



June 14, 2021

## Concept 2 Keys Updates

### Concept 2 Keys Report to Planning and Housing Committee

Concept 2 Keys (C2K) reported to Planning and Housing Committee on Friday on work completed to date, highlighting preliminary results of Phase 1, updates on work being done in advance of implementing Phase 2 and additional City-wide development process improvements. The C2K team has been working at an accelerated pace to implement various development review improvements. These improvements include:

- Launching Phase 1 to prioritize and expedite 21 affordable housing development projects creating a total of 2,269 new affordable housing units and 120 replacement social housing units.
- Establishing a new application management function to oversee a portfolio of City-wide development applications and a complementary relationship management function to strengthen accountability and collaboration between City staff and applicants.
- Preparing for the launch of Phase 2 at the end of Q2 2021, focusing on application types beyond affordable housing in a geographic planning area (Etobicoke-York). The intent of Phase 2 is to test the scalability of C2K's process and technology improvements in a typical development review environment.
- Establishing an interdivisional working group to support recruitment and retention priorities. Positions related to development have been deemed a priority for City-wide recruitment efforts.
- Implementing and testing new development review technology to streamline the application submission process, improve workflows and enhance collaboration. This includes a new online application submission tool and file circulation platform to be integrated with the City's existing backend technology.
- Establishing a tiered governance framework to resolve development review conflicts, align on competing divisional priorities to provide a unified City position, and approve key development review improvements.
- Creating a new relationship and issues management function to enhance customer service and address application-specific concerns.
- Initiating work with an interdivisional working group to update the Development Guide's Terms of Reference. These updates will support applicants in submitting high-quality and complete applications.

- Conducting jurisdictional research and stakeholder consultations to identify opportunities for improving the pre-application consultation process.
- Commencing a development fee review to improve the City's existing fee structure to recover the costs of service.
- Offering different modes of communication with C2K's stakeholders to foster greater collaboration.

Read the Concept 2 Keys [Report](#). The final Planning and Housing Committee Decision will be posted [online](#) early this week.

### **Mandatory Pre-Application Consultation Report to Planning and Housing Committee**

As first identified in the City's [End to End Review of the Development Review Process](#) and as part of improvements put forward by [Concept 2 Keys](#), the City is proposing that mandatory pre-application consultation be implemented.

Improvements to early stages of the development review process, including mandatory pre-application consultation, result in the submission of higher-quality applications, increase the number of applications moving from pre-application consultation to actual submission, reduce the overall number of application circulations and revisions and help to establish mutual accountability between City staff and applicants early on in the review process.

Many Ontario municipalities have implemented mandatory pre-application consultation and City staff have consulted with the cities of Mississauga, Hamilton, Vaughan, Markham, Brampton and Ottawa, identifying a number of common best practices and improvements in the development review process.

The Planning Act and City of Toronto Act permit the City, by by-law, to make pre-application consultation with City staff mandatory prior to the submission of a development application. Staff are proposing an Official Plan Amendment to provide policy direction for mandatory pre-application. A by-law to establish the practice would be incorporated into the Municipal Code.

Read the Mandatory Pre-Application Consultation [Report](#). The final Planning and Housing Committee Decision will be posted [online](#) early this week.

### **Updates to Development Guide Terms of Reference**

Since 2019, an interdivisional working group of City staff has been working to address issues related to achieving Better Streetscapes. As part of this work, updates to 11 existing Development Guide Terms of Reference for drawing submissions have been made.

These updates provide clarity regarding the City's expectations and ensure that existing and updated technical standards and guidelines are consistently applied. Additionally, some drawing layers have been separated or consolidated, where appropriate, to better illustrate relationships between certain elements and for ease of review. As a result of the working group review, some drawings are now required for application types that

were not previously required. In these cases, the updated Terms of Reference specify what level of information is required for different application types.

In addition to these updates, a new Soil Volume Plan Terms of Reference has been developed.

You can learn more about the updates in the attached PDF. Updated Terms of Reference are expected to be posted to the Development Guide web page on [toronto.ca](http://toronto.ca) this summer. If you have any questions, please feel free to send them to [Concept2Keys@toronto.ca](mailto:Concept2Keys@toronto.ca).

### How to Connect with the C2K Team

- ❖ Learn more at [toronto.ca/C2K](http://toronto.ca/C2K)
- ❖ Contact [Concept2Keys@toronto.ca](mailto:Concept2Keys@toronto.ca) with any questions
- ❖ Issues resolution information can be found [online](#)
- ❖ Contact [C2KIssues@toronto.ca](mailto:C2KIssues@toronto.ca) to submit an issue or use the online issues [form](#)

## City of Toronto Development Updates

### Toronto Building Program Review

Toronto Building is at a pivotal point in its modernization initiative to develop a new customer-focused operating model. The division has been working with KPMG since early 2020 to conduct a comprehensive assessment of how Toronto Building operates and to develop a plan for us to become a modern customer-focused regulator; a regulator that is proactive, responsive, resilient and an empowered partner in city-building.

The division recently completed its work with KPMG, which was presented at the May 20th meeting of City Council's Planning and Housing Committee. The Chief Building Official and Executive Director presented the [Toronto Building Program Review Final Report](#) to the Committee. It contained KPMG's recommendations and provided a summary of the results of the Toronto Building Program Review, including key outcomes and an implementation plan. Key recommendations include a move to a functional, city-wide organizational structure to increase flexibility, resiliency and consistency, and tailoring our services to align with project complexity and client needs. The Committee Decision can be found [here](#).

As the division moves forward with implementation over the coming months, we are committed to ongoing dialogue and communication with our industry partners.

### Parks & Forestry Updates

In 2020:

- **17** new public parks were created, either as standalone parks or as expansions to existing City parkland. This represents nearly **6 hectares** of new public parkland conveyed to the City through the development review process.
- **19** new public parks were also secured by Council approval. This represents over **5 hectares** of public parkland to be conveyed at a future date through the development process.

- Over **6,300** construction-related tree applications were reviewed and over **1,100** development applications were reviewed by Urban Forestry to identify tree and natural feature issues.

To date in 2021:

- **4 new parks** have already been conveyed to the City, representing **1.7 hectares** of new public parkland.
- Over **2,000** construction-related tree applications have been reviewed and over **340** development applications have been reviewed by Urban Forestry to identify tree and natural feature issues.
- Plus, improvements have been made to tree payment systems to facilitate tele-payment of application fees and deposits.

### **Useful Planning & Development web pages**

The City's [Development Guide](#) is designed for property owners, developers, builders and others interested in obtaining approvals for developing property in the City of Toronto. It outlines the City's development review processes and the requirements you will need to meet when seeking planning approvals from the City.

The [Application Information Centre](#) provides a variety of ways for you to search for details about current planning applications and Minor variance and Consent applications.

Toronto City Council has appointed a [Committee of Adjustment](#) consisting of citizen members. They regularly hold public hearings to consider applications for minor variances and consents. Effective July 1, 2021, the Committee of Adjustment will roll out a redesigned [Notice of Public Hearing Sign PDF](#) city-wide. The sign has a new look and will be printed in a larger format on durable weather-proof material.

If you're interested in signing up to receive occasional emails about Concept 2 Keys and other Development Updates at the City of Toronto, please respond to this email ([Concept2Keys@toronto.ca](mailto:Concept2Keys@toronto.ca)) with **UPDATES** in the subject line.