



March 9, 2022

Mayor John Tory & Members of Council
City of Toronto
100 Queen Street West
Toronto, ON
M5H 2N2

RE: Agenda Item: PH31.3
Planning & Housing Committee Meeting 31 (February 15, 2022)

**Concept 2 Keys Priority Development Review Stream Enhancements and
Adjustments and Fourth Quarter of 2021 C2K Program Updates**

In October 2021, when the Planning and Housing Committee received a C2K Staff Report on the interim results of the priority affordable housing application stream and third quarter program updates, BILD's correspondence supported staff's recommendations to transition the City wide affordable housing priority function from a pilot to a permanent service, with the potential to expand the City-wide priority application stream. BILD members continue to see value in the interdisciplinary team and cross departmental structure of the program.

We took much interest in listening to the discussion at the February 15th Planning and Housing Committee, and felt it opportune to submit these additional thoughts for Council's consideration at its' meeting of March 9th.

The success of any program is fundamental on those who make it happen. The Concept 2 Keys staff are results oriented, committed to the C2K vision, and believe in the benefits associated to it. Acknowledging their efforts and goal for continued program improvement, we would be remiss if we didn't applaud the C2K team's great start at implementing meaningful change in the development review process.

However, taking the conversation a step further, we are in agreement with Planning and Housing Committee Chair Ana Bailao's statement at the February 15th meeting that C2K is doing important work **and needs to be granted appropriate authority to assume responsibility for ensuring consistency throughout the entire development review process, including in its work with the various divisions and agencies involved in review.**

Change does not often happen that quickly, but we have been impressed at the pace of what Concept 2 Keys has managed to accomplish in just over a year. We look forward to seeing the changes they introduce in the future, but must emphasize that in order for this change to be effective in the area of development review and the transformation of overall service level improvements and efficiencies, **C2K must be granted greater authority so that they can agilely investigate, test and implement even more improvements.**

BILD members are grateful that the City has created Concept 2 Keys and has put in place resources to support and ensure its success. By doing so, the City has already demonstrated its commitment to improving development review. Based on the many improvements C2K has been able to make in such a short period of time, **we believe it would be beneficial to both applicants and home owners for the City to expand the C2K Office and ensure it has the authority needed to accelerate projects from start to finish.**

We are of the firm belief that this step is necessary in order for C2K's goal to transform the development review process by improving organizational structures, processes and technologies to be met. Taking C2K to the next level will also require a concerted effort, including support, from all of the involved and participating internal inter-departmental staff.

We look forward to both continuing to work with the team and to the success and additional improvements of the Concept 2 Keys Development Application Review program.

Thank you,

A handwritten signature in black ink, appearing to read "Paula Tenuta", with a stylized, cursive script.

Paula Tenuta
Senior Vice President, Policy & Advocacy