



August 26, 2017

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

### **Re: Universal Design and Language Access for Fare Vending Machines**

Dear Board of Directors and Mr. Li:

The Sacramento Transit Riders Union (Sac TRU) is writing to urge the incorporation of Universal Design and Language Access best practices for the new Fare Vending Machine (FVM) design specifications and architectural plans currently being developed by staff for light rail stations along the Blue Line. We urge Regional Transit ensure that the new FVMs and station architecture are accessible for all users and ensure that the terminal can be used by most people with impaired mobility, vision, hearing, cognition and language understanding.

SacTRU members have been working with staff to highlight some features that we believe will make the new vending machines accessible to a wider group of riders. They include:

- Ensure that all operable parts are **reachable and within sight** by people of all heights and people sitting in a wheelchair or using other mobility devices.
- Ensure users can access the FVM along an **unobstructed path** and ensure ability to operate from a stable position. Ensure all architectural features in the surrounding area remain barrier free.
- Ensure that controls are adequately sized and sufficiently spaced to be operated by people with **limited dexterity**. Ensure that operation requires minimal strength, grip and wrist twisting and can be operated using only one hand.
- Ensure that users with **restricted or no vision** can use all functions of the terminal. This should be accomplished by incorporating an audible component that clearly guides users through all operational functions of the FVM.
- Ensure that all output can be perceived by users with **restricted or no vision**.
- Ensure that all output can be perceived by users with **restricted or no hearing**.
- Ensure that all output, both audio and visual, is **multilingual** with clear options to switch content between languages.
- Use the **simplest language** possible for instructions, prompts and output and, where possible, supplement with **pictorial information** or spoken language. This will increase accessibility for individuals with literacy or language proficiency difficulties.
- Do not cause objects on the screen to flash or move around.
- Provide **training or assistance** for new users and existing users with the new machines.

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 use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.

We have been following this process and timeline and believe another presentation should be made to the Mobility Advisory Council (MAC) at their September 7, 2017 meeting. This will allow the MAC members to review the 90% complete design and provide input prior to their finalization.

Project Timeline:

90% Design specification and drawings: 8/31/17

100% Design specification and drawings: 9/15/17

Issue to Board for bid advertisement : 9/25/17

Bid out: 10/2/17

Bid Opening: 11/2/17

Board approval: 11/13/17

Contractor Execution: 12/15/17

Notice to TCRP (State): 12/31/17

**We urge RT to make the new Fare Vending Machines accessible for all users using Universal Design practices, 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,

Sarah Kerber  
SacTRU

Russell Rawlings  
President, DOGFITE