

**Ministry of the Environment,
Conservation and Parks**

**Ministère de l'Environnement,
de la Protection de la nature et des
Parcs**

Office of the Minister

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357-2024-2098

October 3, 2024

Mr. Mike Smith
Chair, Walkerton Clean Water Centre
20 Ontario Road, P.O. Box 160
Walkerton ON N0G 2V0
Email: msmith@bmts.com

Dear Mr. Smith:

I am pleased to share our government's 2025-2026 priorities for the Walkerton Clean Water Centre (WCWC).

Agencies are a part of government and are expected to act in the best interests of the people of Ontario and ensure that they provide value for money to taxpayers. Agencies are also required to adhere to government policies and directives.

Per the requirements of the Agencies and Appointments Directive, agencies are required to align goals, objectives and strategic direction with our government's priorities and direction. As Chair, you must ensure that the WCWC's business plan demonstrates the agency's plans in fulfilling the expectations and government priorities below and that progress and achievements are reported through your annual report. Compliance with these requirements is reported to Treasury Board/Management Board of Cabinet annually.

This letter sets out my expectations for 2025-2026 that the WCWC is innovative, sustainable and accountable through the following direction:

Innovative

1. Simplify client/customer interactions
2. Expand and optimize digital service offerings
3. Improve client/customer satisfaction
4. Share data with Supply Ontario, when requested, regarding procurement spending and planning, contract arrangements and vendor relations to support data-driven decision-making

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Sustainable

5. Strengthen public service delivery by optimizing organizational capacity and directing existing resources to priority areas
6. Use Public Resources efficiently and
 - a) Operate within agency's financial allocations
 - b) Prudently and responsibly manage workforce size. Where an agency requires a material increase in workforce size, the agency must provide the minister with an HR plan for approval that provides the rationale based on government priorities and/or agency mandate.

Accountable

7. Develop and report on outcome-focused performance measures to effectively monitor and measure performance
8. Protect individual, business or organization data by actively managing data and cybersecurity and reporting artificial intelligence uses
9. Report all high risks including effective mitigation plans
10. Align hybrid work policies with the OPS and identify and assess office optimization opportunities to reduce office realty footprint and find cost reductions
 - a) Collaborate with MOI to identify office space opportunities
 - b) Align with the MBC Realty Directive and the OPS Modern Office Space (OMOS) Standards
11. Develop and encourage diversity and inclusion initiatives by promoting an equitable, inclusive, accessible, anti-racist and diverse workplace.
12. In consultation with the ministry, report back on opportunities to increase revenue through non-government, non-fare and non-fee revenue

These are the government-wide commitments for board-governed provincial agencies. Please see the attached guide for further details of each priority and the accompanying performance measures that can be utilized if measurements are not currently in place.

I am also sharing several priorities specific to the WCWC:

1. Coordinating and delivering a comprehensive range of high-quality education and training across Ontario, with a focus on addressing drinking water system vulnerabilities
2. Delivering relevant training to operators of First Nations drinking water systems throughout the province and supporting initiatives that contribute to the improvement of drinking water for First Nations communities. The agency is to make programs available to First Nations managers and community leadership as well

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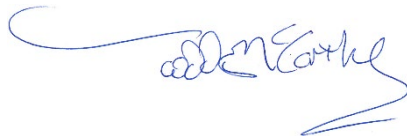
3. Providing necessary information and advice to clients province-wide to help ensure that drinking water is safe
4. Supporting owners and operators of vulnerable drinking water systems to resolve operating challenges through applied research and delivery of pilot testing services
5. Continuing to expand virtual training and e-learning courses available within Ontario to drinking water system owners and operators and inform potential participants that these courses are available electronically
6. Continuing to support the Ministry's summer student program by providing hands-on instruction with small water system equipment

At our next meeting, I would be pleased to discuss these priorities, and I look forward to hearing how they will be reflected in the agency's upcoming business plan and in ongoing agency operations.

Thank you and your fellow board members for your continued commitment to the WCWC. Your work and ongoing support is invaluable to our government and the people of Ontario.

Should you have any questions, please contact Lee Hawke, Manager, Program Delivery Unit, at lee.hawke@ontario.ca.

Sincerely,



Todd McCarthy
Alternate Minister of the Environment, Conservation and Parks

Enclosure

c: Jonathan Lebi, Deputy Minister
Ministry of the Environment, Conservation and Parks

Brian Bates, CEO
Walkerton Clean Water Centre

Lee Hawke, Manager
Program Delivery Unit, MECP