



ADMINISTRATION DE PILOTAGE DES LAURENTIDES
LAURENTIAN PILOTAGE AUTHORITY

Speech prepared for Mr. Fulvio Fracassi

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Hello, everyone,

I'd like to start by thanking the marine pilots' association for inviting me to speak with you here today.

Safety of Navigation and Efficiency of Pilotage Service

As you may know, the LPA's top priority is the safety of navigation on the waters of the St. Lawrence and Saguenay rivers.

The LPA conducts on average over 22,000 pilot missions a year over hundreds of kilometres over the St. Lawrence river. We consistently - year after year – achieve a safety record of over 99%. I am proud to say that for 2015 and 2016 we achieved a safety record of 99.93%. This enviable record demonstrates without a doubt just how safe marine transportation is and the value added and benefits of pilotage services.

We also consistently – year after year – provide services without pilot-related delays in over 99% of our dispatch assignments. For example, in 2015, we achieved a 99.96% rating which means only 10 delays out of thousands and thousands of pilotage missions were attributable to the unavailability of our pilots. This by any standard represents a major accomplishment.

So how do we achieve these enviable results? Through teamwork and collaboration with our partners.

It is thanks to the expertise and professionalism of the pilots licensed by our organization, the efforts of their corporations, the contribution of the Coast Guard, Transport Canada, the port authorities as well as our clients and stakeholders in the marine industry. I'd be remiss, of course, if I did not also acknowledge the contribution, dedication and professionalism of the entire LPA team and organization.

Despite these excellent results, we cannot afford to stand still. We must always strive to do better in terms of both the safety and the efficiency of our pilotage services. That is why we have developed and implemented procedures to allow the LPA to effectively monitor and investigate incidents when they do happen to learn from them and prevent their reoccurrence. We have also entered into memorandums of understanding, with the Transportation Safety Board of Canada and with Transport Canada, to better coordinate our activities, effectively exchange information and share our respective expertise, with the common objective of maximizing the safety of navigation in our region.

In late 2016, the LPA established for the first time in our region a consultative committee on pilotage. This new committee is an important new tool in our arsenal to promote cooperation, communication and transparency in pilotage services and requirements. This committee composed of our industry partners including the pilot corporations, the CMPA, the Coast Guard,

Transport Canada and industry representatives also allows us to draw on everyone's expertise to inform our actions and decisions as we strive to improve safety and efficiency and serve the public interest.

In partnership with the Corporation de pilotes du Bas Saint-Laurent, the LPA has strengthened the training and evaluation program of apprentice pilots and pilots for that region to meet the highest industry standards. These investments in the training and evaluation of our apprentice and licensed pilots will undoubtedly allow us to maintain these standards. We very much look forward to working in partnership with the corporation des pilotes du Saint-Laurent Central to achieve the same in the mid St. Lawrence region.

In addition to training, technology plays an important role in ensuring the safety and efficiency of navigation in our region. Providing our licensed pilots with the latest cutting-edge technology to make our pilotage service as safe and efficient as possible is an important priority for the LPA. In this regard, the LPA works with the pilot corporations to select the PPU equipment that best meets the needs of pilots to maximize the safety and efficiency of our operations.

Providing quality pilotage services at a reasonable cost is also an important component of our mandate that we take very seriously. This allows the LPA to contribute to the competitiveness of the marine industry and the economic development of our region. It is why we are very pleased that for a second consecutive year we were able to freeze our tariffs without compromising LPA's financial well-being. This is a result of sound financial management and the hard work of the entire LPA team.

The importance of cooperation and partnership that I referred to above is necessary to achieving success goes far beyond our region. We also count on the experience and expertise of the other pilotage authorities. We are often inspired and draw from the excellent work and initiatives of the Pacific, Great Lakes and Atlantic pilotage authorities. Our strong relationships allow us to share best practices, build synergy in our actions where possible, and join forces in order to meet our shared safety and efficiency goals.

Modernizing and Reinforcing the Pilotage Act and System

I will say a few words about modernizing and strengthening the Pilotage Act before briefly discussing with you some of our key priorities for 2017. The federal government has held major consultations on transportation safety and efficiency. The LPA and many industry stakeholders have taken advantage of this opportunity to share their priorities, concerns and make recommendations. These consultations lead to Transport Minister Garneau announcing in the Oceans Protection Plan the review of the *Pilotage Act*, starting in 2017, with the objective to strengthen and modernize the legislation to deliver safe, efficient and environmentally responsible pilot services into the future.

I think we should all be proud of our outstanding achievements on safety and efficiency. They would not have been possible without the professionalism and expertise of our pilots, the

commitment of our federal partners, and the marine industry. However, to stay on the cutting edge and build on our commitment to excellence, transparency and accountability it is essential that we seize this opportunity to work side by side with the government as it seeks to update the *Pilotage Act*. This will allow us to ensure that the Act reflects modern best practices in governance and meet our current needs and the challenges of tomorrow.

Objectives for 2017

We have some ambitious plans for 2017. As part of our continuous improvement goal, we reached out to clients to find out what they think about our services. A number of positive and constructive points emerged from the survey. We're doing well on a number of points and we need to keep up the good work. For example, some common themes relate to the importance to communicate changes to pilotage requirements, to strive toward greater transparency, and to continue to support efforts to find innovative solutions to increase the safety and efficiency of our services.

We part we hope to achieve greater transparency, and reinforce the safety and efficiency of our service by updating our regulations. We will continue our consultation in 2017 and be attentive to needs, concerns and recommendations of all our stakeholders including the pilot corporations and the marine industry.

We are also committed to demonstrate and make every effort to make collaboration a key priority for 2017. We very much value our relationship with all our partners including the pilot corporations, our federal partners, the marine industry and our clients. We intend to build on the success we have had and strive to do better where we have had challenges.

I would like to repeat that we should all be proud of our outstanding achievements on safety and efficiency. We should strive to do better to stay on the cutting edge and build on our commitment to excellence. In this regards, it is essential that we seize this opportunity to work in partnership with the government as it seeks to update the *Pilotage Act*.

Since our work concerns the public interest of all Canadians, we have a duty to promote and inform them how the LPA and pilotage contributes to the safety and efficiency of marine transportation, the protection of the environment and the economic development of our region. That is why we decided to step up our public relations activities. We have developed a broader communications strategy that we are starting to put in place. For example, we are now more proactive in issuing press releases and posting them on our website. We have also filmed a promotional video on the LPA that I would like to share with you now.

[VIDÉO]

I hope you liked the video. We proudly featured Capt. Patricia Hébert in our video. We are fortunate to have her on our team and she serves as a model to encourage other women to become captains, pilots and leaders in the marine industry. I also want to thank Julie Gascon of the Coast Guard for her assistance and kind words. Also Mike Broad and last but not least thank you to our colleagues from the Corporation de pilotes du Bas St Laurent for allowing us to film from their state of the art simulation centre in Quebec City.

Thank you.