Accessibility Must Follow the Transaction

Educate. Inform. Pressure-test the strategy.

U.S. Access Board discussion

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Accessibility Must Follow the Transaction

Arrive › Reach › Identify › Operate › Pay › Receive Service › Get Help › Complete Privately

1	2	3	4	5	6	7
EV Charging	**POS / Payment**	**Smart Vending**	**Lockers**	**Transit / Parking**	**Drive-Thru / Voice AI**	**Government / AI**
route + cable + UI + payment	customer-facing transaction	unattended purchase	parcel + retail + food	public infrastructure	conversation becomes UI	gruntwork before people

Different technologies. One accessible transaction.

The question is not “what is the device?” The question is “can the customer finish?”

AI Changes the Development Point

The kiosk is no longer always the center of the transaction.

Drive-thru / conversational AI

- Menu board + microphone + speaker + AI + payment + employee
- Voice is an accessibility tool. It becomes an accessibility failure when it is the only path through the transaction.
- What happens when the system cannot understand the customer?
- There must be another usable path through the same transaction

Government services / AI - design + procurement

- Useful proving ground: forms, eligibility, instructions, appointments and service routing
- AI can reduce friction before the customer reaches staff
- It cannot become the only route, explanation or recovery path
- Preserve people for judgment, exceptions, reassurance and service

Same customer need. Different regulatory environment around the transaction.

The Bigger Goal: Global Regulations Framework

Regulatory domain × jurisdiction - accessibility is a foundational layer.

ZERO TRUST: managing trust between people, machines, data and services

Markets being mapped: North America • Europe/UK • India • Korea • China • APAC • LATAM

USAB input: pressure-test the accessibility layer - not the entire global platform.

EV Charging Shows Why Device Labels Are Not Enough

- Accessible route and charger location
- Reach range, clear space and physical access
- Cable and connector handling
- Display, controls and communication
- Payment, app and QR-dependent functions
- Help / emergency functions
- The machine actually works when the customer gets there

One transaction crosses several rule sets.

That is the pattern we keep seeing.

Physical access, ICT, communications, payment, priva

If any one part fails, the customer may not be able to finish

What I Want From This Meeting

The global framework is broader than the Access Board's mandate. Accessibility is one foundational layer.

1. Does the transaction model work as an accessibility framework?

2. Where do physical access, ICT, AI, payment, identity and human support create gaps?

3. What terminology or guidance needs work before these systems harden?

Ask: help TIG/KMA pressure-test the accessibility layer - transaction model, language and gaps.

Not government approval. Not endorsement of certification. Technical feedback we can carry responsibly into industry and global markets.