



Lake Simcoe Region
conservation authority

BOARD OF DIRECTORS
Meeting No. BOD-06-20

Friday, May 22, 2020
9:45 A.M.

AGENDA

Virtual Meeting (Access Details to be Provided)

Minutes and agendas are available on our website: <http://lsrca.on.ca/>

Upcoming Events
2020

Friday, June 26th
9:00 a.m.

Board of Directors' Meeting
Virtual Meeting

Wednesday, September 23rd
6:00 p.m.
(Date tentative,
subject to change)

Lake Simcoe Conservation Foundation
32nd Annual Conservation Dinner
Manor at Carrying Place Golf and Country Club
16750 Weston Road, Kettleby

Events are also listed on our Events Page on our website: <http://lsrca.on.ca/events/>

I. DECLARATIONS OF PECUNIARY INTEREST

II. APPROVAL OF AGENDA **Pages 1-4**

RECOMMENDED: **THAT the content of the Agenda for the May 22, 2020 meeting of the LSRCA Board of Directors be approved as presented.**

III. ADOPTION OF MINUTES

a) Board of Directors **Pages 5-10**

Included in the agenda are the draft minutes of the Board of Directors' Meetings No. BOD-05-20, held on Friday, April 24, 2020.

RECOMMENDED: **THAT the minutes of the Board of Directors' Meeting No. BOD-05-20, held on Friday, April 24, 2020 be approved as circulated.**

IV. ANNOUNCEMENTS

V. PRESENTATIONS

a) Reopening Plan for LSRCA's Conservation Areas **Pages 11-15**

General Manager, Conservation Lands, Brian Kemp and Manager, Forestry and Greenspace Services, Phil Davies will provide an overview of LSRCA's planned approach to reopening its conservation areas. This presentation will be provided at the meeting.

RECOMMENDED: **THAT the presentation by General Manager, Conservation Lands, Brian Kemp and Manager, Forestry and Greenspace Services, Phil Davies regarding the Reopening Plan for LSRCA's Conservation Areas be received for information.**

Staff Report No. 27-20-BOD regarding LSRCA's conservation areas reopening plan is included in the agenda.

RECOMMENDED: **THAT Staff Report No. 27-20-BOD regarding the reopening plan for LSRCA's Conservation Areas in response to the COVID-19 Pandemic be received; and**

FURTHER THAT the approach provided in the report be supported.

VI. HEARINGS

There are no Hearings scheduled for this meeting.

VII. DEPUTATIONS

There are no Deputations scheduled for this meeting.

VIII. DETERMINATION OF ITEMS REQUIRING SEPARATE DISCUSSION
(Reference Page 4 of the agenda)

IX. ADOPTION OF ITEMS NOT REQUIRING SEPARATE DISCUSSION

X. CONSIDERATION OF ITEMS REQUIRING SEPARATE DISCUSSION

XI. CLOSED SESSION

The Board will move to Closed Session to deal with confidential land matter.

RECOMMENDED: THAT the Board move to Closed Session to deal with a confidential land matter; and

FURTHER THAT the Chief Administrative Officer, members of the Executive Management Team, the Land Securement Officer, and the Coordinator BOD/CAO remain in the meeting for the discussion.

The Board will rise from to Closed Session and report findings.

RECOMMENDED: THAT the Board rise from Closed Session and report findings.

a) Confidential Land Matter

Confidential Staff Report No. 31-20-BOD regarding a confidential land matter will be provided to Board members prior to the meeting.

RECOMMENDED: THAT Confidential Staff Report No. 31-20-BOD regarding a confidential land matter be received; and

FURTHER THAT recommendations contained within Confidential Staff Report No. 31-20-BOD be approved.

XII. OTHER BUSINESS

Next Meeting

The next meeting of the LSRCA Board of Directors will be held at @ approximately 9:00 a.m. on Friday, June 26, 2020. This meeting will be held virtually, access details to be provided.

XIII. ADJOURNMENT

AGENDA ITEMS

1. **Correspondence**

There are no Correspondence items included in this agenda.

2. **LSRCA Business Continuity and Operational Response to the COVID-19 Pandemic**

Pages 16-18

RECOMMENDED: **THAT Staff Report No. 28-20-BOD regarding the update in LSRCA's business continuity and operations in response to the COVID-19 pandemic be received for information.**

3. **Customer Service Strategy and Report on Timelines**

Pages 19-29

RECOMMENDED: **THAT Staff Report No. 29-20-BOD regarding LSRCA's Customer Service Strategy and Report on Timelines be received for information.**

4. **Continued Improvements to Service Delivery - Recommendations to assist Lake Simcoe Development Industry and Partner Municipalities** Pages 30-35

RECOMMENDED: **THAT Staff Report No. 30-20-BOD regarding continued improvements to service delivery - recommendations to assist Lake Simcoe development industry and partner municipalities be received; and**

FURTHER THAT the recommendations be approved and implemented immediately.



BOARD OF DIRECTORS' MEETING
No. BOD-05-20 – Friday, April 24, 2020

Virtual Meeting

MINUTES

LSRCA Board Members Present:

Regional Chairman W. Emmerson, Chair
Councillor P. Ferragine, Vice Chair
Councillor K. Aylwin
Mayor D. Barton
Mayor D. Bath-Hadden
Mayor B. Drew
Councillor A. Eek
Councillor K. Ferdinands
Councillor W. Gaertner
Councillor R. Greenlaw
Mayor V. Hackson
Councillor S. Harrison-McIntyre
Mayor M. Quirk
Councillor C. Riepma
Regional Councillor T. Vegh
Councillor A. Waters
Councillor E. Yeo

Regrets:

Township of Ramara

LSRCA Staff Present:

M. Walters, Chief Administrative Officer
R. Baldwin, GM Planning & Development
M. Critch, GM, Corporate and Financial Services
B. Kemp, GM, Conservation Lands
B. Longstaff, GM, Integrated Watershed Management
K. Christensen, Manager Human Resources
C. Taylor, Executive Director, LSCF
K. Yemm, Manager, Communications
T. Barnett, Coordinator, BOD/CAO
M. Bessey, Director, Planning
A. Brown, Acting Director, Regulations
M. Brown, Compliance Officer
P. Davis, Manager, Forestry and Greenspace Services
L. Grzywniak, Land Management Technician
N. Hamley, Manager, Education
S. Jagminas, Senior Communications Advisor
B. Patel, Engineer, Watershed Restoration Services
G. Peat, Manager, Director, Information Services & Technology
M. Rosato, Communications Specialist
D. Ruggle, Planner II
C. Sharp, Restoration Program Coordinator
K. Toffan, Manager, Finance

I. DECLARATION OF PECUNIARY INTEREST

None noted for this meeting.

II. APPROVAL OF THE AGENDA

Moved by: B. Drew

Seconded by: V. Hackson

BOD-052-20 **RESOLVED THAT the content of the Agenda for the April 24, 2020 meeting of the LSRCA Board of Directors be approved as circulated. CARRIED**

III. ADOPTION OF THE MINUTES

a) Board of Directors' Meetings – April 3, 2020

Moved by: C. Riepma

Seconded by: W. Gaertner

BOD-053-20 RESOLVED THAT the minutes of the Board of Directors' Meetings No. BOD-03-20 and BOD-04-20, both held on Friday, April 3, 2020 be approved as circulated. CARRIED

IV. ANNOUNCEMENTS

- a) CAO Walters was pleased to advise that the Lake Simcoe Conservation Foundation received a grant from the RBC Nature Grant for the Nature Centre operation of education programs in the amount of \$210,000 over 3 years, as well as a TD Friends of the Environment grant of \$4,500 for the Therapy in the Woods Program;
- b) CAO Walters advised that the Annual Conservation dinner scheduled for June 10th has been rescheduled to September 23rd;
- c) CAO Walters advised that the Dalt Hicks Invitational Golf Tournament is currently scheduled for July 15th; this date is being held as we monitor the situation and may change to early September.

V. PRESENTATIONS

- a) LSRCA 2019 Audited Financial Statements

Mr. Adam Delle Cese of BDO Canada LLP provided the Board with a high-level overview of LSRCA's draft 2019 audited financial statements and the audit process and findings, noting that for the year ended December 31, 2019 the statement of operations and statement of financial position present fairly and are both in accordance with Canadian public sector accounting standards. He noted it was a clean audit and no issues were identified under internal controls. He referenced a new note for this year related to COVID-19, which is consistent for all financial statements being issued since the pandemic was declared.

Moved by: T. Vegh

Seconded by: D. Barton

BOD-054-20 RESOLVED THAT the presentation by General Manager, Corporate and Financial Services/CFO, Mark Critch, regarding LSRCA's Fourth Quarter 2019 Financial Report and 2020 Proposed Budget be received for information. CARRIED

The Board approved Staff Report No. 20-20-BOD regarding the 2019 Audited Financial Statements.

Moved by: T. Vegh

Seconded by: D. Barton

BOD-055-20 RESOLVED THAT Staff Report No. 20-20-BOD regarding LSRCA's 2019 Draft Audited Financial Statements be received; and

FURTHER THAT the 2019 Draft Audited Financial Statements be approved; and

FURTHER THAT the Appropriations to and from Reserves as outlined in Schedule 8 of the 2019 Draft Audited Financial Statements be approved; and

FURTHER THAT the pending 2019 Audited Financial Statements be distributed to the Ministry of Natural Resources and Forestry and LSRCA's banker. CARRIED

a) Alcona Flood Relief Project - Preferred Solution

Watershed Restoration Services Engineer, Bhavika Patel, prepared a presentation on the Alcona Flood Relief Project. Due to technical difficulties, CAO Walters delivered the presentation, noting this project was a partnership between LSRCA and the Town of Innisfil, with funding through the Province of Ontario through the National Disaster Mitigation Program, and Greenland Consultants also contributed towards the project. The project objective was to develop an engineering design solution to reduce flooding by maximizing green infrastructure to enhance water quality and infiltration before discharge to the lake. The final solution is to enhance an existing wetland. As part of the environmental assessment, three areas for flood reduction were looked at, including natural environmental impacts, social/cultural impacts and economic impacts. The area in question is quite low with no defined outlet to the lake, causing flooding in the springtime. Two viable options found were i) a conveyance option to upgrade the Belle Aire Creek channel and culverts and ii) the storage and bypass option, where more water can be stored by putting up a berm outside the wetland facility, whereby water could be stored for a longer period of time. The preferred solution is a combination of these two options plus land cost for a total cost of \$10M solution, which would alleviate flowing the in Alcona area. This project provides an excellent opportunity for the use of green infrastructure.

To view this presentation, please click this link: [South Alcona Flood Relief Project](#)

Moved by: A. Waters

Seconded by: K. Aylwin

BOD-056-20 **RESOLVED THAT the presentation by Watershed Restoration Services Engineer, Bhavika Patel, (delivered by CAO Mike Walters) on the Alcona Flood Relief Project be received for information. CARRIED**

VI. HEARINGS

There were no hearings at this meeting.

VII. DEPUTATIONS

There were no depositions at this meeting.

VIII. DETERMINATION OF ITEMS REQUIRING SEPARATE DISCUSSION

Items No. 2, 3, 4, 5, and 6 were identified under items requiring separate discussion.

IX. ADOPTION OF ITEMS NOT REQUIRING SEPARATE DISCUSSION

Items No. 1 and 7 were identified as items not requiring separate discussion.

Moved by: T. Vegh

Seconded by: B. Drew

BOD-057-20 **RESOLVED THAT the following recommendations respecting the matters listed as “Items Not Requiring Separate Discussion” be adopted as submitted to the Board, and staff be authorized to take all necessary action required to give effect to same. CARRIED**

1. Correspondence

BOD-058-20 **RESOLVED THAT correspondence listed in the agenda as Items 1a) be received for information. CARRIED**

7. Update regarding the Alcona NDMP Flood Relief Class EA

BOD-059-20 **RESOLVED THAT Staff Report No. 26-20-BOD regarding the update on the Alcona NDMP Flood Relief Class EA be received for information. CARRIED**

X. CONSIDERATION OF ITEMS REQUIRING SEPARATE DISCUSSION

2. COVID-19 Updates

Councillor Aylwin asked if it is known at this time if any in-person programming, such as Therapy in the Woods, will be going ahead this year, and if staff are aware of how far in advance such programs may be cancelled if needed. CAO Walters noted that there are many unknowns at this time, staff are monitoring the situation and hopeful that some programs will be able to go ahead. Cancelling events will be done when it is deemed necessary to ensure the safety of the public and staff.

Mayor Bath-Hadden noted that Kawartha Conservation is going ahead with staff layoffs and enquired about the status of LSRCA staff, specifically if any have been laid off. CAO Walters was pleased to report that currently all staff are working from home and coming up with innovative and creative ways to perform their duties. He also advised that should the state of emergency continue for an extended length of time management would be taking some actions and would advise the Board at a future meeting. Vice Chair Ferragine noted that apparently NVCA was offsetting wages by 10% and looking at the wage subsidy. GM, Corporate and Financial Services, Mark Critch, noted that LSRCA is unlikely to meet criteria of 30% reduction in total revenue required to qualify for wage subsidies.

Questions and comments concerning the opening of conservation areas were deferred to Item XII, Other Business.

Moved by: K. Aylwin

Seconded by: D. Bath-Hadden

BOD-060-20 **RESOLVED THAT Staff Report No. 21-20-BOD regarding the update in LSRCA's business continuity and operations in response to the COVID-19 pandemic be received for information. CARRIED**

3. Appointment of Enforcement Officer(s) under the Conservation Authorities Act

General Manager, Planning & Development, Rob Baldwin, introduced Acting Director, Regulations Ashlea Brown and Environmental Compliance Officer Matthew Brown, noting that Ashlea is a long-term LSRCA employee and Matthew is a new employee replacing a staff member who had previously resigned.

Moved by: K. Ferdinands

Seconded by: V. Hackson

BOD-064-20 RESOLVED THAT Staff Report No. 25-20-BOD regarding the Thornton Bales Conservation Area Management Plan be received; and

FURTHER THAT the Management Plan and associated Business Plan be approved; and

FURTHER THAT staff continue to pursue funding and in-kind support to implement the recommendations of the Management Plan. CARRIED

XI. CLOSED SESSION

There were no Closed Session items for this meeting.

XII. OTHER BUSINESS

- a) CAO Walters noted that staff are developing plans to re-open LSRCA conservation areas and consider the work that must be done before conservation areas can be opened. GM Kemp noted that closing LSRCA properties was not an easy decision; however, LSRCA wants to do its part in flattening the curve by taking away opportunities for people to gather. Staff have been working hard to see what opening looks like during the pandemic as well as post pandemic. There are many considerations, and an assessment of properties has been completed, which showed is potential for some openings in coordination with municipal partners and police services. Lookouts and other gathering areas would need to remain closed.

A discussion ensued where some Board members expressed interest in having the trails in their respective municipalities opened back up, while others felt strongly against opening trails until the state of emergency has been lifted by the Province. In conclusion, LSRCA staff were directed to work with individual municipalities to determine which trails can be safely opened at this time.

- b) Mayor Quirk enquired about the Pefferlaw dam issues and the stop logs not being put in this year. She asked about communication to the residents and wondered if there might be an opportunity amid the pandemic for a virtual meeting for the community to understand the issues and the plan. CAO Walters noted that a letter to affected residents was prepared outlining why LSRCA cannot put stop logs in this spring due to the safety concerns with the dam structure. He noted that if significant work is needed, an environmental assessment would have to be completed, which would involve municipal and community consultation and determining the best approach for addressing the dam.

XIII. ADJOURNMENT

Moved by: S. Harrison-McIntyre

Seconded by: P. Ferragine

BOD-065-20 RESOLVED THAT the meeting be adjourned @ 11:03 a.m. CARRIED

Original to be signed by:

Regional Chairman W. Emmerson
Chair

Original to be signed by:

Michael Walters
Chief Administrative Officer



TO: Board of Directors

FROM: Brian R. Kemp
General Manager – Conservation Lands

DATE: May 13, 2020

SUBJECT: Reopening Plan for LSRCA’s Conservation Areas

RECOMMENDATION: THAT Staff Report No. 27-20-BOD regarding the reopening plan for LSRCA’s Conservation Areas in response to the COVID-19 Pandemic be received; and

FURTHER THAT the approach provided in the report be supported.

Purpose of this Staff Report:

The purpose of Staff Report No. 27-20-BOD is to provide the Board of Directors with an update on the status of LSRCA’s Conservation Areas and the plan that has been developed to phase in the reopening of Conservation Areas by May 29, 2020. LSRCA’s media release regarding the reopening of conservation areas is attached for information.

Background:

Covid-19 General Responses - May 12th Update

On May 9th, the Province announced the reopening of provincial parks and conservation reserves beginning May 11th. This announcement does not apply to **conservation areas** and in turn caused a great deal of confusion amongst conservation area users and the media. Prior to this announcement, LSRCA staff had been developing a phased-in plan to reopen our Conservation Areas and have benefited from consultation with a number of conservation authorities as to how to reopen our areas with the safety of our staff and the public as the highest priority.

While closing our conservation areas on March 24th was a difficult decision during a time when we needed to get outside and connect with nature, we felt it was a necessary action that supported the direction of our municipal partners, as well as the federal and provincial

government asking for people to stay at home in order to “flatten the curve”. We understand how important access to nature is for community health and well-being and with the recent provincial announcement, we are finalizing our plan that will allow us to reopen some properties for limited day use by May 29th, while remaining focused on the health and safety of our staff and the community. The plan will happen in stages and staff will seek further direction to advise the development of revised Standard Operating Procedures for staff responsible for the maintenance of our conservation areas.

As noted, LSRCA is now finalizing a planned, phased reopening of most of its trails. Several critical steps need to take place before visitors can once again enjoy the physical and mental health benefits of being in nature. Preparations include:

- Ensuring up-to-date Standard Operating Procedures incorporating safety measures that maintain hygiene and physical distancing conditions have been established and implemented to protect employees;
- Assessing over 120 kilometres of trails for hazards and safety concerns;
- Removing closure barriers (barricades) and closure signage with the assistance of our municipal partners;
- Changing park signage, ensuring that we provide clear and concise messages regarding social distancing and related restrictions;
- Performing enhanced maintenance, monitoring, and cleaning operations with the assistance of our municipal partners; and
- Coordinating our changing parks status with municipal partner authorities (police, by-law).

The plan that we are currently finalizing involves the following phases:

Phase 1

	Reopen properties within urban areas with direct trail connections to sidewalks and municipal trail connections	Estimated Staff Time Required to Open
Based on formal agreement with municipal partners	Trails for passive use only Rogers Reservoir – East Gwillimbury Mabel Davis - Newmarket Queen Street - Newmarket Wesley Brooks -Newmarket Bailey Ecological Park - Newmarket Durham Regional Forest (Timbers Tract) - Uxbridge	Completed

Phase 2

	Reopen remote properties with small/ no parking lots and no amenities	Estimated Staff Time Required to Open
In alignment with Provincial openings	<p>Trails and parking for passive uses only, no facilities, no Special Use permits</p> <p>Whitchurch – small parking area, trail connection to YRF Pangman Springs (Whitchurch) – small parking area, trail connection to YRF Tyrwhitt – King Township Holland Landing – East Gwillimbury Durham Regional Forest (Roseville Tract) - Uxbridge Durham Regional Forest (Norton Tract) - Uxbridge Durham Regional Forest (Brookdale Tract) - Uxbridge Beaver River Trail – Blackwater to Cannington (with municipal approval) Beaver River Trail – Lakeridge Rd. to Simcoe St. (with Provincial input)</p>	<p>CAs: 4 ¾ hrs+ DRF: 4 hrs+ (concurrent, inspections only)</p> <p>Plus time for maintenance as identified through inspections</p>

Phase 3

	Reopen properties with medium/ large parking lots	Estimated Staff Time Required to Open
In alignment with Provincial openings	<p>Trails and parking for passive uses only, no facilities, no Special Use permits</p> <p>Thornton Bales – King Township Scanlon Creek - Bradford Sheppard’s Bush - Aurora Durham Regional Forest (Main Tract) - Uxbridge</p>	<p>CAs: 6 days+ DRF: 4 days+ (concurrent, inspections only)</p> <p>Plus time for maintenance as identified through inspections</p>

Phase 4

	Reopen facilities and amenities	Estimated Staff Time Required to Open
In alignment with Provincial openings	<p>Privies, pavilions, picnic tables, recreation equipment</p> <p>Whitchurch – Privies and pavilion Scanlon Creek – Privies, pavilion, Bark Park, Discovery Play Garden Sheppard’s Bush – Pavilion Durham Regional Forest (Main Tract) – Porta-potties</p>	<p><i>Uncertain at this time as we await direction regarding restrictions on park facilities and amenities</i></p>

Issues:

As the Province continues to lift restrictions related to COVID-19, staff want to be ready to open our conservation areas. This requires a phased-in plan that considers staff and public safety the highest priority and will not be implemented without updated Standard Operating Procedures to ensure we are protecting our staff and the public. It should also be noted that staff is prepared to close conservation areas again if deemed necessary.

Relevance to Authority Policy:

The mandate and mission of conservation authorities is the protection of people and property within respective watersheds. Reopening conservation areas utilizing a well-prepared phased-in plan is consistent with that mandate.

Impact on Authority Finances:

The closure of LSRCA’s conservation areas has had minimal impact on revenues; however, it may start impacting revenues during the peak season of June – October should we not reopen. It is worth noting that if additional staff are required to be in conservation areas to monitor visitor activity once the conservation areas are open, there may be an impact on resources and budget. Staff will continue to monitor revenue trends and provide an update to the Board of Directors as part of the broader corporate financial reports that are presented quarterly.

Summary and Recommendations:

It is therefore RECOMMENDED THAT Staff Report No. 27-20-BOD regarding the reopening plan for LSRCA’s Conservation Areas in response to the COVID-19 Pandemic be received; and FURTHER THAT the approach provided in the report be supported.

Pre-Submission Review:

This Staff Report has been reviewed by the Chief Administrative Officer.

Signed by:

Brian R. Kemp
General Manager – Conservation Lands

Signed by:

Michael Walters
Chief Administrative Officer

Attachment:

- i) LSRCA media release regarding reopening conservation areas

LSRCA working to reopen conservation areas by May 29

Newmarket – May 15, 2020 – On the heels of yesterday’s Provincial announcement, lifting additional pandemic restrictions, the Lake Simcoe Region Conservation Authority (LSRCA) is working to reopen conservation areas across the watershed by Friday, May 29, 2020.

“We understand these past weeks have been really tough for our watershed residents,” said Mike Walters, LSRCA’s Chief Administrative Officer. “Having limited access to nature has added to the impacts of isolation and we are grateful for everyone’s patience and the support of our municipal partners. We look forward to supporting Ontario’s cautious approach as we resume monitoring and maintenance duties at our conservation areas to enable a phased reopening.”

LSRCA anticipates reopening all conservation areas that were previously closed by May 29. While gates and parking lots will open, amenities such as picnic pavilions and tables, washrooms, natural play structures and the off-leash dog park at Scanlon Creek will remain closed until further notice.

“Knowing how important nature is to our health and wellbeing, we are thrilled that we can begin to implement our phased approach to reopening conservation areas,” said Brian Kemp, General Manager of Conservation Lands at LSRCA. “While our properties will open, to maintain safety, the amenities will remain closed until we receive further guidance from the Province and health officials.”

LSRCA looks forward to welcoming visitors back to our properties on May 29 and ask that the following guidelines be observed during visits:

- Only visit with members of your household
- Park in dedicated parking areas only
- Remember there are no washroom facilities, so please plan for a short visit
- Maintain physical distancing of 2m/6ft from other individuals/groups
- Your litter, your responsibility, including pet waste – please take it home with you
- Stay on the trail and dogs-on-leash is always the rule

Find your closest conservation area and a complete list of safety guidelines at www.LSRCA.on.ca/EnjoytheOutdoors. Follow us on our social media channels for updates to this notice or to learn about other activities you can participate in.

It is the mission of LSRCA to work with our community to protect and restore the Lake Simcoe watershed by leading research, policy, and action.

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Media Contact: Melissa Rosato, Corporate Communications, 905-895-1281 ext 120

E-Mail: m.rosato@lsrca.on.ca



TO: Board of Directors

FROM: Michael Walter, Chief Administrative Officer

DATE: May 14, 2020

SUBJECT: LSRCA Business Continuity and Operational Response to the COVID-19 Pandemic

RECOMMENDATION: THAT Staff Report No. 28-20-BOD regarding the update in LSRCA's business continuity and operations in response to the COVID-19 pandemic be received for information.

Purpose of Staff Report:

The purpose of this Staff Report No. 28-20-BOD is to provide the Board of Directors with an update regarding the business continuity and continuing operational response to current state of emergency resulting from the COVID-19 pandemic.

Background:

In response to the threat of COVID-19, LSRCA offices continue to remain closed. As the situation with the current state of emergency continues to change, LSRCA has adapted its efforts to ensure that we are providing our programs and services to the best of our ability.

After more than eight weeks working remotely, many parts of our business have normalized to the current conditions, for example planning and development services, finance, human resources, and corporate communications are all operating remotely without any impact on productivity. Conversely some aspects of our business involving field work or social interaction (restoration, monitoring, greenspace, and education) remain impacted.

Based on encouraging results that efforts to flatten the curve are being successful, management has been busy planning on how best to resume some of the non-essential activities should the Province relax the current restrictions. Any return to work is contingent upon ensuring the safety of our staff and the public. Current efforts have primarily focused on a return to field work, which is our priority given that the rest of our business is successfully being completed remotely.

To this end a process has been established which involves the following steps:

1. Identifying priority activities by department. Specifically, reviewing and evaluating the need/benefit to undertake field work relative to achieving:
 - a. Annual Operating Priorities,
 - b. Fulfilling legal obligations and contractual agreements, and
 - c. Meeting departmental priorities.
2. Reviewing and adapting current Safety Operating Protocols/Processes for current field work activities to address the threat of COVID-19. This includes:
 - a. That all SOPs associated with field work activities be adapted to meet requirements and safety considerations linked to COVID-19. (ie. social distancing, personal protective equipment requirements, disinfecting of vehicles or equipment). Any activities that cannot meet the intent of SOPs or put staff at risk will not be considered.
 - b. The review and approval of the revised SOPs by management and the Joint Health and Safety Committee.
 - c. Communication/consultation of the new SOPs to staff and outlining corporate expectations that they will be followed.
 - d. Formal acknowledgement in writing to be signed back by staff.
3. Finally, an evaluation of the cost to undertake field work while meeting COVID-19 requirements and a review of external considerations/barriers to delivery. For example, if lab services are not available, collecting water quality samples are not necessary because the samples cannot be analysed. Should COVID-19 requirements significantly increase the cost to collect samples, the priority and cost/benefit will dictate whether the activity is worth undertaking.

Based on this framework and the approval of the Province, a staged approach to returning staff to the field is planned for the following areas:

1. Greenspace Services: Limited reopening of our conservation areas to the public without the use of facilities (washrooms, pavilions, play areas).
2. Planning and Development: Natural heritage site designations and staking of features to determine limits of development, and site visits associated with Section 28 enforcement activities to ensure compliance.
3. Restoration Services: Undertaking site visits to plan projects and construction supervision of existing projects.
4. Environmental Monitoring: Tributary and Lake monitoring including sample collection, stream flow monitoring, restoration project efficacy monitoring.

5. Integrated Watershed Management: Site investigations for stormwater studies and climate change.
6. Forest Management: Site visits to develop fall planting plans and forest management planning through MNR's Managed Forest Tax Incentive Program (MFTIP) and hazard tree identification for Greenspace services.

It is anticipated that these activities will be able to occur when the Province relaxes current restrictions and appropriate SOPs are initiated.

Issues:

In response to the Provincial state of emergency, our conservation areas remain closed, projects requiring public consultation have been delayed, our place based educational programs have evolved into on-line virtual lesson plans, our spring planting program did not occur and construction of restoration projects and monitoring programs have also been delayed. Management has been monitoring and predicting the impacts of these activities in relation to achieving our operational targets and the financial implications to the 2020 budget.

Our approach remains to document conditions until the end of the second quarter to maintain business continuity. Management feels this is still relevant given the pace of change regarding the Province's response to the pandemic. Several conservative interim measures have been initiated understanding that revenues are down within certain areas of LSRCA's business. For example, new staff hires, both full time and contract, have been put on hold, as have major purchases. The launch of any new programs and services are not being advanced at this time.

Management remains confident that time remains within the current fiscal year to implement budgetary controls should we need to. Our goal is to ensure that our financial reserves are not impacted, and as CAO it is within my operational control to initiate austerity measures up to and including layoffs should they be necessary. It is hoped that through our management efforts and a return to the field, such measures will be unnecessary.

Summary and Recommendations:

It is therefore RECOMMENDED THAT Staff Report No. 28-20-BOD regarding the update in LSRCA's business continuity and operations in response to the COVID-19 pandemic be received for information.

Signed by:

Mike Walters
Chief Administrative Officer



TO: Board of Directors

FROM: Ashlea Brown
Acting Director, Regulations

DATE: May 8, 2020

SUBJECT: Customer Service Strategy and Report on Timelines

RECOMMENDATION: THAT Staff Report No. 29-20-BOD regarding LSRCA’s Customer Service Strategy and Report on Timelines be received for information.

Purpose of this Staff Report:

The purpose of this Staff Report No. 29-20-BOD is to update the Board of Directors on the LSRCA’s Customer Service Strategy developed in support of Conservation Ontario’s Client Service and Streamlining Initiative.

Background and Consideration:

In April 2019, Conservation Ontario Council endorsed the CO Client Service and Streamlining Initiative. This initiative identifies actions to be taken by all conservation authorities in an effort to help the Province achieve its objective of increasing housing supply while protecting public health and safety, and the environment.

These actions include:

- a) Improve Client Service and Accountability,
- b) Increase Speed of Approvals, and
- c) Reduce Red Tape and Regulatory Burden.

A critical area of LSRCA’s customer service is the ability to respond to customers’ inquiries and applications in a reasonable time. Currently, 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) are adhered to. However, as part of the commitment to improve client service and accountability, CAs 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 outlined in the Customer Service Strategy (*attachment 1*), which is consistent with Conservation Ontario's Client Service Standards.

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

Issues:

Conservation Ontario's guideline for client service standards for permit review is divided into the following key matters that support the process of streamlining and transparency:

- ✓ Online decision support tools,
- ✓ Application management and review,
- ✓ Level of service, and
- ✓ Performance evaluation and reporting.

Specifically, the following information was required to be developed and/or accessible to the public on LSRCA's website:

- ✓ Online screening maps,
- ✓ CA plan review and regulation approvals policies, procedures, and guidelines,
- ✓ CA complete application requirements for S. 28 permit applications,
- ✓ CA fee policies and schedules for planning and permit applications, and
- ✓ CA Client Service Standards Commitment/Policy.

While LSRCA already had online Screening Maps, Procedural Guidelines, and a Fees Policy online for the public, we were required to complete both Customer Service Standards (LSRCA's Customer Service Strategy) and an Application Requirements Check list (*attachment 2*).

Conservation Ontario's Client Service Standards timelines align with or exceed the standards of the MNR's Policies and Procedures for Conservation Authority Plan Review and Permitting Activities 2010 document but permit application types are defined differently. As a result of the new standards, we are working to adjust our reporting systems. We rely on our SharePoint system to input all our information and create reports, however this system needs to be re-designed in order to report accurately on both MNR's 2010 document as well as the new reporting standards defined by Conservation Ontario. *Attachment 3* includes LSRCA's 1st quarter report on Review Time to Conservation Ontario.

We have also completed a customer service survey to track customer satisfaction and identify areas of improvement for our service. This survey is available to customers online and will be included in our emails when sending out final approvals.

By completing the Customer Service Strategy and the Check List, LSRCA has now completed all the required information to be in conformity with Conservation Ontario’s Client Service Standards for Permits.

Relevance to Authority Policy:

Client service and satisfaction has been identified as an important guiding principle in the LSRCA’s Strategic Plan 2016-2020. It is important to monitor the time it takes to issue approvals to ensure effective and efficient client service. It is also important for LSRCA to be able to provide the opportunity for comments on our service level and to review the feedback to help improve performance excellence.

Impact on Authority Finances:

There are no financial implications directly associated with this report.

Summary and Recommendations:

It is therefore RECOMMENDED THAT Staff Report No. 29-20-BOD regarding LSRCA’s Customer Service Strategy and Report on Timelines be received for information.

Pre-Submission Review:

This Staff Report has been reviewed by the General Manager, Planning & Development and Watershed Restoration and the Chief Administrative Officer.

Original signed by:

Rob Baldwin
General Manager,
Planning & Development and
Watershed Restoration

Original signed by:

Michael Walters
Chief Administrative Officer

Attachments:

- Attachment 1: LSRCA Customer Service Strategy
- Attachment 2: LSRCA Permit Check List
- Attachment 3: First Quarter Report on Timelines

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 14 days of the pre-consultation meeting. Minor applications: Within 7 days of the pre-consultation meeting.

	Routine applications: Within 3 days of the pre-consultation.
Acceptance/declaration of complete or incomplete application (i.e. it has met submission requirements).	Major applications: Within 21 days of receipt. Minor applications: Within 14 days of receipt. Routine applications: Within 10 days 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)	If the application is incomplete, the decision timeline does not begin.
Decision Major application	Within 28 days of complete application. 30 additional business days upon re-submission.
Decision Minor application	Within 21 days of complete application. 15 additional business days upon re-submission.
Decision Routine application	Within 14 days 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 3. 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.



LSRCA Pre-Consultation and Permit Application Check List

The following checklist has been compiled by the LSRCA in order to assist applicants with the preparation of a complete permit application pursuant to Ontario Regulation 179/06.

The Lake Simcoe Region Conservation Authority (LSRCA) encourages pre-consultation with staff at the beginning of the permit process to ensure complete applications to enable a quick and efficient review. Please contact LSRCA staff before applying to discuss the application requirements.

General Information:

Municipal Address and/or Roll Number/Legal Description of Location, and/or APID:

Landowner: _____ Agent: _____

Start & complete dates: _____ LSRCA Contact: _____

Pre-Consultation Date: _____ Permit Type & Fee: _____

Proposed Works:

The location of your proposed development is regulated for the following:

- | | |
|--|---|
| <input type="checkbox"/> Erosion Hazard (confined) | <input type="checkbox"/> Regulatory Floodplain |
| <input type="checkbox"/> Erosion Hazard (unconfined) | <input type="checkbox"/> Adjacent Lands PSW (120 m) |
| <input type="checkbox"/> Provincially Significant Wetlands (PSW) | <input type="checkbox"/> Adjacent Lands Other Wetlands (30 m) |
| <input type="checkbox"/> Unevaluated Wetlands | <input type="checkbox"/> Lake Simcoe Shoreline Hazards (flooding, erosion, other water related hazards) |

Components of a Complete Application:	Required	Received	Notes:
Completed application form, signed, and dated by the applicant	<input type="checkbox"/>	<input type="checkbox"/>	
Application fee \$	<input type="checkbox"/>	<input type="checkbox"/>	
Landowner authorization form	<input type="checkbox"/>	<input type="checkbox"/>	

Components of a Complete Application:	Required	Received	Notes:
One digital set and one hardcopy of the following:			
Detailed Site Plan (showing existing and proposed structures and the location of the proposed development in relation to other significant features)	<input type="checkbox"/>	<input type="checkbox"/>	
Drainage/Grading Plan (pre and post development)	<input type="checkbox"/>	<input type="checkbox"/>	
Cross-section Plan (existing and proposed grades and/or finished floor/opening elevations, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Amount and type of fill required for the proposed development	<input type="checkbox"/>	<input type="checkbox"/>	
Erosion and Sediment Control Plan	<input type="checkbox"/>	<input type="checkbox"/>	
Topographic Survey (prepared by a certified Ontario Land Surveyor in geodetic format)	<input type="checkbox"/>	<input type="checkbox"/>	
Additional Technical Requirements			
Engineered Cut/Fill Analysis	<input type="checkbox"/>	<input type="checkbox"/>	
Hydraulic Analysis	<input type="checkbox"/>	<input type="checkbox"/>	
Structural Engineering report/letter/drawings	<input type="checkbox"/>	<input type="checkbox"/>	
Stormwater Management Report/Plan	<input type="checkbox"/>	<input type="checkbox"/>	
As-built survey	<input type="checkbox"/>	<input type="checkbox"/>	
Geotechnical Investigation and/or Slope Stability Study	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental Impact Study	<input type="checkbox"/>	<input type="checkbox"/>	
Wetland delineation site inspection	<input type="checkbox"/>	<input type="checkbox"/>	

Components of a Complete Application:	Required	Received	Notes:
Planting/Restoration Plan	<input type="checkbox"/>	<input type="checkbox"/>	
Costal Engineering Report	<input type="checkbox"/>	<input type="checkbox"/>	
Geomorphological Assessment	<input type="checkbox"/>	<input type="checkbox"/>	
Hydrogeological Assessment	<input type="checkbox"/>	<input type="checkbox"/>	
Fill quality Report*	<input type="checkbox"/>	<input type="checkbox"/>	

*Projects involving large fill require more detailed information to be submitted. The site-specific guidelines for large fill are included in Section 4.3 of the LSRCA’s Watershed Development Guidelines. A separate list of requirements will be provided.

Disclosure:

LSRCA uses the “Watershed Development Guidelines (April 24, 2015)” in its review of all permit applications, which provides detailed policy guidance in relation to LSRCA’S legislated and delegated roles and responsibilities as the representative of the provincial interest for natural hazards.

Proposals and details may change throughout the pre-consultation process and as such, staff may determine that additional information, materials, and/or fees will be required during the course of the application review process. Staff will provide an explanation of the changes if this occurs.

Attachment 3: First Quarter 2020 Report on Timelines

Conservation Authority	Number of Permits Issued <u>Within</u> Policy and Procedure Timeline		Number of Permits Issued <u>Outside</u> of Policy and Procedure Timeline			Reason for Variance from Policy and Procedure (Optional)			
	Major	Minor	Major	Minor		Major	Minor		
LSRCA	9	109	3		0				
	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
	10	68	41	3	0	0			



TO: Board of Directors

FROM: Rob Baldwin
General Manager, Planning & Development and
Watershed Restoration

DATE: May 8, 2019

SUBJECT: Continued Improvements to Service Delivery - Recommendations to assist Lake Simcoe Development Industry and Partner Municipalities

RECOMMENDATION: THAT Staff Report No. 30-20-BOD regarding continued improvements to service delivery - recommendations to assist Lake Simcoe development industry and partner municipalities be received; and

FURTHER THAT the recommendations be approved and implemented immediately.

Purpose of this Staff Report:

The purpose of this Staff Report No. 30-20-BOD is to seek Board of Directors approval for a suite of recommendations that will assist in accelerating development industry and municipal projects.

Background:

The economic impacts of the COVID-19 pandemic are felt globally, nationally and locally from the disruption of normal life and strict restrictions on activities such as construction that are currently in place across Ontario. The development industry, local contractors and municipal infrastructure construction are one of the largest economic drivers in Ontario and at the local municipal level. The financial impacts have been significant and are well understood by Board members.

LSRCA plays a key role in the review and approval of most of the construction and development projects across the watershed, ranging from a single house, subdivision, or industrial complex to large scale infrastructure projects. Economic stimulus is critical to begin to counter the economic impacts from the COVID-19 pandemic, and while LSRCA is a small agency in the

national context, the ability to significantly contribute to stimulus and economic recovery locally requires our focused attention.

Staff have prepared a detailed list of customer service and best practice recommendations below that can assist significantly across the development, construction and municipal sectors.

Recommendations:

1. Planning & Development and Regulation Fees for 2021 will be subject to 2.0% inflationary adjustment of the existing 2020 fees:
 - This recommendation will allow for a modest inflationary adjustment to fees in 2021 which provides fee certainty to our partners and clients.
 - Typically, LSRCA reviews and adjusts fees every two years based on market trends, cost recovery, inflation, activities requiring new fees and other related aspects. This process includes a formal working group with the Building Industry and Land Development Association (BILD) to obtain their approval. This recommendation will push this review into 2021 for fees taking effect for 2022-2023.
 - The financial impacts are expected to be minimal as the inflationary adjustment is modest and in keeping with typical inflationary adjustments made across other business aspects of LSRCA.
 - The 2.0% inflationary adjustment is in line with the cost-of-living adjustment for 2020 and will take effect January 1, 2021.
2. Commitment to expedited development limit delineation for features such as wetland and natural heritage, top-of-bank, floodplain and other related constraint elements:
 - To ensure this is met, staff may be re-profiled in the short-term to assist or lower priority internal projects may be delayed to free up staff resources.
 - Requests for wetland, natural heritage feature or top-of-bank for a development site prior to submission to any planning application being submitted will carry a \$1,500 fee to ensure cost recovery.
3. Submissions to be screened for ‘completeness’ within 5 days of receipt:
 - We will be requesting that proponents (consultants) complete any LSRCA checklists and include in their submission to evaluate completeness.
 - Obtaining complete submissions continues to be a challenge that delays reviews and subsequent approvals. Staff will expedite a “completeness” review and inform proponents of missing information. Continued cooperation from our municipal partners is also critical to this process.

4. Requirement for a detailed first and second submission overview allowing the proponent's consulting team to walk staff through the project:
 - Detailed overviews give staff an immediate knowledge of the project and site and can raise issues or concerns immediately.
 - This process significantly accelerates review times as well as the quality of the second or third submissions.
 - This is principally targeted at subdivisions, condominiums and large site plans.

5. Hydrogeological and Groundwater monitoring in the absence of fieldwork:
 - An interim workaround is required to facilitate moving projects along. Where feasible staff will work with proponents with respect to potential lack of data due to fieldwork currently not occurring.
 - This will be on an individual site-by-site basis due to a wide range of variables between sites.

6. Detailed clarity of roles and responsibilities with municipalities:
 - Staff will further implement detailed clarity of roles or responsibilities ("stay in your lane"), review parameters and requirements with each municipality to streamline review and eliminate any duplication.
 - Attachment 1 clearly delineates the roles and responsibilities of LSRCA and the municipality and provides absolute clarity to the proponent.

7. Streamlined engineering review:
 - Ensures we are only commenting on the application in the appropriate context.

8. Making technical data available through a data portal:
 - Technical data may include terrestrial natural heritage mapping, hydrologic and hydraulic models and data and floodplain mapping.
 - Data requests typically can consume valuable technical staff time which is better spent doing technical reviews. Staff will work with GIS & IT staff to implement online data access as soon as possible.

9. Implement a Site Plan Amendment Fee:
 - The existing Fee Schedule does not have a fee for site plan amendments, as this was traditionally a rare occurrence.
 - There has been an increased number of site plan amendments required, and an increased volume is expected due to delays due to COVID-19 and other factors. This will ensure costs are covered and reviews and approvals are expedited.
 - Proposed Site Plan Amendment Fees are as follows:
 - i. Minor (minimal review or revisions): \$2,500
 - ii. Major (technical review required): \$5,000

10. Request for municipalities to engage LSRCA staff at the 30% design stage of municipal and infrastructure projects:
 - Staff input is critical at the 30% design stage to ensure any major issues, “red flags”, and opportunities are identified early in the process, making design and detailed review more efficient.
11. Expediting rough grading permits to allow for initial site preparation while the detailed engineering review is being finalized:
 - This will allow for site works to commence at an earlier stage and eliminate delays while working through detailed engineering and stormwater reviews.

Relevance to Authority Policy:

All recommendations listed above are in keeping with LSRCA policies. The recommendations are a continuance of LSRCA’s commitment to providing excellent client service and responding the challenges of our key partners.

None of the recommendations listed above will contravene existing LSRCA, provincial or municipal policy or increase risk to natural hazard or natural heritage features. Upon evaluating their effectiveness, most of the recommendations will likely become mandatory or part of regular client service delivery.

Impact on Authority Finances:

The majority of the recommendations identified are process improvements that are targeted at accelerating the review and approval process. Process improvements increase efficiency, increase potential staff availability, and keep expenses reduced ensuring full cost recovery.

The minor inflationary adjustment of 1.5% of the existing Authority Fee Schedule for the 2021 business year will have a potential minor positive impact on revenue in 2021 based on existing volume. Potential revenue may increase between \$30,000 to \$50,000 in 2021.

Staff expect an increased volume of applications later in 2020 and into 2021 as part of return to work response and economic stimulus which may increase overall revenue. Staff will track revenue and expenses to ensure full cost recovery, while providing excellent customer service. Financial updates will be provided to the Board as part of the routine reporting, and issues or concerns will be identified for further discussion if warranted.

Summary and Recommendations:

COVID-19 is challenging every business sector across the nation and locally. Economic stimulus is absolutely critical to assist in economic recovery and positive societal response. The customer service recommendations outlined for approval demonstrate LSRCA’s commitment to key watershed partners, clients, and member municipalities. Staff will continue to identify further opportunities or recommendations for improvements or assisting in economic stimulus when and where possible working with our partners and clients.

It is therefore RECOMMENDED THAT Staff Report No. 30-20-BOD regarding continued improvements to service delivery - recommendations to assist Lake Simcoe development industry and partner municipalities be received; and FURTHER THAT the recommendations be approved and implemented immediately.

Pre-Submission Review:

This Staff Report has been reviewed by Mike Walters, Chief Administrative Officer

Signed by:

Rob Baldwin
General Manager, Planning & Development
and Watershed Restoration

Signed by:

Michael Walters
Chief Administrative Officer

Attachments:

- i) Example – Draft Roles & Responsibilities Table for Natural Heritage Review – City of Barrie

AREA OF RESPONSIBILITY (NATURAL HERITAGE) FOR APPLICATIONS UNDER *THE PLANNING ACT*

DOCUMENT / STUDY AREA	LSRCA REVIEW	CITY OF BARRIE REVIEW
Ecological Offsetting Plan	Natural Heritage feature replacement / compensation	None
Edge Management Plan Tree Inventory and Preservation Plan Vegetation Protection Zone Planting	In the context of relation to impacts to features under the PPS and LSPP	In the context of City interest as future landowner For areas outside of Natural Heritage Features
Environmental Impact Study	In the context of PPS and Official Plan tests	In the context of City interest as future landowner
Landscape Plan for SWM Ponds	None	City to implement Municipal and LSRCA Technical Guidelines for SWM
Tree Compensation Plan	None	Implementation of City's Tree By-law
Natural Hazard Management	In the context of PPS and Ontario Regulation 179/06 tests	None
Species At Risk	In the context of PPS/EIS	In the context of the Endangered Species Act
Trails Impact Study	In the context of impact to natural heritage features and vegetation protection zones as well as regulated areas	In the context of City interest as future landowner and implementation of the City's Trails plans and policies