

Are your ATMs up to Compliance?

The Department of Justice has passed new Americans with Disabilities Act (ADA) requirements which may impact one or all of your ATMs. These new changes set enforceable accessibility requirements of speech output, height & reach and discernable user input controls. These changes may be as simple as a software update, or as comprehensive as a complete machine replacement.

Important Dates

March 15th 2011- ADA Compliance Effective Date

- All newly deployed ATMs must be compliant with the new 2010 standards
- Any existing ATM installed or altered prior to this date can be compliant with either the 1991 ADA standards or the new 2010 standards until March 15th 2012

March 15th 2012- Final ADA Compliance Date

- All terminals must be fully compliant with the 2010 standards

What are the New Standards?

The new 2010 ADA standards consists of both physical accessibility as well as communication requirements.

Physical Accessibility	Communication Requirements
1. Height & Reach	3. Voice guidance
2. Accessible Path & Floor Space	4. Discernable input controls
	5. Braille instructions

1. Height & Reach

All usable parts of the ATM can not exceed 48" in height and must not be lower than 15" above the ground. ATMs which have been previously installed that follow the 1991 ADA Accessibility Standards qualify for "safe harbor" and need not be adjusted for the 2010 ADA standards. Safe harbor does not apply to communication requirements.

2. Accessible Path & Floor Space

A clear and accessible path either in a parallel or forward approach must be 30" by 48" minimum.

3. Voice Guidance

All ATMs must have a headphone jack and software that provides voice guidance for all functions of the ATM. This is the most significant change which may impact your ATM. These changes could be as simple as a software update, or as thorough as a complete machine replacement.

4. Discernable input controls

The 2010 ADA standards mandate tactilely discernable input controls where as the key pad is raised from the surrounding machine surface.

5. Braille Instructions

Braille instructions for headphone voice guidance must be present.

Who does this impact?

These new standards impact every ATM available for public use.

Are there Exemptions?

Drive-up ATMs- no height and reach requirements however will have to be compliant with the rest of the regulations.

Multiple ATMs- If a bank provides both interior and exterior ATMs; each such installation is considered a separate location. Accessible ATMs, including those with speech and those that are within reach of people who use wheelchairs, must provide all the functions provided to customers at that location at all times. For example, it is unacceptable for the accessible ATM only to provide cash withdrawals while inaccessible ATMs also sell theater tickets.

What if I fail to comply?

Failure to comply by the final compliance date of March 15th, 2012 will expose you to significant risk in both civil and private lawsuits, DOJ fines, penalties, and Attorney General penalization (\$55,000 First offense, \$110,000 for subsequent violations).

What does this mean for your ATMs?

Each machine must be assessed and an action plan must be established to upgrade or replace each unit.

Don't wait until the last minute! Due to the requirements enormous impact, thousands of ATMs across the country will need to be replaced or upgraded.

Speak with your Best Products representative about which models can be upgraded and the costs of upgrading or possible replacement alternatives.

How can Best Products Help?

Our experienced field technicians can survey your ATMs to determine the most cost effective solution for each machine.

Contact Best Products today at 516-352-2707 or email info@bpsands.com to implement a plan of action and get your ATMs up to compliance before it's too late.

Additional Resources

**Architectural & Transportation
Barriers Compliance Board**
www.access-board.gov

**Toll-Free ADA Information
Line: 1-800-514-0301**

U.S. Department of Justice
www.usdoj.gov/crt/ada