



C2K Connect

Your industry update on the latest Concept 2 Keys (C2K) developments
August 18, 2021

File circulation software collaboration

C2K's Customer Experience and Technology team held sessions in July with developers who volunteered to collaborate with us on the development of the City's new file circulation software. These sessions enabled the development community to try out a sandbox configuration created by City staff and provide feedback on features you find valuable. Inviting you to join us for these sessions is part of C2K's ongoing commitment to partnering with the development industry as we transform development review at the City and advance a customer-focused, collaborative and accountable process. Thank you to those of you who participated in these sessions and helped the City identify additional requirements that will ensure the file circulation software is effective for all who use it.

Etobicoke York update

Concept 2 Keys is now ready to evaluate how the processes and technologies we've introduced over the last year perform in a typical development review environment with a broad range of applications. Etobicoke York has been selected as C2K's first district test site, which will help the City prepare for an eventual city-wide expansion. North Etobicoke, South Etobicoke, Central Etobicoke and district-wide application review teams have been created consisting of staff from City Planning, Urban Design, Development Engineering, Transportation Services, Parks, Forestry & Recreation and the C2K application management team. We look forward to receiving your feedback as we roll out and test C2K's process improvements.

Mandatory Pre-Application Consultation Open House

C2K and City Planning are hosting a virtual public Open House on Tuesday, September 14 from 6:30 to 8:30 p.m. Staff will provide information and answer questions about proposed amendments to the Official Plan and Municipal Code regarding Mandatory Pre-Application Consultation. Registration details will be available on toronto.ca/C2K shortly.

(Re)introducing Kris Hornburg

Kris Hornburg was the successful candidate as the permanent Director, Development Process & Performance. Kris is returning to C2K and the City from the TTC, where he led a number of cost-saving initiatives, procurement innovation and strategic sourcing programs as Director of Business Transformation. Kris may be familiar to you from his time as Director of the Concept 2 Keys Program, where he was instrumental in developing the C2K team, the affordable housing operational pilot and various technology and program initiatives.

Kris will provide strategic direction, operational leadership and oversight to the C2K team, including its budgeting, resourcing, contract oversight and procurement. In partnership with other City divisions, Kris will advance improvements to the development review process across districts and divisions as well as drive change and continuous improvements through a business transformation and customer service lens. Kris can be reached at 416-278-8256 or Kris.Hornburg@toronto.ca.

Grading errors in new development

Over the past few years, the City has noticed survey-type errors in some new developments. Most recently, these errors related to the ground floor finished floor elevation of a new build and its relationship to the existing grade of the public sidewalk and curb. These errors, which appear to be the result of mistakes made in the owner's base survey, were then relied upon by architects and engineers working on the project and by the City in its approval process.

In other recent examples, the elevation of the finished ground floor was constructed too high, resulting in a grade differential that had to be made up in the public right of way by regrading the sidewalk, adding a step in the middle of the sidewalk or constructing a ramp on City property. All of these solutions compromise the public realm and are expensive to both the City and development industry in terms of cost, hours of extra work and delays to project completion.

The City is compiling an inventory of these projects to better analyze the problem and to identify ways to prevent it in the future, including further checks and balances. In the meantime, we ask that you take steps to ensure the accuracy of what is being submitted to the City on your behalf.

How to Connect with the C2K Team

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