



Decision Letter

GL20.8

Toronto Accessibility Advisory Committee

Meeting No.	11	Contact	Jennifer Lin, Committee Secretary
Meeting Date	Friday, November 20, 2020	Phone	416-338-5089
Start Time	9:30 AM	E-mail	taac@toronto.ca
Location	Video Conference	Chair	Councillor Kristyn Wong-Tam

DI11.12	ACTION	Adopted		Ward: All
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Request for a Presentation on the Customer Experience Transformation and Innovation Program

Committee Decision

The Toronto Accessibility Advisory Committee recommends that the General Government and Licensing Committee:

1. Request the Program Director, Customer Experience Transformation and Innovation to make a presentation to the Toronto Accessibility Advisory Committee no later than the end of the first quarter of 2021 on the Customer Experience Transformation and Innovation Program, including any current and future initiatives related to people with disabilities.

Origin

(October 21, 2020) Letter from Michael Miceli, Member, Toronto Accessibility Advisory Committee

Summary

According to a City of Toronto [news release](#) dated December 13, 2019, the City transitioned its Civic Innovation Office to a newly formed Customer Experience Transformation and Innovation (CXi) program effective January 1, 2020.

This news release details the initiatives of the Civic Innovation Office to increase civic engagement with underrepresented people, which included testing a digital translation application tool to help citizens overcome language barriers to public participation in city services and governance. This office also championed Human Centred Design at the City as a means of approaching innovation and public engagement differently.

Lastly, this news release notes that the CXi program was established as a means of unifying the City's customer service initiatives with a focus on improving the user experience and ensuring that residents have the best experience possible when they access City services.

Background Information

(October 21, 2020) Letter from Michael Miceli on Request for a Presentation on the Customer Experience Transformation and Innovation Program
<http://www.toronto.ca/legdocs/mmis/2020/di/bgrd/backgroundfile-158034.pdf>