

**Ministry of Tourism,
Culture and Sport**

Minister

6th Floor
438 University Avenue
Toronto, ON M7A 2A5
Tel: 416 326-9326

**Ministère du Tourisme, de la
Culture et du Sport**

Ministre

6^e étage
438, avenue University
Toronto (Ontario) M7A 2A5
Tél : 416 326-9326



September 29, 2023

The Honourable Bob Runciman
Chair
St. Lawrence Parks Commission
13740 County Road 2
Morrisburg, ON K0C 1X0

Dear Mr. Runciman:

I am pleased to share our government's 2024-25 priorities for the St. Lawrence Parks Commission.

As Chair, you play a vital role in helping the St. Lawrence Parks Commission achieve its mandate. It is important that your agency's goals, objectives, and strategic direction continue to align with our government's priorities and direction. As part of the government of Ontario, agencies 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, this letter sets out my expectations for the St. Lawrence Parks Commission for 2024-25. These priorities include:

1. Competitiveness, Sustainability and Expenditure Management

- Operating within the agency's financial allocations.
- Identifying and pursuing opportunities for revenue generation, efficiencies and savings through innovative practices, and/or improved program sustainability.
- Complying with applicable direction related to accounting practices and supply chain centralization, including leveraging Supply Ontario's bulk purchasing arrangement and working with Supply Ontario on strategic procurement initiatives.
- Complying with realty interim measures for agency office space.
- Leverage and meet benchmarked outcomes for compensation strategies and directives.

2. Transparency and Accountability

- Abiding by applicable government directives and policies and ensuring transparency and accountability in reporting.
- Adhering to accounting standards and practices, and responding to audit findings, where applicable.

- Identifying appropriate skills, knowledge and experience needed to effectively support the board's role in agency governance and accountability, and providing the Minister with annual skills matrices to ensure boards have qualified appointees.
- Reviewing and updating agency KPIs annually to ensure efficiency, effectiveness and sustainability.

3. Risk Management

- Developing and implementing an effective process for the identification, assessment and mitigation of agency risks, including cyber security, and any future emergency risks.

4. Workforce/Labour Management

- Optimizing your organizational capacity to support the best possible public service delivery, including redeploying resources to priority areas, where needed.
- Supporting the implementation of the Community Jobs Initiative (CJI) by identifying opportunities to relocate new or existing agencies to lower cost communities across Ontario (as per MBC Realty Directive, s. 5.4), as applicable.
- Aligning Human Resource and Accommodations strategies with OPS directives and policy.
- Adhering to TB/MBC labour and bargaining mandates.
- Prudently and efficiently managing operational funding and workforce size.

5. Diversity and Inclusion

- Developing and encouraging diversity and inclusion initiatives by promoting an equitable, inclusive, accessible, anti-racist and diverse workplace.
- Adopting an inclusion engagement process to ensure all voices are heard to inform policies and decision-making.

6. Data Collection, Sharing and Use

- Improving how the agency uses data in decision-making, information sharing and reporting, to inform outcome-based reporting and improve service delivery.
- Increasing data sharing with Supply Ontario when applicable regarding procurement spending and planning, contract arrangements and vendor relations to support data-driven decision-making.

7. Digital Delivery and Customer Service

- Exploring and implementing digitization for online service delivery to ensure customer service standards are met.
- Using a variety of approaches or tools to ensure service delivery in all situations.

These are the government-wide commitments for board-governed provincial agencies. Please see the attached guide for further details of each priority.

I am also sharing priorities specific to the St. Lawrence Parks Commission:

1. Identify revenue generating opportunities to support the quality and sustainability of operations, and work to identify and capitalize on new revenue generation opportunities and enhance the visitor experience.
2. Work with the Ministry to continue to address the St. Lawrence Parks Commission's capital needs. Preserve and safely showcase the St. Lawrence Parks Commission's unique and rich tourism and heritage assets to visitors, driving tourism and generating local jobs and economic growth for the communities of Eastern Ontario.
3. Continue to work with the Ministry of Transportation to explore appropriate delivery of services outside of the St. Lawrence Parks Commission's core mandate, such as highway management.
4. Collaborate with industry stakeholders and other agencies and attractions to promote the growth of the tourism industry in Ontario.

I would be pleased to discuss these priorities during our next meeting, 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 St. Lawrence Parks Commission. Your work and ongoing support is invaluable to me and the people of Ontario.

Should you have any questions, please feel free to contact Sarah McQuarrie, Assistant Deputy Minister, Agency Relations and Accountability Division at sarah.mcquarrie@ontario.ca.

Sincerely,



Neil Lumsden
Minister of Tourism, Culture and Sport

- c. Hollee Kew, General Manager & Chief Executive, St. Lawrence Parks Commission
Sarah Harrison, Deputy Minister, Ministry of Tourism, Culture and Sport
Sarah McQuarrie, Assistant Deputy Minister, Agency Relations and Accountability Division, Ministry of Tourism, Culture and Sport

Attachment:

- Government Priorities for Agency Sector Chart