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Purpose: This document serves as a reminder of the requirement of accessible service counters in banking institutions where customer service is provided.

Related Code Section(s): AC 27-292.10 BC 1109.12.3

Subject(s): Accessibility, teller windows and service counters

Where teller windows/service counters are provided for customer service at banking institutions, at least one of each type of such teller windows/service counters is required to be accessible in accordance with the Building Code. Such teller window/service counter must comply with Section 904 of ICC/ANSI A117.1-2003 (Accessible and Usable Buildings and Facilities), including but not limited to the following:

1. Such service counter/teller window shall be on an accessible route;
2. A parallel or front approach in accordance with Section 904.3.1 or 904.3.2 of ICC/ANSI A117.1 shall be provided at the service counter/teller window;
3. Such service counter/teller window shall not exceed 36" in height, measured from the finished floor to the counter surface; and
4. Where security glazing is provided, accessible voice communication shall be provided in accordance with Section 904.6 of ICC/ANSI A117.1.

The above requirements shall be indicated on the drawings.