

2015

Canada People Security Screening Market Background



Source: TSA

Homeland Security Research Corp.

Canada People Security Screening Market Background – 2015

August 2015

Homeland Security Research Corp. (HSRC) is an international market and technology research firm specializing in the Homeland Security (HLS) & Public Safety (PS) Industry. HSRC provides premium market reports on present and emerging technologies and industry expertise, enabling global clients to gain time-critical insight into business opportunities. HSRC's clients include U.S. Congress, DHS, U.S. Army, U.S. Navy, NATO, DOD, DOT, GAO, and EU, among others; as well as HLS & PS government agencies in Japan, Korea, Taiwan, Israel, Canada, UK, Germany, Australia, Sweden, Finland, Singapore. With over 750 private sector clients (72% repeat customers), including major defense and security contractors, and Fortune 500 companies. HSRC earned the reputation as the industry's Gold Standard for HLS & PS market reports.

**Washington D.C. 20004, 601 Pennsylvania Ave., NW Suite 900,
Tel: 202-455-0966, info@hsrc.biz, www.homelandsecurityresearch.com**

Table of Contents

1	Canada People Security Screening Market - 2015-2020.....	4
1.1	Canada People Security Screening Market Background	4

1 Canada People Security Screening Market - 2015-2020

1.1 Canada People Security Screening Market Background

In response to the events of September 11, 2001, the Federal Budget of December 2001 allocated \$2.2 billion over five years to strengthening aviation security, including the creation of the Canadian Air Transport Security Authority (CATSA), to be responsible for passenger and baggage screening and contributions towards policing at airports. Creating and operating CATSA accounted for \$1.942 billion of the \$2.2 billion allocated for aviation security. The remaining amount was to fund all other air security improvements.

CATSA is a Crown corporation created on 1 April 2002. CATSA is responsible for key aviation security services at 89 designated airports across Canada. CATSA reports to Parliament through the Minister of Transport, Infrastructure and Communities. CATSA has defined its mission as one of “protecting the public by securing critical elements of the air transportation system as assigned by the government.” CATSA’s legislative authority is the *Canadian Air Transport Security Authority Act* (CATSA Act).

According to the CATSA Act, the mandate of the Corporation is to “take actions, either directly or through a screening contractor, for the effective and efficient screening of persons who access aircraft or restricted areas through screening points, the property in their possession or control, and the belongings or baggage that they give to an air carrier for transport.” Restricted areas are those established under the *Aeronautics Act* at an airport designated by the regulations or any other place that the Minister of Transport, Infrastructure and Communities may designate. The CATSA Act also states that the Corporation is responsible for ensuring consistency in the delivery of screening across Canada and for carrying out its responsibilities in the public interest, having due regard for the interest of the travelling public.

The security elements entrusted to CATSA in accordance with the CATSA Act were the following:

1. Screening of passengers and their carry-on baggage;
2. Screening of checked baggage;

The option to enter into agreements with the Minister of Public Safety and Emergency Preparedness or the RCMP for the provision of services on aircraft, and to make payment for those services; and the option to enter into agreements with airports to contribute to the costs of policing.

In addition, subsequent to the passing of the CATSA Act, the Minister of Transport, Infrastructure and Communities assigned responsibilities for the screening of non-passengers (for example, airport workers and flight crews who

enter the restricted area) and for the implementation of a restricted area biometric identification card for non-passengers to CATSA .

Under the terms of the CATSA Act, CATSA makes payments to the RCMP to provide Aircraft Protective Officers on board commercial aircraft to reduce the possibility of an unauthorized person seizing control of a Canadian commercial aircraft. This is referred to as the Canadian Air Carrier Protective Program. CATSA also currently has agreements with Airport Authorities (referred to as Airport Policing Contribution Agreements) to contribute to aviation-security related policing costs in the airports.

To carry out screening, CATSA has chosen to contract with third-party screening service providers (screening providers) who specialize in the delivery of security and screening services. CATSA is responsible for establishing criteria for the qualifications, training, and performance of screening officers that are as stringent as the regulations. CATSA is also responsible for certifying that screening officers employed by the screening providers meet performance standards.

CATSA took over contracts with 15 private-sector firms to provide passenger and carry-on baggage screening services at 89 airports across the country. It has implemented explosive detection systems for “hold bag screening” (HBS) for checked luggage in all 89 designated airports, using a payment refund mechanism to reimburse airport authorities. CATSA has implemented non-passenger screening (NPS) on a random basis for flight crews, maintenance personnel, baggage handlers, and food service personnel in the 29 class I and class II airports. CATSA screens 37 million passengers, approximately 800,000 non-passengers, and 60 million pieces of checked luggage annually.

The Restricted Area Identification Card (RAIC), a biometric airport pass system for all non-passengers who need access to restricted areas, has been deployed and is operational in seven class II airports and one class I airport, although not all non-passengers are enrolled.

Deployment to the remaining twenty-one class I and class II airports is ongoing. At the end of June 2006, 34 percent of the target population was enrolled. CATSA has set a target of December 2006 to complete RAIC implementation within the affected terminal buildings. Subsequent to this, work will commence on RAIC access control for the external perimeter of the terminal buildings.

Since assuming responsibility for screening operations, CATSA has created a new standard uniform for screening officers, to provide a consistent appearance in airports, and it has significantly increased their minimum hourly rate (average wages, negotiated by the screening providers, are now about \$15 per hour). It has also developed a national Training and Certification Program for all screening officers.

Each screening officer must take two courses called Foundations I and Foundations II, which are each one week long. There are also additional training

courses for hold bag screening, non-passenger screening, and point leaders (first line supervisors).

CATSA embarked on the “Sharing the Vision” initiative to build understanding of CATSA’s mission and to instill pride in the work of screening officers. CATSA senior executives visited 12 airports across the country, made presentations, and held question and answer sessions with screening officers to hear their concerns and suggestions for improving the system. Feedback from this initiative resulted in the creation of bulletin boards depicting various improvised explosive devices, to be placed in the screening officers’ lounges, and signs indicating that rude behavior from passengers would not be tolerated, to be placed near the pre-board screening point. Other changes included the creation of a screening officers’ website and changes to uniforms.

According to Transport Canada forecasts, the average annual growth rate of passengers for the period from 2002 to 2017 at class I airports will vary from three to four percent per year. CATSA’s funding is not directly tied to passenger volumes. Airport authorities and the airlines continually pressure CATSA to process passengers quickly.

CATSA considers greater access to intelligence information to be one of its corporate priorities. Canada’s security and intelligence community is comprised of Transport Canada and several other departments, such as the RCMP and CSIS; but does not include CATSA. Transport Canada passes on intelligence information to CATSA. However, CATSA has stated that it needs direct access to intelligence information and that this is imperative for it to effectively carry out its work. It has engaged two employees to collate and assess intelligence information. These employees prepare daily intelligence briefs and weekly intelligence reports for CATSA’s senior management.

The Canadian aviation security regulations developed by Transport Canada include explicit instructions to be followed (for example, a screening line must have a minimum of three screening officers if it has a walk-through metal detector), rather than being results-based and focused on the ultimate expected outcome. CATSA believes it needs greater operational flexibility in order to fulfill its mandate. For example, it would like to use dogs that can detect explosives in the airports. However, the legal authority for CATSA to search people and their belongings using dogs has not been provided in the current regulatory framework. CATSA would also like to reduce the number of screening officers in a screening line to fewer than three in smaller airports. The regulations do not allow this.

Within CATSA’s current mandate, the screening officers are to carry out a specific set of screening techniques to detect prohibited items and to prevent them from being introduced into airport “restricted” areas. Currently, the screening officers’ focus is on objects, and all passengers are treated the same way. However, CATSA wants to introduce behavior observation techniques, so screening officers could identify passengers who may need to be scrutinized

more closely. The legal authority for CATSA to use these techniques is not provided in the current regulatory framework.

CATSA's view is that counterterrorism is a key aspect of its work. This is evident in CATSA documents. Transport Canada has stated that CATSA's current mandated responsibilities do not specifically include counterterrorism.

Transport Canada is responsible for establishing the list of equipment that has been demonstrated to meet or exceed the designated performance standards. CATSA can only select equipment on that list. CATSA believes it should be able to research, test, evaluate, and select its own screening equipment and that it should have the financial resources to do so.

Transport Canada is mandated to determine if the baseline standard, to detect prohibited items and to prevent them from being introduced into airport sterile areas, is being met. It does so in part by conducting infiltration tests. Transport Canada inspectors try to bring simulated or deactivated threat objects, such as knives, guns, and explosives through passenger screening lines. Major differences have arisen between Transport Canada and CATSA as to what constitutes a "failed" or a "passed" infiltration test. These differences include who should have identified the threat object and whether the screening officer followed proper procedures in doing so.

Transport Canada is moving towards a more results-based regulatory regime over time and has indicated that a precursor to this would be CATSA's preparation of sound business cases to demonstrate the security value of alternative approaches, as well as performance expectations and associated measures that are well defined and agreed upon. Certain policy decisions may need to be reviewed by the Minister and the Cabinet.

CATSA reports to Parliament through the Minister of Transport, Infrastructure and Communities, and therefore the Minister recommend the corporate plan to the Governor in Council for approval. The Security and Emergency Preparedness Directorate of Transport Canada reviews the corporate plan after it is provided to the Minister. This Directorate is also responsible for the policies and regulations governing security screening, although under different directors.

CATSA's Standard Operating Procedures dictate the roles of each officer for different screening line configurations. On a five-person line, the five prescribed roles of the screening officers are the following:

- inspection of boarding passes,
- operation of the X-ray,
- search of carry-on bags,
- operation of Explosive Detection Trace (EDT) equipment, and
- Use of walk-through metal detector and/or hand-held metal detector.

CATSA achieved 100 percent screening of checked luggage (hold bag screening) for explosives in all 89 designated airports across Canada.

The state-of-the-art explosives detection systems “represented a half billion dollar investment by the government.” These systems were delivered ahead of the original schedule to meet international requirements.

CATSA’s Standard Operating Procedures also dictate how hold bag screening (HBS) must be carried out. Different configurations for hold bag screening exist at present. In some airports, the HBS checkpoint is in public view, either before or after the check-in counter, while in other airports it is out of public view. HBS screening officers monitor and screen X-ray images from the HBS equipment at the checkpoint or in a control room.

Non-passenger screening (NPS) is conducted at certain access points to the restricted area to screen airport workers and flight crews and their belongings. NPS check points can be either fixed or mobile. Fixed NPS checkpoints are equipped with walk-through metal detectors; “Continuously busy” is defined as carrying out the necessary screening of a passenger or bag as per the Standard Operating Procedures, then moving on to the next randomly selected passenger.

In addition, subsequent to the passing of the CATSA Act, the Minister of Transport, Infrastructure and Communities assigned responsibilities for the screening of non-passengers (for example, airport workers and flight crews who enter the restricted area) and for the implementation of a restricted area biometric identification card for non-passengers to CATSA .

Under the terms of the CATSA Act, CATSA makes payments to the RCMP to provide Aircraft Protective Officers on board commercial aircraft to reduce the possibility of an unauthorized person seizing control of a Canadian commercial aircraft. This is referred to as the Canadian Air Carrier Protective Program. CATSA also currently has agreements with Airport Authorities (referred to as Airport Policing Contribution Agreements) to contribute to aviation-security related policing costs in the airports.

To carry out screening, CATSA has chosen to contract with third-party screening service providers (screening providers) who specialize in the delivery of security and screening services. CATSA is responsible for establishing criteria for the qualifications, training, and performance of screening officers that are as stringent as the regulations. CATSA is also responsible for certifying that screening officers employed by the screening providers meet performance standards and continue to take measures to address screening officer shortages.

Ongoing turnover rates should be factored into all staff planning, as well as security clearance delays.

More information can be found at:

[Global People Security Screening: Technologies, Industry & Market – 2015-2020](#)