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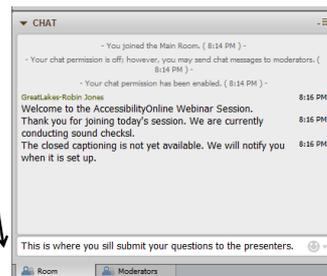
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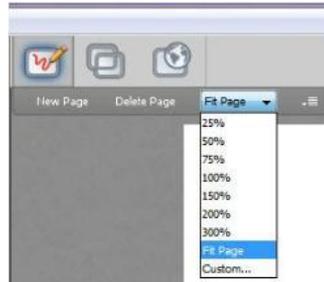
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## Customize Your View *continued*

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# Accessible Sales and Service Counters

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## Today's Presenters



**Bill Botten**

**Dave Yanchulis**

**U.S. Access Board**

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# Session Agenda

- **Sales & Service Counters**
- **Ticket & Service Windows**
- **Check-Out Aisles**
- **Food Service Lines**

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## Examples of Counters Covered

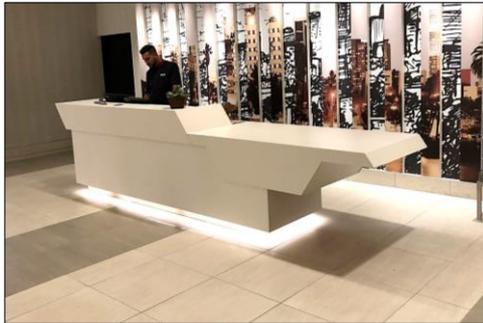
- sales counters (all kinds)
- reception & concierge counters
- information counters
- registration & check-in counters
- counters at ticket or service windows
- customer service counters
- ordering, pick-up & drop-off counters
- other types of service or sales counters  
(display/ exhibit counters covered only if they function as a sales/ service counter)



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## Minimum Number & Dispersion (§227.3)

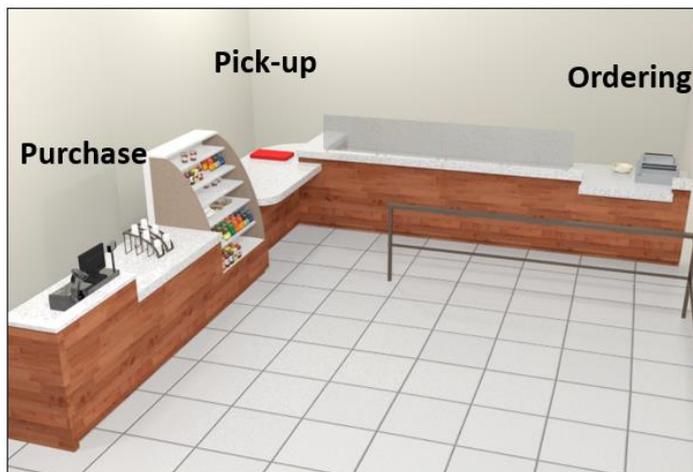
- At least 1 of each type of counter
- Each type of function at a counter
- Dispersion where counters dispersed



15

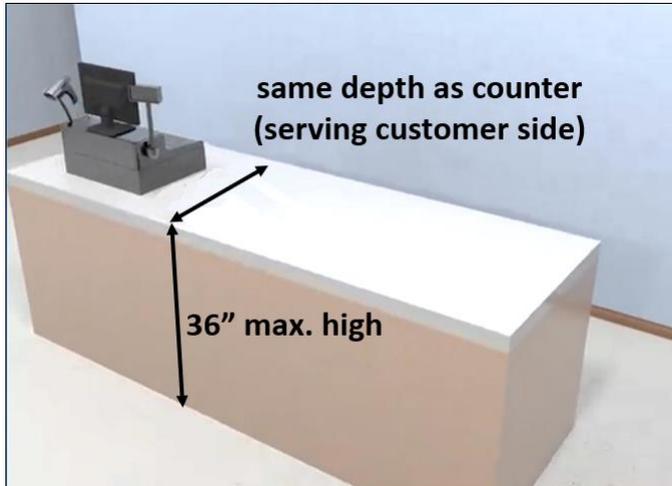
## Minimum Number & Dispersion

Access to each type of counter



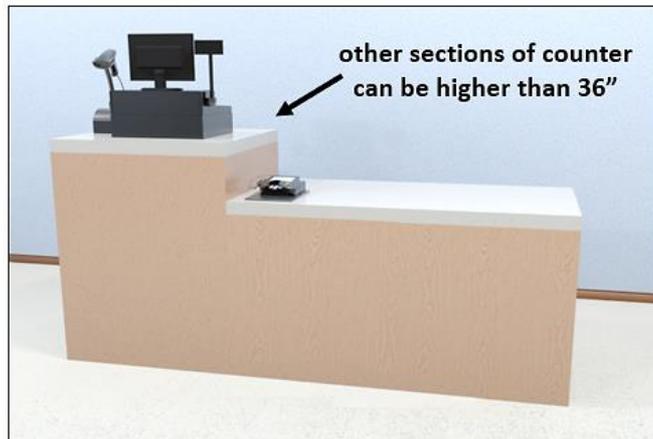
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## Height & Depth (§904.4)



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## Height & Depth



**Accessible portion must be integral – folding/ pull-out shelves not permitted (new construction or alterations)**

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# Approach

Access for either a forward or side approach



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## Sales & Service Counters v. Work & Dining Surfaces



### Counters

- 36" max height
- forward or side approach

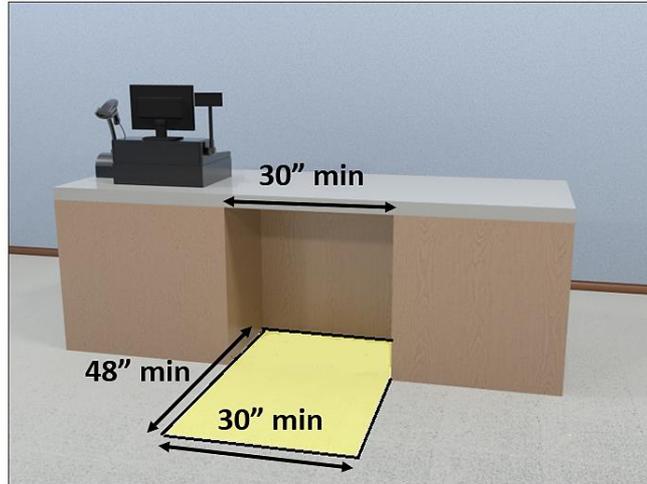


### Work & Dining Surfaces

- 28" – 34" height
- forward approach

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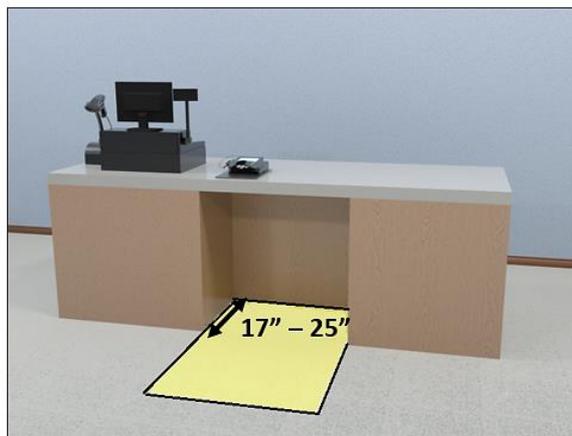
## Forward Approach



Counter width (30" min) and clear floor space

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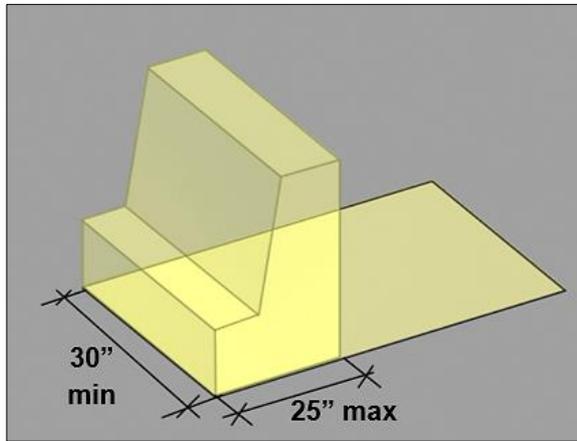
## Forward Approach



Clear floor space must underlap counter to provide enough room to pull up to counter

22

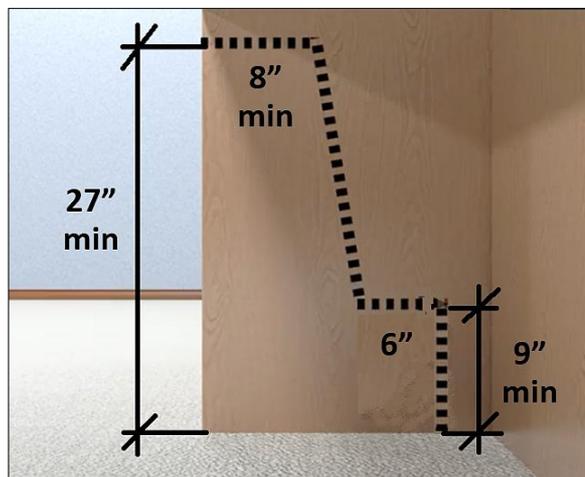
## Forward Approach



Portion of the clear floor space below the counter must meet clearances for knees and toes

23

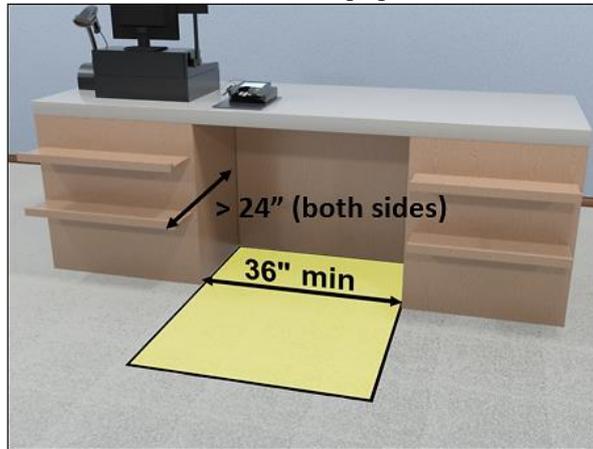
## Forward Approach



Knee and toe and toe space clearances

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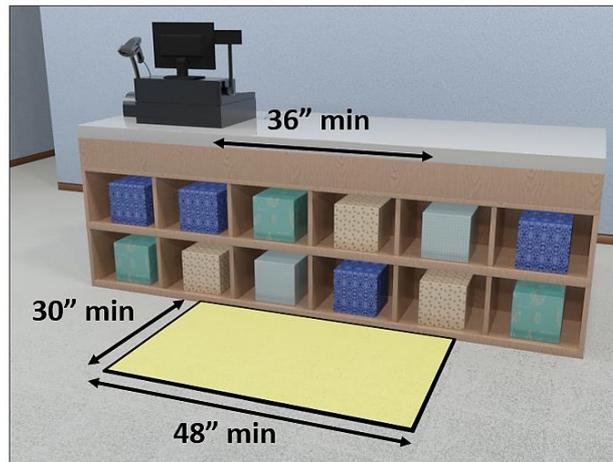
## Forward Approach



If both sides of the clear floor space are obstructed more than 24'' (half the depth), additional width is required for maneuvering into the space.

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## Side Approach

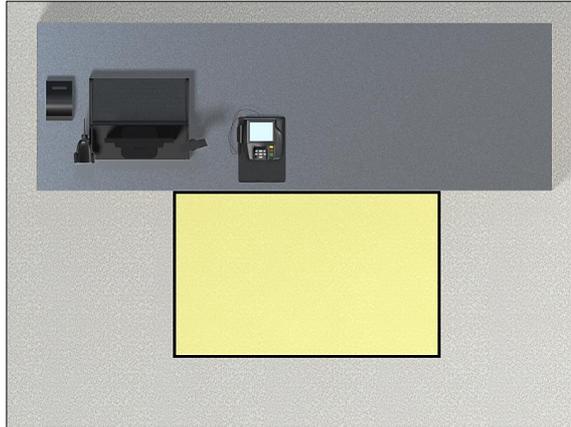


The clear floor space is positioned parallel to the counter. Centering the space is advisable but not required.

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## Side Approach

Clear floor space must abut the counter's leading edge.



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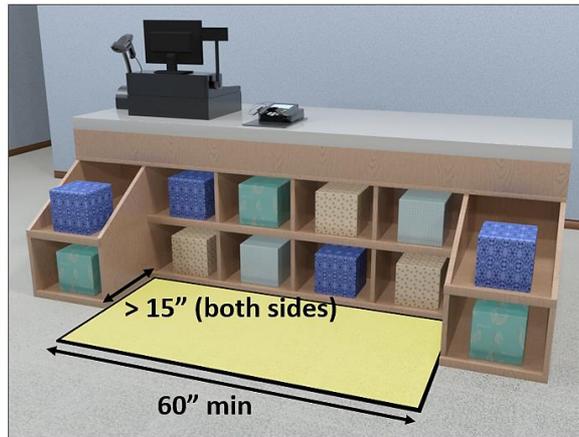
## Side Approach



Shelves, displays, and other elements cannot obstruct the clear floor space or offset it from the leading edge of the counter.

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## Side Approach



If both sides of the clear floor space are obstructed more than 15'' (half the depth), the space must be longer.

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## Side Approach



The additional length eases positioning into the space.

30

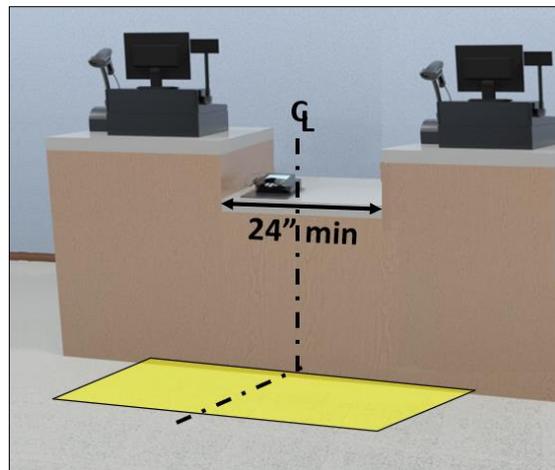
## Short Counters (§904.4.1, Ex.)



If entire counter < 36" long, full length must comply, but it does not need to be lengthened.

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## Side Approach: Alterations



Exception for alterations where space for the accessible counter is not available

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## Keep accessible portion clear!



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## Transaction Devices



**Payment and other transaction devices can be located at the accessible counter.**

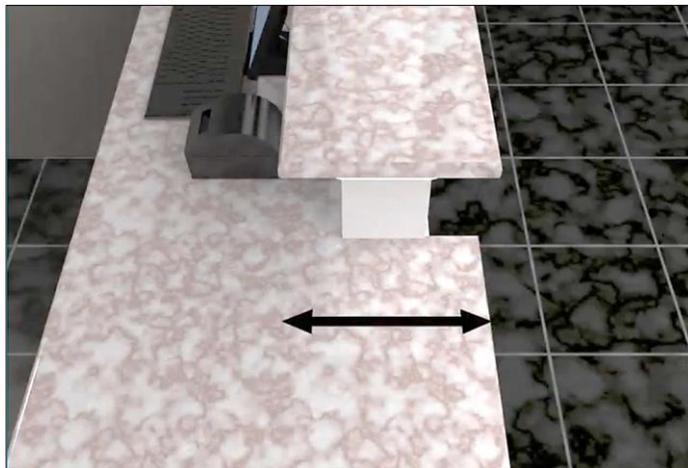
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## Check-In Counter



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## Check-In Counter



**Accessible portion must be as deep as the counter depth for customer use.**

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## Check-In Counter



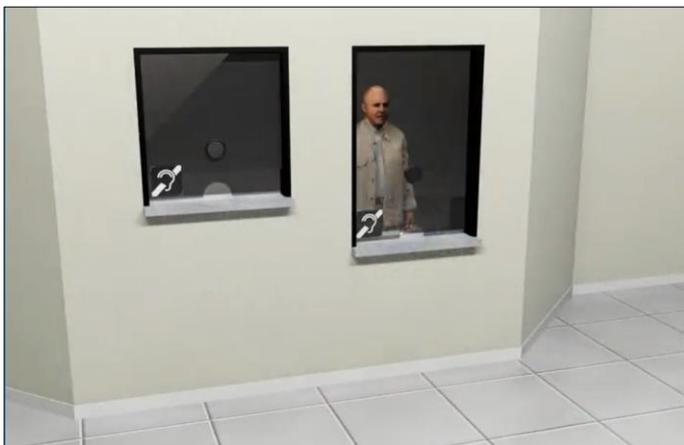
***Recommended:* Provide both forward and side approach access for optimum usability.**

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## Teller and Service Windows

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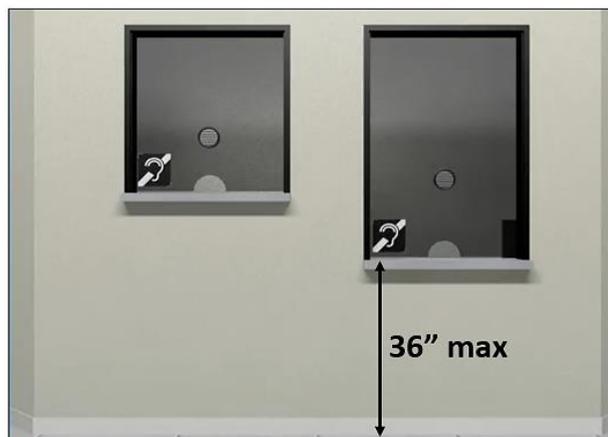
## Counters at Service Windows



Counters at ticket/ teller/ service windows must comply.

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## Counters at Service Windows



The standards address counter, but not window, height. Pass-through openings/ drawers must comply as operable parts.

40

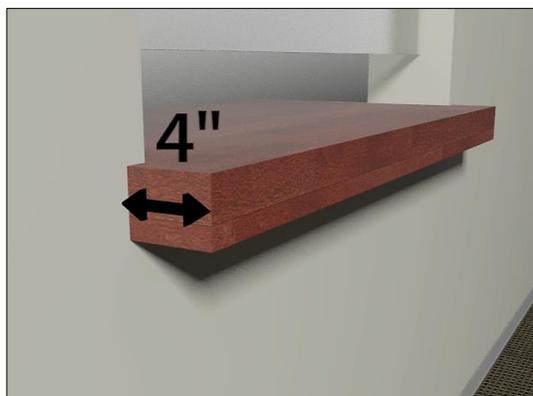
## Security Glazing (§904.6)



**Grille, baffle, or other means of easing voice communication required at security glazing.**

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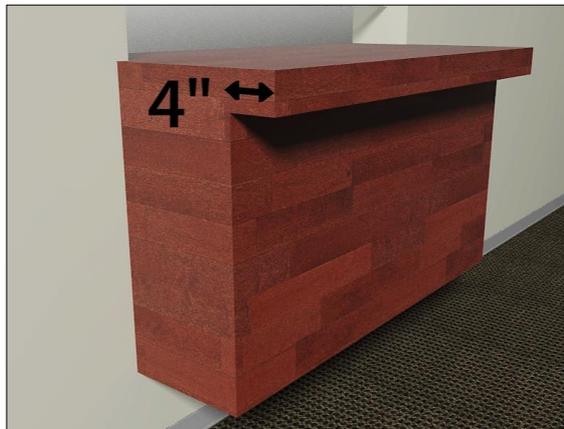
## Counters as Protruding Objects (§307)



**Counters with leading edges higher than 27" that project into circulation paths must be treated as protruding objects.**

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## Counters as Protruding Objects



**Counters must be detectable within 27" above the floor (or be recessed in alcoves).**

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## Counters as Protruding Objects



**Side panels will permit a forward approach by keeping knee and toe space clear.**

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# Check-Out Aisles

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## Minimum Number (§227.2)

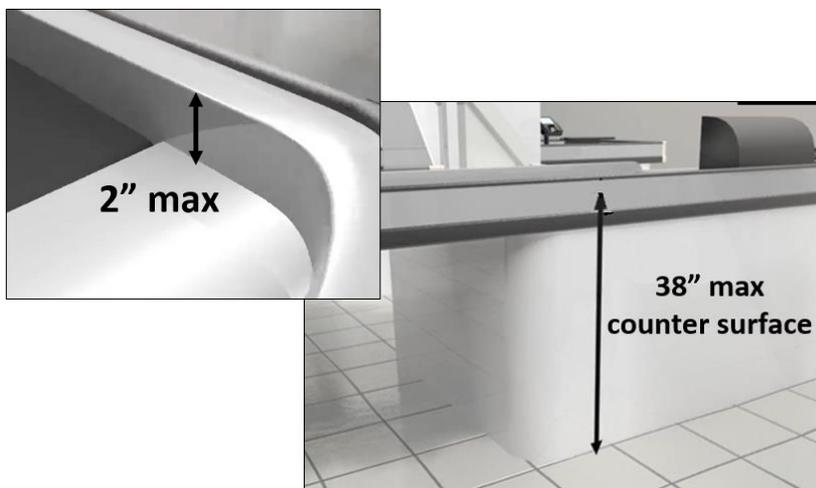


ISA label  
(unless all comply)

Total (each function)	Min. Accessible
1 - 4	1
5 - 8	2
9 - 15	3
16 & more	3 + 20% of add. aisles

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## Check-Out Aisles (§904.3)



Count surface and edge protection heights

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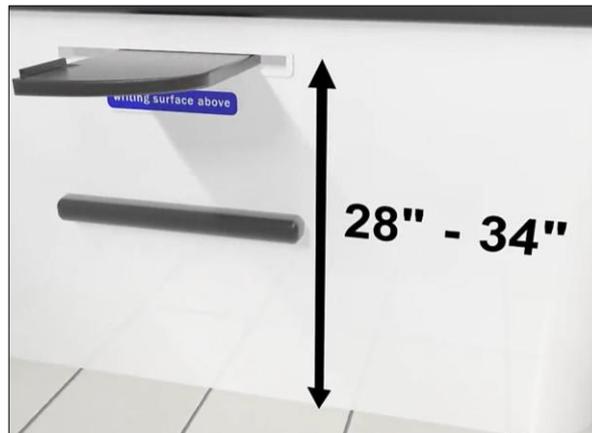
## Check Writing Surfaces



Check writing surfaces can pull/ fold out or pivot (but not accessible portions of counters)

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## Check Writing Surfaces



The height is addressed but not the size

49

## Check-Out Aisles



**Fixed card readers, sale terminals, and similar devices must comply as operable parts and be within reach range.**

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## Check-Out Aisles



**Devices that adjust, tilt are easier to use and see (the visibility of these displays are not addressed).**

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## Check-Out Aisles



**Check-writing surfaces can be fixed but cannot reduce the required clear width of aisles.**

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# Food Service Lines

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## Food Service Counters



**In all types of facilities, queues & waiting lines serving accessible counters & check-out aisles must comply as accessible routes.**

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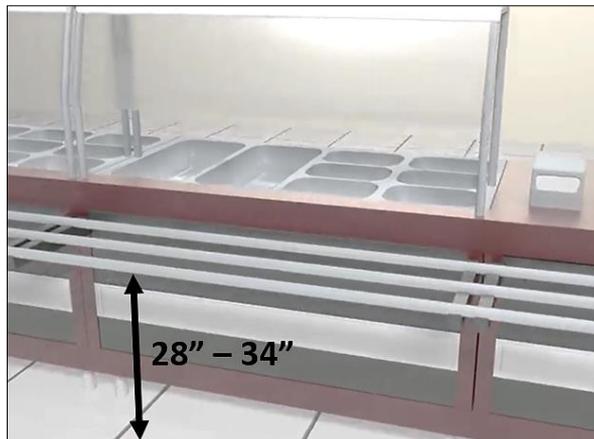
## Food Service Lines



Food prep and other areas intended to be visible to customers should be equally visible to people with disabilities, but this is not addressed in the standards.

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## Tray Slides



Tray slides are not required, but must comply where provided.

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## Food Service Counters



**Access is required to each type of counter provided. This is counter provides both forward and side approach access.**

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## Self-Service Shelves



**At least half of each type of self-service shelf, where provided, must be in accessible reach range.**

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## Food Service Counters



Payment counters represent another type of counter.

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## Food & Beverage Dispensing Devices



Devices for dispensing food & beverages must be within accessible reach range. Those that are fixed must have compliant operable parts.

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## Tableware, Dishware & Condiments



**Fixed devices that dispense condiments, tableware, or dinnerware must also comply and be within accessible reach range.**

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## Point-of-Sale Machines

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## Point-of-Sale Machines



- **Must comply as operable parts where fixed**
- **Communication access is important (but not addressed by the standards)**

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# Questions?

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and enter text in the Chat Area**

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# Technical Guides on the Standards

Available the Board's website



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# Continuing Education



**AIA Provider Number:** I017

**Course Title:** Accessible Sales and Service Counters

**AIA Course Number:** GL20190502

**Date:** May 2, 2019

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