



Question:

Are both counters required to have a section at an accessible height when there are two service counters accessed by the same receptionist's area, one adjacent to a lobby and the other in an adjacent room? These are generally seen in a Medical office where the second counter is used for paying prior to leaving.

Interpretation:

Only one counter shall have an accessible section when served by the same employee area. This is based on ADA Standards Section 227.3 and the IBC Commentary for IBC 1109.12.3. The IBC Commentary gives an example of a counter for hotel registration and one for check-out. It states that "one lower counter height can be provided at which both functions are accomplished." COP is in agreement with the IBC Commentary.

Note that per ANSI 904.4 the accessible portion of counter shall extend the same depth as the non accessible counter. No counters stuck on the front, including flip up counters, are allowed to serve as the accessible counter. This is reinforced by the IBC Commentary which states "An extra piece of counter stuck on the front of the service counter is not acceptable in new construction."

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