

Annual Timeline Reporting for Section 28 Applications

The Rideau Valley Conservation Authority is committed to a high standard of customer service for the delivery of our programs and services.

Our service standards for the processing of applications received under Section 28 of the Conservation Authorities Act are defined in the 2019 Conservation Ontario (CO) document titled “*Client Service Standards for Conservation Authority Plan and Permit Review.*”

These best practice service standards provide for shorter review and approval time frames in comparison to “*Ministry of Natural Resources and Forestry, Policies and Procedures for Conservation Authority Plan Review and Permitting Activities, 2010.*” The revised timeline standards were endorsed by the RVCA’s Board of Directors in July 2019.

Table 1 shows the difference between the 2010 and 2019 service standards:

Table 1: Comparison of 2010 and 2019 Timeline Service Standards

Permit Process Step	2010 Standards MNRF Policies and Procedures	2019 Standards CO Client Service Guideline
Notification of Complete Applications Requirements (Preconsultation)	All applications – 21 days	Major – 14 days Minor – 7 days
Notification of Complete Application	All applications – 21 days	Major – 21 days Minor – 14 days Routine – 10 days
Application Decision	Major – 90 days Minor – 30 days	Major – 28 days (30 days each resubmission) Minor – 21 days (15 days each resubmission) Routine – 14 days (7 days each resubmission)

2020 Data and Results

The workload for 2020 was influenced by COVID-19. There was a rapid increase for both Section 28 and Planning Act applications received during the late spring, through the summer and into the fall.

Although all staff worked diligently to process applications, demand exceeded capacity, and we were unable to process all applications within the desired timelines. Staff prioritized applications in consultation with applicants, and discretion was applied accordingly to manage the workload.

In 2020, the RVCA received 333 permit applications and 298 permits were issued. Of those, all permits were issued with the 2010 timeline standards. 249 (84%) of the permits were also issued within the shorter 2019 timeline standards, while 49 applications were not issued within the 2019 standards. 35 applications were not processed to completion because they were either withdrawn or placed on hold pending submission of additional information.

Table 2 provides a detailed breakdown by application category.

Table 2: RVCA Timelines for Permissions under Section 28 of the Conservation Authorities Act January 1 to December 31, 2020

Rideau Valley Conservation Authority	Number of Permits Issued Within Policy and Procedure Timeline			Number of Permits Issued Outside of Policy and Procedure Timeline				
	Major		Minor	Major		Minor		
	39		259	0		0		
	Number of Permits Issued Within CO Guideline Timeline			Number of Permits Issued Outside of CO Guideline Timeline				
	Major		Minor	Routine	Major		Minor	Routine
	35		129	85	4		32	13