

**CENTRAL LAKE ONTARIO CONSERVATION AUTHORITY**

**DATE:** January 18, 2022  
**FILE:** RPRG3974  
**S.R.:** 5774-22  
**MEMO TO:** Chair and Members, CLOCA Board of Directors  
**FROM:** Chris Jones, Director, Planning and Regulation  
**SUBJECT:** **2021 Timeline Report for Section 28 Applications**

APPROVED BY C.A.O. 

***Purpose***

The purpose of this report is to present CLOCA's *Conservation Authorities Act* Section 28 application review timeline data for the year 2021 pursuant to the Conservation Ontario Client Service and Streamlining Initiative.

***Background: Two Sets of Section 28 Application Service Standard Guidance***

Currently, guidance related to service standards for Section 28 permit applications are specified in a document from the former Ministry of Natural Resources (MNR) titled *Policies and Procedures for Conservation Authority Plan Review and Permitting Activities (2010)*. This guidance addresses administrative matters including determining "complete applications," and decision timelines for "minor" and "major" applications. Following a receipt of a complete set of information or "complete application," this policy directs that conservation authorities are to render a decision (i.e. complete the review of a complete application) within 30 days for a minor application or 90 days for a major application. Applications received and issued by CLOCA in 2020 under this framework are reported in the table below under "Policy and Procedure Timeline."

As part of a renewed commitment to efficient regulatory services, Conservation Ontario created a second document titled *Client Service Standards for Conservation Authority Plan and Permit Review (2019)*, which was subsequently endorsed by Conservation Ontario Council in June 2019. This guidance established a second set of service standards that conservation authorities would strive to meet as a best practice. Under this framework, for applications with complete information, conservation authorities would complete their review and make a decision within 28 days for "major" applications, 21 days for "minor" applications and within 14 days for "routine" applications. Applications received and issued by CLOCA in 2021 under this second framework are reported in the table below under "CO Guideline Timeline."

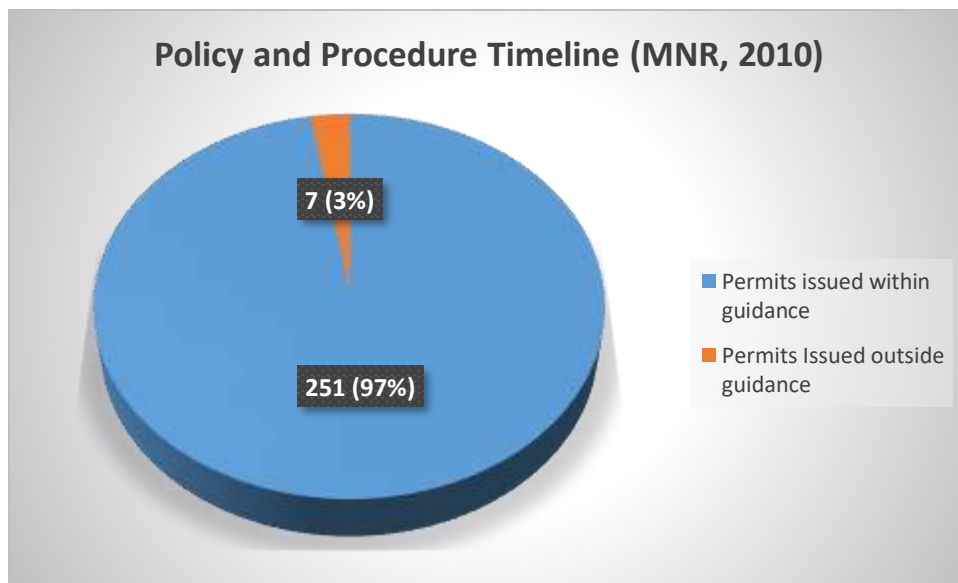
***2021 Data and Results***

The following table presents the 2021-timeline results for the 258 permits that were received and issued by CLOCA in 2021. The Major, Minor and Routine application types are based upon the level of complexity and scale of the application, as determined by staff during the course of the review process.

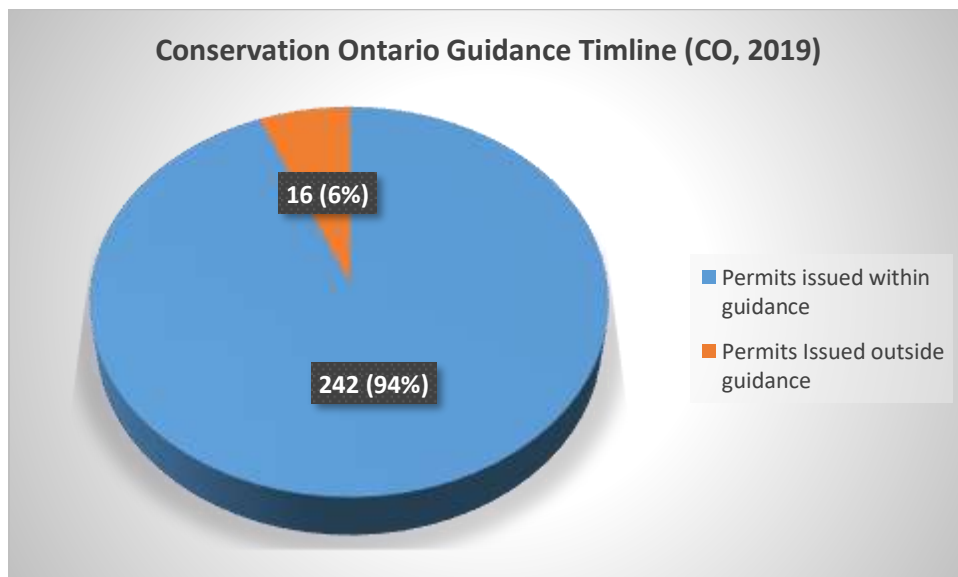
<b>Guidance Framework</b>	<b>Application Type</b>	<b>Number of Permits Issued</b>
<i>Policy and Procedure Timeline (MNR, 2010)</i>	Count Within Major	40
	Count Within Minor	211
	Count Outside Major	1
	Count Outside Minor	6
<b>Total Permits Issued</b>		<b>258</b>

<i>CO Guidance Timeline (Conservation Ontario, 2019)</i>	Count Within Major	37
	Count Within Minor	165
	Count Within Routine	40
	Count Outside Major	4
	Count Outside Minor	9
	Count Outside Routine	3
<b>Total Permits Issued</b>		<b>258</b>

The following chart illustrates that 97% of permits were issued by CLOCA in 2021 within the MNR, 2010 guidance (79% in 2020). 3% permit were issued outside the guidance timelines (21% in 2020). This represents a significant improvement over the 2020 results.



The following chart illustrates that 94% of permits were issued by CLOCA in 2021 within the Conservation Ontario, 2019 guidance (74% in 2020). 6% of permits were issued outside of the guidance timelines (26% in 2020). Again, these results represent a significant improvement over the 2020 results.



***Analysis***

The data presented in this report represents the second year of CLOCA's annual reporting on Section 28 applications. Compared against the base-line data obtained in the 2020 results, the 2021 results of 97% and 94% of permits having been issued within the relevant guidance represents substantial conformity to the established timeliness performance standards set out by the province and Conservation Ontario, respectively. Using experience from the first year of tracking in 2020, staff worked to improve record keeping of permit files to ensure that timing thresholds were rigorously recorded at each stage of the permit review process. This effort has helped to ensure that this 2021 report is based on a full complete set of data. It is anticipated that future year performance will continue to be in line with the 2021 results.

***Conclusion***

In accordance with the Conservation Ontario guidance for "High Growth Conservation Authorities," which includes CLOCA, it is intended that this report will also be published on the CLOCA Planning and Regulation web page and that results will reported annually each January.

**RECOMMENDATIONS:**

***THAT Staff Report # 5774-22 be received for information.***