



Canadian Hydrographic Service Levels of Service

The Canadian Hydrographic Service (CHS) provides clients with up-to-date and accurate hydrographic publications necessary for safe and efficient navigation for navigable waters of Canada.

The **Levels of Service** (LOS) aim is to balance our expressed client's priorities with our resources. The Canadian Hydrographic Service will report once a year on their LOS achievement.



Charting

- Charts (paper, ENC, raster) in the high risk category are reviewed a minimum once every five years (42 charts/year) and new editions issued when necessary.
- The cycle is every ten years for medium risk charts (25 charts/year).
- Low risk charts are normally subject to Notices to Mariners updating only.
- The underlying risk model is reviewed annually.
- Release of New Editions (ENCs and paper charts) is synchronized within three months of each other.
- Chart 1 booklet is always available. Web version in PDF and HTML formats are accessible 95% of the time.

Updating

- *Notices to Mariners* updates are issued within four months of CHS receiving source information.
- Patches are available on the NOTMAR web site within five months once production commences.
- Color Patches are delivered via the Web.
- ENC update messages and Notices to Mariners are synchronized within one month.

Water Level and Tidal Information

- Requests for general tidal information are addressed within 30 days 95% of the time.
- The National Tides, Currents and Water Levels web site is accessible 95% of the time.
- The phone service for Water Levels Observations for the St. Lawrence and Canadian tidal information (1-877 775-0790) is accessible 95% of the time.
- Tele-announcing service for the Great Lakes real-time water level information will be re-instated within 2 business days of reporting a problem 95% of the time.

Publications

- *Sailing Directions* are always available. *All new Sailing Directions editions will be digitized and available for print on demand delivery for 2008-09.*
- *Canadian Tide and Current Tables* are printed yearly, on or before November 30th. Tides Tables in PDF format are accessible on the web site 95% of the time.
- The four Catalogues of Nautical Charts and Publications are updated and published every two years.
- Interactive Paper Chart Catalogue and printable Paper Chart Catalogues in PDF format are accessible via CHS website 95% of the time.

Sales & Distribution

- Orders are shipped to Authorized CHS Chart Dealers within five business days of receipt of the order.

