

Digital Wayfinding Accessibility Checklist

Eighteen questions to work through before you sign anything — compliance, visitor experience, and the operational details that decide whether anyone keeps the screen current.

01 ACCESSIBILITY & COMPLIANCE

Reference the 2010 ADA Standards and WCAG 2.1 AA.

- ☐ **Reach range.** Every interactive control sits 15"–48" above the floor (§308); keep the bottom of the active touch area at or below 40".
- ☐ **Clear floor space.** At least 30" × 48" of unobstructed approach (§305) — check it against the finished furniture plan.
- ☐ **Protrusion.** Wall-mounted units project 4" or less into the circulation path in the 27"–80" zone (§307).
- ☐ **On-screen legibility.** 4.5:1 contrast for body text (3:1 at 18pt+), sans-serif type, and a control to enlarge it.
- ☐ **Accessible routing.** Paths for wheelchairs, walkers, and strollers — elevator and ramp routes, not just the shortest line.
- ☐ **Audio and language.** Voice navigation or screen-reader support that works in a loud lobby, in the languages your visitors use.
- ☐ **Conformance on paper.** Ask for an accessibility conformance report (ACR/VPAT), and confirm in writing who remediates a complaint.

02 VISITOR EXPERIENCE

Test with someone who has never been in the building.

- ☐ **Placement.** The unit sits in the natural line of travel from the main entrance.
- ☐ **Zero learning curve.** A first-time visitor finds a tenant in three taps or fewer — by name, suite, or category.
- ☐ **Orientation and routing.** "You are here" matches the direction the visitor faces, with animated turn-by-turn paths across floors.
- ☐ **The route travels with them.** Scan-to-mobile hands the live map to the visitor's phone — and serves anyone who'd rather not touch a screen.
- ☐ **Between visitors.** Readable under real afternoon glare, useful in idle state, and reset to home for the next person.

03 VENDOR & OPERATIONAL REQUIREMENTS

Most wayfinding disappointments are operational, not technical.

- ☐ **Who updates it.** Property staff self-serve in the platform, or every tenant change becomes a vendor ticket? Get the turnaround in writing.
- ☐ **Support and warranty.** Warranty term, what's covered, support hours — and one number for both hardware and software.
- ☐ **Roster automation.** Tenant data flows from a feed or file (CSV/JSON) instead of being retyped each time a suite turns.
- ☐ **Full cost and scope.** Power and data drops, mounting, permits, content design, subscription, and future floorplan revisions.
- ☐ **Portfolio control and monitoring.** One login across properties, role-based permissions for on-site staff, and an alert when a screen goes dark.
- ☐ **Exit terms.** You keep your maps, content, and tenant data if you change vendors.

HOW TOUCHSOURCE ANSWERS THIS LIST

ADA-compliant kiosk and wall-display hardware, cloud content management your on-site team runs itself, tenant listings fed from CSV or JSON, wheelchair-aware routing with scan-to-mobile handoff, a 2-year warranty with unlimited remote support, and one number to call for the whole system — Colorado-based since 1985.

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