

# TORONTO Customer Experience

## Corporate Services

The Customer Experience Division (CXD) incorporates a collaborative approach to drive standards, capabilities, and the scaling of platforms with a focus on providing outcomes that result in public access to inclusive, accessible, integrated services via channels of choice.

Through the 311 Contact Centre, CXD provides residents, businesses, and visitors with 24/7 access to City services, programs, and information online, via the 311 Toronto mobile app, by phone, e-mail, fax or mail. Toronto.ca/311 provides access to a wide range of online services, including service requests and tracking.

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