



Date Created: June 12, 2023

SUBJECT: 2-WAY VIDEO, VOICE, AND TEXT COMMUNICATION

Summary: Under 2019 code, the elevator needs to have a 2-way video, voice, and text communication device. If the elevator is over 60ft of rise, then the building needs to have a means for the emergency personnel to access the video and look inside the elevator cab.

2019 California Building Code, Chapter 30

3001.2 Emergency elevator communication systems for the deaf, hard of hearing and speech impaired. An emergency two-way communication system shall be provided that:

1. Is a visual and text-based and a video-based 24/7 live interactive system.
2. Is fully accessible by the deaf, hard of hearing and speech impaired, and shall include voice-only options for hearing individuals.
3. Has the ability to communicate with emergency personnel utilizing existing video conferencing technology, chat/text software or other approved technology.

ASME A17.1, 2019

2.27.1 Car Emergency Signaling Devices

2.27.1.1.3

(d) On the same panel as the phone push button, messages shall be displayed that permit authorized personnel to communicate with and obtain responses from a trapped passenger(s), including a passenger(s) who cannot verbally communicate or hear.

(e) On the same panel as the phone push button, a message shall be displayed that is activated by the authorized personnel to indicate when help is on the way. The message shall continue to be displayed until a new message is displayed [see 2.27.1.1.4(c)] or the communications are terminated.

(k) A means to display video to observe passengers at any location on the car floor, to authorized personnel for entrapment assessment, shall be provided.

2.27.1.1.4 Where the elevator rise is 18 m (60 ft) or more, a communications means within the building accessible to emergency personnel shall be provided and shall comply with the following requirements:

(a) The means shall enable emergency personnel within the building to establish communications to each car individually. The communications shall be established without any intentional delay

and shall not require intervention by a person within the car. The means shall override voice communications to outside of the building.

- (b) The communications, once established, shall be disconnected only when emergency personnel terminate the call or a timed termination occurs. A timed termination by the communications means in the elevator, with the ability to extend the call by emergency personnel, is permitted if voice notification is sent by the communications means to emergency personnel a minimum of 3 min after communication has been established. Upon notification, emergency personnel shall have the ability to extend the call; automatic disconnection shall be permitted if the means to extend are not enacted within 20 s of the voice notification.
- (c) Once the communications have been established, a message shall be displayed on the same panel as the phone push button, that is activated by emergency personnel to indicate that help is on-site. The message shall be permitted to be extinguished where necessary to display a new message [see (e)] or when the communications are terminated.
- (d) Operating instructions shall be incorporated with or adjacent to the communications means outside the car. Instructions shall conform to 2.27.7.3.
- (e) On the same panel as the phone push button, messages shall be displayed that permit emergency personnel to communicate with and obtain responses from a trapped passenger, including a passenger who cannot verbally communicate or hear.
- (f) A means to display video to observe passengers at any location on the car floor, to emergency personnel for entrapment assessment, shall be provided.

2.27.1.1.5 If the communications means is connected to the normal building power, it shall automatically transfer to an auxiliary power supply as required by the applicable building code or, where applicable, NFPA 99, after the normal building power fails. This power source(s) shall be capable of providing for the means of communication (see 2.27.1.1.3 and 2.27.1.1.4) for at least 4 h and the audible signaling device (see 2.27.1.2) for at least 1 h.