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## **Kiosk Accessibility Standards**

### **General**

In compliance with Administrative Regulation 2020-02, the City of Colorado Springs shall ensure that equipment and services covered by this part are accessible, usable, and compatible to the maximum extent feasible as defined in this document.

### **What is Accessibility**

The term accessible shall mean that:

Websites, tools, and technologies shall be perceivable, understandable, navigable, and robust to ensure access for persons with disabilities.

### **Accessibility Requirements**

The following standards are intended for digital notification boards, traditional stand-alone upright kiosks or a modified lower kiosk where it is expected that a user will sit and interact. Accessibility requirements will vary depending on which type is used. Apply standards as provided in this document to the maximum extent feasible and as applicable.

In general, the input, control, and mechanical functions shall be locatable, identifiable, and operable in accordance with each of the following requirements, assessed independently.



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## Interactive Kiosks

### Interface Design

Operable without vision, with low vision and limited or no hearing.

1. One mode that does not require user vision is provided
2. Controls are tactilely distinguishable - **Example:** is it possible to identify the audio headphone jack by touch or by a tactile symbol?
3. Users with restricted or no vision can use all functions of the terminal
4. Outputs can be perceived by users with restricted or no vision
5. The visual presentation of the interface is customizable by user – **Example:** can a user with low vision zoom in and zoom out or adjust the size of the font?
6. Speech output is provided
  - 6.1. Headphone jack is tactilely marked
  - 6.2. Text-to-speech function activates when headphones are inserted, or
  - 6.3. Accessible instructions are provided to activate the text-to-speech function
7. Special function controls have braille or large print labels
8. Cards can be inserted into card reader in its correct orientation without requiring vision
9. Instructions for accessing the kiosk, kiosk availability, and readiness do not rely on vision – **Example:** a welcome screen notifies the user that the kiosk is available and ready for use, this welcome information is audibly looped in a passive and polite manner

Operable with little or no color perception. Provide at least one mode that does not require user color perception.

1. The functionality of controls can be determined by a method other than color
2. Color contrast ratio of foreground and background presentation is 4.5:1 or greater

Operable without hearing. Provide at least one mode that does not require user auditory perception.

1. All outputs can be perceived by users with restricted or no hearing
2. Captions are provided
3. A method to activate captioning is available for the user

Operable with limited manual dexterity. Provide at least one mode that does not require user fine motor control or simultaneous actions.

1. More than one method to interact is provided – **Example:** the use of a mouse, track pad, and/or touch screen ensures multiple methods of input and ability



2. Controls are adequately sized and sufficiently spaced to be operated by people with limited dexterity

Operable with limited reach and strength. Provide at least one mode that is operable with user limited reach and strength.

1. All operable parts are reachable by people of all heights and people using mobility devices
2. Displays are within sight of people of all heights and people using mobility devices

Operable with a Prosthetic Device. Controls shall be operable without requiring body contact or close body proximity.

1. Operation requires minimum strength, grip, and wrist twisting
2. Terminal can be operated using only one hand
3. Touchscreen or other contact-sensitive controls do not require that it is touched by a body part
4. If using biometric identification, an alternative access mechanism is available for users who do not possess the required biological characteristic

Operable without time dependent controls. Provide at least one mode that does not require a response time or allows response time to be by-passed or adjusted by the user over a wide range.

1. Sufficient time to accommodate slower users is provided

Operable without speech. Provide at least one mode that does not require user speech.

1. An input method that does not require speech is provided

Operable with limited cognitive skills. Provide at least one mode that minimizes the cognitive, memory, language, and learning skills required of the user.

1. Simple language is used for instructions, prompts and outputs and, where possible, supplemented with pictorial information or spoken language
2. User can cancel transaction at any point and retrieve any items or information they have inserted or provided
3. User interface and task flow is similar across different functions and remains the same across repeated visits
4. If more than one version of a terminal is used for the same purpose the interfaces function similarly
5. Users are not required to remember a fixed supplied pin
6. Interface resets to a standard configuration after each use
7. Screen does not flash at a frequency of above 2HZ



Ensure an equivalent service is available through an accessible channel for users who cannot use the terminal

1. An accommodation process is in place
2. A method to request an accommodation is provided at the terminal
3. Training and assistance is available
4. Privacy and security to use terminal and request assistance is provided
5. Where in person assistance is not available, a method to request is in place via phone, text, or web and is communicated to the user accessibility via text, audio, and tactile/braille
6. Contact information to request an accommodation directs the user to a trained representative of the organization that can process the accommodation

## Physical Design

Terminal is accessible to users with limited mobility (Physical Requirements)

1. **Forward reach limits:** If a kiosk can be accessed via a forward reach and is obstructed, the highest touchpoint is 48 inches and the minimum height is 15 inches
2. **Obstruction of less than or equal to 20”:** If there is an obstruction in front of a kiosk (such as a countertop) and the depth of the obstruction is 20 inches or less, the highest touchpoint is 48 inches – the floor must be clear underneath the obstruction at an equal or greater depth
3. **Obstruction of greater than 20”:** If the obstruction exceeds 20 inches, the highest touch point is 44 inches and the maximum depth of the obstruction is 25 inches. The floor must be clear underneath the obstruction at an equal or greater depth
4. **Side reach limits:** If a kiosk is only accessible via a parallel approach and the side reach is unobstructed, the highest touch point is 48 inches and the minimum height is 15 inches
5. **Obstruction of less than or equal to 10”:** If there is an obstruction (like a countertop) in front of a kiosk and the obstruction depth is 10 inches or less, the maximum height of the obstruction is 34 inches and the highest touch point is 48 inches
6. **Obstruction of greater than 10”:** If the obstruction depth exceeds 10 inches, the maximum depth of the obstruction is 24 inches, the maximum height of the obstruction is 34 inches and the highest touch point is 46 inches
7. **Operable parts:** If a kiosk has peripherals (a printer, for example), the lowest allowable height is 15 inches and the highest allowable height is 48”
8. **Protrusion limits:** If the kiosk is wall-mounted and has nothing below it to alert someone with visual impairments navigating with a cane to its presence, it can have a maximum depth of 4 inches from the wall, a minimum height of 27 inches and a maximum height of 80 inches.
9. **Force to operate:** Force/strength required to operate any kiosk feature must be < 5lbs.
10. **Floor space requirements:**



- a. **Approach:** an accessible route leading to the kiosk that is at least 36" wide, is level (under 2% grade or less than ¼" vertical raise or ½" beveled) and is firm, stable, and slip resistant exists
  - b. **Clear floor space:** a 48"x30" clear area, that is level (under 2% grade), firm, stable, and slip resistant exists for each kiosk
11. **Lower sit-down a-typical kiosks:**
- a. **Work surface/screen (vertical):**
    - i. Under clearance with minimum of 27" knee clearance that is at least 30" wide.
    - ii. Reach ranges
    - iii. Floor space requirements – see all above.
  - b. **Work surface/screen (horizontal):**
    - i. The top of the work surface/screen must be 28-34" high.
    - ii. Under clearance with minimum of 27" knee clearance that is at least 30" wide.
    - iii. Floor space requirements – see all above.

## Digital Notification Boards

### Design

Information conveyed is not reliant upon one form of communication

1. One mode that does not require user vision is provided
2. One mode that does not require hearing is provided

Understandable with little or no color perception

1. Color contrast ratio of foreground and background presentation is 4.5:1 or greater

Understandable with limited cognitive skills

1. Simple language is used for direction
2. Screen does not flash at a frequency of above 2HZ
3. Information presented does not change for at least 5 seconds

Ensure an equivalent service is available through an accessible channel for users who cannot access the information presented by the terminal

1. An accommodation process is in place – **Example:** a user with low vision cannot hear her ticket called or see rolling text across the screen, a quiet waiting area would ensure she receives the information conveyed via the terminal



2. A method to request an accommodation is provided at or near the terminal
3. Training and assistance is available
4. Privacy and security to use terminal and request assistance is provided