

## **Questions and Answers: Fisheries Notification System**

### **Q1. Why is a new fisheries notice system being implemented and how will it be different from the previous system?**

A1. The old information line had limited search and listening options. Voice recordings available on this information line contained multiple active notices per species recording. As a result, some callers would have to listen to information not relevant to them before obtaining exactly what they needed.

Callers will now be able to search for information more quickly and efficiently, using species, fishery management area, or licence number search criteria; for example, a caller could request notices related to “crab” opportunities in “Area 1” or “the North Coast.” Commercial callers could also use their licence number as a search criteria; for example, crab licence number “R 999 2011”. The system would then return any active notices meeting those search criteria. Callers will be able to repeat notices as desired, or skip listening to notices which are not of interest.

### **Q2. Is there a new number to call to access the new system? How will I know how to use it?**

A2. The phone number for the voice-information system will not change: Callers can access the information system at 604-666-2828 or 866-431-3474. The new system is user-friendly and self-explanatory. Voice prompts will direct callers to the information they need.

### **Q3. What if I experience problems with the new system?**

A3. Callers can leave questions or comments with DFO’s operations centre at 604-666-0583 or [opscentre@pac.dfo-mpo.gc.ca](mailto:opscentre@pac.dfo-mpo.gc.ca). All fishery notices will continue to be available online at <http://www-ops2.pac.dfo-mpo.gc.ca/xnet/content/fns/index.cfm>.

### **Q4. How will the system cope with different pronunciations?**

A4. Extensive testing was undertaken to ensure the system can handle various accents and pronunciations. In the event that the caller has difficulty with the voice system, the system will present touch tone number pad options.

### **Q5. What information will be available on the new system?**

A5. The new system will continue to provide fishery notices containing information on commercial and recreational fishery openings and closings, and bivalve shellfish biotoxin (red tide) updates. It will also provide notices containing sanitary contamination (waste water treatment plant outfall) updates, and First Nations fishery information.

The following types of fishery notices will not be posted to the new information line: all Groundfish notices, and general information and licencing notices which are not related to fishery openings and closings.

### **Q6. Why was this new fisheries notification system chosen?**

A6. The system offers a number of benefits including the following:

- No special equipment is needed, just a telephone!
- Callers will be able to access information more quickly and efficiently through the use of specific search criteria.
- It allows callers to repeat or skip messages.
- It is user-friendly, providing instructions to callers on how to use the system, and continues to be available 24 hours a day, seven days a week.