CX Moment

Centennial values customer service and is focused to be the most proactive government with the *best customer experience*.

Let's take a moment to explore how improving accessibility for everyone creates more positive customer experiences.

You may have wondered how the Americans with Disabilities Act (ADA) applies to your department, your job, or the service you provide to other people. Or, you may have wondered why the ADA is important and how it relates to creating positive customer experiences. As you read these ideas and tips you may find that making you department or the service you provide more accessible and welcoming to people with disabilities is not as difficult as you thought.

Here are a few interesting thoughts about the ADA:

- There are more than 50 million Americans with disabilities – 18% of our population.
- By the year 2030, 71.5 million Americans will be over the age of 65 and in need of products, services, and environments that address their age-related physical changes.
- Accessibility attracts not only people with disabilities but also their families and friends. These people often visit parks, take vacations, and conduct other activities accompanied by family or friends.

Centennial is dedicated to fostering atmosphere that is truly accessible and inclusive. The City has provided ADA training and implemented resources like assisted listening devices and the newly released Over-The-Phone Interpretation Services to help us achieve this every day. Just remember to treat people with disabilities in the way you would like to be treated. Often, it is as easy as offering a space to the front of the room to someone with a hearing impairment or providing a pad of paper and pencil to a deaf person. If you are unsure how best to communicate or assist someone, simply ask what works best for them.

Additionally, Jonah Schneider is the City's ADA Coordinator and an excellent resource if you have questions. Even with an ADA coordinator, training, and resources there are still ways we can improve. By intentionally thinking about the potential impact of our actions and ways that accessible design can benefit us all we will be providing more positive and proactive customer experiences.

So, let's challenge ourselves daily to create a truly accessible and inclusive environment.

Thanks for everything you do to make service at Centennial great for our customers!