



3889 Rideau Valley Drive
PO Box 599, Manotick ON K4M 1A5
T 613-692-3571 | 1-800-267-3504
F 613-692-0831 | www.rvca.ca

Board of Directors Meeting
Thursday, July 25, 2019
6:30 pm at the RVCA Office (Manotick)

AGENDA

Meeting 5/19	Page
1.0 Agenda Review	
2.0 Adoption of Agenda	
3.0 Declaration of Interest	
4.0 Approval of Minutes from June 27, 2019	
5.0 Business Arising from Minutes	
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8.0 RFP for Bilberry Creek Geotechnical Investigation Staff Report to be Distributed (Terry Davidson)	
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Staff Report Attached (Ferdous Ahmed)	
10.0 Conservation Ontario’s Client Service and Streamlining Initiative.....	19
Staff Report Attached (Sommer Casgrain-Robertson)	

**Proudly working in partnership
with our 18 watershed municipalities**

Athens, Augusta, Beckwith, Central Frontenac, Clarence-Rockland,
Drummond/North Elmsley, Elizabethtown-Kitley, Merrickville-Wolford, Montague,
North Dundas, North Grenville, Ottawa, Perth, Rideau Lakes, Smiths Falls, South Frontenac, Tay Valley, Westport

11.0 Meetings

- a) Presentation to Westport Committee of the Whole, July 16, 2019 (Westport)

Upcoming:

- b) RVC Foundation Board of Directors Meeting: September 11, 2019 (Manotick)
- c) Ontario East Municipal Conference, September 11 – 13, 2019 (Cornwall)
- d) RVCA Board of Directors Meeting: September 26, 2019 (Manotick)
- e) Mud Creek Hazard Mapping Open House, September 2019 (Manotick)

12.0 Member Inquiries

13.0 New Business

14.0 Adjournment



**6.0 Regulation of North Shore Big Rideau and Christie Lake Wetlands
Report # 1-190720**

To: RVCA Board of Directors
From: Phil Mosher
Planner
Date: July 11, 2019

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Recommendation:

That the Board of Directors of the Rideau Valley Conservation Authority receive this report regarding the regulation of the North Shore Big Rideau Wetland Complex and Christie Lake Wetlands in Tay Valley Township.

Purpose

To notify the Board that the North Shore Big Rideau and Christie Lake wetlands have been designated by the Province as provincially significant and will now be subject to Ontario Regulation 174/06 (RVCA's regulation under Section 28 of the *Conservation Authorities Act*).

Background

Pursuant to Section 28 of the *Conservation Authorities Act*, conservation authorities are responsible for prohibiting development and alterations in the areas over which they have jurisdiction. Prohibitions listed in the *Act* include:

*“activities to straighten, change, divert or interfere in any way with the existing channel of a river, creek, stream or watercourse or to change or interfere in any way with a **wetland**.”* [Section 28(1).1] (emphasis added)

The *Act* also specifies which areas are within the authority's jurisdiction:

- i. hazardous lands,*
- ii. **wetlands**, (emphasis added)*
- iii. river or stream valleys the limits of which shall be determined in accordance with the regulations,*
- iv. areas that are adjacent or close to the shoreline of the Great Lakes-St. Lawrence River System or to an inland lake and that may be affected by flooding, erosion or dynamic beach hazards, such areas to be further determined or specified in accordance with the regulations, or*
- v. other areas in which development should be prohibited or regulated, as may be determined by the regulations.”* [Section 28(1).2]

Although the *Act* establishes that development is prohibited within these areas, a mechanism for obtaining permits exists through Section 28.1(1) of the *Act*. Within this section, conservation authorities may issue permits for prohibited development, if, in the opinion of the authority:

- (a) the activity is not likely to affect the control of flooding, erosion, dynamic beaches or pollution or the conservation of land;*
- (b) the activity is not likely to create conditions or circumstances that, in the event of a natural hazard, might jeopardize the health or safety of persons or result in the damage or destruction of property; and*
- (c) any other requirements that may be prescribed by the regulations are met.*

[Section 28.1(1)]

The RVCA administers a “Development, Interference with Wetlands and Alterations to Shorelines and Watercourses Regulation” (Ontario Regulation 174/06) as approved by the Province under Section 28 of the *Conservation Authorities Act*. Under this regulation, the RVCA Board of Directors adopted “Wetland Policies” in July 2018 which specifically state:

- *For the purposes of administering Ontario Regulation 174/06, the RVCA policy is based on the Conservation Authorities Act definition of a wetland but limited in application to those features evaluated by MNRF as Provincially Significant Wetlands utilizing the Ontario Wetland Evaluation System (OWES). These policies also apply to locally significant wetlands that have been identified in municipal official plans. [...] Where a wetland has been evaluated as Provincially Significant by the OWES or is identified as locally significant in an official plan, it is the intent that these policies will apply to these features.*

Analysis

In 2014, the MNRF designated two additional wetlands in Tay Valley Township as provincially significant using the OWES system.

- The North Shore Big Rideau Wetland shown on Appendix A is a 1,520 hectare wetland that was previously unevaluated.
- The Christie Lake wetland shown on Appendix B is a 120 hectare wetland that was reevaluated in 2012.

Both of these wetlands are also recognized in Tay Valley Township’s official plan, which contains policies that are consistent with the RVCA’s regulatory policies for wetlands stating:

“In accordance with provincial regulation, approval from the applicable Conservation Authority is required for all development and site alteration on lands within 120 metres of a wetland designated in this Plan.”

As it is Board approved policy to regulate all provincially significant wetlands and those identified as locally significant in municipal official plans, the RVCA must regulate these two wetlands under Ontario Regulation 174/06.

Input From Other Sources

When MNRF was reviewing the North Shore Big Rideau and Christie Lake wetlands, Tay Valley Township was concurrently undertaking an update of their Official Plan. The Township was a proponent of the ongoing wetland evaluations to provide the most accurate information to residents regarding natural heritage features. The timing of the North Shore Big Rideau and Christie Lake wetland evaluations enabled Tay Valley to include these wetlands as Provincially Significant on their Official Plan schedules. Tay Valley's Official Plan was adopted on February 3, 2016.

Because a large area of the North Shore Big Rideau wetland was going to be designated and subsequently zoned "wetland", Tay Valley Township staff wrote to all affected property owners during their Official Plan consultations. Any owner whose property was likely to change status was given a notice of when to attend the public meeting. As a result of that circulation, Tay Valley staff received several comments from interested individuals although there is no record of any objection or opposition to the change by residents. RVCA staff attended the public meeting.

The MNRF also conducted public outreach for the North Shore Big Rideau wetland, however not for the Christie Lake Wetland. The normal landowner notification process changed during review of the North Shore Big Rideau wetland. Before the change, Conservation Land Tax Incentive Program (CLTIP) staff within MNRF would notify landowners of changes in wetland status on their property and offer tax incentives. The change that occurred led to local MNRF offices providing notification of wetland status changes and including information about the CLTIP program. As a result of this transition, owners within the North Shore Big Rideau wetland area were notified in 2017 that their property now had a provincially significant wetland located on it rather than in 2014/15 when the change was implemented.

The majority of the Christie Lake wetland is located along the bed of the lake and adjacent parcels which are owned by the crown. As the majority of land within this wetland is owned publicly, the MNRF deemed that private landowners would not be contacted.

Financial Considerations

Additional staff time and resources will be required to properly administer Ontario Regulation 174/06 for these wetlands and the 120 m adjacent lands. However, staff have been working with the protected status of these wetlands since 2016 when they were identified in Tay Valley Township's official plan. Staff expect to be able to accommodate additional workload since most permit applications would be concurrent with those applications that we already review under the *Planning Act*. Staff do not expect any significant increase in standalone regulatory applications as development

activity in this area is not heavy. As with any area subject to regulation, there may be an increase in the need to investigate complaints and potential violations.

Legal Considerations

Regulating these wetlands will bring the RVCA into greater conformity with Section 28 of the *Conservation Authorities Act* and Ontario Regulation 174/06.

Adherence to RVCA Policy

The regulation of these wetlands will assist with implementing the RVCA's wetland policy. Specifically, paragraph 5 of Section 1.2 states:

“For the purposes of administering Ontario Regulation 174/06, the RVCA policy is based on the Conservation Authorities Act definition of a wetland but limited in application to those features evaluated by MNR as Provincially Significant Wetlands utilizing the Ontario Wetland Evaluation System.... Where a wetland has been evaluated as Provincially Significant by the OWES or is identified as locally significant in an official plan, it is the intent that these policies will apply to these features.

Link to Strategic Plan

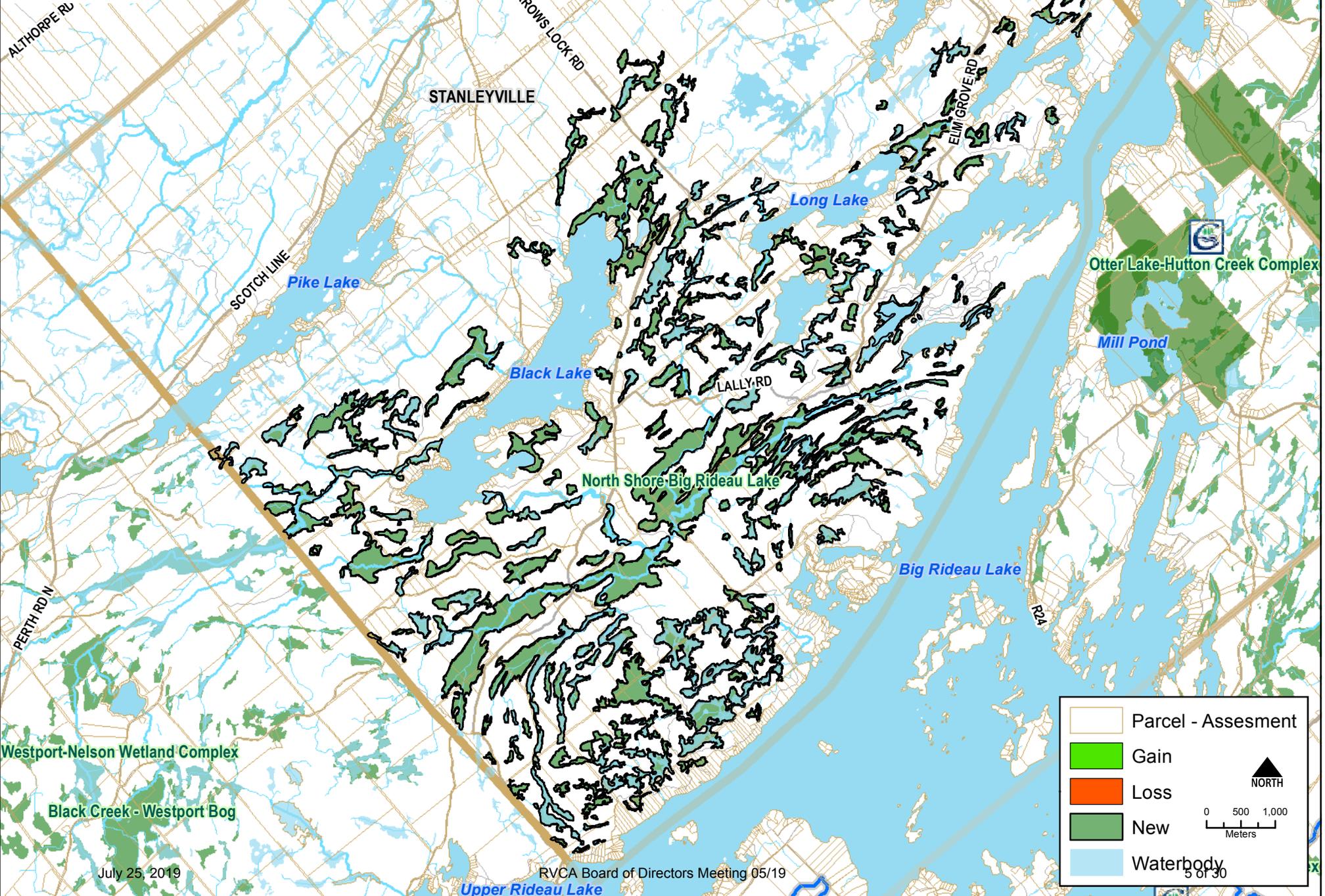
This study supports Priority #6 under Strategic Direction #2 as well as Priority #2 under Strategic Direction #3:

- *Focus new or updated regulatory mapping in areas where there is development pressure.*
- *Help municipalities implement their environmental policies, strategies, projects and initiatives.*

Attachments

- Appendix A – North Shore Big Rideau Wetland Map
- Appendix B – Christie Lake Wetland Map

North Shore Big Rideau Lake



	Parcel - Assesment
	Gain
	Loss
	New
	Waterbody

NORTH
0 500 1,000
Meters

July 25, 2019

RVCA Board of Directors Meeting 05/19

Christie Lake Wetland

Little Silver Lake



Christie Lake Wetland

Christie Lake

BOLINGBROKE RD

HANNA RD

Legend:

- Parcel - Assesment (yellow outline)
- Gain (red)
- Loss (blue)
- New (green)
- Waterbody (light blue)

Scale: 0 80 160 Meters

NORTH



7.0 Flood Risk Limit Mapping for Bilberry Creek
From Innes Road to the Ottawa River, City of Ottawa
Report #: 2-190725

To: RVCA Board of Directors
From: Ferdous Ahmed, P.Eng
Senior Water Resources Engineer
Date: July 11, 2019

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Recommendation:

That the Board of Directors of the Rideau Valley Conservation Authority receive the flood mapping report for Bilberry Creek from Innes Road to the Ottawa River (dated October 26, 2018);

That the report and associated maps be adopted as the best available information related to establishing flood risk limits along Bilberry Creek;

That the report and maps be used in RVCA’s planning advisory and regulation programs, including the administration of Ontario Regulation 174/06 under Section 28 of the *Conservation Authorities Act*, and other watershed management activities effective immediately; and

That the report and maps be published and put on the RVCA website for public use and information.

Purpose

To adopt flood risk mapping for Bilberry Creek from Innes Road to the Ottawa River.

Following the completion of additional technical work, this mapping will be updated to incorporate slope stability hazards which will be presented to the Board for approval.

Background

Since 1976, the RVCA has regulated hazard lands under the *Conservation Authorities Act* to ensure public safety and prevent property damage due to natural hazards such as flooding and erosion. The regulation of wetlands was added in 2006 and is applied primarily to Provincially Significant Wetlands in the Rideau watershed.

Since 2006, when Section 28 of the *Conservation Authorities Act* was amended and a Generic Regulation (Ontario Regulation 97/04) was approved by the provincial

government, the RVCA has been gradually working to add to and update its collection of flood hazard and regulation limits mapping to achieve effective and consistent administration and enforcement of its local regulation (Ontario Regulation 174/06) and to inform land use planning decisions.

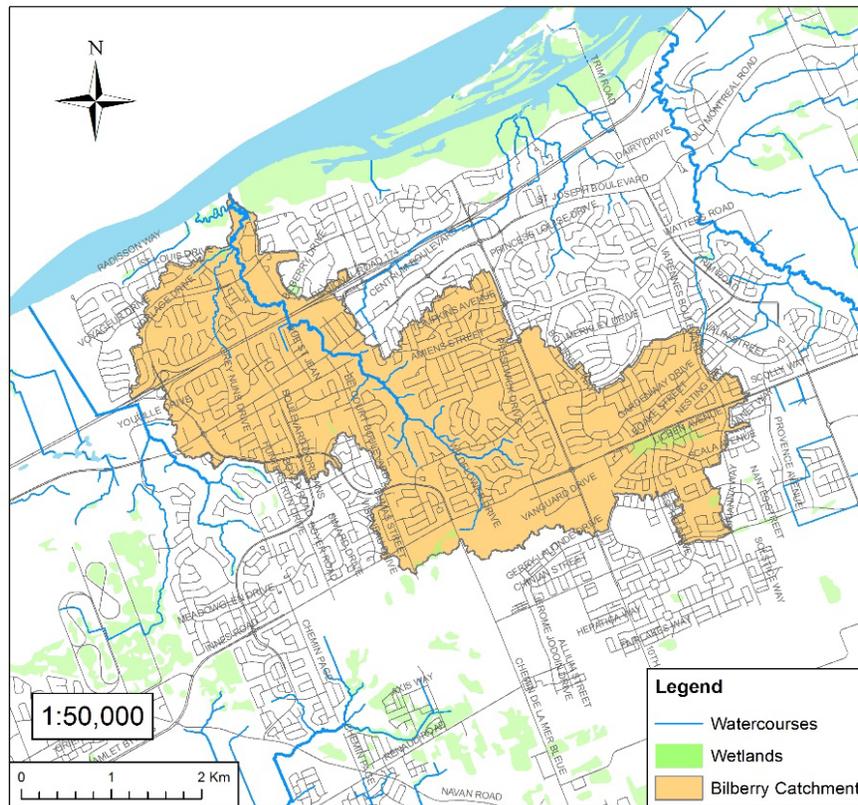
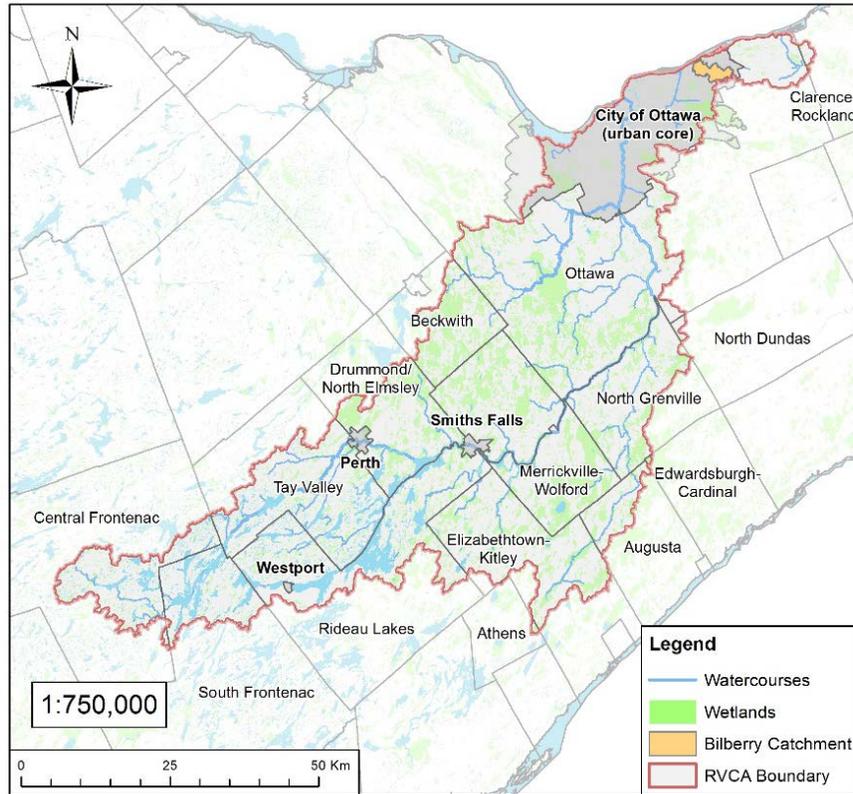
Ontario Regulation 174/06 enables the RVCA to regulate development within hazard lands like floodplains and unstable slopes as well as wetlands (including 120 metre adjacent lands). To administer its “Development, Interference with Wetlands and Alterations to Shorelines and Waterways” regulation, the RVCA uses regulatory mapping schedules to define areas that are subject to the regulation. These maps are subject to Board approval and are used extensively by RVCA and municipal staff, proponents and the public to understand and show where the regulation applies. Property owners must obtain permission from the RVCA before beginning any development, site alteration, construction, or placement of fill within a regulated area. Permits are also required for any wetland interference, or for straightening, changing, diverting or interfering in any way with the existing channel of a watercourse.

The Province also made conservation authorities responsible for commenting on planning files with respect to natural hazards. Under the *Planning Act*, municipalities must circulate official plans, comprehensive zoning bylaws and site-specific planning applications to conservation authorities who then provide comments on behalf of the province relating to Section 3.1 of the Provincial Policy Statement (natural hazards). As directed by the Ministry of Municipal Affairs and Housing and the Ministry of Natural Resources and Forestry, conservation authorities provide comments with respect to flooding, riverine erosion and unstable slopes, soils and bedrock. The RVCA relies on the regulatory mapping schedules to inform these comments.

In recent years, the RVCA has undertaken the task of identifying hazard land boundaries while the Ministry of Natural Resources and Forestry is responsible for designating Provincially Significant Wetlands. RVCA is currently working on a number of floodplain-based hazard land mapping projects within the City of Ottawa under a multi-year partnership with the City. The City of Ottawa and its three conservation authorities (Mississippi, Rideau and South Nation) signed a Memorandum of Understanding in 2012 to advance flood risk mapping within the City’s boundaries. Under this program, the City of Ottawa provides 50% funding with conservation authorities budgeting for the other 50%. A five-year plan was made to identify high priority rivers and streams where mapping would be updated or new mapping created. Twelve reaches were identified in the Rideau watershed including Bilberry Creek from Innes Road to the Ottawa River.

Analysis

There is no existing flood hazard or regulation limit mapping on Bilberry Creek so the RVCA is mapping it for the first time. Mapping was undertaken along Bilberry Creek from Innes Road to the Ottawa River. Below are two maps that show where the Bilberry Creek catchment is located within the watershed.



Major Components of the Project:

The major components of completing flood limit mapping for Bilberry Creek were:

- Preparation of topographic mapping or DTM based on 2014 LIDAR data provided by the City
- Field survey by RVCA staff in Fall 2015 of bridges/culverts
- Hydrologic analysis to estimate flood discharges for various return periods at key points along the creek (based on SWMHYMO modeling)
- Hydraulic calculations using numerical (HEC-RAS) modeling of the stream and its flood plain, to estimate flood levels associated with the flood discharges
- Plotting of flood lines on the high-quality topographic mapping to delineate areas that are susceptible to flooding during a 1:100 year flood event

Ordinarily, this type of project would also include the following two components:

- Determination of hazard areas subject to steep slope and wetlands according to Conservation Ontario Guidelines (2007) and RVCA's internal protocol (2005)
- Plotting of regulation limit lines incorporating all hazards and updating pertinent generic regulation map sheets

However, these two steps have been postponed for the Bilberry Creek study because unstable slopes are a significant natural hazard in this area requiring site-specific geotechnical investigations in order to delineate the hazard and incorporate it in regulatory limit mapping. The RVCA and the City of Ottawa are working closely on this and it will take a year or two to complete the geotechnical investigation. When the geotechnical investigation is complete and the areas subject to unstable slopes are identified, the RVCA will be in a position to delineate full regulation lines along Bilberry Creek. At that time, there will be an additional public open house after which the regulation limit mapping will be presented to the Board for approval.

Staff Report 8.0 in this agenda package provides additional information and next steps regarding the geotechnical investigation.

Project Output:

Current project outputs for the Bilberry Creek flood limit mapping study are:

- A technical memo entitled "Bilberry Creek Flood Risk Mapping from Innes Road to Ottawa River," dated October 26, 2018
- Flood risk limit lines in GIS format
- Hydrologic models (SWMHYMO)
- Hydraulic models (HEC-RAS)

Review and Consultation:

With the study to determine the flood risk limits along Bilberry Creek complete, the technical report mentioned above (not attached but available upon request) was prepared to summarize the methods and procedures used in the analysis. This report and associated maps were reviewed at a staff level at the RVCA. Moreover, a consultant (professional engineer) retained by the City provided a thorough peer review.

Under the RVCA's Board approved process for the approval of regulation limit mapping, draft regulation mapping would be presented to the Board at this stage for approval, with public consultation to follow. However, given the unique situation of this study and the fact that it will be a couple of years before regulation limit mapping can be completed, flood risk mapping for Bilberry Creek was presented to the public along with an explanation of next steps regarding the geotechnical investigation. Flood risk is not a dominant hazard along Bilberry Creek as much of the creek is contained within steep slopes, hence slope stability being a significant hazard.

A public open house was held on April 25, 2019 at Queenswood Heights Community Center in Orleans. All landowners affected by the draft flood risk line, and those within 200 m of the creek who would likely have an interest in the forthcoming slope stability study, were notified by mail in advance of the open house. Some landowners called to better understand why they received the notification, but no comments were received either verbally or in writing in response to the mailing.

Two hundred and thirteen members of the public attended the open house. RVCA staff were on hand to assist landowners with the draft mapping and to answer questions. Six City of Ottawa staff were also present as were the three councillors whose wards are in the study area. There was extensive discussion on how the flood plain mapping was done, the upcoming slope stability study and their implication on land use. Staff answered questions and provided explanations and landowners appeared satisfied with staff responses. Eight written comments were received during the open house and an additional six comments were received afterwards. Seven landowners asked for clarification, which was provided promptly. Otherwise there were no issues arising from the open house. Some attendees expressed satisfaction on the way information was shared and explained.

Next Steps

Upon Board approval, the following deliverables will be provided to the City of Ottawa:

- The technical report listed above
- The flood risk limit lines in GIS format
- Hydrologic models (SWMHYMO)
- Hydraulic models (HEC-RAS)

In accordance with our standard procedure for the acceptance of technical reports and our administration of the regulation, the report and maps will be used in the provision of planning advice to our municipalities and they will form the basis for regulation administration of the watercourse, effective immediately.

Input From Other Sources

In addition to the City of Ottawa's involvement and the public consultation process outlined in the previous section, provincial protocols for regulatory mapping requires that certain minimum standards for consultation be followed based roughly on *Planning Act* consultation requirements. As such, school boards, public utilities, various government departments as well as First Nations must be advised. This was done by letter along

with an invitation to meet if required. There was also contact with the National Capital Commission and notification was also provided to local real estate boards.

Staff from Ottawa Hydro attended a meeting at our office to learn more about the project and as a result hazard information is being shared digitally with Ottawa Hydro. The Ottawa Catholic School Board also contacted us and subsequently indicated they had no comments or objections. There were no other comments received.

Financial Considerations

The estimated cost of this study is \$110,000 and is accounted for in RVCA's 2019 approved budget with partial funding coming from the City of Ottawa under the multi-year MOU.

Legal Considerations

As outlined in the Background section, the RVCA requires natural hazard and regulation limit mapping to fulfill its provincially delegated responsibilities including:

- Administering and enforcing its *Development, Interference with Wetlands and Alterations to Shorelines and Watercourses Regulation* (Ontario Regulation 174/06) under Section 28 of the *Conservation Authorities Act*
- Providing comments on planning files to municipalities on behalf of the province relating to Section 3.1 of the Provincial Policy Statement (natural hazards).

Adherence to RVCA Policy and Technical Guidelines

The engineering and cartographic procedures used in this study conform to current standards of hazard delineation for identifying areas that are subject to the requirements of regulations made under Section 28 of the *Conservation Authorities Act*, as per the MNR's Natural Hazards Technical Guide (MNR, 2002) and Conservation Ontario (2005) guidelines. The resulting 1:100 year flood risk lines are suitable for use in the RVCA's regulation administration and in municipal land use planning and development approval processes under the *Planning Act* as well as the *Conservation Authorities Act*. The HEC-RAS and SWMHYMO model files will be preserved by RVCA and will be given to any party upon the signing of a standard data sharing agreement.

Link to Strategic Plan

This study supports Priority #6 under Strategic Direction #2 as well as Priority #2 under Strategic Direction #3:

- *Focus new or updated regulatory mapping in areas where there is development pressure.*
- *Help municipalities implement their environmental policies, strategies, projects and initiatives.*

Attachments

There are no attachments to this staff report, but copies of the flood mapping report for Bilberry Creek and the associated flood limit mapping will be available for viewing at the RVCA office from 5:00 pm to 6:30 pm on Thursday, July 25, 2019 just prior to the Board of Directors meeting.



9.0 Flood Risk and Regulation Limits Mapping for Mud Creek
From 3rd Line Road North to the Rideau River, City of Ottawa
Report #: 4-190725

To: RVCA Board of Directors
From: Ferdous Ahmed, P.Eng.
Senior Water Resources Engineer
Date: July 12, 2019

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Recommendation:

That the Board of Directors of the Rideau Valley Conservation Authority receive the flood mapping report for Mud Creek from 3rd Line Road North to the Rideau River (dated July 9, 2019);

That the report and associated maps be adopted as the best available information related to establishing flood risk and regulation limits along Mud Creek;

That public consultation be undertaken, including a public open house, to solicit input on the draft report and maps and to explain how regulation limits are derived and how they will be administered;

That any feedback from the public consultation that warrants a change to the report or maps be done promptly; and

That a report be brought to the Board to seek approval of the report and maps to be used in RVCA's planning advisory and regulation programs, including the administration of Ontario Regulation 174/06 under Section 28 of the *Conservation Authorities Act*, and other watershed management activities.

Purpose

To adopt draft flood hazard and regulation limit mapping for Mud Creek from 3rd Line Road North to the Rideau River in the City of Ottawa and to direct staff to undertake public consultation.

Background

Since 1976, the RVCA has regulated hazard lands under the *Conservation Authorities Act* to ensure public safety and prevent property damage due to natural hazards such as flooding and erosion. The regulation of wetlands was added in 2006 and is applied primarily to Provincially Significant Wetlands in the Rideau watershed.

Since 2006, when Section 28 of the *Conservation Authorities Act* was amended and a Generic Regulation (Ontario Regulation 97/04) was approved by the provincial government, the RVCA has been gradually working to add to and update its collection of flood hazard and regulation limits mapping to achieve effective and consistent administration and enforcement of its local regulation (Ontario Regulation 174/06) and to inform land use planning decisions.

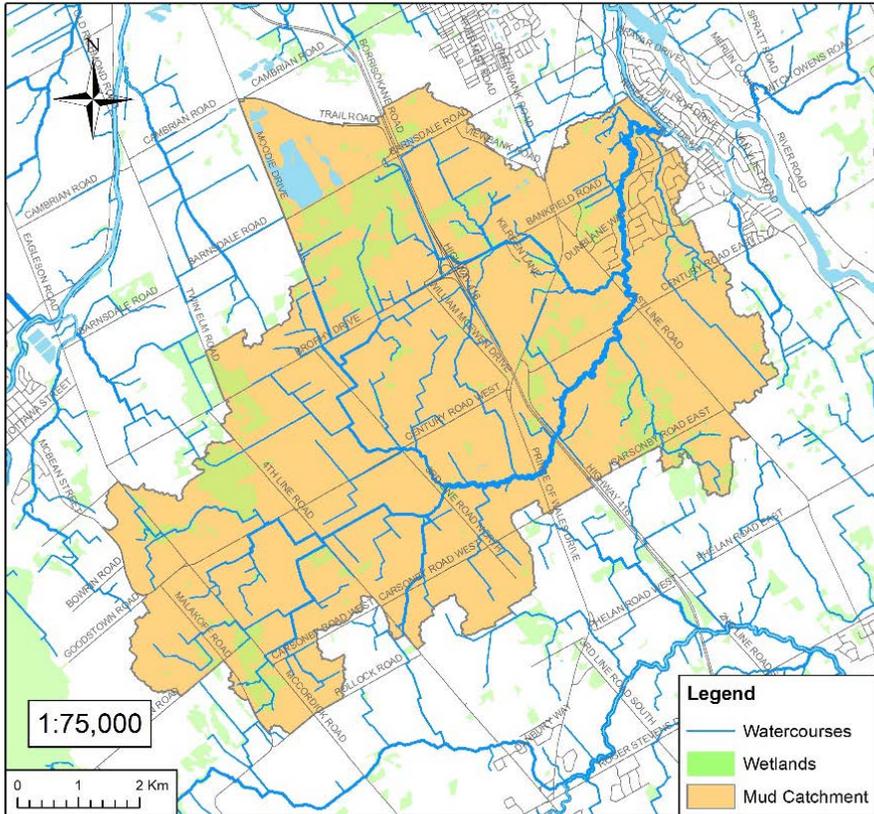
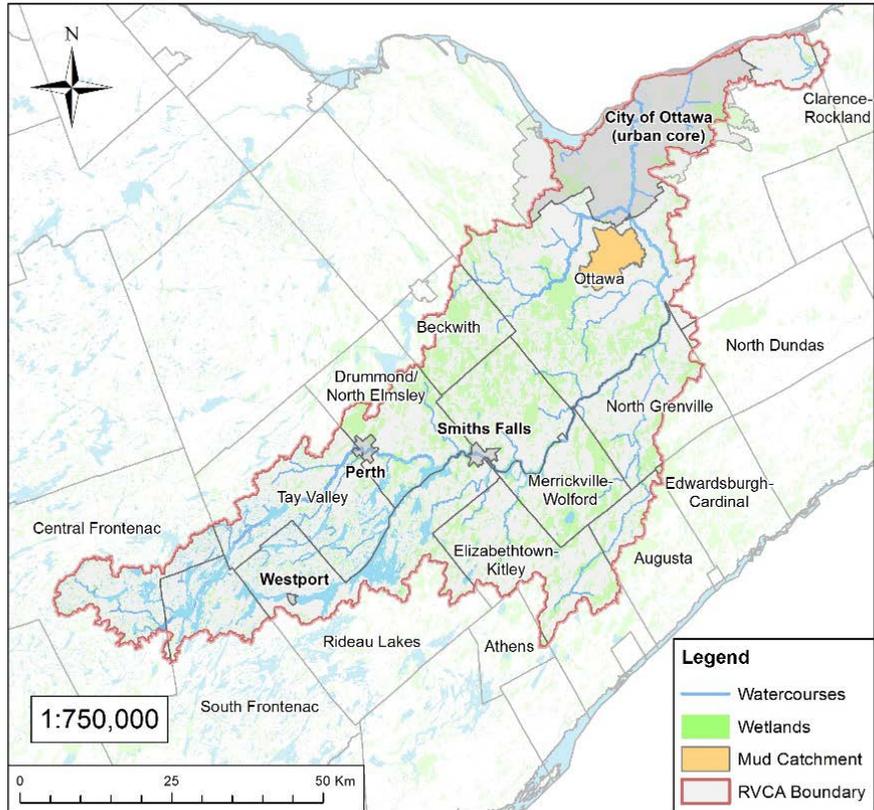
Ontario Regulation 174/06 enables the RVCA to regulate development within hazard lands like floodplains and unstable slopes as well as wetlands (including 120 metre adjacent lands). To administer its “Development, Interference with Wetlands and Alterations to Shorelines and Waterways” regulation, the RVCA uses regulatory mapping schedules to define areas that are subject to the regulation. These maps are subject to Board approval and are used extensively by RVCA and municipal staff, proponents and the public to understand and show where the regulation applies. Property owners must obtain permission from the RVCA before beginning any development, site alteration, construction, or placement of fill within a regulated area. Permits are also required for any wetland interference, or for straightening, changing, diverting or interfering in any way with the existing channel of a watercourse.

The Province also made conservation authorities responsible for commenting on planning files with respect to natural hazards. Under the *Planning Act*, municipalities must circulate official plans, comprehensive zoning bylaws and site-specific planning applications to conservation authorities who then provide comments on behalf of the province relating to Section 3.1 of the Provincial Policy Statement (natural hazards). As directed by the Ministry of Municipal Affairs and Housing and the Ministry of Natural Resources and Forestry, conservation authorities provide comments with respect to flooding, riverine erosion and unstable slopes, soils and bedrock. The RVCA relies on the regulatory mapping schedules to inform these comments.

In recent years, the RVCA has undertaken the task of identifying hazard land boundaries while the Ministry of Natural Resources and Forestry is responsible for designating Provincially Significant Wetlands. RVCA is currently working on a number of floodplain-based hazard land mapping projects within the City of Ottawa under a multi-year partnership with the City. The City of Ottawa and its three conservation authorities (Mississippi, Rideau and South Nation) signed a second Contribution Agreement in 2017 to continue flood risk mapping within the City’s boundaries. Under this program, the City of Ottawa provides 50% funding with conservation authorities budgeting for the other 50%. A five-year plan was made to identify high priority rivers and streams where mapping would be updated or new mapping created. Four reaches were identified in the Rideau watershed including Mud Creek from 3rd Line Road North to the Rideau River.

Analysis

There is no existing flood hazard or regulation limits mapping on Mud Creek so the RVCA is mapping it for the first time. Mapping was undertaken from 3rd Line Road North to the Rideau River. Below are two maps that show where the Mud Creek catchment is located within the Rideau watershed.



Major Components of the Project:

The major components of completing flood and regulation limits mapping for Mud Creek were:

- Preparation of topographic mapping or DTM based on 2012 and 2015 LIDAR data provided by the City
- Field survey by RVCA staff in 2016 and 2018 of bridges/culverts
- Hydrologic analysis to estimate flood discharges for various return periods at key points along the creek (based on SWMHYMO modeling)
- Hydraulic calculations using numerical (HEC-RAS) modeling of the creek and its flood plain, to estimate flood levels associated with the flood discharges
- Plotting of flood lines on the high-quality topographic mapping to delineate areas that are susceptible to flooding during a 1:100 year flood event
- Determination of hazard areas subject to steep slope and wetlands according to Conservation Ontario Guidelines (2007) and RVCA's internal protocol (2005)
- Plotting of regulation limit lines incorporating all hazards and updating pertinent generic regulation map sheets

Project Outputs:

- A technical memo entitled "Mud Creek Flood Risk Mapping from 3rd Line Road North to Rideau River," dated July 9, 2019
- Flood risk limit lines in GIS format
- Regulation limit lines in GIS format – this encompasses all hazards (flood, steep slopes and wetlands) and was plotted in accordance with Conservation Ontario Guidelines (2007) and RVCA's internal protocol (2005) under the direction of Terry Davidson, P.Eng., Director of Engineering and Regulations.
- Five Regulation maps (43, 44, 51, 52 and 61)
- Hydrologic models (SWMHYMO)
- Hydraulic models (HEC-RAS)

Next Steps:

With the study to determine the regulatory flood level and regulation limits along Mud Creek now complete, the technical report mentioned above (not attached but available upon request) was prepared to summarize the methods and procedures used in the analysis. This report and associated maps have been reviewed at a staff level at the RVCA. Moreover, a consultant (professional engineer) retained by the City of Ottawa provided a thorough peer review.

Under the RVCA's current Board approved process for the approval of regulation limit mapping, draft regulation mapping would ordinarily be presented to the Board at this stage for approval and would take effect for use in RVCA's planning advisory and regulation programs. Public consultation would then be undertaken expeditiously and any feedback from the consultation that warranted a change to the report or maps would be done promptly and brought to the Board for approval. However, in light of recent changes to the *Conservation Authorities Act* and anticipated regulation amendments, staff are recommending the following next steps be taken for this project.

Upon the Board receiving the draft report and maps:

- RVCA will undertake public consultation including an open house in September to solicit input from the public and affected property owners on the draft report and maps and to explain how the flood and regulation limits were derived and how they will be administered. RVCA and City staff will work closely on arranging the open house and letters will be sent to affected property owners and other stakeholders with information about the study and an invitation to attend the open house.
- Any feedback from the open house that warrants a change to the report or maps, will be done promptly and a report will be brought back to the Board seeking approval of the report and maps.

Following Board approval of the report and maps:

- The report and maps be published and put on the RVCA website for public use and information
- The report and maps will be used in the provision of planning advice to our municipalities and they will form the basis for regulation administration of the watercourse.
- The following deliverables will be provided to the City of Ottawa:
 - The technical report listed above
 - The flood risk limit lines in GIS format
 - The regulation limit lines in GIS format
 - The RVCA Regulation Limit Map Sheets (consisting of amendments to map sheets numbered 43, 44, 51, 52 and 61 associated with the regulation)
 - Hydrologic models (SWMHYMO)
 - Hydraulic models (HEC-RAS)

Input From Other Sources

The City of Ottawa provided information and data that was used in the study including LIDAR data and bridge and culvert drawings. Peer review was also undertaken by a third party consultant (professional engineer).

Public consultation will now be undertaken to solicit input from affected property owners, other stakeholders and the public. Provincial protocols for regulatory mapping require that certain minimum standards for consultation be followed based roughly on *Planning Act* consultation requirements. As such, school boards, public utilities, various government departments as well as First Nations will be advised.

Financial Considerations

The estimated cost of this study is \$112,000 and is accounted for in RVCA's 2019 approved budget with partial funding coming from the City of Ottawa under the multi-year Contribution Agreement.

Legal Considerations

As outlined in the Background section, the RVCA requires natural hazard and regulation limit mapping to fulfill its provincially delegated responsibilities including:

- Administering and enforcing its *Development, Interference with Wetlands and Alterations to Shorelines and Watercourses Regulation* (Ontario Regulation 174/06) under Section 28 of the *Conservation Authorities Act*
- Providing comments on planning files to municipalities on behalf of the province relating to Section 3.1 of the Provincial Policy Statement (natural hazards).

Adherence to RVCA Policy and Technical Standards

The engineering and cartographic procedures used in this study conform to current standards of hazard delineation for identifying areas that are subject to the requirements of regulations made under Section 28 of the *Conservation Authorities Act*, as per the MNR's Natural Hazards Technical Guide (MNR, 2002) and Conservation Ontario (2005) guidelines. The resulting 1:100 year flood risk lines and regulation limit lines are suitable for use in the RVCA's regulation administration and in municipal land use planning and development approval processes under the *Planning Act* as well as the *Conservation Authorities Act*. The HEC-RAS and SWMHYMO model files will be preserved by RVCA and will be given to any party upon the signing of a standard data sharing agreement.

Link to Strategic Plan

This study supports Priority #6 under Strategic Direction #2 as well as Priority #2 under Strategic Direction #3:

- *Focus new or updated regulatory mapping in areas where there is development pressure.*
- *Help municipalities implement their environmental policies, strategies, projects and initiatives.*

Attachments

There are no attachments to this staff report, but copies of the flood mapping report for Mud Creek and the associated regulation limit mapping will be available for viewing at the RVCA office from 5:00 pm to 6:30 pm on Thursday, July 25, 2019 just prior to the Board of Directors meeting



**10.0 Conservation Ontario's Client Service and Streamlining Initiative
Report #: 5-190725**

To: RVCA Board of Directors
From: Sommer Casgrain-Robertson
General Manager
Date: July 19, 2019

<input checked="" type="checkbox"/>	For Information
<input type="checkbox"/>	For Direction
<input type="checkbox"/>	For Adoption
<input checked="" type="checkbox"/>	Attachment – 9 pages

Recommendation:

That the Board of Directors of the Rideau Valley Conservation Authority receive this report for information.

Purpose

To provide an update to the Board of Directors about the Client Service and Streamlining Initiative being led by Conservation Ontario.

Background

At their April 2019 meeting, Conservation Ontario Council endorsed a Client Service and Streamlining Initiative which outlined actions to support the provincial government's objective of increasing the supply of housing without jeopardizing public health or safety or the environment. This initiative was endorsed by the RVCA's Board of Directors at their meeting on March 28, 2019 (Staff Report #10-190328, Motion #12-190328) and has since been endorsed by all 36 conservation authorities.

The Initiative proposes the following specific actions to improve plan review and permitting services and processes across all conservation authorities:

1. Improve Client Service and Accountability

- Provide client service training and establish client service standards, implementing activities such as one point of contact for applications and template guidelines for policies, processes and CA/Municipal MOUs that have clear deadlines for the different plan review services.
- Our commitment to timely approvals will be reported on annually.
- Initially, focus efforts on conservation authorities with high growth areas (Greater Golden Horseshoe / Greater Toronto Area and other parts of the province) where housing supply is needed immediately.

2. Increase speed of approvals
 - Assess current application review/approval timelines, identifying problem areas where timelines are not being met and developing solutions to meet timelines.
 - Establish timelines that match the complexity of development applications (e.g. simple and complete applications can be processed more quickly).
3. Reduce “red tape” and regulatory burden
 - Examine where conservation authorities can improve or change their processes to speed up or simplify permitting in hazard areas.
 - Explore additional legislative or regulatory amendments to achieve increased housing supply and decreased approval timeframes.

Over the past few months, Conservation Ontario has been promoting this Initiative and its proposed actions and has indicated that the Initiative has been well received by members and staff of the provincial government, municipal partners and associations representing the development community. Conservation Ontario has also made significant progress in implementing the actions outlined in the Initiative by working closely with conservation authority staff. The attached Conservation Ontario Council staff report provides details regarding Conservation Ontario’s promotion and implementation of the Initiative.

Analysis

The RVCA is committed to supporting and implementing the actions outlined in the Initiative and has taken the following steps to-date.

1. Improve Client Service and Accountability
 - 17 staff from RVCA participated in the Client-Centric Customer Service Training organized by Conservation Ontario. A total of 8 sessions were held across the province training over 300 conservation authority staff.
 - RVCA has also been classified as one of 13 “high growth” conservation authorities by Conservation Ontario. High growth conservation authorities are being asked to implement a consistent client-centric review and approval process checklist by August and have all documents accessible on their website. Attached is a copy of the checklist and RVCA’s current status for completion.
2. Increase Speed of Approvals
 - Glen McDonald participated in Conservation Ontario’s multi-stakeholder process flow workshop which identified bottlenecks in the review and approval process for Plans of Subdivision and brainstormed potential solutions.
 - RVCA also supported Conservation Ontario’s proposal that the timeline guideline for approving minor permits change from 72 to 42 calendar days and change from 132 to 63 calendar days for major permits excluding statutory holidays (these timeline guidelines are outlined in Conservation Ontario’s *Guideline for Client Service Standards for Conservation Authority Plan and Permit Review* template).

3. Reduce “red tape” and regulatory burden
 - RVCA is participating in conversations to identify candidate legislative opportunities to reduce regulatory burden.

Input From Other Sources

This initiative led by Conservation Ontario has involved input from many sources including all conservation authorities, the Province, municipal associations as well as associations representing the development sector.

Financial Considerations

It is not anticipated that any streamlining or client service measures will have a financial impact on the RVCA beyond staff time required to implement the changes. It is anticipated that it will require significant staff time to implement the actions outlined in the Initiative so a workplan is being drafted to guide implementation efforts.

Legal Considerations

Streamlining and client service measures will have to comply with the *Conservation Authorities Act*, the *Planning Act*, the *Ontario Building Code* and any other pertinent legislation or legal requirements.

Adherence to RVCA Policy

Streamlining and client service measures will comply with RVCA’s policies or policies will be revised and brought to the Board for approval to reflect improvements.

Link to Strategic Plan

This initiative supports Priority Action #3 under Strategic Direction #2 and Priority Action #2 under Strategic Direction #4:

- *Update development review policies to guide development away from natural hazards (areas prone to flooding, erosion or slope failure) and natural features (wetlands, shorelines and watercourses). Ensure updated policies are effective, balanced and user-friendly.*
- *Review delivery costs, revenue generation and value to the watershed for all programs and implement changes that improve efficiency, effectiveness and client service.*

Attachments

- Conservation Ontario Council Report – Update on Conservation Ontario’s Client Service and Streamlining Initiative (dated June 14, 2019)
- Conservation Ontario’s Client-Centric Review and Approvals Process Checklist – RVCA’s Status as of July 19, 2019



VISION 2016 – 2020

Conservation Ontario will be the leader in engaging Conservation Authorities in matters of common interest and in shaping effective policy related to Conservation Authorities

Conservation Ontario Council Report

From: Leslie Rich, Policy and Planning Liaison and Bonnie Fox, Policy and Planning Manager

Date: June 14, 2019

Subject: Update on Conservation Ontario's Client Service and Streamlining Initiative

Summary

At the April 2019 Annual General Meeting, Conservation Ontario Council endorsed the CO Client Service and Streamlining Initiative which outlined three solutions to support the provincial government's objective of increasing the supply of housing without jeopardizing public health or safety or the environment. Conservation Ontario has undertaken significant work to address actions the three solutions identified as a part of the Initiative.

Recommendation

THAT the CA-Municipality MOU Template for Planning and Development Reviews; Guideline for Client Service Standards for Conservation Authority Plan and Permit Review; and Guideline for Fee Administration Policies for Plan Review and Permitting, dated June, 2019 be endorsed.

Background

At the April, 2019 meeting Council endorsed the Conservation Ontario Client Service and Streamlining Initiative, including representatives for the Conservation Ontario Client Service and Streamlining Initiative Steering Committee (GMs/CAOs) and the Conservation Ontario Timely Review and Approvals Task Force (senior CA staff). The Streamlining Initiative is a commitment to improvements to plan review and permitting and it includes specific actions under three solutions: 1) Improve Client Service and Accountability, 2) Increase Speed of Approvals, and 3) Reduce Red Tape and Regulatory Burden. These actions would be undertaken while at the same time not jeopardizing public health and safety or the environment in the process.

Credit Valley Conservation (CVC) developed a 'template report' following a discussion at the Greenbelt Golden Horseshoe CA Collaborative. After reviewing the CVC report and resolution, the CO Client Service and Streamlining Initiative Steering Committee indicated that they would take reports to their Boards as well and they requested Conservation Ontario staff to develop a template based on this document that

could be considered by all General Managers for use with their Boards. The template report and resolution demonstrated a commitment to making service and process improvements through endorsing the three key solutions. This report formed part of the April, 2019 agenda material and Conservation Ontario Council and CAs were asked to share these resolutions with Municipal Councils and MPPs.

Current Status

Letters were sent to the Ministers of Municipal Affairs and Housing; Environment, Conservation and Parks; and Natural Resources and Forestry and to the Premier to promote the Initiative, as well as, to the Association of Municipalities of Ontario (AMO), Residential Construction Council of Ontario (RESCON), the Building Industry and Land Development Association (BILD) and Ontario Home Builders Association (OHBA). Thanks to all CA efforts in passing resolutions with their Boards, Conservation Ontario was able to make the following statements at the Standing Committee public hearings for Bill 108 on May 31, 2019, and it was very well received by the Government members of the Committee:

*We recognize that there's always room for improvements in what we do and our Client Service and Streamlining initiative demonstrates our commitment to improving our delivery of plan review and permitting services. With an overarching emphasis on protecting public health and safety, and the environment, **all 36** of our member conservation authorities have committed to taking steps locally and collaboratively with CO, to: Improve Client Service and Accountability, Increase Speed of Approvals, and, Reduce red tape and regulatory burden. We are working in collaboration with the development and construction community and municipalities and believe our actions will have direct benefit to the Province's objective to increase housing supply.*

Conservation Ontario senior management have been able to use the status of the CA resolutions and other actions being undertaken under this initiative over the past few months to excellent effect in building relationships with political staff. Conservation Ontario has undertaken significant work to address actions under all three solutions identified as a part of the Conservation Ontario Client Service and Streamlining Initiative. These actions are summarized in the attached table. Some highlights of activities are included below and are categorized according to the three solutions.

1. Improve Client Service and Accountability

- *Three guidelines/template documents*

CO staff developed three documents, focusing on CA planning and regulations functions, to be used locally at a CA to ensure a consistent level of client service and accountability. The three documents (attached) include: a CA-Municipal Memorandum of Understanding Template (Planning and Development), Client Service Standards for Conservation Authority Plan and Permit Review, and a Guideline for CA Fee Administration Policies for Plan Review and Permitting. Draft versions of the three documents were circulated to the Task Force members for an initial review, and comments received were incorporated prior to distribution to all CAOs/GMs, CA Planning and Section 28 Regulations Committee contacts for a two-week review period. Following the CA review and incorporation of comments, the three documents were sent to representatives from AMO, RESCON, BILD, and OHBA for their review. Comments received were discussed with CO Client Service and Streamlining Initiative

Steering Committee on June 6 and these documents were updated to incorporate feedback received from our key client groups with one important exception, BILD. The key client groups who reviewed the Client Service document all identified a request to reduce the timelines associated with S.28 permitting which were consistent with the Provincial “Policies and Procedures for Conservation Authority Plan Review and Permitting Activities”. Further to this, the Steering Committee directed CO staff to undertake research and propose new, reduced timelines for S. 28 permit decisions. The Council report with these three documents as well as a separate document outlining the proposed new, reduced timelines for S. 28 permit decisions will be circulated to all CA Planning and Regulations staff on Friday, June 14 noting that any concerns should be raised with their CAOs with a c.c. to CO staff. It is possible that streamlined timelines will be brought to Council for their consideration of endorsement at the June meeting and would form part of a presentation on the Client Service and Streamlining Initiative.

- *Client-Centric Customer Service Training*

Conservation Ontario staff, with assistance from staff at Lake Simcoe Region CA (G. Sinclair) have organized eight regional training sessions to be held between June 13th and July 3rd. Content for the training session was developed under the leadership of Steering Committee members D. Martin-Downs and M. Walters. Approximately 300 CA staff will be consistently trained as part of this endeavour; staff participating includes planners, S. 28 regulations staff, technical staff; CAOs/GMs and administrative staff who support the planning and regulations teams.

- *Implement a consistent client-centric CA review and approval process checklist for high growth areas*

As per 1b in the attached chart, high growth CAs are to implement a consistent client-centric CA review and approval process checklist; completed and publicly accessible by August.

CO staff undertook an analysis to categorize high, medium and low growth CAs and these were circulated to CAOs on Friday June 7th to prompt any requests for re-categorization by Wednesday noon, June 12th. High growth CAs were identified using a combination of the following factors: i) an area of the CA is experiencing over 30% growth 2017-2041 or 15-30% population growth; ii) member municipalities are part of the Regional Government review; iii) one of the top 5 CAs for the number of reported planning and development transactions in 2017; and, iv) obtaining a representative northern CA if possible.

The only re-categorization request to high growth was South Nation Conservation given the growth they are experiencing in relation to Ottawa and their leadership involvement with the Streamlining Initiative on both the Steering Committee and Task Force. Thus, the **high growth CAs include:** Toronto and Region, Lake Simcoe Region, Grand River, Upper Thames Region, Rideau Valley, Central Lake Ontario, Hamilton Region, Halton, Nottawasaga Valley, Essex Region, Niagara Peninsula, South Nation, and North Bay-Mattawa (northern representative volunteer) Conservation Authorities.

Conservation Ontario staff will be following up with the high growth CAs on the next steps for meeting the checklist requirements in 1b of the attached chart in the near future.

2. Increase Speed of Approvals

- *Multi-Stakeholder Process Flow Workshop*

On April 24th Conservation Ontario hosted a multi-stakeholder process flow workshop which focused on plans of subdivision. The 25 participants represented AMO, various municipalities, Chief Building Officials, the development community (including RESCON, OHBA and BILD) and conservation authorities. The workshop separated each key phase of the development approvals process (with a goal of achieving a building permit) and asked participants to identify, a) the role conservation authorities play at each stage, b) the goals of CAs and applicants at the end of each stage, and c) key constraints or barriers to achieving the goal of each stage of the process. The purpose of the workshop was to assess the different stages of the approval process, identify problem areas and propose solutions from a multi-sector perspective. Key recommendations included: greater investment in the pre-consultation process (e.g. integrated pre-consultation with all approval authorities); improving quality of submissions (e.g. establishment of clear submission guidelines); and providing better access to decision support tools and materials (e.g. updating Provincial technical guidelines). These recommendations helped to inform updates to the three template documents discussed above and were highlighted as part of Conservation Ontario's submission on the review of the *Planning Act* (see item in this meeting's consent agenda). This same advice will be used to inform future workplan priorities for the CO Client Service and Streamlining Initiative.

3. Reduce Red tape and Regulatory burden

The current focus is further to the Environment Registry posting on "Focusing CA development permits on the protection of people and property". This posting contained a proposal to exempt certain low-risk activities, such as drainage activities consistent with the Conservation Authorities and Drainage Act Protocol (DART) and would allow CAs to develop local exemption policies as well. There is a separate detailed report on this topic as part of this Council agenda package.

Conclusion

The Conservation Ontario Client Service and Streamlining Initiative has proven to be an important stakeholder engagement tool. Setting consistent standards for client service and timeliness of approvals will assist the government in their efforts to increase housing supply in Ontario. At the last meeting of the Steering Committee it was confirmed that implementing a consistent client-centric CA review and approval process checklist by August for CA jurisdictions with high growth areas and a template for CA planning comments would be the near-term priorities of this Initiative.

Table 1: Conservation Ontario Client Service and Streamlining Initiative

CO/CA Activities Identified in the Client Service and Streamlining Initiative	Status of Activities (as of June 14, 2019)
1. Improve Client Service and Accountability while protecting public health and safety, and, the environment	
<p>(a) Provide training and develop CA best-practices and disseminate this information through training and creation of guidelines for all CAs. Immediate activities include:</p> <ul style="list-style-type: none"> i. Ongoing Client Service Delivery training/workshop(s) ii. Guideline for Client Service Standards Commitment/Policy for CA Plan and Permit Review iii. CA/municipal MOU template for Planning/Development Reviews - technical services for plan review including municipal deadlines to support tracking/reporting iv. Guidelines for establishing fee structure; including eligible costs for cost recovery v. Template for CA planning comments 	<ul style="list-style-type: none"> i. Conservation Ontario is running 8 regional training sessions for CA staff involved in the planning and regulations programs, starting on June 13th and ending on July 3rd. Approximately 300 CA staff will receive the training which has been developed in consultation with the Steering Committee. ii. Draft for potential endorsement included in this Conservation Ontario Council agenda package. iii. Draft for potential endorsement included in this Conservation Ontario Council agenda package. iv. Draft for potential endorsement included in this Conservation Ontario Council agenda package. v. Conservation Ontario remains committed to the development of a template for CA planning comments. The template will be completed as part of the next workplan for this Initiative.
<p>(b) Implement a consistent client-centric CA review and approval process checklist that provides transparency of process and rules. The checklist is to be completed and publicly accessible by August for CA jurisdictions with high growth areas. The checklist is proposed to include:</p> <ul style="list-style-type: none"> i. Having publicly accessible agreements and policies that guide reviews and decision-making, including: <ul style="list-style-type: none"> a. CA/Municipal MOUs or Technical Service Agreements b. CA plan review and regulation approvals policies/guidelines 	<p>Conservation Ontario remains committed to developing and implementing a consistent client-centric CA review and approval process checklist. It is anticipated that this checklist will be completed and will be made publicly accessible by the noted August deadline for CA jurisdictions with high growth areas.</p> <p>Further information on the categorization of CAs as high growth areas can be found in the main body of the report.</p>

<ul style="list-style-type: none"> c. CA Complete application requirements d. CA Fee policies and schedules e. CA Client Service Standards Commitment/Policy [including for example, timelines and identification of a senior CA staff contact serving as a 'client service facilitator' for plan review and/or permit applications issue management] <ul style="list-style-type: none"> ii. CA Online screening maps iii. CA Annual report on review timelines 	
<p>2. Increase Speed of Approvals while protecting public health and safety, and, the environment</p>	
<p>(a) Undertake representative process flow review [Plans of Subdivision initially and Site Plan Control (Condominiums) at a later date] to understand bottlenecks in the review and approval process</p>	<p>On Wednesday, April 24th, Conservation Ontario hosted a multi-stakeholder process flow review workshop at Lake Simcoe Region Conservation Authority. The workshop was structured to identify bottlenecks in the review and approvals process for Plans of Subdivision, and offered a forum for open discussion to identify solutions to barriers. Representatives from municipal planning departments, the Ontario Building Officials Association, RESCON, BILD, AMO, OHBA, and conservation authorities were in attendance and offered valuable insight into the real and perceived barriers within the process.</p> <p>Conservation Ontario remains committed to undertaking a process flow review for Site Plan Control (Condominiums) at a later date.</p>
<p>(b) Review timelines and feedback lessons learned from 2a) into improving client service and accountability</p>	<p>Ongoing; feedback and lesson learned have been incorporated into the three template documents (client service, MOU template and fee template).</p>
<p>3. Reduce Red tape and Regulatory burden while protecting public health and safety, and, the environment</p>	

<p>Review (and recommend as appropriate) candidate legislative amendment opportunities, including:</p> <p>(a) Repeal O.Reg 205/18 under the <i>Safe Drinking Water Act</i> and amend O. Reg. 287/07 under the <i>Clean Water Act</i></p> <p>(b) Align the CAA Section 28 permit approval timeframes with the proportional level of risk associated with the hazard and legislate the decision timelines for complete applications</p>	<p>Conservation Ontario is committed to reviewing the identified candidate legislative opportunities. However, in the short term, Conservation Ontario will be focusing its efforts on the current proposed legislative and regulatory amendments related to the <i>Conservation Authorities Act</i> and conservation authority development permits (under Section 28 of the CAA).</p>
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Conservation Ontario's Client-Centric Review and Approvals Process Checklist

RVCA Status as of July 19, 2019

Checklist Item	RVCA's Current Status	Next Steps
CA-Municipal MOUs or Technical Service Agreements	<ul style="list-style-type: none"> • RVCA has MOUs signed with the City of Ottawa, County of Lanark and the County of Leeds & Grenville for Plan Review Services • These MOUs were recently posted on RVCA's website 	<ul style="list-style-type: none"> • RVCA updated its MOU with the City of Ottawa last year and is awaiting Council approval (slated for August, 2019). • Once approved, this new MOU will form the basis for updating planning MOUs with our other municipalities.
CA Plan Review Advice and Regulation Approvals Policies	<ul style="list-style-type: none"> • RVCA has Board approved policies for administering Section 28 that are posted on our website • RVCA has policies for providing planning comments to municipalities but they are outdated and therefore not posted on our website 	<ul style="list-style-type: none"> • Staff are in the process of updating RVCA's planning policies. • Updated policies will be brought to the Board for approval and then posted on our website • RVCA's Section 28 policies also require updating
CA Complete Application Requirements	<ul style="list-style-type: none"> • RVCA has minimum application requirements that are posted on our website 	
CA Fee Policies and/or Schedules	<ul style="list-style-type: none"> • RVCA has Board approved fee schedules that are posted on our website 	
CA Client Service Standards Commitment / Policy		<ul style="list-style-type: none"> • RVCA will use Conservation Ontario's template to create a Client Service Standards Commitment / Policy • This document will be brought to the Board for approval and then posted on our website

Online Screening Maps	<ul style="list-style-type: none"> RVCA has online screening maps that are accessible from our website 	
Annual Report on Review Timelines	<ul style="list-style-type: none"> RVCA recently reconfigured its planning and regulations electronic database to enable tracking and reporting of review and approval timelines 	<ul style="list-style-type: none"> RVCA will begin reporting on review and approval timelines by the end of 2019.