

QUESTIONS AND ANSWERS – PLEASURE CRAFT LICENSING

This document addresses questions received by the Office of Boating Safety from dealers regarding the administration of the Pleasure Craft Licensing System after April 1st 2006.

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IMPACTS

I am a boat dealer. What impact will the change in the administration of the Pleasure Craft Licensing System have on my business?

Most clients and dealers will not be impacted by the change in the administration of the System. In fact, by almost tripling the number of offices issuing Pleasure Craft Licences, obtaining licences will become more convenient for some.

However, some dealers used to certain practices that were previously allowed and that will be discontinued as of April 1st may see the change as a reduction in the level of service previously offered.

The next few sections will explain why some practices are no longer permitted while the [Best Practices](#) section will give you advice on how you can streamline the licensing process for you and your clients.

BLOCKS OF LICENCES

In the past, our local Canada Border Services Agency (CBSA) issued our dealership a block of licence numbers every year. Will this continue on April 1st?

Previously, a few CBSA offices issued blocks of numbers to certain dealers. However, to maintain the integrity of the program, this practice will not continue past April 1st.

I still have a bunch of numbers left over from last year's block. Can I just go ahead and use them until I run out?

No. See the OBS Policy document for more information.

What should I do with the numbers that are left over from last year's block?

Return then to the CBSA office that issued them before March 17th. See the OBS Policy document for more information.

TEMPORARY LICENCES

I heard that the CBSA is only issuing temporary licences. Is this correct?

Yes. From now until April 1st 2006, the CBSA will be issuing temporary licences that expire on June 15, 2006.

Why not continue to issue permanent licences?

Starting March 8th, all paper files currently being held by the CBSA will be shipped to a central location. This will facilitate the search of the files, particularly in case of emergency. The downside is that files will be in transit for a few weeks and new licences issued during this period will not be captured in the “old” paper system and consequently, will not be captured in the new system either. Therefore, temporary licences will allow applicants to continue meeting regulatory requirements during the transition period.

While this is an inconvenience, it is the only way that we could maintain the issuance of licences without interruption through the interim period. Furthermore, this is a temporary inconvenience that will only affect transactions that take place from early March to April 1.

I was issued a temporary licence. How do I obtain a permanent licence?

Provided that all the information provided was accurate at the time of the application, permanent licences will be mailed automatically to anyone who obtained a temporary licence. Should there be irregularities, the client will receive a notice advising him/her to visit a Service Canada Centre. Clients should expect to receive their permanent licence (or notice) by the first week of June.

I don't want to wait until June to get my permanent licence. How can I get one now?

Starting on April 1st, clients may go to any Service Canada Centre to substitute their temporary licence for a permanent licence.

Does this mean that the licence number I was issued will change once I obtain my permanent licence?

No. Only the actual licence (paper document) expires. Your licence number will remain the same once you receive your permanent licence.

BEST PRACTICES

I operate a dealership. How do you recommend I proceed with the licensing of boats after April 1st?

It is recommended that dealers licence every boat as soon as they take delivery of the product. This allows dealers to apply for licences at their convenience without having to rush out every time a boat is sold. It will also give them plenty of time to mark the boats properly.

Whenever a boat is sold, the dealer simply has to fill out the reverse of the licence and hand it to the client who is to be directed to the nearest Service Canada Centre to complete the transfer of the licence. The transfer can also be done by mail.

How do I know the client actually goes through with the transfer?

Dealers are encouraged to keep a copy of the licence that is being transferred once it has been signed by both parties. If a situation arises where the client has not transferred the licence in his name, the dealer would be able to prove that he/she complied with the requirements of the regulations.

Will Service Canada be doing anything to address dealers specifically?

Yes. Service Canada is well aware of the important role that dealers play in the licensing of pleasure craft and is eager to work with them to find ways to better serve their needs. A list of dealers has been requested from the major dealer's associations in Canada. We will then break down the list for each area served by a Service Canada Centre and forward that list to the appropriate Centre.

Each Service Canada Centre will then proactively contact dealers in it's operating area to get their feedback on ways to improve service delivery. Each office will then take appropriate action according to its particular situation.

This could include:

- Lines open exclusively to dealers on specific days/times
- Offices opening earlier/later with exclusive access for dealers
- Other arrangements that could improve service delivery

OFFICE OF BOATING SAFETY POLICY REGARDING BLOCKS OF PLEASURE CRAFT LICENCES ISSUED TO DEALERS

The Office of Boating Safety (OBS) has been made aware that, in the past, some Canada Border Services Agency (CBSA) offices have issued blocks of blank Pleasure Craft Licences to marine dealers.

Dealers must return these licences to the CBSA office that issued them at the earliest opportunity.

All paper records currently held at CBSA offices are being mailed to a central location. This will allow the information to be readily available to Search and Rescue personnel in the event of an emergency.

Any licence not returned to CBSA before March 17th will not be searchable. Similarly, after this date, licences issued from existing blocks of numbers will not be captured in either the old paper system or the new electronic system.

In order to enhance public safety, it is important that you return all completed Pleasure Craft Licences you may have issued along with any unused numbers to the CBSA office that provided them by March 17th.

We appreciate your cooperation in this important initiative.

Regards,

Office of Boating Safety