



University at Buffalo

Center for Inclusive Design
and Environmental Access

School of Architecture and Planning



Overlay for Transportation Facilities

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Center for Inclusive Design and Environmental Access
University at Buffalo | School of Architecture and Planning

309 Hayes Hall | Buffalo, NY 14214-8030
716.829.5902 | ap-idea@buffalo.edu

idea.ap.buffalo.edu



INTRODUCTION

Innovative Solutions for Universal Design™ or **isUD™** is a program consisting of over 500 Universal Design solutions intended for use in public and commercial buildings and an accompanying certification program to help designers design and certify new facilities that meet the Goals of Universal Design. The solutions can be accessed for free at www.thisisUD.com.

Universal Design is more than compliance with accessibility standards and codes. All people should have access to all features of a facility as equally and independently as everyone else. The **isUD™** does not overlap the legally mandated accessibility requirements found in building codes, the Americans with Disabilities Act (ADA), and other legislation. These requirements are considered a prerequisite for **isUD™** Certification.

As originally conceived, the **isUD™** has a wide range of Universal Design solutions for public and commercial buildings of many uses including offices, museums, retail stores, restaurants, schools, and more. However, many facility types have features unique to those facilities including hospitals, housing, and transportation facilities. While the current **isUD™** has some solutions applicable to these facilities, unique features such as boarding platforms, and fare collection systems necessitate a greater attention to the design of such elements.

In response to the growing need for Universal Design solutions more customized to these unique facility types, the **isUD™** is being revised to incorporate various “overlays” that address the issues unique to these different use types in greater detail, and which can assign greater weight to solutions relating to the primary function areas of these facilities. In time, these overlays will be fully incorporated into future versions of **isUD™**. In the meantime, the overlays are to be used as a supplement the existing **isUD™**.

This overlay focuses on the unique needs of users of transportation facilities and the **Innovative Solutions for Universal Design™** aimed at addressing those needs.

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HOW TO USE THIS OVERLAY

The Overlay for Transportation Facilities is organized in two parts:

Applications: This section is organized in the same order as the solutions on www.thisisUD.com. The chapters and headings of **isUD™** are repeated here, along with instructions on which supplemental solutions must be applied to these sections. Follow the instructions to determine which supplemental solutions apply to transportation facilities.

To earn certification, implement the original **isUD™** solutions on the website (where applicable) in addition to the supplemental solutions stated.

Supplemental Solutions: This section contains new supplemental solutions unique to transportation facilities not currently found on the **isUD™** website. Supplemental solutions are numbered based on the original **isUD™** and preceded by the letter “T.”

The **isUD™** uses “credits” to benchmark and score designs for certification. For each section, the minimum number of solutions needed to earn credit changes is stated under the section heading (e.g., “2 Credits: Implement 8 of 10 | 1 Credit: Implement 6 of 10”). Generally, to be certified, a facility must earn the equivalent of one credit in every applicable section (e.g., 70 applicable sections = 70 credits needed for certification).

Designers are encouraged to implement as many solutions as possible, not only the minimum necessary to earn one credit in a section. Exceeding the minimum number of solutions needed to earn credit in a section will count toward “bonus credits.” Earn 1 bonus credit for every 5 additional solutions implemented. Even if you cannot implement enough solutions in a section to earn one credit, implementing what you can counts toward bonus credit (so do not give up on a section just because you cannot get the minimum number needed to earn credit). Up to 10 bonus credits can be awarded. These can offset a failure to meet the minimum credits in particular sections.

Some solutions are marked as “required.” These solutions (where applicable) must be implemented to earn certification regardless of the number of credits earned.



APPLICATIONS

1. Design Process

Applicability to Transportation Facilities

- 1.1 Project Development Team
- 1.2 Universal Design Education

Applies in its entirety, without modification.

2. Space Clearances

Applicability to Transportation Facilities

- 2.1 Clear Floor Space
- 2.2 Turning Space
- 2.3 Knee and Toe Clearance
- 2.4 Reach Targets

Applies in its entirety, without modification, where provided.

3. Circulation

Applicability to Transportation Facilities

- 3.1 Wayfinding

Strike this section entirely and replace with supplemental solution section: **T3.1.**

- 3.2 Signs

Applies in its entirety, without modification. Additionally, refer to the following supplemental solution section: **T3.2.**

- 3.3 Circulation Spaces

- 3.4 Entrances and Exits

- 3.5 Emergency Exits and Areas of Rescue Assistance

Applies in its entirety, without modification, where provided.

- 3.6 Doors

- 3.7 Stairways

Applies in its entirety, except strike solution **3.7.7** and replace with the following supplemental solution: **T3.7.7.**

- 3.8 Ramps

Applies in its entirety, without modification, where provided. Additionally, refer to the following supplemental solutions: **T3.8.4-T3.8.5.**

- 3.9 Handrails

Applies in its entirety, without modification, where provided. Additionally, refer to the following supplemental solutions: **T3.9.4-T3.9.7.**

- 3.10 Elevators

Applies in its entirety, without modification, where provided. Additionally, refer to the following supplemental solutions: **T3.10.7-T3.10.11.**

- 3.11 Escalators

Strike this section entirely and replace with supplemental solution section: **T3.11.**

- 3.12 Moving Walkways

Strike this section entirely and replace with supplemental solution section: **T3.12.**

4. Environmental Quality	Applicability to Transportation Facilities
4.1 Illumination	
4.1.1 Electric Lighting	
4.1.2 Electric Lighting Controls	
4.1.3 Daylighting	Applies in its entirety to interior facilities only, without modification. For exterior facilities, refer to the following supplemental solution section: T4.5 .
4.2 Acoustics	
4.3 Thermal Comfort	
4.3.1 Thermal Comfort Systems	
4.3.2 Temperature Controls	
4.4 Indoor Air Quality	
T4.5 Exterior Gathering Areas	New section applies in its entirety. Refer to section T4.5 .

5. Site	Applicability to Transportation Facilities
5.1 Site Access Points	Applies in its entirety, without modification.
5.2 Site Design	
5.3 Pedestrian Routes	Applies in its entirety, without modification. Additionally, refer to the following supplemental solution section: T5.3 .
5.4 Street Crossings	Applies in its entirety, except replace solutions 5.4.3 - 5.4.5 with supplemental solutions T5.4.3 - T5.4.5 . Additionally, refer to the following supplemental solutions: T5.4.11-T5.4.14
5.5 Bicycle Routes	Applies in its entirety, without modification, where provided.
5.6 Transit Stops	Strike this section entirely and replace with supplemental solution section: T5.6 .
5.7 Parking	Applies in its entirety, without modification, where provided.
5.7.1 Parking Facilities	
5.7.2 Parking Payment Systems	
5.8 Passenger Loading and Waiting Areas	

6. Rooms and Spaces	Applicability to Transportation Facilities
6.1 Spatial Organization	Applies in its entirety, without modification.
6.2 Toilet and Bathing Rooms	
6.2.1 General Toilet and Bathing Facility Features	
6.2.2 Private Toilet and Bathing Rooms/Compartments	Applies in its entirety, without modification, where toilet and bathing rooms are provided, or where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes.
6.2.3 Toilets	Additionally, refer to the following supplemental solution: T6.2.1.14 .
6.2.4 Urinals	
6.2.5 Lavatories	
6.2.6 Dispensers and Hand Drying Equipment	
6.2.7 Shower and Bathing Areas	
6.3 Changing Areas	Applies in its entirety, without modification, where provided (not typical).
6.4 Nursing Rooms	Applies in its entirety, without modification, where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes.
6.5 Waiting Areas	Strike this section entirely and replace with supplemental solution section: T6.5 .
6.6 Office Spaces	Applies in its entirety, without modification, where provided (typically in airports).
6.7 Meeting Rooms and Classrooms	Applies in its entirety, without modification, where provided (not typical).
6.8 Public Assembly Spaces	
6.8.1 Configuration	Applies in its entirety, without modification, where provided (not typical).
6.8.2 Aisles	
6.9 Food Service Areas	Applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports).
6.10 Retail Spaces	
6.10.1 Aisles	Applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports).
6.10.2 Product Displays	
6.10.3 Pricing and Product Information	
6.11 Sleeping Rooms	Applies in its entirety, without modification, where provided (not typical).
6.12 Storage Spaces	Applies in its entirety, without modification, where provided.
6.13 Laundry Facilities	Applies in its entirety, without modification, where provided (not typical).

6.14 Play Areas	Applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports).
6.15 Pet and Service Animal Relief Areas	Applies in its entirety, without modification, where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes.
6.16 Exercise Spaces	Applies in its entirety, without modification, where provided (not typical).
7. Furnishings and Equipment	Applicability to Transportation Facilities
7.1 Seats	Strike this section entirely and replace with supplemental solution section: T7.1 .
7.2 Tables	
7.3 Furniture and Surfaces	
7.4 Sales and Service Counters	
7.5 Work Stations	Applies in its entirety, without modification, where provided.
7.6 Waste Receptacles	
7.7 Drinking Fountains	
7.8 Lockers	
7.9 Transaction Machines	For Fare Collection Systems: Applies in its entirety, except replace solution 7.9.8 with supplemental solution T7.9.8 . For all other transaction machines (e.g., ATMs): Applies in its entirety, without modification, where provided.
7.10 Telephones and Computers	Strike this section entirely and replace with supplemental solution section: T7.10 .
7.11 Equipment	Not applicable.
7.12 Vegetation	Applies in its entirety, without modification, where provided.

8. Services	Applicability to Transportation Facilities
8.1 Customer Services	Applies in its entirety, without modification, where provided.
8.2 Purchasing Services	Applies in its entirety, without modification, where provided (not typical).
8.3 Child Care Services	Applies in its entirety, without modification, where provided (not typical).
8.4 Food Services	Applies in its entirety, without modification, where provided (typically in airports).
8.5 On-site Services	Applies in its entirety. Additionally, refer to the following supplemental solution: T8.5.14 .
8.6 Websites and Smartphone Applications	Applies in its entirety, without modification, where provided.
T8.7 Informational Videos	New section applies in its entirety. Refer to section T8.7 .
9. Policies	Applicability to Transportation Facilities
9.1 Facility Management Policies	Applies in its entirety, without modification to interior facilities. For exterior facilities, refer to the following supplemental solution section: T9.4 .
9.2 Health and Safety Policies	Applies in its entirety, without modification
9.3 Employment Policies	
T9.4 Transit Stop Maintenance Policies	New section applies in its entirety. Refer to section T9.4 .



SUPPLEMENTAL SOLUTIONS FOR TRANSPORTATION FACILITIES

1 | DESIGN PROCESS

This chapter applies in its entirety, without modification. Refer to **isUD** for all applicable solutions.

2 | SPACE CLEARANCES

This chapter applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

3 | CIRCULATION

T3.1 | Wayfinding

This section replaces **isUD §3.1** in its entirety.

T3.1.1 | Design Features

[2 Credits: Implement 7 of 11 | 1 Credit: Implement 5 of 11]

T3.1.1.1 [Required] Wayfinding design features must include circulation spaces that adhere to conventional organizational concepts (e.g., linear, radial, grid, axial, central atrium, etc.).

T3.1.1.2 Wayfinding design features include similar plans for most floors and/or similar locations for toilet rooms, drinking water fountains, elevator lobbies, and emergency exits on each floor.

T3.1.1.3 Wayfinding design features include access to areas of primary function without passing through other spaces and without unnecessary travel to remote areas.

T3.1.1.4 Wayfinding design features include arranging the progression through the facility to enable the next destination to be visible from the previous destination whenever possible (e.g., being able to see elevators and escalators from fare gates).

T3.1.1.5 Wayfinding design features include periodic views to the outside along primary routes.

T3.1.1.6 Wayfinding design features include differentiation of primary routes, zones, or nodes using variations in flooring, material, lighting, color, ceiling height, and/or other architectural features.

T3.1.1.7 Wayfinding design features include a consistent graphic strategy to identify and differentiate routes, rooms, and spaces.

T3.1.1.8 Wayfinding design features include a systematic numbering of rooms and spaces.

T3.1.1.9 Wayfinding design features clearly distinguish between areas open to the public and private areas.

T3.1.1.10 Wayfinding design features incorporate tactile handrails and/or textured vinyl film to guide users from site arrival points and entrances to key destinations.

T3.1.1.11 Stations along a route have design differences that prevent one station from being confused with another when passing by (e.g., different color pattern, artwork).

T3.1.2 | Route and Schedule Information

[1 Credit: Implement 4 of 6]

T3.1.2.1 [Required] Route and schedule information must be provided in a variety of visual and audible formats (e.g., postings, handouts, smartphone application, and QR codes).

T3.1.2.2 Route and schedule information does not require knowledge of the local language to understand, or multiple languages are provided (physically, or by mobile application).

T3.1.2.3 Route and schedule information includes frequency of service during different periods of the day or week.

T3.1.2.4 Route and schedule information are in a central, easy to find location that is consistent across the transit system.

T3.1.2.5 Route and schedule information signage can be easily read by users of diverse heights including users with wheeled mobility devices and users that are standing or seated.

T3.1.2.6 Route and schedule information is directly illuminated or backlit, but is not covered with a glossy finish that causes glare.

T3.1.3 | Maps

[1 Credit: Implement 10 of 13]

T3.1.3.1 [Required] Maps must be provided in visual and tactile formats.

T3.1.3.2 Maps are provided in audible formats (e.g., map provides audible feedback when features or buttons corresponding to features are pressed/touched).

T3.1.3.3 Maps are available via a smart phone application and/or QR Code.

T3.1.3.4 Maps are located in a central, easy to find location that is consistent throughout the system, such as at the facility entrance, and identified using an audible beacon, smart QR marker, and/or Tactile Walking Surface Indicator (TWSI) attention signal.

T3.1.3.5 Maps can be easily read by users of diverse heights including users with wheeled mobility devices and users that are standing or seated.

T3.1.3.6 Maps are directly illuminated or backlit.

T3.1.3.7 Maps detail routes in distinct colors. Any color-coding has been checked to be compatible with all forms of color blindness.

T3.1.3.8 Maps include a 'you are here' indicator.

T3.1.3.9 Maps indicate directions of transit vehicle travel.

T3.1.3.10 Maps are oriented using cardinal directions, with the top of the map facing north, and such is indicated using a north arrow.

T3.1.3.11 Maps indicate the location of and all boarding areas, including accessible boarding areas (if different than other boarding areas).

T3.1.3.12 Maps indicate the location of all exits and evacuation routes. Exit names on maps are clear and intuitive such as the name of an adjacent street or landmark at small stations. Large hubs with multiple exits may use a number or letter convention and provide directional signage that corresponds with the map designations.

T3.1.3.13 Maps identify pertinent wayfinding items located near the facility including key destinations, streets, pedestrian routes, and/or bicycle routes.

T3.1.4 | Real-time Information Systems

[1 Credit: Implement 8 of 12]

T3.1.4.1 [Required] Real-time information systems must provide all information in both visual and audible formats.

T3.1.4.2 [Required] Real-time information systems must communicate transit vehicle arrivals, departure, delays, as well as updates to routes and schedules.

T3.1.4.3 Real-time information systems comply with **ICC A117.1-2017 §703.7**.

T3.1.4.4 Real-time information systems provide accurate information on the time remaining until the nearest and subsequent transit vehicles reach the boarding area.

T3.1.4.5 Real-time information systems are located at facility entrances, or otherwise prior to entering areas requiring payment.

T3.1.4.6 Real-time information systems use ‘plain language’ and simple, concise wording.

T3.1.4.7 Where possible, all announcements should be pre-recorded and clearly annunciated. People authorized to deliver live announcements should have a preapproved script and be trained in making announcements (e.g., annunciation, and microphone positioning).

T3.1.4.8 Where multiple platforms or stops exist and where boarding areas change, real-time information systems are located as necessary to direct users to the appropriate boarding area.

T3.1.4.9 Where an escalator or elevator is present, real-time information systems indicate escalator travel direction and whether any escalators and elevators are out of service.

T3.1.4.10 Real-time information systems provide information for navigating detours during construction and maintenance including but not limited to single-track operations, rail station maintenance and closures, toilet room closures.

T3.1.4.11 A network of Bluetooth low energy beacons (BLEBs) are strategically placed inside the station to allow users to have detailed voice or vibrational wayfinding navigation using a mobile application.

T3.1.4.12 Provide a hearing loop system and/or infrared or radio frequency (RF) hearing assistance system that can be used in conjunction with all live and automated announcements. The system should be available in all places where audible announcements are made and where interactions with staff occur. Provide a sign containing the International Symbol of accessibility for a hearing loop to indicate its presence.

T3.1.5 | Tactile Walking Surface Indicators (TWSI)

[2 Credits: Implement 6 of 6 | 1 Credit: Implement 5 of 6]

T3.1.5.1 Where a facility is provided for boarding busses, trains, ferries, airplanes, or other means of transportation, the circulation route includes Tactile Walking Surface Indicators (TWSI) proceeding from all primary entrances or passenger

loading zones (where provided) to any ticket or fare purchasing station, through security checkpoints or fare gates, and to the boarding area(s).

T3.1.5.2 [Required] Tactile Walking Surface Indicators comply with **ISO 21542:2021(E) Annex B**, except Attention Patterns (used for indicating the start and end of the system, and key points of interest such as tactile maps, information desks, fare payment machines, etc.) must not comply with **§B.4.3**, and instead comply with **isUD §T3.1.5.3** through **§T3.1.5.5** herein.

T3.1.5.3 [Required] Tactile Walking Surface Indicator Guiding Patterns and Attention Patterns must be different from patterns used for Detectable Warnings at street crossings and platform edges.

T3.1.5.4 [Required] Tactile Walking Surface Indicator Attention Patterns must be provided at the beginning and end of the system, and at key decision points within the system (e.g., toilet rooms, fare machines, tactile maps, information kiosks and desks, and vehicle boarding door locations). Attention Patterns are not to be used as a substitute for Detectable Warnings (e.g., at street crossings and platform edges).

T3.1.5.5 [Required] Tactile Walking Surface Indicator Attention Patterns must consist of the same pattern as the Guiding Pattern, rotated 90 degrees to the Guiding Pattern. The Attention Pattern is distinct from the Detectable Warnings used at street crossings and platform edges.

T3.1.5.6 Tactile Walking Surface Indicators are a consistent material, width, color, and texture throughout the system, and distinct from the surrounding floor. The color must not be a color typically used for hazard warnings (e.g., red, orange, yellow).

3.2 | Signs

[1 Additional Credit: Implement 11 of 14 from T3.2.12 – T3.2.25]

Refer to **isUD §3.2** for solutions **3.2.1 – 3.2.11**.

T3.2.12 Signs are provided at entrances, identifying the name of the transit stop or station, and routes served, using raised letters and Braille complying with **ICC A117.1-2017 §703**.

T3.2.13 Signs identifying the name of the transit stop or station are readable from the adjacent sidewalk, street, or circulation path, and are visible from either direction of traffic.

T3.2.14 Signs identifying transit stops or stations, and routes are perpendicular to the direction of travel, and located at multiple heights, including overhead, at eye-level, and on the floor or ground surface such that the signs can be read from the various pedestrian or vehicle routes approaching the stop or station.

T3.2.15 Signs are provided at all intersecting routes and decision points, providing essential navigational information. Where there is more than one decision point between an entrance and a boarding area, signs are repeated to provide conformation that users are following the correct route.

T3.2.16 Signs at entrances include readily identifiable logos or graphics to identify the station in addition to text.

T3.2.17 Signs are provided at station exits, identifying the name of the street, cross street, street corner, or landmark. Large hubs with multiple exits may use a number or letter convention and provide directional signage that corresponds with map designations.

T3.2.18 Signs and informational displays have graphic consistency. If information is displayed in multiple locations, it is consistent. Any color-coding has been checked to be compatible with all forms of color blindness.

T3.2.19 Signs are located based on a hierarchy that prioritizes and differentiates wayfinding over advertisements, promotional signs, and general information. Areas are not over-signed.

T3.2.20 Signs use 'plain language' and simple, concise wording.

T3.2.21 Signs use *sans serif* fonts and do not contain stylized and stroke-outlined fonts.

T3.2.22 Signs use high-contrast between characters and background, but avoid pure black-on-white and white-on-black.

T3.2.23 Exterior signs are not closer than 24 inches (610 mm) to a vehicular way.

T3.2.24 Signs are made of cast metal or other durable material resistant to vandalism, and constructed such that Braille dots cannot fall off.

T3.2.25 Where fare payment is required, signs clearly indicate fare information.

3.3 | Circulation Spaces

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

3.4 | Entrances and Exits

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

3.5 | Emergency Exits and Areas of Rescue Assistance

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

3.6 | Doors

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

3.7 | Stairways

[1 Credit: Implement 5 of 10]

Refer to **isUD §3.7** for solutions **3.7.1 – 3.7.6**. **T3.7.7** replaces **isUD §3.7.7**.

T3.7.7 Stairways are of a consistent width within each run.

Refer to **§3.7** for solutions **3.7.8 – 3.7.10**

3.8 | Ramps

[1 Credit: Implement 3 of 5]

Refer to **isUD §3.8** for solutions **3.8.1 – 3.8.3**.

T3.8.4 Ramps have a consistent running slope for all ramp runs.

T3.8.5 Ramps with switchbacks have stairs immediately adjacent to the ramp that provide a shorter path of travel.

3.9 | Handrails

[1 Credit: Implement 3 of 7]

Refer to **isUD §3.9** for solutions **3.9.1 – 3.9.3**.

T3.9.4 Handrails on stairways and ramps are continuous through all intermediate landings, except where doorways or other intersections would preclude continuity.

T3.9.5 Handrails are provided anywhere the ground or floor slope exceeds 2%.

T3.9.6 Handrails are provided along the wall along horizontal surfaces, wherever the travel time from the primary entrance to destination could exceed 5 minutes.

T3.9.7 Handrails are designed to prevent use by skateboarders (e.g., they are located adjacent to a higher wall or guardrail that steps down rather than following the slope of the railing).

3.10 | Elevators

[1 Credit: Implement 6 of 11]

Refer to **isUD §3.10** for solutions **3.10.1 – 3.10.6**.

T3.10.7 Two elevators are provided wherever the elevator is the only accessible route between levels.

T3.10.8 Elevators are located in a location with high public visibility.

T3.10.9 Elevator buttons have anti-microbial surfaces.

T3.10.10 Elevators have handrails on all walls without doors.

T3.10.11 Elevators have foot-activated call buttons in addition to the required call buttons.

T3.11 | Escalators

[1 Credit: Implement 6 of 9]

This section replaces **isUD §3.11** in its entirety.

T3.11.1 Escalators have audible warnings prior to the beginning and end of trip (e.g., series of tones, or verbal announcements, “Escalator going down,” “The escalator is ending.”)

T3.11.2 Escalators have a tactile floor surface at landings that is distinct from the surrounding floor surface, Tactile Walking Surface Indicators (TWSI), and detectable warnings at street crossings and platform edges.

T3.11.3 Escalators sound an audible alarm if a user attempts to enter from the exit direction (e.g., buzzer, verbal warning: “Wrong way. Escalator exit only.”).

T3.11.4 Escalator step edges and top and bottom landing have photoluminescent stripe and/or color that contrasts with escalator treads.

T3.11.5 Escalators have lights indicating operation status, entrances, and exits (e.g., green for entrance, red for exits and out of service).

T3.11.6 Escalators have the capability of operating in the opposite direction.

T3.11.7 Escalators are located immediately adjacent to a stairway and/or elevator.

T3.11.8 Escalators are located such that any waiting queue does not block access to other areas of the facility.

T3.11.9 Escalators are at least 36 inches wide.

T3.12 | Moving Walkways

[1 Credit: Implement 6 of 7]

This section replaces **isUD §3.12** in its entirety.

T3.12.1 Required Moving walkways have a slope not exceeding 1:20

T3.12.2 Required Moving walkways are at least 36 inches wide and otherwise designed to permit use by people who use wheeled mobility devices, strollers, rolling luggage, and shopping carts.

T3.12.3 Moving walkways have audible warnings prior to the beginning and end of trip (e.g., series of tones, or verbal announcements, “Moving walkway starts here,” “The moving walkway is ending.”)

T3.12.4 Moving walkways have a tactile floor surface at landings that is distinct from the surrounding floor surface, Tactile Walking Surface Indicators (TWSI), and detectable warnings at street crossings and platform edges.

T3.12.5 Moving walkways sound an audible alarm if a user attempts to enter from the exit direction (e.g., buzzer, verbal warning: “Wrong way. Moving walkway exit only.”).

T3.12.6 Moving walkways have lights indicating operation status, entrances, and exits (e.g., green for entrance, red for exits and out of service).

T3.12.7 Moving walkways have the capability of operating in the opposite direction.

4 | ENVIRONMENTAL QUALITY

4.1 | Illumination

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

4.2 | Acoustics

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

4.3 | Thermal Comfort

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

4.4 | Indoor Air Quality

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

T4.5 | Exterior Gathering Areas

T4.5.1 | Lighting

[1 Credit: Implement 5 of 8]

T4.5.1.1 The lighting level at platforms, stairs, ramps, and all decision points should be sufficient to read printed material, but the lighting level should not be so bright as to prevent views outside of any glass shelter.

T4.5.1.2 All exterior gathering areas have electric lighting. (In less developed areas, solar-powered illumination systems activated by motion sensor may be used.)

T4.5.1.3 Lighting is always on, or activated by a presence sensor.

T4.5.1.4 More than one lighting source is provided as back up to ensure light remains available if bulbs burn out or a light is no longer operational.

T4.5.1.5 Lighting fixtures have a protected luminaire and vandal-resistant features that prevent accumulation of dust and breakage of bulbs.

T4.5.1.6 Lighting fixtures in outdoor and underground locations are UL listed for damp or wet locations and have an ingress protection (IP) rating of 63 or greater.

T4.5.1.7 Exterior gathering area locations have been coordinated to take advantage of existing street lighting or building lighting.

T4.5.1.8 Lighting levels are increased above the ambient lighting level at signs, maps, transaction machines, fare gates, platform edges, and other key decision points and areas where visual tasks are performed.

T4.5.2 | Airflow

[1 Credit: Implement 1 of 3]

T4.5.2.1 Where a shelter is provided, all shelters provide means for air circulation and ventilation (e.g., providing open sides in warmer climates, providing a minimum 6 inch (150 mm) clearance at the bottom of the shelter perimeter in colder climates).

T4.5.2.2 Where a shelter is provided, all shelters are equipped with active heating or cooling mechanisms (e.g., heat/cooling, heat lamps, fans, evaporative cooling systems, misters, etc.) appropriate to their location, climate, and dominant needs for heating or cooling.

T4.5.2.3 Landscaping provides protection from sun, wind, and/or inclement weather without reducing visibility or security (e.g., deciduous shade trees, low

shrubs on the windward side of the area, avoid tall coniferous trees or bushes that create a visual barrier).

5 | SITE

5.1 | Site Access Points

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

5.2 | Site Design

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

T5.3 | Pedestrian Routes

[1 Additional Credit: Implement 4 of 7 from T5.3.8 – T5.3.14]

Refer to **isUD §5.3** for solutions **5.3.1 – 5.3.7**.

T5.3.8 Pedestrian routes adjacent to vehicular traffic and passenger loading zones provide a separation from vehicular traffic using curbs, bollards, planted areas, or other protective barriers that do not impede boarding areas.

T5.3.9 Pedestrian routes adjacent to vehicular traffic and passenger loading zones use distinctive paving materials.

T5.3.10 At transit hubs, walking distance is minimized between connections. The maximum walking time between the farthest two stops, and between parking areas and farthest boarding area does not exceed five minutes.

T5.3.11 Pedestrian routes do not require users to pass through parking lots to reach a boarding area, except where a dedicated and protected pedestrian sidewalk is provided with marked street crossings.

T5.3.12 Where a street is leading to a transit facility, continuous sidewalks are provided on both sides of the street and highly visible street crossings are provided at the nearest intersection. Where a transit stop is not provided at an intersection, a marked mid-block street crossing is provided, and positioned such that the transit vehicle does not obstruct views of people in the crosswalk (e.g., located behind the bus, rather than in front).

T5.3.13 When a boarding area is located in a median or middle of the street, signs and ground markings direct users to the boarding area. Street crossings with detectable warnings and Tactile Walking Surface Indicators (TWSI) must be provided.

T5.3.14 Pedestrian routes have a zone free of obstacles including but not limited to furniture, signs, newspaper boxes, utilities, hydrants, and waste receptacles.

5.4 | Street Crossings

[2 Credits: Implement 8 of 14 | 1 Credit: Implement 7 of 14]

Refer to **isUD §5.4** for solutions **5.4.1 – 5.4.2**.

The following solutions replace **isUD §5.4.3 – 5.4.5** in their entirety:

T5.4.3 [Required] Street crossings must have visual markings within the safe crossing boundary using a color that is distinct from the surrounding surface materials, Tactile Walking Surface Indicators (TWSI), and detectable warnings at platform edges. The color must not be red or green. Yellow is preferred.

T5.4.4 [Required] Street crossings must have tactile detectable warnings within the safe crossing boundary of the truncated dome type and complying with **ICC A117.1-2017 §705**.

T5.4.5 [Required] Street crossings must have tactile detectable warnings with truncated domes arranged in a grid pattern, with rows aligned in the direction of travel. The rows must be in-line, such that the rows alternate between rows with domes, and rows without domes.

Refer to **isUD §5.4** for solutions **5.4.6 – 5.4.10**.

T5.4.11 Street crossings use white reflective “Zebra” or “Ladder” type crosswalk markings painted on the road surface.

T5.4.12 Street crossings are raised above the road surface to match the sidewalk level. Signs and ground markings alert drivers to the bump and crossing area.

T5.4.13 Crossings at railroad tracks have a crossing arm or other physical barrier across the entire crossing area as the train approaches and passes, accompanied by a verbal notification: “Wait for train to pass.”

T5.4.14 Street crossings have pedestrian crossing signals with at least 4 of the following features:

- 1) Audible locator tones with ambient noise sensors to increase volume when intersections become noisier.
- 2) Locator tones at both the start and end point of the crossing.

Buttons with a tactile arrow pointing in the direction of **the** crossing.

- 3) Buttons that vibrate to signal the walk signal is on.
- 4) Verbal crossing information, (e.g., “Wait,” “First Avenue: walk sign is on.”)

- 5) Foot-level kick plate to activate signal buttons.
- 6) Where bicycle lanes use the same crossing, there are separate signal buttons at a height reachable to bicyclists without dismounting.

5.5 | Bicycle Routes

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

T5.6 | Transit Stops, Shelters, and Boarding Areas

This section replaces **isUD §5.6** in its entirety.

T5.6.1 | Transit Stops

[1 Credit: Implement 5 of 7]

T5.6.1.1 [Required] Where transit stops are located before a street crossing, the transit stop is located several feet before the crosswalk (as determined by the posted speed limit) to ensure visibility of crossing pedestrians to traffic passing stopped transit vehicles.

T5.6.1.2 All transit stops with high boarding rates provide a shelter complying with T5.6.2; (i.e., 10 or more boardings per day in rural areas, 25 or more boardings per day in suburban areas, and 50 or more boardings per day in urban areas).

T5.6.1.3 All transit stops are designated by a signpost that has a unique shape or texture that differentiates it from other signposts along the path (e.g., round posts for bus stops, triangular posts for light rail stops), and the transit agency has a means to educate customers with visual impairments of these features.

T5.6.1.4 All transit stops are signed and marked to discourage illegal parking at the stop (e.g., painting the length of the curb red, crosshatched ground markings).

T5.6.1.5 All transit stops are placed in a highly visible location to transit drivers, vehicular and pedestrian traffic, and adjacent developments (e.g., close proximity to stores, businesses, or other highly trafficked areas).

T5.6.1.6 All transit stops have surfaces designed to drain water away from the transit stop. All boarding and waiting areas and any seating or shelters provided are designed to protect users from splashing from vehicles.

T5.6.1.7 Where a transit stop is part of a larger development or campus site, the transit stop is visible from the entrance doors.

T5.6.2 | Transit Shelters

[2 Credits: Implement 9 of 10 | 1 Credit: Implement 6 of 10]

T5.6.2.1 [Required] All transit shelter walls and supporting structures are least 5 feet (1525 mm) from the curb edge.

T5.6.2.2 [Required] All transit shelter roofs are at least of 24 inches (610 mm) from the curb edge.

T5.6.2.3 [Required] All transit shelter entrances and openings are at least 36 inches (915 mm) wide.

T5.6.2.4 All transit shelters are at least 9 feet (2745 mm) long by at least 5 feet (1525 mm) wide.

T5.6.2.5 All transit shelters provide a 180-degree turning space inside the shelter complying with **isUD §2.2**.

T5.6.2.6 All transit shelters are positioned to provide direct visibility of approaching transit vehicles and traffic (e.g., signs, advertisements, routes, schedules, and maps are located downstream of traffic flow).

T5.6.2.7 All transit shelters provide at least a 270-degree field of vision, into and out of the shelter.

T5.6.2.8 Where transparent panels are provided, panels have a railing, leaning bar, seating, graphic, or other visual indicator to alert users to its presence. All glass edges terminate at a large color-contrasting stile that alerts users to its presence.

T5.6.2.9 Where a transit shelter is located directly adjacent to a building or other wall, fence, or obstruction, a 12 inch (305 mm) minimum space is provided between the shelter and obstruction to permit trash removal and cleaning.

T5.6.2.10 All transit shelters are designed to deter the accumulation of litter, such as openings at the bottom of shelter panels to prevent the accumulation of leaves or debris, and orientation that considers the prevailing wind direction.

T5.6.3 | Fare Gates

[2 Credits: Implement 10 of 13 | 1 Credit: Implement 8 of 13]

T5.6.3.1 Fare gates are clearly defined with easily readable graphics.

T5.6.3.2 Fare gates are located in an intuitive sequence along common circulation paths, guiding users towards destinations and decision points.

T5.6.3.3 Fare gates are located and operated following a regular and consistent pattern, including entrance and exit locations, and ticket or card scanning locations.

T5.6.3.4 Fare gates provide contact-free operation using sensors and mobile ticketing systems with internet and wireless technology that allow users to enter and exit transit stations without the need for tapping payment cards (e.g., long-range wireless cards, smartphone applications, and near-field communication (NFC) technologies).

T5.6.3.5 All fare gates are at least 36 inches (915 mm) wide.

T5.6.3.6 All fare gates accept any discounted fare cards (e.g., issued to people with disabilities, people over a certain age, etc.).

T5.6.3.7 Where not all fare gates are accessible, designated accessible fare gates have the International Symbol of Accessibility (ISA) clearly visible on each gate.

T5.6.3.8 Fare gates are designed for bidirectional use to allow changes to accommodate the main commuter direction.

T5.6.3.9 Fare gates have sensors to keep the gate open until after the customer has safely cleared the gate.

T5.6.3.10 Fare gates are designed to deter fare evasion.

T5.6.3.11 Fare gates are designed for emergency egress.

T5.6.3.12 Fare gates have smooth surfaces and rounded edges.

T5.6.3.13 Fare gates use both text and audible messages (tones or verbal messages) for fare card issues such as wrong way, out of order, contact station agent, insufficient funds, or other important information or directions. Where tones are utilized, the tones are consistent across the system and use the following pattern:

- Entry: one long beep (one tone, 200 ms [long])
- Exit: two short beeps (two tones, 80 ms on, 80 ms off, 80 ms on [short-short])
- Low balance: short beep followed by long beep (two tones, 50 ms on, 50 ms off, 360 ms on [short-long])
- Invalid: three beeps (three tones, 100 ms on, 100 ms off, 100 ms on, 100 ms off, 100 ms on)

T5.6.4 | Boarding Areas

[1 Credit: Implement 3 of 5]

T5.6.4.1 All boarding areas are clearly identified by a surface that is distinctive from surrounding areas.

T5.6.4.2 All boarding areas are free of obstacles including but not limited to furniture, signs, newspaper boxes, utilities, hydrants, and waste receptacles.

T5.6.4.3 All boarding area locations correspond and align with transit vehicle entrance locations (e.g., vehicle door locations are identified on the ground surface).

T5.6.4.4 All boarding areas where a wheelchair lift will be deployed are clearly identified.

T5.6.4.5 All boarding areas use automated precision docking technology such as a magnetic marker, laser guidance system, or other similar technology, allowing the transit vehicle to consistently pull up to a stop at precisely the location and desired distance to the curb.

T5.6.5 | Boarding Platforms

[2 Credits: Implement T5.6.5.1 and 1 additional solution | 1 Credit: Implement T5.6.5.1 or T5.6.5.2 – T5.6.5.4 and 1 additional solution]

T5.6.5.1 Boarding platform edges are protected by barrier walls along the entire platform edge, with automatic doors that align with transit vehicle doors.

T5.6.5.2 [Required] Where boarding platform edges are not protected by barrier walls, provide visual and tactile markings along the platform edge that are red or yellow in color (red preferred). The color must be different from Tactile Walking Surface Indicators (TWSI) and detectable warnings at local street crossings. The surrounding platform floor must be of sufficient contrast to the visual markings.

T5.6.5.3 [Required] Where boarding platform edges are not protected by barrier walls, provide tactile detectable warnings of the truncated dome type and complying with **ICC A117.1-2017 §705**.

T5.6.5.4 [Required] Where boarding platform edges are not protected by barrier walls, provide tactile detectable warnings arranged in a grid pattern with offset rows so that domes are located in all rows.

T5.6.5.5 Where boarding platform edges are not protected by barrier walls, provide floor lighting or other techniques to augment detectable warning surfaces to notify users of incoming transit vehicles.

T5.6.5.6 Horizontal gaps between boarding platforms and transit vehicles are minimized. Where a gap is greater than 1-1/4 inches wide, bridge plates or gap reducers attached to transit vehicles are provided.

T5.6.5.7 Where boarding platforms accessed by elevator(s), at least one elevator is located at the midpoint of the platform length.

T5.6.6 | Amenities

[1 Credit: Implement 5 of 7]

T5.6.6.1 [Required] All transit stops have seating complying with **isUD §T7.1**, and where a shelter is provided, seating is located both inside and outside the shelter.

T5.6.6.2 All transit stops have leaning bars, accommodating a variety of heights including children.

T5.6.6.3 All transit stops have a payphone or police call box to allow emergency calls.

T5.6.6.4 All transit stops have waste receptacles complying with **isUD §7.6**.

T5.6.6.5 All transit stops provide a bicycle storage rack in or near the stop.

T5.6.6.6 All transit stops that are part of a shopping center, where shopping carts are used, provide a shopping cart storage area in or near the stop.

T5.6.6.7 Selected transit stops provide public wireless internet access.

5.7 | Parking

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

5.8 | Passenger Loading and Waiting Areas

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6 | ROOMS AND SPACES

6.1 | Spatial Organization

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2 | Toilet and Bathing Rooms

This section applies where toilet and bathing rooms are provided, or where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes.

6.2.1 | General Toilet and Bathing Facility Features

[2 Credits: Implement 10 of 14 | 1 Credit: Implement 8 of 14]

Refer to **isUD §6.2.1** for solutions **6.2.1.1 – 6.2.1.13**.

T6.2.1.14 A changing table designed for adult use with an adjacent lavatory is provided in at least one private toilet compartment in each toilet room cluster, not segregated in use by gender.

6.2.2 | Private Toilet and bathing Rooms/Compartments

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2.3 | Toilets

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2.4 | Urinals

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2.5 | Lavatories

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2.6 | Dispensers and hand Drying Equipment

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.2.7 | Shower and Bathing Areas

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.3 | Changing Areas

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

6.4 | Nursing Rooms

This section applies in its entirety, without modification, where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes. Refer to **isUD** for all applicable solutions.

T6.5 | Waiting Areas

[1 Credit: Implement 5 of 10]

This section replaces **isUD §6.5** in its entirety.

T6.5.1 Where provided in waiting areas, all fixed and movable waiting queues are wide enough to allow passage of one wheeled mobility device and allow a 180-degree turn wherever the queue changes direction.

T6.5.2 All waiting areas are organized to not obstruct circulation spaces.

T6.5.3 All waiting areas have seating and leaning rails.

T6.5.4 Waiting areas offer resting opportunities for a diverse range of users including accommodating height and size requirements of adults, children, and those with wheeled mobility devices, luggage, strollers, and bicycles.

T6.5.5 Where waiting areas have queues, adjustable boundaries are provided to reduce travel distance when the queue is not full.

T6.5.6 All outdoor waiting areas protect users from sun, wind, or inclement weather and/or have active heating or cooling mechanisms (e.g., radiant heat/cooling, heat lamps, fans, misters, etc.).

T6.5.7 Where waiting areas are provided at customer service or transaction areas, a visual and audible system is used to differentiate people already served and those waiting to be served.

T6.5.8 Where wait times in a queue can be approximated, visual and audible information on remaining wait time is provided at entry points to the queue and periodically along the queue.

T6.5.9 Where separate waiting queues are provided for different purposes (e.g., ticket holders vs. ticket purchasers), queues are identified by signs in multiple formats (e.g., symbols, print, large print, online, multiple languages, tactile, verbal).

T6.5.10 All waiting areas have systems that reduce reliance on staff for services, such as automated kiosks, advance internet reservations, paging systems, etc.

6.6 | Office Spaces

This section applies in its entirety, without modification, where provided (typically only in airports). Refer to **isUD** for all applicable solutions.

6.7 | Meeting Rooms and Classrooms

This section applies in its entirety, without modification, where provided (typically only in airports). Refer to **isUD** for all applicable solutions.

6.8 | Public Assembly Spaces

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

6.9 | Food Service Areas

This section applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports). Refer to **isUD** for all applicable solutions.

6.10 | Retail Spaces

This section applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports). Refer to **isUD** for all applicable solutions.

6.11 | Sleeping Rooms

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

6.12 | Storage Spaces

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

6.13 | Laundry Facilities

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

6.14 | Food Service Areas

This section applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports). Refer to **isUD** for all applicable solutions.

6.15 | Pet and Service Animal Relief Areas

This section applies in its entirety, without modification, where there are 3 or more boarding areas, and where waiting times are typically over 30 minutes. Refer to **isUD** for all applicable solutions.

6.16 | Exercise Spaces

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

7 | FURNISHINGS AND EQUIPMENT

T7.1 | Seats

[1 Credit: Implement 10 of 12]

This section replaces **isUD §7.1** in its entirety.

T7.1.1 [Required] Seats have a variety of feature and height options, with at least one seat in each area complying with **ICC A117.1-2017 §903**.

T7.1.2 Seats are available with armrests.

T7.1.3 Seats are available that are at least 30 inches wide (760 mm) between dividers or armrests.

T7.1.4 Seats are available with open space underneath.

T7.1.5 Seats are available with backrests.

T7.1.6 All seats that fold have a clear operation and do not require special instructions.

T7.1.7 All seats have a smooth (but not slippery), non-metallic, non-absorbent surface that does not retain heat, drains surface water, is easily cleanable, and resists soiling and corrosion.

T7.1.8 All seats are designed to resist vandalism, prevent damage, withstand heavy use, and accommodate above average weight requirements.

T7.1.9 All seats do not impede pedestrian flow, located adjacent to but not within the main circulation path.

T7.1.10 All seats are located on a surface that properly drains water and is slip resistant.

T7.1.11 Seats are positioned to face boarding areas and with a view of approaching transit vehicles and real-time information signs indicating the next approaching transit vehicle.

T7.1.12 All seats are at least 48 inches (1220 mm) from a curb edge and at least 72 inches (1830 mm) from platform edges with an adjacent vehicle speed of 30 miles per hour (50 kph). This distance should increase as vehicle speeds increase.

7.2 | Tables

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.3 | Furniture and Surfaces

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.4 | Sales and Service Counters

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.5 | Work Stations

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.6 | Waste Receptacles

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.7 | Drinking Fountains

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.8 | Lockers

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

7.9 | Transaction Machines

Refer to **isUD §7.9** for solutions **7.9.1 – 7.9.7**. **T7.9.8 replaces isUD §7.9.8**.

T7.9.8 [Required] Fare collection systems provide at least 10 of the following features:

- 1) **[Required]** Touch screens have alternative buttons and an audio option.
- 2) Fare amounts and payment options are clearly indicated prior to purchase.
- 3) All information is available in more than one format (e.g., print, symbol, multiple languages, tactile, verbal).
- 4) Both visual and audible feedback is provided for all actions.
- 5) Audio volume is adjustable (e.g., accessibility options at kiosk, customizable mobile ticketing application).
- 6) A headphone jack is provided.
- 7) Multiple language options are available (e.g., language selection, customizable mobile ticketing application).
- 8) Text size is adjustable (e.g., accessibility options at kiosk, customizable mobile ticketing application).
- 9) Text is high contrast or contrast is adjustable (e.g., accessibility options at kiosk, customizable mobile ticketing application).
- 10) A "cancel" option to undo incorrect input and go back to a previous step is provided.
- 11) Functions arranged and/or color-coded to correspond with the order of use, and can be used intuitively with minimal instructions.
- 12) More than one form of payment is accepted, including cash, check, money order, credit card, smart card, online payment services, and smartphone.

13) Fare collection systems that utilize mobile ticketing have a QR code or are otherwise made readily known to transit users through station signage and announcements.

14) Security features are provided, such as a mirror or display to allow any user to see behind them, video surveillance, emergency call function, and sufficient lighting.

T7.10 | Telephones and Intercoms

This section replaces **isUD §7.10** in its entirety.

[1 Credit: Implement 5 of 10]**T7.10.1** Telephones and intercoms have a video communication option.

T7.10.2 Telephones and intercoms have a text communication option.

T7.10.3 Telephones and intercoms do not require holding a handset (e.g., speakerphone).

T7.10.4 Telephones and intercoms have lights and sounds to indicate the stage of the call (e.g., dialing, connection, call ended).

T7.10.5 Telephones and intercoms allow two-way communication.

T7.10.6 Telephones and intercoms can be activated using a push button.

T7.10.7 Telephones and intercoms can be activated using a push plate 30-36 inches tall that can be activated by foot.

T7.10.8 Telephones and intercoms are accompanied by pictograms, visual, tactile, and Braille instructions.

T7.10.9 Payphones are limited to outbound calls only, except by emergency personnel.

T7.10.10 Payphones are visible from but not immediately adjacent to seating and waiting areas.

7.11 | Equipment

This section does not apply to transportation facilities.

7.12 | Vegetation

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

8 | SERVICES

8.1 | Customer Services

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

8.2 | Purchasing Services

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

8.3 | Child Care Services

This section applies in its entirety, without modification, where provided (not typical in transportation facilities). Refer to **isUD** for all applicable solutions.

8.4 | Food Services

This section applies in its entirety, without modification, where provided (typically only in large multi-modal transit facilities and airports). Refer to **isUD** for all applicable solutions.

8.5 | On-site Services

[2 Credits: Implement 9 of 14 | 1 Credit: Implement 6 of 14]

Refer to **isUD §8.5** for additional solutions.

T8.5.14 On-site services include a sensory room.

8.6 | Websites and Smartphone Applications

This section applies in its entirety, without modification, where provided. Refer to **isUD** for all applicable solutions.

T8.7 | Informational Videos

[1 Credit: Implement 3 of 6]

T8.7.1 Informational videos demonstrate essential features of the facility such as correct sequence and procedures, how to use any automated kiosks, make purchases, scan tickets or passes, find the correct destination, and any safety warnings.

T8.7.2 Required All videos are accompanied by verbal text and closed captioning.

T8.7.3 All videos allow users to restart the video and access subtitles in different languages.

T8.7.4 All videos allow users to access descriptive audio.

T8.7.5 All videos are accompanied by sign language.

T8.7.6 All information conveyed in videos is available in an alternative format such as on a website or paper handouts. A QR code or other instructions are provided to access the video and alternate formats.

9 | POLICIES

9.1 | Facility Management Policies

For interior facilities: This section applies in its entirety, without modification. Refer to **isUD** for all applicable solutions. For exterior Facilities, refer to **T9.4**.

9.2 | Health and Safety Policies

This section applies in its entirety, without modification. Refer to **isUD** for all applicable solutions.

9.3 | Employment Policies

This section applies in its entirety, without modification. Refer to **isUD** for all applicable solutions.

T9.4 | Transit Stop Maintenance Policies

[1 Credit: Implement 2 of 4]

T9.4.1 All transit stops are clean, well maintained, and free of snow, ice, and standing water.

T9.4.2 Transit stop maintenance policies include an ‘Adopt-a-Stop’ policy to maintain the bus stop and provide informal community surveillance. For example, an agency could install waste receptacles and provide liners to the program participant, while the participant keeps the stop clean and empties the waste in exchange for a monthly pass.

T9.4.3 Transit stop maintenance policies include developing a working agreement with an adjacent business to provide maintenance services such as trash removal, snow removal, and general maintenance.

T9.4.4 Transit stop maintenance policies include a database tracking the age of transit facilities, maintenance logs, and condition of the ground surface, shelter, and amenities.