

March 17, 2016

Mr. David G. Colford

President

The Canadian Maritime Law Association

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Dear Mr. Colford:

Thank you for your correspondence of January 20, 2016, concerning the service provided by the Pacific Fishery Licence Unit (PFLU) for transactions that are not covered through the National Online Licensing System (NOLS).

I understand your concern regarding the Pacific Region's turnaround time for these types of complicated service requests, which usually involve multiple transactions. I am happy to report that the Pacific Region is working towards implementing a work-flow process to better deal with transactions that are handled outside of the NOLS. The introduction of this new process will allow for identification of issues, anomalies and areas of reduced service, in order for the Department to provide a more efficient service delivery process.

The differences in processing time for vessel transactions on the East Coast versus the West Coast are due to vessel-based licensing within the Pacific Region, which entails additional complexities, as well as variances in tracking of vessel ownership.

If you have any questions about this work-flow process, I encourage you to contact Ms. Jeanette LaPointe, Pacific Region's Acting Resource Manager, Licensing, who is in charge of the implementation. Ms. LaPointe may be contacted by telephone at 604 666 2076, or by email at < [Jeanette.LaPointe@dfo-mpo.gc.ca](mailto:Jeanette.LaPointe@dfo-mpo.gc.ca) <<mailto:Jeanette.LaPointe@dfo-mpo.gc.ca>> >.

I appreciate hearing from you and receiving your input. I am hopeful that there will be a noticeable improvement in service in the near future.

Yours sincerely,

Original Signed by  
Hunter Tootoo, P.C., M.P.  
Minister of Fisheries, Oceans and the Canadian Coast Guard