



Transport Canada Inspector Biometric Credential Deployment – *Perspectives from Program Management*

19th Annual CTST 2009 Conference



Transport Canada (TC) Inspector/Officer Credentials *Objective*

In order to facilitate an integrated, uniform, and secure system for TC inspector/officer identification within the Canadian transportation sector, the TC Safety and Security Management Committee (SSMC) in 2004 directed the centralized procurement, management and issuance of all TC inspector credentials, badges and stamps. A Working Group was created to develop one common Policy, Procedures and Protocol.



What were some of the considerations?

- What was already in use by the modal areas?
- Identify a vendor(s) who could assist us in the development of a new look and ensure absolute security. Make sure they had the necessary security clearances.
- How many systems used to track and issue inspector/officer credentials existed?



What were some of the considerations?

(Cont'd)

- Were there any past concerns or requirements that should be considered in the design of the new credential and database?
- Do we build the database in-house or outsource? What about the **Threat and Risk Assessment (TRA)** and **Privacy Impact Assessment (PIA)**? Who would have access to the new database? Can we automate the workflow within?
- What forms exist? Can we create common ones?



Key Project Management Tools

- Although a Working Group was needed, they would need a focus, so a *Terms of Reference* was developed and a Work Plan drafted.
- Management briefings needed to be developed and updated regularly, to demonstrate progress.
- A web site for inspectors/officers was created as one of the many communications tools that was developed.
- A *Communications Plan* was critical to our success



What is a TC inspector/officer?

- An inspector/officer is a *Department of Transport* employee who has been authorized by the Minister to exercise powers or perform duties under various Acts for which the Minister has responsibility.
- TC inspector/officers work in a variety of areas and locations across Canada, including rail facilities, airports, marine ports, and virtually any area involving transportation.



What is a TC inspector/officer? (Cont'd)

- TC inspectors/officers are all issued a standard designation identification (ID) card with photo, and for those who require them, biometric-enabled ID cards, certificates of designation, a badge, and a stamp.
- The *TC Inspector Credentials Issuing Authority* is responsible for issuing and tracking all credentials for approximately 1,600 TC inspectors/officers, nation-wide.



Why centralize?

- Prior to the decision to centralize, the issuance of TC inspector/officer credentials was the responsibility of 7 modal areas (transportation sectors), who were responsible for the design, procurement, production, and issuance of their inspector/officer credentials.
- As a result, there were very few commonalities in card design and no security features. There also existed 7 separate applications for the tracking of training and credentials issuance, none of which were integrated with the other systems.



How has centralization improved the TC credentials system?

- Each inspector/officer now carries only one ID card and one badge, with a common design for all modal areas. Certificates of designation are issued to inspectors/officers with designations in multiple areas.
- Aviation inspector ID cards are enabled with biometrics (iris scan, fingerprints), which allows them to function on the *Restricted Area Identification Card* (RAIC) system in place at Canadian airports.



How has centralization improved the TC credentials system? (Cont'd)

- Credentials now contain embedded UV and hologram security features, among others.
- The ID cards list a 24-hour phone number, which can be used to verify the identity of a inspector/officer should it ever be in question.
- The *Transport Canada Inspector Database (TCID)* has been built to track the training requirements, approvals, and issuance of all TC inspector/officer credentials.

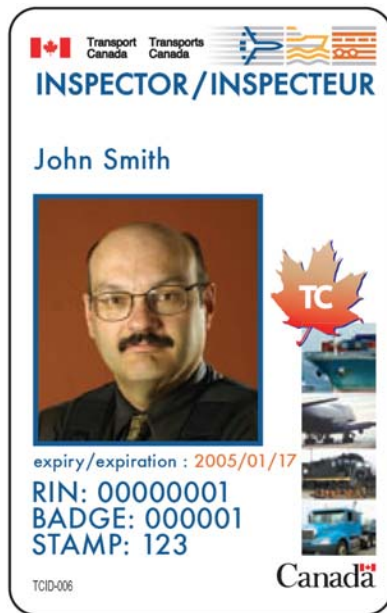


How has centralization improved the TC credentials system? (Cont'd)

- Credential issuance and expiry is now directly linked to the status of a security clearance...it will also link to training requirements in the not too distant future...and allows cross modal movement, as needed.
- One common Policy, Procedures and Protocol ensures integrity of the ID card process and establishes professional standards regarding how the inspectors/officers are to use their credentials.
- Highest level of security is maintained by TC inspectors/officer.



Designation Photo ID Cards



The person whose photo appears on this card is a Transport Canada Inspector or Officer and has been furnished with a certificate of designation authorizing the person to exercise or perform such powers, duties and functions as are specified in the certificate of designation.

La personne dont la photo apparaît sur cette carte est reconnue comme étant un inspecteur ou un agent de Transports Canada et s'est vu remettre un certificat de désignation l'autorisant à exercer les pouvoirs et les fonctions visés par ce certificat.

Further verification of the identity of the person presenting this card can be made by calling:

Il est possible de vérifier l'identité du titulaire de cette carte en composant le :

613-949-4900

Issued on behalf of the Minister of Transport by:
Délivrée au nom du ministre des Transports par :

Marc Grégoire

TCID-008

- Photo ID cards are linked numerically to any security items (badge, stamp) issued.
- Different coloured borders around the photo are used to denote the inspector/officer's main modal area of work.
- ID cards are fully bilingual and offer choice (English/French or French/English).
- Biometric-enabled and non-biometric ID cards are virtually identical.
- Cards are laminated to increase lifespan.
- For increased security, no rewritable or magnetic strip
- 24/7 validation number



Certificates of Designation

TCID-035

Inspector - Motor Vehicle Safety Act (MVSA)

The holder of this card is designated as an Inspector under section 14 of the *Motor Vehicle Safety Act* and is authorized to exercise or perform such powers, duties or functions as are set out under section 15 of the *Motor Vehicle Safety Act*.

Issued on behalf of the Minister of Transport by:

This certificate is valid only upon presentation of the holder's TC ID Card.

TCID-036

Sécurité maritime

La présente atteste que le titulaire de cette carte est autorisé / désigné à titre :

- Inspecteur de la sécurité maritime
- Agent de contrôle des navires par l'État du port
- Enquêteur de sinistre/contravention
- Agent de l'autorité des embarcations de plaisance
- Inspecteur des embarcations de plaisance
- Agent chargé de la prévention de la pollution - *LMMC 2001*
- Fonctionnaire chargé de la prévention de la pollution - *LPPEA*
- Inspecteur en vertu de la *Loi de la Convention sur la sécurité des conteneurs*

Délivré au nom du ministre des Transports par :

Ce certificat est seulement valide sur présentation de la carte d'identité de TC du titulaire.

- Certificates of designation indicate any limitations related to the various modal acts that the inspector/officer is working under.
- Certificates are printed on secure UV paper and are copy protected.
- Fully bilingual.
- An inspector/officer can carry multiple certificates, should they be designated in multiple areas.



Summary

- It took 2.5 years to implement.
- All inspectors/officers will be converted to the new ID and system by September 30, 2009.
- Having *Legal Services* involved at the start was very useful in resolving differing opinions amongst the modal areas.
- In 2008, the Working Group (39 members) received the TC National Team Award in recognition of their dedication and effort.



Questions?

