



## NVCA February 2023 Board Meeting Highlights

**Next Meeting: March 24, 2023, held virtually**

*For the full meeting agenda including documents and reports, visit [NVCA's website](#).*

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### Board Orientation

NVCA's Senior Management Team conducted an orientation presentation to the Board of Directors.

Topics covered in the presentation include an overview of the Nottawasaga Watershed, history of the NVCA, responsibilities of each NVCA department, board governance and issues facing the Nottawasaga Watershed.

### Presentation on 2023 Draft Budget

Sheryl Flannagan, Director, Corporate Services, gave a presentation on [NVCA's 2023 Draft Budget](#).

In November 2022, NVCA's previous board approved the preliminary budget guidelines to increase municipal levy by \$150,000. Based on this approval, staff prepared a draft budget that came in considerably below the targeted number.

The NVCA Board of Directors has approved the draft budget and program overview for circulation to municipalities for a 90-day review period. The final budget vote will be on March 24, 2023.

### NVCA's Source Water Risk Management Officials

Nine municipalities in the Nottawasaga Watershed have transferred responsibilities of the enforcement of Part IV policies in the South Georgian Bay Lake Simcoe Source Protection Plan to NVCA.

NVCA has appointed Sarah Thompson appointed as a Risk Management Official and Risk Management Inspector and Taryn

Arsenault appointed as an Alternate Risk Management Official and Inspector.

### Administrative Memorandum of Understanding

Through changes to the *Conservation Authorities Act*, NVCA will be negotiating and executing Memorandums of Understanding and Service Level Agreements with partner municipalities to deliver services deemed non-mandatory. These services fall into three categories

- Category 1 – services prescribed as mandatory by the province
- Category 2 – services delivered on behalf of municipalities
- Category 3 – services that further the conservation, restoration, development and management of natural resources

The NVCA Board of Directors have approved the CAO and staff to use the Administrative MOU to complete apportioned cost agreement negotiations between municipal partners and NVCA.

The apportioned cost agreement is based on the Current Value Assessment provided the Ministry of Natural Resources and Forestry.

### Funding from Federal government's Freshwater Action Plan

NVCA's Chair and Vice Chair will submit a resolution with an accompanying letter to the federal government to renew their commitment to invest \$1 billion to restore the Great Lakes.

In 2017, the federal government announced \$44.84 million over five years in funding to enhance, restore and protect the Great Lakes

through the Fresh Water Action Plan. In 2021, the government renewed their commitment with a promise of \$1 billion over ten years to restore major bodies of water across the country. However, only 19.6 million was budgeted for the Freshwater Action Plan in 2022.

The Nottawasaga Watershed has a strong connection to the Great Lakes as all streams and rivers in the watershed flow into Georgian Bay (Lake Huron).

As the watershed faces challenges such as climate change, invasive species, exposure to toxins and beach contamination, NVCA will join organizations across Canada to advocate that the federal government invest \$1 billion in a strengthened Freshwater Action Plan in 2023.

### **Permits Approvals under the CA Act**

NVCA's permit application service timelines are governed by the [Conservation Authority Liaison Committee](#) (CALC), which requires NVCA to complete a policy review within 21 days, and complete a technical review within 30 days for minor applications and 90 days for major applications.

NVCA Regulations staff provided a summary of the permits issued during the period June 13, 2022 to December 31, 2022. A total of 432 permits and clearances were approved by staff for this time period, with 96% of the permits were processed within the provincial timelines.

### **Customer Satisfaction Report**

In 2013, NVCA adopted a Customer Service Charter and Strategy that sets out the authority's commitment to providing excellence in customer service. Continuous improvement is a key element of the charter.

[Please visit NVCA's website to view the 2021 Customer Service Satisfaction Report.](#)

### **Regulations**

In 2022, 42 individuals and organizations completed a client survey on the NVCA permit application process. The survey is sent to all those receiving NVCA permits.

Between 60% and 83% of those completing the client survey rated their overall experience with

NVCA's permit application process as good or excellent. In general, the responses that were ranked as good or excellent in 2022 was 68%, lower than the 90% rating received in 2021.

The Planning Services team saw significant staff turnover in 2022, which caused customer satisfaction to decrease from previous years.

Recognizing that our customer service needed to be enhanced, NVCA took measures to better service watershed residents. These include:

- Prioritized files to increase efficiency.
- Assigning planning and regulation files according to the strength of staff.
- Finding the best way to automate data management
- Contracting a consulting firm to examine current fees and opportunities to expand the level of service meet the needs and expectations of our partners and watershed residents.

### **Lands**

Two (2) respondents provided feedback regarding parking for two of NVCA's conservation areas.

NVCA's conservation areas received 5-star ratings on Google's business listings.

### **Education**

In 2021, 16 teachers submitted feedback surveys on NVCA's virtual environmental education programs.

Of those responding, 100% of the respondents ranked the Grade 4 program as excellent or good for the following criteria

- opportunities to interact with the natural world
- first-hand investigation of the environment, appreciation of wild spaces
- real-world and/or hands-on curriculum connections and student collaboration.

### **Stewardship**

NVCA's stewardship services include Forestry, the Healthy Waters grant program, and other projects to protect and enhance our watershed. Comments received from funders and

landowners generally describe the expertise and dedication of NVCA's stewardship staff.

### **Weddings**

In 2022, the Tiffin Centre for Conservation was host to 19 wedding celebrations. Four (4) of these couples responded to a wedding feedback survey. Of those responding, 100% rated NVCA's customer service as excellent, and 100% said they would recommend Tiffin Centre as a wedding venue to others.

## **Upcoming Events**

### **Spring Tonic Maple Syrup Festival**

Hosted by the Rotary Club of Barrie, the Spring Tonic Maple Syrup Festival is a tradition spanning more than three decades.

Visitors will take a trip back in time to explore how Indigenous people and Pioneers made maple syrup. After that, they will return to current times and see how maple syrup is made today! End the tour with pancake and sausage breakfast with fresh maple syrup and join in many other activities.

**Date:** April 1 and 2, 2023.

**Location:** Tiffin Centre for Conservation  
8195 8th Line, Utopia, ON L0M 1T0

### **Tiffin Nature Program**

Geared towards pre-K and children in kindergarten, the Tiffin nature program will help children gain knowledge, understanding and appreciation of the natural world and our amazing planet.

**Date:** 6-week sessions from September 20, 2022 to June 13, 2023.

**Location:** Tiffin Centre for Conservation  
8195 8th Line, Utopia, ON L0M 1T0

### **PA/PD Day Camp**

Offered on PA/PD Days only, kids will enjoy lots of physical activity, and be mentally stimulated as they explore ever changing scenery and landscapes. They will be able to move away from excess screen time, and learn how to integrate nature into their everyday lives.

**Dates:** October 24, 2022, November 18, 2022, January 27, 2023, April 28, 2023, June 2, 2023

**Location:** Tiffin Centre for Conservation  
8195 8th Line, Utopia, ON L0M 1T0

### **Homeschool Programs**

Tiffin's Homeschool Program is designed for homeschool families who want to spend structured time outside to develop a sense of wonder, appreciation and respect for the natural world.

**Date:** One Friday a month from October 15, 2022 to June 23, 2023

**Location:** Various locations throughout the Nottawasaga Watershed