

## Our Client Service Strategy

As part of our commitment to a consistent client centric approach to permit approvals the Lake Simcoe Region Conservation Authority (LSRCA) is implementing a Service Delivery and Streamlining Initiative.

Guided by Conservation Ontario, LSRCA's Customer Services Strategy is designed to complement our overall Strategic Plan and aims to provide a high standard of effective service to all our clients.

An important aspect of this process is to understand how customers perceive the standards of care we currently offer as well as evaluating the activities within our business process that most impacts customer satisfaction. To achieve this, we have developed a customer service survey. Through the review of questions answered as part of the survey, we will be in a better position to evaluate the needs of our clients.

### Customer Service Standards

Our commitment is to:

- Serve customers with professionalism, skill, and knowledge
- Act with integrity and treat customers with dignity and respect
- Treat customers fairly while complying with our policies, guidelines and regulations
- Respond to customer requests in a timely, accurate manner consistent with our **Review Timelines**
- Be flexible while applying judgment and discretion
- Be fair and honest
- Ensure our services are accessible for all customers
- Be courteous and helpful
- Be accountable to all customers and use feedback to improve our performance and service to our customers
- Ensure all customer service guidelines, standards and processes are accessible
- Measure and improve work processes by implementing innovative ideas, applying appropriate technology, training staff to be helpful and knowledgeable, and encourage teamwork among staff

Our expectations from customers:

We ask that you please:

- Behave courteously toward our staff and other customers
- Respect posted rules including those regarding parking, and smoking

## Timelines

A critical area of customer service is our ability to respond to customer’s inquiries and applications in a reasonable timeline. Currently, we adhere to the Service Standard Timelines specified by the Ministry of Natural Resources and Forestry (MNRF) through the “Policies and Procedures for Conservation Authority Plan Review and Permitting Activities” (2010) document. However, as part of the commitment to improve client service and accountability, CA’s are adapting Conservation Ontario’s “Client Service Standards for Conservation Authority Plan and Permit Review”. As such, LSRCA will be adhering to and reporting on timelines as outlined below in permit categories and timelines (table 1).

### Permit Categories

#### Major Application

A major application is defined as a complex project that includes one or more of the following factors:

- Significant staff time for review
- Technical staff review
- Includes a technical study/ report
- Does not comply with LSRCA’s Watershed Policies or Guidelines

#### Minor Applications

Minor applications include projects with a lower level of risk and includes one or more of the following factors:

- Moderate staff time for review
- No technical staff review
- Technical information requirements are limited

#### Routine Applications

Routine applications involve very minimal staff review time and are limited in risk as outlined in one or more of the following:

- Minimal staff time for review (e.g. Previously approved through another LSRCA approval process such as a site plan approval)
- No technical staff review
- Development is low risk in terms of location in relation to the hazards

**Table 1: Permit Timelines**

Application Process Step	Timeline
Pre-consultation: Notification of application requirements by the CA (checklist), and discussion of application type and fees.	Major applications: Within <b>14 days</b> of the pre-consultation meeting.  Minor applications: Within <b>7 days</b> of the pre-consultation meeting.

Application Process Step	Timeline
	Routine applications: Within <b>3 days</b> of the pre-consultation.
Acceptance/declaration of complete or incomplete application (i.e. it has met submission requirements).	Major applications: Within <b>21 days</b> of receipt. Minor applications: Within <b>14 days</b> of receipt. Routine applications: Within <b>10 days</b> of receipt.  NOTE: LSRCA may choose to issue a permit prior to the end of the 21 day period. If this is the case no notice of complete application is required.
Decision (recommendation to approve or refer to a hearing)	<b>If the application is incomplete, the decision timeline does not begin.</b>
Decision Major application	<b>Within 28 days</b> of complete application. 30 additional business days upon re-submission.
Decision Minor application	<b>Within 21 days</b> of complete application. 15 additional business days upon re-submission.
Decision Routine application	<b>Within 14 days</b> of complete application. 7 additional days upon each re-submission

## Reporting

To ensure timelines are being met and customer service goals are achieved, LSRCA will report annually to our Board of Directors on the timelines of our approvals under Section 28 of the *Conservation Authorities Act*. The report will contain both MNRF timelines as well as the Conservation Ontario timelines as shown in Table 2. In addition, after being received by the Board, the report will be publicly available on our website.

Table 2: Reporting

Conservation Authority	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		Major	Minor	
	Number of Permits Issued Within CO Timeline			Number of Permits Issued Outside of CO Timeline			Reasons for Variance from Guidelines (Optional)		
	Major	Minor	Routine	Major	Minor	Routine	Major	Minor	Routine



## **Our Commitment**

The Lake Simcoe Region Conservation Authority is committed to delivering excellent customer service and maintaining and improving relationships with our clients and partners. This document provides a template to ensure expectations are transparent throughout the permitting process and to communicate the roles and expectations of all parties.