



C2K Connect

Your industry update on the latest Concept 2 Keys (C2K) developments

November 17, 2021

Concept 2 Keys transitions into the C2K Program Office

City Manager Chris Murray recently announced that the City is making Concept 2 Keys a permanent program office within the City Manager's Office. The following is an excerpt from the City Manager's note to his senior leadership team:

In March 2020, Concept to Keys (C2K) was created, recognizing the critical economic importance of development activity to the City's successful recovery from the pandemic and long-term competitiveness. The creation of C2K was also a means to accelerate recommendations outlined within the [End-to-End Review of the Development Review Process](#).

As you know, an interim role and reporting structure within the City Manager's Office was created to lead C2K. Over the past 18 months, under Matt Keliher's strong and able leadership, many multi-divisional partnerships were formed. The C2K portfolio will transition from Matt to Fahim Kaderina, the City Manager's Office Chief of Staff. This will ensure the continued oversight of this important initiative within my office. In order to provide program continuity, Matt will remain on the C2K Executive Steering Committee.

Concept 2 Keys has been, without a doubt, a tremendous success. With the growing need to support development review and coordination, as well as to transition completed C2K project work into a permanent operational state, the C2K Project Office will evolve into the C2K Program Office – a permanent fixture at the City.

Online Application Submission Tool

The City's new online Application Submission Tool (AST) will be available for all development applicants to use beginning December 6. Over the last six months, members of the development community have helped the City test and refine the Application Submission Tool by using it to submit affordable housing applications that are part of C2K and applications in the Etobicoke York District. They have offered valuable feedback that has been incorporated into the tool to make it as easy and

intuitive to use as possible. The City will hold a virtual demonstration session of the AST on December 2 at 2:30 p.m.

The Application Submission Tool will make it easy for you to submit your applications digitally, will simplify and improve application circulation and review and will improve communication between City staff and applicants. An easy and secure way for you to submit applications, the AST will also give you the ability to check the status of your submitted applications in real time.

Requesting proposals for a file circulation system

The C2K team has launched a procurement for a new file circulation system. The objective of this file circulation system is to streamline application submission, improve internal review processes and enhance transparency and accountability. The competition closes on December 9 and the vendor will be selected in Q1 of 2022. If you are aware of any companies that may be interested in this competition, please encourage them to submit a proposal [here](#).

New Relationship & Issues Coordinator Eva Shi

Eva Shi is the City's new Relationship & Issues Coordinator, joining Angela Beppe. Like her colleague, Eva has a degree in Urban Planning from Ryerson University. Responsible for investigating unresolved, complex and systemic development application and process issues, the Relationship & Issues Coordinators facilitate internal discussion between City staff and external discussions with applicants in order to resolve these issues. Where that's not possible, issues are escalated to C2K's Issues Resolution Table, made up of directors from application review partners, who resolve major issues and identify and prioritize systemic improvements. Eva and Angela can be reached at C2KIssues@toronto.ca. Learn more about [issues resolution](#) at the City.

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](#)
 - ❖ Send us your [suggestions](#) for improving development review