

### Section III – Items for the Information of the Board

**TO:** Chair and Members of the Board of Directors  
Friday, March 24, 2023 Meeting

**FROM:** Sameer Dhalla, Director, Development and Engineering Services

**RE:** **SERVICE DELIVERY REPORT FOR SECTION 28 PERMIT APPLICATIONS, 2022**

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#### KEY ISSUE

The purpose of this report is to present Toronto and Region Conservation Authority's (TRCA) Section 28 permit application review service delivery for 2022 pursuant to the Conservation Ontario Client Service and Streamlining Initiative.

#### RECOMMENDATION:

**IT IS RECOMMENDED THAT the Service Delivery Report for Section 28 Permit Applications, 2022 be received.**

#### BACKGROUND

On March 29, 2019, the Board of Directors adopted [RES.#A38/19](#) which states in part:

THAT the Board of Directors endorse the three key areas identified by the Conservation Ontario working group for all Conservation Authorities to: 1) improve client service and accountability; 2) increase speed of approvals; and 3) reduce the notion of “red tape” and regulatory burden, in addition to the ongoing streamlining measures being undertaken by TRCA...;

AND THAT staff be directed to work with Conservation Ontario, municipalities, and stakeholders, including but not limited to the Building Industry and Land Development Association (BILD), to identify additional improvements and report back to the Board of Directors on the outcome of this work.

Guidance related to service delivery standards for Section 28 permit applications was historically specified in the Ministry of Natural Resources and Forestry (MNR) Policies and Procedures for Conservation Authority Plan Review and Permitting Activities (2010). This guidance addresses administrative matters including determining complete applications and directs that Conservation Authorities render a decision within 132 days for a “major” application or 72 days for a “minor” application.

As part of a renewed commitment to efficient regulatory services, Conservation Ontario (CO) Council endorsed new Client Service Standards for Conservation Authority Plan and Permit Review in June 2019. This guidance established a more ambitious set of service standards that Conservation Authorities should meet as best practice. Under this framework, Conservation Authorities should render a decision on complete

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applications within 63 days for “major” applications, 42 days for “minor” applications and within 14 days for a new category of “routine” applications. Applications issued by TRCA in 2022 under this second framework are reported in the table below under “CO Guideline Timeline.”

### RATIONALE

Consistent with Pillar 4, Service Excellence, of TRCA’s Strategic Plan, the Development Planning and Permits and Infrastructure Planning and Permits business units has committed to the objective of delivering at least 80% of all permit issuances within the Conservation Ontario Guideline timeframes. The following table presents the service delivery results for all Section 28 permits issued in 2022 within TRCA’s jurisdiction.

Number of Permits Issued Within Policy and Procedure timeline		Number of Permits Issued Outside of Policy and Procedure Timeline		Reason for Variance from Policy and Procedure (Optional)				
Major	Minor	Major	Minor <sup>1</sup>	Major	Minor			
436	937	13	36	Complexity	Multiple Submissions			
Number of Permits Issued Within CO Guideline timeline			Number of Permits Issued Outside of CO Guideline timeline			Reasons for Variance from Guidelines (Optional)		
Major	Minor	Routine	Major	Minor	Routine <sup>2</sup>	Major	Minor	Routine
402	621	213	47	92	47	Complexity	Multiple Submissions	Staff Turnover

Assumptions include the following:

- “Routine” permits are those identified as “Minor Ancillary Residential” on TRCA’s fee schedule. These projects meet the definition of “Routine” in the CO Guideline.
- All remaining infrastructure permits, and development planning permits were identified as “Major” or “Minor” depending on the complexity of the application per the definitions in the CO Guideline.
- Policy and Procedure timelines are 132 and 72 days for “Major” and “Minor” permits, respectively.
- CO Guideline timelines are 63, 42 and 14 calendar days for “Major”, “Minor” and “Routine” permits, respectively. 7 days are added for each additional submission for “Routine” applications.
- Only permits issued in 2022 were included. Some of the permits were deemed complete in 2021 or previous years.

<sup>1</sup> “Minor” includes “Routine” applications for purposes of Policy & Procedure Timeline as there is no “Routine” category in that Guideline.

<sup>2</sup> CO Guideline Timeline for “routine” considered to be 14 calendar days total, plus 7 days per additional submission, per memo from Conservation Ontario, June 29, 2020.

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Of the 1,422 permits issued in 2022, 1,373 or 99% of the permits met the former Policy and Procedure Guideline and 1,236 or 87% of the permits met the enhanced CO Guideline, which exceeds the 80% objective and is comparable to the 88% achieved in 2021. This was achieved despite an increase in the number of permits issued from 1,311 in 2021 to the 1,422 issued in 2022. Those that did not meet the Guideline include complex infrastructure and development permits requiring multiple submissions. In some cases, the reviews may have been impacted by staff turnover in 2022.

This is the third year of TRCA's annual reporting to the Board of Directors on Section 28 permit application service delivery and staff continue to anticipate reporting annually. However, further to RES.#A38/19, staff have been meeting quarterly with the Building Industry and Land Development Association (BILD) to provide updates and receive feedback on service delivery. Feedback from BILD members has been positive and appreciative of TRCA's commitment to excellence in service delivery.

TRCA is in the process of developing and implementing our digital Planning Application Review and Enforcement System with our selected enterprise software vendor. This digital file management software will result in more streamlined review and project timeline tracking to begin in late 2023/early 2024. We anticipate the software will assist staff with meeting our obligations under the proposed updates to the regulation of development for the protection of people and property from natural hazards in Ontario (ERO 019-2927).

### **Relationship to TRCA's 2022-2034 Strategic Plan**

This report supports the following Pillars and Outcomes set forth in TRCA's 2023-2034 Strategic Plan:

#### **Pillar 1 Environmental Protection and Hazard Management:**

- 1.1 Deliver provincially mandated services pertaining to flood and erosion hazards

#### **Pillar 4 Service Excellence:**

- 4.2 Provide and manage an efficient and adaptable organization

### **FINANCIAL DETAILS**

Section 28 permitting services are funded through permit application fees, account code 110-05.

### **DETAILS OF WORK TO BE DONE**

Staff will report back annually on the service delivery for Section 28 Permit applications annually.

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**Date: January 31, 2023**