

# CHAPTER DIVISION 2: SCOPING REQUIREMENTS

## 11B-215 Fire Alarm Systems

**11B-215.1 General.** Where fire alarm systems provide audible alarm coverage, alarms shall comply with 11B-215.

**EXCEPTION:** In existing facilities, visible alarms shall not be required except where an existing fire alarm system is upgraded or replaced, or a new fire alarm system is installed.

**11B-215.2 Public and Common Use Areas.** Alarms in public use areas and common use areas shall comply with ~~11B-702~~ Chapter 9, Sections xxx.x and xxx.x.

**11B-215.3 Employee Work Areas.** Where employee work areas have audible alarm coverage, the wiring system shall be designed so that visible alarms complying with ~~11B-702~~ Chapter 9, Sections xxx.x and xxx.x can be integrated into the alarm system.

**11B-215.4 Transient Lodging.** Guest rooms required to comply with 11B-224.4 shall provide alarms complying with ~~11B-702~~ Chapter 9, Sections xxx.x and xxx.x.

**11B-215.5 Residential Facilities.** Where provided in residential dwelling units required to comply with 11B-809.5, alarms shall comply with ~~11B-702~~ Chapter 9, Sections xxx.x and xxx.x.

## 11B-216 Signs

**11B-216.1 General.** Signs shall be provided in accordance with 11B-216 and shall comply with 11B-703.

**EXCEPTIONS:** 1. Building directories, menus, seat and row designations in assembly areas, occupant names, building addresses, and company names and logos shall not be required to comply with 11B-216.

2. In parking facilities, signs shall not be required to comply with 11B-216.2, 11B-216.3, and 11B-216.6 through 11B-216.12.

3. Temporary, 7 days or less, signs shall not be required to comply with 11B-216.

4. In detention and correctional facilities, signs not located in public use areas shall not be required to comply with 11B-216.

**11B-216.2 Designations.** Interior and exterior signs identifying permanent rooms and spaces shall comply with 11B-703.1, 11B-703.2, and 11B-703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 11B-703.6 and shall have text descriptors complying with 11B-703.2 and 11B-703.5.

**EXCEPTION:** Exterior signs that are not located at the door to the space they serve shall not be required to comply with 11B-703.2.

**11B-216.3 Directional and Informational Signs.** Signs that provide direction to or information about interior spaces and facilities of the site shall comply with 11B-703.5.

**11B-216.4 Means of Egress.** Signs for means of egress shall comply with 11B-216.4.

**11B-216.4.1 Exit Doors.** Doors at exit passageways, exit discharge, and exit stairways shall be identified by tactile signs complying with 11B-703.1, 11B-703.2, and 11B-703.5.

**11B-216.4.2 Areas of Refuge.** Signs required by ~~section 1003.2.13.5.4 of the International Building Code (2000 edition) or section 1007.6.4 of the International Building Code (2003 edition)~~ (incorporated by reference, see “Referenced Standards” in Chapter 1) Chapter 10, xxx.x to provide instructions in areas of refuge shall comply with 11B-703.5.

**11B-216.4.3 Directional Signs.** Signs required by ~~section 1003.2.13.6 of the International Building Code (2000 edition) or section 1007.7 of the International Building Code (2003 edition)~~ (incorporated by reference, see “Referenced Standards” in Chapter 1) Chapter 10, xxx.x to provide directions to accessible means of egress shall comply with 11B-703.5.

**11B-216.5 Parking.** Parking spaces complying with 11B-502 shall be identified by signs complying with 11B-502.6.

**EXCEPTION:**

**EXCEPTIONS:** ~~1. Where a total of four or fewer parking spaces, including accessible parking spaces, are provided on a site, identification of accessible parking spaces shall not be required.~~

~~2. In residential facilities, where parking spaces are assigned to specific residential dwelling units, identification of accessible parking spaces shall not be required.~~

**11B-216.6 Entrances.** ~~Where not all entrances comply with 11B-404, entrances complying with 11B-404 shall be identified by the International Symbol of Accessibility complying with 11B-703.7.2.1. Directional signs complying with 11B-703.5 that indicate the location of the nearest entrance complying with 11B-404 shall be provided at entrances that do not comply with 11B-404. Entrances to buildings and facilities that are accessible to and usable by persons with disabilities shall be identified with a minimum of one International Symbol of Accessibility and with additional directional signs, utilizing the symbol, at junctions where the accessible route of travel diverges from the regular circulation path, to be visible to persons along approaching circulation paths. In existing buildings and facilities, entrances which are not accessible shall have directional signage complying with 11B-703.5, which indicates the location of and route to the nearest accessible entrance.~~

**EXCEPTIONS:**

1. An International Symbol of Accessibility is not required at entrances to individual rooms, suites, offices, sales or rental establishments, or other such spaces when all entrances to the building or facility are accessible and persons entering the building or facility have passed through one or more entrances with signage complying with this section.

2. An International Symbol of Accessibility is not required at entrances to machinery spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment; for example, elevator pits or elevator penthouses; mechanical, electrical or communications equipment rooms; piping or equipment catwalks; electric substations and transformer vaults; and highway and tunnel utility facilities.

**11B-216.7 Elevators.** Where existing elevators do not comply with 11B-407, elevators complying with 11B-407 shall be clearly identified with the International Symbol of Accessibility complying with 11B-703.7.2.1. Buildings that (have been remodeled to) provide specific

elevators for public use that conform to these building standards shall have this information posted in the building lobby, preferably as part of the building directory. The information shall be accompanied by the International Symbol of Accessibility.

**11B-216.8 Toilet Rooms and Bathing Rooms.** Doorways leading to toilet rooms and bathing rooms complying with 11B-603 shall be identified by a geometric symbol complying with 11B-xxx.x. Where existing toilet rooms or bathing rooms do not comply with 11B-603, directional signs indicating the location of the nearest toilet room or bathing room complying with 11B-603 within the facility shall be provided. Signs shall comply with 11B-703.5 and shall include the International Symbol of Accessibility complying with 11B-703.7.2.1. Where existing toilet rooms or bathing rooms do not comply with 11B-603, the toilet rooms or bathing rooms complying with 11B-603 shall be identified by the International Symbol of Accessibility complying with 11B-703.7.2.1. Where clustered single user toilet rooms or bathing facilities are permitted to use exceptions to 11B-213.2, toilet rooms or bathing facilities complying with 11B-603 shall be identified by the International Symbol of Accessibility complying with 11B-703.7.2.1 unless all toilet rooms and bathing facilities comply with 11B-603. Buildings that (have been remodeled to) provide specific sanitary facilities for public use that conform to these building standards shall have this information posted in the building lobby, preferably as part of the building directory. The information shall be accompanied by the International Symbol of Accessibility..

**11B-216.9 TTYs.** Identification and directional signs for public TTYs shall be provided in accordance with 11B-216.9.

**11B-216.9.1 Identification Signs.** Public TTYs shall be identified by the International Symbol of TTY complying with 11B-703.7.2.2.

**11B-216.9.2 Directional Signs.** Directional signs indicating the location of the nearest public TTY shall be provided at all banks of public pay telephones not containing a public TTY. In addition, where signs provide direction to public pay telephones, they shall also provide direction to public TTYs. Directional signs shall comply with 11B-703.5 and shall include the International Symbol of TTY complying with 11B-703.7.2.2.

**11B-216.10 Assistive Listening Systems.** Each assembly area required by 11B-219 to provide assistive listening systems shall provide signs informing patrons of the availability of the assistive listening system. Assistive listening signs shall comply with 11B-703.5 and shall include the International Symbol of Access for Hearing Loss complying with 11B-703.7.2.4.

**EXCEPTION:** Where ticket offices or windows are provided, signs shall not be required at each assembly area provided that signs are displayed at each ticket office or window informing patrons of the availability of assistive listening systems.

**11B-216.11 Check-Out Aisles.** Where more than one check-out aisle is provided, check-out aisles complying with 11B-904.3 shall be identified by the International Symbol of Accessibility complying with 11B-703.7.2.1. Where check-out aisles are identified by numbers, letters, or functions, signs identifying check-out aisles complying with 11B-904.3 shall be located in the same location as the check-out aisle identification.

**EXCEPTION:** Where all check-out aisles serving a single function comply with 11B-904.3, signs complying with 11B-703.7.2.1 shall not be required.

**11B-216.12 Amusement Rides.** Signs identifying the type of access provided on amusement rides shall be provided at entries to queues and waiting lines. In addition, where accessible unload areas also serve as accessible load areas, signs indicating the location of the accessible load and unload areas shall be provided at entries to queues and waiting lines.

**11B-216.13 Cleaner Air Symbol.**

**11B-216.13.1 Use of Cleaner Air Symbol.** *Use of the Cleaner Air Symbol is voluntary. Where publicly funded facilities or any facilities leased or rented by the State of California, not including concessionaires, comply with the conditions of use identified in 11B-216.13.3, a Cleaner Air Symbol complying with 11B-703.7.2.5 is permitted to be posted in compliance with 11B-XXXX to identify rooms, facilities, and paths of travel that are accessible to and usable by people who are adversely impacted by airborne chemicals or particulates and/or the use of electrical fixtures and/or devices.*

**11B-216.13.2 Removal of Cleaner Air Symbol.** *If the path of travel, room and/or facility identified by the Cleaner Air Symbol should temporarily or permanently cease to meet the minimum conditions of use identified in 11B-216.13.3, the Cleaner Air Symbol shall be removed and shall not be replaced until the minimum conditions are again met.*

**11B-216.13.3 Conditions of Use.** *The Cleaner Air Symbol shall be permitted for use to identify a path of travel, and a room or a facility when the following is met:*

- 1. Floor or wall coverings, floor or wall covering adhesives, carpets, formaldehyde-emitting particleboard cabinetry, cupboards or doors have not been installed or replaced in the previous 12 months.*
- 2. Incandescent lighting provided in lieu of fluorescent or halogen lighting, and electrical systems and equipment shall be operable by or on behalf of the occupant or user of the room, facility or path of travel.*
- 3. Heating, ventilation, air conditioning and their controls shall be operable by or on behalf of the occupant or user.*
- 4. To maintain "cleaner air" designation only nonirritating, nontoxic products will be used in cleaning, maintenance, disinfection, pest management or for any minimal touch-ups that are essential for occupancy of the area. Deodorizers or Fragrance Emission Devices and Systems (FEDS) shall not be used in the designated area. Pest control practices for cleaner air areas shall include the use of bait stations using boric acid, sticky traps and silicon caulk for sealing cracks and crevices. Areas shall be routinely monitored for pest problems. Additional nontoxic treatment methods, such as temperature extremes for termites, may be employed in the event of more urgent problems. These pest control practices shall not be used 48 hours prior to placement of the sign, and the facility shall be ventilated with outside air for a minimum of 24 hours following use or application.*
- 5. Signage shall be posted requesting occupants or users not to smoke or wear perfumes, colognes or scented personal care products. Fragranced products shall not be used in the designated cleaner-air room, facility or path of travel.*

6. A log shall be maintained on site, accessible to the public either in person or by telephone, e-mail, fax or other accessible means as requested. One or more individuals shall be designated to maintain the log. The log shall record any product or practice used in the cleaner air designated room, facility or path of travel, as well as scheduled activities, that may impact the cleaner air designation. The log shall also include the product label as well as the Material Safety Data Sheets (MSDS).

## 11B-217 Telephones

**11B-217.1 General.** Where coin-operated public pay telephones, coinless public pay telephones, public closed-circuit telephones, public courtesy phones, or other types of public telephones are provided, public telephones shall be provided in accordance with 11B-217 for each type of public telephone provided. For purposes of this section, a bank of telephones shall be considered to be two or more adjacent telephones.

**11B-217.2 Wheelchair Accessible Telephones.** Where public telephones are provided, wheelchair accessible telephones complying with 11B-704.2 shall be provided in accordance with Table 11B-217.2.

**EXCEPTION:** Drive-up only public telephones shall not be required to comply with 11B-217.2.

**Table 11B-217.2 Wheelchair Accessible Telephones**

Number of Telephones Provided on a Floor, Level, or Exterior Site	Minimum Number of Required Wheelchair Accessible Telephones
1 or more single units	1 per floor, level, and exterior site
1 bank	1 per floor, level, and exterior site
2 or more banks	1 per bank

**11B-217.3 Volume Controls.** All public telephones shall have volume controls complying with 11B-704.3.

**11B-217.4 TTYs.** TTYs complying with 11B-704.4 shall be provided in accordance with 11B-217.4.

**11B-217.4.1 Bank Requirement.** Where four or more public pay telephones are provided at a bank of telephones, at least one public TTY complying with 11B-704.4 shall be provided at that bank.

**EXCEPTION:** TTYs shall not be required at banks of telephones located within 200 feet (61 m) of, and on the same floor as, a bank containing a public TTY.

**11B-217.4.2 Floor Requirement.** TTYs in public buildings shall be provided in accordance with 11B-217.4.2.1. TTYs in private buildings shall be provided in accordance with 11B-217.4.2.2.

**11B-217.4.2.1 Public Buildings.** Where at least one public pay telephone is provided on a floor of a public building, at least one public TTY shall be provided on that floor.

**11B-217.4.2.2 Private Buildings.** Where four or more public pay telephones are provided on a floor of a private building, at least one public TTY shall be provided on that floor.

**11B-217.4.3 Building Requirement.** TTYs in public buildings shall be provided in accordance with 11B-217.4.3.1. TTYs in private buildings shall be provided in accordance with 11B-217.4.3.2.

**11B-217.4.3.1 Public Buildings.** Where at least one public pay telephone is provided in a public building, at least one public TTY shall be provided in the building. Where at least one public pay telephone is provided in a public use area of a public building, at least one public TTY shall be provided in the public building in a public use area.

**11B-217.4.3.2 Private Buildings.** Where four or more public pay telephones are provided in a private building, at least one public TTY shall be provided in the building.

**11B-217.4.4 Exterior Site Requirement.** Where four or more public pay telephones are provided on an exterior site, at least one public TTY shall be provided on the site.

**11B-217.4.5 Rest Stops, Emergency Roadside Stops, and Service Plazas.** Where at least one public pay telephone is provided at a public rest stop, emergency roadside stop, or service plaza, at least one public TTY shall be provided.

**11B-217.4.6 Hospitals.** Where at least one public pay telephone is provided serving a hospital emergency room, hospital recovery room, or hospital waiting room, at least one public TTY shall be provided at each location.

**11B-217.4.7 Transportation Facilities.** In transportation facilities, in addition to the requirements of 11B-217.4.1 through 11B-217.4.4, where at least one public pay telephone serves a particular entrance to a bus or rail facility, at least one public TTY shall be provided to serve that entrance. In airports, in addition to the requirements of 11B-217.4.1 through 11B-217.4.4, where four or more public pay telephones are located in a terminal outside the security areas, a concourse within the security areas, or a baggage claim area in a terminal, at least one public TTY shall be provided in each location.

**11B-217.4.8 Detention and Correctional Facilities.** In detention and correctional facilities, where at least one pay telephone is provided in a secured area used only by detainees or inmates and security personnel, at least one TTY shall be provided in at least one secured area.

**11B-217.5 Shelves for Portable TTYs.** Where a bank of telephones in the interior of a building consists of three or more public pay telephones, at least one public pay telephone at the bank shall be provided with a shelf and an electrical outlet in accordance with 11B-704.5.

**EXCEPTIONS:** 1. Secured areas of detention and correctional facilities where shelves and outlets are prohibited for purposes of security or safety shall not be required to comply with 11B-217.5.

2. The shelf and electrical outlet shall not be required at a bank of telephones with a TTY.

## **11B-219 Assistive Listening Systems**

**11B-219.1 General.** Assistive listening systems shall be provided in accordance with 11B-219 and shall comply with 11B-706.

**11B-219.2 Required Systems.** In each assembly area where audible communication is integral to the use of the space, an assistive listening system shall be provided.

**EXCEPTION:** Other than in courtrooms, assistive listening systems shall not be required where audio amplification is not provided.

**11B-219.3 Receivers.** Receivers complying with 11B-706.2 shall be provided for assistive listening systems in each assembly area in accordance with Table 11B-219.3. Twenty-five percent minimum of receivers provided, but no fewer than two, shall be hearing-aid compatible in accordance with 11B-706.3.

**EXCEPTIONS: 1.** Where a building contains more than one assembly area and the assembly areas required to provide assistive listening systems are under one management, the total number of required receivers shall be permitted to be calculated according to the total number of seats in the assembly areas in the building provided that all receivers are usable with all systems.

**2.** Where all seats in an assembly area are served by an induction loop assistive listening system, the minimum number of receivers required by Table 11B-219.3 to be hearing-aid compatible shall not be required to be provided.

**Table 11B-219.3 Receivers for Assistive Listening Systems**

Capacity of Seating in Assembly Area	Minimum Number of Required Receivers	Minimum Number of Required Receivers Required to be Hearing-aid Compatible
50 or less	2	2
51 to 200	2, plus 1 per 25 seats over 50 seats <sup>1</sup>	2
201 to 500	2, plus 1 per 25 seats over 50 seats <sup>1</sup>	1 per 4 receivers <sup>1</sup>
501 to 1000	20, plus 1 per 33 seats over 500 seats <sup>1</sup>	1 per 4 receivers <sup>1</sup>
1001 to 2000	35, plus 1 per 50 seats over 1000 seats <sup>1</sup>	1 per 4 receivers <sup>1</sup>
2001 and over	55 plus 1 per 100 seats over 2000 seats <sup>1</sup>	1 per 4 receivers <sup>1</sup>
1. Or fraction thereof.		

**11B-220 Automatic Teller Machines, Fare Machines and Point-of-Sale Devices**

**11B-220.1 General Automatic Teller Machines and Fare Machines.** Where automatic teller machines or self-service fare vending, collection, or adjustment machines are provided, at least

one of each type provided at each location shall comply with 11B-707. Where bins are provided for envelopes, waste paper, or other purposes, at least one of each type shall comply with 811.

**11B-220.2 Point-of-Sale Devices.** Where point-of-sale devices are provided, all devices at each location shall comply with 11B-309.4, 11B-707.3, and 11B-707.7.2. In addition, point-of-sale systems that include a video touch screen or any other non-tactile keypad shall comply with either 707.9.1.1 or 707.9.1.2. Where point-of-sale devices are provided at check stands and sales and service counters, they shall comply with 11B-707.9.1, and shall also comply with 11B-707.2, 11B-707.3 and 11B-707.4.

## **11B-230 Two-Way Communication Systems**

**11B-230.1 General.** Where a two-way communication system is provided to gain admittance to a building or facility or to restricted areas within a building or facility, the system shall comply with 11B-708.

# ***CHAPTER DIVISION 7: COMMUNICATION ELEMENTS AND FEATURES***

## **11B-701 General**

**11B-701.1 Scope.** The provisions of Chapter *Division* 7 shall apply where required by Chapter *Division* 2 or where referenced by a requirement in this document *chapter*.

## **11B-702 Fire Alarm Systems**

**11B-702.1 General.** Fire alarm systems shall have permanently installed audible and visible alarms complying with NFPA 72 (1999 or 2002 edition) (incorporated by reference, see “Referenced Standards” in Chapter 1), ~~except that the maximum allowable sound level of audible notification appliances complying with section 4-3.2.1 of NFPA 72 (1999 edition) shall have a sound level no more than 110 dB at the minimum hearing distance from the audible appliance. In addition, alarms in guest rooms required to provide communication features shall comply with sections 4-3 and 4-4 of NFPA 72 (1999 edition) or sections 7.4 and 7.5 of NFPA 72 (2002 edition).~~ *and Chapter 9, Sections xxx.x and xxx.x.*

**EXCEPTION:** Fire alarm systems in medical care facilities shall be permitted to be provided in accordance with industry practice.

## **11B-703 Signs**

**11B-703.1 General.** Signs shall comply with 11B-703. Where both visual and tactile characters are required, either one sign with both visual and tactile characters, or two separate signs, one with visual, and one with tactile characters, shall be provided.

***11B-703.1.1 Plan Review and Inspection.*** *Signs as specified in Section 11B-703, or in other sections of this code, when included in the construction of new buildings or facilities, or when included, altered or replaced due to additions, alterations or renovations to existing buildings or facilities, and when a permit is required, shall comply with the following plan review and inspection requirements:*

***11B-703.1.1.1 Plan Review.*** *Plans, specifications or other information indicating compliance with these regulations shall be submitted to the enforcing agency for review and approval.*

***11B-703.1.1.2 Inspection.*** *Signs and identification devices shall be field inspected after installation and approved by the enforcing agency prior to the issuance of a final certificate of occupancy per Chapter 1, Division II, Section 111, or final approval where no certificate of occupancy is issued. The inspection shall include, but not be limited to, verification that braille dots and cells are properly spaced and the size, proportion and type of raised characters are in compliance with these regulations.*

**11B-703.2 Raised Characters.** Raised characters shall comply with 11B-703.2 and shall be duplicated in braille complying with 11B-703.3. Raised characters shall be installed in accordance with 11B-703.4.

**11B-703.2.1 Depth.** Raised characters shall be 1/32 inch (0.8 mm) minimum above their background.

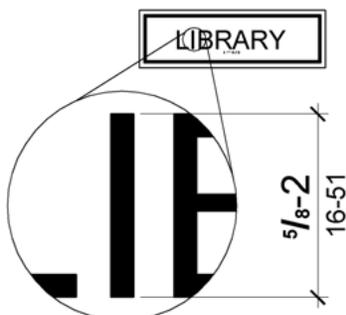
**11B-703.2.2 Case.** Characters shall be uppercase.

**11B-703.2.3 Style.** Characters shall be sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms.

**11B-703.2.4 Character Proportions.** Characters shall be selected from fonts where the width of the uppercase letter “O” is ~~55~~ 60 percent minimum and 110 percent maximum of the height of the uppercase letter “I”.

**11B-703.2.5 Character Height.** Character height measured vertically from the baseline of the character shall be 5/8 inch (16 mm) minimum and 2 inches (51 mm) maximum based on the height of the uppercase letter “I”.

**EXCEPTION:** Where separate raised and visual characters with the same information are provided, raised character height shall be permitted to be 1/2 inch (13 mm) minimum.



**Figure 11B-703.2.5**  
**Height of Raised Characters**

**11B-703.2.6 Stroke Thickness.** Stroke thickness of the uppercase letter “I” shall be 10 percent minimum to 15 percent maximum of the height of the character.

**11B-703.2.7 Character Spacing.** Character spacing shall be measured between the two closest points of adjacent raised characters within a message, excluding word spaces. Where characters have rectangular cross sections, spacing between individual raised characters shall be 1/8 inch (3.2 mm) minimum and 4 times the raised character stroke width maximum. Where characters have other cross sections, spacing between individual raised characters shall be 1/16 inch (1.6 mm) minimum and 4 times the raised character stroke width maximum at the base of the cross sections, and 1/8 inch (3.2 mm) minimum and 4 times the raised character stroke width maximum at the top of the cross sections. Characters shall be separated from raised borders and decorative elements 3/8 inch (9.5 mm) minimum.

**11B-703.2.8 Line Spacing.** Spacing between the baselines of separate lines of raised characters within a message shall be 135 percent minimum and 170 percent maximum of the raised character height.

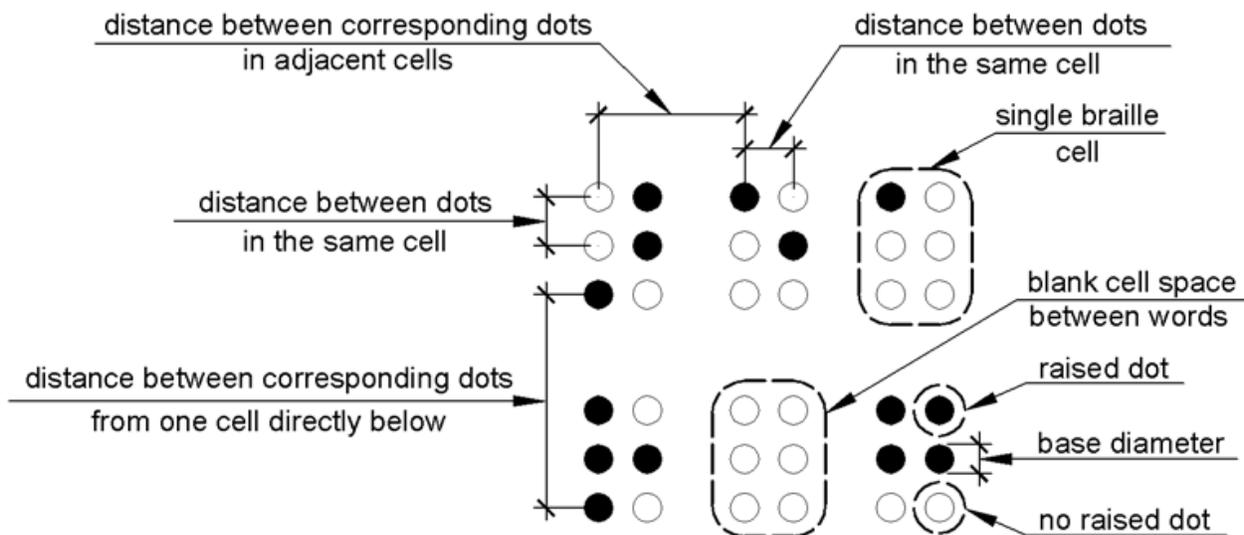
**11B-703.2.9 Format.** *Text shall be in a horizontal format.*

**11B-703.3 Braille.** Braille shall be contracted (Grade 2) and shall comply with 11B-703.3 and 11B-703.4.

**11B-703.3.1 Dimensions and Capitalization.** Braille dots shall have a domed or rounded shape and shall comply with Table 11B-703.3.1. The indication of an uppercase letter or letters shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, and acronyms.

**Table 11B-703.3.1 Braille Dimensions**

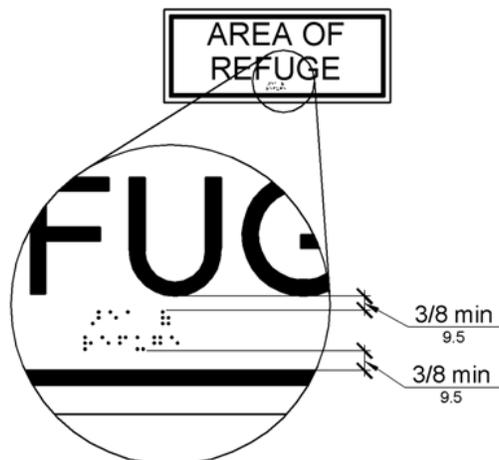
<b>Measurement Range</b>	<b>Minimum in Inches Maximum in Inches</b>
Dot base diameter	0.059 (1.5 mm) to 0.063 (1.6 mm)
Distance between two dots in the same cell <sup>1</sup>	0.090 (2.3 mm) to 0.100 (2.5 mm)
Distance between corresponding dots in adjacent cells <sup>1</sup>	0.241 (6.1 mm) to 0.300 (7.6 mm)
Dot height	0.025 (0.6 mm) to 0.037 (0.9 mm)
Distance between corresponding dots from one cell directly below <sup>1</sup>	0.395 (10 mm) to 0.400 (10.2 mm)
1. Measured center to center.	



**Figure 11B-703.3.1  
Braille Measurement**

**11B-703.3.2 Position.** *Braille shall be in a horizontal format.* Braille shall be positioned below the corresponding text. If text is multi-lined, braille shall be placed below the entire text. Braille shall be separated  $\frac{3}{8}$  inch (9.5 mm) minimum *and*  $\frac{1}{2}$  inch (12.7 mm) *maximum* from any other tactile characters and  $\frac{3}{8}$  inch (9.5 mm) minimum from raised borders and decorative elements.

**EXCEPTION:** ~~Braille provided on elevator car controls shall be separated  $\frac{3}{16}$  inch (4.8 mm) minimum and shall be located either directly below or adjacent to the corresponding raised characters or symbols.~~

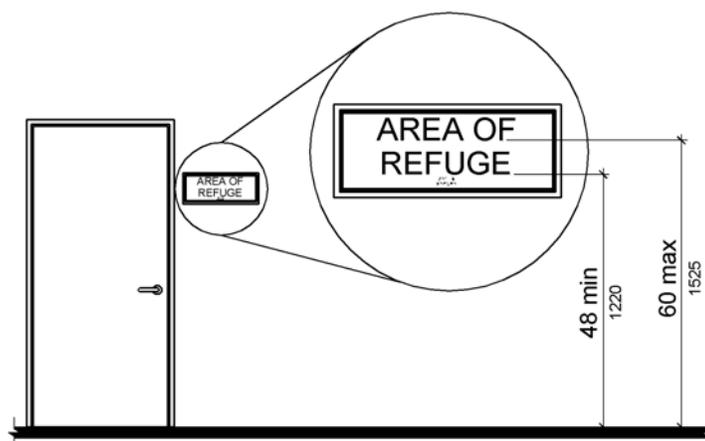


**Figure 11B-703.3.2  
Position of Braille**

**11B-703.4 Installation Height and Location.** Signs with tactile characters shall comply with 11B-703.4.

**11B-703.4.1 Height Above Finish Floor or Ground.** Tactile characters on signs shall be located 48 inches (1220 mm) minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character Braille cells and 60 inches (1525 mm) maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character line of raised characters.

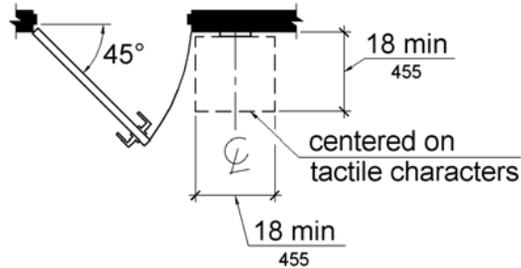
**EXCEPTION:** Tactile characters for elevator car controls shall not be required to comply with 11B-703.4.1.



**Figure 11B-703.4.1**  
**Height of Tactile Characters Above Finish Floor or Ground**

**11B-703.4.2 Location.** Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position. Where permanent identification signage is provided for rooms and spaces they shall be located on the approach side of the door as one enters the room or space. Signs that identify exits shall be located on the approach side of the door as one exits the room or space.

**EXCEPTION:** Signs with tactile characters shall be permitted on the push side of doors with closers and without hold-open devices. This exception does not apply to double-acting (swinging) doors.



**Figure 11B-703.4.2**  
**Location of Tactile Signs at Doors**

**11B-703.5 Visual Characters.** Visual characters shall comply with 11B-703.5.

**EXCEPTION:** Where visual characters comply with 11B-703.2 and are accompanied by braille complying with 11B-703.3, they shall not be required to comply with 11B-703.5.2 through 11B-703.5.9.

**11B-703.5.1 Finish and Contrast.** Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

**11B-703.5.2 Case.** Characters shall be uppercase or lowercase or a combination of both.

**11B-703.5.3 Style.** Characters shall be conventional in form. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms.

**11B-703.5.4 Character Proportions.** Characters shall be selected from fonts where the width of the uppercase letter "O" is ~~55~~ 60 percent minimum and 110 percent maximum of the height of the uppercase letter "I".

**11B-703.5.5 Character Height.** Minimum character height shall comply with Table 11B-703.5.5. Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign. Character height shall be based on the uppercase letter "I".

**Table 11B-703.5.5 Visual Character Height**

<b>Height to Finish Floor or Ground From Baseline of Character</b>	<b>Horizontal Viewing Distance</b>	<b>Minimum Character Height</b>
40 inches (1015 mm) to less than or equal to 70 inches (1780 mm)	less than 72 inches (1830 mm)	5/8 inch (16 mm)
	72 inches (1830 mm) and greater	5/8 inch (16 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 72 inches (1830 mm)
Greater than 70 inches (1780 mm) to less than or equal to 120 inches (3050 mm)	less than 180 inches (4570 mm)	2 inches (51 mm)
	180 inches (4570 mm) and greater	2 inches (51 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 180 inches (4570 mm)
greater than 120 inches (3050 mm)	less than 21 feet (6400 mm)	3 inches (75 mm)
	21 feet (6400 mm) and greater	3 inches (75 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 21 feet (6400 mm)

**11B-703.5.6 Height From Finish Floor or Ground.** Visual characters shall be 40 inches (1015 mm) minimum above the finish floor or ground.

**EXCEPTION:** Visual characters indicating elevator car controls shall not be required to comply with 11B-703.5.6.

**11B-703.5.7 Stroke Thickness.** Stroke thickness of the uppercase letter “I” shall be 10 percent minimum and ~~30~~ 20 percent maximum of the height of the character.

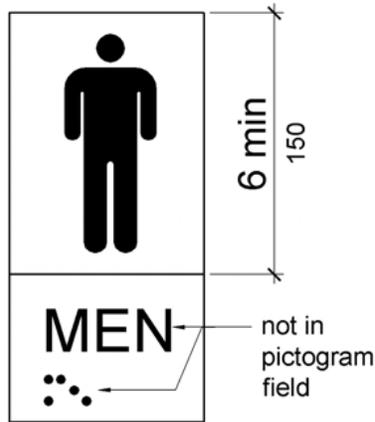
**11B-703.5.8 Character Spacing.** Character spacing shall be measured between the two closest points of adjacent characters, excluding word spaces. Spacing between individual characters shall be 10 percent minimum and 35 percent maximum of character height.

**11B-703.5.9 Line Spacing.** Spacing between the baselines of separate lines of characters within a message shall be 135 percent minimum and 170 percent maximum of the character height.

**11B-703.5.10 Format.** *Text shall be in a horizontal format.*

**11B-703.6 Pictograms.** Pictograms shall comply with 11B-703.6.

**11B-703.6.1 Pictogram Field.** Pictograms shall have a field height of 6 inches (150 mm) minimum. Characters and braille shall not be located in the pictogram field.



**Figure 11B-703.6.1  
Pictogram Field**

**11B-703.6.2 Finish and Contrast.** Pictograms and their field shall have a non-glare finish. Pictograms shall contrast with their field with either a light pictogram on a dark field or a dark pictogram on a light field.

**11B-703.6.3 Text Descriptors.** Pictograms shall have text descriptors located directly below the pictogram field. Text descriptors shall comply with 11B-703.2, 11B-703.3 and 11B-703.4.

**11B-703.7 Symbols of Accessibility.** Symbols of accessibility shall comply with 11B-703.7.

**11B-703.7.1 Finish and Contrast.** Symbols of accessibility and their background shall have a non-glare finish. Symbols of accessibility shall contrast with their background with either a light symbol on a dark background or a dark symbol on a light background.

**11B-703.7.2 Symbols.**

**11B-703.7.2.1 International Symbol of Accessibility.** The International Symbol of Accessibility shall comply with Figure 11B-703.7.2.1. The symbol shall consist of a white figure on a blue background. The blue shall be equal to Color No. 15090 in Federal Standard 595B.

EXCEPTION: The appropriate enforcement agency may approve other colors to complement décor or unique design. The symbol contrast shall be light on dark or dark on light.



**Figure 11B-703.7.2.1  
International Symbol of Accessibility**

**11B-703.7.2.2 International Symbol of TTY.** The International Symbol of TTY shall comply with Figure 11B-703.7.2.2.



**Figure 11B-703.7.2.2  
International Symbol of TTY**

**11B-703.7.2.3 Volume Control Telephones.** Telephones with a volume control shall be identified by a pictogram of a telephone handset with radiating sound waves on a square field such as shown in Figure 11B-703.7.2.3.



**Figure 11B-703.7.2.3  
Volume Control Telephone**

**11B-703.7.2.4 Assistive Listening Systems.** Assistive listening systems shall be identified by the International Symbol of Access for Hearing Loss complying with Figure 11B-703.7.2.4.



**Figure 11B-703.7.2.4**  
**International Symbol of Access for Hearing Loss**

**11B-703.7.2.5 Cleaner Air Symbol.** *Rooms, facilities and paths of travel that are accessible to and usable by people who are adversely impacted by airborne chemicals or particulate(s) and/or the use of electrical fixtures and/or devices shall be identified by the Cleaner Air Symbol complying with Figure 11B-703.7.2.5. This symbol is to be used strictly for publicly funded facilities or any facilities leased or rented by state of California, not concessionaires.*

*The symbol, which shall include the text “Cleaner Air” as shown, shall be displayed either as a negative or positive image within a square that is a minimum of 6 inches on each side. The symbol may be shown in black and white or in color. When color is used, it shall be Federal Blue (Color No. 15090 Federal Standard 595B) on white, or white on Federal Blue. There shall be at least a 70-percent color contrast between the background of the sign from the surface that it is mounted on.*

**ADD NEW FIGURE 11B-703.7.2.5**  
**Cleaner Air Symbol**

**11B-703.7.2.6 Sanitary Facilities Geometric Symbols.** *Doorways leading to toilet and bathing rooms shall be identified by a geometric symbol complying with Figure 11B-703.7.2.6.*

**11B-703.7.2.6.1 Men’s Sanitary Facilities.** *Men’s sanitary facilities shall be identified by an equilateral triangle, ¼ inch (6.4 mm) thick with edges 12 inches (305 mm) long and a vertex pointing upward. The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background.*

**11B-703.7.2.6.2 Women’s Sanitary Facilities.** *Women’s sanitary facilities shall be identified by a circle, ¼ inch (6.4 mm) thick and 12 inches (305 mm) in diameter. The circle symbol shall contrast with the door, either light on a dark background or dark on a light background.*

**11B-703.7.2.6.3 Unisex Sanitary Facilities.** *Unisex sanitary facilities shall be identified by a circle, ¼ inch (6.4 mm) thick and 12 inches (305 mm) in diameter with a ¼ inch (6.4 mm) thick triangle superimposed on the circle and within the 12-inch (305 mm) diameter. The triangle symbol shall contrast with the circle symbol, either light on a dark background or dark on a light background. The circle symbol shall contrast with the door, either light on a dark background or dark on a light background.*

**ADD NEW FIGURE 11B-703.7.2.6**

## Sanitary Facilities Geometric Symbols

**11B-703.7.2.7 Pedestrian Traffic-Control Buttons.** Pole-supported pedestrian traffic-control buttons shall be identified with color coding consisting of a textured horizontal yellow band 2 inches (51 mm) in width encircling the pole, and a 1-inch-wide (25 mm) dark border band above and below this yellow band. Color coding should be placed immediately above the control button. Control buttons shall be located no higher than 48 inches (1219 mm) above the surface adjacent to the pole.

### **ADD NEW FIGURE 11B-703.7.2.7** **Traffic-Control Button Identification**

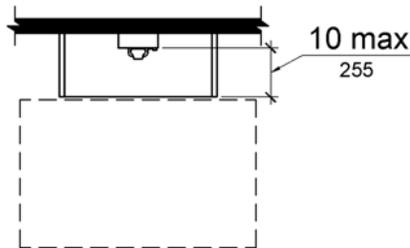
## **11B-704 Telephones**

**11B-704.1 General.** Public telephones shall comply with 11B-704.

**11B-704.2 Wheelchair Accessible Telephones.** Wheelchair accessible telephones shall comply with 11B-704.2.

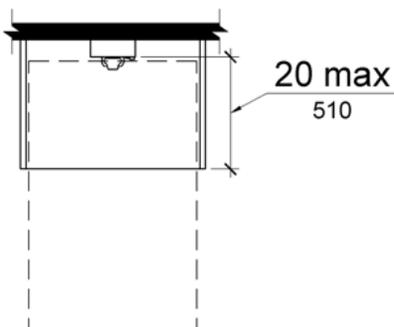
**11B-704.2.1 Clear Floor or Ground Space.** A clear floor or ground space complying with 305 shall be provided. The clear floor or ground space shall not be obstructed by bases, enclosures, or seats.

**11B-704.2.1.1 Parallel Approach.** Where a parallel approach is provided, the distance from the edge of the telephone enclosure to the face of the telephone unit shall be 10 inches (255 mm) maximum.



**Figure 11B-704.2.1.1**  
**Parallel Approach to Telephone**

**11B-704.2.1.2 Forward Approach.** Where a forward approach is provided, the distance from the front edge of a counter within the telephone enclosure to the face of the telephone unit shall be 20 inches (510 mm) maximum. Where a forward approach is provided at a telephone within an enclosure, the counter may extend beyond the face of the telephone 20 inches (508 mm) into the required clear floor or ground space and the enclosure may extend beyond the face of the telephone 24 inches (610 mm). If an additional 6 inches (152 mm) in width of clear floor space is provided, creating a clear floor space of 36 inches by 48 inches (914 mm by 1219 mm), the enclosure may extend more than 24 inches (610 mm) beyond the face of the telephone.



**Figure 11B-704.2.1.2  
Forward Approach to Telephone**

**11B-704.2.2 Operable Parts.** Operable parts shall comply with 309. Telephones shall have push-button controls where such service is available.

**11B-704.2.3 Telephone Directories.** Telephone directories, where provided, shall be located in accordance with 309.

**11B-704.2.4 Cord Length.** The cord from the telephone to the handset shall be 29 inches (735 mm) long minimum.

**11B-704.3 Volume Control Telephones.** Public telephones required to have volume controls shall be equipped with a receive volume control that provides a gain adjustable up to 20 dB minimum. For incremental volume control, provide at least one intermediate step of 12 dB of gain minimum. An automatic reset shall be provided. Volume control telephones shall be equipped with a receiver that generates a magnetic field in the area of the receiver cap. Public telephones with volume control shall be hearing aid compatible.

**11B-704.4 TTYs.** TTYs ~~required~~ provided at a public pay telephone shall be permanently affixed within, or adjacent to, the telephone enclosure. Where an acoustic coupler is used, the telephone cord shall be sufficiently long to allow connection of the TTY and the telephone receiver.

**11B-704.4.1 Height.** When in use, the touch surface of TTY keypads shall be 34 inches (865 mm) minimum above the finish floor.

**EXCEPTION:** Where seats are provided, TTYs shall not be required to comply with 11B-704.4.1.

**11B-704.5 TTY Shelf.** ~~Public pay telephones required to accommodate portable TTYs~~ Where a bank of telephones in the interior of a building consists of three or more public pay telephones, at least one public pay telephone in each such bank shall be equipped with a shelf and an electrical outlet within or adjacent to the telephone enclosure. The telephone handset shall be capable of being placed flush on the surface of the shelf. The shelf shall be capable of accommodating a TTY and shall have 6 inches (150 mm) minimum vertical clearance above the area where the TTY is to be placed.

**11B-705 Detectable Warnings and Detectable Directional Texture.**

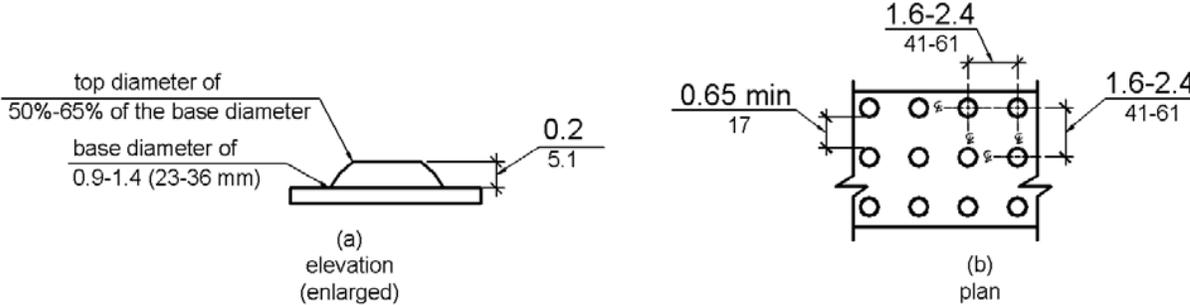
**11B-705.1 Detectable Warnings.**

**11B-705.1.1 General.** Detectable warnings shall consist of a surface of truncated domes and shall comply with 11B-705.

**11B-705.1.1.1 Dome Size.** Truncated domes in a detectable warning surface shall have a base diameter of 0.9 inch (~~23 mm~~) (22.9 mm) minimum and 1.4 inches (36 mm) 0.92 inch (23.4 mm) maximum, a top diameter of 50 percent of the base diameter minimum to ~~65 percent of the base diameter maximum~~ 0.45 inch (11.4 mm) minimum and 0.47 inch (11.9 mm) maximum, and a height of 0.2 inch (5.1 mm) 0.18 inch (4.6 mm) minimum and 0.22 inch (5.6 mm) maximum.

**11B-705.1.1.2 Dome Spacing.** Truncated domes in a detectable warning surface shall have a center-to-center spacing of 1.6 inches (41 mm) 2.3 inches (58.4 mm) minimum and 2.4 inches (61 mm) maximum, and a base-to-base spacing of 0.65 inch (17 mm) minimum, measured between the most adjacent domes on a square grid.

**11B-705.1.1.3 Contrast.** Detectable warning surfaces shall contrast visually with adjacent walking surfaces either light-on-dark, or dark-on-light.



**Figure 11B-705.1  
Size and Spacing of Truncated Domes**

**11B-705.1.2 Locations.** *Detectable warnings are required at the following locations.*

**11B-705.1.2.1 Platform Edges.** Detectable warning surfaces at platform boarding edges shall be 24 inches (610 mm) wide and shall extend the full length of the public use areas of the platform. The color shall be yellow conforming to Federal Color No. 33538.

**11B-705.1.2.2 Curb Ramps.** Curb ramps shall have a detectable warning complying with 11B-705.1 that extends 36 inches (914 mm) in the direction of travel. Detectable warnings shall extend the full width of the ramp run excluding any flared sides. The detectable warning shall be placed inside the grooved border. The detectable warning shall be located so the edge nearest the curb line is 6 inches (152 mm) minimum and 8 inches (203 mm) maximum from the curb line.

**EXCEPTION:** On parallel curb ramps, detectable warning surface shall be placed on the turning space at the flush transition between the street and sidewalk.

**11B-705.1.2.3 Islands or Cut-through Medians.** *Islands or cut-through medians shall have detectable warnings complying with 11B-705.1. The detectable warning shall be 36 inches (914 mm) in depth extending the full width of the pedestrian route or cut-through.*

**11B-705.1.2.4 Bus Stops.** *Bus stop pads shall provide a warning curb or detectable warning complying with 11B-705.1 between the pad and road. The detectable warning shall be 24 inches (610 mm) in width and the color shall be yellow conforming to Federal Color No. 33538.*

**11B-705.1.2.5 Hazardous Vehicular Areas.** *If a walk crosses or adjoins a vehicular way, and the walking surfaces are not separated by warning curbs, railings or other elements between the pedestrian areas and vehicular areas, the boundary between the areas shall be defined by a continuous detectable warning which is 36 inches (914 mm) wide, complying with 11B-705.1. The color shall be yellow conforming to Federal Color No. 33538.*

**11B-705.1.2.6 Reflecting Pools.** *The edges of reflecting pools shall be protected by railings, walls, warning curbs or detectable warnings complying with 11B-705.1. The color shall be yellow conforming to Federal Color No. 33538.*

**11B-705.2 Detectable Directional Texture.** *At transit boarding platforms, the pedestrian access shall be identified with a detectable directional texture. This detectable directional texture shall comply with Figure 11B-705.2 and shall be 0.1 inch (2.54 mm) in height that tapers off to 0.04 inch (1.02 mm), with bars raised 0.2 inch (5.08 mm) from the surface. The raised bars shall be 1.3 inches (33.02 mm) wide and 3 inches (76 mm) from center-to-center of each bar. This surface shall differ from adjoining walking surfaces in resiliency or sound-on-cane contact. The color shall be yellow conforming to Federal Color No. 33538. This surface will be placed directly behind the yellow detectable warning texture specified in 11B-705.1.2.1, aligning with all doors of the transit vehicles where passengers will embark. The width of the directional texture shall be equal to the width of the transit vehicle's door opening. The depth of the texture shall not be less than 36 inches (914 mm).*

**(ADD NEW FIGURE 11B-705.2)**  
**Detectable Directional Texture**

## **11B-706 Assistive Listening Systems**

**11B-706.1 General.** Assistive listening systems required in assembly areas, conference and meeting rooms shall comply with 11B-706.

**11B-706.2 Receiver Jacks.** Receivers required for use with an assistive listening system shall include a 1/8 inch (3.2 mm) standard mono jack.

**11B-706.3 Receiver Hearing-Aid Compatibility.** Receivers required to be hearing-aid compatible shall interface with telecoils in hearing aids through the provision of neckloops.

**11B-706.4 Sound Pressure Level.** Assistive listening systems shall be capable of providing a sound pressure level of 110 dB minimum and 118 dB maximum with a dynamic range on the volume control of 50 dB.

**11B-706.5 Signal-to-Noise Ratio.** The signal-to-noise ratio for internally generated noise in assistive listening systems shall be 18 dB minimum.

**11B-706.6 Peak Clipping Level.** Peak clipping shall not exceed 18 dB of clipping relative to the peaks of speech.

### **11B-707 Automatic Teller Machine, and Fare Machines and Point-of-Sale Devices**

**11B-707.1 General.** Automatic teller machines and fare machines shall comply with 11B-707.

**11B-707.2 Clear Floor or Ground Space.** A clear floor or ground space complying with 305 shall be provided.

**EXCEPTION:** Clear floor or ground space shall not be required at drive-up only automatic teller machines and fare machines.

**11B-707.3 Operable Parts.** Operable parts shall comply with 309. Unless a clear or correct key is provided, each operable part shall be able to be differentiated by sound or touch, without activation.

**EXCEPTION:** Drive-up only automatic teller machines and fare machines shall not be required to comply with 309.2 and 309.3.

**11B-707.4 Privacy.** Automatic teller machines shall provide the opportunity for the same degree of privacy of input and output available to all individuals.

**11B-707.5 Speech Output.** Machines shall be speech enabled. Operating instructions and orientation, visible transaction prompts, user input verification, error messages, and all displayed information for full use shall be accessible to and independently usable by individuals with vision impairments. Speech shall be delivered through a mechanism that is readily available to all users, including but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized.

**EXCEPTIONS:** 1. Audible tones shall be permitted instead of speech for visible output that is not displayed for security purposes, including but not limited to, asterisks representing personal identification numbers.

2. Advertisements and other similar information shall not be required to be audible unless they convey information that can be used in the transaction being conducted.

3. Where speech synthesis cannot be supported, dynamic alphabetic output shall not be required to be audible.

**11B-707.5.1 User Control.** Speech shall be capable of being repeated or interrupted. Volume control shall be provided for the speech function.

**EXCEPTION:** Speech output for any single function shall be permitted to be automatically interrupted when a transaction is selected.

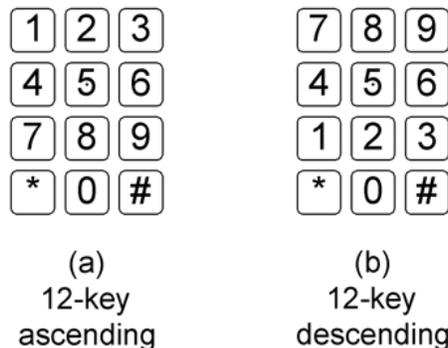
**11B-707.5.2 Receipts.** Where receipts are provided, speech output devices shall provide audible balance inquiry information, error messages, and all other information on the printed receipt necessary to complete or verify the transaction.

- EXCEPTIONS:**
1. Machine location, date and time of transaction, customer account number, and the machine identifier shall not be required to be audible.
  2. Information on printed receipts that duplicates information available on-screen shall not be required to be presented in the form of an audible receipt.
  3. Printed copies of bank statements and checks shall not be required to be audible.

**11B-707.6 Input.** Input devices shall comply with 11B-707.6.

**11B-707.6.1 Input Controls.** At least one tactilely discernible input control shall be provided for each function. Where provided, key surfaces not on active areas of display screens, shall be raised above surrounding surfaces. Where membrane keys are the only method of input, each shall be tactilely discernible from surrounding surfaces and adjacent keys.

**11B-707.6.2 Numeric Keys.** Numeric keys shall be arranged in a 12-key ascending or descending telephone keypad layout. The number five key shall be tactilely distinct from the other keys.



**Figure 11B-707.6.2  
Numeric Key Layout**

**11B-707.6.3 Function Keys.** Function keys shall comply with 11B-707.6.3.

**11B-707.6.3.1 Contrast.** Function keys shall contrast visually from background surfaces. Characters and symbols on key surfaces shall contrast visually from key surfaces. Visual contrast shall be either light-on-dark or dark-on-light.

**EXCEPTION:** Tactile symbols required by 11B-707.6.3.2 shall not be required to comply with 11B-707.6.3.1.

**11B-707.6.3.2 Tactile Symbols.** Function key surfaces shall have tactile symbols as follows: Enter or Proceed key: raised circle; Clear or Correct key: raised left arrow;

Cancel key: raised letter ex; Add Value key: raised plus sign; Decrease Value key: raised minus sign.

**11B-707.7 Display Screen.** The display screen shall comply with 11B-707.7.

**EXCEPTION:** Drive-up only automatic teller machines and fare machines shall not be required to comply with 11B-707.7.1.

**11B-707.7.1 Visibility.** The display screen shall be visible from a point located 40 inches (1015 mm) above the center of the clear floor space in front of the machine.

**11B.707.7.1.1 Vertically mounted display screen.** *Where display screens are mounted vertically or no more than 30 degrees tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 52 inches (1321 mm) above the floor or ground surface.*

**11B.707.7.1.2 Angle-mounted display screen.** *Where display screens are mounted between 30 degrees and 60 degrees tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 44 inches (1118 mm) above the floor or ground surface.*

**11B.707.7.1.3 Horizontally mounted display screen.** *Where display screens are mounted no less than 60 degrees and no more than 90 degrees (horizontal) tipped away from the viewer, the center line of the display screen and other display devices shall be no more than 34 inches (864 mm) above the floor or ground surface.*

**11B-707.7.2 Characters.** Characters displayed on the screen shall be in a sans serif font. Characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

**11B-707.8 Braille Instructions.** Braille instructions for initiating the speech mode shall be provided. Braille shall comply with 11B-703.3.

**11B-707.9 Point of Sale Devices.** *Point of sale devices shall comply with 11B-707.9.*

**11B-707.9.1 General.** *Where point-of-sale devices are provided, all devices at each location shall comply with 11B-309.4, 11B-707.3, and 11B-707.7.2. In addition, point-of-sale systems that include a video touch screen or any other non-tactile keypad shall be equipped with either of the following:*

**11B-707.9.1.1 Tactilely Discernible Numerical Keypad.** *A tactilely discernible numerical keypad similar to a telephone keypad containing a raised dot with a dot base diameter between 1.5 mm and 1.6 mm and a height between 0.6 mm and 0.9 mm on the number 5 key that enables a visually impaired person to enter his or her own personal identification number or any other personal information necessary to process the transaction in a manner that provides the opportunity for the same degree of privacy input and output available to all individuals.*

**11B-707.9.1.2 Other Technology.** *Other technology, such as a radio frequency identification device, fingerprint biometrics, or some other mechanism that enables a visually impaired person to access the video touch screen device with his or her personal identifier and to process his or her transaction in a manner that provides the opportunity for the same degree of privacy input and output available to all individuals. Where a video screen overlay is provided it shall be equipped with a tactilely discernible numerical keypad complying with 11B-707.9.1.1.*

**11B-707.9.2 Point-of-sale devices at check stands, sales and service counters.** *Where point-of-sale devices are provided at check stands and sales and service counters, they shall comply with 11B-707.9.1, and shall also comply with 11B-707.2, 11B-707.3 and 11B-707.4.*

## **11B-708 Two-Way Communication Systems**

**11B-708.1 General.** Two-way communication systems shall comply with 11B-708.

**11B-708.2 Audible and Visual Indicators.** The system shall provide both audible and visual signals.

**11B-708.3 Handsets.** Handset cords, if provided, shall be 29 inches (735 mm) long minimum.

**11B-708.4 Residential Dwelling Unit Communication Systems.** Communications systems between a residential dwelling unit and a site, building, or floor entrance shall comply with 11B-708.4.

**11B-708.4.1 Common Use or Public Use System Interface.** The common use or public use system interface shall include the capability of supporting voice and TTY communication with the residential dwelling unit interface.

**11B-708.4.2 Residential Dwelling Unit Interface.** The residential dwelling unit system interface shall include a telephone jack capable of supporting voice and TTY communication with the common use or public use system interface.