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Canadian Coast Guard | Garde côtière canadienne

Canadian Coast Guard

Levels of Service

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Message from the Commissioner

In 2007, we undertook a review of the Canadian Coast Guard's (CCG) levels of service by engaging our clients in each region of the country to seek feedback on our performance. Federal departments and agencies who partner with CCG, such as Transport Canada and Environment Canada, also participated in this "Levels of Service (LOS) Review". The Review contributes to our ongoing commitment to foster a highly effective, client-focused organization. It also enabled us to respond to the 2007 Report of the Auditor General, which recommended that we make better progress in achieving up-to-date national policies, standards and levels of service.

During the Review, we carefully assessed all client comments and requests. Our responses, now posted on our website, communicate some changes that were feasible within current resource levels, such as better marking of secondary channels and ensuring our icebreaking priorities are consistently applied across regions. In other cases, we have explained why some requests could not be accommodated, either because of the cost involved in increasing our levels of service, or because they fall outside of CCG's mandate. To view CCG's responses to clients, I invite you to visit our LOS website at: http://www.ccg-gcc.gc.ca/eng/Ccg/wm_Levels_Of_Service.

As part of the Review, we also committed to re-publish CCG's *Levels of Service* document which communicates the services clients can expect to receive. This document also includes service standards for each program that commit to a measurable level of performance clients can expect under normal circumstances. This on-line update is intended to provide greater clarity and communicate minor changes to our services and service standards.

I am also pleased to announce the inclusion of service standards for the Environmental Response program, an addition requested by our clients and partners. These standards are a starting point for better managing performance. As with all of our other services, we will review them as we move forward and improve them as appropriate. Other changes were also made to the document provide better descriptions of the services offered by each program and the corresponding service standards.

As an evergreen document, the *Levels of Service* will help us provide high quality services to our clients in the maritime environment in a nationally consistent fashion. Undoubtedly, we will continue to face changes in our operational environment whether in the form of technological advances, changes in the economy or the changing demands and expectations of our clients. The services of CCG will need to keep pace with these changes and continue to evolve. We will need to engage our clients on an ongoing basis to ensure we are meeting our stated levels of service, but also to seek feedback on how we can improve in the future. Within this context, the *Levels of Service* document will be updated when necessary to stay consistent with priorities and to achieve service excellence.

George Da Pont
Commissioner, Canadian Coast Guard

Introduction

The Canadian Coast Guard (CCG) is a national Special Operating Agency (SOA) of Fisheries and Oceans Canada that provides essential marine safety and environmental protection services directly to Canadians. The CCG is mandated to provide services to support safe, economical and efficient movement of ships in Canadian waters, to deliver the marine component of the federal search and rescue program, and to ensure appropriate marine pollution response. The CCG also provides the marine support needed by other sectors of Fisheries and Oceans Canada and other federal government departments for the protection of the marine and aquatic environment, public safety and security on the water, marine science and fisheries resource management, as well as other Government of Canada maritime objectives.

The services provided by the CCG can be grouped under six major programs, namely Aids to Navigation, Waterways Management, Environmental Response, Icebreaking, Marine Communications and Traffic Services, and Search and Rescue. Services are delivered through the management of Canada's civilian fleet, a broadly distributed shore infrastructure, marine expertise, and in collaboration with public and private partners. As a national institution, the CCG strives to meet the expectations of a broad and varied client base including the general public, commercial shippers, ferry operators, fishers, recreational boaters, and coastal communities.

Established levels of service for the CCG's programs are also integral to efficient planning and delivery. They are a cornerstone of the CCG's business, alongside operational readiness and capacity. They provide Coast Guard clients with a clear understanding of the services to be expected and they also contribute to ensuring that the CCG's services are delivered in a nationally consistent, integrated, predictable, measurable and equitable fashion over time.

This document captures levels of service for each CCG program by providing:

1. **Description** of the services provided by CCG programs (e.g. purpose of the services, the seasonal duration, the areas where the services will be provided); and

2. **Service Standards**, where possible, to provide a benchmark for performance or measurable guidelines of what can be expected (e.g. timeliness, accuracy, access).

While the actual services have not changed, this re-publication seeks to provide greater clarity to clients on the type of service that can be expected. Changes have also been made to address comments made by clients during the 2007 Levels of Service review. The re-publication of the Levels of Service document fulfills a key commitment in the CCG 2009-10 Business Plan.

Starting in 2010-11, the CCG programs will review the levels of service and service standards on an ongoing basis using client engagement strategies.

Disclaimer

The document is for planning purposes only. The levels of service statements in this document communicate the services and response levels clients can expect from CCG under normal conditions. In some circumstances, due to factors outside of the control of CCG (e.g. weather, maritime traffic, unanticipated events), CCG may be unable to meet the levels of service and service standards included in this document.

AIDS TO NAVIGATION

Description:

- The Aids to Navigation program involves the provision of short-range marine aids numbering over 17,000, including visual aids (fixed aids, lighthouses and buoys), aural aids (fog horns), radar aids (reflectors and beacons) and long-range marine aids, including electronic aids, such as the Differential Global Positioning System (DGPS).

- The benefit to mariners is safe, accessible and effective vessel transit in Canadian waters.

Objective:

- To facilitate safe and expeditious movement of maritime traffic

Services:

- Provision of visual and aural aids to navigation such as fixed aids, lighthouses, buoys and fog horns

- Provision of electronic positioning systems such as the Differential Global Positioning System

- Provision of navigation safety information

Program: Aids to navigation	
Service: Provision of visual and aural aids to navigation such as fixed aids, lighthouses, buoys and fog horns	
Service	**Service Standard**
An aids to navigation system is provided where the volume of traffic justifies and the degree of risk requires aids (as per program directives and procedures manual) under the following conditions: • To guide mariners to and from harbours operated under Port Authorities or the CCG • To facilities supported by federal funds • In areas of adequate charts (CHS Charts) in conjunction with other marine services as part of an agreement made by the CCG • To allow re-supply of isolated communities that are dependent upon marine transportation, even where there is a lack of adequate charting • In harbours that predominantly serve commercial fishers Short-Range Marine Aids **<u>may</u>** be established to: • assist landfall, mark approaches to harbours, ports and waterways • mark channels or tracks • mark hazards • identify positions or courses • indicate preferred routes • separate traffic (e.g. to mark traffic separation schemes noted by specialized symbols on Canadian Hydrographic charts) • indicate special areas such as anchorage	• Visual aids are designed, where feasible, to be visible at least 75% of the time during the worst month of the navigation season. This is calculated based on long-term weather observations from the Meteorological Service of Canada – Environment Canada. • Aural aids may be provided when the design availability target of 75% cannot be achieved by visual means alone, for uncertified commercial vessels only. • Radar aids may be provided when the design availability target of 75% cannot be achieved by visual means alone, for certified commercial vessels only. • The overall target level for operational reliability for the short-range aids to navigation system is 99%, calculated over a three-year period.

Short-Range Marine Aids will **not** be provided: • In waters for which this responsibility has been delegated to other authorities through legislation or signed agreements • In waters where there is a lack of adequate charting that restricts the safe use to those with local knowledge • In waters where adequate depth of water is not available for common use • In waters where the aid(s) cannot be maintained to targeted reliability levels • Exclusively for purposes other than navigation • To mark obstructions outside marked channels and away from charted routes and tracks. However, isolated dangers in waters which are known by adequate charting to be otherwise safe, and which are regularly frequented by an appreciable number of users, may be marked. • For other than public use and, thus, exclusively for the benefit of single or a small number of users, or to mark access to private or municipal facilities.	

Program: Aids to navigation	
Service: Provision of electronic positioning systems such as the Differential Global Positioning System (DGPS)	
Service	**Service Standard**
• The CCG provides DGPS broadcast station coverage in Canadian coastal areas south of 60° N., major Canadian waterways, Vessel Traffic Services (VTS) zones and ports. • Multiple DGPS broadcast station coverage is provided in restricted high traffic waterways and harbour approaches which are designated VTS zones with radar coverage.	• The position accuracy of the DGPS service will be 10 metres or better (95% of the time), in all specified coverage areas for suitable user equipment. • Signal availability of at least 99.5 % should exist in areas of single Canadian DGPS broadcast station coverage over a two year period. Signal availability of at least 99.8% should exist in areas of multiple broadcast station coverage over a two year period. • The probability that the DGPS broadcast is providing healthy DGPS corrections at specified power when a user selects it, will be at least 99.8% of the time. • Warning within 10 seconds to users with suitably equipped receivers • When the system is available, the service continuity should be greater than or equal to 99.97% over 3 hours. (Note that this particular standard cannot be monitored at this moment).

Program: Aids to navigation	
Service: Provision of navigation safety information	
Service	**Service Standard**

• Provision of electronic versions of the following Navigation Safety publications on the Notices to Mariners website (www.notmar.gc.ca):
  • Monthly Notices to Mariners;
  • List of Lights, Buoys and Fog Signals;
  • Annual Edition of Notices to Mariners.
 	
• Make available for purchase through chart dealers paper versions of the following Navigation Safety publications:
  • List of Lights, Buoys and Fog Signals;
  • Annual Edition of Notices to Mariners.
	• East and West editions of Notices to Mariners are produced on a monthly basis and posted on the Notices to Mariners Website at the start of every month.
	  • The Chart Correction portion (Section 2) of the Notices to Mariners are posted weekly on the Notices to Mariners website.
	
	• Publication every April of the Annual Edition of Notices to Mariners
	
	• Publication of the List of Lights, Buoys and Fog Signals for four geographic areas every two to three years.

WATERWAYS MANAGEMENT

Description:

- The Waterways Management program provides channel management to ensure accessibility of waterways and to contribute to their safe use.

- Through this program, CCG provides guidelines for the safe design and use of channels, manages channel maintenance and dredging of the Great Lakes connecting channels and the St. Lawrence River (on a cost recovery basis), monitors channel bathymetry, and participates in the control of water level fluctuations in the St. Lawrence River.

- The program also enables CCG to provide marine safety information to users, including information on channel bottom condition and water depth forecasts.

- Waterways Management sustains navigable channels, reduces marine navigation risks and supports environmental protection.

Objectives:

- To ensure accessibility of main commercial shipping channels and to contribute to their safe use

- To meet the requirements of commercial navigation in international hydraulically regulated channels of the St. Lawrence River

Services:

- Maintenance and management of main commercial shipping channels including marine structures

- Provision of information on channel bottom conditions, and available water level depths and forecasts

Program: Waterways management	
Service: Maintenance and management of main commercial shipping channels, including marine structures	
Service	**Service Standard**
• Development of guidelines for the design, use and maintenance of main commercial shipping channels	• Guidelines for the design, use and maintenance of main commercial shipping channels are updated approximately every five years as required by technological advancements in ship navigation and aids to navigation, as well as evolution of ship designs, usage patterns and public concerns. • The guidelines are published on the CCG Internet site within one week of revision or update.
• Surveying of main commercial shipping channel bottoms	• Main commercial shipping channel bottoms will be surveyed through annual or cyclical surveys determined by historical need or event driven (e.g., after a major storm, the ice cover season, a grounding, a report of a navigation hazard, etc.). • Channel Bottom Monitoring Data will be issued within 48 hours of survey, or next working day when a weekend intervenes.
• The CCG will issue NOTSHIP on hazardous situations (e.g., hazards in channel)	• NOTSHIP will be issued within 24 hours and identified hazards will be removed as soon as possible (when there is a high risk to navigation, radio notice is requested immediately, so mariners are informed in near-real time).
• Special assessment channel conditions are done based on identified need (e.g., significant change in usage, maintenance or incidents and accidents)	

• Dredging of the Canadian portions of the Great Lakes interconnecting Channels (St. Clair, Detroit and St. Mary's Rivers)	• Maintain the Canadian portions of the interconnecting channels of the Great Lakes at advertised depths, as required to meet international obligations.
• Dredging of the St. Lawrence River ship channel on a cost recovery basis	• Dredging for the St. Lawrence River will be done in accordance with advertised depths.
• Operation and life cycle management of three ice booms and nine ice islands in Quebec (note 1)	
• Minor maintenance of 35 identified structures in the Maritimes, Quebec, Central & Arctic and Pacific Regions	
• Operation and life-cycle management of the canal located at Canso Causeway, Nova Scotia	• Navigation on the Canso Causeway will be open 24/7 from April 14, 7:30 a.m. (Atlantic Time), to 7:30 a.m. (Atlantic Time) on December 24.

Program: Waterways management	
Service: Provision of information on channel bottom conditions, and available water level depths and forecasts	
Service	**Service Standard**

• Water level forecast information will be issued for:
  • The St. Lawrence River
  • The St. Clair and Detroit Rivers
  • The Fraser River
  • The Mackenzie River
	• The forecasts will be available:
	  • Every Friday during the ice-free season for the St. Lawrence River
	  • Every Tuesday during the ice-free season for the St. Clair and Detroit Rivers
	  • Every Friday for the Fraser River
	  • Twice per week during the ice-free season for the Mackenzie River

ENVIRONMENTAL RESPONSE

Description:

- The Canadian Marine Oil Spill Preparedness and Response Regime was established in 1995 and built on a government/industry partnership. Under the regime, tankers of 150 tons gross tonnage and greater and vessels of 400 tons gross tonnage and greater, as well as Oil Handling Facilities (OHF), must have an arrangement with a Transport Canada (TC) certified Response Organization (RO).

- TC is the lead regulatory/governance agency for all ship-source spills and the overall response regime. The Canadian Coast Guard (CCG) is the lead federal response agency responsible for ensuring an appropriate response to all ship-source and mystery source pollution incidents in waters under Canadian jurisdiction.

- When the polluter has been identified and is willing and able to respond, the CCG will advise the polluter of its responsibilities under the *Canada Shipping Act, 2001*, and assume the role of Federal Monitoring Officer (FMO) when CCG is satisfied with the polluter's intentions and plans. However, in cases where the polluter is unknown, unwilling or unable to respond, the CCG will assume the overall management of the incident as On-Scene Commander (OSC). In all cases, CCG Environmental Response will ensure an appropriate response.

- Under the *Marine Liability Act*, the CCG would recover the costs and expenses incurred as on-site commander or Federal Monitoring Officer, from the owner of the ship responsible for the pollution, the Ship-source Oil Pollution Fund or the International Oil Pollution Compensation Fund.

Objectives:

- To minimize the environmental, economic and public safety impacts of marine pollution incidents

Services:

- Provide a preparedness capacity for response to ship-source marine pollution incidents

- Response to reported cases of marine pollution

Note:

The CCG does not: respond as lead agency to non-ship source spills, such as land based spills; prosecute polluters; or receive or remove wrecks, unless it is the best course of action to remove the pollution threat.

Program: Environmental Response Services	
Service: Provide a preparedness capacity for response to ship-source marine pollution incidents	
Service	**Service Standard**
• Develop and maintain marine pollution response plans including plans with countries sharing contiguous waters with Canada • Provide competent and qualified personnel for appointment by the Minister of Fisheries and Oceans to the role of Pollution Response Officer • Provide qualified environmental response personnel and pollution countermeasures equipment	• A National Response Plan is updated every 5 years • Regional chapters of the National Response Plan are maintained in all five CCG regions • A 24/7 CCG Environmental Response Duty Officer is available in each region

Program: Environmental Response Services	
Service: Response to reported cases of marine pollution	
Service	**Service Standard**
• Ensure an appropriate response to threats and incidents of ship-source marine pollution in waters under Canadian jurisdiction • Where the polluter is identified, CCG ER will advise the polluter of its responsibilities under the *Canada Shipping Act, 2001* and once the polluter's intentions/plans are known and an On-scene Commander (OSC) is appointed by the polluter, the CCG will assume the role of Federal Monitoring Officer. • In the event that the polluter is unknown, unwilling or unable to respond, the CCG will assume the role of OSC. **Note:** • A response may involve: o Assessment of a reported case in order to determine further course of action, and may include: ▪ Verification of the incident; ▪ Determining the polluter's intentions; ▪ Obtaining initial incident data; ▪ Making a recommendation for mobilisation of CCG resources. o Monitoring a polluter-led response o Deployment of CCG pollution countermeasures equipment	• An assessment of all reported cases of marine pollution will be initiated upon notification of the CCG Environmental Response Duty Officer. • If required, CCG resources will be mobilised within 6 hours of completion of the assessment. Arrival time on-scene will vary.

ICEBREAKING

Description:

- The Icebreaking program of CCG provides icebreaking and related services to facilitate the informed, safe and timely movement of maritime traffic through and around ice-covered Canadian waters for the benefit of industry and communities.

- This program activity includes escorting ships through ice-covered waters, freeing vessels beset in ice, conducting harbour breakouts, providing advice and ice information and reducing the risk of flooding on the St. Lawrence River through monitoring, prevention and breaking up of ice jams.

- The limited number of icebreaking resources are deployed in the winter season as appropriate according to the general Fleet Deployment Plan, the advertised Icebreaking LOS and, finally, according to a cooperative approach between the four eastern regions, including pre-season planning and post-season review meetings. In-season re-deployment and prioritization are made according to the decisions reached during weekly conference calls (or more frequently as required) between all regions and HQ, as well as during pre-season planning and post-season review meetings.

- The Icebreaking program contributes to Arctic sovereignty through the re-supply of northern communities, providing support to other government agencies and organizations and maintaining a visible federal government marine presence in the Canadian North.

Objectives:

- To facilitate the safe and timely movement of maritime traffic through or around ice-covered waters

- To minimize the effect of flooding caused by ice jams on the St. Lawrence River

- To assist in the re-supply of northern communities for which there are no commercial services

Services:

- Provision of information and advice to the marine community

- Provision of icebreaking services

Program: Icebreaking	
Service: Provision of information and advice to the marine community	
Service	**Service Standard**
• Provision of recommended ice routes, ice charts, ice advisories, bulletins, briefings and advice to support safe navigation around difficult areas of ice. This information is obtained through ice reconnaissance and liaison with the Canadian Ice Service. • Monitoring of ice conditions on the St. Lawrence River to anticipate the development of ice jams and flooding and to determine the need for icebreaker intervention • Assisting Transport Canada by activating Ice Control Zones in Eastern Canada and assisting with the Arctic Ice Regime Shipping System, by monitoring the Ice Regime Routing Messages and issuing an acknowledgement to the vessel if the planned route appears appropriate	• CCG Ice Operations Centres provide 24/7 services to mariners during the relevant areas as described in the Icebreaking service section. • Ice charts and forecasts in operational areas of interest to CCG are provided daily and weekly.

Program: Icebreaking	
Service: Provision of icebreaking services	
Service	**Service Standard**
• Icebreaking for flood prevention and the clearing of ice jams in the St. Lawrence River • Track maintenance to allow shipping to transit without direct icebreaker support through shore fast ice • Escorting vessels through ice-covered waters • Assisting beset vessels • Breakouts of commercial and fishing harbours • Re-supplying remote northern communities for which there are no commercial services • Supporting Arctic sovereignty in northern communities Areas: • Southern Canada (Winter season - generally December to May): East Coast; Gulf of St. Lawrence and St. Lawrence River; Newfoundland and Labrador waters; Great Lakes • Northern Canada (Summer season - generally late June to late October): Canadian Arctic Archipelago and Hudson Bay • Applicable priorities: o All distress and emergency situations take precedence (eg. ice jams) o Service requests from ferry services	• Service dates for specific geographic areas are identified in the attached Annex A – Icebreaking Block Commitments • Target response times for icebreaker assistance are: o Labrador Coast – 8 hours o NE and East Coasts of Newfoundland – 8 hours o West Coast of Newfoundland – 12 hours o Gulf of St. Lawrence – 12 hours o St. Lawrence and Saguenay Rivers – 5 hours o Lakes Huron, Erie, Superior, Ontario – 8 hours o Arctic Waters – 10 hours o Fishing Harbour Breakouts – 24 hours • There are several variables that will affect the response times: o Location of the vessel requiring assistance o Whether the vessel has complied with recommended ice routing and other CCG advice o Whether or not the vessel is beset o Ice and weather conditions o Availability of an icebreaking resource o Proximity of an icebreaker to the vessel (transit time) o Capability of the assigned icebreaker • There are limitations that may affect delivery

provided in accordance with the Terms of Confederation/Union will be given priority; other ferry services will receive priority as deemed appropriate by the CCG o Ships with vulnerable cargoes (i.e. pollution potential, dangerous goods, perishable) and vessels transporting cargo that is vital to the survival of communities o Marine traffic, fishing vessels and commercial ports o Fishing harbour breakouts • Commercial harbour breakouts are assigned on an opportunity basis, in ports where no commercial alternatives are available. • Fishing harbour breakouts are coordinated and scheduled for the end of the winter ice season and only if vessels can navigate safely outside the harbour limits. • Ships are assigned on a dedicated basis for flood control operations between Quebec and Montreal, and can provide route assistance on an opportunity basis.	of icebreaking services: o Weather restrictions o Severity of ice season o Hydrographic and/or geographic restrictions o Safety restrictions/conditions that would unduly endanger CCG crew, ships or equipment o Availability of resources

MARINE COMMUNICATIONS AND TRAFFIC SERVICES

Description:

- The Marine Communications and Traffic Services (MCTS) program provides safety radio-communication services, vessel traffic services and a commercial marine telephone call service on a 24/7 basis.

- The safety radio-communication service is provided via a comprehensive system of terrestrial radio facilities which enables communications between ships and shore, in complement to the Global Maritime Distress and Safety System (GMDSS) and national regulations.

- Vessel traffic services allow identification and monitoring of vessels, regulation of vessel movements, and provision of navigational information and assistance to encourage safe and efficient navigation and environmental protection. This service provides CCG with enhanced information on vessel transit.

- In selected areas, the marine telephone call service provides for the exchange of telephone calls between ships and land-based customers. CCG recovers incremental costs associated with this service.

Objectives:

- To contribute to safety of life at sea
- To contribute to safety and efficiency of navigation
- To contribute to the protection of the marine environment
- To support maritime domain awareness

Services:

- Provision of distress and safety communications
- Regulation of vessel traffic in selected Canadian waters
- Screening of vessels entering Canadian waters
- Provision of marine information in support of activities
- Provision of commercial marine telephone call service

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Service	**Service Standard**
• Response to calls for assistance from suitably equipped ships as per the following coverage areas: • **Very High Frequency (VHF) Band coverage by Radiotelephony and Digital Selective Calling (DSC) (Sea Area A1):** a. West Coast – Those waters within 40 nautical miles of the West Coast of Canada, including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. b. East Coast – Those waters within 40 nautical miles of the East Coast of Canada, as far north as Nain* (Labrador – 57N), and as far west on the St. Lawrence River as a straight line from Cap des Rosiers through Pointe de l'Ouest, Anticosti Island extending along the north shore, the south shore and the Gulf of St. Lawrence, including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. * With the exception of the following areas of Newfoundland and Labrador: Rigolet, the eastern end of Lake Melville (54N to 55N), Black Tickle (52 30N to 53 30N) and White Bay (50N to 50 30N)	• International distress, safety and calling channels and VHF/DSC are continuously monitored; in cases of emergencies, the SAR Authorities are alerted within two minutes of key information being gathered and processed. • The system availability of MCTS safety communication services (percentage of actual time that the required systems are operational as compared to the total hours of authorized service) shall not be less than: o 99.7% in each of the MF , HF and VHF radiotelephony and HF and VHF/HF DSC bands

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Service	**Service Standard**
c. St. Lawrence Seaway and the Great Lakes – Canadian waters within 40 nautical miles from the shore, from Cap des Rosiers through Pointe de l'Ouest, Anticosti island, extending along the north shore, as far west as Thunder Bay, including the Saguenay River (excluding Lac St-Jean), the Richelieu River up to the US border (seasonal basis), the Ottawa River up to Carillon, Georgian Bay and those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. d. Lake Winnipeg (seasonal basis – radiotelephony only) – Those waters of Lake Winnipeg within a 40 nautical miles radius of Fraserwood, Jackhead, Beaver Creek and Long Point including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. e. Lake Simcoe (seasonal basis) – Those waters of Lake Simcoe within a 40 nautical miles radius of Orillia Point including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. f. Arctic (seasonal basis- radiotelephony only) – Those waters within a 40 nautical miles radius of Churchill, Iqaluit, Resolute Bay (Quasuittuk), Cambridge Bay, and Parson's Lake including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities.	

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Service	**Service Standard**
g. Those waters of Great Slave Lake, within a 40 nautical miles radius of Enterprise and Yellowknife (seasonal basis- radiotelephony only) including those bays, coves and inlets that have unobstructed signal paths from VHF radio facilities. • **Medium Frequency (MF) Band coverage by (2MHz) Radiotelephony** a. West Coast – Those waters within 150 nautical miles radius of Prince Rupert, Hunter Point and Amphitrite Point. b. East Coast – Those waters within 150 nautical miles radius of the East Coast of Canada, as far north as 60N including the Gulf of St. Lawrence. c. Arctic (seasonal basis) – Those waters within a 150 nautical miles radius of Iqaluit, Killinek, Coral Harbour, Resolute Bay (Quasuittuk), Churchill, Inuvik and Cambridge Bay. • **High Frequency (HF) Band coverage by Radiotelephony and DSC (Sea Area A4):** a. West Coast – Radiotelephony coverage is provided within an 800 nautical mile radius of the MCTS Centres at Tofino and Prince Rupert	o Due to the nature of radio propagation in the MF band in the Arctic and ice covered waters, the 150 nautical miles is attainable only 50% of the time.

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Service	**Service Standard**
b. Arctic (seasonal basis) – Coverage is provided to the Arctic Ocean and Hudson Bay, within an 800 nautical mile radius of Iqaluit, Killinek, Coral Harbour, Resolute Bay (Quasuittuk), Churchill, Cambridge Bay and Inuvik and to the Mackenzie River from Hay River and Inuvik **Notes:** 1 - Coverage areas are specified in relation to specific locations; these locations constitute reference points only and are not necessarily the actual physical locations of the radio facilities. 2 - In the case of VHF (156-174MHz), the signal strength is based on a ship antenna height of 10 meters.	o Due to the nature of radio propagation in the HF band, propagation disturbances affect HF communications more frequently in the Arctic than in the other areas.
• Some MCTS Centres provide an advisory VHF Direction Finding (DF) service within range of radio receiver site facilities. DF information concerning position, bearing and distance is provided for use at the discretion of the mariner. • MCTS Centres broadcast marine safety information through continuous, scheduled and unscheduled broadcasts to provide mariners with information such as weather bulletins, ice information, and notices to shipping (NOTSHIP) concerning the operational status of navigational aids and dangers to navigation. • Provision of electronic version of written notices to shipping for those that were previously broadcast and remain in effect.	• Navigational and meteorological information shall be broadcast within two minutes of receipt. Routine information will be broadcast as per advertised schedules. In the case of Continuous Marine Broadcast (CMB), the update will be completed within 15 minutes of receipt. o 99.5% availability for each method of broadcast which requires a specific frequency (e.g. Navtex, Facsimile, Continuous Marine Broadcast) • Summaries of written NOTSHIPs are provided on a weekly basis.

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Service	**Service Standard**
• Provision of a sail plan service for small craft operators unable to file a sail plan with a responsible person. Sail plans are accepted in person or via telephone only. • MCTS Centres accept, free of charge, messages related to safety. Included are Automated Mutual Assistance Vessel Rescue System (AMVER) reports, radio medicals, weather observation report, dangers to navigation reports, Canadian pilotage messages. • The Mackenzie River Marine Safety Advisory System is provided from Inuvik MCTS. Danger areas have been designated and reporting procedures have been established for vessels transiting the river from mile 0 to mile 1081 and for vessels entering or leaving restricted channels. • CCG publishes *Radio Aids to Marine Navigation (RAMN)* which presents information on radio communications and radio navigational aids services provided in Canada by the Department of Fisheries and Oceans. **Note: All VHF, MF, HF and DF radio facilities, as well as broadcast schedules and sea area descriptions, are listed in *RAMN*.**	• Radio Aids to Marine Navigation (RAMN) is published annually and revised monthly (when required) by Notices to Mariners.

Program: Marine Communications and Traffic Services	
Service: Regulation of vessel traffic in selected Canadian waters	
Service	**Service Standard**
• Information service: Provide information to assist on-board decision-making. In some areas, radio-communications are supplemented by shore-based radar and AIS surveillance equipment and closed-circuit television. • Traffic organization service: Provide, based on known traffic and waterway conditions, advice, recommendations, and direction, including the delivery of clearances and, under certain conditions, restriction of traffic movements. • Navigational assistance service: Provide navigational assistance in an area of radar coverage, at the request of vessels in difficult navigational or meteorological circumstances, or in the event of vessel defects or deficiencies. • The following are the established Vessel Traffic Service (VTS) zones: o St. John's o Placentia Bay o Port aux Basques o Strait of Belle Isle (voluntary) o Halifax o Strait of Canso and eastern approaches o Northumberland Strait o Bay of Fundy o St. Lawrence Waterway o Vancouver o Tofino o Prince Rupert o Sarnia	• MCTS Centres continuously monitor VTS radio frequencies and surveillance sensors and promulgate information and clearances as required. o The availability of VTS system, VHF, AIS, and radar equipment (percentage of actual time that the required systems are operational compared to the total hours of authorized service) shall not be less than 99.7%.

Program: Marine Communications and Traffic Services	
Service: Screening of vessels entering Canadian waters	
Service	**Service Standard**
• Screening and issuance of clearance following receipt of a complete report from a vessel: o On a mandatory basis for all ships prior to entrance in Canadian waters, where the ship is of 500 tons gross tonnage or more, is engaged in towing or pushing another vessel, where the combined tonnage of tug and tow is 500 tons gross tonnage or more, or is a ship of any tonnage engaged in the carriage of dangerous or pollutant cargo as prescribed in the regulations for the following zones: • The Eastern Canada Vessel Traffic Services Zone (ECAREG) shall consist of the Canadian waters on the east coast of Canada south of the sixtieth parallel of north latitude and in the St. Lawrence River east of 66°00′ west longitude except the waters within Ungava Bay and the waters within the Vessel Traffic Services Zones referred to in the *Vessel Traffic Services Zone Regulations*. • Western Canada: Includes all Canadian waters on the West Coast of Canada as described in the *VTS Zones Regulations*. o On a voluntary basis for the Arctic Canada Traffic System, apply to every ship 300 tons, gross tonnage or more, in the following zone:	• The service is available 24 hours a day, 365 days a year.

Program: Marine Communications and Traffic Services	
Service: Screening of vessels entering Canadian waters	
Service	**Service Standard**
▪ The Arctic Canada Traffic Zone (NORDREG) (voluntary): Those waters of Ungava Bay, Hudson Bay and James Bay south of 60N and the waters to which the *Arctic Waters Pollution Prevention Act* applies. The Arctic Canada Traffic zone excludes Mackenzie Bay and Kugmallit Bay south of 70N and east of 139W.	

Program: Marine Communications and Traffic Services	
Service: Provision of marine information in support of activities	
Service	**Service Standard**
• Provision of marine information in support of activities of departments and agencies of the Government of Canada and marine industry • Notices to Fishers (NOTFISH) radio broadcasts notify persons on fishing activities such as openings, closings and changes to regulated fishing activities in designated fishing areas	

Program: Marine Communications and Traffic Services	
Service: Provision of commercial marine telephone call service	
Service	**Service Standard**
• Provision of marine telephone call service, on a cost recovery basis, to enable communication domestically and internationally with vessels at sea and land-based customers via VHF, HF, and MF, as demand dictates and in limited areas. (Note: Areas excluded are the Pacific Region and, in the Quebec Region, at the MCTS centres in Montreal and Quebec).	• System availability shall not be less than 99% for the commercial marine telephone calls service in each of the VHF, MF and HF bands.

SEARCH AND RESCUE

Description:

- The national Search and Rescue (SAR) Program, led by the Minister of National Defense, is a co-operative effort by federal, provincial, municipal governments, and volunteers. The program makes use of both private and public resources.

- The CCG leads the maritime component of the federal SAR system, as mandated to the Minister of Fisheries and Oceans in the *Oceans Act*. Services are provided to coordinate SAR operations on the water, communicate with ships at sea, and provide vessels and crew to respond to SAR incidents.

- The CCG relies on the cooperation of other entities such as the Canadian Forces, all other vessels on the water (private and public), and, particularly the Canadian Coast Guard Auxiliary (CCGA). The CCGA is a volunteer organization of approximately 4200 members and 1200 vessels that assists with SAR response and prevention activities. The CCG maintains contribution agreements with each of the six CCGA corporations.

- In coordinating the delivery of the maritime component of the federal SAR program CCG provides the following:
  - CCG personnel in the three Joint Rescue Coordination Centres operated by the CCG and DND;
  - Maritime Rescue Sub-Centres in Newfoundland and Quebec operated by the CCG to provide additional communications, local knowledge and coordination services;
  - CCG vessels that carry qualified rescue specialists capable of providing pre-hospital medical care and equipped to respond to SAR taskings;
  - Vessels specifically designed and equipped with specially trained crew stationed in areas that have a high risk of SAR incidents;
  - At the SRU Sea Island in British Columbia, a specially trained crew provides diving services on a 24/7 basis. This dive team can enter capsized vessels in certain circumstances when backed up by a second specially trained team;
  - An Inshore Rescue Boat service strategically placed throughout all regions in Canada during peak seasons of activity on the water.

Objective:

- To minimize loss of life, injury, property damage and risk to the environment

Service:

- Provision of search and rescue services to mariners and to others in need of humanitarian aid

Program: Search and Rescue	
Service: Provision of search and rescue services to mariners and to others in need of humanitarian aid	
Service	**Service Standard**
• Co-ordination of search and rescue missions in Canadian and International waters. Rescue Coordination Centres investigate and assess all maritime SAR alerts and coordinate the response of vessels on the water to SAR incidents. • SAR Mission Co-ordination is conducted in the three internationally designated SAR Regions that cover Canadian waters and in international waters under agreement with international SAR partners as part of the global SAR system. • Provision of search and rescue preparedness and response services (*). This service includes: o Search and Rescue Units (SRUs) capacity o Supporting the Canadian Coast Guard Auxiliary in the provision of SAR response * The federal government and its agents will not compete with commercial or private interests to provide assistance to vessels disabled and not in distress • The areas of CCG SAR responsibility include the following: o Part of the surrounding Atlantic, Arctic, and Pacific oceans as defined in international conventions and agreements	• Internationally and nationally established standards are adopted in whole or in part as appropriate (i.e. the CCG uses the International Aeronautical and Maritime SAR manual). • Search and rescue mission co-ordination services are provided on a 24/7 basis. • All reported maritime SAR alerts/incidents will be investigated and assessed. • Search and rescue preparedness and response services are provided on a risk basis during the normal local navigation season: o Designated Search and Rescue Units, with specially trained crews are operational on a 24/7 basis; o SRUs will depart on a SAR tasking within 30 minutes or less 99% of the time; o All SRUs carry a trained Rescue Specialist capable of providing pre-hospital medical care; o At the SRU Sea Island in British Columbia, a specially trained crew provides diving services on a 24/7 basis. This dive team can enter capsized vessels in certain circumstances when backed up by a second specially trained team; o Inshore Rescue Boat units will depart on SAR taskings within 30 minutes or less, 99% of the time, during their on-

o Lake Melville, the Gulf of St. Lawrence, the St. Lawrence River, and the Canadian area of the Great Lakes and their connecting waterways. Specific limits to clarify this area of responsibility are: ▪ the Saint John River, New Brunswick from seaward to the bridge in Fredericton at position 45° 58.1'N 066° 38.6'W ▪ the Miramichi River from seaward to the bridge at position 46° 57.93'N 065° 35.81'W ▪ the Ottawa River from Montréal northwesterly to longitude 074° 24'W ▪ the Fraser River from seaward to longitude 122° 44'W and ▪ the Skeena River from seaward to longitude 129° 55'W ▪ the Saguenay River up to longitude 071º05'W (Chicoutimi) ▪ the Richelieu River up to the Canada/US boundary • The area generally does not include adjoining tributaries, waters, and rivers to this area and does not include any other internal waters of Canada. • Services are provided on an as-available basis and in accordance with various Memoranda of Understanding in support of SAR missions in foreign SAR regions, usually adjacent to the Canadian area (i.e. U.S. areas of the Great Lakes).	duty time; o When in operational status all other CCG vessels will depart on SAR taskings within one hour of notification.

Annex A - Icebreaking Services Block Commitments

A block commitment is a requirement for a CCG icebreaking service by an identified client or client group in a specific geographic area and in a defined time period. The table below indicates the vessel type normally required to provide the icebreaking services in that area; it does not reflect the actual type or number of icebreakers required or available for service.

Arctic

#	Area	Description	Period dd/mm	Icebreaker Type
A01	Hudson Bay	Hudson Bay and CASPR Zones 16 & 14	03/07 - 24/10	Arctic Icebreaker
A02	Foxe Basin	CASPR Zone 8 excluding Fury & Hecla Strait	20/08 - 15/09	Arctic Icebreaker
A03	Hudson Strait	CASPR Zone 15 including Ungava Bay	03/07 - 24/10	Arctic Icebreaker
A04	East Baffin	CASPR Zones 10 & 9	14/08 - 18/09	Arctic Icebreaker
A05	Parry Channel East	CASPR Zone 13 & Wellington Channel to Penny Strait	10/08 - 15/10	Arctic Icebreaker
A06	Parry Channel West	CASPR Zone 2, Peel Sound, Franklin Strait, Byam Martin Channel north to Cameron Is. & all of M'Clure Strait	10/08 - 15/10	Heavy Arctic Icebreaker
A07	Pelly	CASPR Zone 5, Gulf of Boothia, Prince Regent Inlet, Fury & Hecla Strait & Bellot Strait	12/08 - 13/10	Heavy Arctic Icebreaker
A08	Ellesmere	CASPR Zone 3, Jones Sound, the Lincoln Sea & approaches to Alert	24/08 - 05/09	Heavy Arctic Icebreaker
A09	Victoria	CASPR Zones 7 & 11	12/08 - 13/10	Arctic Icebreaker, Light Icebreaker
A10	Beaufort	CASPR Zones 12 & 4 west to Canada/US border	10/07 - 06/10	Arctic Icebreaker, Light Icebreaker
A11	Barrow	Canada/US border west to Icy Cape, Alaska	10/07 - 06/10	Heavy Arctic Icebreaker, Light Icebreaker
A12	West Greenland	East Baffin Bay, Disko Island to Arctic Circle at CASPR Zone 10 limits	05/07 - 15/08	Arctic Icebreaker

East Coast, Gulf and St. Lawrence River

#	Area	Description	Period dd/mm	Icebreaker Type
N01	Northern Labrador	Cape Chidley to Cape Makkovik	15/10 - 15/12 15/05 - 15/07	Light Icebreaker
N02	Central Labrador	Cape Makkovik to Cape North	15/10 - 15/12 15/05 - 15/07	Light Icebreaker Arctic Icebreaker
N03	Southern Labrador	Cape North to Forteau	15/12 - 07/01 15/05 - 15/07	Light Icebreaker
N04	NE Coast Newfoundland	Cape Bauld to Cape Freels	01/01 - 01/06	Light Icebreaker
N05	East Coast Newfoundland	Cape Freels to Cape St. Francis	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N06	South Coast Newfoundland	Cape St. Francis to Cape St. Mary's	01/04 - 01/05	Light Icebreaker
N07	Placentia Bay	Cape St. Mary's to Lamaline	01/04 - 01/05	Light Icebreaker
N08	Southwest Coast Newfoundland	Lamaline to Havre Margaree	15/02 - 15/05	Light Icebreaker
N09	West Coast Newfoundland (south)	Fox Roost to South Head	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N10	West Coast Newfoundland (north)	South Head to St. Barb's	15/02 - 15/05	Light Icebreaker
N11	Offshore Atlantic (northern portion)	Area north of 51°N between 60 & 200 miles offshore	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N12	Offshore Atlantic (southern portion)	Area south of 51°N between 60 & 200 miles offshore	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
M01	Chaleur Bay (south)	Dalhousie to Birch Pt. (southern portion)	21/12 - 15/04	Light Icebreaker, Arctic Icebreaker
M02	Southwest Gulf	Birch Pt. to Pt. Escouminac to North Pt. to border	01/01 - 10/06	Light Icebreaker, Arctic Icebreaker
M03	West Central Gulf	North Pt. to East Pt. and area north of P.E.I.	07/01 - 28/03	Light Icebreaker, Arctic Icebreaker
M04	Miramichi	Miramichi River	01/01 - 07/04	Light Icebreaker
M05	Northumberland Strait (west)	Northumberland Strait from Pt. Escouminac to Charlottetown	01/01 - 26/04	Light Icebreaker, Arctic Icebreaker

M06	Northumberland Strait (east)	Northumberland Strait from Charlottetown to C. North	18/01 - 26/04	Light Icebreaker, Arctic Icebreaker
M07	Sydney	Scatarie Is. to 46°N 58° 40'W to Cape North	28/01 - 29/04	Light Icebreaker, Arctic Icebreaker
M08	Cape Breton, South Coast	Cape Canso to 45°N 60°W to 46°N 58°40'W to Scatarie Is.	22/01 - 20/04	Light Icebreaker
M09	Southwest Coast Nova Scotia	West of C. Canso inc. Bay of Fundy	22/01 - 20/04	Light Icebreaker
L01	Lac St-Louis	St-Lambert to Beauharnois canal incl. south channel	15/12 - 31/12 20/03 - 02/04	ACV, Light Icebreaker, Arctic Icebreaker
L02	Trois-Rivières	Grondines to St-Lambert (Montreal)	15/12 - 31/03	ACV, Light Icebreaker, Arctic Icebreaker
L03	Québec	Ile Blanche to Grondines	15/12 - 31/03	Light Icebreaker, Arctic Icebreaker
L04	Saguenay	Bic to Ile Blanche including the Saguenay	21/12 - 31/03	Light Icebreaker, Arctic Icebreaker
L05	Sept-Îles	66°W to Bic	21/12 - 15/04	Light Icebreaker, Arctic Icebreaker
L06	Anticosti South	From 66°W to Pte à la Renommée to 47°38'N 60°35'W to 48°40'N 60°00'W to 49°52'N 64°31'W to 50°18'N 64°31'W to 48°40'N 60°00'W to 49°52'N 64°31'W to 50°18'N 64°31'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L07	Anticosti North	From 50°18'N 64°13'W to 49°52'N 64°31'W to 48°40'N 60°00'W to 49°46'N 59°35'W to 50°18'N 64°13'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L08	Lower North Shore	From 50°18'N 64°13'W to 49°46'N 59°35'W to 51°11.8'N 57°07.5'W to Québec/ Labrador border	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L09	Îles-de-la-Madeleine	From 48°13'14"N 63°47'33"W along the regional boundary to 47°38'N 60°35'W to 48°15'N 62°17'W to 48°13'14"N 63°47'33"W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker

L10	Gaspé/ Chaleurs	From the Restigouche River eastwards to 48°13'14"N 64°25'22"W to 48°15'N 62°17'W to 49°00'N 64°24'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker, ACV
L11	Les Rivières	Lac St-Louis, Rivière Châteauguay, Rivière des Prairies, Rivière des Milles-Iles, Rivière L'Assomption, Lac St-Pierre, Rivière Maskinongé, Rivière-du-Loup, Rivière Yamaska, Rivière St-François, Rivière Nicolet, Pont de Trois-Rivières, Rivière de Bécancour, Rivière Batiscan	01/01 - 05/04	ACV

Great Lakes

#	Area	Description	Period dd/mm	Icebreaker Type
C01	Lake Ontario to Beauharnois	Upper Beauharnois Lock to Bay of Quinte	20/03 - 15/04	Light Icebreaker
C02	Lake Erie East	Eastern Lake Erie - Port Colborne/Buffalo westward to Port Stanley	21/12 - 15/04	Light Icebreaker
C03	Lake Erie West	Port Stanley to Sarnia, including Pelee Passage, Detroit River and St. Clair River	21/12 - 15/04	Light Icebreaker
C04	Lake Huron	Goderich Harbour, Sarnia, Lake Huron	21/12 - 15/04	Light Icebreaker
C05	Georgian Bay	Georgian Bay, North Channel of Lake Huron	21/12 - 15/04	Light Icebreaker
C06	St. Mary's River	St. Mary's River, Detour Reefs to Gros Cap Lt.	21/03 - 15/04	Light Icebreaker
C07	Lake Superior	All of Lake Superior excluding Thunder Bay and Duluth Harbours	21/12 - 15/01 21/03 - 15/04	Light Icebreaker
C08	Thunder Bay	Thunder Bay Harbour	21/12 - 15/01 21/03 - 15/04	Light Icebreaker
C09	Lake Superior West	Duluth Harbour	21/03 - 15/04	Light Icebreaker