

## **Division 15 --- PUBLIC INFORMATION OR SERVICE COUNTERS**

Information/service counters refer to provisions for assistance in a building where the public or a section of the public is likely to approach to seek services and/or information.

### ***MANDATORY SECTION***

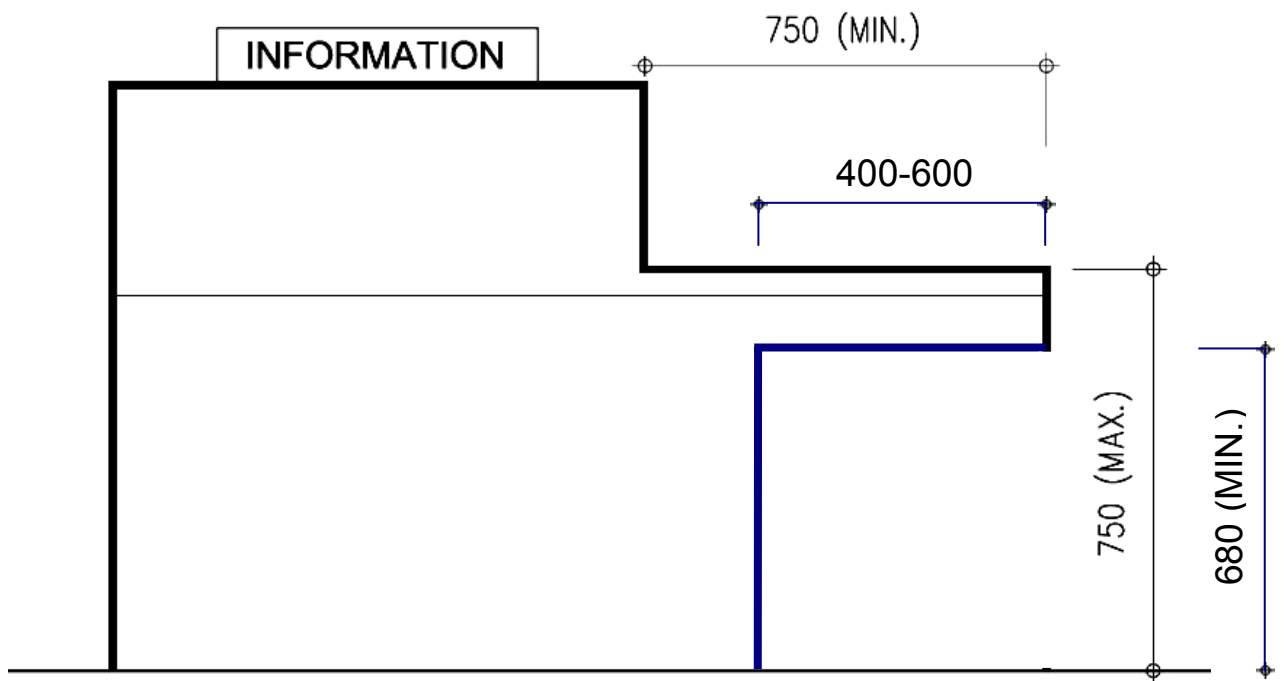
#### **Obligatory Design Requirements**

#### **70. Provision of Public Information or Service Counters**

- (1) Public information/service counters shall be provided to various categories of buildings as specified in Table 2 in Chapter 2.
- (2)(a) There shall be at least one public information/service counter built with a portion not higher than 750mm above the finished floor level and not less than 750 mm wide to assist wheelchair users (see Figures 38 and 39).
- (b) There shall be at least one public information/service counter provided with an assistive listening system where the background is noisy or counters are provided with screen.

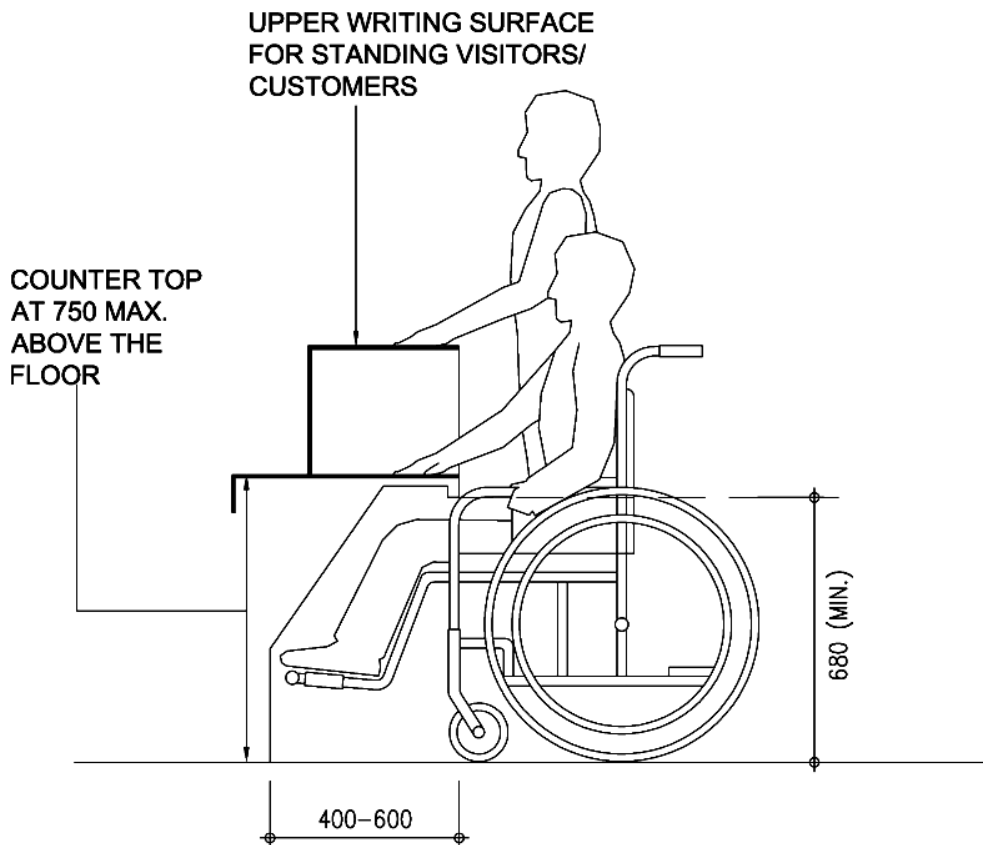
#### **71. Design of Counter**

- (1) Where public information/service counters are provided, they shall be accessible and easily identifiable from a building entrance by all persons with or without a disability.
- (2) Leg space of a depth between 400 mm – 600 mm and a height of not less than 680 mm above finished floor level shall be provided.



\*ALL DIMENSIONS ARE IN mm

**Figure 38 - Front View of Information / Service Counter for Wheelchair Users**



\*ALL DIMENSIONS ARE IN mm

**Figure 39 – Key Heights of Counters and Reception Desks**

***BEST PRACTICE SECTION***

**A. Design Considerations**

- (a) The approach to the counter should be direct, clear and unobstructed.
- (b) Signs associated with counters should be located and visible to wheelchair users.
- (c) Counters should be located away from the entrance if disturbance of noise from external is anticipated.
- (d) Provision of permanent or temporary control barriers for queuing should allow space for manoeuvring of wheelchairs.
- (e) For the convenience of the people using sticks, a recess should be provided to the information/service counter for them to place the assistive tools.