

Welcome to the AccessibilityOnline Webinar Series



A collaborative program between the
ADA National Network and the
U.S. Access Board



The Session is Scheduled to begin at 2:30pm Eastern Time
We will be testing sound quality periodically

Audio and Visual are provided through the on-line webinar system. This session is closed captioned. Individuals may also listen via telephone by dialing 1-712-432-6297 code 510110# (This is not a Toll Free number)

The content and materials of this training are property of the US Access Board and the Great Lakes ADA Center and cannot be used and/or distributed without permission. This program is funded through a contract agreement with the U.S. Access Board. For permission to use training content or obtain copies of materials used as part of this program please contact us by email at adata@adagreatlakes.org or toll free (877)232-1990 (V/TTY)

www.AccessibilityOnline.org

1



Listening to the Webinar



- The audio for today's webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
- You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by "sliding" the sound bar left or right.
- If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel



2



Listening to the Webinar, *continued*



If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

1-712-432-6297
Pass Code:
510110#
This is **not** a Toll Free number

3

Listening to the Webinar, *continued*



MOBILE Users (iPhone, iPad, or Android device and Kindle Fire HD)

Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)



**Closed Captioning is not visible via the Mobile App and limited accessibility for screen reader/Voiceover users 4

Captioning



- Real-time captioning is provided during this webinar.
- The caption screen can be accessed by choosing the  icon in the Audio & Video panel. ↓



- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

5

Submitting Questions



- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area
- If you are connected via a mobile device you may submit questions in the chat area within the App
- If you are listening by phone and not logged in to the webinar, you may ask questions by emailing them to webinars@accessibilityonline.org



Please note: This webinar is being recorded and can be accessed on the AccessibilityOnline website at www.accessibilityonline.org/Archives within 24 hours after the conclusion of the session.

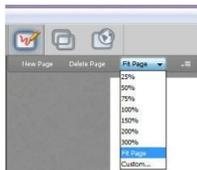
6



Customize Your View



- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



7



Customize Your View *continued*



- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the  icon in the upper right corner of each panel.

8

Setting Preferences

- Depending on your system settings you may receive visual and audible notifications when individuals enter/leave the webinar room or when other actions are taken by participants. This can be distracting.
- To turn off notifications (audible/visual)
 - Select “Edit” from the tool bar at the top of your screen
 - From the drop down menu select “Preferences”
 - Scroll down to “General”
 - select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
 - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
 - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+slash opens the activity window)

9



Technical Assistance



- If you experience any technical difficulties during the webinar:
 1. Send a private chat message to the host by double clicking "Great Lakes ADA" in the participant list. A tab titled "Great Lakes ADA" will appear in the chat panel. Type your comment in the text box and "enter" (Keyboard - F6, Arrow up or down to locate "Great Lakes ADA" and select to send a message); or
 2. Email webinars@accessibilityonline.org ; or
 3. Call 877-232-1990 (V/TTY)

10

Accessible Sales and Service Counters

11

Today's Presenters



Bill Botten



Dave Yanchulis

U.S. Access Board

12

Session Agenda

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

13

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)



14

Minimum Number & Dispersion (§227.3)

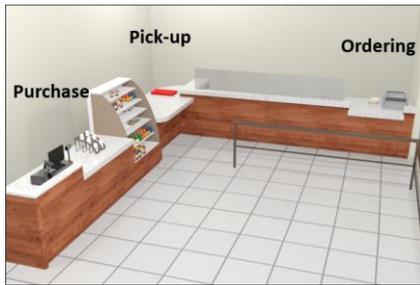
- At least 1 of each type of counter
- Each type of function at a counter
- Dispersion where counters dispersed



15

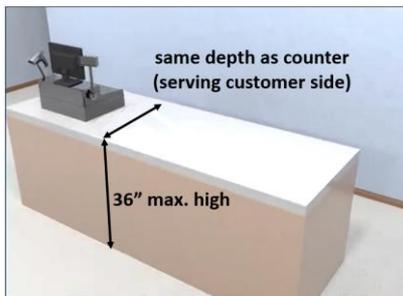
Minimum Number & Dispersion

Access to each type of counter



16

Height & Depth (§904.4)



17

Height & Depth



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

18

Approach

Access for either a forward or side approach



19

Sales & Service Counters v. Work & Dining Surfaces



Counters

- 36" max height
- forward or side approach

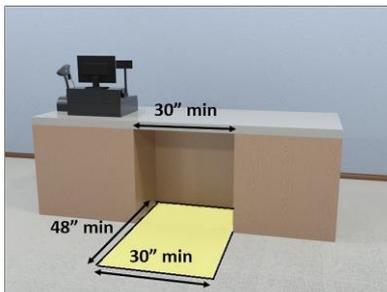


Work & Dining Surfaces

- 28" – 34" height
- forward approach

20

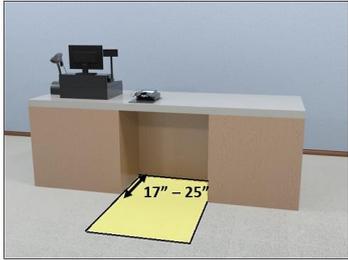
Forward Approach



Counter width (30" min) and clear floor space

21

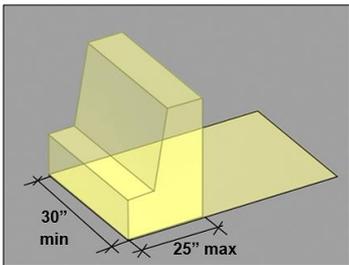
Forward Approach



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

22

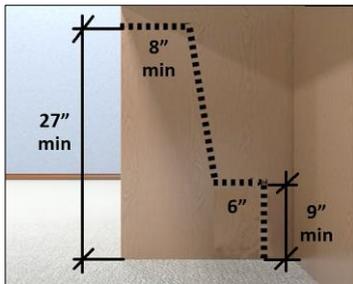
Forward Approach



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

23

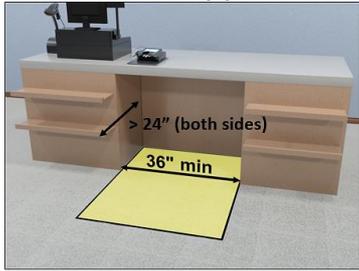
Forward Approach



Knee and toe and toe space clearances

24

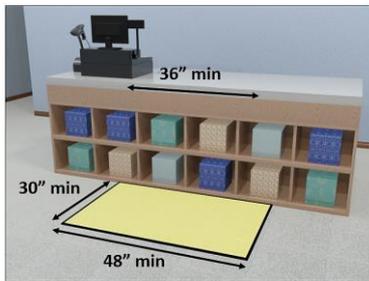
Forward Approach



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.

25

Side Approach

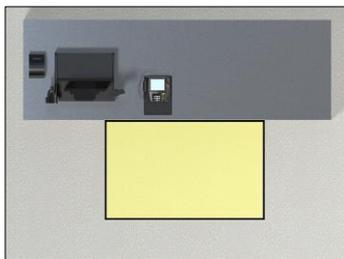


The clear floor space is positioned parallel to the counter. Centering the space is advisable but not required.

26

Side Approach

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



27

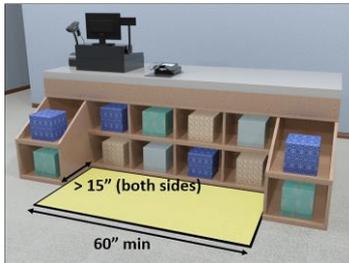
Side Approach



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

28

Side Approach



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

29

Side Approach



The additional length eases positioning into the space.

30

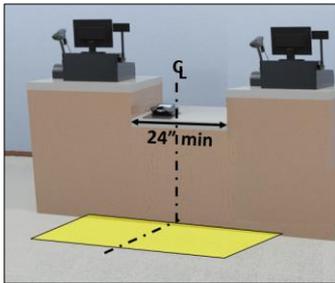
Short Counters (§904.4.1, Ex.)



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

31

Side Approach: Alterations



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

32

Keep accessible portion clear!



33

Transaction Devices



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

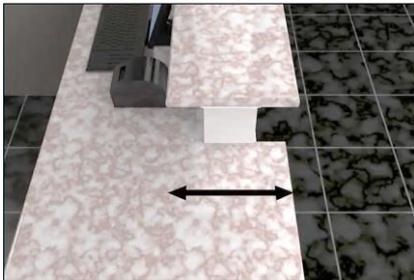
34

Check-In Counter



35

Check-In Counter



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

36

Check-In Counter



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

37

Teller and Service Windows

38

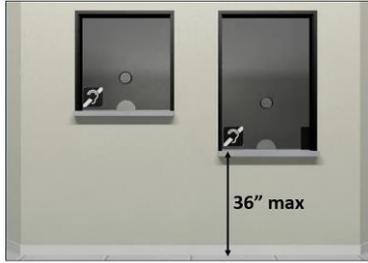
Counters at Service Windows



Counters at ticket/ teller/ service windows must comply.

39

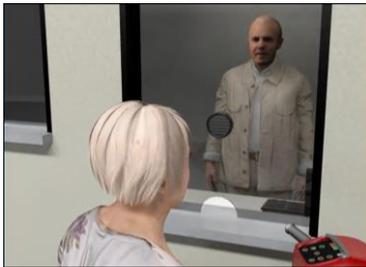
Counters at Service Windows



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

40

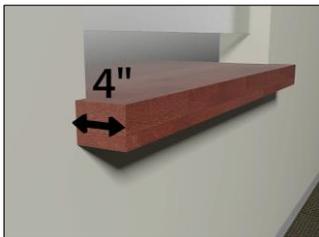
Security Glazing (§904.6)



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

41

Counters as Protruding Objects (§307)



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

42

Counters as Protruding Objects



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

43

Counters as Protruding Objects



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

44

Check-Out Aisles

45

Minimum Number (§227.2)

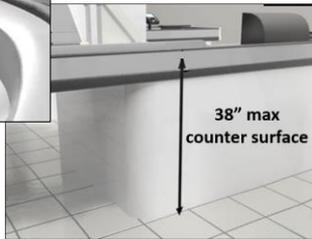
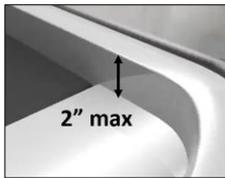


ISA label
(unless all comply)

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

46

Check-Out Aisles (§904.3)



Count surface and edge protection heights

47

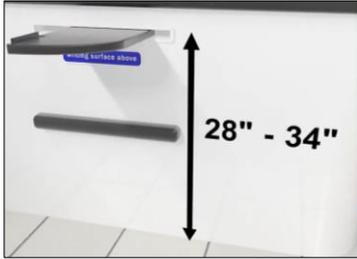
Check Writing Surfaces



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

48

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.

50

Check-Out Aisles



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

51

Check-Out Aisles



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

52

Food Service Lines

53

Food Service Counters



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

54

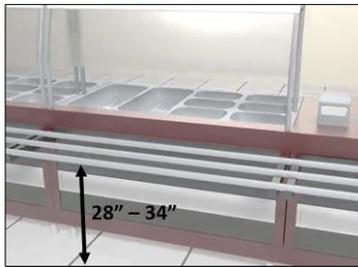
Food Service Lines



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.

55

Tray Slides



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

56

Food Service Counters



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

57

Self-Service Shelves



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

58

Food Service Counters



Payment counters represent another type of counter.

59

Food & Beverage Dispensing Devices



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

60

Tableware, Dishware & Condiments



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

61

Point-of-Sale Machines

62

Point-of-Sale Machines



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

63

Questions?

You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area

64

Technical Guides on the Standards

Available the Board's website



65



U.S. Access Board

(800) 872-2253 (voice)

(800) 993-2822 (TTY)

E-mail: ta@access-board.gov

www.access-board.gov



Advancing Full Access and Inclusion for All

66



Continuing Education



AIA Provider Number: I017

Course Title: Accessible Sales and Service Counters
AIA Course Number: GL20190502
Date: May 2, 2019

Credits earned on completion of this course will be reported to AIA CES for AIA members. Certificates of Completion are available upon request.

This course is registered with AIA, for continuing professional education. As such, it does not include content that may be deemed or construed to be an approval or endorsement by the professional organizations of any material of construction or any method or manner of handling, using, distributing, or dealing in any material or product.

67

Thank you for participating in today's webinar



Next session:
June 6, 2019

Public Rights of Way
Open Questions and Answers

www.accessibilityonline.org
(877) 232-1990 (v/TTY)

68
