

## 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 MNRFP Policy and Procedures	2019 Standards CO Client Service Guideline
Notification of Complete Application 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	Major – 28 days (30 days each resubmission) Minor 21 days (15 days each resubmission) Routine – 14 days (7 days each resubmission)

## 2023 Data and Results

In 2023, 298 permits were issued. All but 2 of those permits were issued within the 2010 MNRFP timelines. 275 permits were issued within the voluntary 2019 CO timelines and 23 permits were issued outside the timeline.

Ninety-nine percent of the permits issued met the service standards for timelines specified by the Ministry of Natural Resources and Forestry. The permits that were not issued within the MNRFP timeline and the CO voluntary guideline required discussions with applicants and consultants to bring the proposal into conformity with RVCA development policies. Table 2 provides a breakdown of timeline performance by application category.

Table 2: RVCA Timelines for Permissions under Section 28 of the Conservation Authorities Act, January 1 to December 31, 2023

Number of Permits Issued Within Provincial Policy and Procedure Timeline (2010)			Number of Permits Issued Outside of Policy and Procedure Timeline (2010)		
Major	Minor		Major	Minor	
29	267		0	2	
Number of Permits Issued Within CO Guideline Timeline (2019)			Number of Permits Issued Outside of CO Guideline Timeline (2019)		
Major	Minor	Routine	Major	Minor	Routine
27	166	82	2	13	8