

# Projects by NIVA AVIATION SECTOR



## Transportation Safety Board of Canada Swissair Flight 111 Investigation Report

NIVA collaborated with the TSB's investigation team to produce hard-copy and online versions of the investigation report on the Swissair Flight 111 disaster. As part of the project, NIVA facilitated a confidential draft review process through a fully secure online facility. NIVA was also responsible—in conjunction with National Public Relations—for the strategic communications aspects of the release of the report, including media relations.

## Transportation Safety Board of Canada Swissair Flight 111 Investigation Report Website

As part of its work in providing the communications support for the Swissair Flight 111 accident investigation, NIVA developed a web repository that allowed the public to view the final report and supporting technical information. The repository provided multiple points of access and included multimedia files. Winner of the 2003 Award of Excellence, Society for Technical Communication Online Competition.



## Canadian Air Transport Security Authority

### Operational Plans

CATSA is responsible for ensuring that operational plans are developed and maintained by airports across Canada. These plans, referred to as COPs (CATSA Operational Plans), are intended to describe site operations and provide contingency arrangements, emergency procedures, reporting requirements, hours of operation, and other critical information of an operational nature needed by airport stakeholders. COPs do not supersede or replace any of CATSA's Standard Operating Procedures (SOPs). NIVA reorganized and edited over 70 English COPs. Depending on the size and site facilities at the various airports, the length and number of sections vary from one COP to another.

## Canadian Air Transport Security Authority

### Standard Operating Procedures Manual

In September 2003, CATSA called upon NIVA to manage the English editing and translation of its Standard Operating Procedures manual. This large-scale project involved substantively editing the existing text, standardizing graphic images, incorporating client review comments, translating all text and images, formatting both English and French versions, and proofreading and indexing both language versions. The tight time frame required a detailed project schedule and daily communication with both the client project authority and the translator.

## NAV CANADA

### Digital Flight Information Publication and E-Pubs

NAV CANADA wanted to provide a full collection of flight information publications on CD-ROM to civilian and military pilots. The publications include eight volumes of the *Canada Air Pilot*, the *Canada Flight Supplement*, the *Water Aerodrome Supplement*, the *Designated Airspace Handbook*, and all En Route charts. NAV CANADA contracted NIVA to provide an interface for this CD and to integrate all of the publications on it. NIVA designed the interface and assisted in formatting the publication in PDF for ease of browsing. Since producing the first release of the CDs, we have been retained for the ongoing maintenance and updating of the Digital Flight Information Publication and E-Pubs through the 56-day revision cycle required by ICAO.

**"A world-class document was produced."**

— Canadian Air Transport Security Authority

### **Canadian Air Transport Security Authority Restricted Area Identification Card Deployment Manual**

To assist airport authorities in deploying the new Restricted Area Identification Card at Canadian airports, CATSA held a two-day meeting with airport authorities, supported by a manual containing detailed information on various aspects of the deployment. As the manual was written by multiple authors, NIVA edited and formatted the content, designed and implemented an attractive cover and page layout, and coordinated print production. The copies of the final manuals were delivered to CATSA under a very tight deadline.



### **Canadian Air Transport Security Authority Communications Plan for Pandemic Influenza**

CATSA needed to organize communications activities for its pandemic influenza plan. The communications plan focused on preparing CATSA staff and external stakeholders for an influenza pandemic. NIVA was retained to develop a communications plan that would identify communications goals, key messages, target audiences, and the tactics that would best serve the communications goals. Additionally, the plan identified which communication vehicles were most appropriate for each audience. For example, the plan included the use of face-to-face training opportunities for screening staff, lunch-and-learns for CATSA staff, and existing websites and newsletters to reach internal and external stakeholders.

### **NAV CANADA AIP Canada (ICAO)**

NIVA fully edited and completely redesigned *AIP Canada (ICAO)* to satisfy the requirements of the International Civil Aviation Organization for a state Aeronautics Information Publication. The five parts of this technical publication—amounting to over 300 pages—are distributed to the international aviation community in bookmarked and hyperlinked PDF files on CD through subscription and on NAV CANADA's website. NIVA has been retained for the ongoing maintenance and updating of *AIP Canada (ICAO)* through the 56-day revision cycle required by ICAO.

### **Transport Canada Aviation Pandemic Influenza Plan**

NIVA conducted a substantive edit and reorganization of the *Aviation Pandemic Influenza Plan* for Transport Canada's Standards Division, Air Navigation Branch. Six subject matter experts contributed to the draft version of the plan, and NIVA ensured consistency of style and message throughout. NIVA also checked the plan for congruence with the *Canadian Pandemic Influenza Plan*. Transport Canada used the final version for a trilateral meeting on pandemic influenza planning in North America.

### **Transport Canada, Civil Aviation National Civil Air Transportation System Shutdown Plan**

NIVA edited the contributions of six subject-matter experts to create a unified *National Civil Air Transportation System (NCATS) Shutdown Plan*. NIVA continued to work with Transport Canada to produce the official, bilingual plan.

### **Transport Canada, Civil Aviation Criteria for the Development of Instrument Procedures**

NIVA reconstructed the digital version of the *Criteria for the Development of Instrument Procedures* in English from a hard copy version of the document and edited it. We developed a template and applied it to the document in both languages, ensuring that they were consistent with each other. NIVA was also responsible for incorporating updates to the document provided by Transport Canada.

### **Mist Mobility Integrated Systems Technology Inc.**

#### **Wind Supported Aerial Delivery System Maintenance Procedures**

NIVA delivered a set of maintenance procedures for the SnowGoose unmanned parachute-guided delivery system. We combined the 10 separate procedures into a single document and structured the electronic files so that graphics files were dynamically linked into the main document.

### **Canadian Air Transport Security Authority Emergency Preparedness Plan**

CATSA required assistance with updating and editing a draft emergency preparedness plan. The preliminary draft provided by CATSA included executive summaries of an emergency response plan and a business continuity plan. Several charts were also included as annexes to the main document. NIVA reviewed and reorganized the document in order to develop an integrated plan. In addition, we developed content to complete the plan and designed a document template. Our reorganization of the document included integrating the annexes into the main body of the plan. We performed a substantive edit of all the text of the plan and our graphic designer reproduced the charts in a consistent style. New checklists for executives and functional areas were developed and included as pull-out appendices. We also developed a quick reference card the size of a credit card for distribution to all CATSA staff.