



SIGNS

1. Except building directories, menus, seat and row designations in assembly areas, occupant names, building addresses, and company names and logos, new or altered signs shall be provided in accordance with 11B-216 Signs and shall comply with 11B-703 Signs. The addition of or replacement of signs shall not trigger any additional path of travel requirements. **§11B-216.1**
2. Interior and exterior signs identifying permanent rooms and spaces shall comply with 11B-703.1 General, 11B-703.2 Raised Characters, 11B-703.3 Braille and 11B-703.5 Visual Characters. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 11B-703.6 Pictograms and shall have text descriptors complying with 11B-703.2 and 11B-703.5. **§11B-216.2 (See exception)**
3. Signs that provide direction to or information about interior and exterior spaces and facilities of the site shall comply with 11B-703.5 Visual Characters. **§11B-216.3**
4. Signs for means of egress shall comply with 11B-216.4 Means of Egress:
 - a. Signs required by Section 1013.4 at doors to exit passageways, exit discharge, and exit stairways shall be identified by tactile signs complying with 11B-703.1 General, 11B-703.2 Raised Characters, 11B-703.3 Braille and 11B-703.5 Visual Characters. **§11B-216.4.1**
 - b. Signs required by Section 1009.11 to provide instructions in areas of refuge shall comply with 11B-703.5 Visual Characters. Signs required by Section 1009.9 at doors to areas of refuge and exterior areas for assisted rescue shall comply with 11B-703.1 General, 11B-703.2 Raised Characters, 11B-703.3 Braille and 11B-703.5 Visual Characters and include an International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA. **§11B-216.4.2**
 - c. Signs required by Section 1009.10 to provide directions to accessible means of egress shall comply with 11B-703.5 Visual Characters. **§11B-216.4.3**
 - d. Signs required by Section 1010.1.9.7, item 6.4 at doors with delayed egress locks shall comply with 11B-703.1 General, 11B-703.2 Raised Characters, 11B-703.3 Braille and 11B-703.5 Visual Characters. **§11B-216.4.4**
5. Signs within parking facilities shall comply with Section 11B-216.5.2. **§11B-216.5**
6. In existing buildings and facilities where not all entrances comply with 11B-404 Doors, Doorways, and Gates, compliant entrances shall be identified by the International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA. Directional signs complying with 11B-703.5 Visual Characters that indicate the location of the nearest entrance complying with 11B-404 shall be provided at entrances that do not comply with 11B-404 Doors, Doorways, and Gates. Directional signs complying with 11B-703.5 Visual Characters, including the ISA complying with 11B-703.7.2.1 ISA, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. **§11B-216.6**
7. Where existing elevators do not comply with 11B-407 Elevators, compliant elevators shall be clearly identified with the International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA. Existing buildings that have been remodeled to provide specific elevators for public use that comply with these building standards shall have the location of and the directions to these elevators posted in the building lobby on a sign complying with 11B-703.5 Visual Characters, including the ISA complying with 11B-703.7.2.1 ISA. **§11B-216.7**
8. Entrances to toilet rooms and bathing rooms complying with 11B-603 Toilet and Bathing Rooms shall be identified by a geometric symbol complying with 11B-703.7.2.6 Toilet and Bathing Room Geometric Symbols. Where existing toilet rooms or bathing rooms do not comply with 11B-603 Toilet and Bathing Rooms, directional signs indicating the location of the nearest compliant toilet room or bathing room within the facility shall be provided. Signs shall comply with 11B-703.5 Visual Characters and shall include the International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA. **§11B-216.8**
9. Where existing toilet rooms or bathing rooms do not comply with 11B-603 Toilet and Bathing Rooms, the toilet rooms or bathing rooms complying with Section 11B-603, shall be identified by the International Symbol of Accessibility complying with Section 11B-703.7.2.1 ISA. **11B-216.8**



10. Where clustered single user toilet rooms or bathing facilities are permitted to use exceptions to 11B-213.2 Toilet and Bathing Rooms, toilet rooms or bathing facilities complying with 11B-603 Toilet and Bathing Rooms shall be identified by the International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA unless all toilet rooms and bathing facilities comply with 11B-603 Toilet and Bathing Rooms. **§11B-216.8**
11. Existing buildings that have been remodeled to provide specific toilet rooms or bathing rooms for public use that comply with these building standards shall have the location of and the directions to these rooms posted in or near the building lobby or entrance on a sign complying with 11B-703.5 Visual Characters, including the International Symbol of Accessibility (ISA) complying with 11B-703.7.2.1 ISA. **§11B-216.8**
12. Identification and directional signs for public TTYs shall be provided in accordance with 11B-216.9 TTYs. **§11B-216.9**
 - a. Public TTYs shall be identified by the International Symbol of TTY complying with 11B-703.7.2.2 International Symbol of TTY. **§11B-216.9.1**
 - b. 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. If a facility has no banks of telephones, the directional signs shall be provided at the entrance or in a building directory. Directional signs shall comply with 11B-703.5 and shall include the International Symbol of TTY complying with 11B-703.7.2.2. **§11B-216.9.2**
13. Each assembly area required by 11B-219 Assistive Listening Systems to provide assistive listening systems shall provide signs informing patrons of the availability of the assistive listening system. The sign shall include wording that states “Assistive-Listening System Available” and shall be posted in a prominent place at or near the assembly area entrance. Assistive listening signs shall comply with 11B-703.5 Visual Characters and shall include the International Symbol of Access for Hearing Loss complying with 11B-703.7.2.4 Assistive Listening Systems. **§11B-216.10 (See exception)**
14. Where more than one check-out aisle is provided, check-out aisles complying with 11B-904.3 Check-Out Aisles shall be identified by a sign complying with 11B-904.3.4 Identification Sign. Where check-out aisles are identified by numbers, letters, or functions, signs identifying check-out aisles complying with 11B-904.3 Check-Out Aisles shall be located in the same location as the check-out aisle identification. **§11B-216.11 (See exception)**
15. 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. Signs shall comply with 11B-703.5 Visual Characters and shall include the International Symbol of Accessibility complying with 11B-703.7.2.1 ISA. **§11B-216.12**
16. Where provided in transportation facilities, variable message signs conveying transportation related information shall comply with Section 11B-703.8. Where provided in buildings that are designed as emergency shelters, variable message signs conveying emergency related information shall comply with Section 11B-703.8. **§11B-216.13**
17. Signs shall comply with 11B-703 Signs. 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**
 - a. Signs as specified in Section 11B-703 Signs, 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 11B-703.1.1.1 Plan Review and 11B-703.1.1.2 Inspection. **§11B-703.1.1**
 - b. Plans, specifications or other information indicating compliance with these regulations shall be submitted to the enforcing agency for review and approval. **§11B-703.1.1.1**
 - c. 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-703.1.1.2**

18. Raised characters shall comply with 11B-703.2 Raised Characters and shall be duplicated in Braille complying with 11B-703.3 Braille. Raised characters shall be installed in accordance with 11B-703.4 Installation Height and Location. **§11B-703.2**
 - a. Raised characters shall be 1/32 inch minimum above their background. **§11B-703.2.1**
 - b. Characters shall be uppercase. **§11B-703.2.2**
 - c. Characters shall be sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms. **§11B-703.2.3**
 - d. Characters shall be selected from fonts where the width of the uppercase letter “O” is 60 percent minimum and 110 percent maximum of the height of the uppercase letter “I”. **§11B-703.2.4**
 - e. Character height measured vertically from the baseline of the character shall be 5/8 inch minimum and 2 inches maximum based on the height of the uppercase letter “I”. **§11B-703.2.5**
 - f. Stroke thickness of the uppercase letter “I” shall be 15 percent maximum of the height of the character. **§11B-703.2.6**
 - g. 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 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 minimum and 4 times the raised character stroke width maximum at the base of the cross sections, and 1/8 inch 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 minimum. **§11B-703.2.7**
 - h. 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-703.2.8**
 - i. Text shall be in a horizontal format. **§11B-703.2.9**
19. Braille shall be contracted (Grade 2) and shall comply with 11B-703.3 Braille and 11B-703.4 Installation Height and Location. **§11B-703.3**
 - a. 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. **§11B-703.3.1**
 - b. Braille shall be positioned below the corresponding text in a horizontal format, flush left or centered. If text is multi-lined, Braille shall be placed below the entire text. Braille shall be separated 3/8 inch minimum and 1/2 inch maximum from any other tactile characters and 3/8 inch minimum from raised borders and decorative elements. **§11B-703.3.2 (See exception)**
20. Signs with tactile characters shall comply with 11B-703.4 Installation Height and Location. **§11B-703.4**
 - a. Tactile characters on signs shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character Braille cells and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character line of raised characters. **§11B-703.4.1 (See exception)**

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 minimum by 18 inches 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 provided, signs identifying permanent rooms and spaces shall be located at the entrance to, and outside of the room or space. Where provided, signs identifying exits shall be located at the exit door when approached in the direction of egress travel. **§11B-703.4.2 (with exception)**

21. Visual characters shall comply with the following, except where visual characters comply with 11B-703.2 Raised Characters and are accompanied by Braille complying with 11B-703.3 Braille, they shall not be required to comply with 11B-703.5.2 through 11B-703.5.6, 11B-703.5.8 and 11B-703.5.9:
- a. 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-703.5.1**
 - b. Characters shall be uppercase or lowercase or a combination of both. **§11B-703.5.2**
 - c. Characters shall be conventional in form. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms. **§11B-703.5.3**
 - d. Characters shall be selected from fonts where the width of the uppercase letter “O” is 60 percent minimum and 110 percent maximum of the height of the uppercase letter “I”. **§11B-703.5.4**
 - e. 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”. **§11B-703.5.5 (See exception)**
 - f. Visual characters shall be 40 inches minimum above the finish floor or ground. **§11B-703.5.6 (See exceptions)**
 - g. Stroke thickness of the uppercase letter “I” shall be 10 percent minimum and 20 percent maximum of the height of the character. **§11B-703.5.7**
 - h. 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-703.5.8**
 - i. 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-703.5.9**
 - j. Text shall be in a horizontal format. **§11B-703.5.10**
22. Pictograms shall comply with the following:
- a. Pictograms shall have a field height of 6 inches minimum. Characters and Braille shall not be located in the pictogram field. **§11B-703.6.1**
 - b. 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-703.6.2**
 - c. Pictograms shall have text descriptors located directly below the pictogram field. Text descriptors shall comply with 11B-703.2 Raised Characters, 11B-703.3 Braille and 11B-703.4 Installation Height and Location. **§11B-703.6.3**
23. 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-703.7.1**
24. Symbols shall comply with the following:
- a. The International Symbol of Accessibility shall comply with Figure 11B-703.7.2.1 ISA. The symbol shall consist of a white figure on a blue background. The color blue shall approximate FS 15090 in Federal Standard 595C. **§11B-703.7.2.1 (See exceptions)**
 - 1. The appropriate enforcement agency may approve other colors provided the symbol contrast is light on dark or dark on light.



2. On the accessibility function button on hall call consoles in a destination-oriented elevator system the International Symbol of Accessibility shall be a white symbol on a black background.
- b. The International Symbol of TTY shall comply with Figure 11B-703.7.2.2.
- c. 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.
- d. Assistive listening systems shall be identified by the International Symbol of Access for Hearing Loss complying with Figure 11B-703.7.2.4.
- e. 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.
- f. Doorways leading to toilet rooms and bathing rooms shall be identified by a geometric symbol complying with 11B-703.7.2.6 Toilet and Bathing Facilities Geometric Symbols. The symbol shall be mounted at 58 inches minimum and 60 inches maximum above the finish floor or ground surface measured from the centerline of the symbol. Where a door is provided the symbol shall be mounted within 1 inch of the vertical centerline of the door. **§11B-703.7.2.6 (See exception)**
- g. Men's toilet and bathing facilities. A triangle symbol shall be located at entrances to men's toilet and bathing facilities. The triangle symbol shall be an equilateral triangle 1/4 inch (6.4 mm) thick with edges 12 inches (305 mm) long and a vertex pointing upward, The color of the triangle symbol shall contrast with the color of the door or surface on which the triangle symbol is mounted, either light on a dark background or dark on a light background. **§11B-703.7.2.6.1**
- h. Women's toilet and bathing facilities. A circle symbol shall be located at entrances to woman's toilet and bathing facilities. The circle symbol shall be 1/4 inch (6.4 mm) thick and 12 inches (305 mm) in diameter. The color of the circle symbol shall contrast with the color of the door or surface on which the circle symbol is mounted, either light on a dark background or dark on a light background. **§11B-703.7.2.6.2**
- i. Unisex toilet and bathing facilities. A combined circle and triangle symbol shall be located at entrances to unisex toilet and bathing facilities. The combined circle and triangle symbol shall consist of a circle symbol 1/4 inch (6.4 mm) thick and 12 inches (305 mm) in diameter with a 1/4 inch (6.4 mm) thick equilateral triangle symbol superimposed on and geometrically inscribed within the 12-inch (305 mm) diameter of the circle symbol. The vertices of the triangle symbol shall be located 1/4 inch (6.4 mm) maximum from the edge of the circle symbol with a vertex pointing upward. The color of the triangle symbol shall contrast with the color of the circle symbol, either light on a dark background or dark on a light background. The color of the circle symbol shall contrast with the color of the door or surface on which the combined circle and triangle symbol is mounted, either light on a dark background or dark on a light background. **§11B-703.7.2.6.3**
- j. Edges of signs shall be rounded, chamfered or eased. Corners of signs shall have a minimum radius of 1/8 inch. **§11B-703.7.2.6.4**
- k. Pole-supported pedestrian traffic-control buttons shall be identified with color coding consisting of a textured horizontal yellow band 2 inches in width encircling the pole, and a 1-inch-wide dark border band above and below this yellow band. Color coding shall be placed immediately above the control button. Control buttons shall be located no higher than 48 inches above the ground surface adjacent to the pole. **§11B-703.7.2**

