

2023-2026 Playbook			
Policy Planning			
Strategic Outcome Alignment	Annual Actions / SMART Deliverables What we plan to do	Annual Metric The measure of what was done	Term Impact What we're trying to achieve by 2026
Business Unit: Enforcement and Compliance			
1.2	Conduct proactive patrols of TRCA owned and operated conservation parks and landholdings	# of hours spent conducting patrols	Maintain officer presence within TRCA parks and landholdings
1.2	Monitor and respond to citizen complaints (i.e., TIPS line). Coordinate maintenance requirements and identify safety concerns to other internal business units (i.e., Conservation Lands and Trails)	# of complaints received pertaining to TRCA landholdings	
1.2	Proactively educate users on the appropriate and safe use and ecological integrity of TRCA owned and operated conservation parks and landholdings	# of hours of public interaction	
1.4	Proactively conduct permit compliance inspections on TRCA permit properties	# of permit inspections conducted	Conduct proactive enforcement and compliance initiatives and respond to public inquiries and concerns
1.4	Address significant noncompliance through enforcement and compliance actions (i.e., violations, court orders, charges)	# of violations issued	
1.4	Proactively educate users on the appropriate and safe use of TRCA owned and operated conservation parks and landholdings	# of hours spent on public interactions	
2.3	Seek opportunities to provide input on legislative challenges and required amendments	# of Conservation Ontario Regulatory Compliance Committee and s.28 Committee meetings participated in, and consult with other internal business units to advocate for necessary legislative improvement	Research into comparable legislation and advocate for improved enforcement provisions within Conservation Authorities Act
2.3		# of other internal business units consulted with to advocate for necessary legislative improvement	
2.3	Research best methodology for an EC communication strategy to share key enforcement and compliance messaging	# of actions taken to improve contact with the public and stakeholders such as business sectors (i.e., Real Estate Boards, Lawyers Offices, Community Centres) and partnering agencies	
2.3	Provide a supporting role with internal and external knowledge sharing events to highlight roles and responsibilities of the EC business unit	# communications to share EC roles and responsibilities internally and externally to gain support when addressing government regulations	
2.4	Seek opportunities to provide input on legislative challenges and required amendments	# of Conservation Ontario Regulatory Compliance Committee and s.28 Committee meetings participated in, and consult with other internal business units to advocate for necessary legislative improvement	Research into comparable legislation and advocate for improved enforcement provisions within Conservation Authorities Act
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2.4	Research best methodology for an EC communication strategy to share key enforcement and compliance messaging	# of actions taken to improve contact with the public and stakeholders such as business sectors (i.e., Real Estate Boards, Lawyers Offices, Community Centres) and partnering agencies	
2.4	Provide a supporting role with internal and external knowledge sharing events to highlight roles and responsibilities of the EC business unit	# communications to share EC roles and responsibilities internally and externally to gain support when addressing government regulations	
Business Unit: Planning and Policy - Planning Ecology			
1.4	Complete all reviews for circulated planning, permitting and EA files	# of technical circulation reviews	Provide accurate and timely responses to circulations for planning, permitting and EA files
1.4	Meet service delivery standards	% of file circulations reviewed within service delivery standards	Provide accurate and timely responses to circulations for planning, permitting and EA files
2.3	Demonstrate effort providing technical input into external policy documents and plans and working groups	# of Municipal and Provincial policy documents reviewed to assist partner municipalities achieve conformity to provincial plans and policies, TRCA policies and watershed planning recommendations	Strengthened relationships with internal and external clients through engagement activities that advance best practices in science-based knowledge and policy trends
2.3	Demonstrate effort providing technical input into external policy documents and plans and working groups	# of team members as chair of external working groups # of team members as external working group participants	
2.4	Demonstration of effort providing access to science, tools and expertise to partners	# of knowledge sharing opportunities - including training sessions, mentorship, panels and strategic communications/ engagement	Enhance client decision making through high quality, customized and timely inquiry responses that strengthen relationships and advance knowledge and policy outcomes

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Business Unit: Planning and Policy - Provincial and Regional Policy			
1.4	Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible Contribute to advisory committees/working groups upon municipal request with input based on expertise and experience in natural hazard management, water resource and natural heritage planning Meet municipal timelines in accordance with TRCA customer service standards Inform external partners and the public on CA roles in policy planning and regulation Provide policy support to internal staff Keeping TRCA staff and Board members informed on policy planning framework and PPR work	# of municipal initiatives reviewed and/or responded to # of technical workshops participated in # of updated documents reflective of input % of expected response timelines met # of internal and external training sessions/tools provided	Consistently provide clear and timely recommendations on government planning, policy and legislative proposals based on fulsome policy analysis and science-based technical review for incorporation into updated documents, to the extent feasible
1.4	Continue to respond to proposed planning, policy and legislative changes affecting CA planning policy, regulation and procedures Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible Actively monitor ERO, ORR, OLA and media releases for new/anticipated proposals, notices and decisions Meet ERO response timelines Participate in provincial workshops on new/proposed plans, policies, guidelines Provide policy support to internal staff Keeping TRCA staff and Board members informed on policy planning framework and PPR work	# of ERO, ORR and OLA postings/proposals responded to # of policy workshops participated in # of updated documents reflective of input % of expected response timelines met # of internal training sessions/tools provided	
1.4	Continue to respond to proposed planning, policy and legislative changes affecting CA planning policy, regulation and procedures Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible Actively monitor federal websites and media releases for new/anticipated proposals, notices and decisions Meet federal response timelines Participate in federal workshops on new/proposed plans, policies, guidelines Provide policy support to internal staff Keeping TRCA staff and Board members informed on policy planning framework and PPR work	# of federal initiatives responded to # of federal workshops participated in # of updated documents reflective of input % of expected response timelines met # of internal training sessions/tools provided	

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Business Unit: Provincial and Regional Policy (Continued)			
1.4	Regular meetings/correspondence with TRCA DPP staff to ensure information is current Regular review of MZO tracking information and frequent review of municipal council agendas, ERO postings and media releases	# of new/updated/anticipated MZOs and related amendments tracked	Provide accurate and timely tracking of MZOs and related amendments of interest to TRCA
1.4	Monthly and annual SRI tracking reports Regular review of SRI response information	# of SRIs responded to by municipality on monthly and annual basis	Provide accurate and timely responses to Solicitor Realtor Inquiries
1.4	Produce annual report to TRCA's Board of Directors detailing summary of update Distribute updated mapping to TRCA's partner municipalities and notify appropriate ministries, Conservation Ontario and BILD of the update Update TRCA's regulation mapping update webpages and "Regulated Area Search" mapping tools on website	# of changes made	Update TRCA Regulation mapping annually to reflect current information and advise appropriate government partners and stakeholders
1.4	Contribute to advisory committees/working groups upon municipal request with input based on expertise and experience in natural hazard management, water resource and natural heritage planning Meet reasonable timelines in accordance with TRCA customer service standards Inform external partners and the public on CA roles in policy planning and regulation Provide policy support to internal staff	# of TRCA documents updated # of TRCA projects (e.g., tech guidelines) supported # of internal/external training sessions/tools provided # of hits on regulation mapping webpages on TRCA website	Provide clear and timely policy and regulatory support to TRCA and municipal staff, including assistance with policy interpretation/questions, planning projects and technical guidelines/updates
2.3	Contribute to advisory committees/working groups upon municipal request with input based on expertise and experience in natural hazard management, water resource and natural heritage planning Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible Contribute to advisory committees/working groups upon request with input based on expertise and experience in natural hazard management, water resource and natural heritage planning Meet expected timelines in accordance with TRCA customer service standards Inform external partners and the public on CA roles in policy planning and regulation Actively monitor municipal council agendas and websites, ERO, ORR, OLA and media releases for new/anticipated proposals, notices and decisions	# of proposals/initiatives reviewed and/or responded to # of workshops participated in # of updated documents reflective of input % of expected response timelines met # of external training sessions/tools provided	Consistently provide clear and timely recommendations on planning, policy and legislative proposals based on fulsome policy analysis and science-based technical review for incorporation into updated documents, to the extent feasible
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2.4	<p>Provide expertise to partners on application of science in municipal, provincial and federal planning and policy documents</p> <p>Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible</p> <p>Contribute to advisory committees/working groups upon municipal request with input based on expertise and experience in natural hazard management, water resource and natural heritage planning</p> <p>Meet municipal timelines in accordance with TRCA customer service standards</p> <p>Inform external partners and the public on CA roles in policy planning and regulation</p> <p>Provide policy support to internal staff</p>	<p># of municipal initiatives reviewed and/or responded to</p> <p># of technical workshops participated in</p> <p># of updated documents reflective of input</p> <p>% of expected response timelines met</p> <p># of internal and external training sessions/tools provided</p>	<p>Facilitate timely, comprehensive, current and informative reviews and submissions in response to accelerated / expedited timelines set by the Province or municipalities</p> <p>Consistently provide clear and timely recommendations on government planning, policy and legislative proposals based on fulsome policy analysis and science-based technical review for incorporation into updated documents, to the extent feasible</p>
2.4	<p>Continue to respond to proposed planning, policy and legislative changes affecting CA planning policy, regulation and procedures</p> <p>Ensure feedback reflects a robust analysis communicated timely and effectively with constructive input that aligns with TRCA and provincial policies, regulations and technical guidance, where possible</p> <p>Actively monitor ERO, ORR, OLA and media releases for new/anticipated proposals, notices and decisions</p> <p>Meet ERO response timelines</p> <p>Participate in provincial workshops on new/proposed plans, policies, guidelines</p> <p>Provide policy support to internal staff</p> <p>Keeping TRCA staff and Board members informed on policy planning framework and PPR work</p>	<p># of ERO, ORR and OLA postings/proposals responded to</p> <p># of policy workshops participated in</p> <p># of updated documents reflective of input</p> <p>% of expected response timelines met</p> <p># of internal training sessions/tools provided</p>	
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