APPENDICES TO SCHEDULE 4

Appendix H

EVERGREEN LINE WAYFINDING DOCUMENTS
Evergreen Line
Facility Wayfinding Plan

Update
7 March 2012
1.0 Executive Summary

The Evergreen Line is a Rail Rapid Transit (RRT) service proposed to connect Lougheed Town Centre SkyTrain station in Burnaby to Coquitlam via six new stations. The new stations are proposed at Burquitlam, Port Moody, Ioco, Coquitlam Central, Lincoln and Douglas College following an 11km alignment that runs north and west of Lougheed Town Centre.

The stations of the Evergreen Line will provide access into the SkyTrain network and connections to existing bus exchanges at Lougheed Town Centre and Coquitlam as well as transfers to West Coast Express train/bus services at Port Moody and Coquitlam Station.

This document provides sign types, locations, approximate sizes and preliminary content advice for wayfinding information and advertising provision at each station. The requirements are based on preliminary ‘20%’ station design drawings and Version 2.0 of the TransLink Wayfinding Standards Manual. As such this report describes TransLink’s minimum mandatory signage requirements for the Evergreen Line and forms the basis for the Primary Contractor to develop detailed sign content and product designs.

This update of the December 2011 report clarifies platform level signage requirements, confirms scope requirements for Station Entrance Emergency Information Panels (SEEIPs), clarifies requirements for provision of advertising signage, and provides additional clarification on System Information and Customer Assistance Panels, and Emergency Equipment Cabinets.
# Evergreen Line Proposed Facility Wayfinding Plan

## 2.0 Introduction

### 2.1 Scope

This report is concerned with wayfinding for transit passengers using station and exchange facilities at the seven stations comprising the new Evergreen Line. These stations are:

- Lougheed Town Centre - extended existing station
- Burquitlam - new station
- Port Moody - extended existing station
- Ioco - new station
- Coquitlam Central - new station
- Lincoln Station - new station
- Douglas College - new station

Requirements for wayfinding refer to the latest available TransLink Wayfinding Standards Manual (TWSM). However, in addition to wayfinding, this report also includes requirements for the location of advertising panels, digital public information displays (PDIs) and Emergency Equipment Cabinets. These additional items are not included in the specifications provided in the TWSM and queries related to them should be referred to TransLink.

The documents also excludes emergency evacuation signage requirements. The location and content of such signage will be determined by TransLink during detailed design.

### 2.2 Assumptions

This report is based on preliminary station design drawings referred to as ‘20% plans’. Where significant changes to these plans are proposed after the date of this report, wayfinding requirements must be reviewed and revised to the satisfaction of TransLink.

The locations of advertising panels have been considered on the basis that where space is limited, wayfinding information should take precedence acknowledging a primary concern for passenger safety, comfort and service.

Platform information includes a number of advertising panels and displays. The exact location of hung displays and signs must be considered alongside the requirements for effective CCTV surveillance and the visibility of emergency exit signs, as set out in the BC Fire Code. The coordination of wayfinding sign utility and other needs are assumed to be included in the detailed design stages to follow.

Content notes are included in sign schedules. However these should be assumed to be for preliminary guidance only and detailed information design is subject to review and approval by TransLink.

### 2.3 TransLink Wayfinding Standards

The report uses the current TransLink Wayfinding Standards Manual v2.0 dated 20 September 2010 as the main reference document. This is referred to by the abbreviation ‘TWSM’ throughout the report.

### 2.4 Background

The Evergreen Line is part of the strategic transit plan for the Metro Vancouver region and is planned to open for public use in the Fall of 2014. The service will be a Rail Rapid Transit (RRT) system and form a part of the existing SkyTrain network.

The Evergreen Line will extend approximately 11km between the existing Millennium Line Lougheed Town Centre Station in Burnaby and Douglas College Station in Coquitlam. The new line comprises six stations of which Lougheed Town Centre and Port Moody Stations exist and will be expanded.

The alignment of the new line provides several interchange opportunities with local buses and the West Coast Express commuter service. Lougheed Town Centre Station has an existing ten bus exchange while at Port Moody and Coquitlam Central Stations, new services will provide for transfers between existing bus and West Coast Express facilities.

Each Evergreen Line station is designed according to the local topography, site constraints and operational requirements. The specific characteristics and differences between stations are relevant to wayfinding and are summarized below:

### 2.5 Preface to update

The original review report was completed in November 2010. A revised version was issued in December 2011, which included the addition of Lincoln Station to the Evergreen Line project scope.

This update of the December 2011 report clarifies platform level signage requirements, confirms scope requirements for Station Entrance Emergency Information Panels (SEEIPs), clarifies requirements for provision of advertising signage, and provides additional clarification on System Information and Customer Assistance Panels, and Emergency Equipment Cabinets.

<table>
<thead>
<tr>
<th>Station</th>
<th>Platforms</th>
<th>Elevated</th>
<th>Entrances</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lougheed Town Centre</td>
<td>3 (central + side)</td>
<td>Yes</td>
<td>3</td>
<td>Existing station extended. Transfer to bus exchange. Terminus.</td>
</tr>
<tr>
<td>Burquitlam</td>
<td>2 (side)</td>
<td>Yes</td>
<td>2</td>
<td>Second entrance possible.</td>
</tr>
<tr>
<td>Port Moody</td>
<td>2 (central)</td>
<td>No</td>
<td>1</td>
<td>Existing West Coast Express station to be extended. Transfer to bus exchange.</td>
</tr>
<tr>
<td>Ioco</td>
<td>2 (side)</td>
<td>No</td>
<td>2</td>
<td>Platforms below grade.</td>
</tr>
<tr>
<td>Coquitlam Central</td>
<td>2 (side)</td>
<td>Yes</td>
<td>1</td>
<td>Phase 3 (of 2 planned phases) Transfer to WCE and bus exchange.</td>
</tr>
<tr>
<td>Lincoln</td>
<td>2 (side)</td>
<td>Yes</td>
<td>1</td>
<td>None.</td>
</tr>
<tr>
<td>Douglas College</td>
<td>2 (central)</td>
<td>Yes</td>
<td>2</td>
<td>Terminus.</td>
</tr>
</tbody>
</table>
3.0 General Methodology

3.1 TransLink Wayfinding Standards Manual
The TransLink Wayfinding Standards Manual (TWSM) provides guidance on the planning, design and specification of a wayfinding system. The system includes facility identity, journey planning and circulation information for transit and connecting modes.

For the Evergreen Line stations, the TWSM provides the framework for designing information by defining a common, user-centred approach to planning movement, typical sign types and rules for information content. The approach is designed to provide confidence to first-time users as well as an increased sense of identity, connectivity and accessibility for everyone.

3.1.1 Zonal planning
The TWSM describes how movement and decisions in transit environments can be simplified into a progressive series of zones. The zonal planning methodology is described in section 3.2 of the TWSM.

This approach (illustrated, below) is applicable to all of the proposed Evergreen Line stations and used as the basis for the requirements in this report.

The zonal plans for each station are indicated in the specific station requirements together with an assessment of major movement pathways.

3.1.2 Sign type references
The standard sign type references for stations are described in section 3.3 of the TWSM (pages 30-39) while the typology for bus exchanges is in section 3.4 (pages 40-42). These include:

- Facility identity - T-Markers, station entrance signs and other entrance information;
- Journey planning - Network plans, line diagrams and local street maps;
- Transit Information - Rules and Regulations, and Customer Assistance Panels;
- Directional signs - Exit identification, ticket machines, platform access and accessibility features as well as directions to onward travel options and other useful services;
- Regulatory signs - Safety and Security and user information for passengers; and
- Bus stops and bus stop shelter information.

For ease of reference, the relevant sections of the TWSM indicating the elements in the typology are included in Section 10 of this report.

3.1.3 Sign product standards
Section 6 of the TWSM (pages 139-154) describes and specifies the standard information products. These include wall-mounted, hung, and rail-mounted signs.

It should be noted that TWSM product specifications are based on limited implementation in Expo Line facilities. While a common architectural module for both Expo and Millennium Line facilities has been used, some refinement of TWSM product specifications should be expected as part of any detailed station design for the Evergreen Line. Additional product specifications may also be required.

Sign specifications include specific dimensions for some elements, including those where standard paper sizes are displayed. In other instances, such as for directional signs, dimensions are dependent on the content and space available. Where possible, sign schedules include guidance on sign dimensions but at this preliminary stage, as it is not possible to determine the final content design for all signs.

Running Friezes
The TWSM includes product specifications for a running frieze (Product Type 14). Running friezes, designed around cable tray shrouds, are part of the standard system used for Millennium Line stations but are not specified in the TWSM. However, the Millennium Line frieze is proposed here as a suitable alternate to TWSM Product Type 14. Content design of running friezes is indicated in TWSM sign type ref 129 and is also suitable for application to the Millennium Line frieze.

![Typical Millennium Line running frieze and cable tray shroud.](image)
3.2 Site Inspections

Site inspections are essential to wayfinding design as a means to apply guidance given in the TWSM to specific site characteristics.

Each of the station sites was visited to assess current and/or potential pedestrian movement to provide base information for the wayfinding analysis. At Lougheed Town Centre, Port Moody and Coquitlam Central, the impact of new station proposals on the existing station and exchanges was also assessed. These site visits augmented a desk study of available information.

A summary of site analysis is included in the specific station requirements that follow section 3 of this report.

3.3 Analysis

The analysis of wayfinding needs for each station provides a means to balance options for applied information against physical factors including the inherent legibility, topography, site constraints and architectural design.

The analysis stage of the design process brings together transport planning and information design to determine the zonal plan, wayfinding objectives and more detailed levels of sign typology and content.

The analysis stage also considered balancing wayfinding needs against the location of advertising panels and public information displays.

3.4 Typical Trackside Arrangement

The requirements include wayfinding, transit information and advertising signs mounted on track fences. At centre platform stations, the typical placement of signage is shown in the upper diagram below. In limited circumstances, where space is constrained, the horizontal line diagram may be placed above advertising and transit information panels while striving for a reasonable viewing height and a rational and consistent layout of elements. At side platform stations, trackside signage is to be mounted to centre track fences at a height that allows the tracks to be visible from each platform. A typical arrangement is shown in the lower diagram below.
3.5 Evergreen Line Alignment

[Map of Evergreen Line Alignment showing stations and routes]

Key:
- Millennium Line
- West Coast Express Line
- Evergreen Line
- Evergreen Line (tunnel section)
- Municipal boundaries
Evergreen Line Proposed Facility Wayfinding Plan

4.0 Lougheed Town Centre Station

4.1 Wayfinding analysis

4.1.1 Context
Lougheed Town Centre Station is an existing Millennium Line SkyTrain station. It is an important and busy facility for commuters and students as well as for shoppers travelling to the nearby Lougheed Town Centre Mall. The station has a complex and distinctive roof design that, with its elevation, forms a local landmark.

The Evergreen Line will branch off the existing SkyTrain network at Lougheed Town Centre Station. To accommodate the new service, a third platform will be added to the north side of the current central platform arrangement. To access this new platform the station houses will be enlarged to provide escalators, stairs and elevators.

Only wayfinding for the new third platform and associated accesses and circulation areas are with the scope of this study. However some description of the current situation is included below to provide context.

4.1.2 External access and facility identity
The station spans Austin Road with entrances on the east and west sides of the road. To the east, the station provides an external transfer to a ten bay bus exchange and park and ride facility. On the western side, the station has a street level entry to Austin Road and a mezzanine level entry connecting passengers to Lougheed Town Centre Mall via a covered walkway.

A new, extended entrance is proposed at the western, mezzanine level and is also within the Primary Contractor’s scope. The western (Austin Road) and eastern (bus exchange) entrances will be altered to provide fare gates in future but these are outside of the scope of this report.

A further escalator will also be provided at the western end of the existing platform during the station works. Signs associated with this facility are also outside of the scope of this report.

4.1.3 Journey planning information
Journey planning information is provided externally and in ticket halls. The new ticket hall at the mezzanine level in the west station house, will require journey planning information as set out in the following schedules.

4.1.4 Directional and other information
The addition of a third platform for the Evergreen Line, will introduce a need for circulation information for transferring passengers as well as for those entering and leaving the station facility. A review of circulation also provides the opportunity to add information to direct visitors to the primary destination at Lougheed Town Centre Mall.

At concourse level, the additional circulation space for stairs, escalators and elevators in the east and west station houses will require new circulation information as set out in the plan and schedule. The integration of these new signs with the existing station is the responsibility of TransLink.

At platform level, a hung central running frieze is used on the existing station platform and similar is proposed for the new third platform. This will provide the primary place for platform directions and station identity.

4.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:
– Use facility identity and planning information to enhance the hub exchange role of the station connecting Millennium and Evergreen Line rail services, buses and nearby park and ride facilities;
– Provide internal directional information to ensure customers find the correct platform for desired rail services; and
– Use directional and planning information to increase awareness of the relative position of the station, Lougheed Town Centre Mall and other local destinations, hence promoting transit usage.

4.2 Zonal plan
A zonal plan is proposed for the whole station recognizing that in terms of passenger experience, the additional platform and circulation spaces form part of a single facility.

Above the concourse level zones, (illustrated below), platform zones comprise the whole of the existing central Millennium Line platforms and the new side platform for the Evergreen Line and are hence not shown here.
4.3 Movement strategy

4.3.1 External connections

Lougheed Town Centre Station is divided physically and in terms of character, by Austin Road. To the east, movements are defined strongly by bus-rail exchange while to the west, movements are more varied and depending on the time of day, include commuting, residential access and shopping trips to the nearby mall.

The primary desire lines associated with the station are indicated to the right. The fact that the station has three entrances and spans a relatively large area, support the recommendation to improve station identity.

The severance effects of Austin Road also support the inclusion of the mall in exit directions from platform level.
4.3.2 Internal movement
Within the station, movement is also significantly different between the east and west sides (illustrated right). On the eastern side of the station, access from the altered entrance is directly into a common circulation area for all three platforms. While there are ‘up and down’ escalators to the existing Millennium Line, only ‘up’ escalators are currently planned for the new Evergreen Line platform.

On the western side of the station, two entrances exist at different levels. The higher mezzanine level, accessed from the mall parking lot, provides stair, escalator and elevator access to all platforms. The lower Austin Road entrance only provides stair access to the mezzanine and elevator access to the Millennium Line.

Analysis of internal movement indicates that there are several points where directional decisions will be made. Some of these will be informed by the station architecture while others will require information to be applied for orientation and navigation.
Blank page.
4.4 Lougheed Town Centre Station wayfinding sign plan - concourses
NOTE: Signs within the scope of this report are shown within the yellow boundary line. Other signs, shown in transparency are the responsibility of TransLink. Any queries regarding the integration of the two sign projects should be directed to TransLink.
### Evergreen Line Proposed Facility Wayfinding Plan

#### 4.0 Lougheed Town Centre Station

**Lougheed Town Centre Station wayfinding sign schedule - concourses**

NOTE: Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/ details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>20</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>North: ↓ Exit to Austin Road, Millennium Line. South: ↑ Evergreen Line, ↓ Exit to Lougheed Town Centre Mall, AddFare</td>
</tr>
<tr>
<td>21</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: ↑ Exit, AddFare, ← Millennium Line. West: ↑ Platform 3 Evergreen Line</td>
</tr>
<tr>
<td>22</td>
<td>T28a</td>
<td>Directional information</td>
<td>a 200 x 50</td>
<td>b 309 x 290 x 300</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>23</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>24</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
<td>North: ← To Trains, Elevator South: ↓ Exit to Lougheed Town Centre Mall</td>
</tr>
<tr>
<td>25</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>26</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Tickets</td>
</tr>
<tr>
<td>27</td>
<td>T8</td>
<td>Journey planning</td>
<td>3260 x 1256</td>
<td>Wall or post mounted</td>
<td>Journey planning triptych</td>
</tr>
<tr>
<td>28</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 320 x 300</td>
<td>Wall mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>29</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>30</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>31</td>
<td>T3</td>
<td>Entrance sign</td>
<td>750 x width of opening</td>
<td>Wall mounted with power</td>
<td>Internally illuminated station name</td>
</tr>
<tr>
<td>42</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>250 x 750</td>
<td>Wall mounted with power</td>
<td>Internally illuminated ‘T’</td>
</tr>
<tr>
<td>49</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>↑ Platform 3 Evergreen Line</td>
</tr>
<tr>
<td>51</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: ↑ Platform 3 Evergreen Line West: ↑ Millennium Line, Exit to buses, AddFare</td>
</tr>
<tr>
<td>52</td>
<td>T7</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECPC</td>
</tr>
<tr>
<td>60</td>
<td>T28b</td>
<td>Directional information</td>
<td>a 200 x 50</td>
<td>b 309 x 290 x 300</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>61</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel (SEEIP)</td>
<td>See SEEIP Specifications</td>
<td>Hung with power and digital connections</td>
<td>TransLink operational information</td>
</tr>
</tbody>
</table>
4.5 Lougheed Town Centre Station wayfinding sign plan - platforms

NOTE: Only signs associated with the extended station are included in the schedule.

Exact location of these signs to be coordinated with station furniture at DWA

LOUGHEED HIGHWAY

Exact location of these signs to be coordinated with station furniture

Glass wall

Key

- Platform sign
- Advertising location
- Sign number
- Double sided hanging
- Extent of construction
- Wall or post mounted
- Shared location

Extent of construction

Directional

Station plan

Platform sign
### 4.0 Lougheed Town Centre Station

**Lougheed Town Centre Station wayfinding sign schedule - platform**

**NOTE:** Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
</table>
| 65  | T28a| Directional information | a 200 x 150  
b 329 x 290 x 300 | Wall mounted | Two part set: a) Elevator direction with b) elevator icon mini beacon above |
| 66  | T28| Directional information | 400 x width determined by content design | Hung | East: Exit to Lougheed Town Centre Mall, Austin Road, Elevator. West: Platform 3 Evergreen Line to Douglas College |
| 67  | T22| Platform journey planning | 1260 x 1256 | Wall mounted | Metro Vancouver Connections |
| 68  | T24| Safety and security station | 1260 x 1256 | Wall or post mounted | TransLink ECCP/T panel |
| 69  | T25| Mini beacon | 329 x 290 x 300 | Wall or post mounted | TransLink information |
| 70  | T23| Transit information | 1260 x 1256 | Wall or post mounted | TransLink operational information |
| 71  | T21| Platform indicator | 400 x 2000 | Hung | Platform 3 Evergreen Line to Douglas College |
| 72  | T21| Platform indicator | 400 x 2000 | Hung | Platform 3 Evergreen Line to Douglas College |
| 73  | T28| Directional information | 400 x width determined by content design | Hung | East: Platform 3 Evergreen Line to Douglas College West: Exit to buses, Elevator |
| 74  | T28a| Directional information | a 200 x 150  
b 329 x 290 x 300 | Wall mounted | Two part set: a) Elevator direction with b) elevator icon mini beacon above |
| 107 | T29| Running fraise | Design to be determined by architecture | Wall mounted | Single sided: 8 x station identification (T27) + 4 x exit directions |
| 118 | T30| Double-sided public information display | TBD | Hung with power and digital connections | Next train information |
| 119 | T22| Platform journey planning | 1260 x 1256 | Wall mounted | Metro Vancouver Connections |
| 120 | T24| Safety and security station | 1260 x 1256 | Wall or post mounted | TransLink ECCP panel |
| 121 | T25| Mini beacon | 329 x 290 x 300 | Wall or post mounted | TransLink information |
| 122 | T23| Transit information | 1260 x 1256 | Wall or post mounted | TransLink operational information |

**Advertising schedule**

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5-26</td>
<td>Advertising poster units</td>
<td>1143 x 1907mm</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
</tr>
</tbody>
</table>

*Note: Each LCD screen unit weighs approximately 500lbs. The mounting requirements are custom and designed by MMM Group.
Blank page.
5.0 Burquitlam Station

5.1 Wayfinding analysis

5.1.1 Context
Burquitlam Station is a new station proposed to be located on Clarke Road at Langside Avenue. It will provide access for Burquitlam Plaza stores, to nearby residential areas and form a transfer point for people catching buses to Simon Fraser University in Burnaby.

Burquitlam Station will be an elevated side platform station with entrances facing Clarke Road and Burquitlam Plaza.

5.1.2 External access and facility identity
Local buses will stop at the station on both sides of Clarke Road. This will require bus passengers travelling south to use new crosswalks at Langside Avenue. A clear identity at the station entrance will assist bus passengers to orientate themselves when they alight.

5.1.3 Journey planning information
Journey planning information will be useful for passengers within the station to determine network connections, and also for passengers transferring to onward travel modes. The likelihood of unfamiliar visitors requiring information about connections to destination such as Simon Fraser University, increases the value of planning information outside of the station building itself.

5.1.4 Directional and other information
As the station is a side platform design, there is a need to ensure travellers choose the correct platform for their journey to avoid wasted time and frustration by travelling in the wrong direction, or additional trips up and down vertical accesses.

The fact that elevators and stairs are on opposite sides of the concourse area requires directional signs to confirm where these facilities lead.

5.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:
- Supporting a clear identity for the station in the street scene;
- Providing visible planning information to support rail-bus transfers and onward journeys; and
- Ensuring correct platform choice.

5.2 Zonal plan
The concourse level zonal plan (shown below) indicates a simple transfer from the external zone to a central circulation zone via the ticket hall.

Above the concourse level zones, platform zones comprise the whole of the two side platforms and are hence not shown here.
5.3 Movement strategy

5.3.1 External connections

Due to the elevation of the station and the relatively low level of surrounding development, the station will present a significant local landmark once completed. However, the potential for use by unfamiliar visitors and significant numbers of bus transfers, supports the inclusion of a strong identity marker on the northern end of the building. This would both assist general external orientation and also draw attention to the location of the Clarke Road ticket hall entrance.

There is a general need for onward planning information for unfamiliar visitors and a particular benefit in providing bus planning information to support travel associated with Simon Fraser University.

The plan (right) indicates the likely routes of major pedestrian demand.
5.3.2 Internal movement
The station building is simple with movement progressing from the entrances past ticket machines to the fare gates and into a single circulation concourse leading, left and right, up to the platforms. There is limited need for directional signage except to support passengers in selecting the right platform to complete their journey and to ensure they can find elevators if required.

The potential desire lines for significant movements within the station are illustrated on the sign location plans (right).
5.4 Burquitlam Station wayfinding sign plan - concourse

Notes
The location of sign 10 requires that the future TVM be relocated to the other end of the row of TVMs if implemented.
The location of sign 22 is as shown, this requires the door to the storeroom to be relocated. The proposed location provides continuity with the location of its partner line diagram (sign 26).
### Burquitlam Station Wayfinding Sign Schedule - Concourse

**NOTE:** Only signs associated within the new construction are included in this schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>T1</td>
<td>External journey planning</td>
<td>2126 x 2397</td>
<td>Installed on or close to station wall on as poster (TWSM Ref T8) if structure capable</td>
<td>Single sided info wall. Buses from here &amp; Local walking</td>
</tr>
<tr>
<td>2</td>
<td>T1</td>
<td>T Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted</td>
<td>Internally illuminated “T”</td>
</tr>
<tr>
<td>3</td>
<td>T1</td>
<td>T Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted</td>
<td>Internally illuminated “T”</td>
</tr>
<tr>
<td>4</td>
<td>T3</td>
<td>Entrance sign</td>
<td>500 x width of opening</td>
<td>Wall mounted with power</td>
<td>Internally illuminated station name</td>
</tr>
<tr>
<td>5</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>6</td>
<td>T4</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>7</td>
<td>T8</td>
<td>Journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Local walking map</td>
</tr>
<tr>
<td>8</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>9</td>
<td>T2</td>
<td>Payment &amp; revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Tickets</td>
</tr>
<tr>
<td>10</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall mounted with telephone line</td>
<td>Customer Assistance Panel (CAP). Note requires relocation of future TVM.</td>
</tr>
<tr>
<td>11</td>
<td>T8</td>
<td>Journey planning</td>
<td>250 x 1256</td>
<td>Wall or post mounted</td>
<td>Opletty Metro Vancouver Connections and Local bus</td>
</tr>
<tr>
<td>12</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>13</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>14</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>15</td>
<td>T5</td>
<td>Entrance sign</td>
<td>930 x width of opening</td>
<td>Wall mounted with power</td>
<td>Internally illuminated station name</td>
</tr>
<tr>
<td>16</td>
<td>T13</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Exit to Clarke Road, buses</td>
</tr>
<tr>
<td>17</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel</td>
<td>See SEEIP specifications</td>
<td>Hung with power and digital connections*</td>
<td>TransLink operational information</td>
</tr>
<tr>
<td>18</td>
<td>T13</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Exit to Burquitlam Plaza</td>
</tr>
<tr>
<td>19</td>
<td>T2a, T2b</td>
<td>Directional information</td>
<td>a 200 x 350 b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>20</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Portal 2 Evergreen Line to Douglas College, Elevator</td>
</tr>
<tr>
<td>21</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 578</td>
<td>Wall mounted</td>
<td>Platform 2. Note requires relocation of store door.</td>
</tr>
<tr>
<td>22</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted (above 18)</td>
<td>Platform 2 Evergreen Line to Lougheed Town Centre</td>
</tr>
<tr>
<td>23</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall mounted with telephone line</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>24</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>25</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 578</td>
<td>Wall mounted</td>
<td>Platform 1</td>
</tr>
<tr>
<td>26</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Portal 1 Evergreen Line to Lougheed Town Centre, Elevator</td>
</tr>
<tr>
<td>27</td>
<td>T2a, T2b</td>
<td>Directional information</td>
<td>a 200 x 350 b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>28</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Evergreen Line West: Exit to Clarke Road, buses, Exit to Burquitlam Plaza</td>
</tr>
<tr>
<td>29</td>
<td>T17</td>
<td>Safety &amp; security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECPC</td>
</tr>
</tbody>
</table>

#### Advertising Schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A2</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A3</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A4</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A5</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A6</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A7</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A8</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
</tbody>
</table>

*Note: Each LCD screen unit weighs approximately 500lbs. The mounting requirements are custom and designed by MMM Group.*
5.5 Burquitlam Station wayfinding sign plan - platform

Exact location of these signs to be coordinated with station furniture

Exact location of these signs to be coordinated with station furniture at DWA

Key
- Platform sign
- Advertising location
- Double sided hanging
- Shared location

Sign number
### Burquitlam Station wayfinding sign schedule - platform

**NOTE:** Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>T20</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 2 Evergreen Line to Douglas College</td>
<td></td>
</tr>
<tr>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECPT</td>
<td></td>
</tr>
<tr>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T30</td>
<td>Double-sided public information display</td>
<td>TBD</td>
<td>Hung with power and digital connections</td>
<td>Next train information</td>
<td></td>
</tr>
<tr>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: → Exit West: ← Exit</td>
<td>Elevator</td>
</tr>
<tr>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 2 Evergreen Line to Douglas College</td>
<td></td>
</tr>
<tr>
<td>T29</td>
<td>Running frieze (extends sign ref 79)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions</td>
<td></td>
</tr>
<tr>
<td>T29a</td>
<td>Directional information</td>
<td>400 x 2000</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
<td></td>
</tr>
<tr>
<td>T28b</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>&lt; Elevator</td>
<td></td>
</tr>
<tr>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 2</td>
<td></td>
</tr>
<tr>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>T26</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>T26</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 2</td>
<td></td>
</tr>
<tr>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>T24</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T23</td>
<td>Transit Information</td>
<td>700 x 1250</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 1 Evergreen Line to Lougheed Town Centre</td>
<td></td>
</tr>
<tr>
<td>T29</td>
<td>Running frieze (extends sign ref 68)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions</td>
<td></td>
</tr>
<tr>
<td>T29</td>
<td>Running frieze (extends sign ref 59)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>T24</td>
<td>Safety and security station</td>
<td>1060 x 833</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T23</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECPT</td>
<td></td>
</tr>
<tr>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T23</td>
<td>Platform Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>T23</td>
<td>Platform Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
</tbody>
</table>

### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Advertising poster units</td>
<td>1143 x 1505mm</td>
<td>Wall mounted</td>
<td>To be supplied by others</td>
<td>Advertising</td>
</tr>
<tr>
<td>A9</td>
<td>Advertising poster units</td>
<td>1143 x 1505mm</td>
<td>Wall mounted</td>
<td>To be supplied by others</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
<td></td>
</tr>
<tr>
<td>P2</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
<td></td>
</tr>
</tbody>
</table>

*Note: Each LCD screen unit weighs approximately 500lbs. The mounting requirements are custom and designed by MMM Group.
6.0 Port Moody Station

6.1 Wayfinding analysis

6.1.1 Context
Port Moody Station is an existing West Coast Express commuter station that will be significantly expanded to provide station facilities and platforms for the Evergreen Line. The existing station is located within a bus exchange and adjacent to a park and ride facility and also within a few minutes walk of St John’s Street, Port Moody’s main shopping area.

The Evergreen Line will be integrated into the existing station providing platform to platform access to West Coast Express trains via a mezzanine level walkway. This degree of connectivity will likely make Port Moody Station the main transfer between West Coast Express and Evergreen Line services and therefore especially busy at peak times. It may also experience increased use at other times resulting from leisure trips to the area.

6.1.2 External access and facility identity (to be revised)
The remodelled station will be larger and hence more prominent than the existing West Coast Express station. The increased size of the station building will require localized remodelling of the bus exchange.

While links between the facilities within the station exchange are uncomplicated, the station is not viewable easily by people walking on nearby main streets. Promoting the connection along Williams Street to St. John’s Street could improve awareness and wayfinding for casual visitors to the Port Moody town centre area.

6.1.3 Journey planning information
The increased number of transfers that will take place at the station will create a demand for comprehensive planning information within the station and bus loop.

6.1.4 Directional and other information
The station entrance from the bus exchange provides access to the Evergreen and West Coast Express platforms. The choice of platforms and the fact that the West Coast Express only operates limited rail services, creates the need for service information and directional signage at several points within the station’s ticket hall and circulation areas.

The platforms and station entrance are linked by a mezzanine level. Directional signage will be necessary to locate and identify the various vertical accesses.

6.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:
- Provide internal directions and service information to guide passengers to the correct platforms;
- Strengthen the exchange function between services through consistent identity and planning information; and
- Improve awareness of the station in relation to St John’s Street.

6.2 Zonal plan
The zonal plan for the station (shown right) includes a split level circulation area extending from the station entry area, across the mezzanine walkway and into a threshold area for the West Coast Express train platform.
6.3 Movement strategy

6.3.1 External connections
The external connections for park and ride and bus passengers arriving at Port Moody Station will be largely influenced by line of sight and little if any directional information will be necessary particularly if the identity of the station is highly visible.

By contrast, external connections by foot or bicycle to the town centre are not evident visually and are a priority for information planning.

The plan (right) indicates the likely routes of major pedestrian demand.
6.3.2 Internal movement

Within the station, confirming the route to Evergreen Line and West Coast Express platforms is the key wayfinding requirement. The potential desire lines for significant movements within the station are illustrated right.

The different service patterns of the Evergreen Line and West Coast Express also require prominent information for customers before they enter the fare paid zone to ensure they do not enter the station in error when the West Coast Express rail services are not in operation.
Blank page.
Note: The preliminary plans for the Evergreen Line platform at Port Moody do not indicate availability of a structure bordering the track side that would allow a running frieze to be installed facing the platforms at sufficient height. As an alternative it is proposed to utilise the two rows of columns supporting the platform roof. This proposal should be confirmed in detail with the station architect and TransLink. Exit directions should be placed on both sides of these friezes.
### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>T2a</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>38</td>
<td>T2b</td>
<td>Translink information</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>39</td>
<td>T2c</td>
<td>Platform indicator</td>
<td>329 x 290 x 300</td>
<td>Wall or post mounted</td>
</tr>
<tr>
<td>40</td>
<td>T30</td>
<td>Double-sided public</td>
<td>TBD</td>
<td>Hung with power and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>information display</td>
<td></td>
<td>digital connections*</td>
</tr>
<tr>
<td>41</td>
<td>T29</td>
<td>Running frieze</td>
<td>Design to be determined</td>
<td>To be determined by</td>
</tr>
<tr>
<td></td>
<td></td>
<td>by architecture</td>
<td>by station architect</td>
<td>exit info on</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>both sides of frieze)</td>
</tr>
<tr>
<td>42</td>
<td>T2e</td>
<td>Platform indicator</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>43</td>
<td>T2f</td>
<td>Station identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>44</td>
<td>T2g</td>
<td>Station identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>45</td>
<td>T2h</td>
<td>Station identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>46</td>
<td>T2i</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>47</td>
<td>T2j</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>48</td>
<td>T2k</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>49</td>
<td>T2l</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>50</td>
<td>T2m</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>51</td>
<td>T2n</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>52</td>
<td>T2o</td>
<td>Safety and security station</td>
<td>1060 x 875</td>
<td>Decal only</td>
</tr>
<tr>
<td>53</td>
<td>T2p</td>
<td>Translink information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>54</td>
<td>T2q</td>
<td>Wall station name</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>55</td>
<td>T2r</td>
<td>Platform information</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>56</td>
<td>T2s</td>
<td>Metro Vancouver Connections</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>57</td>
<td>T2t</td>
<td>Metro Vancouver Connections</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>58</td>
<td>T2u</td>
<td>Metro Vancouver Connections</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
</tr>
</tbody>
</table>

Note: Each LCD screen unit weighs approximately 500lbs. The mounting requirements are custom and designed by MMM Group.
6.5 Port Moody Station wayfinding sign plan - mezzanine level

Key
- Circulation sign
- Advertising location
- External sign
- Sign number
- Wall or post mounted
- Double-sided hanging
- Shared location

Diagram showing Port Moody Station layout with various signs and directions marked on the mezzanine level.
### Port Moody Station Wayfinding Sign Schedule - Mezzanine Level

**NOTE:** Only signs associated with the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate Sign Sizes (mm)</th>
<th>Mounting Type/Details</th>
<th>Content Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>61</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Evergreen Line, West Coast Express West: Exit to Buses, Add Fare</td>
</tr>
<tr>
<td>62</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>63</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x 300 and 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>64</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>North: Exit to Buses, Elevator South: West Coast Express, Evergreen Line</td>
</tr>
<tr>
<td>65</td>
<td>T15</td>
<td>Directional Information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>West Coast Express, Elevator Exit, Elevator</td>
</tr>
<tr>
<td>66</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>To Evergreen Line</td>
</tr>
<tr>
<td>67</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>North: Exit to Buses, Evergreen Line South: West Coast Express, Elevator</td>
</tr>
<tr>
<td>68</td>
<td>T12</td>
<td>Fare Gate Directional</td>
<td>400 x width of fare gate</td>
<td>Hung</td>
<td>North: Exit to Buses, Evergreen Line South: West Coast Express, Elevator</td>
</tr>
<tr>
<td>69</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>70</td>
<td>T28a</td>
<td>Directional Information</td>
<td>200 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>71</td>
<td>T15</td>
<td>Directional Information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: West Coast Express, West: Evergreen Line Exit</td>
</tr>
</tbody>
</table>

### Advertising Schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate Sign Sizes (mm)</th>
<th>Mounting Type/Details</th>
<th>Content Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A29</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal® Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A30</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal® Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A31</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal® Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A32</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8' x 10')</td>
<td>3M Scotchcal® Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
</tbody>
</table>
7.0 Ioco Station

7.1 Wayfinding analysis

7.1.1 Context
Ioco Station will be located close to the intersection of Ioco Road and Barnet Highway in Port Moody. The site is adjacent to an existing railway cutting and the new platforms will be constructed in a tunnel under the Barnet Highway with station entrances on either side.

The construction of entrances on either side of Barnet Highway has the benefit of reducing at-grade pedestrian crossings but creates a need to ensure that the two station houses are not mistaken for separate facilities.

The station is located close to a growing area of residential development resulting in commuting trips as well as off-peak travel. The new development is on the western side of the station, while the eastern station will serve industrial units on Barnet Highway and more established residential areas to the south.

7.1.2 External access and facility identity
The identification of the two station houses as one facility is an obvious objective for effective wayfinding at this underground station.

There are relatively few existing buses that have direct access to the station site and future bus operation plans are not yet available. However, preliminary plans show a HandyDart bay close to the eastern station. This implies particular attention to accessibility needs on this side.

7.1.3 Journey planning information
Journey planning needs associated with Ioco Station will most likely be focused on understanding network connectivity from this point and, to a lesser extent, local walking and biking routes to destinations.

Links from the station via local bus services will also create information needs, especially if operations change as a result of the Evergreen Line service.

7.1.4 Directional and other information
As the station is a side platform design, there is a need to ensure travellers choose the correct platform for their journey to avoid the wasted time and frustration of travelling in the wrong direction.

Guiding passengers from the platform will be an important consideration as walking the wrong way would encourage a customer to cross Barnet Highway which is inconvenient and less accessible.

It is also notable that the elevators in the western station house are on the opposite side of the circulation area to the stairs and escalators. While the circulation area is small, reducing the chance of confusion, there is a need to confirm where these facilities lead.

7.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:

- Provide a strong identity for the two stations houses as a single facility;
- Provide internal directions to ensure passengers choose the correct platform and emerge on the required side of Barnet Highway; and
- Provide prominent trip planning information.

7.2 Zonal plan
On both sides, the zonal plan for the proposed station arrangement is straightforward with circulation zones reached from the external zone via a simple ticket hall. Both ticket halls are relatively large providing adequate space for planning and other transit information.

Below the concourse level zones, (shown below), platform zones comprise the whole of the two side platforms and are hence not shown here.
7.3 Movement strategy

7.3.1 External connections

External movement is somewhat severed by the Barnet Highway. This will create stronger lateral movements to each station along the highway. The residential development to the north and west is not complete and hence specific patterns of movement cannot be predicted with certainty, however it is likely that many trips will connect along Ioco Road to the north east.

The major external movements are shown (right) with the underground link formed by the platforms indicated as a dashed line. This link is within the Fare Paid Zone.

To enhance the landmarks created by the station houses and communicate them as a single facility, the “T” marker has a particular importance at Ioco Station. A high visibility approach will help support orientation for bus passengers and passing drivers.
7.3.2 Internal movement

Internal movement is closely associated with the needs of external accessibility. The station houses are similar in design although reversed according to their orientation to Barnet Highway.

Assessment of likely pedestrian movement in the station is shown right, and it is predicted that there will be relatively uninterrupted pathways with few decision points and hence easy spaces to navigate.
7.4 Ioco Station wayfinding sign plan - concourses

Exact location of sign (22) to be coordinated with station furniture

Key
- External sign
- Ticket hall sign
- Circulation sign
- Advertising location
- Sign number
- Double sided
- Hanging
- Wall or post mounted
- Shared location

7.0 Ioco Station

Update: 7 March 2012
### Ioco Station Wayfinding Sign Schedule - Concourses

**NOTE:** Only signs associated with the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign size(s) (mm)</th>
<th>Mounting type/ details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>2</td>
<td>T2</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>3</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>4</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>750 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Littering, CCTV</td>
</tr>
<tr>
<td>5</td>
<td>T7</td>
<td>Entrance sign</td>
<td>500 x width of opening</td>
<td>Wall mounted with power</td>
<td>Station name</td>
</tr>
<tr>
<td>6</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel</td>
<td>500 x 750</td>
<td>Wall mounted</td>
<td>Hung with power and digital connections</td>
</tr>
<tr>
<td>7</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
<td>East: † Platform 2; ‡ Platform 1 West: † Exit to Barnet Highway (west)</td>
</tr>
<tr>
<td>8</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Tickets</td>
</tr>
<tr>
<td>9</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>10</td>
<td>T8</td>
<td>Journey planning</td>
<td>3760 x 1256</td>
<td>Wall or post mounted</td>
<td>Journey planning triptych</td>
</tr>
<tr>
<td>11</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>12</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: † Ext, AddFare West: † Evergreen Line Platform 1 to Lougheed Town Centre</td>
</tr>
<tr>
<td>13</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>14</td>
<td>T28a</td>
<td>Directional information</td>
<td>b 200 x 350</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>15</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 2</td>
</tr>
<tr>
<td>16</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall mounted with telephone line</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>17</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted above 14</td>
<td>† Evergreen Line Platform 1 to Lougheed Town Centre, Elevator † Evergreen Line Platform 2 to Douglas College, Elevator</td>
</tr>
<tr>
<td>18</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 2</td>
</tr>
<tr>
<td>19</td>
<td>T28a</td>
<td>Directional information</td>
<td>b 200 x 350</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>20</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>21</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: † Ext, AddFare West: † Evergreen Line Platform 2 to Douglas College</td>
</tr>
<tr>
<td>22</td>
<td>T17</td>
<td>Safety and security station</td>
<td>1260 X 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECPC</td>
</tr>
</tbody>
</table>

### Advertising Schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign size(s) (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
</tr>
<tr>
<td>38</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>39</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel</td>
<td>500 x 750</td>
<td>Hung with power and digital connections</td>
</tr>
<tr>
<td>41</td>
<td>T15</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
</tr>
<tr>
<td>43</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>44</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>45</td>
<td>T15</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted above 48</td>
</tr>
<tr>
<td>46</td>
<td>T19</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
</tr>
<tr>
<td>47</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>48</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>49</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
</tr>
<tr>
<td>50</td>
<td>T15</td>
<td>Directional information</td>
<td>a 200 x 350 and b 329 x 290 x 300</td>
<td>Wall mounted</td>
</tr>
<tr>
<td>51</td>
<td>T17</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
</tr>
</tbody>
</table>

### Advertising Schedule

**Advertising schedule**

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign size(s) (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Wall poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
<tr>
<td>A2</td>
<td>Floor poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
<tr>
<td>A3</td>
<td>Wall poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
<tr>
<td>A4</td>
<td>Wall poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
<tr>
<td>A5</td>
<td>Floor poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
<tr>
<td>A6</td>
<td>Wall poster</td>
<td>2400 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M® Scotchcal™ Lustre transparent overlaminate Advertising</td>
</tr>
</tbody>
</table>
7.0 Ioco Station

7.5 Ioco Station wayfinding sign plan - platforms

Exact location of these signs to be coordinated with station furniture

Exact location of these signs to be coordinated with station furniture at DWA

Key

<table>
<thead>
<tr>
<th>Platform sign</th>
<th>Advertising location</th>
<th>Sign number</th>
<th>Wall or post mounted</th>
<th>Double sided Hanging</th>
<th>Shared location</th>
</tr>
</thead>
</table>
icoco Station wayfinding sign schedule - platforms

NOTE: Only signs associated with the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>56</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECP</td>
<td>93</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink</td>
<td>94</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>95</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>59</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td>96</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>60</td>
<td>T28b</td>
<td>Directional information</td>
<td>2 400 x 290</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
<td>97</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 327</td>
<td>Wall mounted</td>
<td>Platform 2</td>
</tr>
<tr>
<td>61</td>
<td>T29</td>
<td>Running frieze (extends sign ref 70 &amp; 7a)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions total (ref 70 &amp; 7a)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>T55</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Exit to Barnet Highway (west). West: Platform S Evergreen Line to Lougheed Town Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>Exit to Barnet Highway (west)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform S Evergreen Line to Lougheed Town Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>65</td>
<td>T55</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink</td>
<td>100</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>Design to be determined by architecture</td>
</tr>
<tr>
<td>66</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECP/T</td>
<td>101</td>
<td>T29</td>
<td>Running frieze (extends sign ref 70 &amp; 7a)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions total</td>
</tr>
<tr>
<td>67</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>102</td>
<td>T55</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink information</td>
</tr>
<tr>
<td>68</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td>103</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>Exit to Barnet Highway (west)</td>
</tr>
<tr>
<td>69</td>
<td>T30</td>
<td>Double-sided public information display</td>
<td>TBD</td>
<td>Hung with power and digital connections</td>
<td>Next train information</td>
<td>104</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform S Evergreen Line to Douglas College</td>
</tr>
<tr>
<td>70</td>
<td>T29</td>
<td>Running frieze (extends sign ref 66 &amp; 68)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions total (ref 66 &amp; 68)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>71</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform S Evergreen Line to Lougheed Town Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>Exit to Barnet Highway (east)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>T55</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Platform S Evergreen Line to Lougheed Town Centre. West: Exit to Barnet Highway (east)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>T29</td>
<td>Running frieze (extends sign ref 66 &amp; 68)</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions total (ref 66 &amp; 68)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>T28a</td>
<td>Directional information</td>
<td>2 400 x 290</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>76</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>77</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>T29</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>88</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>89</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Advertising schedule**

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A7</td>
<td>20</td>
<td>Advertising posterruns</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>A20-34</td>
<td>Advertising posterruns</td>
<td>1143 x 1905</td>
<td>To be supplied by others</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
<td></td>
</tr>
<tr>
<td>P2</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
<td></td>
</tr>
</tbody>
</table>
8.0 Coquitlam Central Station

8.1 Wayfinding analysis

8.1.1 Context
Coquitlam Central Station will be built within the existing Coquitlam Station bus exchange, park and ride and West Coast Express facility between Lougheed Highway and Johnson Street. The new station will be elevated with side platforms and an external pedestrian plaza.

The overall exchange is large and walking between the new station and other transit requires some assistance with orientation. This is especially the case for customers wishing to walk to the Coquitlam Centre shopping mall which is not visible from the entrance of the new station.

The preliminary station plans indicate provision for Coquitlam Central Station to be expanded to a four platform interchange allowing further future extension of services to the east. These possible extensions are however are not in the current scope of work.

8.1.2 External access and facility identity
The location of the new station within a larger existing exchange facility provides two levels of external access; from outside the Coquitlam Station exchange and, from within the exchange facility to the station.

Outside of the Coquitlam Station site, external access will be primarily associated with pedestrians travelling to and from the Coquitlam Centre shopping mall and other local commercial premises along Lougheed Highway. Navigational support will promote the idea of transit for shopping trips but will require negotiation outside of the new station site and is not considered further here other than in respect of providing locations for journey planning maps.

Within the Coquitlam Station exchange site, transfers from buses, the West Coast Express and parking will be completed by walking. Desire lines for these walked connections will be affected by personal mobility and walking facilities including crosswalks and unobstructed views. Ensuring the new station has a prominent identity will help ensure it is a landmark for orientation.

8.1.3 Journey planning information
The new facility will complete a multi-modal transit hub at Coquitlam Station and increase area accessibility. The complexity of possible journey combinations suggests a strong need for comprehensive journey planning information within the new station and elsewhere in the exchange. Requirements are however restricted to the elements of planning information within the Primary Contractor’s scope.

8.1.4 Directional and other information
As the station is a side platform design, there is a need to ensure travellers choose the correct platform for their journey to avoid the wasted time and frustration of travelling in the wrong direction.

Acknowledging the unusual operating pattern of the nearby West Coast Express, and the likelihood of transfers to it from the Evergreen Line, information about West Coast Express services should be displayed within the new Evergreen Line station.

8.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:
- Support transfers between West Coast Express, bus, park and ride and Evergreen Line services;
- Provide a strong beacon and name identity for the station entrance to lead customers across the exchange site, and
- Improve passenger comprehension of potential walking links between Evergreen Line services and Coquitlam Centre shopping mall.

8.2 Zonal plan
The zonal plan for the proposed station arrangement shows circulation reached from the external zone via a ticket hall. It is noted that the proposal includes providing two banks of ticket vending machines in the ticket hall. This reduces available space for standard information. In combination with expected crossing movements here, the ticket hall may present a difficult area in which to dwell.

Above the concourse level zones (shown below), platform zones comprise the whole of the two side platforms and is hence not shown here.
8.3 Movement strategy

8.3.1 External connections
The strategy for external movement is first to ensure safe, convenient and efficient movement between modal facilities within Coquitlam Station exchange and secondly, to improve the perceived accessibility of Coquitlam Centre shopping mall to Evergreen Line passengers.

The new station is sited in a low area of the exchange facility but the building height and guideway will provide a visible structure from which a clear identity could be communicated.

Routes within the exchange facility will be dispersed according to the connecting mode. The strongest movements are likely to be associated with transfers from the bus exchange and West Coast Express. Walkers, cyclists and park and riders may approach the station from a variety of points.

The major desire lines within the Coquitlam Station site around the new station are indicated on the plan (right).
8.3.2 Internal movement
Within the station, the main need is to provide directional information so that passengers locate the correct platform for their outward journey. The station layout is however simple with few decision points.

For arriving passengers, information to provide orientation and route planning for onward transit or walkable destinations will be most important.

The potential desire lines for significant movements within the station are illustrated right.
8.4 Coquitlam Central Station wayfinding sign plan - concourse

Exact location of sign 51 to be coordinated with station furniture

Key
- External sign
- Ticket hall sign
- Circulation sign
- Advertising location
- Sign number
- Wall or post mounted
- Double sided hanging

External journey Planning located on bus loop – subject to final redesign of area.
Coquitlam Central Station wayfinding sign schedule - concourse

NOTE: Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes  (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>2</td>
<td>T4</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>3</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>4</td>
<td>T1</td>
<td>Entrance sign</td>
<td>750 x width of opening</td>
<td>Wall mounted with power</td>
<td>Station name</td>
</tr>
<tr>
<td>5</td>
<td>T8</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Van Connections and local Bus Map</td>
</tr>
<tr>
<td>6</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>7</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Ticket prompt</td>
</tr>
<tr>
<td>8</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
<td>East: → Platform 1 Evergreen Line, Elevator &lt; Platform 2 Evergreen Line, Elevator West: ↓ Exit to Buses, West Coast Express</td>
</tr>
<tr>
<td>9</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel</td>
<td>See SEEIP Specifications</td>
<td>Hung with power and digital connections</td>
<td>TransLink operational information</td>
</tr>
<tr>
<td>10</td>
<td>T8</td>
<td>Journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Local walking map</td>
</tr>
<tr>
<td>11</td>
<td>T8</td>
<td>Journey planning</td>
<td>250 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver connections and local bus map</td>
</tr>
<tr>
<td>12</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall or post mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>13</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>14</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Ticket prompt</td>
</tr>
<tr>
<td>15</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>16</td>
<td>T28a</td>
<td>Directional information</td>
<td>a 200 x 150 b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>17</td>
<td>T28b</td>
<td>Directional information</td>
<td>a 200 x 150 b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>18</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: ← Platform 1 Evergreen Line to Douglas College. West: ↑ Exit to Buses, West Coast Express, AddFare</td>
</tr>
<tr>
<td>19</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 2</td>
</tr>
<tr>
<td>20</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with power and telephone</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>21</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 1</td>
</tr>
<tr>
<td>22</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with power and telephone</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>23</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 1</td>
</tr>
<tr>
<td>24</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with power and telephone</td>
<td>AddFare Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>25</td>
<td>T9</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Platform 1</td>
</tr>
</tbody>
</table>
8.0 Coquitlam Central Station

8.5 Coquitlam Central Station wayfinding sign plan - platforms

Exact location of these signs to be coordinated with station furniture

Glass Wall

Exact location of these signs to be coordinated with station furniture at DWA

Key

- Platform sign
- Advertising location
- Double sided
- Hanging
- Shared location
- Sign number
- Wall or post mounted

Update
7 March 2012
### Coquitlam Central Station wayfinding sign schedule - platforms

**NOTE:** Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td>(sign face side indicated according to cardinal direction where appropriate)</td>
</tr>
<tr>
<td>27</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>T28a</td>
<td>Directional information</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>TransLink EECP/P</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>31</td>
<td>T28b</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Elevator</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>T29</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform s Evergreen Line to Lougheed Town Centre</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Exit West: Exit, Elevator</td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>T99</td>
<td>Running frieze</td>
<td>Designs to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>T50</td>
<td>Double-sided public information display</td>
<td>TBD</td>
<td>Hung with power and digital connections</td>
<td>Next train information</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECP/P</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform s Evergreen Line to Lougheed Town Centre</td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>T22</td>
<td>Regulations (platform)</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>T20</td>
<td>Line diagram</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>T20</td>
<td>Line diagram</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>Platforms 1</td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>T20</td>
<td>Line diagram</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>Platform 2</td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>59</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
<tr>
<td>60</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>T20</td>
<td>Line diagram</td>
<td>300 x 3750</td>
<td>Wall mounted</td>
<td>Platform 2</td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>65</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 2 Evergreen Line to Douglas College</td>
<td></td>
</tr>
<tr>
<td>66</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>67</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>68</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Transit Information</td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECP/P</td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>T29</td>
<td>Double-sided public information display</td>
<td>TBD</td>
<td>Hung with power and digital connections</td>
<td>Next train information</td>
<td></td>
</tr>
<tr>
<td>71</td>
<td>T29</td>
<td>Running frieze</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted</td>
<td>8 x station names + 4 x exit directions</td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: Exit West: Exit, Elevator</td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 2 Evergreen Line to Douglas College</td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>T28</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted</td>
<td>Elevator</td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>T28</td>
<td>Directional information</td>
<td>4200 x 1500 and b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
<td></td>
</tr>
<tr>
<td>76</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td></td>
</tr>
<tr>
<td>77</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Transit Information</td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink EECP</td>
<td></td>
</tr>
</tbody>
</table>

### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>81-15</td>
<td>Advertising poster units</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>81-23</td>
<td>Advertising poster units</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
</tr>
<tr>
<td>P2</td>
<td>Double-sided public information display</td>
<td>To be supplied by others</td>
<td>Hung with power and digital connections*</td>
<td>LCD screen unit</td>
</tr>
</tbody>
</table>

---

**Update:** 7 March 2012

---

**Evergreen Line Proposed Facility Wayfinding Plan**

**8.0 Coquitlam Central Station**
9.0 Lincoln Station

9.1 Wayfinding analysis

9.1.1 Context
Lincoln Station will be built on Pinetree Way at Northern Avenue in Coquitlam. The station will be elevated with side platforms and arranged with a single entrance to the north end of the station house.

9.1.2 External access and facility identity
The new station will provide access for passengers to nearby retail stores including Coquitlam Mall and Henderson Place Mall. However, the orientation of the station does not directly face the main entrances to the malls and station identity will be required on all sides to help to provide a landmark for customers.

Directly outside the station on Pinetree Way, a bus stop is proposed which will provide transfer with day and night bus services on this street. It is also possible that the station will be a focus for park and ride passengers depending on the parking restrictions that apply in the adjacent Coquitlam Centre parking lot.

9.1.3 Journey planning information
The new station will enable fast, efficient transit access to nearby shopping but to maximise the potential would benefit from directions or planning information located within, or available in publicity for, the nearby malls and other major premises.

9.1.4 Directional and other information
As the station is a side platform design, there is a need to ensure travellers choose the correct platform for their journey to avoid the wasted time and frustration of travelling in the wrong direction.

Outside of the station, it may be beneficial to discuss directional signage plans with adjacent premises, and particularly the Coquitlam Centre to help passengers navigate the best route to and from the station.

9.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:

- Provide a strong beacon and name identity for the station entrance to lead customers from adjacent businesses;
- Ensure directional signage inside the station guides passengers to the correct platform for onward travel; and
- Provide prominent trip planning information

9.2 Zonal plan
The zonal plan for the proposed station arrangement shows circulation reached from the external zone via a ticket hall.

It is noted that the proposal includes a set of three ‘SIPS’ which are assumed to be customer information panels on the wall opposite the ticket vending machines and a customer assistance phone (CAP). To assist passengers who may wish to use the planning information whilst using the CAP, the proposed sign layout suggests moving the SIPS to the wall adjacent to the CAP.

Above the concourse level zones (shown below), platform zones comprise the whole of the two side platforms and is hence not shown here.
9.3 Movement strategy

9.3.1 External connections
The station entrance is oriented in such a way that passengers may either use the sidewalk on Pinetree Way or, more likely, Northern Avenue to walk to the various entry points to stores at Coquitlam Centre shopping mall. Other walking journeys are most likely to approach the station via the crosswalks due to the width and traffic on Pinetree Way.

The value of high level T markers using the station walls and a separate pole mounted T will help to ensure the station is visible across large parking areas and the surrounding streets.
9.3.2 Internal movement
Within the station, the main need is to provide directional information so that passengers locate the correct platform for their outward journey. The station layout is however simple with few decision points.

For arriving passengers, information to provide orientation and route planning for onward transit or walkable destinations will be most important.

The potential desire lines for significant movements within the station are illustrated right.
9.4 Lincoln Station wayfinding sign plan - ticket hall/concourse

- **9.0 Lincoln Station**

- **Key**
  - External sign
  - Ticket hall sign
  - Circulation sign
  - Advertising location
  - Sign number
  - Wall or post mounted
  - Double sided
  - Hanging

- **Legend**
  - Exact location of sign (2) to be coordinated with station furniture
  - T marker pole outside of design-build contract scope

- **Signage Placement**
  - 9.4 Lincoln Station wayfinding sign plan - ticket hall/concourse
  - 9.3 Lincoln Station wayfinding sign plan - platform level

- **Location**
  - HANDYDART
  - NORTHERN AVENUE
  - PINETREE WAY
### Lincoln Station wayfinding sign schedule - concourse

**NOTE:** Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Rear mounted with power</td>
<td>Installed on station house at platform level</td>
</tr>
<tr>
<td>2</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Rear mounted with power</td>
<td>Installed on station house at platform level</td>
</tr>
<tr>
<td>3</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Rear mounted with power</td>
<td>Installed on station house at platform level</td>
</tr>
<tr>
<td>4</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Rear mounted with power</td>
<td>Installed on station house at platform level</td>
</tr>
<tr>
<td>5</td>
<td>T4</td>
<td>First and last trains</td>
<td>600 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>6</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>900 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>7</td>
<td>T5</td>
<td>Entrance sign</td>
<td>750 x width of opening</td>
<td>Wall mounted with power</td>
<td>Station name</td>
</tr>
<tr>
<td>8</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 125.6</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>9</td>
<td>T8</td>
<td>Journey planning</td>
<td>3760 x 125.6</td>
<td>Wall or post mounted</td>
<td>Metro Van Connections, Buses from Here and Walking from Here (NB dimension to be checked against finished plans)</td>
</tr>
<tr>
<td>10</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>900 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Ticket prompt</td>
</tr>
<tr>
<td>11</td>
<td>T19</td>
<td>Station Entrance/ Emergency Information Panel</td>
<td>See Technical Specifications</td>
<td>Hung with power and digital connections*</td>
<td>TransLink operational information</td>
</tr>
<tr>
<td>12</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 125.6</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>13</td>
<td>T15</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>14</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
<td>North: ↑ Platform 1 Evergreen Line, Elevator  e Platform 2 Evergreen Line, Elevator  s Exit to Pinetree Way, Buses, Shops</td>
</tr>
<tr>
<td>15</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>North: ↑ Platform 1 Evergreen Line to Lougheed Town Centre  s Exit to Pinetree Way, Buses, Shops, AddFare</td>
</tr>
<tr>
<td>16</td>
<td>T28a</td>
<td>Directional information</td>
<td>a 200 x 150</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>17</td>
<td>T28b</td>
<td>Directional information</td>
<td>b 329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>18</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>830 x 157.8</td>
<td>Wall mounted</td>
<td>Platform 1</td>
</tr>
<tr>
<td>19</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 125.6</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>20</td>
<td>T11</td>
<td>Mini beacon</td>
<td>339 x 330 x 300</td>
<td>Wall or post mounted</td>
<td>CAP</td>
</tr>
<tr>
<td>21</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>830 x 157.8</td>
<td>Wall mounted</td>
<td>Platform 2</td>
</tr>
<tr>
<td>22</td>
<td>T15</td>
<td>Directional information</td>
<td>a 200 x 150</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>23</td>
<td>T7</td>
<td>Safety and security station</td>
<td>1260 x 125.6</td>
<td>Wall or post mounted</td>
<td>TransLink EECPC</td>
</tr>
</tbody>
</table>

*Note: Each LCD screen unit weighs approximately 50lbs. The mounting requirements are custom and designed by MMM Group.

### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Wall poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A2</td>
<td>Wall poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A3</td>
<td>Wall poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A4</td>
<td>Wall poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A5</td>
<td>Wall poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A6</td>
<td>Floor poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
<tr>
<td>A7</td>
<td>Floor poster</td>
<td>2440 x 3050 typical [8' x 10']</td>
<td>3M™ Scotchcal™ Lustre transparent overlaminate</td>
<td>Advertising</td>
</tr>
</tbody>
</table>
9.5 Lincoln Station wayfinding sign plan - platforms

Exact location of these signs to be coordinated with station furniture at DWA

Glass wall

Exact location of these signs to be coordinated with station furniture

T-marshalls mounted at platform level. Scheduled in ticket hall plan

Glass wall

Key
- Platform sign
- Advertising location
- Sign number
- Wall or post mounted
- Double sided
- Hanging
- Shared location
Lincoln Station wayfinding sign schedule - platforms

NOTE: Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>T28a</td>
<td>Directional information</td>
<td>200 x 350 / 329 x 290 x 300</td>
<td>Wall mounted ◊ Elevator</td>
<td>Two part set: Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>25</td>
<td>T28b</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted ◊ Elevator</td>
<td>Elevator</td>
</tr>
<tr>
<td>26</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 1 Evergreen Line to Lougheed Town Centre</td>
</tr>
<tr>
<td>27</td>
<td>T28b</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>North: ← Exit. South: → Exit. 6 Elevator</td>
</tr>
<tr>
<td>28</td>
<td>T29</td>
<td>Running frieze</td>
<td>Design to be determined by architecture</td>
<td>Hung □ Platform 0</td>
<td>8 x station names + 4 x exit directions. In two sections dependent on architecture</td>
</tr>
<tr>
<td>29</td>
<td>T30</td>
<td>Double-sided digital information display</td>
<td>Design to be determined by architecture</td>
<td>Hung □ Platform 0</td>
<td>8 x station names + 4 x exit directions. In two sections dependent on architecture</td>
</tr>
<tr>
<td>30</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
<td>TransLink operational information</td>
</tr>
<tr>
<td>31</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted Elevator</td>
<td>Metro Vancouver Connections</td>
</tr>
<tr>
<td>32</td>
<td>T27</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted Elevator</td>
<td>TransLink Information</td>
</tr>
<tr>
<td>33</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
<td>TransLink EECP/P7</td>
</tr>
<tr>
<td>34</td>
<td>T21a</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform 1 Evergreen Line to Lougheed Town Centre</td>
</tr>
<tr>
<td>35</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>36</td>
<td>T34</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>37</td>
<td>T27</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>38</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Centre fence mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>39</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 1570</td>
<td>Centre fence mounted Elevator</td>
<td>Platform s</td>
</tr>
<tr>
<td>40</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>41</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>42</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>43</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>44</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Centre fence mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>45</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 1570</td>
<td>Centre fence mounted Elevator</td>
<td>Platform s</td>
</tr>
<tr>
<td>46</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>47</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>48</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>49</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>50</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Centre fence mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>51</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 1570</td>
<td>Centre fence mounted Elevator</td>
<td>Platform s</td>
</tr>
<tr>
<td>52</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>53</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>54</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>55</td>
<td>T23</td>
<td>TransInformation</td>
<td>1143 x 1905</td>
<td>Centre fence mounted Elevator</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>56</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Centre fence mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>57</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 1570</td>
<td>Centre fence mounted Elevator</td>
<td>Platform s</td>
</tr>
<tr>
<td>58</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Centre fence mounted</td>
<td>Station name</td>
</tr>
</tbody>
</table>

Advertise schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>59</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung Elevator</td>
</tr>
<tr>
<td>60</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
<tr>
<td>61</td>
<td>T23</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
<tr>
<td>62</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>63</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
<tr>
<td>64</td>
<td>T29</td>
<td>Running frieze</td>
<td>Design to be determined by architecture</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>65</td>
<td>T26</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung Elevator</td>
</tr>
<tr>
<td>66</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung Elevator</td>
</tr>
<tr>
<td>67</td>
<td>T28a</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>68</td>
<td>T28b</td>
<td>Directional information</td>
<td>300 x width determined by content design</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>69</td>
<td>T28</td>
<td>Directional information</td>
<td>200 x 150 and b 329 x 290 x 300</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>70</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
<tr>
<td>71</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>72</td>
<td>T23</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>73</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
<tr>
<td>74</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>75</td>
<td>T23</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted Elevator</td>
</tr>
<tr>
<td>76</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted Elevator</td>
</tr>
</tbody>
</table>

Advertise schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A16-15</td>
<td>Advertising poster units</td>
<td>1143 x 1905</td>
<td>Wall mounted Elevator</td>
<td>Advertising</td>
</tr>
<tr>
<td>A16-23</td>
<td>Advertising poster units</td>
<td>1143 x 1905</td>
<td>Wall mounted Elevator</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided public information display</td>
<td>To be supplied by others Elevator</td>
<td>Hung with power and digital connections Elevator</td>
<td>LCD screen unit</td>
</tr>
<tr>
<td>P2</td>
<td>Double-sided public information display</td>
<td>To be supplied by others Elevator</td>
<td>Hung with power and digital connections Elevator</td>
<td>LCD screen unit</td>
</tr>
</tbody>
</table>

*Note: Depending on height of wall separating stairs/escalators from the platform, this portion of the platform-side station identification may need to be hung to ensure consistent height across entire platform.

*Note: Each LCD screen unit weighs approximately 50lbs. The mounting requirements are custom and designed by MMM Group.

Page 55
10.0 Douglas College Station

10.1 Wayfinding analysis

10.1.1 Context
Douglas College Station is the terminus of the planned Evergreen Line and will be located just north of Guildford Way on Pinetree Way in Coquitlam. The new service is expected to provide transit options for the students and staff of Douglas College’s David Lam campus and the residents of nearby neighbourhoods.

The station is a simple elevated design with a central platform and tracks to both sides. The operational plan is currently only to use the western track for normal services leaving the eastern track for exceptional use, such as for track maintenance.

10.1.2 External access and facility identity
Bus access will be possible from bays located on Pinetree Way. Bus service stopping is planned to be consolidated closer to the station but as no off-street exchange is planned, will still require pedestrians to cross the street to and from southbound services. The physical prominence of the station will assist in terms of orientation for bus passengers.

Walked trips to the station may originate from surrounding housing, the campus or the nearby City civic complex. Visibility of the station to orientate and lead customers is generally good, but currently restricted by trees when approached east on Guildford Way.

Fortunately, the guideway will act as a strong indicator of the facility and will be visible for some distance in either direction along this street.

10.1.3 Journey planning information
As a terminus, Douglas College Station will be a connecting point in many longer, multi-modal trips. As such, planning information for bus users will be necessary in the station to direct them to the correct service and stop location. Local walking maps will also help unfamiliar visitors, which are to be expected given the presence of the campus and civic buildings.

10.1.4 Directional and other information
The station building creates a very linear movement of customers and directional information would be most useful to identify the vertical access options, particularly as the stairs may be obstructed from view by the escalator and elevator enclosures.

10.1.5 Wayfinding objectives
From the analysis, the primary wayfinding objectives for the station are recommended as follows:

– Provide clear identity for the station; and
– Provide planning information to support transfer to onward services and unfamiliar visitors to Douglas College and city hall.

10.2 Zonal plan
The zonal plan for the proposed station arrangement is straightforward and defines a logical progression through space within which the standard sign typologies would be placed.

Above the concourse level zones (shown below), platform zone comprise the whole of the central platform and is hence not shown here.
### 10.3 Movement strategy

#### 10.3.1 External connections

Walking to the station, other than from Douglas College or transferring from a northbound bus, will require crossing Guildford Way or Pinetree Way. It is to be expected that at certain times of day, the desire line of trips to and from the college will be the dominant direction of travel.

Identifying the station facility will benefit from its physical size and raised guideway. Specific identification and orientation to the entrances, will be assisted by a prominent identifier and clear name signs.

The significant likely pedestrian flows are indicated (right).
10.3.2 Internal movement

Internal movement is linear but sightlines are interrupted by the vertical accesses. Directions to confirm platform access points will help ensure a distribution of customers and identification of the stairs in the event of escalator maintenance.

At platform level, the fact that in most situations, only one track will be in operation requires information and other cues to ensure passengers wait on the right side whilst not preventing extraordinary use of the other track.

The wayfinding requirements included in this report do not include line diagrams or public information displays on the eastern platform although both platforms should be numbered to assist staff to direct customers when necessary. The potential desire lines for significant movements within the station are illustrated right.
Blank page.
Note
The ticket hall arrangement suggests future installation of a further TVM which reduces space for a full Journey Planning triptych (TWSM ref T8). Accordingly it is proposed to split the unit into a single panel and dyptich with mini beacon (signs refs 9, 10 & 12). If detailed design reveals that space does not permit this arrangement, Sign ref 11 could be located in the unused space adjacent to sign 14. Sign ref 12 would then be placed where sign ref 11 is currently shown.
### Douglas College Station wayfinding sign schedule - concourse

**NOTE:** Only signs associated within the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>T3</td>
<td>Entrance sign</td>
<td>500 x width of opening</td>
<td>Wall mounted with power</td>
<td>Station name</td>
</tr>
<tr>
<td>3</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>4</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>5</td>
<td>T1</td>
<td>T-Marker wall</td>
<td>750 x 750</td>
<td>Wall mounted with power</td>
<td>Fitted to glass wall</td>
</tr>
<tr>
<td>6</td>
<td>T4</td>
<td>First and last trains</td>
<td>400 x 450</td>
<td>Wall mounted</td>
<td>Facility operating times</td>
</tr>
<tr>
<td>7</td>
<td>T5</td>
<td>Regulations (external)</td>
<td>300 x 450</td>
<td>Wall mounted</td>
<td>No smoking, No Loitering, CCTV</td>
</tr>
<tr>
<td>8</td>
<td>T3</td>
<td>Entrance sign</td>
<td>500 x width of opening</td>
<td>Wall mounted with power</td>
<td>Station name</td>
</tr>
<tr>
<td>9</td>
<td>T13</td>
<td>Directional information</td>
<td>300 x width of opening</td>
<td>Wall mounted</td>
<td>Exit to Pinetree Way, buses</td>
</tr>
<tr>
<td>10</td>
<td>T8</td>
<td>Journey planning</td>
<td>2510 x 1256</td>
<td>Wall or post mounted</td>
<td>Local bus, local walking diptych</td>
</tr>
<tr>
<td>11</td>
<td>T11</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Journey planner</td>
</tr>
<tr>
<td>12</td>
<td>T8</td>
<td>Journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Van Connections (single panel as per T2)</td>
</tr>
<tr>
<td>13</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted with telephone line</td>
<td>Customer Assistance Panel (CAP)</td>
</tr>
<tr>
<td>14</td>
<td>T12</td>
<td>Payment and revenue</td>
<td>300 x width of ticket machines</td>
<td>Wall mounted</td>
<td>Ticket s</td>
</tr>
<tr>
<td>15</td>
<td>T13</td>
<td>Directional information</td>
<td>300 x width of opening</td>
<td>Wall mounted</td>
<td>Exit to Douglas College</td>
</tr>
<tr>
<td>16</td>
<td>T12</td>
<td>Fare gate directional</td>
<td>400 x width of gates</td>
<td>Hung</td>
<td>East: ➔ Exit to Pinetree Way, Buses, ➔ Exit to Douglas College, West: ➔ Evergreen Line</td>
</tr>
<tr>
<td>17</td>
<td>T16</td>
<td>Line diagram (circulation)</td>
<td>820 x 1578</td>
<td>Wall mounted</td>
<td>Evergreen Line to Lougheed TownCentre</td>
</tr>
<tr>
<td>18</td>
<td>N/A</td>
<td>Station Entrance Emergency Information Panel</td>
<td>See Technical Specifications</td>
<td>Hung with power and digital connections</td>
<td>Translink operational information</td>
</tr>
<tr>
<td>19</td>
<td>T9</td>
<td>Transit information</td>
<td>1260 x 1256</td>
<td>Wall mounted with telephone line</td>
<td>Addfare Customer Assistance Phone (CAP)</td>
</tr>
<tr>
<td>20</td>
<td>T8 a</td>
<td>Directional information</td>
<td>2000 x 150</td>
<td>Wall mounted</td>
<td>Two part set: a) Elevator direction with b) elevator icon mini beacon above</td>
</tr>
<tr>
<td>21</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>➔ Evergreen Line to Lougheed TownCentre</td>
</tr>
<tr>
<td>22</td>
<td>T19</td>
<td>Regulations (circulation)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>23</td>
<td>T15</td>
<td>Directional information</td>
<td>400 x width determined by content design</td>
<td>Hung</td>
<td>East: ➔ Exit, ➔ Addfare, West: ➔ Evergreen Line to Lougheed TownCentre</td>
</tr>
<tr>
<td>24</td>
<td>T17</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Translink EECPC</td>
</tr>
</tbody>
</table>

### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
</tr>
<tr>
<td>A2</td>
<td>Wall poster</td>
<td>2440 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
</tr>
<tr>
<td>A3</td>
<td>Floor poster</td>
<td>2440 x 3050 typical (8’ x 10’)</td>
<td>To be supplied by others</td>
<td>3M Scotchcal™ Lustre transparent overlaminate</td>
</tr>
</tbody>
</table>
Note
The operation of the terminus is proposed only to operate normal services from the west platform. Accordingly line diagrams and a next train PID are only proposed on this side. However, to allow for use of the eastern platform, a running frieze (TWSM ref T28), platform indicators and planning information (TWSM ref T22) are proposed on both platforms.
### Douglas College Station wayfinding sign plan - platforms

**NOTE:** Only signs associated with the new construction are included in this schedule.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/ details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
<th>Ref</th>
<th>Type</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/ details</th>
<th>Content notes (sign face side indicated according to cardinal direction where appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>61</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>26</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Decal only</td>
<td>TransLink EECP</td>
<td>62</td>
<td>T27</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
</tr>
<tr>
<td>27</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td>63</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>28</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td>64</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>29</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>65</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>30</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td>66</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>31</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td>67</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
</tr>
<tr>
<td>32</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td>68</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>33</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td>69</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>34</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td>70</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>35</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td>71</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>36</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td>72</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>37</td>
<td>T20</td>
<td>Line diagram</td>
<td>900 x 3750</td>
<td>Wall mounted</td>
<td>Platform 1</td>
<td>73</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>38</td>
<td>T26</td>
<td>Regulations (platform)</td>
<td>300 x 300</td>
<td>Wall mounted</td>
<td>No smoking</td>
<td>74</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>39</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td>75</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>40</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td>76</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>41</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td>77</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>42</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>78</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>43</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Decal only</td>
<td>TransLink EECP</td>
<td>79</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>44</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Transit Information</td>
<td>80</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>45</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>TransLink operational information</td>
<td>81</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>46</td>
<td>T22</td>
<td>Platform journey planning</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>Metro Vancouver Connections</td>
<td>82</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>47</td>
<td>T24</td>
<td>Safety and security station</td>
<td>1260 x 1256</td>
<td>Wall mounted</td>
<td>TransLink EECP</td>
<td>83</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>48</td>
<td>T25</td>
<td>Mini beacon</td>
<td>329 x 290 x 300</td>
<td>Wall mounted</td>
<td>Transit Information</td>
<td>84</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>49</td>
<td>T23</td>
<td>Transit Information</td>
<td>1260 x 1256</td>
<td>Wall or post mounted</td>
<td>TransLink operational information</td>
<td>85</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>50</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform Level Line to Lougheed Town Centre</td>
<td>86</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>51</td>
<td>T30</td>
<td>Double-sided digital information display</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Power and digital connections</td>
<td>87</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>52</td>
<td>T21</td>
<td>Platform indicator</td>
<td>400 x 2000</td>
<td>Hung</td>
<td>Platform Level Line to Lougheed Town Centre</td>
<td>88</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>53</td>
<td>T29</td>
<td>Running frieze</td>
<td>Design to be determined by</td>
<td>To be determined by</td>
<td>Architect</td>
<td>89</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>54</td>
<td>T28</td>
<td>Directional information</td>
<td>200 x 150</td>
<td>Design to be determined</td>
<td>Station architect</td>
<td>90</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>55</td>
<td>T30</td>
<td>Running frieze</td>
<td>Design to be determined by</td>
<td>To be determined by</td>
<td>Station architect</td>
<td>91</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>56</td>
<td>T25</td>
<td>Platform indicator</td>
<td>329 x 290 x 300</td>
<td>Wall mounted/hung</td>
<td>Mini beacon design TWSM product type 4c</td>
<td>92</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>57</td>
<td>T28</td>
<td>Directional information</td>
<td>400 x width determined by</td>
<td>Hung</td>
<td>Content design</td>
<td>93</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>58</td>
<td>T25</td>
<td>Platform indicator</td>
<td>329 x 290 x 300</td>
<td>Wall mounted/hung</td>
<td>Mini beacon design TWSM product type 4c</td>
<td>94</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>59</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
<td>95</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
<tr>
<td>60</td>
<td>T23</td>
<td>Transit Information</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Regulatory information designed by TransLink</td>
<td>96</td>
<td>T27</td>
<td>Station Identification</td>
<td>300 x 1250</td>
<td>Wall mounted</td>
<td>Station name</td>
</tr>
</tbody>
</table>

### Advertising schedule

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Approximate sign sizes (mm)</th>
<th>Mounting type/details</th>
<th>Content notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>44-20</td>
<td>Advertising poster units</td>
<td>1143 x 1905</td>
<td>Wall mounted</td>
<td>Advertising</td>
</tr>
<tr>
<td>P1</td>
<td>Double-sided digital information display</td>
<td>To be supplied by others</td>
<td>Hanging</td>
<td>LCD screen unit</td>
</tr>
<tr>
<td>P2</td>
<td>Double-sided digital information display</td>
<td>To be supplied by others</td>
<td>Hanging</td>
<td>LCD screen unit</td>
</tr>
</tbody>
</table>

*Note: Each LCD screen unit weighs approximately 500lbs. The mounting requirements are custom designed by MMM Group.*
11.0 Sign Typology

3.7 Sign Typology

Transit station – external

- T-Marker: Preceding pole
- T-Marker: Entrance sign
- Exit & Last Trains
- T-Marker: Monolith
- External Regulatory signage

Transit station – ticket hall/concourse

- Mini Beacon: Journey planning
- Fare Gate directional
- Ticket hall directional
- Ticket hall Regulatory signage

Burrard Station

- External directional information
- Fare City Marker
- T-Marker: Edge mounted
- External journey planning: Freestanding information wall

- Mini Beacon: Journey planning
- Ticket hall information: CAP
- Ticket hall Regulatory sign
- Ticket hall directional information

Graphics for T10 and T11 are illustrative only and further development is needed.
Evergreen Line Wayfinding

Standard Drawings:
System Information and Customer Assistance Panels, and Emergency Equipment Cabinets

Issued as Attachment A to the Evergreen Line Facility Wayfinding Plan
7 March 2012
<table>
<thead>
<tr>
<th>DRAWING NO.</th>
<th>REF DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Freestanding Customer Assistance Panel - Concourse</td>
</tr>
<tr>
<td>2</td>
<td>Freestanding Customer Assistance Panel 2 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>3</td>
<td>Freestanding Customer Assistance Panel 3 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>4</td>
<td>Freestanding Customer Assistance Panel 4 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>5</td>
<td>Freestanding Customer Assistance Panel 5 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>6</td>
<td>Freestanding Customer Assistance Panel 6 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>7</td>
<td>Freestanding Customer Assistance Panel 7 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>8</td>
<td>Freestanding Customer Assistance Panel 8 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>9</td>
<td>Freestanding Customer Assistance Panel 9 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>10</td>
<td>Freestanding Customer Assistance Panel 10 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>11</td>
<td>Freestanding Customer Assistance Panel 11 - Footbridge Planning Panels - Concourse</td>
</tr>
<tr>
<td>12</td>
<td>Freestanding Customer Assistance Panel 12 - Footbridge Planning Panels - Concourse</td>
</tr>
</tbody>
</table>

In addition:
- **Typical Mounting Heights for Concourse**
NOTE

- Please refer to V5L 072.10 for post mounting and installation details.
- Refer to extreme front of extreme left into panel to locate information telephone. (note: depending on profits, to ticket machine: (always closest panel)
- Refer to reference and descriptive drawings for typical locations and specifications for benches and waste bins.

See definitive and descriptive drawings for ground fixing detail.
NOTE

- Please refer to Dwg TL072_VENDOR-D001 for post mounting and installation details.
- Refer to definitive and descriptive drawings for typical locations and specifications for
  benches and waste bins.
NOTE
- Either extreme right or extreme left into panel to hide information telephone (Tell: refer to schedule of equipment). Always closest panel.
- Refer to equipment and descriptive drawings for typical locations and specifications for terminals and waste bins.
- Location detail applies to all single and multiple panel configurations.

Crew Box to be positioned centrally below Customer Assistance Panel ONLY where station layout requires Crew Box at concourse level.
REFER TO DEFINITIVE AND DESCRIPTIVE DRAWINGS FOR TYPICAL LOCATIONS AND SPECIFICATIONS FOR BENCHES AND WASTE BINS.
REFER TO DEFINITIVE AND DESCRIPTIVE DRAWINGS FOR TYPICAL LOCATIONS AND SPECIFICATIONS FOR BENCHES AND WASTE BINS.
TransLink
Wayfinding Standards Manual
Version 2.0
20 September 2010
# 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.

## 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.

## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Introduction</td>
<td>12</td>
</tr>
<tr>
<td>1.1</td>
<td>About this Document</td>
<td>12</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Purpose of this document</td>
<td>12</td>
</tr>
<tr>
<td>1.1.2</td>
<td>Document structure</td>
<td>12</td>
</tr>
<tr>
<td>1.1.3</td>
<td>How to use this document</td>
<td>13</td>
</tr>
<tr>
<td>1.1.4</td>
<td>Who should use this document</td>
<td>13</td>
</tr>
<tr>
<td>2.0</td>
<td>Principles</td>
<td>16</td>
</tr>
<tr>
<td>2.1</td>
<td>Wayfinding Principles</td>
<td>16</td>
</tr>
<tr>
<td>2.1.1</td>
<td>Provide seamless information</td>
<td>17</td>
</tr>
<tr>
<td>2.1.2</td>
<td>See complex journeys as a series of stages</td>
<td>17</td>
</tr>
<tr>
<td>2.1.3</td>
<td>Be predictable</td>
<td>18</td>
</tr>
<tr>
<td>2.1.4</td>
<td>Name the places</td>
<td>18</td>
</tr>
<tr>
<td>2.1.5</td>
<td>Utilize consistent codes</td>
<td>19</td>
</tr>
<tr>
<td>2.1.6</td>
<td>Progressively disclose information</td>
<td>19</td>
</tr>
<tr>
<td>2.1.7</td>
<td>Don't make the rider think</td>
<td>20</td>
</tr>
<tr>
<td>2.1.8</td>
<td>Provide just the right amount of information</td>
<td>20</td>
</tr>
<tr>
<td>2.1.9</td>
<td>Ensure information has integrity</td>
<td>21</td>
</tr>
<tr>
<td>2.1.10</td>
<td>Help riders to learn</td>
<td>21</td>
</tr>
<tr>
<td>2.1.11</td>
<td>Use an appropriate tone of voice</td>
<td>21</td>
</tr>
<tr>
<td>2.2</td>
<td>Inclusivity Principles</td>
<td>22</td>
</tr>
<tr>
<td>2.2.1</td>
<td>Provide appropriate information</td>
<td>22</td>
</tr>
<tr>
<td>2.2.2</td>
<td>Present information clearly</td>
<td>22</td>
</tr>
<tr>
<td>2.2.3</td>
<td>Improve accessibility</td>
<td>22</td>
</tr>
<tr>
<td>2.2.4</td>
<td>Respect the rider</td>
<td>22</td>
</tr>
<tr>
<td>2.3</td>
<td>Naming Principles</td>
<td>23</td>
</tr>
<tr>
<td>2.3.1</td>
<td>Simple</td>
<td>23</td>
</tr>
<tr>
<td>2.3.2</td>
<td>Logical</td>
<td>23</td>
</tr>
<tr>
<td>2.3.3</td>
<td>Durable</td>
<td>23</td>
</tr>
<tr>
<td>2.3.4</td>
<td>Self-locating</td>
<td>23</td>
</tr>
</tbody>
</table>
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.

3.0 Planning Standards

3.1 Overview

3.1.1 Scope

3.2 Zonal Planning

3.2.1 Transit station

3.2.2 Bus exchange

3.2.3 Bus stop

3.2.4 Transit station zones

3.2.5 Bus exchange zones

3.2.6 Bus stop zones

3.3 Transit Station Signage

3.3.1 External signage

3.3.2 Ticket hall signage

3.3.3 Circulation signage

3.3.4 Platform signage

3.3.5 Train signage

3.4 Bus Exchange Signage

3.4.1 External signage

3.4.2 Circulation signage

3.5 Bus Stop Signage

3.6 On Bus Signage

3.6.1 Regulatory signage

3.6.2 Safety & Security

3.6.3 Fare information

3.6.4 Transit rules and regulations

3.6.5 Prohibitions notices

3.6.6 Emergency exit signage

3.7 Sign Typology
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 unchangeable and shall be used as directed.

4.1 T-Symbol

4.2 Typeface

4.3 Colour Palette

4.3.1 Core transit palette

4.3.2 Primary transit palette

4.3.3 Extended transit palette

4.3.4 Diagram palette

4.3.5 Mapping palette

4.4 Icons

4.4.1 Modal icons

4.4.2 Third party modal icons

4.4.3 Wayfinding icons

4.4.4 Prohibition icons

4.5 Arrows

4.5.1 Directional arrows

4.5.2 Arrow variations

4.6 Symbols

4.6.1 Current location markers

4.6.2 Tabs

4.6.3 Stop roundels on diagrams

4.6.4 Scale and orientation

4.6.5 Exit

4.6.6 Emergency exit

4.6.7 Information

5.0 Graphic Rules

The Graphic Rules section precisely details each sign, its constituent parts and the rules for use of each element individually and in combination.

5.1 Typography and Sign Sizes

5.1.1 Sign sizes

5.1.2 Type size for signage

5.1.3 Type size on posters

5.1.4 Typeface weights

5.1.5 Letter spacing

5.2 Typical Sign Sizes

5.2.1 Calculating sign sizes

5.2.2 Transit station entrance signs

5.2.3 First & Last Trains information

5.2.4 Directional information

5.2.5 Station identification

5.2.6 Running frieze

5.2.7 Line diagrams

5.2.8 Platform Indicators

5.2.9 Journey planning

5.2.10 Transit information

5.2.11 Posters

5.2.12 Mini Beacons

5.2.13 Regulatory Signs

5.3 Transit Station Entrance Signs

5.3.1 T-Symbol

5.3.2 Station name panel
Contents

5.3.3 TransLink logo .................................................. 75

5.4 Directional Information ........................................... 76
  5.4.1 Header strip .................................................. 77
  5.4.2 Arrows ........................................................ 77
  5.4.3 Transit mode tabs (small) .................................. 78
  5.4.4 Transit mode tabs (large) .................................. 79
  5.4.5 Secondary information (small) ............................ 80
  5.4.6 Secondary information (large) ............................ 81
  5.4.7 Exit .......................................................... 82
  5.4.8 Emergency exit .............................................. 82
  5.4.9 Platform directions ....................................... 83
  5.4.10 Dividing strip .............................................. 83
  5.4.11 Platform station names ................................... 84
  5.4.12 Footer strip ................................................ 84
  5.4.13 Exit directions ............................................ 85
  5.4.14 Exit names ................................................ 85

5.5 Platform Indicators .............................................. 86
  5.5.1 Header strip and footer strip .............................. 87
  5.5.2 Platform name and direction of travel .................. 87

5.6 Line Diagrams .................................................... 88
  5.6.1 Platform reference ........................................ 89
  5.6.3 Transit mode tabs ........................................ 90
  5.6.5 Current location .......................................... 91
  5.6.7 Station names ............................................. 91
  5.6.9 Lines ....................................................... 92
  5.6.11 Transit mode tabs ....................................... 93

5.7 Journey Planning ................................................ 94
  5.7.1 Header panel, internal .................................... 95
  5.7.2 Header panel, bus exchange .............................. 95
  5.7.3 Poster ...................................................... 96
  5.7.4 T-Symbol, header and modal icon ....................... 97
  5.7.5 Additional information ................................... 97
  5.6.6 Footer ...................................................... 97
  5.6.7 North arrow ............................................... 97

5.8 Metro Vancouver Connections Diagram ......................... 98

5.9 Local Bus Maps .................................................. 100
  5.9.1 Base mapping .............................................. 100
  5.9.2 Bus routes ................................................ 100
  5.9.3 Other considerations .................................... 100
  5.9.4 Core element specification ............................. 100

5.10 Walking From Here Maps ....................................... 102
  5.10.1 What to include ......................................... 102
  5.10.2 Sourcing information ................................... 102
  5.10.3 General style ............................................ 102
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 it does record the specifications for the components developed to date.
Contents

6.4 Transit Station Identification ........................................................................................................ 127
  6.4.1 Station Entrance Sign ............................................................................................................. 128
  6.4.2 T-Markers .............................................................................................................................. 129
  6.4.3 T-Marker: Freestanding pole ................................................................................................. 130
  6.4.4 T-Marker: edge mounted ....................................................................................................... 131
  6.4.5 T-Marker: Face mounted ........................................................................................................ 132
  6.4.6 T-Marker: Monolith (3m) ...................................................................................................... 133
  6.4.7 T-Marker: Monolith (4m) with station name ......................................................................... 134

6.5 Transit Station Signage .................................................................................................................... 135
  6.5.1 Mini-beacons: Wall mounted .................................................................................................. 136
  6.5.2 Mini-beacons: Rail mounted .................................................................................................. 137
  6.5.3 Poster cases .......................................................................................................................... 138
  6.5.4 Poster cases: ANSI D ............................................................................................................. 139
  6.5.5 Poster cases: ANSI E ............................................................................................................. 140
  6.5.6 Line diagram: Track-side rail mounted .................................................................................. 141
  6.5.7 Line diagram: Wall mounted ................................................................................................ 142
  6.5.8 Station name sign: Track-side rail mounted ......................................................................... 143
  6.5.9 Station name sign: Wall mounted ......................................................................................... 144
  6.5.10 Directional signage ............................................................................................................. 145
  6.5.11 Directional signage: Hung ................................................................................................... 146
  6.5.12 Directional signage: Wall mounted .................................................................................... 147
  6.5.13 Directional signage: Rail mounted ..................................................................................... 148
  6.5.14 Regulatory notice: Wall mounted ........................................................................................ 149
  6.5.15 Regulatory notice: Track-side rail mounted ....................................................................... 150
  6.5.16 Regulatory notice: Safety & Security Station decal ............................................................ 151

6.6 Bus Exchange and Bus Stop Infrastructure .................................................................................... 152
  6.6.1 Bus stop pole and flag system ............................................................................................... 153
  6.6.2 Bus stop pole and flag: New bus stop product ..................................................................... 154
  6.6.3 Bus stop pole and flag, customized CMBC ......................................................................... 155
  6.6.4 Bus stop pole and flag system 'Infocube' ............................................................................. 156
  6.6.5 Bus shelter poster panel display case .................................................................................... 157
  6.6.6 Bus exchange information wall ............................................................................................. 158

6.7 Temporary Sign Applications ......................................................................................................... 159

7.0 Glossary

7.1 Glossary of Terms .......................................................................................................................... 164
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
1.1.2 Document structure
1.1.3 How to use this document
1.1.4 Who should use this document
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 around transit facilities and transit-oriented communities, 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 version of the Wayfinding Standards 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 Graphic 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

2.1.1 Provide seamless information
2.1.2 See complex journeys as a series of stages
2.1.3 Be predictable
2.1.4 Name the places
2.1.5 Utilize consistent codes
2.1.6 Progressively disclose information
2.1.7 Don't make the rider think
2.1.8 Provide just the right amount of information
2.1.9 Ensure information has integrity
2.1.10 Help riders to learn
2.1.11 Use an appropriate tone of voice

2.2 Inclusivity Principles

2.2.1 Provide appropriate information
2.2.2 Present information clearly
2.2.3 Improve accessibility
2.2.4 Respect the rider

2.3 Naming Principles

2.3.1 Simple
2.3.2 Logical
2.3.3 Durable
2.3.4 Self-locating
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.

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.
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.

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.
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.

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 informational 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 benefitting 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 Telus World 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

3.1.1 Scope

3.2 Zonal Planning

3.2.1 Transit station
3.2.2 Bus exchange
3.2.3 Bus stop
3.2.4 Transit station zones
3.2.5 Bus exchange zones
3.2.6 Bus stop zones

3.3 Transit Station Signage

3.3.1 External signage
3.3.2 Ticket hall signage
3.3.3 Circulation signage
3.3.4 Platform signage
3.3.5 Train signage

3.4 Bus Exchange Signage

3.4.1 External signage
3.4.2 Circulation signage

3.5 Bus Stop Signage

3.6 On Bus Signage

3.6 Regulatory and Emergency Signage

3.6.1 Regulatory signage
3.6.2 Safety & Security
3.6.3 Fare information
3.6.4 Transit rules and regulations
3.6.5 Prohibitions notices
3.6.6 Emergency exit signage

3.7 Sign Typology
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

<table>
<thead>
<tr>
<th>External</th>
<th>Ticket hall</th>
<th>Circulation</th>
<th>Platform</th>
<th>Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can I plan my journey?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where are the transit stations?</td>
<td></td>
<td></td>
<td>Is there an elevator?</td>
<td></td>
</tr>
<tr>
<td>Am I going the right way?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What are my journey options?</td>
<td></td>
<td>Where do I pay?</td>
<td>When is my train / bus due?</td>
<td></td>
</tr>
<tr>
<td>How much does it cost?</td>
<td></td>
<td></td>
<td></td>
<td>Where do I get my train / bus?</td>
</tr>
<tr>
<td>Where am I?</td>
<td></td>
<td>How do I get to my line / stop?</td>
<td>Which train / bus do I need?</td>
<td></td>
</tr>
<tr>
<td>How do I continue my journey?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long will it take?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where is my connection?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3.2.2 Bus exchange

<table>
<thead>
<tr>
<th>External</th>
<th>Circulation</th>
<th>Stop</th>
<th>Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3.2.3 Bus stop

<table>
<thead>
<tr>
<th>Stop</th>
<th>Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.2.4 Transit station zones

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

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.

External → Ticket Hall → Circulation → Platform → Vehicle
3.2.5 Bus exchange zones

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

3.2.6 Bus stop zones

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

---

**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.
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.

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.

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.

External directional information
Directional information will be required 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.

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.

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.

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 with a journey planning triptych with a common header and accompanied by the information icon “?” . The information shall be wall mounted or free standing.
**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.

---

**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.

---

**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.

---

**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.
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.

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.

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

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.

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.

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.

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.
### 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.

### Platform transit information
On the platform only the Safety & Security poster is needed. It should accompany the Safety & Security Station.

### 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.

### 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.

### 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.
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.

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.

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.

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.

**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.

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

**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.

**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.

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.

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.

**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

- **T1** T-Marker: Freestanding pole
- **T3** Transit station entrance sign
- **T4** First & Last Trains
- **T5** External Regulatory signage

Transit station – ticket hall

- **T11** Mini Beacon: Journey planning
- **T8** Ticket hall journey planning
- **T12** Payment and revenue protection
- **T13** Ticket hall directional information
- **T14** Ticket hall regulatory signage
Bus exchange – external

- **E1**: T-Marker: Freestanding pole
- **E2**: Facility marker
- **E1**: T-Marker: Wall mounted
Bus exchange – circulation

E3  Bus exchange
Journey planning

E4  Bus exchange
directional information:

Bus exchange – bus stop

S1  Bus stop

S2  Bus shelter

Diagrams on this page are indicative and for illustrative purposes only.
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

4.2 Typeface

4.3 Colour Palette

  4.3.1 Core transit palette
  4.3.2 Primary transit palette
  4.3.3 Extended transit palette
  4.3.4 Diagram palette
  4.3.5 Mapping palette

4.4 Icons

  4.4.1 Modal icons
  4.4.2 Third party modal icons
  4.4.3 Wayfinding icons
  4.4.4 Prohibition icons

4.5 Arrows

  4.5.1 Directional arrows
  4.5.2 Arrow variations

4.6 Symbols

  4.6.1 Current location markers
  4.6.2 Tabs
  4.6.3 Stop roundels on diagrams
  4.6.4 Scale and orientation
  4.6.5 Exit
  4.6.6 Emergency exit
  4.6.7 Information
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.

<table>
<thead>
<tr>
<th><strong>Standard T-Symbol</strong></th>
<th><strong>Four-colour process T-Symbol</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Two colour logo used across all signage.</td>
<td>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.</td>
</tr>
</tbody>
</table>
4.2 **Typeface**

**FF Meta OT** is the typeface used for typography across all applications.

Three weights are used; Bold, Medium and Normal.

**FF Meta** is an OpenType typeface which includes all alternative characters such as lining numerals and ligatures.

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.

- **Light Blue**
  - PMS 3005
  - C100 M34 Y0 K2
  - Light Blue shall be used only as a background colour on the T-Symbol.
- **Emergency Red**
  - C11 M100 Y96 K2
- **Yellow**
  - PMS 123
  - C0 M24 Y94 K0
- **TransLink Metallic silver**
- **Navy Blue**
  - PMS 7463
  - C100 M43 Y0 K65
- **White**
  - C0 M0 Y0 K0
- **TransLink Metallic silver**
- **Navy Blue Tints**

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.

- **Expo Line**
  - PMS 286
  - C100 M66 Y96 K2
- **Millennium Line**
  - PMS 116
  - C100 M16 Y100 K0
- **Canada Line**
  - PMS 313
  - C100 M8 Y8 K13
- **SeaBus**
  - PMS 410
  - C62 M20 Y21 K31
- **West Coast Express**
  - PMS 2602
  - C59 M66 Y0 K0
- **B-Lines**
  - PMS 021
  - C0 M65 Y100 K0
- **Streetcar**
  - C0 M15 Y36 K33

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.

- C60 M0 Y0 K0
- C55 M60 Y65 K0
- C90 M30 Y95 K30
- C15 M100 Y90 K10
- C100 M100 Yo K0
- Co M100 Yo K0
- C100 M0 Y100 K0
- Co M90 Y85 K0
- C71 M100 Y22 K12
- C59 M29 Y100 K10
- C75 M100 Yo K0
- C36 M61 Y81 K24
- C29 M0 Y100 K0
- C29 M90 Yo K0
- C32 M42 Y59 K5
- C60 M0 Y100 K0
- C58 M0 Y60 K0
- C100 M0 Y100 K0
- C0 M100 Y0 K0
- C29 M90 Y0 K0
- C60 M0 Y100 K0
- C58 M0 Y60 K0
- C80 M10 Y45 K0
- PMS 277
- C27 M7 Y0 K0
- C17 M0 Y34 K0
- C84 M22 Y0 K0
- C38 M27 Yo K0
- C22 M45 Y11 K0
- C84 M22 Yo K0
- C47 M0 Y43 K0
- Co M69 Y89 K0
- C69 M0 Y89 K0
- Co M69 Y89 K0

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: C0 M2 Y2 K4
- Water: PMS 277
- Parks: C17 M0 Y34 K0
- Road names: C30 M21 Y15 K0

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

- Road names: C61 M36 Y18 K11
- Pedestrian areas: C17 M10 Y9 K0
- General surface: C30 M21 Y15 K0
- Parks: C50 M0 Y100 K0
- Landmark buildings: C38 M27 Yo K0
- Shopping: C22 M45 Y11 K0
- Transit station: C84 M22 Yo K0
- Water: C21 M0 Yo K0
- Cycle lanes: C47 M0 Y43 K0
- Shared use paths: Co M69 Y89 K0
- Preferred walking routes: Co M69 Y89 K0
- Informal cycling routes: Co M69 Y89 K0
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**:

Marks to be developed

- **Long Distance Rail**: Used for services such as Amtrak at Pacific Central Station.
- **Long Distance Bus**: Used for services such as Greyhound Buses.
- **Car**
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.

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

- No entry
- No smoking
- No loud audio
- No pets, unless approved assistance animal or pet in small cage
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.

![You are here Burrard](image1)
![You are here Waterfront](image2)
![You are here Bridgeport](image3)

**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.

- **Canada Line**
- **Millenium Line**
- **SeaBus**
- **West Coast Express**
- **6**
- **C21**
- **N6**
- **C23**

**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.

**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.

Renfrew
Columbia
Granville

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.

Sperling–Hastings

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.
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
5.1.2 Type size for signage
5.1.3 Type size on posters
5.1.4 Typeface weights
5.1.5 Letter spacing

5.2 Typical Sign Sizes
5.2.1 Calculating sign sizes
5.2.2 Transit station entrance signs
5.2.3 First & Last Trains information
5.2.4 Directional information
5.2.5 Station identification
5.2.6 Running frieze
5.2.10 Line diagrams
5.2.11 Platform Indicators
5.2.12 Journey planning
5.2.13 Transit information
5.2.14 Posters
5.2.15 Mini Beacons
5.2.16 Regulatory Signs

5.3 Transit Station Entrance Signs
5.3.1 T-Symbol
5.3.2 Station name panel
5.3.3 TransLink logo

5.4 Directional Information
5.4.1 Header strip
5.4.2 Arrows
5.4.3 Transit mode tabs (small)
5.4.4 Transit mode tabs (large)
5.4.5 Secondary information (small)
5.4.6 Secondary information (large)
5.4.7 Exit
5.4.8 Emergency exit
5.4.9 Platform directions
5.4.10 Dividing strip
5.4.11 Platform station names
5.4.12 Foot strip
5.4.13 Exit directions
5.4.14 Exit names

5.5 Platform Indicators
5.5.1 Header strip and foot strip
5.5.2 Platform name and direction of travel

5.6 Line Diagrams
5.6.1 Location reference
5.6.3 Transit mode tabs
5.6.5 Current location
5.6.7 Station names
5.6.9 Lines
5.6.11 Transit mode tabs

5.7 Journey Planning
5.7.1 Header panel, internal
5.7.2 Header panel, bus exchange
5.7.3 Poster
5.7.4 T-Symbol, header and modal icon
5.7.5 Additional information
5.7.6 Footer
5.7.7 North arrow

5.8 Metro Vancouver Connections Diagram

5.9 Local Bus Maps
5.9.1 Base mapping
5.9.2 Bus routes
5.9.3 Other considerations
5.9.4 Core element specification

5.10 Walking From Here Maps
5.10.1 What to include
5.10.2 Sourcing information
5.10.3 General style

5.11 Transit Information
5.11.1 Transit information
5.11.2 Fare information
5.11.3 Transit rules and regulations
5.11.4 Safety & Security

5.12 Regulatory Information
5.12.1 General prohibitions notice
5.12.2 No smoking

5.13 Bus Stop
5.13.1 ID sign
5.13.2 Schedule
5.13.3 Stop specific bus schedule
5.13.4 Schedule design
5.13.5 Service Frequency format
5.13.6 All Departures format
5.13.7 Line diagrams

Version 2.0
20 September 2010
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. Meta is a highly legible typeface and so can be used at smaller sizes. The minimum recommended size is 11pt (equivalent to approx. 4 mm).

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

The graph above is an adaptation of the standard used by a number of transport agencies, including Transport for London (TFL), and adapted to Meta font. It draws on research from the Transport Research Laboratory in the UK and input from the Royal National Institute for the Blind, which is an associate of the Canadian National Institute for the Blind.
Type size F
5.2.2 Transit Station
Entrance Sign

Type size E
5.4.4 Directional Information
(large)

Type size D
5.4.3 Directional Information
(small)

Type size B
5.6.7 Platform
Line Diagrams,
Station names

Type size A
5.6.7 Circulation
Line Diagrams,
Station names

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 FF Meta OT are used in different situations.

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

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.

Signage

Headings

Body
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

5.2.3 First & Last Trains information

See 3.3.1 for planning guidance on this sign type.

See 3.3.1 for planning guidance on this sign type.
5.2.4 Directional information

External

<table>
<thead>
<tr>
<th>Elevator</th>
<th>400mm</th>
<th>1250mm</th>
</tr>
</thead>
</table>

Ticket hall

<table>
<thead>
<tr>
<th>Exit</th>
<th>Buses</th>
<th>Burrard Street Royal Centre</th>
<th>Exit</th>
<th>Melville Street</th>
<th>Bentall Centre</th>
<th>Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Circulation

<table>
<thead>
<tr>
<th>Platform 1</th>
<th>Buses</th>
<th>Emergency refuge</th>
<th>Emergency refuge</th>
<th>Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

See 3.3.3 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

Platform

T28
See 3.3.4 for planning guidance on this sign type.

T27
See 3.3.4 for planning guidance on this sign type.

T29
See 3.3.4 for planning guidance on this sign type.
5.2.10 Line diagrams
Line diagrams have two typical sizes and orientations: vertical and horizontal. Horizontal diagrams will typically be placed trackside on platforms and vertical diagrams will be placed in circulation areas.

Platform

Circulation

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

Platform 2

to King George and VCC–Clark

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.

5.2.13 Transit information

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

Transit Information content is indicative and for illustrative purposes only.
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.

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

5.2.16 Regulatory Signs

See 3.3.1, 3.3.2, 3.3.3 and 3.3.4 for planning guidance on this sign type.

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

5.3.1 T-Symbol

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: C0 M0 Y0 K0
- Light Blue: C100 M34 Y0 K2

**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.

5.3.3 TransLink logo

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

Colours
White C0 M0 Y0 K0
Navy Blue C100 M43 Y0 K65
5.4 Directional Information

- Header strip: All directional information signs feature a strip at the top of the sign.
- Arrows: Each sign includes the main directional arrows. Buses and Emergency refuge are also indicated.
- Transit mode tabs: Shows transfers to other modes of transit.
- Secondary information: Directional information is provided for public facilities.
- Divider strip: The dotted strip is used to divide separate groups of information.
- Exit icon: Indicates the exit point.
- 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.

<table>
<thead>
<tr>
<th>Type</th>
<th>Cap Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15mm</td>
</tr>
<tr>
<td>B</td>
<td>28mm</td>
</tr>
<tr>
<td>C</td>
<td>44mm</td>
</tr>
<tr>
<td>D</td>
<td>50mm</td>
</tr>
<tr>
<td>E</td>
<td>100mm</td>
</tr>
<tr>
<td>F</td>
<td>140–290mm</td>
</tr>
</tbody>
</table>
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.

5.4.2 Arrows

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.

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.

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

Colour
Navy Blue  C100 M43 Y0 K65
5.4.3 Transit mode tabs (small)

Sizes

![Diagram of transit mode tabs showing sizes](image)

Stacked and side-by-side

![Diagram of transit mode tabs stacked and side-by-side](image)

Transit mode tabs are used to direct riders to the platform. They should be set in either type size 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 according 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

- For type
  - Navy Blue C100 M43 Y0 K65
  - White C0 M0 Y0 K0
- For tabs
  - See Primary Transit Palette

Symbols

Transit Mode Tab
5.4.4  Transit mode tabs (large)

Sizes

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.

Colours

- For type
  - Navy Blue  C100 M43 Y0 K65
  - White      C0 M0 Y0 K0
- For tabs
  See Primary Transit Palette
  Symbols
  - Transit Mode Tab
5.4.5 Secondary information (small)

Sizes

Stacked and side-by-side

Aligning arrows

Secondary information will typically show riders how to transfer between transit lines and modes. They should be set in either type size 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  C100 M43 Y0 K65
  White      C0 M0 Y0 K0
- For tabs
  See Primary Transit Palette
- Symbols
  Transit Mode Tab
5.4.6 Secondary information (large)

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Size</th>
<th>Cap Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15mm</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>28mm</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>44mm</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>50mm</td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>100mm</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>140–290mm</td>
<td></td>
</tr>
</tbody>
</table>

See 4.4 Icons for different Transit modes and their icons.

Colours
- For type
  Navy Blue C100 M43 Y0 K65
  White C0 M0 Y0 K0
- For tabs
  See Primary Transit Palette

Symbols
- Transit Mode Tab
5.4.7 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 114 mm high with 19 mm 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).

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 114 mm high with 19 mm 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).
5.4.9 Platform directions

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

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

5.4.10 Dividing strip

In circulation areas platforms shall be signed with the platform number and the terminal points on the lines that serve the transit station.
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
- Fortype
  Navy Blue  C100 M43 Y0 K65
  White     C0 M0 Y0 K0
- Fortabs
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.

5.4.14 Exit names

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.
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.

---

**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.

---

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Cap Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15mm</td>
</tr>
<tr>
<td>B</td>
<td>28mm</td>
</tr>
<tr>
<td>C</td>
<td>44mm</td>
</tr>
<tr>
<td>D</td>
<td>50mm</td>
</tr>
<tr>
<td>E</td>
<td>100mm</td>
</tr>
<tr>
<td>F</td>
<td>140–290mm</td>
</tr>
</tbody>
</table>

Colour:
- For type Navy Blue C100 M43 Y0 K65
- For footer strip See Primary Transit Palette

Platform 1

to Waterfront
5.6 Line Diagrams

Platform type

<table>
<thead>
<tr>
<th>Brentwood Town Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Millennium Line</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>To Waterfront</td>
</tr>
</tbody>
</table>

Horizontal or vertical Line Diagrams are required in the circulation areas of a station as well as on the platform. Horizontal format are used on platforms, while vertical format will be used in circulation areas. Sizes are given for both circumstances in this section. Refer to Line Diagrams 3.3.3 and 3.3.4 for planning guidance.

Circulation type

<table>
<thead>
<tr>
<th>Platform 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Waterfront</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Overall sign sizes

Distance between stations is not indicated on this diagrammatic representation of service direction and connectivity; however this should be considered in future design development.

Colours

- For type
  - Navy Blue: C100 M43 Y0 K65
  - Or White: C0 M0 Y0 K0

- For tabs
  - See Primary Transit Palette

Symbols

- Transit Mode Tab, Transit Station Roundel, Current Location Marker
5.6.1 Location reference

Platform type

When a line diagram is on the platform, the station name, platform number and terminus station are displayed in the arrangement shown above.

Circulation type

When a line diagram is located in the circulation area, the platform number is displayed at the top of the panel with an arrow directing towards the platform.

<table>
<thead>
<tr>
<th>Type</th>
<th>Cap Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15mm</td>
</tr>
<tr>
<td>B</td>
<td>28mm</td>
</tr>
<tr>
<td>C</td>
<td>44mm</td>
</tr>
<tr>
<td>D</td>
<td>50mm</td>
</tr>
<tr>
<td>E</td>
<td>100mm</td>
</tr>
<tr>
<td>F</td>
<td>140–290mm</td>
</tr>
</tbody>
</table>

Colours
Navy Blue C100 M43 Y0 K65

See 5.1 Typography for how to correctly use type.
5.0 Graphic Rules

5.6.3 Transit mode tabs

Platform type

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

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Cap Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15mm</td>
</tr>
<tr>
<td>B</td>
<td>28mm</td>
</tr>
<tr>
<td>C</td>
<td>44mm</td>
</tr>
<tr>
<td>D</td>
<td>50mm</td>
</tr>
<tr>
<td>E</td>
<td>100mm</td>
</tr>
<tr>
<td>F</td>
<td>140–290mm</td>
</tr>
</tbody>
</table>

Colours

- For type
  - Navy Blue C100 M43 Y0 K65
  - Or White C0 M0 Y0 K0
- For rectangle
  See Primary Transit Palette

Symbols

Transit Mode Tab
5.6.5 Current location

Platform type

Circulation type

Arrow centrally aligned with station name

5.6.7 Station names

Platform type

Circulation type

Colours
– Fort type  Navy Blue  C100 M43 Y0 K65
– For standard Transit Stop  See Primary Transit Palette
– For interchange Transit Stop  Navy Blue  C100 M43 Y0 K65
Symbols  Transit Station Roundel

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

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

Columbia

4mm
32mm
4mm

SeaBus
West Coast Express

20mm
40mm

Transit mode tabs are centered vertically above or below station name in horizontal line diagrams.

Circulation type

Columbia

0.1A
0.8A
0.1A

SeaBus
West Coast Express

0.8A
0.5A
0.1A

0.5A
0.5A

In platform type line diagrams, the Transit Mode Tabs are placed either above or below the station name. When the station name is above the line, the tabs are placed above; when the station name is below, the line the tabs are placed below.

In circulation type line diagrams, 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.

See 5.1 Typography for dimension sizes referenced in specifications.
5.7.1  Header panel, internal

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.

5.7.2  Header panel, bus exchange

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

### Colours

<table>
<thead>
<tr>
<th>Type</th>
<th>Cap</th>
<th>Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>C0 M0 Y0 K0</td>
<td></td>
</tr>
<tr>
<td>Navy Blue</td>
<td>C100 M43 Y0 K65</td>
<td></td>
</tr>
</tbody>
</table>

### 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.

1. **T-Symbol**
   All posters feature the T-Symbol in the top left corner.

2. **Header**
   All posters have a header introducing its content for easy identification.

3. **Modal icon**
   When a poster features a particular mode of transit the relevant icon is placed on the right of the header.

4. **Primary information**
   The main content is placed in the centre of the poster below the header and above the footer. Primary information will typically be a Metro Vancouver Connections Diagram, a Local Bus Map or Walking From Here Map.

5. **Additional information**
   When necessary, subsidiary elements such as bus bay finders and wider area maps shall be placed on a panel on the right hand side of the primary information.

6. **Footer**
   All posters have a footer describing how further transit information can be found.

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 \(x=\text{cap height}\)) and the height of the T in the T-Symbol.

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  CO M0 Y0 K0
- Navy Blue  C100 M43 Y0 K65

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.
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.

**First & Last Trains**

<table>
<thead>
<tr>
<th>Time</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>05:00 - 07:00</td>
<td>every 15 minutes</td>
</tr>
<tr>
<td>07:00 - 18:00</td>
<td>every 15 minutes</td>
</tr>
<tr>
<td>18:00 - 21:30</td>
<td>every 6 minutes</td>
</tr>
<tr>
<td>21:30 - 05:00</td>
<td>every 30 minutes</td>
</tr>
</tbody>
</table>

**Metro Vancouver Connections**

**Winter Games Vancouver Connections**

**Core Network**

**SkyTrain Network**

**Z-Map**

For transit information call 604-953-3333 or visit www.translink.ca
5.9 Local Bus Maps

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

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.

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.

5.9.2 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 14pt).

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 information shall be displayed at transit facilities where necessary. In ticketing areas of transit facilities, the information panel will have a customer information phone.

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

5.11.3 Transit rules and regulations
A full explanation of the rules and regulations that will effect riders while 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.

Diagrams on this page are indicative and for illustrative purposes only
5.12 Regulatory Information

5.12.1 General prohibitions notice

No Loitering
No Cycling
No Rollerblading
No Skateboarding
Violators could be subject to a $150 fine.
South Coast British Columbia Transit Authority Act.

Closed Circuit Television (CCTV) surveillance system in use
CCTV in SkyTrain stations may be used for operational and security purposes.
Please direct questions or concerns to:
Vice-President, Operations
BC Rapid Transit Company Ltd.
6800 14th Avenue, Burnaby, BC V3N 4S7
Phone: 604-520-3641

Smoking is prohibited on TransLink property and vehicles
As required by the Tobacco Control Act of British Columbia

Colours
Navy Blue: C100 M43 Y0 K65
Emergency Red: C11M100 Y96 K0
5.12.1 No smoking

Colours
Navy Blue: C100 M43 Y0 K65
Emergency Red: C11 M100 Y96 K0
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 downtown.

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**

---

**Colours**
- White: C0 M0 Y0 K0
- Navy Blue: C100 M43 Y0 K65
- Yellow: C0 M94 Y24 K0

**T-Symbol**
Standard T-Symbol

**Icons**
- Bus
- Accessible

Diagrams on this page are indicative and for illustrative purposes only.
5.13.2 Schedule

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

Here a Local Area Walking Map is used.

---

Colours

<table>
<thead>
<tr>
<th>Colour</th>
<th>CMYK</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>C0 M0 Y0 K0</td>
</tr>
<tr>
<td>Navy Blue</td>
<td>C100 M43 Y0 K65</td>
</tr>
<tr>
<td>Navy Blue</td>
<td>C100 M43 Y0 K65 (tints)</td>
</tr>
<tr>
<td>Yellow</td>
<td>C0 M94 Y24 K0</td>
</tr>
</tbody>
</table>

T-Symbol

Four-Colour Process T-Symbol

---
5.13.3 Stop specific bus schedule

**Crescent Beach**
via Highway 99, White Rock Centre, 16th Avenue

**ZONE 2**
- Bridgeport Station On Pump–Steveston highway
- King George Highway–Crescent Road
- King George Highway–34th Avenue
- 52nd Street–26th Avenue
- White Rock Centre
- 16th Avenue–14th Street

**ZONE 3**
- Onford Street–Thirtieth Street
- 10th Avenue–18th Street
- 128th Street–18th Street
- Crescent Road–128th Street
- Sullivan Street–Kidd Road

Major stops indicated

**Monday – Friday**
05:15 05:30 05:45
and then about every
10 minutes
until
23:50
00:50
01:40

**Saturday**
05:15 05:45
and then about every
4–8 minutes
until
23:50
24:50
01:40

**Sunday and holidays**
No service

Effective: September 7th 2009, Bridgeport Bay 8 – #61328
All times are approximate

**Icons**
- **Bike**
- **Accessible**

**Notes**
- **Yellow strip**
  Added to reinforce divide between information about different routes.
- **Footer bar**
  Contains operational information about the stop including the ‘effective from’ date of the timetable, and the bay number.

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.

<table>
<thead>
<tr>
<th>Monday – Friday</th>
<th>Saturday</th>
<th>Sunday and holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>04:58</td>
<td>04:58</td>
<td>04:58</td>
</tr>
<tr>
<td>05:14 05:29 05:44 05:59</td>
<td>05:23</td>
<td>05:23 05:53</td>
</tr>
<tr>
<td>06:14 06:28 and then about every 6–10 minutes until</td>
<td>and then about every 8 minutes until</td>
<td>and then about every 10 minutes until</td>
</tr>
<tr>
<td>09:40 and then about every 10 minutes until</td>
<td>08:27 and then about every 6–8 minutes until</td>
<td>22:40</td>
</tr>
<tr>
<td>20:10 20:40</td>
<td>18:10 18:38</td>
<td>23:40</td>
</tr>
<tr>
<td>21:10 21:40</td>
<td></td>
<td>24:40</td>
</tr>
<tr>
<td>22:10 22:40</td>
<td></td>
<td>01:44</td>
</tr>
<tr>
<td>23:40 24:40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01:44</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 .................................................. 118
   6.1.2 General specification .................................. 118
   6.1.3 Limitations of the component specifications .... 118

6.2 General Specification
   6.2.1 Introduction ............................................. 119
   6.2.2 Performance of products ............................... 119
   6.2.3 Existing infrastructure ................................. 119
   6.2.4 Kit of parts ................................................ 119
   6.2.5 Poster panels ............................................ 120
   6.2.6 Mounting heights ....................................... 120
   6.2.7 Finishes .................................................... 122
   6.2.8 Colour ....................................................... 123
   6.2.9 Fixings ....................................................... 124
   6.2.10 Lighting ..................................................... 124
   6.2.11 Ingress protection ..................................... 124
   6.2.12 Foundations and installation ....................... 124
   6.2.13 Maintenance and replacement ...................... 124

6.3 Individual Component Specification .......................... 125
   6.3.1 Development status ..................................... 125
   6.3.2 Type numbers ............................................. 126
   6.3.3 Fixing and mounting methods ........................ 126
   6.3.4 Sizes ........................................................ 126

6.4 Transit Station Identification ................................. 127
   6.4.1 Station Entrance Sign .................................. 128
   6.4.2 T-Markers ................................................... 129
   6.4.3 T-Marker: Freestanding pole .......................... 130
   6.4.4 T-Marker: edge mounted ................................ 131
   6.4.5 T-Marker: Face mounted ................................ 132
   6.4.6 T-Marker: Monolith (3m) ............................... 133
   6.4.7 T-Marker: Monolith (4m) with station name ........ 134

6.5 Transit Station Signage ........................................ 135
   6.5.1 Mini-beacons: Wall mounted ............................ 136
   6.5.2 Mini-beacons: Rail mounted ............................ 137
   6.5.3 Poster cases ............................................... 138
   6.5.4 Poster cases: ANSI D ................................... 139
   6.5.5 Poster cases: ANSI E ................................... 140
   6.5.6 Line diagram: Track-side rail mounted ............... 141
   6.5.7 Line diagram: Wall mounted ............................ 142
   6.5.8 Station name sign: Track-side rail mounted ......... 143
   6.5.9 Station name sign: Wall mounted ...................... 144
   6.5.10 Directional signage ....................................... 145
   6.5.11 Directional signage: Hung .............................. 146
   6.5.12 Directional signage: Wall mounted ................... 147
   6.5.13 Directional signage: Rail mounted ................... 148
   6.5.14 Regulatory notice: Wall mounted ..................... 149
   6.5.15 Regulatory notice: Track-side rail mounted ........ 150
   6.5.16 Regulatory notice: Safety & Security Station decal 151

6.6 Bus Exchange and Bus Stop Infrastructure .................. 152
   6.6.1 Bus stop pole and flag system ......................... 153
   6.6.2 Bus stop pole and flag: New bus stop product .... 154
   6.6.3 Bus stop pole and flag, customized CMBC .......... 155
   6.6.4 Bus stop pole and flag system ‘Infocube’ .......... 156
   6.6.5 Bus shelter poster panel display case ................ 157
   6.6.6 Bus exchange information wall ......................... 158

6.7 Temporary Sign Applications .................................. 159
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 evaluated and tested. Not all of the products have been tested 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 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.

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 title 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.
6.2.7 Finishes

Finishes for display sign graphics will be specified through detailed product design and development. The selection of an appropriate finish must be assessed against multiple performance criteria, including cost effectiveness, ease of maintenance, appearance and durability over the life-cycle of the sign. Signs with a more limited life-expectancy (i.e., less than 5 years) may warrant lower cost materials that have less durability and colour fastness over their life-cycle; whereas signs that are expected to last longer may warrant materials that balance a higher capital cost against more durability over their life-cycle.

Experience from other jurisdictions suggests that finishes such as Vitreous Enamel are high performing in terms of their durability and maintenance over the life-cycle of a sign. However, due to a higher replacement cost relative to other materials, such finishes are recommended for signs that are expected to remain unchanged for 15 years or more.
6.2.8 Colour

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: 2935c
- Powdercoat ref: To match pantone
- Vinyl ref: Slate Blue Avery A9559
- Acrylic: Plexiglass G5 5M03

**Background Blue**
- Pantone ref: 7463c
- Powdercoat ref: RAL 5003 (tiger drylac)
- Vinyl ref: Light Navy Avery A9590-0
- Acrylic: -

**Metallic Silver (Translink Sparkle Silver)**
- Pantone ref: -
- Powdercoat ref: Supermel P4100-919G Sparkle Silver
- Vinyl ref: -
- Acrylic: -

**Dark Metallic Grey**
- Pantone ref: -
- Powdercoat ref: Supermel P4100-904G Gun Metal
- Vinyl ref: -
- Acrylic: -

**White**
- Pantone ref: 2935c
- Powdercoat ref: RAL 9003 (tiger drylac)
- Vinyl ref: Avery A9001-0
- Acrylic: - SG White 7328 (for push through letters on station name signs)

**Marie - Louise**
- Pantone ref: -
- Powdercoat ref: -
- Vinyl ref: Pearl grey 7725-11 / 7125-11
- Acrylic: -

**Yellow**
- Pantone ref: 116c
- Powdercoat ref: RAL 1023
- Vinyl ref: Primrose yellow A6110-0
- Acrylic: -
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 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:

<table>
<thead>
<tr>
<th>Component</th>
<th>Status Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concept</td>
<td>Concept specification only, detailed design development required</td>
</tr>
<tr>
<td>Detailed Design</td>
<td>Developed design yet to be tested</td>
</tr>
<tr>
<td>Tested</td>
<td>Tested with manufacturer</td>
</tr>
<tr>
<td>Mark I status</td>
<td>Some initial implementation of detailed designs. Still to be fully tested and evaluated.</td>
</tr>
</tbody>
</table>

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 existing 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 (930mm in height) to utilize 750mm X 750mm acrylic forming for T-Symbol.

On smaller format Station Entrance Signs, 496mm and 304mm 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 RAL 5003 (Pantone 7463c).

Blue background vacuum forming to use Plexiglass GS 5M03 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 separate 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 930mm, 496mm and 304mm used.

See manufacturer’s drawings for exact dimensions.

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 Plexiglass GS 5M03 sheet acrylic with applied clear matt finish on external faces.

White T - SG white acrylic 7328.

Cast aluminum support bracket powdercoated to Supermel P4100-919G Sparkle Silver.

Circular section tapered upright support post galvanized and powdercoated to P4100-904G Gun metal.

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
8000mm X TBCmm X TBC

Type 16b
6000mm X 1000mm X 270

Type 16c
4000mm X 1000mm X TBC

**Development status**
Mark 1 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.

**Design drawing ref**
VNC_072_144_A (Vent Detail)
VNC_072_057_C (Type 16b)
VNC_072_151_A
VNC_072_152_A
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 Plexiglass GS 5M03 sheet acrylic with applied clear matt finish on external faces.

White T - SG white acrylic 7328.

Fabricated aluminum support bracket, cast mounting plate and frame powdercoated to P4100-919G Sparkle Silver.

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

**Overall dimensions**
928mm X 76mm X 250mm

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

**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 750mm x 750mm 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 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 Plexiglass GS® M03 sheet acrylic with applied clear matt finish on external faces.
White T - SG white acrylic 7328.
Fabricated aluminum support bracket, and frame powdercoated to P4100-919G Sparkle Silver.

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

Overall dimensions
763mm X 763mm X 109mm
These are approximate dimensions. See manufacturer’s drawings for exact sizes.

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 750mm x 750mm forming, other sizes may be required.
6.4.6  T-Marker: Monolith (3m)

Type 17a

**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.

**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 Plexiglass GS 5M03 sheet acrylic with applied clear matt finish on external faces.

**Installation**

Internal structure base plate to be bolted down on to foundation cage with cast in stud fitting.

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

**Overall dimensions**

3000mm X 750mm X 220mm

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 Plexiglass G5 5M03 sheet acrylic with applied clear matt finish on external faces.
White T - SG white acrylic 7328.

Fabricated aluminum front and back cladding panels and ANSI D poster panel display cases powdercoated to P4100-919G Sparkle Silver.
Fabricated aluminum station name cladding panel powdercoated to RAL 5003.

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
4000mm X 750mm X 220mm
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
Tested:
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

Type 4a

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.

Type 4b

Finish
Viterous Enamel version:
Wall mounting bracket powdercoated to Supermel P4100-919G Sparkle Silver.
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 RAL 9003 white or yellow to match Pantone 123c.

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

Overall dimensions
329mm x 290mm x 300mm
These are approximate dimensions, please see manufacturer’s drawings for exact sizes.

Design drawing ref
VNC_072_020_B

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

Initial installations have flush inset aluminum panels. Rail fixing brackets to be fabricated from mild steel.

#### Finishes

<table>
<thead>
<tr>
<th>Viterous Enamel version:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mounting bracket powdercoated to Supermel P4100-919G Sparkle Silver</td>
</tr>
<tr>
<td>Beacon Colours as per artwork</td>
</tr>
<tr>
<td>Aluminium version:</td>
</tr>
<tr>
<td>All metal parts finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment.</td>
</tr>
<tr>
<td>Fabricated mini-beacon powdercoated to RAL 9003 white or Yellow to match Pantone 123c</td>
</tr>
<tr>
<td>Wall mounting bracket powdercoated to Supermel P4100-919G Sparkle Silver</td>
</tr>
<tr>
<td>Vinyl Icon applied, light navy Avery A9590-0</td>
</tr>
</tbody>
</table>

#### Installation
Rail fixing brackets to clamp around existing rails.

**Overall dimensions**

<table>
<thead>
<tr>
<th>Viterous Enamel version:</th>
</tr>
</thead>
<tbody>
<tr>
<td>313mm x 313mm x 70mm</td>
</tr>
<tr>
<td>Aluminium version:</td>
</tr>
<tr>
<td>313mm x 313mm x 40mm</td>
</tr>
</tbody>
</table>

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

#### 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 1250mm grid.

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 7i

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.

Type 6b

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 recommended.

Poster panel display case extrusion and all external trim powdercoated to Supermel P4100-919G Sparkle Silver.

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

Marie-Louise poster border (applied to inside face of glass) 3M Vinyl Pearl Gray Series 7725-11 or Series 7125._11.

Toughened glass.

Type 7e

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

Overall dimensions

Triptych 2081mm X 1206mm X 45mm

Single 700mm X 1206mm X 45mm

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

Development status

Detailed Design: Developed design yet to be prototyped.
### 6.5.5 Poster cases: ANSI E

**Type 7d**

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. 1250mm grid 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.

**Type 7k**

Description
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 recommended.

Poster panel display case extrusion and all external trim powdercoated to Supermel P4100-919G Sparkle Silver.

Panel: Viterous Enamel on low carbon steel.

Colours: As per artwork.

Marie-Louise poster border (applied to inside face of glass) 3M Vinyl Pearl Gray Series 7725-11 or Series 7125-11.

Toughened glass.

**Type 7f**

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

Overall dimensions
Triptych 3760mm X 1256mm X 45mm

Diptych 2510mm X 1256mm X 45mm

Single 1260mm X 1256mm X 45mm

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: Horizontal
Type 8c

Description
Track-side horizontal line diagram. Details subject to change following evaluation.

Development status
Detailed Design: Developed design yet to be prototyped.
6.5.7  Line diagram: Circulation Area - 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 aluminium extrusion to main body top and bottom with aluminium capping plates on sides.

**Finishes**
To be determined.
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 Supermel P4100-919G Sparkle Silver.

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

**Overall dimensions**
820mm x 1578mm x 45mm
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: To be determined.
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
1250mm X 365mm X 35mm
These are approximate dimensions. See manufacturer’s drawings for exact sizes.

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Finishes</th>
<th>Installation</th>
<th>Design drawing ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wall mounted platform station name sign.</td>
<td>To be determined.</td>
<td>Signs to be capable of being fixed to a variety of substrates.</td>
<td>VNC_072_039_B</td>
</tr>
<tr>
<td>Materials and construction</td>
<td>Colours: As per artwork.</td>
<td>Overall dimensions: 1250mm X 400mm X 45mm</td>
<td>VNC_072_099_B</td>
</tr>
<tr>
<td>Fabricated, welded and dressed low carbon steel graphic panel.</td>
<td>All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour Supermel P4100-919G Sparkle Silver.</td>
<td>These are approximate dimensions. See manufacturer’s drawings for exact sizes.</td>
<td></td>
</tr>
</tbody>
</table>

**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**
To be determined.
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 Supermel P4100-919G Sparkle Silver.

**Installation**
Signs to be capable of being fixed to a variety of substrates.
Power supply may be required.

**Overall dimensions**
1250mm X 400mm X 90mm 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
VNC_072_099_B
for reference only, extrusions out of date

**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
To be determined.

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 Supermel P4100-919G Sparkle Silver.

#### 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**
To be determined.
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 Supermel P4100-919G Sparkle Silver.
Mild steel rail fixing brackets powdercoat Supermel P4100-919G Sparkle Silver 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.

**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 9b Sign](image)

**Type 9g**

![Type 9g Sign](image)

**Type 9d**

![Type 9d Sign](image)

**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**
To be determined.
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 Supermel P4100-919G Sparkle Silver.

**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.

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

**Design drawing ref**
VNC_072_037_A
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: To be determined.
Colours: As per artwork.

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Finishes</th>
<th>Overall dimensions</th>
<th>Design drawing ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vinyl graphic decal sticker to be applied directly on to existing rail mounted safety and security cabinet</td>
<td>Anti-graffiti surface.</td>
<td>1060mm X 833mm</td>
<td>N/A</td>
</tr>
<tr>
<td>Materials and construction</td>
<td>Installation</td>
<td>These are approximate dimensions. See manufacturer’s drawings for exact sizes.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vinyl graphic print with backing adhesive applied to substrate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Colours: As per artwork.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Type 1a

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 P4100-919G Sparkle Silver.

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

Overall dimensions
918mm x 295mm x 295mm
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

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Finishes</th>
<th>Installation</th>
<th>Design drawing ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>All external trim finished with suitable grade of architectural quality polyester powdercoat or other paint finish appropriate to environment. Powder coat colour Supermel P4100-919G Sparkle Silver. Toughened glass. Paper based information. Colours: As per artwork.</td>
<td>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 1259mm X 1058mm X 45mm</td>
<td>VNC_072_114_A VNC_072_115_A</td>
</tr>
</tbody>
</table>

#### 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.

#### 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**

![Bus exchange information wall](image)

**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 P4100-919G Sparkle Silver.

Shadow gap detailing between main post supports and main structure together with tapping rail connection saddles powdercoated RAL 5003.

Panels: Viterous Enamel on low carbon steel.

Colours: As per artwork.

Marie-Louise poster border (applied to inside face of glass) 3M Vinyl Pearl Gray Series 7725-11 or Series 7125_11.

Toughened glass.

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

**Overall dimensions**
2726mm X 2297mm X 102mm

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

**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
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 Richmond–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.

**FF Meta OT**
The full name of the typeface used from wayfinding information. ‘FF’ refers to the foundry FontFont, ‘OT’ refers to OpenType.

**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 security 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.