



Attachment 2 of 2: Letter - NVCA's progress in modernisation, efficiency and accountability

29 October 2025

By EMAIL

Mr. Hassaan Basit
Chief Conservation Executive
2nd Floor, 200-6733 Mississauga Rd
Mississauga, ON L5N 6J5

RE: NVCA's progress in modernisation, efficiency and accountability

Dear Mr. Basit:

On behalf of the Nottawasaga Valley Conservation Authority (NVCA), we extend our congratulations on your appointment as Ontario's first Chief Conservation Executive. Your leadership comes at a pivotal moment as conservation authorities work to deliver faster, more transparent and more consistent service while supporting the province's goals for housing, infrastructure and climate resilience.

Over the past several months, the NVCA has undergone a deliberate, comprehensive transformation. Guided by our Board and new Chief Administrative Officer, we have modernised our systems, streamlined operations and instilled a culture of continuous improvement.

Key achievements include:

- Faster, more predictable permitting. We have cleared a backlog of more than 100 files, introduced e-permitting and digital workflows that save staff an average of 45 minutes per application, and as of September 2025 have achieved 95 per cent compliance with provincial review timelines, with a new average permit delivery timeframe of just 16 days.
- A new triage system allows straightforward applications to move quickly so staff can focus on complex, higher-risk files.

- A 90 per cent customer-satisfaction rating, up from 68 per cent in 2022, reflects our stronger focus on service, communication and problem-solving.
- A leaner, more transparent budget. Following a line-by-line review, 21 of 27 expense categories were reduced or held flat with our operating budget declining by some \$9000 with no service reductions. Category 3 charges were reduced by 31 per cent through proper reclassification of core hazard-mitigation work.
- Partnership with industry and municipalities. Our working group with the Building Industry and Land Development Association (BILD) fosters earlier collaboration and shared solutions, while regular municipal briefings enhance transparency and trust.

These reforms reflect a clear shift in culture. Our role is to apply science and local insight to help communities grow safely and sustainably. We are proving that conservation authorities can deliver both protection and progress.

We would welcome the opportunity to meet with you to discuss how our modernisation work aligns with your mandate to create a more effective, consistent and outcomes-driven conservation-authority sector.

Thank you for your attention and for your leadership in this important portfolio.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan Scott', with a stylized flourish at the end.

Jonathan Scott

Chair, Nottawasaga Valley Conservation Authority

cc:

All MPPs representing the Nottawasaga Watershed; Dufferin County Council; Simcoe County Council; Grey County Council.