



## Kiosk Accessibility DOT/CTA Updates

March 2015



---

## **New Air Carrier Access Act Regulations**

**New rules were published December 12, 2013 as part of DOT's continuing implementation of the Air Carrier Access Act.**

**US and foreign air carriers that own, lease, or control automated airport kiosks at US airports with 10,000 or more annual enplanements are required to ensure that all new automated airport kiosks installed 3 or more years after the rule's effective date meet the required technical accessibility standards until at least 25% of automated kiosks in each location at the airport is accessible.**

## Key dates to note:

- Effective **December 12, 2016** all new common use automated airport kiosks are required to meet the technical accessibility standards.
- Effective **December 12, 2022** at least 25% of all automated kiosks in each location an the airport must be accessible.

Common use automated kiosk – provide carrier software applications that enable customers to independently access flight related services.

**The standards combine Department of Justice ATM and fare machine 2010 Americans with Disabilities Act rule, the Section 508 standards for self-contained closed products, such as copiers, and adds aviation specific elements. The DOT accessible kiosk standard is new, although it contains familiar requirements.**



---

## Highlights:

- Accessible kiosks in each location at an airport must provide all of the same functions as inaccessible kiosks in that location
- Airports and carriers must ensure that accessible automated airport kiosks are visually and tactilely identifiable and maintained in working condition
- The standard applies when kiosks are “installed” not just new kiosks
- 25% applied on a per location basis, installing 12 kiosks, 3 must be accessible
- Airports and carriers are jointly and severally liable for ensuring that shared-use automated airport kiosks meet accessibility requirements

**Industry Compliance Plan is under development to address all requirements, some challenges include:**

- **Visual/Tactile identification of kiosks**
- **Timing (of operable parts). Where a timed response is required, the user must be alerted visually, by touch and by sound and given an opportunity to indicate more time is required.**



## Industry challenges:

- **Status indicators (for operable parts) must be discernable visually, by touch and by sound**
  - Navigation pad such as easy access could be installed
  - Traditionally 4 types of status indicators have also been used
    - Dedicated such as easy access
    - Full data keyboard
    - ATM selection keys
    - 12 or 16-digit number entry pad
  - Traditionally 5 defined action keys are used
    - Up/down
    - Action
    - Help
    - Forward/back
    - Enter



---

## Clarifications pending:

- List of everything considered in scope in the kiosk universe
- Speech
- Speaker volume
- Tickets and Boarding Passes
  - Orientation must be tactilely discernable if orientation is important to usage





## **Clarifications pending:**

- **Characters displayed on the screen must be sans serif font, 3/16 inch high minimum and background contrast must be a minimum luminosity contrast ratio of 3:1, which is very challenging**
- **Biometrics – if biometrics is the only means for user identification, 2 biometric options using different biological characteristics must be provided**
- **Size – the clear floor or ground space shall be at least 30 inches by 48 inches**

## Coordination with External Resources for Expertise

- **Open Doors will begin contributing and participating at the next meeting**
  - Hosted by United Airlines in Chicago: May 5-6
  - Open phone line for participants unable to attend in person
- **Contacts reaching out to banking industry to evaluate steps taken for ATM usage**
- **CUSS Version 1.4 set is scheduled to be published March 31, 2015**
  - Will address kiosk accessibility

# Canadian Transportation Agency (CTA) Accessibility Rule

Published December 17, 2014

---

*“Therefore, transportation service providers subject to this Code can install automated self-service kiosks that meet the standards of **either** section 1.3 of this Code (and the accompanying implementation guide) **or** **14 CFR Part 382 (Nondiscrimination on the Basis of Disability in Air Travel), § 382.57 (What accessibility requirements apply to automated airport kiosks?)** and **49 CFR Part 27 (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance), § 27.71 (Airport facilities)**, as it pertains to automated kiosks at U.S. airports.”*

- Carriers and terminal operators should ensure that at least **25 percent** of automated self-service kiosks located in each service area of an airport, rail or ferry terminal meet the standards in section 1.3 and the accompanying implementation guide by **December 31, 2022** .
- Carriers and terminal operators should ensure that all automated self-service kiosks installed on or after **December 31, 2016**, meet the design and functional specifications set forth in section 1.3 of this Code and the accompanying implementation guide, until at least 25 percent of kiosks provided in each service area of an airport, rail or ferry terminal meet this specification.

The DOT rule is available on the Internet at:  
[www.regulations.gov](http://www.regulations.gov), docket DOT-OST-2011-0177.

The CTA rule is available on the internet at:  
<https://www.otc-cta.gc.ca/eng/removing-communication-barriers>

**Questions: Email [pedwards@airlines.org](mailto:pedwards@airlines.org)**

***Thank you!***



**Airlines for America®**

**We Connect the World**