



## U.S. Department of Justice

### Civil Rights Division

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

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## ITM Accessibility Checklist<sup>1</sup>

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>

The development of the Trace Center's publication was funded by the National Institute on Disability and Rehabilitation Research ("NIDRR") of the U.S. Department of Education under grant number H133E30012. Use of the Trace Center's materials does not constitute an endorsement of the Trace Center or its work by the Department of Justice. Likewise, the Department of Justice's ITM Accessibility Checklist has not been adopted, endorsed by, or in any way approved by the Trace Center, NIDRR, or the Department of Education.

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<sup>1</sup>For 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>**

# ITM Accessibility Checklist

page 2 of 4

**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.**

# ITM Accessibility Checklist

page 3 of 4

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.**

**ITM Accessibility Checklist**

<p>17. Are instructions and all information for use accessible to and independently usable by persons with vision impairments?</p>			
<p>18. Is the technology manufactured in such a way that it can be made detectable to persons with visual impairments who use canes to detect objects in their path?</p> <p>Note: Objects projecting from walls with their leading edges between 27 in. and 80 in. above the finished floor should protrude no more than 4 in. into walks, halls, corridors, passageways, or aisles. Objects mounted with their leading edges at or below 27 in. above the finished floor may protrude any amount. Free-standing objects mounted on posts or pylons may overhang 12 in. maximum from 27 in. to 80 in. above the ground or finished floor.</p>			

19. After you have evaluated this ITM using the Checklist, have users with a wide variety of disabilities test it for accessibility. Describe the accessibility successes and problems they encountered during these exercises, including any suggestions for improvement:

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