

Fisheries and Oceans Canada / Pêches et Océans Canada
Canadian Coast Guard / Garde côtière canadienne



Canadian Coast Guard Status Report on Level of Service Consultations



Quebec
Region



**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*»



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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.

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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).

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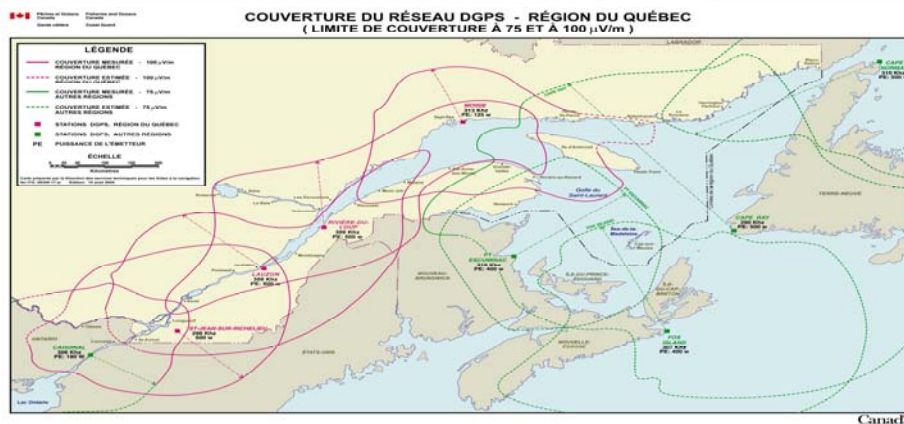
Aids to Navigation

- 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)



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Aids to Navigation



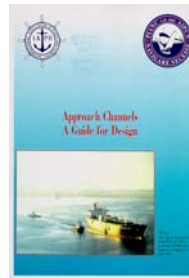
- **DGPS service** - much appreciated by Industry but very little use by recreational boaters and fishers
- **Loran C** - very little use, except for a certain group of fishers



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Waterways Management

Foster development of standards
responding to new reality

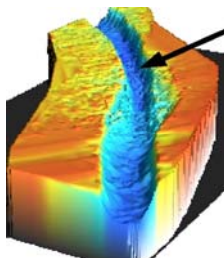


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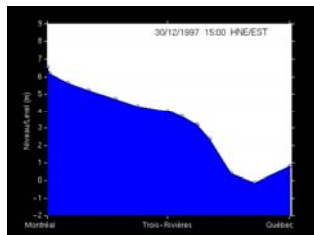


Waterways Management

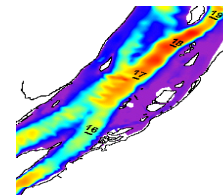
Proactive waterways management,
specifically through new technologies
(specialized hydraulics resources are
critical)



**Bathymetry
& Shoals**



Water levels

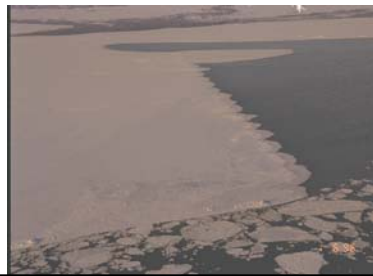


Currents



Waterways Management

- **Ice control works** critical for winter navigation
- **Addition requested** lower part of Lake Saint-Pierre
- **Bécancour – Grondines anchorage area** deemed essential



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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



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Icebreaking, Escort and Flood Control

ICE OFFICE

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.



Icebreaking, Escort and Flood Control

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

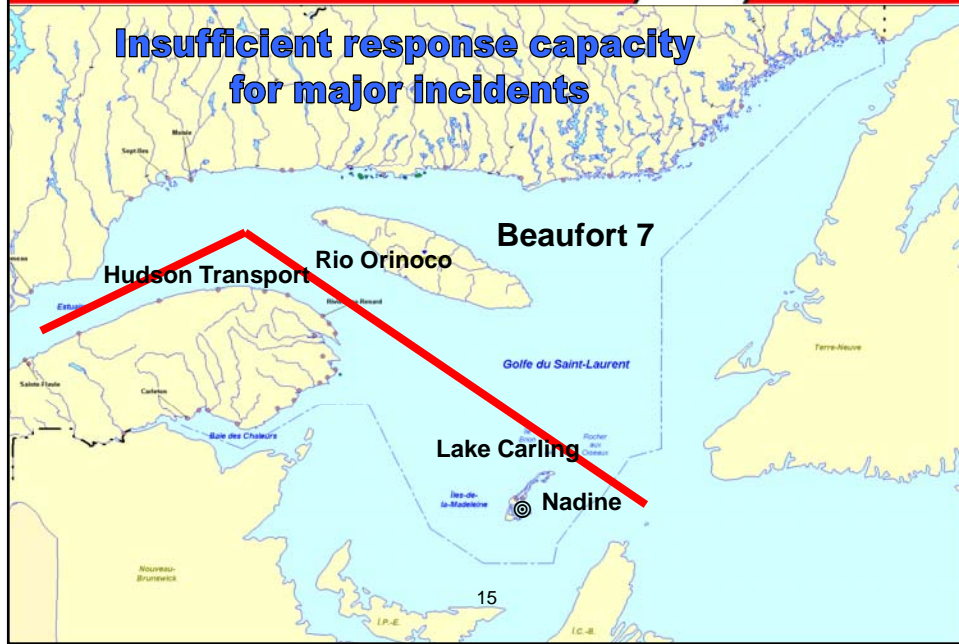


- Equipment availability Arctic / Northern Quebec



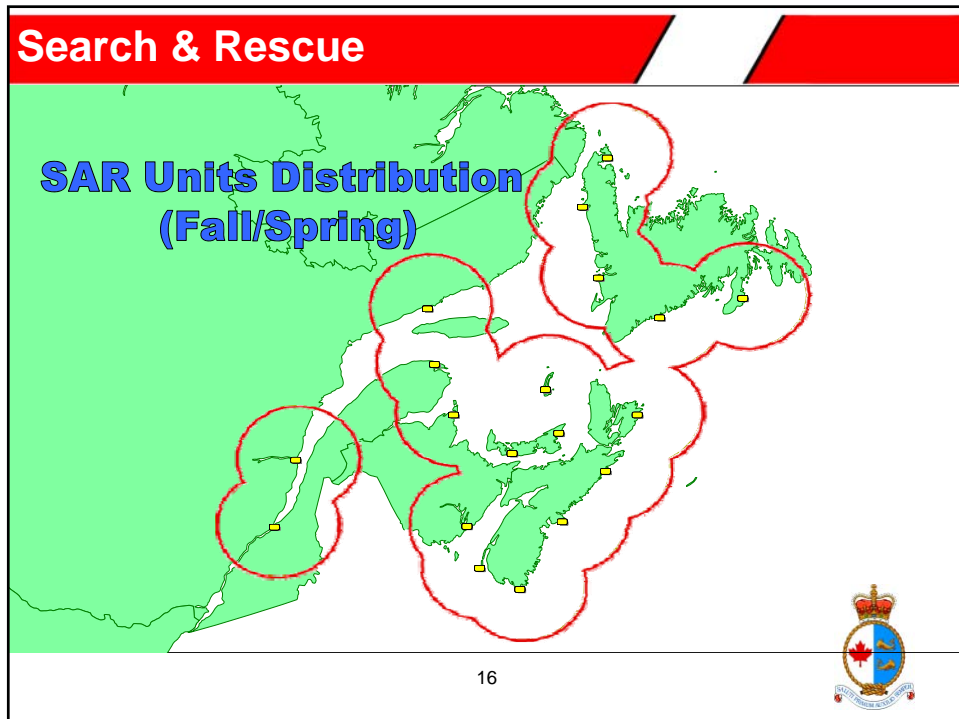
Environmental Response

**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

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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

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