



Americans with Disabilities Act Accessibility Guidelines: Payphones

In Conjunction with the
Requirements of
CA Building Code
Title 24



For more information please call us at (877) 434-9069

Section 4.1 provisions

(c) The following shall be provided in accordance with [4.31.9](#):

(i) If four or more public pay telephones (including both interior and exterior telephones) are provided at a site of a private facility, and at least one is in an interior location, then at least one interior public text telephone (TTY) shall be provided. If an interior public pay telephone is provided in a public use area in a building of a public facility, at least one interior public text telephone (TTY) shall be provided in the building in a public use area.

(ii) If an interior public pay telephone is provided in a private facility that is a stadium or arena, a convention center, a hotel with a convention center, or a covered mall, at least one interior public text telephone (TTY) shall be provided in the facility. In stadiums, arenas and convention centers which are public facilities, at least one public text telephone (TTY) shall be provided on each floor level having at least one interior public pay telephone.

(iii) If a public pay telephone is located in or adjacent to a hospital emergency room, hospital recovery room, or hospital waiting room, one public text telephone (TTY) shall be provided at each such location.

(iv) If an interior public pay telephone is provided in the secured area of a detention or correctional facility subject to section 12, then at least one public text telephone (TTY) shall also be provided in at least one secured area. Secured areas are those areas used only by detainees or inmates and security personnel.

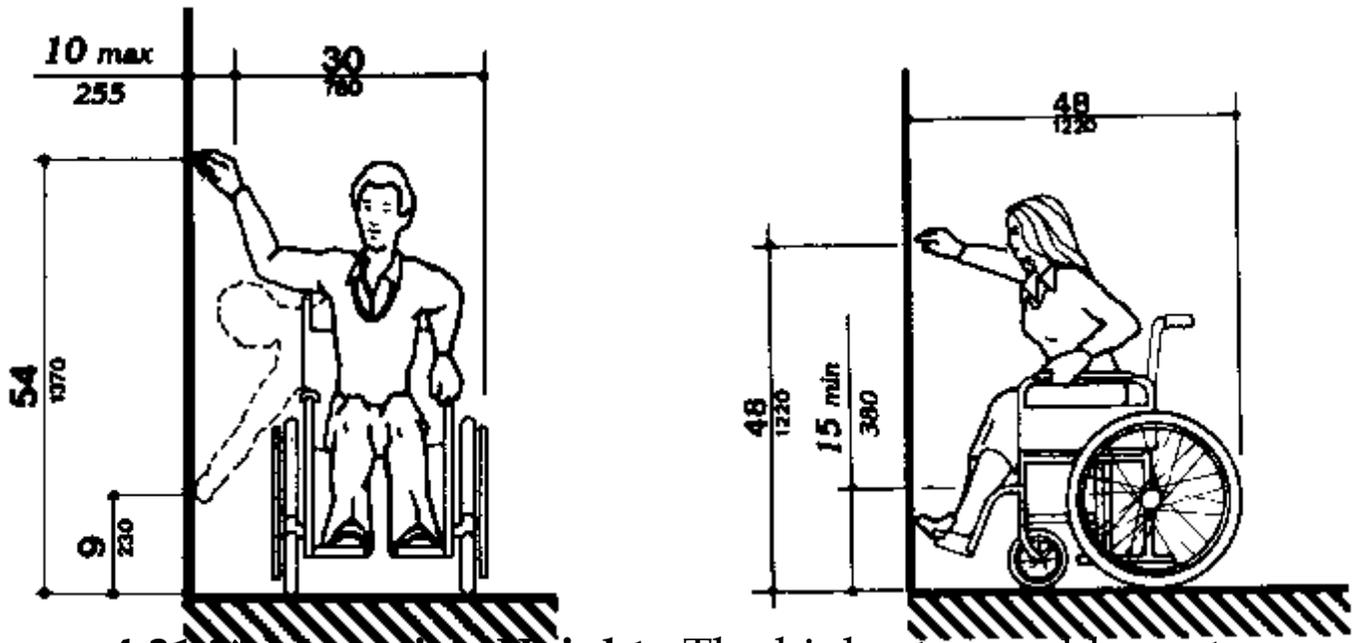
(d) Where a bank of telephones in the interior of a building consists of three or more public pay telephones, at least one public pay telephone in each such bank shall be equipped with a shelf and outlet in compliance with [4.31.9\(2\)](#).

4.31 Telephones

4.31 General. Public telephones required to be accessible by 4.1 shall comply with 4.31.

4.31.2 Clear Floor and Ground Space.

A clear floor space at least 30 in by 48 in (760 mm by 1220 mm) that allows either a forward or parallel approach by a person using a wheelchair shall be provided at telephones. The clear floor or ground space shall comply with 4.2.4. Bases, enclosures, and fixed seats shall not impede approaches to telephones by people who use wheelchairs.



4.31.3* Mounting Height. The highest operable part of the telephone shall be within the reach of ranges specified in 4.2.5 or 4.2.6.

4.2.4* Clear Floor or Ground Space for Wheelchairs.

4.2.4.1 Size and Approach. The minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 in by 48 in (760 mm by 1220 mm). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object. Clear floor or ground space for wheelchairs may be part of the knee space required under some objects.

4.2.4.2 Relationship of Maneuvering Clearance to Wheelchair Spaces. One full unobstructed side of the clear floor or ground space for a wheelchair shall adjoin or overlap an accessible route or adjoin another wheelchair clear floor space. If a clear floor space is located in an alcove or otherwise confined on all or part of three sides, additional maneuvering clearances shall be provided.

4.2.5* Forward Reach. If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 in (1220 mm). The minimum low forward reach is 15 in (380 mm). If the high forward reach is over an obstruction, reach and clearances shall be.

4.2.6* Side Reach. If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 in (1370 mm) and the low side reach shall be no less than 9 in (230 mm) above the floor. If the side reach is over an obstruction, the reach and clearances.

4.31.5 Hearing Aid Compatible and Volume Control Telephones Required by 4.1.

(1) Telephones shall be hearing aid compatible.

(2) Volume controls, capable of a minimum of 12 dbA and a maximum of 18 dbA above normal, shall be provided in accordance with [4.1.3](#). If an automatic reset is provided then 18 dbA may be exceeded.

4.31.6 Controls. Telephones shall have pushbutton controls where service for such equipment is available.

4.31.7 Telephone Books. Telephone books, if provided, shall be located in a position that complies with the reach ranges specified in [4.2.5](#) and [4.2.6](#).

4.31.8 Cord Length. The cord from the telephone to the handset shall be at least 29 in (735 mm) long.

4.31.9* Text Telephones (TTYs) Required by 4.1.

(1) Text telephones (TTYs) used with a pay telephone shall be permanently affixed within, or adjacent to, the telephone enclosure. If an acoustic coupler is used, the telephone cord shall be sufficiently long to allow connection of the text telephone (TTY) and the telephone receiver.

(2) Pay telephones designed to accommodate a portable text telephone (TTY) 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 text telephone (TTY) and shall have 6 in (152 mm) minimum vertical clearance in the area where the text telephone (TTY) is to be placed.

(3) Equivalent facilitation may be provided. For example, a portable text telephone (TTY) may be made available in a hotel at the registration desk if it is available on a 24-hour basis for use with nearby public pay telephones. In this instance, at least one pay telephone shall comply with paragraph 2 of this section. In addition, if an acoustic coupler is used, the telephone handset cord shall be sufficiently long so as to allow connection of the text telephone (TTY) and the telephone receiver.





2007 California Building Code
Office of Statewide Health Planning and Development

The 2007 building codes went into effect January 1, 2008.

Title 24: Scope

1224.1 The provisions of this section shall apply to general acute-care hospitals, acute psychiatric hospitals and general acute-care hospitals providing only medical rehabilitation center services.

Title 24: Application

1224.2 New buildings and additions, alterations or repairs to existing buildings subject to licensure shall comply with applicable provisions

Requirements

1224.21 Administrative Space

An administration area shall be provided which shall provide for the following functions: A lobby with reception and information counter or desk, waiting space, men's and women's public toilet room facilities, telephones and drinking fountain.

1224.32.3.8.2.2 Waiting Room

Waiting room. This room shall have toilet room(s), **telephone(s)**, and drinking fountain(s) conveniently located.

1224.33.3.5 Public Waiting Area

Public waiting area with toilet room facilities, drinking fountains, and telephones.

1224.35 Rehabilitation Therapy Department Rehabilitation center space.

If provided, a rehabilitation center space shall be designed to meet the requirements of Section 1224.14, except as follows:

7. A patient waiting area with access to telephone, drinking fountain, and men's and women's toilet room facilities in or adjacent to the rehabilitation outpatient service area

1224.36.3.3 Dialysis Units

Waiting room. A waiting room, toilet room(s) with hand washing fixtures, drinking fountain, public telephone, and seating accommodations for waiting periods shall be available or accessible to the dialysis unit.

1224.39.1 Waiting area(s).

Provide with access to public toilet room facilities, a public telephone and a drinking fountain. These facilities may be shared with other services.