



## STATE OF ALABAMA

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**TO:** All Public Pay Telephone Providers

**FROM:** David Peeler  
Service Quality Analysis & Compliance Manager  
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**SUBJECT:** The Provision of Public Telephone for Everyone

The information contained has been compiled to assist you in your required compliance with the enclosed documents relating to public telephones for everyone. However, compliance with this correspondence does not preempt you from any requirements that may have been inadvertently omitted during the preparation of this information.

DMP/baf

ALABAMA PUBLIC SERVICE COMMISSION  
TELECOMMUNICATIONS DIVISION  
COMPLIANCE SECTION

PUBLIC TELEPHONES FOR EVERYONE

ALABAMA PUBLIC SERVICE COMMISSION

DOCKET: 26199 - GENERAL ORDER DATED, JANUARY 5, 1998

DOCKET: 26199 - FURTHER REPORT AND ORDER DATED, MARCH 9, 1998

DOCKET: 15957 - REPORT AND ORDER DATED, DECEMBER 10, 1992 APSC  
TELEPHONE RULES

DOCKET: 19225 AND 19278 - FURTHER REPORT AND ORDER DATED, DECEMBER 6,  
1993, APPROVAL OF THE STANDARDIZED TARIFF  
FORMAT

In accordance with the requirements established under Alabama Statutes, Code of Alabama 1975, Title 21, Handicapped Persons, Title 37 Public Utilities and Public Transportation, and Title III of the Americans With Disabilities Act of 1990 (ADA or the Act) issued by the Department of Justice.

In the past, the Alabama Public Service Commission has recognized and done all in its power to assist the hearing impaired and disabled within the state of Alabama. The Commission, while recognizing the changing telecommunications industry, has not and will not alter its position as regards to the hearing impaired and disabled in the future.

- (1). Title III of the AMERICANS WITH DISABILITIES ACT OF 1990 (ADA or The Act) EFFECTIVE, January 26, 1992. (Attachment One)
- (A). 3.5 DEFINITIONS: See attachment number one.
- (2). TELEPHONES. See attachment two. This gives references to the sections of the ADA that pertains to public telephones, i.e. height, accessible element.
- (3). 4.8. RAMPS - There should be an accessibility route of at least 36 inches wide alongside the telephone. The section on ramps, attachment three will give you reference to the ADA requirements and APSC Docket 26199 will also assist you in this area. (Attachment Three)

**ADA ACCESSIBILITY GUIDELINES  
FOR BUILDINGS AND FACILITIES  
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### 3.4 General Terminology

**3.2 Dimensional Tolerances.** All dimensions are subject to conventional building industry tolerances for field conditions.

**3.3 Notes.** The text of *these guidelines* does not contain notes or footnotes. Additional information, explanations, and advisory materials are located in the Appendix. Paragraphs marked with an asterisk have related, non-mandatory material in the Appendix. In the Appendix, the corresponding paragraph numbers are preceded by an A.

### 3.4 General Terminology.

**comply with.** Meet one or more specifications of *these guidelines*.

**if, if ... then.** Denotes a specification that applies only when the conditions described are present.

**may.** Denotes an option or alternative.

**shall.** Denotes a mandatory specification or requirement.

**should.** Denotes an advisory specification or recommendation.

### 3.5 Definitions.

**Access Aisle.** An accessible pedestrian space between elements, such as parking spaces, seating, and desks, that provides clearances appropriate for use of the elements.

**Accessible.** Describes a site, building, facility, or portion thereof that complies with *these guidelines*.

**Accessible Element.** An element specified by *these guidelines* (for example, telephone, controls, and the like).

**Accessible Route.** A continuous unobstructed path connecting all accessible elements and spaces of a building or facility. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, *crosswalks at vehicular ways*, walks, ramps, and lifts.

**Accessible Space.** Space that complies with *these guidelines*.

**Adaptability.** The ability of certain building spaces and elements, such as kitchen counters, sinks, and grab bars, to be added or altered so as to accommodate the needs of *individuals with or without disabilities* or to accommodate the needs of persons with different types or degrees of disability.

**Addition.** An expansion, extension, or increase in the gross floor area of a building or facility.

**Administrative Authority.** A governmental agency that adopts or enforces regulations and *guidelines* for the design, construction, or alteration of buildings and facilities.

**Alteration.** An alteration is a change to a building or facility made by, on behalf of, or for the use of a public accommodation or commercial facility, that affects or could affect the usability of the building or facility or part thereof. Alterations include, but are not limited to, remodeling, renovation, rehabilitation, reconstruction, historic restoration, changes or rearrangement of the structural parts or elements, and changes or rearrangement in the plan configuration of walls and full-height partitions. Normal maintenance, reroofing, painting or wallpapering, or changes to mechanical and electrical systems are not alterations unless they affect the usability of the building or facility.

**Area of Rescue Assistance.** An area, which has direct access to an exit, where people who are unable to use stairs may remain temporarily in safety to await further instructions or assistance during emergency evacuation.

**Assembly Area.** A room or space accommodating a group of individuals for recreational, educational, political, social, or amusement purposes, or for the consumption of food and drink.

**Automatic Door.** A door equipped with a power-operated mechanism and controls that open and close the door automatically upon receipt of a momentary actuating signal. The switch that begins the automatic cycle may be a photoelectric device, floor mat, or manual switch (see power-assisted door).

### 3.5 Definitions

**Operable Part.** A part of a piece of equipment or appliance used to insert or withdraw objects, or to activate, deactivate, or adjust the equipment or appliance (for example, coin slot, pushbutton, handle).

**Path of Travel.** (Reserved).

**Power-assisted Door.** A door used for human passage with a mechanism that helps to open the door, or relieves the opening resistance of a door, upon the activation of a switch or a continued force applied to the door itself.

**Public Use.** Describes interior or exterior rooms or spaces that are made available to the general public. Public use may be provided at a building or facility that is privately or publicly owned.

**Ramp.** A walking surface which has a running slope greater than 1:20.

**Running Slope.** The slope that is parallel to the direction of travel (see cross slope).

**Service Entrance.** An entrance intended primarily for delivery of goods or services.

**Signage.** Displayed verbal, symbolic, tactile, and pictorial information.

**Site.** A parcel of land bounded by a property line or a designated portion of a public right-of-way.

**Site Improvement.** Landscaping, paving for pedestrian and vehicular ways, outdoor lighting, recreational facilities, and the like, added to a site.

**Sleeping Accommodations.** Rooms in which people sleep; for example, dormitory and hotel or motel guest rooms or suites.

**Space.** A definable area, e.g., room, toilet room, hall, assembly area, entrance, storage room, alcove, courtyard, or lobby.

**Story.** That portion of a building included between the upper surface of a floor and upper surface of the floor or roof next above. If such

portion of a building does not include occupiable space, it is not considered a story for purposes of these guidelines. There may be more than one floor level within a story as in the case of a mezzanine or mezzanines.

**Structural Frame.** The structural frame shall be considered to be the columns and the girders, beams, trusses and spandrels having direct connections to the columns and all other members which are essential to the stability of the building as a whole.

**Tactile.** Describes an object that can be perceived using the sense of touch.

**Text Telephone.** Machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDD's (telecommunication display devices or telecommunication devices for deaf persons) or computers.

**Transient Lodging.** A building, facility, or portion thereof, excluding inpatient medical care facilities, that contains one or more dwelling units or sleeping accommodations. Transient lodging may include, but is not limited to, resorts, group homes, hotels, motels, and dormitories.

**Vehicular Way.** A route intended for vehicular traffic, such as a street, driveway, or parking lot.

**Walk.** An exterior pathway with a prepared surface intended for pedestrian use, including general pedestrian areas such as plazas and courts.

NOTE: Sections 4.1.1 through 4.1.7 are different from ANSI A117.1 in their entirety and are printed in standard type (ANSI A117.1 does not include scoping provisions).

4.1.3 Accessible Buildings: New Construction

	<b>Number of each type of telephone provided on each floor</b>	<b>Number of telephones required to comply with 4.31.2 through 4.31.8<sup>1</sup></b>
<p>(12) Storage, Shelving and Display Units:</p> <p>(a) If fixed or built-in storage facilities such as cabinets, shelves, closets, and drawers are provided in accessible spaces, at least one of each type provided shall contain storage space complying with 4.25. Additional storage may be provided outside of the dimensions required by 4.25.</p> <p>(b) Shelves or display units allowing self-service by customers in mercantile occupancies shall be located on an accessible route complying with 4.3. Requirements for accessible reach range do not apply.</p> <p>(13) Controls and operating mechanisms in accessible spaces, along accessible routes, or as parts of accessible elements (for example, light switches and dispenser controls) shall comply with 4.27.</p> <p>(14) If emergency warning systems are provided, then they shall include both audible alarms and visual alarms complying with 4.28. Sleeping accommodations required to comply with 9.3 shall have an alarm system complying with 4.28. Emergency warning systems in medical care facilities may be modified to suit standard health care alarm design practice.</p> <p>(15) Detectable warnings shall be provided at locations as specified in 4.29.</p>	<p>1 or more single unit</p> <p>1 bank<sup>2</sup></p> <p>2 or more banks<sup>2</sup></p>	<p>1 per floor</p> <p>1 per floor</p> <p>1 per bank. Accessible unit may be installed as a single unit in proximity (either visible or with signage) to the bank. At least one public telephone per floor shall meet the requirements for a forward reach telephone<sup>3</sup>.</p> <p><sup>1</sup> Additional public telephones may be installed at any height. Unless otherwise specified, accessible telephones may be either forward or side reach telephones.</p> <p><sup>2</sup> A bank consists of two or more adjacent public telephones, often installed as a unit.</p> <p><sup>3</sup> EXCEPTION: For exterior installations only, if dial tone first service is available, then a side reach telephone may be installed instead of the required forward reach telephone (i.e., one telephone in proximity to each bank shall comply with 4.31).</p>
<p>(16) Building Signage:</p> <p>(a) Signs which designate permanent rooms and spaces shall comply with 4.30.1, 4.30.4, 4.30.5 and 4.30.6.</p> <p>(b) Other signs which provide direction to or information about functional spaces of the building shall comply with 4.30.1, 4.30.2, 4.30.3, and 4.30.5.</p> <p>EXCEPTION: Building directories, menus, and all other signs which are temporary are not required to comply.</p>		<p>(b)* All telephones required to be accessible and complying with 4.31.2 through 4.31.8 shall be equipped with a volume control. In addition, 25 percent, but never less than one, of all other public telephones provided shall be equipped with a volume control and shall be dispersed among all types of public telephones, including closed circuit telephones, throughout the building or facility. Signage complying with applicable provisions of 4.30.7 shall be provided.</p> <p>(c) The following shall be provided in accordance with 4.31.9:</p>
<p>(17) Public telephones:</p> <p>(a) If public pay telephones, public closed circuit telephones, or other public telephones are provided, then they shall comply with 4.31.2 through 4.31.8 to the extent required by the following table:</p>		<p>(i) if a total number of four or more public pay telephones (including both interior and exterior phones) is provided at a site, and at least one is in an interior location, then at least one interior public text telephone shall be provided.</p> <p>(ii) if an interior public pay telephone is provided in a stadium or arena, in a convention center, in a hotel with a convention center, or</p>

**4.1.3 Accessible Buildings: New Construction**

in a covered mall, at least one interior public text telephone shall be provided in the facility.

(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 shall be provided at each such location.

(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).

(18) If fixed or built-in seating or tables (including, but not limited to, study carrels and student laboratory stations), are provided in accessible public or common use areas, at least five percent (5%), but not less than one, of the fixed or built-in seating areas or tables shall comply with 4.32. An accessible route shall lead to and through such fixed or built-in seating areas, or tables.

(19)\* Assembly areas:

(a) In places of assembly with fixed seating accessible wheelchair locations shall comply with 4.33.2, 4.33.3, and 4.33.4 and shall be provided consistent with the following table:

Capacity of Seating in Assembly Areas	Number of Required Wheelchair Locations
4 to 25	1
26 to 50	2
51 to 300	4
301 to 500	6
over 500	6, plus 1 additional space for each total seating capacity increase of 100

In addition, one percent, but not less than one, of all fixed seats shall be aisle seats with no armrests on the aisle side, or removable or folding armrests on the aisle side. Each such seat shall be identified by a sign or marker. Signage notifying patrons of the availability of such seats shall be posted at the ticket office. Aisle seats are not required to comply with 4.33.4.

(b) This paragraph applies to assembly areas where audible communications are integral to the use of the space (e.g., concert and lecture halls, playhouses and movietheaters, meeting rooms, etc.). Such assembly areas, if (1) they accommodate at least 50 persons, or if they have audio-amplification systems, and (2) they have fixed seating, shall have a permanently installed assistive listening system complying with 4.33. For other assembly areas, a permanently installed assistive listening system, or an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4 percent of the total number of seats, but in no case less than two. Signage complying with applicable provisions of 4.30 shall be installed to notify patrons of the availability of a listening system.

(20) Where automated teller machines (ATMs) are provided, each ATM shall comply with the requirements of 4.34 except where two or more are provided at a location, then only one must comply.

EXCEPTION: Drive-up-only automated teller machines are not required to comply with 4.27.2, 4.27.3 and 4.34.3.

(21) Where dressing and fitting rooms are provided for use by the general public, patients, customers or employees, 5 percent, but never less than one, of dressing rooms for each type of use in each cluster of dressing rooms shall be accessible and shall comply with 4.35.

Examples of types of dressing rooms are those serving different genders or distinct and different functions as in different treatment or examination facilities.

**4.1.4 (Reserved).**

**4.1.5 Accessible Buildings: Additions.** Each addition to an existing building or facility shall be regarded as an alteration. Each space or element added to the existing building or facility shall comply with the applicable provisions of 4.1.1 to 4.1.3, Minimum Requirements (for New Construction) and the applicable technical specifications of 4.2 through 4.35 and sections 5 through 10. Each addition that

## 4.2.4\* Clear Floor or Ground Space for Wheelchairs

diameter (see Fig. 3(a)) or a T-shaped space (see Fig. 3(b)).

#### 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) (see Fig. 4(a)). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object (see Fig. 4(b) and (c)). 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 as shown in Fig. 4(d) and (e).

**4.2.4.3 Surfaces for Wheelchair Spaces.** Clear floor or ground spaces for wheelchairs shall comply with 4.5.

**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) (see Fig. 5(a)). *The minimum low forward reach is 15 in (380 mm).* If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 5(b).

**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 (Fig. 6(a) and (b)). If the side reach is over an obstruction, the reach and clearances shall be as shown in Fig 6(c).

#### 4.3 Accessible Route.

**4.3.1\* General.** All walks, halls, corridors, aisles, *skywalks*, *tunnels*, and other spaces

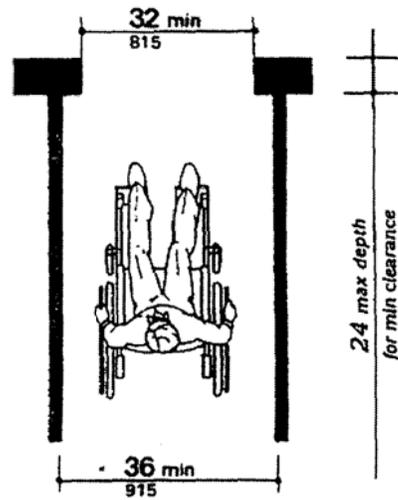


Fig. 1  
Minimum Clear Width  
for Single Wheelchair

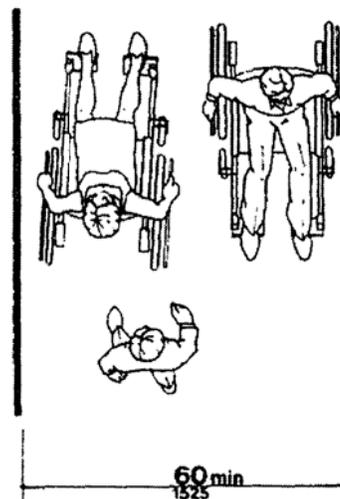


Fig. 2  
Minimum Clear Width  
for Two Wheelchairs

## 4.4 Protruding Objects

assistance shall be protected with fire assemblies having a three-fourths hour fire protection rating.

(3) A portion of a one-hour fire-resistive corridor (complying with local requirements for fire-resistive construction and for openings) located immediately adjacent to an exit enclosure.

(4) A vestibule located immediately adjacent to an exit enclosure and constructed to the same fire-resistive standards as required for corridors and openings.

(5) A portion of a stairway landing within an exit enclosure which is vented to the exterior and is separated from the interior of the building with not less than one-hour fire-resistive doors.

(6) When approved by the appropriate local authority, an area or a room which is separated from other portions of the building by a smoke barrier. Smoke barriers shall have a fire-resistive rating of not less than one hour and shall completely enclose the area or room. Doors in the smoke barrier shall be tight-fitting smoke- and draft-control assemblies having a fire-protection rating of not less than 20 minutes and shall be self-closing or automatic closing. The area or room shall be provided with an exit directly to an exit enclosure. Where the room or area exits into an exit enclosure which is required to be of more than one-hour fire-resistive construction, the room or area shall have the same fire-resistive construction, including the same opening protection, as required for the adjacent exit enclosure.

(7) An elevator lobby when elevator shafts and adjacent lobbies are pressurized as required for smokeproof enclosures by local regulations and when complying with requirements herein for size, communication, and signage. Such pressurization system shall be activated by smoke detectors on each floor located in a manner approved by the appropriate local authority. Pressurization equipment and its duct work within the building shall be separated from other portions of the building by a minimum two-hour fire-resistive construction.

**4.3.11.2 Size.** Each area of rescue assistance shall provide at least two accessible areas each being not less than 30 inches by 48 inches (760 mm by 1220 mm). The area of

rescue assistance shall not encroach on any required exit width. The total number of such 30-inch by 48-inch (760 mm by 1220 mm) areas per story shall be not less than one for every 200 persons of calculated occupant load served by the area of rescue assistance.

**EXCEPTION:** The appropriate local authority may reduce the minimum number of 30-inch by 48-inch (760 mm by 1220 mm) areas to one for each area of rescue assistance on floors where the occupant load is less than 200.

**4.3.11.3\* Stairway Width.** Each stairway adjacent to an area of rescue assistance shall have a minimum clear width of 48 inches between handrails.

**4.3.11.4\* Two-way Communication.** A method of two-way communication, with both visible and audible signals, shall be provided between each area of rescue assistance and the primary entry. The fire department or appropriate local authority may approve a location other than the primary entry.

**4.3.11.5 Identification.** Each area of rescue assistance shall be identified by a sign which states "AREA OF RESCUE ASSISTANCE" and displays the international symbol of accessibility. The sign shall be illuminated when exit sign illumination is required. Signage shall also be installed at all inaccessible exits and where otherwise necessary to clearly indicate the direction to areas of rescue assistance. In each area of rescue assistance, instructions on the use of the area under emergency conditions shall be posted adjoining the two-way communication system.

#### 4.4 Protruding Objects.

**4.4.1\* General.** Objects projecting from walls (for example, telephones) with their leading edges between 27 in and 80 in (685 mm and 2030 mm) above the finished floor shall protrude no more than 4 in (100 mm) into walks, halls, corridors, passageways, or aisles (see Fig. 8(a)). Objects mounted with their leading edges at or below 27 in (685 mm) above the finished floor may protrude any amount (see Fig. 8(a) and (b)). Free-standing objects mounted on posts or pylons may overhang 12 in (305 mm) maximum from 27 in to 80 in (685 mm to 2030 mm) above the ground or finished floor (see Fig.

4.4 Protruding Objects

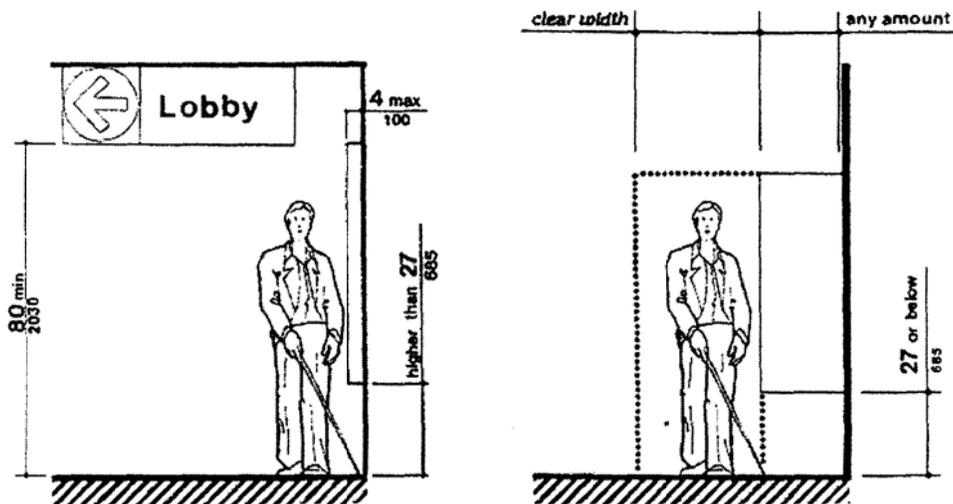


Fig. 8 (a)  
Walking Parallel to a Wall

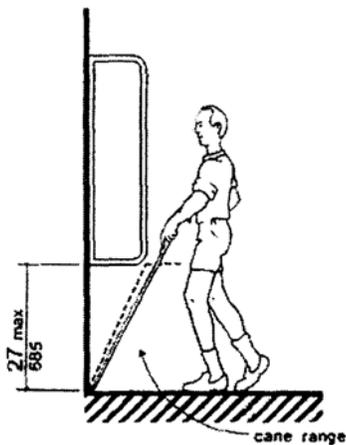


Fig. 8 (b)  
Walking Perpendicular to a Wall

Fig. 8  
Protruding Objects

8(c) and (d)). Protruding objects shall not reduce the clear width of an accessible route or maneuvering space (see Fig. 8(e)).

**4.4.2 Head Room.** Walks, halls, corridors, passageways, aisles, or other circulation spaces shall have 80 in (2030 mm) minimum clear head room (see Fig. 8(a)). *If vertical clearance of an area adjoining an accessible route is reduced to less than 80 in (nominal dimension), a barrier to warn blind or visually-impaired persons shall be provided (see Fig. 8(c-1)).*

**4.5 Ground and Floor Surfaces.**

**4.5.1\* General.** Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with 4.5.

**4.5.2 Changes in Level.** Changes in level up to 1/4 in (6 mm) may be vertical and without edge treatment (see Fig. 7(c)). Changes in level between 1/4 in and 1/2 in (6 mm and 13 mm)

4.29 Detectable Warnings

**4.29 Detectable Warnings.**

**4.29.1 General.** Detectable warnings required by 4.1 and 4.7 shall comply with 4.29.

**4.29.2\* Detectable Warnings on Walking Surfaces.** Detectable warnings shall consist of raised truncated domes with a diameter of nominal 0.9 in (23 mm), a height of nominal 0.2 in (5 mm) and a center-to-center spacing of nominal 2.35 in (60 mm) and shall contrast visually with adjoining surfaces, either light-on-dark, or dark-on-light.

The material used to provide contrast shall be an integral part of the walking surface. Detectable warnings used on interior surfaces shall differ from adjoining walking surfaces in resiliency or sound-on-cane contact.

**4.29.3 Detectable Warnings on Doors To Hazardous Areas.** (Reserved).

**4.29.4 Detectable Warnings at Stairs.** (Reserved).

**4.29.5 Detectable Warnings at Hazardous Vehicular Areas.** If a walk crosses or adjoins a vehicular way, and the walking surfaces are not separated by 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 in (915 mm) wide, complying with 4.29.2.

**4.29.6 Detectable Warnings at Reflecting Pools.** The edges of reflecting pools shall be protected by railings, walls, curbs, or detectable warnings complying with 4.29.2.

**4.29.7 Standardization.** (Reserved).

**4.30 Signage.**

**4.30.1\* General.** Signage required to be accessible by 4.1 shall comply with the applicable provisions of 4.30.

**4.30.2\* Character Proportion.** Letters and numbers on signs shall have a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10.

**4.30.3 Character Height.** Characters and numbers on signs shall be sized according to the viewing distance from which they are to be read. The minimum height is measured using an upper case X. Lower case characters are permitted.

Height Above Finished Floor	Minimum Character Height
Suspended or Projected Overhead in compliance with 4.4.2	3 in (75 mm) minimum

**4.30.4\* Raised and Brailled Characters and Pictorial Symbol Signs (Pictograms).** Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

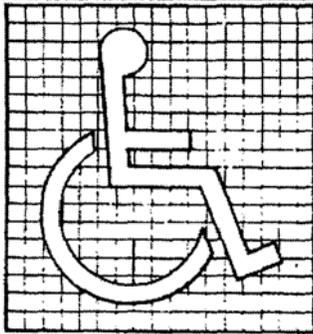
**4.30.5\* Finish and Contrast.** The characters and background of signs shall be egg-shell, matte, or other non-glare finish. Characters and symbols shall contrast with their background --either light characters on a dark background or dark characters on a light background.

**4.30.6 Mounting Location and Height.** Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

**4.30.7\* Symbols of Accessibility.**

(1) Facilities and elements required to be identified as accessible by 4.1 shall use the international symbol of accessibility. The

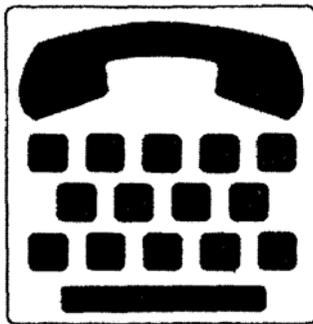
4.30 Signage



(a)  
Proportions  
International Symbol of Accessibility



(b)  
Display Conditions  
International Symbol of Accessibility



(c)  
International TDD Symbol



(d)  
International Symbol of Access for Hearing Loss

Fig. 43  
International Symbols

symbol shall be displayed as shown in Fig. 43(a) and (b).

(2) *Volume Control Telephones.* Telephones required to have a volume control by 4.1.3(17)(b) shall be identified by a sign containing a depiction of a telephone handset with radiating sound waves.

(3) *Text Telephones.* Text telephones required by 4.1.3(17)(c) shall be identified by the international TDD symbol (Fig 43(c)). In addition, if a facility has a public text telephone, directional signage indicating the location of the nearest text telephone shall be placed adjacent to all banks of telephones which do not contain a text telephone. Such directional signage shall include the international TDD symbol. If a facility has no banks of telephones, the directional signage shall be provided at the entrance (e.g., in a building directory).

(4) *Assistive Listening Systems.* In assembly areas where permanently installed assistive listening systems are required by 4.1.3(19)(b) the availability of such systems shall be identified with signage that includes the international symbol of access for hearing loss (Fig 43(d)).

**4.30.8\* Illumination Levels.** (Reserved).

**4.31 Telephones.**

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

**4.31.2 Clear Floor or Ground Space.** A clear floor or ground 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 (see Fig. 44). 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 ranges specified in 4.2.5 or 4.2.6.

**4.31.4 Protruding Objects.** Telephones shall comply with 4.4.

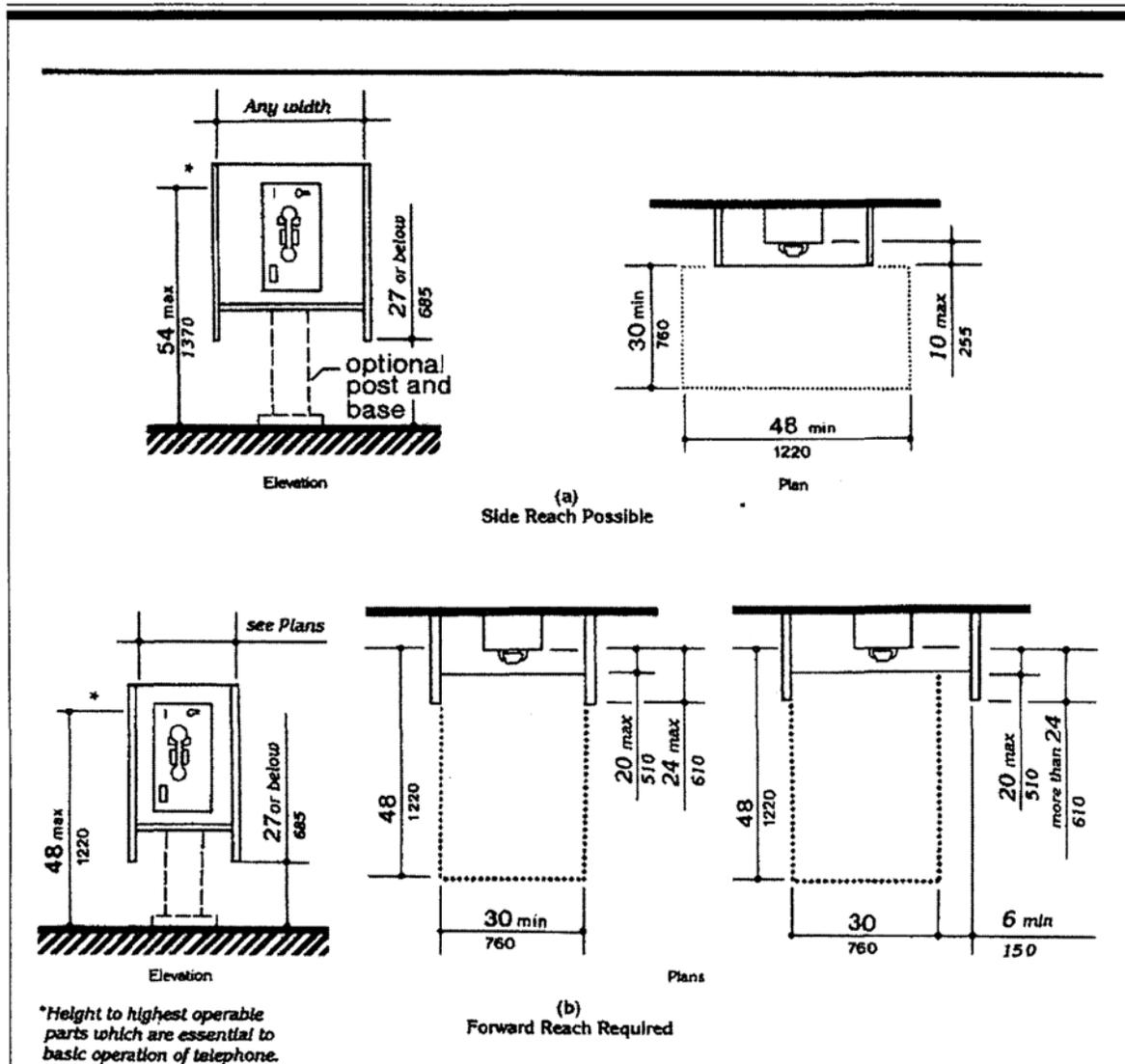


Fig. 44  
Mounting Heights and Clearances for Telephones

**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.

**4.32 Fixed or Built-in Seating and Tables**

**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 Required by 4.1.**

*(1) Text telephones 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 and the telephone receiver.*

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

*(3) Equivalent facilitation may be provided. For example, a portable text telephone 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 and the telephone receiver. Directional signage shall be provided and shall comply with 4.30.7.*

**4.32 Fixed or Built-in Seating and Tables.**

**4.32.1 Minimum Number.** Fixed or built-in seating or tables required to be accessible by 4.1 shall comply with 4.32.

**4.32.2 Seating.** If seating spaces for people in wheelchairs are provided at fixed tables or counters, clear floor space complying with 4.2.4 shall be provided. Such clear floor space shall

not overlap knee space by more than 19 in (485 mm) (see Fig. 45).

**4.32.3 Knee Clearances.** If seating for people in wheelchairs is provided at tables or counters, knee spaces at least 27 in (685 mm) high, 30 in (760 mm) wide, and 19 in (485 mm) deep shall be provided (see Fig. 45).

**4.32.4\* Height of Tables or Counters.** The tops of accessible tables and counters shall be from 28 in to 34 in (710 mm to 865 mm) above the finish floor or ground.

**4.33 Assembly Areas.**

**4.33.1 Minimum Number.** Assembly and associated areas required to be accessible by 4.1 shall comply with 4.33.

**4.33.2\* Size of Wheelchair Locations.** Each wheelchair location shall provide minimum clear ground or floor spaces as shown in Fig. 46.

**4.33.3\* Placement of Wheelchair Locations.** Wheelchair areas shall be an integral part of any fixed seating plan and shall be provided so as to provide people with physical disabilities a choice of admission prices and lines of sight comparable to those for members of the general public. They shall adjoin an accessible route that also serves as a means of egress in case of emergency. At least one companion fixed seat shall be provided next to each wheelchair seating area. When the seating capacity exceeds 300, wheelchair spaces shall be provided in more than one location. Readily removable seats may be installed in wheelchair spaces when the spaces are not required to accommodate wheelchair users.

*EXCEPTION: Accessible viewing positions may be clustered for bleachers, balconies, and other areas having sight lines that require slopes of greater than 5 percent. Equivalent accessible viewing positions may be located on levels having accessible egress.*

**4.33.4 Surfaces.** The ground or floor at wheelchair locations shall be level and shall comply with 4.5.

## TELEPHONES

Use with the Minimum Requirements Summary Sheets and ADAAG. Facility Name:  
 See Minimum Requirements Summary Sheets I and J for special requirements  
 and exceptions which may be allowed in alterations and historic  
 preservation. See also ADAAG 4.1.6 and 4.1.7. Telephone Location:

4.1.3(17)(a); 4.31.1 Telephones:

At each bank of public pay telephones, is there at least one telephone per  
 bank accessible to wheelchair users complying with 4.31.2 through 4.31.8  
 (See below)? If there is only one public pay telephone per floor, does it  
 comply with 4.31.2 through 4.31.8? Where two or more banks of public pay  
 telephones are provided on a floor, does at least one telephone per floor  
 provide for a forward reach complying with 4.2.5 (See below)? (For  
 exterior installations only, if dial tone first service is available, a  
 side reach telephone may be installed instead of a forward reach telephone.)

4.1.17(a); 4.31.2; 4.2.4 Clear Floor Space:

Does the accessible telephone have at least 30 by 48 inches clear floor  
 space that allows either a forward or parallel approach by wheelchair  
 users? (Where two or more banks of public telephones are provided on a  
 floor, at least one telephone per floor must allow a forward approach and  
 be mounted so the highest operable part is no higher than 48 inches.)

Accessible Route Is there an accessible route at least 36 inches wide  
 adjoining or overlapping the clear floor space? 4.31.3; 4.2.5

Forward Reach Telephone:

If the clear floor space allows only a forward approach, is the highest  
 operable part of the telephone no more than 48 inches from the floor?

4.31.3; 4.2.6 Side Reach Telephone:

If the clear floor space allows only a parallel approach, is the highest  
 operable part of the telephone no more than 54 inches from the floor? 4.31.7

Directories: Are telephone books also within these reach ranges? 4.31.6 Controls:

Does the telephone have pushbutton controls unless such service is unavailable?

4.31.8 Cord:

Is the cord from the telephone to the handset at least 29 inches long?

4.1.3(17)(b) Volume Controls Is each accessible telephone equipped with a  
 volume control? Are 25% of all other public telephones equipped with  
 volume controls and dispersed among all types of public telephones?  
 (Public telephones include public pay telephones and public closed-circuit  
 telephones.) 4.30.7(2) Signs:

Are volume controlled telephones identified by a sign showing a handset  
 with radiating sound waves? 4.31.5 Amplification:

Are volume controls capable of amplification between 12 dbA and 18 dbA  
 above normal? (If an automatic reset button is provided, the maximum of 18  
 dbA may be exceeded.) Hearing Aid Compatible:

Are telephones hearing aid compatible? 4.1.3(17)(c).

Text Telephones/ TDDs - General:

If there are 4 or more public pay telephones (with at least one in an interior location), is there at least one interior public text telephone?

Specific Facilities:

If an interior public pay telephone is provided in a stadium or arena, convention center, a hotel with a convention center, or a covered mall, is there at least one interior public text telephone in the facility?

Hospitals:  
If there is a public pay telephone in or adjacent to a hospital emergency room, a hospital recovery room, or a hospital waiting room, is there a

public text telephone in each such location? 4.31.9(3) Equivalent Facilitation:

If a required text telephone is not provided, is equivalent facilitation provided? (e.g., A portable text telephone 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 public pay telephone must have a shelf and outlet complying with 4.31.9(2) (see below) to accommodate a portable text telephone. In addition, if an acoustic coupler is used, the telephone handset cord must be sufficiently long so as to allow connection of the text telephone and the telephone receiver. Directional signage must be provided in compliance with 4.30.7.)  
(See below) 4.31.9 Mounting Location:

Is a required text telephone permanently mounted within, or adjacent to, the telephone enclosure?

Cord Length:  
If an acoustic coupler is used, is the telephone cord sufficiently long enough to allow connection of the text telephone to the telephone receiver?

4.30.7(3) TDD Symbol:

Are required text telephones identified by the international TDD symbol? 4.1.3(16); 4.30.1; 4.30.7 Directional Signs:

Is the directional signage complying with 4.30.2, 4.30.3, and 4.30.5 provided to indicate the location of the text telephone? (Use Form 19: Signage) Is the directional signage placed adjacent to all telephone banks which do not contain a text telephone? (If the facility does not have any telephone banks, the directional signage must be provided at the entrance (e.g., in a building directory.)) 4.1.3(17)(d); 4.31.9(2)

Text Telephone, Shelves & Outlets:

If there are 3 or more telephones in an interior bank of telephones, does at least one telephone have a shelf and electrical outlet for use with a portable text telephone? Is the shelf large enough to accommodate a text telephone and does it provide at least 6 inches of vertical clearance?

Is the telephone handset capable of being placed flush on the surface of the shelf? Is the directional signage placed adjacent to all telephone banks which do not contain a text telephone? (If the facility does not have any telephone banks, the directional signage must be provided at the entrance (e.g., in a building directory.)) 4.31.4; 4.4.1

Protruding Objects:  
If a wall-mounted telephone has leading edges between 27 and 80 inches from the floor, does it project less than 4 inches into the pathway? (Wall mounted telephones or their enclosures with leading edges at or below 27

inches may project any amount so long as the required clear width of an accessible route is not reduced.) If a telephone is mounted on a post with leading edges between 27 and 80 inches high, does it project less than 12 inches into a perpendicular route of travel? Is there an accessible route at least 36 inches wide alongside the telephone? SURVEY FORM 7: RAMPS Use

## ATTACHMENT THREE

### 4.8 Ramps.

4.8.1\* General. Any part of an accessible route with a slope greater than 1:20 shall be considered a ramp and shall comply with 4.8.

4.8.2\* Slope and Rise. The least possible slope shall be used for any ramp. The maximum slope of a ramp in new construction shall be 1:12. The maximum rise for any run shall be 30 in (760 mm) (see Fig. 16). Curb ramps and ramps to be constructed on existing sites or in existing buildings or facilities may have slopes and rises as allowed in 4.1.6(3)(a) if space limitations prohibit the use of a 1:12 slope or less.

4.8.3 Clear Width. The minimum clear width of a ramp shall be 36 in (915 mm).

4.8.4\* Landings. Ramps shall have level landings at bottom and top of each ramp and each ramp run. Landings shall have the following features:

- (1) The landing shall be at least as wide as the ramp run leading to it.
- (2) The landing length shall be a minimum of 60 in (1525 mm) clear.
- (3) If ramps change direction at landings, the minimum landing size shall be 60 in by 60 in (1525 mm by 1525 mm).
- (4) If a doorway is located at a landing, then the area in front of the doorway shall comply with 4.13.6.

4.8.5\* Handrails. If a ramp run has a rise greater than 6 in (150 mm) or a horizontal projection greater than 72 in (1830 mm), then it shall have handrails on both sides. Handrails are not required on curb ramps or adjacent to seating in assembly areas. Handrails shall comply with 4.26 and shall have the following features:

- (1) Handrails shall be provided along both sides of ramp segments. The inside handrail on switchback or dogleg ramps shall always be continuous.
- (2) If handrails are not continuous, they shall extend at least 12 in (305 mm) beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface (see Fig. 17).
- (3) The clear space between the handrail and the wall shall be 1 - 1/2 in (38 mm).
- (4) Gripping surfaces shall be continuous.
- (5) Top of handrail gripping surfaces shall be mounted between 34 in and 38 in (865 mm and 965 mm) above ramp surfaces.
- (6) Ends of handrails shall be either rounded or returned smoothly to floor, wall, or post.
- (7) Handrails shall not rotate within their fittings.

4.8.6 Cross Slope and Surfaces. The cross slope of ramp surfaces shall be no greater than 1:50. Ramp surfaces shall comply with 4.5.

4.8.7 Edge Protection. Ramps and landings with drop-offs shall have curbs, walls, railings, or projecting surfaces that prevent people from slipping off the ramp. Curbs shall be a minimum of 2 in (50 mm) high (see Fig. 17).

4.8.8 Outdoor Conditions. Outdoor ramps and their approaches shall be designed so that water will not accumulate on walking surfaces.