C2K Connect

Your industry update on the latest Concept 2 Keys (C2K) developments
March 15, 2022

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City Council adopts latest C2K report
C2K's latest report, [Concept 2 Keys Priority Development Review Stream Enhancements and Adjustments and Fourth Quarter of 2021 C2K Program Updates](#), was [adopted](#) by City Council on March 9.

A motion to amend the item was moved by Deputy Mayor Ana Bailão, Planning and Housing Committee Chair. It recommended that "City Council request the Chief of Staff, City Manager's Office, in consultation with the Development Review divisions, to continue to advance the roll out of Concept 2 Keys and the operating model, across the remainder of the City by the end of 2022 and work to improve the continuity of service delivery as a core principle of the operating model, for all projects across all application types, from the pre-application stage to the building permit stage."

High-level updates from the report include:

Priority Development Review Stream: Affordable Housing
The Priority Development Review Stream, formerly known as Phase 1, was launched on January 1, 2021. On the direction of Council, affordable housing development projects have been prioritized for this team's review. A dedicated interdivisional core review team was established, applying a team-based approach to provide focus and coordination for prioritizing and accelerating priority development applications. Based on the success of the affordable housing priority development review stream's team-based approach, it has been transitioned from a pilot to a permanent, expanded service.

The average time for City staff to review and provide comments to development applicants has been five weeks per round of review; down from an average duration of

eight to nine weeks per review round. Applications from the City's Modular Housing Initiative required the highest priority and averaged three weeks per review. This early success in improving review timelines was made possible because the required structures and resources were in place to support this work.

16 new development review-related permanent positions
To make it possible to increase the volume of affordable housing applications reviewed by C2K's Priority Development Review Stream and to address development review-related staffing issues, C2K included a request in this report for the creation of 16 permanent positions, which was approved by Council. The positions are in City Planning; Engineering & Construction Services; Transportation Services; Parks, Forestry & Recreation; and Concept 2 Keys.

You can read more about C2K's work to improve the development review process and expedite the approval of affordable housing applications in the report. C2K's 2021 achievements and highlights can be found in an attachment to the report.

C2K receives $1.75 million in Provincial funding
C2K successfully applied to receive funding from the Province of Ontario's Streamline Development Approval Fund, which the Province announced at a virtual summit on housing in January. This fund can be used to modernize, streamline and accelerate processes for managing and approving housing applications. C2K is putting this funding toward the acquisition of the City's new file circulation tool, and other technology improvements as funding permits.

Issues management update
C2K's relationship and issues management function was launched in May 2021 with the goal of enhancing customer service and addressing application-specific concerns. A tiered governance framework was also established to resolve development review conflicts, align on competing divisional priorities and approve key development review improvements. The following is an update on progress made as of March 10, 2022:

Issues received: 70 issues
Status of issues received:
- 60 resolved
- 10 in progress for resolution, including:
    - 3 under investigation
    - 6 with plans in development for resolution
    - 1 escalated to the Issues Resolution Table

The relationship and issues management team is always looking for feedback from applicants, which can be provided through a confidential survey.

How to Connect with the C2K Team
❖ Learn more at toronto.ca/C2K
❖ Contact Concept2Keys@toronto.ca with any questions
❖ Use the Application Submission Tool to upload new applications
❖ 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