**How Usable Is Your ATM?**

A checklist for conducting a survey of the usability and accessibility of

# Automated Teller Machines

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## ATM Guidelines

This checklist uses standards from the Americans with Disabilities Act Accessibility Guidelines adopted by the U.S. Department of Justice, and guidelines proposed by the U.S. Access Board available at: [www.access-board.gov](http://www.access-board.gov) and 1-800-872-2253. Detailed checklists are also available at: http://wdsc.doleta.gov/disability/htmldocs/efc.html.

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1. **Introduction**

This checklist was created to determine how Automated Teller Machines (ATMs) measure up to federal and industry standards for usability and accessibility. Basically, this survey tests whether people with vision, cognitive, mobility, and learning impairments can use the ATM without asking for help. This checklist incorporates the Americans with Disabilities Act Guidelines (ADDAG) standards with the revised ADAAG standards that have been proposed but not yet adopted.

This checklist is only one of many tools needed to evaluate banking and customer service. This checklist identifies different problems that may prevent people with disabilities from using an ATM. People who own, rent, lease, or manage locations that serve the public in existing facilities should comply with the ADA standards.

Report the survey results to the organization or person in charge of the ATM, and talk to them about ways to make the ATM easier to use for everyone.

Often, recommended changes are inexpensive and easy to accomplish. However, some recommended changes might require the owner to purchase an entirely new ATM. Regardless of the ease or difficulty of the changes, please record all measurements and notes carefully. Businesses and banks will more seriously consider the survey, results, and suggestions if the information is accurate, documented, and presented to management in a timely manner.

Please remember that full compliance with the ADAAG requirements is required only for new construction and alterations.

### Survey Materials

To complete this survey, you will need this checklist, a pencil, a tape measure, and headphones. A camera would be helpful, but is not necessary.

### Instructions

Read and follow all directions carefully. Some questions may ask you to skip several pages and/or questions. Remember to record your measurements carefully and to answer all the questions. Key terms are defined in the sections where they appear.

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| A. General Information |
| 1. What is the date this survey is being conducted? |
| 1. How many people are conducting this survey? |
| 1. What is the name and address of the bank or business where the ATM is located? |
| 1. How many ATMs are at this location?    * If there is more than one ATM, consider completing a checklist for each section. |
| 1. What is the brand name of the ATM? |
| 1. What is the serial number of the ATM? |
| 1. People completing this survey have the following impairments (circle all that apply):    * Vision    * Speech    * Hearing    * Mobility/movement    * Developmental    * Learning    * Manipulation (hands)    * Other (please specify)\_\_\_\_\_\_\_\_\_    * None |

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| B. Getting to the ATM A person who uses a wheelchair or other mobility device should be able to ghet to the ATM without asking for help or risking their safety. There should be marked parking spaces reserved for those who have disabilities, and these spaces should close to the entrance where the ATM is located. There should be an **access aisle** connected to these parking spaces. An access aisle is a space that is wide enough to allow a person who uses a wheelchair or other mobility device to pass between parking spaces. In addition, the **route of travel** to the ATM should be wide enough for a wheelchair to pass. The route of travel is the path a person takes to get to the ATM. The surface of the route of travel should not impede a person’s access to the ATM. | |
| 1. Are there parking spaces reserved for those who have a disability?   ADAAG 4.6 | Y N |
| 1. Is there an access aisle connected to these reserved parking spaces?   ADAAG 4.6.6 | Y N |
| 1. Are these parking spaces located close to the entrance of the building where the ATM is located?   ADAAG 4.6.2 | Y N |
| 1. Measure the width of the route of travel.   Is the route of travel at least 36 inches wide (except at doors)  ADAAG 4.3.3 | Y N |
| 1. Is the route of travel stable and non-slippery?   ADAAG 4.5.1 | Y N |
| 6. Can you get to the ATM without using stairs?  ADAAG 3.34.1 | Y N |
| * + If you answered “no” to any questions in this section, a person who has a disability may not be able to get to the ATM. | |

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| C. Obstructions Along the Route of Travel The route of travel should be free of obstructions that would prevent a person with a disability from getting to the ATM. Objects that protrude into the route of travel must meet certain requirements in order to be noticeable to a person who has a vision impairment and/or uses a cane. | |
| 1. Measure the distance from the ground to the bottom of the object hung above the route of travel.   Are objects that hang from the ceiling at least 80 inches above the  ground?   * + If yes, objects that hang from the ceiling are will not impede a person with a vision impairment from getting to the ATM.   + If no, then a person with a vision impairment is at risk for injury, and may not be able to get to the ATM.   ADAAG 4.4.2 | Y N |
| 1. Is there an object that protrudes from the wall that is between 27 and 80 inches above the floor?    * If yes, go to the next question.    * If no, go to question 5.   ADAAG 4.4.1 | Y N |
| 1. Measure how far this object protrudes into the route of travel.   Does it protrude more than 4 inches into the route of travel?   * + If no, a person who has a vision or mobility impairment can get to the ATM.   + If yes, a person with a vision or mobility impairment cannot get to the ATM.   ADAAG 4.4.1 | Y N |
| 1. Is there an object that protrudes from the wall that is 27 inches or less from the ground?    * An object that is less than 27 inches from the floor may protrude any distance into the route of travel because it will be detectable by a person who uses a cane.   ADAAG 4.4.1 | Y N |
| D. Doors Along the Route of Travel The doors along the route of travel need to be wide enough to allow passage for a person who uses a mobility device. These doors need to be easy to open for a person who has difficulty using their hands. | |
| 1. If there are double leaf doors, open one door to a ninety-degree angle and measure the width of the open space.   Is this measurement at least 32 inches?  ADAAG 4.13.4, 4.13.5 | Y N |
| 1. If there is only one door, open the door to a ninety-degree angle and measure the width of the open space.   Is this measurement at least 32 inches?  ADAAG 4.13.5 | Y N |
| 1. Can the door be opened and closed with a closed fist?   ADAAG 4.13.9 | Y N |
| * + If you answered “yes” to all the questions in the section, then a person who uses a mobility device can pass through a door to get to the ATM. | |

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| E. Signs Signs that tell people where an ATM is located should be easy to read and located at a height that does not make it difficult for a person with a mobility impairment to read the sign. | |
| 1. Are the characters, symbols, and background of the signs non-glossy?   ADAAG 4.30.5 | Y N |
| 1. Do the characters and symbols contrast with the background of the sign? (Such as light characters on a dark background, or dark characters on a light background.)   4.30.5 | Y N |
| 1. Measure the height of the characters.   Are the characters at least 3 inches high?  ADAAG 4.30.3 | Y N |
| 1. If there is a sign suspended overhead, measure the distance from the ground to the center of the sign.   Is this measurement at least 80 inches?  ADAAG 4.30.6 | Y N |
| * + If you answered “no” to any of these questions, then a person who has a visual or mobility impairment may not be able to read the sign. | |

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| F. Clear Ground Space There should be enough clear ground space in front of the ATM for a person who uses a wheelchair, walker, cane, crutches, or other mobility device to get close enough to use it. **Clear space** is the area on the ground free from obstructions. | |
| 1. **A.** Measure the clear ground space parallel to the front of the ATM. (From side to side.) **↔**   **B.** Measure the clear ground space perpendicular to the front of the ATM. (In the other direction.)  **↨** | Y N |
| 1. Are either the A or B measurements less than 30 inches?    * If yes, then a person who uses a mobility device cannot get to this ATM. Go to section K.    * If no, go to the next question.   ADAAG 4.2.4.1 | Y N |
| 1. Are both of the measurements greater than 48 inches?    * If yes, then this ATM may be approached from the front or the side by a person using a mobility device. Please go to section G.    * If no, go to the next question.   ADAAG 4.2.4.1 | Y N |
| 1. Is measurement A (parallel measurement) at least 48 inches?    * If yes, a person who uses a mobility device may approach the ATM from the side. Please to section I.    * If no, please go to the next question.   ADAAG 4.2.4.1 | Y N |
| 1. Is measurement B (perpendicular) at least 48 inches?    * If yes, a person who uses a mobility device may approach the ATM from the front. Please go to section H.    * If no, a person who uses a mobility device cannot use this ATM. Go to section K.   ADAAG 4.2.4.1 | Y N |

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| G. Reach to the ControlsWhen both a front and side approach are possible A person using a wheelchair or other mobility device should be able to reach all the controls of the ATM without reaching past a comfortable or safe limit. A **control** is a button, keypad, dispenser, bin, or tray. | |
| 1.If there is a part of the ATM that protrudes towards the user, measure the distance between the ground and the bottom of the protrusion. This is a measurement of the knee/toe clearance for a person who uses a whelchair.  Is this measurement at least 25 inches?   * + If yes, go to the next question.   + If no, a person who uses a mobility device cannot use the ATM. Go to section K.   ADAAG 4.34.3, PADAAG 308.2.1, 308.3.1 | Y N |
| 2. Measure the distance from the ground to the top control.  Is this measurement 48 inches maximum?   * + If yes, go to the next question.   + If no, go to the next section H.   ADAAG 4.34.3, PADAAG 308.2.1, 308.3.1 | Y N |
| 1. Measure from the edge of the ATM to the control that is the furthest back.   Is this measurement 24 inches maximum?   * + If yes, a person who uses a mobility device can reach all the controls on section H. (front reach) Go to section J.   ADAAG 4.34.3, PADAAG 308.2.1, 308.3.1 | Y N |

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| H. Forward Reach to the ControlsWhen only a front approach is possible When a person using a mobility device can approach the ATM only from the front, that person should be able to reach all the controls without reaching past a comfortable or safe limit. A **control** includes a button, keypad, dispenser, or bin. | |
| 1.If there is a part of the ATM that protrudes towards the user, measure the distance between the ground and the bottom of the protrusion. This is a measurement of the knee/toe clearance space for a person who uses a wheelchair.  Is this measurement at least 25 inches?   * + If yes, go to the next question.   + If no, a person who uses a mobility device cannot use the ATM. Go to section K.   PADAAG 308.2.2 | Y N |
| 2. Measure the distance from the ground to the top control.  Is this measurement 48 inches maximum?   * + If yes, go to the next question.   + If no a person who uses a mobility device cannot reach all the controls, and may not be able to use the ATM. Go to section K.   PADAAG 308.2.2 | Y N |

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| I. Side ReachWhen only a side approach is possible When a person using a mobility device can approach the ATM only from the side, that person should be able to reach all the controls without reaching past a comfortable or safe limit. A **ontrol** includes a button, keypad, dispenser, or bin. | |
| 1.Is the reach to the controls over an obstruction (such as a card swipe strip) on the ATM?   * + If no, go to the next question.   + If yes, go to question 7.   ADAAG 4.34.3 | Y N |
| 2. Measure the distance from the edge of the ATM to the  control that is the furthest back.    Is this measurement 10 inches maximum?   * + If yes, go to the next question.   + If no, go to question 6.   ADAAG 4.34.3 | Y N |
| 1. Measure from the ground to the top control.   Is this measurement 54 inches maximum?   * + If yes, a person who uses a mobility device can reach all the controls on the ATM. Go to the section J.   + If no, a person who uses a mobility device cannot reach the controls on the ATM. Go to section J.   PADAAG 308.2.2 | Y N |
| 1. Where there is no obstruction on the ATM, and the reach depth is more than 10 inches (as you answered in questions 1 and 2), measure the distance from the ground to the top control.   Does this measurement comply with the height requirements listed in the table below?     |  |  |  |  | | --- | --- | --- | --- | | **Reach Depth (inches)** | **Maximum height (inches)** | **Reach Depth (inches)** | **Maximum height (inches)** | | 10 | 54 | 18 | 49 ½ | | 11 | 53 ½ | 19 | 49 | | 12 | 53 | 20 | 48 ½ | | 13 | 52 ½ | 21 | 47 ½ | | 14 | 51 ½ | 22 | 47 | | 15 | 51 | 23 | 46 ½ | | 16 | 50 ½ | 24 | 46 | | 17 | 50 |  * + If yes, a person who uses a mobility device can reach all the controls on the ATM. Go to section J.   + If no, a person who uses a mobility device cannot reach the controls on the ATM, and therefore, probably cannot use the ATM. Go to section J.   ADAAG 4.34.3 | Y N |
| 1. Where only a side reach is possible and the reach is over an obstruction on the ATM (such as a card swipe strip) measure from the edge of the obstruction to the control that is the furthest back.   Is this measurement less than 10 inches?   * + If yes, go to question 8.   + If no, go to question 9.   PADAAG 308.3.2 | Y N |
| 1. Measure the side reach to the obstructed control.   Is this measurement 48 inches maximum?   * + If yes, a person using a mobility device can reach all the controls on this ATM. Go to section J.   + If no, a person using a mobility device cannot reach the controls. Go to section J.   ADAAG 4.34.1, PADAAG 308.3.1 | Y N |
| 1. Measure from the ground to the top of the obstruction.   Is this measurement 34 inches maximum?   * + If no, a person who uses a mobility device cannot reach the controls. Go to section J.   + If yes, go to the next question.   PADAAG 308.3.2 | Y N |
| 1. Measure the reach distance over the control.     Is this measurement 24 inches maximum?   * + If no, a person who uses a mobility device cannot reach the controls. Go to section J.   + If yes, a person who uses a mobility device can reach all the controls. Go to section J.   PADAAG 308.3.2 | Y N |

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| J. ATM Located in an Alcove If the ATM is located in an alcove (surrounded on three sides), those who use mobility devices should still be able to get to the ATM. | |
| 1. Is the ATM confined on three sides?   * + If yes, go to the next question.   + If no, go to section K.   ADAAG 4.34.3 | Y N |
| 1. Can the ATM be approached from the front, the side, or both? If you don’t remember, look at sections G, H, and I.    * If the ATM can be approached from the front and the side, answer questions 3 and 4.    * If the ATM can be approached from the side only, answer questions 3 and 4.    * If the ATM can be approached from the front only, answer question 5.   ADAAG 4.34.3 | Front (H)Side (I) Both front and side (G) |
| 1. Measure the width and depth of the alcove.   Is the alcove at least 60 inches wide and 15 inches deep?   * + If yes, a person who uses a mobility device can get to this ATM. Go to question 4.   + If no, a person who uses a mobility device cannot get to this ATM. Go to section K.   ADAAG 4.34.1, 4.3.3 | Y N |
| 1. Measure the reach.   Is the side reach 46 inches maximum and the reach depth 24 inches maximum?   * + If yes, a person who uses a mobility device can reach all the controls. Go to section K.   + If no, a person who uses a mobility device cannot reach all the controls. Go to section K.   ADAAG 4.34.1, 4.5.1 | Y N |
| 1. Measure the width and depth of the ATM.   Is the width at least 36 inches and the depth at least 24 inches?   * + If yes, a person who uses a mobility device can reach all the controls. Go to section K.   + If not, a person who uses a mobility device cannot operate all the controls on the ATM. Go to section K. | Y N |

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| K. Operation of Controls People who have difficulty using their hands or who have a vision impairment should be able to use and “see” all the controls on the ATM without asking for help. | |
| 1.Are the controls operable with one hand and without tight  grasping, pinching, or twisting of the wrist?  ADAAG 4.27.4 | Y N |
| 1. Is at there at least one control or keypad for each function (such as “enter” or “clear”) that is identifiable by touch?   PADAAG 707.6.1 | Y N |
| 1. Do the function keys contrast visually from background surfaces (such as dark keys on a light background or light keys on a dark background)?   PADAAG 707.6.3.1 | Y N |
| 1. Do the characters and symbols on key surfaces contrast visually from the key surfaces (such as dark characters on a light background or light characters on a dark background)?   PADAAG 707.6.3.1 | Y N |
| * + If you answered “no” to any of these questions, then a person who has a visual or mobility impairment may not be able to distinguish or use the controls without asking for help. | |

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| L. Operation of Keypad and Function Keys A person who has difficulty seeing, reading, or understanding should be able to identify the different keypad digits and symbols both visually and by touch. | |
| 1. Does the numbers on the keypad have a telephone-style layout?  PADAAG 707.6.2 | Y N |
| 2. Are key surfaces raised above surrounding surfaces?  PADAAG 707.6.1 | Y N |
| 1. Is there a distinguishing feature present on the keypad (such as a raised dot on the ‘5’ key that would indicate the location of the key to a person who has a vision impairment)?   PADAAG 707.6.2 | Y N |
| 1. Do the function keys have raised symbols that are identifiable by touch, and which correspond with the table below?   Enter key: Raised ‘O’  Clear key: Raised ‘<’  Cancel key: Raised ‘X’  Add key: Raised ‘+’  Decrease or minus key: Raised ‘-‘  PADAAG 707.6.3.2 | Y N |
| * + If you answered “no” to any of these questions, then a person who has a visual or cognitive impairment may not be able to locate the keys on the ATM without asking for help. | |

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| M. Screen The screen and words on the screen should be easy to see for everyone who uses the ATM. | |
| 1. Measure from the floor to the center of the screen.  Is this measurement 40 inches maximum?  PADAAG 707.7.1 | Y N |
| 1. Are the words and numbers on the screen in a font that is upright (not slanted or italicized), in block form (not wavy or flowing), and of a size that is, overall, easy to read?   PADAAG 707.7.2 | Y N |
| 1. Does the tilt of the screen make it difficult to *see* the letters and characters on it? | Y N |
| 1. Does the glare of light on the screen make it difficult to *read* the characters? | Y N |
| * + If you answered “no” to questions 1 or 2, or if you answered “yes” to questions 3 or 4, a person who is short in stature, who has a mobility impairment, or who has a vision impairment cannot read the characters on the screen. | |

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| N. Audio Instructions Someone who has a vision impairment or who cannot read should be able to operate the ATM with audio instructions. The audio should be controlled by the user. | |
| 1. Is the ATM equipped to give audio instructions?  PADAAG 707.5 | Y N |
| 2. Can the user stop, repeat, or interrupt the audio instructions?  PADAAG 707.5.1 | Y N |
| 3. Can the user control the volume of the audio instructions?  PADAAG 707.5.1 | Y N |
| 4.Does the audio provide account balance information and error messages in audio form? (Machine location, time and date of transaction, and customer account information are not required to be audible.)  ADAAG 4.3.3 | Y N |
| 1. Are there audio cues that tell the user how to activate the audio instructions, what the menu options are, and what function the user has selected *before* the function takes place?    * If possible, write down the audio instructions provided by the ATM.   PADAAG 707.5 | Y N |
| * + If you answered “no” to any questions in this section, then a person who has difficulty reading, understanding, or seeing may not be able to use the ATM without asking for help. | |