



Sunnyvale Department of Public Safety



FIRE PREVENTION UNIT

AREA OF REFUGE Call Box Requirements

1002 CFC. Area of Refuge. An area where persons unable to use stairways can remain temporarily to await instructions or assistance during emergency evacuation.

1007.6.3 CFC. Two-way communication. Areas of refuge shall be provided with a two-way communication system between the area of refuge and a central control point. If the central control point is not constantly attended, the area of refuge shall also have controlled access to a public telephone system. Location of the central control point shall be approved by the fire department. The two-way communication system shall include both audible and visible signals.

Design Options – Central Control Point (1 of 3 options):

1. Central Control Point – staffed and monitored 24 hours per day/7 days per week
 - a. Onsite within the building or complex.
 - b. Phone Lines
 - Call boxes in different areas of a building (i.e. opposite ends) shall have a separate phone line or method for calling the central control point. The operation of one call box shall not prevent a separate and simultaneous use of another call box.
 - Call boxes located on separate floors within the same stair shaft/area of refuge (one above another) are not required to have separate phone lines; however, independent operation of each call box is preferred as described above.
2. Public Safety Answering Point (PSAP) – Sunnyvale 911
 - a. Emergency call boxes shall dial directly to the Sunnyvale PSAP (9-1-1)
 - b. Phone Lines
 - Call boxes in different areas of a building (i.e. opposite ends) shall have a separate phone line or method for calling the PSAP. The operation of one call box shall not prevent a separate and simultaneous use of another call box.
 - Call boxes located on separate floors within the same stair shaft/area of refuge (one above another) are not required to have separate phone lines; however, independent operation of each call box is preferred as described above.

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3. Central Control Point/Command Unit Located in Fire Command Center
 - a. Area of refuge call boxes shall be tied to a command unit located in the Fire Command Center.
 - b. The command unit shall identify every call box location.
 - c. The command unit shall automatically forward the call to an offsite central control point that is staffed and monitored 24 hours per day/7 days per week.
 - d. Phone Lines - Each command unit shall have a primary and a backup phone line (if the command unit will accept a second line).

Design Options – Visible Signals:

1. Call box may have integrated lights that illuminate when a call is made -or-
2. Call box may have external light(s) that illuminate when a call is made.

Design Options – Audible Signals:

1. Call box may have an audible dialing tone when a call is made -or-
2. Call box may have another audible signal (as approved) when a call is made.

Call box Markings:

- Address
- Level/floor
- Call box number or name (if appropriate)
- Written instructions
- Other pertinent information as required

Automatic locating information (for 911 or Central Control Point):

- Information to be displayed on the ALI:
 - Address
 - Facility name
 - Level/floor (if appropriate)
 - Call box number or name (if appropriate)
 - Specific call box location – i.e. “2nd floor northeast stairs area of refuge”.