



U.S. Department of Justice

Civil Rights Division

*Disability Rights Section
P.O. Box 66738
Washington, DC 20035-6738*

ITM Accessibility Checklist¹

This Checklist should serve as a tool for evaluating the extent to which Information Transaction Machines -- or "ITM's" -- are accessible to and usable by most people with disabilities. ITM's include, but are not limited to, the following:

- ATM's (automated teller machines);
- ticket vending machines;
- computer kiosks;
- electronic building directories;
- fare machines; and
- point of sale customer card payment systems

This Checklist is partly based on the publication, "User Needs, and Strategies for Addressing Those Needs" (hereinafter, "Strategies") by the Trace Research and Development Center of the University of Wisconsin-Madison, which can be found at:

<http://www.trace.wisc.edu/world/kiosks/itms/needs.html>

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¹For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

Section 508 Coordinators: **1-202-305-8304** (voice)
 1-202-353-8944 (TTY)

ADA Information Line : **1-800-514-0301** (voice)
 1-800-514-0383 (TTY)

Alternate format copies for person with disabilities may also be requested via e-mail to:
sec508.questions@usdoj.gov

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

<http://www.usdoj.gov/crt/508>

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Note: The Trace Center's "Strategies" may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000.

Person filling out this Checklist:

Component/Agency: _____

Name: _____

Title: _____

Telephone: _____

Fax number: _____

E-mail address: _____

ITM application under review:

Type (choose the most appropriate description):

- (a) automated teller machine (ATM)
- (b) ticket vending machine
- (c) information or computer kiosk
- (d) electronic building directory
- (e) point of sale card payment system
- (f) fare machine
- (g) other —describe: _____

Hardware Manufacturer: _____

Model: _____

Software: _____

Number of units of this model operated or used by component: _____

Used by approximately _____ members of the public and _____ Federal employees on an average weekly basis.

Hours of availability (choose the most appropriate):

- (a) 24 hours a day, seven days a week
- (b) normal business hours, weekdays only
- (c) normal business hours, 7 days a week
- (d) extended business hours, weekdays only
- (e) extended business hours, weekdays and some weekend hours

Question	Y	N	N/A
1. Can the user change sound settings, such as volume?			
2. For all visual information and cues, are there simultaneous corresponding audible information and cues?			
3. Is there sufficient contrast between foreground and background colors or tones so that a person with low vision can use the technology, or is it possible for the user to select foreground and background colors?			

Any "no" answer may indicate a problem with accessibility.

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4.	Is all text information displayed large enough that it can be read by someone with low vision, or is it possible for the user to select an enlarged display?			
5.	Can users select speech input?			
6.	If speech input is used, is an alternative method available for inputting information, such as typing on a keyboard or scanning printed material, so that someone who cannot speak can use the technology?			
7.	For all sound cues and audible information, such as "beeps," are there simultaneous corresponding visual cues and information?			
8.	Is there a headphone jack to enable the user to use an assistive listening system to access audible information?			
9.	Can users simultaneously change the visual display settings and the sound settings?			
10.	Can the user read displayed output with a tactile display such as Braille?			
11.	Does the technology allow the user to use scanning input?			
12.	Is the technology manufactured such that it allows a person using a wheelchair to approach the technology, including all controls, dispensers, receptacles, and other operable equipment, with either a forward or parallel approach?			
13.	<p>Is the technology manufactured so that, if the equipment is properly placed, the highest operable part of controls, dispensers, receptacles, and other operable parts fall within at least one of the following reach ranges?</p> <p style="padding-left: 40px;">If a forward approach is required, the maximum high forward reach is 48 inches.</p> <p style="padding-left: 40px;">If a side approach is allowed, and the reach is not over an obstruction, the maximum high side reach is 54 inches; if it is over an obstruction which is no more than 24 inches wide and 34 inches high, the maximum high side reach is 46 inches.</p>			
14.	If electrical and communication system receptacles are provided, are they mounted no less than 15 inches above the floor?			
15.	Are all controls and operating mechanisms operable with one hand and operable without tight grasping, pinching, or twisting of the wrist?			
16.	Is the force required to operate or active the controls no greater than 5 lbf?			

Any "no" answer may indicate a problem with accessibility.

