

Date: October 21, 2020

To: Toronto Accessibility Advisory Committee

Request for a Presentation on the Customer Experience Transformation and Innovation Program

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.

Recommendations:

The Toronto Accessibility Advisory Committee recommends:

1. That the Program Director, Customer Experience Transformation and Innovation be requested 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.

Michael Miceli
Member, Toronto Accessibility Advisory Committee