



AUTOMATIC TELLER MACHINES, FARE MACHINES AND POINT-OF-SALE DEVICES

1. Electronic information processing devices that accept or dispense cash in connection with a credit, deposit or convenience account shall comply with the requirements for Automatic Teller Machines (ATMs). **§202, §11B-220.1**
2. Devices used for the purchase of goods or services that require a personal identification number (PIN), zip code or signature shall comply with the requirements for Point-of-Sale Devices (POS). **§202, §11B-220.2**
3. All automatic teller machines, fare machines and point-of-sale devices shall display characters in a sans serif font. Characters shall be at least 3/16 inch high based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background. **§11B-220, §11B-707.7.2**
4. Walk-up automatic teller machines, fare machines and point-of-sale devices shall comply with all requirements of Sections 11B-305 Clear Floor or Ground Space and 11B-309 Operable Parts. Each operable part shall be able to be differentiated by sound or touch, without activation, unless a clear or correct key is provided. **§11B-220, 11B-707**
5. Where two or more walk-up point-of-sale devices are installed for use with a specific type of motor fuel, at least two for that fuel type shall comply with all requirements of Sections 11B-305 Clear Floor or Ground Space and 11B-309 Operable Parts. Fuel types include, but are not limited to, gasoline, diesel, compressed natural gas, methanol, ethanol or electricity. **§11B-220.2**
6. Drive-up only automatic teller machines, fare machines and point-of-sale devices shall be operable with one hand without requiring tight grasping, pinching, or twisting of the wrist and use no more than 5 pounds to activate operable parts. Each operable part shall be able to be differentiated by sound or touch, without activation, unless a clear or correct key is provided. **§11B-707.3**
7. Point-of-sale devices when provided at check stands and sales and service counters and all automatic teller machines shall provide the opportunity for the same degree of privacy of input and output available to all individuals. **§11B-707.4, §11B-707.9.2**
8. Where bins are provided for envelopes, waste paper, or other purposes to serve automatic teller and fare machines, at least one of each type shall comply with the requirements for clear floor space, height and operable parts in Section 11B-811 Storage. **§11B-220.1**
9. Automatic teller and fare machines shall be speech enabled. Speech shall be delivered through a mechanism that is readily available to all users, including but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. **§11B-707.5**
10. For automatic teller and fare machines, operating instructions and orientation, visible transaction prompts, user input verification, error messages, and all displayed information for full use shall be accessible to and independently usable by individuals with vision impairments. **§11B-707.5**
11. Speech on automatic teller and fare machines shall be capable of being repeated or interrupted. Speech output for any single function may be automatically interrupted when a transaction is selected. Volume control shall be provided for the speech function. **§11B-707.5.1**
12. Speech output devices on automatic teller and fare machines that provide receipts shall provide audible balance inquiry information, error messages, and all other information on the printed receipt necessary to complete or verify the transaction unless otherwise exempted. **§11B-707.5.2**
13. Speech output devices on automatic teller and fare machines that provide receipts shall not require the following to be audible: machine location, date and time of transaction, customer account number, and the machine identifier; information on printed receipts that duplicates information available on-screen; and printed copies of bank statements and checks. **§11B-707.5.2**
14. Automatic teller and fare machines shall provide at least one tactilely discernible input control for each function. Where provided, key surfaces not on active areas of display screens, shall be raised above surrounding surfaces.



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Where membrane keys are the only method of input, each shall be tactilely discernible from surrounding surfaces and adjacent keys. **§11B-707.6.1**

15. Numeric keys on automatic teller and fare machines shall be arranged in a 12-key ascending or descending telephone keypad layout. The number five key shall be tactilely distinct from the other keys. **§11B-707.6.2**
16. Function keys on automatic teller and fare machines shall contrast visually from background surfaces. Characters and symbols on key surfaces shall contrast visually from key surfaces. Visual contrast shall be either light-on-dark or dark-on-light except for tactile symbols. **§11B-707.6.3.1**
17. Function key surfaces on automatic teller and fare machines shall have tactile symbols as follows: Enter or Proceed key: raised circle; Clear or Correct key: raised left arrow; Cancel key: raised letter ex; Add Value key: raised plus sign; Decrease Value key: raised minus sign. **§11B-707.6.3**
18. At least 50 percent of walk-up automatic teller or fare machines shall have display screens that are visible from a point located 40 inches above the center of the clear floor space in front of the machine. **§11B-707.7.1**
19. Where display screens for automatic teller or fare machines are mounted vertically or no more than 30 degrees tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 52 inches above the floor or ground surface. **§11B-707.7.1.1**
20. Where display screens for automatic teller or fare machines are mounted between 30 degrees and 60 degrees tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 44 inches above the floor or ground surface. **§11B-707.7.1.2**
21. Where display screens for automatic teller or fare machines are mounted no less than 60 degrees and no more than 90 degrees (horizontal) tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 34 inches above the floor or ground surface. **§11B-707.7.1.3**
22. Automatic teller and fare machines shall have instructions for initiating the speech mode provided in Contracted (Grade 2) Braille. Braille dots shall have a domed or rounded shape and shall comply with the Braille Dimension requirements of Table 11B-703.3.1. Braille uppercase letter or letters shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, and acronyms. **§11B-707.8**
23. Point-of-sale systems that include a video touch screen or any other non-tactile keypad shall be equipped with a tactilely discernible numerical keypad, radio frequency identification device, fingerprint biometrics or other accessible equivalent technology. **§11B-220.2, §11B-707.9**
24. Point-of-sale systems that include a video touch screen or any other non-tactile keypad shall enable a visually impaired person to enter his or her own personal identification number or any other personal information necessary to process the transaction in a manner that provides the opportunity for the same degree of privacy input and output available to all individuals. **§11B-220.2, §11B-707.9**
25. Tactilely discernible numerical keypads on point-of-sale systems shall be similar to a telephone keypads containing a raised dot on the number 5 key with a dot base diameter from 1.5 to 1.6 mm and a height from 0.6 to 0.9 mm. **§11B-707.9.1.1**

DRESSING, FITTING, AND LOCKER ROOMS

26. Where dressing rooms, fitting rooms, or locker rooms are provided, at least 5 percent, but no fewer than one, of each type of use in each cluster provided shall comply with the following: **§11B-222.1 and §11B-803**
 - a. A 60 inch diameter circular turning space or a t-shaped turning space complying with 11B-304.3.2 T-Shaped Spaces shall be provided within the room.
 - b. Doors shall not swing into the room unless a turning space is provided beyond the arc of the door swing.
 - c. A bench complying with 11B-903 Benches shall be provided within the room. The bench seat shall be 48 inch minimum long, 20 to 24 inch deep, and a clear floor space complying with 11B-305 Clear Floor or Ground Space shall be provided at the end of the bench seat and parallel to the short axis of the bench. The bench



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shall provide for back support or shall be affixed to a wall along its long dimension. The top of the bench seat shall be 17 to 19 inches above the finish floor. Benches shall be affixed to the wall or floor. Allowable stresses shall not be exceeded for materials used when a vertical or horizontal force of 250 pounds is applied at any point on the seat, fastener, mounting device, or supporting structure.

- d. Coat hooks shall be no higher than 48 inches from the floor and shall not be located above the bench or other seating in the room.
- e. Shelves shall be 40 inches minimum and 48 inches maximum above the finish floor or ground.
- f. Full-length mirrors, at least 18 inches wide by 54 inches high, shall be installed with the bottom edge of the reflecting surface 20 inches maximum above the finish floor. Mirrors shall be mounted in a position affording a view to a person on the bench as well as to a person in a standing position.

BENCHES

- 27. Clear floor or ground space complying with 11B-305 shall be provided and shall be positioned at the end of the bench seat and parallel to the short axis of the bench. **§11B-903.2**
- 28. Benches shall have seats that are 48 inches long minimum and 20 inches deep minimum and 24 inches deep maximum. **§11B-903.3**
- 29. The bench shall provide for back support or shall be affixed to a wall along its long dimension. Back support shall be 48 inches long minimum and shall extend from a point 2 inches maximum above the seat surface to a point 18 inches minimum above the seat surface. Back support shall be 2½ inches maximum from the rear edge of the seat measured horizontally. **§11B-903.4**
- 30. The top of the bench seat surface shall be 17 inches minimum and 19 inches maximum above the finish floor or ground. **§11B-903.5**
- 31. Benches shall be affixed to the wall or floor. Allowable stresses shall not be exceeded for materials used when a vertical or horizontal force of 250 pounds is applied at any point on the seat, fastener, mounting device, or supporting structure. **§11B-903.6**
- 32. Where installed in wet locations, the surface of the seat shall be slip resistant and shall not accumulate water. **§11B-903.7**

CHECK-OUT AISLES AND SALES AND SERVICE COUNTERS

- 33. Where provided, check-out aisles, sales counters, service counters, food service lines, queues, and waiting lines shall comply with 11B-227 and 11B-904. **§11B-227.1**
- 34. Where check-out aisles are provided, check-out aisles complying with 11B-904.3 shall be provided in accordance with Table 11B-227.2. Where check-out aisles serve different functions, check-out aisles complying with 11B-904.3 shall be provided in accordance with Table 11B-227.2 for each function. Where check-out aisles are dispersed throughout the building or facility, check-out aisles complying with 11B-904.3 shall be dispersed. When not all check-out aisles are accessible, accessible check-out aisles shall be identified by a sign complying with 11B-904.3.4. **§11B-227.2 (See exception)**
- 35. Per **§11B-227.2**, provide a note on plans: “Operational procedures are often necessary to ensure the Americans with Disabilities Act accessibility requirements are met. When check-out aisles are open for customer use, the business should ensure that a minimum of one accessible check-out aisle is always available for use by persons with disabilities. As check-out aisles are opened and closed based on fluctuating customer levels, the business should ensure that the number of accessible check-out aisles available complies with Table 11B-227.2.”
- 36. Where check-out aisles are altered, at least one of each check-out aisle serving each function shall comply with 11B-904.3 until the number of check-out aisles complies with 11B-227.2. **§11B-227.2.1**



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37. All portions of counters required to comply with 11B-904 shall be located adjacent to a walking surface complying with 11B-403. **§11B-904.2**
38. Check-out aisles shall comply with the following:
 - a. Aisles shall comply with 11B-403. **§11B-904.3.1**
 - b. The counter surface height shall be 38 inches maximum above the finish floor or ground. The top of the counter edge protection shall be 2 inches maximum above the top of the counter surface on the aisle side of the check-out counter. **§11B-904.3.2**
 - c. Where provided, check writing surfaces shall comply with 11B-902.3. **§11B-904.3.3**
 - d. When not all check-out aisles are accessible, accessible check-out aisles shall be identified by a sign clearly visible to a person in a wheelchair displaying the International Symbol of Accessibility complying with 11B-703.7.2.1. The sign shall be a minimum of 4 inches by 4 inches. **§11B-904.3.4**
39. Sales counters and service counters shall comply with either of the following and the accessible portion of the counter top shall extend the same depth as the sales or service counter top. **§11B-904.4 (See exception)**
 - a. A portion of the counter surface that is 36 inches long minimum and 34 inches high maximum above the finish floor shall be provided. A clear floor or ground space complying with 11B-305 shall be positioned for a parallel approach adjacent to the 36 inch minimum length of counter. **§11B-904.4.1 (See exception) or**
 - b. A portion of the counter surface that is 36 inches long minimum and 34 inches high maximum shall be provided. Knee and toe space complying with 11B-306 shall be provided under the counter. A clear floor or ground space complying with 11B-305 shall be positioned for a forward approach to the counter. **§11B-904.4.2**
40. Where provided, at least one of each type of sales counter and service counter shall comply with 11B-904.4. Where counters are dispersed throughout the building or facility, counters complying with 11B-904.4 also shall be dispersed. **§11B-227.3**
41. Queues and waiting lines servicing counters or check-out aisles required to comply with 11B-904.3 or 11B-904.4 shall comply with 11B-403. **§11B-227.5**
42. Where counters or teller windows have security glazing to separate personnel from the public, a method to facilitate voice communication shall be provided. Telephone handset devices, if provided, shall comply with 11B-704.3. **§11B-904.6**

DEPOSITORIES, VENDING MACHINES, CHANGE MACHINES, MAIL BOXES, AND FUEL DISPENSERS

43. Except at drive-up only depositories, where provided, at least one of each type of depository, vending machine, change machine, and fuel dispenser shall comply with 11B-309. **§11B-228.1**
44. Gas pump nozzles shall not be required to provide operable parts that have an activating force of 5 pounds (22.2N) maximum. **§11B-309.4 (See exception)**

