ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

Information Kiosks/transaction machines

Hardware

Technical Criteria:

- E206.1 General -

  Where components of ICT are hardware and transmit information or have a user interface, such components shall conform to the requirements in Chapter 4.

- E405.1 General -

  The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.

- E406.1 General -

  Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.

- E407.1 General -

  Where provided, operable parts used in the normal operation of ICT shall conform to 407.

- E407.2 Contrast -

  Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.

- E407.3.1 Tactilely Discernible -

  Input controls shall be operable by touch and tactilely discernible without activation.

- E407.3.2 Alphabetic Keys -

  Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.

- E407.3.3 Numeric Keys -

Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).

- 407.8 Reach Height and Depth -

  At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type.

- 407.8.1 Vertical Reference Plane -

  Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.

- 407.8.1.1 Vertical Plane for Side Reach -

  Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.

- 407.8.1.2 Vertical Plane for Forward Reach -

  Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.

- 407.8.2 Side Reach -

  Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.

- 407.8.2.1 Unobstructed Side Reach -

  Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.

- 407.8.2.2 Obstructed Side Reach -

  Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.

- 407.8.3 Forward Reach -

  Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.

- 407.8.3.1 Unobstructed Forward Reach -

Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.

- 407.8.3.2 Obstructed Forward Reach -

  Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).

- 407.8.3.2.1 Operable Part Height for ICT With Obstructed Forward Reach -

  The height of the operable part shall conform to Table 407.8.3.2.1.

- 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach -

  Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.

- E408.2 Visibility -

  Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.

- E409.1 General -

  Where provided, status indicators shall be discernible visually and by touch or sound.

- E410.1 General -

  Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

- E411.1 General -

  Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.

- E414.1 General -

  Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.

- E414.1.1 Digital Television Tuners -

  Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.

- E414.1.2 Other ICT -

  ICT other than digital television tuners shall provide audio description processing.

- E401.1 Scope -

  The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508

Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

ICT Support and Services

Technical Criteria:

- E208.1 General -

  Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

- E601.1 Scope -

  The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

- E602.1 General -

  Documentation that supports the use of ICT shall conform to 602.

- E602.2 Accessibility and Compatibility Features -

  Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.

- E602.3 Electronic Support Documentation -

  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

- E602.4 -
- E602.3 Electronic Support Documentation -

  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

- E602.4 Alternate Formats for Non-Electronic Support Documentation -

  Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.

- E603.1 General -

  ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

- E603.2 Information on Accessibility and Compatibility Features -

  ICT support services shall include information on the accessibility and compatibility features required by 602.2.

- E603.3 Accommodation of Communication Needs -

  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.

Functional Performance Criteria:

- 301.1 Scope - The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.
- 302.1 Without Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.
- 302.2 With Limited Vision - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.
- 302.3 Without Perception of Color - Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.
- 302.4 Without Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
- 302.5 With Limited Hearing - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.
- 302.6 Without Speech - Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
- 302.7 With Limited Manipulation - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.
- 302.8 With Limited Reach and Strength - Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.
- 302.9 With Limited Language, Cognitive, and Learning Abilities - ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

Instructions

The Accessibility Requirements Report should be incorporated into the solicitation requirements document (SOO, SOW, PWS, etc.). Please go to the Revised 508 Standards Toolkit (https://section508.gov/refresh-toolkit) for further information on the procurement process.