

# Risk Management Office

## Description of Service

### *Risk Management Official/Inspector Services*

The Risk Management Office at the CVCA delivers Trent Source Protection Plan implementation services to the Municipality of Highlands East.

The Risk Management Official (RMO) is primarily responsible for the negotiation and establishment of legally binding Risk Management Plans (RMPs) with persons engaged in (or who propose to engage in) activities identified as significant threat activities. Also, new development applications, planning or building permits may be flagged at a municipality per 'Section 59' Part IV policies of the local SPP. The flagged application or permit must then be reviewed by the local RMO before it can be submitted to the municipality. This allows for the RMO to determine if proposed activities are subject to prohibition or require a RMP as per the policies in the local SPP.

The RMO issues related Notices under Part IV of the Clean Water Act. The RMO also has the authority to issue Orders and may 'cause things to be done' if the person who is ordered to take an action towards addressing a significant threat activity has refused to comply.

The Risk Management Inspector conducts inspections through site visits to ensure compliance with Part IV policies (i.e. prohibitions and risk management plans).

### *Education and Outreach Services*

Education and outreach policies in the Trent Source Protection Plan are intended to increase public awareness of the benefits of drinking water source protection and encourage positive changes in behaviour. They have also been used to improve landowner acceptance of policies in source protection plans. Education and outreach policies may be specific to significant drinking water threats, or they can be used as a broad approach to influence behaviour related to source protection in general.

## **Service Attributes: (background information – i.e. history of service, recent changes, notable events)**

The Clean Water Act received royal assent in 2006. This Act put into motion a framework to study and protect municipal sources of drinking water. One of the main deliverables of the Clean Water Act was the creation of local policies to protect municipal sources of drinking water.

Crowe Valley Conservation Source Protection Authority (CV SPA) has been involved in Source Water Protection since the program's inception in 2007. Historically, the largest responsibility of the CV SPA was to approve the local science (the Assessment Report) and policies (the Trent Source Protection Plan) in order to protect municipal sources of drinking water. In addition, the CV SPA's technical staff were responsible for supporting the CV SPA and the Source Protection Committee in their creation and approval of the Assessment Report and the Trent Source Protection Plan.

The Trent Source Protection Plan (the Plan) came into effect in 2015, satisfying the main objectives of the Clean Water Act for the local area. Each policy in the Trent Source Protection Plan names an implementing body responsible for that policy. Municipalities are one of the largest implementing bodies named in the Plan.

Since the Plan's approval, the CV SPA's priority is to support municipalities in their implementation of the Plan. Further, if municipalities wish to delegate some of their implementation responsibilities to another regulating body, such as the CVCA, they are able to do so.

The Municipality of Highlands East has chosen to delegate Education and Outreach and Part IV responsibilities to the CVCA. An ongoing agreement was signed between the CVCA and the Municipality of Highlands East in 2016.

**Level of Service (describe the amount of service or when service is delivered, benchmarks, best practices, legislated, standard)**

The Municipality of Highlands East has delegated their entire Education and Outreach and Part IV Risk Management Official Responsibilities to the CVCA. These legislated responsibilities are outlined in the Trent Source Protection Plan and the Clean Water Act.

The main responsibilities are:

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The RMOs' responsibilities and authorities under the Act include:

- Negotiation of risk management plans (RMP) under s. 58;
- Issuance of notices and orders for the establishment of RMPs;
- Issuance of s. 59 notices for Restricted Land Use;
- Review and considered acceptance of risk assessments;
- Issuance of s. 61 orders to report to RMO on activities;

*Education and Outreach*

Education and outreach programs at the CVCA takes many forms, from the simple and relatively economical, such as mailing letters or fact sheets, to comprehensive programs such as classroom programming or site visits. The education and outreach program includes written materials, community outreach, and/or special activities.

The RMO/RMI engages in these activities throughout the year and will have completed a large majority of the work required by the end of 2017. Ongoing maintenance of the program will be required, but at a much smaller level (estimated at 0.01 of an FTE).

**Current Delivery Method: (Municipal, contracted out, private/public partner, volunteer, other).**

The CVCA delivers these services through a Source Protection Part IV Transfer Agreement that was established on January 22<sup>nd</sup>, 2016.

**Public Perception of Service (if known):**

Those affected by policies in the Trent Source Protection Plan have been widely supportive of its objectives and hands on delivery methods.

**Service changes currently being considered (if any):**

No service changes are currently being considered.

**Team Leader's comments on the service:**

*Lower/meeting/exceeding comparable benchmark services/best practices*

The CVCA is meeting and exceeding comparable benchmark services. The CVCA bases their funding model for this program based on cost recovery measures and therefore does not profit financially from this agreement. The current hourly wage charged matches previous agreements that the municipality has had with other municipalities (prior to entering into an agreement with the CVCA).

Further, because the CVCA is also the Source Protection Authority, the RMO/RMI supports the municipality in every aspect of the Source Water Protection Program including duties outside the scope of the Transfer Agreement.

*Opportunity for service level adjustments*

Service level adjustments cannot be completed at this time without renegotiating the current Transfer Agreement. In the future the CVCA will have the option to renegotiate the agreement, or to deny future service. The Municipality would then have the option to implement the applicable policies themselves or to enter into an agreement with an adjacent municipality or Conservation Authority.

*Opportunity for internal intra-departmental synergies*

The CVCA regularly takes advantage of internal synergies. Their on-staff RMO is also their Lead Source Protection Specialist (with 8 years of experience in the program) as well as a certified Provincial Offences and Regulations Officer that is trained in enforcement and compliance procedures.

Further, other staff members at the CVCA play a minor role in the Source Water Protection and RMO/RMI program. The full-time CVCA Regulations Officer (Sharlene Richardson) completes any mapping or mapping Source Water Protection related data requests and the CVCA Regulations Associate (Lou Young) commonly screens Planning Act applications and Permit applications in order to forward any relevant applications to the RMO.

### *Opportunity for service delivery alternatives*

In the case of a service disruption, the CVCA has appointed Otonabee Region Conservation Authority (ORCA) as the RMO/RMI alternate. Likewise, CVCA provides RMO/RMI alternate services to ORCA in the case of an unexpected service delivery within their watershed.

The CVCA has the option to terminate their agreement with the Municipality in the delivery of RMO/RMI services as well as their agreement with ORCA in the provision of alternate RMO/RMI services.

### *Revenue Opportunities*

The CVCA profits from the agreement with the Municipality in that part of an existing CVCA FTE (.02) is paid for through the Transfer Agreement.