



July 24, 2017

Regional Transit Board of Directors
Henry Li, General Manager/CEO
1400 29th Street
Sacramento, CA 95816

Re: New Ticket Vending Machines (TVMs)

Dear Board of Directors and Mr. Li:

The Sacramento Transit Riders Union (Sac TRU) is writing to submit suggestions for the new Ticket Vending Machine (TVM) designs being developed as a result of Regional Transit being [awarded a \\$13 million grant](#) from the California Transportation Commission (CTC). We are pleased to see RT working to secure new sources of funding to upgrade station amenities to improve customer service. We urge RT to ensure that the new TVMs are accessible for all users, with particular care taken in making information accessible for Limited English Proficient (LEP) riders and people with disabilities.

According to the press release, the first project will be allocated \$8 million to fund the replacement of Sac RT's outdated fare vending machines. We request that the new TVMs meet the diverse needs of all passengers in the Sacramento Regional Transit system.

Passengers with disabilities can find TVMs difficult and frustrating to use and report various barriers to access. The overriding issue for wheelchair users is the lack of accessibility of TVMs. Even DDA (Disability Discrimination Act) compliant machines can be difficult for some wheelchair users, particularly those who are elderly or lack the upper body strength or mobility to reach the touch screen. Riders with visual impairments benefit from machines that offer glare reduction, color contrasted lettering, large print and Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.

Our members have requested the RT ensure new machine enhancements take accessibility accommodations into screen positioning and the general ergonomics of the TVMs. Research has shown that wheelchair users felt a slightly tilted, lower touch screen with legroom underneath that would allow a face-on approach to be the most important improvement that could be made. One wheelchair accessible TVM per station was considered to be acceptable.

We request that the new machines make pages multilingual, or at least provide language selection options. It is a particularity of public kiosks that they have to serve different users with different cultural and language backgrounds. Over 37 percent of Sacramento residents speak a non-English language at home and 16 percent report that they speak English less than "very well," which is twice the national average of people who are considered Limited English Proficient (LEP). Additionally, as RT installs additional signage under this grant on all light rail platforms, we request they be multilingual to improve communication with all passengers.

We urge RT to make the new ticket vending machines accessible for all users, with particular care taken in making information accessible for Limited English Proficient (LEP) riders and people with disabilities. Please include this letter in the public record.

Sincerely,
Sac TRU