



News Release - Communiqué

Flyers Showing Sky-High Confidence in Canadian Air Transport Security - New Survey Results

OTTAWA – May 8, 2006 – Four and a half years after the September 11th 2001 terrorist attacks, 94 per cent of passengers (up from 88 per cent in 2005) said they felt confident about the systems in place to ensure air transport security at Canadian airports, according to new survey results, released today by Mr. Jacques Duchesneau, President and CEO of the Canadian Air Transport Security Authority (CATSA).

The most dramatic increase was in the number of passengers who said they felt a high-level of confidence. That margin jumped to 79 per cent of surveyed passengers in 2006 from 43 per cent in 2005.

The survey results, commissioned by CATSA and carried out by Decima Research Inc., are based on interviews with 2,929 passengers at 16 airports across Canada between March 8 and 17, 2006.

“The results are encouraging and confirm that we are on target for meeting the needs of the travelling public by working with our partners to provide one of the best air transportation security systems in the world,” said Mr. Duchesneau.

Mr. Duchesneau speculated that the rise in confidence may result from the fact that travellers departing from Canadian airports are protected by one of the most advanced air transport security systems in the world. “For example, CATSA exceeds current international security standards by screening 100 per cent of all checked baggage on international flights as well as on domestic commercial flights departing from designated airports.”

Since it was established in the wake of terrorist attacks on September 11, 2001, CATSA added hundreds of additional pre-board screening officers, introduced rigorous, multi-level training programs for all screening officers and deployed leading edge screening equipment, technologies and approaches to safeguard the flying public.

“But,” he added, “threats to air security are always changing, and maintaining world-class protection requires constant improvement of screening technologies and techniques. We are continually evolving to stay ahead of new dangers in order to protect airline passengers. For example, lessons learned from the investigation into the bombing of Air India Flight 182 help to ensure Canada’s airport security systems are the most effective in the world.”

The survey also reported:

The pre-board security screening service is getting better:

As was the case in 2005, an overwhelming majority of participants were satisfied with their overall experience at the security screening checkpoints. Nine in ten passengers were satisfied with the following:

- That they were treated fairly by the screening officer (94 per cent);
- The level of professionalism of screening officers (93 per cent);
- The time it took to be screened through security (93 per cent);

Of the small group who reported that they were dissatisfied with their pre-board security screening process (n=260), the two most frequent reasons were staff being rude or unfriendly, or long line ups.

The majority of passengers get served in the language of their choice:

Ninety-six per cent agreed that they were served in the Official Language of their choice.

Also consistent with the findings from 2005 was the fact that about half (53 per cent) of passengers say they were greeted in both Official Languages at the security checkpoint.

Security Screening Fast FAQ

- There are the more than 4,000 certified screening officers working at CATSA security checkpoints at 89 airports across Canada.
- CATSA screens over 37 million passengers, over 60 million pieces of luggage and over 800,000 non-passengers (airport workers) per year.
- In the past two years, more than 1.3 million prohibited items have been prevented from reaching aircraft cabins. Eighty-seven per cent of passengers that took part in this survey said they had enough information about items not permitted on the aircraft. This may explain the decline in the number of intercepted items from 738,000 in 2004 to 605,431 in 2005.

About CATSA:

The Canadian Air Transport Security Authority (CATSA) is a Crown corporation that was created by the federal government in response to the events of September 11, 2001. The Authority reports to Parliament, through the Minister of Transport and is responsible for the delivery of:

- Pre-board screening of passengers and their belongings;
- Acquisition, deployment, operation and maintenance of explosives detection systems at airports;
- Contracting for RCMP policing services on selected flights and all flights to Reagan National Airport;
- Implementation of a restricted area identification card for airport workers;
- The random screening of non-passengers entering airport restricted areas;
- Contributions for supplemental airport policing services.

For more information on CATSA or to obtain a copy of the Decima Research Inc. report, please visit:

www.catsa.gc.ca , or call:

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