C2K Connect

Welcome to the first edition of C2K Connect, your update on the latest Concept 2 Keys (C2K) developments.

When we came to you for feedback on the City's development review process, you told us you wanted greater collaboration and a partnership-based framework, more consistency in the application of policy, and continued development of digital and technology innovations to improve the development review process.

To achieve these goals, the City of Toronto created the Concept 2 Keys (C2K) program, which is transforming the development review process by reimagining organizational structures, processes and technology with the needs of the development community and collaboration between the City and applicants at the forefront of its redesign.

You can learn more about C2K on the City's new website, toronto.ca/C2K. Here are some of the improvements that are being implemented by C2K:

Technology

- In phase one of Concept 2 Keys, a new **online application submission tool** is being tested with a limited group of affordable housing applications. The submission tool is designed to simplify and improve transparency of the review process while enabling greater collaboration between you and City staff.
- A new **commenting mark-up tool** will make it easier for City staff and commenting partners to review planning applications, provide comments and revise planning drawings in a coordinated and collaborative manner.
- Focused on affordable housing applications identified in collaboration with the Housing Secretariat, phase one of C2K will allow the City to test new technology and processes before rolling them out on a wider basis.

Development Review Process Changes

- **Application review teams** made up of City staff from commenting divisions have been created to identify and resolve application issues early in the process and communicate the City's requirements and expectations. This will make it easier for

you to provide what's needed to conduct an efficient review, leading to shorter turnaround times.

- A new **application manager and coordinators** are in place to help create a more collaborative and coordinated relationship between you and the City, to provide updates on the status of applications and to keep review teams on track and on schedule. The application coordinators will work with review teams to identify and resolve issues early in the process so that applications can continue to move through the review process.
- New **relationship and issues coordinators** are available to escalate any applications issues that can't be resolved by the application review team and coordinators.
- An **Issues Resolution Table** (IRT) has been created to resolve escalated issues in a timely manner, drive systemic improvements, oversee implementation of Concept 2 Keys and champion a city-wide lens where there are competing divisional priorities.

Issues Management

- C2K has introduced a new relationship and issues management function whose team members will help address issues that come up on <u>any</u> development application at the City.
- The new relationship and issues management function provides you with **a single place to go to have file-specific issues resolved** early in the review process in a timely and efficient manner.
- It includes two new **relationship and issues coordinators**, who will work with development staff to address issues with applications and escalate those that are complex or associated with systemic problems to leadership at the Issues Resolution Table. These new relationship and issues coordinators are Jackie Gu and Angela Bepple, who can be reached at C2KIssues@toronto.ca.
- Learn what you need to do **before reporting an issue** and **how to report issues** on C2K's website.

We will be issuing C2K Connect as we have updates to share with you. If you're interested in signing up to receive occasional updates from C2K, please send an email to Concept2Keys@toronto.ca with **UPDATES** in the subject line.

toronto.ca/C2K