TO: Colleen Fee, Manager, Information Access

FROM: Kyle Monda, Fleet & Facility Wayfinding Planner

DATE: September 9, 2025

SUBJECT: FOI Request 2025/329 (Individual)

In response to the above request, attached is Version 1.9 of the TransLink Wayfinding Standards Manual.

TransLink
Wayfinding Standards Manual
Version 1.9
6 August 2010

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Wayfinding Standards Manual
Version 1.9
6 August 2010

AIG

Produced by
Applied Information Group
for TransLink

TRANSLINK

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3.0 Planning Standards

The Planning Standards guide the placement of information to support people's journeys on the TransLink transit network. This section details primary journey planning information. Emergency signage and regulatory signage is not included, except to illustrate a scenario.

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1.0 Introduction

This section details the purpose of this document and who it should be used by.

It also explains the principled approach that underpins all parts of the project. These guiding principles are at the heart of the system and affect every part of it.

1.1 About this Document

1.1.1 Purpose of this document

This document sets out the principles, guidelines and specifications for implementing a comprehensive wayfinding system for transit within Metro Vancouver. The document is intended as a tool for the planning and design of wayfinding information across the transit network. It provides the basis for undertaking specific projects as part of a growing and coordinated approach towards transit information.

These guidelines and standards represent the work done to date in the development of new wayfinding information. They are transitional and, therefore, as they are implemented further evaluation will be undertaken that will refine and improve the quality and approach to transit information.

Through the process of implementation, the standards will be reviewed and refined to ensure that they are comprehensive, robust and long-lasting.

While this document includes guidelines and standards for the majority of wayfinding elements for transit, there are a number of components not covered by the document that require more research and design development, and which are essential to providing integrated, multi-modal wayfinding across the transportation network. These include wayfinding for local areas, cyclists and the Major Road Network, each of which will be incorporated into additional volumes as they are developed and refined.

The document is intended as tool for the planning and design of wayfinding information across the transit network, with an emphasis on rail rapid transit stations, bus exchanges, and bus stops.

This first version of the Wayfinding Standards (Version 1.5) will evolve and grow with each implemented project.

1.1.2 Document structure

The document is structured in a format that reinforces the recommended approach to the development and design of wayfinding information. Principles are identified, information planned and applications are developed based on a set of rigid rules and interpretable guidelines.

1.0 Introduction

2.0 Principles
The identification of principles that guide all elements of the systems. Additional principles relating to specific parts of the system are also explained.

3.0 Planning methodology
An illustrated explanation of the approach to planning, showing both the placement and content required in a comprehensive wayfinding system.

4.0 Visual elements
The visual elements required are detailed and explained. These items are unchangeable and shall be used as directed.

5.0 Graphic rules
Precise rules showing how the wayfinding information will be designed. With more complicated elements flexible guidelines are explained to allow for a degree of interpretation in design where appropriate.

6.0 Product specification
Based on the items that were developed for the prototype stations and the items that were implemented in the Canada Line Bus Exchanges and Priority Olympic Stations, details of material and constructions are documented.

7.0 Glossary

Appendices
In addition to the main Wayfinding Standards document a separate appendices document includes naming suggestions, design drawings and installation photos.

1.1.3 How to use this document

This document is intended as a set of principles, guidelines and specifications, based on work undertaken to date. It describes the wayfinding thinking, the systems that run it and the methods used to develop a comprehensive wayfinding system. It is a technical document for use in the next phase of the process: development of an initial roll-out program.

Though detailed, this document is not intended as a comprehensive manual. Reference should be made to relevant internal procedures and TransLink Corporate Standards for interpretations not found here. Further detail for the Product Specification section is outlined in the Product Specification appendix accompanying this document, which contains 'as built' drawings of existing products.

This document is intended to be used in the sequence of the sections presented. This is necessary to ensure that the implementation of the system be carried out in as logical and effective a way possible from first concepts to final installation.

1.1.4 Who should use this document

The document should be used as a constant reference for anyone considering customer information or circulation in transit facilities, whether specifically for wayfinding or not. It is intended that these Standards have a broad and growing influence on the physical and applied information environment.

The document is intended for professionals in transport planning, wayfinding and information design who will be familiar with the terms and concepts used in this document, as applied to their area of expertise.

Different sections will have greater and lesser relevance to the various professionals identified above, but the Standards should be considered as one single document with each section having a bearing on all others.

2.0 Principles

A principled approach to wayfinding provides a clear structure to assist decision making while developing wayfinding information. It ensures a consistent approach both within TransLink and across the transit network.

2.1 Wayfinding Principles

The Wayfinding Standards have been formulated from a core set of design principles. These have been developed in order to give a fundamentally consistent approach to all outcomes.

The principles identified below are general themes that shall inform the approach to developing and providing wayfinding information.

As design principles they do not directly apply to other parts of the process, such as implementation, which will have their own principles identified in the appropriate documentation.

Categorizing principles
The wayfinding principles will affect different parts of the information system in different ways.

Three broad categories help to explain the purpose of each principle:

Encouraging multi-modal journeys
- 1. Provide seamless information
- 2. Understand complex journeys
- 3. Be predictable

Being consistent with information
- 4. Name the places
- 5. Utilize consistent codes
- 6. Progressively disclose information

Delivering usable, suitable and manageable information
- 7. Don't make the rider think
- 8. Provide just the right amount of information
- 9. Ensure information has integrity
- 10. Help the rider to learn
- 11. Use an appropriate tone of voice

2.1.1 Provide seamless information

Wayfinding information should be seamless to help riders to move between different locations, using modes of transit in one continuous journey.

A typical journey may encompass several types of infrastructure. However, the information should always be delivered in a consistent manner. Seamless information helps riders to see the transit network as one cohesive system and so encourages multi-modal journeys.

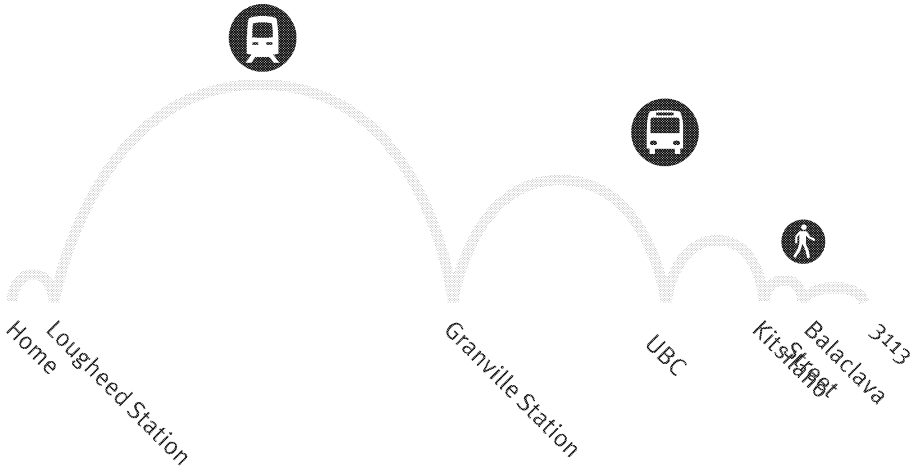
The seamless journey

2.1.2 See complex journeys as a series of stages

Locals, visitors and tourists use different mental methods to navigate at different times. A set of stages or 'stepping stones', simple codes or recognizable constructs are needed to assist with memory and provide a connection for the rider.

These stepping stones need to be based in reality, to fit with the traveller's mental picture of the journey and be reinforced wherever possible.

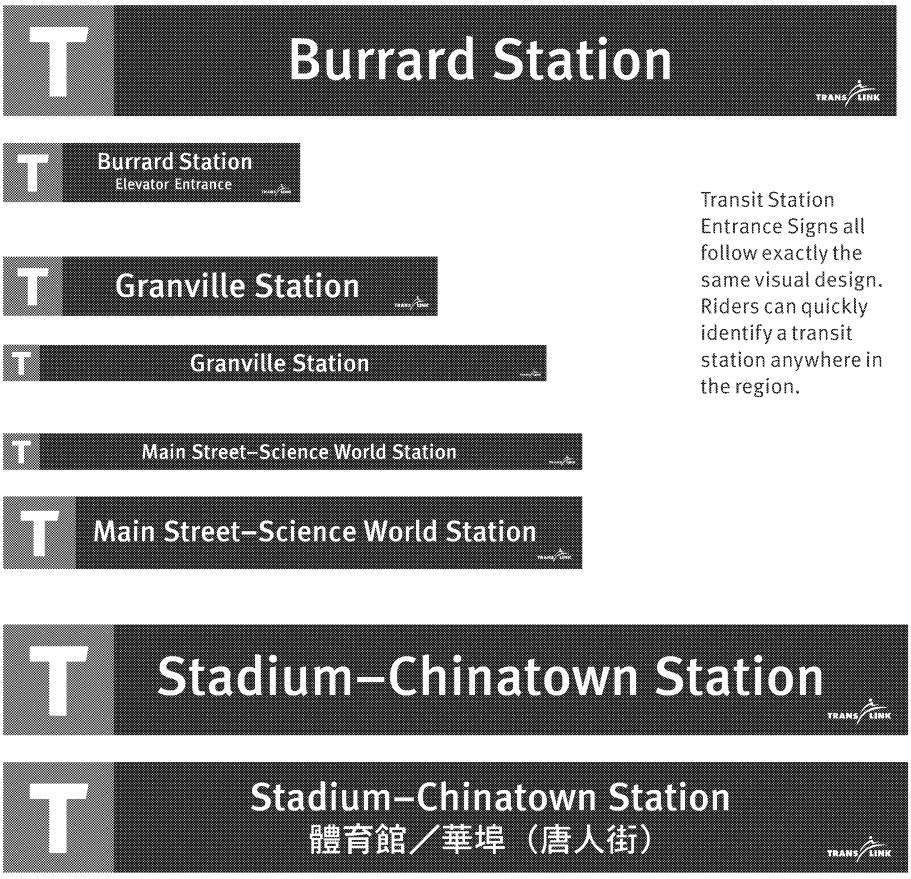
Stepping stones allow for complex journeys to be described in stages. For example: "Drive down to Lougheed Station, catch the SkyTrain to Granville Station and then get a number 33 Bus. It's just outside, the bus goes all the way to UBC, but jump off at Kitsilano, there's a stop at Balaclava Street, we are just up from there – number 3113."



2.1.3 Be predictable

When information is predictable it can be quickly sought, recognized, understood and used. Predictability can relate to all facets of wayfinding information, from sign placement to the layout of a poster.

Predictability also means that understanding can be extrapolated to previously unexperienced environments. Once riders have confidence that they will encounter consistent and predictable information journeys can be made more easily.



Transit Station Entrance Signs all follow exactly the same visual design. Riders can quickly identify a transit station anywhere in the region.

2.1.4 Name the places

Wayfinding information relies on consistent, logical and usable addressing.

Addressing calls for a hierarchical structure of names that are as distinct and straightforward as possible.

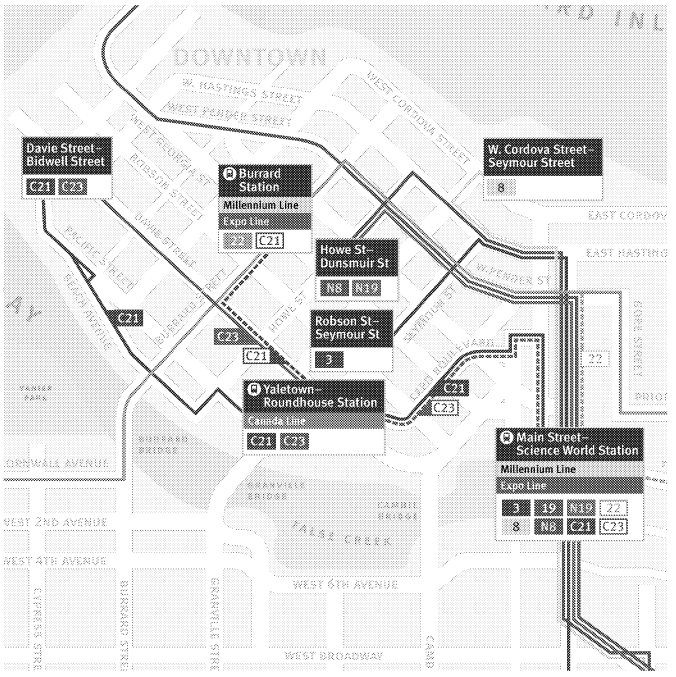
If names are used consistently and referenced properly they allow for the communication of complicated journeys. They also help build knowledge of an area and its relation to others.

Station names will appear in many formats and so consistency is of paramount importance.

2.1.5 Utilize consistent codes

Effective codification allows complexity to be communicated quickly with shorthand information. Codes that are too similar cause confusion as it becomes difficult to decode the shorthand.

Codes are essential in transit wayfinding due to the huge amount of information to be communicated. They are also very effective at linking information across different mediums and different environments.

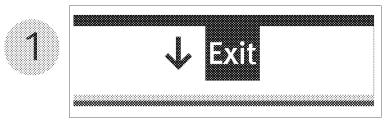


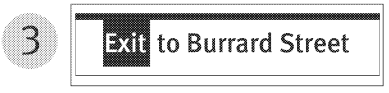
Bus maps are one of the most complicated pieces of information on the transit network. Here the use of colour codes, name codes and visual codes help structure information so that it can be easily understood.

2.1.6 Progressively disclose information

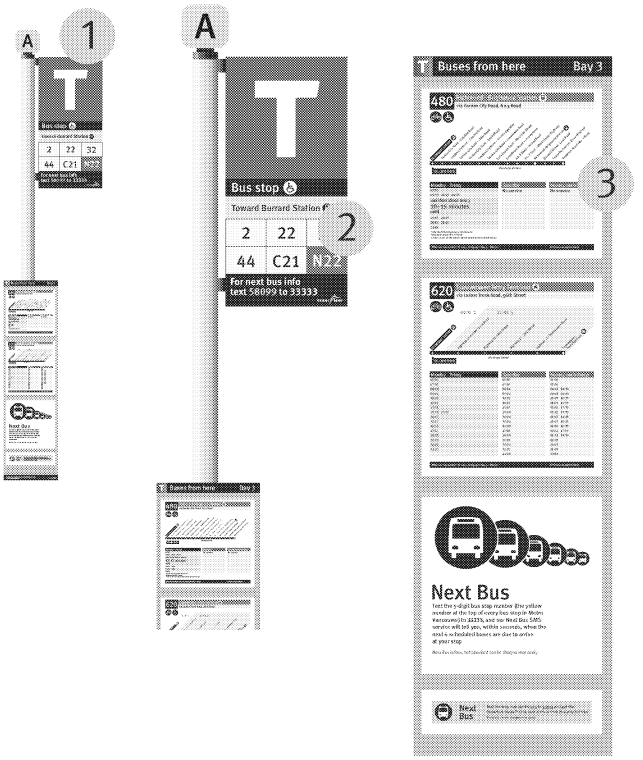
All journeys on the transit network can be described in stages and the delivery of information shall relate logically to these stages and prioritize what is most pertinent.

It is important to provide information in manageable amounts when wayfinding. Too much information can be difficult to understand; too little and decision making becomes impossible.





Progressive disclosure for exit signs in transit Facilities.

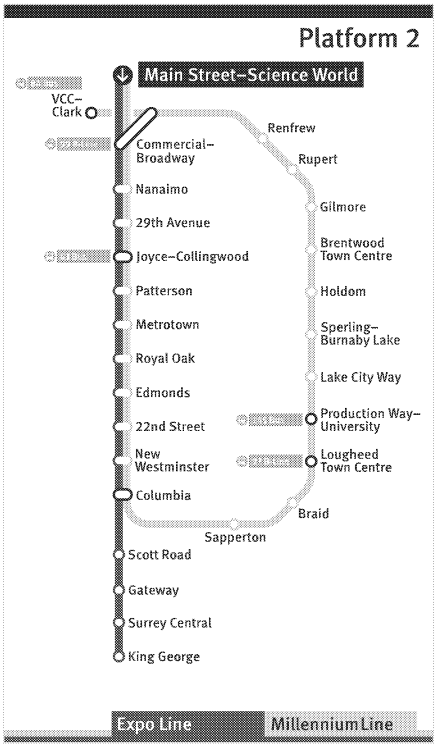


Progressive disclosure at the bus stop:
1. Identify a bus stop
2. Confirm the bus number
3. Confirm the bus direction
4. Identify the departure time

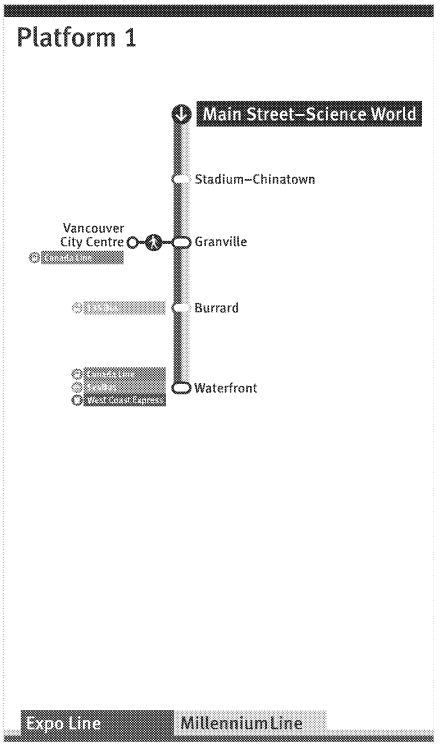
2.1.7 Don't make the rider think

Information should be structured and presented to the rider in as clear and logical form as possible. During a journey a rider will have to quickly make decisions; too much information means more time taken to understand and use.

Badly designed, structured or located information forces the rider to spend more time wayfinding. The longer a rider is forced to try to understand information, the more likely it is that it will not be used.



Line Diagrams always have the current location at the top of the diagram.

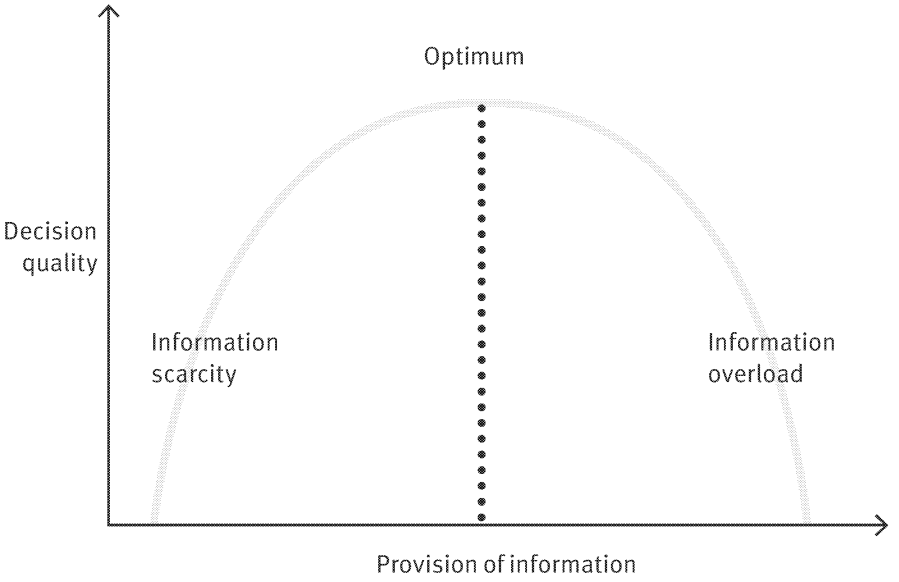


They also simplify information by only showing the next available stops from each platform.

2.1.8 Provide just the right amount of information

In order to maximize the effectiveness of communication, information will be as efficient as possible. The rider's needs must be understood for the various stages of a journey in order to balance the amount of information provided.

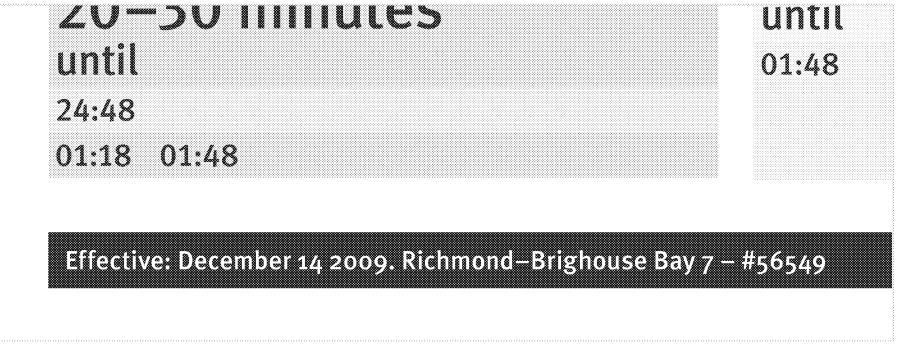
The levels of information should be based on what the rider will need most at a given moment within a journey.



2.1.9 Ensure information has integrity

Information should have integrity so that it is trusted – and therefore used – by riders. Information that lacks integrity can affect the perception of all information in an environment.

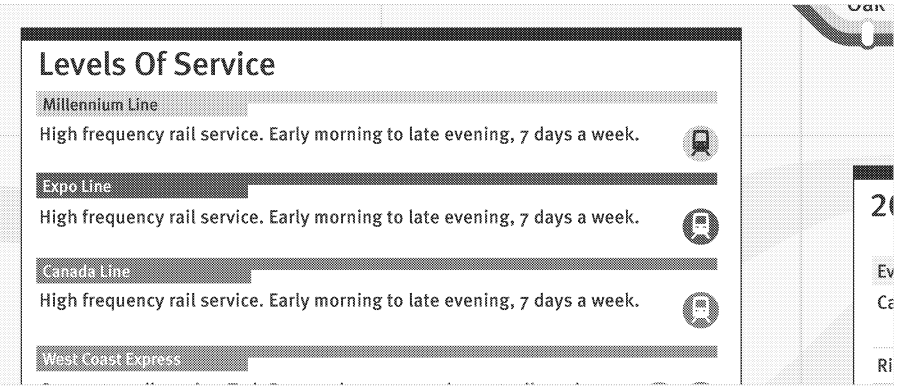
Integrity of information is closely related to maintenance. If information is not maintained successfully it can quickly become inaccurate and misleading.



2.1.10 Help riders to learn

When a rider experiences new information there will be a period of learning before it can be used fully. Information should take this into consideration and seek to help newcomers to the transit network.

Providing comprehensive information also allows rider to understand more fully the transit network and make informed decisions about the journeys that they are making.



2.1.11 Use an appropriate tone of voice

In complicated information environments there will be many things to communicate to a rider. Using an appropriate tone of voice will help the rider to understand the relative importance of different pieces of information.

An appropriate tone of voice can emphasize regulatory notices or encourage the use of informatory signs.

2.2 Inclusivity Principles

In all applications an approach that incorporates an appreciation of making design as accessible or inclusive as possible must be used.

2.2.1 Provide appropriate information

Information can be communicated in a variety of forms, utilizing different sources, diverse technologies and methods of presentation.

The first step in any design should be to consider what is the best way to transmit the given information. Often the mode of communication is affected by the constraints of practicality. Alternative scenarios might include using a screen-based map instead of an on-street paper format; using a list of directions instead of a map; or using a sign that displays a lot of information instead of several signs that present a small amount.

The demands of inclusive design dictate that the content of the design be displayed in as accessible a form as possible, be it through different mediums, design modes or access points. It should be available to those with colour deficiencies as well as good sight, cognitive deficiencies as well as good cognitive abilities, and physical disabilities as well as good mobility.

2.2.2 Present information clearly

In order to make a design accessible to a wide range of people the structure of the sign, map, diagram or document must be immediately apparent and its information easily accessible.

Making the structure of content as clear as possible is not always a straightforward process, though efforts must always be made to achieve that goal. As well as benefiting users with no apparent deficiencies, it will benefit those with any vision, language or cognitive difficulties.

Information shall be clearly presented by firstly collating it into related constituent parts, with a layout created that reflects the relationship of these different parts. Secondly, a hierarchy of information can be imposed. This often involves making the most important and immediate information most prominent.

2.2.3 Improve accessibility

There are a number of possible ways that designs can be improved on a detail level to optimize their inclusivity. They take the form of best practice style guidance rather than definitive or prohibitive strictures.

- Reasonable efforts should be taken to make type large enough to be read by users with vision deficiencies at a range of distances. Though, for reasons of practicality, not all type can be made large enough for everyone, the majority of users should be catered for.
- Colour should be as high contrast as is possible within a meaningful hierarchy, in order that it provides optimum level legibility and distinctiveness between different design elements.
- Colours used should be effective for users with colour vision deficiencies, as well as those with good vision. Software is available to simulate the effects of colour vision deficiencies (www.vischeck.com provides one reliable example).
- Information should be accessible to those who have any difficulty with language, whether because of learning difficulties or not speaking English as a first language. Mitigating steps that will be taken into account are the use of icons, consistent use of naming and language, colour coding and other aspects of intuitive design not based on textual language.

2.2.4 Respect the rider

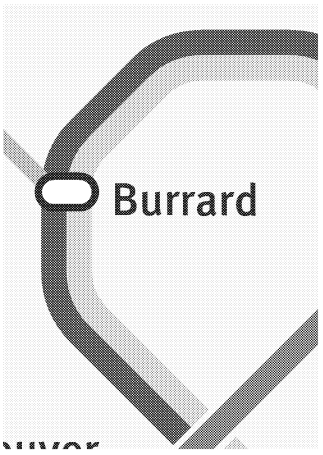
When considering inclusivity it is important to remember that a range of factors should be designed for. These go beyond the immediately obvious and include:

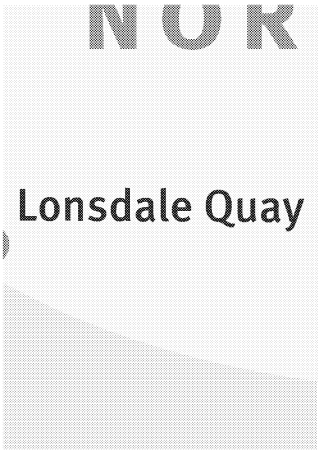
- Cultural differences
- Language differences
- Cognitive impairments
- Visual impairments
- Mobility impairments

2.3 Naming Principles

The naming principles apply equally to all modes and facility types: to stations, exchanges and stops.

There are four core principles to all naming in wayfinding information. Names should be simple, logical, durable and self-locating.





2.3.1 Simple

Names should be simple. Simple names are more memorable than complex names and avoid confusion and ambiguity. Simple names tend to be used in everyday conversation or when giving directions. Main Street-Science World station is still popularly called Main Street; it is sometimes referred to as Science World, but rarely, if ever, known as Main Street-Science World.

2.3.2 Logical

Logical names provide a mental link when trip planning. Names should therefore be relevant to the area in which they reside. At present the naming system in Metro Vancouver is mixed, with names of stations following one or more of the following approaches.

- Named after a specific building, local attraction or historic place
- Named after a neighbourhood, community or city
- Named after a local street
- Named after local centres or through sponsorship

2.3.3 Durable

Names should be relevant as long as the station exists. Station names can become outdated if the station is named after a local building and the place changes its name. For instance, Science World has changed its name twice, first to Telusphere and now Telus World of Science.

2.3.4 Self-locating

Names should ideally allow the user to place themselves geographically in the region. Names can follow the above principles, but it would still be difficult to know where the station is because given names could be relevant to a much larger area. Broadway is one of the longest streets in Vancouver and therefore when used as a station name does not provide the user with a geographic fix.

3.0 Planning Standards

The Planning Standards guide the placement of information to support people's journeys on the TransLink transit network. This section details primary journey planning information. Emergency signage and regulatory signage is not included, except when to illustrate a scenario.

3.1 Overview

Information on the transit network must allow people to plan, undertake and confirm their journey choices. In order to optimize the amount of signage required, a robust planning standard must be maintained, using progressive disclosure to limit the need for all information to be shown.

However, it is recognized that with more complex stations or environments, more information will be required.

Information must be simple, located at entry points, decision points and to confirm journeys. Journey planning information must also be consistent in content, design and location.

Signs must be clearly visible but must not cause an obstruction. They must be placed outside of the main flow of people, leaving sufficient width to accommodate movement in peak periods. Where dwell time is expected there must be sufficient space for people to gather around them.

The placement of signs must also be considered alongside advertising policy. Many ideal or desirable locations for placement are presently occupied by advertising and it may not be possible to reconfigure advertising spaces in all stations. The precise placement of signage must, by necessity on occasions, be a compromise.

3.1.1 Scope

While the planning guidelines for Transit Stations focus primarily on rail rapid transit stations, they can be broadly adapted to other transit station types and modes, such as SeaBus and / or future Bus Rapid Transit stations, bearing in mind the specific physical and functional attributes of these facility types.

3.2 Zonal Planning

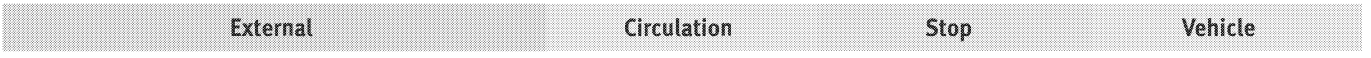
Information requirements are based on a series of questions that riders subconsciously ask themselves as they plan and make their journey.

The following zonal planning matrix is part of the toolkit that plots through the different station zones. It is based upon the principle of the progressive disclosure of information. For example, passengers moving through stations need to know where and how to buy tickets.

The consistent design of the station architecture means that ticket machines and offices are located in the ticket hall. Therefore, when passengers are in the ticket hall, signage locating where to buy tickets must be clearly visible; it is unnecessary to include such signage elsewhere in the station.

3.2.1 Transit station

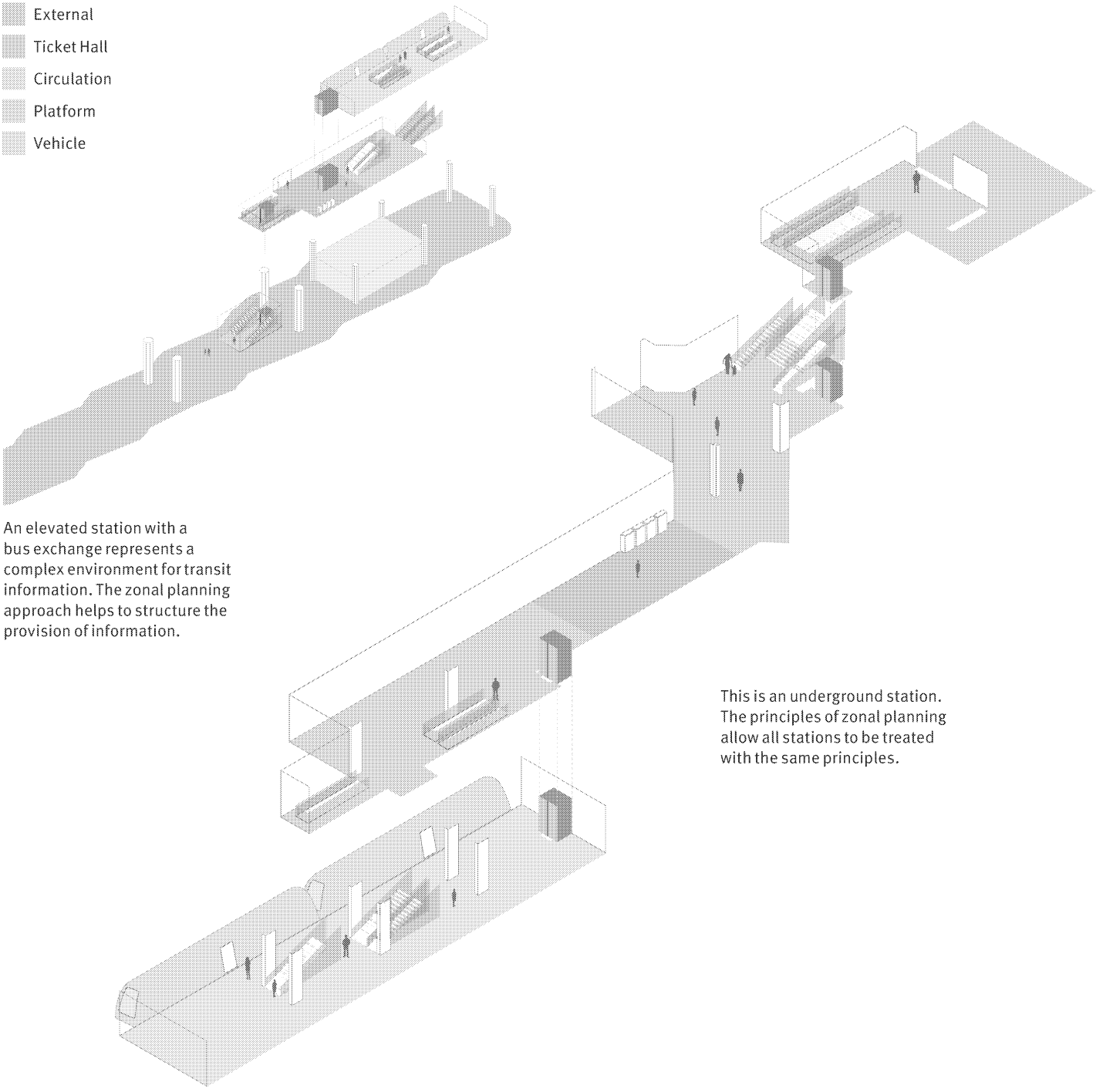
3.2.2 Bus exchange



3.2.3 Bus stop

3.2.4 Transit station zones

External
Ticket Hall
Circulation
Platform
Vehicle



An elevated station with a bus exchange represents a complex environment for transit information. The zonal planning approach helps to structure the provision of information.

This is an underground station. The principles of zonal planning allow all stations to be treated with the same principles.

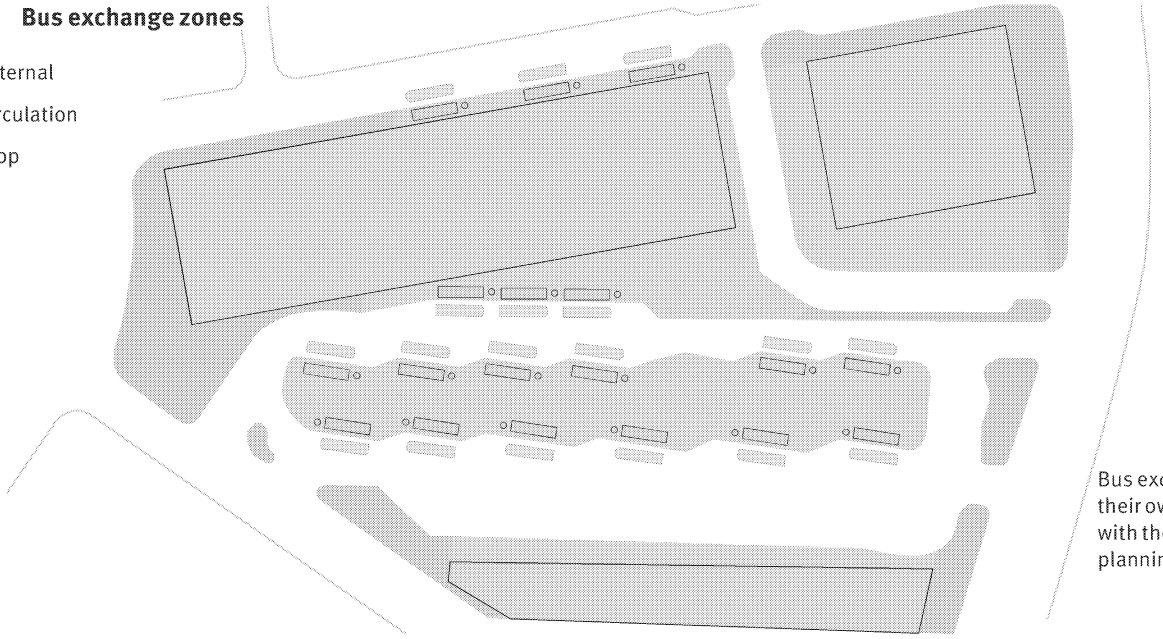
External ↔ **Ticket Hall** ↔ **Circulation** ↔ **Platform** ↔ **Vehicle**

3.2.5 Bus exchange zones

External

Circulation

Stop

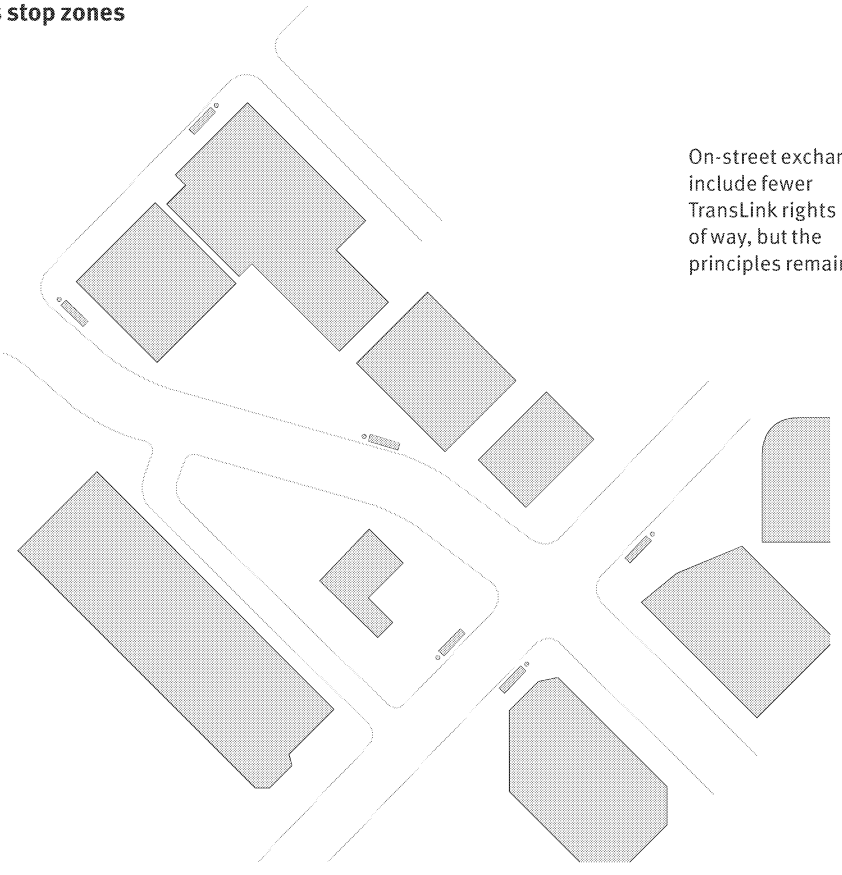


Bus exchanges have their own structure with the zonal planning approach.

External ⟷ **Circulation** ⟷ **Stop**

3.2.6 Bus stop zones

Stop



On-street exchanges include fewer TransLink rights of way, but the principles remain.

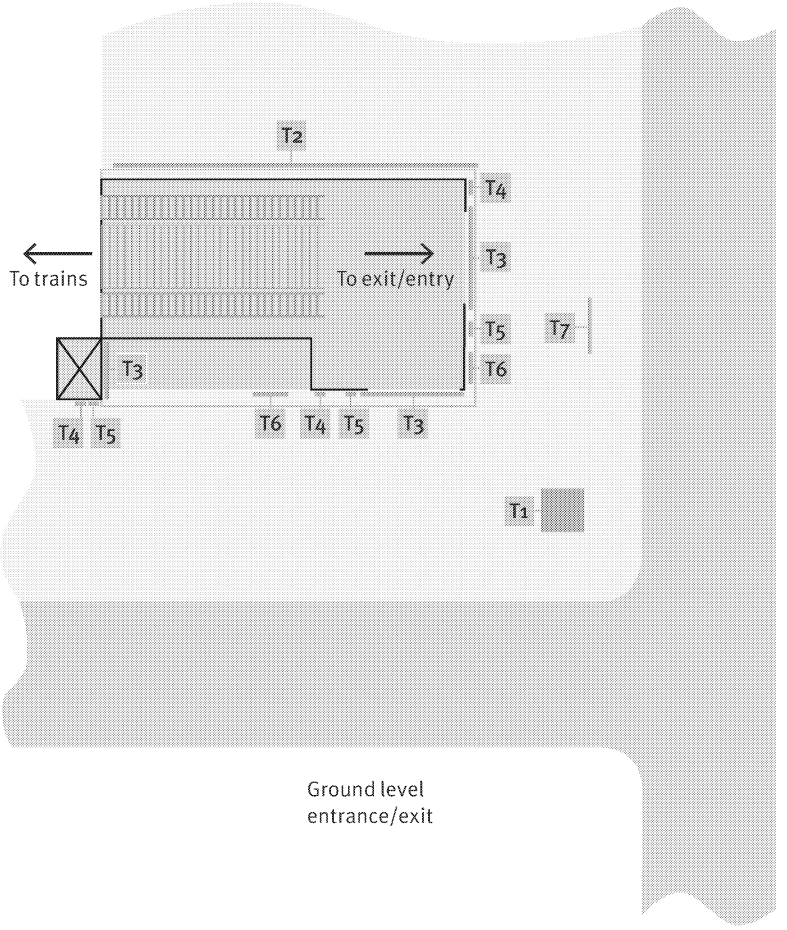
Stop

3.3 Transit Station Signage

3.3.1 External signage

The purposes of external signs at stations are to make the task of locating that station easier, identifying what services are provided, how access is gained and to provide information about the onward journey from the station.

External signage information must include the transit T-Marker, the station name, modal markers (included as required), First & Last Trains signs, directional information, any special access features, and regulatory information.



T1

T-Markers

The T-Marker is synonymous with transit infrastructure and services with supporting station name and modal markers. It must be visible from distance and be easily understood. Stations are often located in busy urban landscapes and therefore need to compete with other forms of information in a cluttered environment. The T-Marker must be visible from a greater distance than the station name fascia; perhaps a block or more away.

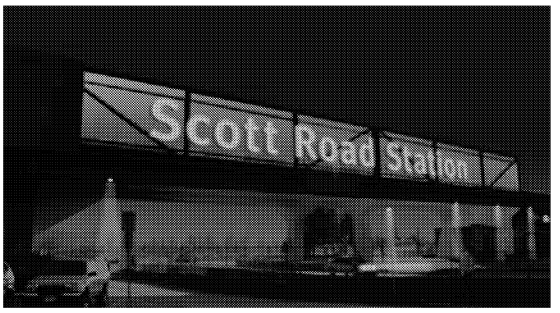
The topography and street furniture around the station is of relevance to the siting of T-Markers, as are rights of way and sources of power.

T-Markers should be located away from pedestrian routes with special attention to those with limited vision.

T2

Facility markers

Certain situations may require a different or additional approach to highlighting the presence of a transit station. Individual locations should be assessed and treated accordingly; the image opposite is illustrative of the type of approach that might be developed.



T3

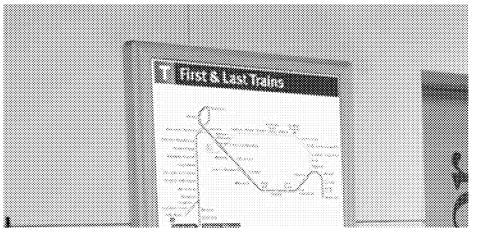
Transit Station Entrance Signs

A Transit Station Entrance Sign must be located at each station entry point. They should be big enough to give suitable viewing distances for the location. Ideally these signs will span the width of the entrance. Major entrances should have backlit signs.

T4

First & Last Trains information

First & Last Trains information must be located at each station entry point. It should detail the first and last departure times for the lines that serve the station in all directions. They should also show the typical frequency of trains throughout the day. It should include a SkyTrain network map.



T5

External regulatory Signs

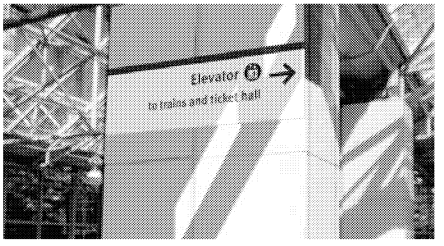
Appropriate regulatory signs must be located at each station entry point. The exact content of these signs may vary depending on the local requirements of each station.

T6

External directional information

Directional information will be require wherever the route to the ticket hall or platforms is unclear. It may also be necessary where the step free entrance to the station is not near to the main entrance.

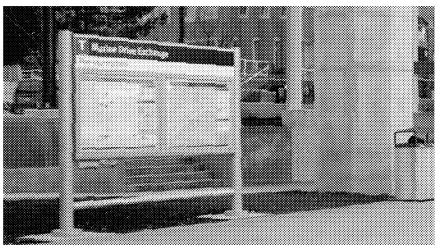
Directions to other modes of transit (such as bus or bike) may also be necessary.



T7

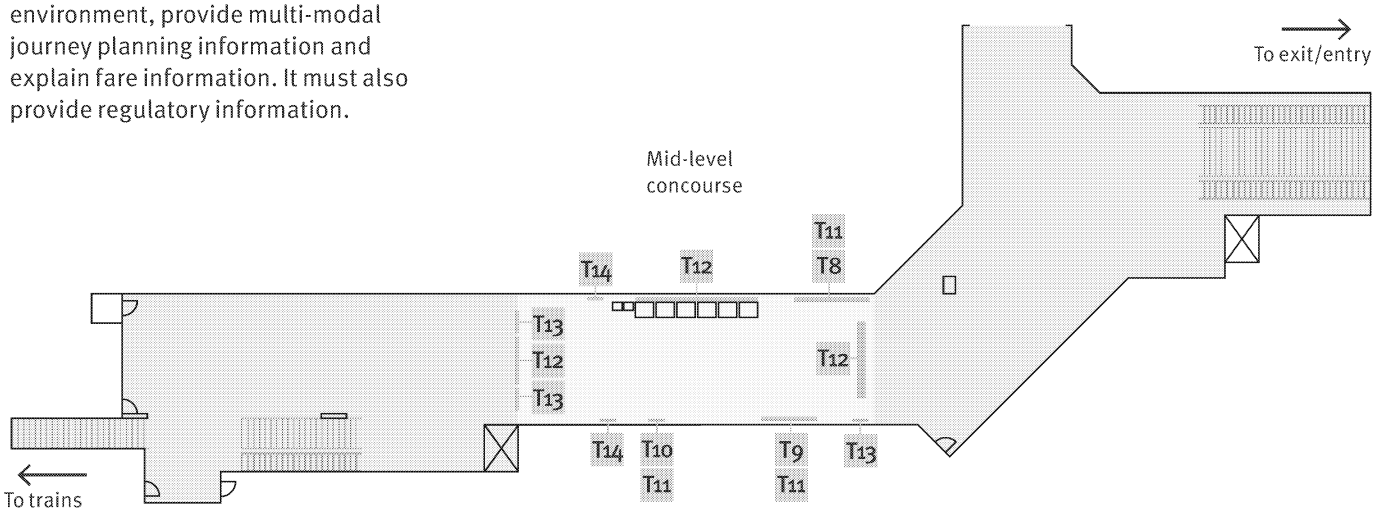
External journey planning

Journey planning information for onward journeys must be located at the exits from stations and provide the appropriate level of information related to modal choice. Information will typically include mapping and network diagrams, while walking and bike information could be provided by directional information and mapping. Information should be located so as not to obstruct pedestrian routes.



3.3.2 Ticket hall signage

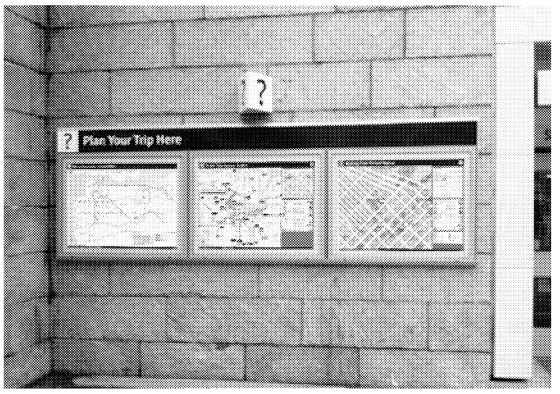
Signage within the ticket hall has to perform many functions. It must direct people through a complicated and busy environment, provide multi-modal journey planning information and explain fare information. It must also provide regulatory information.



T8

Ticket hall journey planning

There are three elements to journey planning information – Metro Vancouver Connections Diagram, Local Bus Maps and Walking From Here Maps. The information should, where possible, be placed as a journey planning triptych with a common header and accompanied by the information icon "?". The information shall be wall mounted or free standing and visible from the station entry points and ticket offices. In underground ticket halls the Local Bus Map may be omitted, as such detailed information may be hard to remember when exit choices are still to be made. In these situations additional Local Bus Maps should be displayed at exit thresholds where possible.

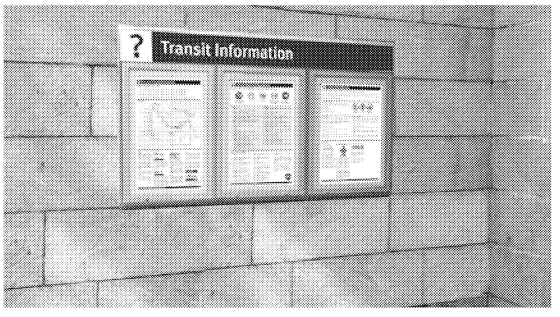


T9

Ticket hall transit information

There is a significant quantity of information required to support the regulatory environment for public travel. Transit information is divided between Revenue protection, Safety & Security, bike usage and prohibitions while travelling and good rider advice must be included within the ticket hall.

The information should, where possible, be placed as a journey planning triptych with a common header and accompanied by the information icon "?". The information shall be wall mounted or free standing.



T10

Ticket hall Safety & Security Points

Safety & Security equipment located in the ticket hall should have appropriate graphics to describe their contents and basic operational instructions.

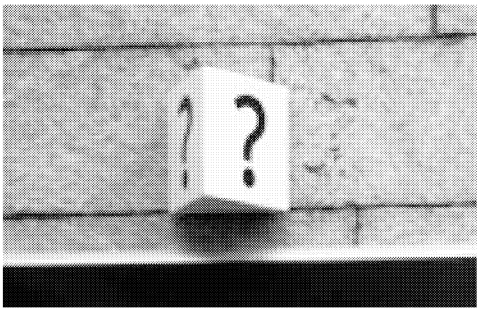
T11

Ticket hall Mini Beacons

Mini beacons should be located directly above journey planning information points, transit information points and Safety & Security Stations.

They help draw attention to the information below and are particularly useful in stations with large concourses where the location of information may not be immediately apparent.

There are two types of Mini Beacon, one for information and one for Safety & Security Points.



T12

Payment and revenue protection

To enforce revenue protection, regulatory signs must support the relevant rules. Ticketing and gating areas must also be signed and appropriate directional information provided.

Revenue protection signs shall be clearly visible and located at the point where valid tickets are required to continue a journey.

T13

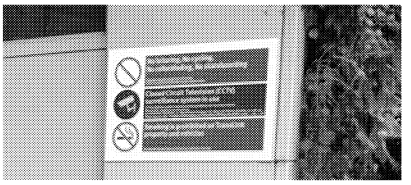
Ticket hall directional information

There are a number of facilities and amenities that require signage within the ticket hall. For navigational purposes these include platform and line information on the inward journey and exit information on the outward journey. On some routes a 'No Entry' sign should be used to maintain a regulated flow. Public facilities, such as elevators, telephones, ticket machines and offices must be signed.

T14

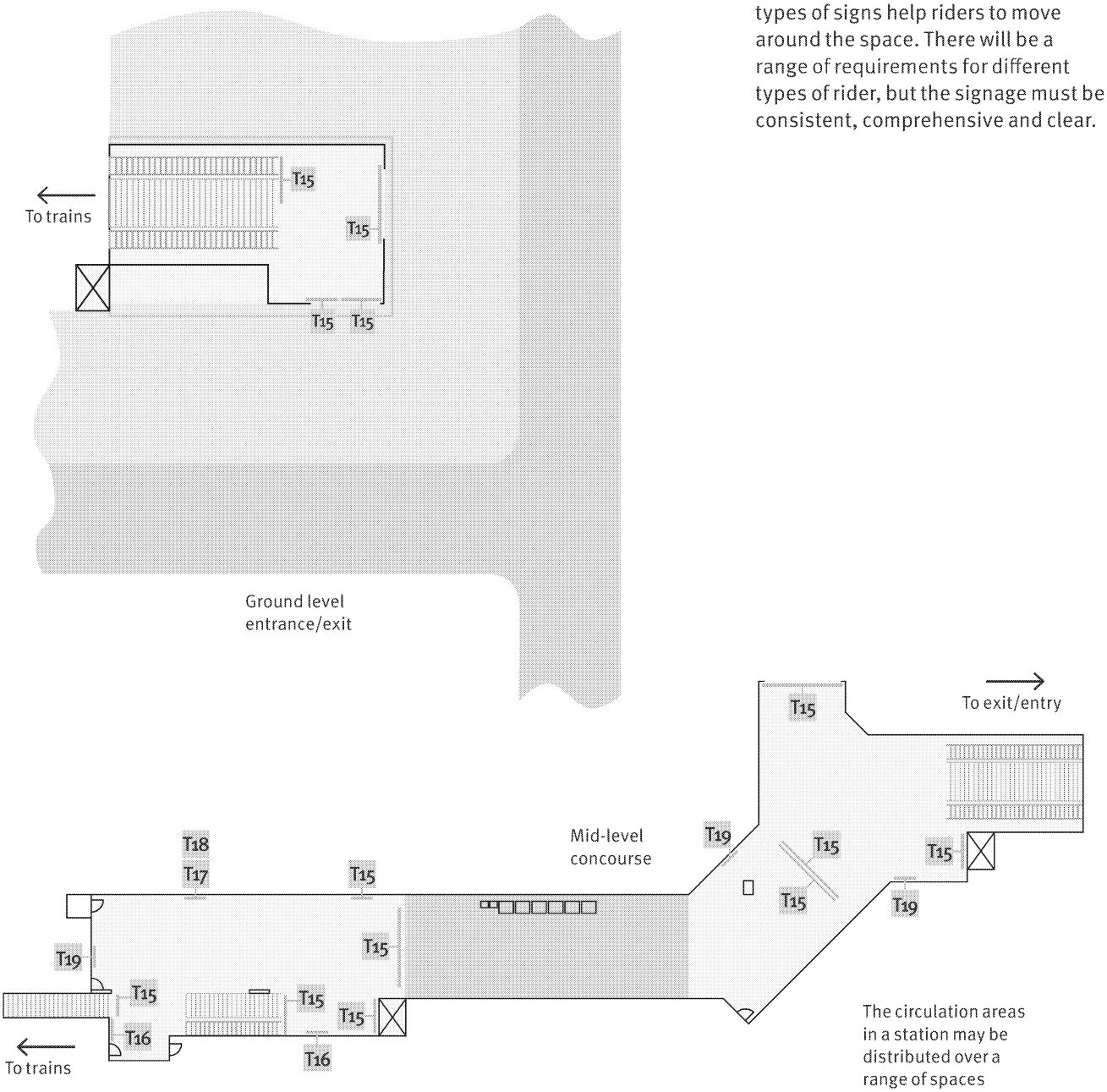
Ticket hall regulatory signs

Regulatory signs must be placed so that it is clearly visible to all entering a transit station. Multiple locations may be necessary to cover all potential entrances to the ticket hall.



3.3.3 Circulation signage

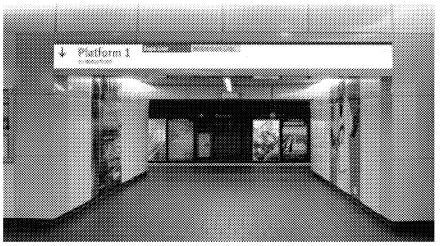
Within a transit station different types of signs help riders to move around the space. There will be a range of requirements for different types of rider, but the signage must be consistent, comprehensive and clear.



T15

Circulation directional information

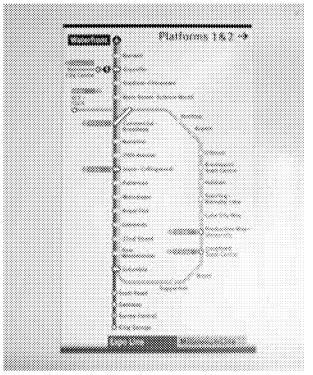
Directional information between the ticket halls and platforms must be as simple as possible. Routing towards the platforms shall closely follow the principles of progressive disclosure by revealing more detailed information about destinations as decision points are passed.



T16

Circulation Line Diagrams

Line Diagrams will also be used as part of the directional information for circulation areas and passageways. They shall be placed at the point where there is a choice of route to specific platforms for the same line and where there is clear space and opportunity for people to study them without causing an obstruction to the flow of other people.



T17

Circulation Safety & Security Stations

Safety & Security equipment located in circulation areas should have appropriate graphics to describe their contents and basic operational instructions.

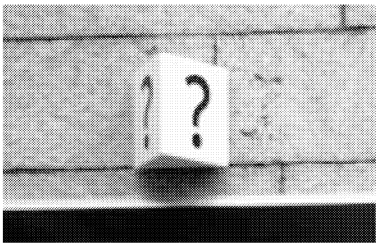
T18

Circulation Mini Beacons

Mini beacons should be located directly above journey planning information points, transit information points and Safety & Security Stations.

They help draw attention to the information below and are particularly useful in stations with large concourses where the location of information may not be immediately apparent.

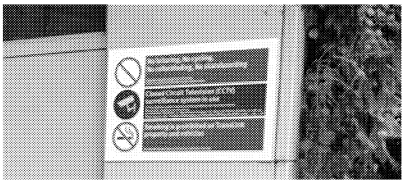
There are two types of Mini Beacon, one for information and one for Safety & Security Points.



T19

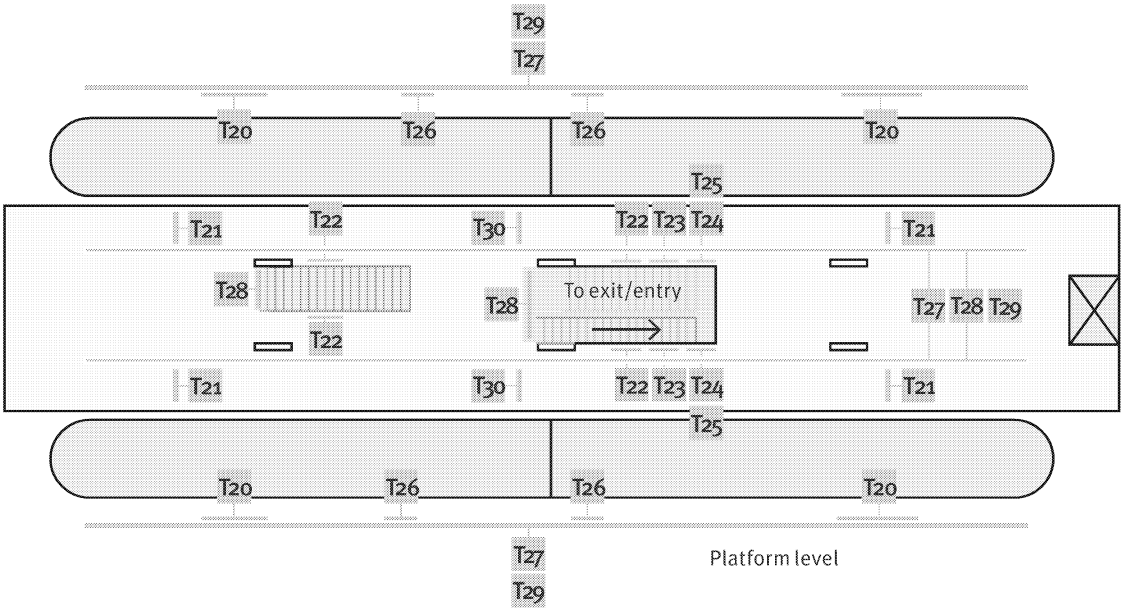
Circulation regulatory signs

Regulatory signs must be placed so that it is clearly visible to all entering a transit station. Multiple locations may be necessary to cover all potential pathways.



3.3.4 Platform signage

Platform signage consists of line diagrams for platform confirmation, platform indicators, directional signage, station name identification, journey planning information and train indicators.



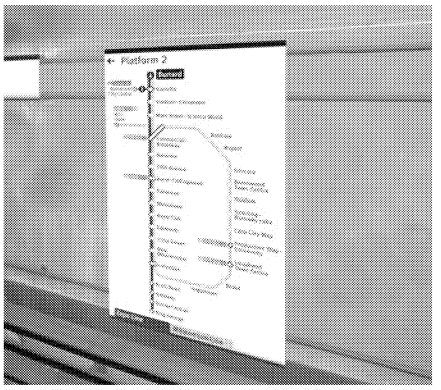
T20

Platform line diagrams

Line diagrams are the recommended standard for new stations. When undertaking station renovations, track-side locations should be considered first, keeping in mind issues of safety and availability of space.

In situations where no track-side structure is available, line diagrams should be placed on seating islands or on station walls adjacent to platforms.

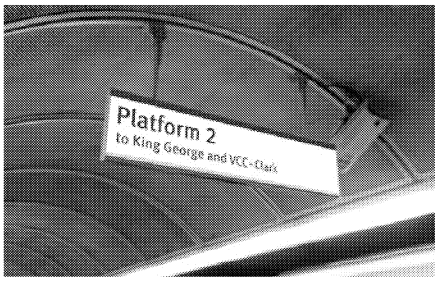
The precise placement of line diagrams on the platform will be unique to each transit station with a balance of visibility, safety and available space to be considered.



T21

Platform Indicators

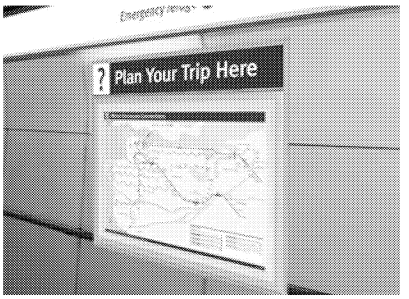
Platform indicators are used as confirmation of platform number and direction of travel. Platform indicators must be visible from as many points of the platform as possible. Ideally one platform indicator shall be placed close to each point of entry to the platform.



T22

Platform journey planning

Journey planning information must be included on each platform. The journey planning triptych is not required at platform level because walking and bus information are onward journey information most usable in the ticket hall. The journey planning information shall be the Metro Vancouver Connections Diagram. Depending on configuration and platform length one or two diagrams should be located on each platform, evenly distributed where possible.



T23

Platform transit information

On the platform only the Safety & Security poster is needed. It should accompany the Safety & Security Station.

T24

Platform Safety & Security Station

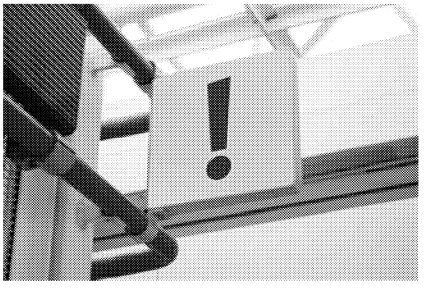
Safety & Security equipment located on platforms should have appropriate graphics to describe their contents and basic operational instructions.

The Safety & Security Station should be identified with a Mini-Beacon.

T25

Platform Mini Beacons

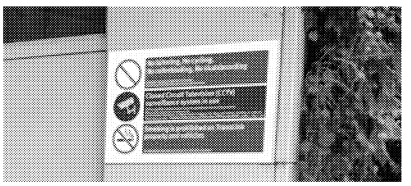
Mini beacons should be located directly above Safety & Security Stations. On the platform the Mini Beacon should be wall mounted perpendicular to the platform so they can be seen when looking along the platform.



T26

Regulatory signs

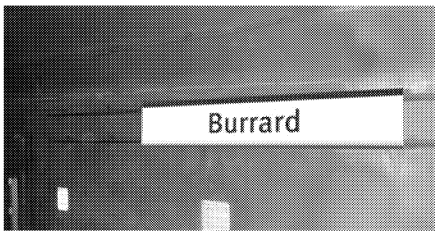
Regulatory signs must be placed so that it is clearly visible to all entering a transit station. Multiple locations may be necessary to cover all potential entrances to each platform.



T27

Station identification

Station identifiers must be visible from standing and seating positions on trains. They must be spaced frequently and, where possible, evenly along the platform. Station identifiers shall be placed both track-side and platform-side.



T28

Platform directional information

Two types of directional information are required at platform level – interchange and exit. Egress signage should be as simple as possible with individual egress names not used until decision points are passed. Egress signs must be visible from all locations on the platform.

Where there are multiple routes, the individual egress names should be shown alongside the Exit tab.

T29

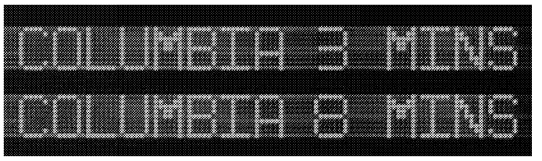
Running frieze

Station identification and directional information shall, where possible, be co-located onto a single running frieze along the entire platform length, with successive station identifiers and directional information repeated as necessary. This is helpful as it allows people to follow the information sign to the text.

T30

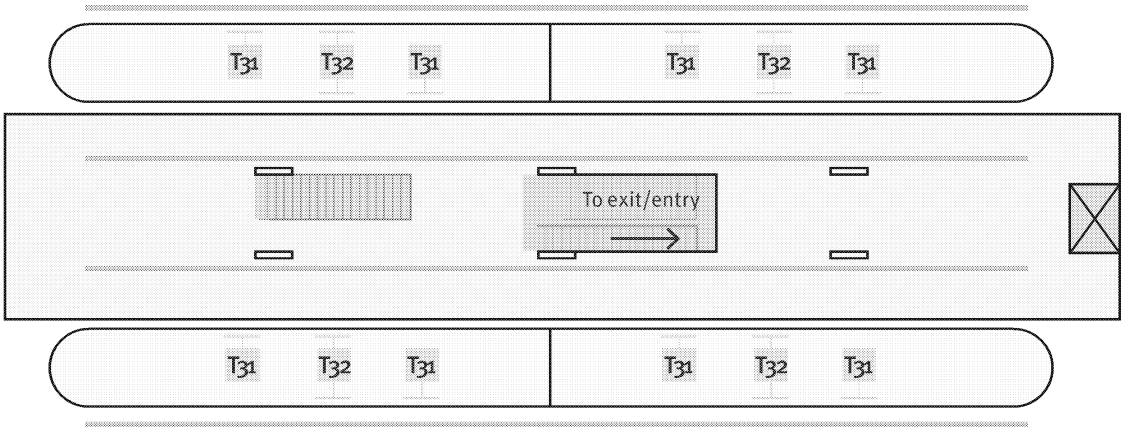
Real-time information

Train indicators are not included as part of this Standard, but should be located in accordance with general planning guidelines for stations.



3.3.5 Train signage

Trains shall have both line diagrams and network diagrams.



Platform level

T31 **Line Diagrams**

One line diagram should be located above either of a pair of facing exit doors. For example in a carriage with four doors (in two pairs) there will be two line diagrams.

T32 **Network diagrams**

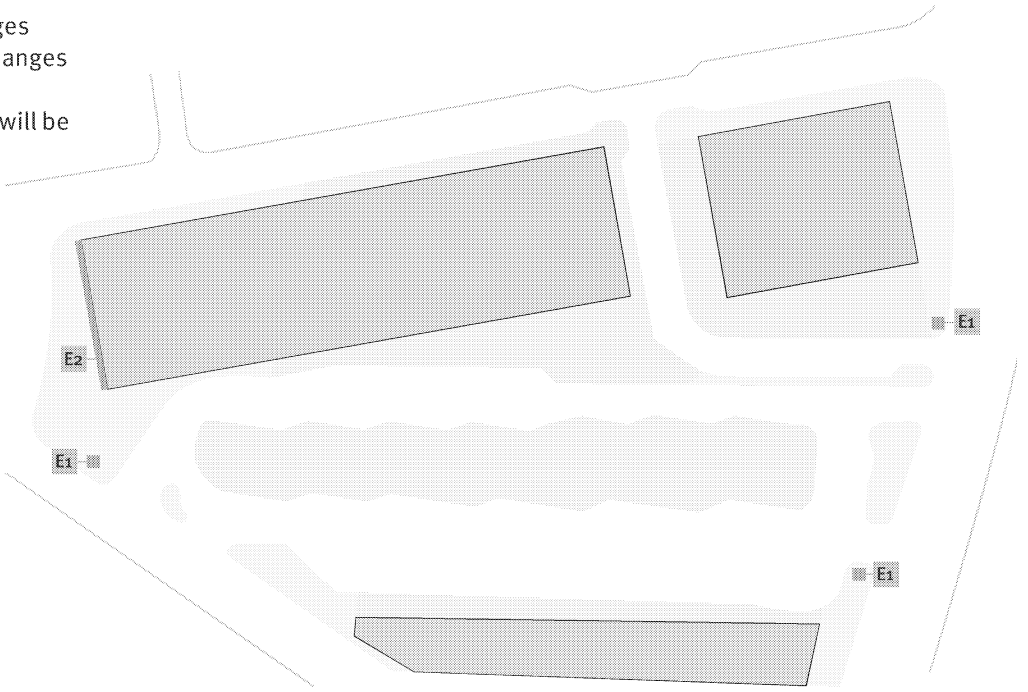
Network diagrams shall be located where they are visible from each compartment of the carriage.

Indicative sign placement

3.4 Bus Exchange Signage

3.4.1 External signage

The external signage at exchanges requires only the T-Marker. Exchanges can be located in busy urban environments and the T-Marker will be visible from distance.

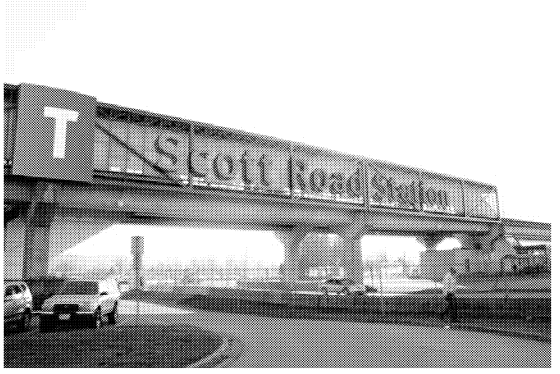


E1 **T-Markers**

To be located in lines of sight for major approaches. They should also consider best placement to help riders transfer between stations and bus exchanges or stops.

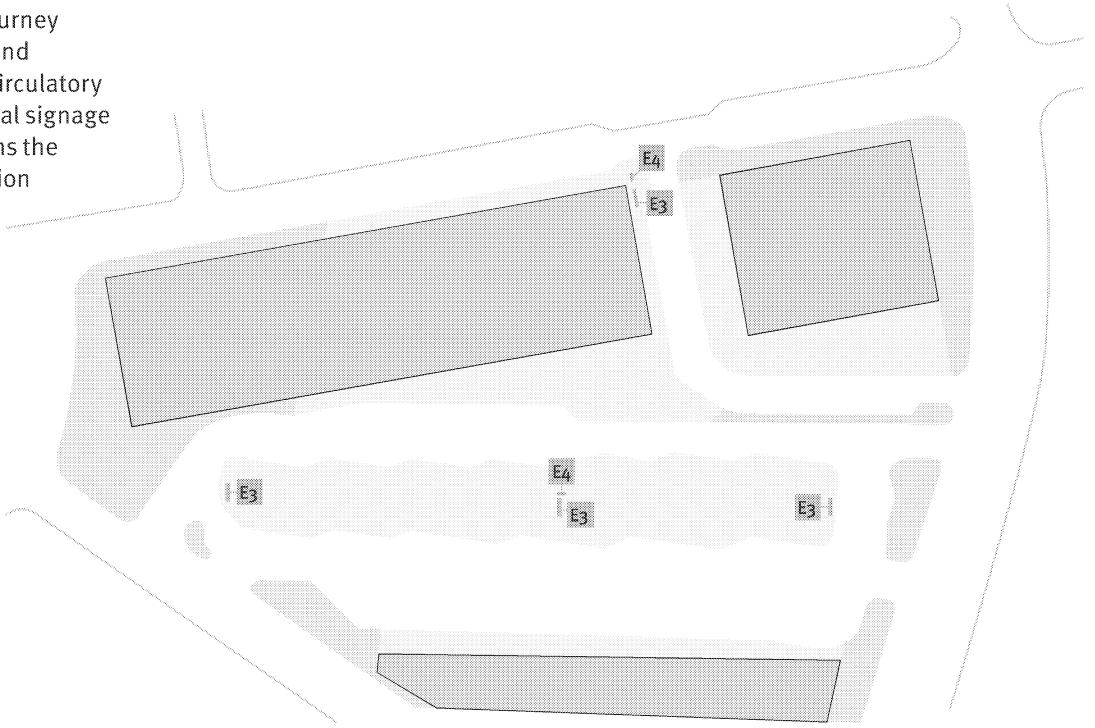
E2 **Facility marker**

Certain situations may require a different or additional approach to highlighting the presence of a bus exchange. Individual locations should be assessed and treated accordingly; the image opposite is illustrative of the type of approach that might be developed.



3.4.2 Circulation signage

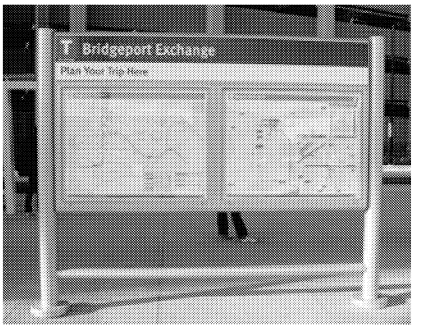
The exchange circulation area is where the exchange name, journey planning information, ticket and regulatory information, and circulatory information such as directional signage must be located. This performs the same basic function as a station platform.



E3 **Bus exchange journey planning**

There are three elements to journey planning information: Metro Vancouver Connections Diagram, Local Bus Map and Walking From Here Map. The information shall be placed on an information wall – a double-sided, free-standing unit – with a common header showing the exchange name. The information shall be visible from the access points to the exchange from the surrounding streets.

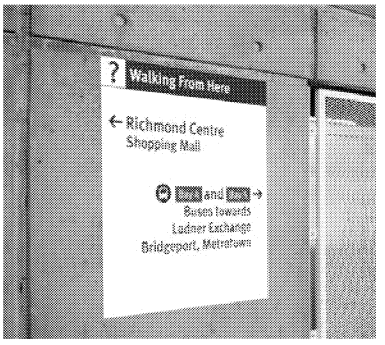
One of the three posters can be repeated to maximise the viewable area for information.



E4 **Bus exchange directional information**

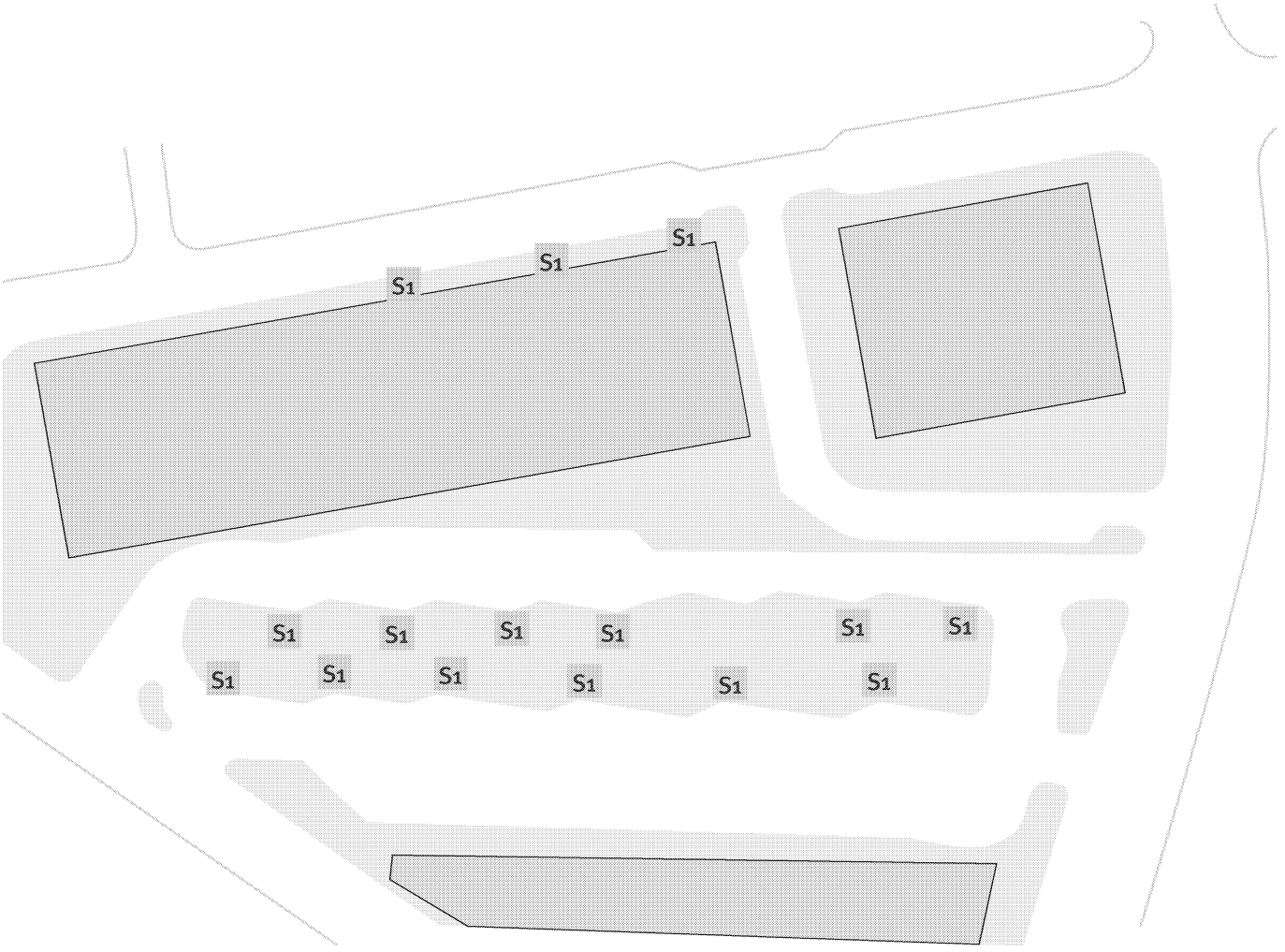
The directional information for the circulation area must direct people to relevant bus bays and to particular streets where appropriate.

Discretion is needed to avoid information overload.



3.5 Bus Stop Signage

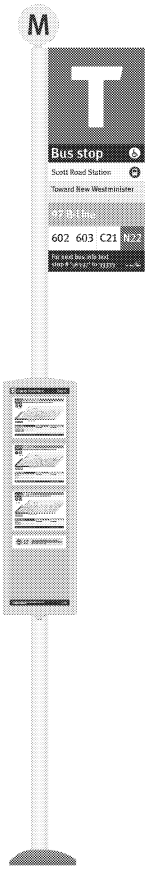
The top part of the bus stop must include the T-Marker, stop code, route information, and, where appropriate, a bay number. Additional information at the stop must include route schedules, route diagrams, fare information and Next Bus service information. Where bus stops include a shelter it may also be possible to include a Local Bus Map.



S1

Bus stops

Comprised of a bay marker, bus ID sign and information panels.



Diagrams on this page are indicative and for illustrative purposes only

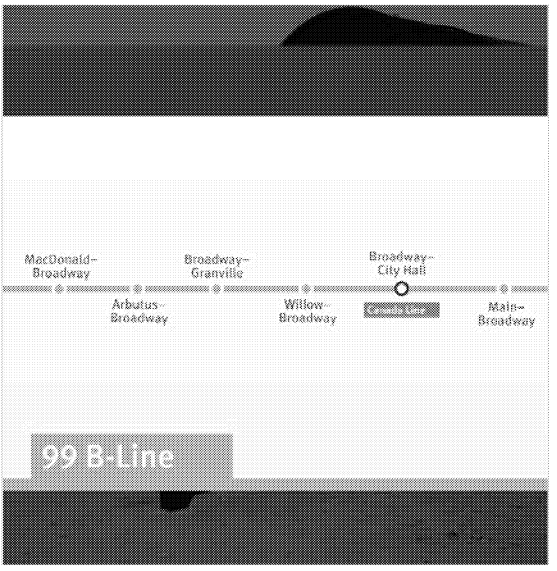
S2

Bus shelters

Bus shelters are not always available but where they are and have a poster case they should have a Local Bus Map.

3.6 On Bus Signage

Individual buses are used on a number of different routes making it impractical to display bus line diagrams. However, where a bus route has dedicated vehicles, line diagrams can and shall be included inside buses. They should be located where they are clearly visible from all locations on the bus.



3.6 Regulatory and Emergency Signage

3.6.1 Regulatory signage

There is a significant quantity of signage required to support the regulatory environment for travelling on transit. Revenue protection, safety and security information, bike usage, prohibitions while travelling and good rider advice must be clearly visible in order to ensure that transit rules and regulations are enforceable.

3.6.2 Safety & Security

Safety & Security notices must be located prominently in ticket halls, at platform level and in the circulation areas of bus exchanges if needed.

3.6.3 Fare information

Fare information notices must be located prominently in ticket hall and in bus exchanges.

3.6.4 Transit rules and regulations

Transit rules and regulation notices must be located prominently in ticket halls and in bus exchanges.

3.6.5 Prohibitions notices

Notices showing what actions are prohibited on TransLink services must be located on the threshold to stations and evenly distributed throughout transit infrastructure and vehicles.

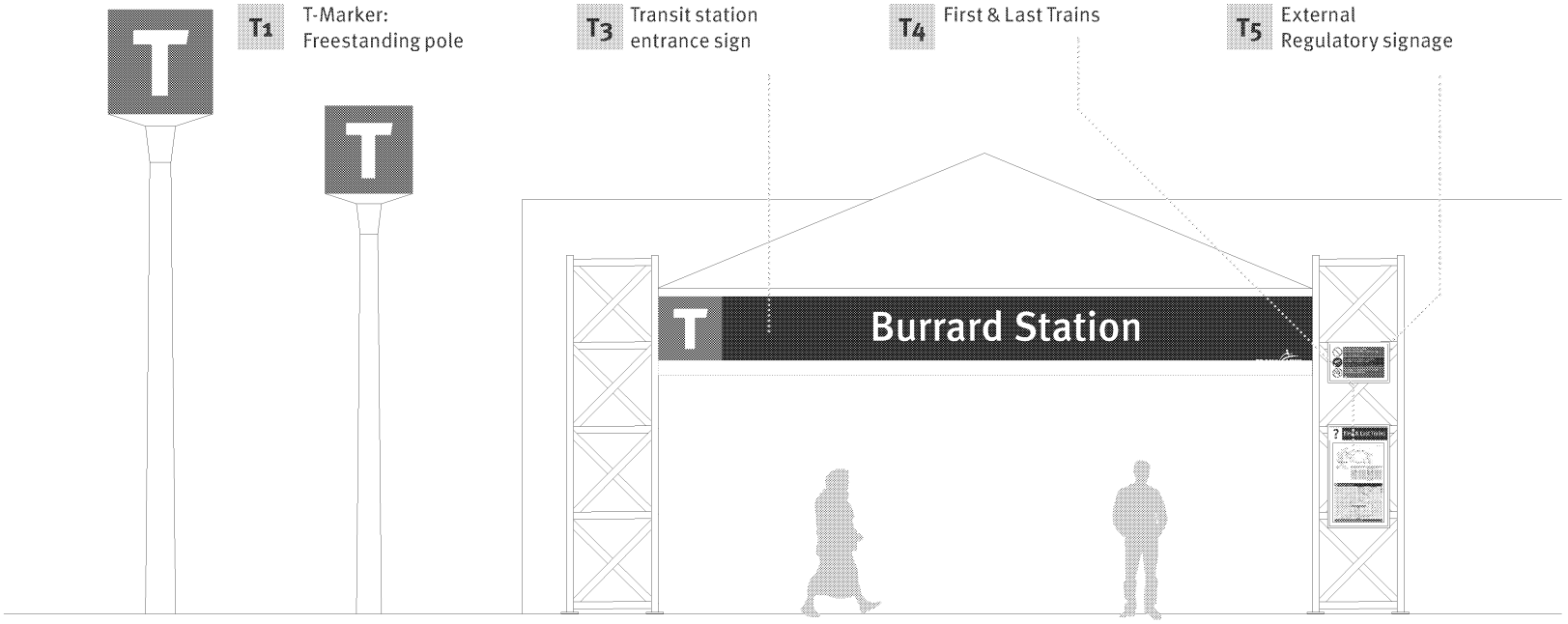
3.6.6 Emergency exit signage

The design and placement of emergency exit signs can be found in the BC Fire Code (Division B - Part 2 and 3).

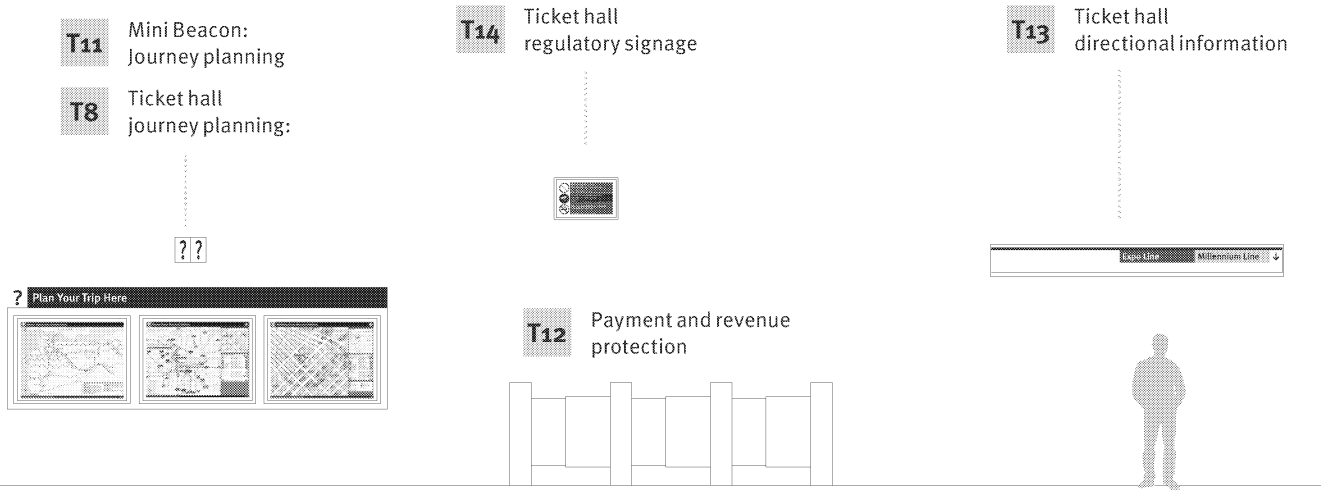
Emergency exits must be signed where they differ from regular egress routes or where they lead to a safe area such as a refuge for wheelchair users.

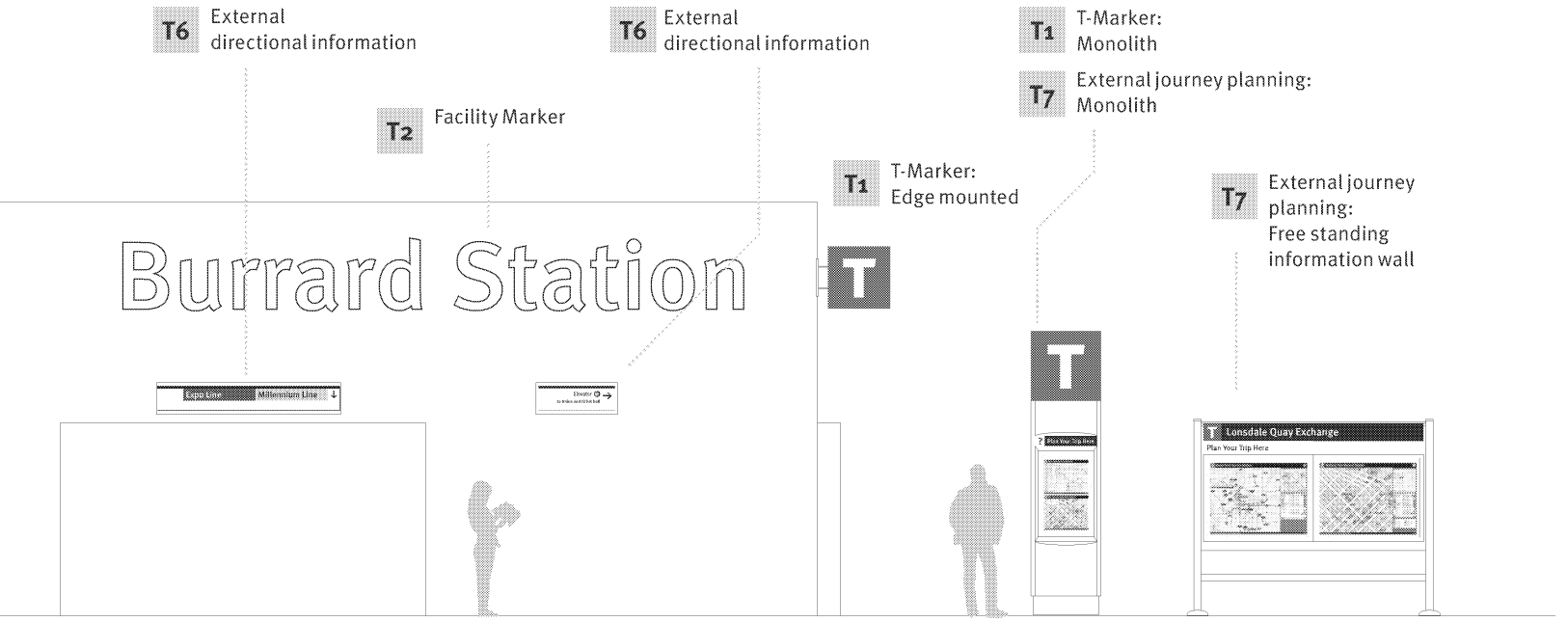
3.7 Sign Typology

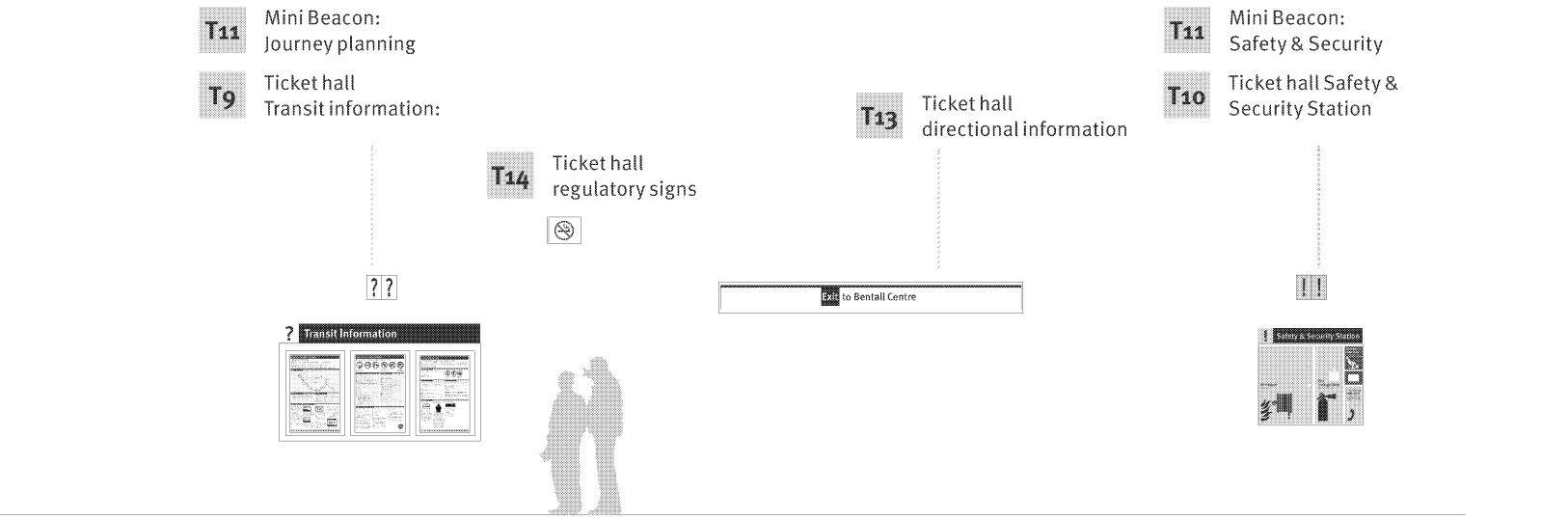
Transit station – external



Transit station – ticket hall







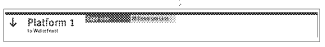
Transit station – circulation

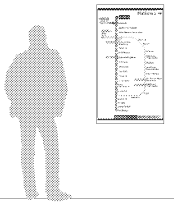
T15 Circulation directional information

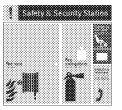
T16 Circulation Line Diagram

T18 Mini Beacon: Safety & Security Station

T17 Circulation Safety & Security Station







Transit station – platform

T20 Platform Line Diagram: Track-side

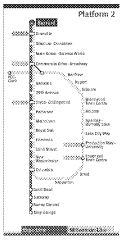
T28 Platform Directional information

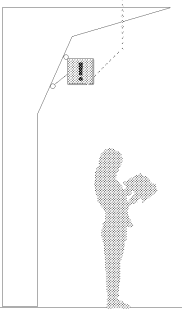
T25 Safety & Security Mini-Beacon

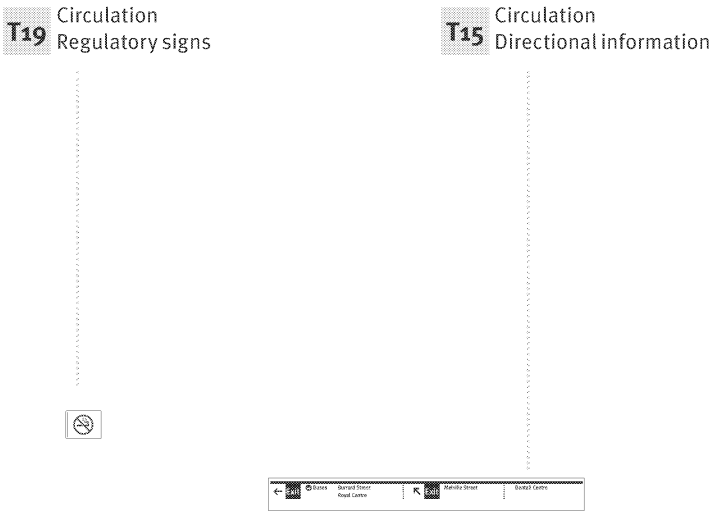
T22 Platform Journey planning

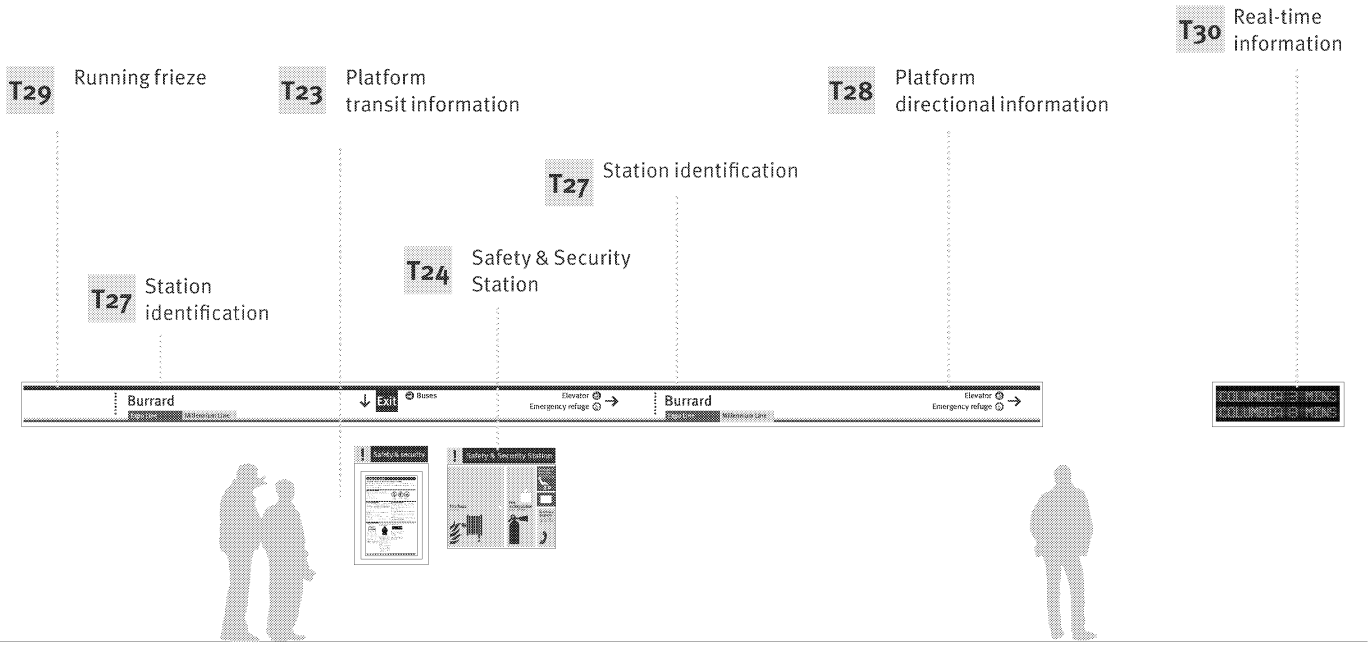
T26 Platform Regulatory signs

T21 Platform Indicator

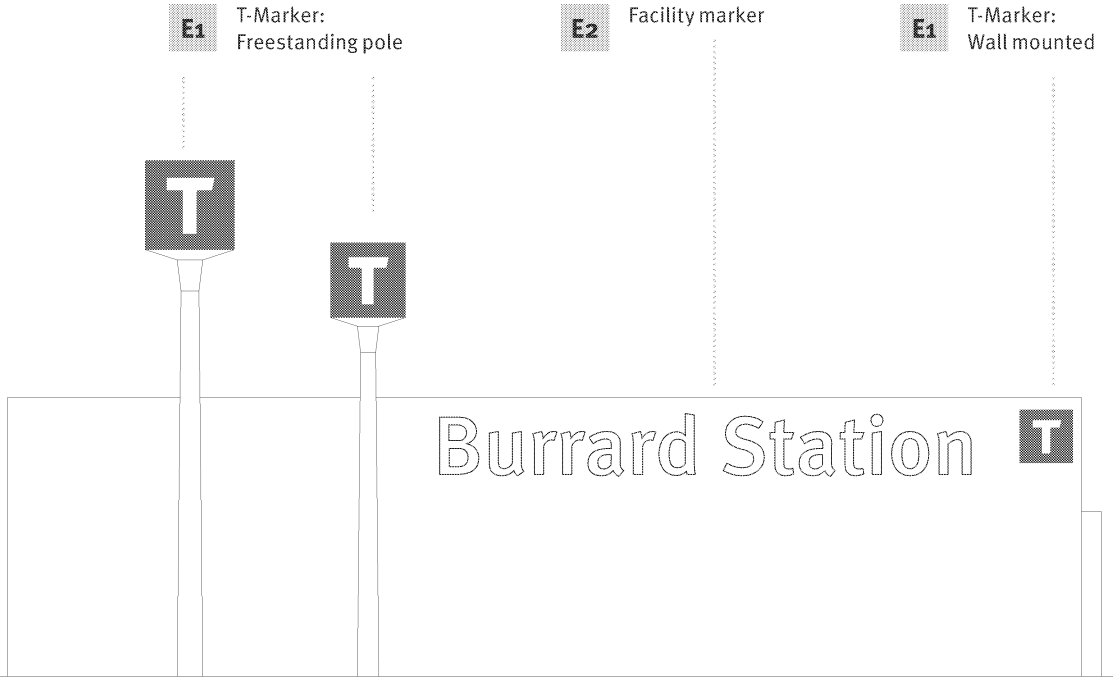








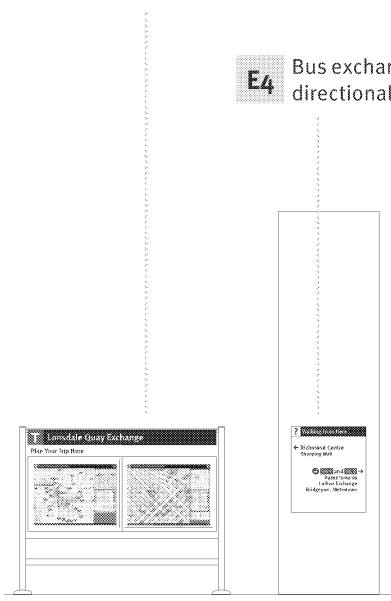
Bus exchange – external



Bus exchange – circulation

E3 Bus exchange journey planning

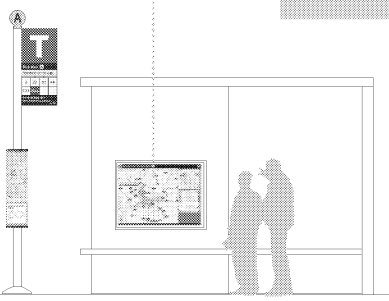
E4 Bus exchange directional information:



Bus exchange – bus stop

S2 Bus shelter

S1 Bus stop



Diagrams on this page are indicative and for illustrative purposes only

4.0 Graphic Elements

This section introduces the core graphic elements of the Wayfinding Standards. These elements, such as typeface and colour, are the most fundamental parts of the system. They are unchangable and shall be used as directed.

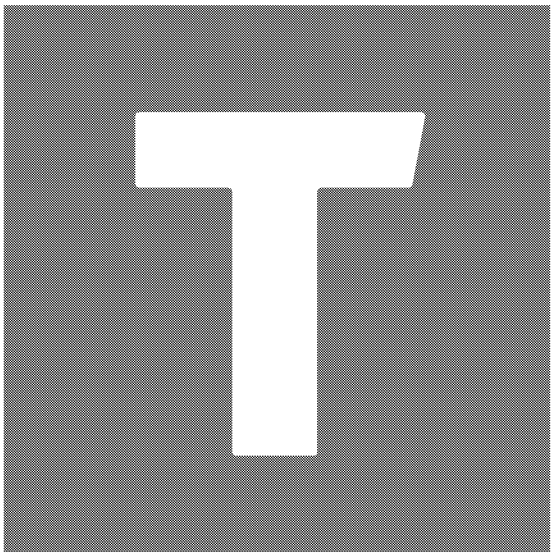
4.1 T-Symbol

The T-Symbol acts to identify the many services and facilities of the Transit network, whether on-street, in printed material or online.

It features on all applications as a beacon, a mark of quality and an identifier of coherent information in the 'seamless journey'.

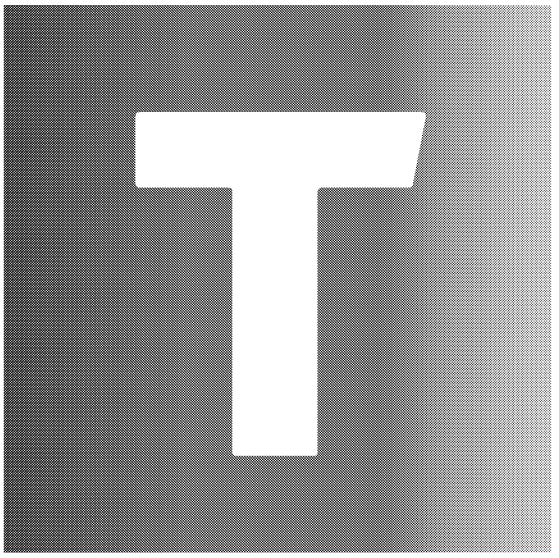
There are two different versions for different uses.

Standard T-Symbol
Two colour logo used across all signage.



Four-colour process T-Symbol
When the T-Symbol is used on paper posters this gradient version shall be used.

This variation has been developed to reflect the curved style which is used on the T-Markers and station entrance signs.



4.2 Typeface

[redacted] is the typeface used for typography across all applications.

Three weights are used;
Bold, Medium and Normal.

[redacted] typeface which includes all alternative characters such as lining numerals and ligatures.

s.15(1)(l)

ABCDEFGHIJKLM
NOPQRSTUVWXYZ
abcdefghijklmnopqrst
uvwxyz 1234567890

[redacted] Medium

ABCDEFGHIJKLM
NOPQRSTUVWXYZ
abcdefghijklmnopqrst
uvwxyz 1234567890

[redacted] Bold

ABCDEFGHIJKLM
NOPQRSTUVWXYZ
abcdefghijklmnopqrst
uvwxyz 1234567890

[redacted] Normal

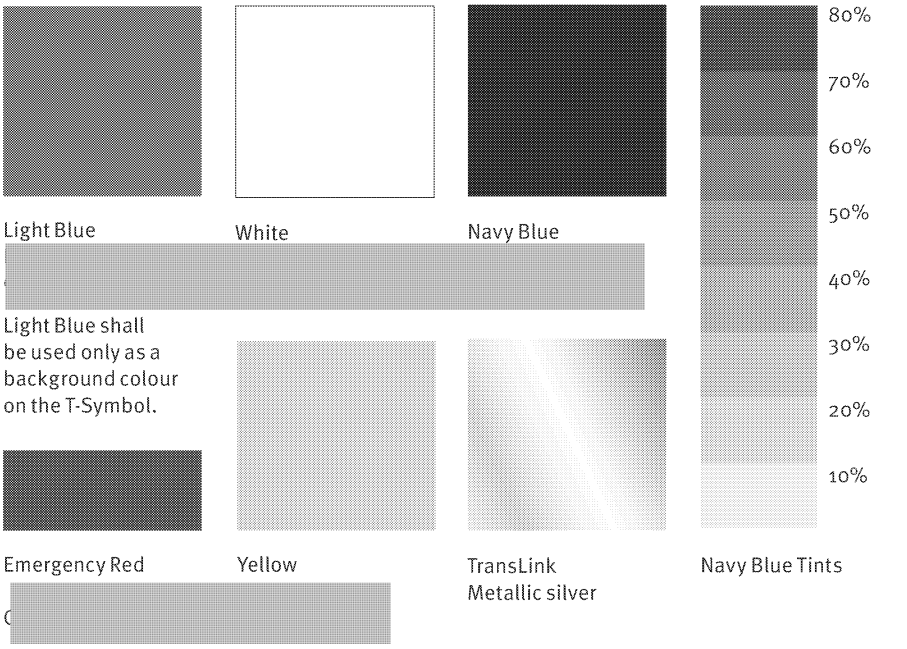
See 5.1 Typography for guidance on how to apply the typeface

4.3 Colour Palette

4.3.1 Core transit palette

Used to colour common elements across all applications.

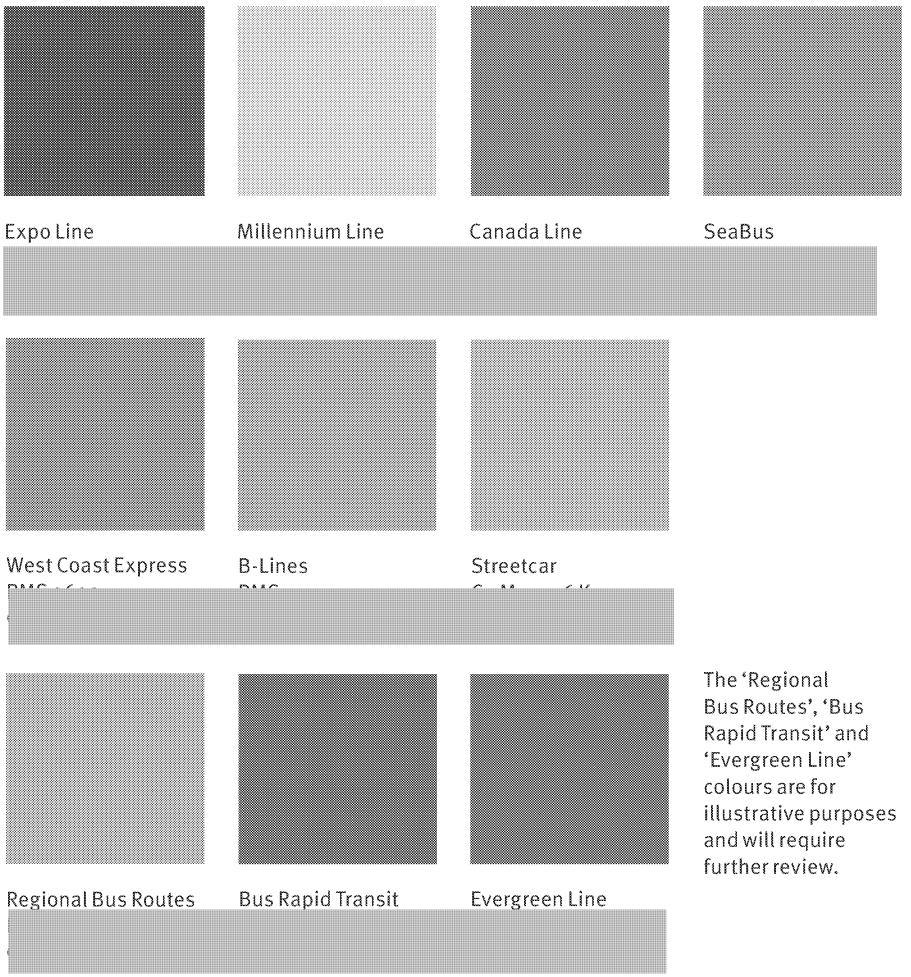
s.15(1)(l)



4.3.2 Primary transit palette

Used to reference specific services across all applications.

When used for wayfinding information, this palette shall be used only for the services with which they are paired here. They must not be used for any other purpose.



The 'Regional Bus Routes', 'Bus Rapid Transit' and 'Evergreen Line' colours are for illustrative purposes and will require further review.

4.3.3 Extended transit palette

Used for applications that require colours beyond the core and primary transit palettes, such as bus mapping.

s.15(1)(l)

4.3.4 Diagram palette

Used specifically in the Metro Vancouver Connections Diagram (and derivatives) and bus mapping, in addition to colours already included in other palettes.

Land

Water

Parks

Road names

4.3.5 Mapping palette

Used in walking and cycling maps, in addition to colours already included in other palettes.

Road names

Pedestrian areas

General surface

Parks

Landmark buildings

Shopping

Transit station

Water

Cycle lanes

Shared use paths

Preferred walking routes

Informal cycling routes

4.4 Icons

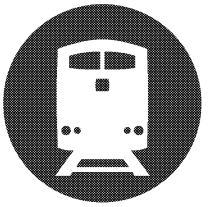
4.4.1 Modal icons

To be used in support of text labelling of specific transit services, across all applications.

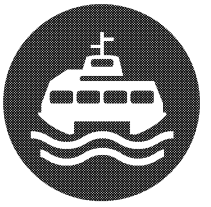
The icon set is an asset that can be controlled by TransLink. The icon set shall be distributed and controlled to ensure consistent use.

SkyTrain
Used for all SkyTrain lines, including forthcoming lines.

B-Line and Bus
Used to denote all bus, B-Line and other specialist services, such as HandyDART.



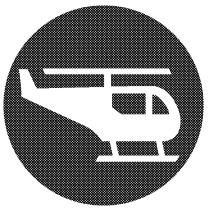
West Coast Express
Denotes the West Coast Express. Not used for any other heavy rail.



SeaBus
Denotes the SeaBus only. Not used for any other ferries.

4.4.2 Third party modal icons

Where non-TransLink transit options require an icon.



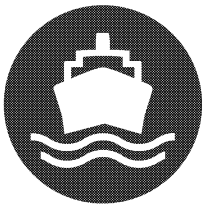
Helijet
Denotes a public helipad.

Airport
Denotes national and international airports.

Sea Plane
Denotes the Sea Plane terminus near Waterfront Station. It can be used for other Sea Plane services.

False Creek Ferries and Aquabus
Used for all passenger ferries running in and around False Creek.

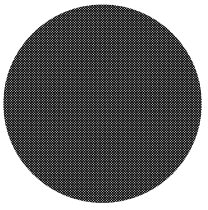
Streetcar
Used for Streetcar services, including extensions to the Olympic Line.



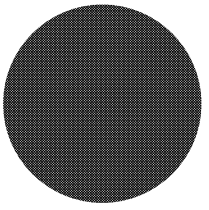
Ferries
Used for ferry connections at Horseshoe Bay and Tsawwassen.

Bike Facility

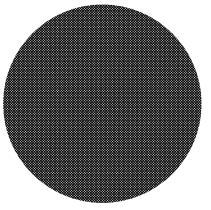
Taxi



Long Distance Rail
Used for services such as Amtrak at Pacific Central Station.



Long Distance Bus
Used for services such as Greyhound Buses.



Car

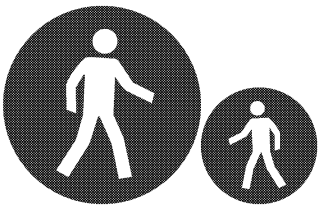
Marks to be developed

4.4.3 Wayfinding icons

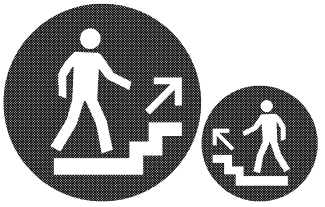
To be used in support of text labelling, across all applications.

Certain icons have two or more directional variations; these shall only be used where the icons enforce directional information.

Accessible (left and right facing)



Pedestrian/Walking (left and right facing)

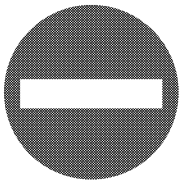


Steps/Stairs (up left and up right facing)

Escalator (up left and up right facing)

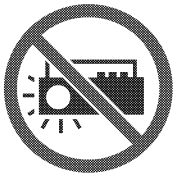
4.4.4 Prohibition icons

These icons are specifically used to draw attention to the transit rules and regulations.



No entry

To accompany the note:
No smoking



To accompany the note:
No loud audio

To accompany the note:
No pets, unless approved assistance animal or pet in small cage

Washroom

Park & Ride

Bike Parking

Elevator

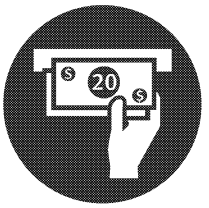
Telephone

CCTV

Fire Extinguisher

Tickets

Trash Can



Cash machine

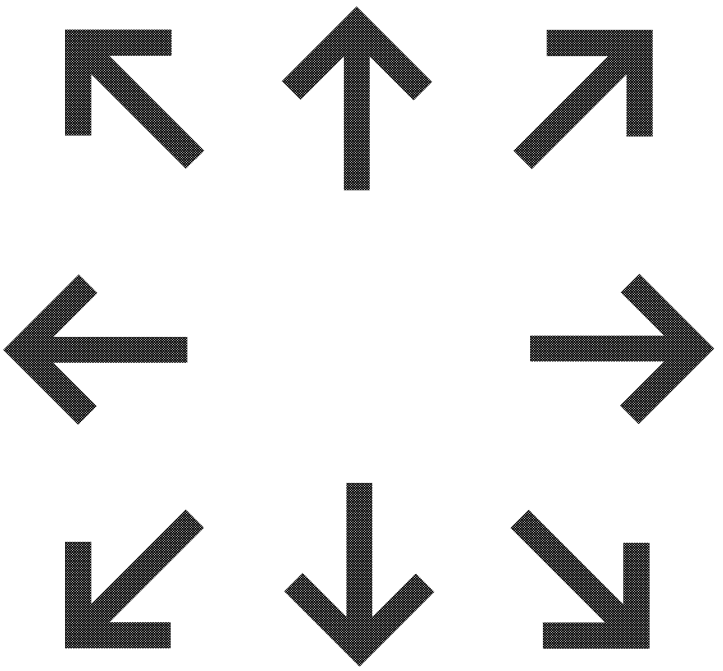
Baggage Lockers

Emergency Refuge

4.5 Arrows

4.5.1 Directional arrows

When used in transit station directional signage there are eight different configurations of the directional arrow at increments of 45-degrees.

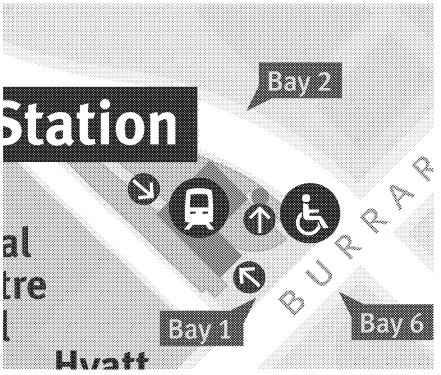


4.5.2 Arrow variations

Arrows can also be set inside circles when used on the Line Diagrams, and to mark transit station entrances on pedestrian mapping.

When used on pedestrian mapping these arrows can be set at any angle.

Arrows shall not be set inside any other shapes.



Here the arrows are used to show the entrances to a transit station.

4.6 Symbols

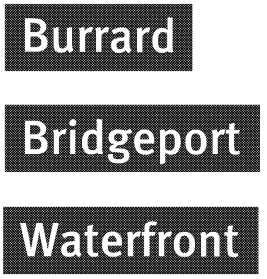
Symbols are unchangeable and consistent elements within the wayfinding information system. The consistent design of these elements helps them become familiar items across different applications.

4.6.1 Current location markers

These symbols draw the rider's attention to their current location on maps and diagrams.

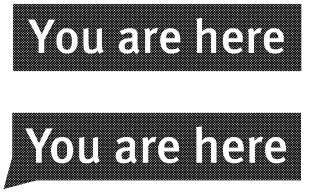
This visual style shall not be used for any other information on maps or diagrams.

You Are Here symbols shall be used to show current location on all maps. In instances where the You Are Here symbol cannot be accommodated within the space available, an alternative symbol may be required. Further design development is needed to identify the specific instances where this is the case, and develop an appropriate alternative design.



Current location name
The name of the transit station within which the information is located shall be highlighted with the name in white on a Navy Blue panel.

Typical use: Metro Vancouver Connections Diagram, Line Diagrams, Local Bus Maps and Walking From Here Maps.



You are here
Set in white on a navy blue panel this symbol shall be used where there isn't a Transit station to reference, or where additional attention needs to be drawn to the current location name (left).

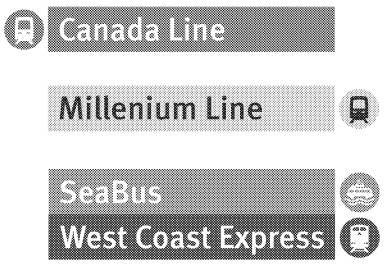
Typical use: Walking From Here Maps and Local Bus Maps.

4.6.2 Tabs

Transit lines and routes have specific symbols that help define the information they contain. Rapid transit lines all have the line name set in a tab wide enough to accommodate the name. When tabs are stacked the widths shall match. The bus routes are always displayed in a fixed width tab.

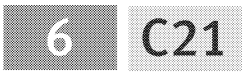
Riders can quickly deduce that any information displayed like this will always refer to transit lines and routes.

No other information shall be set in these visual styles.



Transit mode tab
Transit lines are set in an appropriately coloured wide tab. The tab may be accompanied by a modal icon where they are legible.

Typical use: Line Diagrams, directional information, Local Bus Maps.



Standard Tab

Night Bus style

Limited service style

Bus route number tab
Bus routes numbers are set on a narrow tab using a colour from the extended colour palette. Night bus services are denoted with a 10% tint of Navy Blue (see 4.3.1 Core transit palette).

Limited service sections of a route have an outline version of the tab.

Typical use: Local Bus Maps.

4.6.3 Stop roundels on diagrams

When representing stops on diagrams a coloured roundel shall be used. This can be extended to cover lines running together.

Bus stops have a different visual style to distinguish them from transit stations.

Transit stop
This device is used to indicate stations on a given transit route.

The standard circular device can be extended to cover more than one line or coloured differently to indicate interchanges to different transit modes or services

Typical use: Line Diagrams, Metro Vancouver Connections Diagram.

Interchange stops
Where a station serves as an interchange between two or more lines, or branches on a single line, the stop is indicated with a Navy Blue marker.

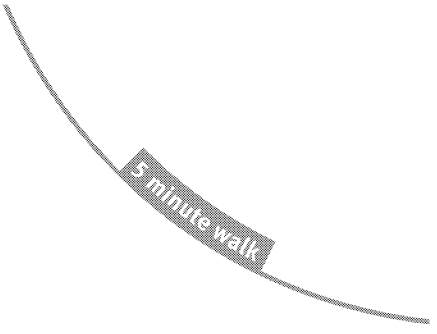
Only interchanges between transit services should be marked in this way, YVR–Airport, for example, would not be marked in this way.

Bus stop
Bus stops have a different visual style to distinguish them from transit stops.

Typical use: Metro Vancouver Connections Diagram

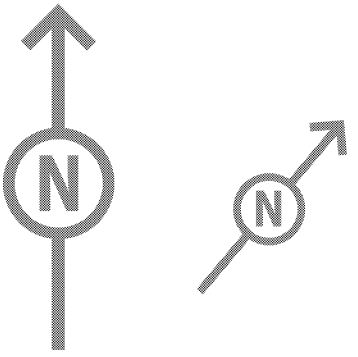
4.6.4 Scale and orientation

Certain elements used on pedestrian mapping shall be considered as symbols. The walking scale and north marker will be consistent across all maps and will help riders quickly understand the area that the map covers.



Walking scale
A circular scale is used to indicate time of travel. The distance is measured from the centre of the circle to the edge 'as the crow flies'.

Typical use: Walking From Here Maps.



North marker
Device used to indicate direction of north in a map. 'N' remains in its horizontal position, while the marker is rotated to the correct orientation.

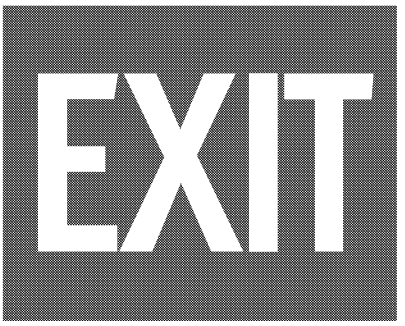
Typical use: Walking From Here Maps and Local Bus Maps.

4.6.5 Exit

Inside transit facilities exit routes should be marked with the 'Exit' panel.

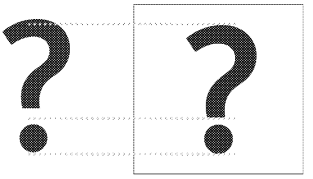
4.6.6 Emergency exit

It is a statutory obligation to display emergency exit signs. The design and placement of emergency exit signs can be found in the BC Fire Code (Division B - Part 2 and 3).



4.6.7 Information

The question mark symbol for information points is a specially designed version of the standard Meta question mark.



A standard Meta '?' on the left and the modified version on the right.

5.0 Graphic Rules

The Graphic Rules section begins with a detailed explanation of the rules relating to typography and then precisely details each sign, its constituent parts and the rules for use of each element, both individually and in combination. The rules defined in this section draw on 2.2 Inclusivity Principles. Please refer to that section for information.

5.1 Typography and Sign Sizes

5.1.1 Sign sizes

All signs have their dimensions defined by the required information as identified in the planning phase. The minimum size for any sign is dictated by the content set at an appropriate size for the viewing distance, signs may be bigger where space is available but not smaller.

Section 5.2 sets out typical sign sizes for most of the sign types set out in Section 3.0 and Section 6.0 sets out the dimensions for signs installed as part of the Olympic Priority project.

5.1.2 Type size for signage

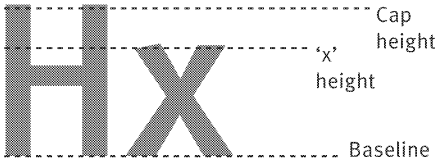
A set of type sizes has been developed for use in signage. These sizes are used in different combinations on all wayfinding signs and header panels.

These sizes, measured by the height of a capital letter, are also used as the unit of measurement for the size of the signs. By using the type size as the starting point for the size of signs, information will always be at an appropriate size.

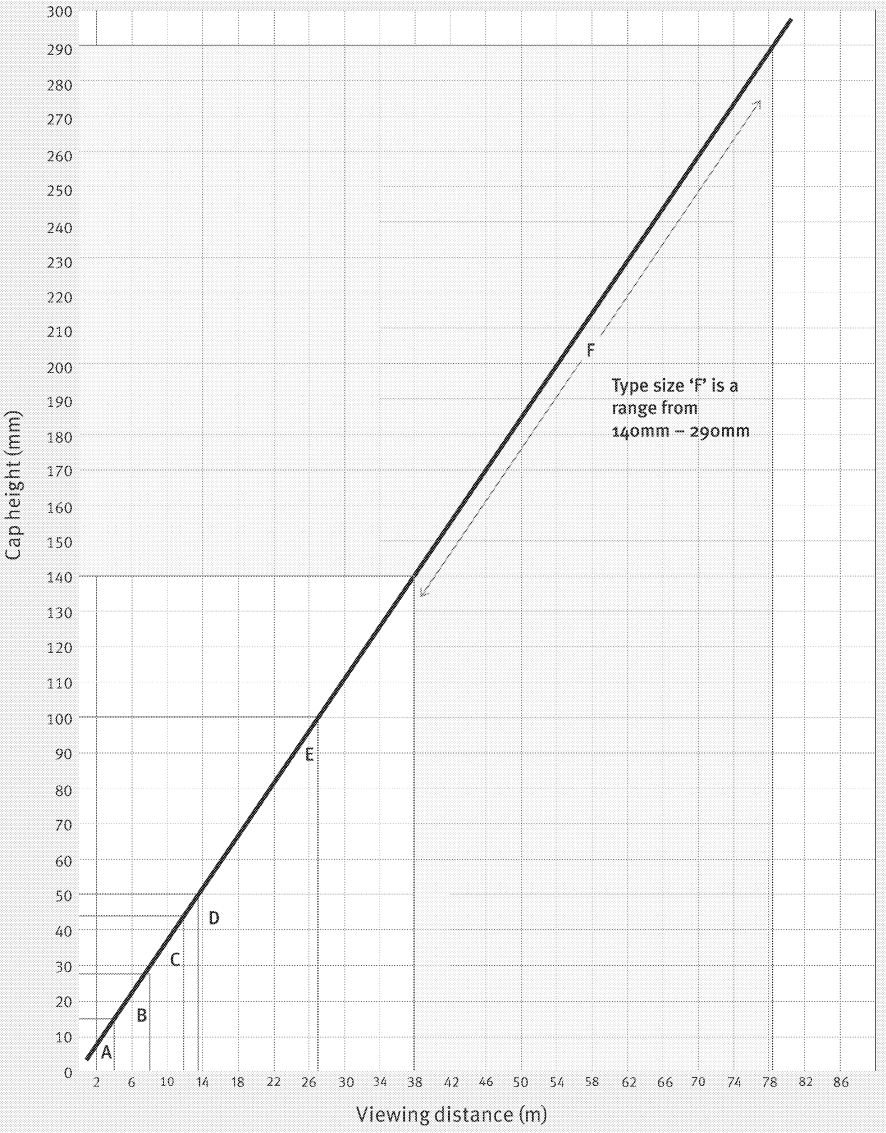
5.1.3 Type size on posters

Typically the size of type on posters will be constrained by the amount of information that needs to be shown and the space available. [redacted] is a highly legible typeface and so can be used at smaller sizes. The minimum recommended size is [redacted] (equivalent to approx. [redacted]).

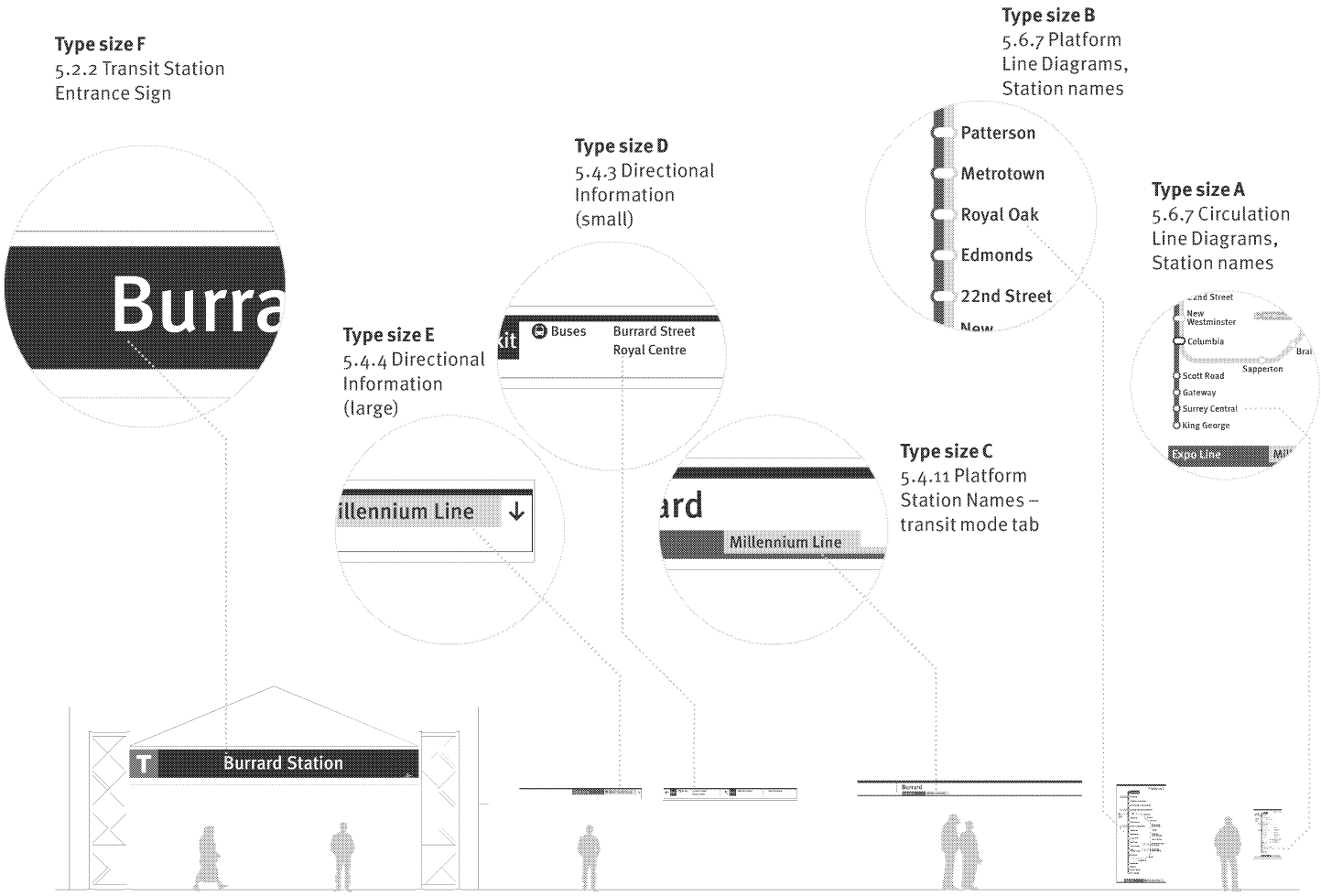
s.15(1)(l)



The cap height of a typeface is measured by the distance from the baseline to the top of the capital letter.



Standard type size	Cap height	Typical use
A	[redacted]	Circulation Line Diagrams (Station names)
B		Platform Line Diagrams (Station names)
C		Platform Station Names
D		Directional information (small)
E		Directional information (large)
F		Transit Station Entrance signs



The diagram above illustrates how a variety of type sizes is applied to specific components across the range of sign types. These sizes should be confirmed against required viewing distances to ensure that a sufficient type size is used.

5.1.4 Typeface weights

Different weights of [redacted] are used in different situations. s.15(1)(l)

The medium weight is used for signage.The bold and normal weights are used for setting more detailed information such as posters or timetables.

Signage
Headings
Body

5.1.5 Letter spacing

The spacing of letters is consistent across all applications.

Letter spacing or 'tracking' shall be set to zero in all text.

This type is correctly set with zero letter spacing.

This type has been set with too much letter spacing.

This type has been set with too little letter spacing.

5.2 Typical Sign Sizes

5.2.1 Calculating sign sizes

As outlined in 5.1.1, the sizes of each sign will vary based on the content and the physical space available at a given facility.

This section sets out typical dimensions for each of the primary sign types. These typical sizes should be used as a basis for preliminary and detailed design. While the precise size of signs will vary depending on the particular circumstances at each location, to the extent possible, sign sizes should be standardized to achieve cost efficiencies throughout the manufacturing, installation and maintenance process.

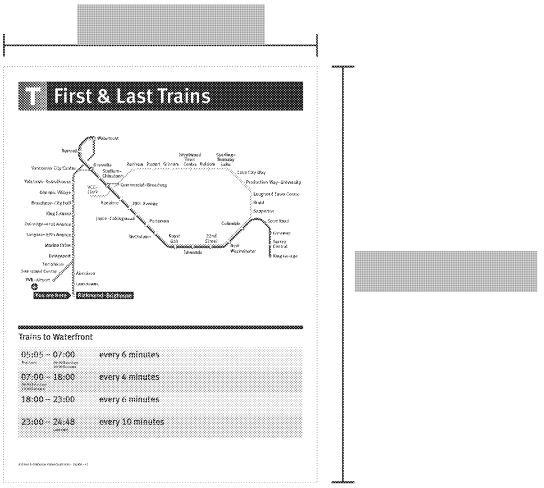
NOTE: All dimensions shown below are approximate and will be verified through detailed design for individual facilities and / or systems. Section 6.0 - Product Standards includes actual dimensions of signage installed for the 2010 Olympics.

5.2.2 Transit station entrance signs

T3

See **3.3.1** for planning guidance on this sign type.

5.2.3 First & Last Trains information

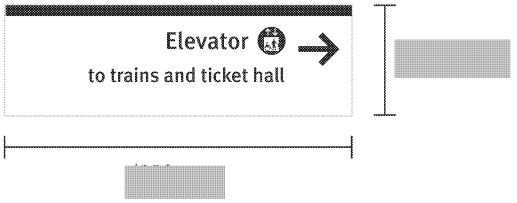


T4

See **3.3.1** for planning guidance on this sign type.

5.2.4 Directional information

External



T6 E4

See **3.3.1 and 3.4.2** for planning guidance on this sign type.

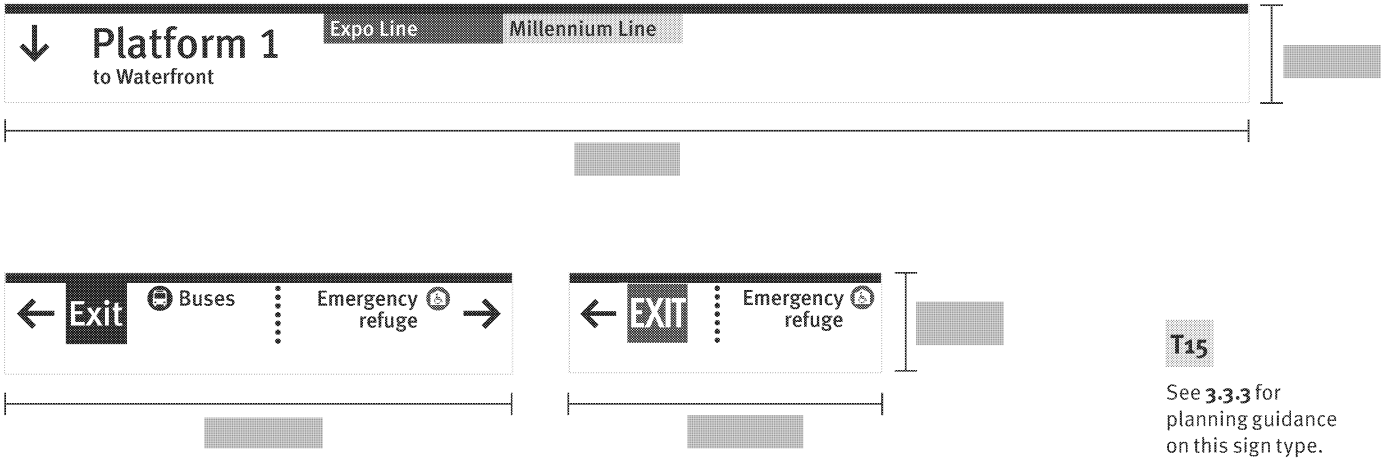
s.15(1)(l)

Ticket hall

T13

See **3.3.2** for planning guidance on this sign type.

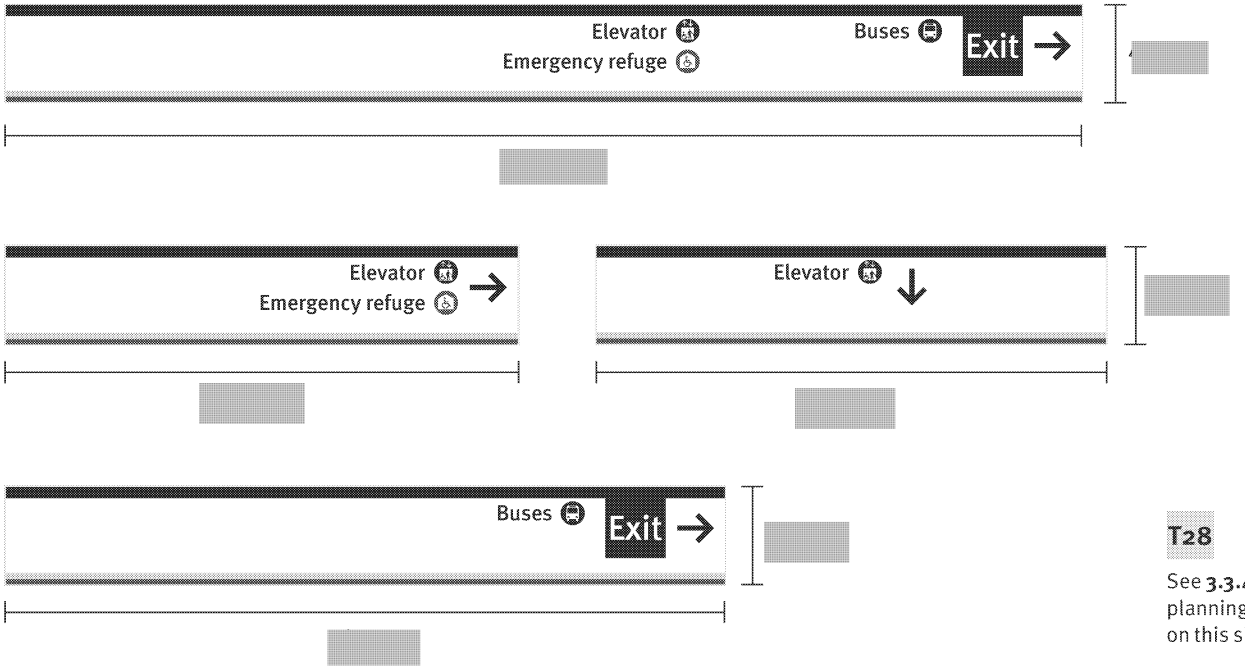
Circulation



T15

See **3.3.3** for planning guidance on this sign type.

Platform



s.15(1)(l)

T28

See **3.3.4** for planning guidance on this sign type.

5.2.8 Station identification

T27

See **3.3.4** for planning guidance on this sign type.

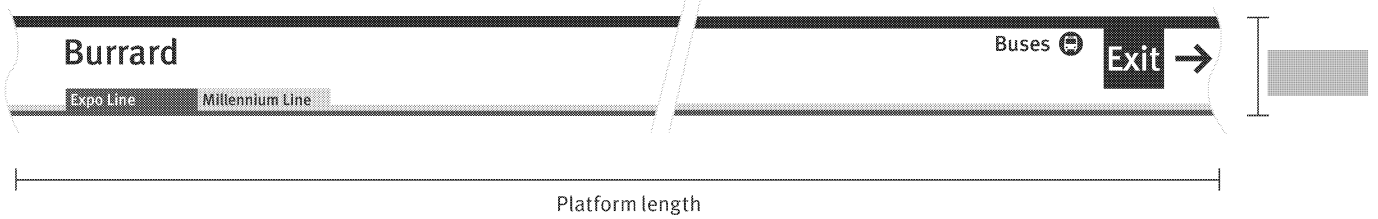
5.2.9 Running frieze

The running frieze will, where possible, be a continuous sign the length of the entire platform. The running frieze is comprised of:

- Station identifiers
- Directional information

T29

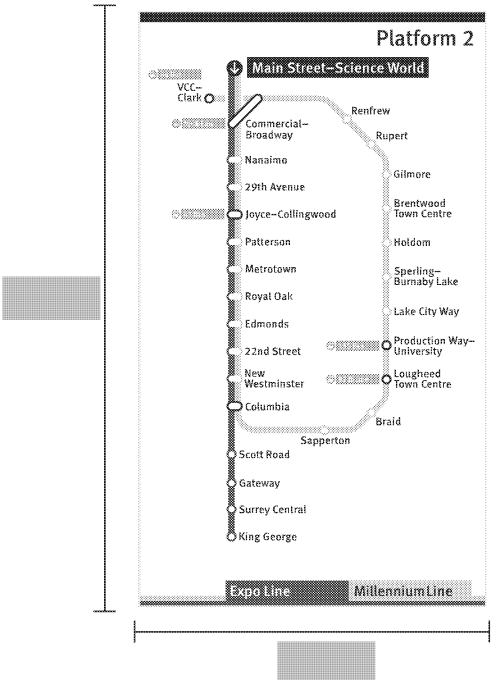
See **3.3.4** for planning guidance on this sign type.



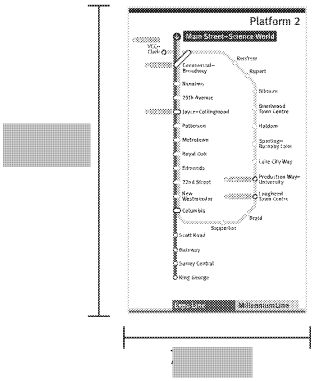
5.2.10 Line diagrams

Line diagrams have two typical sizes depending on their placement: platform and circulation.

Platform



Circulation



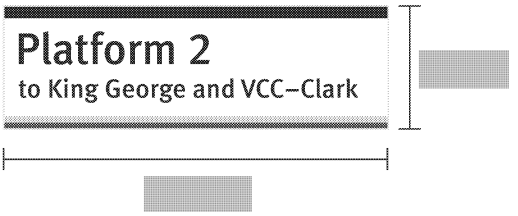
s.15(1)(l)

T16 T20

See **3.3.3 and 3.3.4** for planning guidance on this sign type.

5.2.11 Platform Indicators

These double sided signs should be located along the platform distributed according to required viewing distances.



T21

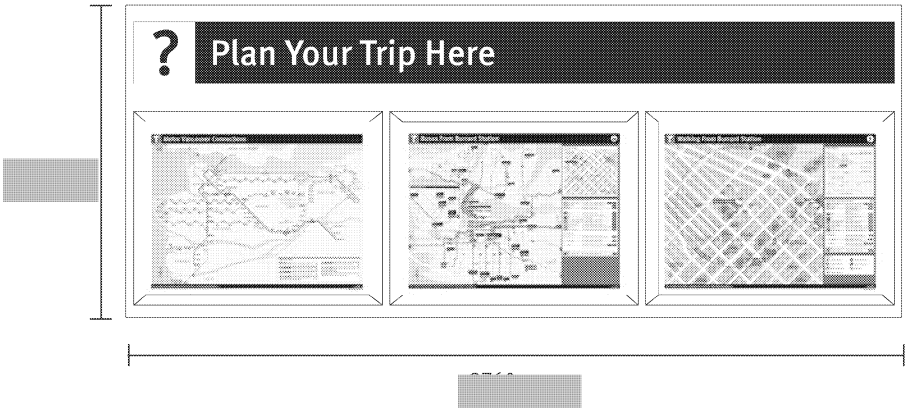
See **3.3.3 and 3.3.4** for planning guidance on this sign type.

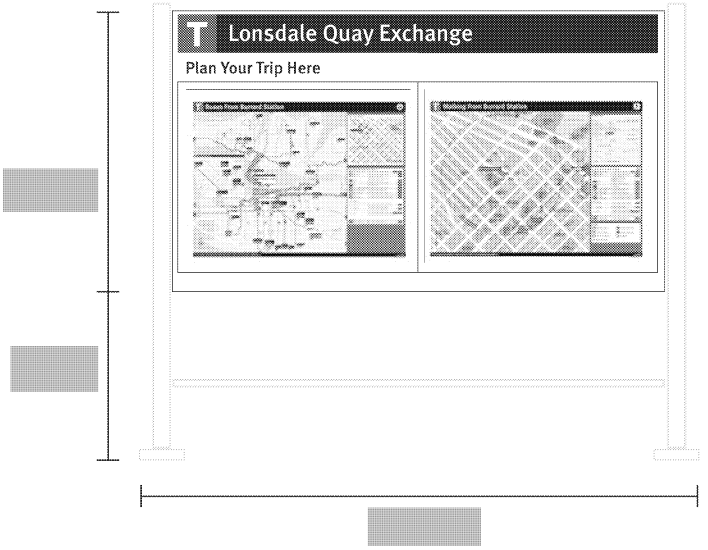
5.2.12 Journey planning

There are two types of information wall: wall mounted and freestanding.

Wall mounted information walls will typically have three poster units and a header panel. They will usually be used inside transit facilities. There are two further subdivisions within the wall mounted variation: journey planning and transit information.

Freestanding information walls have four poster cases, in two pairs back-to-back. They are used in external areas such as bus exchanges.



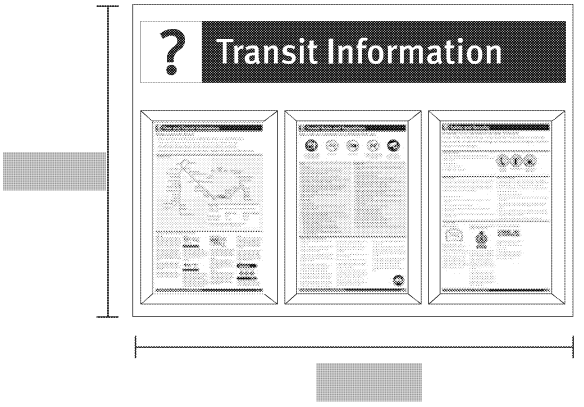


s.15(1)(l)

T7 T8 T22 E3

See **3.3.1, 3.3.2, 3.3.4 and 3.4.2** for planning guidance on this sign type.

5.2.13 Transit information



T9 T23

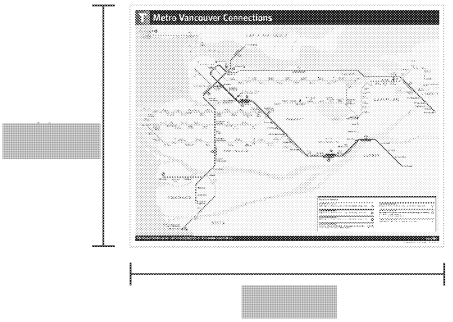
See **3.3.2** for planning guidance on this sign type.

5.2.14 Posters

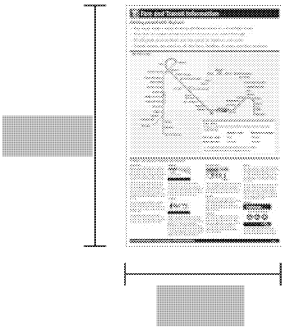
Information walls make use of the standards ANSI paper sizes for the posters they contain. There are two sizes dependant on the type of information wall.

Journey planning information walls use the ANSI E size, transit information walls use the ANSI D paper size.

ANSI E Poster



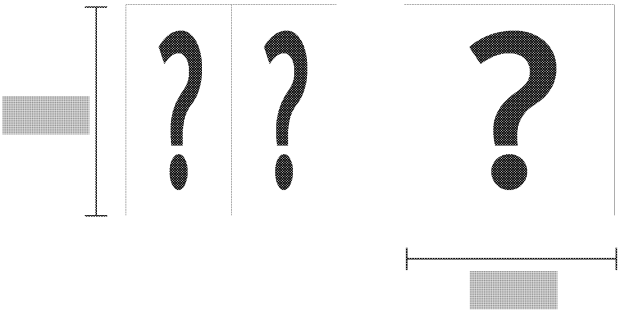
ANSI D Poster



5.2.15 Mini Beacons

Mini beacons are used in conjunction with the wall mounted information walls.

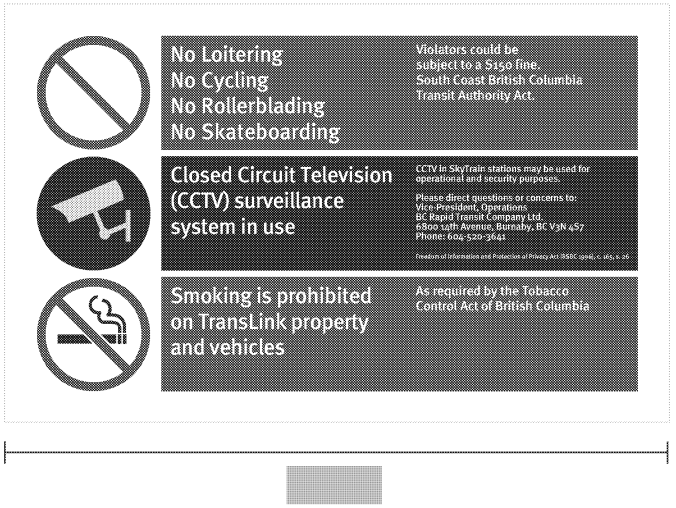
s.15(1)(l)



T11 T18 T25

See 3.3.2, 3.3.3 and 3.3.4 for planning guidance on this sign type.

5.2.16 Regulatory Signs



T5 T14 T19 T26

See 3.3.1, 3.3.2, 3.3.3 and 3.3.4 for planning guidance on these sign types

5.3 Transit Station Entrance Signs

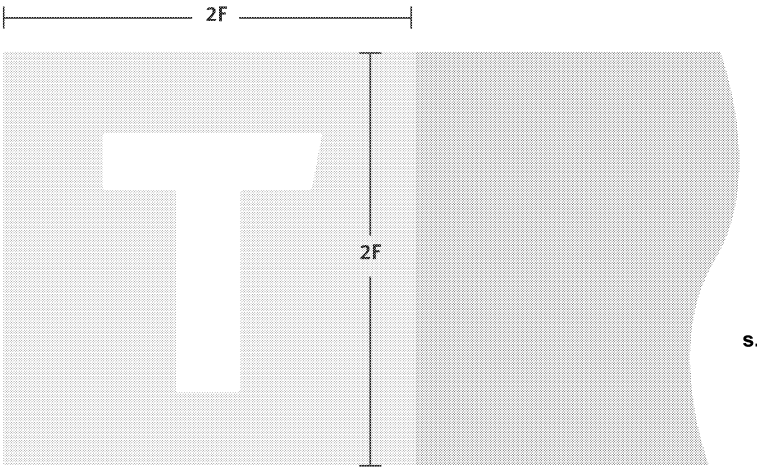
1 **T-Symbol**
All feature the T-Symbol on the left-hand side.

2 **Station name panel**
The station name is placed centrally.

3 **TransLink logo**
The TransLink logo is located in the bottom right corner of the sign.

See 5.1 Typography for dimension sizes referenced in specifications.
All dimensions are based on standardized type cap heights.

5.3.1 T-Symbol



s.15(1)(l)

The height of the square T-Symbol shall be twice the cap height of the station name and appended to the left of the station name panel.

Colours
White
Light Blue
Symbol
Standard T-Symbol

See 4.1 T-Symbol for definitions of different T-Symbols

5.3.2 Station name panel

The width of the sign shall allow for at least half the cap height of the type either side of the station name.

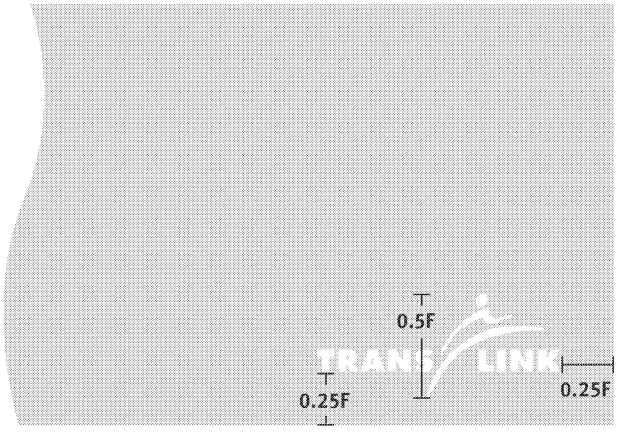
The height of the sign is double the cap height of the type.

Text Alignment
Centred
Colours
White
Navy Blue

s.15(1)(l)

5.3.3 TransLink logo

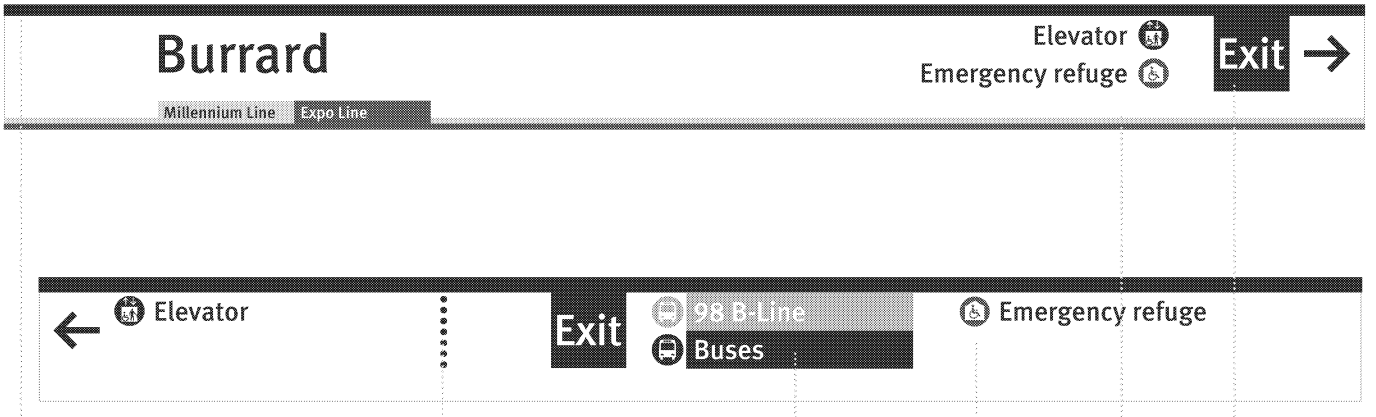
Type Size	Cap Height
A	
B	
C	
D	
E	
F	

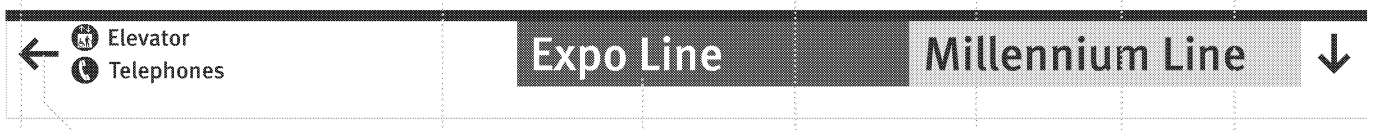


The TransLink logo sits in the bottom right-hand corner of the station name panel within the specified margins.

Colours
White
Symbol
TransLink Logo

5.4 Directional Information





7 **Exit icon**

1 **Header strip**
All directional information signs feature a strip at the top of the sign.

2 **Arrows**

3 **Transit mode tabs**

5 **Secondary information**
Directional information is provided for public facilities.

6 **Footer strip**
When directional information signs are located on the platform they feature a footer strip.

4 **Interchange tabs**
Showing transfers to other modes of transit.

s.15(1)(l)

Type Size	Cap Height
A	
B	
C	
D	
E	
F	

8 **Dividing strip**
The dotted strip is used to divide separate groups of information.

Overall sign sizes
Over all sign sizes will be defined by the required content per sign and the space available. Precise sign sizes will be defined on a station by station basis.

5.4.1 Header strip

All directional information signs feature a strip running the length of the top of the sign.

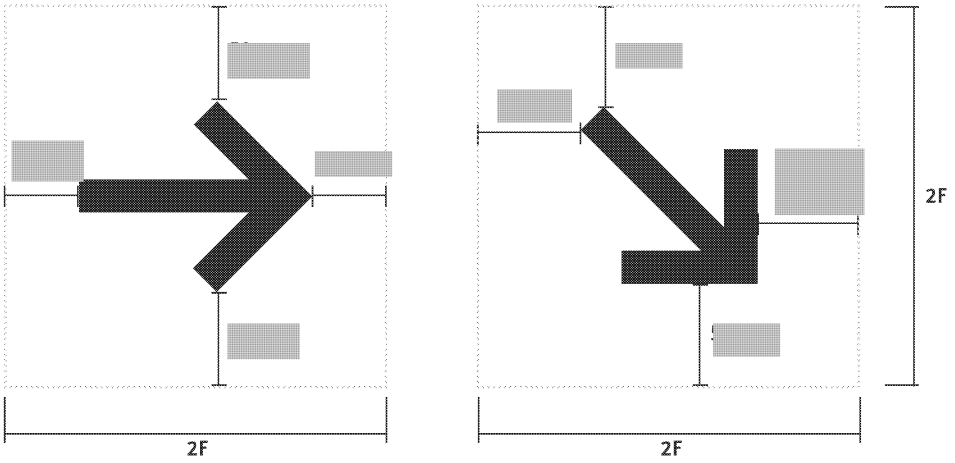
All other elements are placed below this strip.

The header strip ensures that the signs will have a contrast against a wide range of surfaces. On dark surfaces the white areas of the sign provides contrast; the light surface the header strip gives contrast.

s.15(1)(l)

Colour
Navy Blue

5.4.2 Arrows



When directing riders around a transit station and indicating 'straight on' the downward arrow shall be used.

The upwards arrow shall only be used when the sign is located at the bottom of a stairwell or escalator, up which riders are being directed.

Arrows have a consistent padding whenever used in signage. This varies when the arrow is set diagonally.

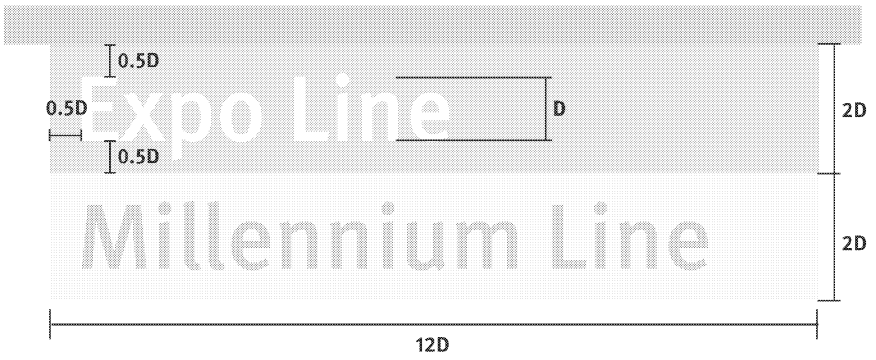
The overall height of the arrow and padding is equal double typesize F.

See 5.1 Typography for dimension sizes referenced in specifications.
All dimensions are based on standardized type cap heights.

Colour
Navy Blue

5.4.3 Transit mode tabs (small)

Sizes



Stacked and side-by-side

Transit mode tabs are used to direct riders to the platform. They should be set in either typesize D or E, here the smaller type size D is shown. The size of tabs will be defined by the required viewing distance.

The tab shall be coloured acording to the lines represented. Tabs shall be stacked where possible. However, when space is limited they can be arranged side-by-side.

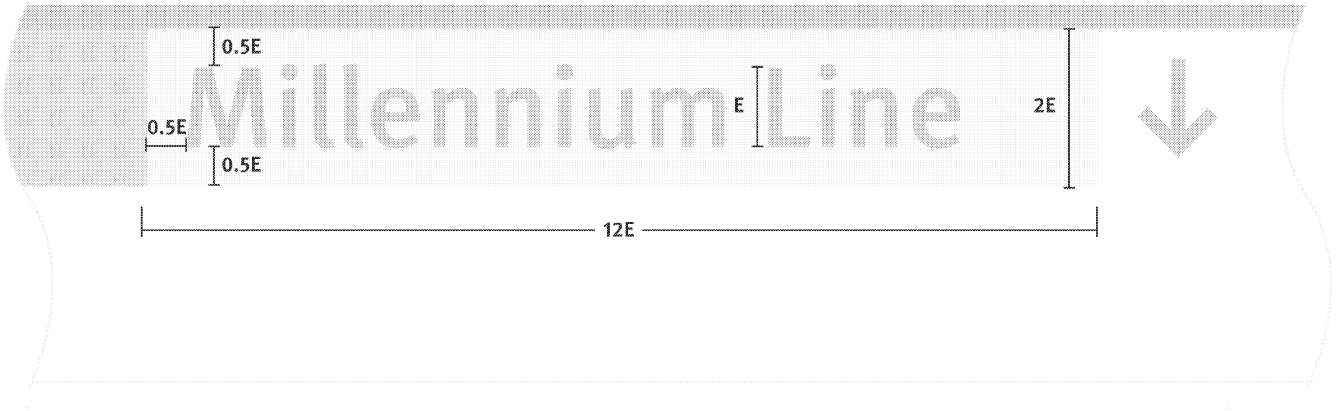
Where two tabs are listed together they shall be listed in alphabetic order.

Transit mode tabs do not have a modal icon.

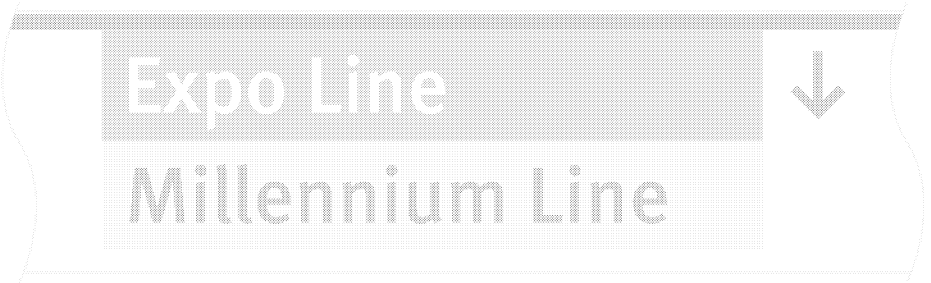
Colours s.15(1)(l)
– For type
Navy Blue
White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab

5.4.4 Transit mode tabs (large)

Sizes



Stacked and side-by-side



Where longer viewing distances are required the larger type size E shall be used.

Transit mode tabs do not have a modal icon.

As with small transit mode tabs, the preference is for tabs to be stacked , however, where space is limited they can be arranged side by side.

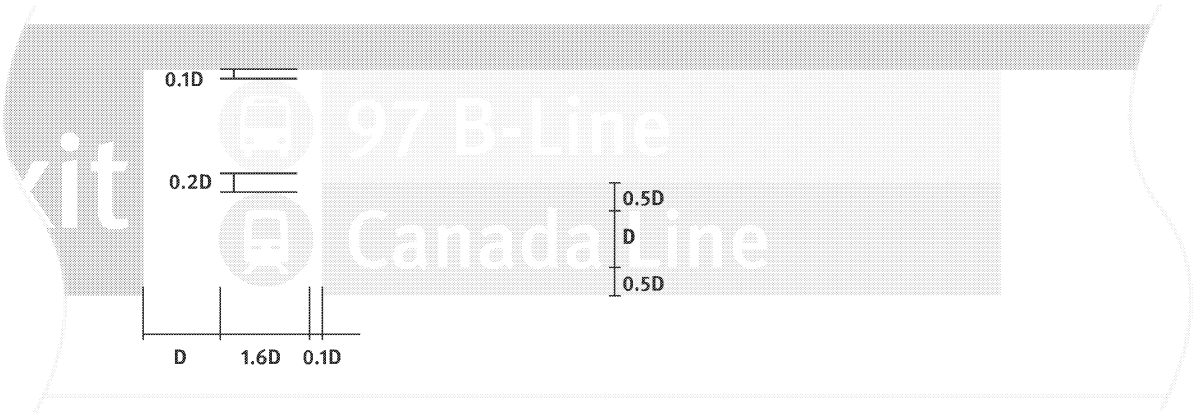
Where two tabs are listed together they shall be listed in alphabetic order.

s.15(1)(l)

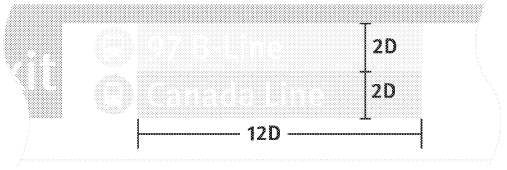
Colours
– For type
Navy Blue
White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab

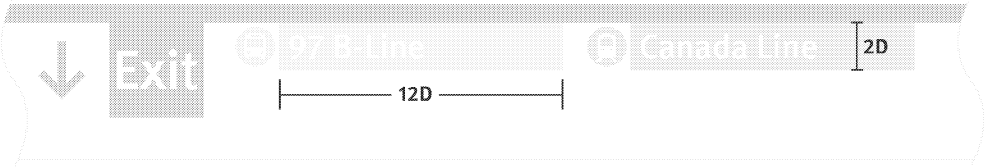
5.4.5 Secondary information (small)

Sizes



Stacked and side-by-side





Aligning arrows

Here the icons are to the right of the tab, as the directional arrow is pointed to the right

Secondary information will typically show riders how to transfer between transit lines and modes. They should be set in either typesize D or E, here the smaller type size D is shown.

All secondary information will be supported with an icon.

Icons shall be beside the tab, on the side corresponding to the placement of the arrow.

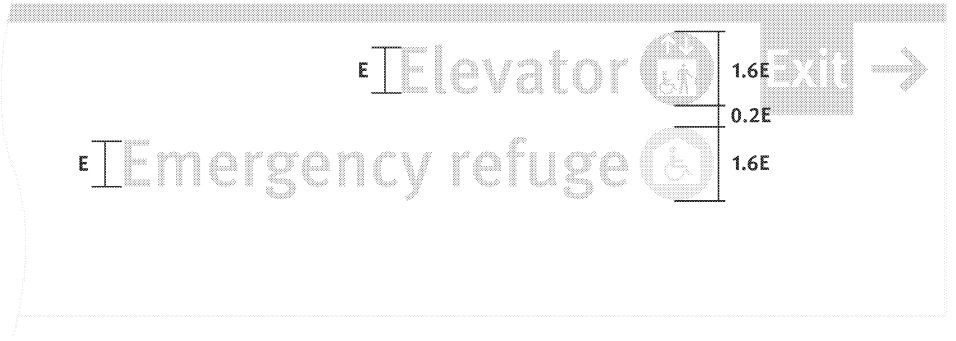
Transit facilities may have a number of additional amenities such as telephones and emergency refuges. These are also classed as secondary information and are listed in the following order:

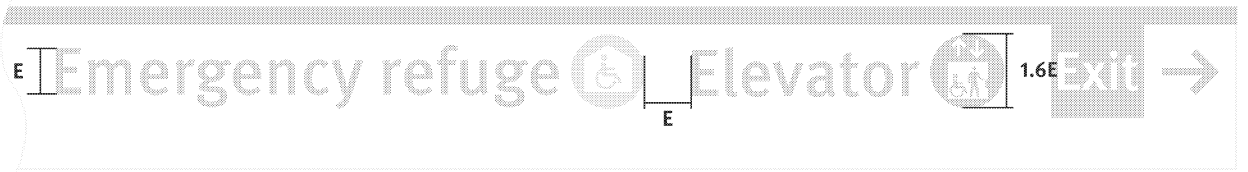
– Directional arrow
– Transit transfers
– Amenities

Colours
– For type
Navy Blue
White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab

s.15(1)(l)

5.4.6 Secondary information (large)





See 4.4 Icons for different Transit modes and their icons.

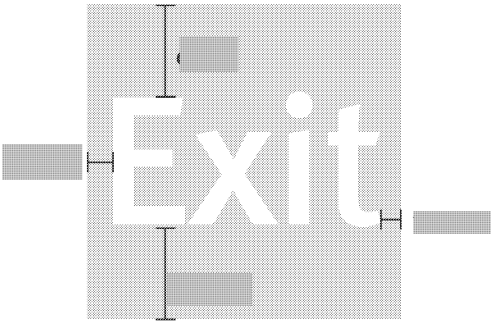
s.15(1)(l)

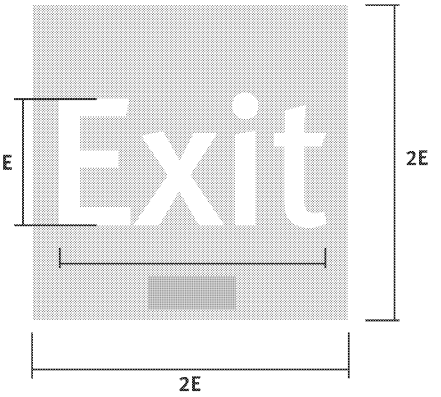
Where longer viewing distances are required the larger type size E shall be used.

Type Size	Cap Height
A	
B	
C	
D	
E	
F	

Colours
– For type
Navy Blue
White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab

5.4.7 Exit



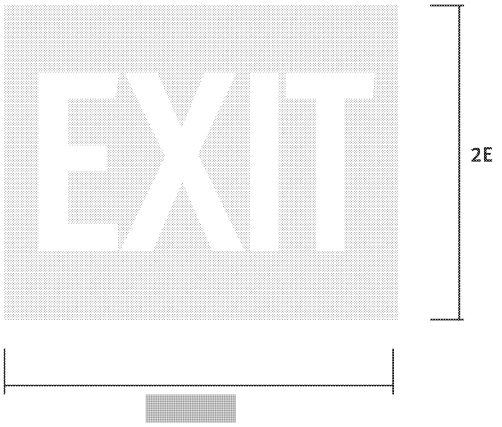


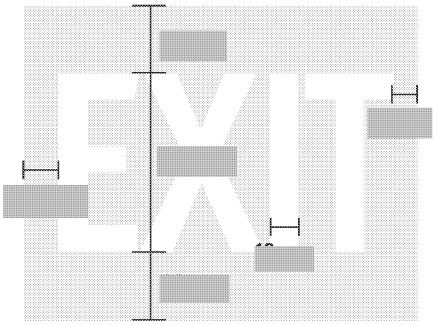
Type Size	Cap Height
A	
B	
C	
D	
E	
F	

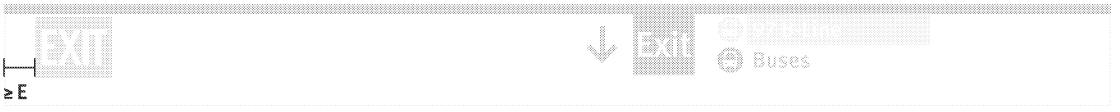
s.15(1)(l)

Colours
White
Navy Blue

5.4.8 Emergency exit







Emergency exit routes must be marked with an illuminated exit sign. When these exit signs are required they shall be located on the sign as a separate element.

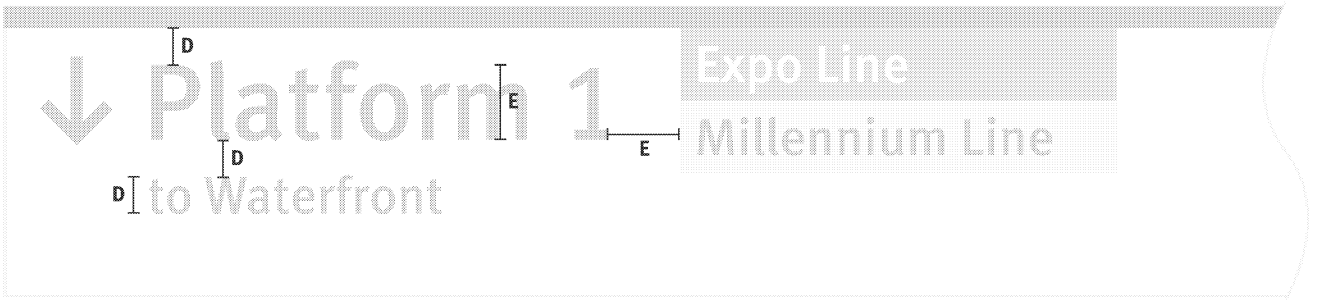
The National Building Code of Canada requires that:

"Lettering on exit signs shall be: red letters on a contrasting background or white letters on a red background, at least high with stroke spelling EXIT or SORTIE when the sign is internally illuminated"

The design and placement of emergency exit signs can be found in the BC Fire Code (Division B - Part 2 and 3).

Colours
White
Emergency Red

5.4.9 Platform directions



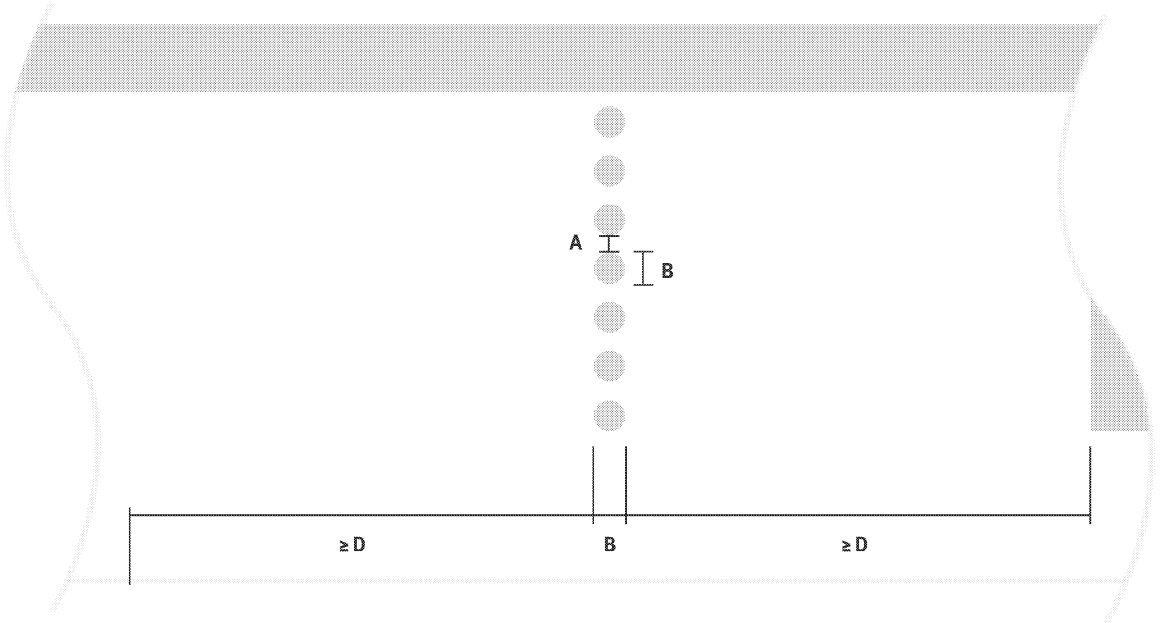
In circulation areas platforms shall be signed with the platform number and the terminal points on the lines that serve the transit station.

The transit mode tabs shall be shown for the lines that serve the transit station.

Colour
– For type
Navy Blue

s.15(1)(l)

5.4.10 Dividing strip



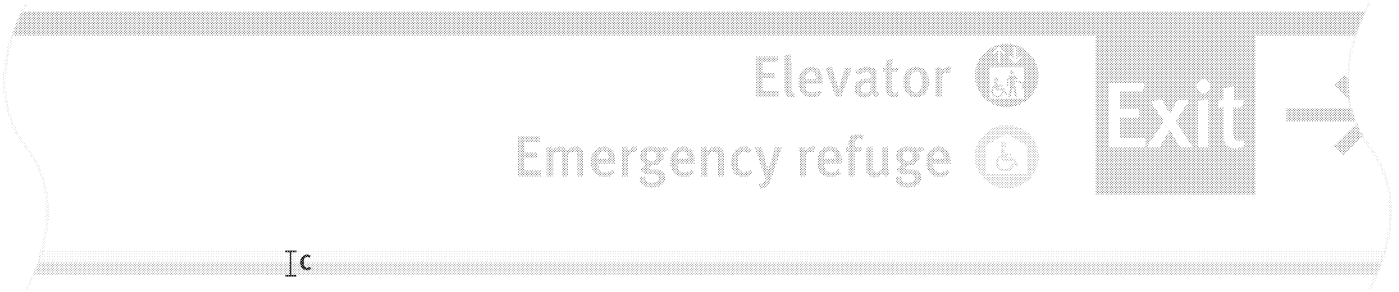
When the division between different directions needs to be emphasized, the dividing strip shall be used.

Colour
Navy Blue

5.4.11 Platform station names

The transit mode tab will be aligned with the station name.

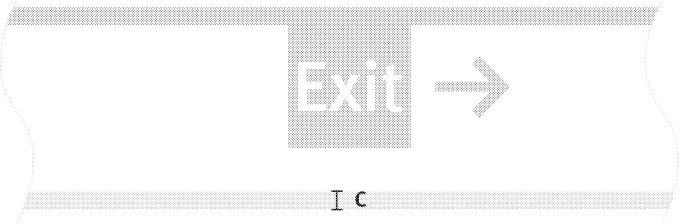
5.4.12 Footer strip



Footer strips will always be the same height as typesize C. A strip shall be included for each line from the current platform.

Where multiple lines run on the same platform all shall be denoted with a colour strip.

The multiple colour strips shall be the height of typesize C.



Colours s.15(1)(l)
– For type
Navy Blue
White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab

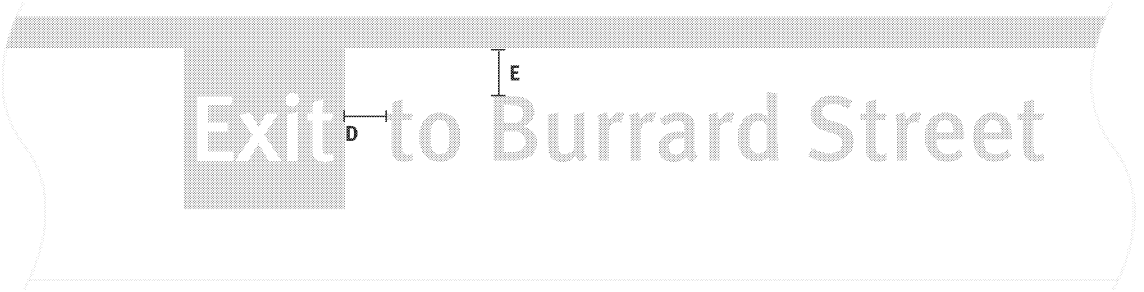
5.4.13 Exit directions

Where transit facilities have multiple exits they shall be marked in combination with the 'Exit' tab.

Type Size	Cap Height
A	
B	
C	
D	
E	
F	

5.4.14 Exit names

s.15(1)(l)

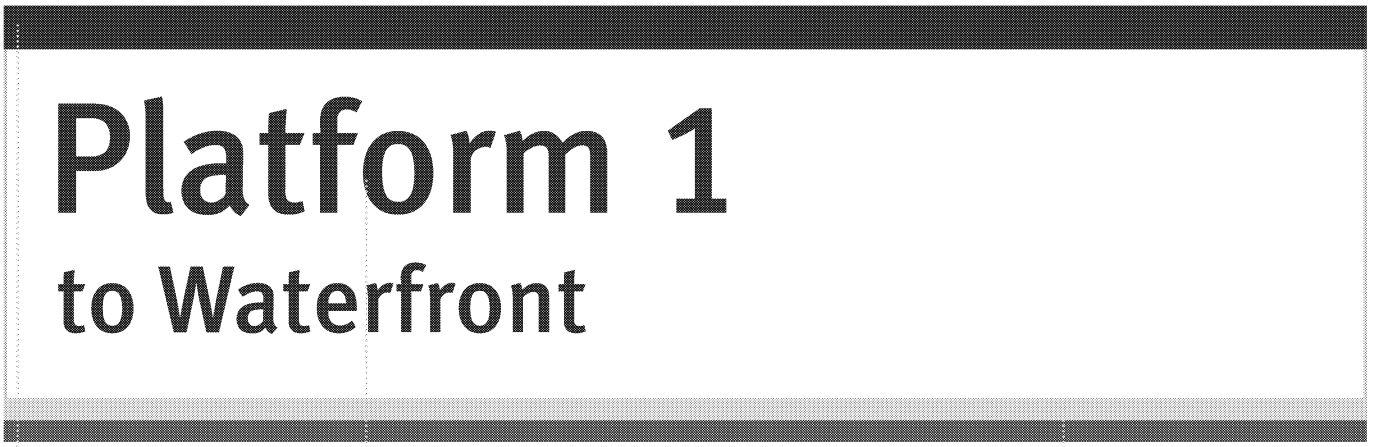


Exit thresholds are marked with an exit name sign. An 'Exit' panel is combined with the name of exit.

Other information can be included on these signs, but must be distinct and separate from the exit name.

Colours
Navy Blue
Symbols
Exit Panel

5.5 Platform Indicators



1 **Header strip**
All platform based signs feature a dark blue strip at the top of the panel.

2 **Platform name and direction of travel**
Signs feature the number of the platform and the terminus of the train operating from the platform.

3 **Footer strip**
All platform based signs feature a strip at the bottom of the sign corresponding to the lines servicing the platform.

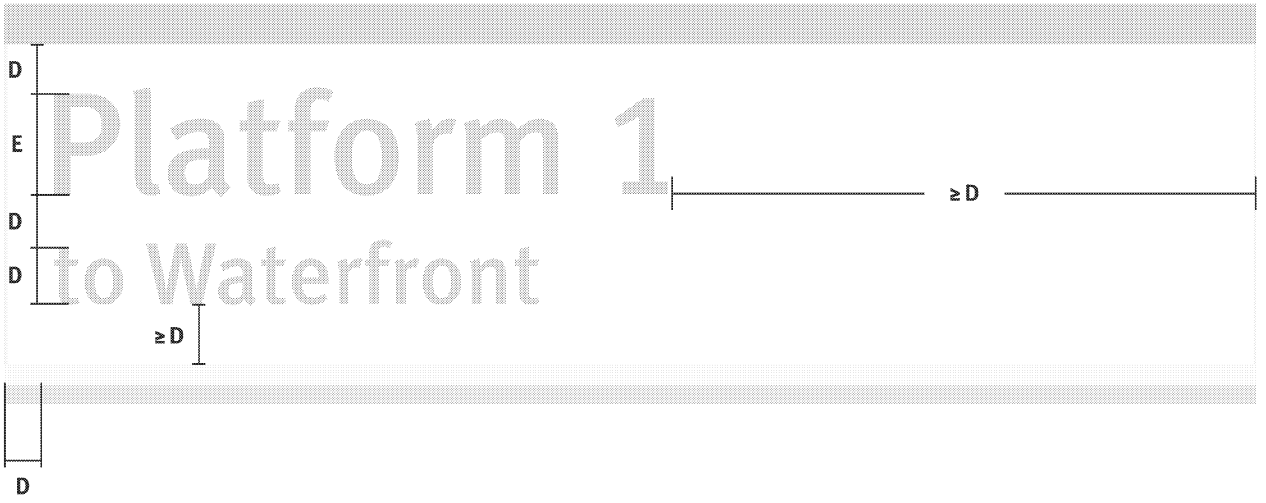
See 5.1 Typography for dimension sizes referenced in specifications.
All dimensions are based on standardised type cap heights.

Overall sign sizes
Over all sign sizes will be defined by the required content per sign and the space available. Precise sign sizes will be defined on a station by station basis.

5.5.1 Header strip and footer strip

See Header strip (5.3.9) and footer strip (5.3.10) within Directional Information for specification of the standard header strip.

5.5.2 Platform name and direction of travel

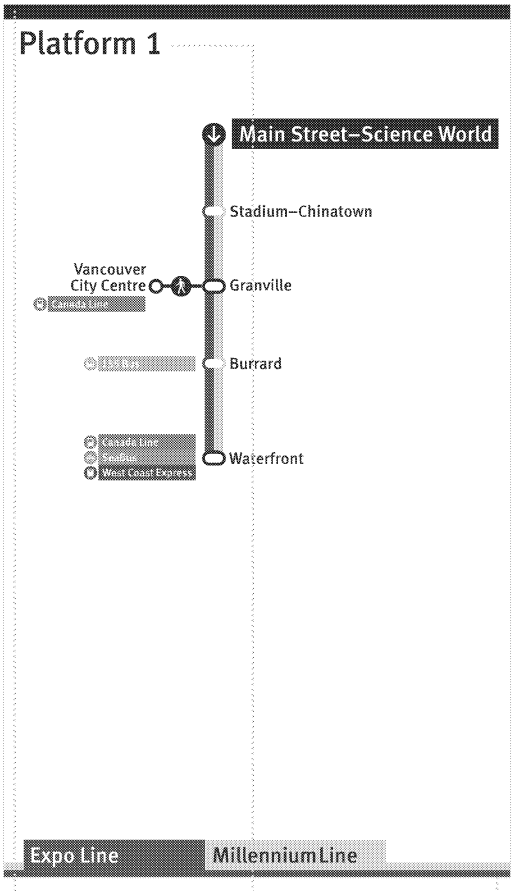


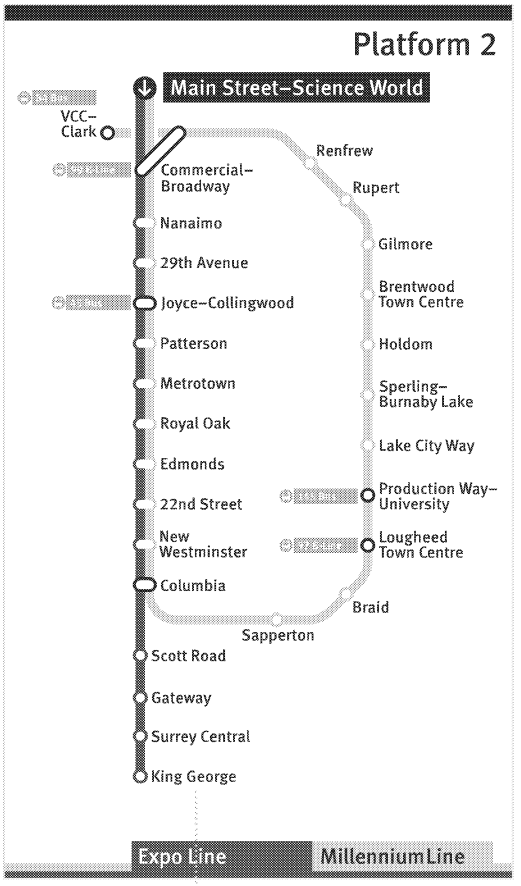
Type Size	Cap Height
A	
B	
C	
D	
E	
F	

s.15(1)(l)

Colour
– For type
Navy Blue
– For footer strip
See Primary Transit Palette

5.6 Line Diagrams





Distance between stations is not indicated on this diagrammatic representation of service direction and connectivity.

Platform vs circulation
Line Diagrams may be required in the circulation areas of a station as well as on the platform. Sizes are given for both circumstances in this section.

Refer to **Line Diagrams 3.3.14 and 3.3.17** for details of the two types.

Type Size	Cap Height
A	
B	
C	
D	
E	
F	

1 **Header strip**
All Line Diagram signs feature a dark blue strip at the top of the panel.

2 **Platform reference**
The platform number shall be displayed at the top of the sign. It can be combined with an arrow when used in circulation areas.

3 **Footer strip**
The lines that are depicted on the Line Diagram are referenced on a footer strip as shown, with a combination of coloured rectangles and strips running along the bottom of the panel.

4 **Line Diagram**
The diagram is placed comfortably within the available space with a generous white border if possible. The diagram must also conform to guidance on size in order to be usable by as wide a range of people as possible.

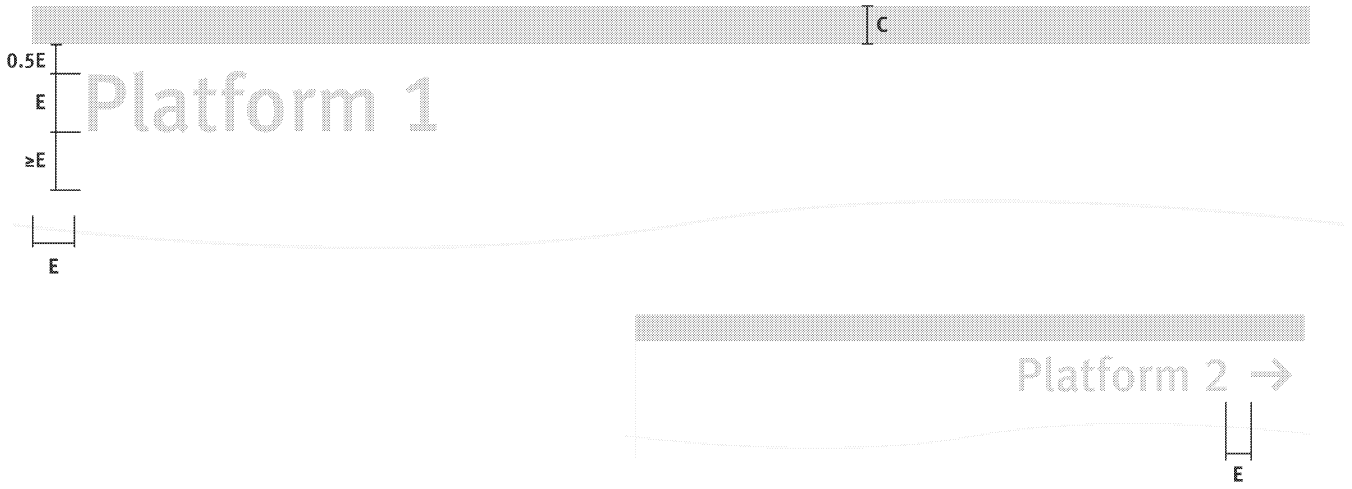
s.15(1)(l)

Overall sign sizes
Over all sign sizes will be defined by the required content per sign and the space available. Precise sign sizes will be defined on a station by station basis.

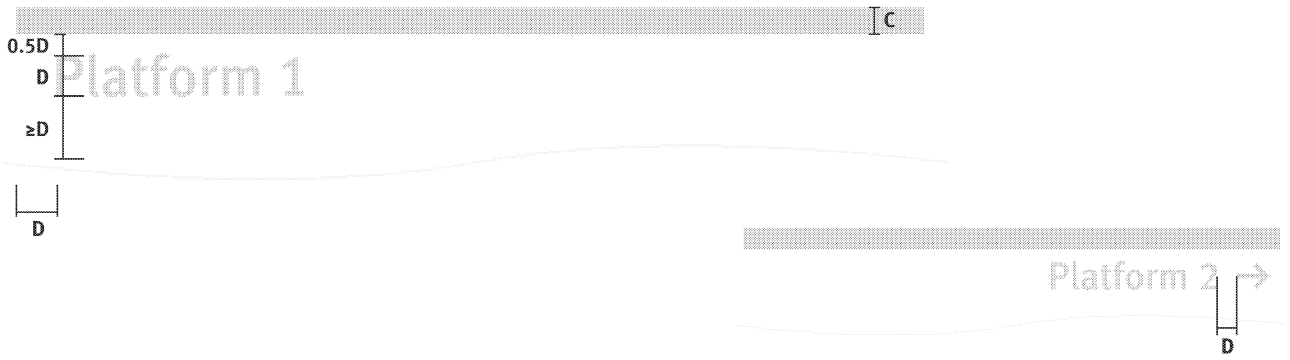
Colours
– For type
Navy Blue
Or White
– For tabs
See Primary Transit Palette
Symbols
Transit Mode Tab, Transit Station Roundel, Current Location Marker

5.6.1 Platform reference

Platfrom type



Circulation type



The platform number is displayed at the top of the panel. Typically it should be placed at the top left, however where space it limited it can be placed top right.

Where a Line Diagram is situated in a circulation area, a directional arrow shall be used.

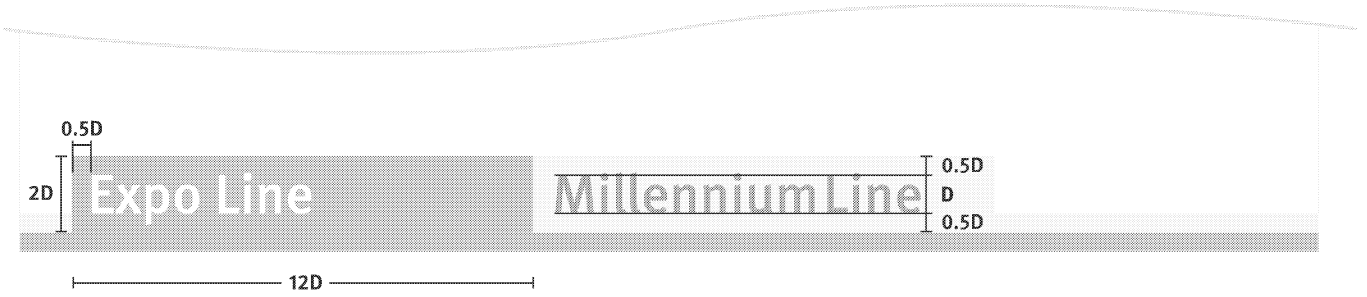
See 5.1 Typography for how to correctly use type.

Colours
Navy Blue

s.15(1)(l)

5.6.3 Transit mode tabs

Platform type



The services that operate from the platform are referred to at the bottom of the panel.

All platform based signage features a coloured band of specified size that refers to the line or lines that service the platform.

The strip runs the length of the bottom of the sign.

When there is more than one line servicing the platform, the strip is divided equally between the different colours, with the lines listed in alphabetical order.

Circulation type

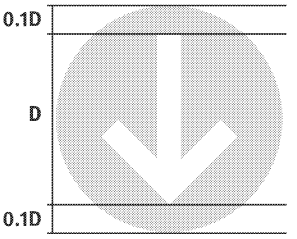
Type Size	Cap Height
A	
B	
C	
D	
E	
F	

s.15(1)(l)

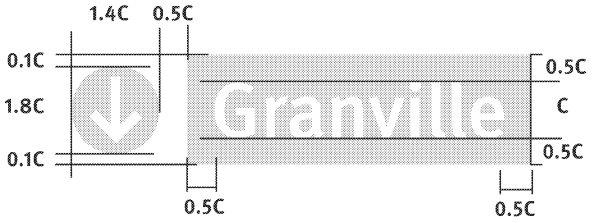
Colours
– For type
Navy Blue
Or White
– For rectangle
See Primary Transit Palette
Symbols
Transit Mode Tab

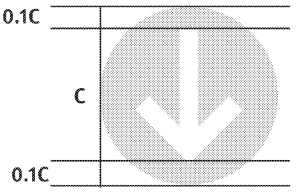
5.6.5 Current location

Platform type



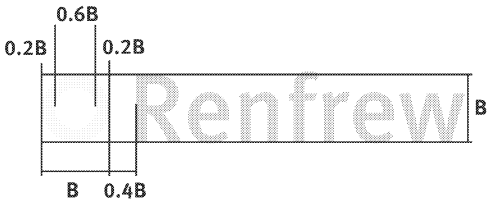
Circulation type

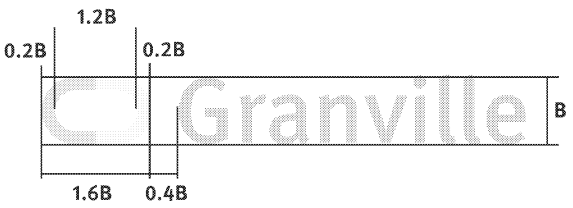




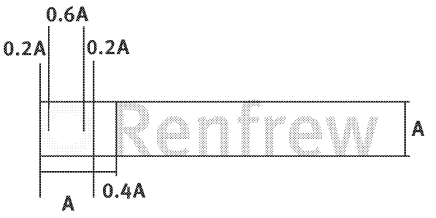
5.6.7 Station names

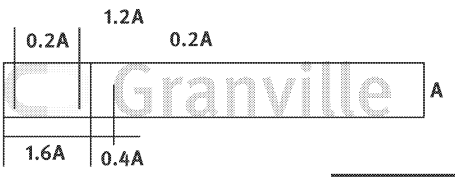
Platform type





Circulation type





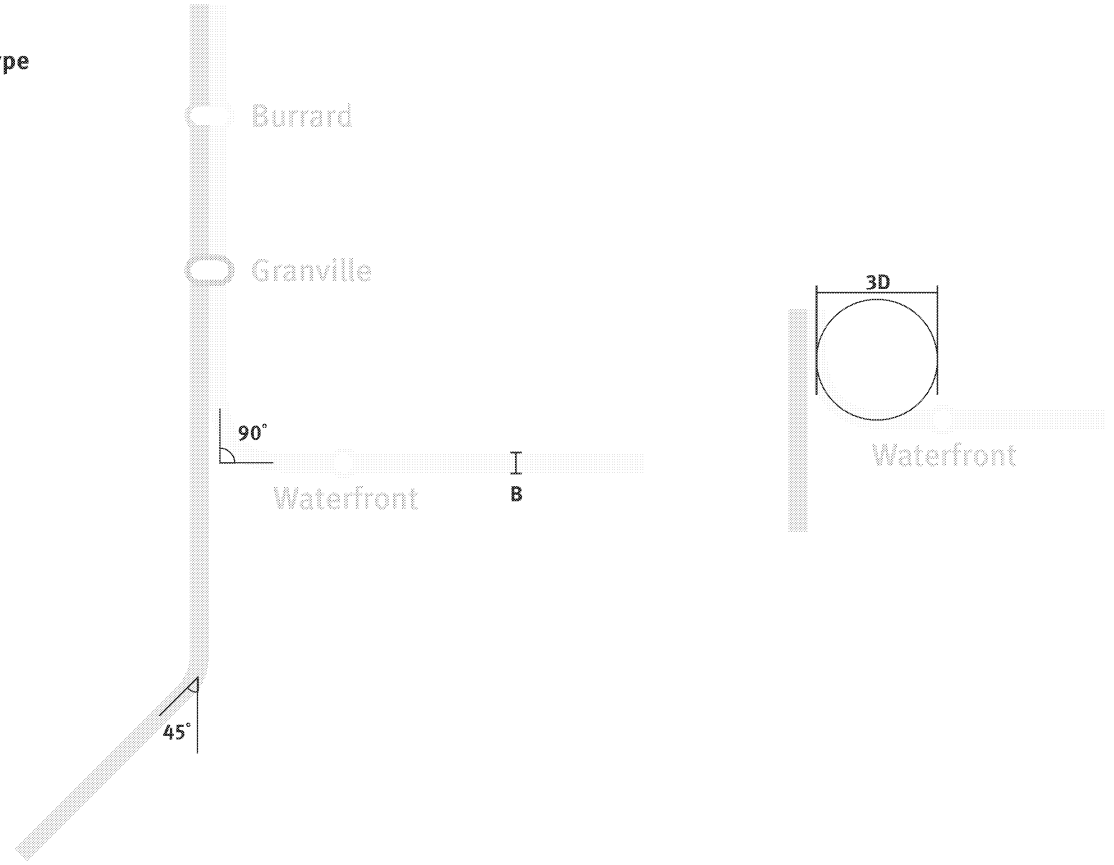
See Transit Stations within 4.6 Symbols for different types of symbols.

Colours
– For type
Navy Blue
– For standard Transit Stop
See Primary Transit Palette
– For interchange Transit Stop
Navy Blue
Symbols
Transit Station Roundel

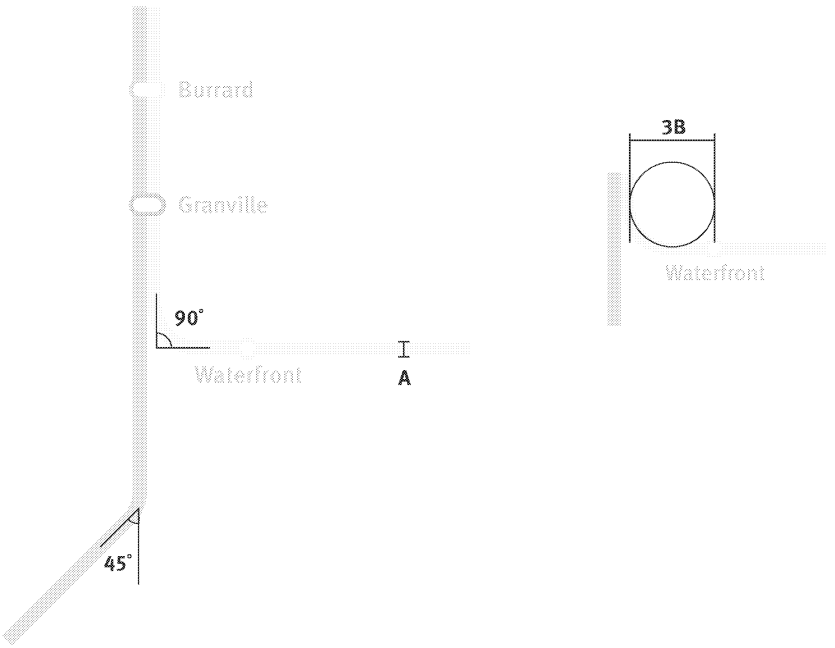
s.15(1)(l)

5.6.9 Lines

Platform type



Circulation type

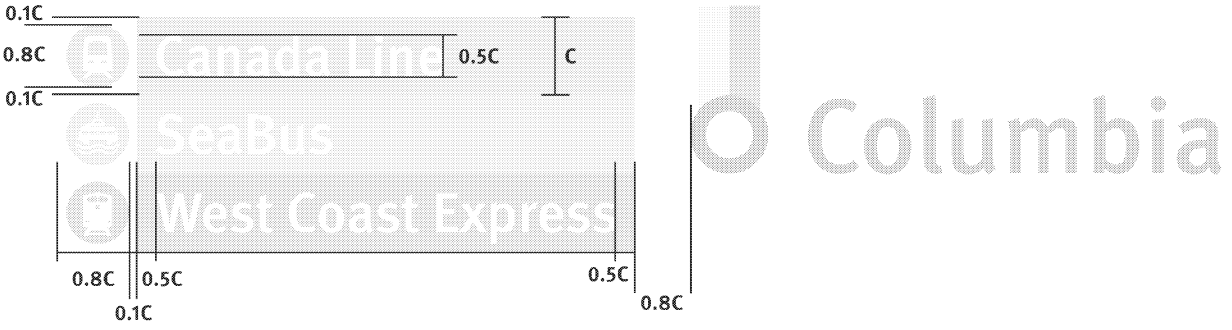


Lines are a combination of vertical, horizontal and 45-degree angle lines. The use of other angles is not permitted.

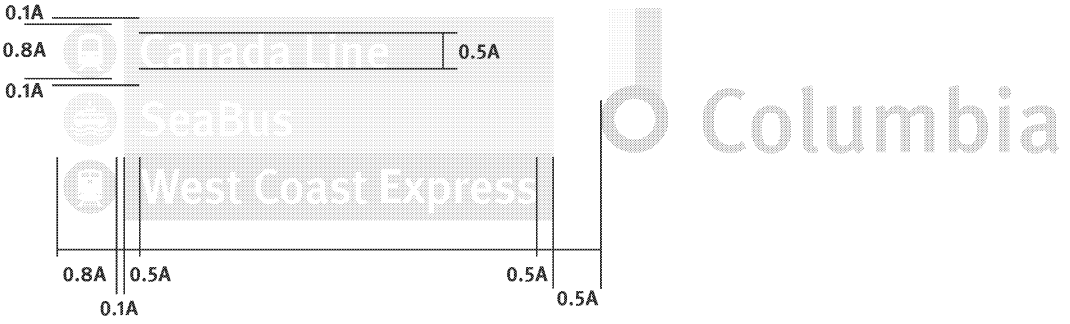
Colours
See Primary Transit Palette

5.6.11 Transit mode tabs

Platform type



Circulation type



The Transit Mode Tabs are placed on the opposite side of the station symbol to the station name.

Icons switch between left and right of the icon depending on layout; the icon must always be furthest away from the line, or to the right if the line is horizontal .

See 4.6.3 Stop roundels on diagrams for use of roundels

Symbols
Transit Mode Tab

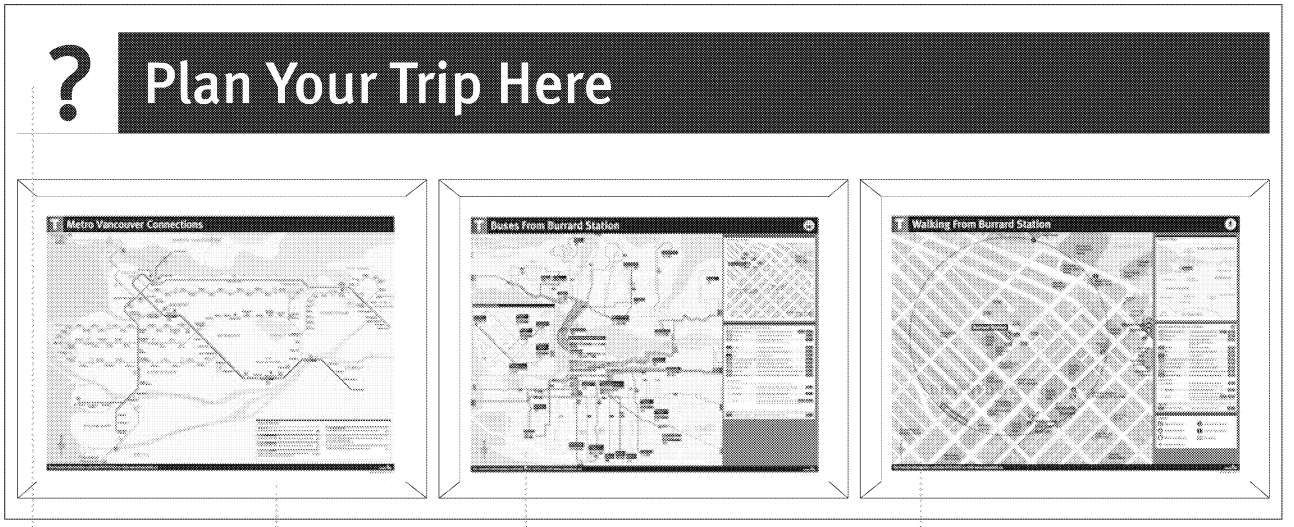
5.7 Journey Planning

Journey planning information will typically be displayed in the ticket halls of transit facilities and the circulation area of bus exchanges.

They all feature a Metro Vancouver Connections Diagram, a Local Bus Map and a Walking From Here Map.

On the platforms of Transit Facilities a single poster variation is used. This only displays the Metro Vancouver Connections Diagram.

In a bus exchange a free standing unit will include the Metro Vancouver Connections Diagram, a Local Bus Map and a Walking From Here Map. In the additional poster case a poster can be repeated or a ANSI E format Cycling From Here Map can be installed.



1 **Header panel**

2 **Metro Vancouver Connections Diagram**
The rapid transit network with regional connections.

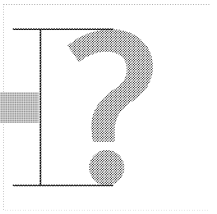
3 **Local Bus Map**
Routing of all buses which serve the location.

5 **Mini-Beacon**
To draw attention to the information below.

4 **Walking From Here map**
Five or ten minute walk from the station or exchange.

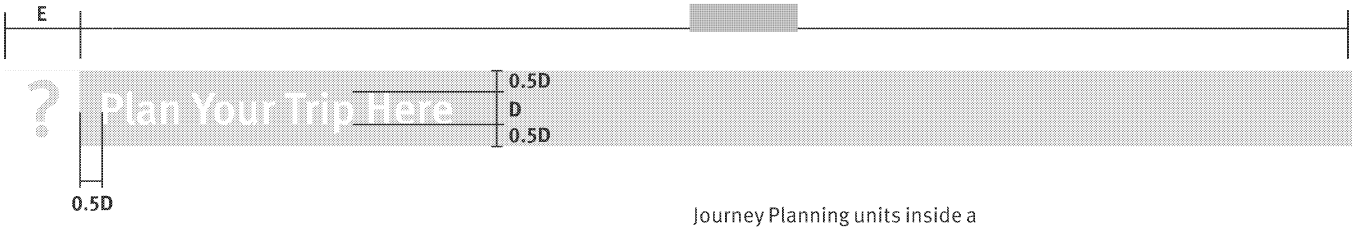
See 5.1 Typography for dimension sizes referenced in specifications.

5.7.1 Header panel, internal



s.15(1)(l)

See 4.1 T-Symbol for definitions of different T-Symbols

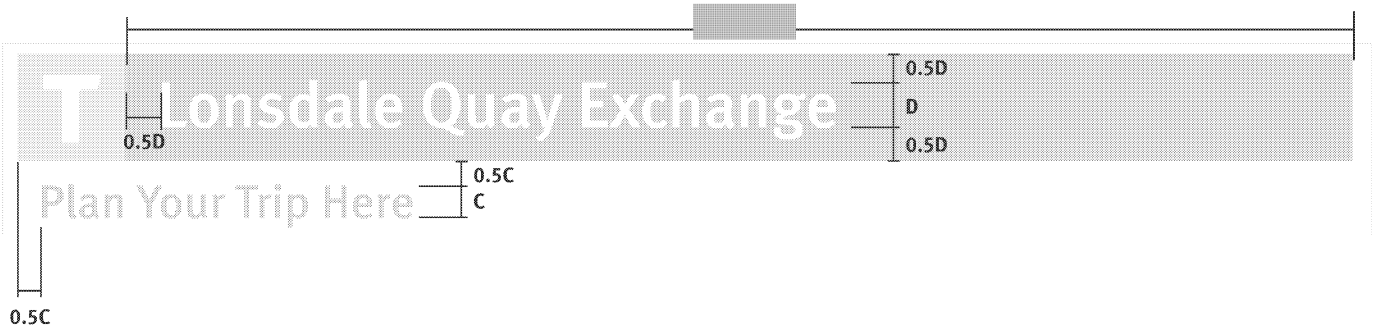


Journey Planning units inside a station shall feature this header above all poster units.

'Plan Your Trip Here' text shall be consistently used across all applications.

Symbols
Information icon

5.7.2 Header panel, bus exchange



Type Size	Cap Height
A	
B	
C	
D	
E	
F	

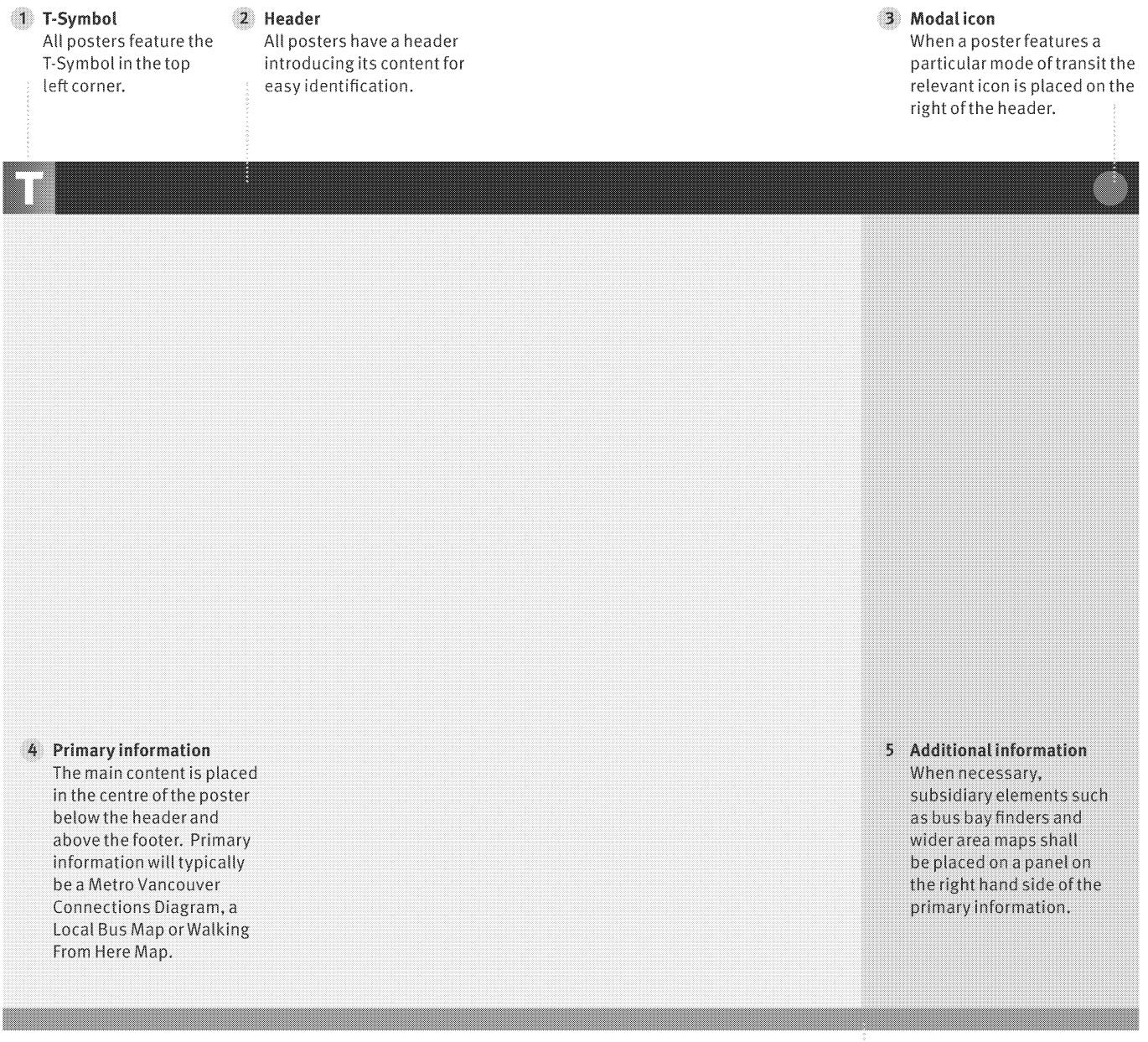
All Journey Planning units have a header panel to draw attention to the posters below, headlining their content.

In a bus exchange the header panel also includes an exchange name panel with the T-Symbol.

Colours
White
Navy Blue
T-Symbol
Standard T-Symbol

5.7.3 Poster

The layout of posters shall conform to some simple layout standards to ensure easy identification and use.



This approach for layout works for all poster formats. The logical division of information helps riders to disseminate complex information.

5.7.4 T-Symbol, header and modal icon

The header panel shall feature a T-Symbol, and if appropriate, a modal icon.

Spacing and dimensions are based on the cap height of the type (where x=cap height) and the height of the T in the T-Symbol.

Colours
White
Navy Blue
Symbol
Four-Colour Process T-Symbol
Icons
Modal icons

s.15(1)(l)

5.7.5 Additional information

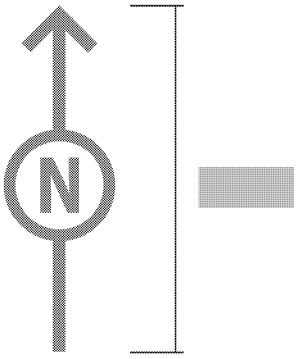
Tables and maps that support the primary diagram or map are located on a panel to the right.

5.6.6 Footer

The footer is used to display sources of further journey planning information.

The TransLink logo is also placed to the right of the footer.

5.6.7 North arrow



Colours
White
Navy Blue
Symbols
TransLink Logo
North arrow

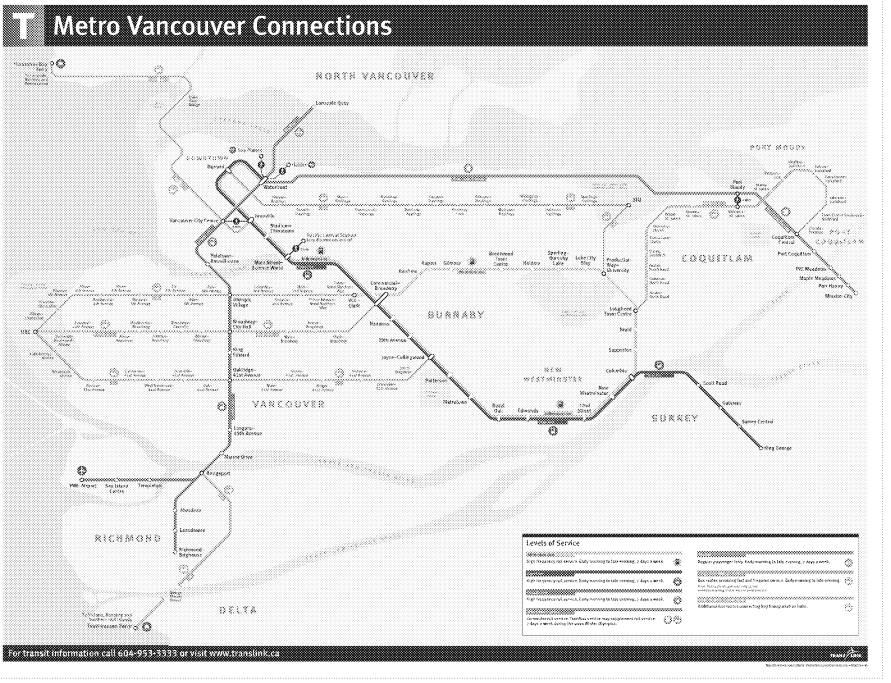
5.8 Metro Vancouver Connections Diagram

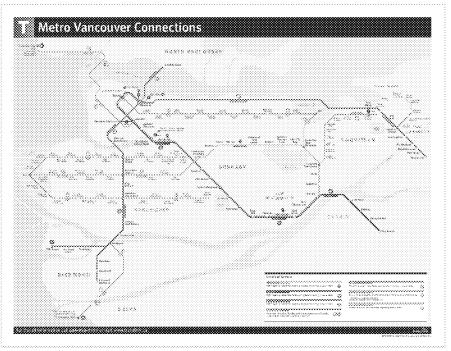
The most important diagram in the transit information system is the Metro Vancouver Connections Diagram. It should be seen not as one diagram, but as a family of diagrams which are each tailored for a specific use.

Each time the diagram is used it will have a unique set of constraints based upon its location. Usually the size of the space available and the context of the location will call for differing elements of the content. A large poster on a platform will have more space for information than an in-train diagram or a printed version on a leaflet.

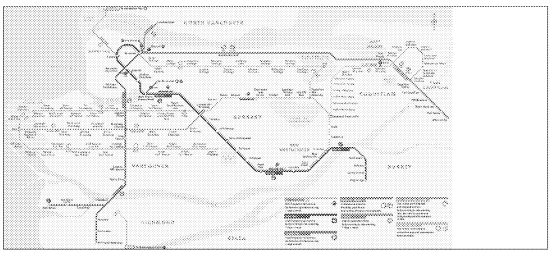
As well as space, other factors will affect the content. For example, during the 2010 Winter Games a version of the diagram was produced to show transit connections to event sites, which called for the inclusion of additional bus routes.

Consistency across the family of diagrams becomes very important when there are many versions being used. As more and more versions are developed, the diagram must be regularly reviewed to ensure quality and information remains uniform.



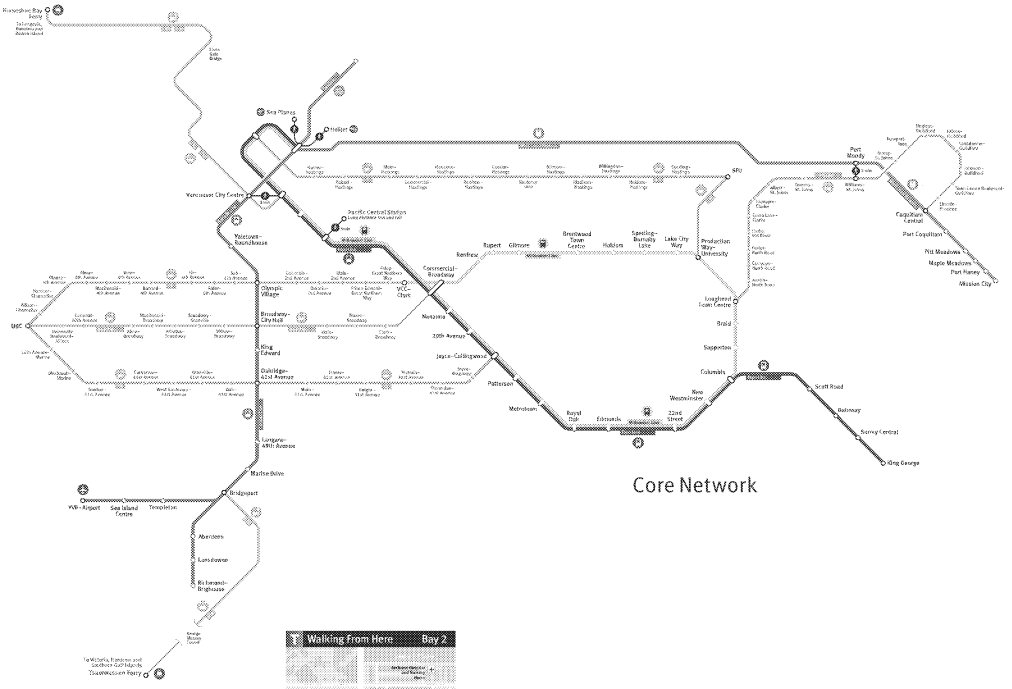


Winter Games Vancouver Connections

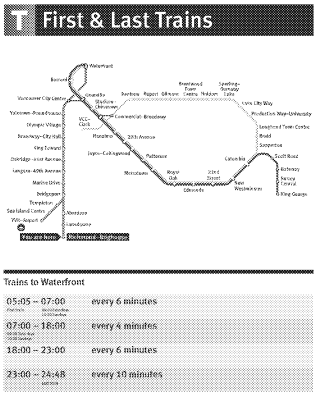


Z-Map

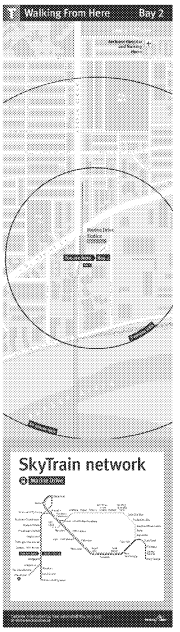
The core of the Metro Vancouver Connections Diagram forms the basis of all variants of the diagram. Each variant will feature different levels of information depending on available space and typical use.



Core Network

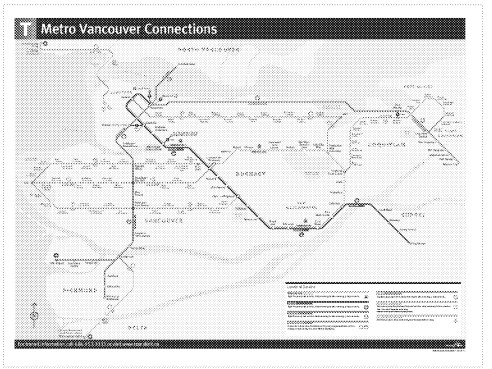


First & Last Trains



SkyTrain Network

Metro Vancouver Connections



5.9 Local Bus Maps

Bus mapping provides users with knowledge of the destinations to which they can travel aboard a bus.

See 4.4 Icons and 4.6 Symbols for common elements used in bus mapping.

See Diagram Palette within 4.3 Colour Palette for colours used. Colours are supplemented by other palettes when necessary.

5.9.1 Base mapping

Geographic features to be included are:

- All served roads
- Major roads
- Large areas of water
- Significant landmarks that aid wayfinding, such as parks

These features are drawn in the simplified and angular way shown.

5.9.2 Bus routes

Routes are shown with a thick coloured line which follows the road network, as shown.

All routes have their own individual colour within the poster, with bus code tabs attached to the routes to ease recognition.

Bus exchanges and route terminus are shown using the bus exchange code . The routes that operate at the exchange are represented by a bus code tab shown within the box.

Interchanges to other modes are also shown, with a modal icon to the left of the name and a transit mode tab below.

5.9.3 Other considerations

When it is not possible to show the terminus of a route, an off map tab is used, which displays the route code and eventual terminus of the route, off the edge of the map.

When a bus route takes a different journey dependent on its direction of travel, the direction of travel is suggested using an arrow alongside the line.

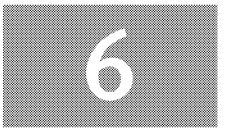
It is useful to present information about routes, including route names and prominent destinations, in tabular form. This gives the user an introduction to the services available.

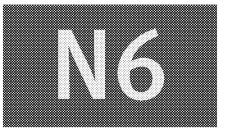
5.9.4 Core element specification

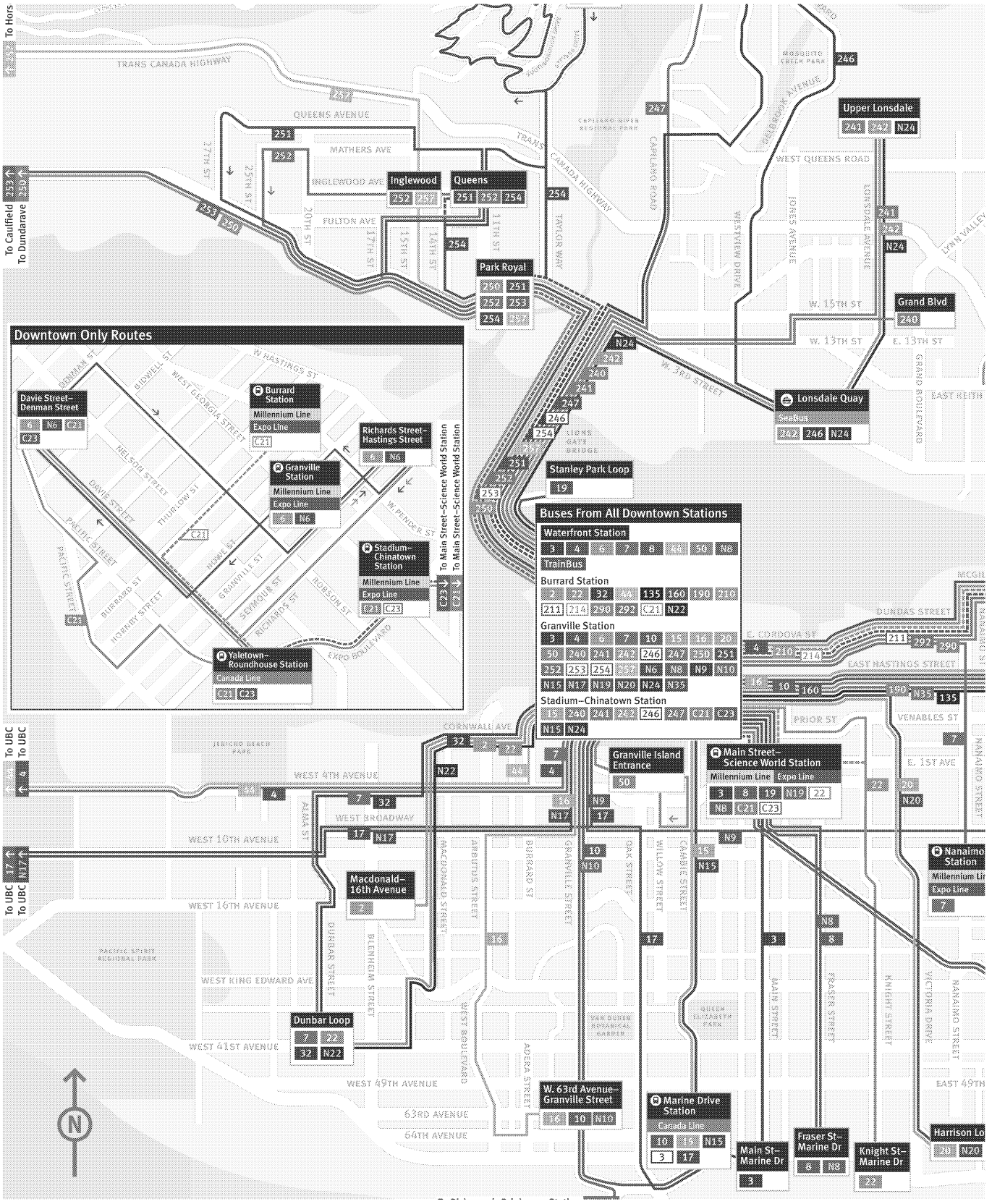
Bus exchanges and terminus
The name and all routes serving each exchange will be noted. If an exchange also has rapid transit lines these shall be listed first.

Bus route tabs
For dark coloured rectangles use white text.
For light coloured rectangles use Navy Blue text.

Limited services routes are shown with an outline tab. For dark colour tabs the text is the same colour as the tab. For light coloured tabs the text should be Navy Blue.







5.10 Walking From Here Maps

Pedestrian mapping is shown at transit facilities, bus stops and bus exchanges to provide users knowledge of the surrounding area and provide a tool for the onward journey.

Though the needs of each map location is different and rules governing mapping cannot be prescriptive, the following guidelines shall be followed to achieve a consistent quality across all mapping.

When maps are displayed on street, typically at bus stops and in bus exchanges, the map should be rotated to display the map as 'heads up'.

When the map is situated in a location without reference to external landmarks, typically inside transit facilities, the map should be 'north up'.

5.10.1 What to include

The information included on a map shall reflect its intended use.

Pedestrian maps shall include the following elements:
– You Are Here marker
– 5 or 10 minute walking circle
– Transit facilities
– Entrances
– Accessible entrances
– Landmarks
– Shopping areas
– Parks
– Road names
– Area names
– North marker
– Third party modal icons
– Walking and cycle routes

The map crop (how big an area the map shows) must consider the user and their typical journeys and destinations.

Each map must have a legend to explain the detail of the maps. This shall include factors such as 3rd party modal icons, walking paths and cycling paths.

5.10.2 Sourcing information

Information supplied by pedestrian maps must be detailed and accurate, ensuring that the system be trusted and used widely.

Information can be sourced through either primary research or reliable secondary information.

Primary research involves field surveying. This is the best way to achieve reliable and consistent data.

Secondary research involves the compilation of existing TransLink data, supplied through GIS or other databases.

5.10.3 General style

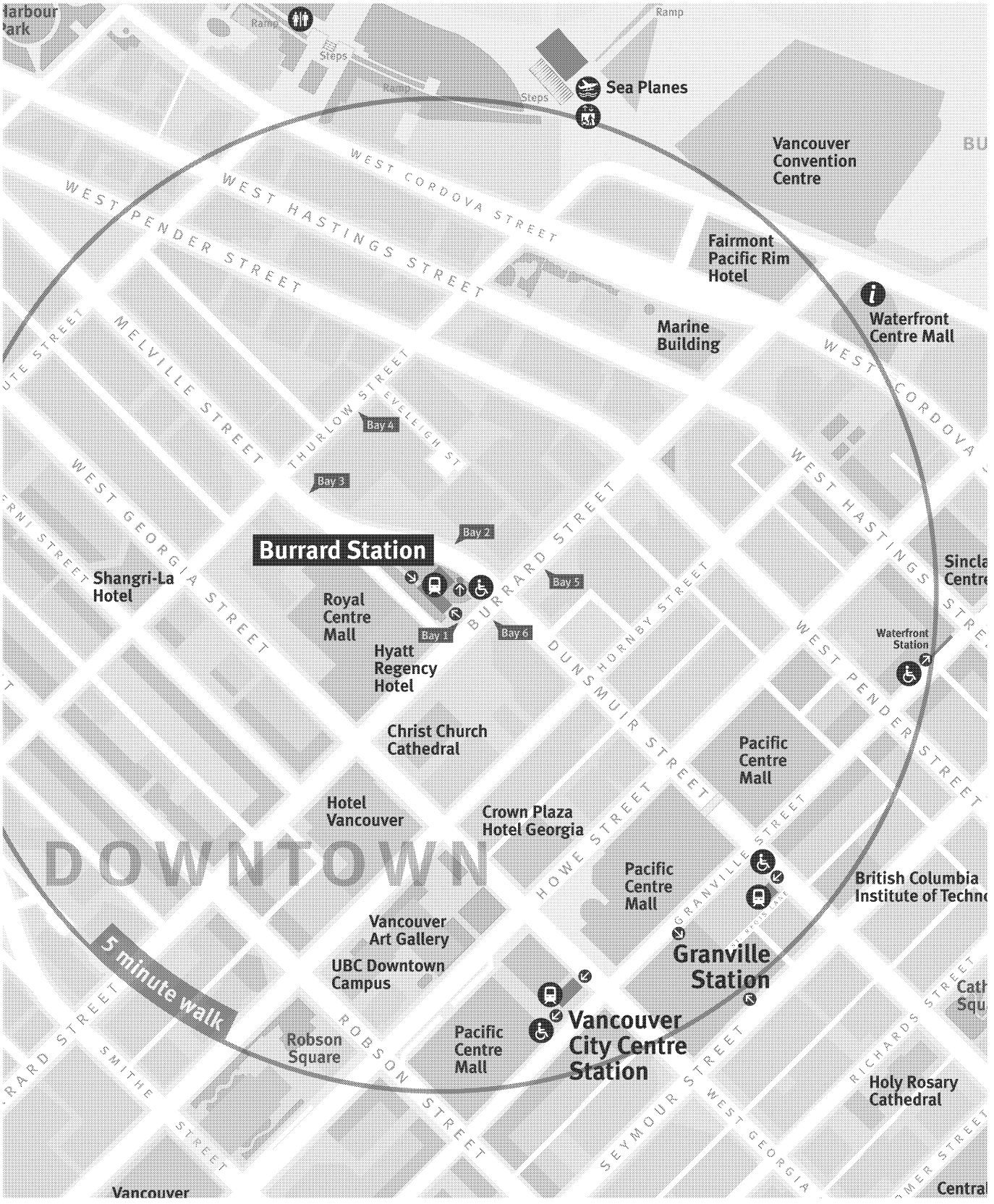
Maps shall be drawn in the style of the example shown right; a combination of mostly simplified rectangular polygons and areas of detail where necessary.

The maps detail sidewalks and pedestrian areas. Steps are specifically noted for those with limited mobility.

The range of type sizes shall create a clearly defined hierarchy of importance – bigger means more important, smaller less so. Type should always be large enough to be widely visible at a short distance (preferably at least [redacted]). s.15(1)(l)

See 4.3 Colour Palette for colours used. Colours are supplemented by other palettes when necessary.

See 4.4 Icons for icons that can be used on the map.

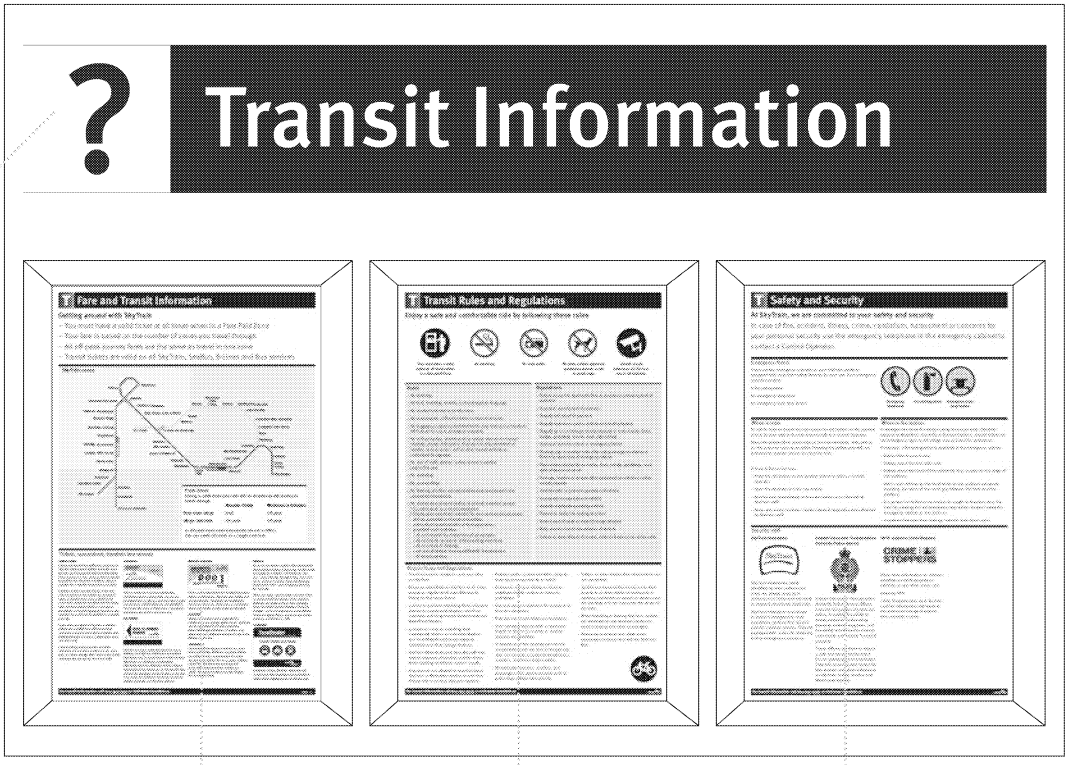


5.11 Transit Information

5.11.1 Transit information

Safety & Security, and fare and ticket information shall be displayed at transit facilities where necessary.

On the platforms of transit facilities a single poster variation is used, which shall display Safety & Security information.



1 Header panel

2 Fares and Ticket Information

3 Transit Rules and Regulations

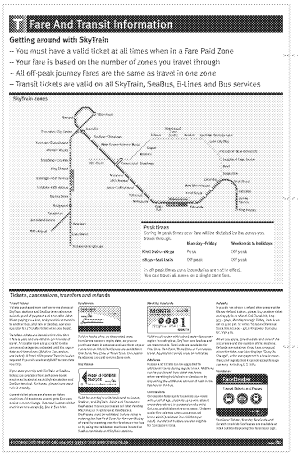
4 Safety & Security

Diagrams on this page are indicative and for illustrative purposes only

5.11.2 Fare information

This information gives an overview of the ticket system on the transit network and shows the zones.

There is also an explanation of the ticket schemes that TransLink offers.



General information
An explanation of the ticket system.

Zones Map
Showing the fare zone across the network and the price of tickets.

Ticket options
Detailed information about tickets and information about ticket schemes .

5.11.3 Transit rules and regulations

A full explanation of the rules and regulations that will effect riders while on the transit network.

General information
Main information and key prohibitions.

Rule and Regulations
Full listing of all rules and regulations.

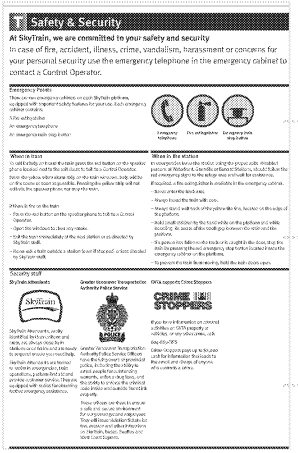
Bike Rules and Regulations
Details of taking a bike on the transit network.

5.11.4 Safety & Security

Safety & Security advice and guidance for riders.

Details of the location and use of the customer information phone.

An explanation of the various security organizations and their roles and jurisdictions is also detailed.



Safety & Security Station Information

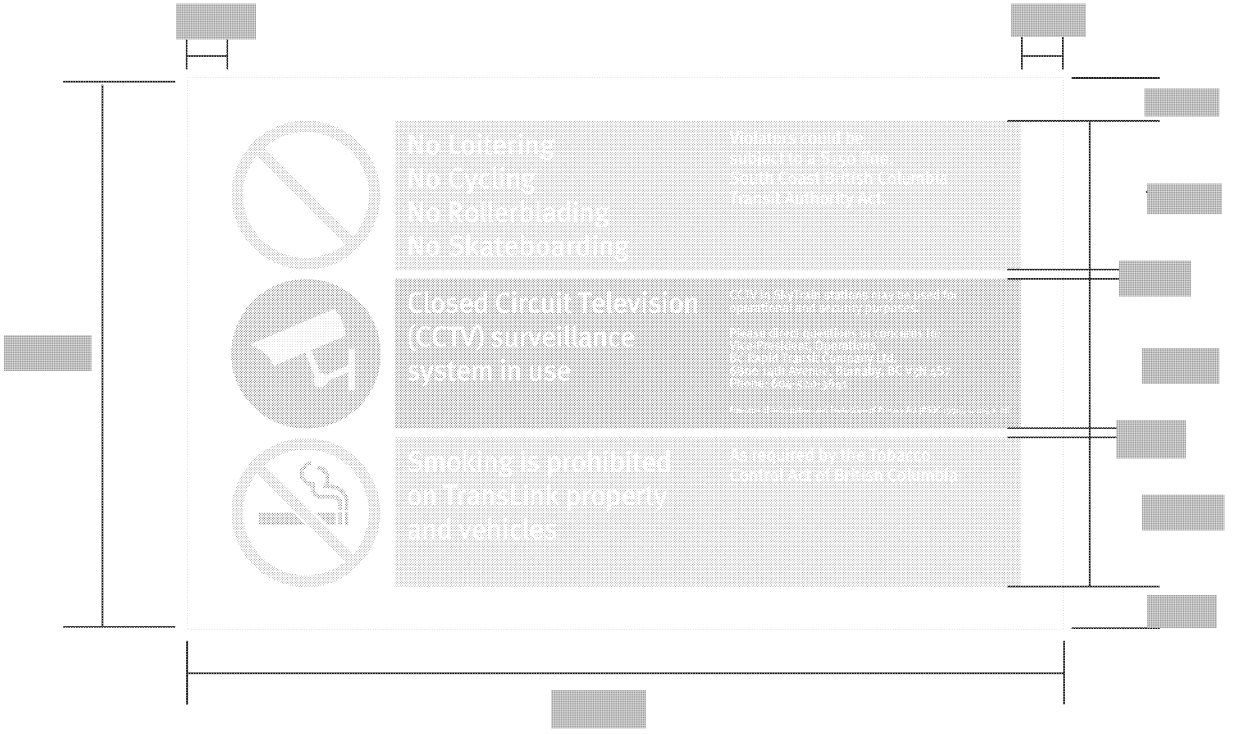
Train and Station Advice
Advice for riders when on train and in stations.

Security Staff
Information about the various security officials.

Diagrams on this page are indicative and for illustrative purposes only

5.12 Regulatory Information

5.12.1 General prohibitions notice



s.15(1)(l)

Colours
Navy Blue:
Emergency Red:

5.12.1 No smoking

s.15(1)(l)

Colours
Navy Blue:
Emergency Red:

5.13 Bus Stop

Standard bus stops are made up of two parts: ID sign and schedule.

ID sign
The top part of the bus stop has a T-Symbol to identify it as a part of the transit network.

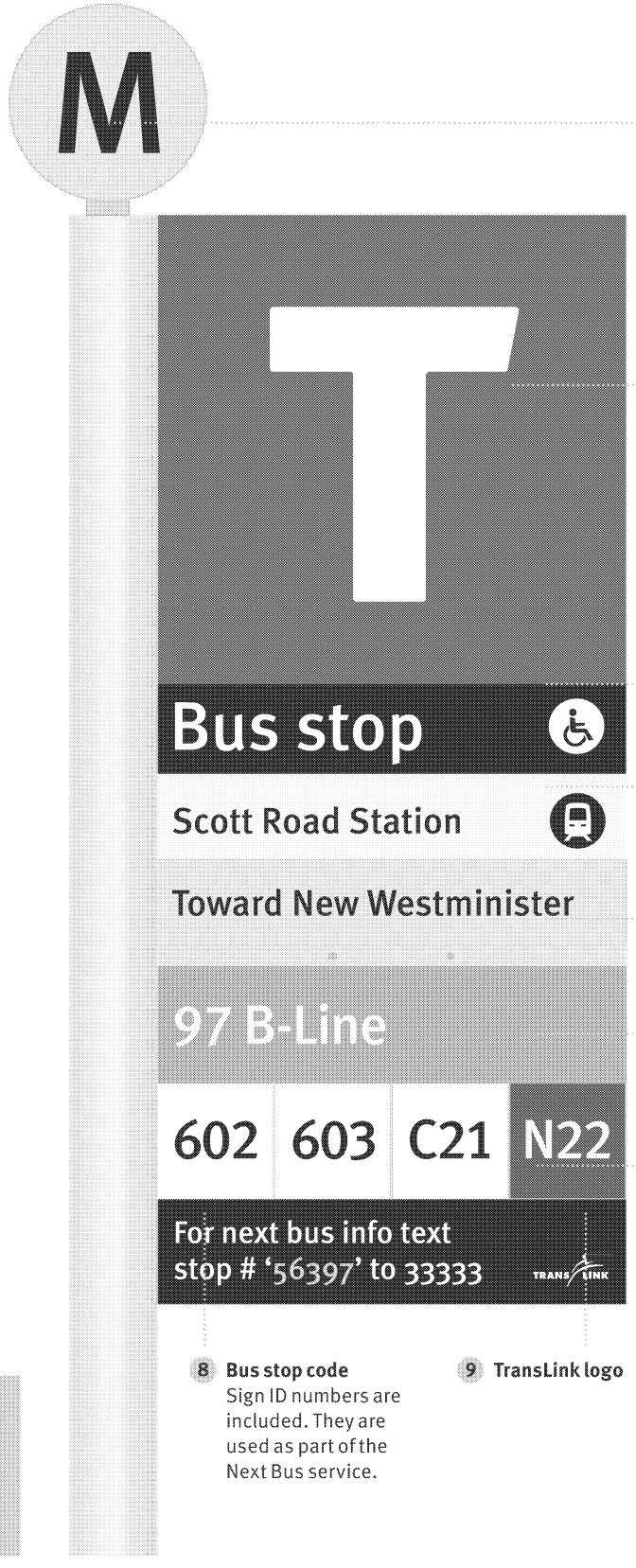
It also has details of the routes, the current location and general onwards information.

Schedule
The schedule provides information on bus departure times for the routes that use the stop.

If there is space, pedestrian maps, stop specific information and TransLink information can be provided in addition to routes and schedules.

Diagrams on this page are indicative and for illustrative purposes only

5.13.1 ID sign



1 **Bay code**
The code of the bay is included at the top of the sign for good long distance visibility. Bay codes are used to identify stops in areas of high density, such as down town.

2 **T-Symbol**
A large T-Symbol is shown on the sign to announce the service and provide the perception of the seamless journey.

3 **Bus stop line**
A description of the facility and an accessible icon.

4 **Stop location**
The name of the stop and any applicable modal icons are included.

5 **Buses toward line**
An optional panel, which is only to be used if there is a clear onward direction.

6 **Branded route numbers**
B-Line routes are presented as shown, above non-branded routes.

7 **Route numbers**
The line numbers of the services that operate from the bay are displayed on a tile, as shown. Night buses are displayed on a blue tile.

8 **Bus stop code**
Sign ID numbers are included. They are used as part of the Next Bus service.

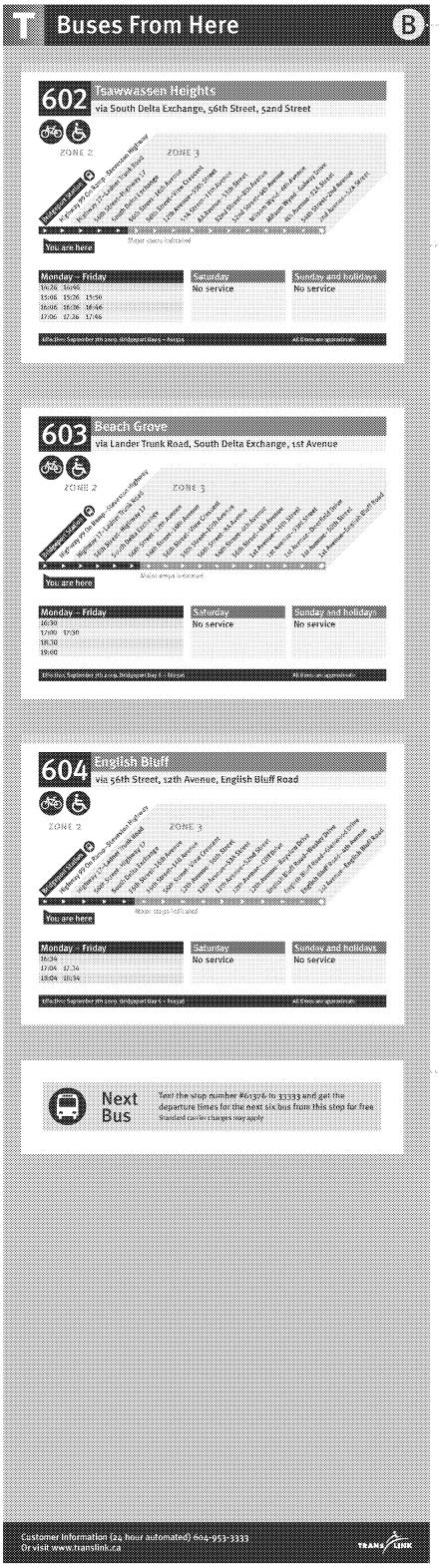
9 **TransLink logo**

Diagrams on this page are indicative and for illustrative purposes only

Colours
White
Navy Blue
Yellow
T-Symbol
Standard T-Symbol
Icons
Bus
Accessible

s.15(1)(l)

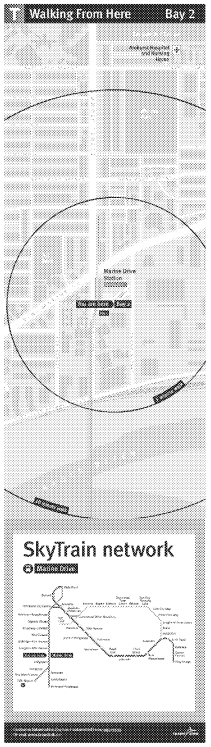
5.13.2 Schedule



1 **T-Symbol, Header panel and bay code**

2 **Stop specific bus schedule**
Each route serving the stop has a full schedule.

3 **Next Bus information**
Information about the Next Bus service.



The bus stop is also an opportunity to display disembarkation information.

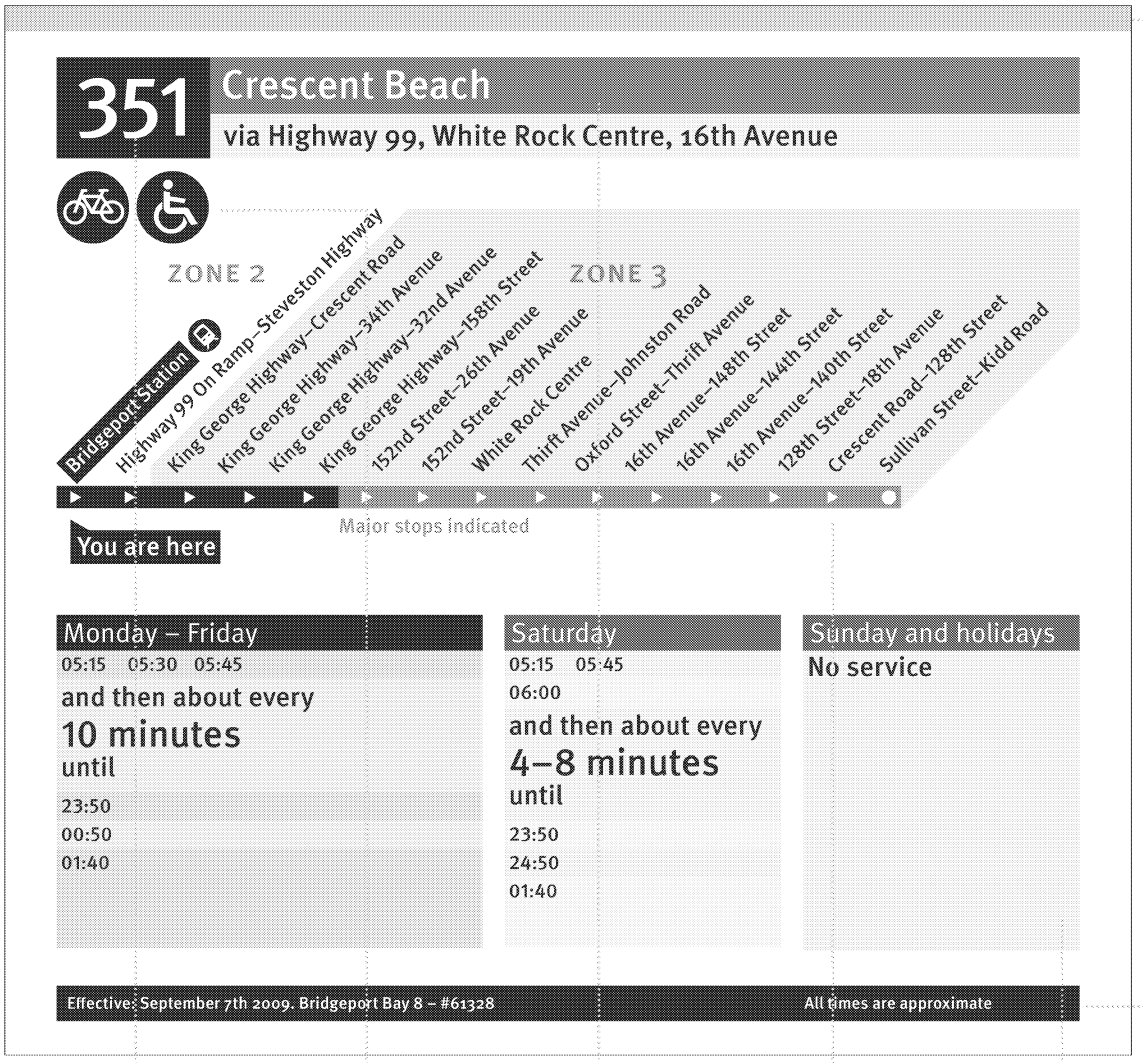
Here a Local Area Walking Map is used.

Colours
White
Navy Blue
Navy Blue
Yellow

T-Symbol
Four-Colour Process T-Symbol

s.15(1)(l)

5.13.3 Stop specific bus schedule



1 Yellow strip
Added to reinforce divide between information about different routes.

7 Footer bar
Contains operational information about the stop including the 'effective from' date of the timetable, and the bay number.

2 Route number
Prominently displayed for ease of identification.

3 Service icons
Gives the user extra information about the facilities offered on the route.

4 Route name and via names
The end point of the route and major via destinations shown to orient the user.

5 Single route diagram
A simplified Line Diagram with an edited list of stops.

6 Timetables
Times of bus departures with regular times shown with 'bands' where possible.

Icons
Bike
Accessible

See 4.4 Icons and 4.6 Symbols for common elements used in schedules.

5.13.4 Schedule design

TransLink's 2008 Regional Transit Model incorporates wait times and transfer inconvenience as part of a formula to calculate overall perceived journey time. It assumes that the perceived value of time while waiting for a bus is 2 times the in-vehicle value. It has been further suggested that perceived wait time can be reduced through a number of means, including informing customers when the next bus or train will arrive. Providing information about transit frequency at bus stops and exchanges is therefore of primary importance.

Traditional bus and train schedules showing all stops and estimated arrival or departure times as a matrix of numbers and codes can be difficult to understand. A means to simplify this is through the use of stop specific schedules and time bands. Using time bands (that is, service frequencies or frequency ranges) to represent likely wait times reduces information load and addresses the practical concern of the waiting passenger (i.e. whether they will be waiting just a few minutes or more). Pages 102–103 show this simplified style of schedule. Schedules showing all departures shall be used when the conditions for displaying service frequencies are not met.

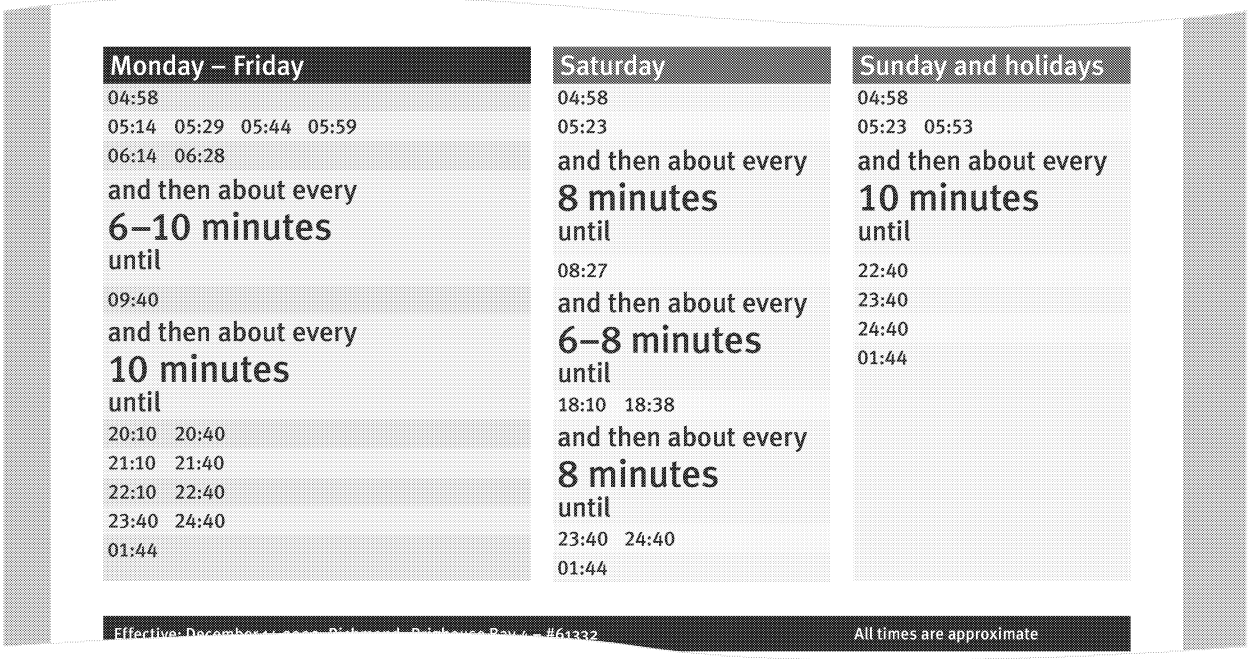
The two types of schedules, Service Frequency format and All Departures format, shall be used according to the contexts described in the following sections.

Note: Only the following formats for schedules have been developed to a prototype level at the time of writing of this document. Further design development is needed to establish a standard approach for all schedule formats.

5.13.5 Service Frequency format

Used for routes with service frequency of a bus every 15 minutes or more frequent. This format of schedule shall contain the following elements:

- Stop specific schedules providing only the service frequencies and average wait times for each service at that stop.
- Separate columns of schedule information covering Monday-Friday, Saturday, and Sunday/holiday service.
- Within each column, time bands shall be used where headways are regular for a period of time. Time bands shall be in the format 'and then about every x minutes until' or 'and then about every x to y minutes until' preceded and followed by either another time band or a list of irregular departure times. The maximum difference between the upper and lower figure in the time band shall be 10 minutes.
- Night services shall be shown as a further time band or as a separate service schedule where the route changes.

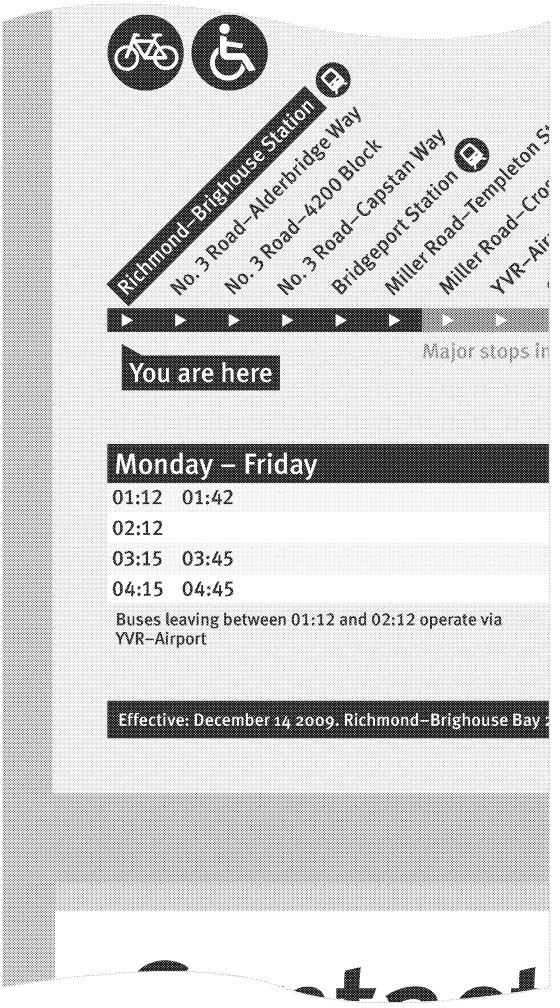


5.13.6 All Departures format

A traditional matrix schedule may be used where more detailed planning may be useful to the customer. The ability to plan ahead is especially useful for irregular service patterns or days and periods without services. These will be employed in all cases where the Service Frequency format cannot be used.

The format of the All Departures schedule requires development following research, but the following elements should be considered:

- The matrix schedule shall follow the general format of the simplified schedule, including a line diagram for consistency.
- For ease of reference the daily divisions should be divided between rows representing the morning pre-peak, morning peak, interpeak, evening peak, evening post-peak periods.



5.13.7 Line diagrams

Stop-specific timetables simplify information further when used with a line diagram. These diagrams show the bus route with the current stop indicated. This approach provides further benefits by providing a pattern link to proposed rail service information and so increases the sense of network integration.

These diagrams simplify the route to a single horizontal line with upcoming stops listed in order and a clear 'You Are Here' marker. The limited space available at the bus stops means that in some cases it will not be possible to list all stops after the current. Therefore a selection of the most important stops must be made. In the context of discussing the prototype Infocubes a draft set of rules for bus stop editing was confirmed (13th August 2009):

a) Show all stops on any route if they can be produced at a minimum 11pt typeface and on a horizontal single line within the timetable frame

b) Where all stops cannot be shown as per (a) then show stops in the following priority order

i) Start and end points of the line (including variations to terminus for different days/times)

ii) Nearest stop to a rail station

iii) Stops in off-street exchanges

iv) Closest stop after a major change in direction

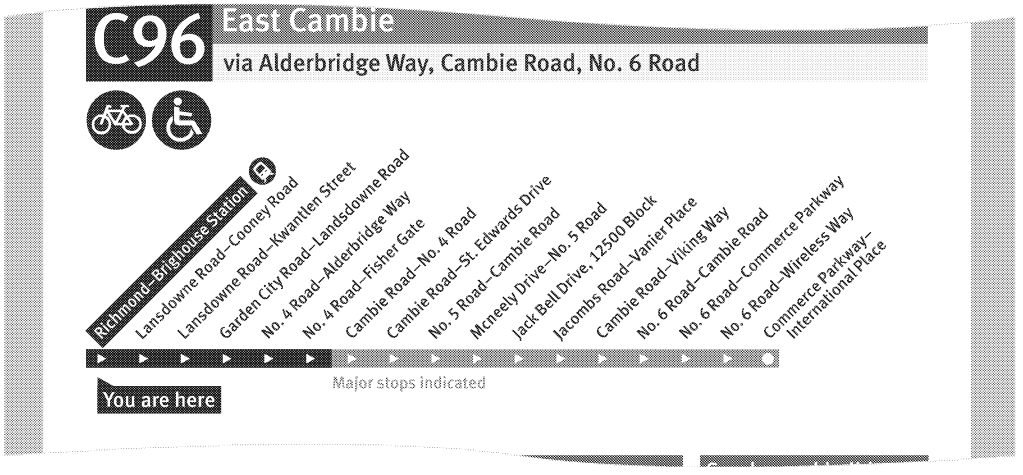
v) Stops at connections to B-Line services (or BRT in future)

vi) Stops closest to the centre or entrance of major shopping destinations (malls, city centres)

vii) Stops closest to services such as hospitals, schools and municipal complexes

viii) Stops closest to leisure facilities including recreation centres, parks and libraries

ix) Every third stop



6.0 Product Specification

This section details the development of products to date. It does not set out explicit standards for all product applications that may be required but is does record the specifications for the components developed so far.

6.1 Overview

6.1.1 Approach

The intention is that the physical wayfinding components form a family of products that are consistent across the system, perform to the highest standards in terms of maintenance and operations and reflect a character that is specific to Vancouver. To accomplish this, a high level quality of detailing and finish has been specified.

6.1.2 General specification

The general specification that follows has been derived from the products developed so far and, while thought to be largely applicable to any new components to be developed, it has not been conceived as being a comprehensive or strict set of criteria for developing a brief. As such it should not be considered as a complete product standard.

6.1.3 Limitations of the component specifications

The components have been developed within the constraints of proposed prototype stations and specific implementation projects linked to the Canada Line and Olympic readiness projects. As such, the applicability of these specifications to network-wide implementation has not been ascertained fully.

The nature of the way in which the development of the physical components has progressed means that while all of the products have been considered as a system, they are at various stages of development; all require further development prior to being considered as fully specified. The component specifications detail the current status of development of each product.

Prior to further implementation the following issues must be considered for the products to be deemed as optimal:

- Evaluation and testing:
  All products should be prototyped, evaluated and tested. Not all of the products have been prototyped or trialled, and, of those that have, evaluation and testing (from user, operations and maintenance perspectives) should be undertaken to establish whether the product's performance has been optimized.
- Network wide application:
  The items implemented thus far are to a specification suitable for multiple installations. However, their scope and appropriateness are limited to the specific locations that have been chosen so far. While this does not mean that the signs are not suitable for other locations, the full range of challenges that might be encountered network-wide are yet to be fully understood and addressed.

  There are a number of different architectural formats and layouts of stations on the Expo Line which, together with Millennium Line stations and any further requirement at Canada Line stations, need to be fully considered. Alternate fixing methods and product versions may be required, these variations should, where possible, take advantage of existing station structures or fittings.
- Development of further components:
  There may be the need for further products within the design standard that will only emerge during evaluation of the first phase of implementation and network-wide appraisal and auditing. These are as yet unknown, but the major area of product development that is known relates to bus stops.
- Iteration and revisions:
  Assuming that user need and functionality are verified, then further development and iteration is both likely and desirable in order to fine tune the designs in relation to ease of production, cost, maintenance and operations.
- Economies of scale:
  The mechanism for roll-out will dictate quantities and speed of delivery. Mass roll-out or larger batch production may result in the opportunity for further improvements and cost savings afforded by value engineering and economies of scale.

6.2 General Specification

6.2.1 Introduction

The details contained within this general specification apply to product components generally and form the basis of the specification to which all products must conform. Where there is a variation to this it is detailed in the individual component specification pages.

Detailed design drawing can be found in "Appendix B – Lackock Gullam Design Drawings".

6.2.2 Performance of products

All components have been designed for a minimum life expectancy of 15 years under normal circumstances. Where possible they have been specified to last in excess of this.

The manufacturer should be made responsible for ensuring the finished works meet or exceed the specified life expectancy and that all materials, methods of construction and fixings are appropriate to this specification. Details of maintenance requirements necessary to meet the specification should be documented and provided in the form of a maintenance manual as part of completion of any manufacture contract.

All materials utilized to construct, finish or fix the components need to be appropriate to the environmental conditions of the surroundings.

Consideration should not only be given to weather conditions and the possible corrosion it may cause, but also to issues of vandalism and health and safety.

The manufacturer should also be made responsible for ensuring that all components are fit for purpose and conform to all the relevant local codes and regulations. This includes, but is not limited to, structural engineering, electrical engineering, installation fixing methods and any highway guidance where components are located in the sidewalk.

6.2.3 Existing infrastructure

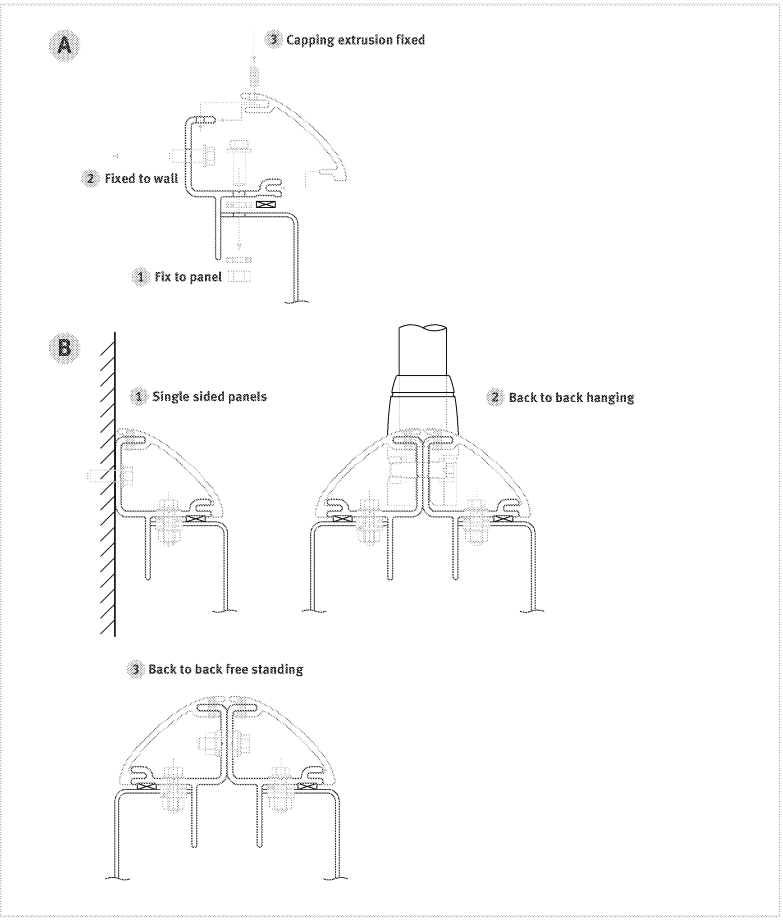
The products have been developed to work within the existing infrastructure of stations. A full audit has not been conducted across the network and therefore adjustments to the products may be necessary. However much of the existing infrastructure has been built on a vertical grid of 1250mm. This has been considered, especially in relation to poster frame size. The rail system within the Expo Line stations has also driven details of some of the fixing methods.

6.2.4 Kit of parts

As well as trying to maintain a visual consistency to products across the range, the intent has been to create a system whereby parts and components can be shared across sign types. A consistency in size and format of interchangeable panels is used where possible, standard fixing details are being evolved and poster sizes have been defined to be used across the system.

A key aspect to the products developed so far is the detailing of a two-part extrusion for framing certain signs. This is referred to in this document as the TransLink two-part extrusion. This extrusion allows Viterous Enamel and poster frame assemblies to be framed and fixed back to a variety of substrates with the smallest number of visible fixings. The extrusion also helps to provide a distinctive look across

the family of components and helps to avoid a ledge along the top edge where dirt might accumulate. Details of the extrusion are given in the Design Drawing VNC_072_099, while the illustration below shows how the extrusion is used to form single sided, double sided and hung signs.



Two Part Extrusion detail.

6.2.5 Poster panels

Two sizes of poster case have been used to date. These utilize the standard ANSI D paper size in portrait format and ANSI E in Landscape format. The framing and structure of the larger size, ANSI E, has been detailed relative to the network's 1250mm grid. The ANSI D poster case then follows the same constructional detail, though this size, or multiples of it, cannot be made to conform to the grid.

Layout of the graphic relative to the paper size is given in Design Drawings VNC_072_115_A and VNC_072_125_A. Should the method of forming the poster panel be revised it is imperative that the same graphic positioning and 'safe areas' are maintained if the system is to properly perform.

6.2.6 Mounting heights

Mounting heights of signs are relative to sign type, size of graphic, reading distance and location. However, there are some general rules that should be adhered to.

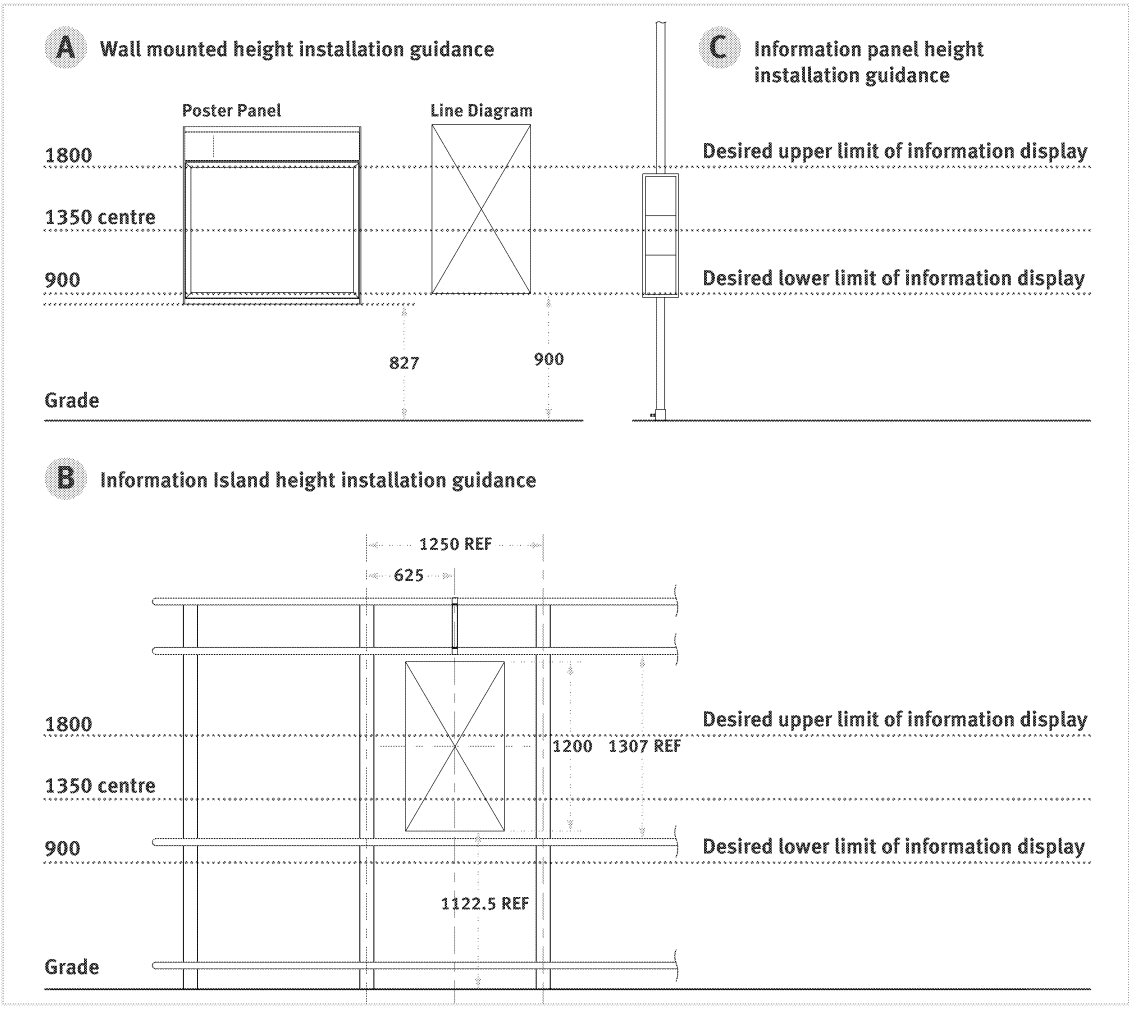
All signs should have a minimum head clearance (space below) of 2300mm, such that people can pass under.

The 'artwork visible area' of posters should be centred 1350mm above ground where possible. General inclusivity guidelines recommend this type of information is displayed between 900mm and 1800mm above finished floor level; other signs with small text size shall be ideally positioned within these limits.

Information of the type that requires close study shall avoid being above seats or other obstacles where possible; this is especially relevant to those who are wheelchair users or have a visual impairment.

Wall mounting heights can be varied, within reason, for aligning with architectural features. For example, they could be centred between rails, or lined up with the top or bottom of Vitreous Enamel panels. The degree of variation should be no more that 100mm for poster cases, though there is greater scope for other signs where the reading distance is greater. Current infrastructure may present challenges in conforming to the mounting height guidance for posters in some instances.

The fundamentals of these mounting height guidelines are illustrated below and are referenced in Design Drawing VNC_072_156.



Wall mounted line diagrams are aligned to the baseline of 900mm as the information at the top of these signs is of a larger typesize. It also means that the sign will be more visible above others stood by the signs.

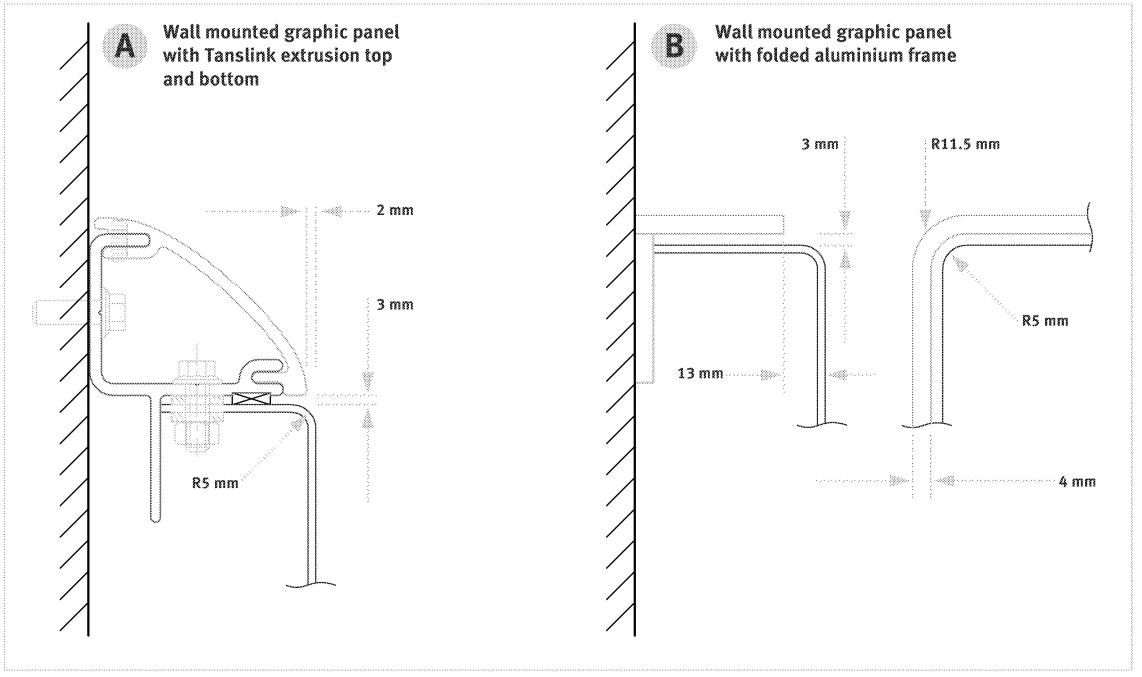
The existing railing systems in Expo Line stations require different mounting heights.

6.2.7 Vitreous Enamel

Vitreous Enamel panels have been recommended for display sign graphics where the content is considered to be permanent and does not need to be backlit. This generally relates to header panels above posters, station names, line diagrams and so forth.

Vitreous Enamel has been specified for its durability, giving the sign panels a minimum life expectancy of 15 years. Alternative finishes and materials such as powder coated aluminium may be suitable, however further assessment is needed to establish cost effectiveness over the whole lifetime of each sign.

All Vitreous Enamel finished sign panels should be manufactured from the appropriate grade of low carbon mild steel and detailed and framed as to enclose and protect edges. They should have a suitable backing substrate applied to counter distortion and all holes for fixtures protected to avoid localized corrosion. Where used externally it is advisable that a 'wet' silicon seal is used between frame and panel to protect the edges.



Viterous Enamel corner radius and mounting detail.

The panels should be formed into trays (sometimes referred to as biscuit tin lids) to allow for protection of edges. All folds and corners should generally have a 5mm radius as shown in the illustration above.

The panels should be mounted into the frames so that they stand slightly proud, as also shown in the illustration above.

6.2.8 Finishes and colours

Samples of all materials and finishes should be gained from manufacturers prior to production and held by TransLink to ensure consistency over time. Where the same colour is to be achieved using different materials, samples should be sought to demonstrate adequate matching has been achieved. Detailed below are the colour matches to the standard palette that have been achieved in production so far:

T Marker Blue
Pantone ref:
Powdercoat ref: To match pantone
Vinyl ref:
Acrylic: Plexiglass

Background Blue
Pantone ref:
Powdercoat ref: (tiger drylac)
Vinyl ref:
Acrylic: -

Metallic Silver
Pantone ref: -
Powdercoat ref:
Vinyl ref: -
Arcylic: -

Dark Metallic Grey
Pantone ref: -
Powdercoat ref:
Metal
Vinyl ref: -
Arcylic: -

White
Pantone ref:
Powdercoat ref: (tiger drylac)
Vinyl ref:
Acrylic: - (for push through letters on station name signs)

Yellow
Pantone ref:
Powdercoat ref:
Vinyl ref:
Arcylic: -

Marie - Louise
Pantone ref: -
Powdercoat ref: -
Vinyl ref:
Acrylic: -

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Where Vitreous Enamel is used the colours of the background and graphics need to be matched as closely as possible to the Pantone references given by sampling with the actual supplier. The process of colour matching in Vitreous Enamel is not a completely predictable process and colours can vary between suppliers and batches. It is advised that TransLink hold a set of samples from a preferred supplier and regularly check batches. Furthermore, when a new supplier is used a rigorous process of matching to these samples shall be undertaken.

6.2.9 Fixings

Visible fixings should be avoided, but where necessary shall be kept to a minimum, be countersunk or counter bored flush, finished in the same colour as the component surface and generally be of an 'anti- tamper' type. Dissimilar materials shall be isolated from each other where there is the potential for accelerated corrosion through electrolytic reaction.

When fixing to existing Viterous Enamel panels within the stations care should be taken to make sure that mounting brackets are fixed into the reveal between and not through the face of the panels.

Where possible the rail system within Expo Line stations will be utilized with the use of clamping brackets.

6.2.10 Lighting

Where lighting is specified it will be of low wattage LED type. Testing will be required to ensure the lighting is of adequate brightness.

6.2.11 Ingress protection

Components are to be installed in public spaces, which in some cases are external. As such, they shall be suitably detailed and manufactured to protect against the ingress of dirt or moisture that might effect the life of the structure or damage any internal electrical equipment or posted graphic elements.

6.2.12 Foundations and installation

The contractor will be responsible for determining adequacy of the ground fixing and the foundation required in relation to wind load, vehicle impact and or other local considerations as and where applicable.

Where components are fixed to buildings or other existing structures the contractor must supply TransLink with the necessary information so that the latter's engineers can agree the adequacy and / or suitability of the structure for the application.

The method of reinstatement around any ground fixed component will be as per the surrounding surface. Generally these components will be fitted with a manhole type frame with base plates to allow for a level clean finish around the base of the sign, minimizing the visibility of fixings. All sub-surface fixings should be treated appropriately to protect against corrosion and, where necessary, suitable provision shall be made to allow for water to drain away from the fixings.

6.2.13 Maintenance and replacement

Poster panels shall facilitate ease of poster change by non-specialized staff. Poster cases should be tamper-proof and lockable by means of a standardized key or device.

Each graphic sign panel shall be removable from its frame to allow for replacement and maintenance. Detailing and fixing needs to be such that this can be done with reasonable ease and without damage to the main structure.

The sign faces and glass elements need to be cleaned on a periodical basis. Cleaning methods and constraints should be documented by each contractor within a maintenance and operations manual, together with all other information necessary to effect repairs or replacement of parts.

Detailed information for the maintenance of individual items should be sought from the manufacturer.

6.3 Individual Component Specification

The following specifications detail the extent to which individual physical components of the wayfinding system of products have been developed.

The specifications should be read with the general specification preceding this section of the standards and the specific design drawings that are referenced and included in the appendices.

The specifications determine design intent. The design drawings referenced do not in themselves represent manufacturing drawings, but rather are the basis around which development with a manufacturer should be progressed. They shall under no circumstances be used directly for manufacture and do not represent prototyped and tested products.

For the products that have been developed through to implementation, the manufacturer's 'As Built Drawings' should be read in conjunction with these specifications. The Design Drawings have not been updated to reflect developments within the production phase.

It is the responsibility of each manufacturer to determine whether the designs and the fabrication and installation methods meet with the relevant current local regulations and are fit for purpose.

6.3.1 Development status

As described above, the components have been developed within the constraints of proposed prototype stations and specific implementation projects; as such all components require further development prior to being considered as fully specified for system wide application.

While all of the components have been considered as a system they are at various stages of development and the status of each component is described as follows:

Concept	Concept specification only, detailed design development required
Detailed Design	Developed design yet to be prototyped
Prototyped	Prototyped with manufacturer
Mark I status	Some initial implementation of detailed designs. Still to be fully tested and evaluated.

The status levels above are given in a sequential order of development and in the individual specifications that follow each progressive level assumes the previous levels to have been completed, unless described otherwise.

6.3.2 Type numbers

The Type numbers are given after the title of each component. These refer to those used during the development stage and are useful for cross-referencing to design drawings and manufacturer's drawings. They are no longer sequential in nature.

6.3.3 Fixing and mounting methods

While each component should be suitable for use in a variety of locations and onto a variety of substrates, fixing details for each component have not been developed for each eventuality. As such it may be necessary to cross reference drawings to establish alternative fixing methods or details.

Development of mounting details will be done as part of ongoing detailed design in future phases of the wider project. Mounting should seek to take advantage of exiting station structures and fitting where appropriate.

6.3.4 Sizes

The size of some components, such as length of Station Entrance Signs, are specific to location. The sizes contained in these specifications, and or the referenced design drawings, are approximate.

6.4 Transit Station Identification

The components in this section are used to identify stations and comprise of Station Entrance Signs and T-Markers, which all utilize the T-Symbol. T–Marker is the collective term for the family of components, other than Station Entrance Signs, that utilize the T-Symbol to draw attention to the facility. They all utilize the blue square and white T-Symbol.

Generally the blue square T-Symbol is curved in profile, though in certain instances, due to size or particular application, this may not be possible.

Where possible both the blue background and the white 'T' is backlit. If, due to constraints of size or otherwise, the blue background cannot be lit then the 'T' alone should be backlit.

The aspiration is that all lit station name parts of Station Entrance Signs and T-Symbols should be run at the determined level of brightness during the operational hours of the facility, and then dimmed during non-operational hours. This will make sure that the facility is visible at all times, advertising the potential for use by existing and new users, while also indicating when services are not operational. During these latter periods power consumption shall be reduced accordingly.

In order to reduce investment in tooling and provide consistency across the system, the signs have been developed to utilize the same moulds for the curved lit sections.

6.4.1 Station Entrance Sign

Type 12

Description
Internally illuminated station name sign.

Materials and construction
Extruded aluminum framed light box system with machine cut aperture on front face to accept acrylic, push through back lit letters. Proprietary extrusion system used.

Large format Station Entrance Signs (in height) to utilize acrylic forming for T-Symbol.

On smaller format Station Entrance Signs, and high units to have flat 'T' square with machine cut aperture on front face to accept acrylic push through backlit 'T'.

TransLink logo applied as vinyl.

Power and lighting
Internally illuminated blue panel and 'T'. The background blue is expected to be a soft glow, whereas the 'T' should shine brightly.

Sign to be lit with LED light source.

Finishes
All metal parts to be finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Powder coated aluminum light box (Pantone).

Blue background vacuum forming to use sheet acrylic with applied clear matt finish on external faces.

Installation
Signs to be capable of being fixed to a variety of substrates, either face fixed, hung or suspended.

Signs may require a seperate support structure. For example, those at Melville Street and Burrard Street entrances to Burrard Station.

Overall dimensions
Various sizes depending on location.

Standard heights of used.

See manufacturer's drawings for exact dimensions.

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Design drawing ref
VNC_072_104_A
VNC_072_106_A
VNC_072_107_A
VNC_072_108_A
VNC_072_109_A
VNC_072_111_A
VNC_072_112_A
VNC_072_132_B
VNC_072_138_A
VNC_072_139_A
VNC_072_140_A
VNC_072_141_A

Development status
Mark I status:
Installed at a variety of locations. Still to be fully tested and evaluated.

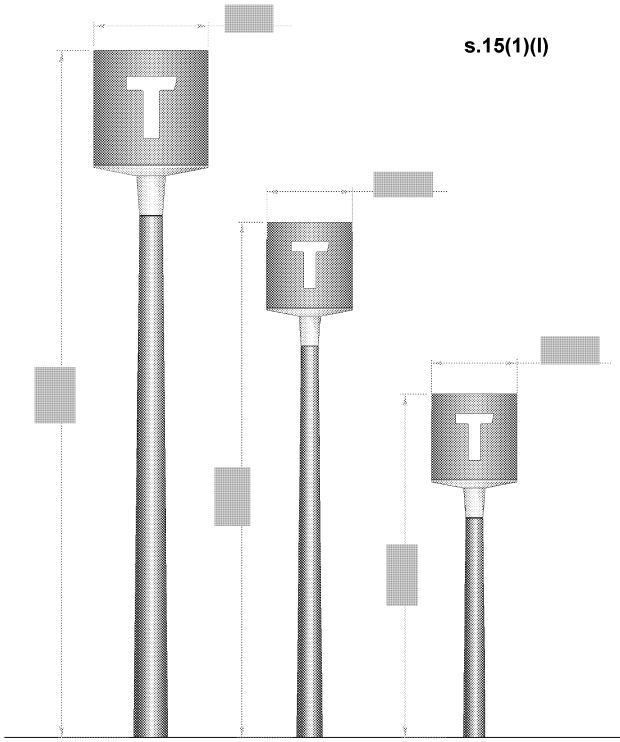
6.4.2 T-Markers

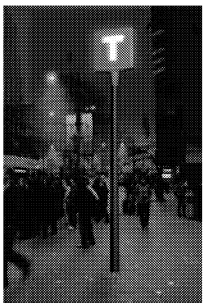
A number of different T-Marker types have been developed in order to provide suitable alternatives relevant to space constraints, viewing distances and architectural scale of local context. However, these have been developed within a limited view of all possible situations to be encountered and alternative types may be required in some instances.

For choice of component, reference should be made to the planning section of the standards.

6.4.3 T-Marker: Freestanding pole

Type 16a, 16b, 16c





Description
Station location marker to indicate station presence. T-Symbol part of the sign to be illuminated.

Materials and construction
Circular section tapered upright with cast aluminum support bracket holding a formed acrylic illuminated T-Symbol and manhole type flush fixed base plates.

Power and lighting
Internally illuminated blue panel and 'T' to both sides. The background blue is expected to be a soft glow where as the 'T' shall shine brightly.

Sign to be lit with LED light source

Finishes
All metal parts to be finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Blue background vacuum forming to use [redacted] sheet acrylic with applied clear matt finish on external faces.

White T[redacted]

Cast aluminum support bracket powdercoated to S[redacted]

Circular section tapered upright support post galvanized and powdercoated to F[redacted]

Base plates fabricated from stainless steel with matt peened finish.

Installation
Foot plate of tapered post to be sub-surface bolted onto cast in studs integral to foundation cage. All poles to be fitted with manhole type flush fixed base plates to cover primary fixings and to allow for ease of installation and removal.

Overall dimensions
These are approximate dimensions. See manufacturer's drawings for exact sizes.

Type 16a [redacted]

Type 16b [redacted]

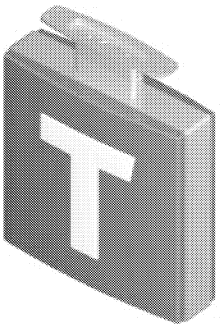
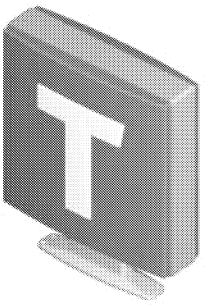
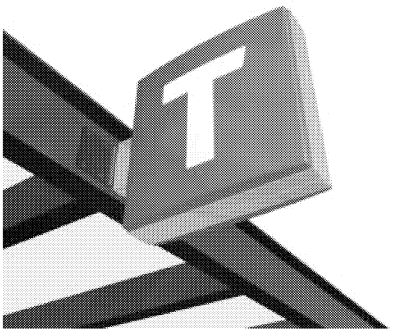
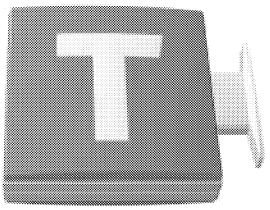
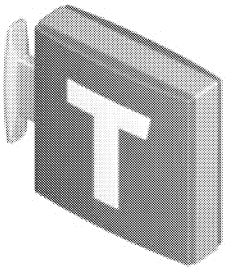
Type 16c [redacted]

Design drawing ref
VNC_072_144_A (Vent Detail)
VNC_072_057_C (Type 16b)
VNC_072_151_A
VNC_072_152_A

Development status
Mark I status:
Some initial implementation of detailed designs for 6 Meter high unit (type 16B). Still to be fully tested and evaluated. Other heights and sizes concept only.

6.4.4 T-Marker: edge mounted

Type 16d


Description
Station location marker to indicate station presence. T-Symbol part of the sign to be illuminated.

T -Marker can be rotated to allow fixing in various orientations. Special bracketry needs to be used for angled surfaces such as elevated guide-ways and for mounting to existing structures. One such example is the unit mounted to existing canopy at Granville Station.

Materials and construction
Fabricated steel support bracket with formed aluminum cladding and cast aluminum mounting plate to be screw fixed on to exterior wall of station entrance perpendicular to pavement. Support bracket, cast mounting plate and folded frame holds a double-sided formed acrylic illuminated T-Symbol.

Power and lighting
Internally illuminated blue panel and 'T' to both sides. The background blue is expected to be a soft glow, whereas the 'T' should shine brightly.

Sign to be lit with LED light source

Finishes
All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Blue background vacuum forming to use [redacted] sheet acrylic with applied clear matt finish on external faces.

White [redacted]

Fabricated aluminum support bracket, cast mounting plate and frame powdercoated to [redacted]

Installation
Signs capable of being fixed to a variety of substrates.

Overall dimensions
[redacted]

These are approximate dimensions. See manufacturer's drawings for exact sizes.

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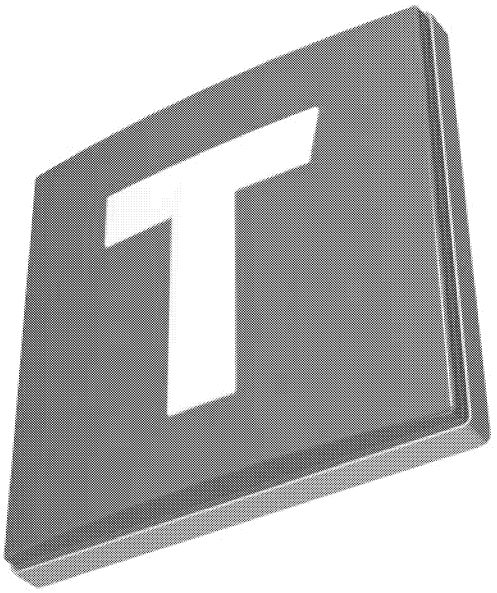
Design drawing ref
VNC_072_132_B
VNC_072_143_C
VNC_072_145_A

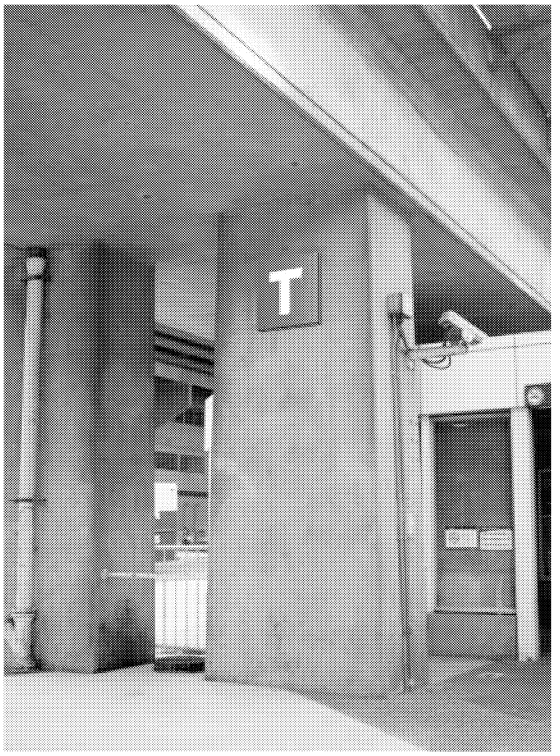
Development status
Mark I status:
Mark I 16d Special implemented at Granville station. Still to be fully tested and evaluated. Other formats detailed design only, angled bracketry not developed.

Utilizes [redacted] forming, other sizes may be required.

6.4.5 T-Marker: Face mounted

Type 16f





Description
Face mounted station location marker to indicate station presence. T-Symbol part of the sign to be illuminated.

Materials and construction
Fabricated aluminum support bracket with aluminum frame to be mounted to wall holding a formed acrylic illuminated T-Symbol.

Power and lighting
Internally illuminated blue panel and 'T'. The background blue is expected to be a soft glow where as the 'T' should shine brightly.

Sign to be lit with LED light source

Finishes
All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Blue background vacuum forming to use sheet acrylic with applied clear matt finish on external faces.

White

Fabricated aluminum support bracket, and frame powdercoated to

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

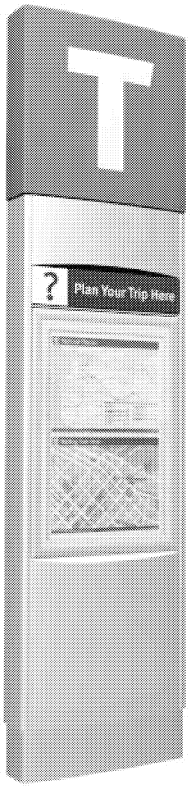
Design drawing ref
VNC_072_132_B
VNC_072_142_B

Development status
Mark I status:
Installed at a variety of locations. Still to be fully tested and evaluated.

Utilizes forming, other sizes may be required.

6.4.6 T-Marker: Monolith (3m)

Type 17a



s.15(1)(l)

Description
Free standing station location marker to indicate station presence.

T-Symbol to be illuminated.

Double sided monolith structure also holds ANSI D standard poster panel display case on both sides. Monoliths will typically have the same information on both sides. However, specific situations may call for different posters on each side.

Materials and construction
Galvanized mild steel internal structure with fabricated aluminum front and back cladding panels at top and bottom.

ANSI D standard poster panel display cases installed back to back including Viterous Enamel header panels fabricated from low carbon steel.

Formed acrylic illuminated T-Symbol beacon with white acrylic 'T'.

Base plinth and manhole type flush fixed base plates fabricated from stainless steel.

Power and lighting
Internally illuminated blue panel and 'T' to both sides. The background blue is expected to be a soft glow where as the 'T' should shine brightly.

Sign to be lit with LED light source.

Finishes
All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Blue background vacuum forming to use [redacted] sheet acrylic with applied clear matt finish on external faces.

White [redacted]

Fabricated aluminum front and back cladding panels and ANSI D poster panel display cases. Powdercoated to [redacted]

Fabricated aluminum Transport node cladding panel powdercoated to [redacted]

Panels: Viterous Enamel on low carbon steel

Colours: As per artwork.

Stainless steel base plinth and base plate fabrications to have matt peened finish.

Installation
Internal structure base plate to be bolted down on to foundation cage with cast in studding.

All monoliths fitted with manhole type flush fixed base plates to cover primary fixings and to allow for ease of installation and removal.

Overall dimensions
[redacted]

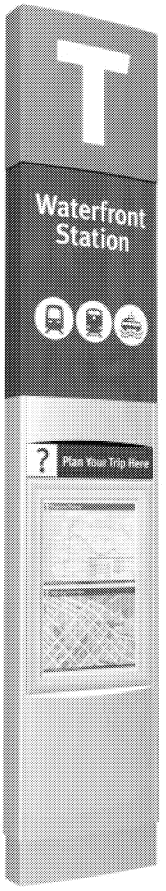
These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_067_B
VNC_072_124_A
VNC_072_125_A
VNC_072_127_A
VNC_072_132_B
VNC_072_153_A

Development status
Prototyped :
Prototype installed at Marine Drive Station using fabricated aluminum T-Symbol, refer to T-Marker Monolith (4M) with station name for developed detail.

6.4.7 T-Marker: Monolith (4m) with station name

Type 17b



Description
Free standing station location marker with station name and mode icons to indicate station presence. T-Symbol to be illuminated.

Double sided monolith structure also holds ANSI D standard poster panel display case.

Materials and construction
Galvanized mild steel internal structure with fabricated aluminum front and back cladding panels at top and bottom. Fabricated aluminum station name cladding panel.

Formed acrylic illuminated T-Symbol beacon with white acrylic 'T'.

ANSI D standard poster panel display cases installed back to back including Viterous Enamel header panels fabricated from low carbon steel.

Base plinth and manhole type flush fixed base plates fabricated from stainless steel.

Power and lighting
Internally illuminated blue panel and 'T 'to both sides. The background blue is expected to be a soft glow whereas the 'T' should shine brightly. Station name and mode icons lit as pet 'T.'

Sign to be lit with LED light source.

Finishes
All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Blue background vacuum forming to use [redacted] sheet acrylic with applied clear matt finish on external faces.

White [redacted]

Fabricated aluminum front and back cladding panels and ANSI D poster panel display cases powdercoated to [redacted]

Fabricated aluminum station name cladding panel powdercoated to [redacted]

Panels: Viterous Enamel on low carbon steel

Colours: As per artwork.

Stainless steel base plinth and base plate fabrications to have matt peened finish.

Installation
Internal structure base plate to be bolted down on to foundation cage with cast in studding.

All monoliths fitted with manhole type flush fixed base plates to cover primary fixings and to allow for ease of installation and removal.

Overall dimensions
[redacted] s.15(1)(l)

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_113_D
VNC_072_124_A
VNC_072_125_A
VNC_072_127_A
VNC_072_132_B
VNC_072_153_A

Development status
Prototyped:
Initial implementation of detailed design at Waterfront Station without manhole type base plates, still considered to be a prototype. Still to be fully tested and evaluated.

6.5 Transit Station Signage

The components in this section are used in and around transit facilities.

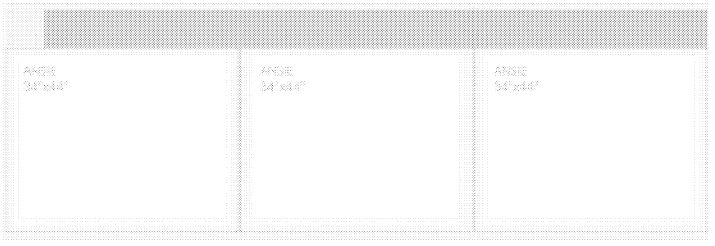
The signs have been grouped in relation to function and type in order to assist with cross-referencing for details.

There is generally a different approach to framing of poster cases and wayfinding information than there is to regulatory information.

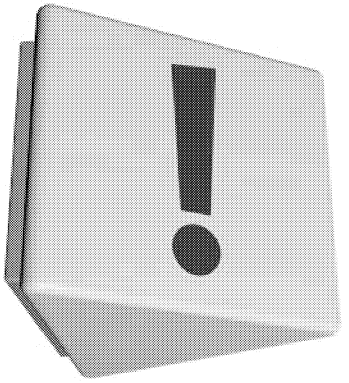
There are also variations in the way in which signs are mounted to different substrates, i.e. rails, offset rails, track side rails and flat walls.

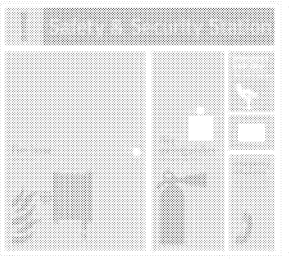
6.5.1 Mini-beacons: Wall mounted

Type4a



Type4b





Description
Triangular fabrication with applied icon graphic to attract attention to information display.

Alternative graphics used to indicate presence of safety and security information (type 4b) or Journey Planning or Regulatory information (type 4a).

Materials and construction
Preferred as Viterous Enamel finished low carbon mild steel fabrication with fabricated aluminum wall mounting bracket.

Initial installations welded and dressed aluminum fabrication with fabricated aluminum wall mounting bracket.

Finishes
Viterous Enamel version:

Wall mounting bracket powdercoated to Supermel

Beacon Colours as per artwork.

Aluminium version:

All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Fabricated mini-beacon powdercoated to or yellow to match

Wall mounting bracket powdercoated to

Vinyl Icon applied, light navy

Installation
Sign to be capable of being fixed to a variety of substrates.

Overall dimensions

These are approximate dimensions, please see manufacturer's drawings for exact sizes.

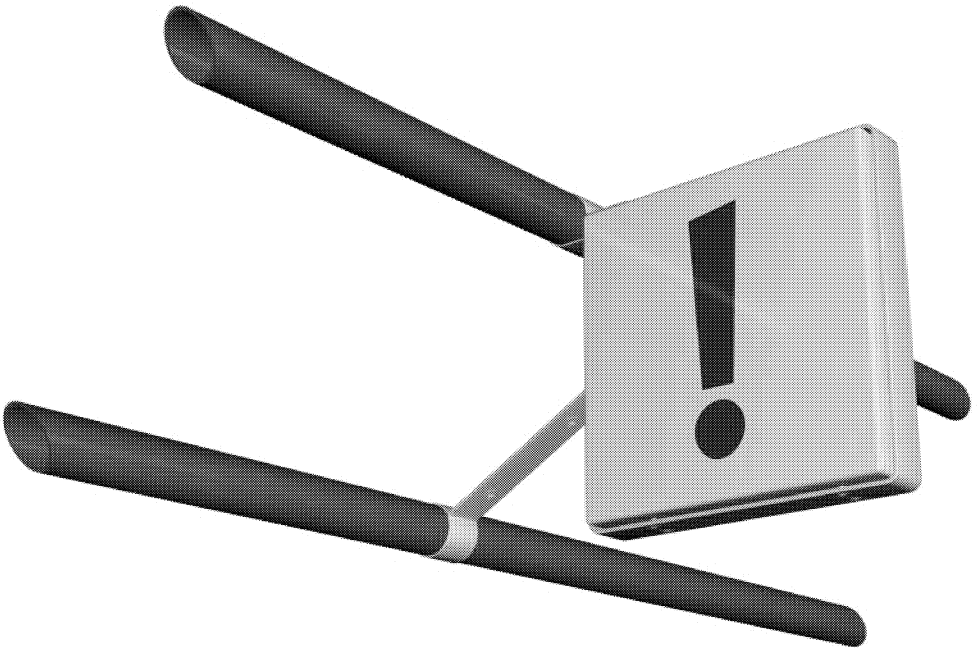
Design drawing ref
VNC_072_020_B

s.15(1)(l)

Development status
Mark I status:
Some initial implementation of detailed designs as powdercoated aluminum, Viterous Enamel version yet to be prototyped. Still to be fully tested and evaluated.

6.5.2 Mini-beacons: Rail mounted

Type 4c



Description
Double sided mini-beacon panel with aluminum frame to be mounted on to rails, generally on platforms. Two versions are available, for parallel and offset rails.

Alternative graphics used to indicate presence of safety and security information or journey planning or regulatory information.

Materials and construction
Fabricated, welded and dressed low carbon mild steel panel with Viterous Enamel finish and aluminum folded wrap frame. Rail fixing brackets to be fabricated from mild steel.

Initial installations have flush inset aluminum panels instead of Vitreous Enamel panels.

Finishes
Viterous Enamel version:

Mounting bracket powdercoated to

Beacon Colours as per artwork

Aluminium version:

All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.

Fabricated mini-beacon powdercoated to
or Yellow to match

Wall mounting bracket powdercoated to

Vinyl Icon applied, light navy

Installation
Rail fixing brackets to clamp around existing rails.

Overall dimensions
Viterous Enamel version:

Aluminium version:

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

Design drawing ref
VNC_072_056_A
Shows offset rails and Viterous Enamel version

VNC_072_137_A
Shows parallel rails, but aluminum version and temporary solution for bracket.

Development status
Mark I status:
Some initial implementation of detailed designs as powdercoated aluminum. Viterous Enamel version yet to be prototyped. Still to be fully tested and evaluated.

6.5.3 Poster cases

As described in the general specification, two sizes of poster case have been used to date. These utilize ANSI D paper size in portrait format and ANSI E in landscape format. The larger size has been detailed relative to the network's [redacted].

s.15(1)(l)

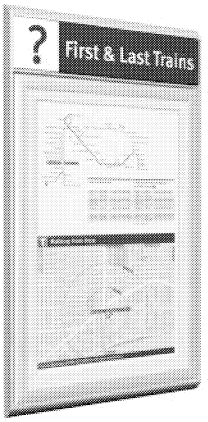
The construction of all poster cases currently utilize a proprietary framing system. The external frame utilizes the standard extruded capping system developed for TransLink and carries a Viterous Enamel header panel in addition to the poster.

The poster cases can be assembled in multiples into the exterior frames. Not all multiples are shown in the individual component specifications, but it is possible to extract details in order to produce alternative formats.

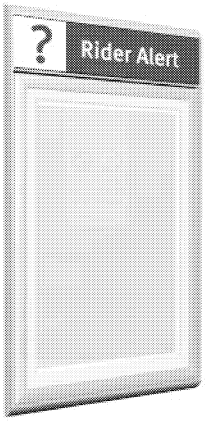
6.5.4 Poster cases: ANSI D

Type 7c

Type 7i



Type 6b



Type 7e

Description
Wall mounted poster panel case displaying paper-based information with additional header panel. Types refer to different content and use; some have different header panel graphics and may have multiple poster cases. Type 6b refers to Rider Alert poster case. This has not been specified in this format but is the preferred approach.

Materials and construction
External frame TransLink 2 part aluminum extrusion to finish main body top and bottom with aluminum capping plates on sides.

Proprietary hinged extruded aluminum framing system supporting a glass door panel, combined header panels to be fabricated, welded and dressed using low carbon steel for Viterous Enamel finish.

Finishes
All metal parts to be finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment, except where Viterous Enamel is specified.

Poster panel display case extrusion and all external trim powdercoated to

Panels: Viterous Enamel on low carbon steel - Colours as per artwork.

Marie-Louise poster border (applied to inside face of glass)

or

Toughened glass.

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions
Triptych

Single

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_028_B,
(drawing needs to be updated with new poster case specification)

VNC_072_066_A,
Rider alert header panel – included for reference only

VNC_072_099_B,
TransLink 2 part aluminum extrusion

VNC_072_124_A,
Single ANSI D Poster Frame GA

VNC_072_125_A
Single ANSI D paper size

VNC_072_126_A
Single ANSI D GA

VNC_072_127_A
Single ANSI D Header Panel

s.15(1)(l)

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.5 Poster cases : ANSI E

Type 7d

Type 7k

Type 7f

s.15(1)(l)

Description
Wall mounted poster panel case displaying paper-based information with additional header panel. Types refer to different content and use; some have different header panel graphics and may have multiple poster cases. [redacted]rid set out must be maintained.

Materials and construction
External frame TransLink 2 part aluminum extrusion to finish main body top and bottom with aluminum capping plates on sides.

Proprietary hinged extruded aluminum framing system supporting a glass door panel, combined header panels to be fabricated, welded and dressed using low carbon steel for Viterous Enamel finish.

Finishes
All metal parts to be finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment except where Viterous Enamel specified.

Poster panel display case extrusion and all external trim powdercoated to [redacted]

Panel: Viterous Enamel on low carbon steel .

Colours: As per artwork.

Marie-Louise poster border (applied to inside face of glass) [redacted] or [redacted].

Toughened glass.

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions
Triptych
[redacted]

Diptych
[redacted]

Single
[redacted]

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_063_A,
Curved platform mounting detail – for reference only, out of date

VNC_072_092_B,
Triptych ANSI E Poster panel GA

VNC_072_099_B,
TransLink 2 part aluminum extrusion

VNC_072_114_A
ANSI E Poster Frame case GA

VNC_072_115_A
ANSI E paper poster size

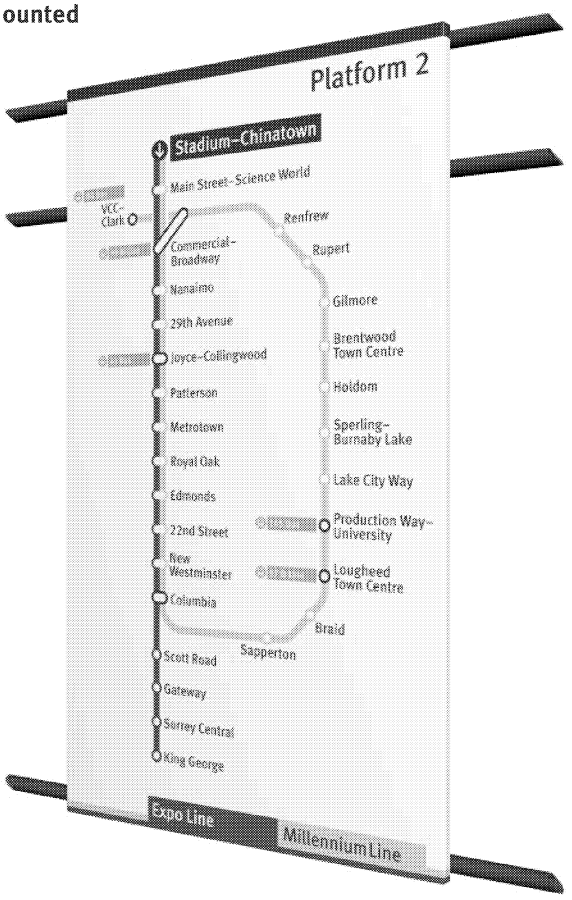
VNC_072_129_A
Single ANSI E Poster panel GA

VNC_072_130_A
Diptych ANSI E Poster panel

Development status
Mark I status:
Some initial implementation of detailed designs. Implemented with polycarbonate panels, toughened glass preferred solution. Still to be fully tested and evaluated.

6.5.6 Line diagram: Track-side rail mounted

Type 8a



Description
Track-side rail mounted line diagram.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel with fabricated mild steel rail fixing brackets. May need framing for external stations.

Finishes
Panels: Viterous Enamel on low carbon steel.

Colours: As per artwork.

Mild steel rail fixing brackets finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.
Powder coat colour [redacted] or as per rails.

Installation
Rail fixing brackets to clamp around existing rails.

Overall dimensions
[redacted]

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

Design drawing ref
VNC_072_035_C

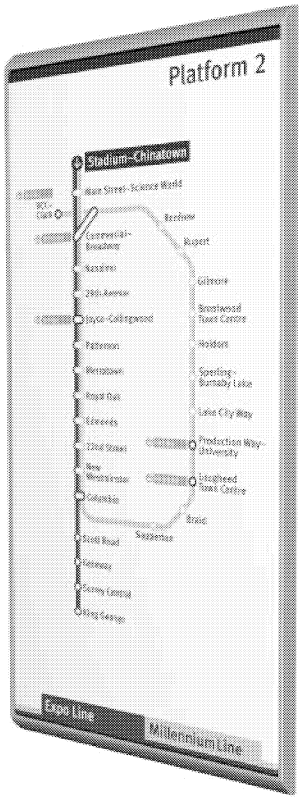
VNC_072_053_B

VNC_072_058_A for bracket detail

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.7 Line diagram: Wall mounted

Type 8b



Description
Wall mounted line diagram, fabricated graphic panel.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel.

External frame TransLink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

s.15(1)(l)

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions

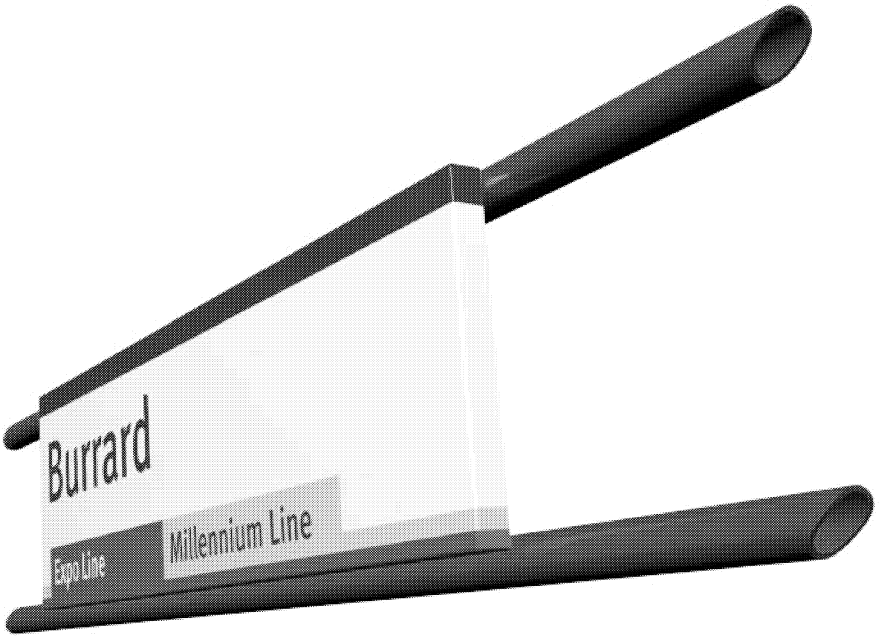
These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_036_B
VNC_072_099_B

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.8 Station name sign: Track-side rail mounted

Type 10a



Description
Track-side rail mounted platform station name signs.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel with fabricated mild steel rail fixing brackets. May need framing for external stations.

Finishes
Panels: Viterous Enamel on low carbon steel.

Colours: As per artwork

Mild steel rail fixing brackets finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.
Powder coat colour [redacted] or as per rails.

Installation
Rail fixing brackets to clamp around existing rails.

Overall dimensions
[redacted]
These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

Design drawing ref
VNC_072_038_B

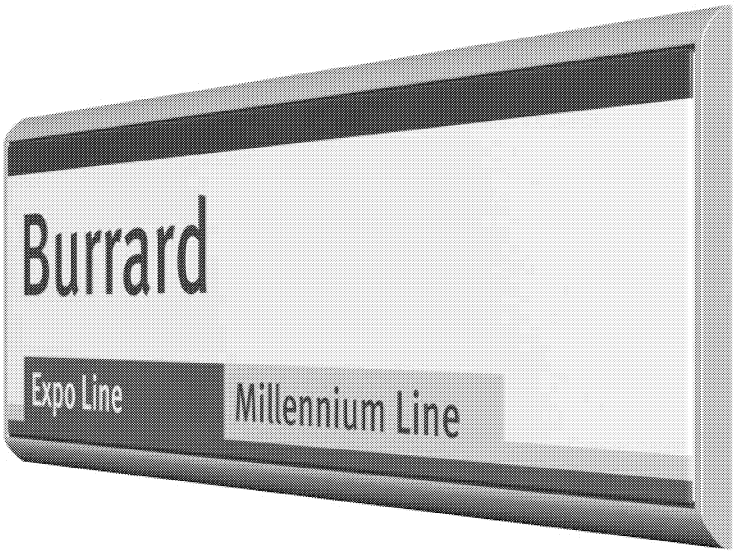
VNC_072_053_B

VNC_072_058_A
for bracket detail

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.9 Station name sign: Wall mounted

Type 10b



Description
Wall mounted platform station name sign.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel.

External frame TransLink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

Design drawing ref
VNC_072_039_B
VNC_072_099_B

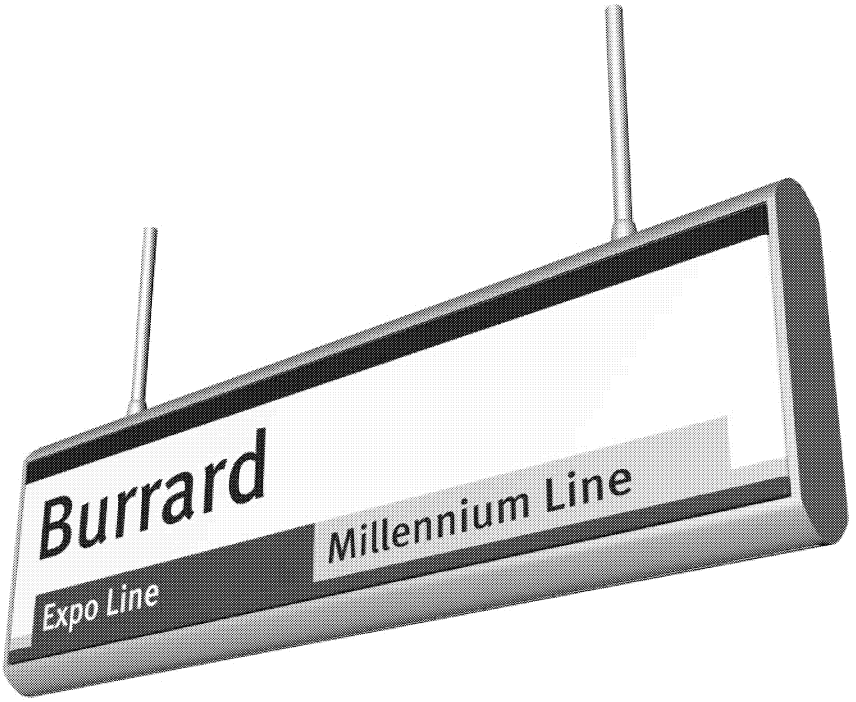
Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.10 Directional signage

The components in this section are used to direct people around transit facilities. They share a consistent height and framing approach, but are formatted for different fixing methods. They all allow for different lengths of sign, though it is intended that they retain a modular approach to reduce the number of parts and utilize consistent Viterous Enamel panels.

6.5.11 Directional signage: Hung

Type 13



Description
Double sided ceiling hung wayfinding sign.

Has the potential for an inset lit Emergency Exit section.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel.

External frame TransLink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Machined aluminum fixing bosses and hanging posts to be bolted to 2 part extrusion.

Power and lighting
Where required, 'Exit' inset section to be lit with LED light source.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

s.15(1)(l)

Installation
Signs to be capable of being fixed to a variety of substrates.

Power supply may be required.

Overall dimensions

size illustrated

Various sizes required depending on location and information content.

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_043_B

VNC_072_060_A
for reference only, extrusions out of date

VNC_072_099_B

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.12 Directional signage: Wall mounted

Type 14

Description
Wall mounted directional sign.

Has the potential for an inset lit Emergency Exit section.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel.

External frame TransLink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Power and lighting
Where required, 'Exit' inset section to be lit with LED light source.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

s.15(1)(l)

Installation
Signs to be capable of being fixed to a variety of substrates.

Power supply may be required.

Overall dimensions
Various sizes required depending on location and information content.

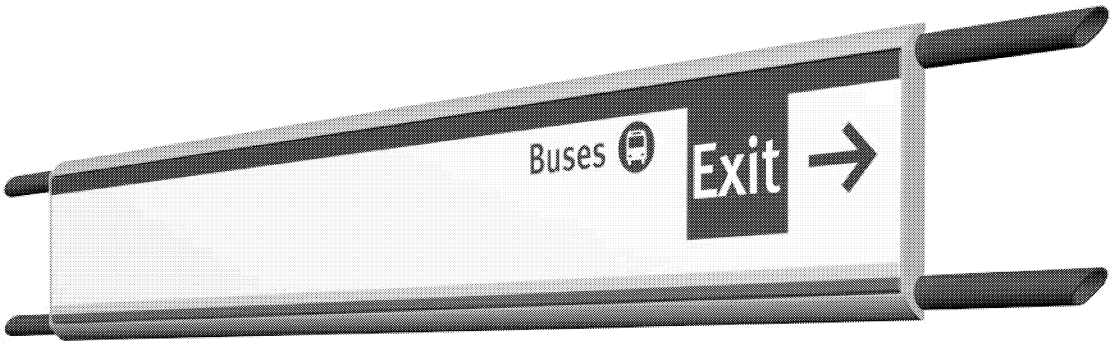
These are approximate dimensions, see manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_044_B
VNC_072_099_B

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.13 Directional signage: Rail mounted

Type 15



Description
Rail mounted directional sign.

Has the potential for an inset lit Emergency Exit section.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel.

External frame TransLink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Fabricated mild steel rail fixing brackets.

Power and lighting
Where required EXIT inset section to be lit with LED light source.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

Mild steel rail fixing brackets powdercoat or as per rails.

Installation
Rail fixing brackets to clamp around existing rails.

Overall dimensions
Various sizes required depending on location and information content.

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

Design drawing ref
VNC_072_045_C
Needs to be updated to match extrusion profile

VNC_072_099_B

VNC_072_065_A
Needs to be updated to match extrusion profile

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.14 Regulatory notice: Wall mounted

Type 9b

Type 9g

Type 9d

Description
Wall mounted fabricated graphic panel with frame. The components in this section are used to display regulatory notices in transit facilities. They share a consistent framing approach but one that is distinct from that used for wayfinding and directional signs. Different sizes are needed for different graphic displays, but it is intended that a modular approach be taken to reduce the number of parts and utilize consistent Viterous Enamel panels where possible.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel with fabricated aluminum frame.

Finishes
Viterous Enamel on low carbon steel graphic panel.

Colours: As per artwork.

All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour

s.15(1)(l)

Installation
Signs to be capable of being fixed to a variety of substrates.

Overall dimensions
Varies by sign.

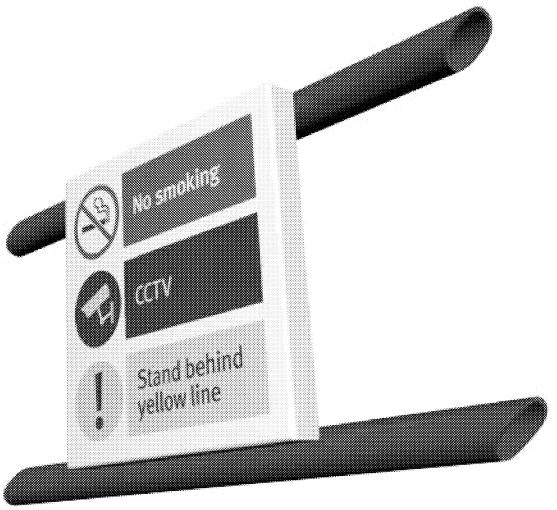
These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_037_A

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.15 Regulatory notice: Track-side rail mounted

Type 9h



Description
Track-side rail mounted fabricated graphic panel.

Materials and construction
Fabricated, welded and dressed low carbon steel graphic panel with fabricated mild steel rail fixing brackets. May need framing for external stations.

Finishes
Panels: Viterous Enamel on low carbon steel.

Colours: As per artwork.

Mild steel rail fixing brackets finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour Supermel P4100-919G Sparkle Silver or as per rails.

Installation
Rail fixing brackets to clamp around existing rails.

Overall dimensions
365mm x 365mm x 35mm

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_058_A

Development status
Detailed Design:
Developed design yet to be prototyped.

6.5.16 Regulatory notice: Safety & Security Station decal

Type 11a

Description
Vinyl graphic decal sticker to be applied directly on to existing rail mounted safety and security cabinet

Materials and construction
Vinyl graphic print with backing adhesive applied to substrate.

Colours: As per artwork.

Finishes
Anti-graffiti surface.

Installation
Applied on site to existing display surface.

Overall dimensions
1060mm X 833mm

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
N/A

Development status
Detailed Design:
Developed design yet to be prototyped.

6.6 Bus Exchange and Bus Stop Infrastructure

The following section details the components that have been developed thus far for the display of information related to exchanges and bus stops.

Of the components, the Exchange Information Wall is the furthest developed. However, the component that will display bus stop information is yet to be resolved, as the approach to provision still has a number of dependencies in regard to decisions on how information will be deployed network wide. The solutions that have been investigated so far are documented here for reference.

6.6.1 Bus stop pole and flag system

The approaches that have been investigated so far include:

- New bus stop product
- Customization of existing CMBC system with potential for proprietary bus schedule case
- Intermediate bus schedule display in the form of the 'Infocube'

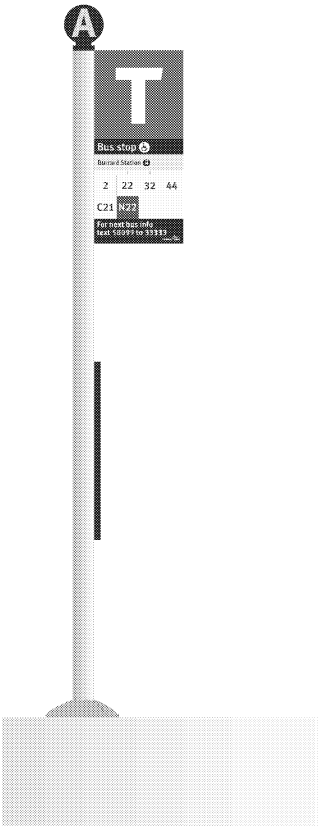
The new bus stop product is the solution to which production aspires, with full implementation desired across the network, whether that is a custom design for TransLink or use of a proprietary system.

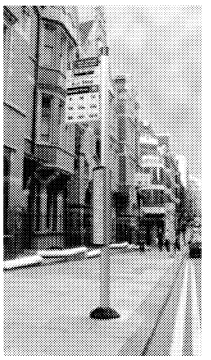
An intermediate solution has been proposed in the form of customizing the existing system, with the possibility of using a proprietary bus schedule case.

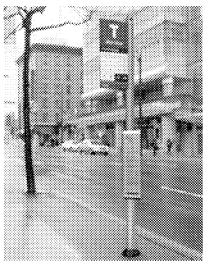
In the interim, an immediate system of implementing bus schedules to test content and use was developed in the form of the 'Infocube'. This has the disadvantage of not being easily updated. Infocube Mark II has been developed as a concept to resolve this issue as an interim solution.

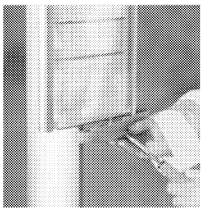
6.6.2 Bus stop pole and flag: New bus stop product

Type1a









Description
The new product will give the opportunity to provide more information, with the inclusion of a schedule case and reformatting of the flag graphics. A modular system will also assist with maintenance and updating, as well as improving the visual appearance of the stop.

A new product has not been developed, although early concepts visualized one concept possibility. The advantages of TransLink's own product are linked to long-term cost, control and maintenance of the system.

The format of the initial concept and the information that it can deliver can also be provided by a proprietary product. One such product is Trueform's Elite Bus Stop system.

The variations for bus stops required are:
- One schedule case (Type 1a)
- Two schedule cases (Type 1b)
- The Elite system also has the ability to hold three schedule cases

Materials and construction
The design shown has a two-part aluminum extruded vertical post capable of receiving the mounting of flag and schedule case units.

The flag is a fabricated stainless steel panel that allows for the mounting of a number of injection moulded polycarbonate information slats and route number tiles.

The poster case is aluminum extrusion and polycarbonate.

Recycled plastic bumper foot.

Finial fabricated aluminum.

Finishes
Aluminium extrusion hard anodized.

Main Flag powdercoated and vinyl with reflective 'T'.

Number tiles: Standard moulded tile.

Finial and schedule cases polyester powdercoated.

Foot: Self-finish.

Colours: As per artwork.

Installation
To be installed into existing CMBC foundation sleeve using an adaptor spigot.

Overall dimensions
Overall height 3625mm
Foot print 590mm x 410mm
Approximate dimensions, see manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_001_C (LG)

VNC_072_050_B (LG)

VNC_072_052_C (LG)

TEL_A303_01_007_A
(Trueform drawing, GA)

TEL_A303_01_008_A
(Trueform drawing,
Elite pole fixing spigot)

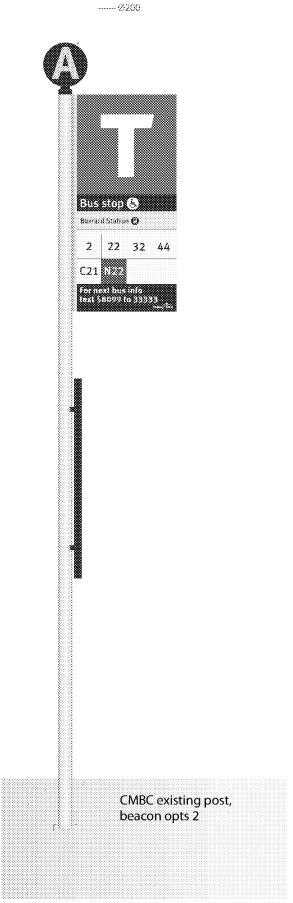
TEL_A303_01_012_A
(Trueform drawing,
1b two poster case configuration)

TEL_A303_01_013_A
(Trueform drawing,
1a one poster case configuration)

Development status
Concept only:
Design yet to be developed or prototyped by manufacturer.

6.6.3 Bus stop pole and flag, customized CMBC

Type 1c



Description
An intermediate solution utilizing the existing CMBC bus sign system with new graphics applied to new sign plate and standard Trueform Elite Bus Stop flag system schedule cases mounted on existing pole. New stop identification finial.

– One schedule case (Type 1c)
– Two schedule cases (Type 1d)

Materials and construction
Standard pole length to suit

Flag standard CMBC composite sign plate and attachment method with applied vinyl graphic

Poster case aluminum extrusion and polycarbonate fixed to pole with custom brackets

Finial fabricated aluminum

Finishes
Standard pole: Galvanized mild steel.

Main flag: Standard CMBC composite sign plate with applied vinyl graphic.

Finial and poster cases: Polyester powdercoated.

Colours: As per artwork.

Installation
To be fixed into existing CMBC foundation sleeve using standard galvanized mild steel pole, length as required to achieve head clearance under sign.

Overall dimensions
Overall height 3625mm

Foot print 590mm x 410mm

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_050_B

VNC_072_051_A

VNC_072_055_A

VNC_072_076_A

TEL_A303_01_010_A (Trueform drawing, Single timetable mounted on round pole)

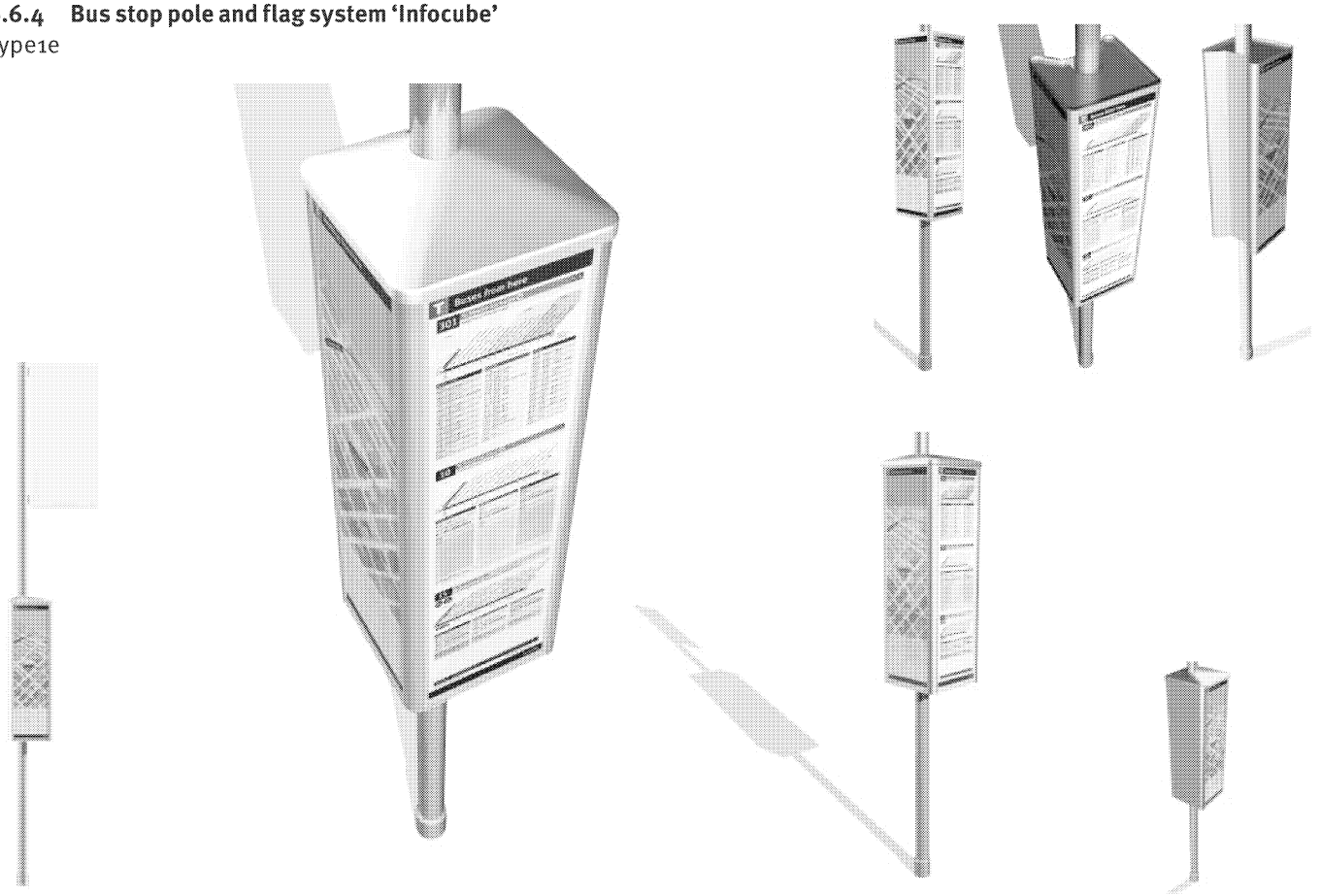
TEL_A303_01_011_A (Trueform drawing, Double timetable mounted on round pole)

TEL_A303_01_014_A (Trueform drawing, Round pole beacon)

Development status
Concept only:
Design yet to be developed or prototyped by manufacturer.

6.6.4 Bus stop pole and flag system 'Infocube'

Type1e



Description
A concept developed as an immediate method of implementing bus schedules to test content and use. The concept has the disadvantage of not being easily updated. Infocube Mark II has been developed as a concept to resolve this issue as an interim solution.

The specification of Infocube Mark II is included here, as is the drawing of the original Infocube for information. Both concepts are mounted to the existing CMBC bus flag posts.

Materials and construction
Fabricated aluminum body. Polycarbonate posting assembly with aluminum frame or composite aluminum board with applied vinyl graphic.

Finishes
Main body and trim powdercoated Supermel

Installation
Mounting to existing CMBC bus flag posts using stainless steel tamper proof fixings.

Overall dimensions

These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_071_A

VNC_072_154_A
Mark II

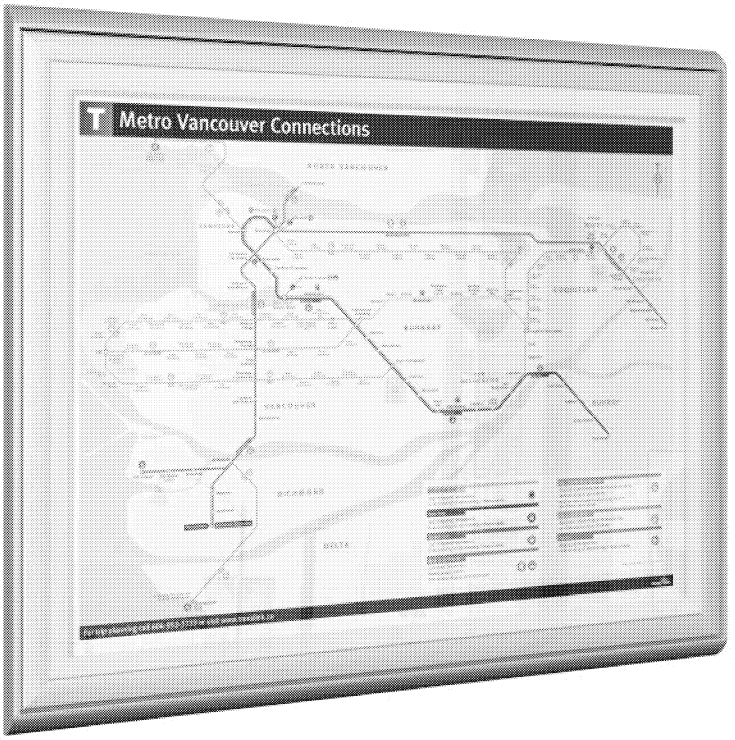
VNC_072_155_A
Mark II

s.15(1)(l)

Development status
Concept only:
Mark II Design yet to be developed or prototyped by manufacturer. Initial Infocube has had limited implementation at Canada Line Exchanges.

6.6.5 Bus shelter poster panel display case

Type 3a



Description
Glass mounted ANSI E poster panel case displaying paper based information. Initial implementation at Canada Line Bus Exchanges use alternate poster frame. New frame to be developed as set out below. Drawings are to be developed.

Materials and construction
External frame Translink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Proprietary hinged extruded aluminum framing system supporting a glass door panel.

Finishes
All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour Supermel

Toughened glass.

Paper based information.

Colours: As per artwork.

s.15(1)(l)

Installation
Signs to be capable of being fixed to a variety of substrates, in this case the poster panel display case will be bonded direct to glass panels of bus shelter using an industrial strength adhesive or by fixing detail to be agreed.

Specification of adhesive to be supplied by manufacturer.

Overall dimensions

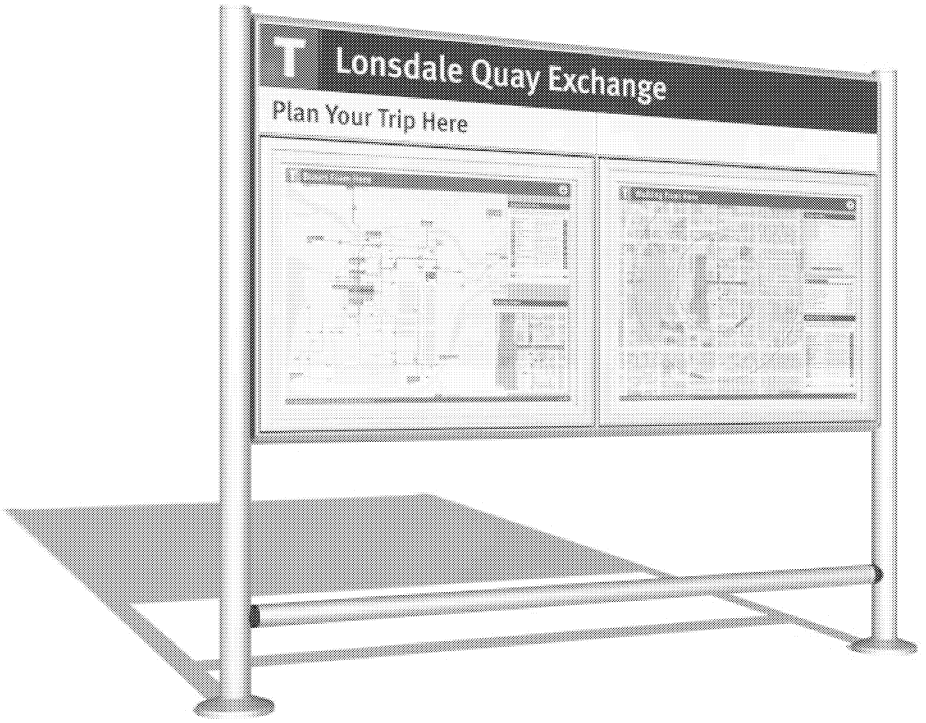
These are approximate dimensions. See manufacturer's drawings for exact sizes.

Design drawing ref
VNC_072_114_A
VNC_072_115_A

Development status
Concept:
Concept specification only, detailed design development needs to be completed and tested by manufacturer.

6.6.6 Bus exchange information wall

Type 7h



Description
Free standing twin ANSI E double sided poster panel case, displaying paper based information (4 posters). Two levels of header panel.

Materials and construction
External frame Translink 2 part aluminum extrusion to main body top and bottom with aluminum capping plates on sides.

Proprietary hinged extruded aluminum framing system supporting a glass door panel, combined header panels to be fabricated, welded and dressed using low carbon steel for Viterous Enamel finish.

Main structure supported by 101.6mm (4") aluminum posts with 76.2 (3") tapping rail and spun aluminum feet to finish at grade level.

Finishes
All external trim and support structure finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour Supermel I

Shadow gap detailing between main post supports and main structure together with tapping rail connection saddles powdercoated I

Panels: Viterous Enamel on low carbon steel.

Colours: As per artwork.

Marie-Louise poster border (applied to inside face of glass) 3M Vinyl or

Toughened glass.

Installation
Surface fixed at grade with chemical fixings or cast in studs to concrete base or sidewalk.

Overall dimensions

These are approximate dimensions. See manufacturer's drawings for exact sizes.

s.15(1)(l)

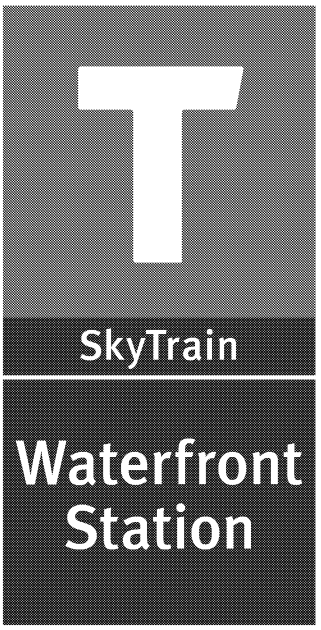
Design drawing ref
VNC_072_099_B
VNC_072_114_A
VNC_072_115_A
VNC_072_116_A
VNC_072_119_A
VNC_072_121_A
VNC_072_134_C

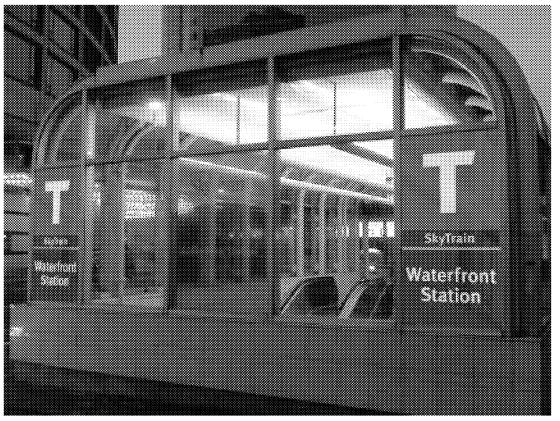
Development status
Mark I status:
Some initial implementation of detailed designs. Implemented with polycarbonate panels, toughened glass preferred solution. Foot detail to be refined. Still to be fully tested and evaluated.

6.7 Temporary Sign Applications

The components illustrated in this section show temporary approaches that have been taken during the design development in order to be able to rapidly deploy information. Drawings nor details are given for these signs as they are not considered to be viable solutions in terms of durability or maintenance. However, they are included in order to demonstrate that a consistent visual approach should be taken to the provision of information even if the sign is only to be in place for a short period of time.

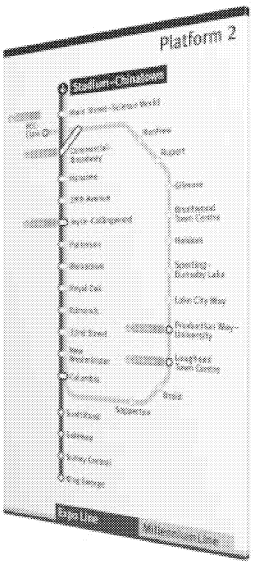
Type 16 (temporary)





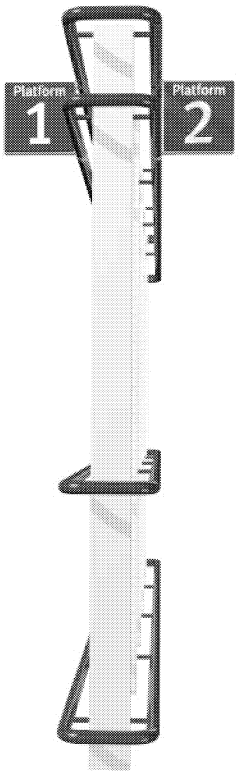
Type 12 (temporary)

Type 8b (temporary)

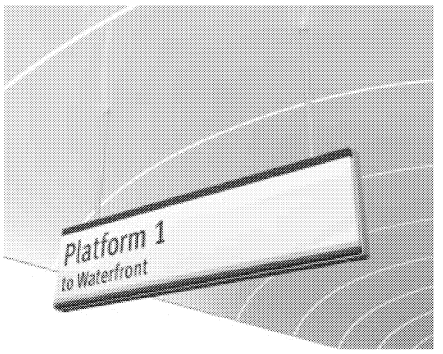


Type 7 (temporary)

Type 4c (temporary)



Type 13e (temporary)



7.0 Glossary

The wayfinding uses technical language from a range of disciplines. Key terms and phrases are explained in this section.

7.1 Glossary of Terms

BRT (Bus Rapid Transit)
High capacity bus lines with segregated road routes and limited stops.

Bus stop ID
The top part of a bus stop comprised of a bay code (where necessary), a panel with T-Symbol, bus stop address and routes stopping.

Canada Line Bus Exchanges
Three Canada Line stations were selected for bus information development, this refers specifically to Marine Drive, Bridgeport and Richmod–Brighouse's bus exchanges.

Cap height
The height of a letter measured from the baseline to the top of the capital letter. Usually measured in millimetres.

Codes
A predetermined and consistently used set of 'short-hand' versions of information. For example, bus numbers and SkyTrain lines.

Diagram
A simplified representation of a geographic area with distortion to locations and distances. Priority is given to the names of places and the connections between them.

Diptych
A variation of the triptych used where space is limited and featuring two poster cases.

Directional information
Signs pointing to accesses, services or facilities. Directional information may include circulatory signage, signs marking the way out and accessible route signs.

Egress
The exit or way out of a building.

I
The full name of the typeface used from wayfinding information. '

s.15(1)(l)

Entry threshold
Typically the entrance to a transit station, this is the point a rider enters a TransLink owned building.

GIS (Geographic Information System)
Typically a database that captures, stores, analyzes, manages and presents data that are linked to geographic location.

Heads up mapping
A map that has been rotated to match the direction of the poster case it is mounted in. As a user looks at the map, the geographic features directly in front of them will be at the top of the map. See 'North up' for the other method for map orientation.

Infocube
Prototype bus pole information panel with three sides to display bus schedules.

Journey planning
Information provided to allow journeys across different modes to be planned. Typical comprised of a Metro Vancouver Connections Diagram, Local Bus Maps and Walking From Here Maps.

Line diagram
A simplified diagram of a transit line (or lines) that indicates stops, connections and service direction.

Mark I, Mark II
Similar to version numbering these denote stage of a product's evolution. Mark I is followed by Mark II and so on.

Mental map
Experiences and sensory cues that provide a structured memory of places.

Metro Vancouver Connections Diagram
A diagrammatic representation of the rapid transit services operated by TransLink.

Mini beacon
The sign located above information points and secrity points to draw attention the information below.

Monolith
A free standing sign unit with a T-Symbol and poster case. Variations may include a station name.

Multi-modal
Where more than one mode of transit is referred to. Most journeys will be multi-modal with a combination of train, bus and walking for example.

North up
The traditional rotation for a map, with north at the top of the map. See 'Heads up' for the other approach to map orientation.

Priority Olympic stations
SkyTrain and SeaBus stations identified as priority stations for the 2010 Winter Olympic Games. The stations included are Lonsdale Quay, Waterfront, Burrard, Granville, Stadium–Chinatown and Main Street–Science World.

Progressive disclosure
The process of providing information in manageable amounts and at the appropriate point based on typical journeys.

REF
Abbreviation of reference, used where a dimension can not be precisely specified.

Regulatory information
Any information that is required by law or that enforces a statutory obligation.

Running frieze
The continuous sign that runs the length of a platform above eye height and has repeating information at regular intervals.

SkyTrain
The light rail services in the Metro Vancouver area including Expo, Millennium and Canada Lines.

Streetcar
The demonstration tram service operated by Bombardier and the City of Vancouver during the 2010 Winter Games.

T-Marker
A sign indicating access to the transit network. The T-Marker refers to the physical sign rather than the T-Symbol. T-Markers will typically be free standing poles, wall mounted or monoliths.

T-Symbol
The T-Symbol is the logo for transit services in Metro Vancouver. The symbol is the graphic mark and can appear in a variety of locations and materials.

Transit station
Any TransLink owned building served by rail transit or the SeaBus. Typically this refers to SkyTrain and West Coast Express stations and SeaBus terminals.

Triptych
Three poster units combined under one header panel. Typically this will refer to journey planning information or transit information.

Wayfinding
The process of interpreting information and making decisions to navigate internal or external environments.

'X' height
The height of a letter measured from the base line to the top of the lowercase 'x'. Usually measured in points.

Zonal planning
The process of describing transit facilities as a series of zones each relating to the typical behavior of riders. These zones then allow for a standardized provision of wayfinding information in varied environments.