



IMPROVING CUSTOMER SERVICE TO SUPPORT SUSTAINABLE GROWTH

Conservation Ontario Client Service and Streamlining Initiative

Protecting Public Health and Safety | Ensuring a Sustainable Environment



Working with municipalities, the development sector and construction community, conservation authorities are improving client service and accountability, increasing the speed of approvals and reducing red tape and regulatory burden while protecting public health and safety and ensuring healthy, sustainable watersheds.

ACTIVITIES

- Timely reviews
- Streamlining applications
- Consistent planning comments
- Client Centric Customer Service Training

2021 RESULTS

High Growth CAs

7,533
Permits
Issued



91%

Issued within
**Provincial
Timelines**



12%

Increase in permits
issued from
Previous Year

Non-High Growth CAs

4,192
Permits
Issued



93%

Issued within
Provincial Timelines

FIRST TARGETED HIGH GROWTH CONSERVATION AUTHORITIES AND THEN ADDED NON-HIGH GROWTH CAs

14 HIGH GROWTH CAs

1. Central Lake Ontario
2. Credit Valley
3. Essex Region
4. Grand River
5. Halton
6. Hamilton Region
7. Lake Simcoe Region
8. Niagara Peninsula
9. North Bay-Mattawa
10. Nottawasaga Valley
11. Rideau Valley
12. South Nation
13. Toronto and Region
14. Upper Thames

CLIENT-CENTRIC CONSERVATION AUTHORITY REVIEW AND APPROVAL PROCESS CHECKLIST

Increasing transparency and accountability as well as improving public access to information regarding CA reviews and decision-making, conservation authorities have implemented an accessible, consistent, client-centric checklist on their websites.

These checklists include material that supports successful client applications and reports on conservation authority performance.

- ✓ CA / Municipal MOUs or Technical Service Agreements
- ✓ CA Plan Review and Regulation Approvals Policies / Guidelines
- ✓ CA Complete Application Requirements
- ✓ CA Client Service Standards Commitment / Policy
- ✓ CA Fee Policies and Schedules
- ✓ CA Annual Report on Review Timelines
- ✓ CA Online Screening Maps