Canadian Coast Guard
Status Report on Level of Service Consultations

Consultations held in November 2007

Cities visited: Cap-aux-Meules, Sept-Îles, Rimouski, Chevery, Trois-Rivières, Montreal

Participants: Industry, Ports Authorities, Pilotage, Recreation Boaters, Fishers, and Government Partners Representatives

Why this review?
«Reinforcement of the Canadian Coast Guard (CCG) as Client-Oriented National Institution»
LOS Review Objectives

- Ensure better understanding of CCG LOSs;
- Listen to clients and hear their opinions on the relevance of CCG services;
- Identify apparent discrepancies and gaps; and
- Review stakeholders and clients’ comments and make recommendations with a view to enhancing services to clients.

Reviewed Services

Reviewed CCG services are:

- Aids to Navigation (AtoN);
- Waterways Management (WM);
- Environmental Response (ER);
- Icebreaking, Escort and Flood Control Services (IEFC);
- Marine Communications and Traffic Services (MCTS); and
- Search & Rescue (SAR).
Aids to Navigation

• Overall satisfaction

• Additional LOS decrease unacceptable

• Some adjustments on Lower North-Shore and Northern Quebec

• Buoyage: better Fleet capacity/availability required and possibly call on private services (NS, LNS and IDM participants)

Aids to Navigation

• DGPS service - much appreciated by Industry but very little use by recreational boaters and fishers

• Loran C - very little use, except for a certain group of fishers
Waterways Management

Foster development of standards responding to new reality

Waterways Management

Proactive waterways management, specifically through new technologies (specialized hydraulics resources are critical)

Bathymetry & Shoals

Water levels

Currents
Waterways Management

• **Ice control works** critical for winter navigation

• **Addition requested** lower part of Lake Saint-Pierre

• **Bécancour – Grondines anchorage area** deemed essential

Marine Communications & Traffic Services (MCTS)

**IMPROVEMENTS REQUESTED:**
• INNAV system functionality, performance and access
• VHF coverage in various sectors
• Alerting & Warning Network (AWN)

**ADDITION:**
• VHF coverage along the Koaksoak River
• Automated Identification System (AIS) off shore
Icebreaking, Escort and Flood Control

**Concerns with the icebreakers Fleet**

- Insufficient number of ageing and less reliable vessels
- No contingency plan
- Lack of cross-regional flexibility
- Icebreaking priorities applied differently from one region to another.

**ICE OFFICE**

Opening of the Seaway

Improve LOS

Winter night navigation both directions

Reminding the importance of faultless service

Saguenay-Trois-Rivières

Frequently using class of icebreaker under the required LOS
Icebreaking, Escort and Flood Control

Icebreaking for fishing harbours

- Regional equity with Newfoundland & Labrador Region
- Improvements requested on Lower North-Shore

Environmental Response

- Sharing and follow-up on pollution incidents on the Internet
- Clearly establish competences among the various government stakeholders
- Ensure transfer of expertise between CCG and Industry
- Duplicate GCC/Oil Industry services and equipment

- Equipment availability
  Arctic / Northern Quebec
Environmental Response

Insufficient response capacity for major incidents

Search & Rescue

SAR Units Distribution (Fall/Spring)
Search & Rescue

MRSC

• Establish efficient communications protocols between CCG and other stakeholders

SAR Units in service:
• IDM SAR Unit: too slow and too small
• Rivière-au-Renard SAR Unit: too small and/or increase coverage (range)

Additional SAR Units required:
• Lower North-Shore
• Trois-Pistoles – St-Joachim-de-Tourelle area

Actions taken and follow-up

• Developments resulting from this exercise are available on:
  www.marinfo.gc.ca

• Spring 2008 – CCG will follow-up with clients who participated in these consultations