CUSTOMER SERVICE COUNTER DESIGN GUIDELINES
(TYPE A: Main customer service counters)

SEATED WORKSTATIONS
AT ADA COUNTER
(ADJUSTABLE HEIGHT)

Patron’s transaction counter can be positioned as a shelf off to the side (as shown above) or directly in front of the employee’s work area.

TALLER SEATED OR STANDING WORKSTATION
(ADJUSTABLE HEIGHT)

Counter can be adjustable with a range of 24-32 inches in height.

Use of removable, mobile under-counter storage units promote flexibility to adjust for knee space as needed.

Provide height-adjustable workstation with a range of 32” to 47”

Provide storage space under counter with knee clearance. (see Detail B)

Provide a foot ring with seat height range between 25-30 inches.

15 degree angled foot platform

KNEE SPACE (minimum clearance of 30 inches width)

Patron’s transaction counter can be positioned as a shelf off to the side (as shown above) or directly in front of the employee’s work area.

Storage units may be placed under the counter, as long as the minimum knee clearance is met.

Please note employee height-adjustable workstations are recommended for seated workstation at ADA counters, taller seated and standing workstations.
**CUSTOMER SERVICE COUNTER DESIGN GUIDELINES**  
*(TYPE A: Main customer service counters)*

**DETAIL C**

- **Patron**
  - Transaction Counter
  - Depth of employee’s work area: 17” to 22”
  - Front edge of computer work surface: 28” or greater

- **Employee**
  - Seat height range: 15” to 22”

**MEASUREMENTS FOR SEAT HEIGHTS AT WORKSTATIONS**

<table>
<thead>
<tr>
<th>TALLER SEATED OR STANDING WORKSTATION (FIXED HEIGHT)</th>
<th>SEATED WORKSTATIONS AT ADA COUNTER (FIXED HEIGHT)</th>
<th>SEATED WORKSTATIONS AT TYPE B CUSTOMER SERVICE COUNTERS (FIXED HEIGHT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stool with Foot Ring</td>
<td>Seat height range between 25-30 inches</td>
<td>Stool with Foot Ring</td>
</tr>
<tr>
<td>min. 25”</td>
<td>max 30”</td>
<td>min. 25”</td>
</tr>
<tr>
<td>35”</td>
<td>36”</td>
<td>33”</td>
</tr>
</tbody>
</table>
CUSTOMER SERVICE COUNTER DESIGN GUIDELINES  
(TYPE B: Smaller department customer counters)

SEATED WORKSTATION  
(FIXED HEIGHT)

- Fixed work surface height at 28.5” with an unobstructed 27.5” floor to under counter height.
- Adjustable keyboard tray attached underneath work surface perpendicular to transaction counter.

SEATED WORKSTATION  
(AT ADA COUNTER  
(FIXED HEIGHT))

- Task chair should have a seat height range of 15-22 inches.
- 17”-22”

DETAIL D

Measurements from top of patron’s transaction counter to the ground:

- 34” max (ADA)
- 36” max