



2017 Annual Report



GUIDING PRINCIPLES STRATEGIC PLAN 2020



Collaboration

We will build strong partnerships and create opportunities for collaboration with our customers and community members.



Innovation

We will seek out innovative technologies and creative solutions that will allow us to be leaders in natural resource management and environmental planning.



Sustainability

We will embody sustainability in everything we do, from the facilities we build to the communities we help plan, in an effort to limit our impact on the environment.



Integrity

We will take a proactive approach to accountability, transparency and financial responsibility and make difficult decisions with integrity.

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MESSAGE FROM THE CAO



Photo: 800 year-old ancient cedars grow from the Niagara Escarpment at Rattlesnake Point Conservation Area

On behalf of the Board of Directors and our staff, I am pleased to present to you Conservation Halton’s 2017 Annual Report. The Annual Report provides an update on our progress this past year towards objectives and measures set out in our Strategic Plan, Metamorphosis.

In nature, metamorphosis is the biological process of transformation, differentiation and growth which many species go through as they transition from one life stage to the next. Today, Conservation Halton is in the middle of our own metamorphosis.

We recognize that during the life of the Metamorphosis Strategic Plan, there will be external factors which may require us to adapt and change our approach. This is why Metamorphosis is a living, breathing document which our Senior Leadership Team and Strategy Council will continuously review and evaluate to ensure it remains current and relevant.

I hope you enjoy reading through the 2017 Annual Report. I am proud of the accomplishments of my staff and the progress we, as a team, including our Board of Directors, have made over the past 12 months.

2017 marked significant cultural changes at Conservation Halton. If you walk into the building today you will not only notice physical changes to our office space, you will notice a renewed energy and excitement of our greatest asset, our people.

2017 was a vital year in Conservation Halton’s history. It marked the beginning of the changes that we are enjoying today. With a brand new Senior Leadership Team, representing a diverse breadth of experience, knowledge, and leadership styles, we are celebrating a culture and an organization of people that feel empowered and excited to deliver on our purpose and ambition.

The Strategy Council has actualized our plan and helped to bring strategy into our everyday lunch room and hallway conversations. The entire organization, from leadership to contract seasonal staff, clearly understands the role that they play and the value of each and every role at Conservation Halton.

There has been a renewed focus and investment on technical, professional and leadership training opportunities for our people. New talent with fresh perspectives have partnered with our long term staff to bring exciting, progressive and informed ideas to the table with our municipal partners. Our program based budgeting has brought clarity and certainty to the organization, which has allowed meaningful conversations internally and externally.

The organization is moving forward with incredible momentum, with the right people and the right plan. As this report demonstrates,

Conservation Halton is committed to being transparent and accountable. We are all excited to embrace the challenges ahead while pausing for a moment to reflect on all the changes and the renewed energy 2017 has brought. Please join me in recognizing the people and the work that has taken place in 2017. We are only just getting started, and with the support of our partners, 2018 promises to be an exciting year!



Hassaan Basit
Chief Administrative Officer

MESSAGE FROM THE BOARD CHAIR

Over the past 12 months, Conservation Halton’s directors have worked together to implement governance enhancements. In 2017, the Board of Directors held eight meetings in total. A number of Advisory Committee meetings were also held to focus on specific areas and make recommendations to the directors—namely, Finance & Audit, and Governance.

My role as Chair of the Board of Directors has revolved around making our meetings more productive by having livelier discussions on more relevant matters. Working alongside the Chief Administrative Officer, we have defined the scope of matters to be discussed to ensure that enough time can be devoted to the items on the agenda, and clarify the issues to ensure substantive discussions. To do this, we have made sure that concise and well-prepared materials are submitted, and that the flow of information is clear and timely between the directors and the organization.

With the approval of the Metamorphosis Strategic Plan in 2017, we have established a clear horizon for directors to focus on, and ensure that the organization is establishing priorities, targets and measures, and reporting on progress against those priorities. We have developed an annual board work plan with dedicated sessions for strategy, business planning, and budgets. We review Key Performance Indicators on a quarterly cycle and have clear line of sight on organizational performance, especially as it relates to matters of finance, policy, and risk.

All of this has occurred against the backdrop of much success within the organization, and I am proud, as are our directors, to be part of a vibrant organization that has embraced change and is striving for greater effectiveness and collaboration. Perhaps most importantly, we are all supportive and proud of the efforts and commitment of the employees at Conservation Halton.



Gerry Smallegange
Board of Directors Chair

2017 CONSERVATION HALTON BOARD OF DIRECTORS

REGIONAL MUNICIPALITY OF HALTON

BURLINGTON

Councillor Marianne Meed Ward
Mr. Gerry Smallegange, *Chair*
Mr. Jim Sweetlove
Mr. John Vice

HALTON HILLS

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Councillor Bryan Lewis

MILTON

Councillor Mike Cluett
Councillor Robert Duvall
Mayor Gordon Krantz

OAKVILLE

Mayor Rob Burton
Councillor Cathy Duddeck, *Vice-Chair*
Councillor Allan Elgar
Councillor Dave Gittings

REGIONAL MUNICIPALITY OF PEEL

MISSISSAUGA

Councillor Sue McFadden
Mrs. Jean Williams

CITY OF HAMILTON

Ms. Joanne Di Maio
Mr. Ed Wells

TOWNSHIP OF PUSLINCH

Mr. Stephen Gilmour

ABOUT CONSERVATION HALTON: STRATEGIC PLAN PROCESS

Conservation Halton's Metamorphosis Strategic Plan, was approved by the Conservation Halton Board of Directors in February 2017. **The plan sets out priorities for staff to guide them in developing their work plans.**

THE STRATEGIC PLAN HAS FIVE MAIN THEMES:

- Taking care of our growing communities
- Protecting our natural, cultural and scenic assets
- Preparing for the effects of climate change
- Creating opportunities to connect with nature
- Honouring the land and territory

KEY SERVICE TARGETS:

- 1 Limit increases in annual tax-supported operating expenditures to regional budget guidelines.
- 2 Plan for long-term capital needs with a sustainable financing strategy.
- 3 Increase self-generated revenue by 2 to 5 percent annually.
- 4 Deliver comments on 95 percent of technical reviews of permit and planning applications in six weeks.
- 5 Process 95 percent of minor permit applications within 30 days.
- 6 Reach an average customer satisfaction rate of 90 percent across all service areas.









KEY CONSERVATION TARGETS:

- 1 Work with partners to increase the amount of protected terrestrial and aquatic area by 2 to 5 percent.
- 2 Maintain a consistent or improving trend in key water quality indicators, such as phosphorus, nitrate, chloride and suspended solids, across the watershed.
- 3 Monitor 100 aquatic and terrestrial stations across the watershed to assess changes and inform environmental management decisions.
- 4 Increase the number of watershed residents who participate in conservation outreach, education and stewardship activities by 15 to 20 percent.
- 5 Increase the number of floodplain, wetland and watercourse restoration projects by 5 to 10 percent.
- 6 Transition our corporate offices and parks operations to a carbon neutral footprint.

An extensive public consultation was conducted throughout the summer and fall of 2016 on the draft version of the Metamorphosis Strategic Plan, with stakeholder meetings, public open houses, an online survey and interaction through Conservation Halton's social media platforms. This input was helpful and is reflected in the final version of the plan. The final version of the Metamorphosis Strategic Plan can be viewed at conservationhalton.ca/metamorphosis.

HIGH LEVEL OVERVIEW: OUR PROGRESS AT A GLANCE

Conservation Halton is reporting on nine objectives as identified by the Senior Leadership Team. Within each objective there are measures which have their progress tracked based on the 2017 Outcome and what the Target is for 2020. You will find these results on the following pages.

-  Positive upward trend
-  Positive downward trend
-  Negative upward trend
-  Negative downward trend
-  Neutral trend
-  On track
-  On track with minor issues
-  Off track

Objective 1: Public Safety

Conservation Halton will maintain and update flood control structures, and modernize flood management operations to protect communities from severe weather and natural hazards.

Objective 2: Sustainability

Conservation Halton will embody sustainability as we work to protect our communities, preserve our environment, provide opportunities to connect with nature, and balance our social, environmental, and financial responsibilities.

Objective 3: Watershed Resources

Communicate to the public the value of science-based programs that conserve, restore and manage the natural resources of the watershed.

Objective 4: Recreation, Education & Tourism Opportunities

Attract visitors to our parks and connect our communities with nature through recreation, education, and tourism opportunities.

Objective 5: Partnerships

Partner and collaborate with municipalities, government agencies, professional associations, educational institutions, Indigenous communities, and others.

Objective 6: Community Planning & Development

Remain dedicated to ecosystem-based watershed planning that contributes to the development of sustainable rural, urban and suburban communities.

Objective 7: Natural Resource Management

Conservation, restoration and responsible management of natural resources with a focus on evidence-based programs.

Objective 8: Customer Satisfaction

Provide customer service that is responsive, effective and efficient.

Objective 9: Digital Transformation

Seek out innovative technologies and creative solutions that will allow us to be leaders in natural resource management, environmental planning, recreation, education, and service delivery.



OBJECTIVE 1: PUBLIC SAFETY

Conservation Halton will maintain and update flood control structures, and modernize flood management operations to protect communities from severe weather and natural hazards.



Photo: Map of the Conservation Halton watershed highlighting our dams and channels

WHY IS THIS OBJECTIVE IMPORTANT?

Conservation Halton plays an important role in the enhancement of public safety through flood prevention, protection and emergency response. As climate change continues to impact weather patterns, it has become more important than ever for us to protect our natural areas, agricultural lands, communities and infrastructure from flooding and erosion.

By increasing our capacity to predict flooding events, improving communication and warnings, maintaining infrastructure, and increasing efficiency of flood control operations, we are prepared and better able to protect the public.



Photo: Hilton Falls Dam

PROGRESS TO DATE

An Asset Management Plan for our dams and channels has been completed and a capital forecast has been prepared to improve the condition of this infrastructure. Repairs have been made to the three flood channels and four dams owned and operated by Conservation Halton on an as-needed basis, including the major rehabilitation of Kelso Dam scheduled for completion in 2018.

Conservation Halton is working with municipal partners and other levels of government to secure funding for floodplain mapping updates.

Conservation Halton has increased its network of rain gauges from 16 rain gauges in 2016 to 32 real-time hydrometric stations in our watershed.

Conservation Halton manages four dams and three flood channels within our watershed. Each of these structures is more than 40 years old, which is more than half of their expected life cycle. An asset management program has been developed to define how we will monitor, assess and maintain our dams and channels, make use of financial tools and ensure efficient delivery of flood protection services.

PUBLIC SAFETY

Measures	2017 Outcome	2020 Target	Trend	Status
Number of real-time hydrometric stations	32	50	↗	●
Percentage of dams and channels assessed as being in a State of Good Repair	14%	50%	↔	●
Modernized models that provide clearly defined and defensible floodplain hazard limits with information that is quickly accessible for faster decision making	0%	40%	↔	●



OBJECTIVE 2: SUSTAINABILITY

Conservation Halton will embody sustainability as we work to protect our communities, preserve our environment, provide opportunities to connect with nature, and balance our social, environmental and financial responsibilities.



WHY IS THIS OBJECTIVE IMPORTANT?

As our communities continue to grow, there are more and more people coming to visit our conservation areas each year. We are proud to be able to provide opportunities for so many people to connect with nature but, in order to protect these natural areas and ensure that they can continue to offer outstanding education and recreation experiences, we need to plan for the future.

Conservation Halton will ensure financial sustainability by maintaining a strong ratio of tax-supported and self-generated revenue and using a structured budgeting process to encourage cost visibility, governance and accountability.

Conservation Halton is committed to being a leader in sustainability. We are achieving this through the implementation of best practices in our operations, reducing our carbon footprint, implementing strategies to mitigate the impacts of climate change, and ensuring our responsibilities under the Conservation Authorities Act are carried out effectively, with science-based decision making. We are continuing to work on innovative environmental restoration and stewardship projects, to enhance and protect resources, and help conserve and create a resilient watershed.

PROGRESS TO DATE

Conservation Halton has completed Master Plans for Crawford Lake, Hilton Falls, Mount Nemo and Rattlesnake Point. In 2018, we will complete the Master Plan for Kelso/Glen Eden and begin the Master Plan for Mountsberg.

Conservation Halton is working with its municipal funding partners to ensure the tax-supported side of our budget meets regional budget guidelines. At the same time, we want to ensure that public infrastructure is maintained in a state of good repair so that it can continue to protect the community and provide services as expected.

In 2017 a new trail marking system was implemented at Mount Nemo to help ensure visitors stay on the marked trails.

Photo: Taking in the view at Kelso Conservation Area

SUSTAINABILITY

Measures	2017 Outcome	2020 Target	Trend	Status
Percentage of Conservation Halton Lands under a current Master Plan	49%	95%	↗	●
Percentage of km of trails under a visitor impact management program	44%	100%	↗	●
Limit increases in annual tax-supported operating expenditures to regional budget guidelines	3.4%	3.2%	↘	●
Increase self-generated revenue by 2 to 5 percent annually	5.8%	2% – 5%	↗	●

A pilot visitor impact management program has been developed to reduce the impacts of park visitation and trail use on our natural areas and support a more sustainable approach to outdoor recreation. To maintain our assets, which include such things as buildings, trails, facilities and equipment, we are establishing financially sustainable long-range capital and operating budgets and developing an asset management program to reduce risk, make use of available resources and ensure delivery of services.





OBJECTIVE 3: WATERSHED RESOURCES

Communicate to the public the value of science-based programs that conserve, restore and manage the natural resources of the watershed.



The Water Festival, Stream of Dreams, and other outreach programs have continued to reach thousands of students and other members of our community.



WHY IS THIS OBJECTIVE IMPORTANT?

When people understand what happens in the environment, they want to be part of the solution, to join the movement. The decisions and actions that people make on their properties and in their homes have an impact on our community and our environment. A healthy watershed depends on those decisions and actions.

One of the most effective ways for us to protect our watershed is to increase environmental awareness and understanding in our communities, which we do through communication, outreach and education. We offer education and outreach programs at our parks, as well as community centres, municipal parks and other public lands, and aspire to position our parks as hubs for conservation, stewardship and education.

WATERSHED RESOURCES

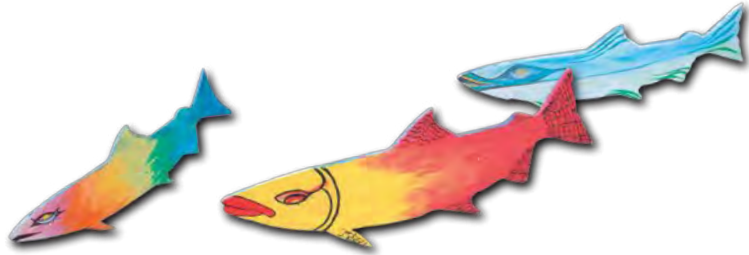
Measures	2017 Outcome	2020 Target	Trend	Status
Number of people attending parks educational programming	65,505	75,000	↗	●
Number of stewardship and outreach public engagements	57	60	↗	●
Number of watershed residents who participate in conservation outreach and stewardship activities	11,304	10,660	↗	●

Photos: 2017 Water Festival, 2017 Forest Festival, and community tree planting at Bayview Park in Burlington

PROGRESS TO DATE

We are working to communicate the benefits of stewardship and restoration to our communities through social media, public speaking, community engagement and outreach initiatives to increase awareness of environmental issues and generate support for our conservation programs and services.

The longhouses at Crawford Lake have been under renovation but new programming at our other conservation areas has enabled us to continue to provide educational opportunities for students.



Stream of Dreams educates local students on protection and conservation of water resources. As part of the program wooden fish are painted by students in Halton Region and installed on fences in school yards.



OBJECTIVE 4: RECREATION, EDUCATION & TOURISM OPPORTUNITIES

Attract visitors to our parks and connect our communities with nature through recreation, education, and tourism opportunities.



RECREATION, EDUCATION & TOURISM

Measures	2017 Outcome	2020 Target	Trend	Status
Number of annual memberships to Conservation Halton Parks	9,079	10,000	↗	●
Number of visitors to Conservation Halton Parks	1,058,857	1,160,000	↗	●

WHY IS THIS OBJECTIVE IMPORTANT?

One million visitors to our parks in 2017 means that outdoor experiences are highly valued. Our watershed is abundant with forests, trails, streams and lakes which offer endless opportunities for active and passive outdoor recreation. Our parks connect people with nature, support the health and wellness of those who live in our communities, and create outdoor classrooms for children to learn about the natural environment. The varied landscapes provide opportunities for recreation and tourism and are landmarks that define our natural and cultural heritage.

Our conservation areas are self-sustaining and generate their own revenue. The revenue covers 98 percent of operational costs, including maintenance of trails, washrooms, other buildings and facilities, and the wages of staff who support these services and provide programming to visitors. The parks also provide economic benefits to the community through employment, and as tourism destinations. It is imperative that we care for our parks so that people and their families can continue making memories in our watershed.

PROGRESS TO DATE

Through enhancements in visitor experience related to e-commerce, trail management, creative marketing, customer service, and value-added programming, we are continuing to attract visitors to our vibrant parks and programs.

Membership sales are growing and we are looking for ways to ensure that our memberships provide as much value as possible.



In 2017, we celebrated our one millionth visit to Halton Parks and Glen Eden for the first time in our history!



Photo: (Left) The picturesque falls at Hilton Falls Conservation Area is one of our most photographed natural features; (Above) Our parks are as diverse as our visitors, who come from near and far and represent a multitude of ages and backgrounds



OBJECTIVE 5: PARTNERSHIPS

Partner and collaborate with municipalities, government agencies, professional associations, educational institutions, Indigenous communities, and others.



WHY IS THIS OBJECTIVE IMPORTANT?

As our communities continue to grow and the pressures on our natural environment increase, our watershed will have challenges to face. On our own, each organization has a finite amount of capacity, but working together we can achieve more. We're stronger, and more effective, when we come together in conservation.

As local ecosystem and watershed experts, Conservation Halton is well positioned to deliver a wide variety of habitat restoration projects, create research opportunities, and develop innovative programs. Together, in partnership with municipalities, Indigenous communities, educational institutions, and other community partners, we can develop effective climate change mitigation and adaptation programs for the watershed that benefit the environment, and the communities in our watersheds.

PROGRESS TO DATE

In 2017, Conservation Halton was able to leverage a number of significant partnerships and secured more than \$1 million in funding, which enabled us to implement a number of stewardship and restoration programs with private landowners and on public lands.



2017 was the 12th anniversary of the Halton Children's Water Festival, which Conservation Halton co-hosts with Halton Region.

PARTNERSHIPS

Measures	2017 Outcome	2020 Target	Trend	Status
Ratio of partnership dollars leveraged for every dollar invested in stewardship and restoration work by Conservation Halton	\$14.62	\$15	↗	●
Number of environmental partnership initiatives	133	140	↗	●

Courtcliffe Park

The Courtcliffe Park restoration project involved Union Gas, Trout Unlimited Canada, Trout Unlimited Canada Ted Knott Chapter, City of Hamilton, Ministry of Natural Resources and Forestry, Fisheries and Oceans Canada, Ministry of Environment and Climate Change, and Courtcliffe Park Committee.

Photo: (Top to bottom) Before and after of the Bronte Creek crossing at Courtcliffe Park in Carlisle



OBJECTIVE 6: COMMUNITY PLANNING & DEVELOPMENT

Remain dedicated to ecosystem-based watershed planning that contributes to the development of sustainable rural, urban and suburban communities.



WHY IS THIS OBJECTIVE IMPORTANT?

It is Conservation Halton’s priority to protect the people, homes and businesses within our watershed from the risk of flooding and erosion through responsible planning and regulation. It is also our priority to work together with planners, developers and builders to further the development of sustainable communities.

Our policies and regulations are intended to protect people and property from natural hazards, such as flooding and erosion, as well as protecting the natural environment. Conservation Halton is committed to supporting resilient infrastructure and efficient land use, encouraging low impact development, and helping to plan complete communities that contribute to a healthy, thriving economy and environment.

PROGRESS TO DATE

In 2017, planning and permit staff engaged consultants to map out each step of the planning and permit process and looked for ways to improve review times on planning and permit applications. The results of this review are being assessed and implemented.

We also consulted with partners and customers on service delivery and worked with staff to make adjustments to our internal processes and measurable improvements to our review cycle times.



COMMUNITY PLANNING & DEVELOPMENT

Measures	2017 Outcome	2020 Target	Trend	Status
Deliver comments on 95 percent of technical review of permit applications within six weeks	79%	95%	↗	●
Deliver comments on 95 percent of technical review of planning applications within six weeks	66%	95%	↗	●
Process 95 percent of minor permit applications within 30 days	92%	95%	↗	●

Photo: (Left) Burlington shoreline; (Above) Wetland at Glenorchy Conservation Area with Oakville Trafalgar Memorial Hospital in the background



OBJECTIVE 7: NATURAL RESOURCE MANAGEMENT

Conservation, restoration and responsible management of natural resources with a focus on evidence-based programs.

WHY IS THIS OBJECTIVE IMPORTANT?

Our natural resources provide us with opportunities for economic prosperity, community building, social cohesion, recreation, and the basic necessities of life—air, water, and soil. It is our mission to protect our watershed for future generations so they have access to the same natural resources and natural areas to make memories with their families and to provide a healthy quality of life.

To do this, we not only carry out land securement strategies but work hand-in-hand with landowners to increase the amount of aquatic and terrestrial habitat on their properties. We encourage the community to take part in protecting our natural resources through tree plantings, seed collection, wetland restoration, and other projects.

PROGRESS TO DATE

In 2017, Conservation Halton completed a land securement strategy, which is a major milestone in our conservation efforts and has positioned us for significant progress in the coming years.

Conservation Halton engaged with 71 landowners and conducted 37 restoration activities, including the completed restoration of Courtcliffe Park. Altogether, our stewardship program restored 4.4 ha of floodplain habitat and 2.7 km of creeks.

In support of the Hamilton Harbour Remedial Action Plan, we continue to work towards delisting the harbour as an Area of Concern by working with landowners to reduce sediment and phosphorus inputs into waterways that feed into Hamilton Harbour.

Work to reduce the amount of phosphorus in our creeks has resulted in a decrease in the number of monitoring stations where phosphorus levels exceed the stated objective. We will continue to improve buffers, reduce fertilizer application near creeks and restore degraded areas. We will also work to reduce the amount of chlorides, most commonly associated with road salt, in our creeks.

NATURAL RESOURCE MANAGEMENT

Measures	2017 Outcome	2020 Target	Trend	Status
Number of hectares of protected terrestrial and aquatic area	9,515.6 ha	9,658.2 ha	↗	●
Maintain a consistent or improving trend in key water quality indicators across the watershed	Chlorides exceedence of provincial guidelines at 45% of stations	Exceedences at fewer than 37% of stations	↔	●
	Phosphorus exceedence of provincial guidelines at 27% of stations	Exceedences at fewer than 28% of stations	↔	●
Number of floodplain, wetland and watercourse restoration activities	37	21	↗	●
Number of aquatic and terrestrial stations monitored each year	169	100	↔	●



Photos: (Left to right) Staff working on channel rehabilitation, identifying benthics, and collecting water quality data



OBJECTIVE 8: CUSTOMER SATISFACTION

Provide customer service that is responsive, effective and efficient.

CUSTOMER SATISFACTION

Measures	2017 Outcome	2020 Target	Trend	Status
Reach an average customer satisfaction rate of 90 percent across all service areas*	75%	90%	↔	●

*Results for Kelso/Glen Eden only

WHY IS THIS OBJECTIVE IMPORTANT?

On any given day, Conservation Halton staff provide many services to a wide range of audiences such as school children, builders, dog walkers, skiers, boaters, pool contractors, politicians, hikers, homeowners, municipal staff, and volunteers.

We feel it is our responsibility to provide the best customer service possible, whether we are providing a planning application review, an annual membership to our parks or a homeowner workshop about low impact development, so that our programs and services can have the greatest impact in our community.

PROGRESS TO DATE

Conservation Halton has a key service target to reach an average customer satisfaction rate of 90 percent across all service areas. In 2018, we will be implementing measures to monitor our progress towards this target.



The Kelso/Glen Eden Master Plan identified that 75% of customers are very satisfied or satisfied.



OBJECTIVE 9: DIGITAL TRANSFORMATION

Seek out innovative technologies and creative solutions that will allow us to be leaders in natural resource management, environmental planning, and service delivery.

DIGITAL TRANSFORMATION

Measures	2017 Outcome	2020 Target	Trend	Status
Number of online e-commerce transactions	26,738	30,000	↔	●

WHY IS THIS OBJECTIVE IMPORTANT?

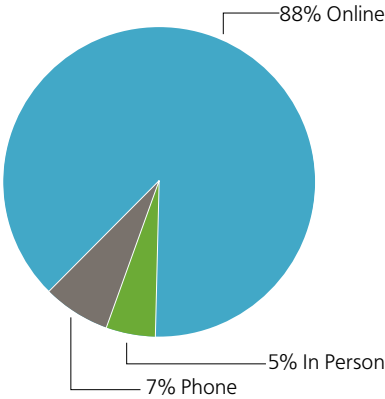
Innovation is a guiding principle in our Metamorphosis Strategic Plan and we are focused on becoming more efficient and effective through digital transformation. We envision the public and our partners having easy and convenient access to watershed monitoring data. With information at the fingertips of the community, we'll be able to increase capacity and further collaboration. Staff will be able to work more efficiently and easily with improved internal information management, increased access to clear financial data, and more informed decision-making.

PROGRESS TO DATE

Conservation Halton had more than 26,000 e-commerce transactions in 2017 and is working towards a target of 28,000 transactions in 2020. To do this, we are investing in technology that will allow customers to purchase our products, programs, services and events from their home computers and mobile devices more easily. The integration of these systems will be completed in 2018.

Other tools, such as online mapping, are available to make information more easily accessible for our customers.

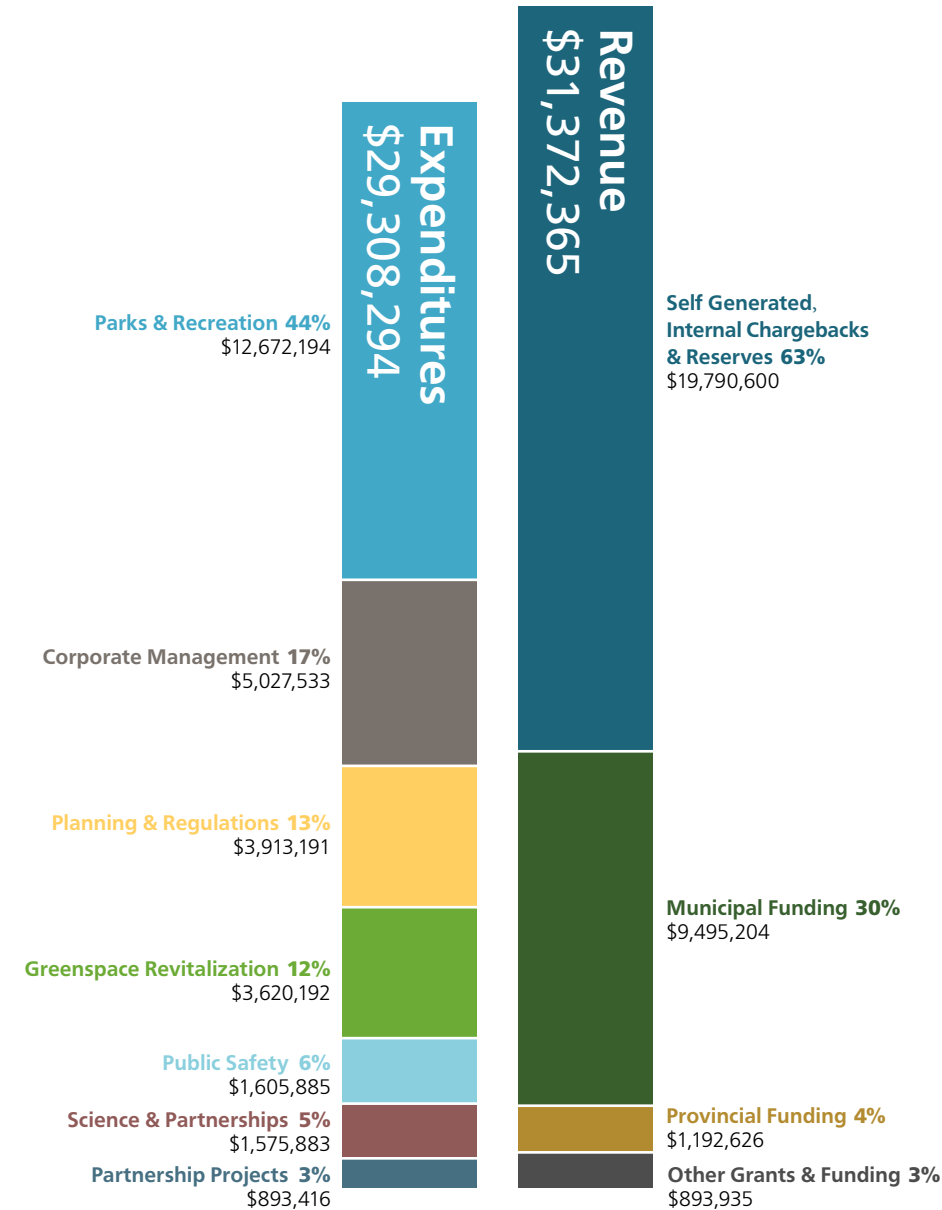
According to the 2017 Ways of the Woods customer satisfaction survey, 88% of respondents indicated they prefer online registration.





2017 FINANCIAL REPORT

The 2017 Audited Financial Statements are expected to be approved by the Board of Directors in April 2018.



Projected 2017 Surplus will be transferred to Reserves as approved by the Board of Directors. The financial information presented in the Annual Report has not yet been audited and is therefore subject to change.

Conservation Halton believes in being accountable to those we serve in the community, our stakeholders and, of course, our environment. Progress of the Metamorphosis Strategic Plan is monitored by the administrative and governance arms of our organization. Senior staff and our Strategy Council track progress on the objectives, initiatives and activities through a variety of tools and quarterly progress reports are provided to our Board of Directors.

The 2017 Annual Report is a snapshot of Conservation Halton's progress on the objectives outlined in our Metamorphosis Strategic Plan. For more information on our programs and services, you can visit the Conservation Halton website at conservationhalton.ca.

Connect with us and stay up to date through Twitter, Facebook, and Instagram.



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CLOSING STATEMENT





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