



C2K Connect

Your industry update on the latest Concept 2 Keys (C2K) developments
May 17, 2023

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Development & Growth Services update

Work continues to progress on the City's new service area, Development & Growth Services (DGS). The new service area will organize all development and growth-related services under a new Deputy City Manager. DGS will include City Planning, Toronto Building, the Housing Secretariat and a new Development Review Division. The Development Review Division will include Concept 2 Keys (C2K) and key staff who contribute to and support development review and approvals.

Expected outcomes of the new service area include streamlining decision-making and fostering coordination and greater collaboration among staff and external stakeholders by enhancing transparency and accountability while maintaining the integrity of the development approval process and good planning outcomes.

The City has engaged KPMG to work with senior divisional leaders and key subject matter experts to define the service area's organizational structure. The service area's new operating model will be informed by the multidisciplinary team-based model implemented by [Concept 2 Keys](#) and the City's [End-to-End Review](#).

Through the month of May, City leadership will finalize the new organizational structure and in June develop a transition plan to the new service area that will be initiated on July 1. Further information will be communicated as this work is finalized. If you have questions about DGS, please reach out to DevGrowth@toronto.ca.

Mandatory PAC in effect as of April 3

On April 3, the City's mandatory [Pre-Application Consultation](#) (PAC) by-law came into effect for four application types:

- Official Plan Amendment
- Zoning By-law Amendment
- Draft Plan of Subdivision
- Site Plan Control

The by-law requires a meeting between an applicant, City staff and relevant external commenting partners, held at the beginning of the development review process. The mandatory PAC process provides a more structured approach aimed at clarifying application requirements and identifying issues and opportunities for the site. All requests for mandatory PAC meetings must be submitted through the new online request form in the [Application Submission Tool](#) (AST). C2K has created a [guide](#) to help applicants request mandatory PAC meetings through the AST.

Note that a PAC meeting *must* occur before any of the four application types listed above can be submitted. If you have any questions regarding your application, please reach out to Community Planning staff, who can be found in the [City Planning telephone directory](#).

Applications for Draft Plan of Condominium and Part Lot Control Exemption

Pre-Application Consultation meetings are *not required* prior to the submission of Draft Plan of Condominium and Part Lot Control Exemption applications. PAC meetings *should not be* requested for these application types and the PAC fee *should not be* paid. The application requirements and submission procedure for these applications will be updated shortly on the City's [Development Guide](#).

Updated web page and materials

The City has an [updated PAC web page](#) that provides information about the mandatory PAC process and other services to support applicants in the early stages of the development review process.

1-on-1 feedback sessions

The City is interested in speaking with industry stakeholders who have used the Application Submission Tool (AST) to submit a mandatory PAC meeting request or plan to submit a request.

As this is a new component of the AST, we are looking for customer input to improve the technology. If you are interested in participating in a 30-to-60 minute 1-on-1 session to share your experience, please email appssubmission@toronto.ca with the subject line Feedback Sessions.

Kris Hornburg returns to C2K

Kris Hornburg is now back in his role of Director, Development Process & Performance, C2K, after a brief parental leave. Ankita Verma has returned to her role overseeing C2K's Customer Experience & Technology team. Feel free to reach out to Kris and Ankita with any questions you may have.

How to Connect with the C2K Team

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

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