A Resolution on Enhancing Self-Checkout Accessibility for Blind People

WHEREAS, self-checkout technology is proliferating across major retailers like Walmart, Target, and Kroger, offering speed and convenience to shoppers; and

WHEREAS, the current design of many self-checkout systems, relying on visual interfaces and touchscreens without audible instructions or tactile feedback, poses significant accessibility barriers to blind people; and

WHEREAS, the reliance on barcode scanning exacerbates these challenges, further impeding the ability of blind people to use these systems independently; and

WHEREAS, the reduction of human cashier options in favor of self-checkout systems limits the accessibility of shopping environments for blind people, compromising their independence and right to equal service; and

WHEREAS, adherence to the principles of inclusivity, equality, and the legal obligations under the Americans with Disabilities Act necessitates that retail services be accessible to all customers, including those who are blind: NOW, Therefore

BE IT RESOLVED, that the National Federation of the Blind of Missouri, convening in Kansas City, Missouri, on April 13, 2024, demands that Walmart, Target, Kroger, and similar retailers Implement self-checkout options that are accessible to blind people, including but not limited to voice-guided instructions, tactile buttons, and interfaces designed for ease of use; and

BE IT FURTHER RESOLVED that these retailers Ensure the availability of human cashiers in sufficient numbers to meet the needs of all customers, including those unable to use self-checkout stations due to blindness; and

BE IT FURTHER RESOLVED that these entities collaborate with the National Federation of the Blind to understand the needs of the blind and work on developing accessible solutions; and

BE IT FINALLY RESOLVED that all retailers provide staff with ongoing training focused on the accessibility needs of blind customers, including assistance at self-checkout stations and throughout the store.