORT PROFILE: **YZF**

Here's the latest in *CATSA Checkpoint's* series profiling some of our smaller airports.

AIRPORT: YZF

LOCATION: Yellowknife, Northwest Territories

SCREENING OFFICERS: 18

AIRLINES: Air Canada Jazz, Air North, Canadian North, Deton Cho, First Air, Northwestern Air Lease, WestJet

TRAFFIC: 500,000 passengers yearly

WHAT MAKES YZF UNIQUE: Every winter, approximately 500 Japanese tourists arrive at Yellowknife Airport. In most cases, there is a language barrier as very few speak English. Screening officers are patient and work hard to facilitate the screening process and ensure these tourists enjoy their experience in the North

EXCITING EVENTS: Yellowknife Airport hosts the bi-annual Yellowknife International Air Show, featuring the Canadian Snow Birds. The 2017 edition will start on July 9.

QUOTE: "What distinguishes our team is its multiculturalism in a remote location far from large urban areas. We're team-oriented and dynamic. We have great communication and we support each other all the time."

– Nathalie Sirois, GardaWorld Manager at Yellowknife Airport.



CATSA is dedicated to providing services to the travelling public in both official languages.

Have a story idea for a future issue of CATSA Checkpoint? Write to us at catsacheckpoint@catsa.gc.ca