

Integrated Aggregate Operations Section    Section de la gestion intégrée des agrégats

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April 1, 2020

**Subject: Modernizing the Ministry of Natural Resources and Forestry Aggregate Program Delivery Model**

*Si vous aimeriez recevoir ce matériel en français, s'il vous plaît envoyer un courriel à [ARAApprovals@ontario.ca](mailto:ARAApprovals@ontario.ca) avec votre demande.*

The Ministry of Natural Resources and Forestry (MNRF) has launched a new delivery model for the aggregates program. The new model centralizes all aggregate authorizations under the Integrated Aggregate Operations Section (IAOS) and provides dedicated compliance resources across the province at the district level.

Centralizing the authorization process demonstrates the government's commitment to being open for business, supports reduced regulatory burden and focuses on improving customer service. These changes are expected to create a more consistent client experience across the province, help the ministry streamline and find efficiencies in the approvals process, and allow the ministry to dedicate more time and resources to compliance activities.

Effective immediately, all requests related to approvals under the *Aggregate Resources Act (ARA)* should be directed to the Integrated Aggregate Operations Section at [ARAApprovals@ontario.ca](mailto:ARAApprovals@ontario.ca). This includes:

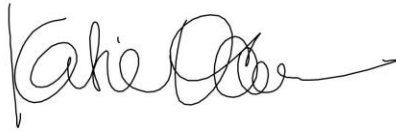
- Applications for new licences and permits;
- Amendments to existing licences/permits and site plans;
- Transfers of licences and permits;
- Surrenders of licences and permits.

The IAOS can be reached via a central email account at [ARAApprovals@ontario.ca](mailto:ARAApprovals@ontario.ca). All authorizations, including any that were in-progress with a district office, will be automatically transferred to the Integrated Aggregate Operations Section.

Ministry staff are committed to working closely with clients to ensure a smooth transition. Please see the attached Q&A with general information about the changes to the aggregate delivery model.

Please note that compliance activities will continue to be led out of local MNRF District Offices. Any inquiries related to the continued operation of an existing licence and/or permit (e.g., operating conditions, compliance related matters) should be directed to the responsible MNRF District Office.

Sincerely,

A handwritten signature in black ink, appearing to read 'Katie O'Connell', with a long horizontal flourish extending to the right.

Katie O'Connell  
a/Aggregate Resources Manager  
Integrated Aggregate Operations Section  
Ministry of Natural Resources and Forestry

## **Modernizing the Aggregate Program Delivery Model**

### **1. What is changing about the aggregate program?**

The Ministry of Natural Resources and Forestry (MNRF) is launching a new delivery model for the aggregates program on April 1, 2020. The new model centralizes all aggregate authorizations under the Integrated Aggregate Operations Section and provides dedicated compliance resources across the province at the district level.

Centralizing authorization processes demonstrates the government's commitment to being open for business, supports reduced regulatory burden and focuses on improving customer service. These changes are expected to create a more consistent client experience across the province, help the ministry streamline and find efficiencies in the approvals process, and allow the ministry to dedicate more time and resources to compliance activities.

### **2. I have an aggregate licence or permit. Do I need to do anything in response to these changes?**

No.

Beginning April 1, 2020, the Integrated Aggregate Operations Section will become the one-window for all aggregate approvals. Going forward, new licence/permit applications, amendments, transfers and surrenders will be processed by the Integrated Aggregate Operations Section instead of an MNRF district office.

All approvals that were in-process with district offices prior to April 1, 2020 will be transferred to the Integrated Aggregate Operations Section automatically. An Aggregate Specialist will be assigned to each file and will work with applicants to continue processing applications. Applications will continue to be processed in accordance with the *Aggregate Resources Act*, the Aggregate Resources of Ontario Provincial Standards and applicable policies.

Our goal is to ensure a smooth and efficient transition to the centralized model. Aggregate Specialists will reach out to clients beginning in April 2020.

### **3. Can I meet with someone in person to talk about my file?**

The Integrated Aggregate Operations Section is comprised of a dispersed team, meaning staff are located in different offices across the province. This structure enables us to deliver a more consistent client service experience, while maintaining strong local connections with district offices and communities in Ontario.

This also means meetings will make use of technology and other resources to deliver services and interact with clients. Teleconferences, email and phone calls are the primary methods of communicating with clients.

#### **4. Who do I contact if I have a question?**

Please send questions related to an approval to [ARAapprovals@ontario.ca](mailto:ARAapprovals@ontario.ca) and a member of the Integrated Aggregate Operations Section will respond to you.

Questions regarding compliance should continue to be directed to the [local MNRF District Office](#).

#### **5. How do I apply for a new licence/permit or an amendment to my existing licence/permit/site plan?**

Beginning April 1, 2020, the Integrated Aggregate Operations Section is the new one-window for all aggregate approvals. Questions regarding new requests should be sent to [ARAapprovals@ontario.ca](mailto:ARAapprovals@ontario.ca) and an Aggregate Specialist will be assigned to your file.

The Aggregate Specialist will be the main point of contact for questions related to the approvals process. Other MNRF staff may also be engaged in the pre-consultation process as may be appropriate.

#### **6. Who do I talk to about the status of a submission?**

Beginning April 1, 2020, the Integrated Aggregate Operations Section is the new one-window for all aggregate approvals. Questions regarding the status of your submission can be sent to [ARAapprovals@ontario.ca](mailto:ARAapprovals@ontario.ca) and a member of the Integrated Aggregate Operations Section will respond to you.

#### **7. I want to have a pre-consultation meeting about an application I'm planning to submit. Who do I call?**

Beginning April 1, 2020, the Integrated Aggregate Operations Section is the new one-window for all aggregate approvals, including pre-consultation.

Please send your request to [ARAapprovals@ontario.ca](mailto:ARAapprovals@ontario.ca) and an Aggregate Specialist will be assigned to the file. The Aggregate Specialist will be the main point of contact for questions related to the approvals process. Other MNRF staff may also be engaged in the pre-consultation process as may be appropriate.

## **8. What happens to submissions made prior to April 1, 2020?**

Beginning April 1, 2020, the Integrated Aggregate Operations Section is the new one-window for all aggregate approvals.

All approvals that were in-process with district offices prior to April 1, 2020 will be transferred to the Integrated Aggregate Operations Section automatically. An Aggregate Specialist will be assigned to each file and will work with applicants to continue processing applications. Aggregate Specialists will reach out to clients in April 2020.

Applications will continue to be processed in accordance with the *Aggregate Resources Act*, the Aggregate Resources of Ontario Provincial Standards and applicable policies.

## **9. How long will it take the ministry to make a decision on my application?**

Centralizing the authorization process demonstrates the government's commitment to being open for business, supports reduced regulatory burden and focuses on improving customer service. These changes are expected to create a more consistent client experience across the province, help the ministry streamline and find efficiencies in the approvals process, and allow the ministry to dedicate more time and resources to compliance activities.

Legislated timelines for licence and permit applications remain the same. The Integrated Aggregate Operations Section will work with clients to respond to requests and process applications in a timely manner.

## **10. Do these changes mean it will take more/less time to process my application?**

Staff across the ministry are working together to transition existing files from local district offices to the Integrated Aggregate Operations Section. The Integrated Aggregate Operations Section will work closely with clients to ensure a smooth and efficient transition to the centralized model.

New applications received after April 1, 2020 will be processed in accordance with legislated timelines. The Integrated Aggregate Operations Section will work with clients to respond to requests and process applications in a timely manner.

**11. How can I review the file for an existing aggregate licenced/permitted site?**

To view a file or inquire about an existing aggregate operation, please call or book an appointment with the Aggregate Technical Specialist in your local MNRF district office.

Paper copies of aggregate applications are available to view in local MNRF district offices.

**12. Who do I talk to about an approval or amendment under review?**

The Aggregate Specialist assigned to the file is the first point of contact for any inquiry related to approvals. Please send an e-mail to [ARAApprovals@ontario.ca](mailto:ARAApprovals@ontario.ca) to determine who has been assigned to the file in question.

**13. I have a concern/complaint about an existing operation. Who should I contact?**

Complaints related to an existing licensed/permitted property should be directed to the Aggregate Technical Specialist in the [local MNRF district office](#).