



January 30, 2025

VIA EMAIL

John Vanderwoerd  
Design Manager  
HFH Inc.  
[john.v@hfhinc.ca](mailto:john.v@hfhinc.ca)

**Re: Letter dated January 24, 2025 - Site Plan Application and Permit Applications  
Township of Wellesley**

Dear Mr. Vanderwoerd:

We are in receipt of your letter dated January 24, 2025. Thank you for sharing your concerns with the overall approval process and specifically in relation to a site development in the Township of Wellesley. We appreciate the feedback as we strive for continuous improvement.

I have referenced the 3 questions posed and can provide the following response.

1. Concurrent Reviews: Why does GRCA wait for municipal engineering reviews to be completed before starting its own review? In my 18 years of experience, this is the first instance of such a practice.
  - I have reviewed the file and it appears that timing of our review was not dependent on municipal engineering review. Upon initial circulation of the site plan, no work was proposed in GRCA's regulated area, therefore staff commented that we had no objection and a permit was not required. We understand as a result of engineering comments from the Township, the stormwater management strategy was revised, resulting in works within GRCA's regulated areas. Therefore, the GRCA became involved as the plans had changed and municipal and GRCA review proceeded concurrently.
2. Standard Timelines: Why did it take over two months – three if including prior awareness – to provide clear direction on GRCA's requirements for this project?
  - As noted above, initially no work was proposed in GRCA's regulated area, so a detailed review of the design was not required. When the design changed and work was required in regulated areas, a full review was necessary to determine our requirements. We acknowledge an approximate 2 month timeframe for staff to consult internally and provide requirements for this project. We have been experiencing a service disruption due to high volume of requests and limited staffing resources, as a result our responses at times have been delayed. We do recognize the impact on the industry and understand your frustration and are working on service improvements.

3. Communication Protocols: What is GRCA's standard protocol for responding to calls and meetings requests? Despite multiple attempts, Brett Pond never received a response or call back to arrange a meeting.
- o Our service delivery standard is to acknowledge/respond to a phone call or email within 2 business days. The timeline to provide a fulsome response depends on the complexity of the inquiry.

I have reviewed staff response times on all communications. For the purpose of responding to this question, the summary below only includes phone calls and meeting requests.

<b>Phone Calls and/or Meeting Request</b>	<b>GRCA Response</b>
September 6 phone call (John)	Conversation September 6
September 13 phone message (John)	No response
September 16 phone message (John)	No response
September 23 phone message, followed by September 24 email (John)	September 24 email
November 19 phone message and email (John)	November 21 email
November 26 request for meeting (Brett)	November 26 email <ul style="list-style-type: none"> <li>- Indicated staff would potentially schedule meeting if technical staff had any questions or concerns (submission received November 26<sup>th</sup> under review)</li> </ul>
December 13 request for meeting (Brett)	No response
December 19 phone message and December 19 and 20 <sup>th</sup> email requesting meeting to discuss one of the technical comments in GRCA's letter issued December 19 <sup>th</sup> (Brett) NOTE – upon review of phone records, 3 phone calls from Brett between December 19-20, 1 voicemail received	December 20 email <ul style="list-style-type: none"> <li>- Indicated response received from consultant is sufficient to address outstanding comment</li> <li>- Staff assumed meeting no longer needed because technical comment requested to be discussed was addressed</li> </ul>
January 9 request for meeting (Brett)	January 10 (left Brett message) January 13 phone call arranged with Brett

While staff strive to respond within 2 business days, at times we fell short of this standard in our responses to emails, phone messages and meeting requests. As mentioned in our response to Question #2, we have been experiencing a service

disruption due to high volume of requests and limited staffing resources, as a result our responses at times have been delayed. We are working to resolve those challenges, by reviewing processes and procedures and hiring staff to improve response times and customer service.

Your letter will be included as correspondence in the agenda for the next General Membership of the GRCA meeting to be held February 28, 2025. Please be advised that staff are looking at ways to improve service delivery and will continue to do so.

Sincerely,

A handwritten signature in black ink that reads "Beth Brown". The signature is written in a cursive, flowing style.

Beth Brown  
Manager of Planning and Regulations Services

c.c. Samantha Lawson, Chief Administrative Officer  
Chair John Challinor II