

*Massachusetts State Lottery Commission  
60 Columbian Street  
Braintree, Massachusetts 02184-1738*

Thank you for showing interest in the Massachusetts State Lottery. We hope that you will soon be joining our team of 7,500 licensed Lottery agents.

One of the numerous initiatives currently underway by the Massachusetts State Lottery concerns our disabled residents, some of whom have mobility, vision, hearing or other physical impairments. The Massachusetts State Lottery is working with advocates for people with disabilities to implement certain improvements to better serve customers with disabilities.

With this laudable goal in mind, the Massachusetts State Lottery has begun the process of conducting Americans with Disabilities Act site surveys at Lottery agent locations, including prospective new agent locations. This survey- the cost for which is included in the application fee- will determine whether a location has barriers impeding access by people with disabilities that need to be addressed by the prospective new agent. Some of these barriers might include the lack of appropriate handicap-only parking or the absence of appropriate signage; missing curb cuts or ramps; narrow doorways, or counters that are too high. The Massachusetts Lottery will work with you to determine if your business meets the requirements of federal and state disability access laws.

As part of the licensing process, the Massachusetts State Lottery will require that all barriers proscribed by law be addressed before a prospective new agent can be licensed to sell Lottery products. If the accessibility of your location is limited, we will work with you to determine the best course of action to address or eliminate barriers to customers with disabilities. Certain federal tax incentives designed to encourage businesses to make accessibility improvements are described on the following webpage: <http://www.ada.gov/taxincent.pdf>. The Massachusetts State Lottery is confident that prospective new agents share our goal to be able to sell Lottery products to all potential customers.

If you have any questions about this process, please feel free to contact Elizabeth Day, Deputy General Counsel, at 781-849-5535 for more information.

Again, the Massachusetts State Lottery hopes that you will soon become a licensed agent.