



A Culture of How

Jonathan Scott, NVCA Chair
Councillor, Town of Bradford West Gwillimbury
November 4, 2025

A Moment of Change

- Institutions must evolve
- Public wants outcomes, not just process
- We saw an opportunity to lead



Where We Started

- Trusted, but slow
- Growing backlogs
- Perception:
Barrier, not builder



From Gatekeeping to Guiding

- Shift in mindset
- “Not that way — but this way might work”
- Purposeful, outcome-driven regulation



Operational Improvements

E-permitting

45 minutes saved
per file

Triage

Simple files
move faster

Backlog

100+ files
cleared

Satisfaction

90% Satisfied
98% on time



Strategic Collaboration

- Established working group with BILD
- Engaged MPs, MPPs, mayors & staff
- Early coordination: better outcomes



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NVCA takes 'businesslike review' of budget in effort to deliver more value

Conservation authority chair says they have 'streamlined internal ac transparency and operate more efficiently'

Wayne Doyle, Local Journalism Initiative Reporter
Sep 24, 2025 12:45 PM

Daily Commercial News
by ConstructConnect

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DCN-JOC News Services June 23, 2025

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Conservation authority vows to make their 'important work' more 'expeditious'

'Our goal is to ensure concerns raised in recent months are addressed and the organization meets its commitments,' says local conservation authority official

OrilliaMatters Staff
Mar 4, 2025 9:00 AM

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Communications that Lead

- Shared results, timelines, goals
- Proactive with councils & media
- Built trust, changed perception



What Hasn't Changed

- Education
- Restoration
- Climate science
- Conservation is still core



Lessons Learned

- Culture matters
- Trust = delivery
- Capacity enables rigour
- Tell your story



What's Next

- Refine triage
- Better tools
- More collaboration
- Climate resilience



A Model for What's Possible



**Faster. Clearer.
More Collaborative**



**A culture of how,
not if**

If we can do it, others can too



Thank you!
Questions?

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