



C2K Connect

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

October 28, 2021

Concept 2 Keys Q3 Report to Planning and Housing Committee

On October 18, City staff reported to Planning and Housing Committee on the interim results of the priority affordable housing application stream and Q3 program updates.

The **Priority Application Stream**, which launched on January 1, 2021, is focused on affordable housing development applications city-wide. Since the launch of the program, review teams have received 24 applications for 18 development projects. This includes 15 priority affordable housing developments and three private purpose-built rental projects. The 15 affordable housing developments include [Open Door](#) and [Modular Housing Initiative](#) sites, representing a proposed total of 1,211 new affordable and supportive rental homes. Within the affordable housing review stream, the overall average time for staff to review and comment has been five weeks per round of reviews. This compares to an average duration of eight to nine weeks per review round for all development applications across the City. The City's Modular Housing Initiative applications have been given the greatest urgency and have averaged three weeks per review.

The **District Application Stream** launched in July in the Etobicoke York district and is focused on testing the scalability of development review improvements across a range of application types in a typical planning district. Progress in Etobicoke York to date includes establishing three interdivisional review teams supported by a new application management function and recruiting additional staff to ensure review teams have appropriate resources in place to provide a positive customer experience for applicants. The teams have received 27 pre-application consultation requests and 24 new development applications to date.

C2K is also working with partner divisions to improve the processes and technology that support an efficient and effective development review process. **Initiatives undertaken and accomplishments achieved** over the last quarter include:

- Soft-launched eight application types for intake through the Application Submission Tool (AST) and a public launch is scheduled in Q4 2021 that will see all application types eligible to be submitted via the AST.
- Initiated development of technology requirements for a file circulation tool to inform a procurement process launching in Q4 2021. The goal of the file circulation tool is to streamline application submission, improve internal review processes and enhance transparency.
- Established an interdivisional Process Improvement Working Group to update the Terms of Reference and preparatory work for mandating pre-application consultations.
- Revised and updated 13 existing and one new Terms of Reference, which were posted to the City's Development Guide in August 2021.

A [summary](#) and the full [report](#) can be found online. The report was adopted by Planning and Housing Committee without amendment and will go to City Council for consideration on November 9.

Resources from Mandatory PAC Open House available online

C2K and City Planning hosted a virtual public open house on September 14 about proposed amendments to the Official Plan and Municipal Code regarding Mandatory Pre-Application Consultation. The presentation, meeting summary and video of the event are [available](#).

Help us improve the City's development review process!

Do you have a suggestion for how to improve development review at the City (process or otherwise)? You can [send your ideas](#) to us anonymously.

Please do not submit application-related issues through the feedback page. C2K's relationship and issues management team helps address qualified issues that come up on any development application at the City. Visit the [Issues Resolution page](#) to learn about the criteria for submitting an issue.

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