



C2K Connect

Your industry update on the latest Concept 2 Keys (C2K) developments
June 20, 2022

In this edition:

- [Development Application Fee Review report adopted](#)
- [Industry engagement opportunities](#)
- [Etobicoke York anniversary and district rollout](#)

Development Application Fee Review report adopted

Under its User Fee Policy, the City regularly reviews development application fees. The [Development Application Fee Review](#) was approved by City Council at its meeting on June 16. The 2021 review provides a "point in time" picture of anticipated costs and revenue within the development review service. It relies on historical application volumes and approved staff complement as inputs into the cost model, and includes any changes made between 2016 and 2021 to accurately capture current-state service costs.

Changes in development trends over the 2017-2020 period, including the increasing size and complexity of development applications, are also reflected in this review and will be reflected in future reviews. A new [development application fee schedule](#) includes new fee categories, reflects the removal of a number of existing categories and provides updated fees for all categories, in 2022 dollars. This report's current-state update represents the first step to a future fee review. The updated fees that come into effect on September 1, 2022 will enable the City to better recover the full costs of the development review service as it exists today. The future fee review will be based on an updated evaluation of staffing levels and reflect a new operating model to support improved service delivery, culminating in a report back to Council in 2024.

Industry engagement opportunities

Your expertise and feedback have already helped shape the City's new Application Submission Tool (AST) and C2K is pleased to announce that we are creating new opportunities for you to continue collaborating with us as we work to build effective development review tools.

We have two ways in which we'd like to invite you to help us advance the AST and build and deliver the new File Circulation Tool that C2K is currently working to procure. Feel free to take part in one or both options.

1. Application Submission Tool: **Research participants** will share their customer experiences in a 30- to 60-minute session in which they use our tools and prototypes. We rely on this input to make the design and service more intuitive and efficient.
2. AST & File Circulation Tool: **Change Agent Network forums** will allow key stakeholders to provide feedback directly to the project team and help influence positive and sustainable changes. The Change Agent Network for the Application Submission Tool will launch in September with the one for the File Circulation Tool launching next year.

If you (or anyone in your organization) is interested in participating in these engagement opportunities, please reach out to Ankita Verma, Manager, Customer Experience & Technology at Ankita.Verma@toronto.ca.

Etobicoke York anniversary and district rollout

The first anniversary of C2K's rollout in Etobicoke York is fast approaching on July 1! C2K implemented a new operating model in the district (and for priority affordable housing applications) aimed at improving development review through the introduction of interdivisional teams made up of staff from various divisions and commenting partners, process improvements meant to improve workflows, and new technology to automate processes and save applicants and staff time.

In consultation with City Planning and based on lessons learned in Etobicoke York, C2K will begin rolling out the new team-based operating model and process and technology improvements to the rest of the City's districts by the end of this year. Stay tuned for an announcement in next month's C2K Connect about the next districts and how the City is preparing to roll out in them!

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

To unsubscribe to this email, please send an email to Concept2Keys@toronto.ca with **UNSUBSCRIBE** in the subject line.