



**Subject** Emergency Two-Way Communication Call Stations

- References**
- 2019 California Building Code (CBC)
  - 2010 ADA Standards (ADAS)

**Purpose** This bulletin provides guidance on the minimum requirements for emergency two-way communication call stations.

For more information visit the Mayor's Office on Disability (MOD) website: [sfgov.org/mod](http://sfgov.org/mod)

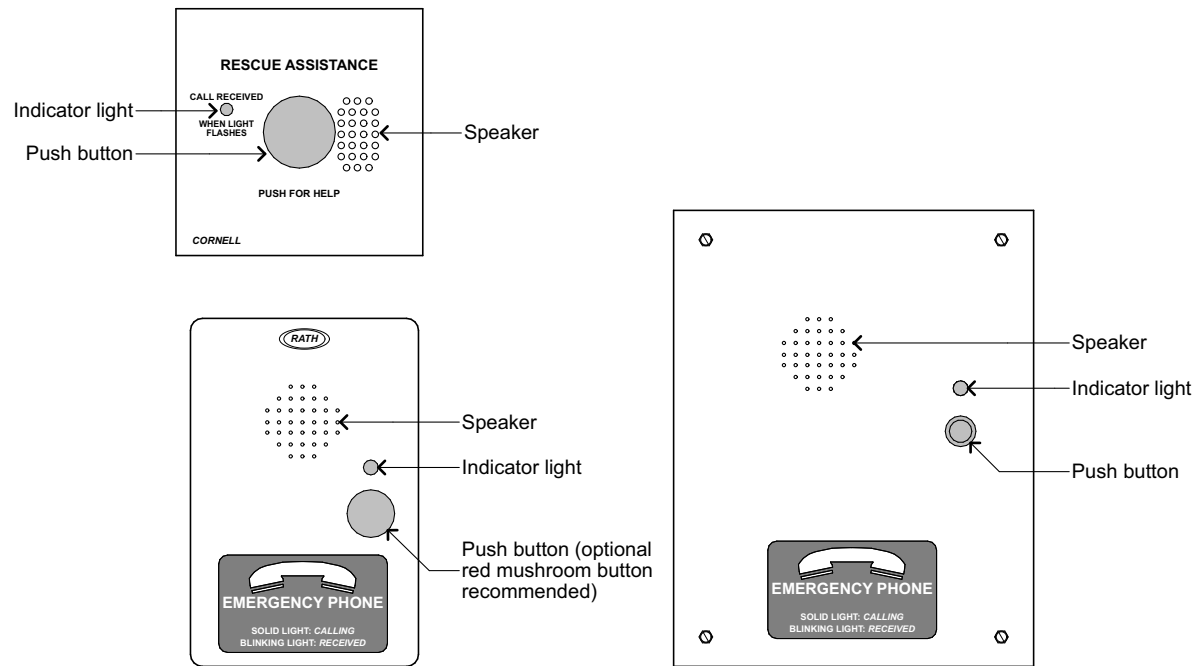
CBC Code Section	Summary
403.5.3.1	High-rise stairway communication system.
1009	Accessible means of egress.
1009.6	Areas of refuge.
1009.6.3	Wheelchair clear floor space in areas of refuge: <ul style="list-style-type: none"> <li>• 30" min. by 48" min. clear floor area.</li> <li>• Minimum 2 spaces. (Exception if approved by enforcing agency: Minimum 1 space if under 200 occupants on the floor).</li> <li>• Access to a wheelchair space can only be obstructed by one other wheelchair space.</li> <li>• Space(s) must be located outside the adjacent minimum egress width.</li> </ul>
1009.8	Two-way communication.
1009.11	Instructions for two-way communication.
11B-305	Clear floor space.
11B-309	Operable parts.
11B-703.5	Visual characters.

**Criteria for Call Stations**

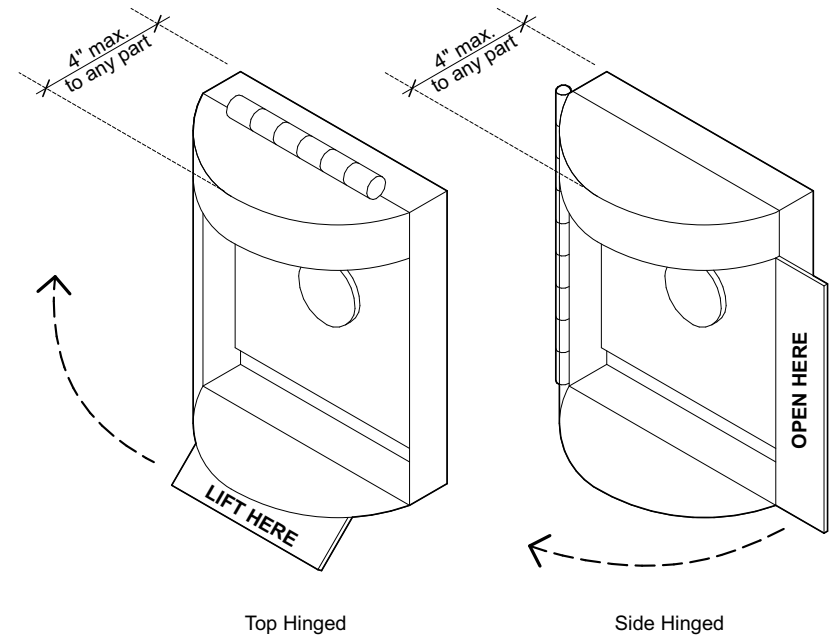
1. Coordinate call stations with requirements of the San Francisco Fire Department.
2. Operation
  - a. Shall be operable with one hand.
  - b. Shall not require tight grasping, pinching, or twisting of the wrist.
  - c. Shall have a force required to activate of 5 lb max.

**Residential Dwelling Unit Terminology**

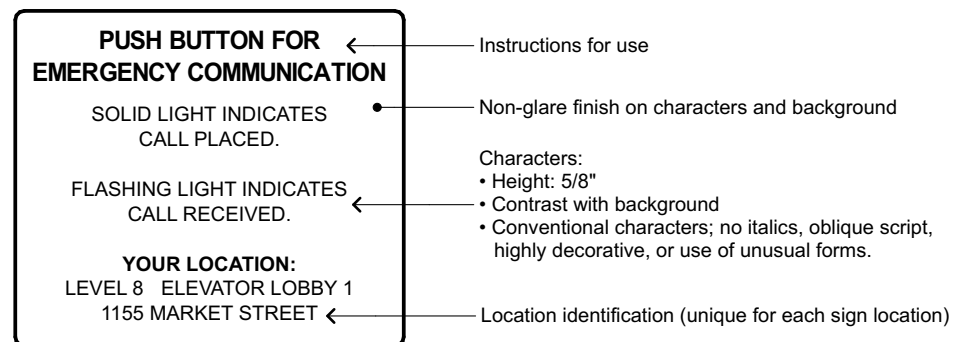
- Mobility Unit:** Residential dwelling unit per 11B-233.3.1.1 providing mobility features complying with Sections 11B-809.2 through 11B-809.4.
- Adaptable Unit:** Residential dwelling unit per 11B-233.3.1.2, providing adaptable accessibility features as required by Sections 11B-233.3.1.2.1 through 11B-233.3.1.2.6.
- Communication Unit:** Residential dwelling unit per 11B-233.3.1.3, providing communication features complying with Section 11B-809.5.



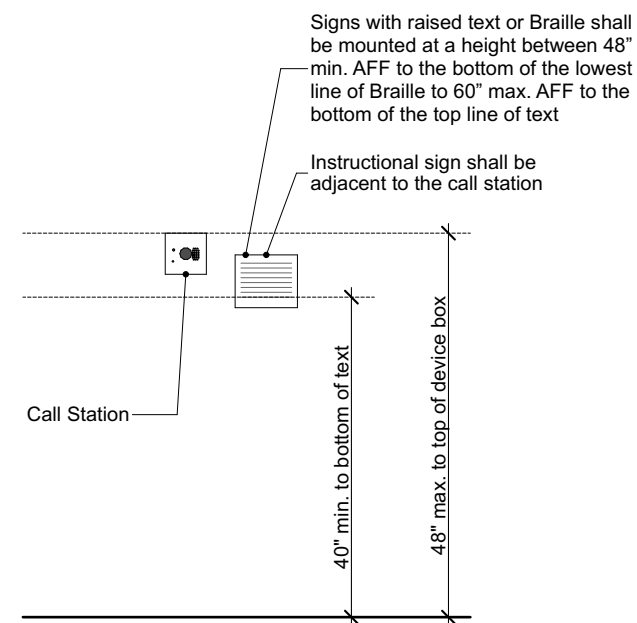
1 Call Station Examples  
04.1



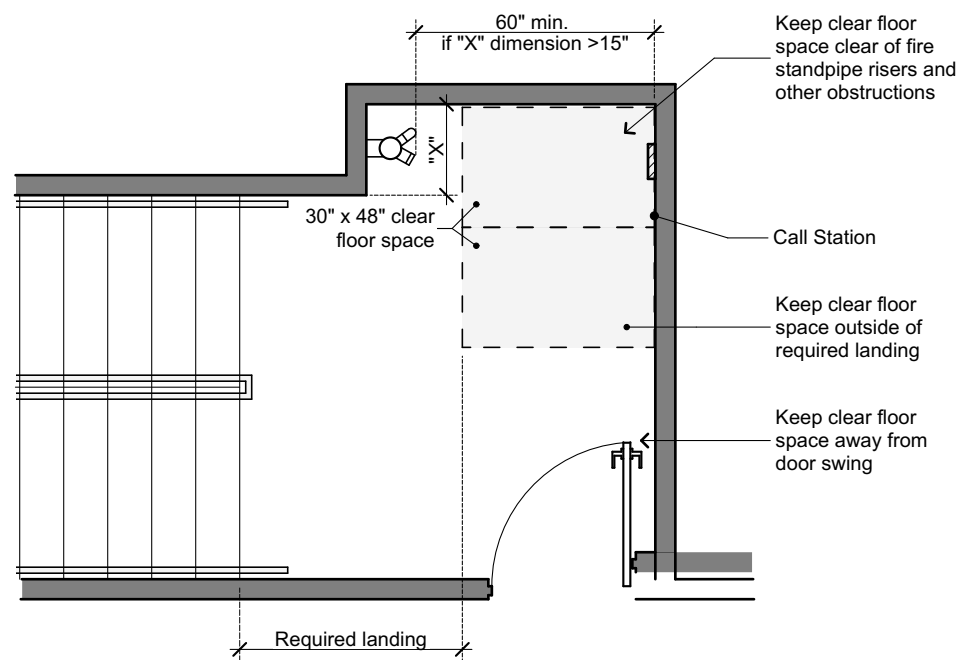
2 Call Station Covers, Where Provided  
04.1



3 Call Station Instructional Sign Criteria - Example  
04.1

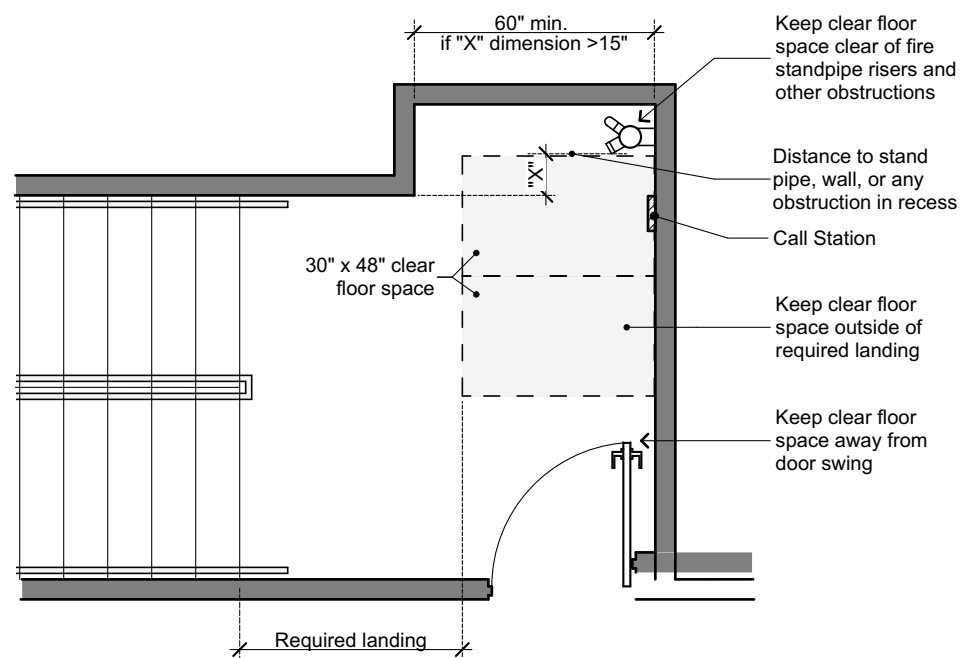


4 Call Station Mounting Heights  
04.1

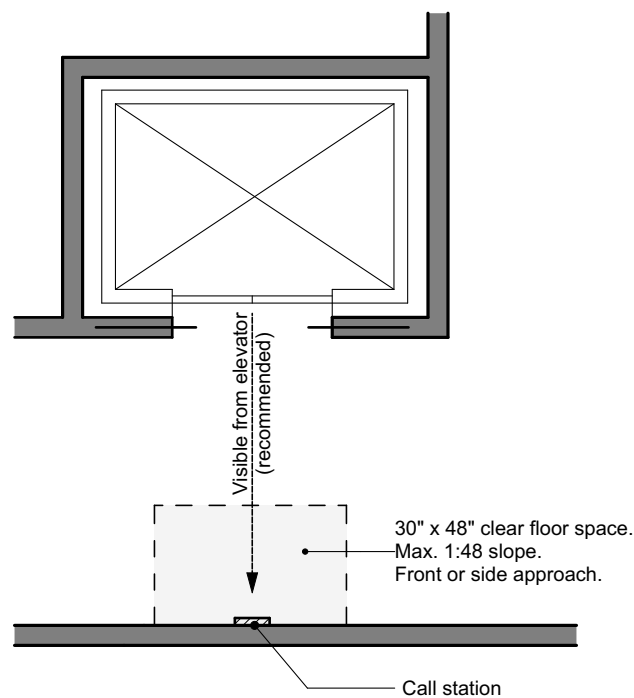


Note: These diagrams are provided to show examples of the requirements for positioning wheelchair clear spaces and are not intended to show all possible conditions.

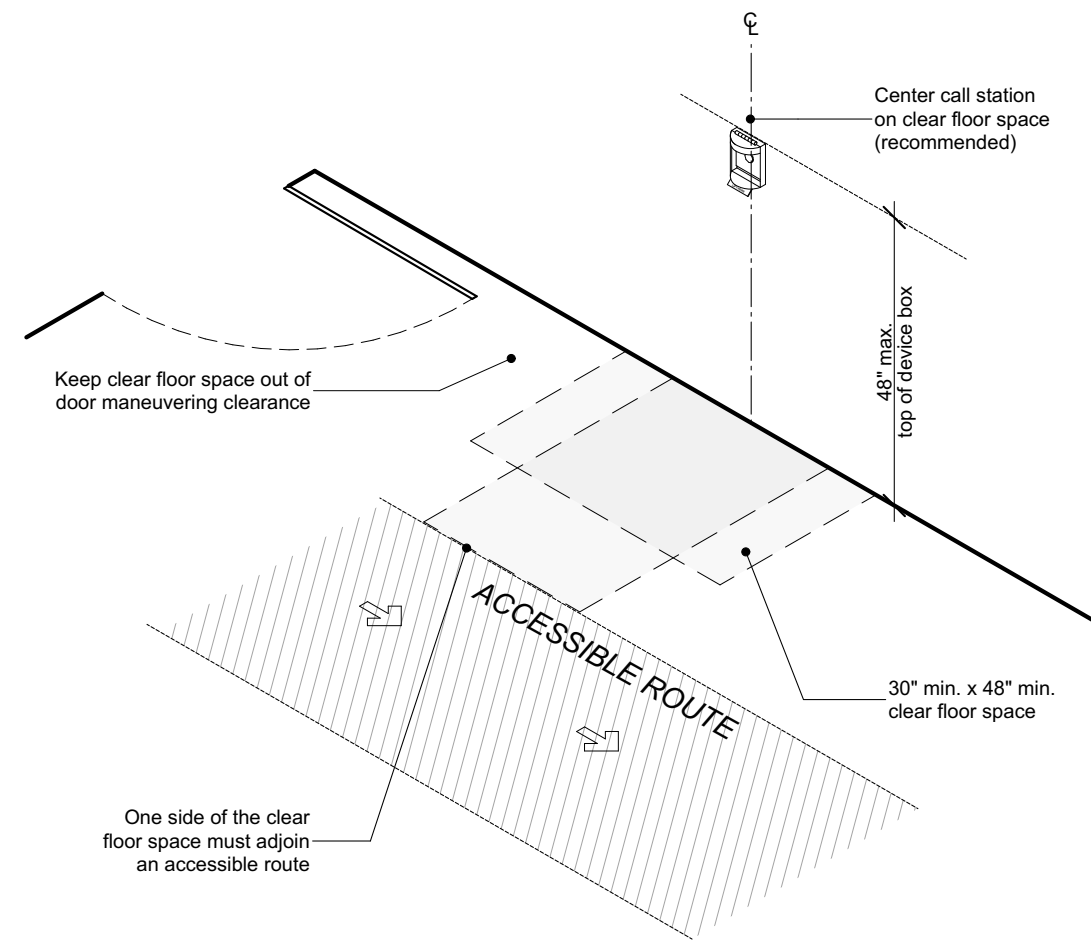
1 Area of Refuge Call Station - Example Plan  
04.2



2 Area of Refuge Call Station - Example Plan  
04.2



3 Call Station at Elevator Lobby  
04.2



4 Call Station on Accessible Route  
04.2