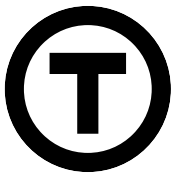
Wayfinding Design Standard

Version 3.4

August 2019

METROLINX



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The Metrolinx Wayfinding Design Standard and Sign Implementation Manual shall replace all previous Metrolinx standards for customer-facing facility identity and wayfinding signage including, but not limited to, the GO Static Signage Catalogue, the Eglinton Line Sign Standards Manual and the GO Transit Design Requirements Manual.
The Metrolinx Wayfinding Design Standard and Sign Implementation Manual shall not replace existing standards for operational, safety or emergency egress signage, nor signage that is necessitated by compliance with national or provincial codes or regulations.

Further information
For further information about the Regional Transit Network and guidance on implementation, please contact Toban Allison.

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Metrolinx Design Standards
Design Standard DS-03
Wayfinding Design Standard
Publication Date: August 30, 2019

Metrolinx,
an Agency of the Government of Ontario

Change Log

Version 1.0 November 2017	**Metrolinx draft**
Version 2.0 March 2018	**Pre-pilot draft**
Version 3.0 September 2018	**Revised pre-pilot draft**
Version 3.1 April 2019	**Post pilot version**
Version 3.2 May 2019	**Revised post pilot version**
Version 3.3 July 2019	**Revised post pilot version**
Version 3.4 August 2019	**Revised post pilot version**

Contents

1.0 Executive summary

The Regional Transit Network project is a Metrolinx-led initiative to harmonize transit wayfinding information across the Greater Golden Horseshoe (GGH).

The initiative involves all Greater Toronto and Hamilton Area (GTHA) transit agencies: Brampton Transit, Burlington Transit, Durham Region Transit, GO Transit, Hamilton Street Railway, Milton Transit, MiWay, Oakville Transit, Toronto Transit Commission and York Region Transit.

The Greater Golden Horseshoe's population of 9 million is projected to increase to 13.5 million people by the year 2041. The Government of Ontario's new transportation vision will see historic levels of investment in new and expanded transit services that will improve travel options throughout the region for years to come. These new services will create a more interconnected and accessible mass transportation network that will transcend municipal boundaries and create an increasingly integrated experience for riders.

An important aspect of achieving an integrated network is the need for consistent and instantly recognizable standards for how transit facilities and services are identified, for service information, and for how directions and wayfinding are presented to the user. The Regional Transit Network initiative, formally referred to as the 'Seamless Network', is in direct response to this need.

Phase I of the project commenced in April 2014, and over the ensuing 14 months, comprehensive research studies were carried out, design concepts were developed and usability tested with focus groups, and awareness of the project was raised through public engagement events. The Regional Transit Traveler Information System (RTTIS) initiative was also being developed concurrently, resulting in the launch of Triplinx, an online public resource for trip planning information.

The Interim Design Standard, published in October 2015, drew together the knowledge gained as part of Phase I of the project. Its purpose was to explain the vision for harmonization, outline key principles and to guide and inform the next phase of the initial implementation.

This document represents a key objective of Phase II of the project: the development of a full Wayfinding Design Standard to enable roll-out of the Regional Transit Network across the GGH.

This document brings together designs developed for the pilot schemes installed at Finch, Hamilton, Pickering and UP Express Stations in late 2018/ early 2019. Evaluation of piloted designs has resulted in a number of improvements to designs presented as part of pre-pilot drafts of this document.

2.0 Introduction

This section details the purpose of the document, its intended audience and its limitations.

2.1 Purpose

The standards in this document provide rules and guidance for the development of a consistent, high-quality wayfinding system that can be implemented across the Greater Golden Horseshoe (GGH).

The guidance has been developed as part of the Regional Transit Network initiative led by Metrolinx in collaboration with transit agencies across the Greater Toronto and Hamilton Area (GTHA).

It supports the long term vision for the region to provide a seamless multi-modal network for the user, and ensure seamless connectivity as the regional transit networks grow.

The planning and design standards contained can be applied to any transit environment, whether single or multi-modal, and are particularly relevant to multi-agency interchanges, whether a shared bus stop or multi-modal station.

2.2 Who should use it

These standards are aimed at transit operators within the GGH responsible for implementing or maintaining passenger facing signs.

The standards should be applied to new transit facilities, as well as when adding to or replacing passenger facing signage and mapping within existing transit facilities.

2.3 How it should be used

The document is intended as a set of principles, guidelines and specifications that make up a comprehensive wayfinding system, based on work undertaken to date. It is designed to be used in the sequence presented.

Section 3.0 gives an overview of the principles that underpin the Regional Transit Network wayfinding system, with section 4.0 outlining guidance for planning the location of different sign types and the content shown on them.

Section 5.0 and 6.0 demonstrate the graphic elements of the system and how they are applied on signs, maps and diagrams.

Detail regarding the practical implementation of transit wayfinding schemes can be found in the separate Sign Implementation Manual. The Sign Implementation Manual includes design intent drawings for standard products, as well as standard mounting heights and finishes.

2.4 Development status

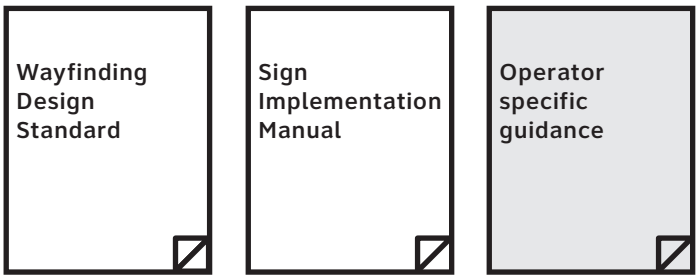
These standards represent work done to date in the development of a new wayfinding system for pilot schemes. They are transitional, and, therefore, as they are implemented further evaluation will be undertaken that will refine and improve the quality and approach of the designs.

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

Metrolinx should be consulted before any designs presented in this document are implemented to ensure specifications represent an agreed and finalized approach.

Documents in the 'standard'
This Wayfinding Design Standard is used alongside the Sign Implementation Manual. The two documents cover different aspects of the wayfinding design and implementation process.

These documents are supported by guidance provided by operators, which cover operational and regulatory signage outside of the scope of the standard.



Defines:
- sign types
- sign locations
- messaging
- graphic standards

Defines:
- implementation process
- mounting heights
- finishes
- design intent drawings

Defines:
- signs specific to individual operator's regulations, business needs and operational practices

2.5 Implementation of the standard

Types of transit facility across the GGH vary greatly. The standard will be applied across the network in a staggered way dependent on the opportunity to introduce either complete wayfinding schemes at new facilities, or to replace passenger facing signs at existing facilities. The standard should be applied based on the following guidance:

New facilities

At new facilities the Wayfinding Design Standard should be adopted in full.

Partial renovation

Where facilities are being partially renovated, the update of all signage on the exterior of the facility should be prioritized (sign types as identified in the 'Threshold markers' category of the sign typology).

Within the facility, signage will be subject to partial improvement. The standard specified in this document should be applied when:

- A whole zone (or zones) of the facility is being created/upgraded (as per zones identified in Section 4.5 Sequence Planning). Implementation of the standard should be limited to just this zone (or zones), with the implementation of Directional signs prioritized.
- A complete route through the facility is being created/upgraded (for instance a route from the threshold of the facility to a new platform). Implementation of the standard should be limited to just this route, with the implementation of Directional signs prioritized.
- New elements can be added that do not contradict or replace existing standards; Information hubs at interchanges, for example.

Information Hubs

Information hubs (as shown in the sign typology) should be deployed in all facilities that are subject to an upgrade, where there are either transfers between transit modes or operators.

2.6 What it does not cover

These standards are based predominantly on the visual component of passenger wayfinding and do not cover the following:

- Fire / Life safety signs
- Building operational signs (Health & Safety / HVAC)
- Vehicular traffic management and regulatory signs
- Retail unit design
- Staff facilities (lockers, staff only areas)
- Real-time display content design
- Placement of public address systems
- Wording of public address announcements
- Design of alternative formats for disabled people

2.7 Accessible environments

The designs presented in this standard adhere to international standards and have been reviewed by the Metrolinx Accessibility Advisory Committee (AAC).

The focus of this standard is on the design and placement of visual graphic information. It does not cover tactile, audio or other sensory design standards.

For any project, particularly new builds, it is recommended that an inclusive design specialist is engaged to ensure current good practice is considered, and equal access to services are provided for.

For transit environments, tactile routing and warning strips are typically employed. Additional facilities may include hearing loops, wifi / bluetooth / NFC beacon technology, tactile maps and specially trained staff.

An inclusive design specialist, or the AAC, will be able to advise on this.

2.8 Toronto 360

Toronto 360 is the project name given to the pedestrian wayfinding system developed for the City of Toronto. It is designed to integrate with other public information systems to ensure user journeys in the public realm are connected. For example, the PATH network and transit stations are key public environments where people may connect from street, and vice versa. Toronto 360 (or 'TO360') provides the handover between neighbourhoods and destinations.

For this reason, transit facility and wayfinding projects within the City of Toronto are required to coordinate with the City's Toronto 360 pedestrian wayfinding initiative to ensure transit facility naming, access points and mapping need are joined up.

Toronto 360 is not part of the Metrolinx Regional Transit Network standard but project planners and proponents are expected to liaise with the City of Toronto wayfinding unit to agree plans and contributions for Toronto 360 to provide a seamless experience for transit customers.

At transit facilities within the City of Toronto, the TO360 mapping standard should be utilized for local area mapping. Additions should be made to standard TO360 mapping to ensure seamless transition between wayfinding in the transit facility and on-street. These additions should be guided by map designs included in this document.

Planning and implementation of Toronto 360 signage must be agreed with the City of Toronto. The City may direct that all associated costs are paid by the operator. Proposals for Toronto 360 wayfinding should be included in transit facility wayfinding plans submitted for Metrolinx approval.

3.0 Principles

This section summarizes the wayfinding principles that are the foundation of the Regional Transit Network.

3.1 Wayfinding and user experience

Why wayfinding matters

Signs are only part of wayfinding.

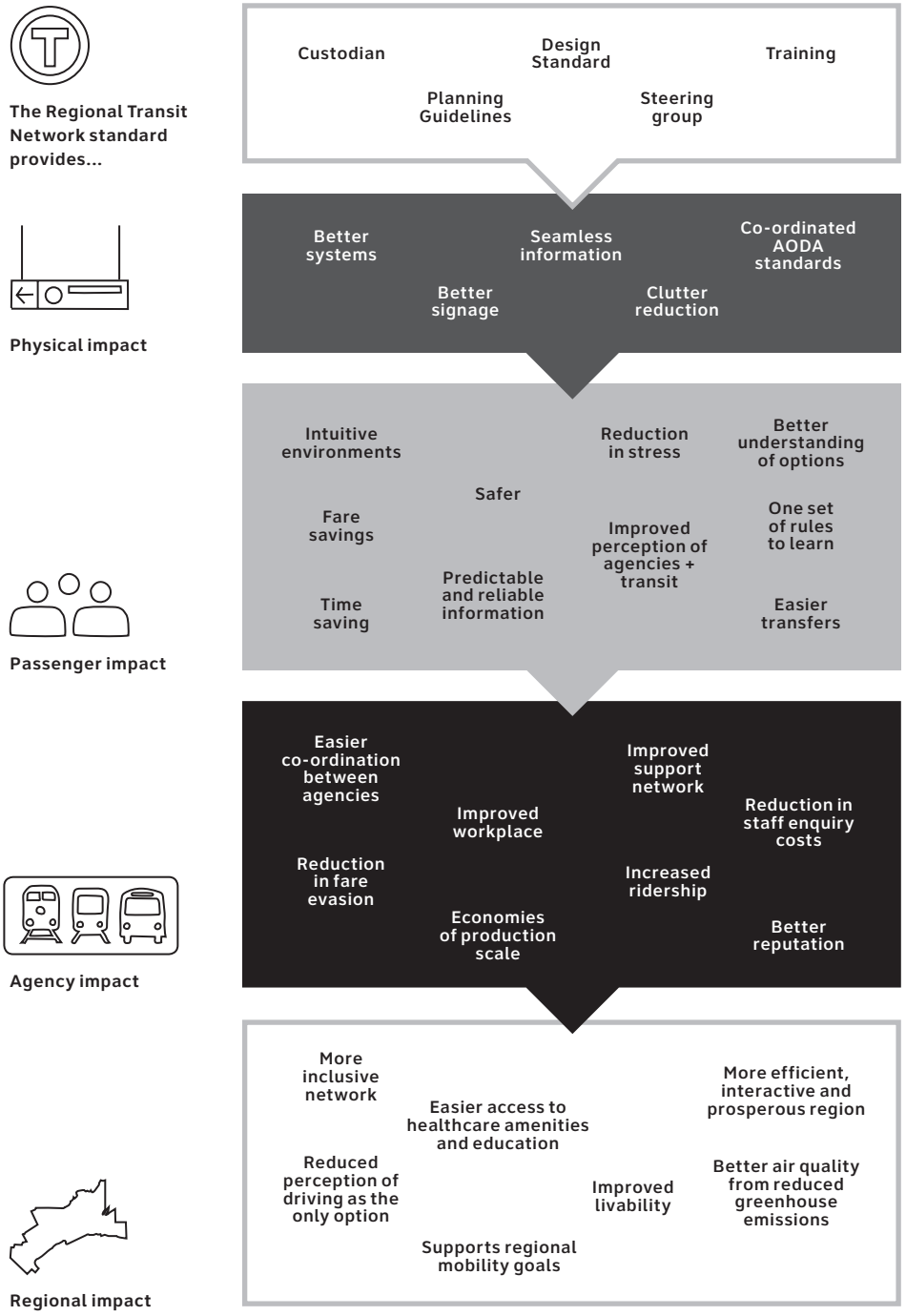
Wayfinding is a process that describes how people interact with spaces. A wayfinding system simplifies spaces for people, allowing them to interact with spaces as intended.

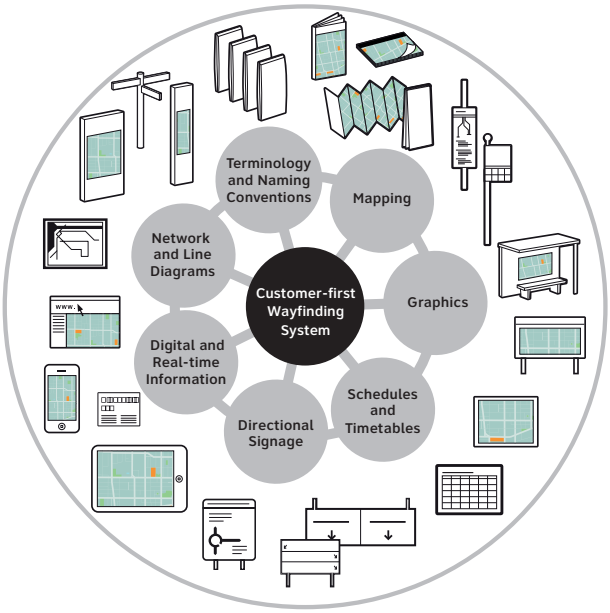
Wayfinding is supported by ease of physical movement, live data, word-of-mouth and other sensory references like sound.

Underpinning an effective wayfinding system is a robust information structure, standards and guidelines for consistent application, and a custodian to ensure it is maintained and evolves as customer and operator needs change.

Getting wayfinding right gives a strong foundation for a cost-effective transit system that people want to use. The diagram below describes some of the major benefits.

Impact of wayfinding
Connected information has a significant ripple effect of benefits beyond just better information and design.



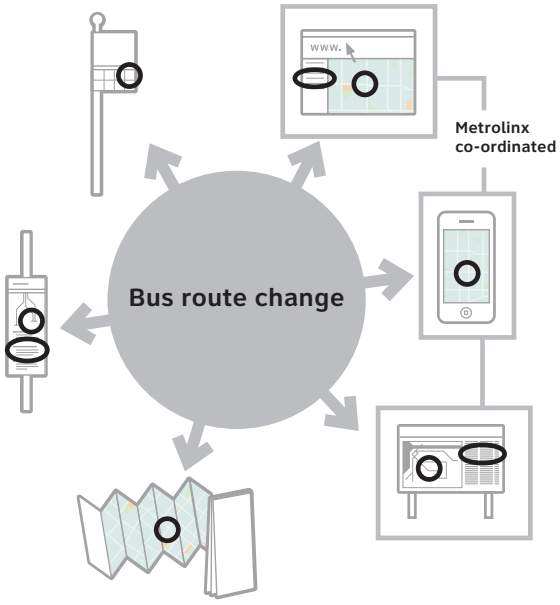


Customer first

The diagram to the left illustrates how a wayfinding system covers multiple applications which should be managed centrally with standards at its core.

Without a co-ordinated standard and a custodian to maintain it, those applications become isolated and fragmented. That impacts the user experience significantly because every change in terminology or graphic style creates a stress point as the user has to assess and understand the differences, and learn several systems to make sense of a journey.

Identity may vary between agencies, but as long as information structure, planning principles and common design elements are co-ordinated, an intuitive and connected user experience can be achieved.



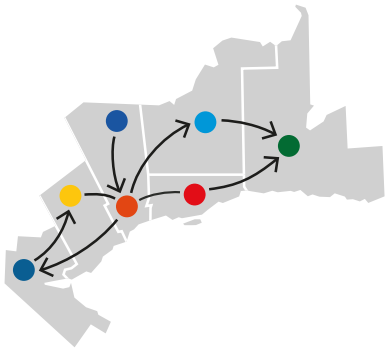
Managing information environments

Transit operators have their own wayfinding systems to maintain. These need updating as services change and include printed maps, schedules, and real-time information.

Service updates at shared facilities need to be coordinated to ensure all passenger connections are using current information. It's no good if one operator's schedule or product is up-to-date, and another is old. In many facilities, interchange information will be provided by Metrolinx and follow this Wayfinding Design Standard.

The illustration shown on the left highlights the typical impact of a single bus service change on customer focused information, and the importance of co-ordination.

3.2 Co-ordination across a connected network



Foundation of a connected network

The foundation of a truly connected network lies in co-ordinated information and terminology. Customers want to get from A to B as smoothly as possible. Operators have a responsibility to their customers to make this easy, and minimize the stress that customers encounter at interchanges between modes and operators.

This can be achieved with transparent co-ordination between operators, agreeing on jargon-free, non-brand-specific terms in key wayfinding communications.

This is critical on physical signs at interchanges and should extend to digital personal tools that customers bring with them on their journey.

Wayfinding Design Standard

This Wayfinding Design Standard describes the optimized graphic language for a harmonized family of signs. Operators who are not part of Metrolinx will still find value in drawing guidance from this design standard.

The Wayfinding Design Standard simplifies information, prioritizing function and clarity of meaning over brand.

Key information to co-ordinate

Information that supports customer wayfinding must be co-ordinated to make the customer experience as painless and stress free as possible. The key customer touch points include:

- Information hubs (Transit facility maps, bus or train interchange diagrams, walking-from-here maps, system maps)
- Schedules, line diagrams and route diagrams
- Shared bus bays or bus stops
- Directional signs connecting different operators or areas of the same transit facility (operators must use the same terminology across the transit facility)
- French translations

Consistent terminology

The Regional Transit Network project highlighted hundreds of instances where the different operators within the Greater Golden Horseshoe (GGH) use brand specific terminology, or variations in meaning, such as what 'peak' actually means depending on who you ride with.

Consistent terminology is critical across the GGH, particularly at interchanges between operators. Changes in terms add stress to the customer experience because they have to stop and think, then make assumptions about what the difference means.

The list below highlights the key terms that should be used across the network, particularly at interchanges:

'Trains'	Heavy rail such as GO and VIA
'Light Rail'	Light rail services such as the Eglinton Line
'Subway'	Subway services, primarily operated by TTC
'Buses'	Catch-all for buses and coaches (since these tend to share bays or stops)
'Bay'	A stop at a bus terminal or bus loop
'Stop'	A bus stop on a road
'Platform'	A place to board a train
'Bus Terminal'	A place that provides multiple bus bays
'Station'	A facility that serves trains, subway or light rail services
'Line'	Specific to a train service
'Route'	Specific to a bus service
'Customer Service'	A staffed kiosk to get information or buy fares

To encourage and enable transit use by creating an inclusive, excellent customer experience for all types of travellers.

The purpose statement above was agreed by the GTHA transit operators in 2015 as a way to define the goal of a harmonized system. Critically, it is focused on the customer, recognizing that the system needs to work for the non-expert.

Principles are included as part of the standards as useful reference points that help define wayfinding solutions. They are not exhaustive but simply provide a way of thinking about customer needs. Some were defined by stakeholders during the development of these standards, and some are long established design industry principles for good, user focused design.

Design standards are a set of rules that describe how signs should look.

Exactly what that sign should say is harder to define by rules because it relies on understanding customer needs in a particular context and point in their journey. Principles help define what that sign should say.

For example, a directional sign may have relatively simple design standards in terms of layout ; size of type, icons and colours, mounted at a certain height. Principles like 'Be intuitive' and 'Consistent terminology' will help frame how the final sign placement and message works in context.

At the most basic level, principles remind the person producing the sign to ask the question, "Is this working for the customer?"

Three sets of principles are included here:

User first principles
11 principles defined and agreed by the GTHA transit operators as part of the harmonization project to underpin transit wayfinding solutions throughout the region.

Universal Design principles
Established in 1997 by a group of architects, designers, engineers and researchers at North Carolina State University, the 7 Universal Design principles can be applied to the design of nearly any environment, product and communications piece.

Naming protocol
A protocol for naming transit stations and stops has been established for the wayfinding standards. These have been supported at Metrolinx and municipal board level and applied to several projects across the Greater Golden Horseshoe. This protocol can be applied in principle to any terminology.

3.3.1 User first principles

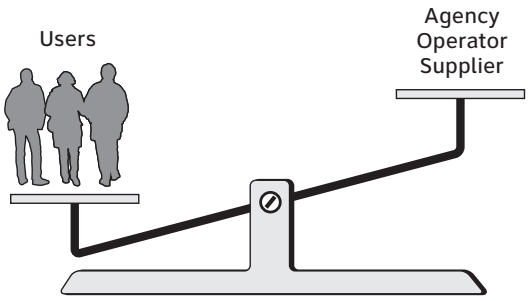
11 principles defined and agreed by the GTHA transit operators as part of the harmonization project to underpin transit wayfinding solutions throughout the region.

User first principles underpin any harmonization project, whether a communications leaflet or a station environment, drawing the designer or operator back to the purpose statement.

Users first

Design from customers' understanding and experience.

Put yourself in your customer's shoes. Imagine you know nothing about the facility or what services are available. It may seem extreme, but imagine you are trying to decipher a foreign language. That is what it can be like for the customer in a poorly considered transit experience.

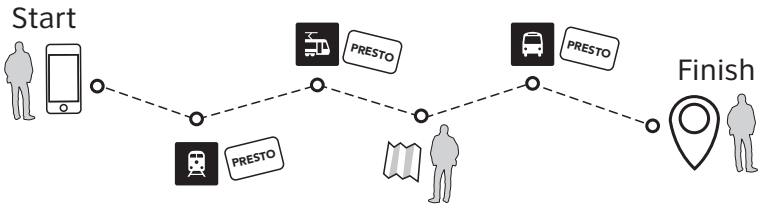


Seamless

Connect and think in terms of journeys.

Seamless means that the user doesn't even notice the transition, whether that is from one operator to another, or one service to another. Make sure information is joined up.

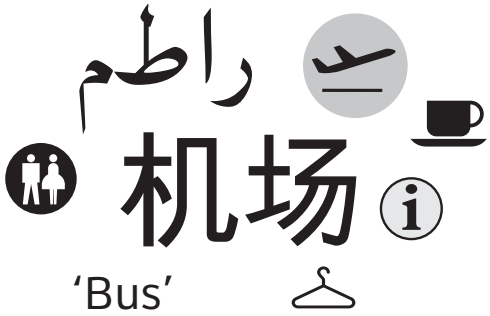
Every change in design and operational approach creates a stress point for users.



Inclusive

Overall accessibility and communication should be well considered to form an inclusive network.

This may mean providing alternative forms of communication, such as braille or hearing loops, and at a basic level should provide communications in both pictorial and text options to work for users who do not have English or French as a language option.



Be intuitive

Wayfinding needs to be predictable, recognizable and so easy to use that people do not have to ‘think’.

People don’t expect to have to read a book to understand your services.

With respect to the physical environment, wayfinding can be made more intuitive by providing better line of sight to facilities, reducing the need for signs.

Think like a region

‘Your customer is my customer’.

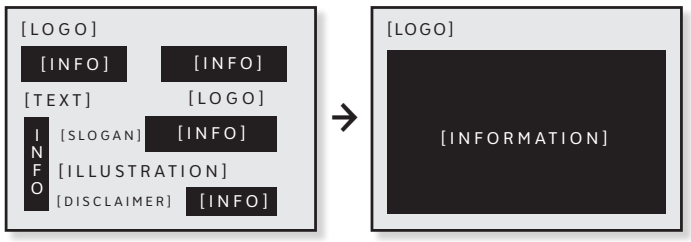
Always put yourself in the customer’s shoes, ‘Users first’. Customers do not recognize administrative boundaries and are simply trying to get from A to B as easily as possible.

Keep it simple

Clear, direct and not confusing.

It doesn’t take much to put people off or confuse them under the stress of taking transit, especially at interchanges.

Avoid ambiguity. If in doubt, test design solutions with real end-users.



Common toolbox

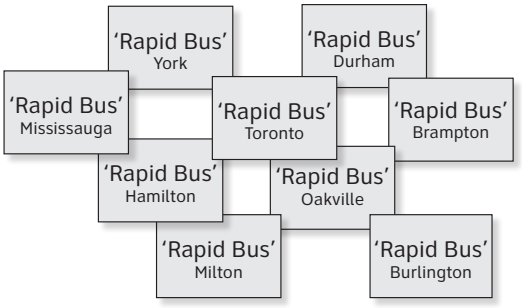
Conventions and shared elements.

Thinking of users first, a seamless, inclusive and intuitive journey is enabled with repeatable and predictable standards, both in design elements and how those elements are implemented, such as the bus icon always looking the same.

Consistent terminology

Recognizable names and terms used uniformly across the region.

Similarly to 'Common toolbox', making sure that critical terminology and its meaning matches across the entire user journey, such as 'accessible'.

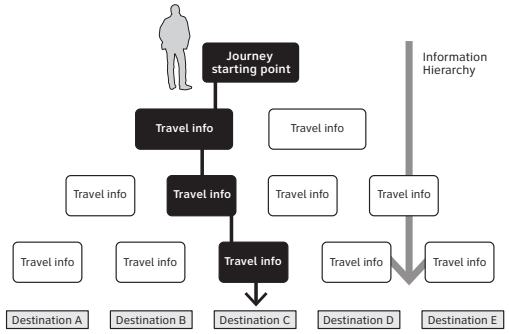


Progressive disclosure

The right information provided at the right time.

This refers to the technique of gradually revealing more detail as the user nears their destination, rather than showing everything at once.

Information on a given sign can therefore be limited, simplifying it for the user.

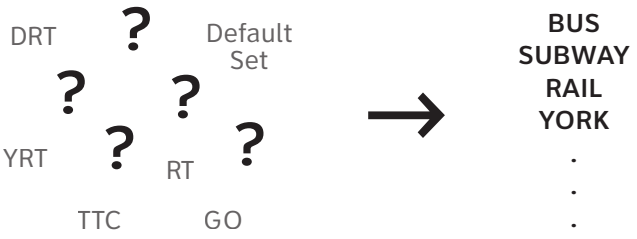


Help me to learn

Wayfinding information should not make any assumptions that users have prior knowledge of the system.

Outside of the common toolbox and consistent terminology for key terms, avoid using acronyms or abbreviations.

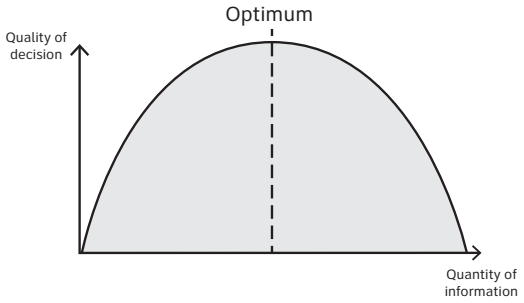
Equally, if something requires lengthy explanation then it is time to re-evaluate the approach.



Balance of information

Not enough information is useless, too much information is overload.

Too much information can be hard to decipher, making decisions slow and stressful. Too little information can have a similar effect in the sense that the user is left with few options and is unable to make a clear decision.



3.3.2 Universal Design principles

Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.

An environment (or any building, product, or service in that environment) should be designed to meet the needs of all people who wish to use it. This is not a special requirement for the benefit of only a minority of the population. It is a fundamental condition of good design.

If an environment is accessible, usable, convenient and a pleasure to use, everyone benefits. By considering the diverse needs and abilities of all throughout the design process, universal design creates products, services and environments that meet peoples' needs.

Simply put, universal design is good design.

— Centre for Excellence in Universal Design, 2017

Established in 1997 by a group of architects, designers, engineers and researchers at North Carolina State University, the 7 Universal Design principles can be applied to the design of nearly any environment, product and communications piece.

The 7 Universal Design principles have not been developed specifically for transit, but apply to any design problem where an end-user is involved. They are included here as a companion to the specific wayfinding principles since they share common ground, and may provide readers with a broader perspective on design challenges.

1 Equitable Use

The design is useful and marketable to people with diverse abilities.

- Provide the same means of use for all users: identical whenever possible; equivalent when not
- Avoid segregating or stigmatizing any users
- Provisions for privacy, security, and safety should be equally available to all users
- Make the design appealing to all users

2 Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

- Provide choice in methods of use
- Accommodate right- or left-handed access and use
- Facilitate the user's accuracy and precision
- Provide adaptability to the user's pace

3 Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

- Eliminate unnecessary complexity
- Be consistent with user expectations and intuition
- Accommodate a wide range of literacy and language skills
- Arrange information consistent with its importance
- Provide effective prompting and feedback during and after task completion (in the context of transit, prompting can be related to reassurance along a journey, and feedback can be related to confirming arrival)

4 Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information
- Provide adequate contrast between essential information and its surroundings
- Maximize legibility of essential information
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions)
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations

5 Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded
- Provide warnings of hazards and errors
- Provide fail safe features
- Discourage unconscious action in tasks that require vigilance

6 Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

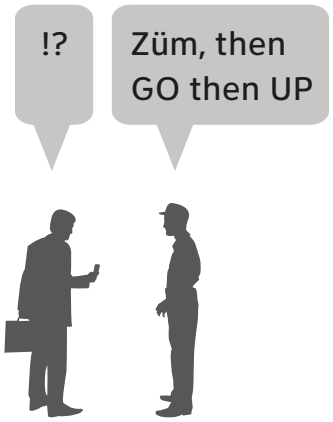
- Allow user to maintain a neutral body position
- Use reasonable operating forces
- Minimize repetitive actions
- Minimize sustained physical effort

7 Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

- Provide a clear line of sight to important elements for any seated or standing user
- Make reach to all components comfortable for any seated or standing user
- Accommodate variations in hand and grip size
- Provide adequate space for the use of assistive devices or personal assistance

3.3.3 Naming protocol



The Regional Transit Network project undertook a detailed analysis of existing station and stop naming practices in comparison to the wayfinding design principles.

Naming and terminology are critical components in a coordinated system of wayfinding since many instructions are given or shared verbally, and may be shortened, translated or adapted into a nickname. It is therefore important that critical terminology such as where to catch a bus, which station to get off at, and where to transfer between services is unambiguous and easy to communicate accurately where read, heard on an announcement or passed between staff and customers.

The need for discipline in the conventions applied to naming of stations and stops, is increased by the added complexities of supporting a bi-lingual system, a multi-lingual population and people with learning disabilities.

The result of the wayfinding design project has been the creation of a protocol that has been used with Metrolinx and municipal board approval in several instances and should be applied when naming any transit stops or stations. The principles established by this protocol may also be used to the naming of any system terminology that a customer may encounter.

Greater Golden Horseshoe transit facility naming protocol

Simple
Avoid complex names or brand specific terminology. For example, Pearson Airport signs direct to 'Trains to City' rather than UP Express, since first time visitors do not know what an 'UP' is. Avoid names that only work in one language.

Logical
Are the words context specific, or do they still make sense when taken out of context, for example when explaining verbally over the phone.

Durable
Names and terminology should be adaptable to any medium, any context and as much as possible, any period in time.

Self-locating
With respect to station names, this refers to things like 'Science Museum' being the name of both a major destination and a station. 'Museum' on its own is okay but is non-specific and therefore not inherently self-locating.

Unique
Avoid duplication or multiples of the same name or terminology if they refer to different things. For this reason, operator names should not be included in the official name of a station.

Infrastructure naming
Major decisions with strategic implications, such as regional station, line or service naming should seek guidance from Metrolinx on Greater Golden Horseshoe policy and be checked against a master list of names to avoid duplication or similarity.

3.4 User testing

For staff involved in maintaining or designing transit signs and information, it is critical that they are always designed with the customer in mind, as opposed to the transit expert who is used to looking at schedules and using technical terminology day-to-day.

Customer first

Assume no expertise or previous knowledge of the particular system in use. Information should be intuitive, simple and as much as is reasonably possible follow CSA and AODA guidelines.

As part of the implementation of a wayfinding system, it may be necessary to test signs and information with customers to ensure that they are intuitive and easy to use.

This necessity is dependent on the scale of the change. For example, if an entire suite of signs are being installed at an atypical transit facility, or a new type of diagram is being designed, then a representative customer group should be engaged for testing and feedback.

However, if a temporary sign is needed using existing design elements or a layout for an existing design is being slightly adjusted, these probably do not need to be widely tested, but should always seek a second opinion with colleagues.

Depending on the application, your second opinion may need to come from station operators, maintenance staff or marketing and communications staff.

Context

The designs presented in this standard adhere to international standards and have been reviewed by the Metrolinx Accessibility Advisory Committee (AAC), either in-situ as part of the pilot projects or in workshop reviews.

However, context is key. There will always be unusual situations where viewing distances or physical access to information deviates from typical scenarios. In these instances, the planning and design principles set out in these standards should be used to arrive at the optimum solution.

Always seek a second opinion before installing even a temporary sign, and obtain expert advice for more permanent installations.

Accessible environments

The focus of this standard is on the design and placement of visual graphic information. It does not cover tactile, audio or other sensory design standards.

For any project, particularly new builds, it is recommended that an inclusive design specialist is engaged to ensure current good practice is considered, and equal access to services are provided for.

For transit environments, tactile routing and warning strips are typically employed. Additional facilities may include hearing loops, wifi / bluetooth / NFC beacon technology, tactile maps and specially trained staff.

An inclusive design specialist, or the AAC will be able to advise on this.

3.5 Signing barrier free routes

Building Code 332/12, Section 3.8.3.1, provides policy on use of the International Symbol of Access (ISA – wheelchair icon). Currently, the icon has to be used extensively since many environments were built before the AODA / ADA / DDA Acts were passed, and are either partially retrofitted to be compliant, or incapable of being converted to meet code standards.

All new builds have to be constructed under code and compliant with the AODA. With Universal Design principles applied, the International Symbol of Access should eventually become unneccessary as more environments are simply accessible for all, without exceptions.

Several icons denoting accessible options are now in use, such as barrier-free access to vehicles, ramps and an elevator icon that speaks to all users with reduced mobility rather than just the disabled.

Supporting text may also be necessary in places. For example, being clear that it is supporting a barrier-free route as opposed to access to washrooms.

Barrier-free / Accessible Washroom

Ramp

Barrier-free vehicle access

Elevator

Practical considerations

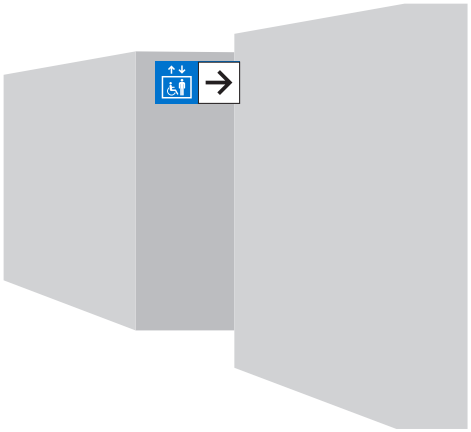
The current standard practice for supporting barrier-free routes and entrances is to mark them all with the International Symbol of Access (ISA). The thinking is to reassure people that the route is accessible, whether part of the main routing or as an alternative barrier-free route.

Where accessible routes are intuitive (e.g. I can see a ramp next to the door, and see that it leads to the same place as the main entrance), it may not be necessary to heavily sign the barrier-free option.

It is critical that the ISA is not overused as it can dilute its meaning for those who need it the most.

Any new signs should, where possible, be checked in-situ to ensure optimum visibility of routes.

Two considerations are illustrated here.



Highlight hidden routes, such as supporting elevator access. Make sure the sign is visible at distance and use repeater signs if necessary.

For example, the accessible route may run past other decision points. The accessible route support should be repeated where necessary to avoid confusion with other routes.

Where the barrier-free and elevator routes are the same, preference is given to the elevator pictogram as this will communicate to a broader audience and is therefore more inclusive than showing just the ISA.

3.6 Glossary

Standard terminology used throughout the Wayfinding Design Standard.

AAC
Abbreviation of the 'Metrolinx Accessibility Advisory Committee'

Accessible
A site, building or facility is accessible if it can be approached, entered and used by people, including those with physical, sensory, or cognitive disabilities.

Active transportation
Active transportation refers to any form of human-powered transportation, including walking, cycling, in-line skating or skateboarding.

Barrier-free
A pedestrian path of travel within the interior or exterior environment that is without barriers and usable by all persons, including those with physical, sensory, or cognitive disabilities. Typically used to refer to step-free access from entering a transit facility to the point of boarding the transit vehicle.

Beacon
A type of sign that draws attention to a facility or amenity from distance.

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

Circulation
The area of a transit facility that users will travel through between entering the facility and accessing the platform.

ClearviewADA
The full name of the typeface used for wayfinding information. 'ADA' refers to Americans with Disabilities Act. ClearviewADA meets U.S. Americans with Disabilities Act (ADA) and Canadian Standards Association (CSA) guidelines for stroke-width-to-height and character width-to-height ratios.

Codes
A predetermined and consistently used set of 'short-hand' versions of information. For example, bus route numbers or subway and light rail line numbers.

Customer
A person who uses transit services.

Design Standard
A design standard provides rules and guidance to facilitiate the co-ordinated and consistent development of designs by a number of different agencies or organizations.

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.

Directional information
Information pointing to facilities or amenities using only an arrow and text.

Egress
Categorization of user that is leaving a single transit facility, be that a vehicle or building, with ongoing journeys via private transit modes such as walking, cycling or car.

Facility
Short form of 'Transit Facility'. See 'Transit Facility'.

Flow modelling
The analysis and graphical representation of the movement of people through a facility, typically using software such as Legion.

Greater Golden Horseshoe
The geographic areas comprising the Regional Transportation Area as defined by the Metrolinx act.

Greater Toronto and Hamilton Area
An area in Southern Ontario consisting of the central city of Toronto and the four regional municipalities which surround it: Durham, Halton, Peel, and York.

GTHA
Abbreviation of 'Greater Toronto and Hamilton Area', an area in Southern Ontario consisting of the central city of Toronto and the four regional municipalities which surround it: Durham, Halton, Peel, and York.

Heads-up mapping
A map that has been rotated to match the direction of the sign 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.

Identification
A type of sign that is marking the location of a facility or amenity.

Inclusive
The design of mainstream products and/or services that are accessible to, and usable by, as many people as reasonably possible without the need for special adaptation or specialized design.

Information capacity
The amount of information that is included on a sign, map or diagram is finite, limited by available space on the surface on which it is applied, or by the amount of information that the end user can usefully comprehend. The information capacity is the maximum amount of information that can be accommodated.

Information hub
Information hubs refer to one or more postercases that provide information to users at transit facilities.

Information structure
The ordering or prioritization of different types of information within a sign, map or diagram.

Ingress
Categorization of a user that is arriving and entering a transit facility, be that a vehicle or building, at the start of their journey.

Line diagram
A diagram of a transit line (or lines) that indicates stops and connections to other transit services, limited to only that line (or lines).

Marker
A type of identification sign that marks the location of a facility or amenity.

Messaging
The information content of a sign, or more simply what the sign is directing to or marking. See 'Directional Information'.

Mode
Particular type of transit or method of undertaking journeys. Train, subway, bus and walking are all different modes of travel.

Movement planning
Relating specifically to the flow and routing of passengers. Involves the identification of priority routing, key decision points and any potential pinch points where several passenger routes may clash.

Multi-modal
Where more than one mode of travel is referred to or used in combination. A journey is multi-modal if it combines travelling by train, bus and on-foot.

Network Identifier
The Network Identifier is a symbol introduced as part of the Regional Transit Network initiative to indicate access to transit services operated by the 11 regional and municipal transit agencies in the Greater Golden Horseshoe (GGH).

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.

Passenger
A person who uses transit services.

Pilot
An initial implementation of a design or system in order to test its viability and identify improvements prior to a wider roll-out.

Progressive disclosure
The process of providing information in manageable amounts and at appropriate points within a user's journey.

Prohibitions
Typically referring to types of signs that prohibit or discourage particular types of behaviour.

Regional
Referring to an area that is greater than local or municipal. In the context of the Regional Transit Network the region is the Greater Toronto and Hamilton Area (GTHA) or the wider Greater Golden Horseshoe area.

Regional Transit Network
The Regional Transit Network is an initiative to improve the consistency and quality of transit wayfinding across the Greater Golden Horseshoe (GGH). This Wayfinding Design Standard document is a deliverable of this initiative.

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

Routing
Referring to the typical routes that users take through a transit facility.

Route diagram
A diagram of a transit route (or routes) that indicates stops and connections to other transit services, limited to only that route (or routes).

Running frieze
A wide sign or collection of signs that give the appearance of a continuous surface, typically alongside the length of a platform.

Sans serif
A typeface is described as being 'sans serif' if its letters do not have extending features called 'serifs' at the end of its strokes. A serif is a small line attached to the end of the stroke of a letter or symbol.

Seamless Network
The name used to refer to work undertaken as part of Phase I of Metrolinx's Regional Transit Wayfinding Harmonization initiative. The 'Seamless Network' name has been superceded by the 'Regional Transit Network' for work undertaken as part of Phase II of the project.

Sequence planning
A method of identifying customer information needs in a transit environment based on the categorization of user journeys into a series of stages or steps.

Sign codes
A method of referring to individual sign locations or types based on a short form collection of letter and/or numbers.

Sign planning
A considered process of determining either the location, content or layout of a sign.

Sign schedule
A document that generally details the planned location, content, dimensions and fixing detail of a sign/signs.

Thresholds
The point of transition between two distinct spaces or areas.

Throughput
Many facilities have public paths through them. Users who pass through a facility from one public area to another, without using the facilities are defined as 'Throughput'.

Transfer
Categorization of users arriving at a single transit facility by public transit and connecting to another route, line or mode of public transit in the same transit facility. This may mean transferring in the same fare zone, such as a TTC bus to TTC Subway, or transferring from one operator to another, involving two fare thresholds.

Transit facility
Any place, including stations or stops, where a transit service can be accessed.

Trip planning
Information provided to allow journeys across different modes to be planned.

User
A customer who uses wayfinding at a transit facility.

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 baseline to the top of the lowercase 'x'. Usually measured in millimetres.

4.0 Planning Guidelines

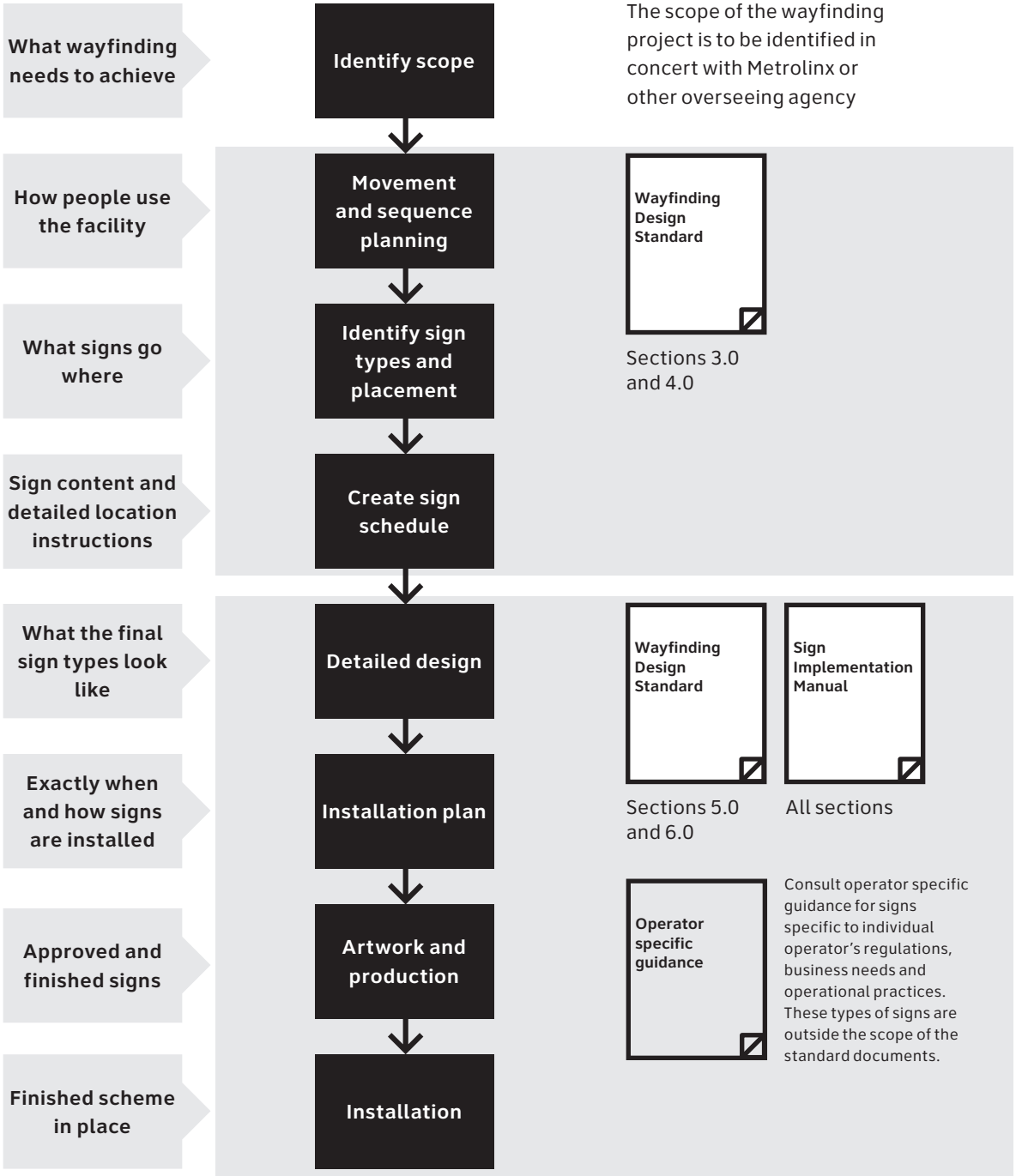
This section provides guidance on sign placement and introduces the sign typology.

4.1 Planning process

The diagram below sets out the typical stages involved in the planning and implemention of a wayfinding system.

The sections of this document are ordered to support this process.

The separate Sign Implementation Manual is used alongside this Wayfinding Design Standard document. The two documents cover different aspects of the wayfinding design and implementation process, with the Sign Implementation Manual providing detail relevant to later stages in a project.



4.2 Passenger types

When planning wayfinding at a transit facility, wayfinding should address the information needs of four broad passenger types:

Ingress
Anyone arriving and entering a transit facility, be that a vehicle or building, at the start of their journey.

Egress
Anyone leaving a single transit facility, be that a vehicle or building, with ongoing journeys via private transit modes such as walking, cycling or car.

Transfer
Anyone arriving at a single transit facility by public transit and connecting to another route, line or mode of public transit in the same transit facility. This may mean transferring in the same fare zone, such as a TTC bus to TTC Subway, or transferring from one operator to another, involving two fare thresholds.

Throughput
Municipal on-street signs, such as the Toronto TO360 pedestrian sign system, do not generally promote routes through a transit facility, because it would rely on the transit facility supporting and maintaining part of a 24hr access public walking network.

Throughput at transit facilities tends to be announced at entrances only, or inside the facility to support the link.

Pedestrian movement plans should identify whether Throughput connections exist, and whether there is a need to support those connections.

In most cases, Throughput will be supported by Ingress, Egress and Transfer information.

For example, an exit that connects directly to street should confirm the street name for an Egress passenger.

If entrance signs are only focused on Ingress (access to modes), it would be easy to overlook a connection if Throughput is not added to that sign.

4.3 Movement planning

Movement planning and Sequence planning, described in the following section, are separate but related, and should be established simultaneously when planning wayfinding.

Movement planning relates specifically to the flow and routing of passengers. This allows the wayfinding planner to identify priority routing, key decision points and any potential congestion (pinch points) where several passenger routes may clash.

Sequence planning can be thought of as adding a layer to the movement plan that divides a transit facility into zones.

Zones then help to prioritize the type of information needed at different stages of a passenger journey.

A passenger may move through the entire facility, but depending on which zone they are in, they will need different information. For example, a platform area will have different priorities to a circulation area.

Sequence planning is discussed in detail in Section 4.5.

Why movement planning?

Movement planning involves plotting priority routes for the key types of passenger movement—Ingress, Egress, Transfer, Throughput and Barrier-free, plotted on a transit facility CAD plan.

Priority routes highlight the key decision points for entering and exiting the facility, accessing transit services, accessing amenities, and any public rights-of-way.

The routes where the majority of passengers will be passing each other (priority routes) will help to inform where key wayfinding should be placed.

Movement planning also helps identify possible congestion (pinch-points), which may inform whether wayfinding needs to be read in a 'fast' or 'slow' way (see section 4.8.3, Viewing Speed).

In a new-build project, this exercise can be used to help design optimum spaces.

Three step approach

Movement planning involves three steps:

- **Step 1** Identify all thresholds, transit services and amenities
  (Where are all the entrances and exits? Where are the amenities and transit services, and what are they?)
- **Step 2** Identify priority routing
  (What routes are different types of passengers likely to take through the facility?)
- **Step 3** Identify primary thresholds
  (Main entrances and exits, and any significant internal transition points, like ticket gates)

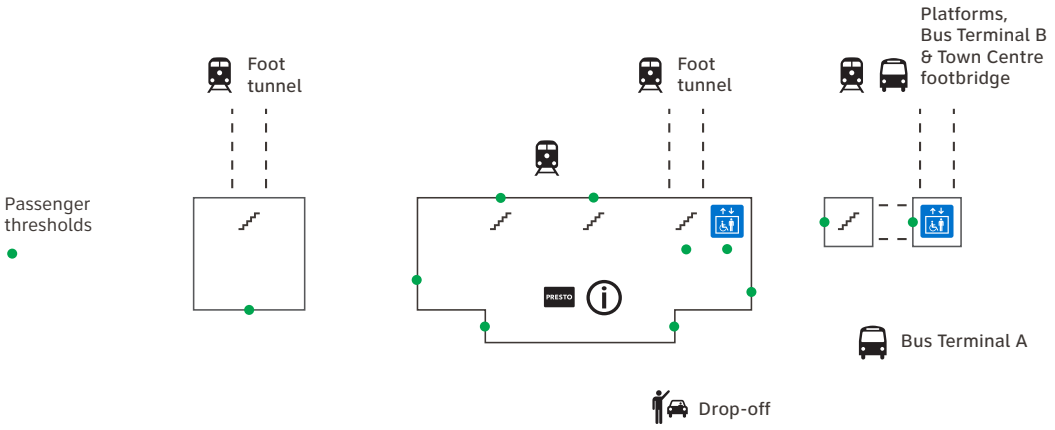
The following page illustrates how these steps are gradually applied for a typical multi-modal station.

However, the principles of this three step approach can even be applied to a single bus stop. For example, understanding the typical length of vehicles, how many doors the vehicles have, as well as barrier-free vehicle access is helpful for planning street furniture positioning at a bus stop. This can encourage waiting in the right place and keep Ingress/Egress routes to and from a vehicle free of clutter.

Step 1

Identify all thresholds, transit services and amenities
In this station model (an edited version of Pickering station), it appears that there are multiple ways to access services at first glance.

Without identifying primary routing, it is hard to see where wayfinding should focus.

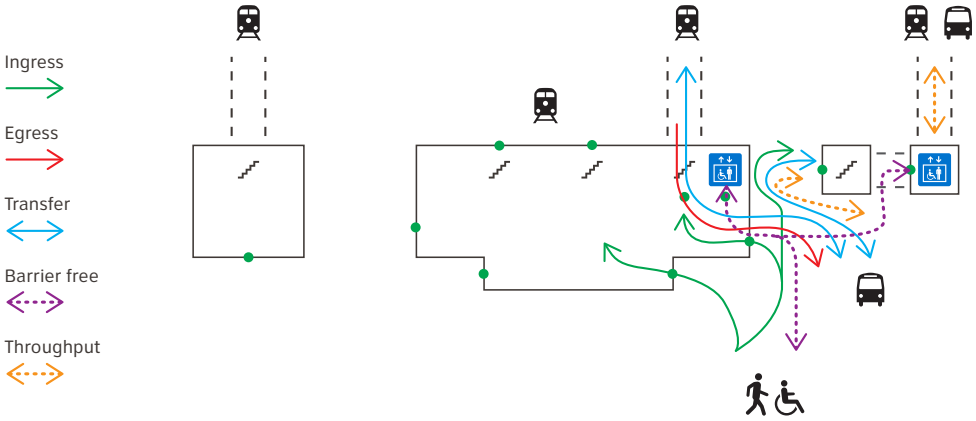


Step 2

Identify priority routing
Although other access points exist, these do not necessarily offer the same access to all passengers or to all services, and are therefore considered secondary routes.

Secondary routes should still be supported, but the wayfinding emphasis for first-time passengers should be on the priority routes.

In the example shown here, the collection of primary routes shows a huge bias towards one end of the station.



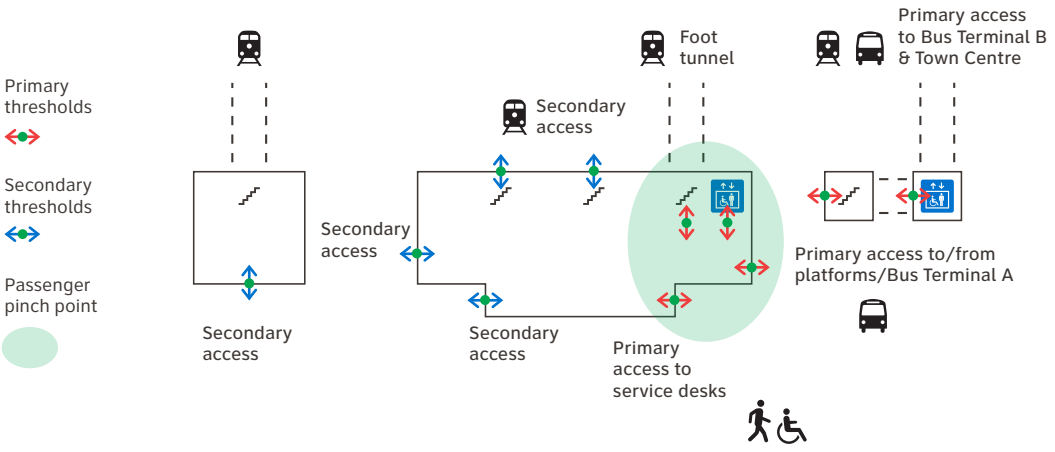
Step 3

Identify primary thresholds
Priority routing (Step 2) highlights the points that need the most wayfinding support. These areas will handle the majority of passenger footfall.

This also highlights congestion (a pinch point) at the lobby near the foot tunnel, where priority routes and elevator access overlap.

Many decisions are being made in this very compact pinch point, and care needs to be taken to get the exact sign locations and wording right so that decisions are clear for passengers.

The balance of information will also impact dwell time, which itself could increase congestion.



4.4 Barrier-free and elevator routing

'Barrier-free' is a term referring to facilities that provide an alternative to steps, sometimes referred to as 'step-free'. Typically, 'barrier-free' is used to refer to step-free routes for disabled people, as opposed to any accessible service, such as hearing loops or Braille.

However, barrier-free or step-free routes can be used by any person with mobility impairments, including wheelchair users, walking stick users, adults with children and stroller or someone with heavy bags.

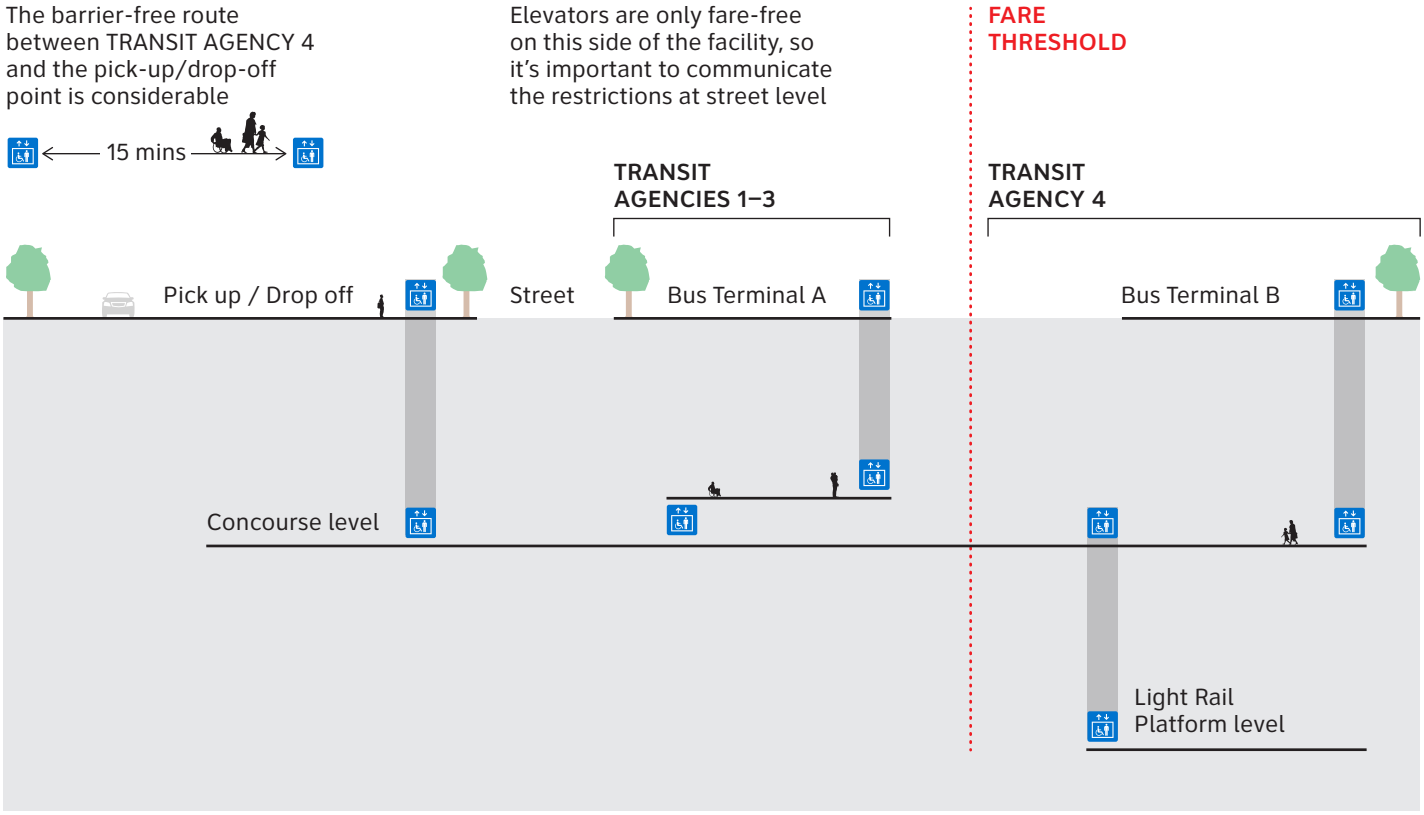
Barrier-free routes may be used by Ingress, Egress, Transfer and Throughput passengers, and are therefore not categorized as a user type and should be included with the general movement plan along with elevator routing.

In parallel to the movement plan shown in Section 4.3, it is useful to visualize the elevator routing in a section drawing, as shown below.

Looking at elevators on plan only shows part of the story. The section view highlights:

- Number of levels in a facility
- Number of changes in level for any given route, particularly useful for highlighting indirect and complex connections
- Distance between elevators
- Fare thresholds that might affect emphasis in wayfinding. For example, only signing to an elevator in a fare-paid zone once the passenger is beyond the fare-paid gate line
- Rare cases where elevators are part of a route that is not entirely barrier-free. For example, in older developments some elevators may have steps leading up to them, rendering the entire route inaccessible to anyone who needs barrier-free

The example below illustrates how a transit facility section drawing can help identify needs that a plan view may not immediately highlight.



4.5 Sequence planning

Sequence planning is a way of identifying customer information needs in a transit environment.

A customer journey can be broadly divided into a sequence of stages or zones. Depending on the passenger type (Ingress, Egress, Transfer, Throughput), customers will have different information needs in each zone.

Sequence planning is therefore focused on identifying what types of information need to go where, rather than the detail of exactly what that information says. It is structured around the following two elements:

- Information zones
- User types

Information zones

While there is some zone overlap depending on the user journey, information zones can be broadly categorized as:

- Transit facility approach
- Unpaid circulation
- Fare threshold
- Paid circulation
- Platform or bus bay

Not all facilities will contain all five zones. For example, some facilities will not have distinct fare thresholds until the user is on the vehicle, such as a bus stop on a main road. In this case circulation can be treated as one zone, rather than splitting it into unpaid and paid.

User types

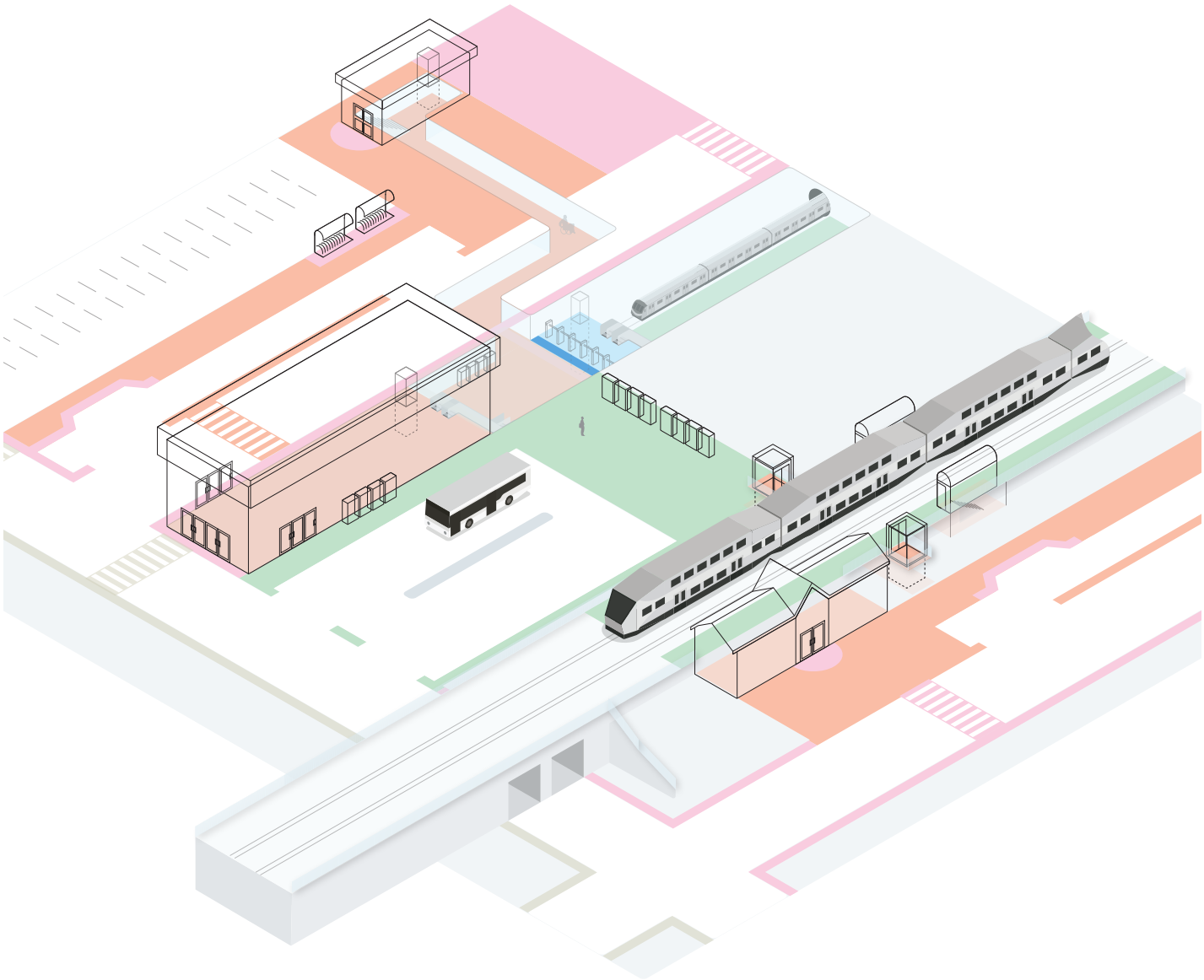
The four user categories were defined in Section 4.2 and include:

- Ingress
- Egress
- Transfer
- Throughput

By combining **Information zones** and **user types**, it is possible to identify the typical questions passengers might be asking at a particular point in their journey. This then helps to identify the information, and therefore the sign types needed to answer those questions at specific points.

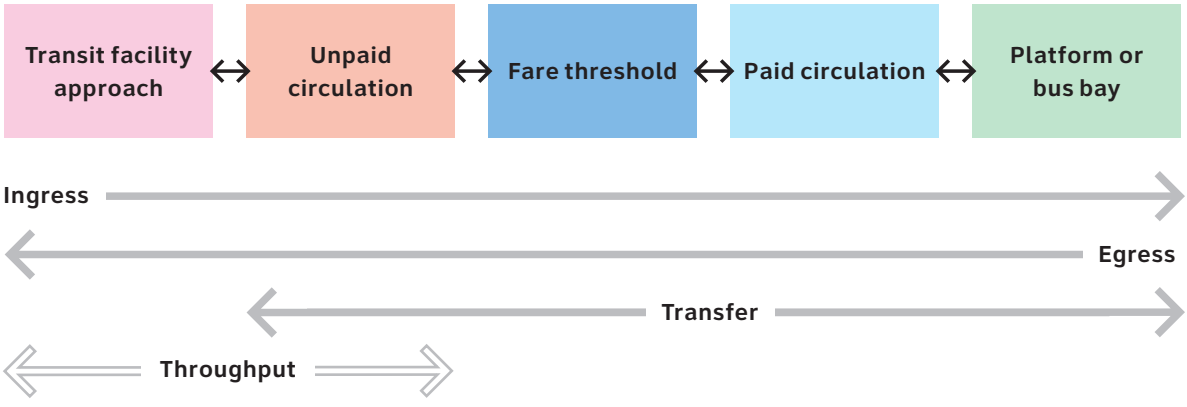
The following diagrams illustrate the different zones and typical questions asked in each one.

Information zones

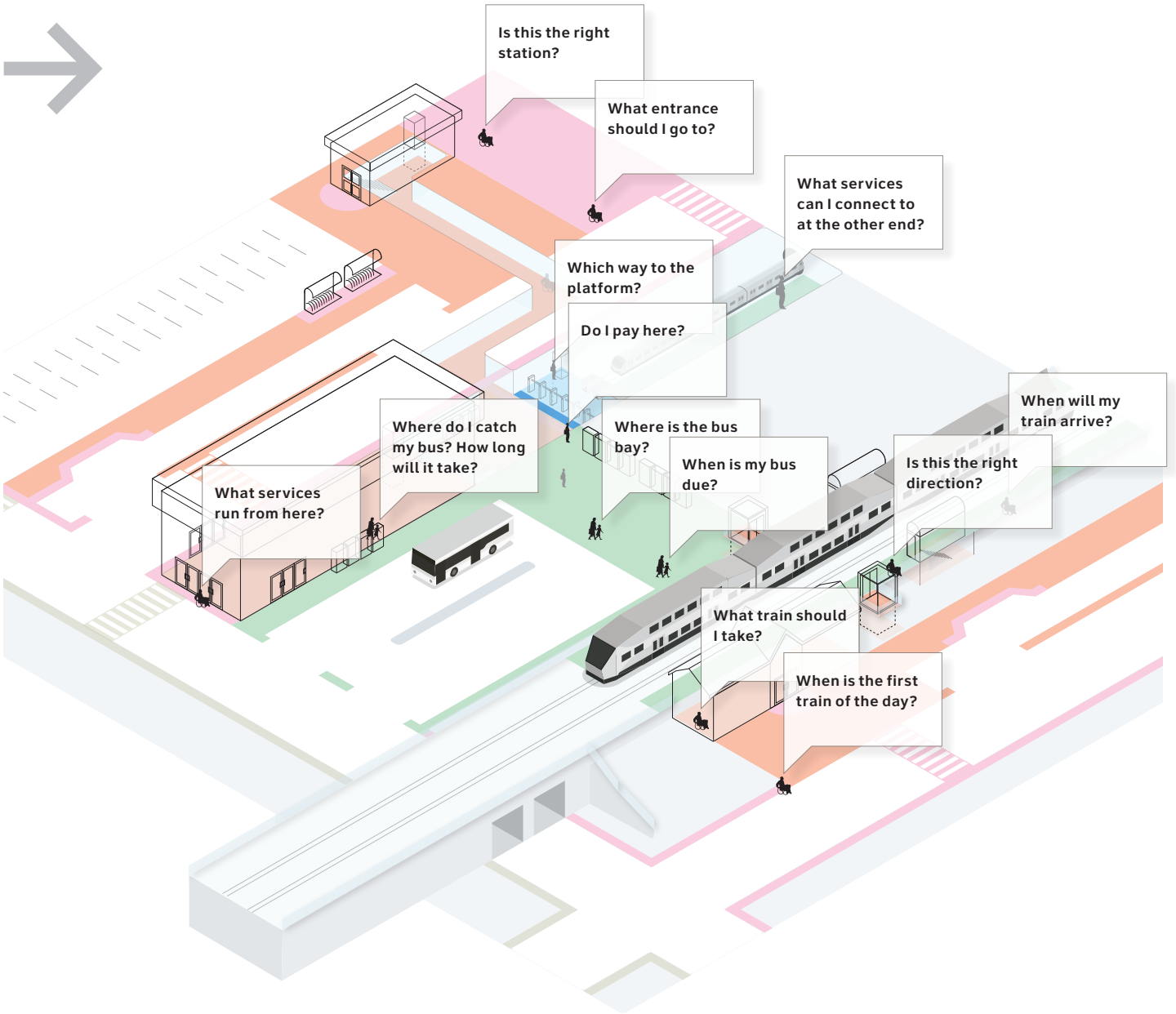


A customer journey can be broadly divided into a sequence of stages or zones. Depending on the passenger type (Ingress, Egress, Transfer, Throughput), customers will have different information needs at each zone.

Note, different transit facilities will combine different zones, as shown in Section 4.7.



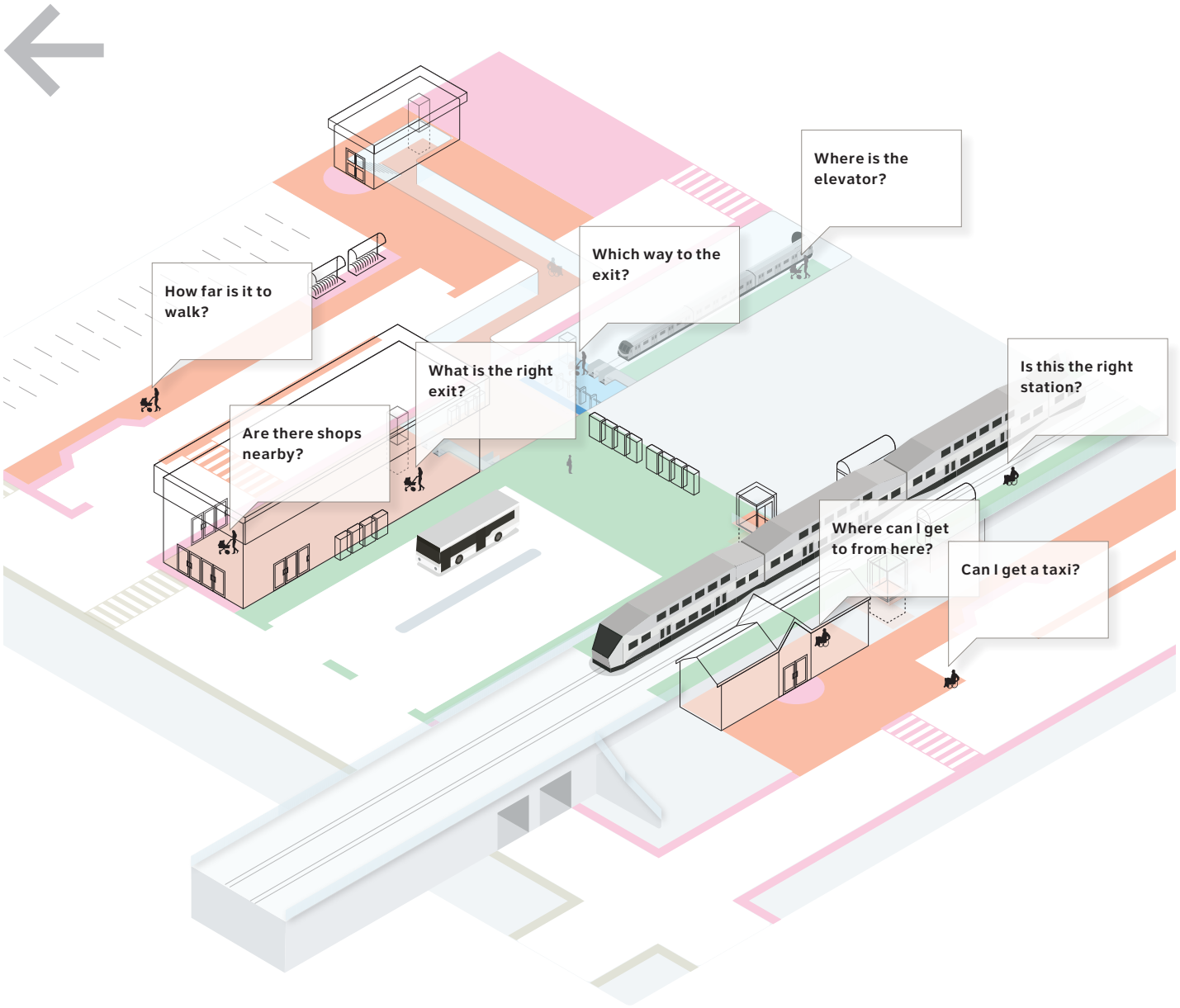
Ingress



Transit facility approach ↔ Unpaid circulation ↔ Fare threshold ↔ Paid circulation ↔ Platform or bus bay

Ingress

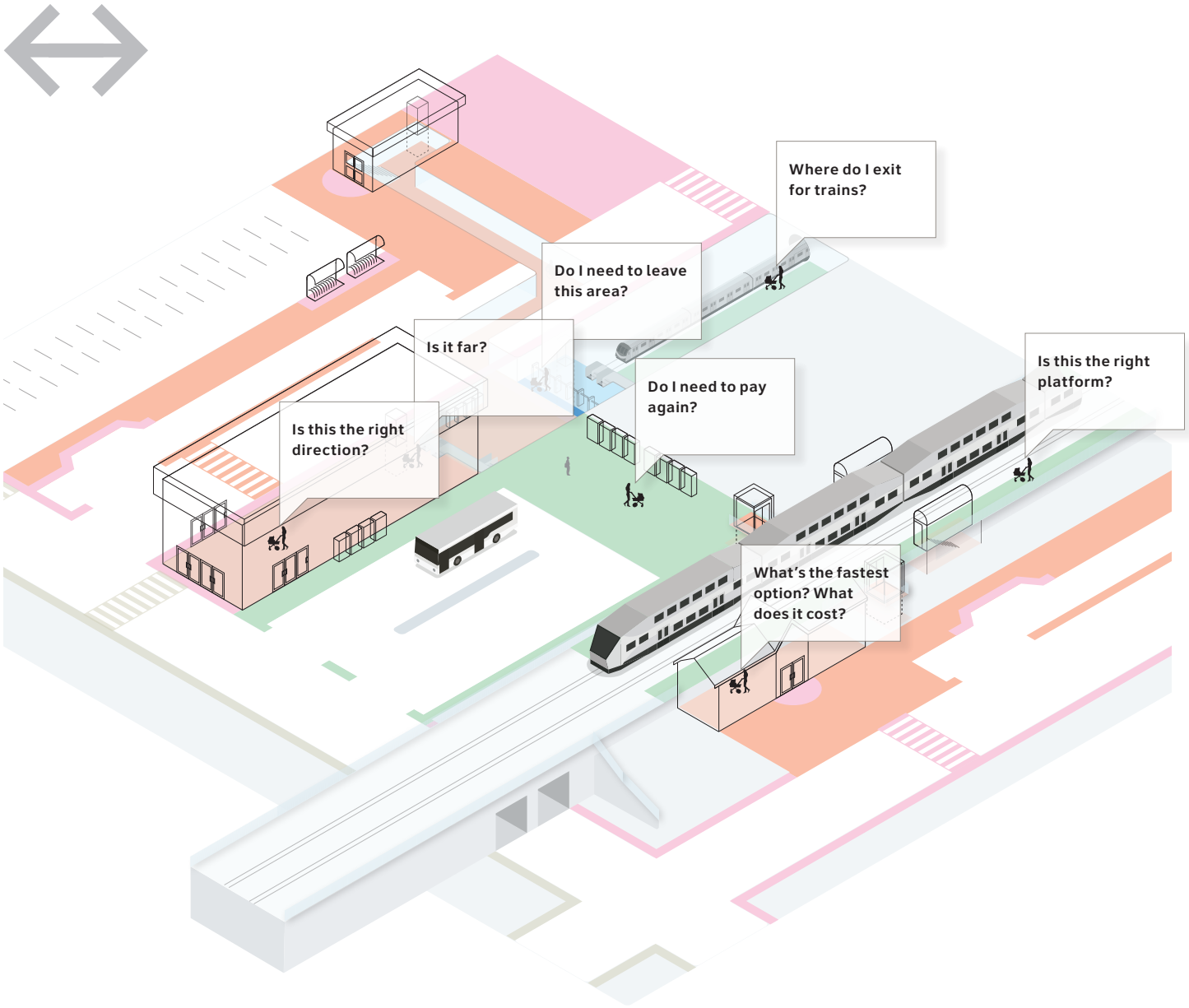
Egress

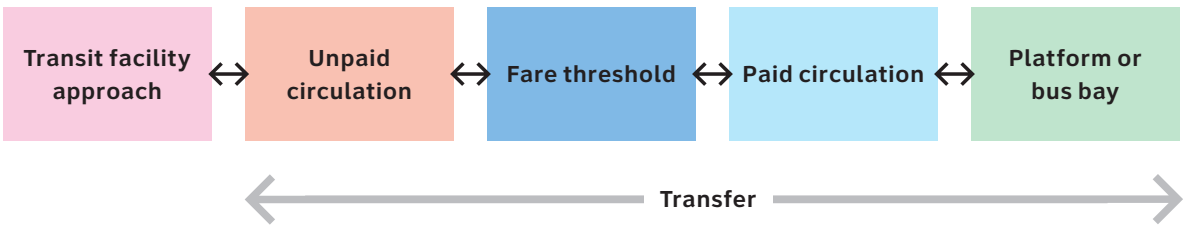


Transit facility approach ↔ Unpaid circulation ↔ Fare threshold ↔ Paid circulation ↔ Platform or bus bay

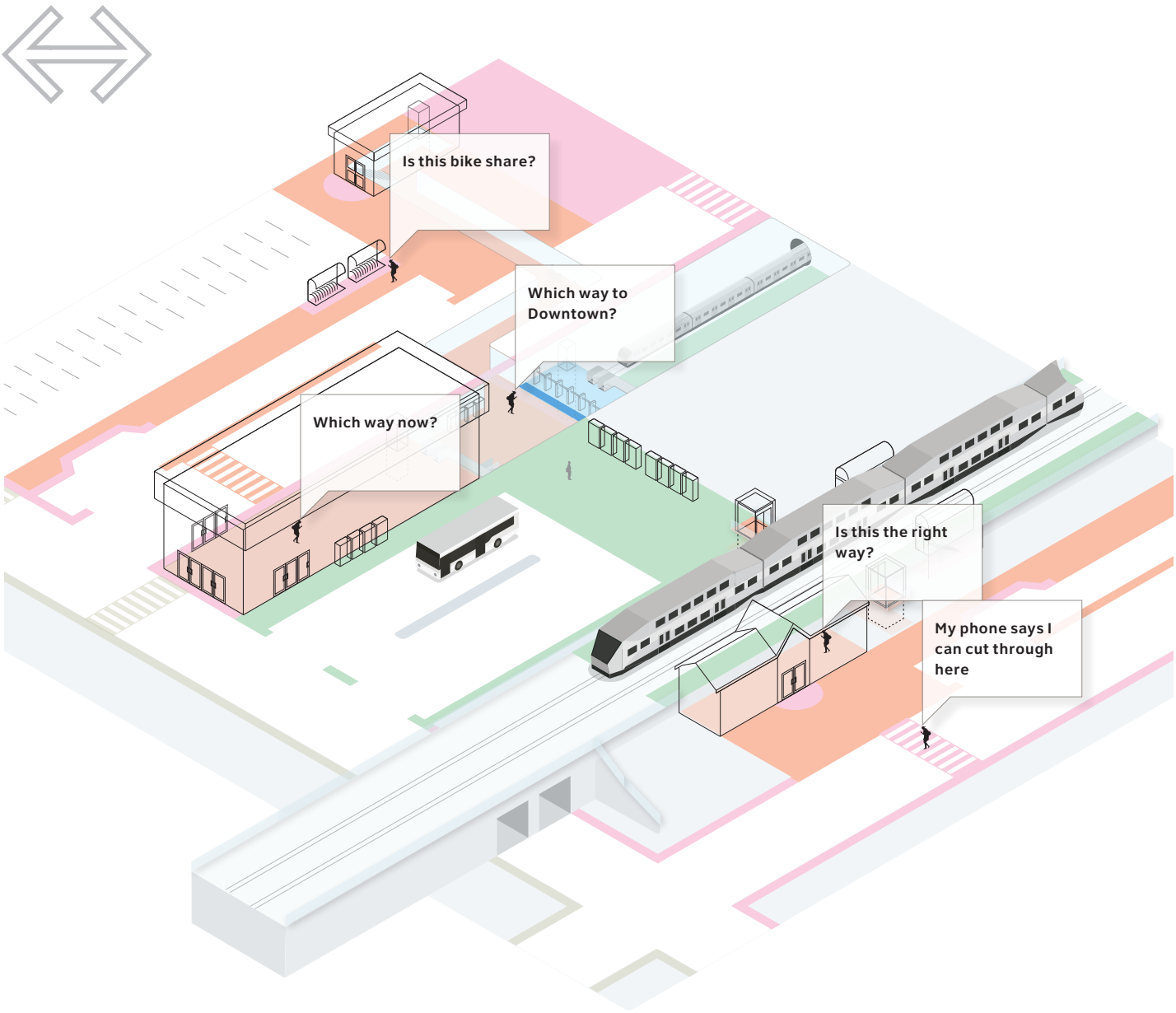
Egress

Transfer


Where do I exit for trains?
Do I need to leave this area?
Is it far?
Do I need to pay again?
Is this the right platform?
Is this the right direction?
What's the fastest option? What does it cost?


Transit facility approach
Unpaid circulation
Fare threshold
Paid circulation
Platform or bus bay
Transfer

Throughput



Transit facility approach ↔ Unpaid circulation ↔ Fare threshold ↔ Paid circulation ↔ Platform or bus bay

Throughput

Sequence planning summary

Typical questions that customers ask	Information needed to answer these questions
Transit facility approach Is this the right station? What entrance should I go to? What services run from here? When is the first train of the day? Where is the bike share?	– Identification that this is a transit facility – Facility name – Transit modes that operate from the facility – Location of entrances, including barrier-free – Operating times of facility and services – Location of exits for onward journeys and local streets/ destinations
Unpaid circulation Which train/bus should I take? Where do I go to catch my train/ bus? When is my train/ bus due? Where is the elevator? Which is the right exit? Where can I get to from here?	– Overview of transit lines or routes that can be accessed from the facility or nearby – Platform / bay where specific transit services operate from – How frequently services operate and when – Location of transit services, amenities and exits within the facility – Overview of local streets and destinations
Fare threshold Do I pay here? Is this the right service? Where do I exit?	– Location of fare line – Confirmation of transit services beyond the fare line (i.e. Line Diagram) – Direction to transit services and exits beyond the fareline
Paid circulation Which way to the platform/bus bay? Which way to the exit?	– Confirmation of transit services (i.e. Line Diagram) – Direction to specific transit platforms/bays and exits
Platform or bus bay Is this the right platform? When is my train/ bus due? Where do I need to change lines? Is this the right station? Where is the elevator?	– Location of specific transit platforms/bays – Confirmation of transit services (i.e. Line Diagram) – How frequently services operate and when – Facility name – Location of amenities and exits – Overview of transit lines or routes that can be accessed from the facility or nearby

4.6 Sign typology

Choosing signs that provide the right information

A full sign typology has been developed for the Wayfinding Design Standard for use across all types of transit facility, from train to subway stations, to light rail platforms and bus terminals.

Signs in the typology are broken down into the following types, and designated a two letter code:

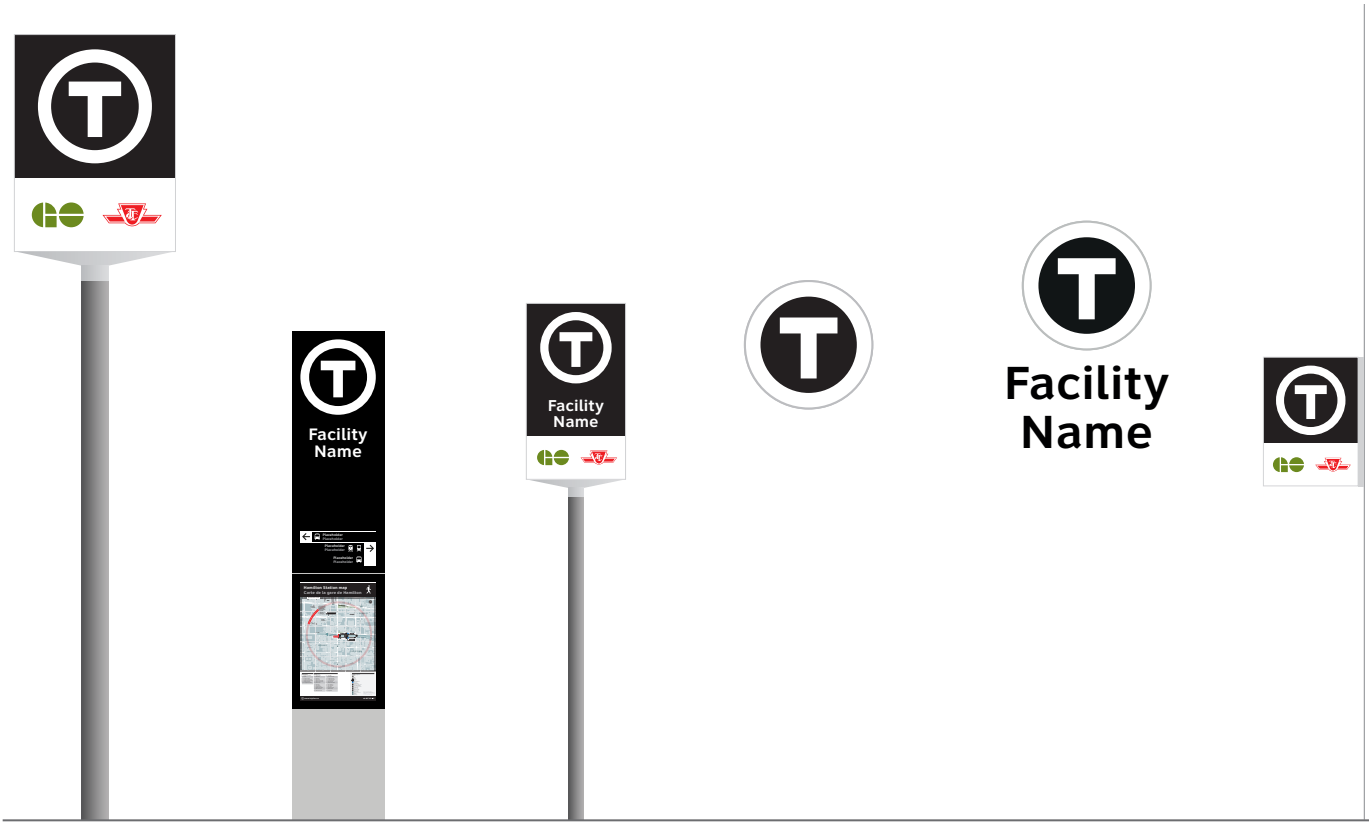
- **TH** Threshold markers
- **IN** Information hubs
- **AM** Amenity markers
- **DR** Directional signs
- **PL** Platform signs and line confirmation
- **BU** Bus bay/stop signs
- **NS** Notices and safety information
- **DS** Digital screens

The full typology is shown on the following pages. These different types of signs address the information needs identified as part of Sequence Planning.

The selection of signs from this typology will be based on the layout of the facility and the types of services that operate. Typical types of facility are illustrated in Section 4.7.

Sign typology

TH Threshold markers



TH1

Facility Beacon: Vehicular Lollipop

To identify location of the facility from distance, particularly for vehicular users.

Placed at primary vehicular entrances, facing towards the flow of traffic.

Double sided. Available in 6m and 8m versions.

TH2.1

Facility Beacon: Pedestrian Totem

To identify the location of the facility and direct towards entrances, as well as providing mapping of local area.

Placed when visibility to entrances is not clear, or when it is a complex urban environment.

Where local pedestrian wayfinding schemes exist in the vicinity (such as TO360), which direct to entrances and other parts of the facility, a TH2.2 sign can be used in place of a TH2.1.

TH2.2

Facility Beacon: Pedestrian Lollipop

To indicate location of the facility from distance, particularly for pedestrian users.

Placed at primary pedestrian entrances, facing towards pedestrian flow.

TH3.1.1

Facility Marker: Wall mounted

To identify the location of facility entrances.

Placed above entrances.

TH3.1.2

Facility Marker: Wall mounted with facility name

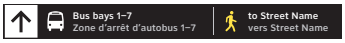
Can be used in place of a TH3.1.1. This sign type should not be used in close proximity to TH4 to avoid repetition of the facility name.

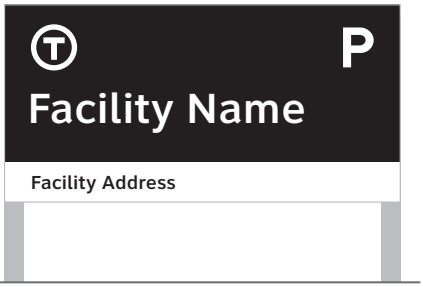
TH3.2

Facility Marker: Projecting

To identify facility entrances at points where it is not possible to accommodate a Facility Beacon (TH2.1/2.2) on the sidewalk.

Located facing towards pedestrian flow.





TH4
Facility Entrance

To identify the facility name and mode of services that can be accessed using this entrance.

Placed above all entrance doors.

TH5
Barrier-free Access

To identify a door to a barrier-free route that runs from that point of access through to boarding the transit vehicle.

Located above the door handle.

TH6
Facility Address

To identify address of facility.

Placed at all entrances visible from the street. Where entrances are setback from the street the facility address is incorporated into a TH9 sign, meaning a TH6 sign is not necessary.

TH7
First and Last Trains

To notify users of the first and last train times, as well as facility operating hours.

Placed next to all entrances.

TH8
Facility Exit

To direct to nearby transit facility buildings and services, local destinations and streets.

Placed above all exiting doors.

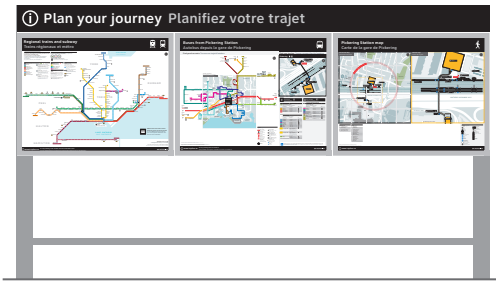
TH9
Vehicular Entrance

To identify vehicle entrances and facility address for drivers.

Placed at vehicular entrances, facing towards the flow of traffic. Double sided.

IN Information hubs

All information hub types are available as wall mounted and freestanding versions (Single and double sided).

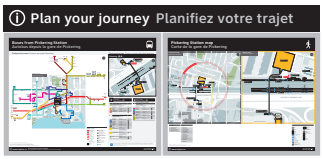


IN1.1

Information Hub:
Type A

IN1.2

Information Hub:
Type B



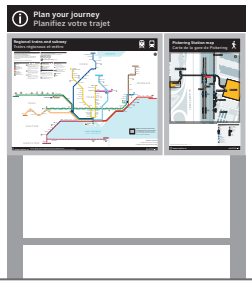
IN1.3

Information Hub:
Type C

Information Hubs show mapping of the facility/ local area and diagrams of transit connections.

Placed in dwell space for users to plan their journey. Available in multiple formats (Section 6.2).

When on platform, Information Hubs should be located in dwell spaces in the vicinity of access points to the platform and waiting areas.



IN1.4

Information Hub:
Type D

IN1.5

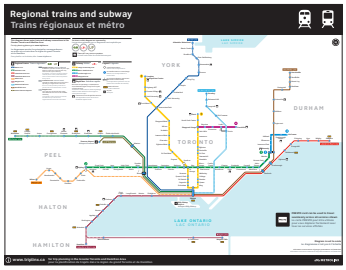
Information Hub:
Type E

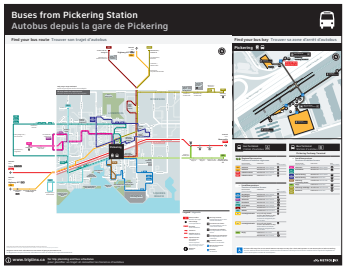
IN1.6

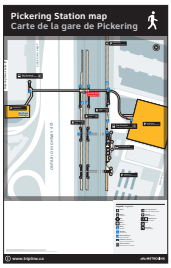
Information Hub:
Type F

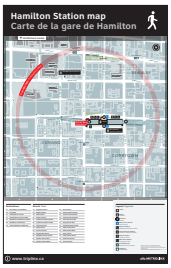
MA Maps and diagrams

All maps and diagrams designed to ANSI D or E format.









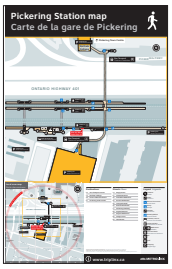
MA1
Regional Transit Diagram

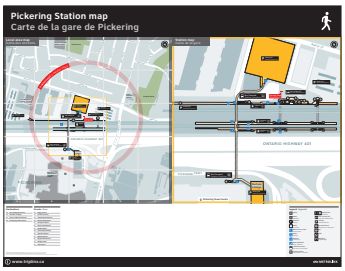
MA2
Buses From Here Diagram

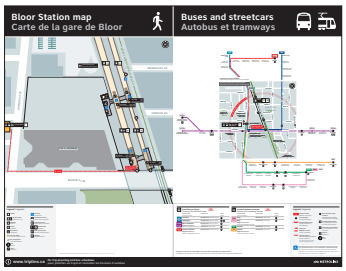
MA3.1
Facility Map: Internal ANSI D

MA3.2
Facility Map: Local Area ANSI D

Maps and diagrams are designed to be shown in Information Hubs. Detail is provided in Section 6.3.







MA3.3
Facility Map: Internal/ Local Area ANSI D

MA3.4
Facility Map: Internal/ Local Area ANSI E

MA4
Facility Map/Buses From Here Diagram ANSI E

AM Amenity markers

AM1.1
Elevator ID: Wall mounted

To identify elevators.

Placed above elevator doors or entrances to elevator facilities.

AM1.2
Elevator ID: Projecting

To identify elevators.

Placed beside elevator doors or entrances to elevator facilities, facing user.

AM2.1
Amenities ID: Wall mounted

To identify amenities.

Place at point of amenity.

AM2.2
Amenities ID: Door sign

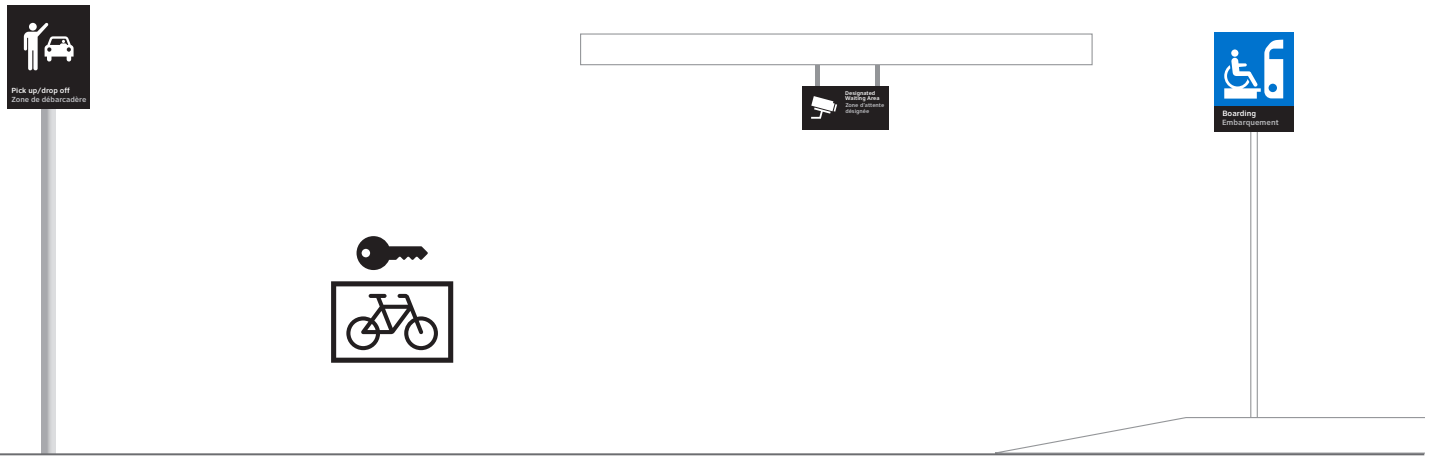
To identify amenities.

Place at point of amenity.

AM2.3
Amenities ID: Projecting

To identify amenities.

Place at point of amenity, facing user.



AM2.4

Amenities ID: Post mounted

Primarily to identify amenities from which users would arrive or leave the facility (taxis, pick up/drop off).

Place at point of amenity, facing user.

AM2.5

Amenities ID: Supergraphic

To identify amenities from distance.

This sign should be used in addition to AM2.1.

Place at point of amenity.

AM3

Waiting Area ID

To identify Designated Waiting Areas on platforms.

Place at Designated Waiting Area, facing user.

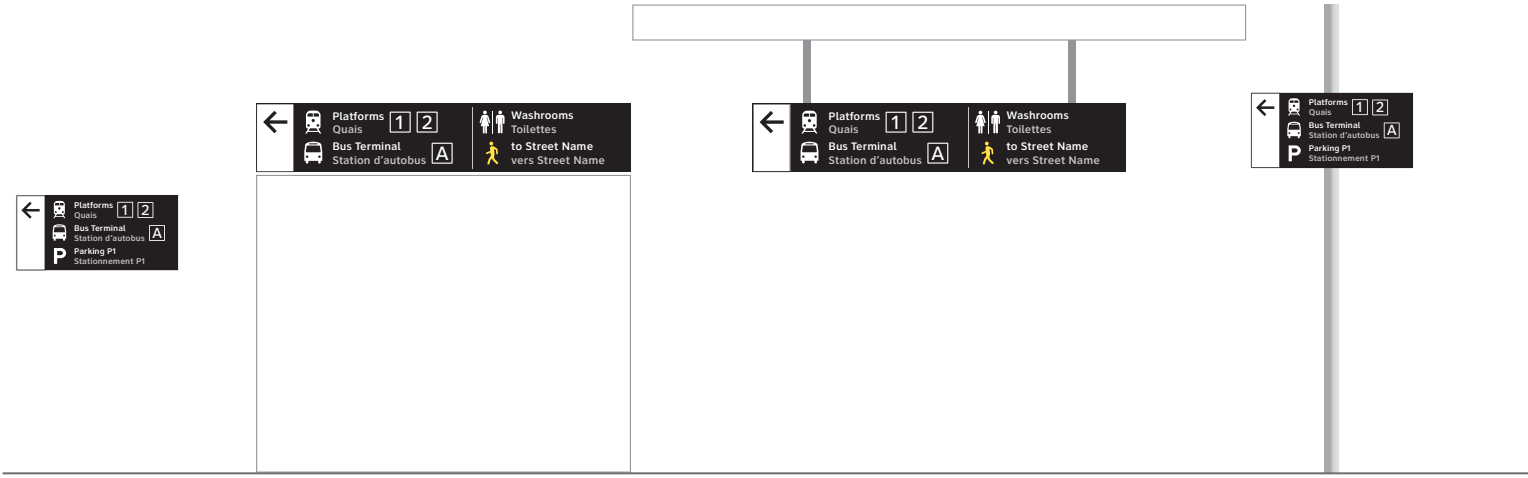
AM4

Raised Platform Sign

To indicate location of raised platforms for step-free access.

Placed at raised platforms facing user.

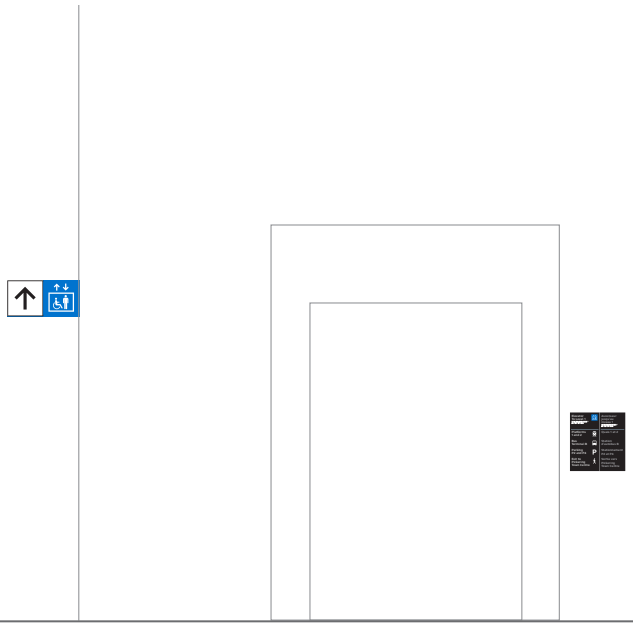
DR Directional signs



DR1.1
Directional Signs

To direct to transit services, amenities and exits.

Placed at decision points.



DR1.2

Directional Signs: Projecting

Primarily, to direct to elevators.

Placed at decision points.

DR2

Elevator Directory

To direct to transit services, amenities and exits via elevators.

Placed to the side of elevators.

PL Platform signs and line confirmation

PL1 Platform Identification

To identify platform numbers.

Placed on platforms perpendicular to direction of train. Should be visible from all access points to the platform, when turning both left and right.

PL2 Facility Name

To indicate facility name to Egress users.

Repetition on platforms defined in Section 6.6.

PL3 Trackside Facility Name

To indicate facility name to Egress users.

Repetition on platforms defined in Section 6.6.

PL4

Platform Running Frieze

To identify facility name and exit direction to Egress users.

Placed on platform or back wall.

PL5

Line Diagram

To confirm routing of transit services.

Placed on platforms and decision points leading to the platform.

When on platform, line diagrams should be located so that they are visible from access points to the platform.

PL6

In-carriage Line Diagram

BU Bus bay/stop signs

BU1.1
Bus Stop Flag with Finial

Network Identifier finial that can be attached to existing bus stop posts.

Mounted on pole, facing user.

BU1.2
Bus Stop Flag

To indicate street side bus stop location and confirm routes that operate.

Placed at street side stops, facing user.

See Section 6.7 for detail of bus stop flag types.

BU1.3
Bus Stop Flag: Vertical layout

To indicate street side bus stop location and confirm routes that operate.

Placed at street side stops, facing user.

See Section 6.7 for detail of bus stop flag types.

BU2.1
Bus Stop Flag: Basic layout

To indicate street side bus stop location.

Placed at street side stops, facing user.

See Section 6.7 for detail of bus stop flag types.

BU2.2
Bus Stop Flag: Basic vertical layout

To indicate street side bus stop location.

Placed at street side stops, facing user.

See Section 6.7 for detail of bus stop flag types.

BU3.1
Bus Bay Flag: Standard layout

To indicate bus bay location and confirm routes that operate.

Placed at bus loops and terminals facing user.

BU3.2

Bus Bay Flag: Basic layout

BU4

Interior Bus Bay ID

To indicate bus bay location and confirm routes that operate.

Placed at bus loops and terminals, internal to facility buildings.

BU5.1

Bus Schedule Panel

To show routing and schedule for buses operating from the stop or bay.

Note: eInk screens could be used in place of Bus Schedule Panels. In the Sign Implementation Manual, eInk screens have the sign code BU7.

BU5.2

Service Disruption Panel

BU6

Bus Stop Guide

Used as alternative to BU5.1.

NS Notices and safety information

NS1 Regulatory Information

NS2 Safety/Emergency

NS3 Prohibitions

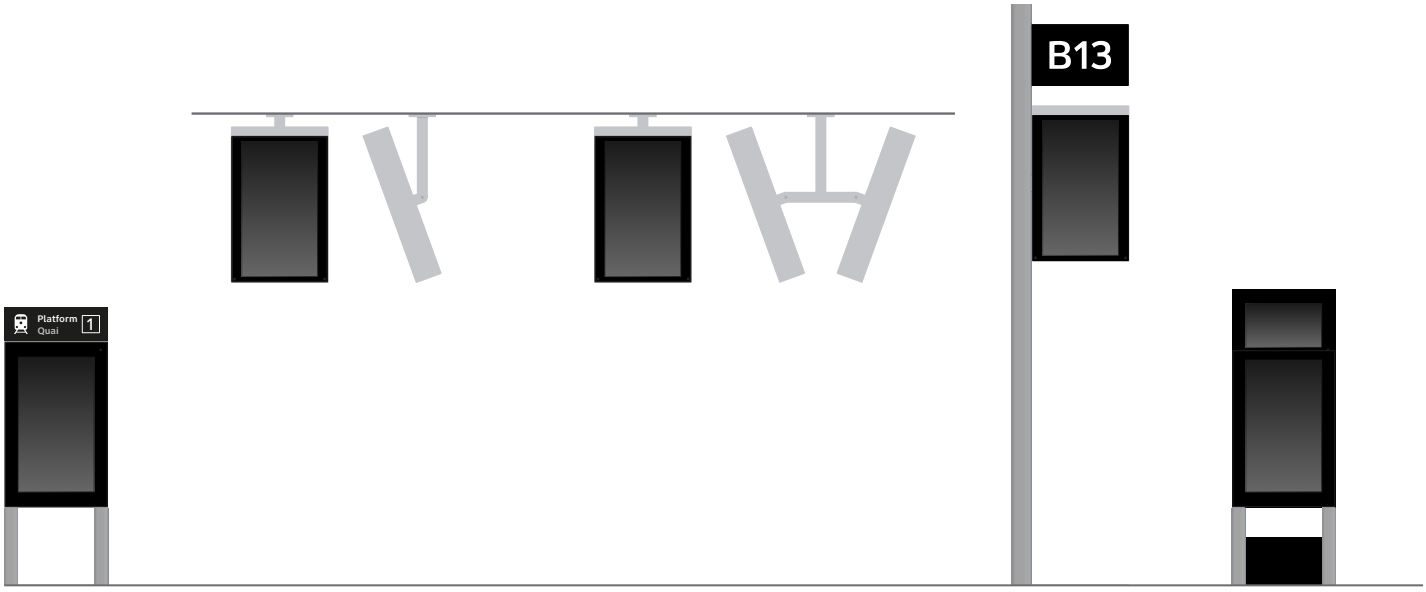
NS4 CCTV

As well as core wayfinding signs, transit facilities will require signs communicating rules, regulations and warnings.

A number of examples are included in the standard to set a style for these types of signs. The examples are by no means exhaustive but should be used as a foundation for the design of related signs.

Where standards for regulatory or safety signs already exist, these existing standards should be used, rather than adopting this new approach.

DS Digital screen



DS1
Digital Screen: Freestanding

DS2.1
Digital Screen: Suspended (single)

DS2.2
Digital Screen: Suspended (double)

DS3
Digital Screen: Bus Bay

DS4
Digital Screen: Freestanding, Portable

A number of design intent drawings for digital screens have been developed as part of this project. Design intent drawings are included in the Sign Implementation Manual.

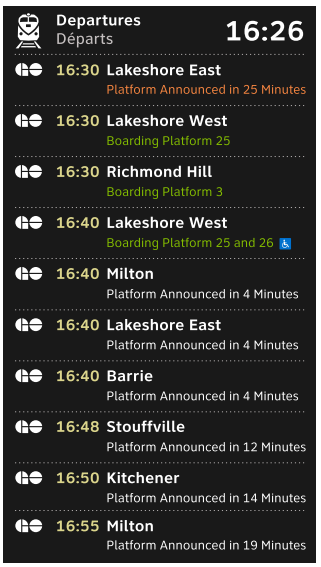
Note: screen orientation subject to review.

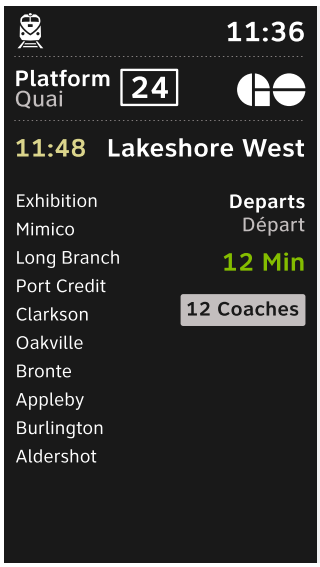
This standard document does not cover the design of real-time displays, as this has been covered by other Metrolinx projects (examples of screen designs shown right). Contact Metrolinx for further details.

Real-time information provided on digital screens is helpful throughout the facility, but most accutely in circulation areas and on platforms or at bus bays.

In circulation areas, real-time information should tell the user when services are leaving the facility and where the service can be accessed, through confirmation of a platform or bus bay number.

On the platform or bus bay, real-time information should confirm to the user the next service that is leaving from that location.





Example real-time screen designs by Metrolinx (work in progress)
The design on the left shows content for use in circulation areas, where real-time is used to show which platform / bus bay specific services are leaving from. The design on the right shows content for use on platforms or at bus bays, where confirmation of the next service from that location is required.

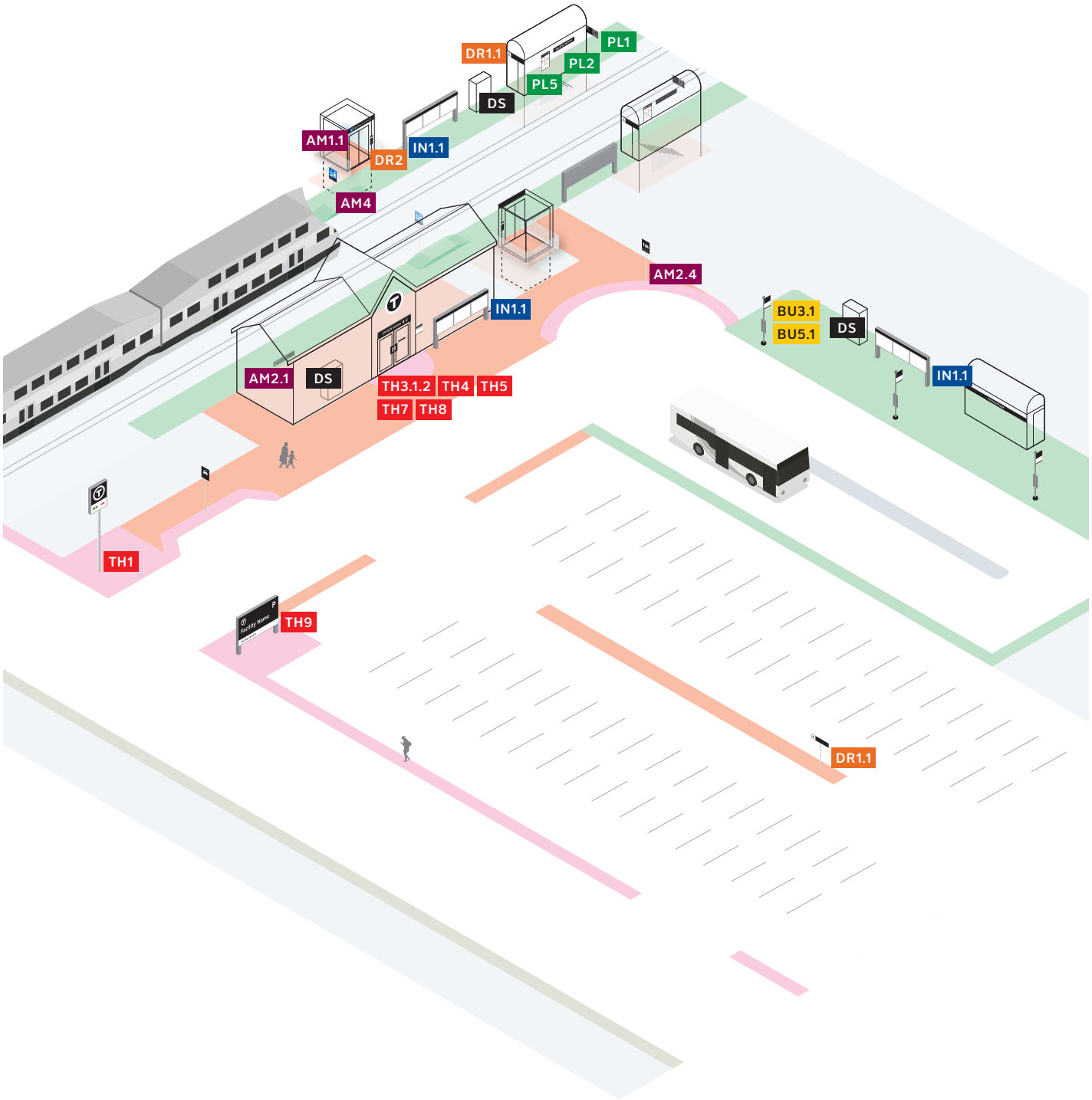
4.7 Typical facilities

A number of facility types are illustrated over the following pages, showing typical sign types from the sign typology outlined in Section 4.6, and where they might be located in each instance.

All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

4.7.1

Train station with bus terminal

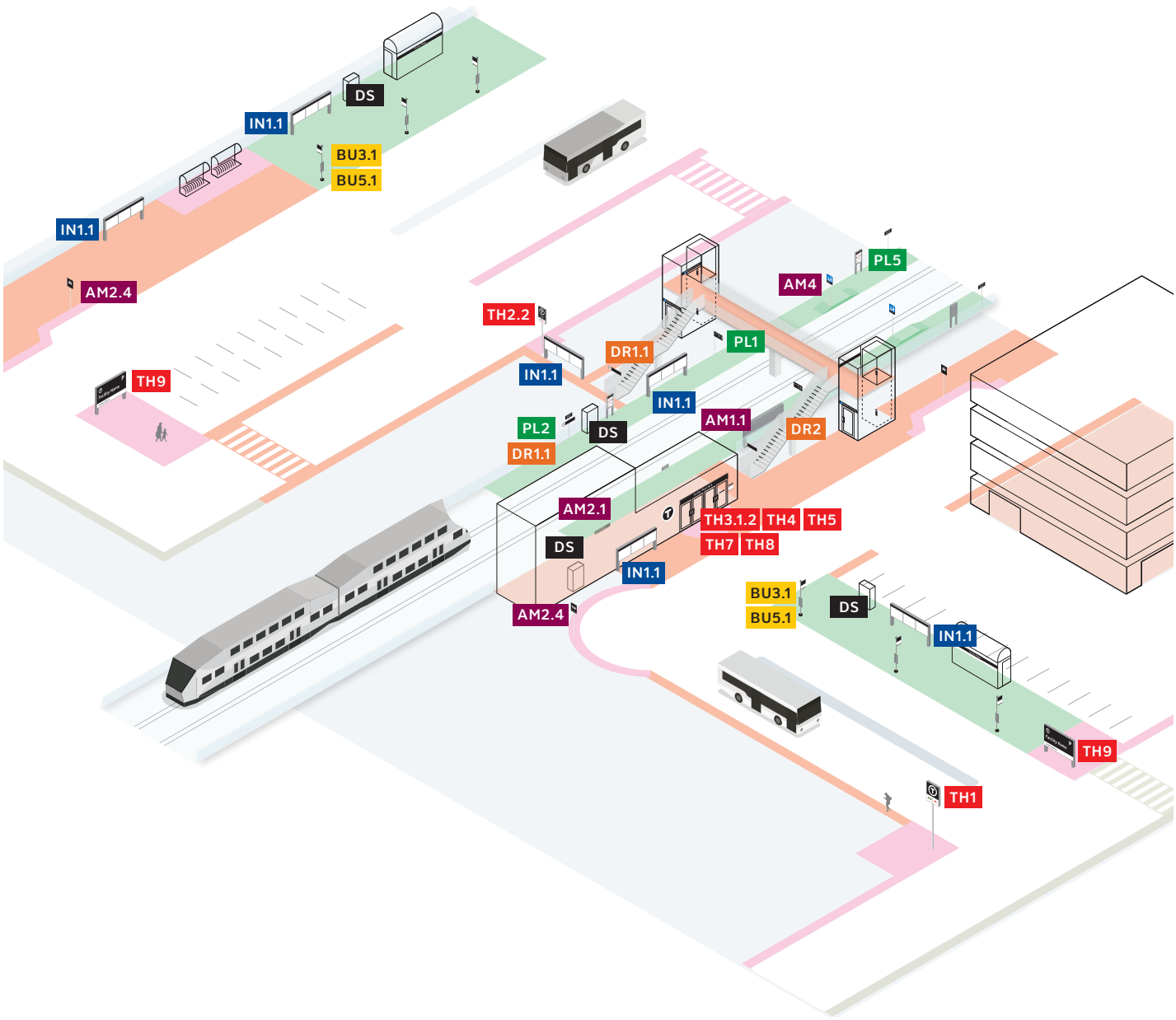


All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

- Transit facility approach
- Circulation
- Platform and bus bay

4.7.2

Train station with two bus terminals



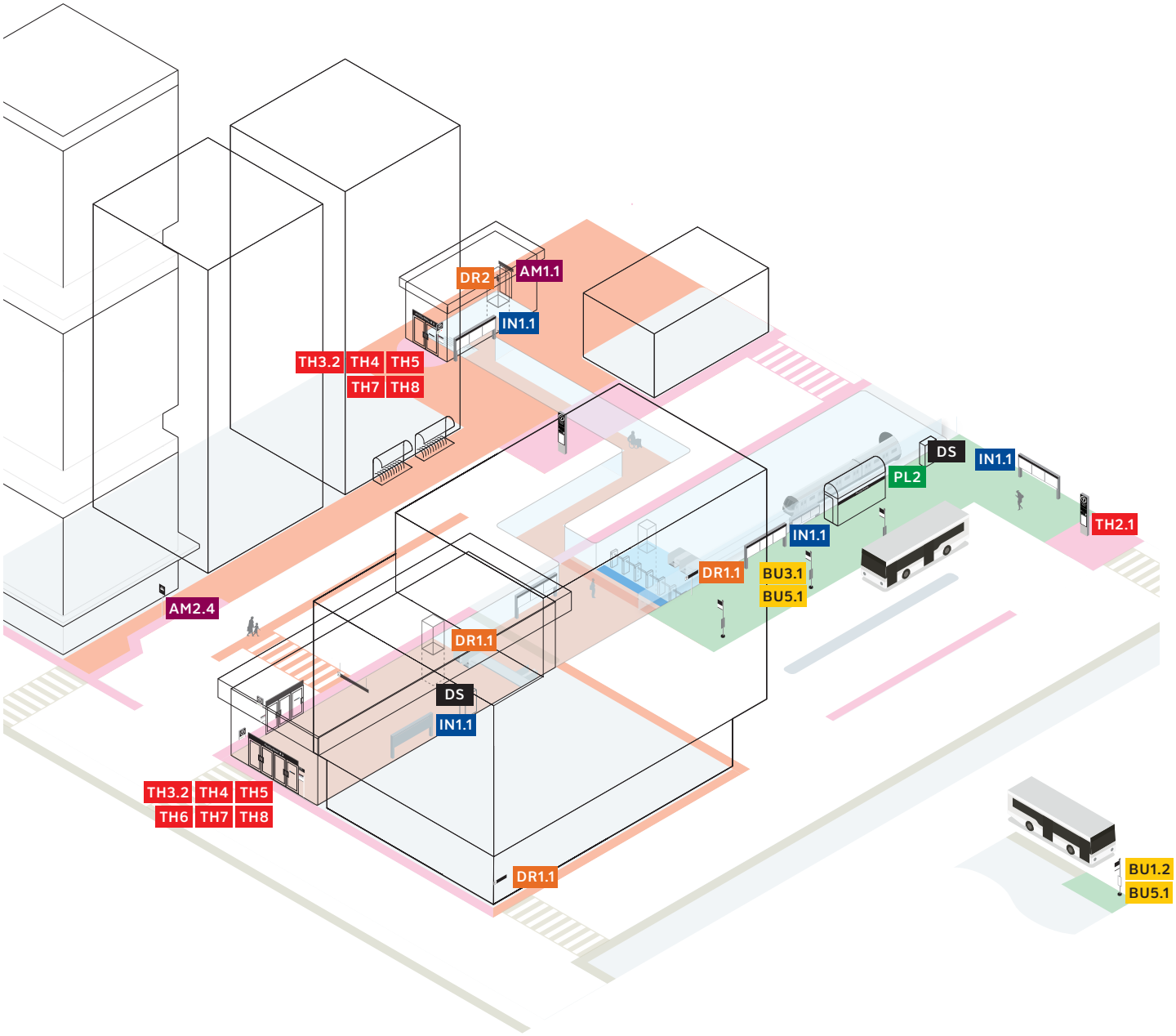
All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

- Transit facility approach
- Circulation
- Platform and bus bay

4.7.3

Subway station with bus terminal

Above ground



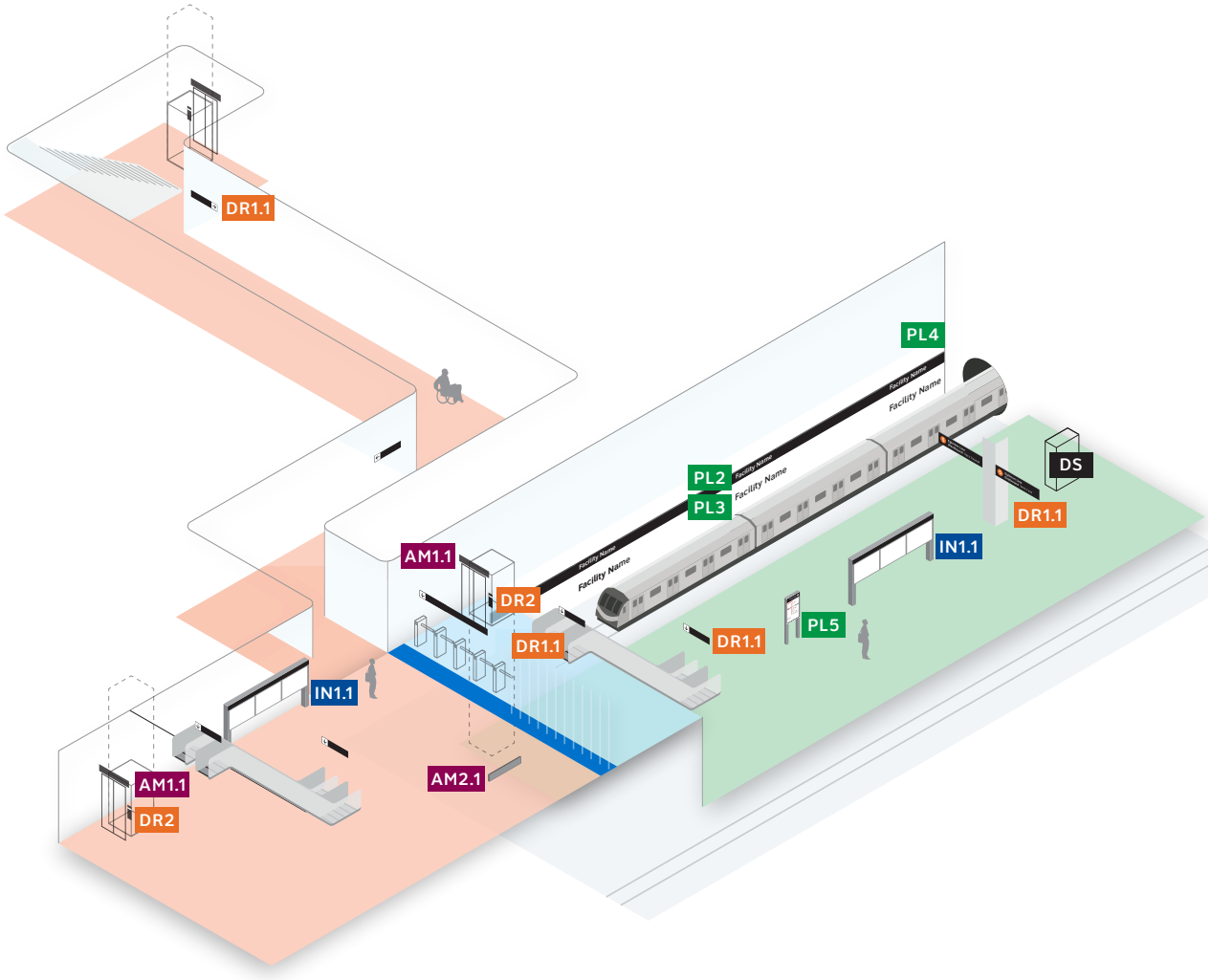
All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

- Transit facility approach
- Circulation
- Fare threshold
- Bus bay / stop

4.7.3

Subway station with bus terminal (continued)

Below ground

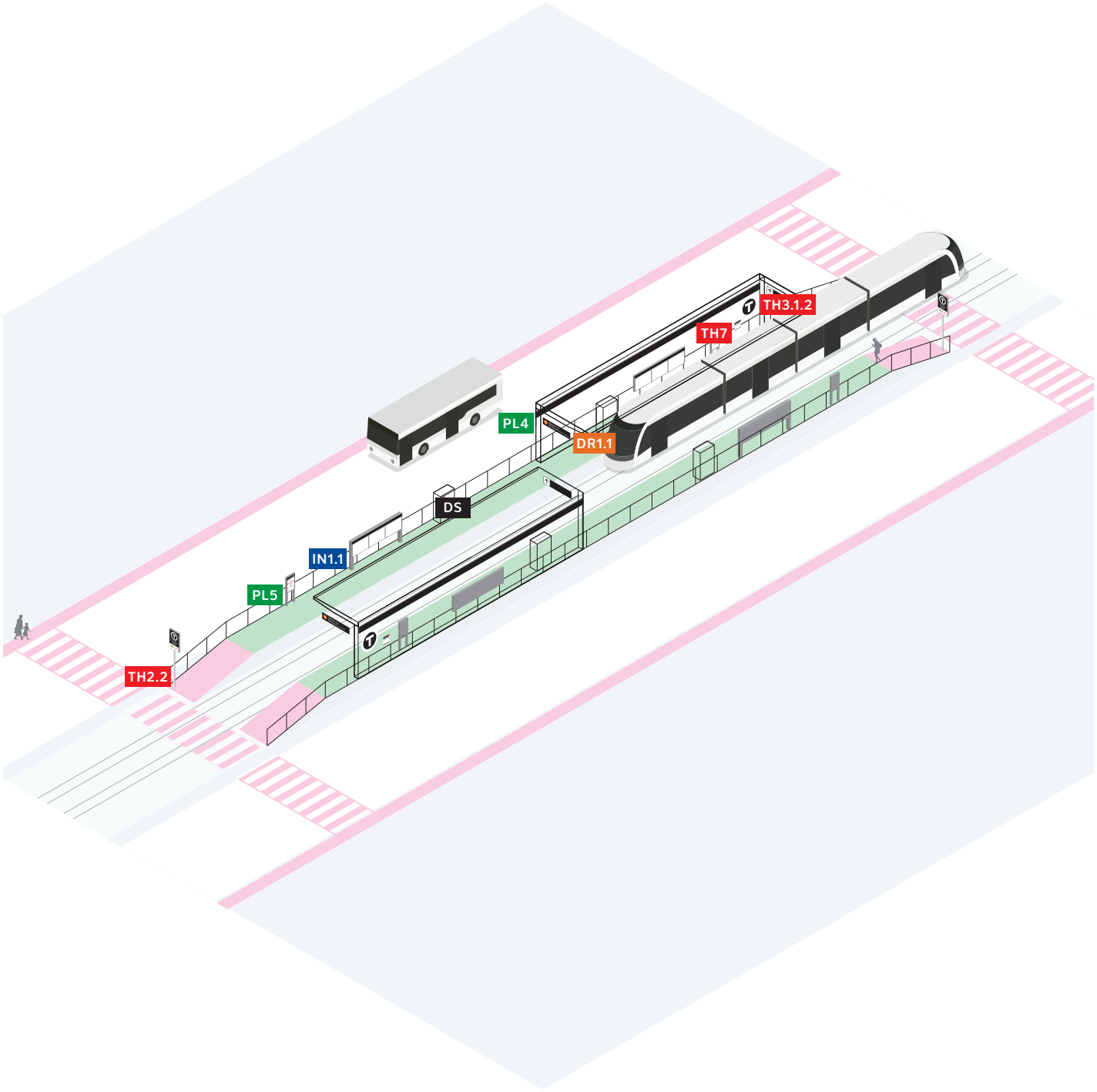


All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

- Unpaid circulation
- Fare threshold
- Paid circulation
- Platform

4.7.4

Light rail/BRT station



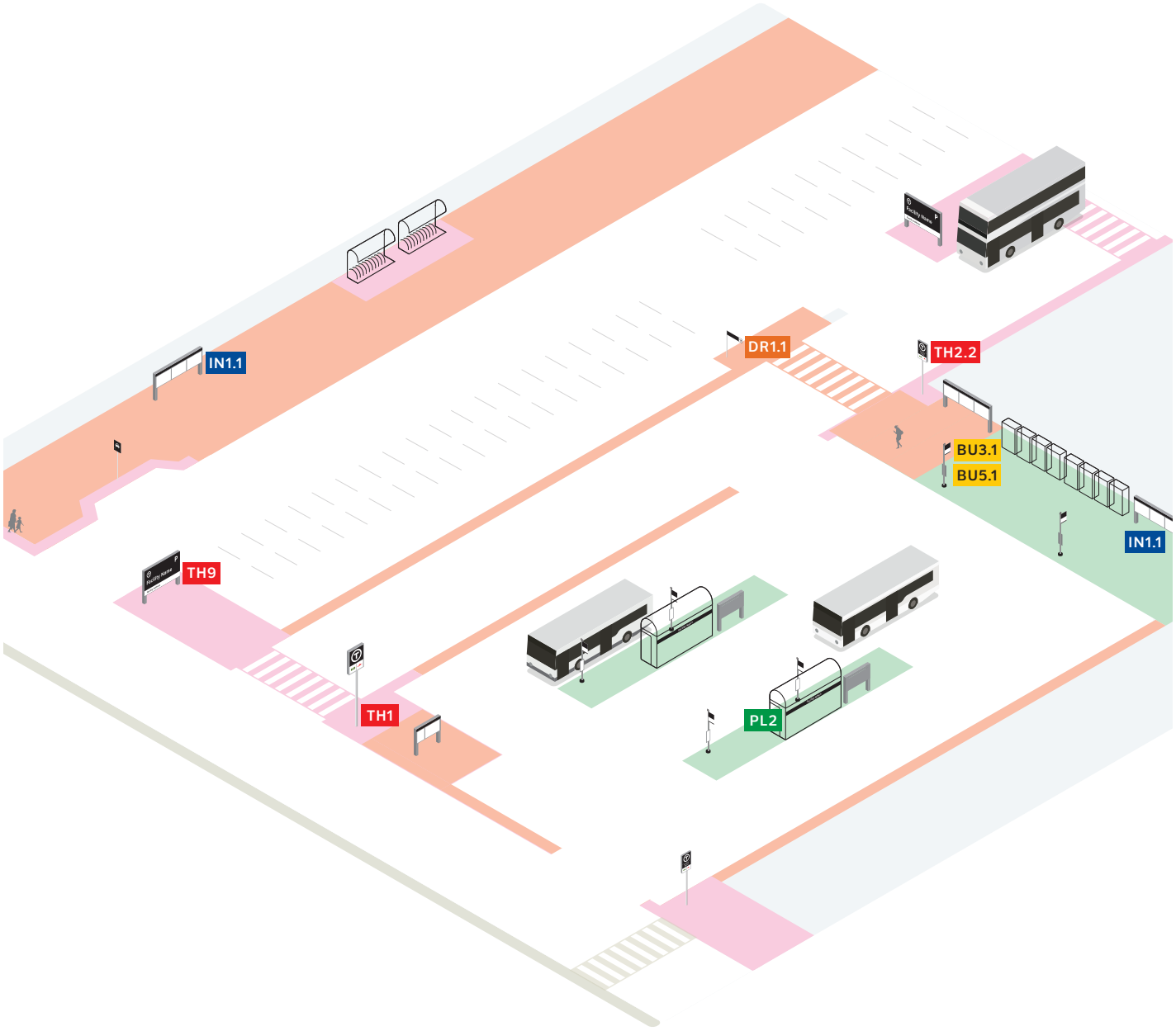
All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

Transit facility approach

Platform

4.7.5

Bus terminal / Park and ride



All sign placements are for illustration only. Detailed sign placement and number of signs will vary dependent on the individual considerations of the facility. See Section 4.8 for guidance on detailed sign placement.

Transit facility approach
Circulation
Bus bay

4.8 Detailed sign placement

Section 4.3 Movement Planning and Section 4.5 Sequence Planning help to identify general locations for signs. Further work is needed to detail exactly where those signs are finally installed. The following considerations should be taken into account:

- Orientation to passenger movement
- Intent of messaging
- Viewing speed
- Viewing distance
- Viewing angle
- Lighting
- Safety and security
- Sign clutter

Once the preferred sign placement is established, locations should be reviewed for available space to accommodate a sign with the desired messaging. An overview of messaging is covered in Section 4.9.

Sign types and their preferred standard sizes are listed in Section 6.0 Graphic Applications.

Which standards?

A starting point for many of these considerations are the guidelines set out in CSA B651-12 Section 4.5, which includes guidance on type size, contrast, physical access, use of icons and clear space around objects.

However, a review of a selection of recognized national guidelines from Canada, USA and the UK highlight discrepancies in several areas where you would expect to see agreement, such as reading distance, type size and clearance around objects. This is likely reflective of differences such as assumed context, font and visual acuity of the primary audience.

The diagram below illustrates how those standards vary in one significant area—reading distance for a given type size. The maximum acceptable reading angle (30° from the horizontal in either direction) was taken from another source: Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure, DfT 2002 (UK).

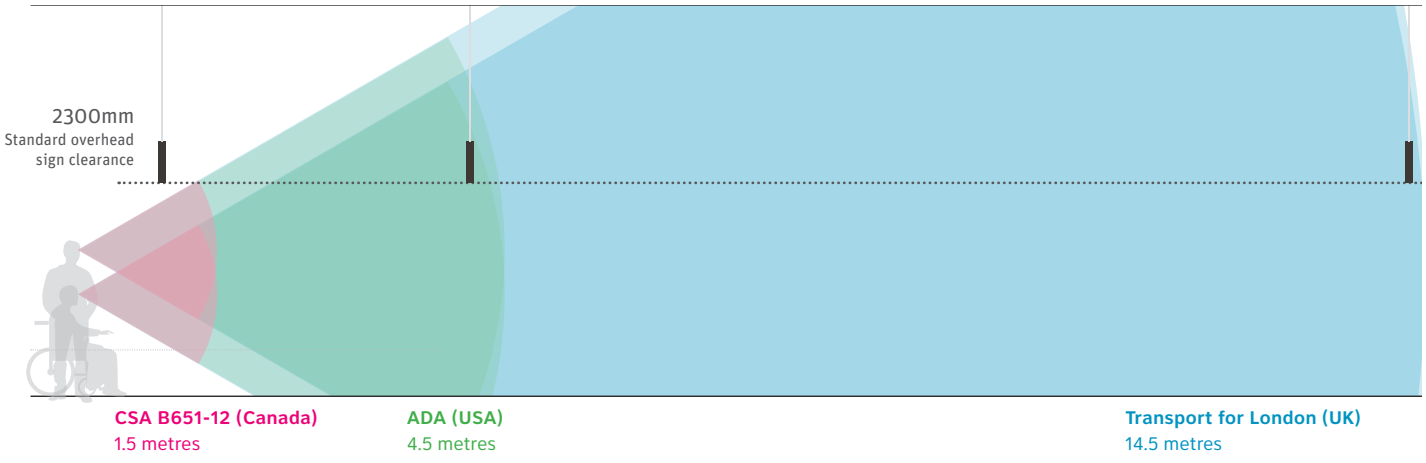
The Wayfinding Design Standard adheres to CSA guidelines as much as possible, especially for critical applications such as close reading. In situations where signs have to be overhead, or compliance to CSA results in a sign that is too large to practically install, a best fit has been used.

In practice, the Metrolinx standards sit between CSA and ADA guidelines for the majority of applications, largely due to space constraints.

Discrepancy in guidelines

Officially recognized guidelines from Canada, USA and the UK differ on advice for the comfortable viewing distance of the same information (a capital letter height of 50mm).

50mm cap-height allows for good capacity and readability for the majority of users. However, when combining these practical sizes with good practice for ceiling clearance and viewing angle (+/- 30º), this renders ceiling mounted signs inaccessible, according to CSA preferred reading distance.



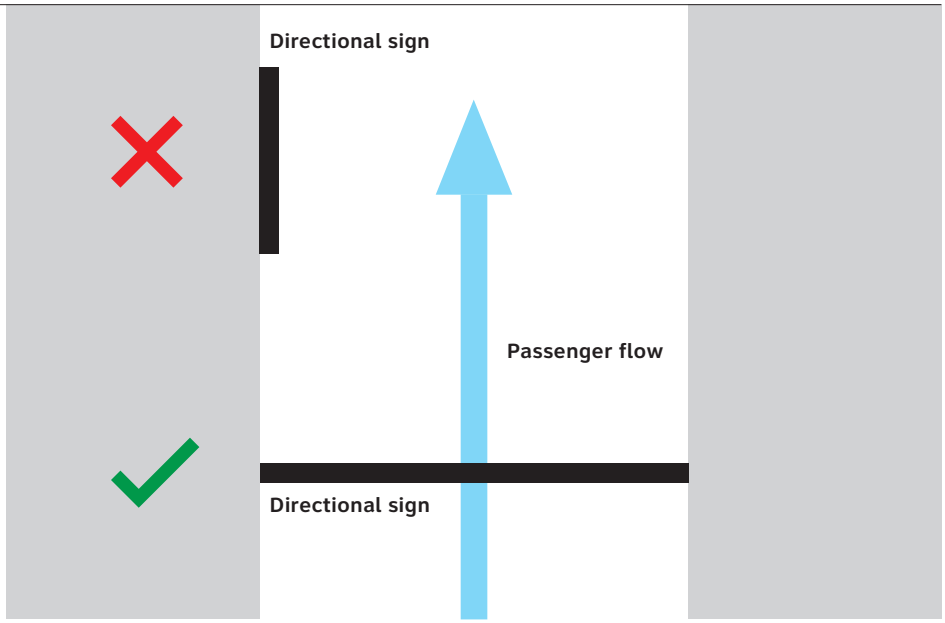
4.8.1 Orientation to passenger movement

Signs should be perpendicular to passenger flow

Priority routing (explained in Section 4.3) highlights where different customers need to make decisions. Those decision points should be supported by signs.

Where possible, key information should be perpendicular to passenger flow so that the sign can be read while moving towards it.

Signs can be ceiling mounted, wall mounted, projecting or freestanding. Where optimum locations are not possible, information may need to be split across two or more signs. However, this can introduce its own problems such as increased clutter and duplication of messaging and should be avoided.



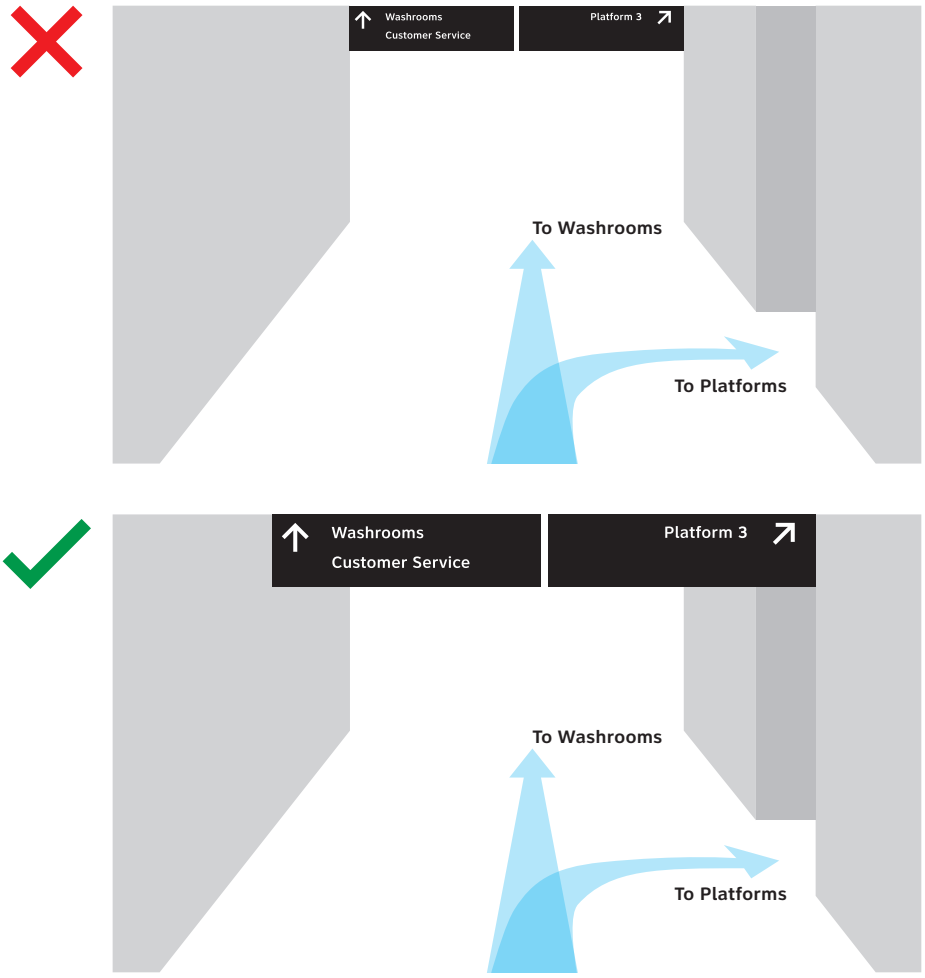
Don't force customers to search for information
Signs that are placed parallel to passenger flow become almost invisible, especially in a crowded environment.

4.8.2 Intent of messaging

Sign location should reinforce the information that is displayed

The location of a sign should intuitively support the information that is being shown. For example, if a directional sign is too far away from a decision point, or oriented in the wrong way, the intent of the message may be ambiguous.

Where two or more separate signs are located near each other, care needs to be taken to ensure that content or graphic elements do not clash or send out contradictary messages. This is particularly important in systems where colour is used for specific meanings (such as a green patch for an emergency exit clashing with a green patch for a rail line).



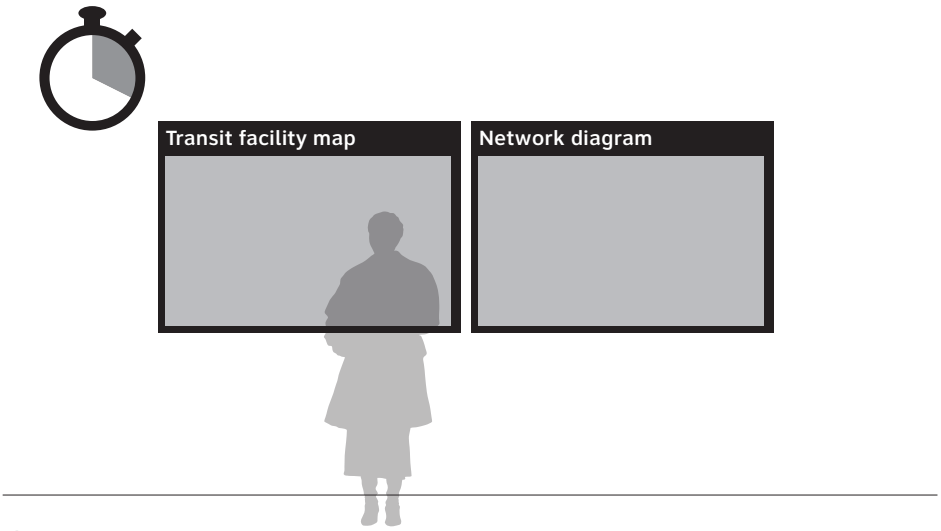
Which turning?
The top example is ambiguous because it's not clear whether the platforms are the first right or second right ahead.

4.8.3 Viewing speed

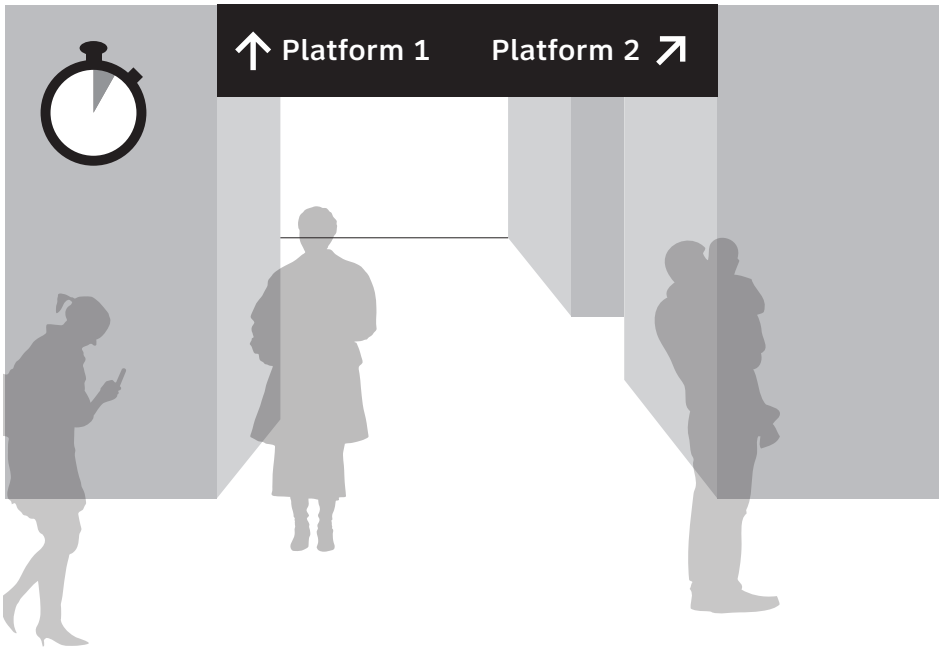
Signs should be located to allow the appropriate time to look at them

Some information is intended to be read at slow speed, such as a map, diagram or schedule. 'Slow' sign types should generally be in places where there is plenty of dwell space around the sign. 'Slow' sign types also tend to need close examination and require easy physical access as well.

'Fast' sign types tend to be for information that is intended to be read at distance or while moving, such as directions to platforms in circulation spaces. 'Fast' signs are often in high traffic areas to communicate to groups of passengers at a time, and are therefore typically above eye level or head height, such as ceiling mounted signs.



Slow sign types
Require more dwell space to allow customers to read detailed information.



Fast sign types
Generally support movement and should discourage dwelling around the sign.

4.8.4 Viewing distance

Sign size and location should reflect how far away a sign needs to be read

Sign placement and reading distance are implicitly connected.

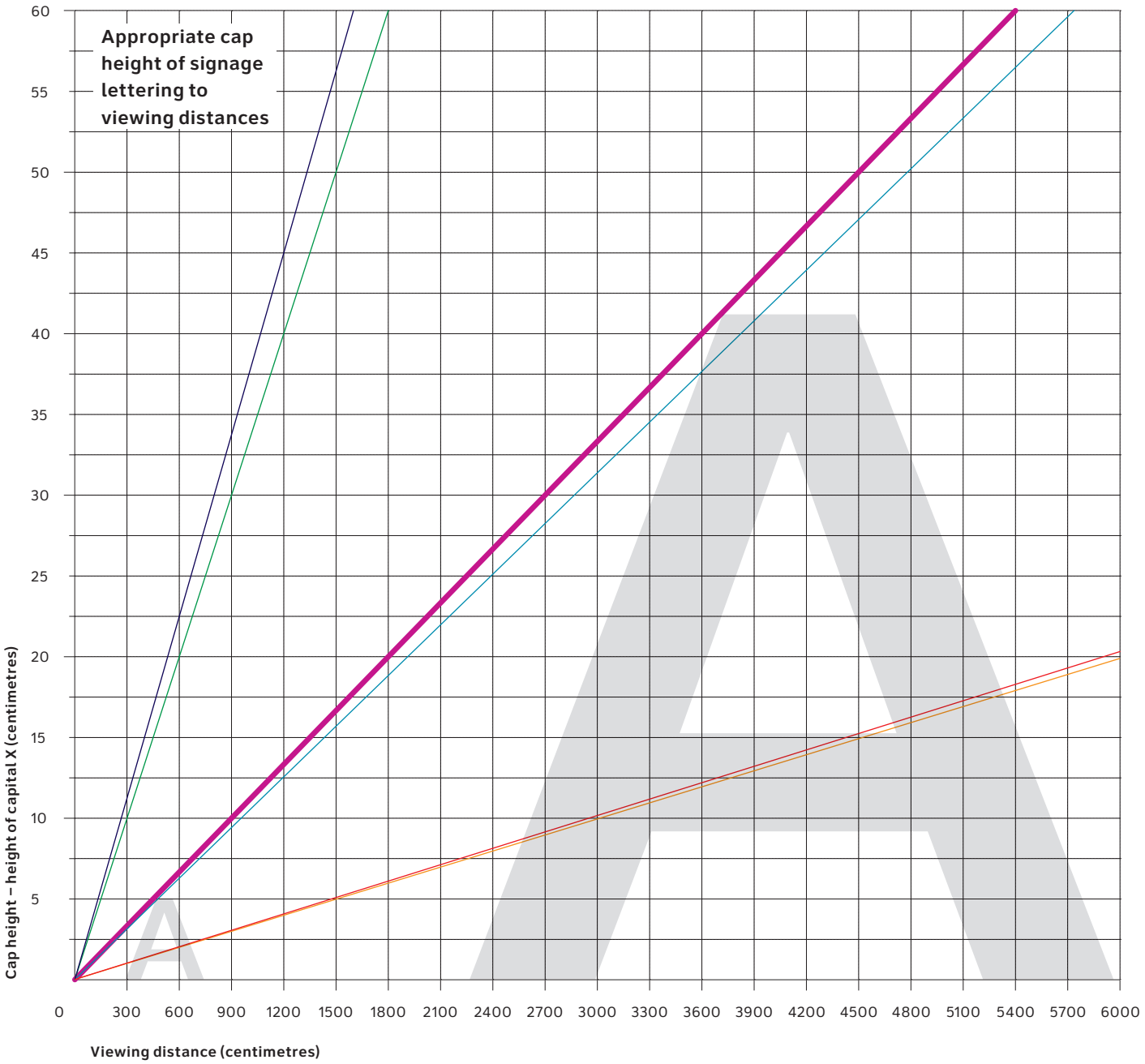
Intent of the message and speed of the information will inform its optimum size and placement. However, the optimum size and placement may be restricted by available space at a decision point, so a compromise is often needed between what is desirable and what is practical.

The chart below gives a guide to the distance at which certain sizes of lettering can be comfortably read, and can be used to define the optimum typesize necessary for any given situation. The chart is based on best practice and accessibility guidance from around the world.

Standard sign sizes listed in Section 6.0 Graphic Applications include typesizes that are appropriate for typical situations, but these sign sizes should be re-evaluated for appropriateness in the planning of every new wayfinding scheme.

Legend

- Metrolinx Wayfinding Standard
- 6/60 Visual Acuity, Sign Design Guide, RNIB, 2000 (UK)
- CSA B651-12, Accessible Design for the Built Environment, 2017 (Canada)
- ADA Standards for Accessible Design, 2010 (USA)
- London Underground, Signs Manual, Transport for London, Issue 4, 2002 (UK)
- Access Ability: A Practical Handbook on Accessible Graphic Design, The Association of Registered Graphic Designers of Ontario, 2010 (Canada)



4.8.5 Viewing angle

Signs should be placed so that they can be read from as many angles as possible

Vertical angle
The maximum acceptable reading angle in the vertical plane when the customer is directly in front of the sign is 30° from the horizontal in either direction (up or down), taken from Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure, DfT 2002 (UK).

Horizontal angle
In addition to the vertical reading angle, consideration needs to be given to the approach to a sign, or horizontal reading angle. Horizontal angle has a far greater impact than vertical angle, since we learn to read head-on, rather than side-on. Letters and symbols read side-on can look compressed and unreadable.

20° either side of a 90° line perpendicular to the sign face is considered acceptable.

As stated in Section 4.8.1, key information should always be placed in a location that supports the movement and natural position of the customer, rather than placing on a side wall where they have to slow down or may even miss the information entirely.

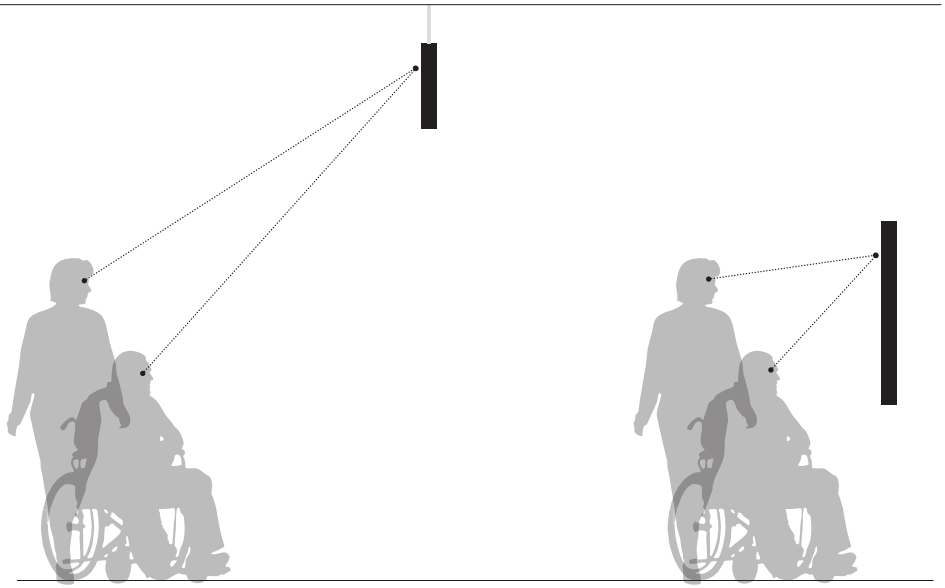
Customer heights
In addition, the average height of customers should be taken into account, measured from the eye height of the user to the top of the sign graphic.

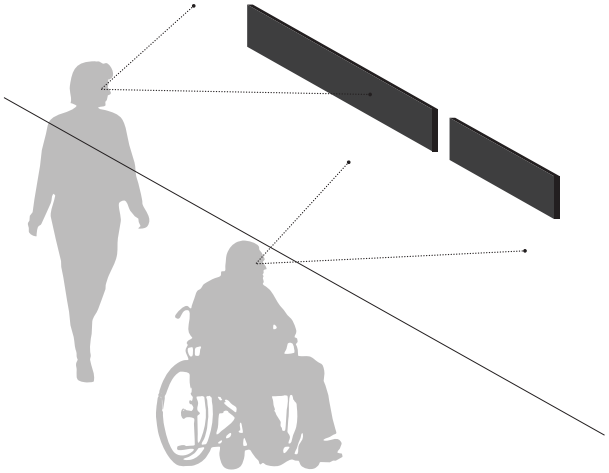
Viewing angles for those standing will be different for those in a wheelchair, and need to be considered in both the horizontal and vertical approach.

The Sign Implementation Manual sets out optimum mounting positions for each sign type.

Viewing angle has a significant impact on the ability to read information. Few guidelines exist around viewing angles, and the guidelines that do limit the advice to the vertical plane only (an angle looking up or down).

Obstructions
Signs should not be obstructed by bulkheads, lighting or other structural elements.





Viewing angle
Reading angle will vary from user to user, and needs to be considered in both vertical and horizontal approaches to the sign.

4.8.6 Lighting

Locate signs to take advantage of ambient light and avoid glare

Lighting can have a huge impact on readability and sign placement. CSA Standards B651-12 provides several references for the intensity of light (Lux levels) and considerations depending on the scenario.

Appropriate lighting allows users to see better and follow routes, and should be controlled to reduce glare, minimize reflections, and avoid excessive light and shadow. Viewing angle has particular bearing on the intensity of light experienced by the viewer.

Non-illuminated signs can benefit greatly from ambient light, and are better served by sources that provide an even spread.

Spotlights should be avoided as they can create too much contrast between light and dark areas, and 'hot spots' at certain viewing angles, making portions of a sign unreadable, especially if the surface has a high gloss.

Sign viewed under evenly lit condition

Sign viewed under spot lit condition

Consider how lighting interacts from different viewing angles
Avoid sign angles that encourage spot lighting to interfere with the customer's view of information.

4.8.7 Safety and security

Sign locations should follow municipal codes and avoid creating hazards

Safety and security will have an impact on sign placement when considering the location of the user with respect to:

- Pedestrian or vehicular movement near the sign
- Hazards, such as platform edges and stairs
- Blocking CCTV

Codes

Municipal and Provincial codes provide specific guidance such as minimum clear space around objects to reduce congestion and provide enough room for pedestrians to dwell, or for wheelchair users to turn. Clear space required will vary depending on the context.

Sight lines

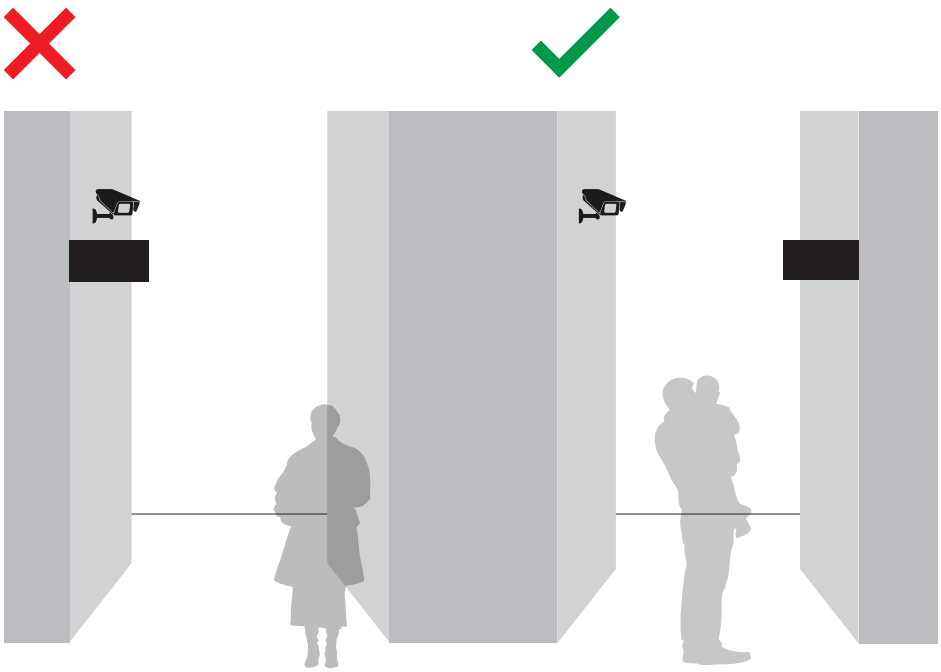
Consider the sight lines and locations of all users when placing signs. As much space as possible is needed around 'slow' signs (such as schedules), and signs should be placed to avoid clashes with general traffic flow, whether pedestrian or vehicular. For example, placing a 'slow' sign or too many signs close to busy areas can create a pinch point, increasing congestion.

Municipal highway standards will specify minimum distance from the curb edge (usually around 500mm), and clear space from pedestrian flow to avoid clashes with vehicles and other pedestrians.

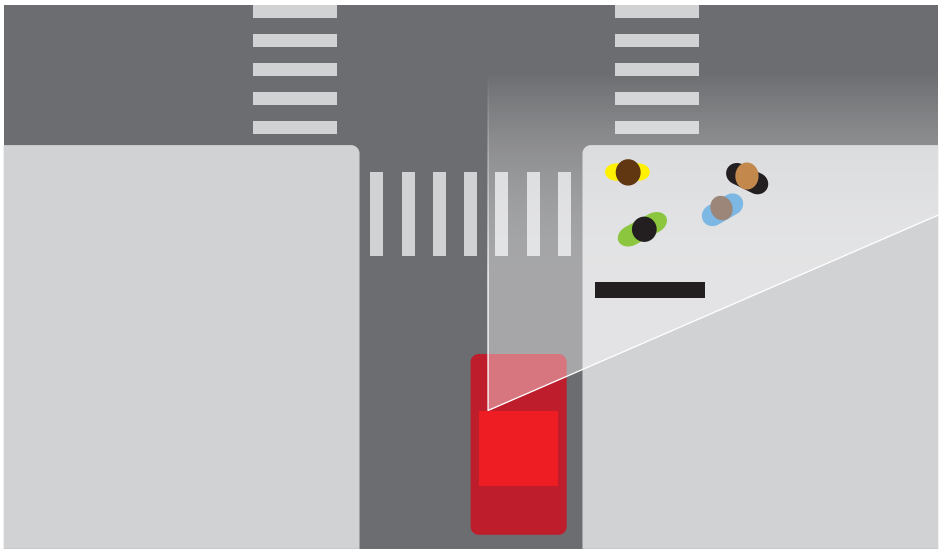
Sight triangles define a zone within which signs cannot be placed to avoid blocking views for drivers, and vary depending on the municipal code referenced. Any signs placed near highways should be validated by a highways officer.

Municipal standards will also cover considerations such as clearance from buildings and overhead cables (if the signs fall over, or to avoid electrical arcing), affecting sign placement for transit facility beacons.

CSA Standards B651-12 also provides guidelines on physical access to and around signs, and on devices such as tactile warning strips to denote edges of stairs and platforms/routes for the visually impaired.



CCTV
Take care not to block sight lines of security cameras when locating signs



Sight triangle
Sight triangles will vary depending on municipal standards and the particular context that will take into consideration the speed and camber of the road, setbacks of buildings and proximity to crosswalks.

Sight triangles protect a portion of the highway to ensure the view of drivers is not obstructed by street furniture, such as transit facility beacons, potentially causing clashes with pedestrians. Any signs located on the highway or near vehicular circulation should always be approved by a highways officer.

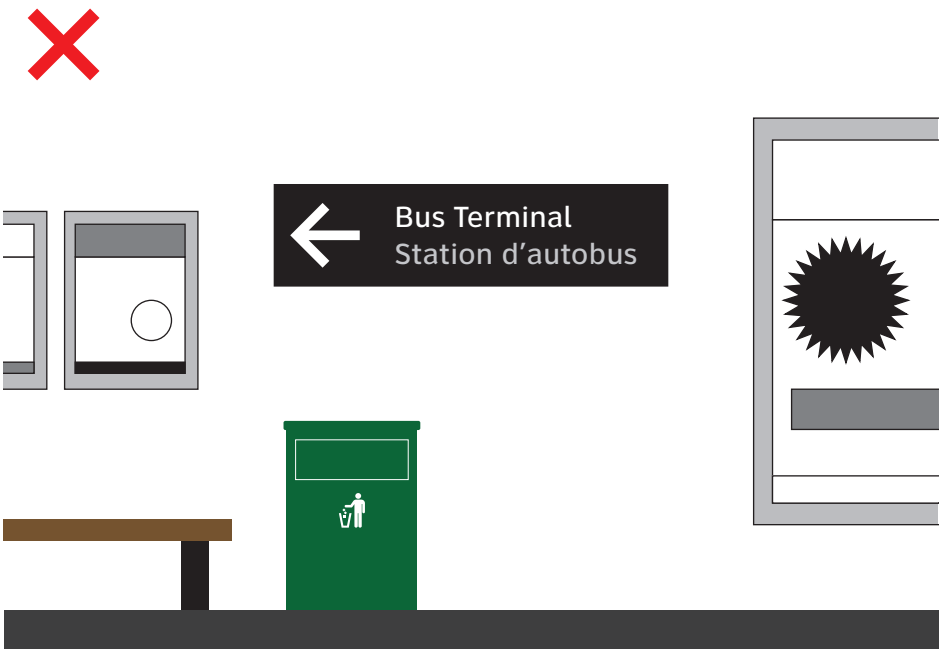
4.8.8 Sign clutter

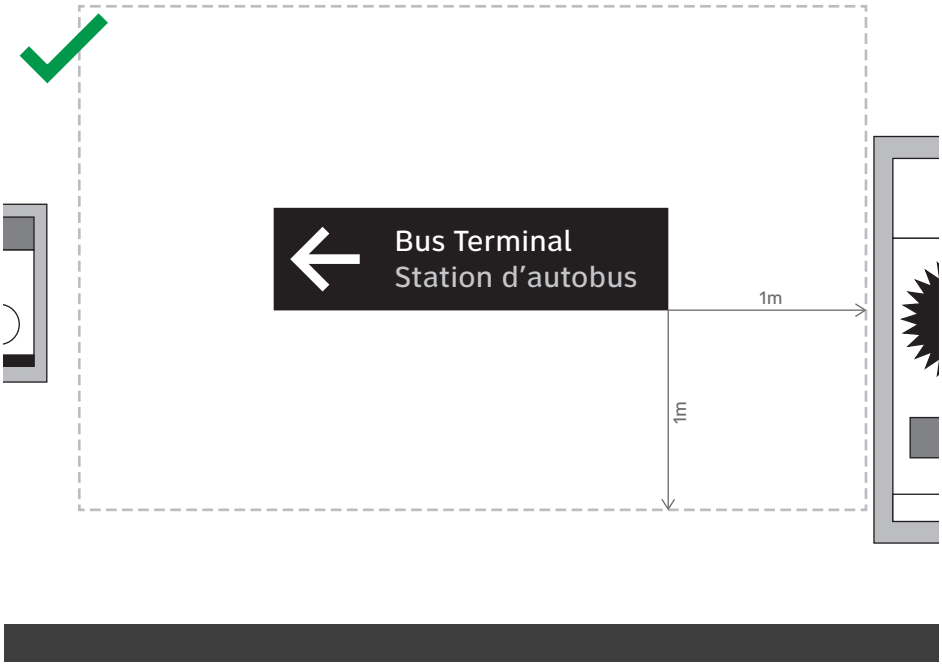
Place signs so that they are clearly differentiated from advertising and other facility furniture

Wayfinding and safety information should always take priority and should not be compromised by proximity to other signs or physical objects.

Notice boards, advertising, regulatory and mandatory notices, fare machines, recycling units and magazine dispensers add to the visual and physical clutter if poorly implemented.

Locating other graphic elements, such as marketing posters, within a 1 metre buffer of critical passenger information will compromise its visibility, impact and potentially its meaning.





Space around signs
The 1 metre buffer should be maintained around wayfinding signs, where possible.

The closer other information and graphics get to key wayfinding signs, the less likely they are to get noticed and perform as intended.

4.9 Messaging

Movement planning, Sequence planning and detailed sign placement guidance shown on the previous pages help to identify where signs go, and the type of information they should support, but do not define exactly what signs should say.

On the majority of signs, messaging will simply identify the location of a transit service or amenity (elevator, customer service, etc.) within the transit facility.

The messaging for directional signs which point the way to one or more services, amenities or exits, needs to be planned, using the principles covered on the following pages.

4.9.1 Information structure

Information structure describes how different categories of information are ordered within the same sign or system of signs, prioritizing some information over others.

To establish an information structure, the transit services, amenities or exits that need to be directed to at any given decision point are listed and then ordered by priority, both in terms of what is nearby, and what is considered the most important for the majority of customers at that point.

The standard information structure for a directional sign is illustrated below. Transit services take priority, followed by amenities and then exit information. Within these groupings, information is ranked by proximity, with the nearest destination shown first.

Transit mode hierarchy

On directional signs, when different modes are listed together in a single direction, they should be ranked by proximity.

When modes are shown on identification signs or in poster headers they should be prioritized in the following order:

- Trains
- Subway or light rail
- Buses
- Streetcar

This approach is particularly relevant to setting out the modal icons on TH4 Facility Entrance Signs and header panels of Maps and Diagrams, but can be applied anywhere that different modes are listed together.

Basic information structure of a directional sign
Information is prioritized by primary services first, then by proximity.

Priority 2
Amenities are next (e.g. washrooms, customer service), since they are within the transit facility but lower priority than primary services (trains, buses).

Priority 1
Transit services are prioritized as the first item 'attached' to the directional arrows, since these are the primary function of the transit facility.

Priority 3
Street / exit names are last because they are the last part of the user journey with respect to the facility. Proper nouns (either a street or destination name) are preceded by 'to'/'vers'.

4.9.2 Progressive disclosure

Progressive disclosure refers to providing information in small amounts at the right time in a user journey.

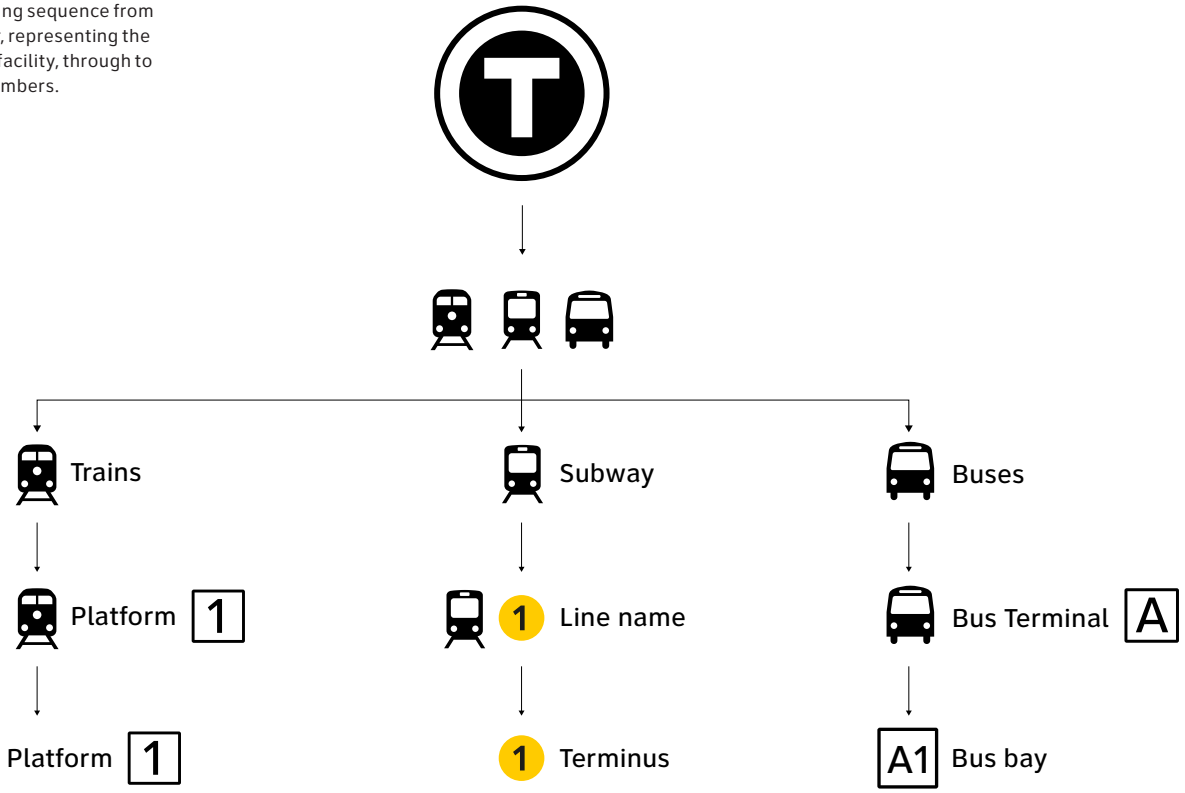
Too much information provided all at once, or with no discernible structure, overloads the user. Progressive disclosure reduces the information a user needs to consider at any one time, simplifying decisions.

Using this approach, information is made visible to the user in a sequential way, with the most relevant information shown at that specific location in the passenger's journey.

The examples shown on the following pages illustrate how graphic elements, such as the Network Identifier, modal icons and platform/terminal boxes, appear sequentially on signage as the user moves through the facility. Graphic Elements are covered in detail in Section 5.0 Graphic Standards.

The examples shown cover a small amount of typical scenarios. They are by no means exhaustive but encourage a logical approach where the user is carefully presented increasingly more specific information from Network Identifier, representing the entirety of the transit facility, through to individual platform numbers.

Progressive disclosure information flow diagram
For the Ingress user, information is provided in the following sequence from the Network Identifier, representing the entirety of the transit facility, through to individual platform numbers.



For the Egress user, the sequence is more straightforward; firstly they are directed towards the exits and then at a point where they need to make a choice between different exits, the specific exit name is revealed.

Example 1: Train facility

Facility served by:
- Single train line
- One bus terminal

- Transit facility approach
- Unpaid circulation
- Fare threshold
- Paid circulation
- Platform or bus bay

Other signs

Note that the intention of these examples is to illustrate progressive disclosure. The examples may not map exactly to your facility depending on the architectural layout. These examples illustrate how signs should start at a general level and become progressively more specific as the customer moves through the facility.. Only a select number of sign types have been shown in the different areas of the facilities. See Section 4.6 Sign Typology for all sign types currently designed for the use across the system.

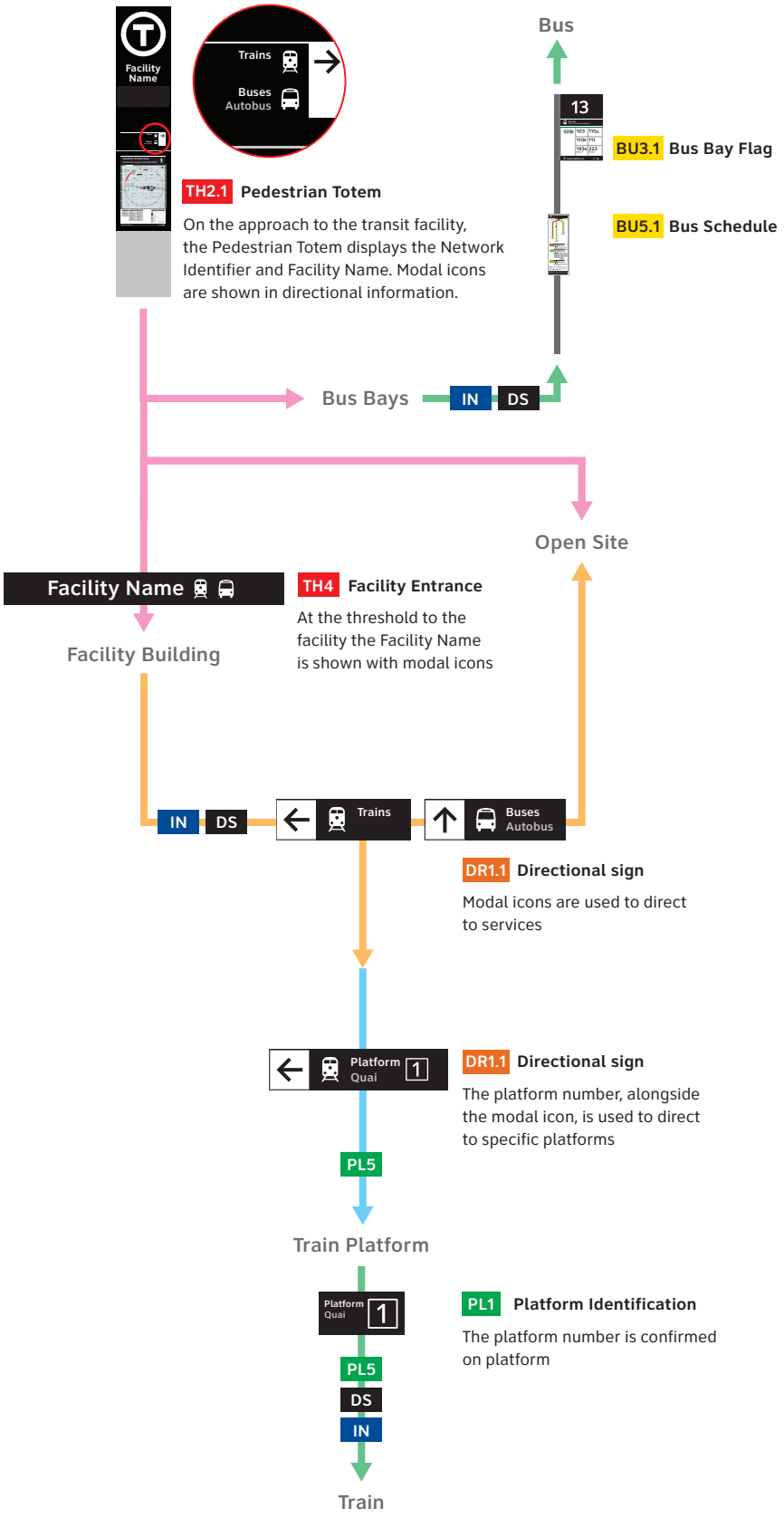
A number of sign types have been indicated but not illustrated. These sign types play an important role in supporting the user journey.

IN **Information Hub**
Provides an overview of the layout of the facility and transit services operating from it.

DS **Digital Screen**
Tells the user when services are operating and what platform/ bus bay to go to.

PL5 **Line Diagram**
Confirms the routing of train or subway/light rail lines.

Digital screen and Information Hub content will vary depending on physical space and how many services run from the facility. For example, some digital screens may show all services, but larger facilities may split services across several screens. Some locations may display facility-wide services, and others may be platform specific.



Example 2: Subway / light rail and train facility

Facility served by:
- Two lines (light rail, train)
- One bus loop / terminus

Transit facility approach
Unpaid circulation
Fare threshold
Paid circulation
Platform or bus bay

Other signs

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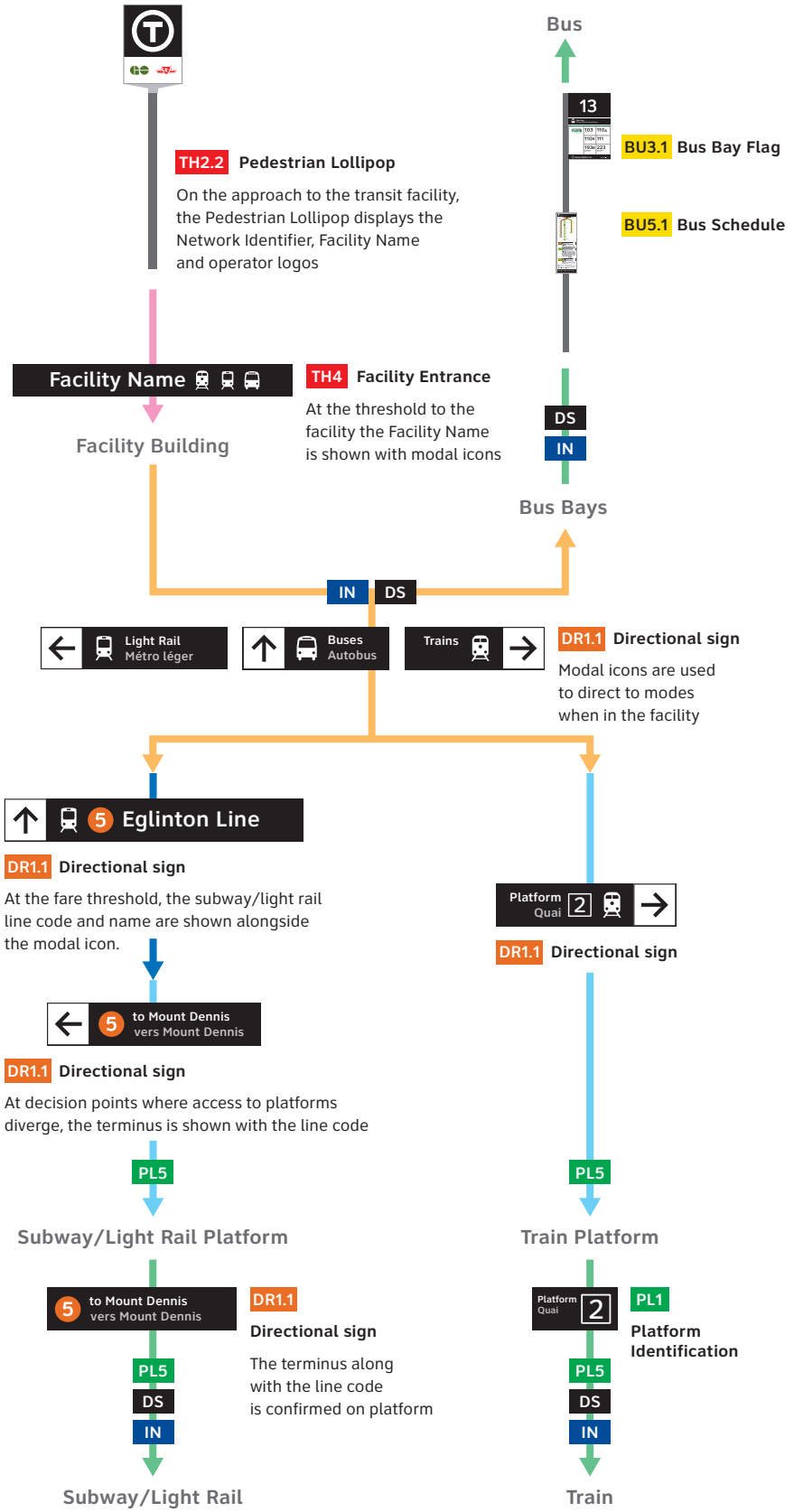

Example 3: Subway / light rail facility

Facility served by:
- One light rail line
- Two bus termini

Transit facility approach
Unpaid circulation
Fare threshold
Paid circulation
Platform or bus bay

Other signs

Note that the intention of these examples is to illustrate progressive disclosure. The examples may not map exactly to your facility depending on the architectural layout. These examples illustrate how signs should start at a general level and become progressively more specific as the customer moves through the facility.. Only a select number of sign types have been shown in the different areas of the facilities. See Section 4.6 Sign Typology for all sign types currently designed for the use across the system.

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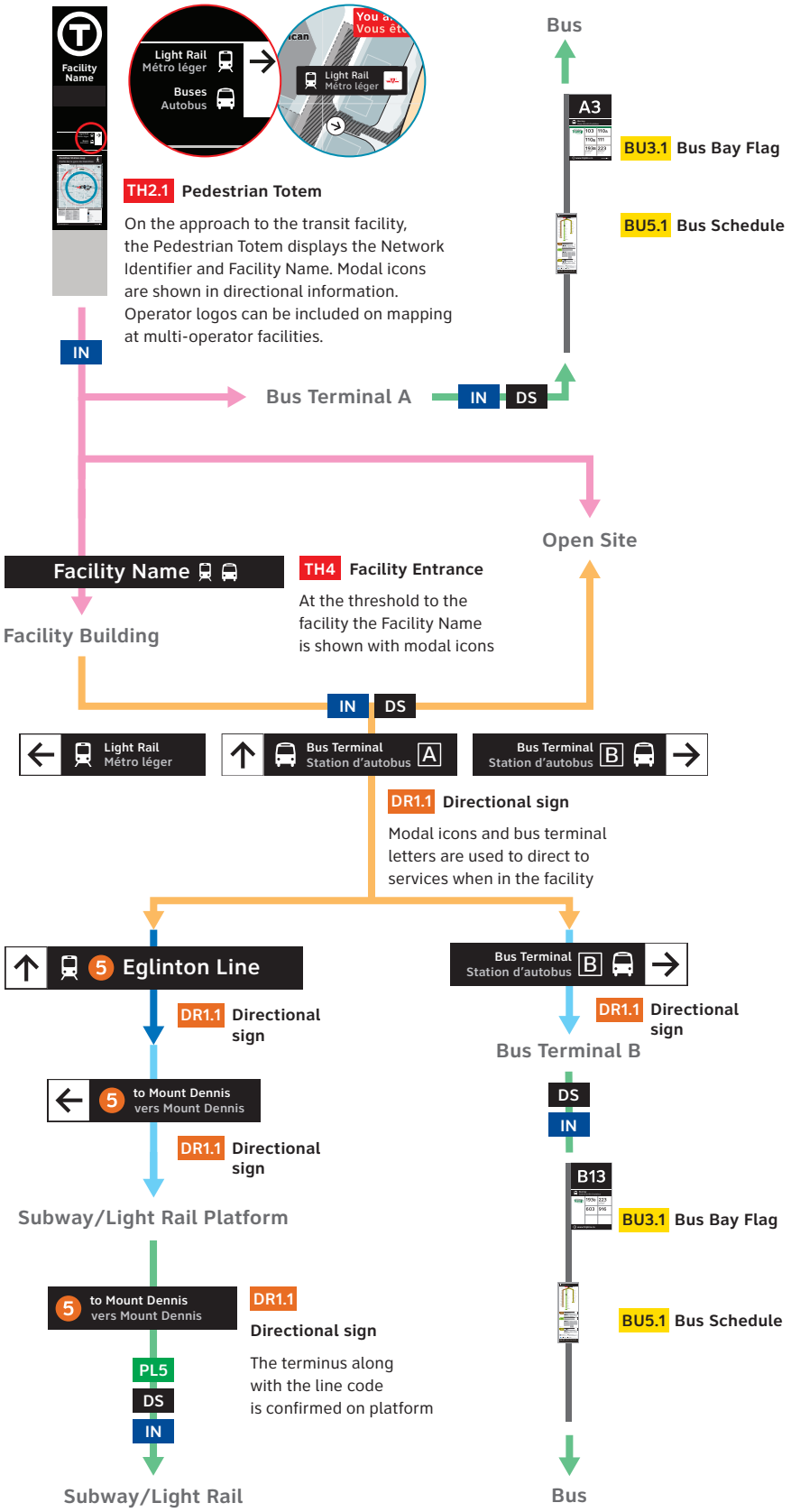


4.9.3 Information capacity

The density of information within a single directional sign needs to be managed. These rules keep sign content to a manageable capacity, and ensure the customer isn't overloaded with too much information. In general:

- There should be a maximum of three directions in any given sign (e.g. straight ahead, left, right).
- There should be a maximum of 5 destinations signed in any given direction.
- Ideally, each sign should support a single direction, as this provides maximum clarity on what direction the sign is supporting and is generally simpler and easier to read.
- Where one direction per sign is not possible, the pros and cons of whether multiple directions are contained in one large sign or several small ones needs to be weighed up in context.
- Breaking down information into multiple, accurately placed signs is preferable to a single, large, overloaded sign where content and optimum placement are compromised. The impact of sign positioning on the message is illustrated in Section 4.8.2.

Managing over capacity

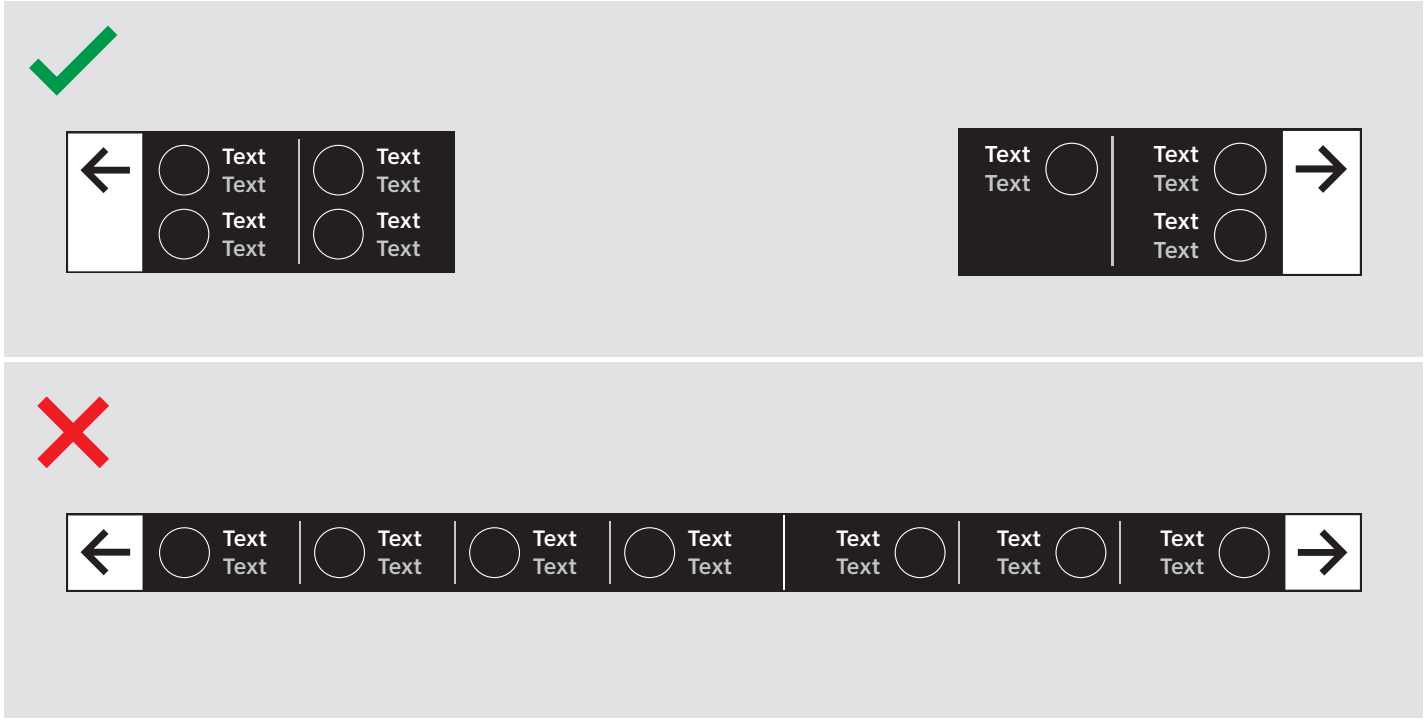
Wayfinding should be a connected system. This means that content on every sign, particularly directional signs, needs to be joined up.

Whenever content is being considered on one sign, it is important to think in terms of journeys, not signs. This should ensure that ad-hoc decisions made on an individual sign basis are avoided. If a destination is added or deleted on one sign, then it has an impact on other signs.

In large facilities, signs can quickly become overloaded when planning content because there are many things to direct to (platforms, washrooms, customer service, buses, subway, retail etc). The principles of Information Structure (Section 4.9.1) and Progressive Disclosure (Section 4.9.2) should establish the core content.

Where the sign cannot be made physically larger due to architectural constraints, or adding content causes capacity issues in other, connected signs, the following considerations may help to rationalize the content across the system:

- Consider opportunities for grouping information types. For example, replacing 'Platforms 1–12', with 'Trains' if all platforms are in the same direction.
- Consider changing how far away destinations are signed from. Can lower-priority destinations be removed from any given sign if they are further away than the priority destinations on the sign in question?
- Can any assumptions be made about what the majority of passengers are likely to need at a given point in the facility? For example, if the passengers have passed a point where they are effectively going to pass all other facilities, it may not be necessary to list everything beyond that point.
- As a last resort, where too many constraints impact the system, it may be necessary to remove lower priority destinations almost entirely, only showing them on information hub maps, and marking them at their thresholds. In these instances, it is up to the facility operational team and customer services to advise on what they are comfortable compromising in any given situation.



4.9.4 Icons and terminology

Icons, text and colour

Sections 5.0 and 6.0 show how graphic and information structure should be applied to a final design in detail.

Wherever possible, icons are to be used alongside clarifying text, as outlined in Section 6.0 Graphic Applications. The combination of both text and pictorial representation (icons) represents best practice because the two forms of information reinforce the meaning of the other, while still being useful in isolation where one form of information is not understood.

Colour should also be used to emphasize or codify different types of information. For instance, in standard signs a white background is used to emphasize the directional arrow, blue highlights barrier-free amenities, and yellow gives an at-a-glance indication of exit information. A lighter grey is used to divide French translations from English. As shown in Section 5.2, colour is also key to recognition of different services across signs, maps and diagrams.

Consistent terminology and French

Words and graphic devices, like arrows and icons, should be applied consistently across a system. This ensures the system is predictable because graphic and text elements are where the customer expects them to be, regardless of where they are in their journey, and this in turn makes the system easier to learn.

Dependent on context, text will likely either be a proper noun (a place name, for example) or standard terminology. Standard terminology to be used across the system is listed below each icon in Section 5.3 Iconography.

To comply with the FLSA (French Language Services Act) messaging should be provided in both English and French, unless both English and French use the same term. Proper nouns do not require translation.

The FLSA applies to Government of Ontario 'designated areas' and provincial transit services like those operated by GO Transit. Where a transit service is operated municipally or it is not a designated area, there is no requirement for messaging to be provided in French.

Standard French translations are included in Appendix A of this document. Metrolinx should be contacted for required translations that are not listed in this Appendix.

Icons, text, colour and French
To provide visual information that is as widely accessible as possible, messaging should be provided in both English and French, and reinforced by the consistent use of icons, colour and terminology.

4.9.5 Integration with third parties

Core transit facility signs contain elements that connect into the wider public realm, such as:

- Facility maps
- Local area maps
- Directional information that points towards destinations outside of the facility

Signs will contain references to named destinations such as:

- Street names
- Landmarks
- Visitor attractions
- Other transit facilities
- Commercial buildings

These destinations will have official names and may be supported by their own sign systems such as:

- Local municipal pedestrian, recreational and parks signs
- Highways signs
- Tourism, culture and education signs
- Interior pedestrian networks
- Major mixed use developments

When reviewing information content, it is important to verify the correct names used on third party information.

For example, considering Egress and Throughput users, the customer may have arrived at the transit facility using information taken from the third party's website, so it is important that the transit operator's system matches the official third-party names.

Considering the Transfer user, they may not be aware that a third-party transit facility is nearby, or that their connection is at a third party facility.

For example, Hamilton Station has its own bus terminal and is close to MacNab Transit Terminal that also provides bus services. Maps at Hamilton Station will cover both terminals because they are only a couple of blocks apart, so both terminals and services need to be clearly differentiated on information hubs.

Never assume official names—always check with the official source.

Toronto 360

Toronto 360 is the project name given to the pedestrian wayfinding system developed for the City of Toronto. It is designed to integrate with other public information systems to ensure user journeys in the public realm are connected. For example, the PATH network and transit stations are key public environments where people may connect from street, and vice versa. Toronto 360 (or 'TO360') provides the handover between neighbourhoods and destinations.

For this reason, transit facility and wayfinding projects within the City of Toronto are required to coordinate with the City's Toronto 360 pedestrian wayfinding initiative to ensure transit facility naming, access points and mapping need are joined up.

Toronto 360 is not part of the Metrolinx Regional Transit Network standard but project planners and proponents are expected to liaise with the City of Toronto wayfinding unit to agree plans and contributions for Toronto 360 to provide a seamless experience for transit customers.

At transit facilities within the City of Toronto, the TO360 mapping standard should be utilized for local area mapping. Additions should be made to standard TO360 mapping to ensure seamless transition between wayfinding in the transit facility and on-street. These additions should be guided by map designs included in this document.

Planning and implementation of Toronto 360 signage must be agreed with the City of Toronto. The City may direct that all associated costs are paid by the operator. Proposals for Toronto 360 wayfinding should be included in transit facility wayfinding plans submitted for Metrolinx approval.

4.10 Preparing a sign schedule

As introduced in Section 4.6, signs are broken down into the following types:

- TH Threshold markers
- IN Information hubs
- AM Amenity markers
- DR Directional signs
- PL Platform signs and line confirmation
- BU Bus bay/Bus stop signs
- NS Notices and safety information
- DS Digital screens

Each of those types can be broken down into sub-types, listed below.

Sub-types allow variations to be described more accurately. This also helps to structure more detailed sign codes when creating sign schedules, explained on the next page.

Threshold markers

- TH1 Facility Beacon: Vehicular Lollipop
- TH2.1 Facility Beacon: Pedestrian Totem
- TH2.2 Facility Beacon: Pedestrian Lollipop
- TH3.1.1. Facility Marker: Wall mounted
- TH3.1.2 Facility Marker: Wall mounted with facility name
- TH3.2 Facility Marker: Projecting
- TH4 Facility Entrance
- TH5 Barrier-free Access
- TH6 Facility Address
- TH7 First and Last Trains
- TH8 Facility Exit
- TH9 Vehicular Entrance

Information hubs

- IN1.1 Information Hub: Type A
- IN1.2 Information Hub: Type B
- IN1.3 Information Hub: Type C
- IN1.4 Information Hub: Type D
- IN1.5 Information Hub: Type E
- IN1.6 Information Hub: Type F

Amenity markers

- AM1.1 Elevator ID: Wall mounted
- AM1.2 Elevator ID: Projecting
- AM2.1 Amenities ID: Wall mounted
- AM2.2 Amenities ID: Door sign
- AM2.3 Amenities ID: Projecting
- AM2.4 Amenities ID: Post mounted
- AM2.5 Amenities ID: Supergraphic
- AM3 Waiting Area ID
- AM4 Raised Platform Sign

Directional signs

- DR1.1 Directional Signs
- DR1.2 Directional Signs: Projecting
- DR2 Elevator Directory

Platform signs and line confirmation

- PL1 Platform Identification
- PL2 Facility Name
- PL3 Trackside Facility Name
- PL4 Platform Running Frieze
- PL5 Line Diagram
- PL6 In-carriage Line Diagram

Bus bay/stop signs

- BU1.1 Bus Stop Flag with Finial
- BU1.2 Bus Stop Flag
- BU1.3 Bus Stop Flag: Vertical layout
- BU2.1 Bus Stop Flag: Basic layout
- BU2.2 Bus Stop Flag: Basic vertical layout
- BU3.1 Bus Bay Flag: Standard layout
- BU3.2 Bus Bay Flag: Basic layout
- BU4 Interior Bus Bay ID
- BU5.1 Bus Schedule Panel
- BU5.2 Service Disruption Panel
- BU6 Bus Stop Guide

Notices and safety information

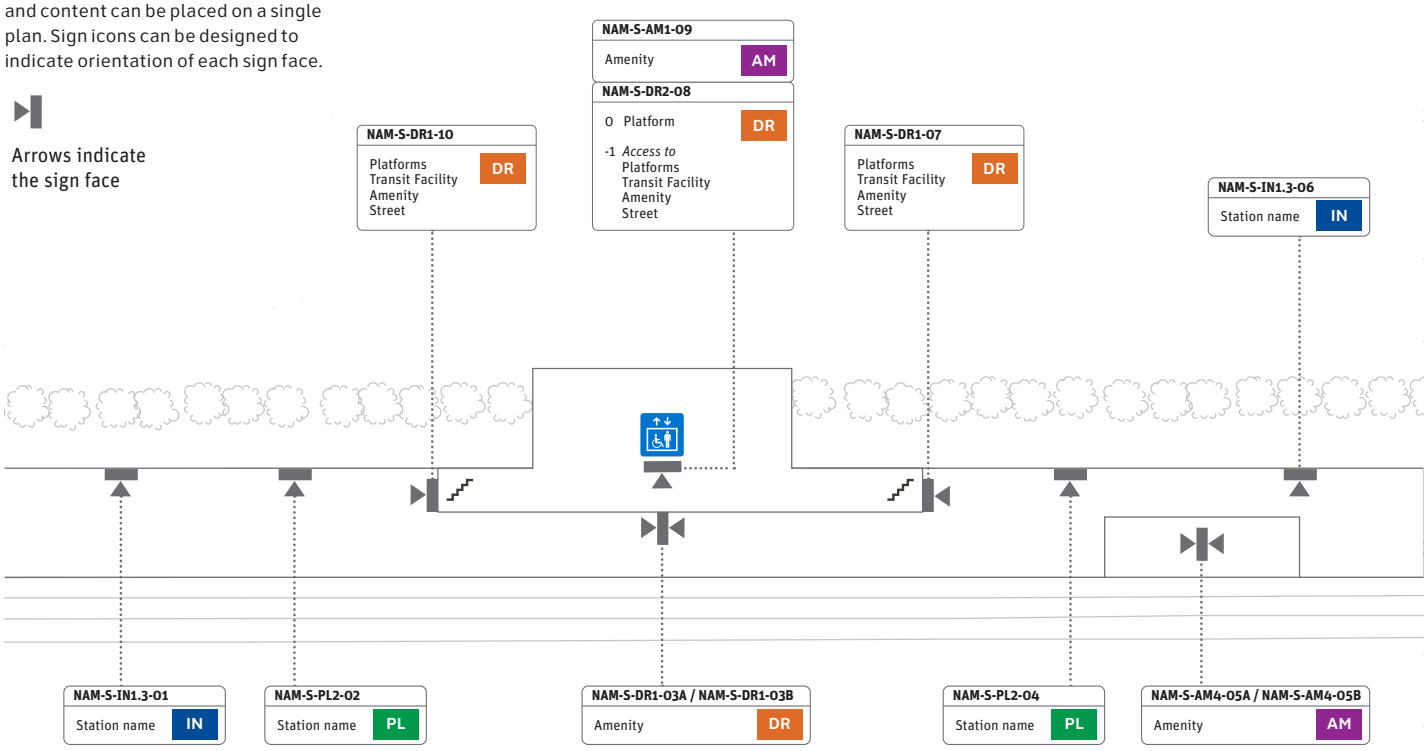
- NS1 Regulatory Information
- NS2 Safety/Emergency
- NS3 Prohibitions
- NS4 CCTV

Digital screens

- DS1 Digital Screen: Freestanding
- DS2.1 Digital Screen: Suspended
- DS2.2 Digital Screen: Suspended
- DS3 Digital Screen: Bus Bay
- DS4 Digital Screen: Freestanding, Portable

Sign placement plan
Where space allows, sign types, codes and content can be placed on a single plan. Sign icons can be designed to indicate orientation of each sign face.

Arrows indicate the sign face



4.10.1 Sign codes and placement

The illustration above shows how sign types, sign content and sign locations are combined into a single sign placement plan.

Each sign has been given a unique code, generated by combining a series of references as described below:

Level
For example:
'S' for Street
'U' for 'Underground'
'F' for 'Footbridge' etc

Unique number

NAM-S-DR1-03A

Station name
3 letter code.
For example, Hamilton might be HMT

Sign type

Sign face
Only added where there is more than one face

This is the recommended structure for creating sign codes, and represents a typical combination. Unique codes can be expanded to include other references if necessary, such as how a sign is fixed (ceiling, wall, freestanding) or whether it has power.

The complexity of the sign code will vary depending on the project, the complexity of levels, extent of implementation and how the supplier needs to use the schedules.

5.0 Graphic standards

This section catalogues the graphic elements of the system and the global rules that govern placement of type, icons and arrows.

5.1 Typeface

5.1.1 Principles of an effective typeface

A typeface used for wayfinding purposes should primarily be highly legible, with its role as a component of a recognizable visual identity a secondary concern.

A legible typeface typically has the following characteristics:

Sans serif

While some serif typefaces have been proven to be as legible as sans serifs for signage, sans serifs have become the adopted norm for wayfinding. Research findings suggest that users read text more easily when the typeface is familiar to them. The prevalence of simple sans serif typefaces on wayfinding signage sets a precedent for new wayfinding systems.

CSA Standards B651-12 stipulates that letters on signs should be sans serif.

Range of weights

A typeface should offer a range of clearly distinguishable weights that make it possible to create a perceivable hierarchy of information.

Medium/Demibold/Bold weights are generally better for legibility as they tend to fall comfortably within the stroke width-to-height ratio guideline of 1:5 to 1:10 provided by the CSA Standards. This standard uses an upper case “X” for character measurement.

Roman type should be used as it is generally easier to read than italics.

Low contrast

The contrast between thick and thin strokes that make up a letter should not be too exaggerated. Too much contrast will make the thinner strokes difficult to see, and the letter harder to recognize.

Open counters

Larger counters – the white space within letters – are believed to aid character recognition, especially from distance/at small sizes.

Conversely typefaces with counters that are too large may be impractical as they result in characters that are wide and inefficient with space, causing signs to be wider to accommodate messaging.

CSA Standards advise that characters should have a width-to-height ratio of between 3:5 and 1:1, when using an upper case “X” for character measurement.

Large x-height

Generally, typefaces with a larger x-height will be easier to read than those with smaller x-heights, when shown at the same point size.

However, excessively large x-heights will become less distinct from the ascenders, causing letters to be more difficult to discern from one another.

5.1.2 ClearviewADA

ClearviewADA is the typeface of the Regional Transit Network. It is specifically designed for use on signage and wayfinding and works well in text and display applications.

ClearviewADA meets U.S. Americans with Disabilities Act (ADA) and Canadian Standards Association (CSA) guidelines for stroke-width-to-height and character width-to-height ratios.

A number of weights are specified in order to create designs with clear hierarchies of information. Predominantly ClearviewADA Demibold is used across signage.

A condensed version is provided for use where available space is constrained. Condensed weights should be used sparingly as they are less legible than uncondensed fonts.

Tracking is always set at zero with metric kerning used throughout. Line spacing is detailed in Section 5.5 Basic Layout and throughout Section 6.0 Graphic Applications.

Characters that should not be used

The ampersand character and the default tabular lining 1 should not be used, as they can be confused with other characters, particularly amongst those with visual impairments. Proportional lining figures should be used for all numbers.

Type sizes

The size of lettering used on signage should be large enough to ensure legibility of messaging at an intended viewing distance.

The size of lettering used on signage is defined by the size of the sign. Throughout Section 6.0 Graphic Applications, standard sign sizes are defined.

ClearviewADA Regular

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

ClearviewADA Medium

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

ClearviewADA Demibold

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

ClearviewADA Bold

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

ClearviewADA Condensed Regular

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

ClearviewADA Condensed Demibold

ABCDEFGHIJKLMNOPQRSTUVXWYZ
abcdefghijklmnopqrstuvwxyz
1234567890#$?!()

5.2 Colour

Colour is an integral element of wayfinding systems. Colour is used to reinforce a recognizable and trusted identity across all applications. It is also used to communicate meaning by the consistent use of unique colours to connote specific types of information within the system.

A palette of colours is specified here for use across signage and mapping applications. Where appropriate, Pantone, CMYK, RGB and Hex values are given for each colour. Pantone and CMYK values should be used for colour matching in signage and print applications. RGB and Hex are specific to digital applications.

Colour accessibility

Colours used throughout the system should adhere to best practice guidelines for accessibility wherever possible.

As specified by CSA Standards B651-12, in signage, characters should be at least 70% colour contrasted with their background colour.

As far as possible, colours in the Wayfinding Design Standard palettes have been chosen so that they achieve at least a 70% Light Reflectance Value (LRV) contrast when used with either System Black or System White text on signage and print, and meet Web Content Accessibility Guidelines (WCAG) AA compliance when used with black or white text on screen.

Light Reflectance Values are given per colour. Also given is as an indication of what text colour should be used to achieve optimum colour contrast.

Text colour to be used (System Black or System White) when type appears on top of the swatch colour, in order to comply with 70% LRV contrast.

Translation Grey 1 LRV 56
Pantone 428 C
C0 M0 Y0 K30
R193 G198 B201
#C1C6C9
Vinyl: 3M Medium Gray 7725-31

Approximate Light Reflectance Value (LRV)

5.2.1 Core palette

The core colour palette includes colours that will make up an integral part of the Regional Transit Network visual identity. They will appear on almost all applications.

Core colours are kept intentionally muted to allow other colours used within the system to have emphasis.

System Black LRV ~5
Pantone Process Black C
C0 M0 Y0 K100
R0 G0 B0
#000000
Vinyl: 3M 7725-12

Used as the background colour on all wayfinding signage and icons, and as the text colour on print applications.

System White LRV ~90
—
C0 M0 Y0 K0
R255 G255 B255
#FFFFFF
Vinyl: 3M 7725-10

Used as text colour on all signage and as a background colour to trip planning information e.g. schedules and diagrams.

Translation Grey 1 LRV 56
Pantone 428 C
C0 M0 Y0 K30
R193 G198 B201
#C1C6C9
Vinyl: 3M Medium Gray 7725-31

Used as text colour for French translations on dark backgrounds.

Translation Grey 2 LRV 13
Pantone 431 C
C20 M0 Y0 K70
R91 G103 B112
#5B6770

Used as text colour for French translations on light backgrounds.

Accessible Blue LRV 15
Pantone 285 C
C90 M48 Y0 K0
R0 G114 B206
#0072CE
Vinyl: Avery SC 900-626-O

Used for accessible icons.

Exit Yellow LRV 78
Pantone 106 C
C4 M5 Y80 K0
R251 G227 B67
#FBE343
Vinyl: Avery SC 900-206-O

Used to emphasize exit icons.

Emergency Green LRV 22
Pantone 347 C
C93 M0 Y100 K0
R0 G154 B68
#009A44

Used as a base colour for emergency signs.

5.2.2 Train, subway and light rail line palette

All train, subway and light rail lines are given a distinct colour that is used consistently for train line lozenges, subway/light rail line codes and route lines on all sign and mapping applications.

All colours should be tested before implementation to ensure sufficient colour contrast across all applications.
Colours for TTC lines have CMYK and RGB values adjusted slightly in order to comply with accessibility standards.

Aa

Barrie LRV 6
Pantone 2945 C
C100 M53 Y2 K16
R0 G89 B179
#0059B3

Aa

Kitchener LRV 13
Pantone 356C
C91 M4 Y100 K25
R0 G122 B51
#007A33

Aa

Lakeshore East LRV 18
Pantone 485 C
C0 M95 Y100 K0
R218 G41 B28
#DA291C

Aa

Lakeshore West LRV 7
Pantone 1955 C
C9 M100 Y54 43
R173 G26 B70
#AD1A46

Aa

Milton LRV 40
Pantone 151 C
C0 M60 Y100 K0
R255 G130 B0
#FF8200

Aa

Richmond Hill LRV 29
Pantone 299 C
C86 M8 Y0 K0
R0 G125 B165
#0096C3

Aa

Stouffville LRV 14
Pantone 464 C
C11 M53 Y94 K53
R139 G91 B41
#8B5B29

To be confirmed by Metrolinx Aa

UP Express LRV 26
Pantone 5773C
C29 M10 Y52 K40
R137 G144 B100
#899064

Aa

Bloor–Danforth LRV 22
Pantone 347 C
C100 M0 Y100 K10
R0 G135 B65
#008741

Aa

Eglinton LRV 26
Pantone 165 C
C10 M70 Y100 K0
R210 G70 B25
#D24619

Aa

Scarborough LRV 25
Pantone 285 C
C100 M22 Y0 K0
R0 G125 B180
#007DB4

Aa

Sheppard LRV 11
Pantone 220 C
C10 M100 Y0 K20
R180 G0 B110
#B4006E

Aa

Yonge–University LRV 62
Pantone 123 C
C0 M30 Y100 K0
R255 G199 B44
#FFC800

Aa

Finch West LRV 26
Pantone 423 C
C22 M14 Y18 K45
R137 G141 B141
#898D8D

To be confirmed by Metrolinx Aa

Hurontario LRV 32
Pantone 326 C
C81 M0 Y39 K0
R0 G178 B169
#00B2A9

To be confirmed by Metrolinx Aa

Hamilton LRV 41
Pantone 376 C
C54 M0 Y100 K0
R132 G189 B0
#84BD00

To be confirmed by Metrolinx Aa

Ontario LRV 33
Pantone 645 C
C56 M21 Y2 K8
R125 G161 B196
#7DA1C4

5.2.3 Bus route palette

Bus route colours are to be used to differentiate routes within Buses from Here Diagrams and Bus Schedule Panels. Colours should be assigned on an artwork-by-artwork basis.

Aa

Bus Yellow LRV 62
C0 M20 Y100 K0
R255 G200 B0
#FFC800

Aa

Bus Orange LRV 40
C0 M50 Y100 K0
R245 G145 B30
#F5911E

Aa

Bus Red LRV 17
C0 M100 Y100 K0
R225 G25 B40
#E11928

Aa

Bus Magenta LRV 14
C20 M100 Y0 K0
R200 G20 B140
#C8148C

Aa

Bus Brown LRV 13
C25 M60 Y100 K30
R145 G90 B30
#915A1E

Aa

Bus Grey LRV 25
C15 M0 Y0 K50
R105 G120 B130
#697882

Aa

Bus Yellow Green LRV 47
C50 M0 Y100 K0
R140 G200 B60
#8CC83C

Aa

Bus Green LRV 22
C100 M0 Y100 K10
R0 G135 B65
#008741

Aa

Bus Dark Turquoise LRV 22
C100 M25 Y25 K0
R0 G130 B150
#008296

Aa

Bus Cobalt Blue LRV 7
C100 M75 Y0 K10
R0 G75 B150
#004B96

Aa

Bus Night Blue LRV 2
C100 M100 Y0 K50
R20 G10 B90
#140A5A

Aa

Bus Pastel Amber LRV 69
C0 M20 Y60 K0
R255 G210 B120
#FFD278

Aa

Bus Pastel Red LRV 36
C0 M60 Y60 K0
R245 G130 B100
#F58264

Aa

Bus Dark Red LRV 6
C0 M100 Y100 K50
R140 G0 B0
#8C0000

Aa

Bus Pink LRV 47
C0 M50 Y0 K0
R245 G155 B190
#F59BBE

Aa

Bus Pastel Brown LRV 22
C0 M50 Y50 K30
R165 G100 B85
#A56455

Aa

Bus Grey Lavender LRV 15
C50 M50 Y0 K25
R110 G100 B150
#6E6496

Aa

Bus Light Cyan LRV 56
C50 M0 Y0 K0
R110 G210 B245
#6ED2F5

Aa

Bus Light Turquoise LRV 49
C55 M0 Y20 K0
R110 G200 B210
#6EC8D2

Aa

Bus Pastel Green LRV 48
C50 M0 Y50 K0
R130 G200 B155
#81C89B

Aa

Bus Teal LRV 19
C100 M0 Y50 K25
R0 G130 B125
#00827D

Aa

Bus Dark Beige LRV 57
C0 M0 Y50 K20
R210 G200 B130
#D2C882

Aa

Bus Dark Yellow LRV 50
C0 M0 Y100 K25
R205 G190 B0
#CDBE00

Aa

Bus Amber LRV 51
C0 M35 Y100 K0
R250 G175 B25
#FAAF19

Aa

Bus Peach LRV 50
C0 M40 Y50 K0
R250 G170 B125
#FAAA7D

Aa

Bus Brick Red LRV 17
C15 M85 Y100 K5
R200 G75 B40
#C84B28

Aa

Bus Amaranth LRV 15
C0 M100 Y50 K0
R210 G30 B80
#D21E50

Aa

Bus Violet LRV 10
C50 M100 Y0 K0
R145 G40 B145
#912891

Aa

Bus Purple LRV 6
C0 M100 Y0 K50
R140 G0 B80
#8C0050

Aa

Bus Dark Pink LRV 24
C0 M50 Y0 K30
R160 G100 B130
#A06482

Aa

Bus Sky Blue LRV 16
C100 M50 Y0 K0
R0 G115 B185
#0073B9

Aa

Bus Ocean Blue LRV 8
C100 M75 Y50 K0
R20 G85 B115
#145573

Aa

Bus Indigo LRV 6
C100 M100 Y0 K0
R50 G50 B145
#323291

Aa

Bus Slate Blue LRV 31
C45 M0 Y0 K30
R95 G160 B185
#5FA0B9

Aa

Bus Lime LRV 64
C25 M0 Y100 K0
R200 G220 B40
#C8DC28

Aa

Bus Grey Green LRV 29
C50 M0 Y50 K25
R100 G160 B125
#64A07D

Aa

Bus Forest Green LRV 12
C100 M40 Y100 K10
R0 G110 B65
#006E41

Aa

Bus Olive LRV 25
C0 M0 Y100 K50
R135 G115 B0
#877300

Aa

Bus Dark Brown LRV 5
C45 M70 Y100 K50
R90 G55 B20
#5A3714

Aa

Bus Light Grey LRV 52
C10 M0 Y0 K25
R175 G195 B200
#AFC3C8

Aa

Bus Warm Grey LRV 20
C0 M5 Y10 K60
R115 G115 B105
#737369

5.2.4 Mapping palette

A palette of colours used in Facility Maps. Tints of Base Colour are used for building footprint, car parks and other map layers. Colours are limited to use on mapping and diagrams only.

Facility Footprint
C0 M12 Y30 K0

Restricted Areas
C0 M20 Y45 K0

Facility Amenities
C0 M30 Y95 K0

Base Colour
C65 M30 Y35 K0

Labels
C65 M30 Y35 K50

Landmarks
C0 M0 Y0 K45

Parks
C60 M15 Y85 K15

Water
C60 M0 Y15 K0

5.2.5 Operator palette

The primary colour of the operator is used in bus bay/ stop sign designs. The colour used for each operator should be confirmed at the point of first implementation of the designs. A select number of colours are provided here for reference. These colours should also be confirmed with Metrolinx before implementation.

GO Transit
Pantone 370 C

Toronto Transit Commission (TTC)
Pantone 185 C

Brampton Transit
Pantone 286 C

York Region Transit (YRT)
Pantone 299 C

5.3 Iconography

The consistent use of iconography is of great importance in a coherent wayfinding system. The icon set shown here has been designed to work alongside ClearviewADA in the signage and mapping applications shown in Section 6.0 Graphic Applications.

Icons are carefully drawn to be easy to understand at large sizes on signage as well as sizes as small as 5mm on more detailed applications, such as mapping.

Square module

Icon artwork is positioned within a square as shown on the following pages. This square module is used in design specifications in Section 6.0 Graphic Applications to define clear space around the icon.

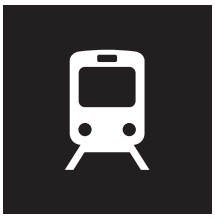
Icons and Text

Wherever possible, icons are to be used alongside clarifying text, as outlined in Section 6.0 Graphic Applications. Text should be provided in both English and French, unless both English and French use the same term. Proper nouns do not require translation.

Standard messaging is listed with each icon below. Any wording provided in parentheses is for reference only and should not be considered part of the standard term.

5.3.1 Modal icons

Trains

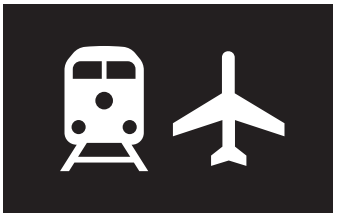


Subway or **Light Rail**
Métro ou **métro léger**

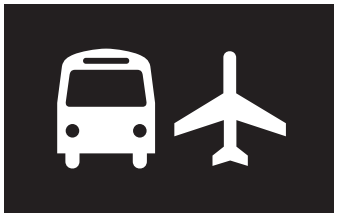
Buses
Autobus

Streetcar
Tramway

Rapid Bus
Autobus rapide



Airport Train
Train pour l'aéroport



Airport Bus
Autobus pour l'aéroport

Icon style
The Regional Transit Network icons use a widely recognized style derived from pictograms developed by the American Institute of Graphic Arts for the US Department of Transportation, and the US National Parks Service. If any icons are required beyond the set that is provided here, they should be drawn in a style consistent with this international standard.

5.3.2 Modal icons: Third party transit

Coaches
Autocars

Ferries
Traversiers

Airport
Aéroport

Taxis

Airport Link Trains
Liaison air-rail

Car
Auto

Carpool
Covoiturage

Carshare
Partage de voitures

Motorcycle
Motocyclette

Paratransit
Transport adapté

5.3.3 Modal icons: Active transportation

Pedestrian Connection
Passage piétonnier

Bicycle
Vélo

Cycling
Cyclisme

Cycling With Helmet
Port du casque à vélo

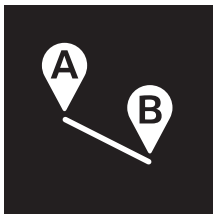
Pedestrian Crossing
Passage piétonnier

Skateboarding
Planche à roulettes

In-line Skating
Patin à roues alignées

Bike Share
Vélo-partage

5.3.4 General wayfinding icons

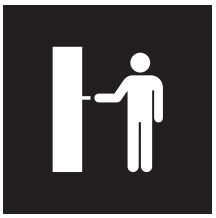


Journey Planning
Planification de trajet

Information

Pick up/drop off
Zone de débarcadère

Fares
Titres



Ticket Machine
Distributeur de billets

PRESTO

Parking
Stationnement

Motorcycle Parking
Stationnement pour motocyclette

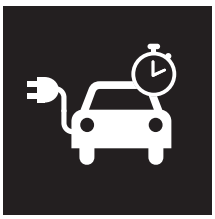
Bicycle Parking
Stationnement pour vélos

Park and Ride
Parc-o-bus

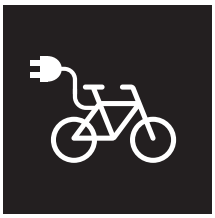
Secure Bicycle Parking
Casiers à vélos sécurisés

Bicycle Lockers
Casiers à vélos

Electric Vehicle Charging
Recharge de véhicule électrique



Fast Electric Vehicle Charging
Recharge rapide de véhicule électrique



E-Bicycle Charging
Borne de chargement de vélos électriques

Ride Hailing
Zone appli conavettage

Washrooms
Toilettes

Accessible Washroom
Toilettes accessibles

Women
Femmes

Women (Accessible)
Femmes

Men
Hommes

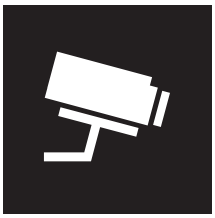
Men (Accessible)
Hommes

Washroom All Gender
Toilettes

Baby Change
Table à langer

Drinking Fountain
Fontaine

Telephone
Téléphone



CCTV
Système de TVCF

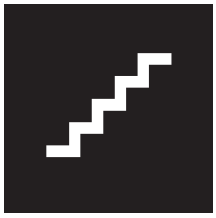
Litter Disposal
Elimination des déchats

Recycling
Recyclage

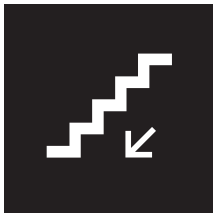
Stroller
Pousette

Stroller Path
Voie pour poussettes

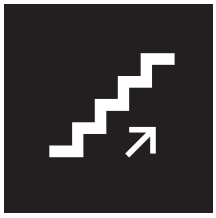
Waiting Area
Aire d'attente



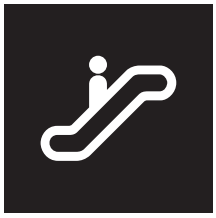
Stairs
Escaliers



Stairs (Down)
Escaliers (vers le bas)



Stairs (Up)
Escaliers (en haut)



Escalator
Escalier roulant

Escalator (Down)
Escalier roulant (vers le bas)

Escalator (Up)
Escalier roulant (en haut)

Elevator
Ascenseur

Alert
Alerte

Street Side Bus Stop
Arrêt d'autobus sur rue

Bus Waiting Times
Temps d'attente des autobus

5.3.5 Courtesy icons

Expectant Mother
Femme enceinte

Parent With Baby
Parent avec bébé

Visually Impaired
Malvoyants

Elderly
Personnes âgées

Disabled
Handicapé

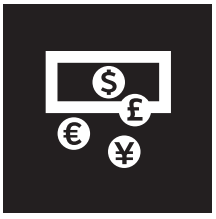
Service Animal
Animal de service

5.3.6 Amenity/service icons

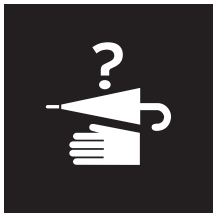
Customer Service
Service à la clientèle

Bank
Banque

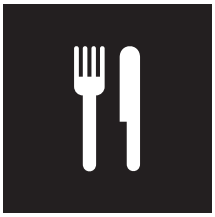
ATM
Guichet automatique



Currency Exchange
Change de devises

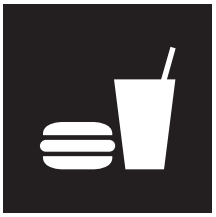


Lost and Found
Objets trouvés



Food and Drink
Nourriture et boissons

Bar



Snacks
Casse-croûte

Café

Shops
Magasins

Grocery
Epicerie

Click and Collect
Cliquer et ramasser

Newstand
Kiosque à journaux

Hairdresser
Salon de coiffure

Drycleaner
Nettoyage à sec

Pharmacist
Pharmacie

Prayer Room
Salle de prière

Airport Self Check-in
Enregistrement de vol libre-service

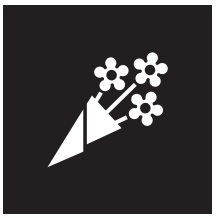
Baggage Lockers
Casiers à bagages

Left Baggage
Bagages oubliés

Baggage Cart
Chariot à bagages

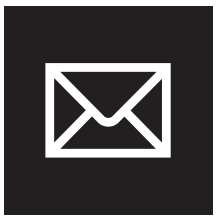
Coat Check
Vestiaire

Wifi



Florist
Fleuriste

Transit Police/ Security
Police/Sécurité du transport en commun



Post Office
Bureau de poste

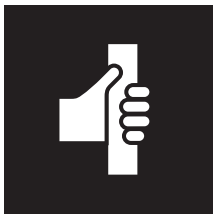
Shower
Douche

Hospital
Hôpital

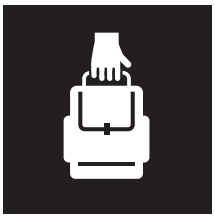
5.3.7 Regulatory icons

Recycle Your Newspaper
Recyclez vos journaux

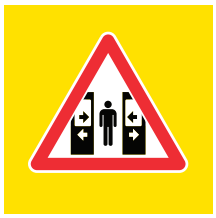
Wear a Shirt
Veuillez porter un chandail



Hold On
Veuillez vous agripper pour ne pas tomber



Carry Your Backpack
Veuillez tenir votre sac à dos dans vos mains



Stand Clear of Doors
Veuillez vous tenir à l'écart des portes

Folding Seat
Siège pliant

Stand Behind Yellow Line
Veuillez rester derrière la ligne jaune

Watch the Gap (Trains)
Tenir compte de l'écart (trains)

Watch the Gap (Subway)
Tenir compte de l'écart (métro)

Slipping Hazard
Risque de chute

Tripping Hazard
Risque de trébucher

No Pets
Animaux interdits

Do Not Block Doors
Ne pas bloquer les portes

Do Not Enter
Ne pas entrer

No Smoking
Ne pas fumer

No Vaping
Vapotage interdit

No Smoking or Vaping
Défense de fumer ou de vapoter

No Cannabis Smoking
Interdiction de fumer du cannabis

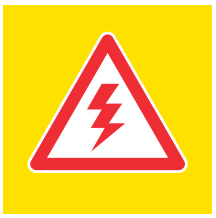
No Bicycles
Pas de vélos

Dismount
Descendre

Keep Feet Off Seats
Ne pas mettre les pieds sur les sièges

No Littering
Pas de déchets

No Loitering
Pas flânage



High Voltage
Haute tension

Keep Off Tracks
Rester à l'écart des voies

Attention

No Luggage
Bagages interdits

No Photos
Photos interdites

No Parking
Stationnement interdite

No Strollers
Pousettes interdites

No Loud Audio
Musique forte interdite

Phones On Silent
Téléphones en mode silencieux

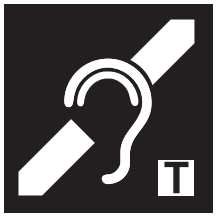
No Entry
Défense d'entrer

5.3.8 Accessibility icons

Barrier-free access
Accès facile

Ramp
Rampe

Raised Platform
Quai surélevé



Hearing Loop
Boucle à induction magnétique pour malentendants

TTY (teletypewriter)
ATS (téléimprimeur)

ISA Symbol
There is significant discussion in the community regarding the use of the dynamic access symbol and the international access symbol. It is the position of this standard that consistency is paramount. Until governing standards such as the Ontario Building Code (OBC) and best practice standards, such as those produced by CSA and ISO, recognize and update their definition, the form of the current international access symbol is recommended. This will ensure consistency of iconography across signage affected by the OBC, such as washroom, parking and barrier-free entrance signs.

5.4.1 Network Identifier

The use of a common identifier to represent the system is an integral visual element of the Regional Transit Network. The Network Identifier features across many touchpoints from station entrance signage to printed material.

The Network Identifier graphic used throughout this manual is a placeholder and shall not be applied to any signage nor used in any publicly shared renderings without prior approval from Metrolinx.

5.4.2 Operator logos

Operator logos are used where necessary to differentiate between services, as shown in Section 6.0 Graphic Applications.

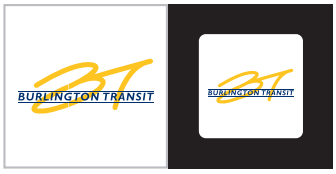
Similar to icons, logos are shown here within 'square modules'. These square modules are used to define clear space in designs specified in Section 6.0 Graphic Applications.

Operator logos may need to be applied across multiple applications, from directional signs to maps and schedules. Operator logos should always be shown in full colour on a white background. Where the background is dark, logos should be contained within a white square as shown on the right for each logo.

Before implementation, logos should be confirmed with the relevant operator.

Brampton Transit

Züm [by Brampton Transit]



Burlington Transit

Durham Region Transit (DRT)

Pulse [by DRT]

GO Transit

Hamilton Street Railway (HSR)

Milton Transit

MiWay

Oakville Transit

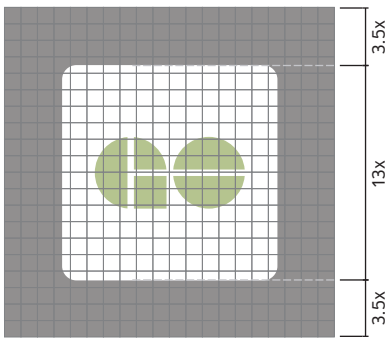
Toronto Transit Commission (TTC)

UP Express
To be confirmed by Metrolinx

York Region Transit (YRT)

Viva [by YRT]

Basic proportions in square module



VIA Rail Canada

5.4.3 Train line lozenges

A consistent graphic treatment is used for line names to emphasize and increase recognition of these primary components of the network.

Unless otherwise specified in Section 6.0 Graphic Applications, line names are always shown on a colour coded lozenge. The colour serves as a mnemonic device to reinforce the name of the train line. Lozenge and text colours are specified per line in Section 5.2.2.

Basic proportions shown apply, unless otherwise specified in Section 6.0 Graphic Applications.

The use of consistent terminology is a central principle of the Regional Transit Network. Line names should be kept consistent with what is shown here. Within a mode, the style of coding, either by name, as shown here, or by letter, as shown on the following page, should be kept consistent so that lines are recognized as being of that same mode.

Barrie Line

Milton Line

Kitchener Line

Richmond Hill Line

Lakeshore East Line

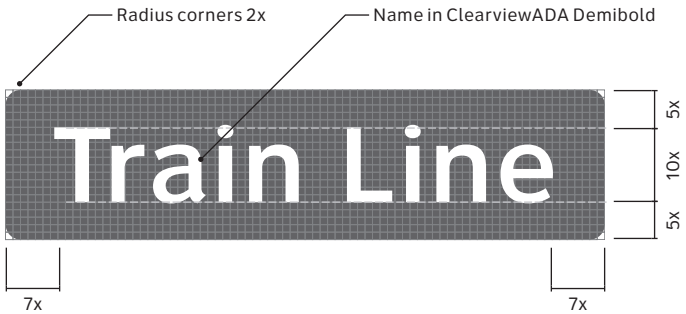
Stouffville Line

Lakeshore West Line

UP Express

Niagara Line

Basic proportions



Abbreviating or stacking lozenges

When train line lozenges are applied to In-carriage Line Diagrams, the word 'Line' is removed to better fit within limited space.

When multiple lozenges are stacked vertically they are arranged as shown; in alphabetical order with text centred and all lozenges increased in width to match the widest. When train line lozenges are stacked they should appear in their unabbreviated form (with the word 'Line') apart from when shown in In-carriage Line Diagrams.

Barrie

Kitchener

Lakeshore East

Lakeshore West

Milton

Richmond Hill

Stouffville

UP Express

Train line codes

The use of train line codes in place of train line lozenges is currently under development.

Line colours specified in Section 5.2.2 apply to the new line codes. Colours are consistent with those used on train line lozenges.

Metrolinx should be consulted before train line codes are used in artwork.

Lakeshore West Line

Milton Line

Kitchener Line

Barrie Line

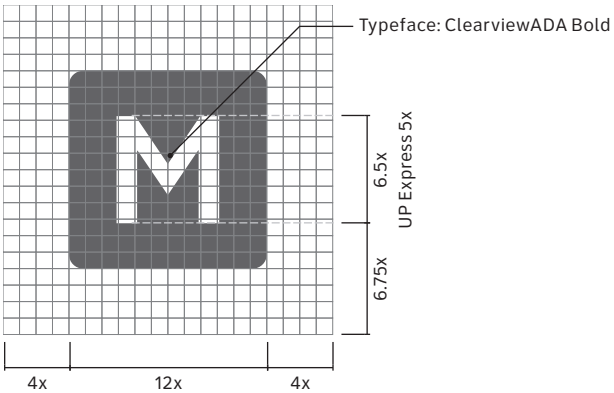
Richmond Hill Line

Stouffville Line

Lakeshore East Line

UP Express

Basic proportions in square module



5.4.4 Subway and light rail line codes

Subway and light rail lines are graphically represented in the system in a similar way to how they are treated on TTC signage and mapping, with the line number shown on a colour coded circle.

The circles are contained within 'square modules' that are used to define clear space in designs specified in Section 6.0 Graphic Applications. As they are the same colour as the background these square modules are invisible to the end user.

Circle and text colours are specified per line in Section 5.2.2.

Within a mode, the style of coding, either by number, as shown here, or by line name, as shown on the following page, should be kept consistent so that lines are recognized as being of that same mode.

Yonge–University Line

Bloor–Danforth Line

Scarborough Line
Number designation to be confirmed by Metrolinx

Sheppard Line

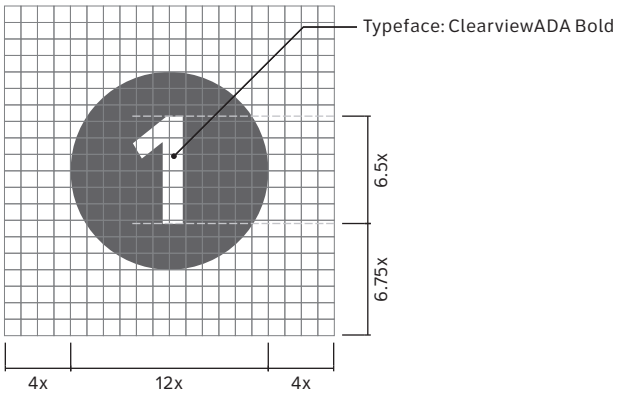
Eglinton Line

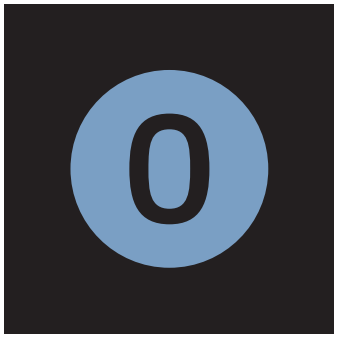
Finch West Line

Hurontario Line
Name and number to be defined.
To be confirmed by Metrolinx.

Hamilton Line
Name and number to be defined.
To be confirmed by Metrolinx.

Basic proportions in square module





Ontario Line
Name and number to be defined.
To be confirmed by Metrolinx.

Subway and light rail line lozenges

The use of subway/light rail line lozenges in place of line codes is currently being considered.

Colours are consistent with those used on subway and light rail line codes. Proportions follow those used for train line lozenges.

Metrolinx should be consulted before subway/light rail line lozenges are used in artwork.

As applies to Train Line Lozenges, the full form of the name should be used wherever possible (i.e. including the word Line')

Yonge–University

Yonge–University Line

Bloor–Danforth

Bloor–Danforth Line

Scarborough

Scarborough Line

Sheppard

Sheppard Line

Eglinton

Eglinton Line

Finch West

Finch West Line

Hurontario

Hurontario Line

Hamilton

Hamilton Line

Ontario

Ontario Line

5.4.5 Platform and terminal boxes

Train platform numbers and bus terminal letters are displayed in boxes centred within an outlined square.

This increases the prominence of the numeral or letter within the layout and can be used to avoid repetition by spanning across English and French translations.

On signage applications with dark backgrounds, the numeral/letter and outline stroke should be coloured System White.

The boxes are contained within rectangular modules that are used to define clear space in layout composition, as shown below in basic proportions.

Ranges

A single box should be used to indicate a range of three or more platforms/terminals, where those within the range are sequential. An en dash (instead of a hyphen) should used to indicate a range.

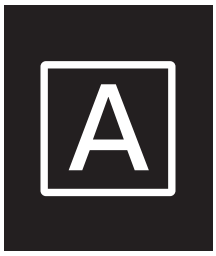
Use of codes within transit facilities

Where a transit facility combines bus bays and train platforms, numbering should run consecutively. For example, trains will be served from platforms 1–4, and buses will be served from bays number 5 upwards.

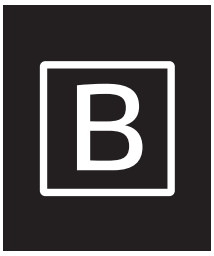
At more complex transit facilities where there may be two bus termini, the letters A and B are added to the consecutive numbers of the bus bays as a prefix, such as A5. This simplifies directional information to 'Bus terminal A' or 'Bus terminal B', according to the rules of Progressive Disclosure. Without the prefix, signs would have to carry complex ranges of numbers which is not a simple or customer friendly approach to wayfinding.

Platform 1 example

Platform 2 example



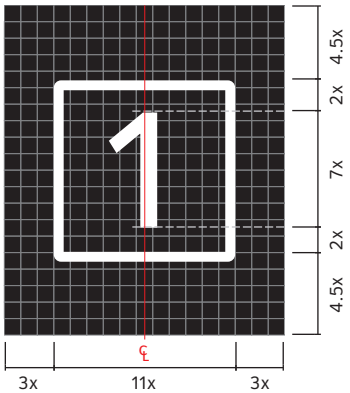
Bus Terminal A example

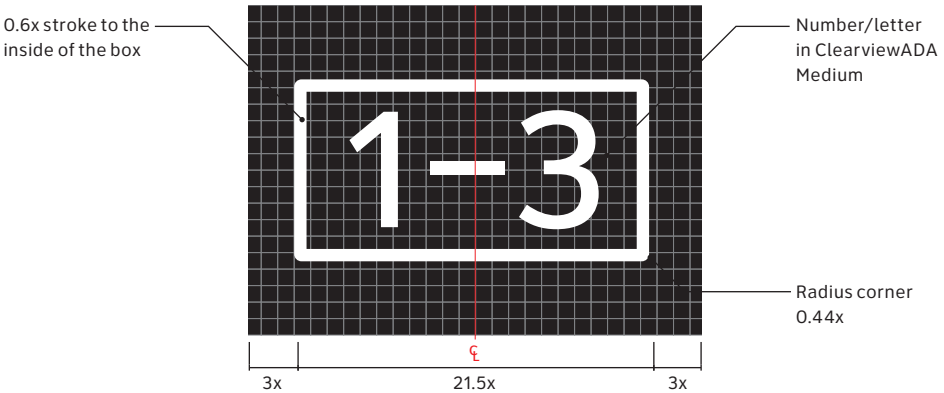


Bus Terminal B example

Platforms 1 to 3 example

Basic proportions





5.4.6 Arrows

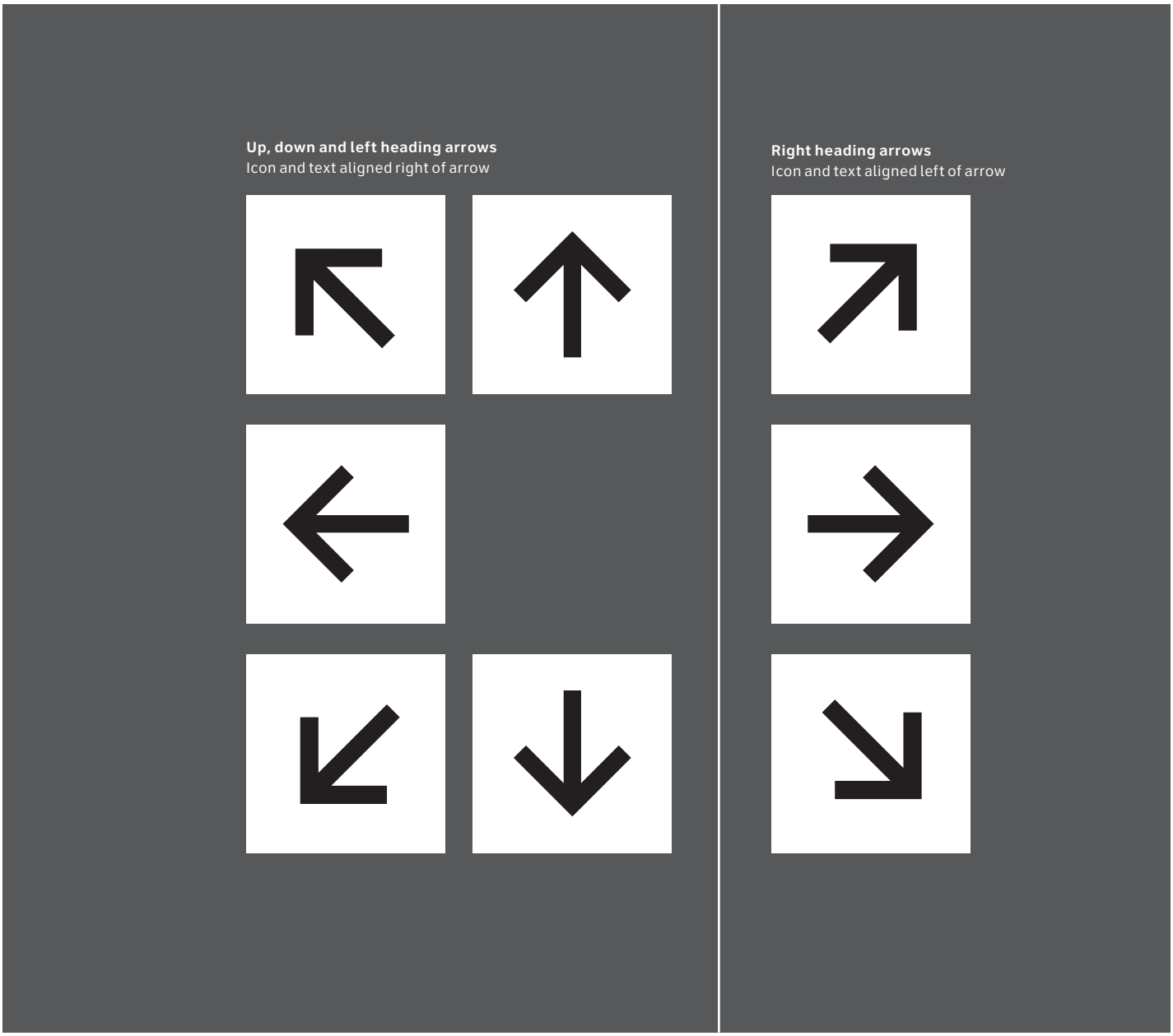
The primary use of arrows are on directional signs, where they are shown as a System Black arrow on a System White background.

On directional signage the arrow is only ever shown at 45° increments.

The arrows are contained within 'square modules' that are used to define clear space in designs specified in Section 6.0 Graphic Applications.

Alignment and arrows

Arrows should never 'push' messages but should 'pull' or lead. Left heading arrows should always appear on the left of the message followed by icons and then left-aligned text. Right heading arrows should always appear on the right of the message, followed by icons and right-aligned text. Up and down arrows primarily should be shown on the left of the message, but there may be occasions where it is necessary for them to be shown on the right of the sign, such as if a sign is directing up a corridor or set of stairs, where the corridor/stairs are located immediately to the right of the sign.



Ordering of arrows

In a sign with a vertical layout (messages stacked on top of each other), an up arrow should be shown first followed by left heading arrows and then right heading arrows, with down arrows shown at the bottom of the sign. On horizontal layouts (messages side-by-side), left heading arrows should appear left most on the sign, followed by up and down arrows and then right heading arrows.

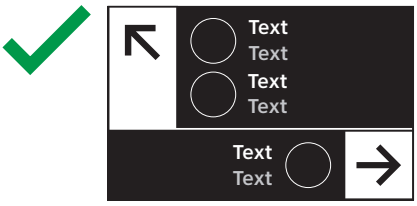
Up or down?

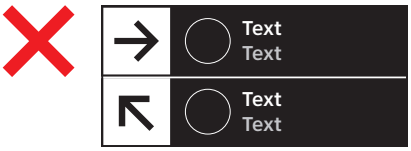
As a rule, up arrows should be used to direct users straight ahead or up a level, where as down arrows direct down a level.

Amount of arrows per sign

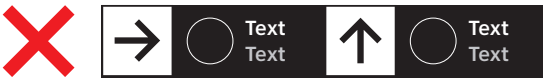
The amount of arrows on a single sign should be minimized to a preferred maximum of three directions, with a preferred maximum of five destinations in each direction.

In vertical layouts, up and left heading arrows should be placed above right and down heading arrows.





Arrows should never 'push' messages but should 'pull' or lead.



In horizontal layouts, left heading arrows are followed by up, down and right heading arrows.

5.4.7 Graphic symbols for mapping

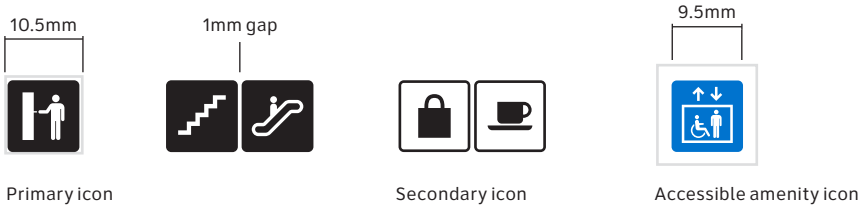
A consistent set of graphic symbols are used across mapping and diagrams.

For map and diagram specifications and examples see Section 6.3 Maps and Diagrams. For colour specifications, see Section 5.2 Colour.

5.4.7.1 Icons

Amenities are marked on maps with icons. Typical specifications are provided here. For other sizes, icons shall be scaled in proportion.

Note that the default square module of the icon is cropped and enlarged within an 'icon base' to increase legibility.



Primary icon
Icon base: 9.5mm height, 0.7mm rounded corners in System Black
Icon: 10.5mm height

Primary icons are transit, fare, customer service, or circulation related amenities. Amenities include:

- Parking, including Pick-up/drop off
- Stairs and escalators
- Ticket machines
- Bicycle sharing/parking/lockers
- Taxi

Secondary icon
Icon base: 9.5mm height, 0.7mm rounded corners in System White, 1pt System Black stroke aligned inside
Icon: 10.5mm height

Secondary icons are amenities that are not related to the core functioning of the transit facility. Amenities include:

- Washrooms
- Cafe
- Shopping
- Food and drink
- Lost and found
- Business lounge

Accessible amenity icon
13.5mm height (visible area 9.5mm height)

When an amenity has to be emphasized on a map, the icon shall be enlarged in proportion to the typical size. In the instance here, the icon base is 14mm height with the Customer Service icon resized accordingly. Note that the rounded corners stay at 0.7mm so that it is consistent with other icons on the map.

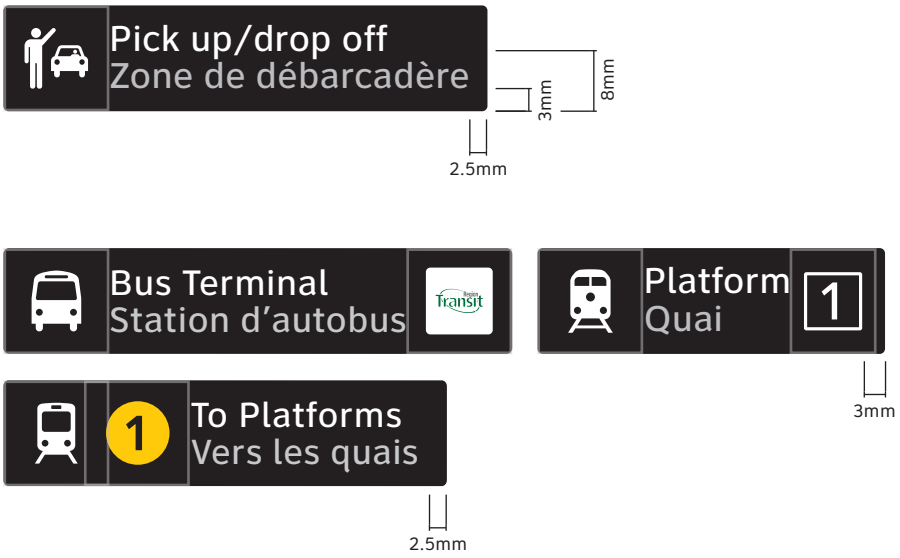
5.4.7.2 Labels

Labels are used to mark transit services or named amenities on a map or diagram. The width of a label varies according to the message.

Specifications for typical height are provided below. Where other sizes are required labels shall be scaled using this proportion. The 'square module' of icons and graphic elements are defined by a light grey line in the illustrations shown right.

Typeface: ClearviewADA Medium 14pt
Label base: 14mm height, 0.7mm rounded corners in System Black
Icon: 14mm height

See Section 5.4 Graphic Elements for further specifications.



5.4.7.3 Location markers

These labels mark the location of the user on maps. In instances where it cannot be accommodated within the available space, an alternative with a separate chevron shall be used.

Typeface: ClearviewADA Bold 16.6pt, tracking 28, System White/Bus Red 20% tint
Width (excluding pointer): 40mm unless otherwise specified
Colour: Bus Red

5.4.7.4 Walking scale

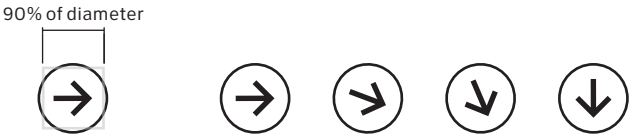
A circular scale is used to give an understanding of walking distance. Distance is measured using its radius. A 5 minute walk is approximately 400m. Walking scales are used on Facility Maps only.

Typeface: ClearviewADA Bold 22pt, in System White/Bus Red 20% tint
Stroke: 40pt Bus Red 20% opacity, multiply

5.4.7.5 Entrance/Exit labels

On Facility Maps, entry/exit points are indicated with an arrow on a circle. Arrow direction is determined by the location of the map (i.e. a map located in a facility identifies exits, whereas a map located outside a facility identifies entrances).

Circle diameter: 9mm
Fill: System White
Stroke: 1pt System Black
Icon height: 8.1mm (90% of circle diameter)



5.4.7.6 North marker

The North marker indicates the direction of north on a map. The chevron is rotated to the correct orientation while the letter 'N' remains in a horizontal position. It is placed in the top right corner of Facility Maps and Buses From Here diagrams.

Diameter: 24mm

5.4.7.7 Off-map tab

An off-map tab marks a facility or destination that is located just outside of the map area.

Typeface: ClearviewADA Demibold 22pt
Label: 14mm height, System White
Stroke: 0.25pt Base Colour 35% tint/ System Black 50% tint
Icon height: 9.5mm

5.4.7.8 Bus bays/stops

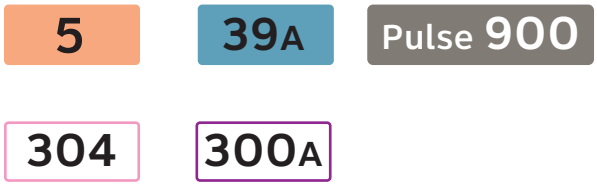
Devices used to identify bus bays on maps. An oval is used only in instances where a circle cannot accommodate the number. These are only used on Bus Bay Maps (inset of Buses From Here diagrams).

See specifications for MA2 Buses From Here diagram in Section 6.3 Maps and Diagrams.

5.4.7.9 Bus route labels

Devices to label bus line diagrams. The labels have a fixed width that fit most route numbers. For exceptional cases the label is widened to fit. Night bus routes have a coloured stroke.

See specifications for MA2 Buses From Here Diagram and BU5 Bus Schedule Panel in Section 6.3 Maps and Diagrams.



5.4.7.10 Bus stop markers

On Buses From Here and route diagrams, different styles of stop markers are used to differentiate between stops, termini and interchanges.

See specifications for MA2 Buses From Here Diagram and BU5 Bus Schedule Panel in Section 6.3 Maps and Diagrams.

Bus stops
Bus stops are shown as a solid circle on a line.

Interchanges
A circular device identifies stops where more than one transit mode can be accessed.

Termini
Bus routes terminate with a T-bar ending. If the bus route terminates at an interchange, a circular device should be used.

5.4.7.11 Train, subway and light rail stop markers

On line and network diagrams, different styles of stop markers are used to differentiate between train and light rail/ subway transit modes.

See specifications for MA1 Regional Transit Diagram and PL 5 Line Diagram in Section 6.3 Maps and Diagrams.

Train stations
These devices are used to indicate (from top) stations, accessible stations and accessible interchanges on a train line.

Light rail/subway stations
These devices are used to indicate (from top) stations, accessible stations and accessible interchanges on a light rail/subway line.

Interchange stations
The circular interchange device can be extended to cover more than one line. It can be further modified to indicate an interchange connection between two transport modes.

5.5 Basic layout

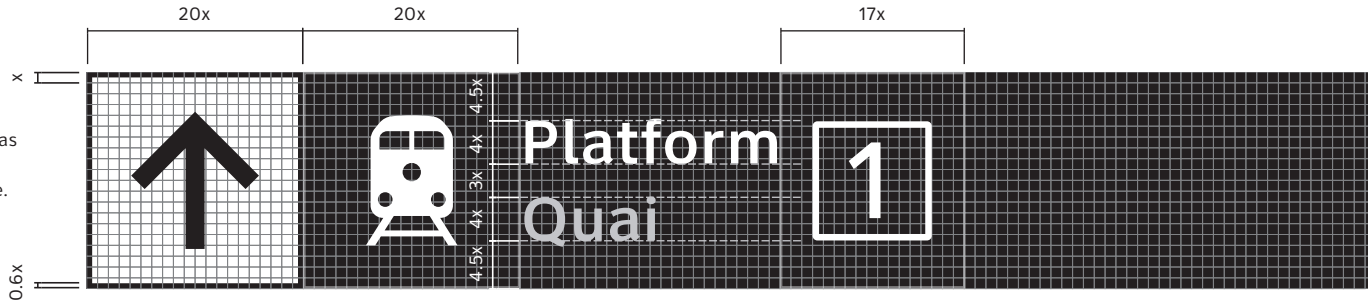
The layout of iconography and text used across signage conforms to some basic proportions in order to create signs with a familial appearance across different sign types or sizes.

As much as possible, sign designs are based on square grids of different widths and heights. These grids are used to guide the placement of elements within the signs and make the sign designs scalable.

These rules serve as an introduction to the graphic construction of signage. More detail on where specific applications adapt or augment these rules can be found in Section 6.0 Graphic Applications.

'x' is used to represent a grid module in the system. To guide the scale of signage, in Section 6.0 Graphic Applications typical dimensions of 'x' are given, alongside a minimum.

Arrow
Arrows are always shown on signage as System Black on a System White base.



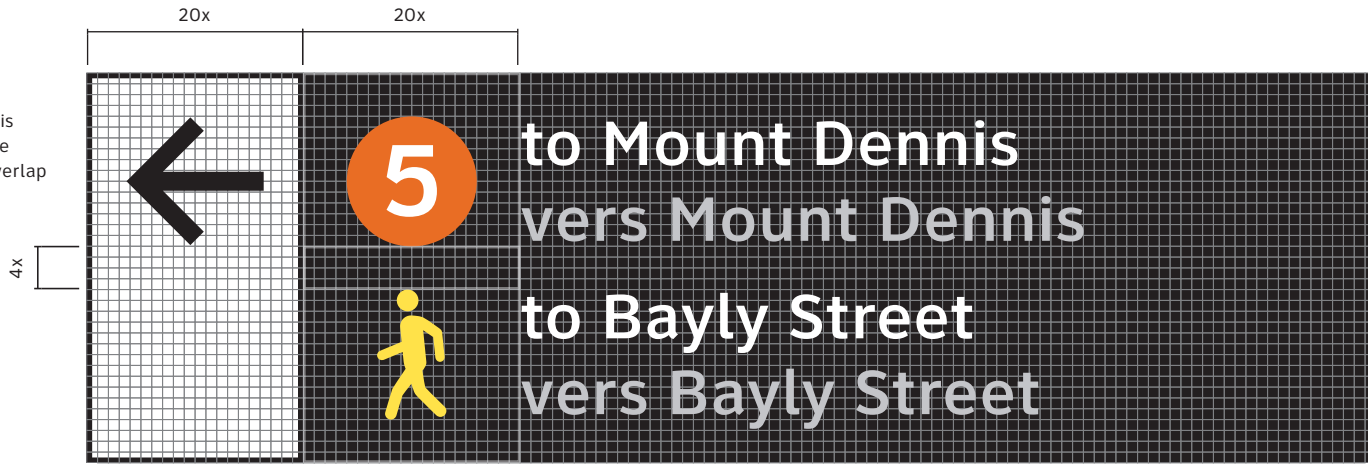
Outline
A 0.6x System Black outline is added around arrow base boxes. The stroke is aligned to the inside of the box.

Icon
Icon artwork is positioned within a square module which defines clear space around it.

Standard message layout
English and French text is most commonly displayed in the layout shown, with the same standard proportions to the icon.

Platform / terminal boxes
Platform or terminal boxes follow text. Again they have a standard module in which they are placed to define clear space around them.

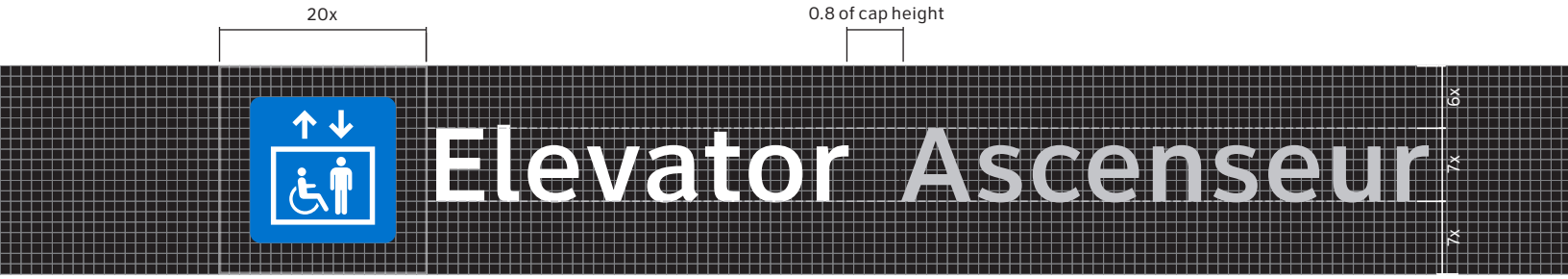
Stacking icons
When information is listed vertically, the square modules overlap in the way shown.



Arrow base
The arrow base extends to the height of the sign.

Exit icon
A pedestrian icon is used to indicate exits. The icon should be highlighted using the Exit Yellow colour. It should face the same direction as the arrow.

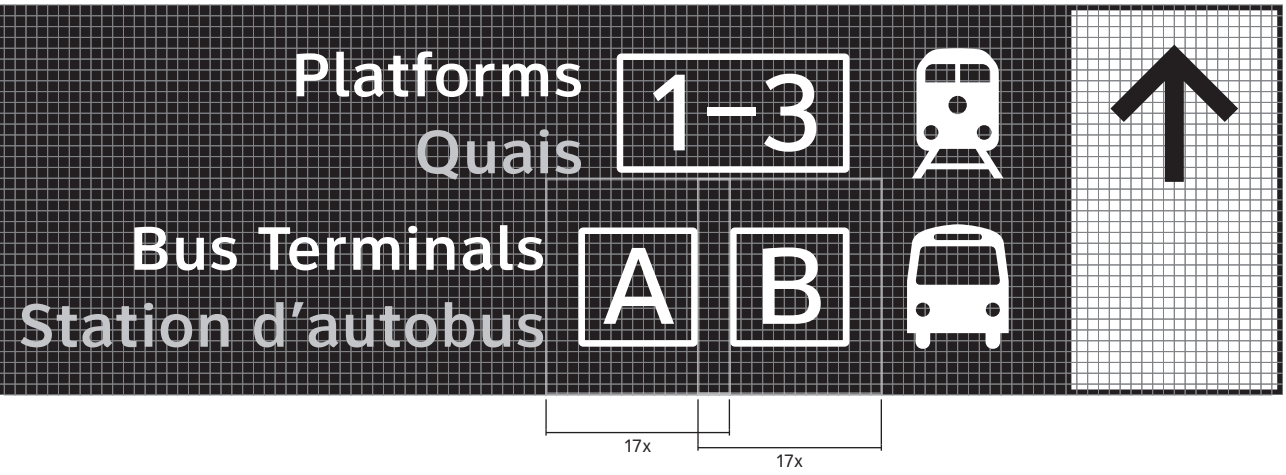
French: Street names
Where a street name is used when referring to a particular exit, the street name should not be translated into French.



Optical alignment
When aligning text, care should be taken to ensure optical alignment of lettering alongside icons. In general, characters with strong verticals on the left of the character, such as B, D, E, or H should be given a small amount of additional space away from the strong vertical of the icon. Characters with a less prominent stroke on the left of the character such as A, O or S should be set up against the square module of the icon.

Large message layout
When horizontal space allows, the text can be enlarged in proportion to the icon, with the French translation to the side. This layout can be used to emphasize certain messages.

French side-by side
When the French translation is shown to the side of the English, it has a gap of 0.8 of the cap height. Again, care should be taken to apply optical alignment guidance, shown left, so that words do not appear too close together.

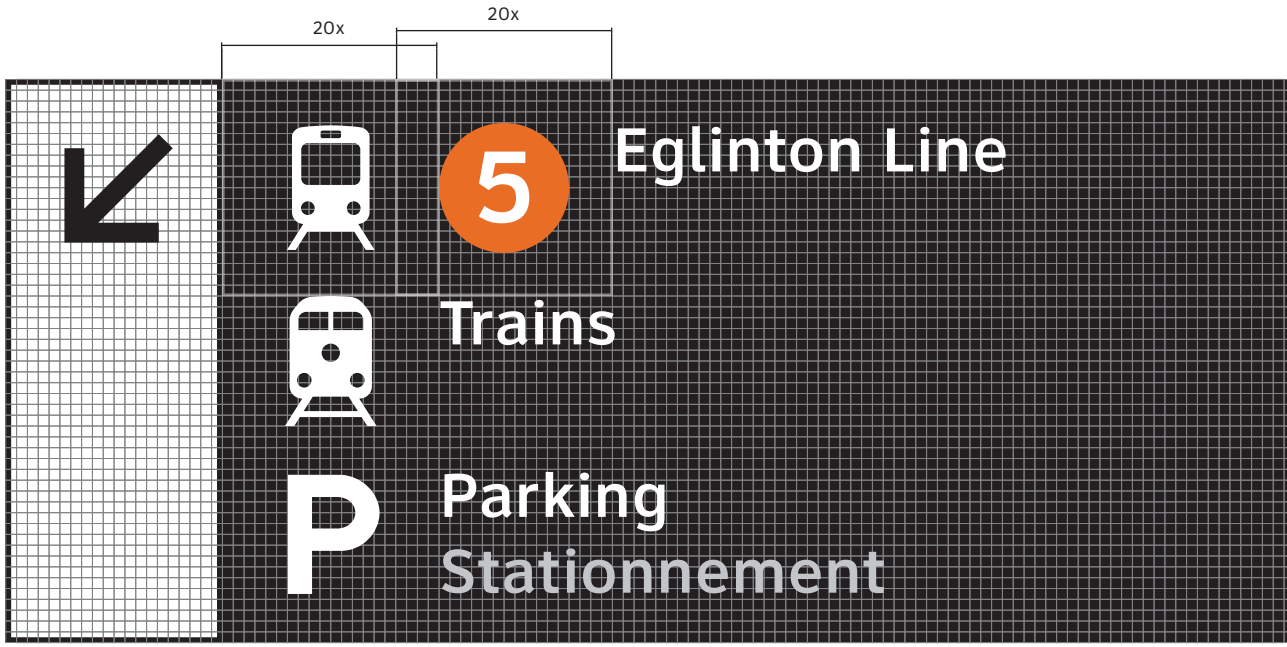


Up and down arrows
Up and down arrows primarily appear as the left most element on signs. There are occasions where it is necessary for them to be shown on the right of the sign, such as if a sign is directing up a corridor or set of stairs, where the corridor/stairs are located immediately to the right of the sign.

Grouping platform/ terminal boxes
Platform or terminal boxes are grouped as shown.

Grouping subway/light rail line codes
Subway or light rail line codes can be grouped in the way shown. Square modules overlap to move the icons closer together. Line names are attached to the 'end' of the message (either left or right depending on alignment).

Where French is not necessary
A French translation does not need to be included for proper nouns, such as line names, or where the French message is the same as the English, such as 'Trains'.



Arrows and alignment
Right heading arrows (up-right, right, down-right) should always appear on the right of signs, followed by icons and right-aligned text.

5.6 Standard sizes

Sign sizes are defined by the amount of content and type sizes necessary to display messaging at a size that is legible from a specified distance.

Standard typesizes are listed per sign type throughout Section 6.0 Graphic Applications. These standard sizes are compiled here for ease of reference.

These sizes represent a typical approach. Sizes that are not shown here may be necessary in specific locations.

For the sake of visual continuity and ease of implementation, the number of different sign sizes used across a transit facility/facilities should be kept to a minimum.

Note that these sizes refer to artwork sizes rather than overall sizes, and do not take into account the addition of any frames or other mounting additions around signs. Overall sizes are defined in the table in the Sign Implementation Manual.

450mm square module

Typical applications:

TH4 Facility Entrance

DR1.1 Directional Signs (Multiple destinations: Stacked layout)

PL1 Platform Identification

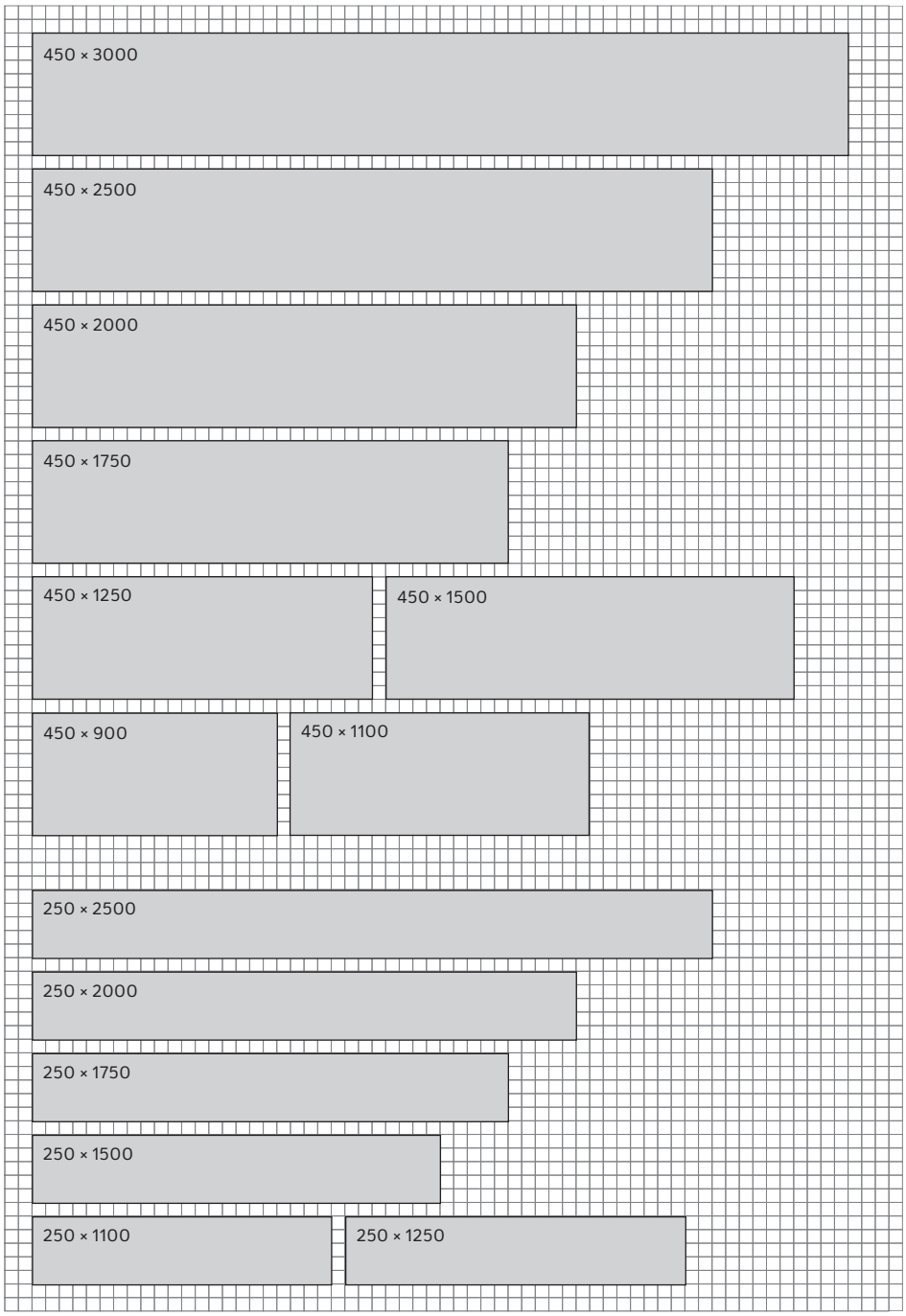
250mm square module

Typical applications:

DR1.1 Directional Signs (Single destination)

AM1.1 Elevator ID: Wall mounted

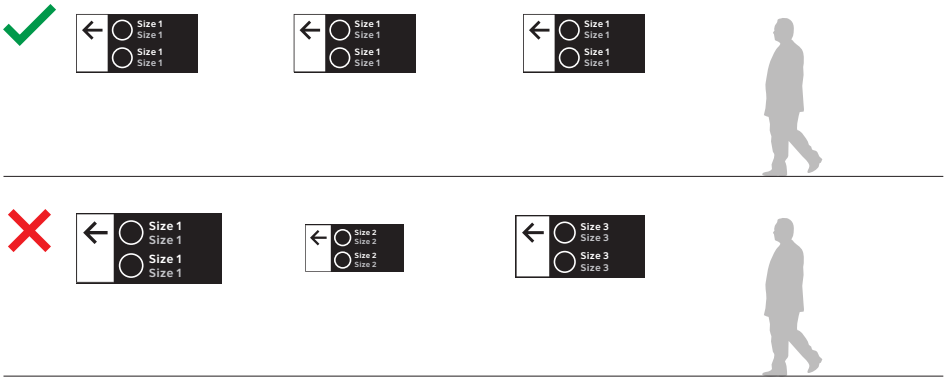
AM2.1 Amenities ID: Wall mounted



All dimensions in mm

Visual continuity

To ensure the appearance of a coherent and uniform sign system, all similar signs within a discernible area of the transit facility should use as few different type sizes as possible.



300mm square module

Typical applications:

TH4 Facility Entrance
(reduced height to fit)

PL2 Facility Name

Other formats

Typical applications:

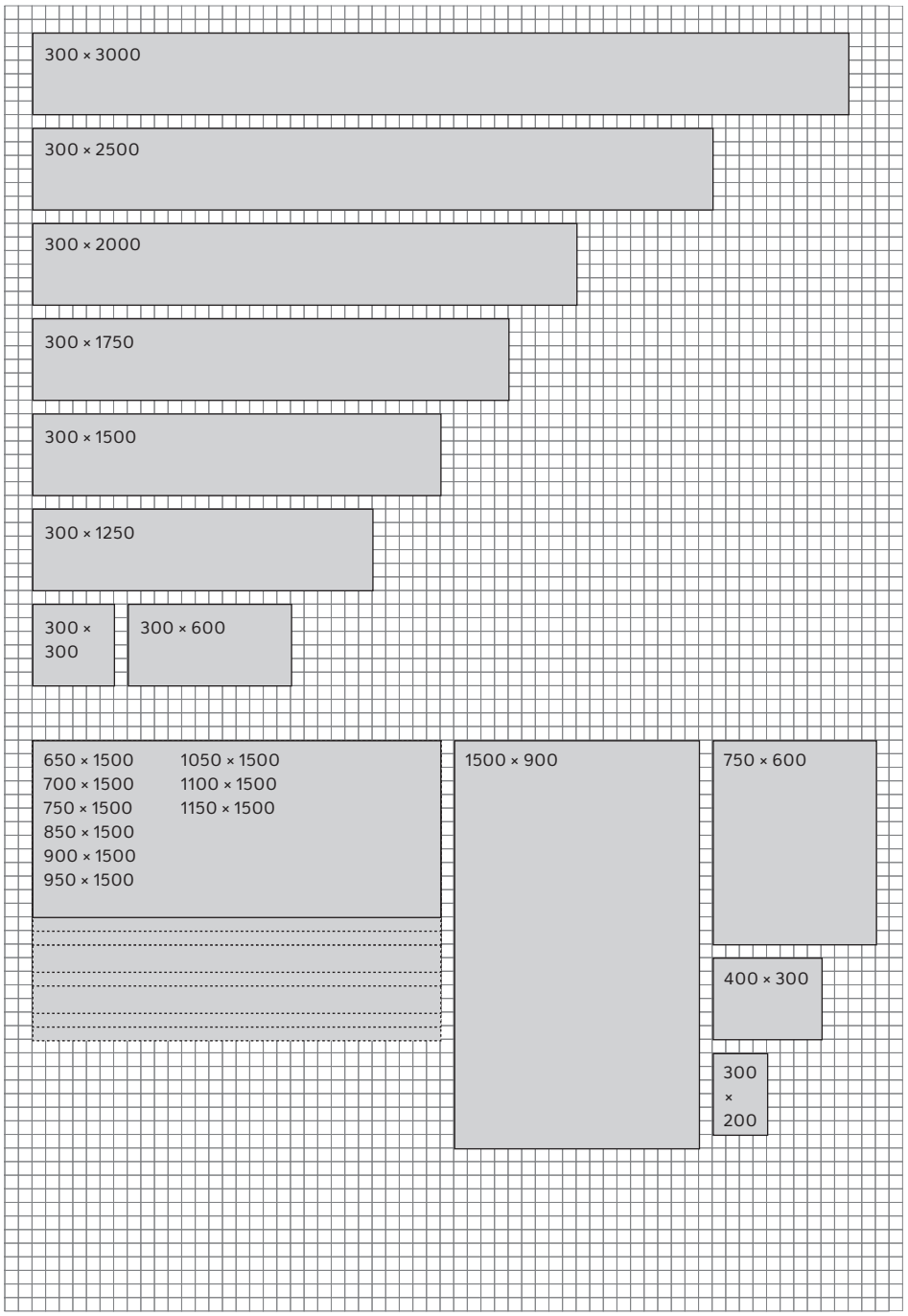
DR1.1 Directional Signs
(Vertical layout, wall mounted)

AM2.4 Amenities ID

AM4 Raised Platform Sign

PL5 Line Diagram

Notices and safety information



All dimensions in mm

6.0 Graphic applications

This section specifies the detailed graphic layout of all signs in the system.

Sign types

The system includes the following sign types:

Threshold markers

Information hubs

Maps and diagrams

Amenity markers

Directional signs

Platform signs and line confirmation

Bus bay/stop signs

Notices and safety information

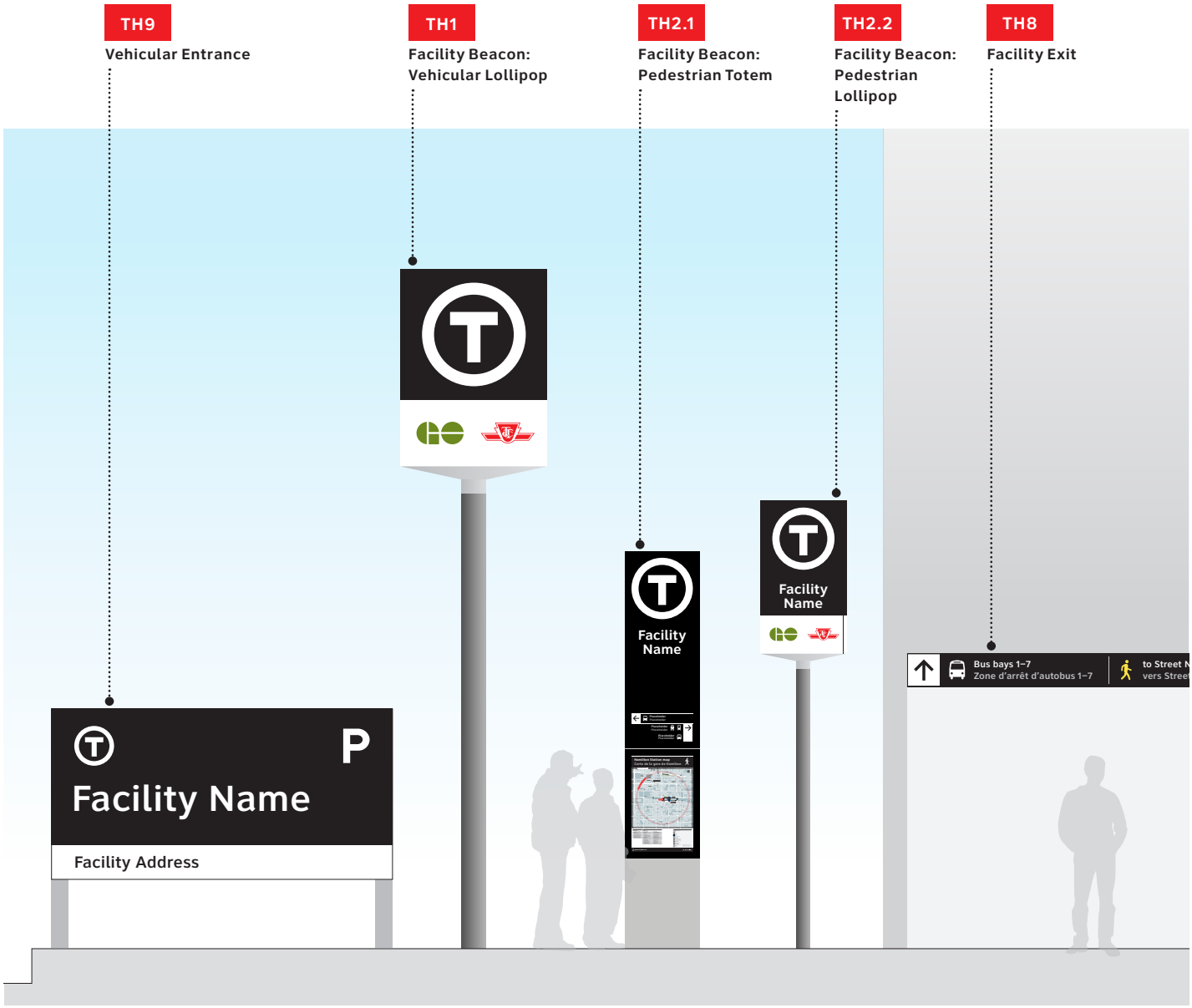
Digital screens

Metrolinx should be consulted before any designs presented in this section are implemented to ensure specifications represent an agreed and finalized approach.

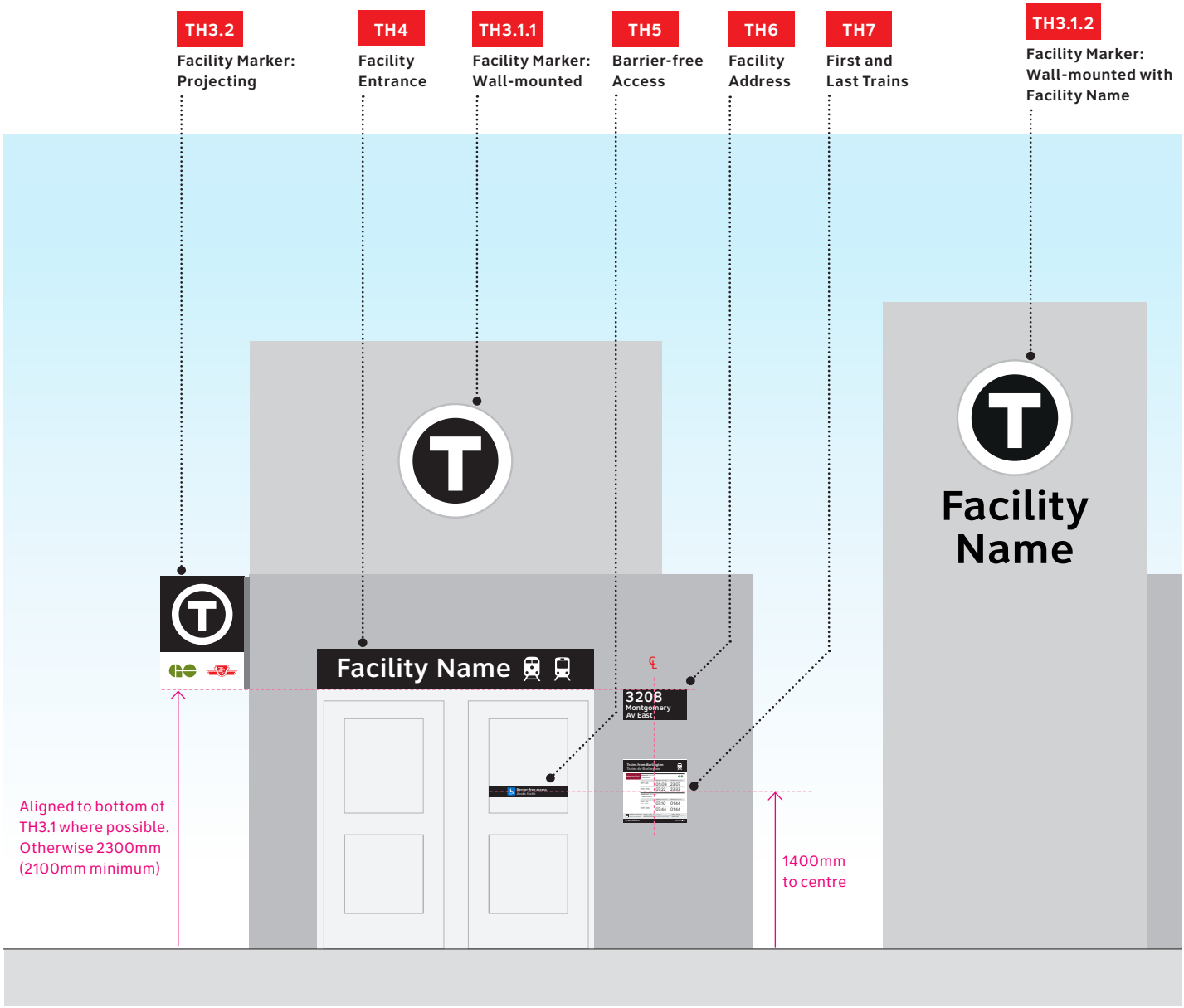
6.1 Threshold markers

Threshold markers mark entry or departure points to/from the transit facility. These types of signs are located either at the boundary of the site or at the point of transition between exterior and interior spaces.

All threshold marker sign types are shown here. The combination of sign types selected will depend on the context of the individual entrance. Typical approaches are given on the following spread.



Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

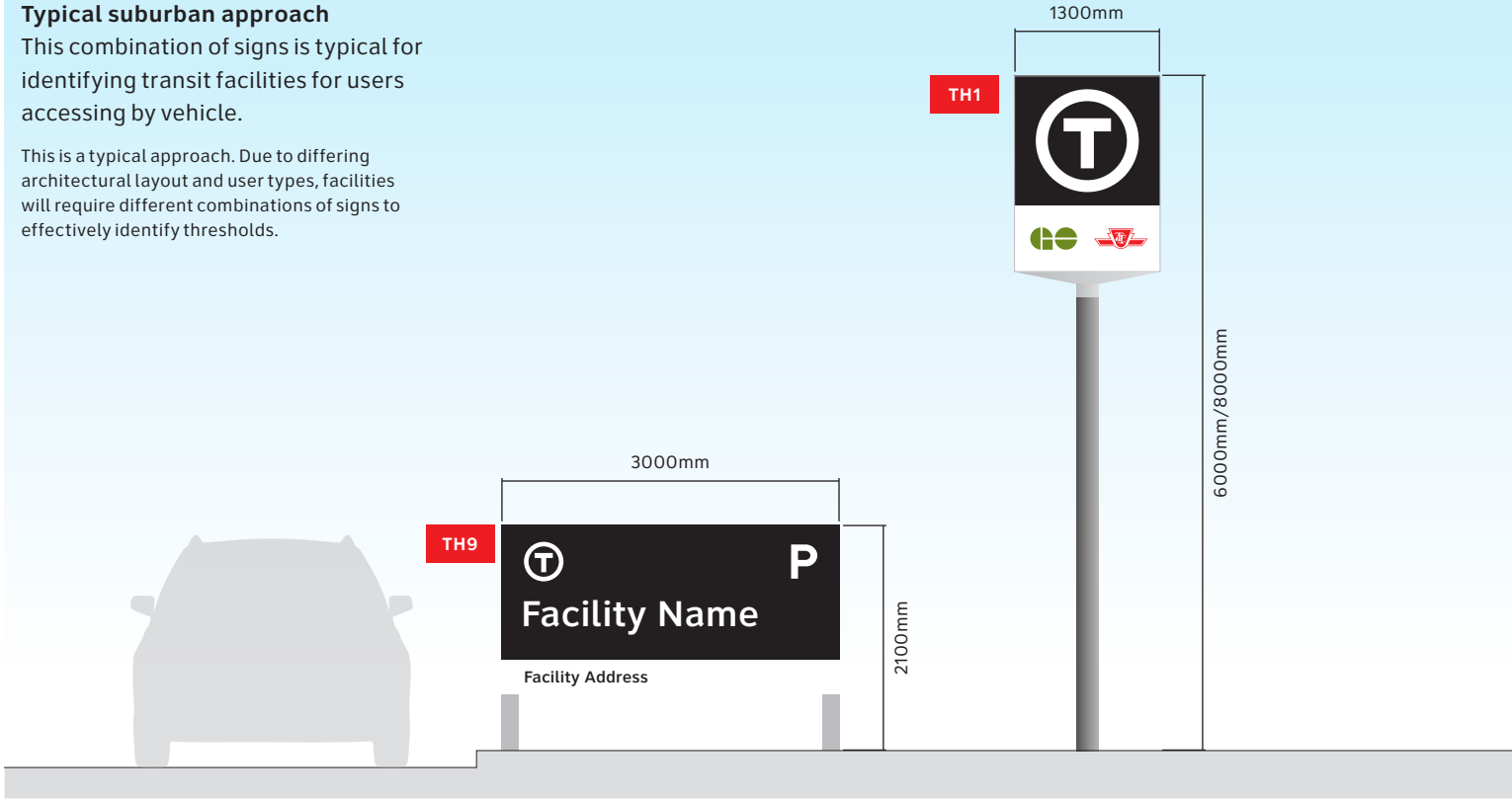

TH3.2
Facility Marker: Projecting
TH4
Facility Entrance
TH3.1.1
Facility Marker: Wall-mounted
TH5
Barrier-free Access
TH6
Facility Address
TH7
First and Last Trains
TH3.1.2
Facility Marker: Wall-mounted with Facility Name
Facility Name
Facility Name
3208
Montgomery Av East
Aligned to bottom of TH3.1 where possible. Otherwise 2300mm (2100mm minimum)
1400mm to centre

6.1.1 Transit facility approach examples

Typical suburban approach

This combination of signs is typical for identifying transit facilities for users accessing by vehicle.

This is a typical approach. Due to differing architectural layout and user types, facilities will require different combinations of signs to effectively identify thresholds.



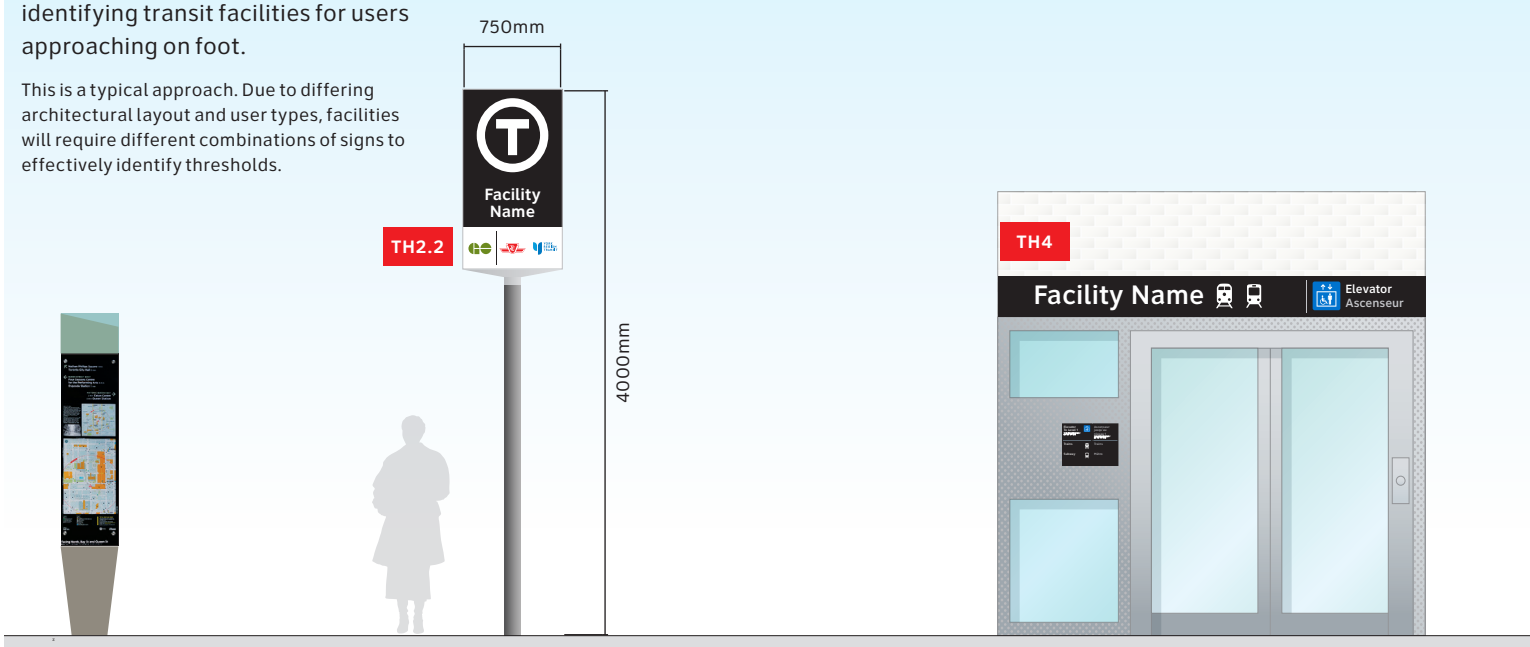
Identification of vehicular entrances into the facility.

Facility Beacons highlight from distance where transit services can be accessed. 6 metre and 8 metre versions available.

Typical urban approach

This combination of signs is typical for identifying transit facilities for users approaching on foot.

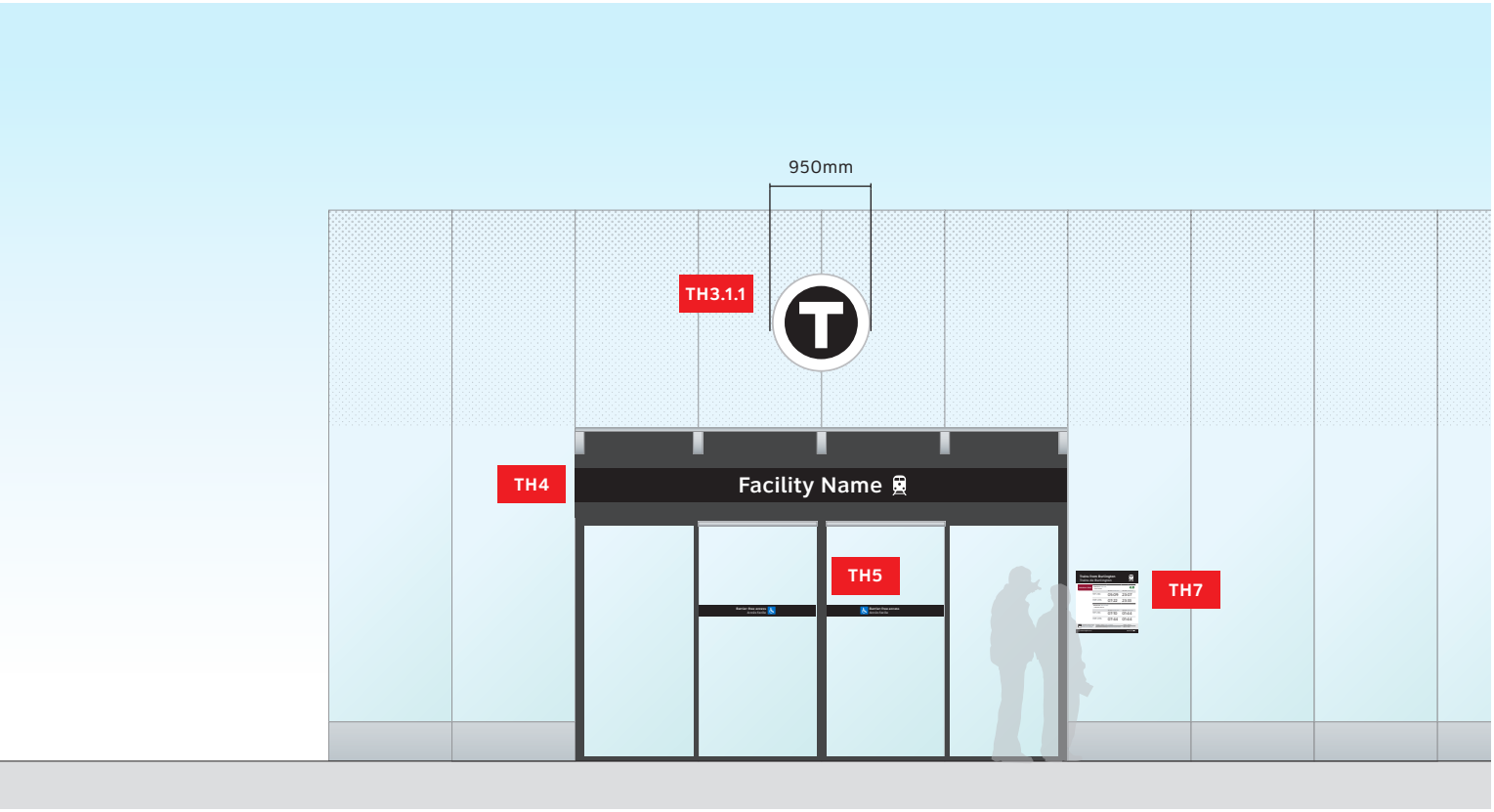
This is a typical approach. Due to differing architectural layout and user types, facilities will require different combinations of signs to effectively identify thresholds.



Local pedestrian wayfinding schemes, such as Toronto 360, provide mapping and directions to transit facility entrances.

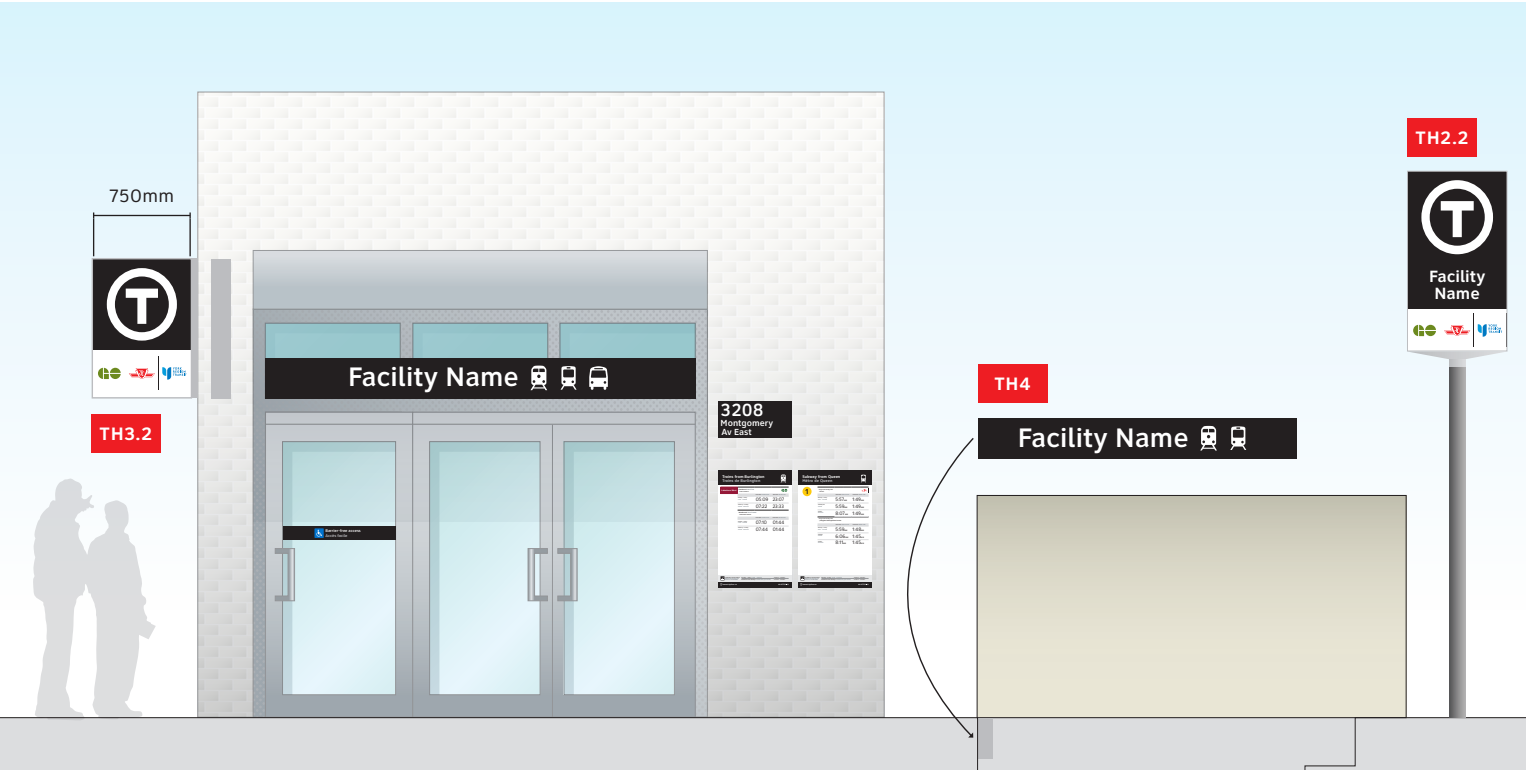
Facility Beacons highlight the location of transit facilities. Where local pedestrian wayfinding schemes do not exist, a TH2.1 sign should be used in place of a TH2.2.

Elevator access to facilities is identified on the Facility Entrance sign.



A Facility Entrance sign is shown above all doorways with a First and Last Trains panel to the side of the door. At primary entrances a Facility Marker is shown.

Barrier-free Access signs are located on doors that offer step-free access to platforms.



A projecting Facility Marker sign is used to identify the facility where it is not possible to locate a Facility Beacon (TH2.1/TH2.2)

At all entrances, a Facility Entrance sign is shown above doorways with a First and Last Trains panel to the side of the entrance.

At street level, Facility Beacons are used to highlight facility entrances below grade. Facility Entrance signs are placed above the stairs.

TH1 Facility Beacon: Vehicular Lollipop

The Facility Beacon is a large sign that is typically used to highlight the presence of a transit facility from distance. Due to its height and the necessity to provide a marker that can be understood at-a-glance, the sign consists of the Network Identifier and operator logos only. 6m and 8m versions are available. 6m is the standard approach but 8m can be used for greater visibility from a distance.

Note: signs are double-sided.

Scalable
No

Standard sign size
1300 (w) × 6000/8000(h) mm

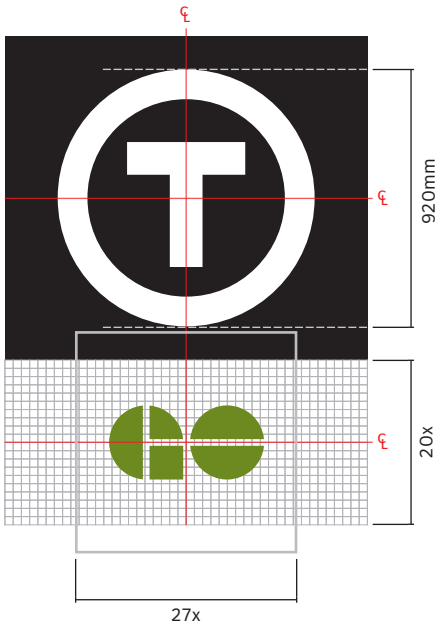
Relevant Graphic Standards

5.2.1	Core palette	84
5.4.1	Network Identifier	100
5.4.2	Operator logos	101

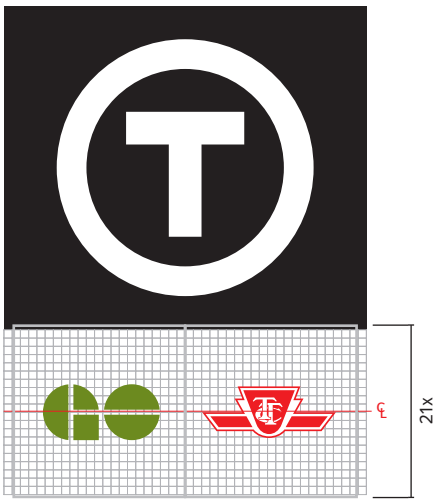
Product Approach
See Sign Implementation Manual for design intent drawings

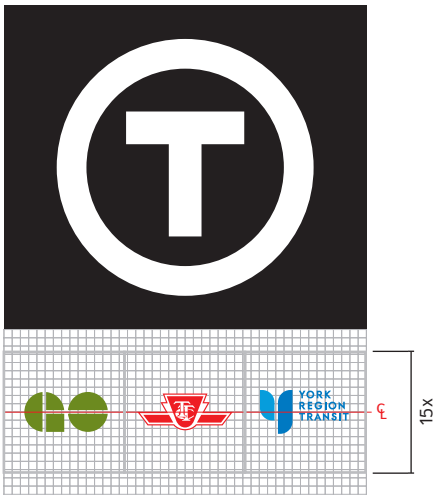
Network Identifier and operator logo lock-ups
The proportions below shall be used for Vehicular Facility Beacons.

Single operator



Two or three operators
Operators should be ordered by the mode that they operate from the facility. Section 4.9.1 Information Structure describes transit mode hierarchy.





TH2.1 Facility Beacon: Pedestrian Totem

The Facility Beacon is a large totem sign that is typically used to highlight pedestrian entrances and direct users to transit facilities.

Note: signs are double-sided.

Scalable
No

Standard sign size
660(w) × 3500(h) mm

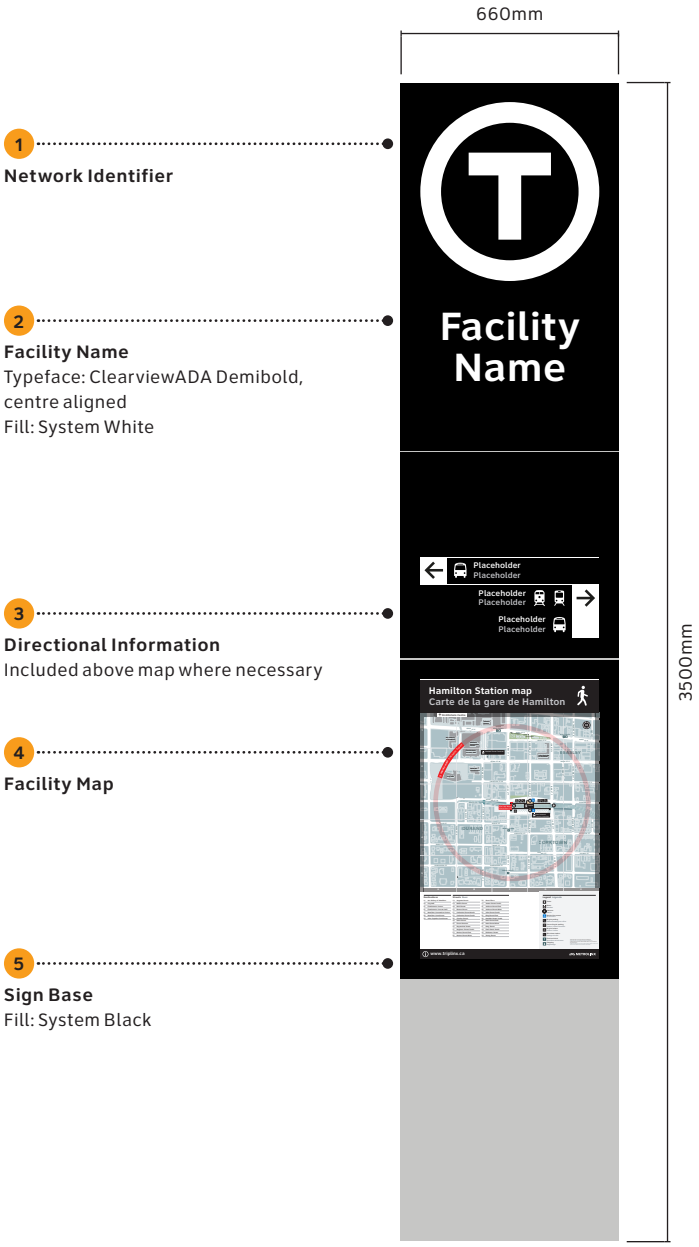
Relevant Graphic Standards

5.2.1	Core palette	85
5.4.1	Network Identifier	100
5.5	Basic layout	113

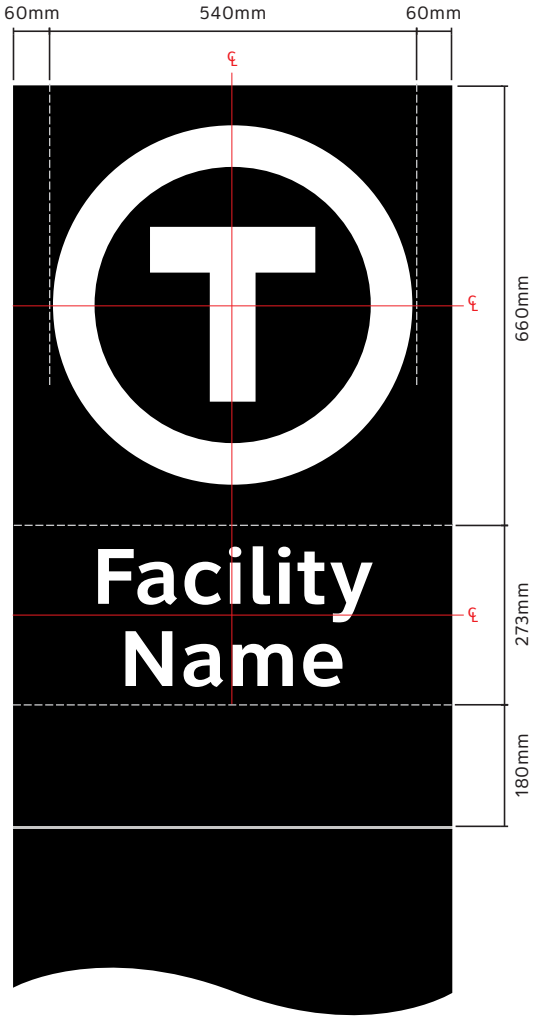
Relevant Graphic Applications

6.3	Maps and diagrams	168

Product Approach
See Sign Implementation Manual for design intent drawings



Header



Facility name sizes
One of four type sizes should be used for the facility name. Facility name should be set in the largest possible size, fitting within the 540mm width.

Extra Large
420pt (100mm Cap height)

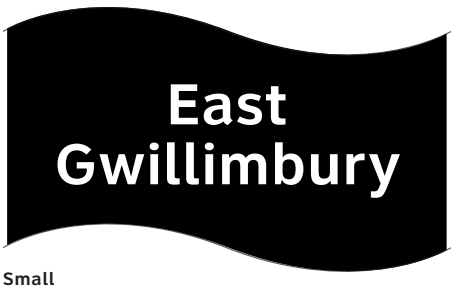
Maximum one line

Large
350pt (82.5mm Cap height)
Leading: 350pt

Maximum two lines

Medium
300pt (70mm Cap height)
Leading: 300pt

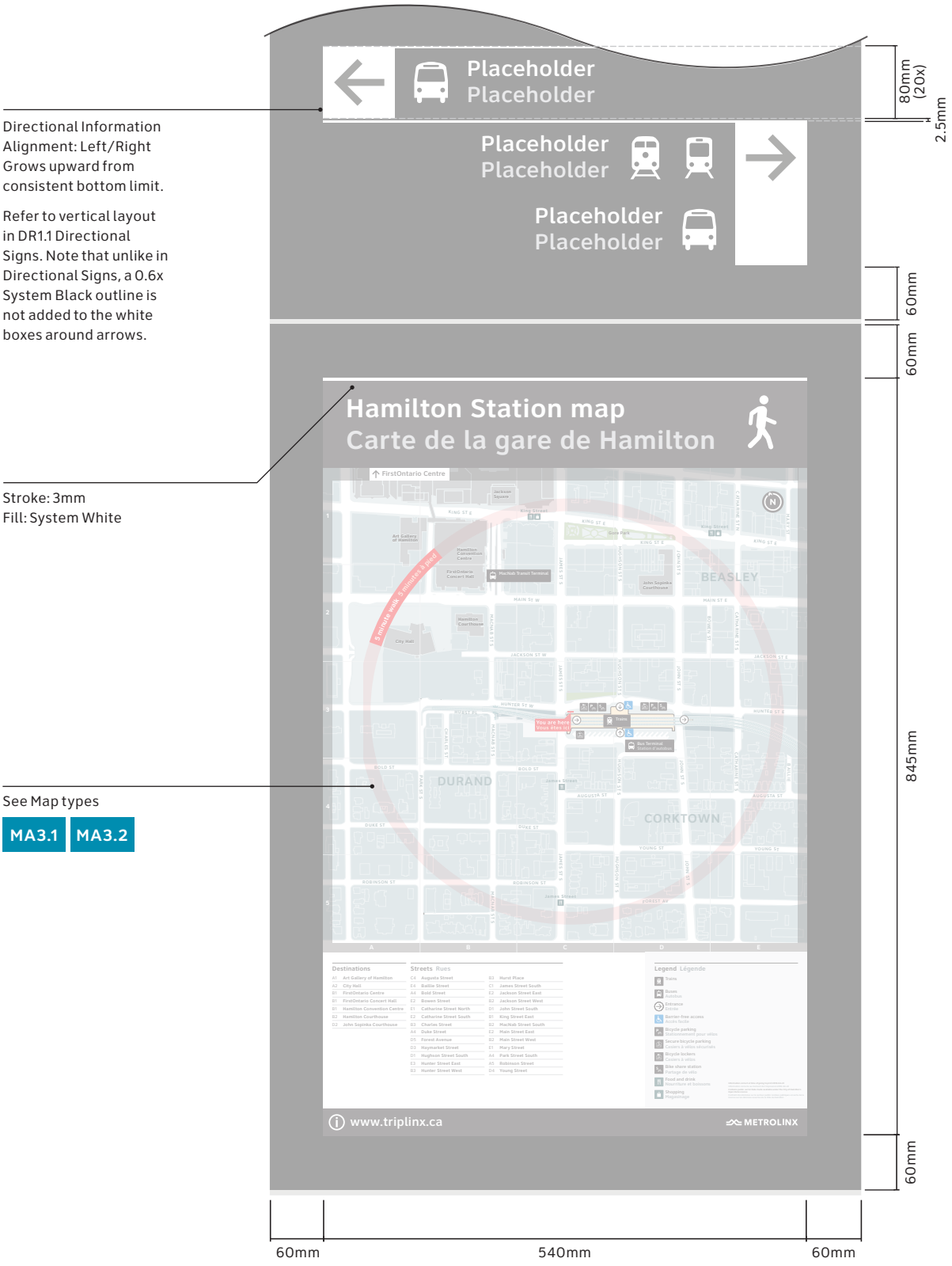
Maximum two lines



Small
255pt (60mm Cap height)
Leading: 255pt

Maximum three lines

Directional Information and Facility Map
Directional information points towards transit facilities, amenities and entrances.



Directional Information Alignment: Left/Right Grows upward from consistent bottom limit.

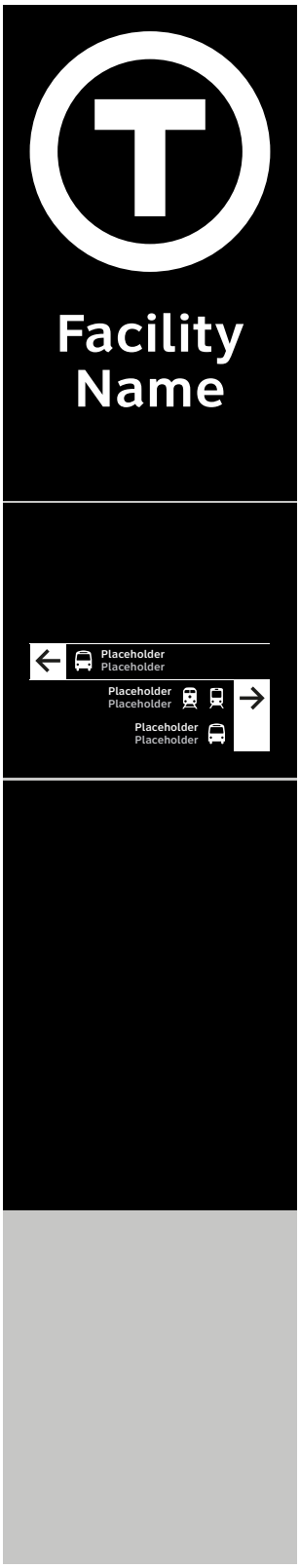
Refer to vertical layout in DR1.1 Directional Signs. Note that unlike in Directional Signs, a 0.6x System Black outline is not added to the white boxes around arrows.

Stroke: 3mm
Fill: System White

See Map types

MA3.1 MA3.2

Directional Information only
For instances where a map is not required on a Facility Beacon, such as when mapping is unavailable or the lower part of a Beacon is obscured by a low wall or railing, the area should be left blank.



TH2.2 Facility Beacon: Pedestrian Lollipop

The Facility Beacon is a large sign that is typically used to highlight the presence of a transit facility from distance,primarily for pedestrians.

Note: signs are double-sided.

Scalable
No

Standard sign size
750(w) × 4000(h)mm

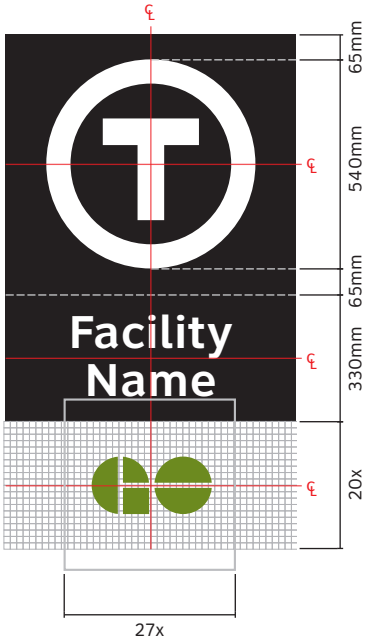
Relevant Graphic Standards

5.2.1	Core palette	85
5.4.1	Network Identifier	100
5.4.2	Operator logos	101

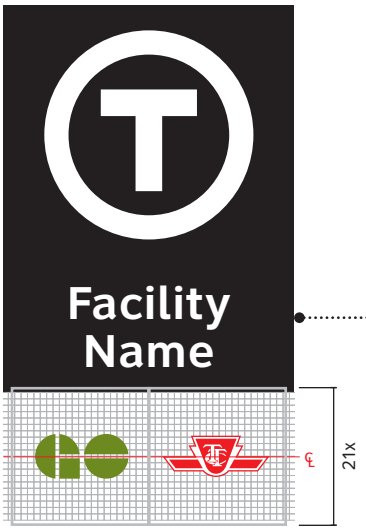
Product Approach
See Sign Implementation Manual for design intent drawings

Network Identifier and operator logo lock-ups
The proportions below shall be used for pedestrian Facility Beacons.

Single operator



Two or three operators
Operators should be ordered by the mode that they operate from the facility. Section 4.9.1 Information Structure describes transit mode hierarchy.



TH3.1.1 Facility Marker: Wall mounted

The Facility Marker is a large sign mounted on the exterior of the transit facility building, adjacent to the entrance. It should only be located on the main transit facility building, not connected buildings, such as parking structures.

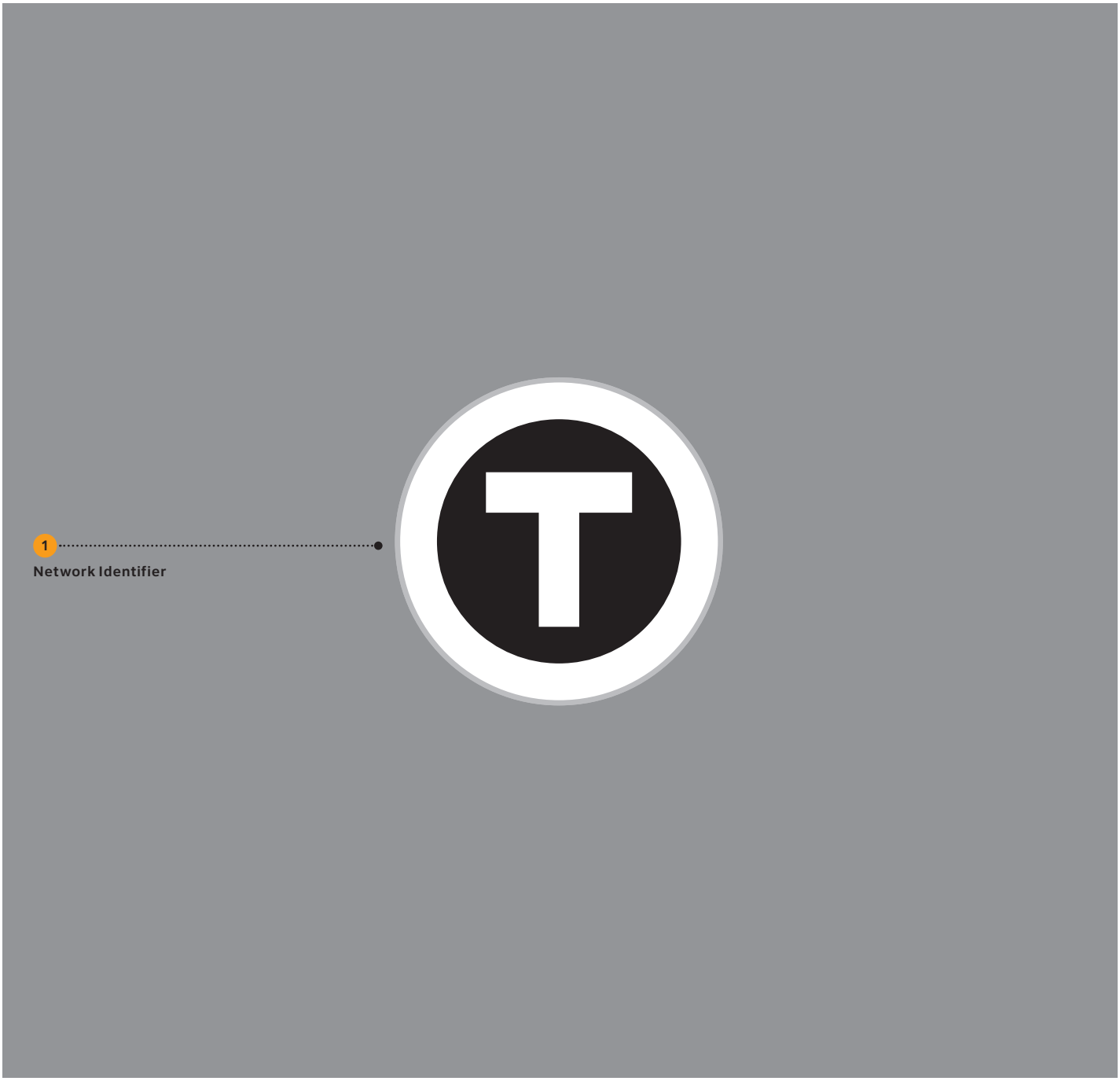
Scalable
Yes

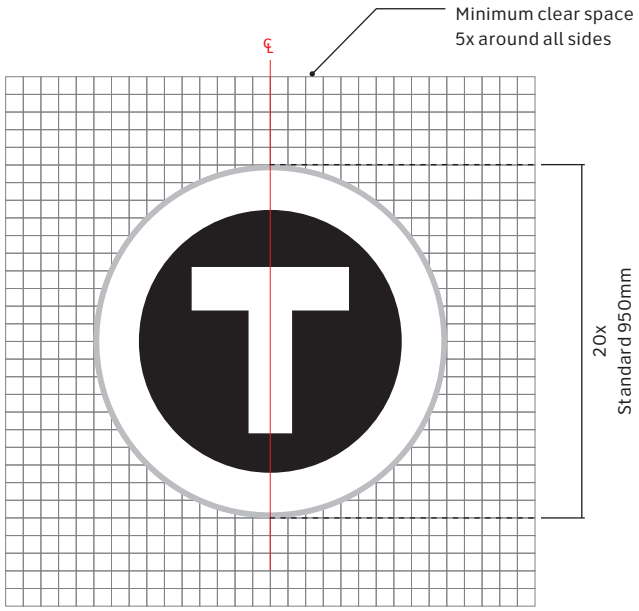
Standard sign size
950 (w) × 950 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.4.1	Network Identifier	100

Product Approach
See Sign Implementation Manual for design intent drawings




Minimum clear space
5x around all sides
℄
20x
Standard 950mm

TH3.1.2 Facility Marker: Wall mounted with facility name

The Facility Marker is a large sign mounted on the exterior of the transit facility building, adjacent to the entrance. It should only be located on the main transit facility building, not connected buildings, such as parking structures.

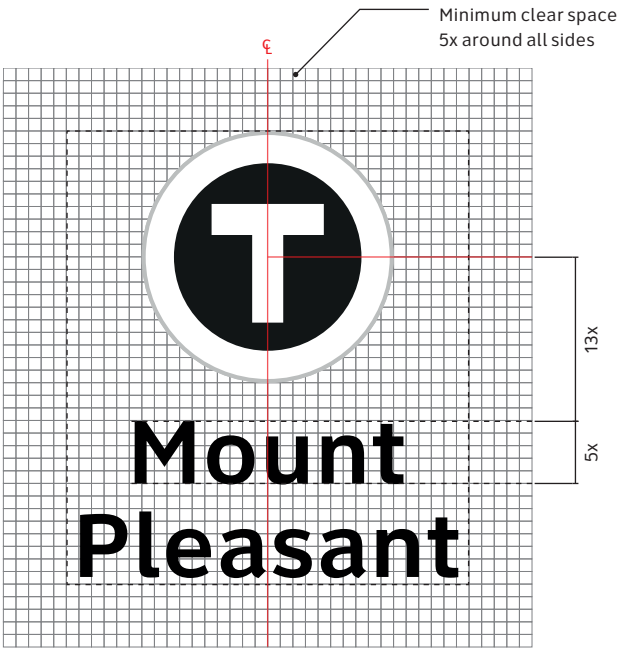
Scalable
Yes

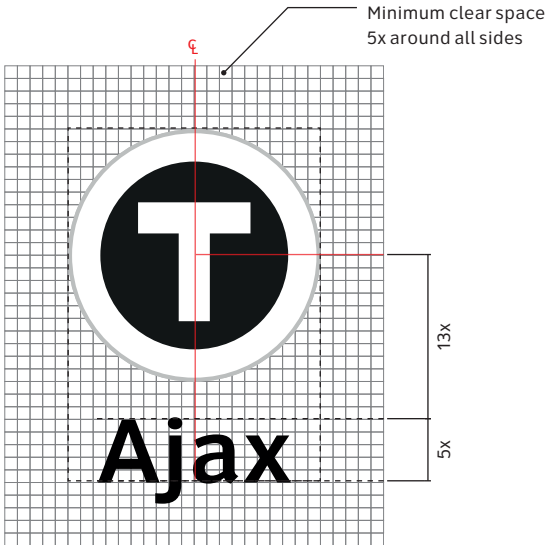
Standard sign size
Variable (w) × 1666 (h) mm

Relevant Graphic Standards

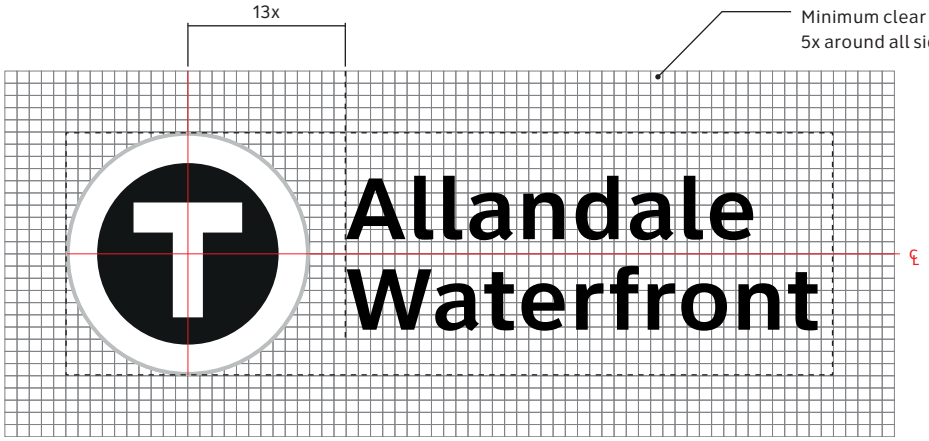
5.2.1	Core palette	85
5.4.1	Network Identifier	100

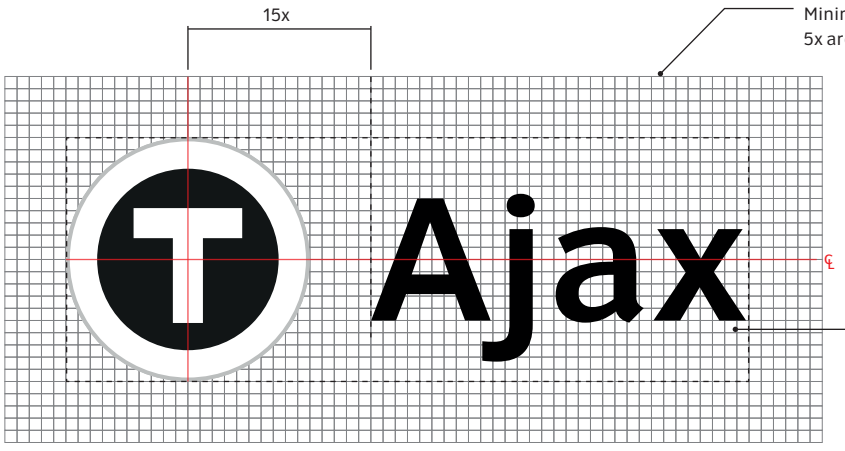
Product Approach
See Sign Implementation Manual for design intent drawings


Minimum clear space
5x around all sides
13x
5x
Mount
Pleasant


Minimum clear space
5x around all sides
13x
5x
Ajax

Horizontal layout





TH3.2 Facility Marker: Projecting

The projecting Facility Marker consists of the Network Identifier, facility name and operator logos. It increases the visibility of the facility entrance for pedestrians.

Note: signs are double-sided.

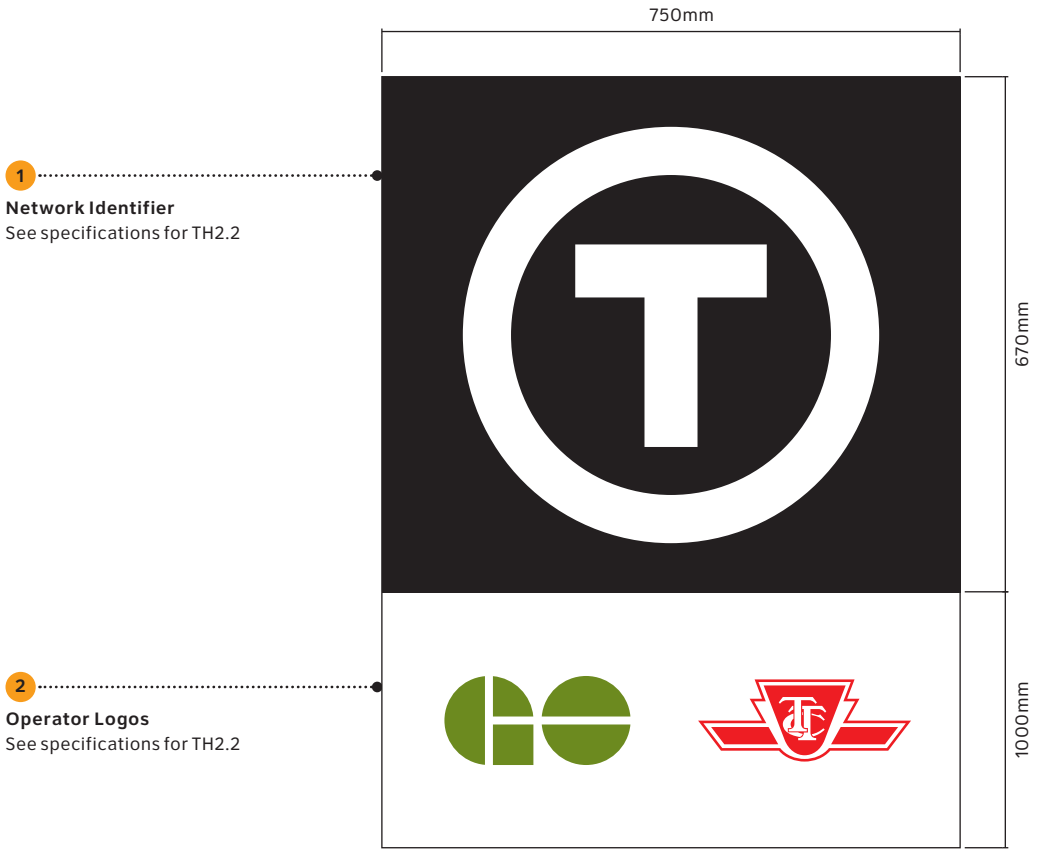
Scalable
No

Standard sign size
750 (w) × 1000 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.4.1	Network Identifier	100
5.4.2	Operator logos	101

Product Approach
See Sign Implementation Manual for design intent drawings



TH4 Facility Entrance

The Facility Entrance Sign is located above entrances to transit facilities.

The sign should span the width of the entrance.

Scalable

Yes

- Standard x value 22.5mm
  Minimum x value 12.5mm

Standard sign size

Variable (w) × 450 (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

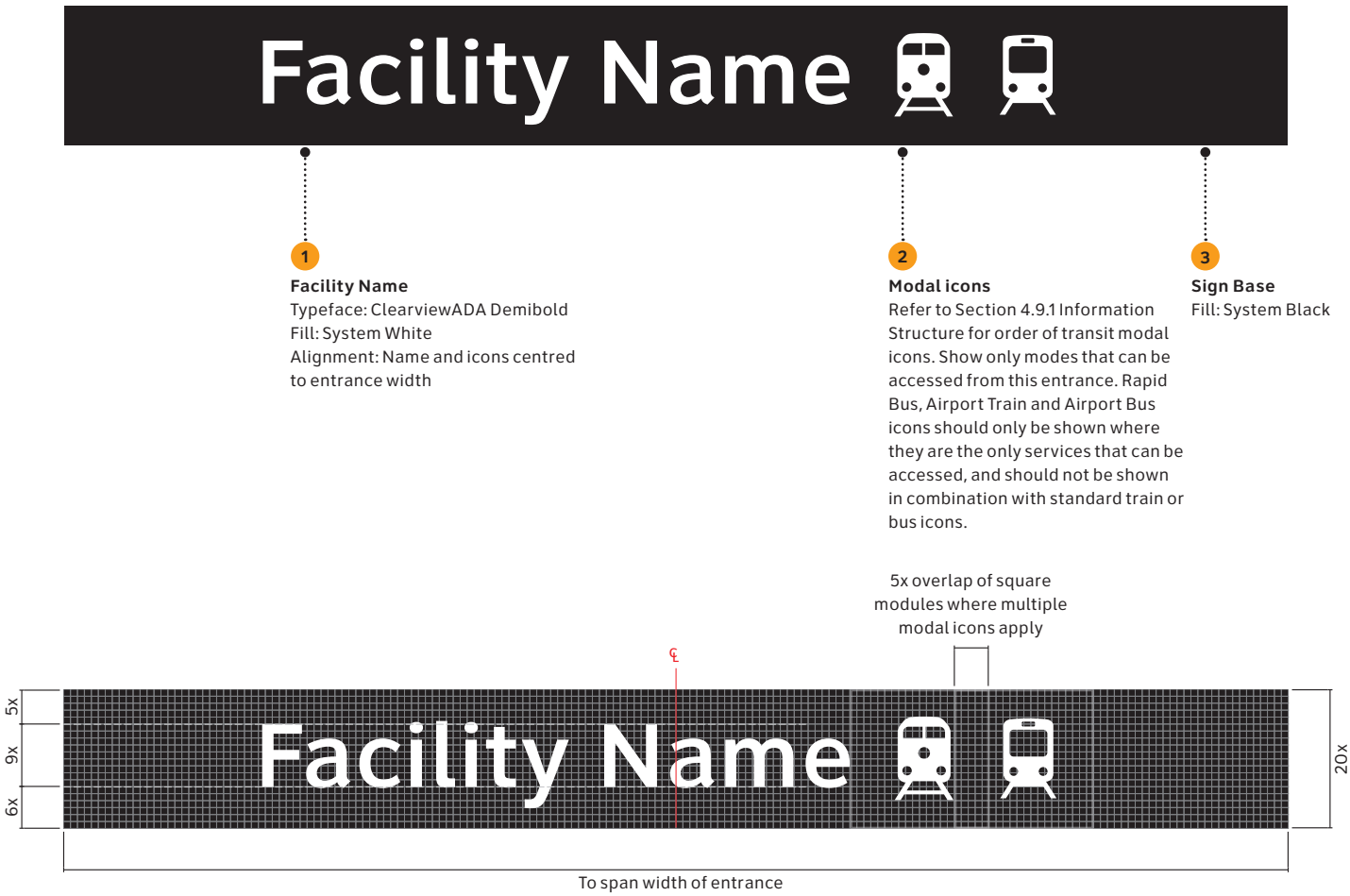
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91

Product Approach

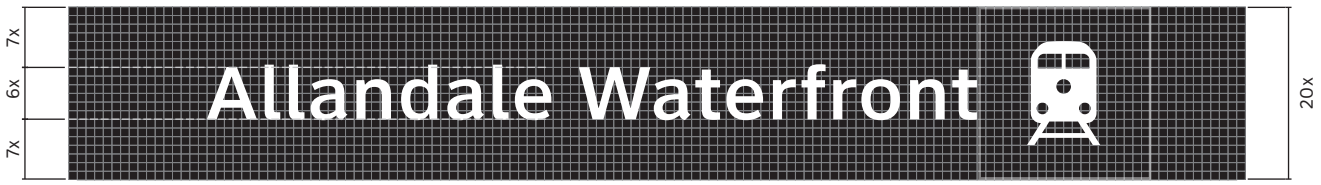
See Sign Implementation Manual for design intent drawings

Standard layout

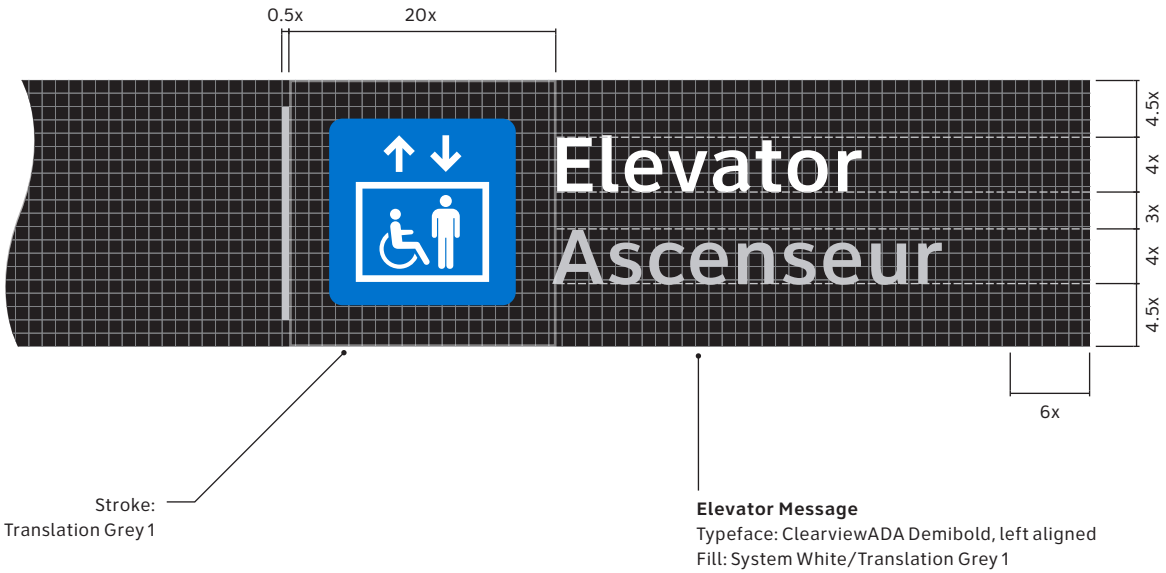


Reduced width facility name
If the standard layout results in a sign that is too wide for the available space, either the entire sign can be proportionally reduced in size or the facility name can be reduced in size within the sign. Modal icons should be the height of the sign regardless of cap height.

Proportionally reducing the size of the sign will reduce the height of the sign as well as the facility name. Reducing the size of the facility name within the sign will mean the original height of the sign is retained. The option that results in the largest cap height for the name should be used. Below are options for how the facility name can be reduced within the sign. The name should always be displayed as large as possible.



Indicating entrance type
If the nature of the entrance needs to be identified, if it is a barrier-free entrance via an elevator for example, it should be done in the way shown. Here the icon and message is included on the right hand side of the sign.



TH5 Barrier-free Access

Barrier-free Access signs indicate that platforms are accessible from this location via a step-free route.

Signs should only be located on doors that can be opened by the user.

Note that the portrait layout shown on the following page may be more appropriate when located on sliding doors where the sign becomes obscured as the doors are open.

Scalable

- Standard layout
  No
- Portrait layout
  Yes
  Standard x value 10mm
  Minimum x value 10mm

Standard sign size

560 (w) × 100 (h) mm

Where possible sign width should be increased to span width of glazing on door

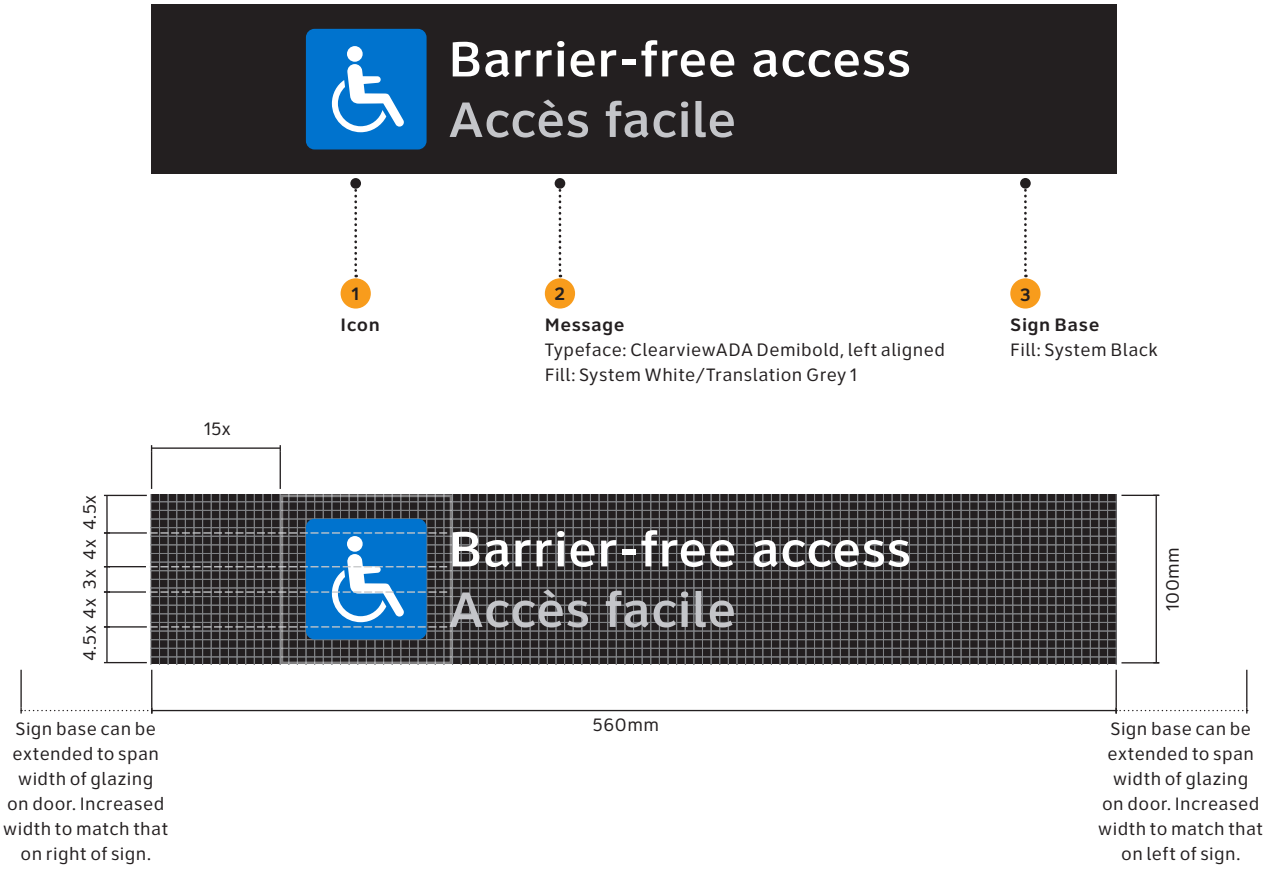
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

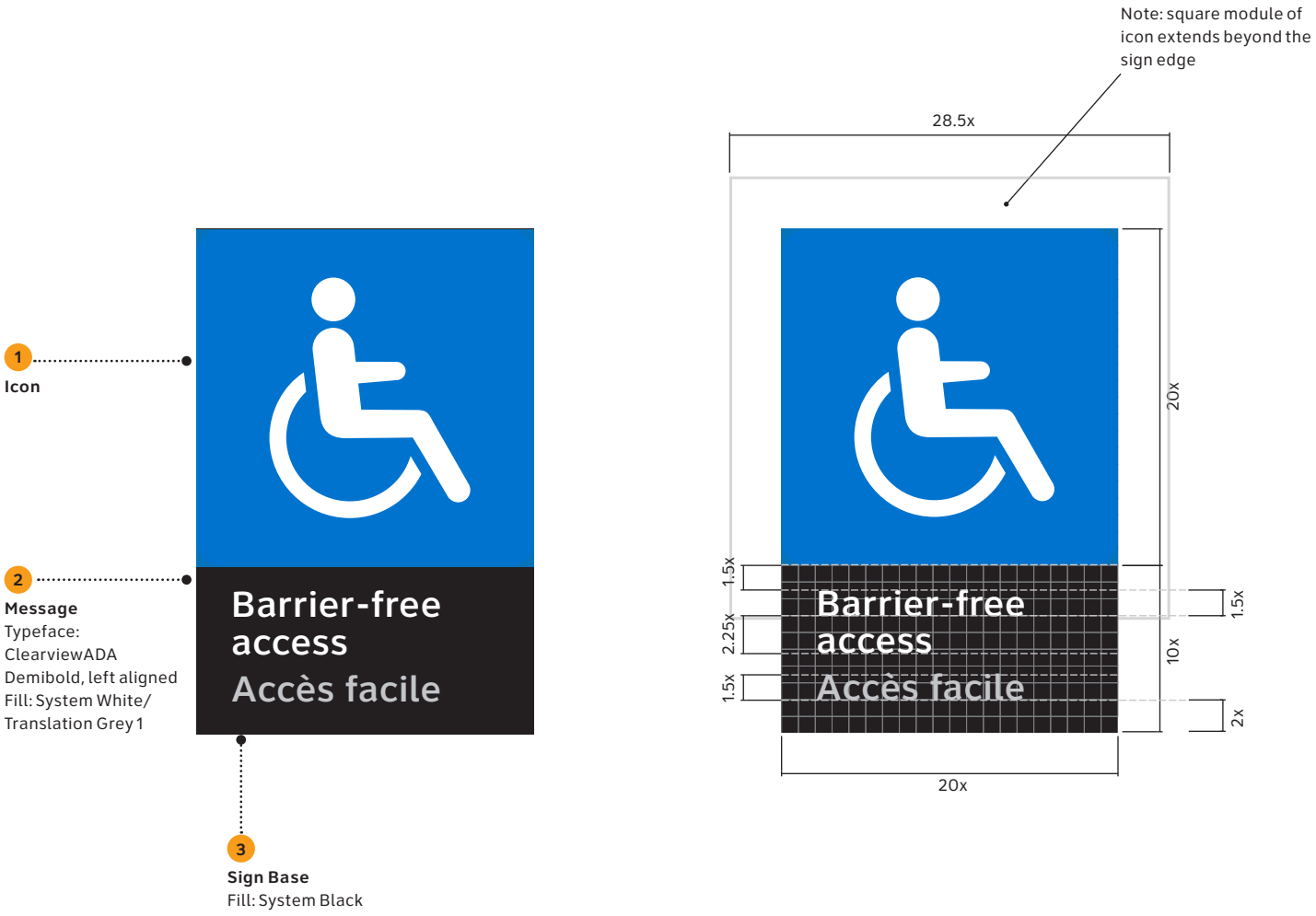
Standard layout



Where the door opens to the right of the sign, the sign should be right aligned as shown.

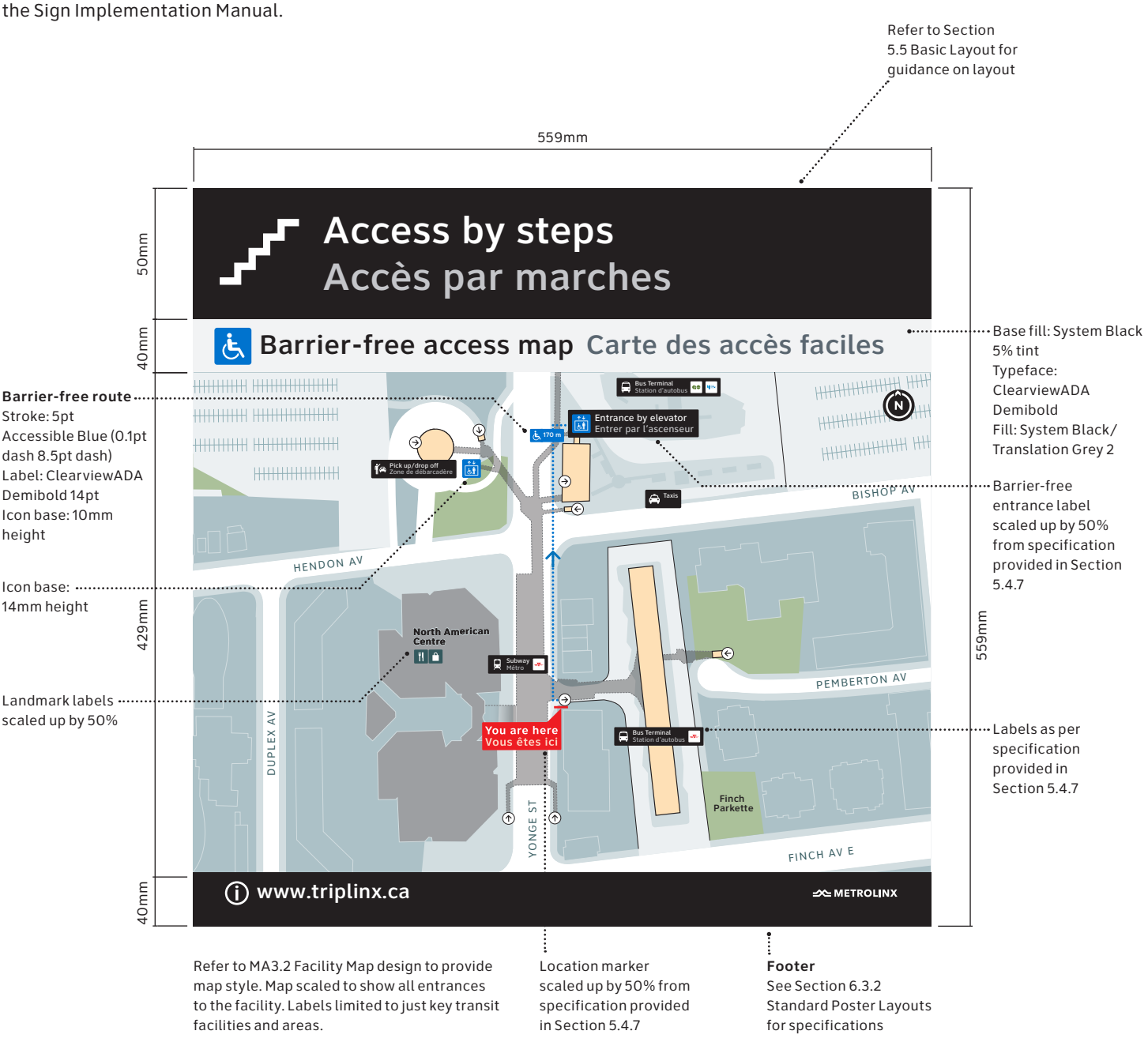
An alternative portrait layout can be used if the standard layout is not practical at the given sign location.

Portrait layout



At entrances where there is not barrier-free access, a map should be provided to direct to barrier-free entrances. A map could be provided as part of an Information Hub or TH2.1 Pedestrian Totem sign. If space does not allow for either of these sign types, a smaller barrier-free access map should be used, as shown below.

The design should use products designed for sign type TH7, as shown in the Sign Implementation Manual.



TH6 Facility Address

To indicate building address.

Placed at all entrances visible from the street. Where entrances are setback from the street the facility address is incorporated into a TH9 sign, meaning a TH6 sign is not necessary.

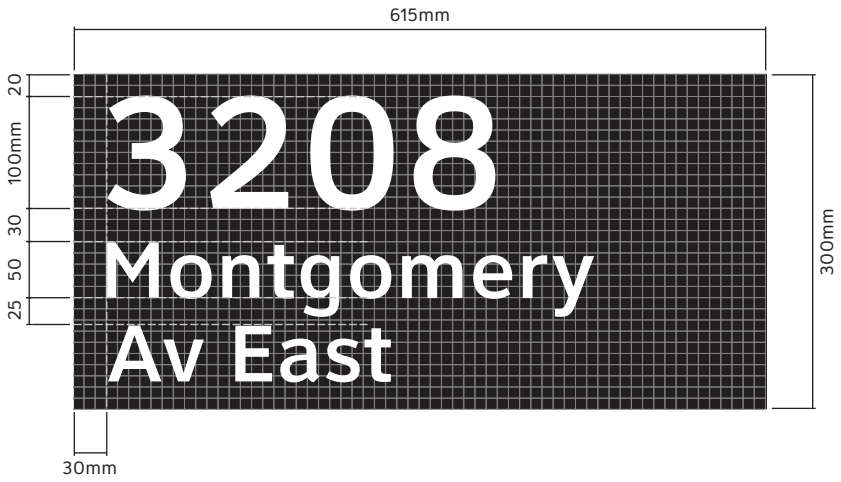
Scalable
No

Standard sign size
615 (w) × 300 (h) mm

Relevant Graphic Standards
5.2.1 Core palette 85

Product Approach
See Sign Implementation Manual for design intent drawings

Facility Street Address
Typeface: ClearviewADA
Demibold, left aligned
Fill: System White



TH7 First and Last Trains

First and Last Trains signs are located at facility entrances to indicate the operating times of the facility.

Where more than one mode can be accessed from an entrance (trains and subway, for example) an individual first and last trains panel should be displayed for each mode. The panels should be arranged side-by-side.

The display of either 24-hour clock or 12-hour AM/PM times should be consistent with the service operator's approach to scheduling elsewhere.

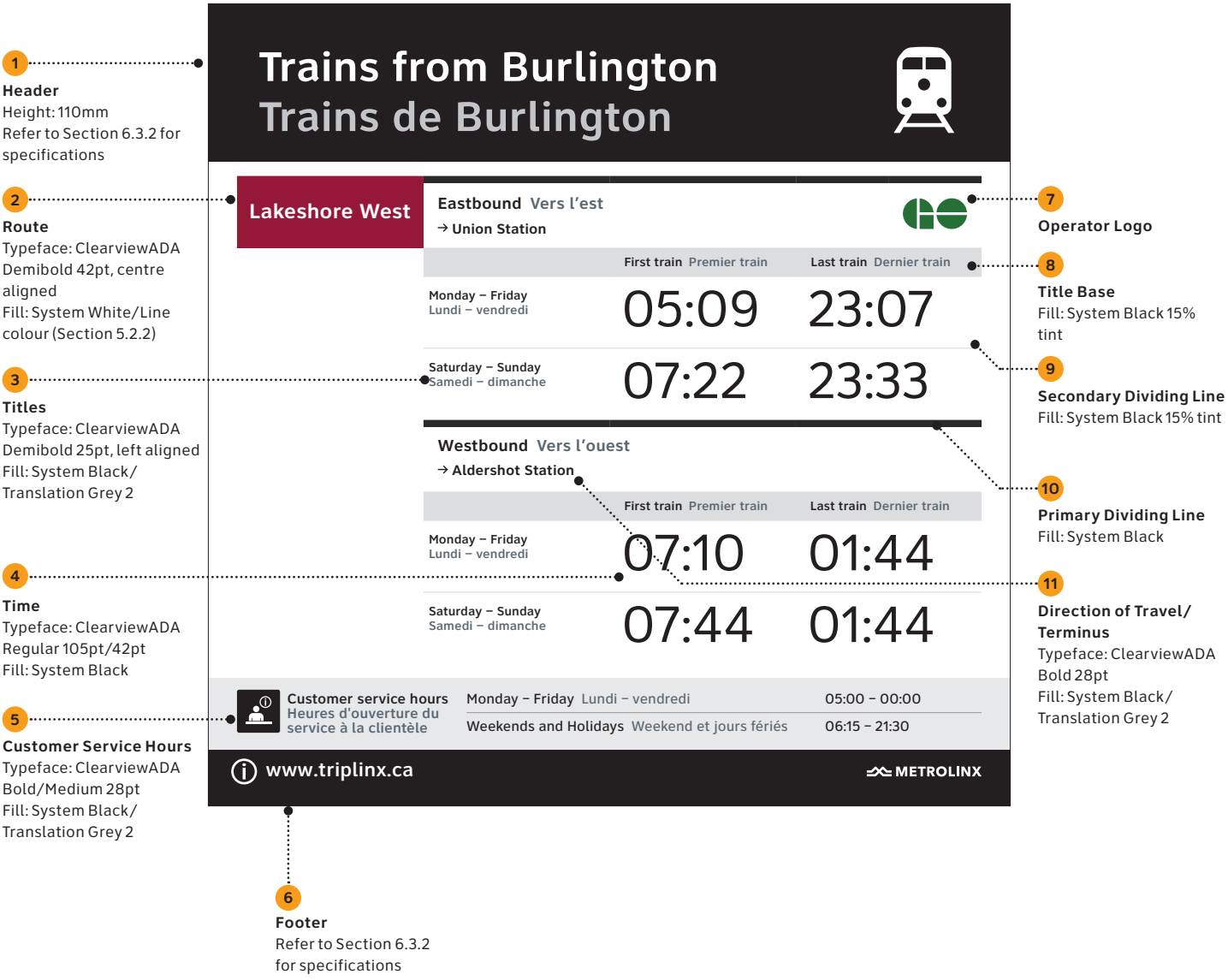
Scalable
No

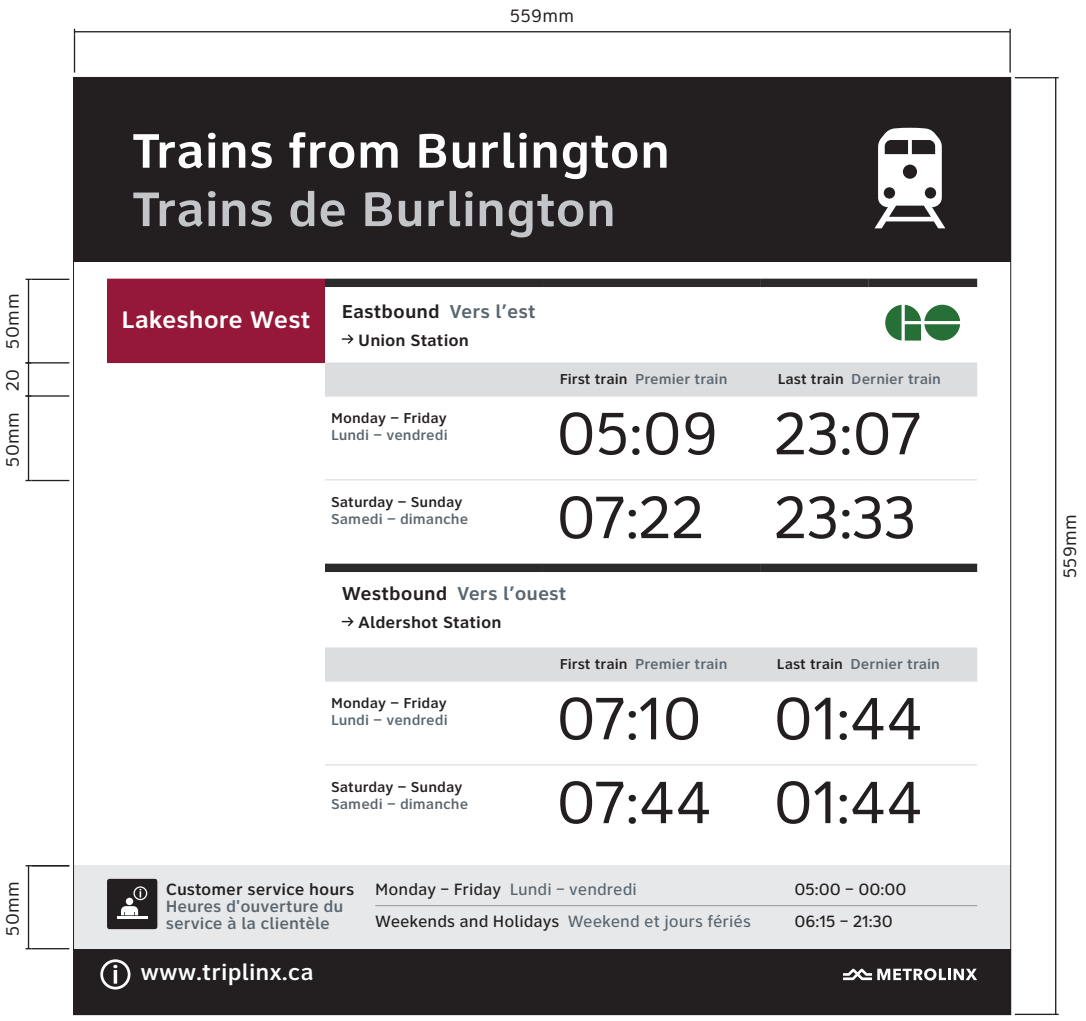
Standard sign size
559 (w) × 559/864 (h) mm

Relevant Graphic Standards

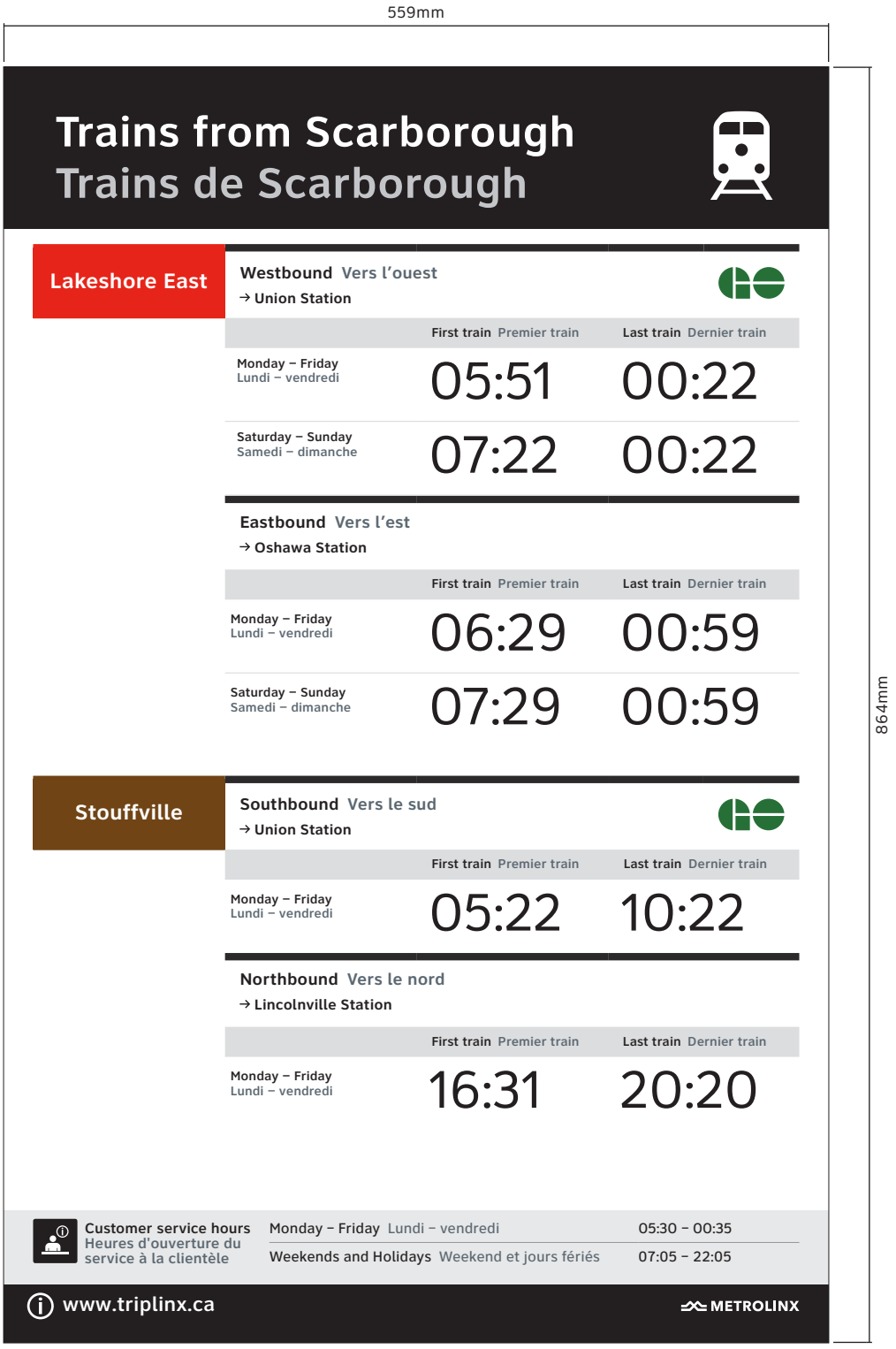
5.2.1	Core palette	85
5.2.2	Train, subway & light rail line palette	86
5.3.1	Modal icons	91
5.3.4	General wayfinding icons	93
5.4.1	Network Identifier	100
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

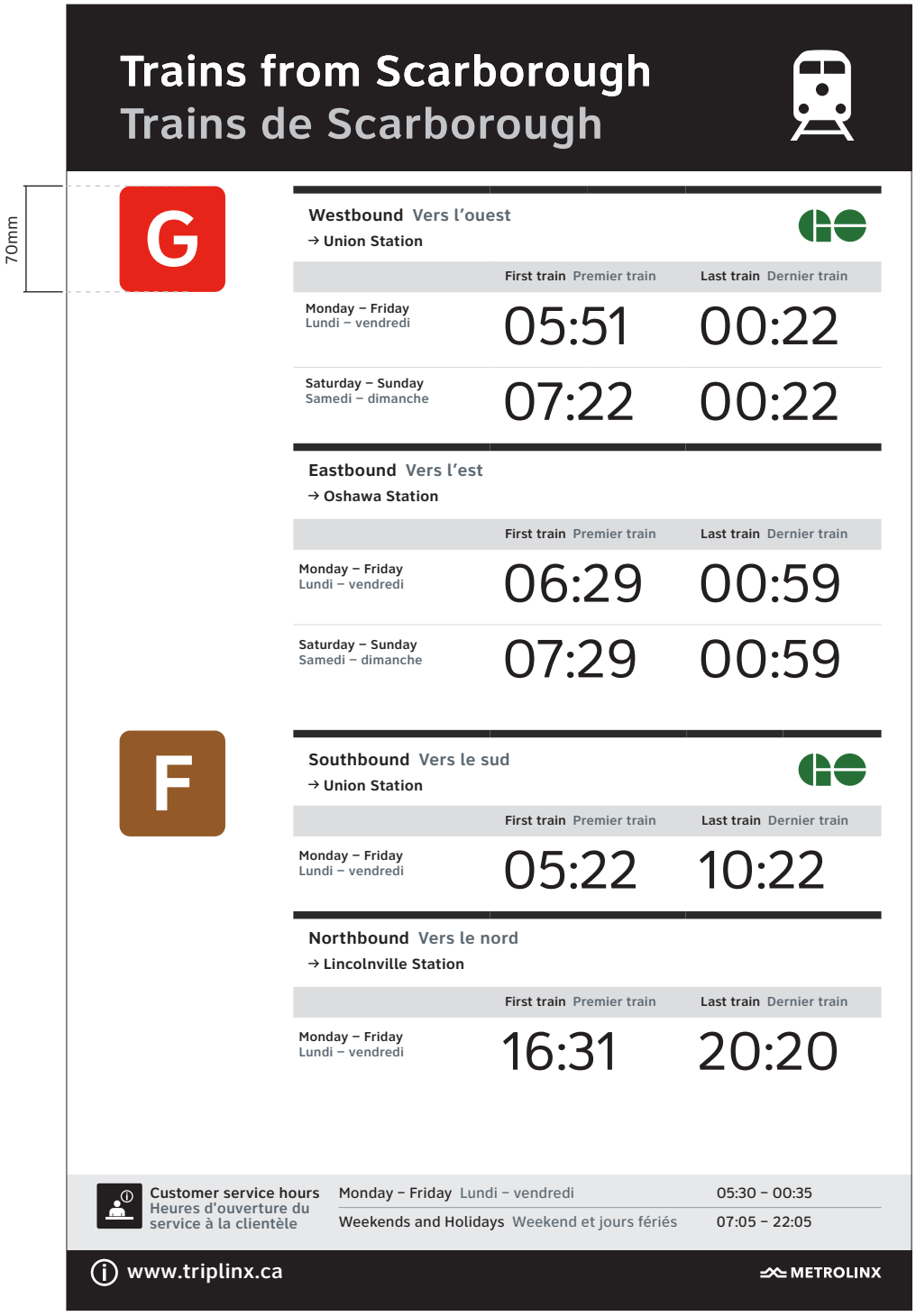



559mm
Trains from Burlington
Trains de Burlington
Lakeshore West
Eastbound Vers l'est
→ Union Station
First train Premier train
Last train Dernier train
Monday – Friday
Lundi – vendredi
05:09
23:07
Saturday – Sunday
Samedi – dimanche
07:22
23:33
Westbound Vers l'ouest
→ Aldershot Station
First train Premier train
Last train Dernier train
Monday – Friday
Lundi – vendredi
07:10
01:44
Saturday – Sunday
Samedi – dimanche
07:44
01:44
Customer service hours
Heures d'ouverture du service à la clientèle
Monday – Friday Lundi – vendredi
05:00 – 00:00
Weekends and Holidays Weekend et jours fériés
06:15 – 21:30
www.triplinx.ca
METROLINX
50mm
20
50mm
50mm
559mm

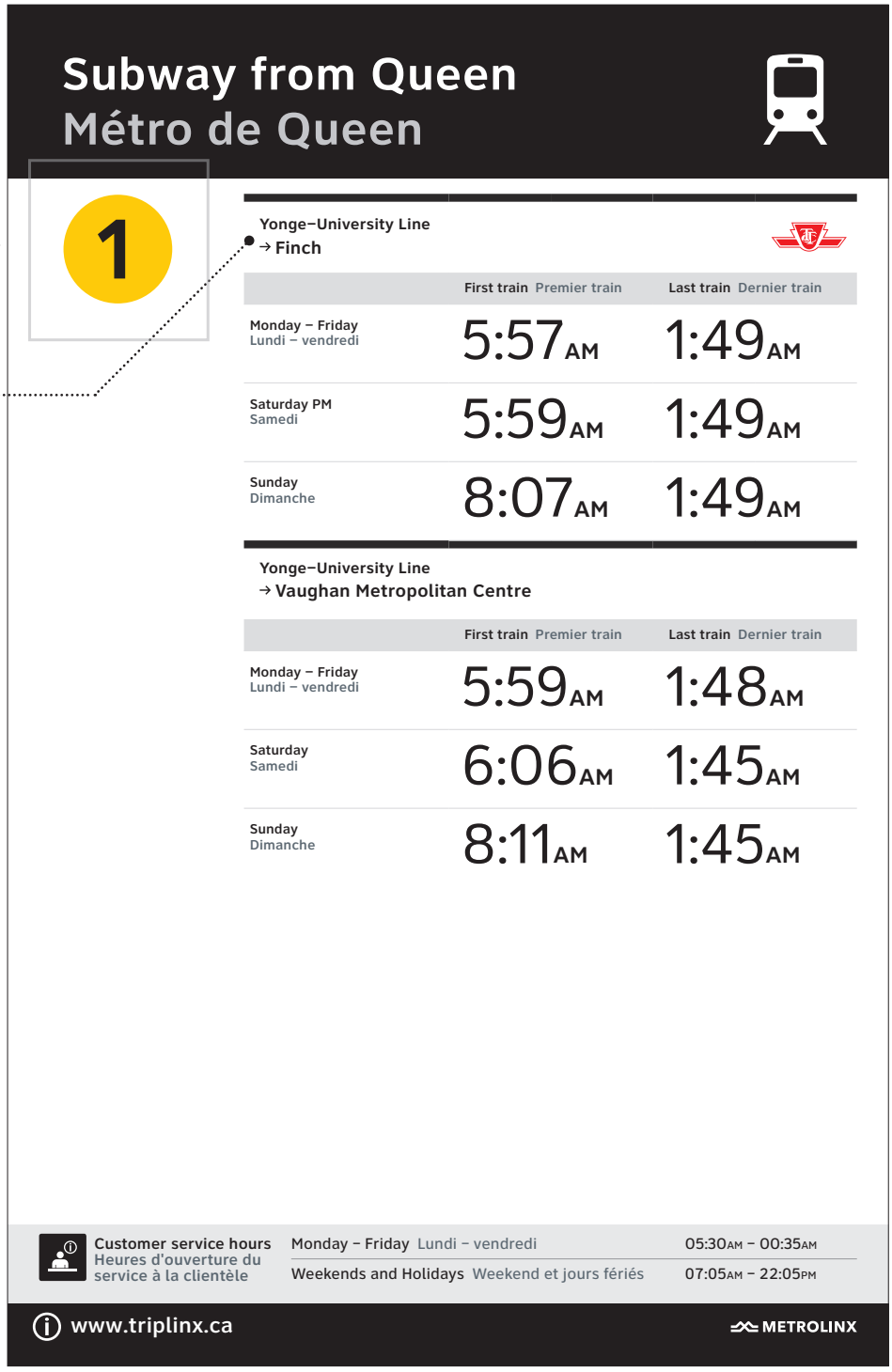
Extended version
To accommodate lengthier scheduling information, the height of the sign can be increased to 864mm, making an ANSI D panel.



First and last trains with train line code



Subway and light rail version



1
Subway code
Height: 115mm

2
Subway line name/ Terminus
Typeface: ClearviewADA
Bold 28.7pt/32.8pt
Fill: System Black

TH8 Facility Exit

The Facility Exit sign is located above exits to transit facilities.

The Facility Exit sign uses a similar layout to Directional Signs. Consult Section 6.5 Directional signs, Sign DR1.1, for alternative layouts applicable to the Facility Exit sign.

Scalable

Yes

- Standard x value 12.5mm
  Minimum x value 12.5mm

Standard sign size

Variable (w) × 250 (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

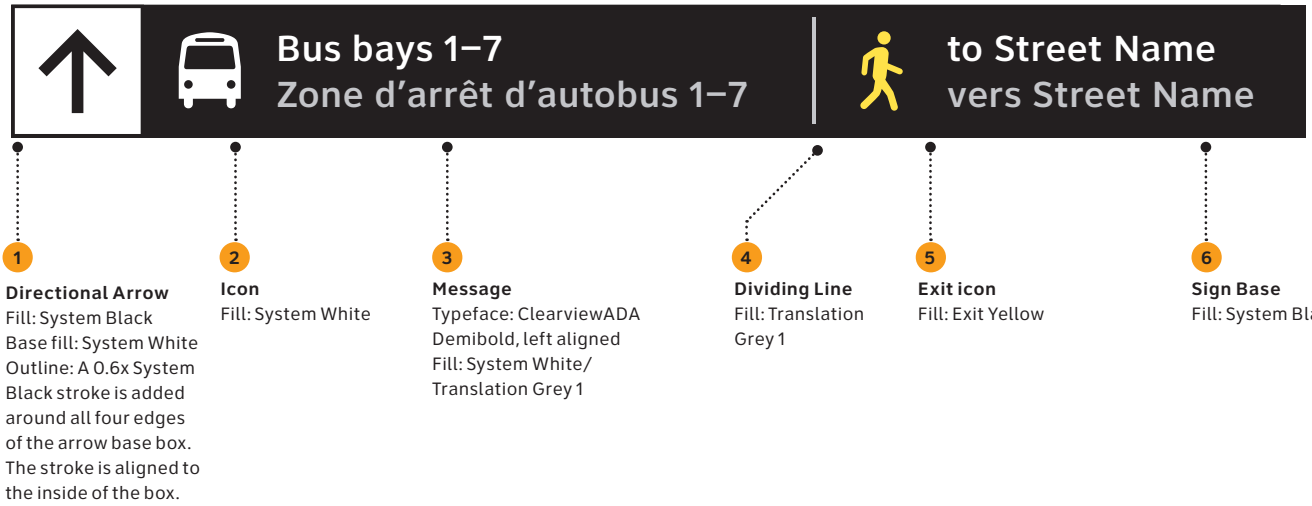
Relevant Graphic Standards

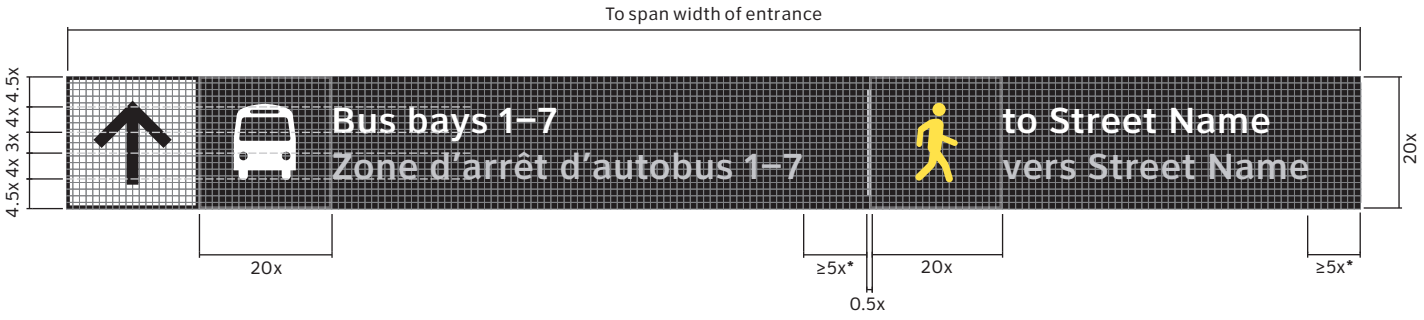
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

Standard layout





*** Gap after messages**

Clear space of 10x is preferred after messages. This can be reduced to a minimum of 5x if required. Where there are multiple destinations, this clear space should be evenly distributed, with a maximum of 10x. Any additional clear space should be accumulated on the opposite end of the sign to the arrow.

TH9 Vehicular Entrance

The Vehicular Entrance identifies the facility name and address for drivers.

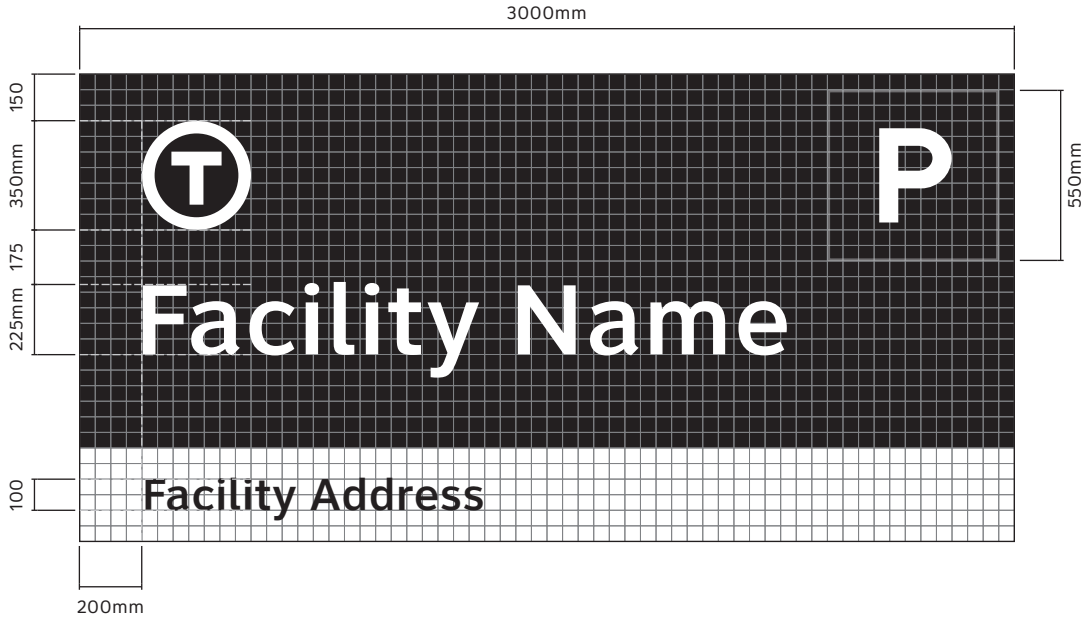
Scalable
No

Standard sign size
3000 (w) × 2100 (h) mm
Artwork panel: 3000 (w) × 1500 (h) mm

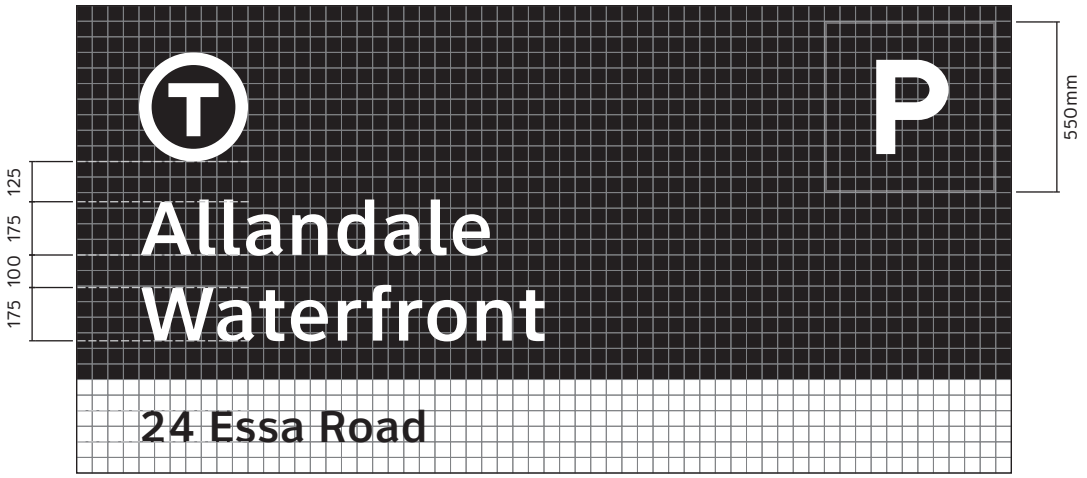
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.4.1	Network Identifier	100

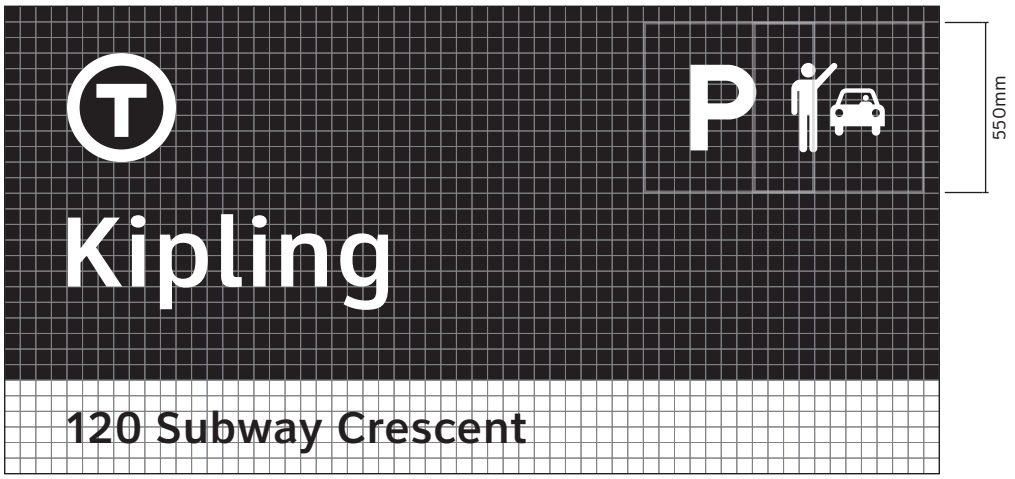
Product Approach
See Sign Implementation Manual for design intent drawings



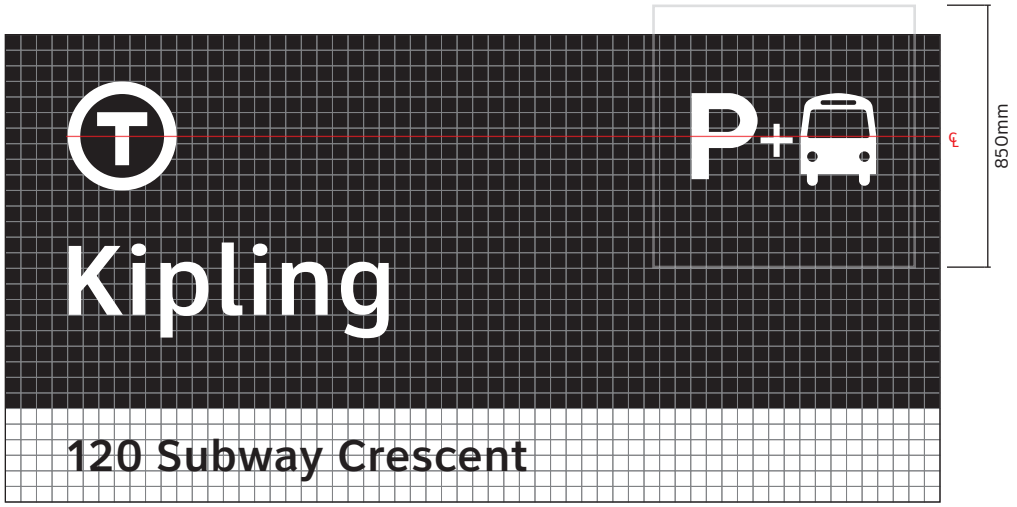
Longer facility name
Where the faciity name does not fit at at the standard size, a smaller cap height can be used.



Grouping icons
Where an icon is required in addition to the parking icon, it should be arranged in the way shown.



Park and ride icon
Where a park and ride icon is required it should be proportioned as shown.



6.2 Information hubs

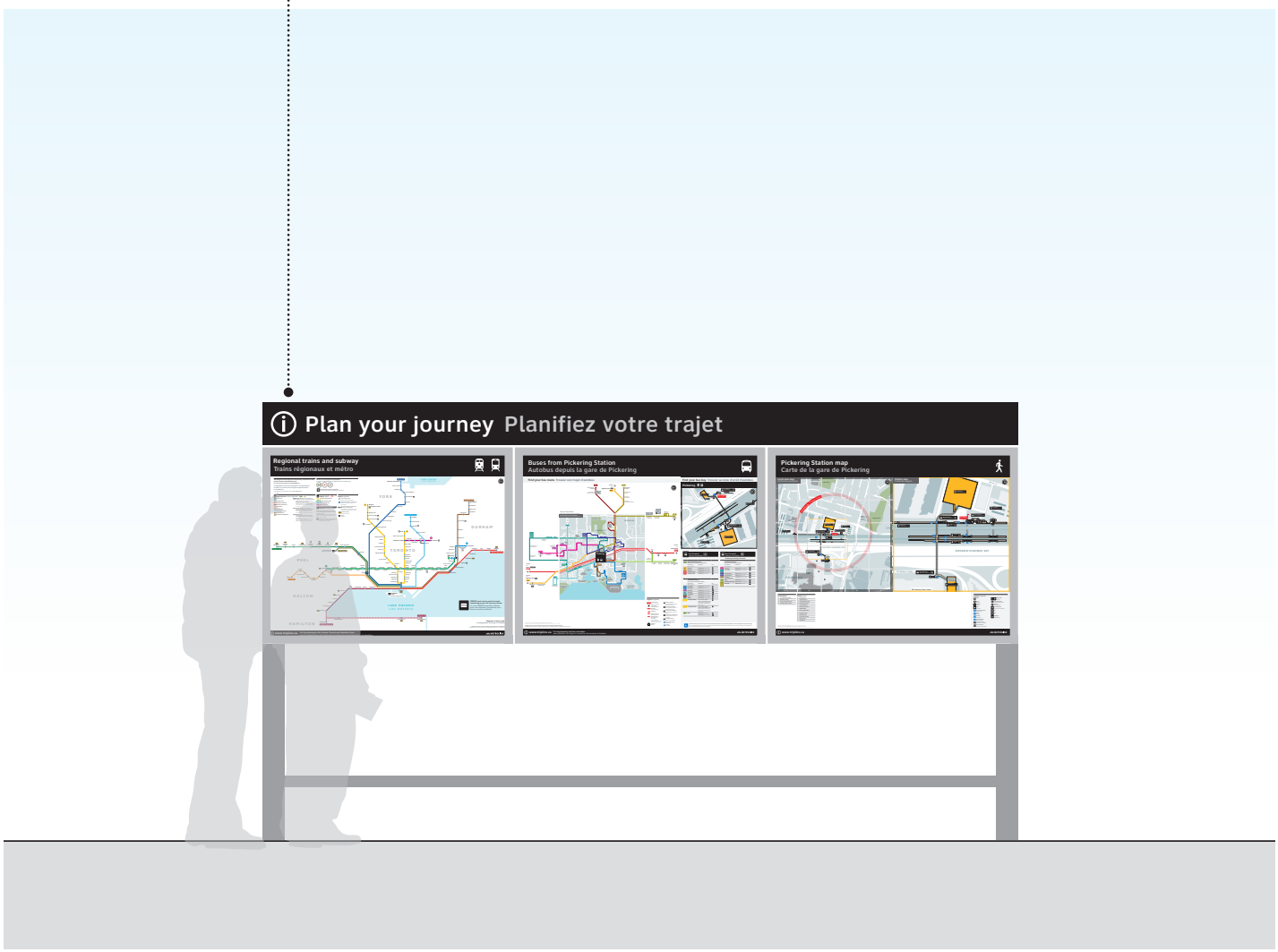
Information hubs provide planning information for ongoing journeys and connections, typically in these situations:

- Unpaid circulation near customer service areas and fare lines
- Platforms
- Bus terminals

Information Hubs are made up of postercases of standardized size, typically displaying transit interchange diagrams, Facility Maps and schedules. More information about the mapping and diagrams can be found in Section 6.3 Maps and Diagrams.

IN1.1

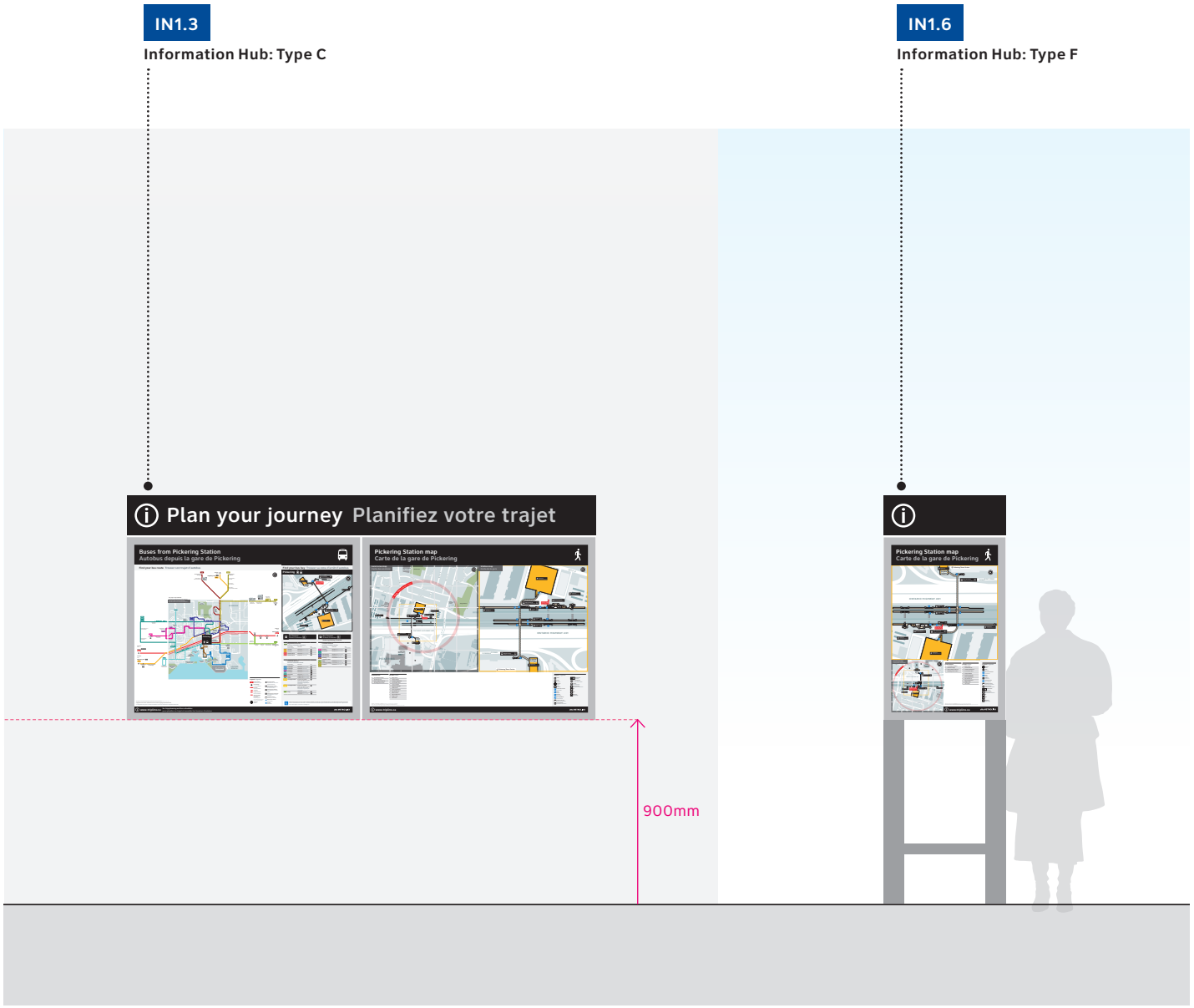
Information Hub: Type A



Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

The postercases come in various different configurations and can be wall mounted or freestanding. The type of Information Hub that is used is dependent on information need and available space at a given location.

Full listing of the types of Information Hubs is included on the following pages.



Note: not all Information Hub types are shown here. Where wall mounted, all Information Hubs conform to the same mounting height as shown here.

IN1.1 Information Hub: Type A

The Type A Information Hub consists of a header panel above 3 ANSI E size landscape format posters.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

Scalable

No

Standard sign size

- Wall mounted
  3535 (w) × 1127 (h) mm
- Freestanding
  3561 (w) × 2030 (h) mm

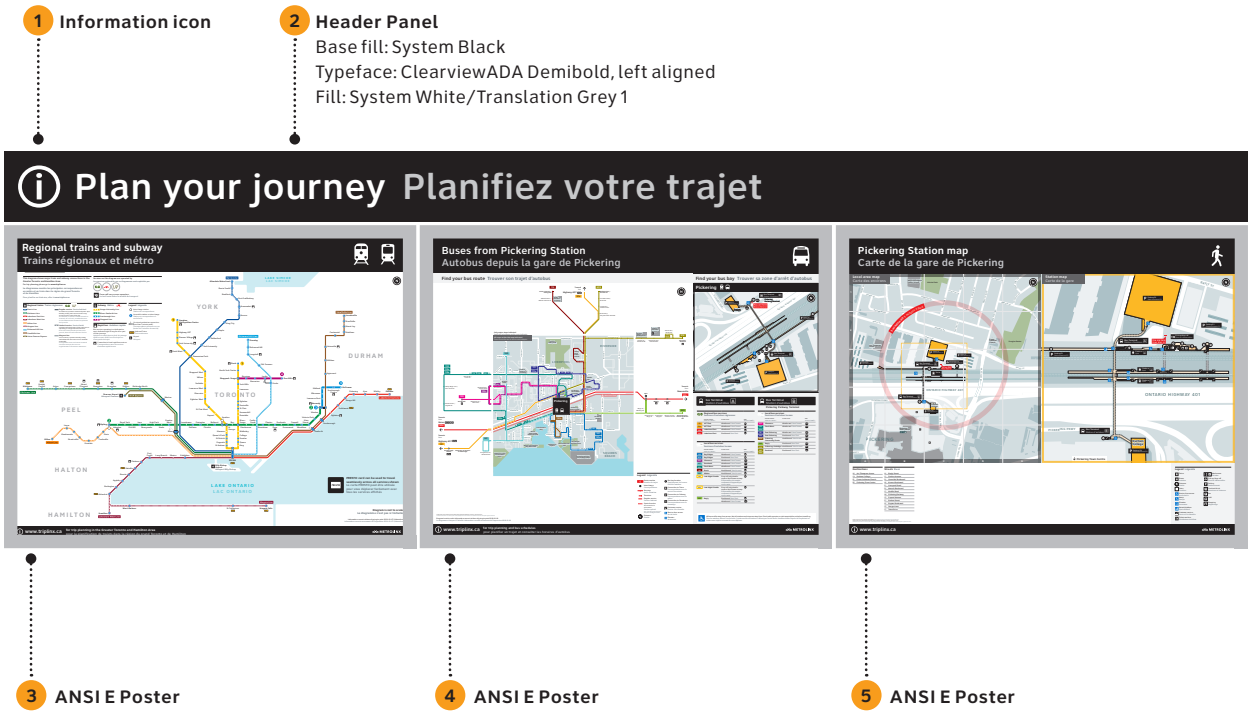
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

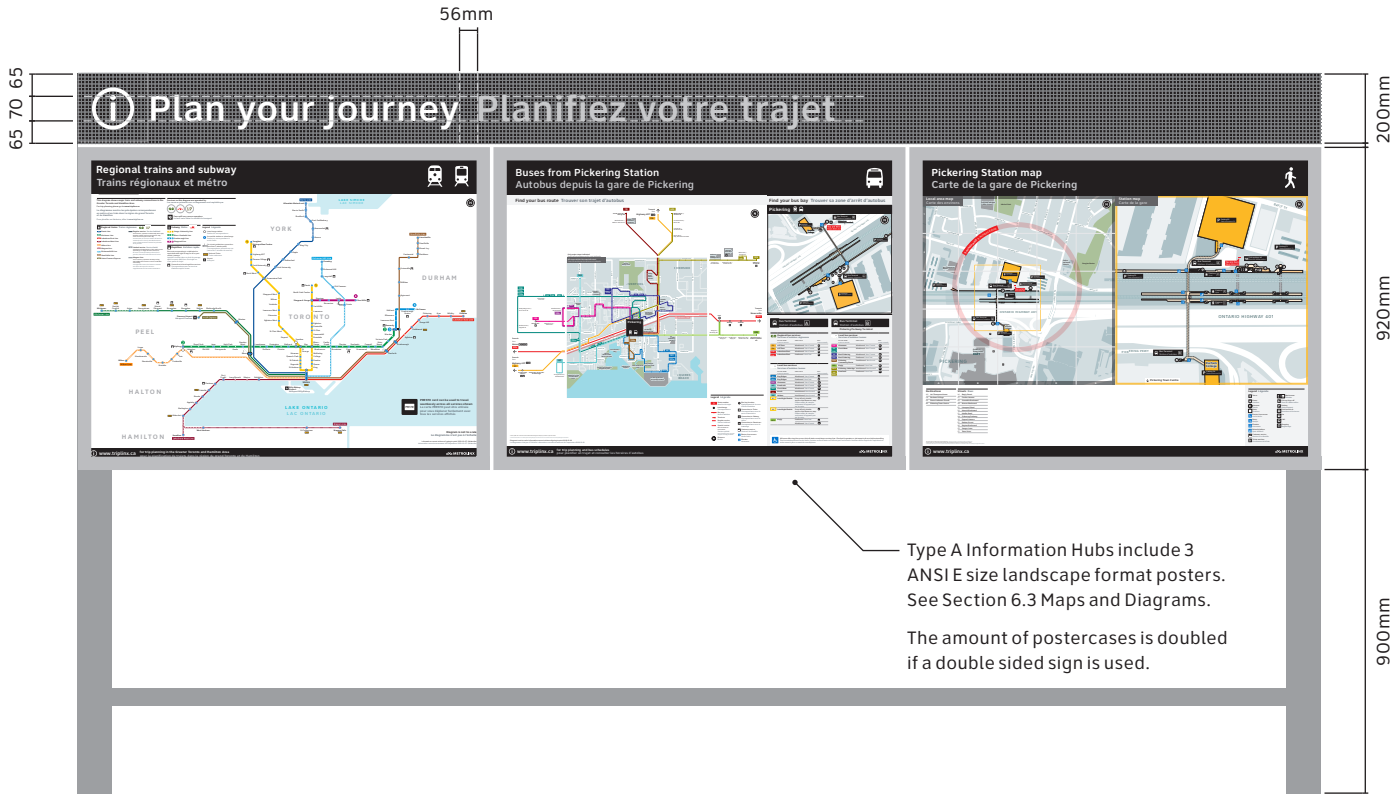
Product Approach

See Sign Implementation Manual for design intent drawings

Wall mounted



Freestanding



IN1.2 Information Hub: Type B

The Type B Information Hub consists of a header panel above 2 ANSI E size landscape format and 1 ANSI D size portrait format posters.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

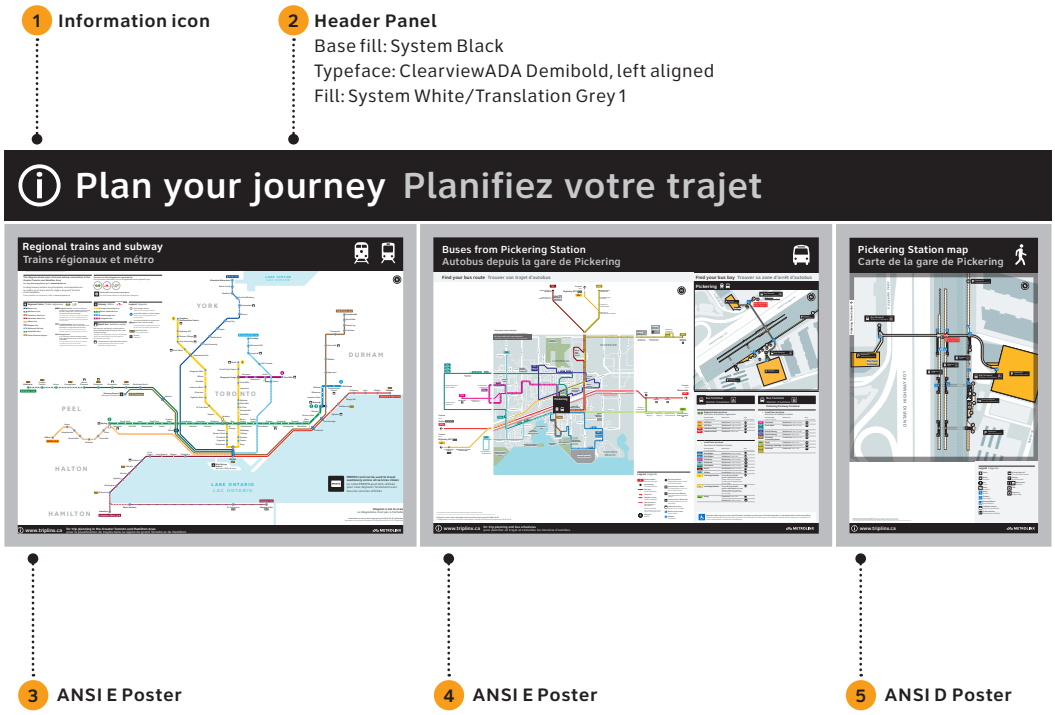
Scalable
No

Standard sign size
- Wall mounted
  2976 (w) × 1127 (h) mm
- Freestanding
  3003 (w) × 2030 (h) mm

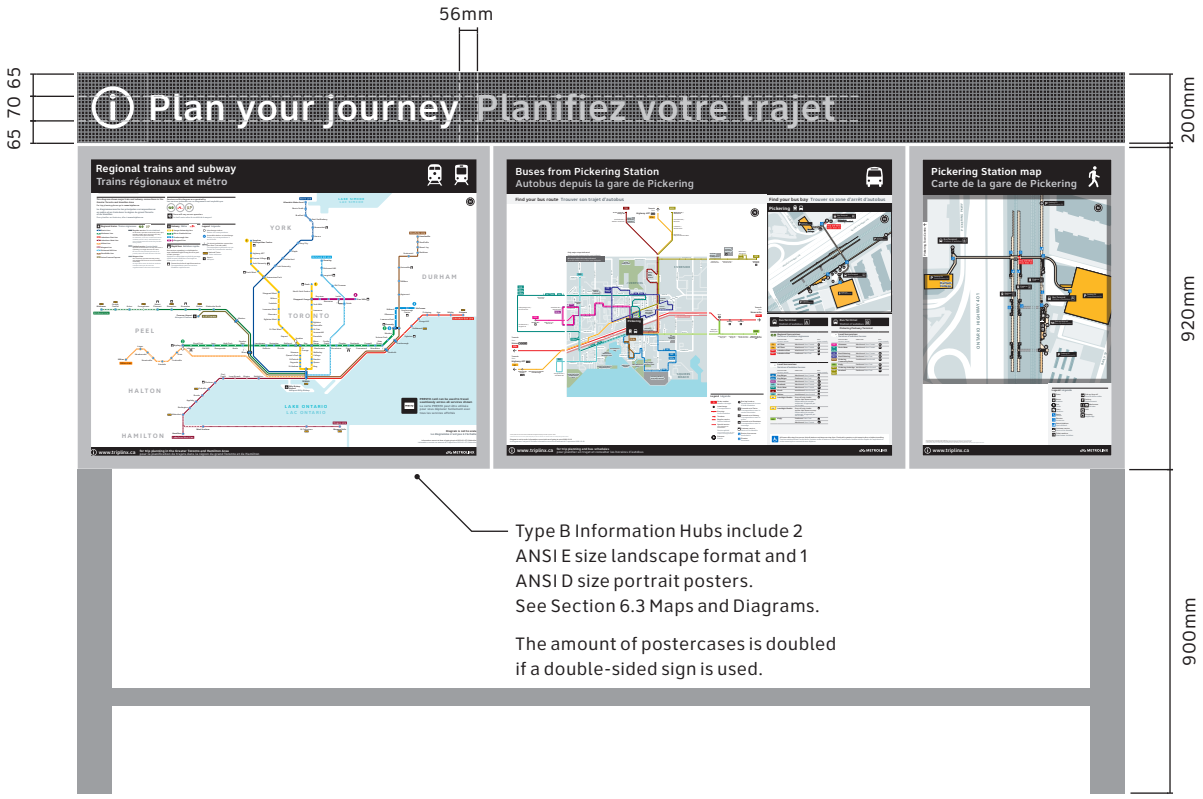
Relevant Graphic Standards

Product Approach
See Sign Implementation Manual for design intent drawings

Wall mounted



Freestanding



IN1.3 Information Hub: Type C

The Type C Information Hub consists of a header panel above 2 ANSI E size landscape format posters.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

Scalable

No

Standard sign size

- Wall mounted
  2354 (w) × 1127 (h) mm
- Freestanding
  2381 (w) × 2030 (h) mm

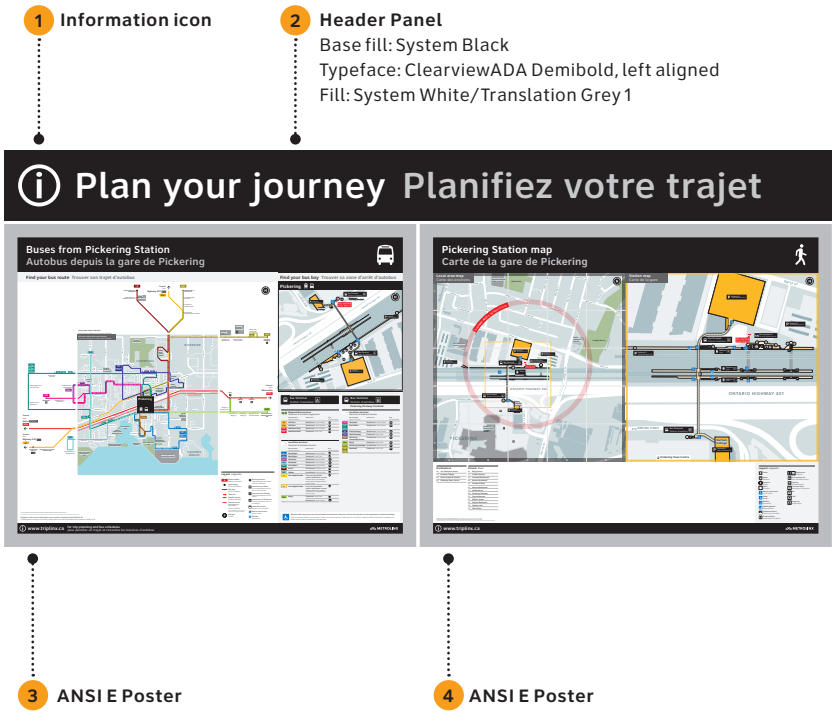
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

Wall mounted



Freestanding

IN1.4 Information Hub: Type D

The Type D Information Hub consists of a header panel above 1 ANSI E size landscape format and 1 ANSI D size portrait format posters.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

Scalable
No

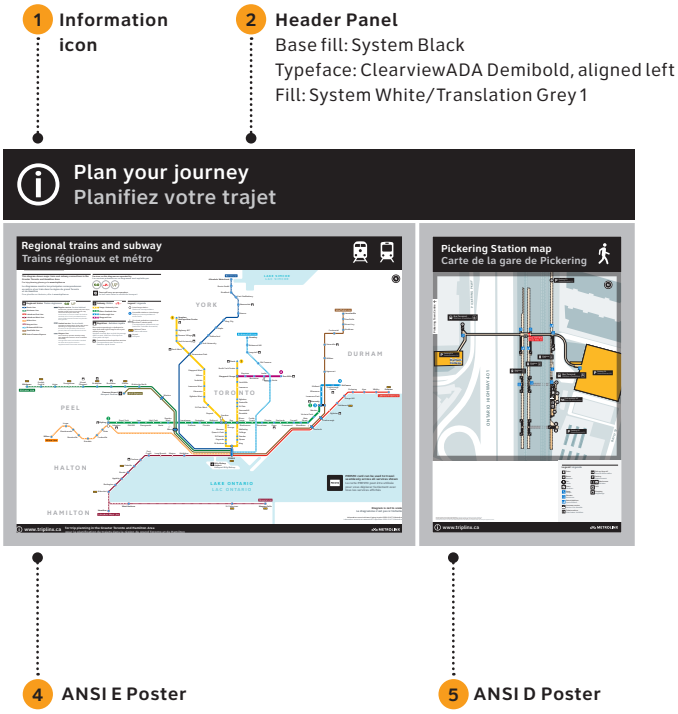
Standard sign size
- Wall mounted
  1796 (w) × 1127 (h) mm
- Freestanding
  1822 (w) × 2030 (h) mm

Relevant Graphic Standards

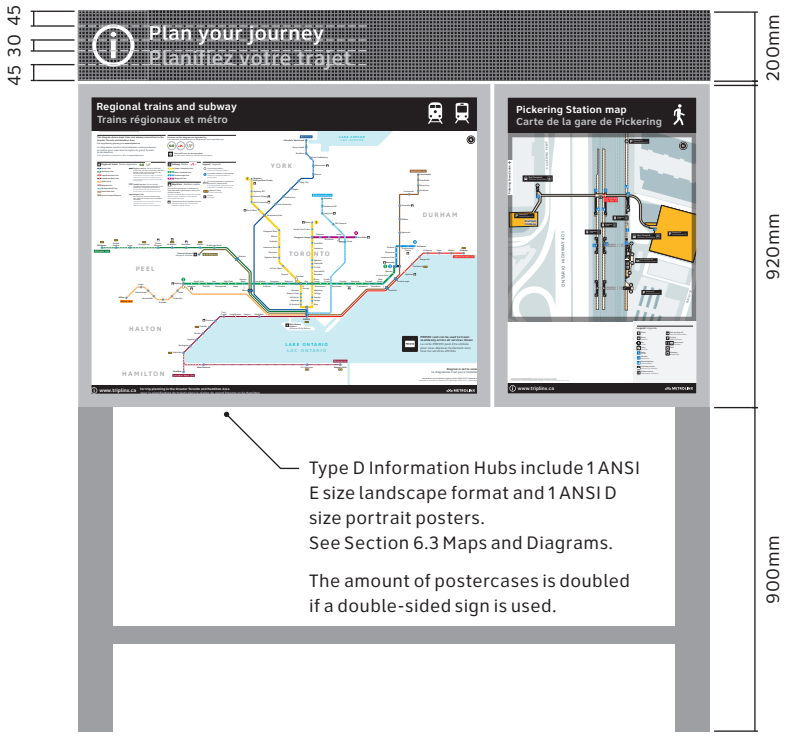
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

Wall mounted



Freestanding



IN1.5 Information Hub: Type E

The Type E Information Hub consists of a header panel above 1 ANSI E size landscape format poster.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

Scalable

No

Standard sign size

- Wall mounted
  1174 (w) × 1127 (h) mm
- Freestanding
  1200 (w) × 2030 (h) mm

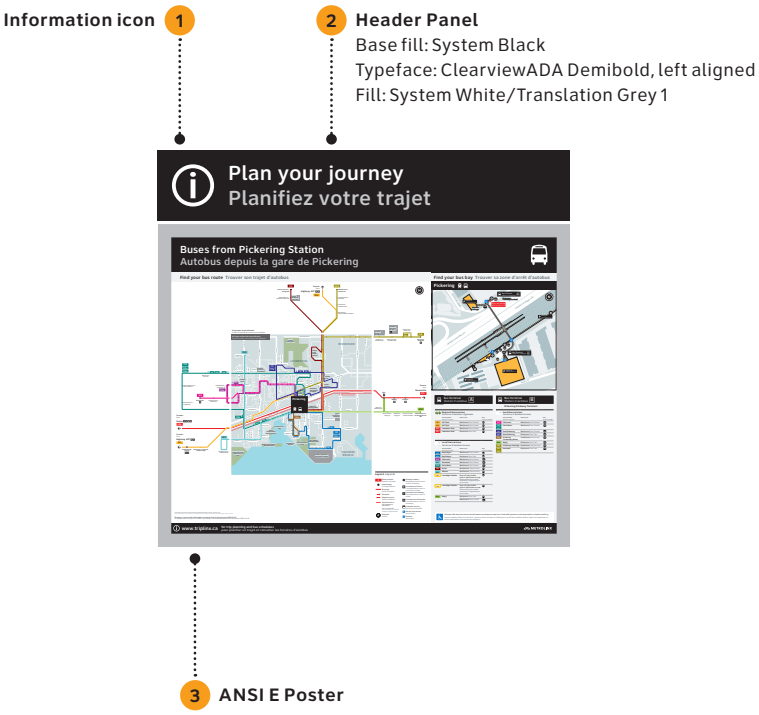
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

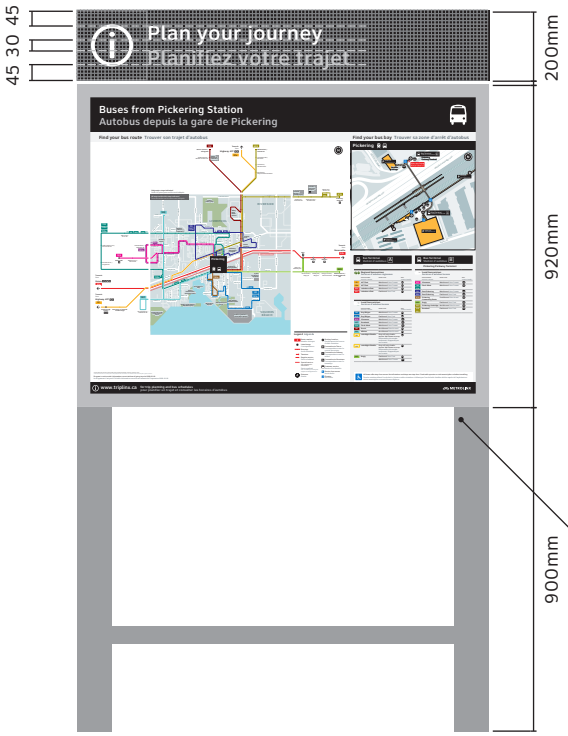
Product Approach

See Sign Implementation Manual for design intent drawings

Wall mounted



Freestanding



IN1.6 Information Hub: Type F

The Type F Information Hub consists of a header panel above 1 ANSI D size portrait format poster.

The Information Hub can be wall mounted or freestanding. Freestanding units can be single or double-sided, dependent on information need at sign locations.

Scalable

No

Standard sign size

- Wall mounted
  627 (w) × 1127 (h) mm
- Freestanding
  649 (w) × 2030 (h) mm

Relevant Graphic Standards

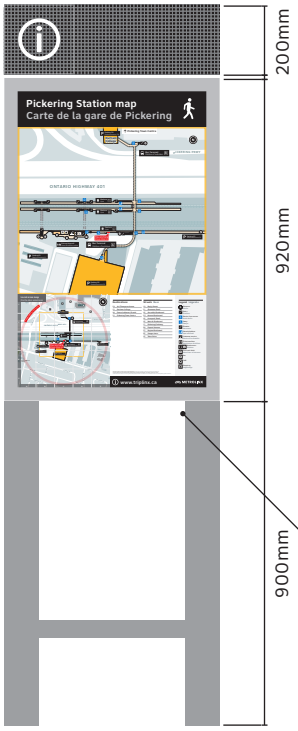
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

Wall mounted

Freestanding

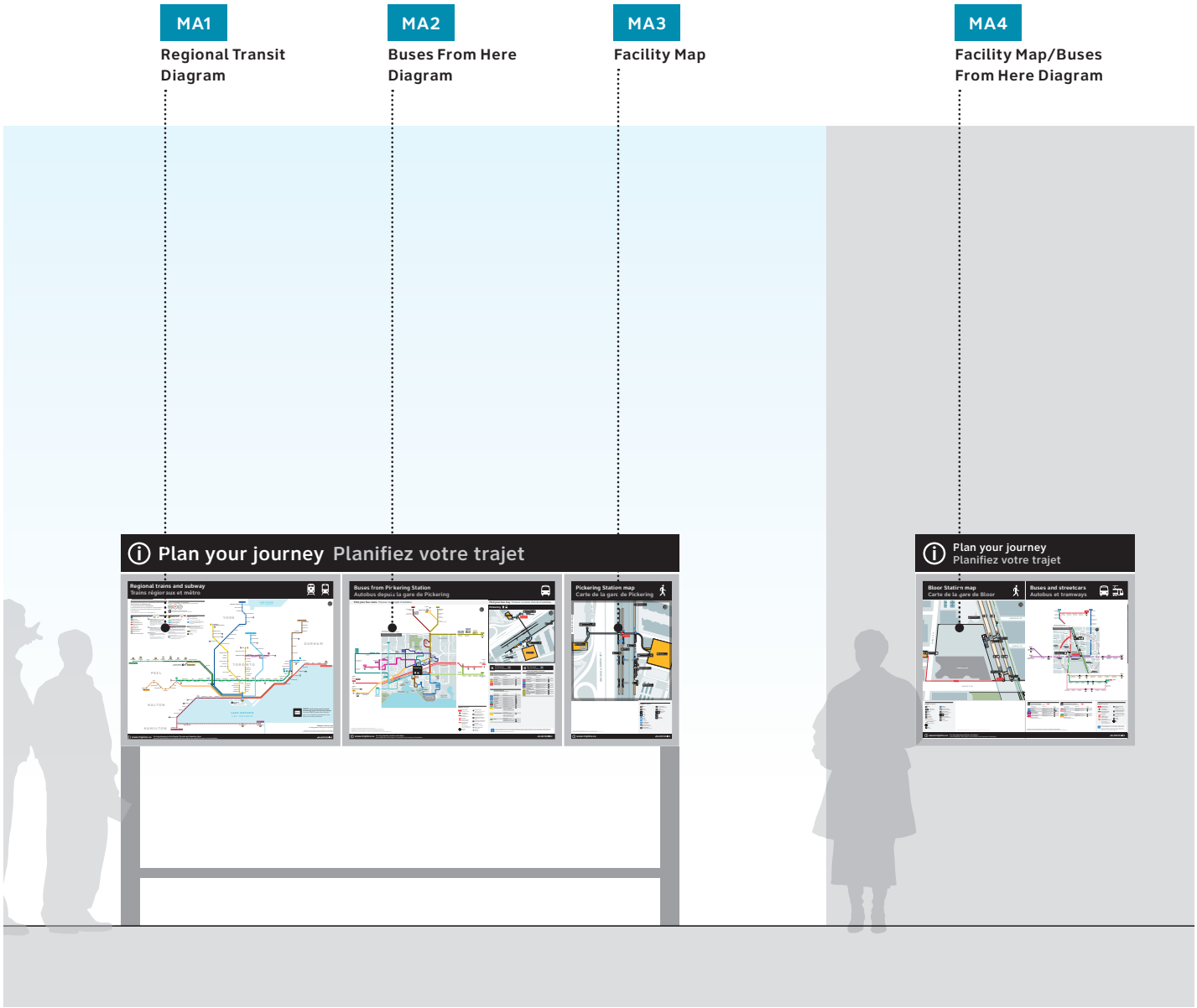


Type F Information Hubs include 1 ANSI D size portrait format poster. See Section 6.3 Maps and Diagrams.

The amount of postercases is doubled if a double-sided sign is used.

6.3 Maps and diagrams

Designs for network diagrams, bus route diagrams and facility maps are outlined on the following pages.



6.3.1 Maps and diagrams overview

A number of map and diagram posters have been designed for use in the Information Hub products. There are three main types of poster:

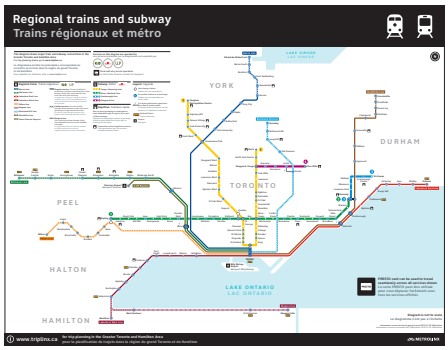
- Regional Transit Diagram (MA1)
- Buses From Here Diagram (MA2)
- Facility Map (MA3), of which there are multiple versions to suit the information need/available space at the Information Hub location.

Where space allows, all these three types of poster should be accommodated within a single Information Hub, or distributed amongst smaller Information Hubs within close vicinity.

Within a single Information Hub, posters should be ordered from left to right in number order (MA1, MA2, MA3).

Where there is not room to fit all three poster types in a single or double-sided Information Hub, posters should be selected based on what information is most needed at that location.

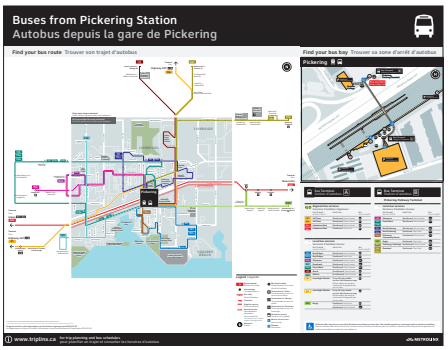
The combined Facility Map/Buses From Here Diagram (MA4) poster can be used in place of MA2 and MA3 posters. However, note that as it lacks a detailed map inset showing the location of bus bays, the MA4 design is only appropriate for stations which connect to buses via street side stops.



MA1 Regional Transit Diagram

Located at Train and Subway Stations.

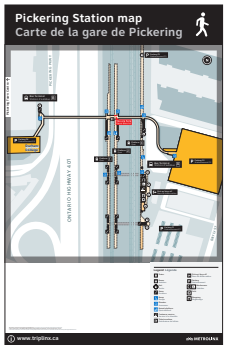
Shows train and subway services within the GGH.



MA2 Buses From Here Diagram

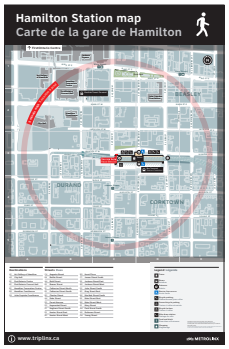
Located at transit facilities with connecting bus services.

Shows bus connections from the facility, as well as detail of bus bay locations.



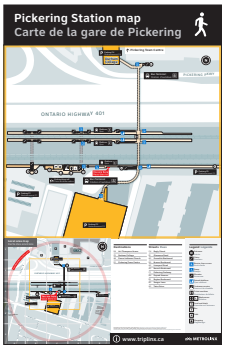
MA3.1 Facility Map: Internal ANSI D

Shows layout of transit facility, including adjoining bus terminals and parking.



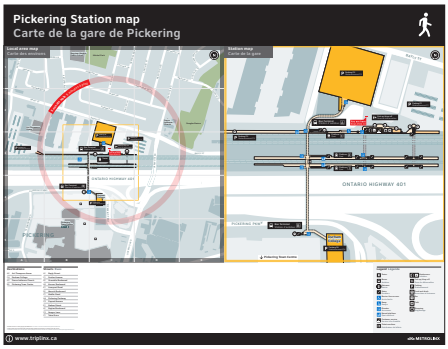
MA3.2 Facility Map: Local Area ANSI D

Shows local area around the facility.



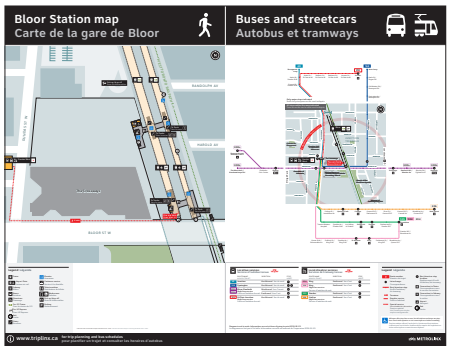
MA3.3 Facility Map: Internal /Local Area ANSI D

Combined layout of facility and local area around it.



MA3.4 Facility Map: Internal/ Local Area ANSI E

Combined layout of facility and local area around it. Preferred layout over MA3.3 due to larger size.



MA4 Facility Map/Buses From Here Diagram ANSI E

Combines both a Facility Map and Buses From Here Diagram.

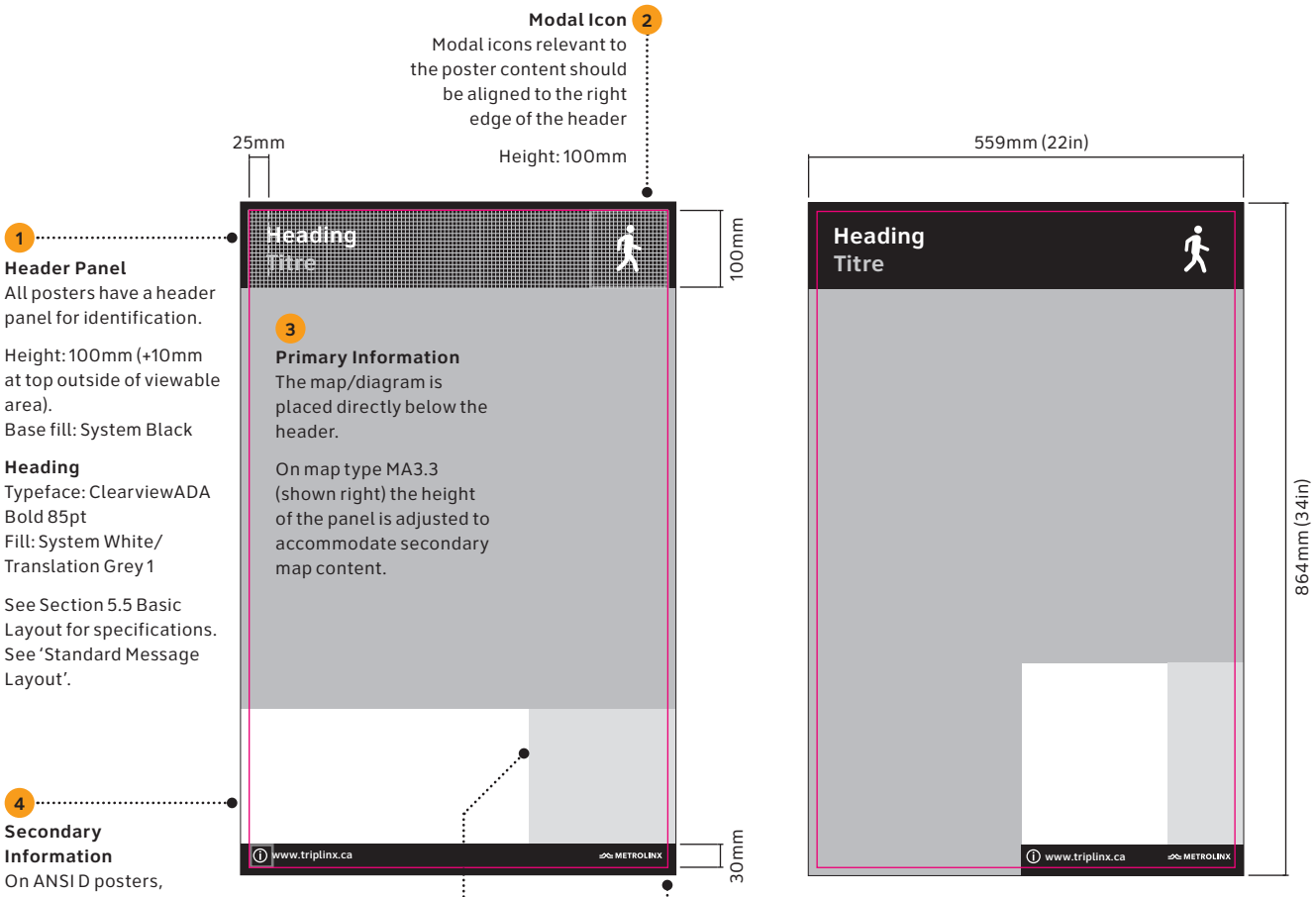
Located at transit facilities where it is not possible to fit separate Facility Maps and Buses From Here Diagram posters.

Due to the lack of map inset showing bus bays, this poster should not be considered for facilities that include complex bus terminals (typically over 3 bus bays).

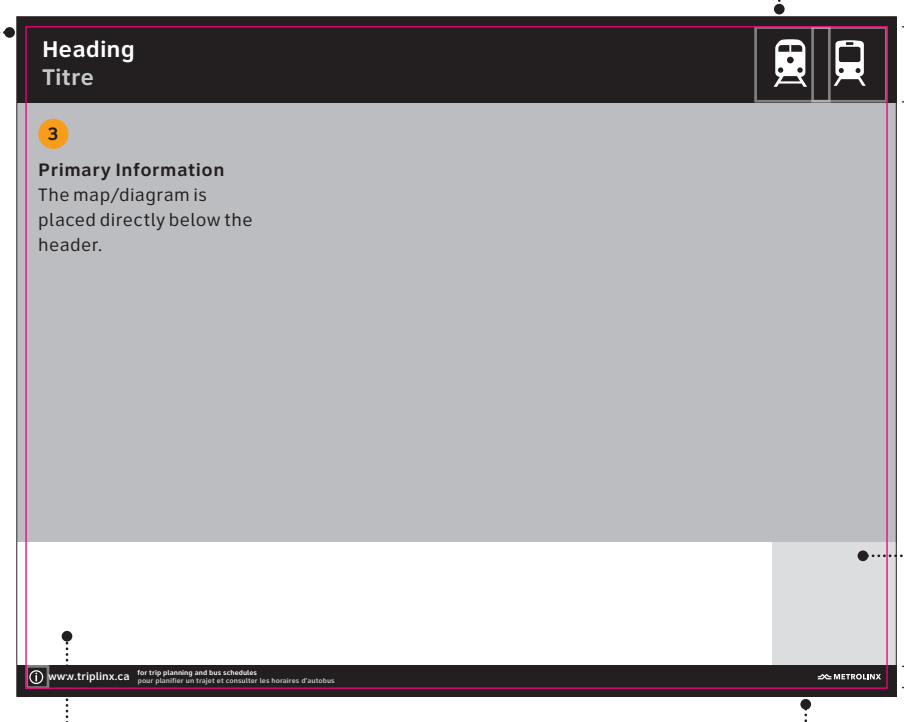
6.3.2 Standard poster layouts

Posters are based on North American ANSI page sizes. The diagrams below outlines standard ANSI D portrait and ANSI E landscape formats. Dimensions are shown in both millimetres and inches. Standard header and footer layouts are included. Overall page dimensions are shown as well as the viewable area of the poster when displayed within Information Hub postercases.

Facility Map
ANSI D
Viewable area in postercase marked in magenta:
539mm × 844mm



Facility Map
ANSI E
Viewable area in postercase marked in magenta:
1098mm × 844mm



1 **Header Panel**
Height: 100mm (+10mm bleed outside of viewable area)
Base fill: System Black

Heading
Typeface: ClearviewADA Bold 85pt
Fill: System White/ Translation Grey 1

See Section 5.5 Basic Layout for specifications. See 'Standard Message Layout'.

2 **Modal Icons**
Fill: System White
Height: 100mm with 25mm overlap of square modules where multiple modal icons apply.

3 **Primary Information**
The map/diagram is placed directly below the header.

4 **Secondary Information**
Additional content such as street finder and bus bay index are placed on a panel below primary information.

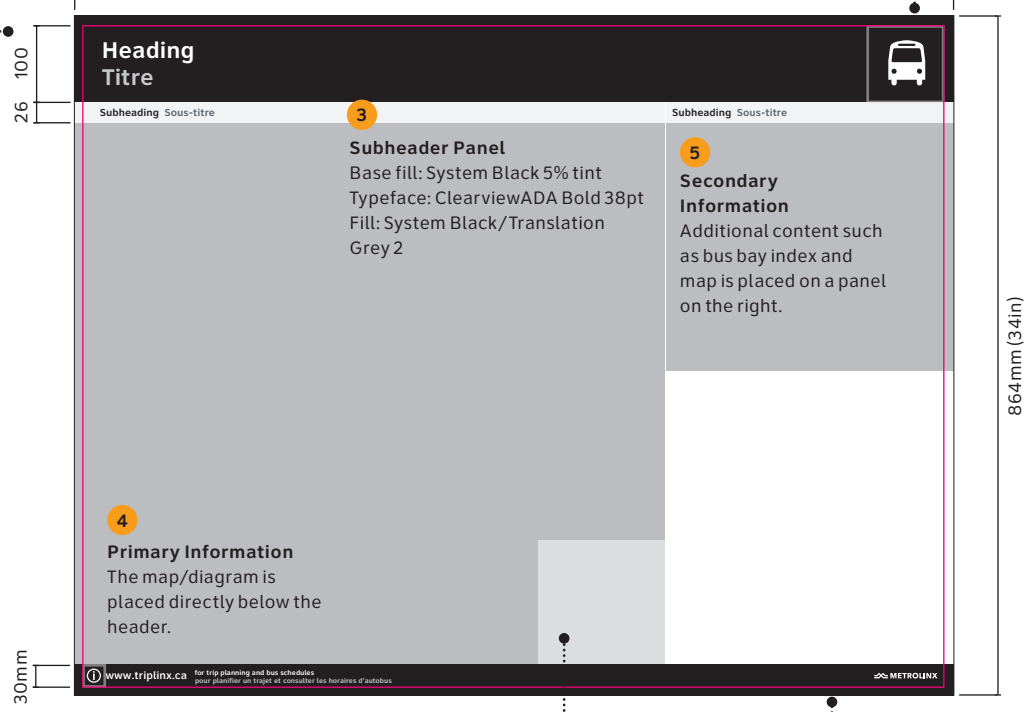
5 **Legend Panel**
The icon legend is placed on the right of the secondary information panel

6 **Footer Panel**
Height: 30mm (+10mm bleed outside of viewable area)
Base fill: System Black
Typeface: ClearviewADA Demibold 25.5pt
Fill: System White/ Translation Grey 1

Information Icon
Height: 30mm

Metrolinx Logo
Fill: System White
Width: 80mm

Buses from Here Diagram
ANSI E
Viewable area in postercase marked in magenta:
1098mm × 844mm



2 Modal Icons
Fill: System White
Height: 100mm with 25mm overlap of square modules where multiple modal icons apply

1 Header Panel
Height: 100mm (+10mm bleed outside of viewable area)

Base fill: System Black

Heading
Typeface: ClearviewADA Bold 85pt
Fill: System White/ Translation Grey 1

See Section 5.5 Basic Layout for specifications. See 'Standard Message Layout'.

3 Subheader Panel
Base fill: System Black 5% tint
Typeface: ClearviewADA Bold 38pt
Fill: System Black/Translation Grey 2

5 Secondary Information
Additional content such as bus bay index and map is placed on a panel on the right.

4 Primary Information
The map/diagram is placed directly below the header.

6 Legend Panel
The icon legend is placed inset of the primary information panel

7 Footer Panel
Height: 30mm (+10mm bleed outside of viewable area)
Base fill: System Black
Typeface: ClearviewADA Demibold 25.5pt
Fill: System White/ Translation Grey 1

Metrolinx Logo
Fill: System White
Width: 80mm

MA1 Regional Transit Diagram

The Regional Transit Diagram shows train and subway routes within the GGH, showing customers an overview of the interconnectivity of the region.

The diagram is designed to be displayed on an ANSI E landscape paper size to fit within the Information Hub signs detailed in Section 6.2.

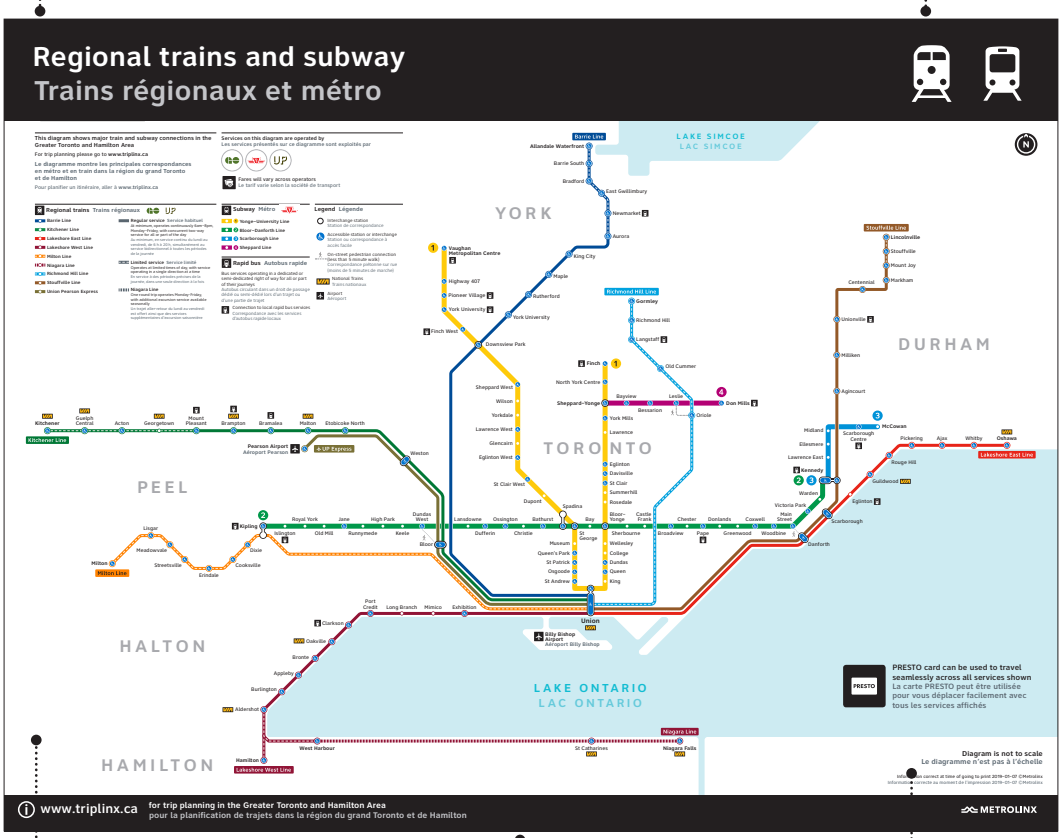
Contact Metrolinx to provide latest artwork.

Scalable
No

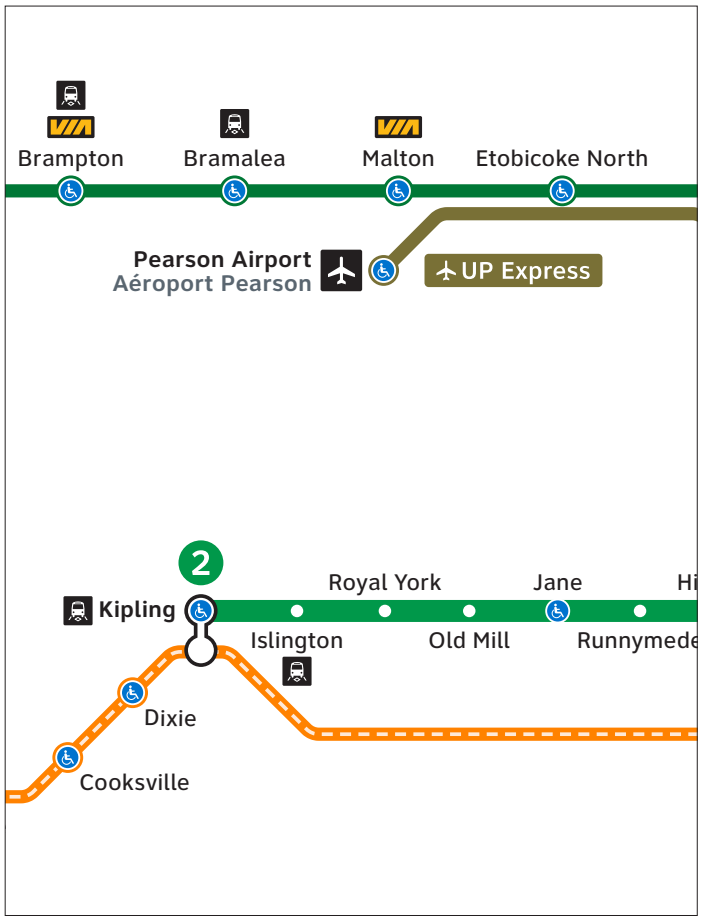
Poster size
1118 (w) × 864 (h) mm

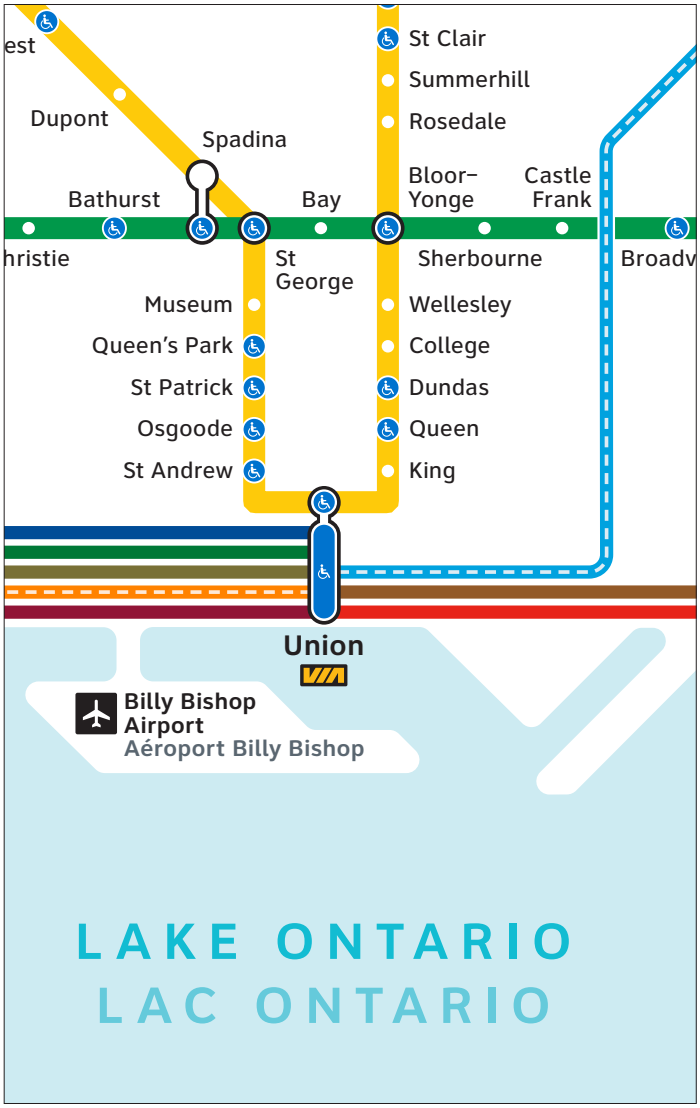
Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113



Details





Regional trains Trains régionaux

- Barrie Line
- Kitchener Line
- Lakeshore East Line
- Lakeshore West Line
- Milton Line
- Niagara Line
- Richmond Hill Line
- Stouffville Line
- Union Pearson Express

Regular service Service habituel
At minimum, operates continuously 6am–8pm, Monday–Friday, with concurrent two-way service for all or part of the day
Au minimum, en service continu du lundi au vendredi, de 6 h à 20 h, simultanément au service bidirectionnel à toutes les périodes de la journée

Limited service Service limité
Operates at limited times of day, with service operating in a single direction at a time
En service à des périodes précises de la journée, dans une seule direction à la fois

Niagara Line
One round trip operates Monday-Friday, with additional excursion service available seasonally
Un trajet aller-retour du lundi au vendredi est offert ainsi que des services supplémentaires d'excursion saisonnière

Subway Métro

- 1 Yonge–University Line
- 2 Bloor–Danforth Line
- 3 Scarborough Line
- 4 Sheppard Line

Rapid bus Autobus rapide

Bus services operating in a dedicated or semi-dedicated right of way for all or part of their journeys
Autobus circulant dans un droit de passage dédié ou semi-dédié lors d'un trajet ou d'une partie de trajet

Connection to local rapid bus services
Correspondance avec les services d'autobus rapide locaux

Legend Légende

Interchange
Station de c

Accessible s
Station ou c
accès facile

On-street p
(less than 5
Correspond
(moins de 5

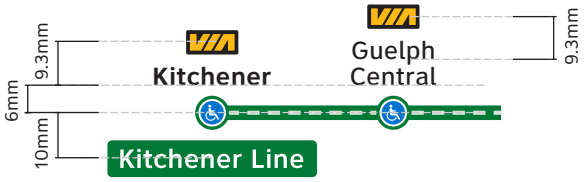
National T
Trains nat

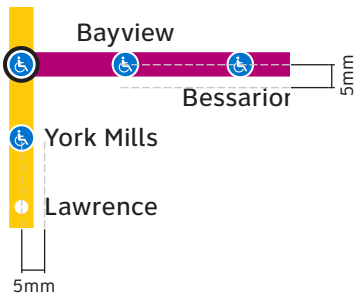
Airport
Aéroport

See Section 5.2 Colour for colour specifications and 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.

1. **Station name**
   Typeface: ClearviewADA Medium
   16pt, tracking 10
   Icon height: 7mm
2. **Terminus name**
   Typeface: ClearviewADA Bold 16pt, tracking 10
3. **Airport name**
   Typeface: ClearviewADA Bold
   16.5pt
   Icon height: 10mm
4. **Train Line Lozenge**
   Typeface: ClearviewADA Demibold
   16pt, tracking 10
   Lozenge: 8mm height, 1mm rounded corners
5. **Subway Line Code**
   Height: 18mm
6. **Regions**
   Typeface: ClearviewADA Bold
   52.5pt, tracking 200
   System Black 40% opacity
7. **Water label**
   Typeface: ClearviewADA Bold
   52.5pt, tracking 150
   Fill: TO360 Water (C72 M0 Y18 K0)
   100%/75% tint
8. **Subway Station marker**
   Diameter: 3mm
9. **Accessible Subway Station marker**
   Accessible icon: 5.1mm diameter, Accessible Blue
   Marker base: 6mm diameter, System White
10. **Train Station marker**
    Diameter: 3mm
    Stroke: 2pt aligned outside
11. **Accessible Train Station marker**
    Accessible icon: 5.1mm diameter, Accessible Blue
    Marker base: 6mm diameter, System White
    Stroke: 2pt aligned outside
12. **Interchange marker**
    Accessible icon: 5.1mm diameter, Accessible Blue
    Marker base: 8mm diameter/width
    Stroke: 2.5pt System Black aligned inside
13. **Subway line**
    Stroke: 15pt
14. **Regular Frequency Train line**
    Stroke: 9pt
15. **Limited Frequency Train line**
    Stroke: 9pt, 2.5pt dashed (7.5pt dash, 5pt gap)

Water
Fill: 25% TO360 Water (C72 M0 Y18 K0)





MA2 Buses From Here Diagram

The Buses From Here Diagram allows customers to plan bus journeys from transit facilities. Bus routes that run from the facility are shown radiating outwards with major stops listed along routes.

The diagram is designed to be displayed on an ANSI E landscape paper size to fit within the Information Hub signs detailed in Section 6.2.

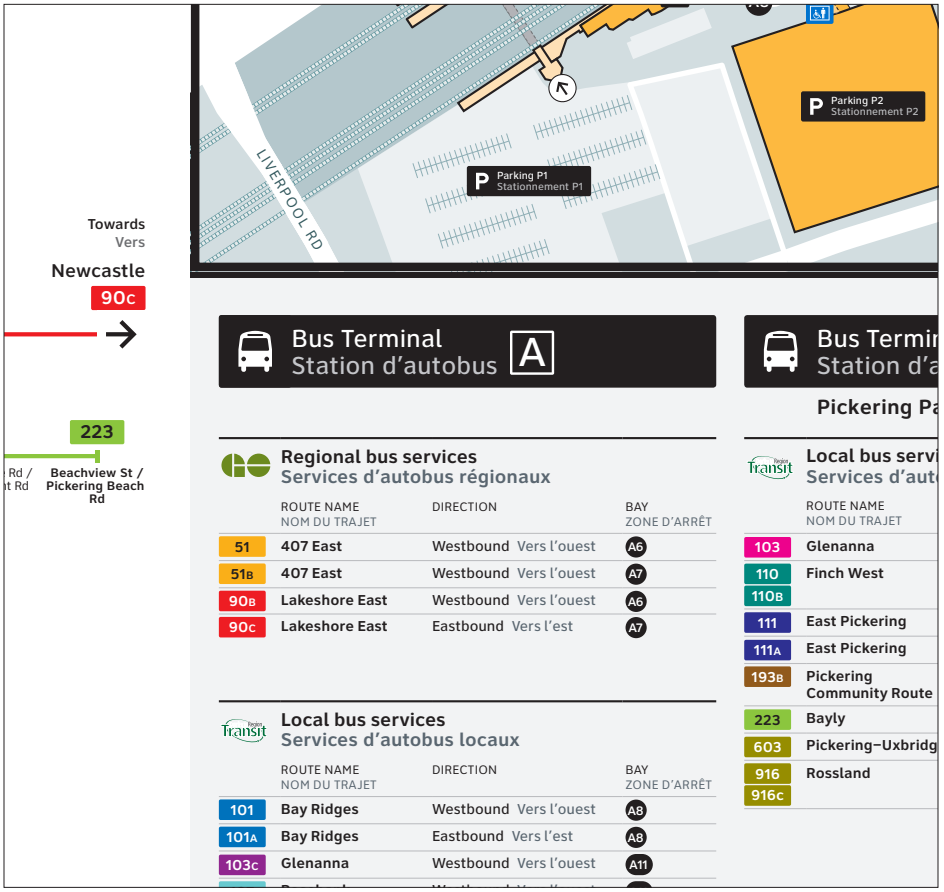
Scalable
No

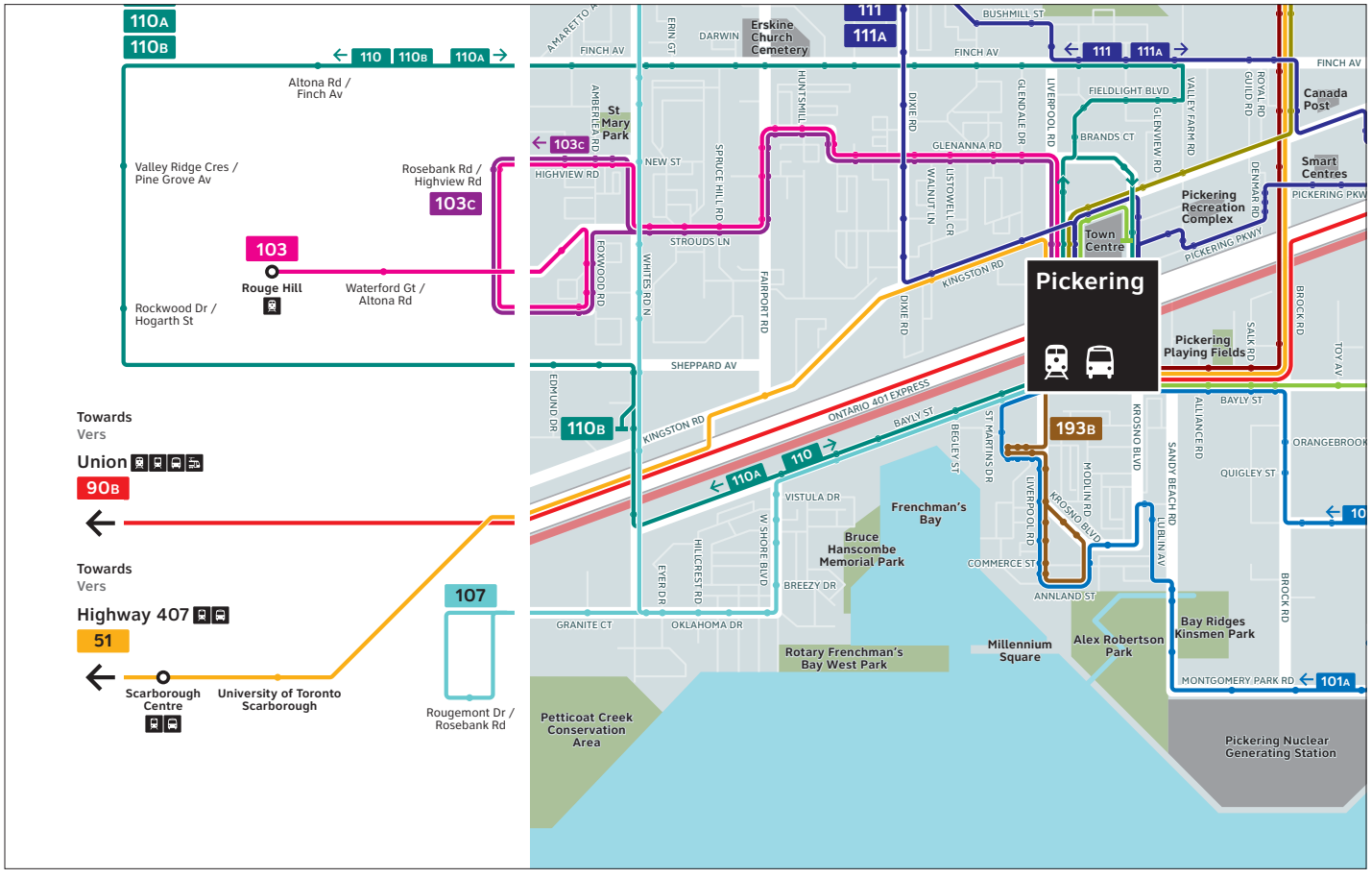
Poster size
1118 (w) × 864 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113

Details


Towards
Vers
Newcastle
90C
223
Rd /
t Rd
Beachview St /
Pickering Beach
Rd
LIVERPOOL RD
Parking P1
Stationnement P1
Parking P2
Stationnement P2
Bus Terminal
Station d'autobus
A
Regional bus services
Services d'autobus régionaux
ROUTE NAME
NOM DU TRAJET
DIRECTION
BAY
ZONE D'ARRÊT
51 407 East Westbound Vers l'ouest A6
51B 407 East Westbound Vers l'ouest A7
90B Lakeshore East Westbound Vers l'ouest A6
90C Lakeshore East Eastbound Vers l'est A7
Local bus services
Services d'autobus locaux
ROUTE NAME
NOM DU TRAJET
DIRECTION
BAY
ZONE D'ARRÊT
101 Bay Ridges Westbound Vers l'ouest A8
101A Bay Ridges Eastbound Vers l'est A8
103C Glenanna Westbound Vers l'ouest A11
Pickering Pa
Local bus servi
Services d'aut
ROUTE NAME
NOM DU TRAJET
103 Glenanna
110 Finch West
110B
111 East Pickering
111A East Pickering
193B Pickering Community Route
223 Bayly
603 Pickering–Uxbridg
916 Rossland
916C


110A
110B
110 110B 110A
Altona Rd /
Finch Av
Valley Ridge Cres /
Pine Grove Av
Rosebank Rd /
Highview Rd
103C
103
Rouge Hill
Waterford Gt /
Altona Rd
Rockwood Dr /
Hogarth St
Towards
Vers
Union
90B
Towards
Vers
Highway 407
51
Scarborough
Centre
University of Toronto
Scarborough
107
Rougemont Dr /
Rosebank Rd
111
111A
111 111A
Erskine
Church
Cemetery
St
Mary
Park
Pickering
Town
Centre
Pickering
Recreation
Complex
Canada
Post
Smart
Centres
Pickering
Playing Fields
193B
Frenchman's
Bay
Bruce
Hanscombe
Memorial Park
Rotary Frenchman's
Bay West Park
Millennium
Square
Alex Robertson
Park
Bay Ridges
Kinsmen Park
Petticoat Creek
Conservation
Area
Pickering Nuclear
Generating Station
FINCH AV
BUSHMILL ST
DARWIN
ERIN CT
AMARETTO AV
AMBERLEA RD
HUNTSMILL
DIXIE RD
GLENDALE DR
LIVERPOOL RD
FIELDLIGHT BLVD
VALLEY FARM RD
GUILD RD
ROYAL RD
GLENANNA RD
BRANDS CT
GLERVIEW RD
DENMAR RD
PICKERING PKWY
HIGHVIEW RD
NEW ST
SPRUCE HILL RD
WALNUT LN
LISTOWELL CR
STROUDS LN
FOXWOOD RD
WHITES RD N
FAIRPORT RD
KINGSTON RD
SHEPPARD AV
EDMUND DR
ONTARIO 401 EXPRESS
BAYLY ST
BEGLEY ST
ST MARTINS DR
KROSNO BLVD
MODLIN RD
SANDY BEACH RD
LUBLIN AV
ALLIANCE RD
SALK RD
TOY AV
BROCK RD
ORANGEBROOK
QUIGLEY ST
VISTULA DR
W SHORE BLVD
HILLCREST RD
EYER DR
BREEZY DR
COMMERCE ST
ANNLAND ST
GRANITE CT
OKLAHOMA DR
MONTGOMERY PARK RD
101A

Centre map

All Buses From Here Diagrams include a central map element that depicts the local area around the facility. The map shall be drawn in the schematic style shown, with straight lines and simplified rectangular polygons representing roads and areas of detail.

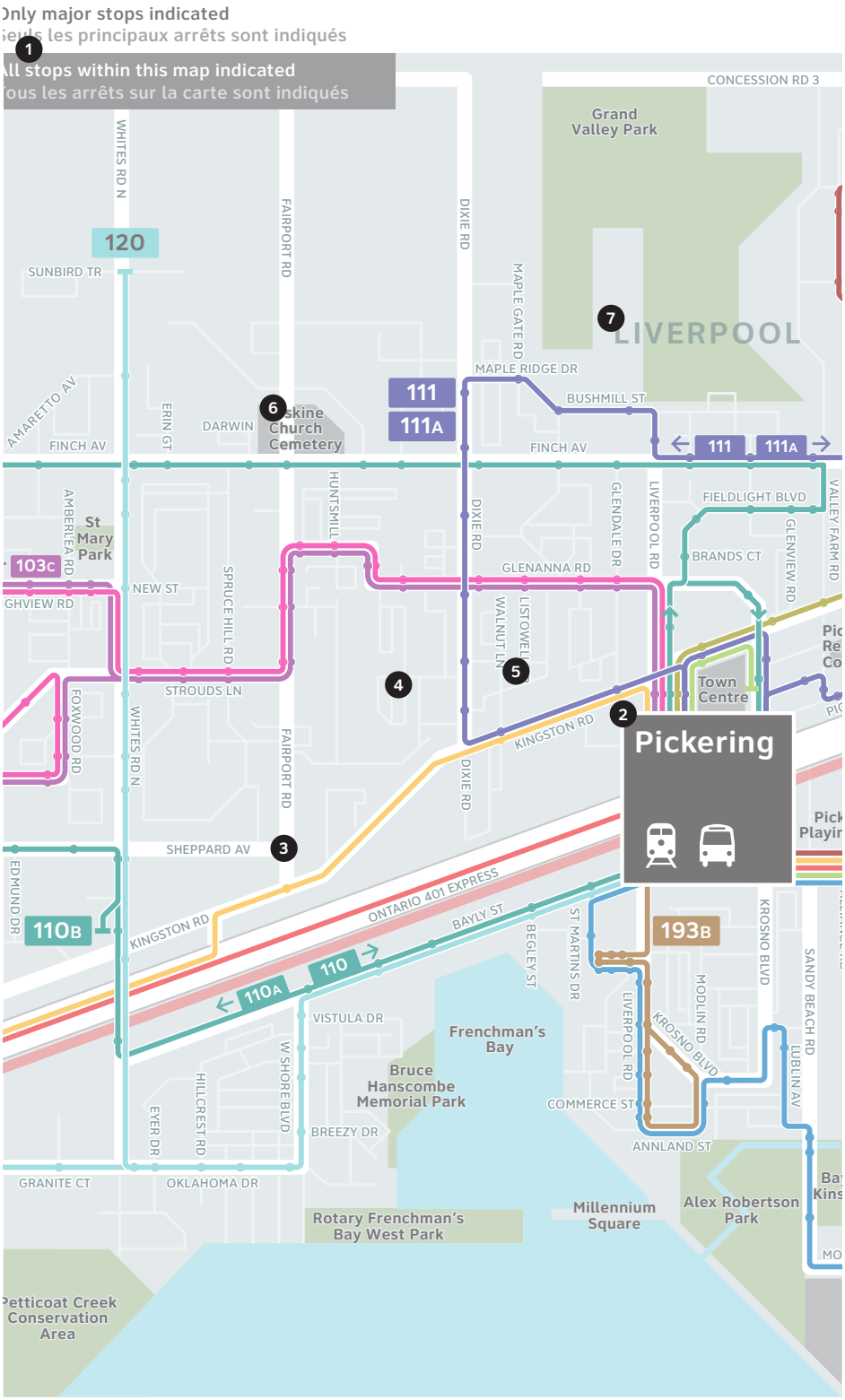
The centre map shall cover a range of approximately 3 kilometres from the facility (6 kilometres across), an area that should provide coverage for the majority of local bus routes. The facility is positioned in the centre of the map and labelled with a square. All bus routes departing from the facility and its immediate roads should be shown.

The following elements are required on every map as part of the Buses From Here diagram:

- All roads
- Transit facilities
- City centres, major landmarks and destinations
- Named bodies of water, parks and green space
- Neighbourhood name labels

The following shall be considered for inclusion on the centre map if they are served by a bus route:

- Places of interest
- Civic and government facilities, including hospitals, courts and community centres
- Educational institutions, including post-secondary schools and universities



1 **Map tab**
Height: 15mm
Base fill: System White/System Black 75% tint
Typeface: ClearviewADA 14pt, System Black, Translation Grey 1 and 2

2 **Facility label**
Size: 45 × 45mm
Base fill: System Black
Stroke: 3pt System White round join, aligned outside
Typeface: ClearviewADA Bold 24pt
Icon height: 20mm

3 **Primary arterial roads**
Stroke: 9 to 20pt System White

4 **Secondary roads**
Stroke: 2pt Base Colour 15% tint

5 **Road label**
Typeface: ClearviewADA Medium 10pt
Fill: Labels
Stroke: System White 2pt underneath

6 **Map Landmark label**
Typeface: ClearviewADA Bold 12pt
Fill: System Black
Stroke: 1.75pt Base Colour 20% tint

7 **Neighbourhood label**
Typeface: ClearviewADA Bold 24pt all caps
Fill: Labels 70% opacity

Land
Fill: Base Colour 25% tint

Landmarks
Fill: System Black 45% tint

Greenery
Fill: Parks 50% tint

Water
Fill: Water 60% tint

Train, subway, and bus routes
Train and subway routes departing from the facility are shown on the central map only.

Bus routes are shown as a thick coloured line that follows the road network in the centre map. Night route variants are shown with a dashed stroke. For every facility, individual colours are assigned to each bus route. Route lozenges should take on the same colour with the appropriate text colour as specified in Section 5.2.3 Bus route palette. Colours shall be selected after a rough idea of the routes are drawn to ensure visual contrast between the lines.

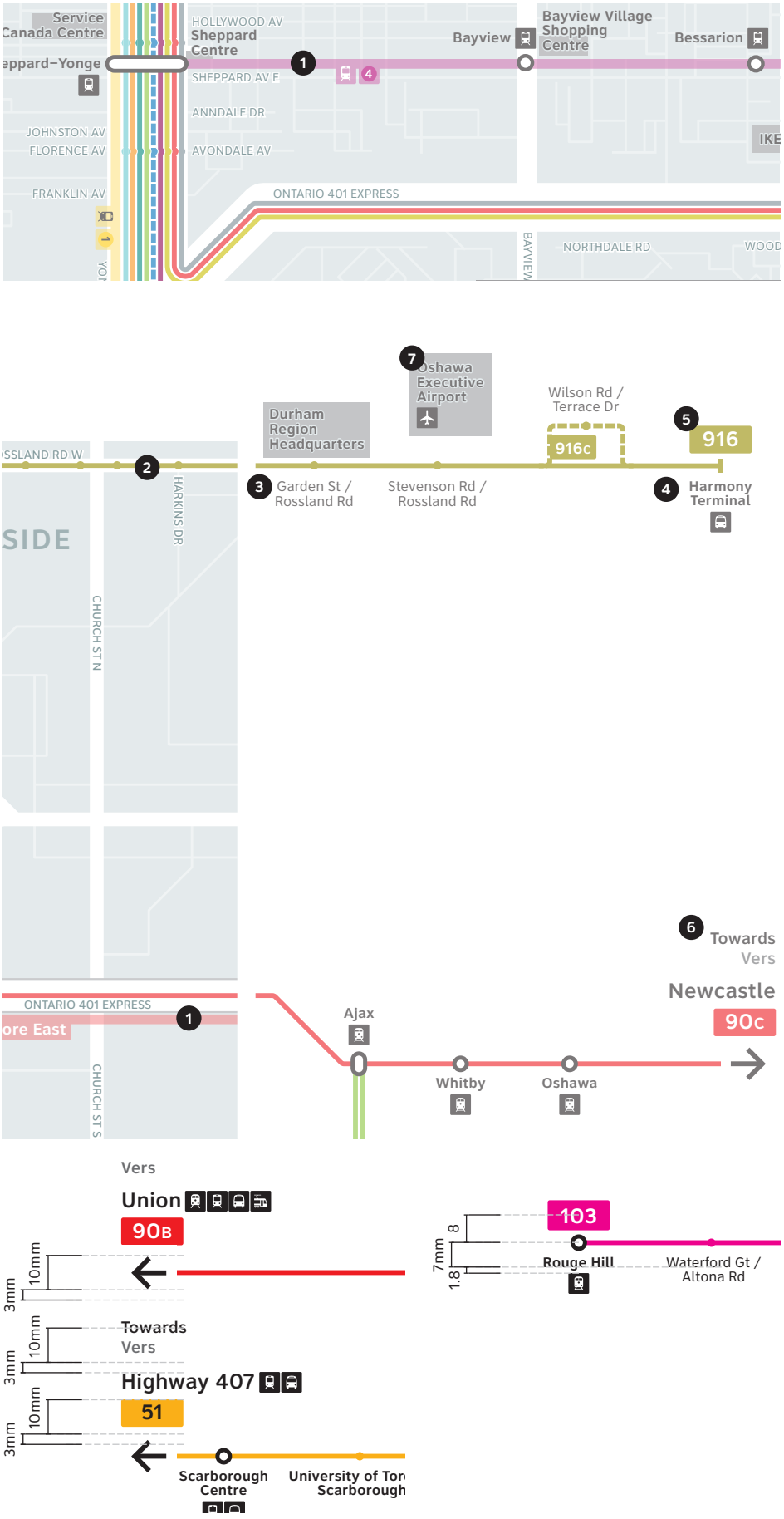
Routes that ply the same roads are grouped where possible. All stops within the area of the centre map should be marked with a circular marker. Outside of the centre map, only major stops shall be marked and labelled with a stop name. Refer to sign type BU5.1 Bus Schedule Panel for definition of how to select major stops.

Route lines depicted outside of the centre are schematic and are not geographically accurate. They shall be simplified to straight lines where possible.

Landmarks outside of the centre map may be shown if they can be accessed by a bus route.

When it is not possible to show the terminus of the route, an off map tab is used. The next major city or town shall be displayed with the route number.

1. **Train or subway route**
   Stroke: 8pt, 50% opacity
   Label: 6mm square aligned to route stroke, 0.45mm rounded corners
   Icon: 7.5mm height
   Typeface: ClearviewADA Bold 13.5pt
2. **Bus route**
   Stroke: 6pt
3. **Bus stop**
   Circle diameter: 2.4mm, 0.75 System White stroke outside
   Typeface: ClearviewADA Regular 12pt
4. **Terminus**
   Notch size: 1.4 × 4mm
   Typeface: ClearviewADA Bold 12pt
5. **Route Lozenge**
   Size: 18 × 8mm
   Typeface: ClearviewADA Bold 18pt/6.5pt
6. **Off Map Tab**
   Icon height: 16mm
   Typeface: ClearviewADA Bold 14pt/Demibold 18pt
7. **Landmark**
   Fill: System Black 45% tint
   Typeface: ClearviewADA Bold 12pt

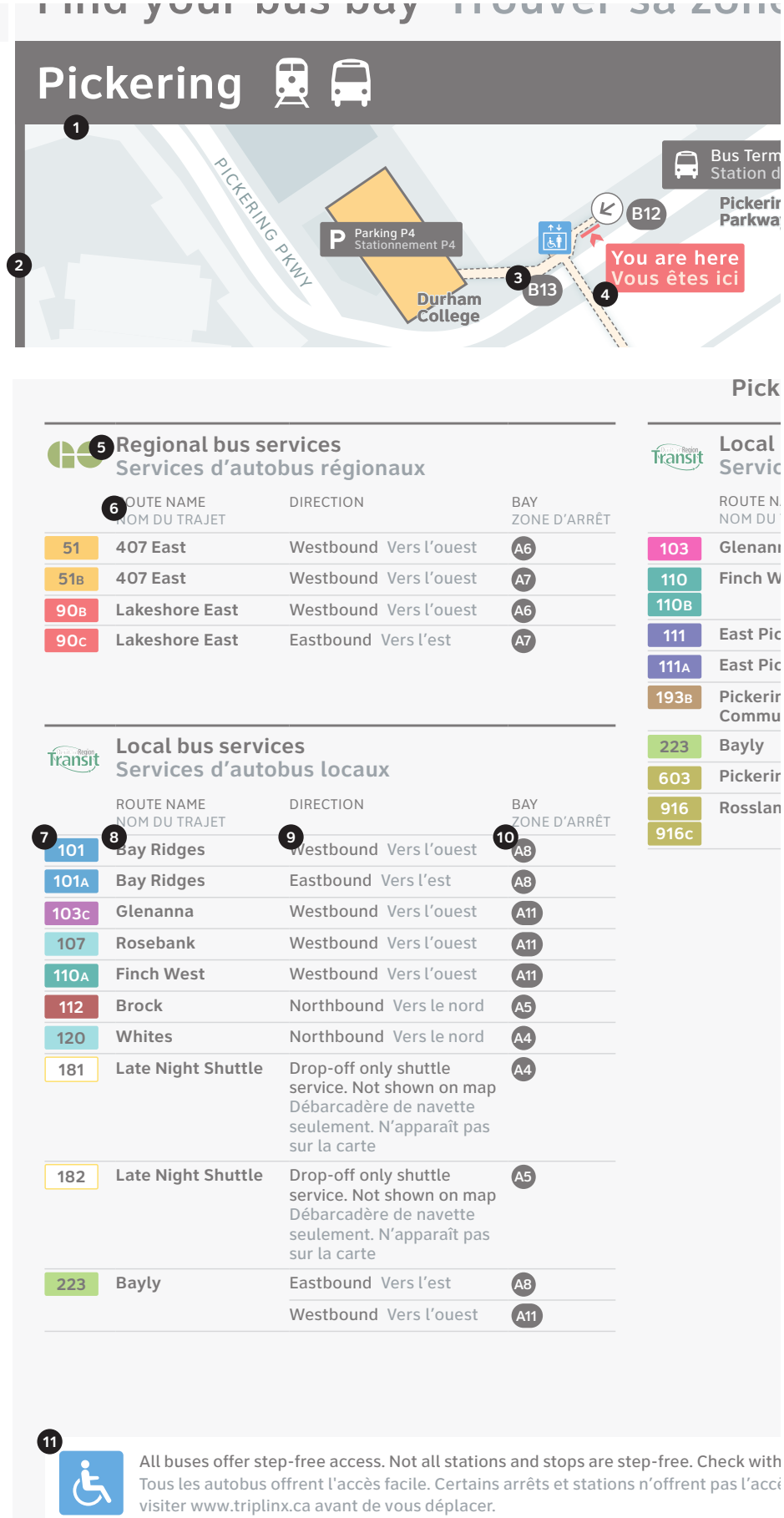


Sidebar information
Information about bus routes, directions and bay or stop locations are contained in the right sidebar. The sidebar also contains an inset map of a facility or bus terminal with the location of bays and stops labelled.

Refer to MA3 for base map specifications. For more information on individual graphic elements, see Section 5.4.7.

1. **Bus Bay map header**
   Size: 366 × 24mm
   Fill: System Black
   Icon height: 24mm
   Typeface: ClearviewADA 38pt
2. **Bus Bay map border**
   Stroke: 8pt System Black aligned inside
3. **Bus stop/bay location marker**
   Height: 9mm, 4.5 rounded corners
   Typeface: ClearviewADA Demibold 15pt
4. **You Are Here label**
   Height: 14mm

   Refer to 5.4.7 Graphic Symbols for Mapping for guidelines on basic layout.
5. **Bus route index header**
   Typeface: ClearviewADA Bold 18pt
6. **Header row**
   Typeface: ClearviewADA Regular 10pt
   Rule: System Black 1.5pt stroke
7. **Route lozenge**
   Size: 112.4 × 6.8mm
8. **Route name**
   Typeface: ClearviewADA Bold 14pt, 16pt leading
9. **Direction**
   Typeface: ClearviewADA Medium 14pt
10. **Stop label**
    Height: 7mm, 3.5mm rounded corners
    Typeface: ClearviewADA Demibold 12pt
11. **Accessibility note**
    Typeface: ClearviewADA Medium 14pt, 16pt leading
    Icon height: 26mm



MA3.1 Facility Map: Internal ANSI D

This variant of the Facility Map shows the layout of the transit facility in heads-up orientation. The floor on which the map is located is shown in detail with information about other floors overlaid.

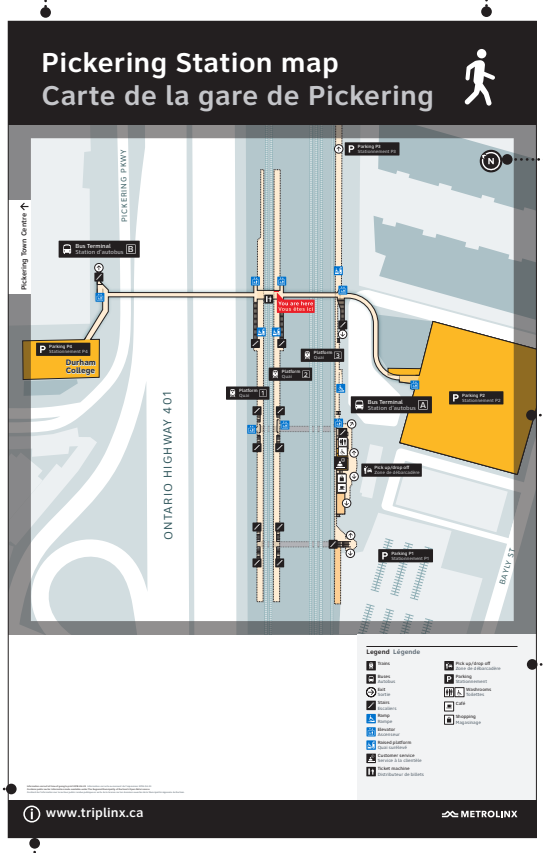
The diagram is designed to be displayed on an ANSI D portrait paper size to fit within the Information Hub signs detailed in Section 6.2.

Scalable
No

Poster size
559 (w) × 864 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113



1 **Header Panel**
See Section 6.3.2 Standard Poster Layouts for specifications

2 **Walking Pedestrian Icon**
See Section 6.3.2 Standard Poster Layouts for specifications

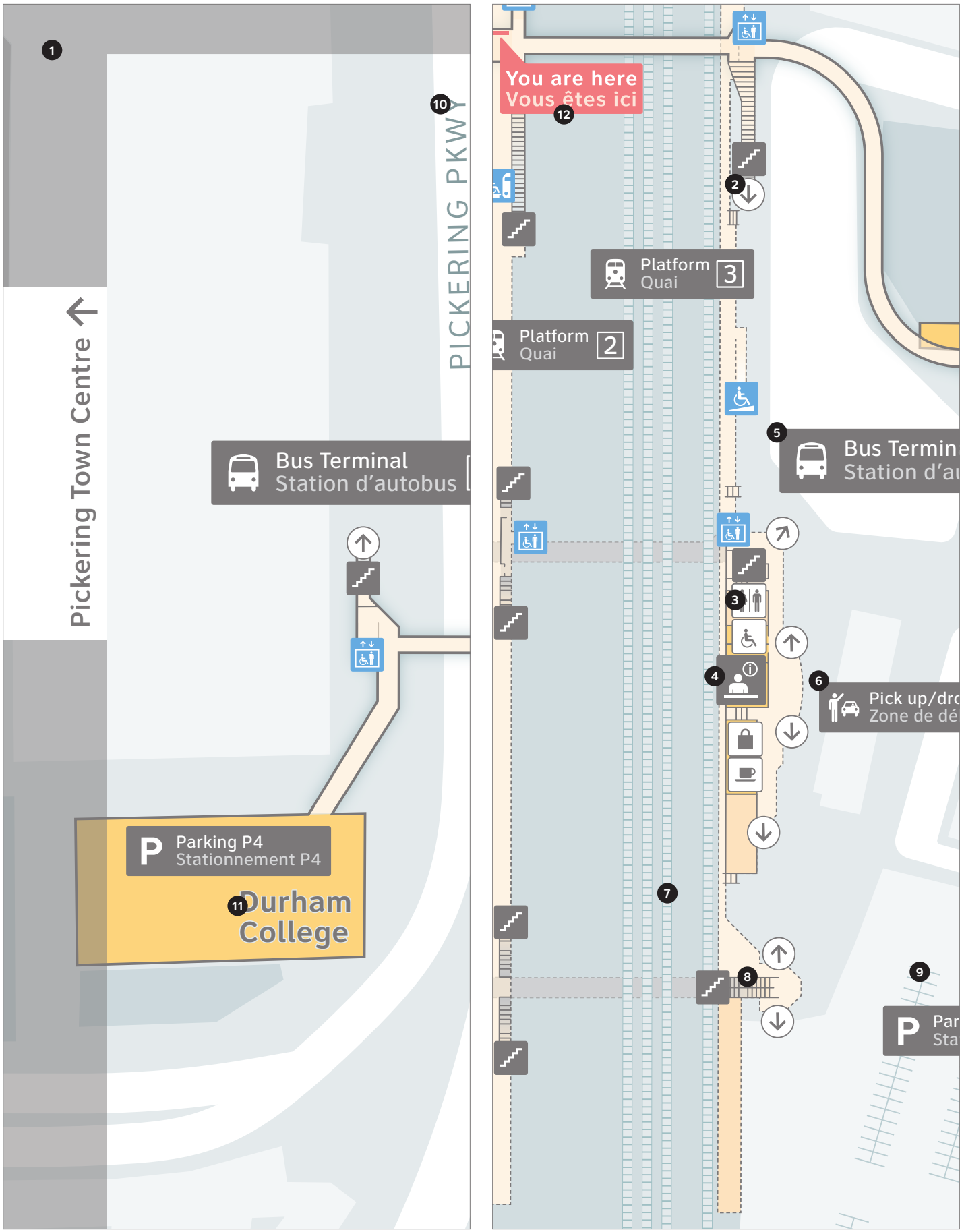
3 **North Marker**
24 × 24mm
26mm from right edge of marker to right edge of map (viewable area)
26mm from top edge of marker to top edge of map

4 **Internal Facility Map**
Area: 569 × 539mm

5 **Legend**

A revision date shall be included on the bottom right corner on every map along with any necessary data copyright credit messaging

6 **Footer**
See Section 6.3.2 Standard Poster Layouts for specifications


1
Pickering Town Centre
PICKERING PKWY
10
Bus Terminal
Station d'autobus
P
Parking P4
Stationnement P4
11
Durham College
You are here
Vous êtes ici
12
2
Platform
Quai
3
Platform
Quai
2
5
Bus Termin
Station d'au
3
4
6
Pick up/dr
Zone de dé
7
8
9
P
Par
Sta

See Section 5.2.4 Mapping Palette for colour specifications and 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.

1. **Facility Map border**
   511 × 511mm centred to artboard
   Stroke: 84pt System Black 50% opacity, aligned outside
2. **Entrance/Exit labels**
   Height: 9mm
   Stroke: 1pt

   Dependent on whether the location of the map is inside or outside the building, points of entry are labelled as entrances or exits, with arrows directing either in or out of buildings.
3. **Amenity icons**
   Height: 9.5mm
4. **Customer Service icon**
   Height: 14mm
5. **Primary label**
   Typeface: ClearviewADA Medium 18pt
   Height: 18mm
6. **Platform/Secondary label**
   Typeface: ClearviewADA Medium 14pt
   Height: 14mm

   Refer to 5.4.7 Graphic Symbols for Mapping for guidelines on basic layout.
7. **Train tracks**
   Stroke 1: 7pt Base Colour 25% tint
   (5pt dash 1pt gap)
   Stroke 2: 8pt Base Colour
8. **Steps**
   Stroke: 1pt System Black
   Fill: Gradient using colours of two floors (see following detail for typical colours)
9. **Car park detail**
   Stroke: 1pt Base Colour 70% tint
10. **Road label**
    Typeface: ClearviewADA Medium 36pt (highways), 24pt (roads)
    Fill: Labels
11. **Landmark label**
    Typeface: ClearviewADA Bold 24pt
    Fill: System Black
    Stroke: 1.75pt Base Colour 25% tint
12. **You Are Here label**
    See Section 5.4.7 Graphic Symbols for Mapping for typical dimensions

Train track area
Fill: Base Colour 45% tint

Surface level car park
Fill: Base Colour 10% tint

Building footprint
Fill: Base Colour 50% tint

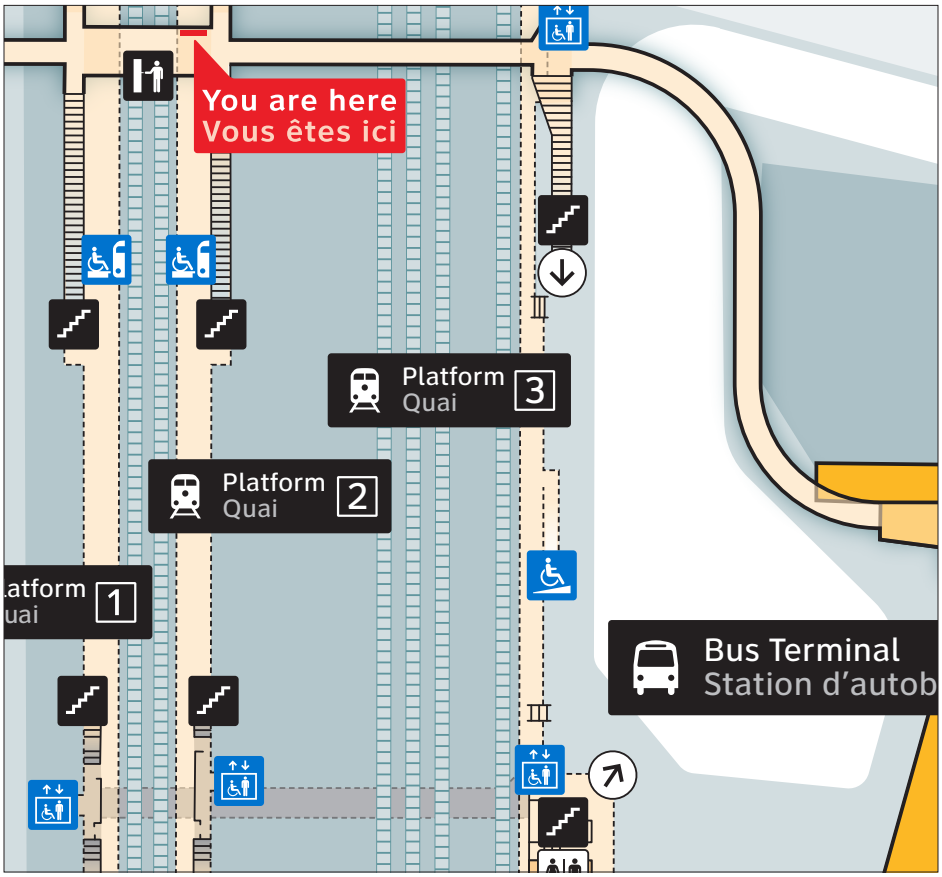
Landmark
Fill: System Black 45% tint

General surface
Fill: Base Colour 25% tint

Roads
Fill: System White

Amenity
Fill: Facility Amenities
Stroke: 2pt System Black

Restricted Area
Fill: Restricted Areas
Stroke: 1pt System Black



The floor on which the map is located is emphasized with the following specifications.

When the map is located on a floor above ground

Above ground floor (footbridge)
Fill: Facility Footprint 60% opacity
Stroke: 2pt System Black
Outer glow: Base Colour (Multiply, 80% opacity, 2mm blur)

Ground floor
Fill: Facility Footprint
Stroke: 1pt System Black (3pt dash 2pt gap)

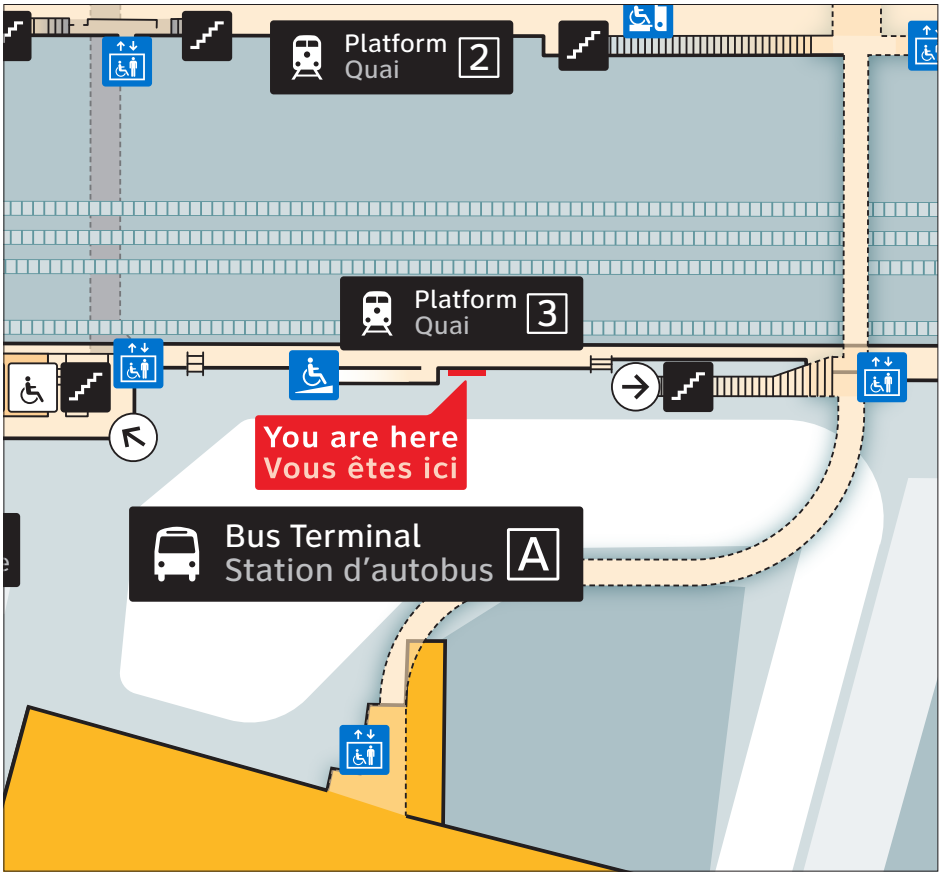
Below ground floor
Fill: System Black 35% tint
Stroke: 1pt System Black 65% tint (3pt dash 2pt gap)

When the map is located on ground floor

Above ground floor
Fill: Facility Footprint
Stroke: 1pt System Black (3pt dash 2pt gap)
Outer glow: Base Colour (Multiply, 80% opacity, 2mm blur)

Ground floor
Fill: Facility Footprint 60% opacity
Stroke: 2pt System Black

Below ground floor
Fill: 35% System Black
Stroke: 1pt System Black 65% opacity (3pt dash 2pt gap)



When the map is located below ground floor
Road names and street blocks outside of the facility are shown on the map. All other ground level detail is not included.

Above ground floor
Fill: Facility Footprint
Stroke: 1pt System Black (3pt dash 2pt gap)
Outer glow: Base Colour (Multiply, 80% opacity, 2mm blur)

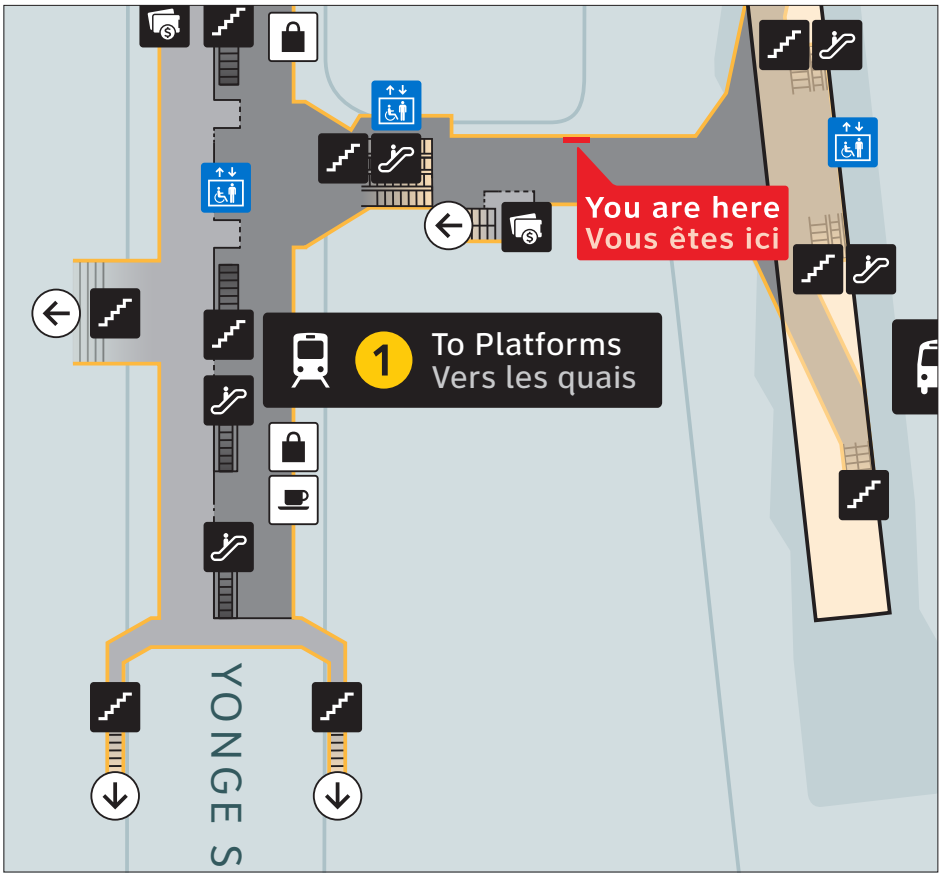
Ground floor
Fill: Facility Footprint 60% opacity
Stroke: 2pt System Black

Below ground floor
Fill: System Black 35% tint
Stroke: 2pt Facility Amenities

Fare paid zone
Fill: System Black 55% tint

Street blocks
Stroke: 2pt Base Colour 50% tint

Sidewalk within transit facility (ground floor)
Fill: Base Colour 35% tint



Legend
Specifications refer to the viewable area of the Facility Map.

1. **Panel**
   Size: 180 × 215.2mm
   Fill: System Black 5% tint
2. **Title**
   Typeface: ClearviewADA Bold 20pt (en space width separating English and French)
   Paragraph rule: 2pt, 8pt offset
   Fill: System Black/Translation Grey 2
3. **Legend table**
   Icon cell inset: 1mm (top), 3mm (bottom)
   Description cell inset: 1mm (top), 3mm (bottom), 2mm (left)
4. **Icon**
   Height: 10mm

   See Section 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.
5. **Description**
   Typeface: ClearviewADA Medium 14pt, 16pt leading
   Fill: System Black, Translation Grey 2

MA3.2 Facility Map: Local Area ANSI D

This variant of the Facility Map shows an area equivalent to approximately 5 minutes walk around the transit facility.

Map scale 1:1700

Local roads and landmarks are shown. Entrances to the transit facility are clearly highlighted.

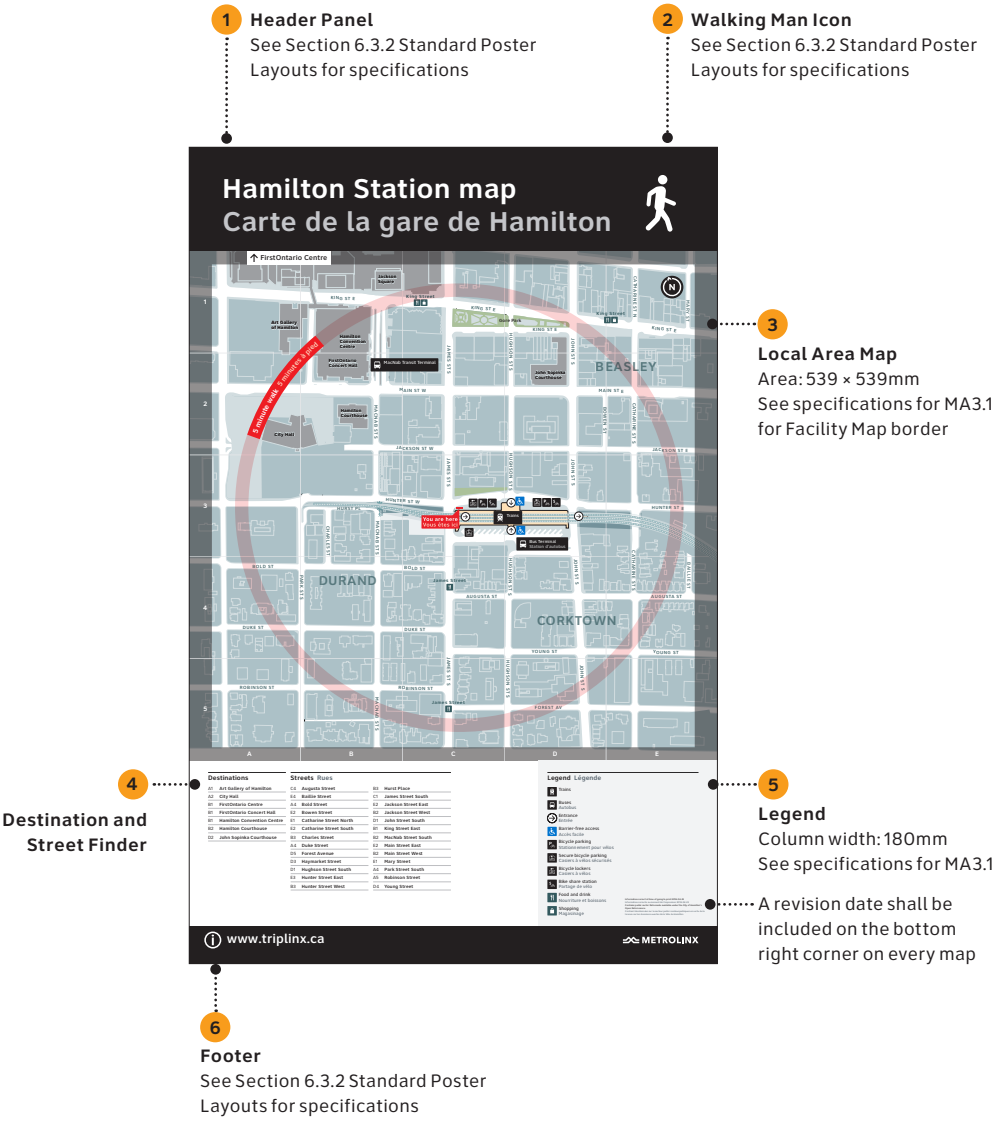
The layout is designed to be displayed on an ANSI D portrait paper size to fit within the Information Hub signs detailed in Section 6.2.

Scalable
No

Poster size
559 (w) × 864 (h) mm

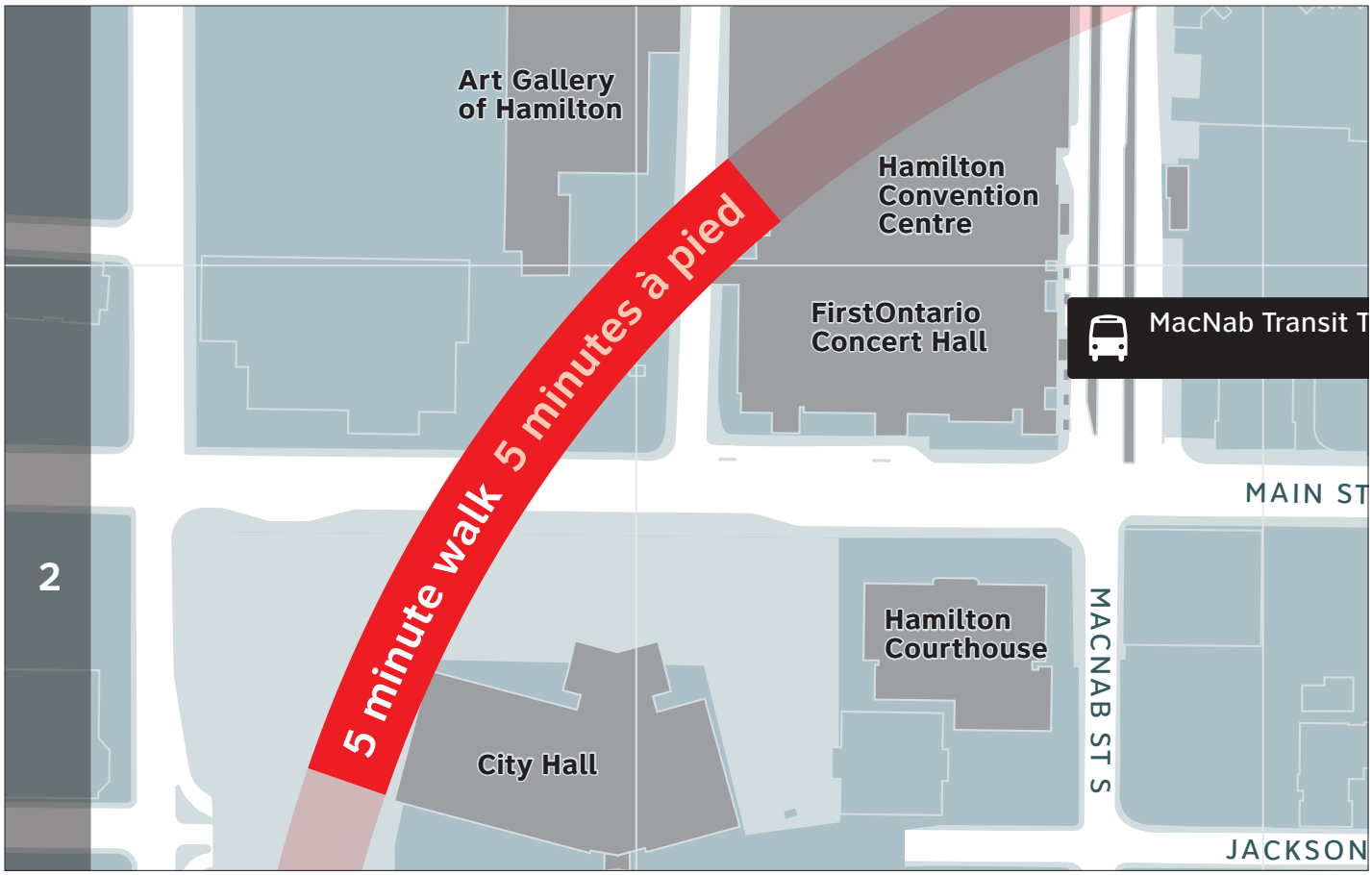
Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113



Details


JAMES ST S
HUNTER ST W
HURST PL
You are here
Vous êtes ici
CHARLES ST
MACNAB ST S
BOLD ST
DURAND
James Street


Art Gallery of Hamilton
Hamilton Convention Centre
FirstOntario Concert Hall
MacNab Transit T
5 minute walk 5 minutes à pied
MAIN ST
2
Hamilton Courthouse
MACNAB ST S
City Hall
JACKSON

A Local Area Map provides useful information on the area within walking distance of the facility. It shall be drawn in the style shown, with a walking circle and a map grid. The map is shown heads-up and shall be rotated according to the map location.

The map details the road network, sidewalks and pedestrian areas. Places of interest, such as landmarks, hospitals and retail areas, should be marked and labelled as specified below.

See Section 5.2.4 Mapping Palette for colour specifications and 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.

1. **Entrance/Exit labels**
   Height: 9mm
   Stroke: 1pt

   Dependent on whether the location of the map is inside or outside the building, points of entry are labelled as entrances or exits, with arrows directing either in or out of buildings.
2. **Icons**
   Height: 9.5mm
3. **Labels**
   Typeface: ClearviewADA Medium 18pt
   Height: 18mm
4. **Road label**
   Typeface: ClearviewADA Medium 24pt
   Fill: Labels
5. **Park label**
   Typeface: ClearviewADA Demibold 14pt, tracking 15
   Fill: System Black
6. **Neighbourhood label**
   Typeface: ClearviewADA Bold 40pt, tracking 40
   Fill: Labels 70% opacity
7. **Active Frontage label**
   Typeface: ClearviewADA Bold 14pt, 75pt tracking
   Fill: Labels
   Icon height: 7mm
8. **Landmark label**
   ClearviewADA Bold 14pt
   Fill: 90% System Black
9. **Map grid rules**
   Stroke: System White 0.75pt 75% opacity
10. **Destination Entry**
    ClearviewADA Bold Demibold 14/16pt, 3mm space after
    Paragraph rule: 0.5pt, System Black 30% tint, offset 2.5mm

Facility Footprint
Fill: Facility Footprint
Stroke: 2pt System Black

Building Footprint
Fill: Base Colour 50% tint
Stroke: Base Colour 25% tint

Landmark
Fill: System Black 45% tint
Stroke: Base Colour 25% tint

General Surface
Base Colour 25% tint

Roads
System White

Greenery
Parks 50% tint

Water
Water 60% tint

Destinations

10	Art Gallery of Hamilton	
A2	City Hall	
B1	FirstOntario Centre	
B1	FirstOntario Concert Hall	
B1	Hamilton Convention Centre	
B2	Hamilton Courthouse	

Streets Rues

C4	Augusta Street	
E4	Baillie Street	
A4	Bold Street	
E2	Bowen Street	
E1	Catharine Street North	
E2	Catharine Street South	
B3	Hu	
C1	Jar	
E2	Jac	
B2	Jac	
D1	Joh	
B1	Kin	

MA3.3 Facility Map: Internal/Local Area ANSI D

This variant of the Facility Map shows the layout of the transit facility and an inset of the local area. The floor on which the map is located is shown in detail with information about other floors overlaid.

A Local Area Map, covering an area equivalent to approximately 5 minutes walk around the transit facility, is shown in the bottom left corner.

The diagram is designed to be displayed on an ANSI D portrait paper size to fit within the Information Hub signs detailed in Section 6.2.

Scalable
No

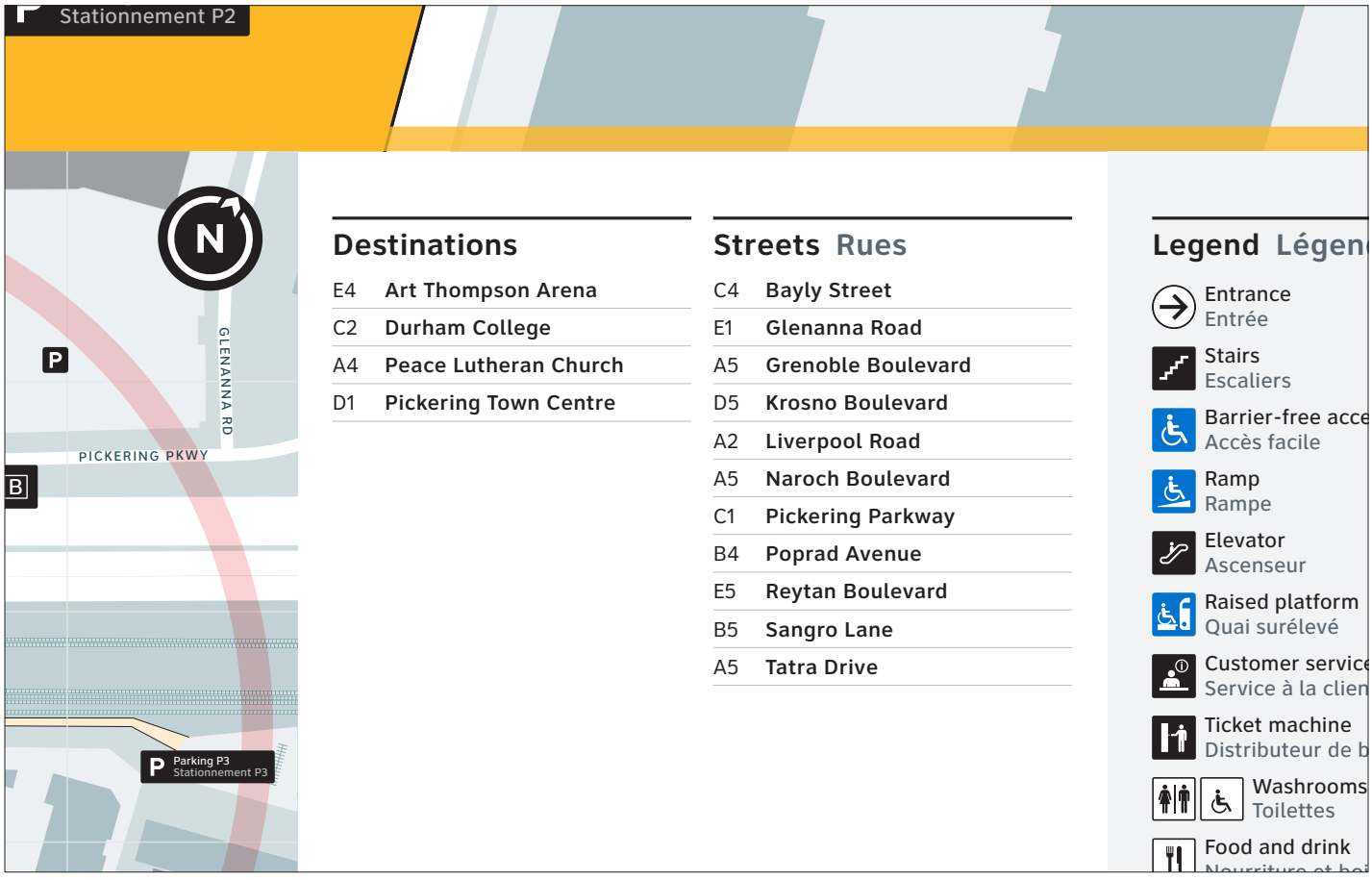
Poster size
559 (w) × 864 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113

Details


Local area map
Carte des environs
1
2
3
5 minute walk 5 minutes à pied
PICKERING PKWY
LIVERPOOL RD
ONTARIO HIGHWAY 401
Parking P4
Stationnement P4
Durham College
Trains
Bus Terminal


Stationnement P2
N
GLENANNA RD
PICKERING PKWY
B
Parking P3
Stationnement P3
Destinations
E4 Art Thompson Arena
C2 Durham College
A4 Peace Lutheran Church
D1 Pickering Town Centre
Streets Rues
C4 Bayly Street
E1 Glenanna Road
A5 Grenoble Boulevard
D5 Krosno Boulevard
A2 Liverpool Road
A5 Naroch Boulevard
C1 Pickering Parkway
B4 Poprad Avenue
E5 Reytan Boulevard
B5 Sangro Lane
A5 Tatra Drive
Legend Légen
Entrance
Entrée
Stairs
Escaliers
Barrier-free acce
Accès facile
Ramp
Rampe
Elevator
Ascenseur
Raised platform
Quai surélevé
Customer servic
Service à la clien
Ticket machine
Distributeur de b
Washrooms
Toilettes
Food and drink

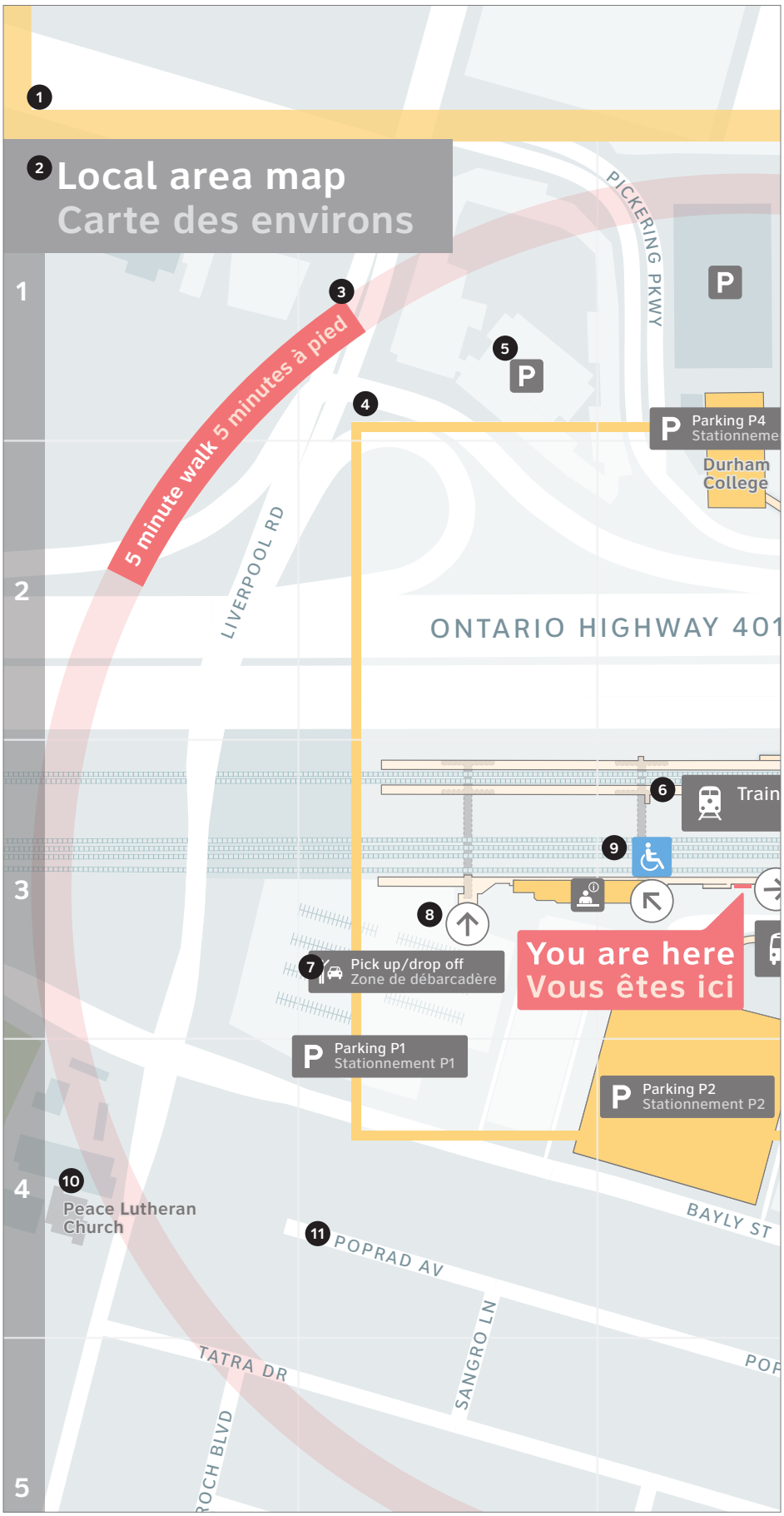
Internal Facility Map
The Internal Facility Map is a heads-up map that shows information about the floor on which the map is located. On this variant, the primary map is outlined with a thick stroke that corresponds with the boundary of the facility marked in the inset Local Area Map.

See Section 5.2.4 Mapping Palette for colour specifications and 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.

Refer to specifications in MA3.1 and MA3.2 for base map specifications.

1. **Facility Map border**
   Stroke: 16pt Facility Footprint 50% opacity
2. **Local Area map title**
   Typeface: ClearviewADA Bold 20pt
   Height: 20mm
   Fill: System Black 75% tint
3. **Walking Circle**
   Typeface: ClearviewADA Bold 11pt
   Stroke: 20pt
4. **Facility Boundary border**
   Fill: System White 50% opacity
   Stroke: 5pt Facility Footprint
5. **Icons**
   Height: 6mm
6. **Primary labels**
   Typeface: ClearviewADA Medium 10pt
   Height: 10mm
7. **Secondary/Amenity labels**
   Typeface: ClearviewADA Medium 7.5pt
   Height: 7.5mm
8. **Entrance/Exit labels**
   Height: 7.5mm

   Dependent on whether the location of the map is inside or outside the building, points of entry are labelled as entrances or exits, with arrows directing either in or out of buildings.
9. **Accessible icon**
   Height: 7.5mm
10. **Landmark labels**
    Typeface: ClearviewADA Bold 9pt
    Fill: System Black 90% tint
    Stroke: 1.25pt Base Colour 25% tint
11. **Road labels**
    Typeface: ClearviewADA Medium 9pt, tracking 100
    Fill: Labels



MA3.4 Facility Map: Internal/Local Area ANSI E

This variant of the Facility Map shows both a map of the local area and the layout of the transit facility.

Local area map scale 1:1700 at subway/ light rail facilities, 1:2200 at train facilities.

The floor on which the map is located is shown in detail with information about other floors overlaid. A Local Area Map shows an area equivalent to approximately 5 minutes walk around the transit facility.

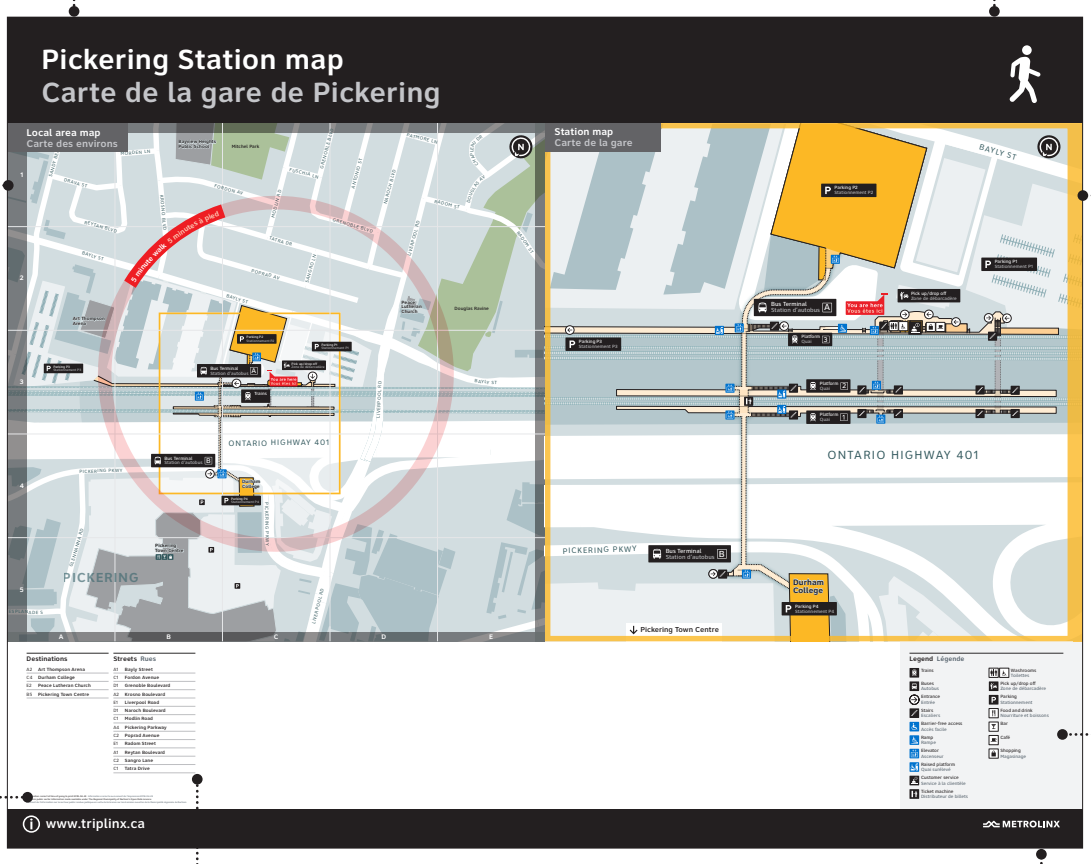
The layout is designed to be displayed on an ANSI E landscape paper size to fit within the Information Hub signs detailed in Section 6.2.

Scalable
No

Poster size
1118 (w) × 864 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113



1 **Header Panel**
See Section 6.3.2 Standard Poster Layouts for specifications

2 **Walking Man Icon**
See Section 6.3.2 Standard Poster Layouts for specifications

3 **Local Area Map**
549 × 539mm
See specifications for MA3.1

4 **Facility Map**
549 × 539mm
See specifications for MA3.2

6 **Legend**
Width: 185mm

A revision date shall be included on the bottom left corner on every map.

5 **Destination and Street Finder**
Column width: 170mm

7 **Footer**
See Section 6.3.2 Standard Poster Layouts for specifications

MA4 Facility Map/Buses From Here Diagram ANSI E

This poster combines variants of the Facility Map and Buses From Here Diagram. The Buses From Here Diagram here is modified to show a walking circle in the centre map. Depending on the facility location, streetcar routes may be included in the diagram.

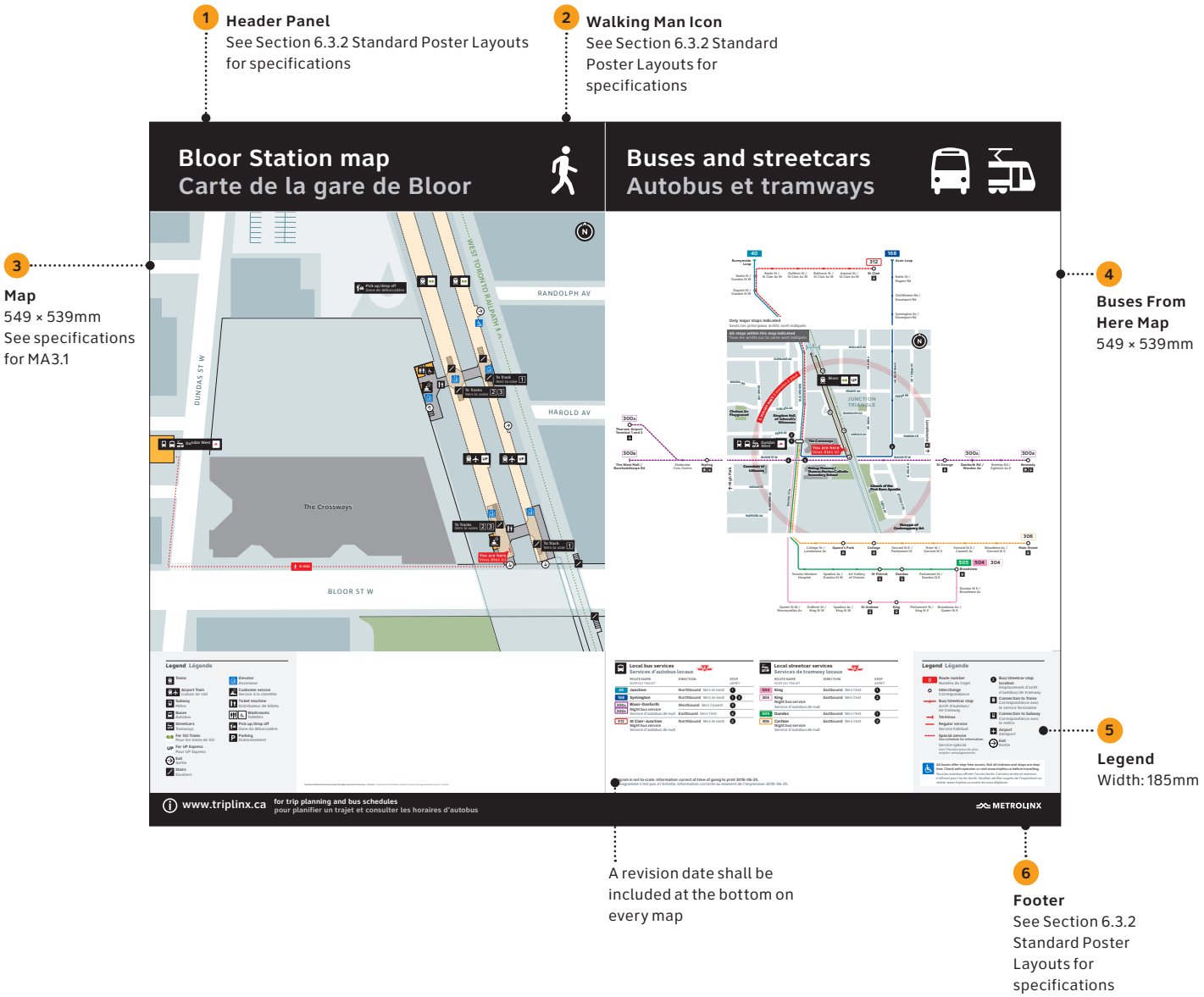
Due to the lack of map inset showing bus bays, this poster shall not be considered for facilities that include complex bus terminals (typically over three bus bays).

Scalable
No

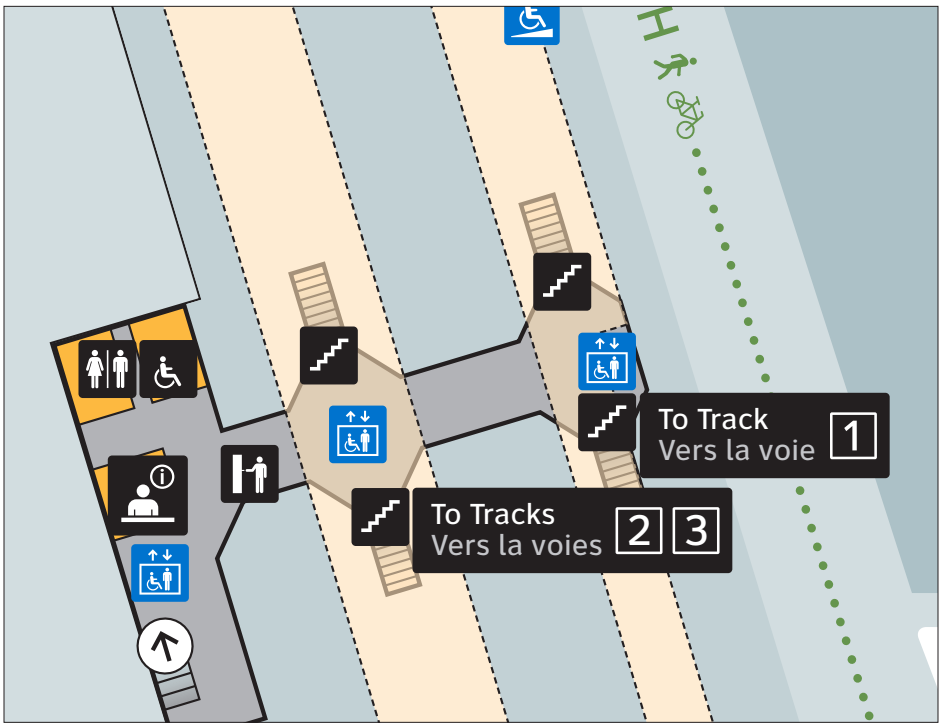
Poster size
559 (w) × 864 (h) mm

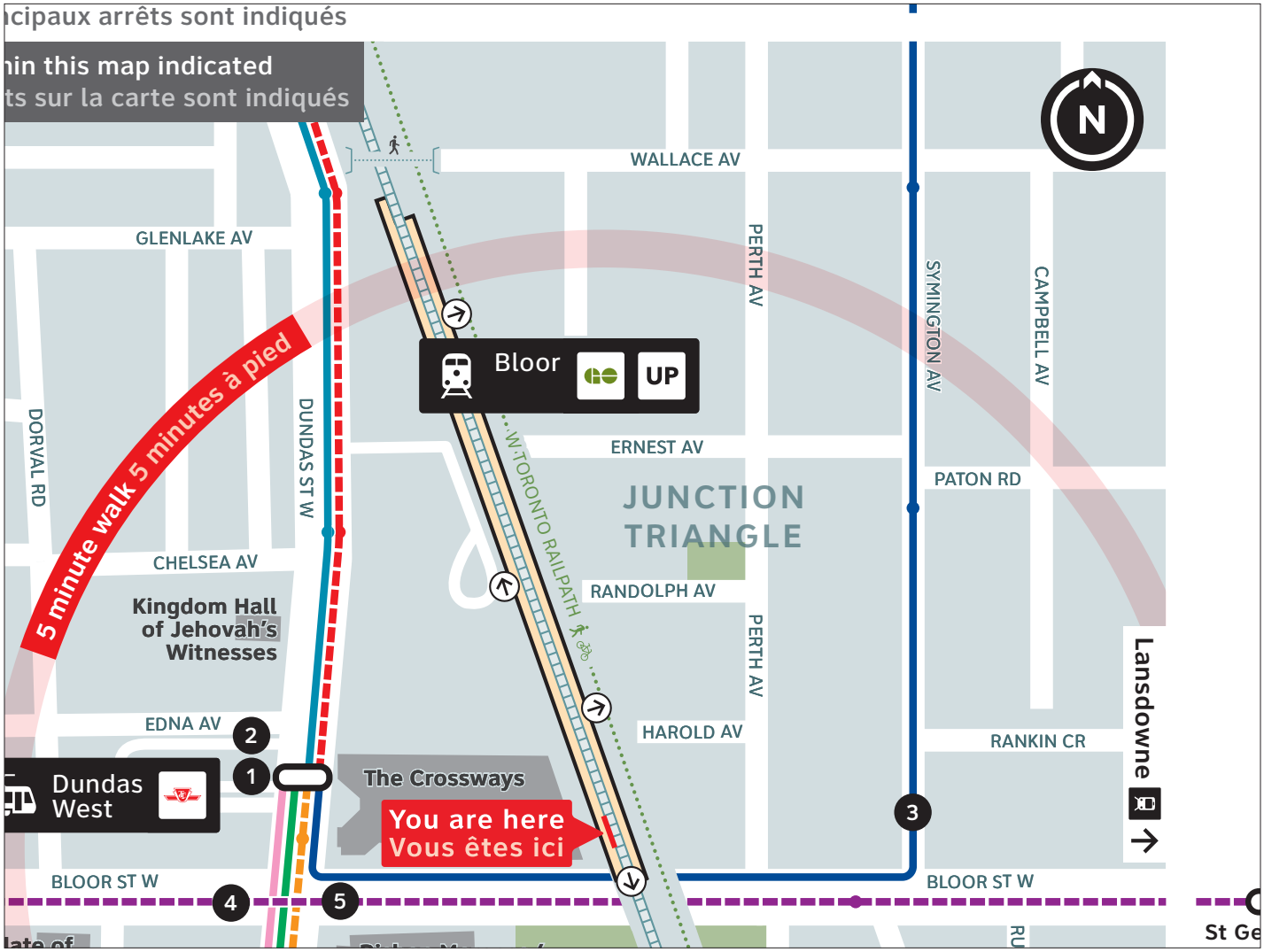
Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113



Details


To Track
Vers la voie
1
To Tracks
Vers la voies
2
3


ıcipaux arrêts sont indiqués
in this map indicated
ts sur la carte sont indiqués
N
WALLACE AV
GLENLAKE AV
PERTH AV
SYMINGTON AV
CAMPBELL AV
Bloor
UP
DORVAL RD
DUNDAS ST W
5 minute walk 5 minutes à pied
ERNEST AV
PATON RD
JUNCTION TRIANGLE
W TORONTO RAILPATH
CHELSEA AV
Kingdom Hall of Jehovah's Witnesses
RANDOLPH AV
PERTH AV
EDNA AV
HAROLD AV
RANKIN CR
Lansdowne
Dundas West
The Crossways
You are here
Vous êtes ici
BLOOR ST W
BLOOR ST W
St Ge

Buses From Here diagram
The centre map of this Buses From Here diagram on this poster variant is modified to include elements from the Walking From Here map. The centre map shall be drawn in the style shown, with wayfinding elements such as a You Are Here label, walking circle and bus stop markers. The range of the centre map is approximately one kilometre from the facility.

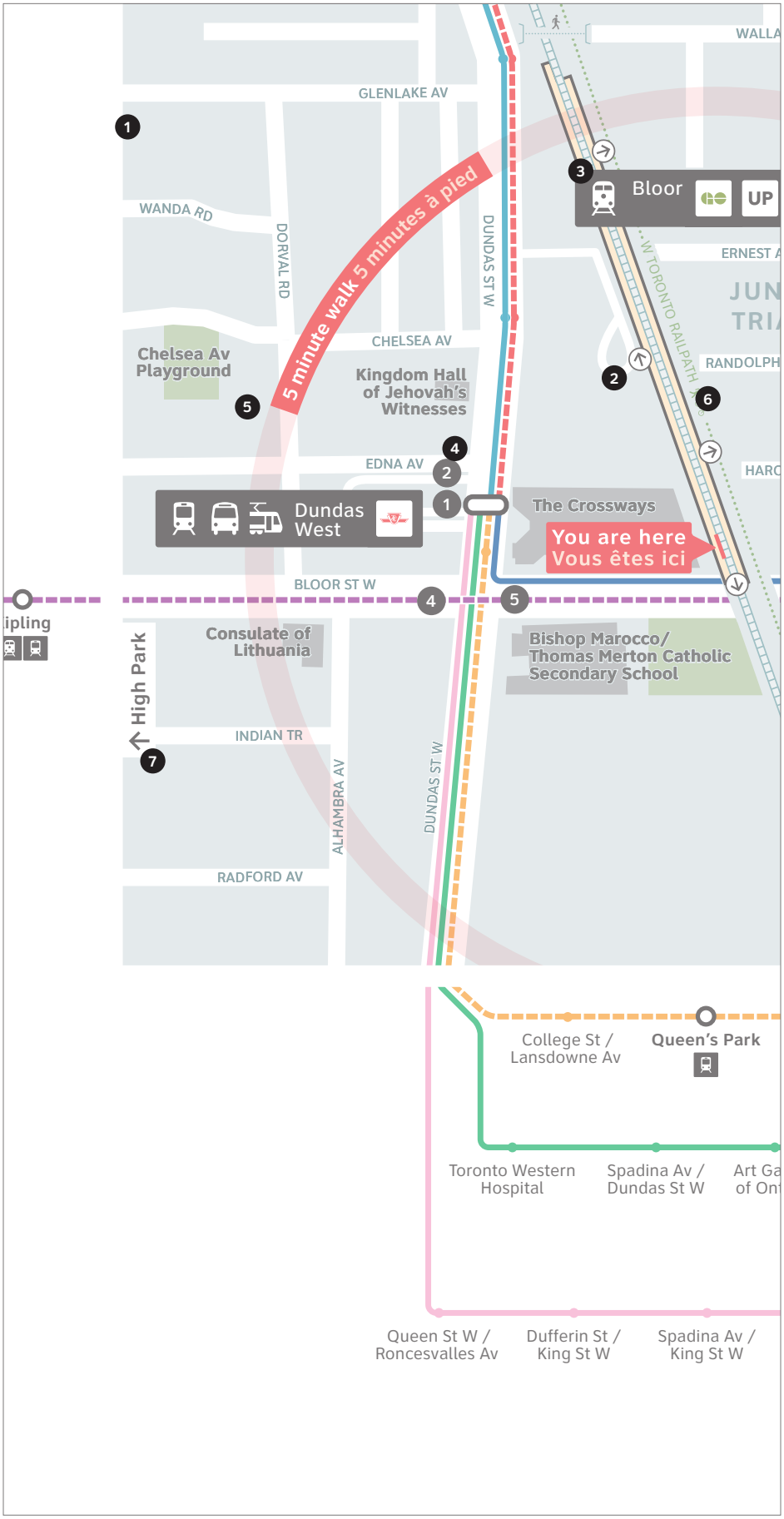
Depending on facility location, streetcar routes may also be shown on the diagram with the heading amended accordingly.

See Section 5.2.4 Mapping Palette for colour specifications and 5.4.7 Graphic Symbols for Mapping for guidance on use of icons on maps.

For base map and bus route specifications refer to specifications for MA2.

1. **Centre map**
   250mm × 250mm
2. **Entrance/Exit label**
   Height: 5.5mm

   Dependent on whether the location of the map is inside or outside the building, points of entry are labelled as entrances or exits, with arrows directing either in or out of buildings.
3. **Station label**
   Typeface: ClearviewADA Medium 14pt
   Height: 14mm
4. **Bus stop label**
   Height: 7mm
5. **Walking circle**
   Typeface: ClearviewADA Bold 14pt
   Stroke: 20pt
6. **Walking trail**
   Typeface: ClearviewADA Medium 10pt
   Icon height: 6mm
   Stroke: 2pt round cap, 0pt dash 4pt gap
7. **Off Map tab**
   ClearviewADA Bold 14pt
   Height: 8mm

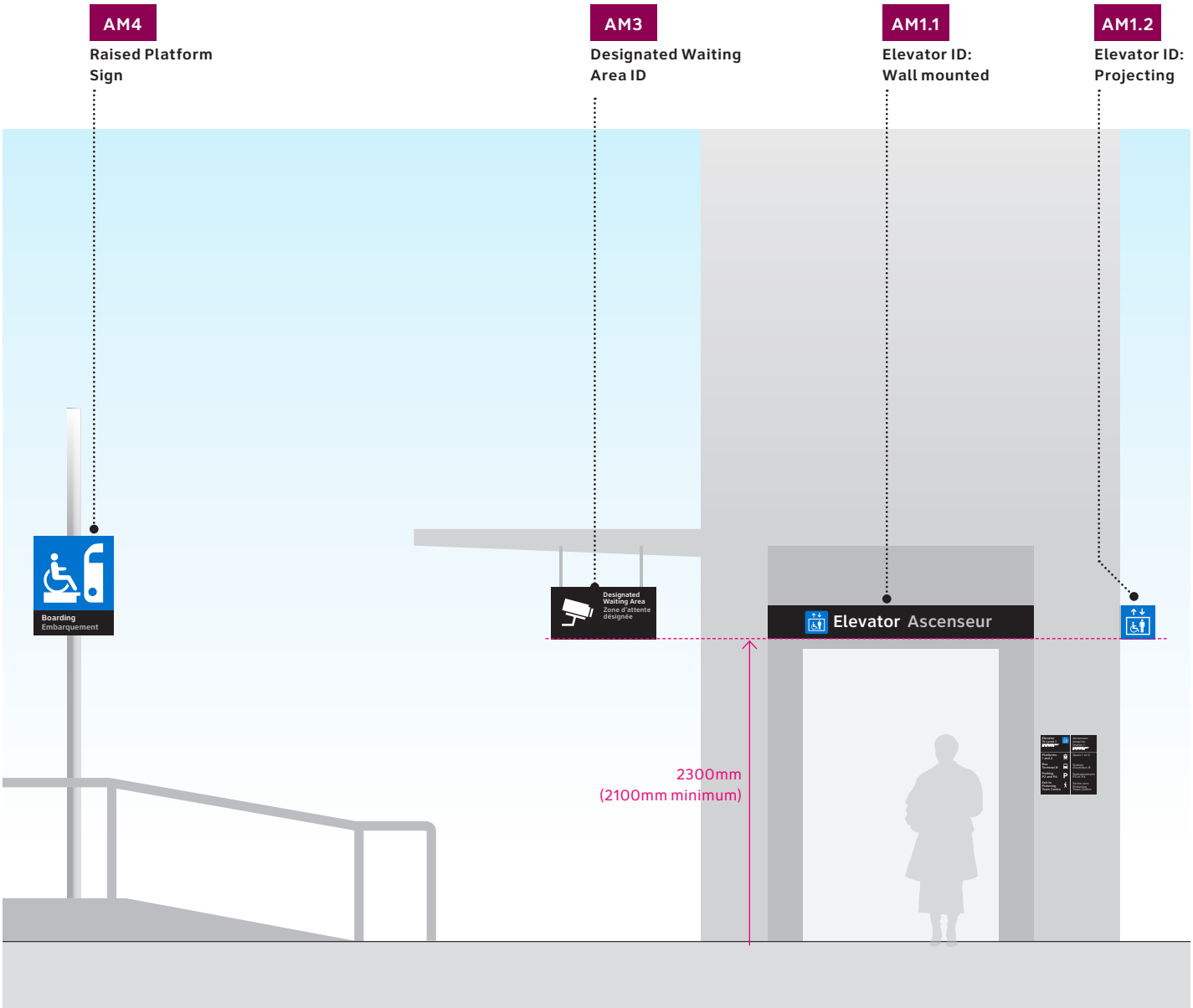


6.4 Amenity markers

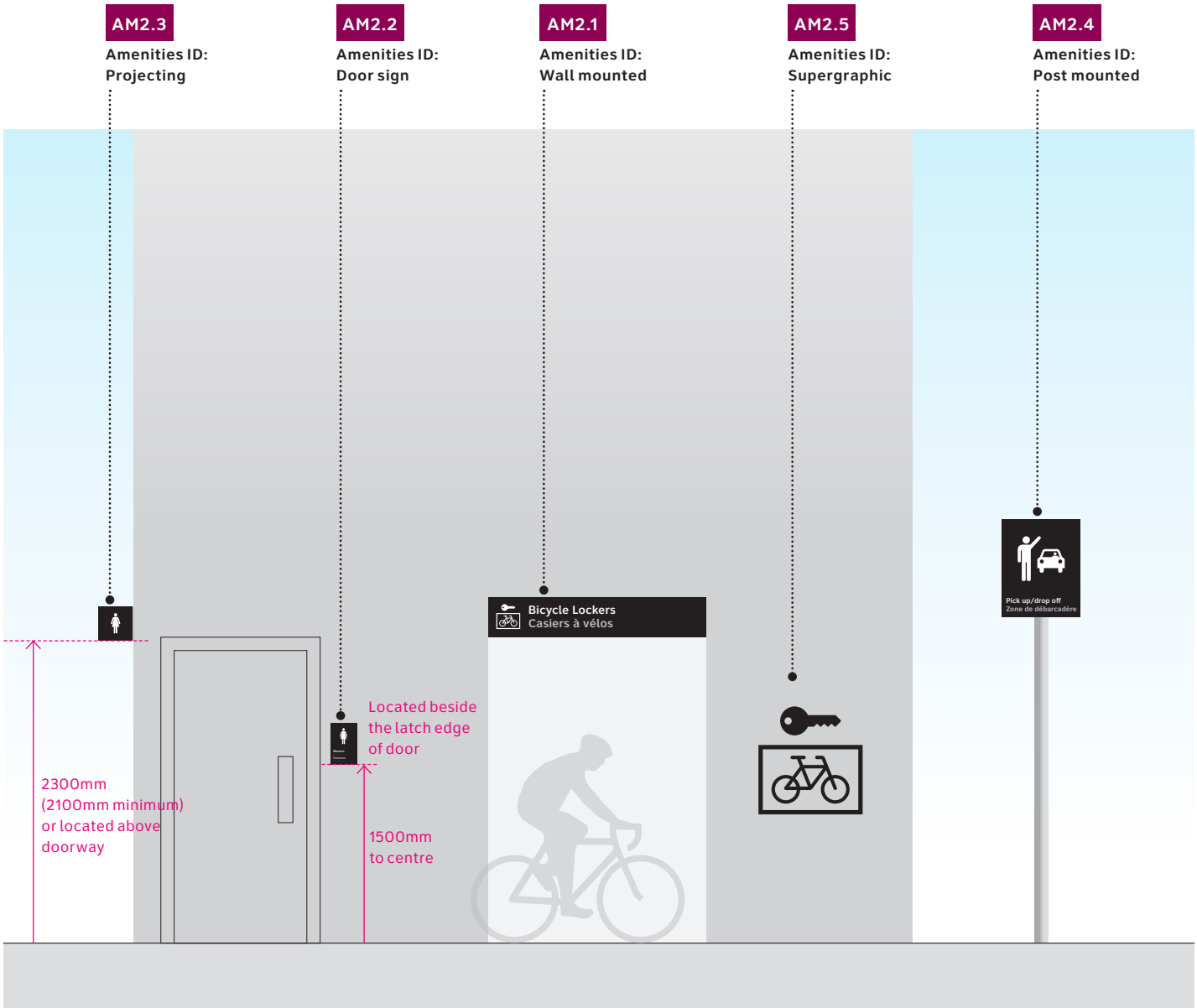
Used to identify amenities such as:

- Fare machines
- Elevators
- Washrooms
- Raised platforms

Examples are given for common amenities, however layouts can be applied to any given amenity that needs to be identified.



Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.


AM2.3
Amenities ID:
Projecting
AM2.2
Amenities ID:
Door sign
AM2.1
Amenities ID:
Wall mounted
AM2.5
Amenities ID:
Supergraphic
AM2.4
Amenities ID:
Post mounted
Bicycle Lockers
Casiers à vélos
Pick up/drop off
Zone de débarcadère
Located beside
the latch edge
of door
2300mm
(2100mm minimum)
or located above
doorway
1500mm
to centre

AM1.1 Elevator ID: Wall mounted

Elevator Identification signs indicate the location of elevators.

If possible, Elevator Identification signs should be located above the entrance to the elevator and be wide enough to span its width.

Scalable

Yes

- Standard x value 12.5mm
  Minimum x value 12.5mm

Standard sign size

Variable (w) × 250 (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

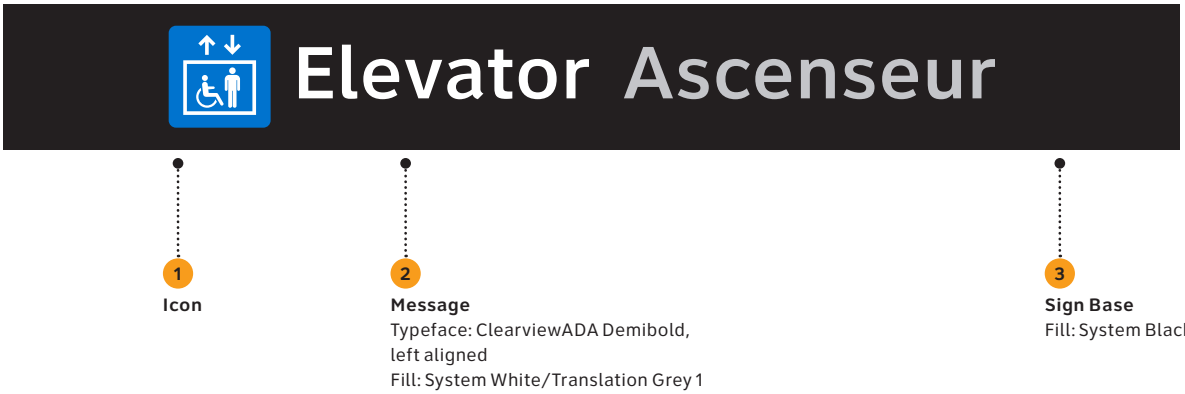
Relevant Graphic Standards

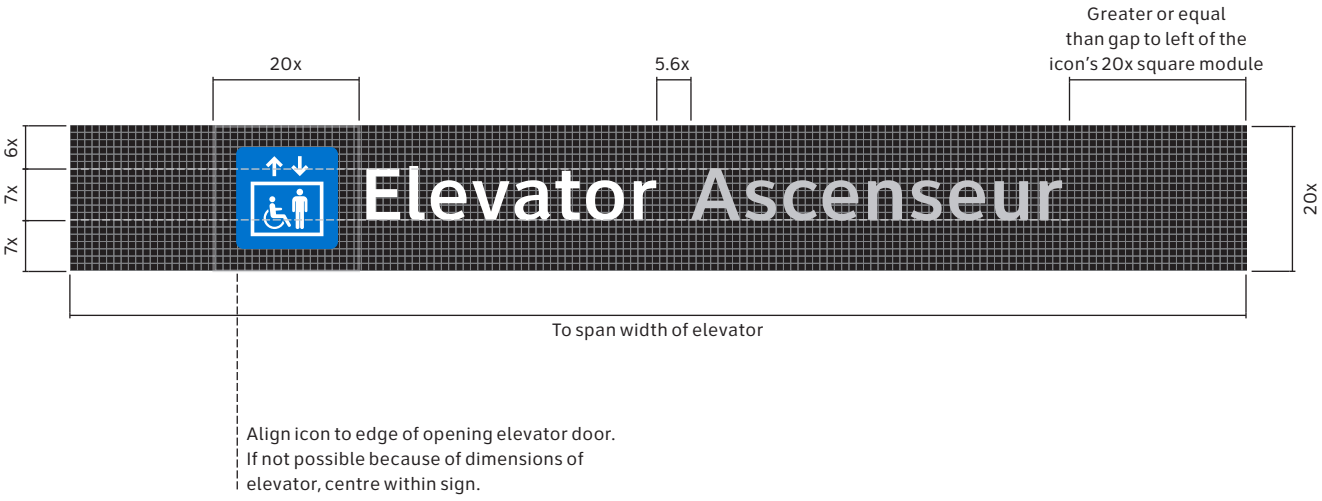
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product approach

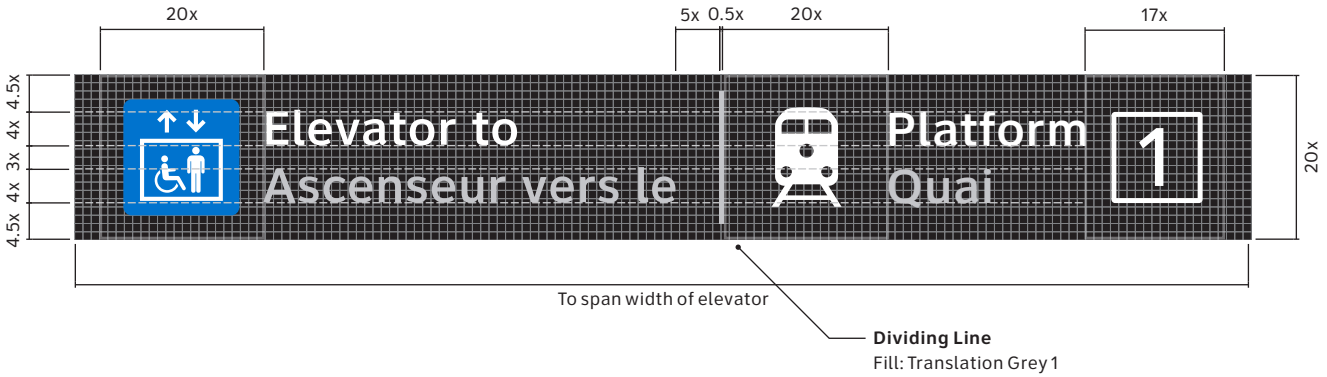
See Sign Implementation Manual for design intent drawings

Standard layout





Single destination
If the elevator serves only one destination – such as a single platform – this can be referenced in the way shown. The graphic is centred horizontally within the panel.



AM1.2 Elevator ID: Projecting

Projecting elevator identification signs indicate the location of elevators to customers approaching from a perpendicular direction.

Note these signs are double-sided. The same icon should be shown on both sides of the sign.

Scalable

Yes

- Standard x value 15mm
  Minimum x value 15mm

Standard sign size

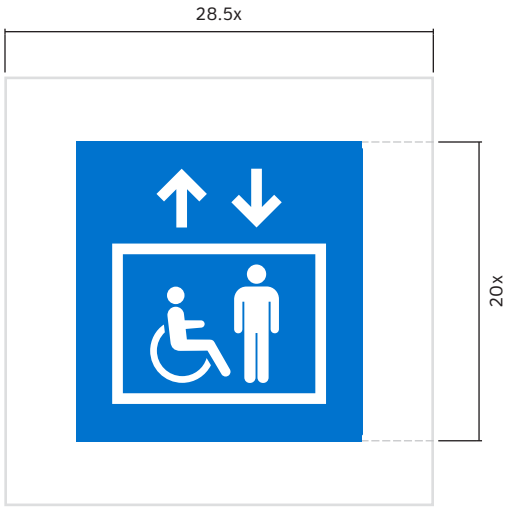
300 (w) × 300 (h) mm

Relevant Graphic Standards

5.3 Iconography 91

Product Approach

See Sign Implementation Manual for design intent drawings



Note: square module of elevator icon extends beyond the sign edge

AM2.1 Amenities ID: Wall mounted

Amenities Identification signs identify the locations of specific amenities within the transit facility, such as washrooms, customer services or bicycle lockers.

Scalable

Yes

- Standard x value 12.5mm
  Minimum x value 12.5mm

Standard sign size

Variable (w) × 250 (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

Relevant Graphic Standards

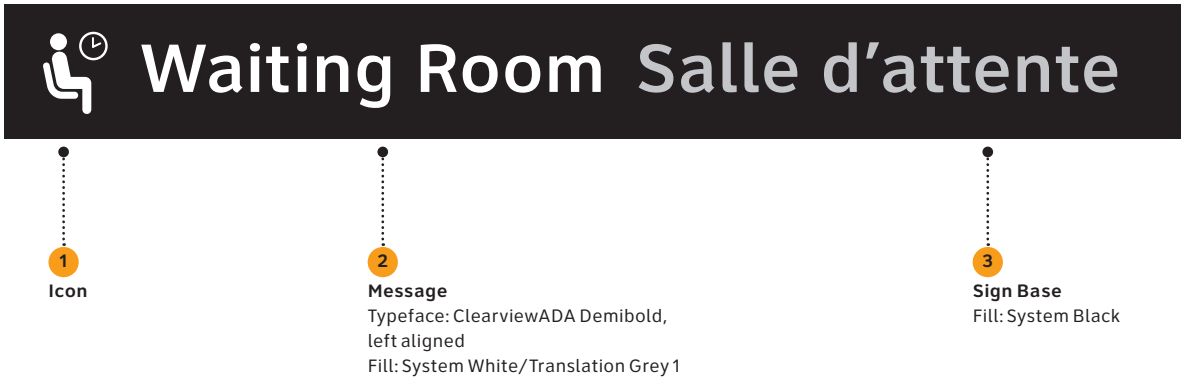
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

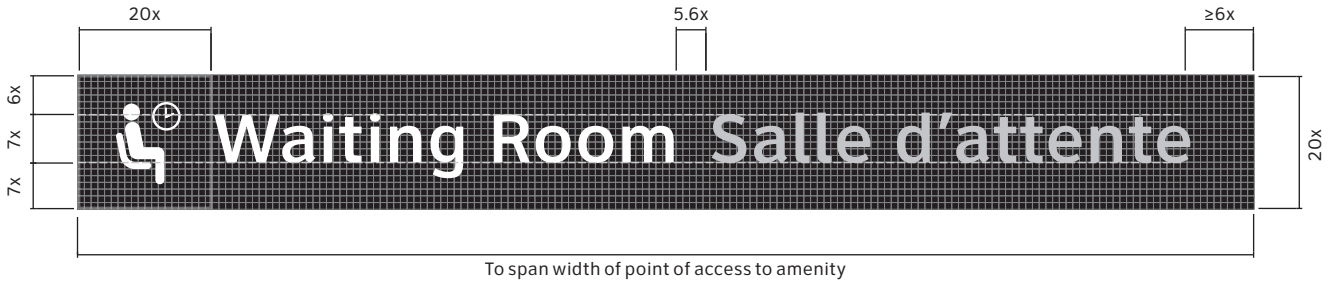
Product Approach

See Sign Implementation Manual for design intent drawings

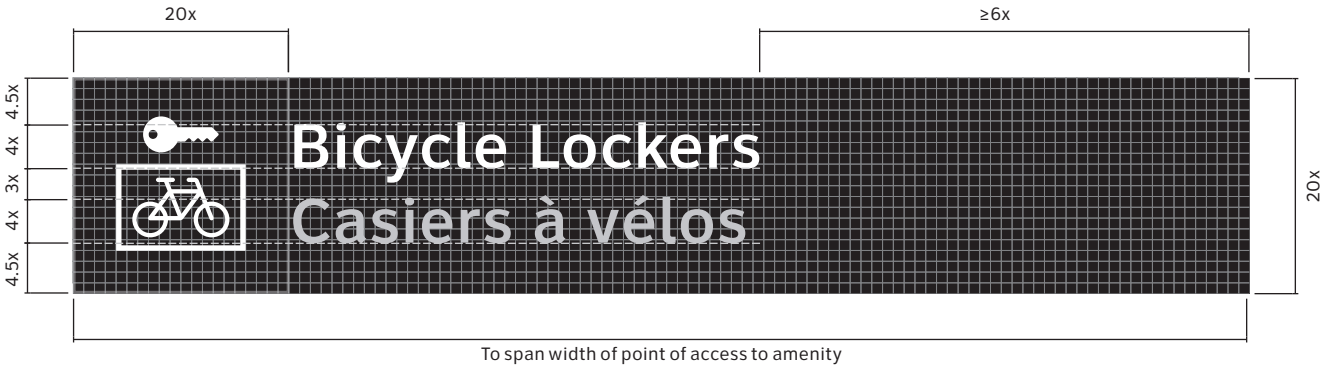
Standard layout

Standard Amenities Identifications signs should be located above the point of access to the amenity, with the sign spanning the width of the opening (i.e. doorway) or extent of the facility (i.e. ticket machine).





Reduced width format
If the standard layout does not fit within the width available, the reduced width layout can be used with English shown above the French translation.



AM2.2 Amenities ID: Door sign

Where an amenity is accessed via a door, a door sign is necessary. Typically this will occur when identifying washrooms.

Note: this sign is not scalable.

Scalable
No

Standard sign size
200 (w) × 310 (h) mm

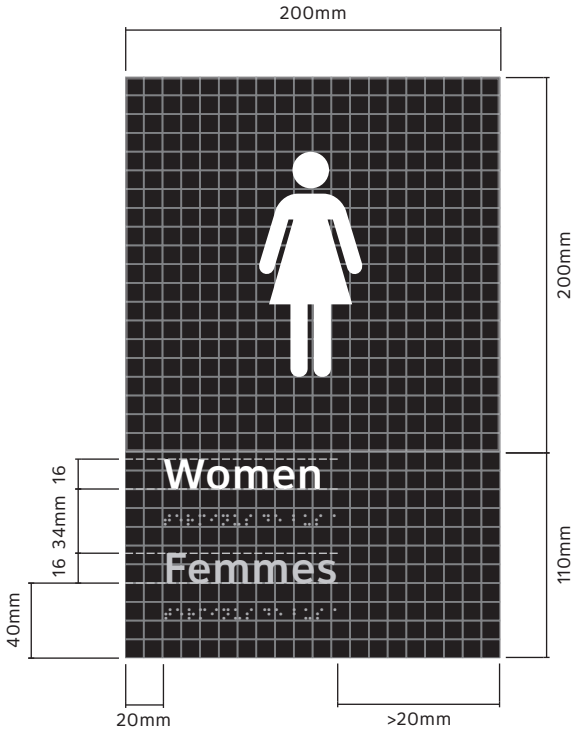
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

Standard door sign
Door signs should include braille and tactile lettering compliant with CSA Standards B651-12, Accessible Design for the Built Environment, Section 3.5. Please consult this standard for other signs that should include braille or tactile lettering.

As specified in the CSA standard, braille and tactile signs should be located beside the latch edge of the door.



AM2.3 Amenities ID: Projecting

At some locations, where there is limited wall space or the sign is to be projected from a wall, an icon-only version may be used.

Note these signs are double sided. The same icon should be shown on both sides of the sign.

Scalable

Yes

- Standard x value 15mm
  Minimum x value 15mm

Standard sign size

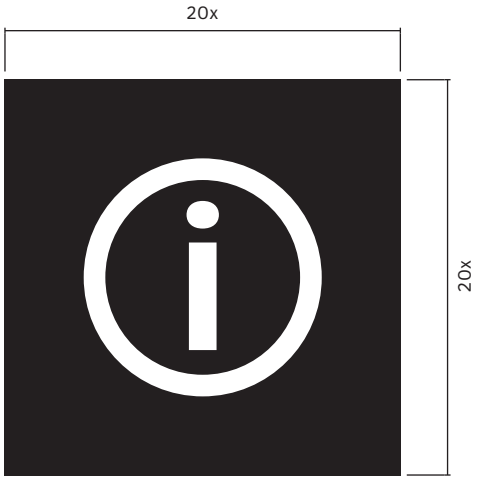
300 (w) × 300 (h) mm

Relevant Graphic Standards

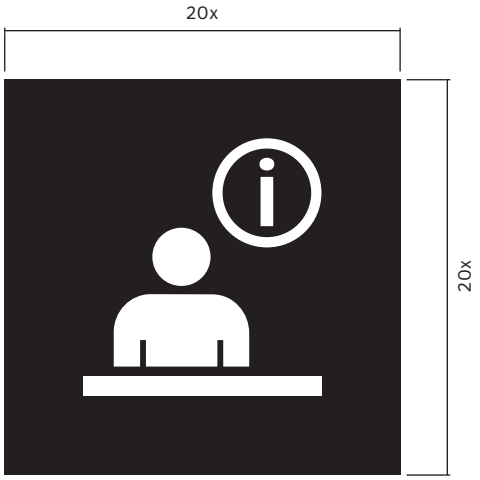
5.3 Iconography 91

Product Approach

See Sign Implementation Manual for design intent drawings



Example with Information icon



Example with Customer Service icon

AM2.4 Amenities ID: Post mounted

At some locations, where there is limited wall space or the sign is to be pole mounted, a sign with a vertical format may be more appropriate.

Scalable

Yes

- Standard x value 15mm
  Minimum x value 15mm

Standard sign size

600 (w) × 750 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

AM2.5 Amenities ID: Supergraphic

At some locations where it is necessary to draw attention to the amenity from greater distance, a large format icon can be used.

This sign should be used in addition to a standard text based Amenities Identification sign, not in place of.

Typically, the sign should have an x value of 100mm, giving the icon a width/height of 2 metres.

Scalable

Yes

- Standard x value 100mm
  Minimum x value 100mm

Standard sign size

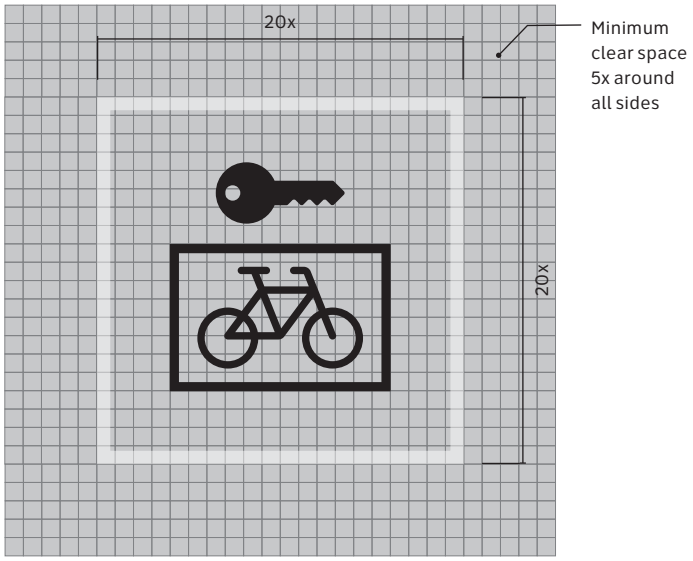
2000 (w) × 2000 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91

Product Approach

See Sign Implementation Manual for design intent drawings



AM3 Waiting Area ID

The Waiting Area Identification sign marks out the designated waiting area on platforms.

Note: signs are double-sided.

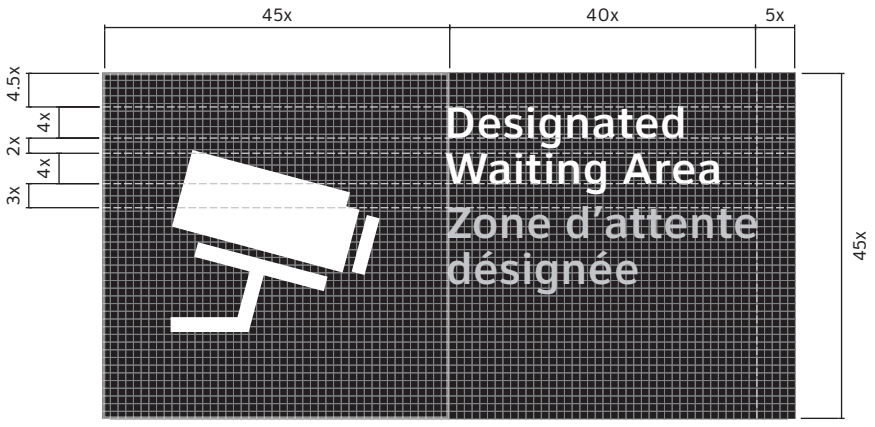
Scalable
No

Standard sign size
900 (w) × 450 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91

Product Approach
See Sign Implementation Manual for design intent drawings



AM4 Raised Platform Sign

The Raised Platform Sign indicates the location of raised platforms for step-free access to trains.

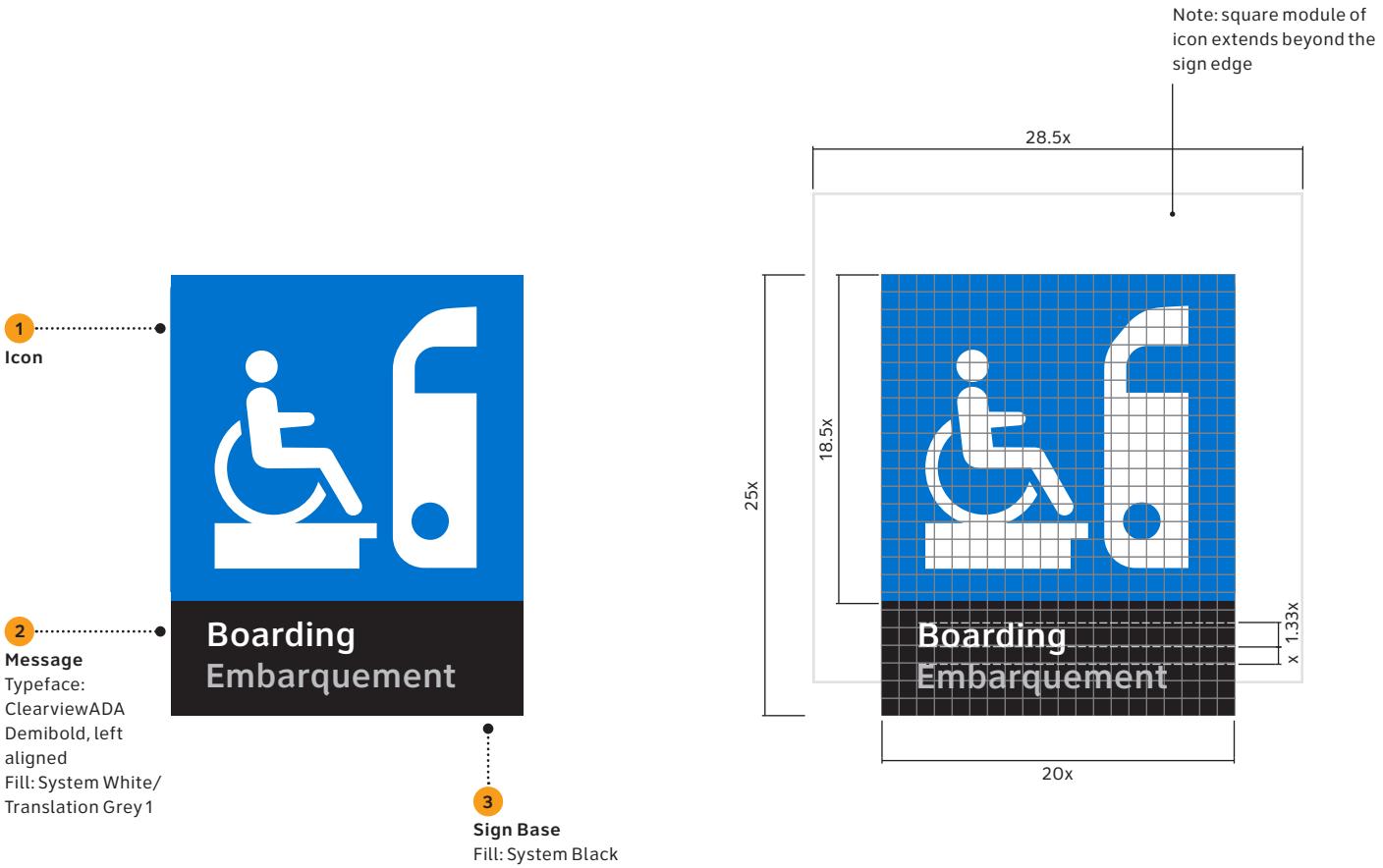
Scalable
Yes
- Standard x value 30mm
  Minimum x value 30mm

Standard sign size
600 (w) × 750 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91

Product Approach
See Sign Implementation Manual for design intent drawings

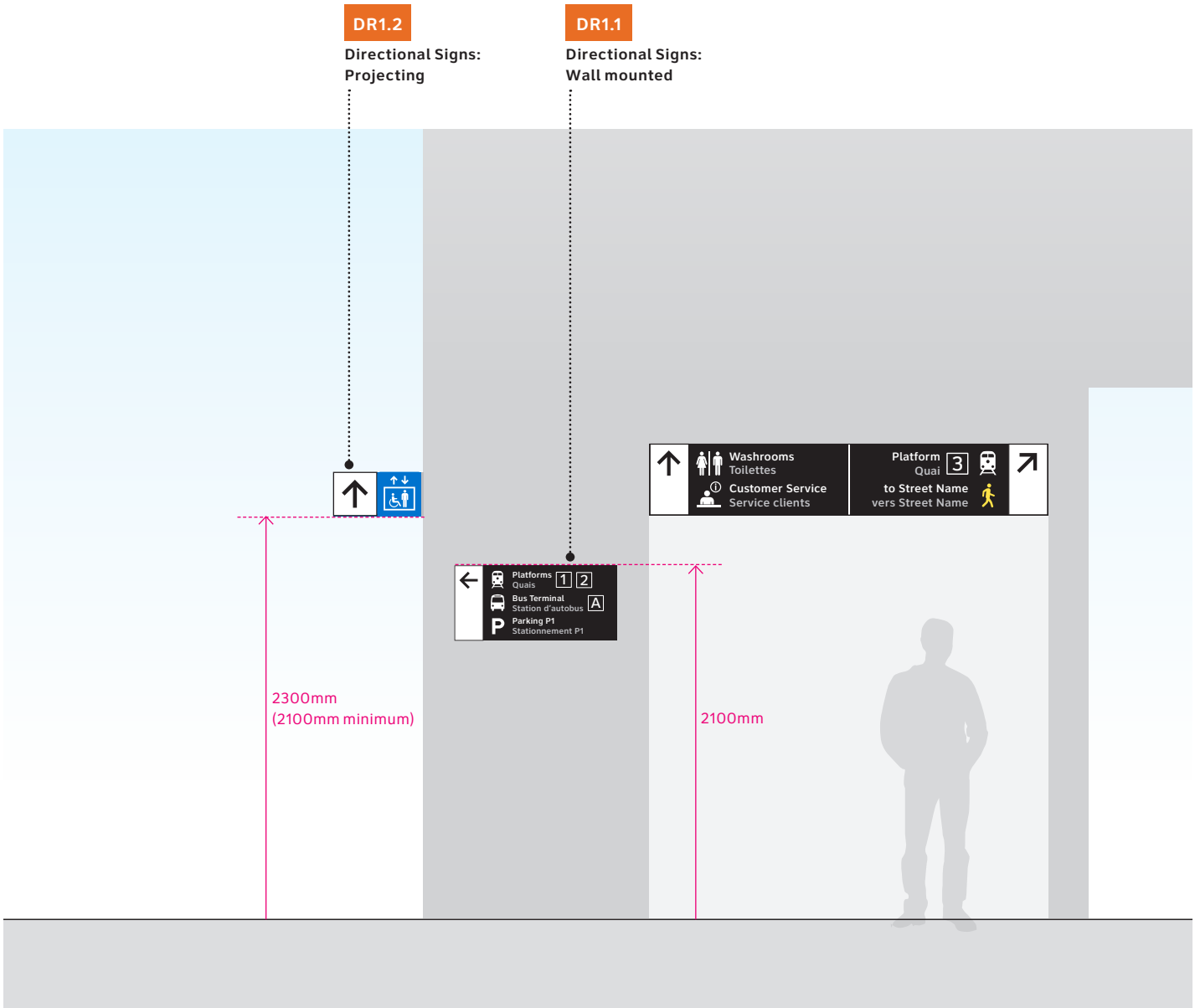


6.5 Directional signs

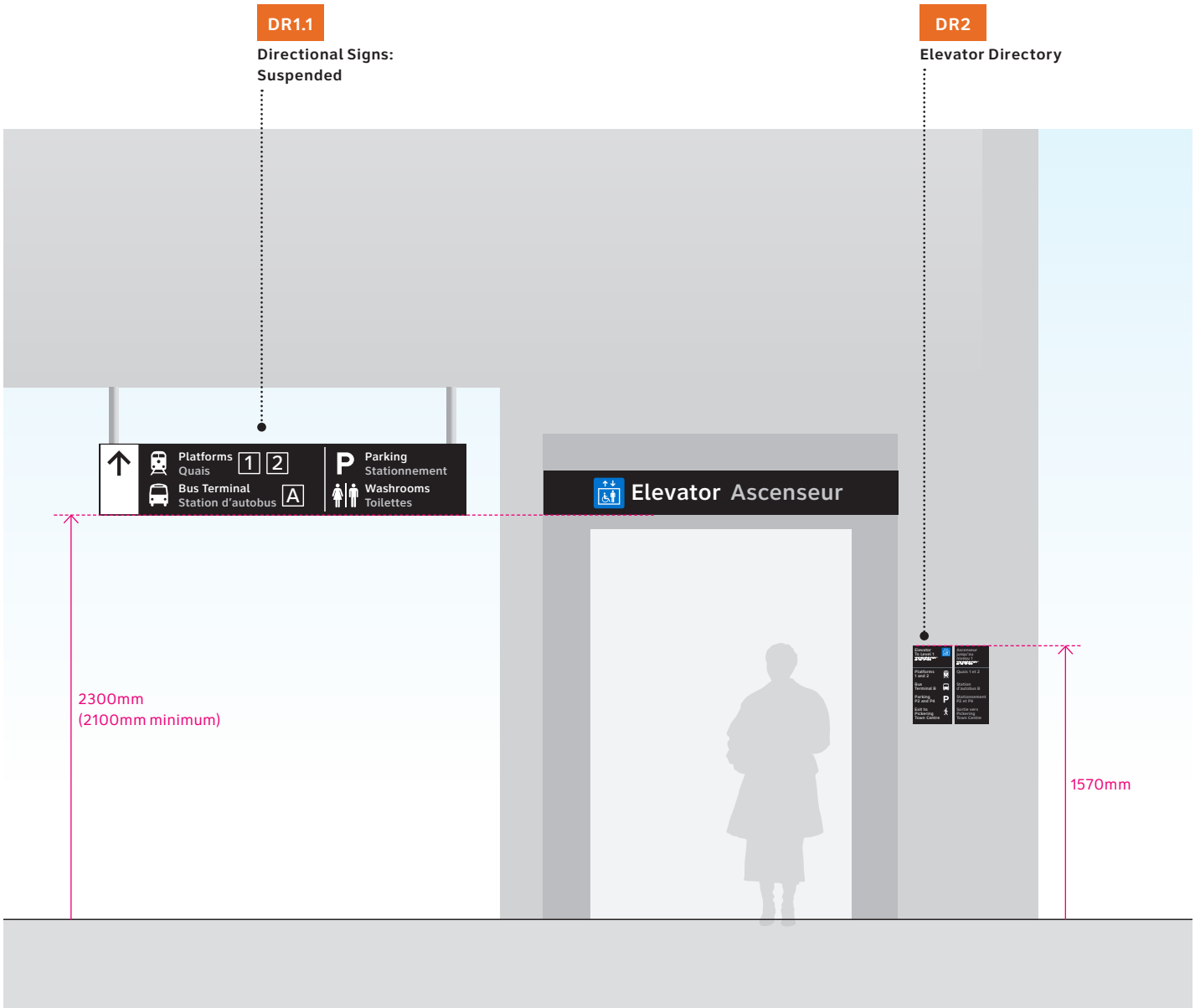
Directional signs are used to confirm direction of movement, typically in these scenarios:

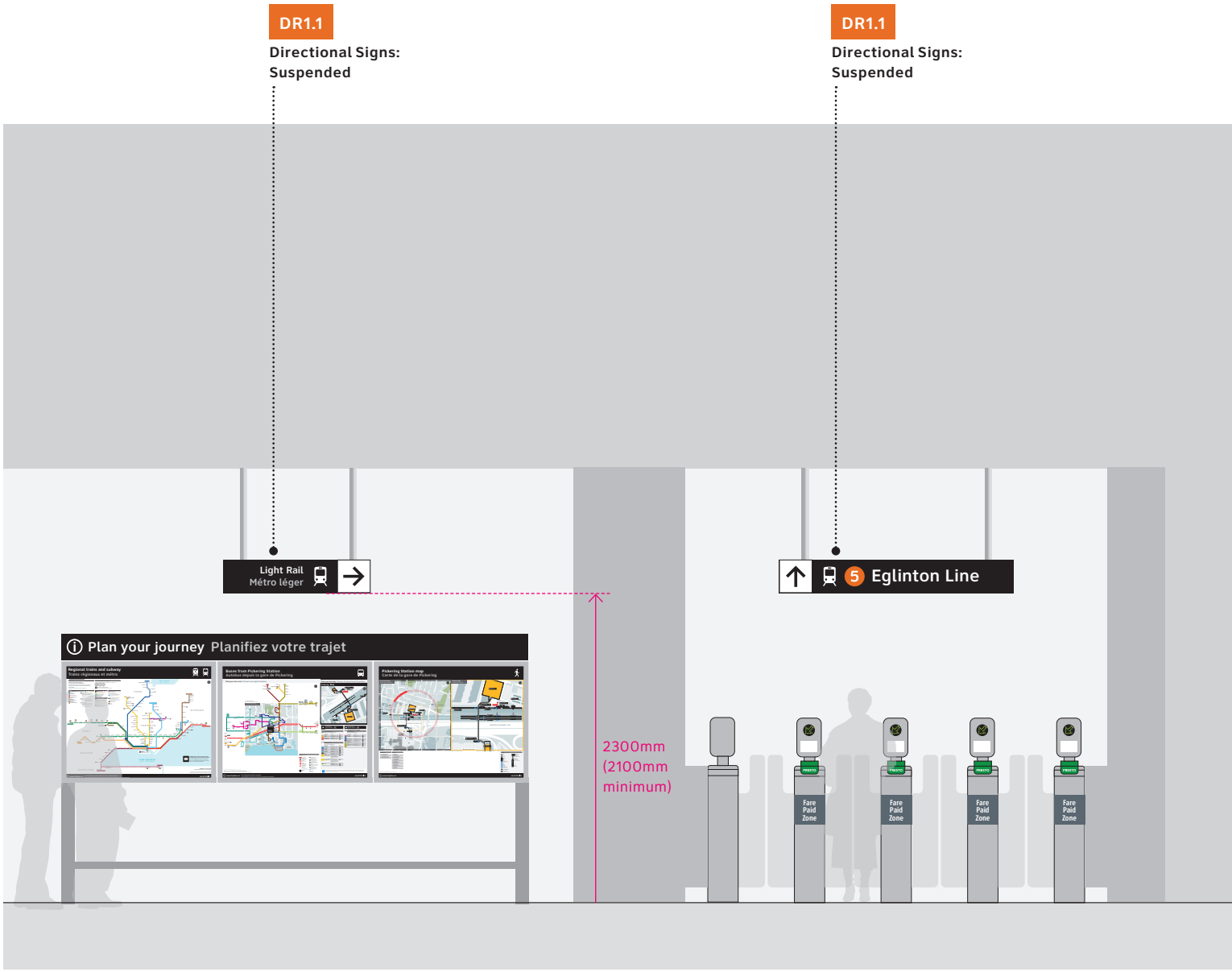
- Directions to transit services
- Directions to amenities
- Directions between levels
- Directions to key destinations such as landmarks or streets
- Directions to platforms

As well as scale and complexity of content, signs vary in fixing types, with ceiling hung, projecting, wall mounted and pole mounted types specified.



Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.


DR1.1
Directional Signs:
Suspended
DR2
Elevator Directory
Platforms
Quais
1 2
Bus Terminal
Station d'autobus
A
Parking
Stationnement
Washrooms
Toilettes
Elevator Ascenseur
2300mm
(2100mm minimum)
1570mm

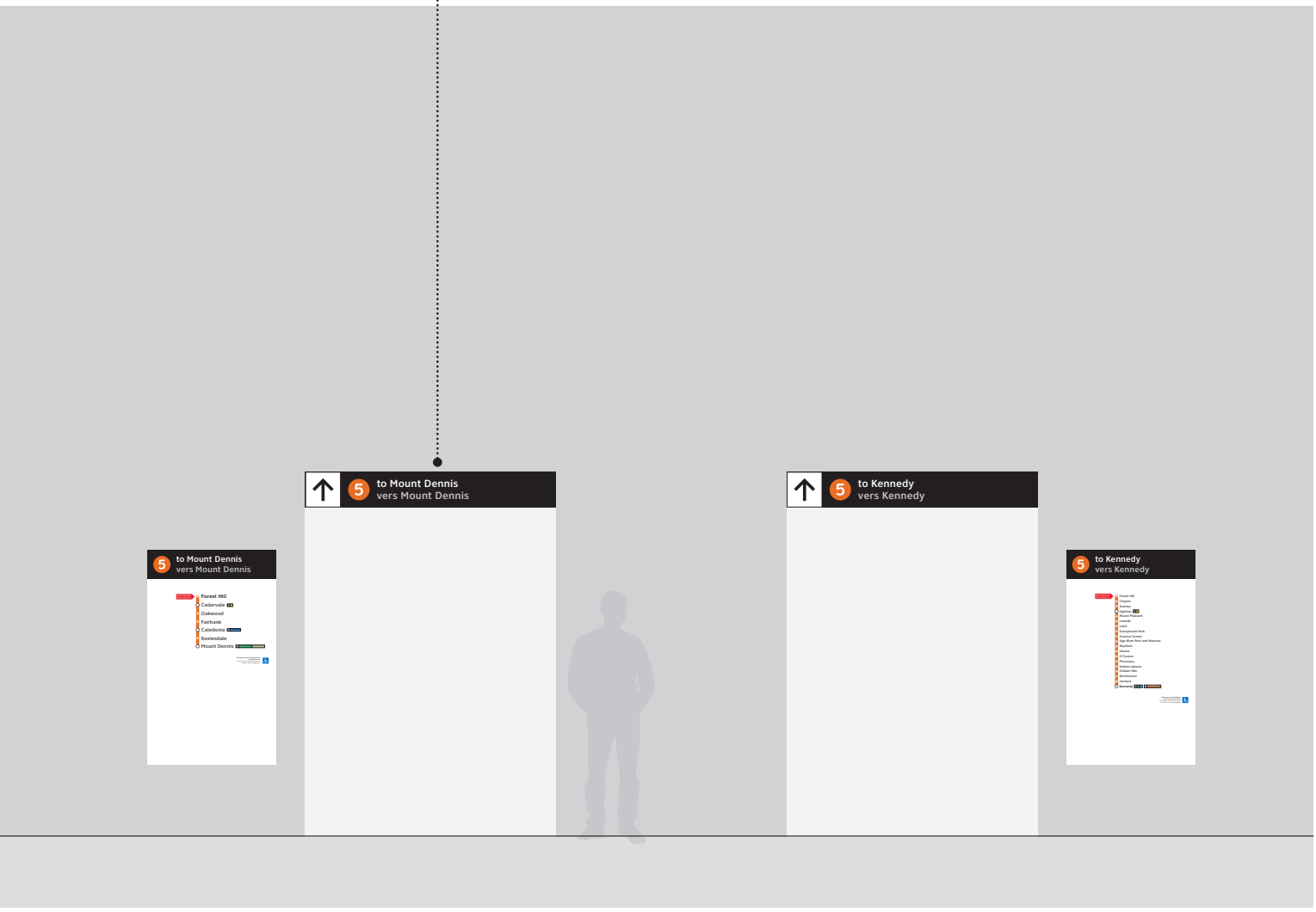


Directional signs in Subway/Light Rail circulation and fare threshold
Indicative approach

Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

DR1.1

Directional Signs:
Wall mounted



DR1.1 Directional Signs

Directional Signs direct towards locations both inside and outside the transit facility.

Designs vary in format to suit the amount of content and available space at the sign location.

Decisions on typesize are particularly acute with this sign type. Guidance provided in Section 4.8.4 Viewing Distances should be consulted to inform appropriate type and sign sizes.

Scalable

Yes

- Standard x value 12.5mm
  Minimum x value 7.5mm
  Note: this minimum size would only be considered for wall mounted signs where there is a viewing distance of less than 750mm. Signs located overhead (above 2100mm from the floor) should achieve a minimum 'x' value of 12.5mm.

See Section 5.6 for guidance on standard sign sizes used throughout the system

Relevant Graphic Standards

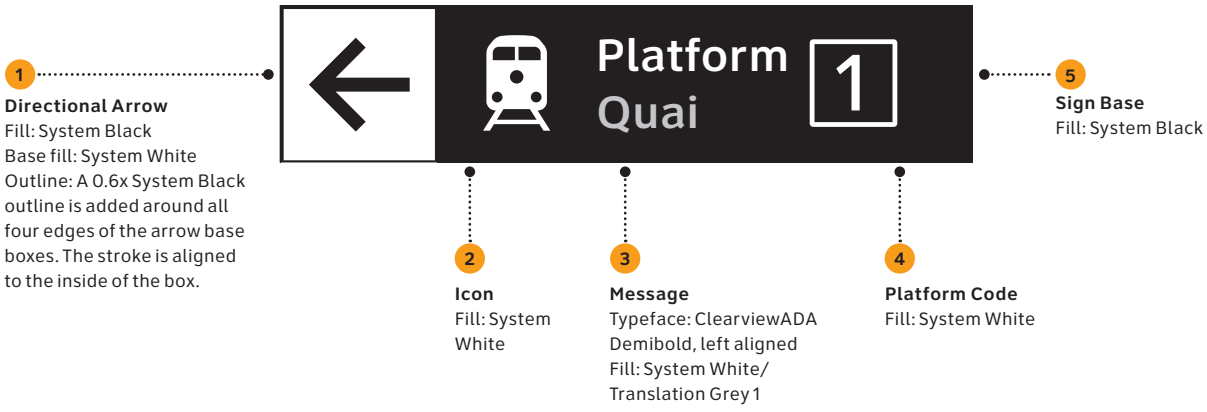
Product Approach

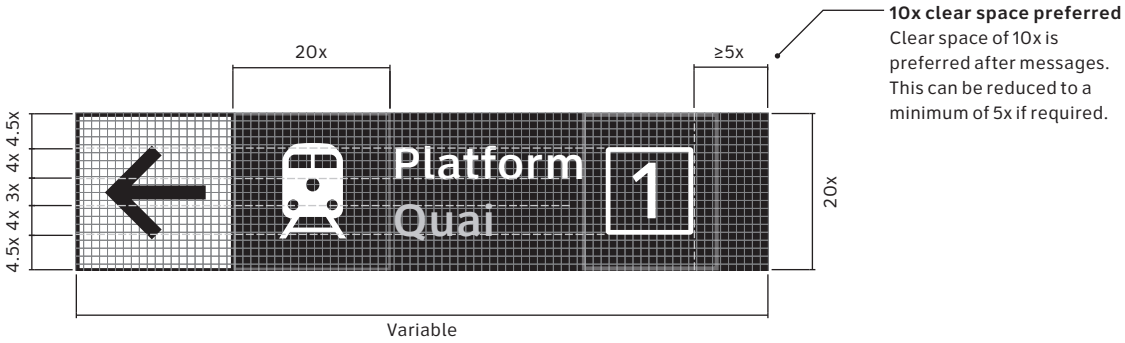
See Sign Implementation Manual for design intent drawings

Single destination: Standard layout

Standard sign size

Variable (w) × 250 (h) mm





Sign sizes

Sign sizes should be standardized across a transit facility to achieve visual coherence.

The amount of different sizes should be minimized as far as is practical, with the understanding that a small number of sizes will be required to accommodate different amounts of content.

Standard sizes should be calculated with consideration of available space at sign locations, amount of content required and type size.

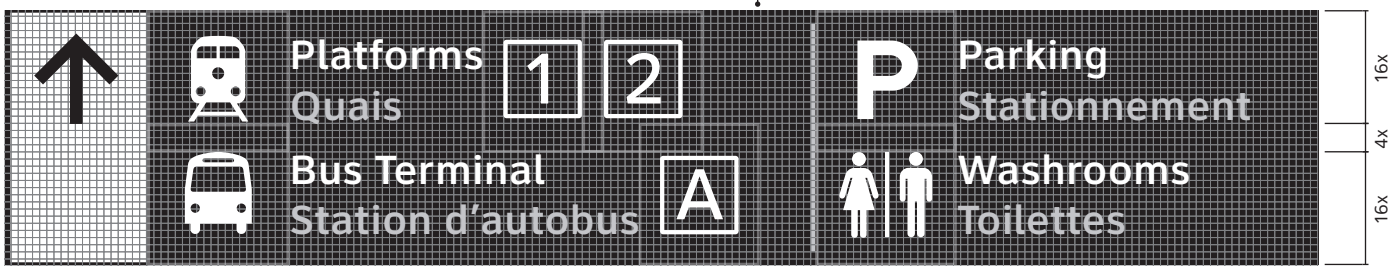
A guide to typical standard sizes is provided in Section 5.6.

Multiple destinations: Stacked layout
The stacked layout combines both vertical and horizontal layouts.

This is the primary approach for showing multiple directions on signs located overhead (above 2100mm from the floor).

Standard sign size
2500 (w) × 450 (h) mm

Even clear space after messages
Clear space of 10x is preferred after messages. This can be reduced to a minimum of 5x if required. Where there are multiple destinations, this clear space should be evenly distributed, with a maximum of 10x. Any additional clear space should be accumulated at the opposite end of the sign to the arrow.

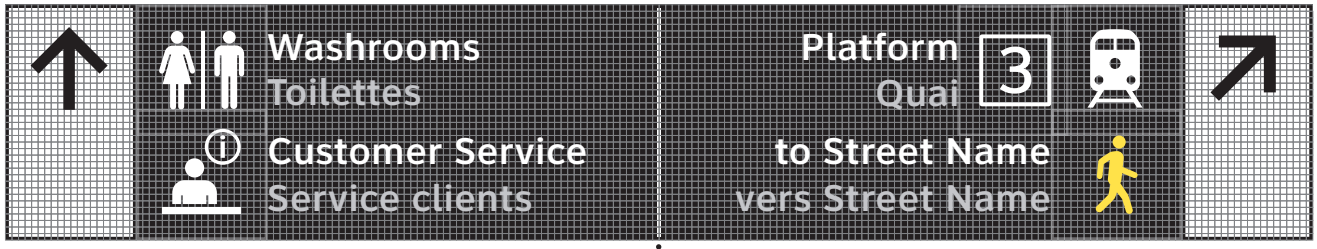


Vertical arrangement
In a vertical layout, messages are arranged so that square modules of each icon overlap by 4x.

Dividing line
Dividing lines of 0.5x width shall be used to segment each message where destinations are in the same direction, with a gap of 2x left top and bottom.
Fill : Translation Grey 1

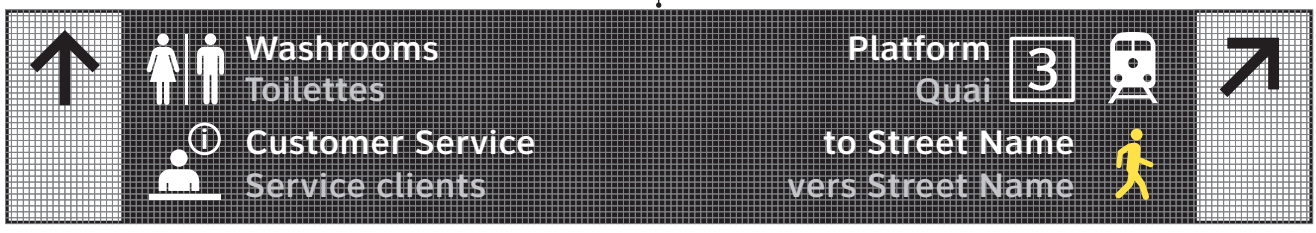
Arrow base
The base shall span the full height of the directional sign, with the arrow aligned to the top.

Right-aligned message
Ordering and alignment of message shall follow the direction of the arrow. See Sections 5.4.6 Arrows and 5.5 Basic layout for further detail.



Dividing line
A dividing line of 0.5x width should be used to separate destinations in a different direction. The line is centred within the sign. A gap of 0.5x is left top and bottom.
Fill : System White

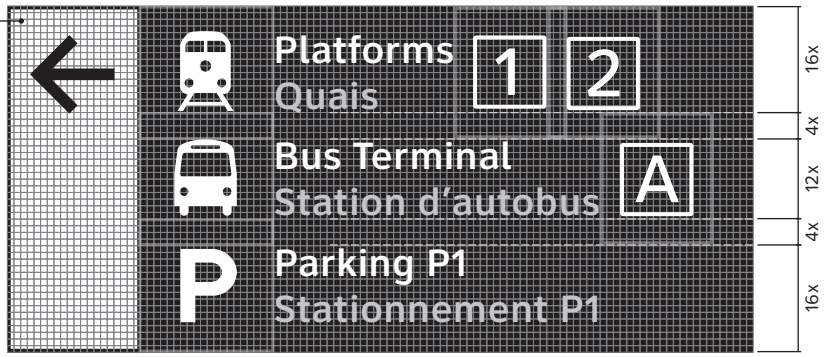
Where the gap between destinations is greater than 30x, this dividing line should be omitted.



Multiple destinations: Vertical layout
This is the primary approach for showing multiple directions on signs located below 2100mm from the floor.

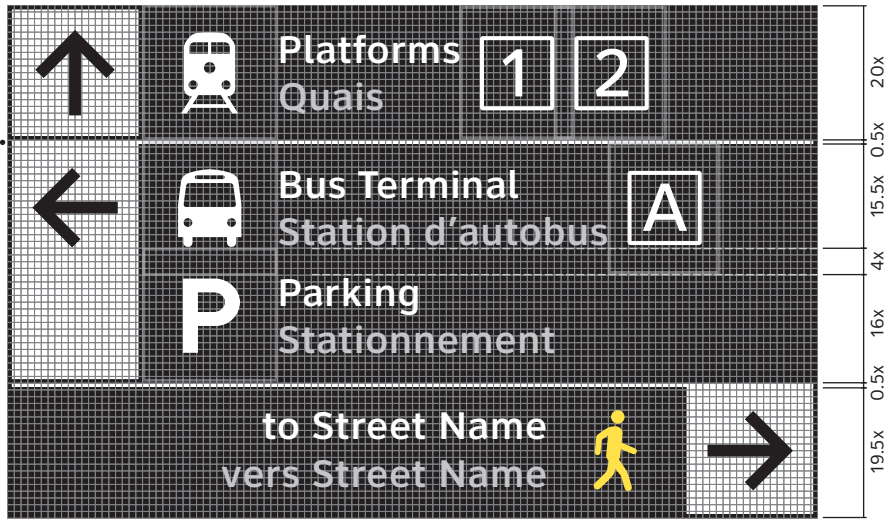
Standard sign size
1500 (w) × variable (h) mm

Arrow base
The base shall span the full height of the directional sign, with the arrow aligned to the top.



Consistent spacing rules
Rules that apply to the standard and stacked layouts, such as clear space after messages, also apply to the vertical layouts.

Dividing line
A dividing line of 0.5x width should be used to separate messages of different directions. It is aligned with the top of the white box.
Fill : System White



DR1.2 Directional Signs: Projecting

Directional Signs direct towards locations both inside and outside the transit facility.

Projecting signs showing the icon only can be used for directing to elevators and stairs.

Scalable

Yes

– Standard x value 12.5mm

Standard sign size

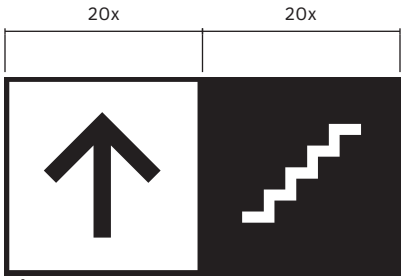
600 (w) × 300 (h) mm

Relevant Graphic Standards

4.8.4	Viewing distances	65
5.2.1	Core palette	85
5.3	Iconography	91
5.5	Basic layout	113

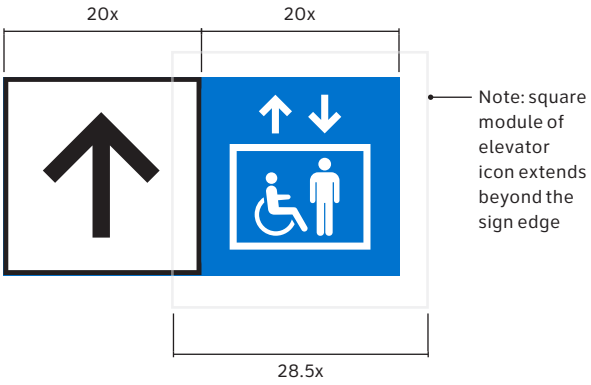
Product Approach

See Sign Implementation Manual for design intent drawings



Outline

A 0.6x System Black outline is added around all four edges of the arrow base boxes. The stroke is aligned to the inside of the box.



DR2 Elevator Directory

Elevators Directory signs should be located outside elevators.

The Elevator Directory represents a complex design challenge, as the competing demands of accommodating tactile lettering and braille at the necessary size in both English and French, is balanced against the large amount of content and limited available wall space around elevators. The design presented here has been developed with the guidance of the Metrolinx Accessibility Advisory Committee (AAC).

The sign has been split into two panels to allow for greater flexibility in placement of the directory. Preferably, the panels will be located side-by-side, but if necessary the panels can be split and placed in different locations.

The panels should be placed as close to the call buttons as possible.

The Elevator Directory should conform to CSA guidelines (CSA B651-12, Accessible Design for the Built Environment, 2017) for sign location and size and layout of tactile characters and braille.

Pictograms should not be raised.

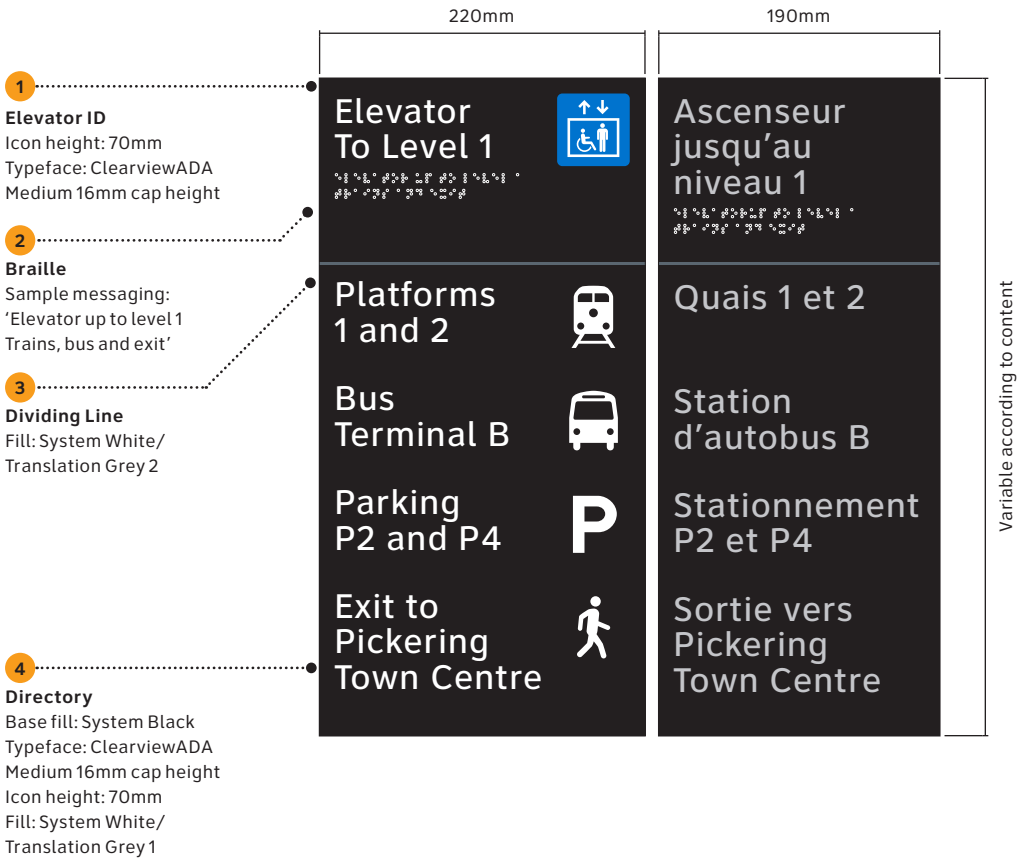
Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91

Product Approach

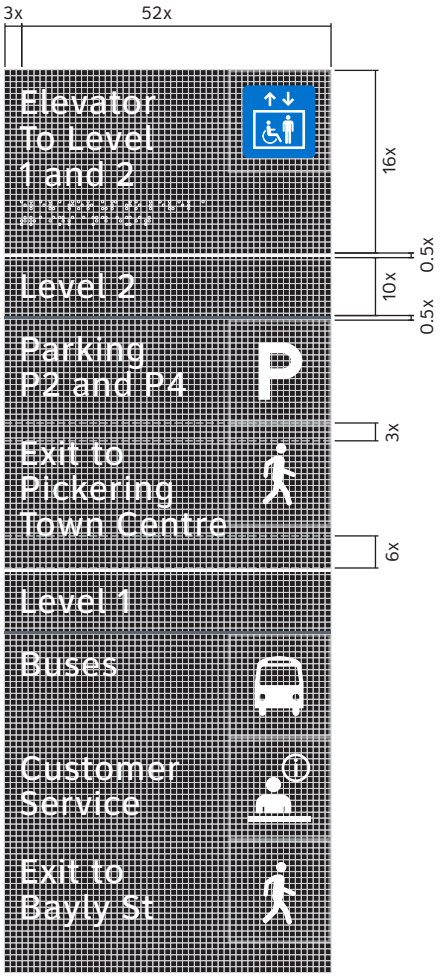
See Sign Implementation Manual for design intent drawings

Single level directory



Multiple level directory

Elevator To Level 1 and 2	Ascenseur jusqu'au niveau 1 et 2
Level 2	Niveau 2
Parking P2 and P4	Stationnement P2 et P4
Exit to Pickering Town Centre	Sortie vers Pickering Town Centre
Level 1	Niveau 1
Buses	Les autobus
Customer Service	Service à la clientèle
Exit to Bayly St	Sortie vers Bayly St



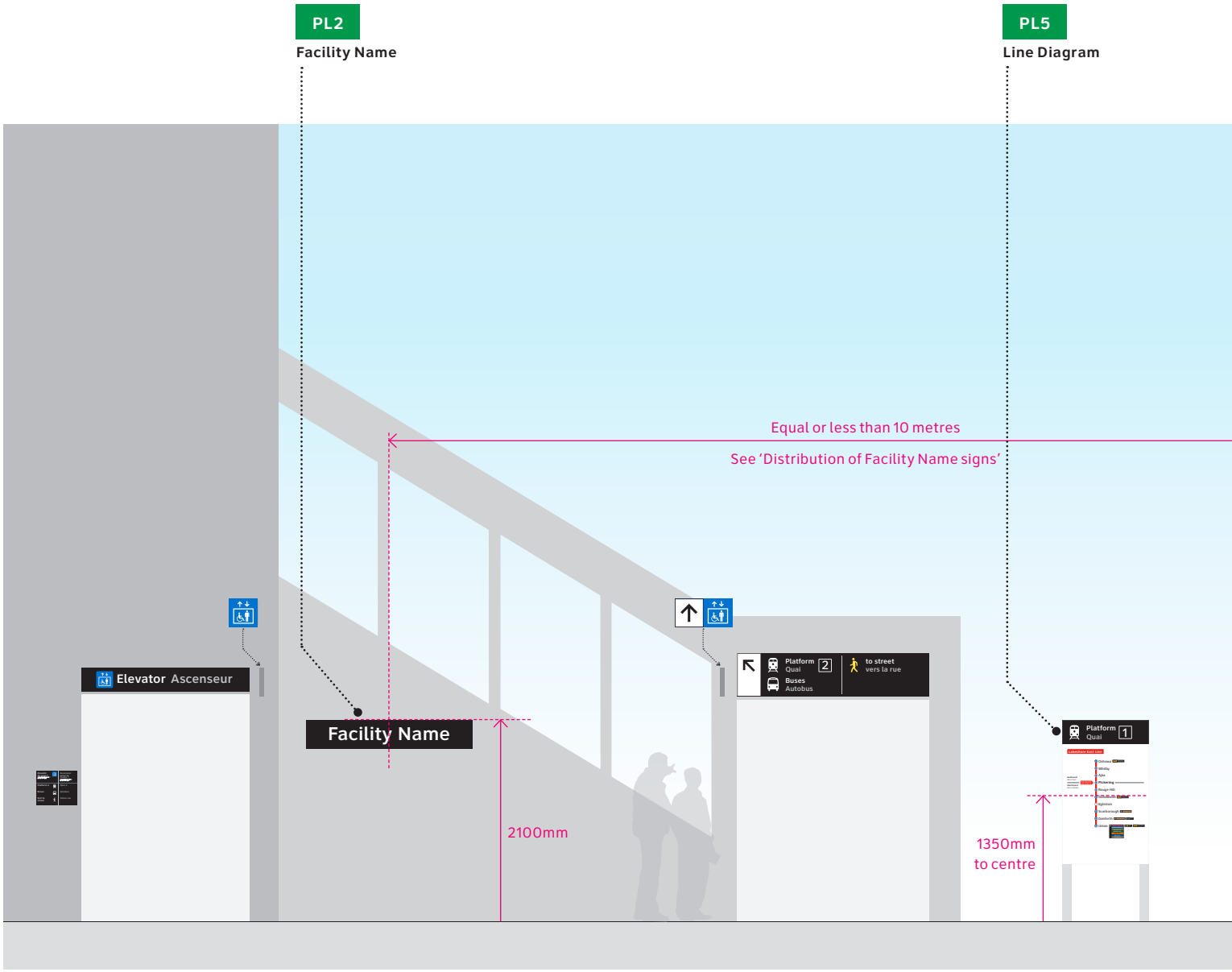
6.6 Platform signs and line confirmation

Platform signs and line confirmation confirm direction of travel, line name and platform, typically in these situations:

- On platforms
- At decision points where access to platforms or lines diverge
- At decision points where reassurance is needed before accessing the platform, such as at the bottom of stairs to a platform.

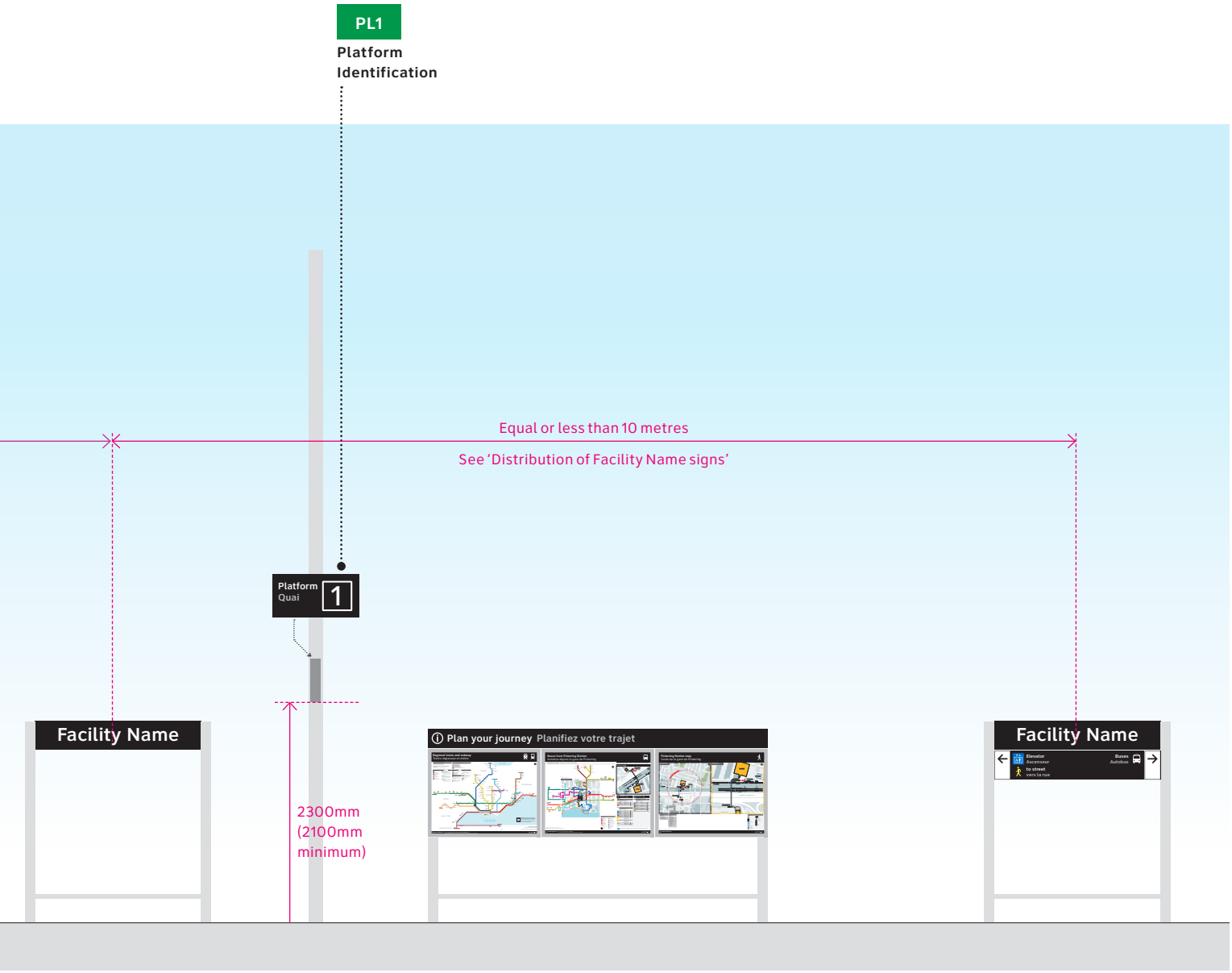
Platform signs are often accompanied by Information Hubs, real time displays and Directional Signs.

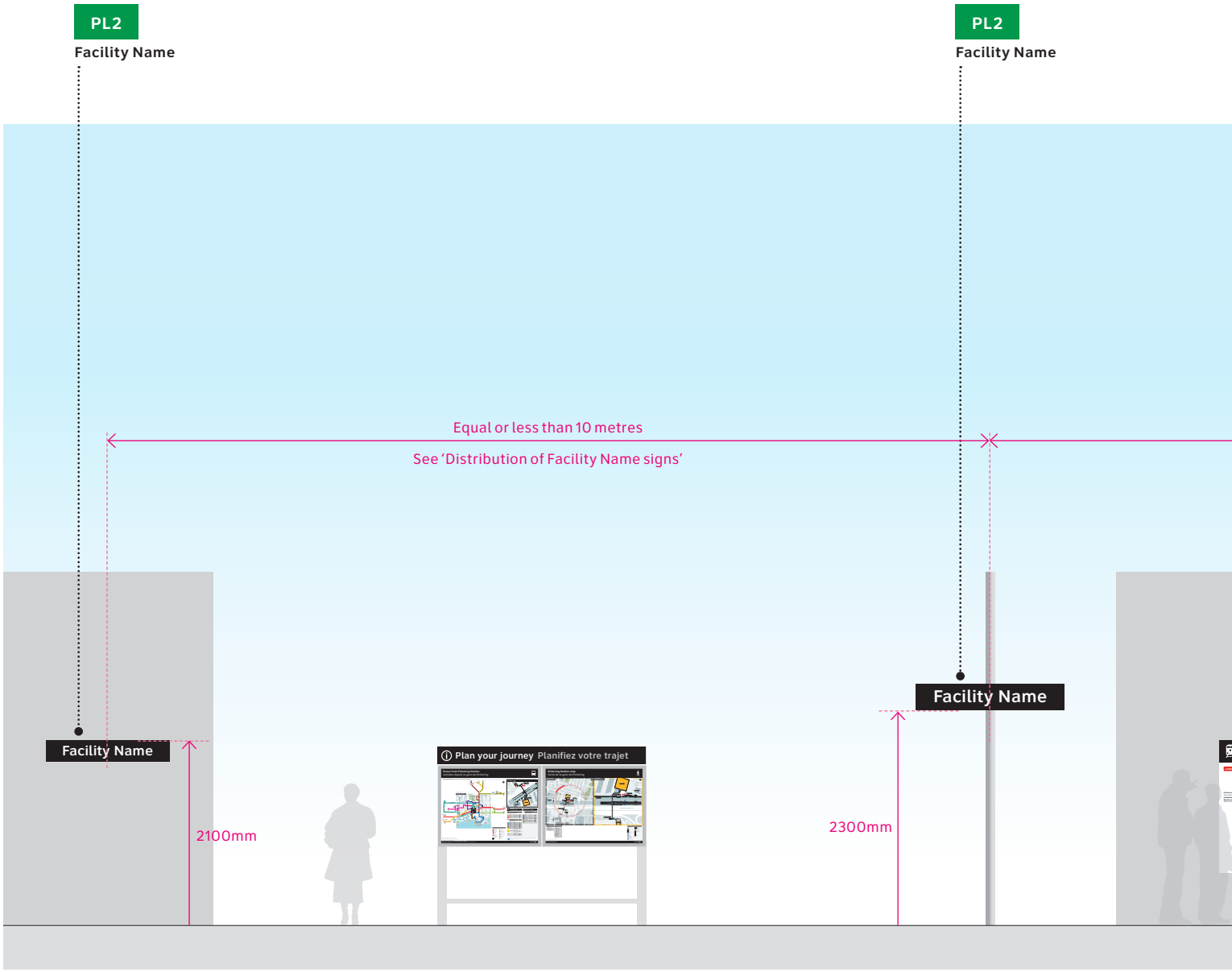
The mode of the service that uses the platform (and in turn the facility's architecture) will define the type of signage implemented. Signage typical to train station platforms are shown on this and the following pages, with typical signs located on subway/light rail platforms (both platform side and track side) illustrated on the pages following thereafter.



Train station platforms
Example showing station building and double post mounted Facility Name signs

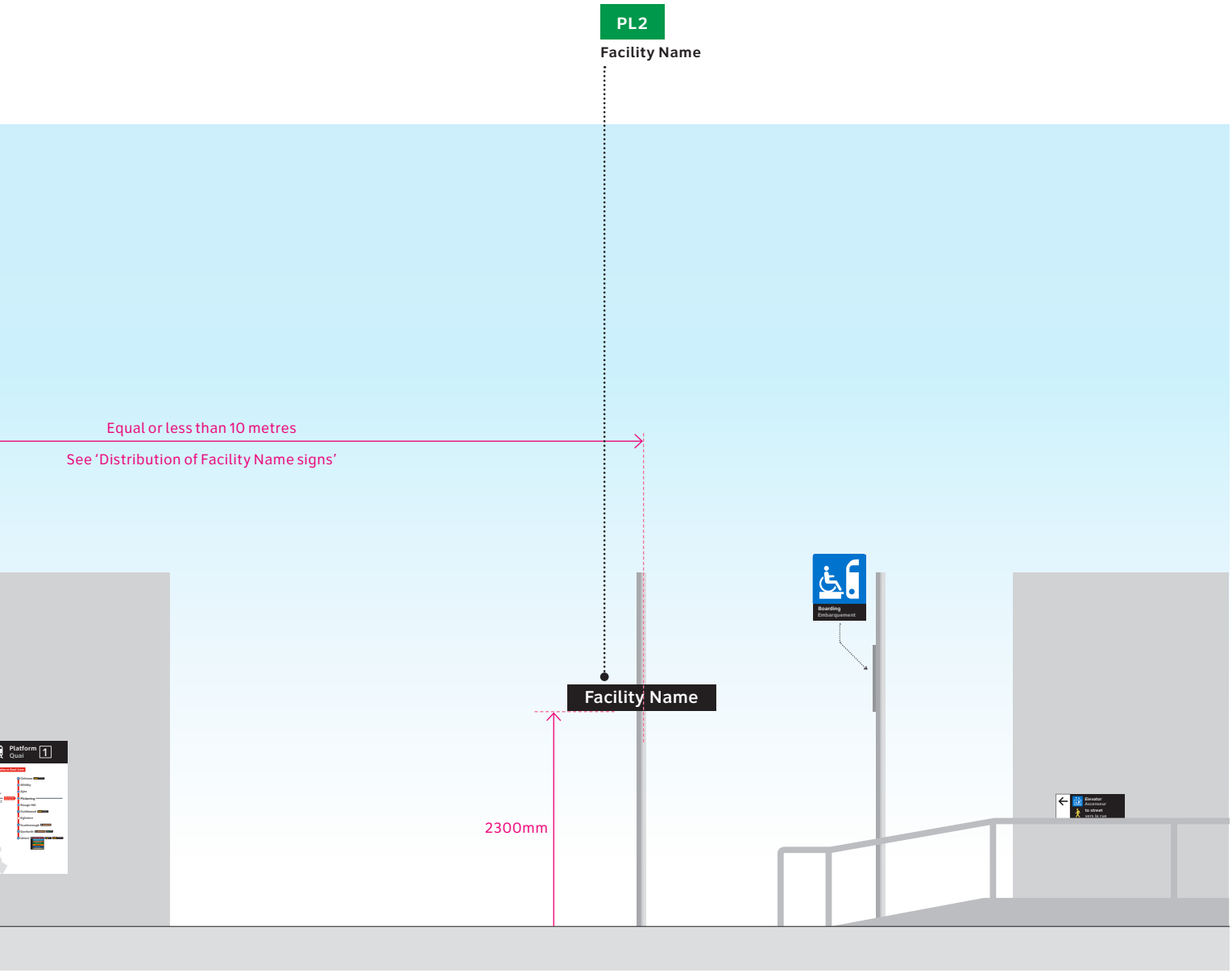
Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

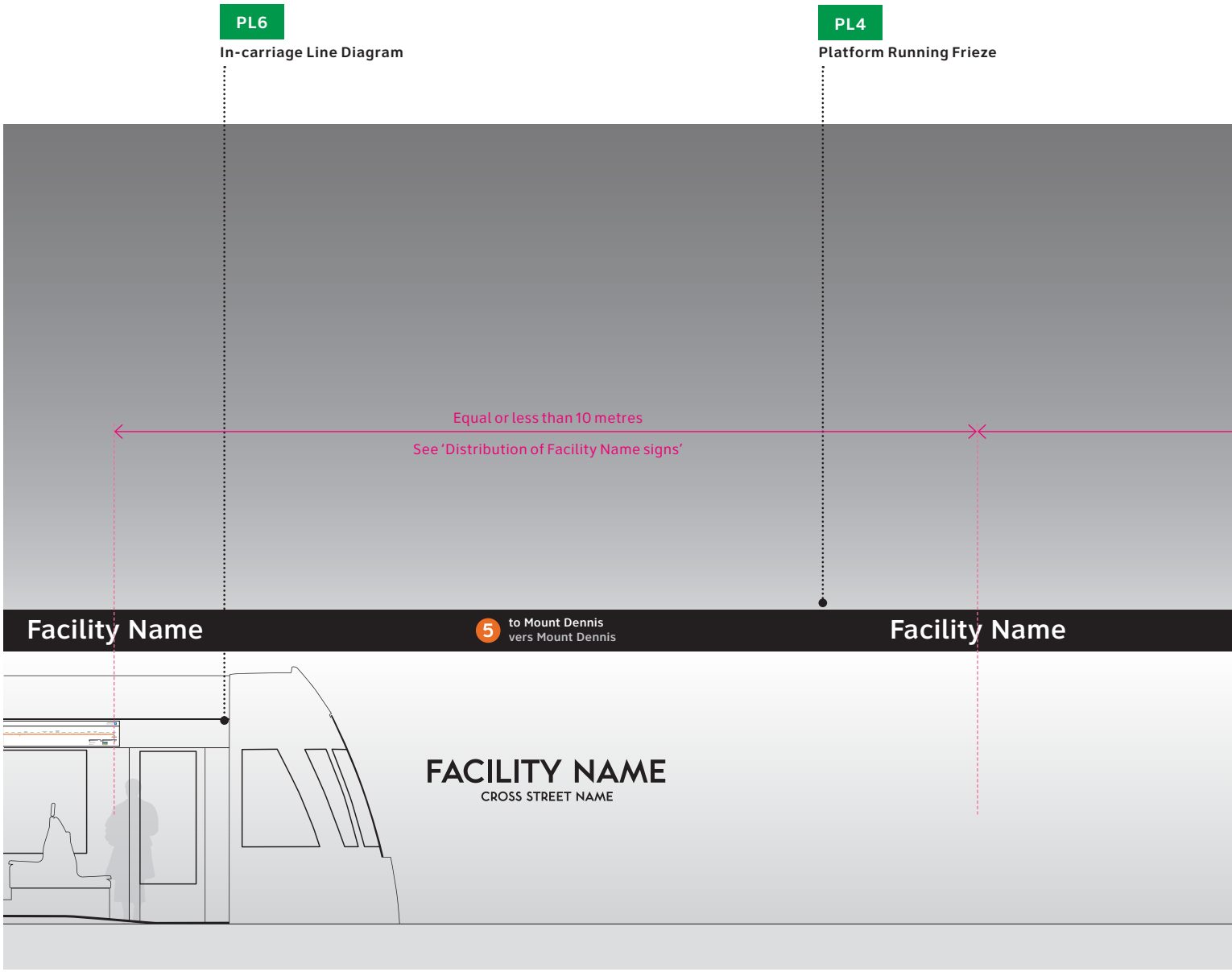

PL1
Platform
Identification
Equal or less than 10 metres
See 'Distribution of Facility Name signs'
Platform
Quai
1
Facility Name
2300mm
(2100mm
minimum)
Plan your journey Planifiez votre trajet
Facility Name



Train station platforms
Example showing station building and Facility Name signs mounted to existing posts and raised platforms.

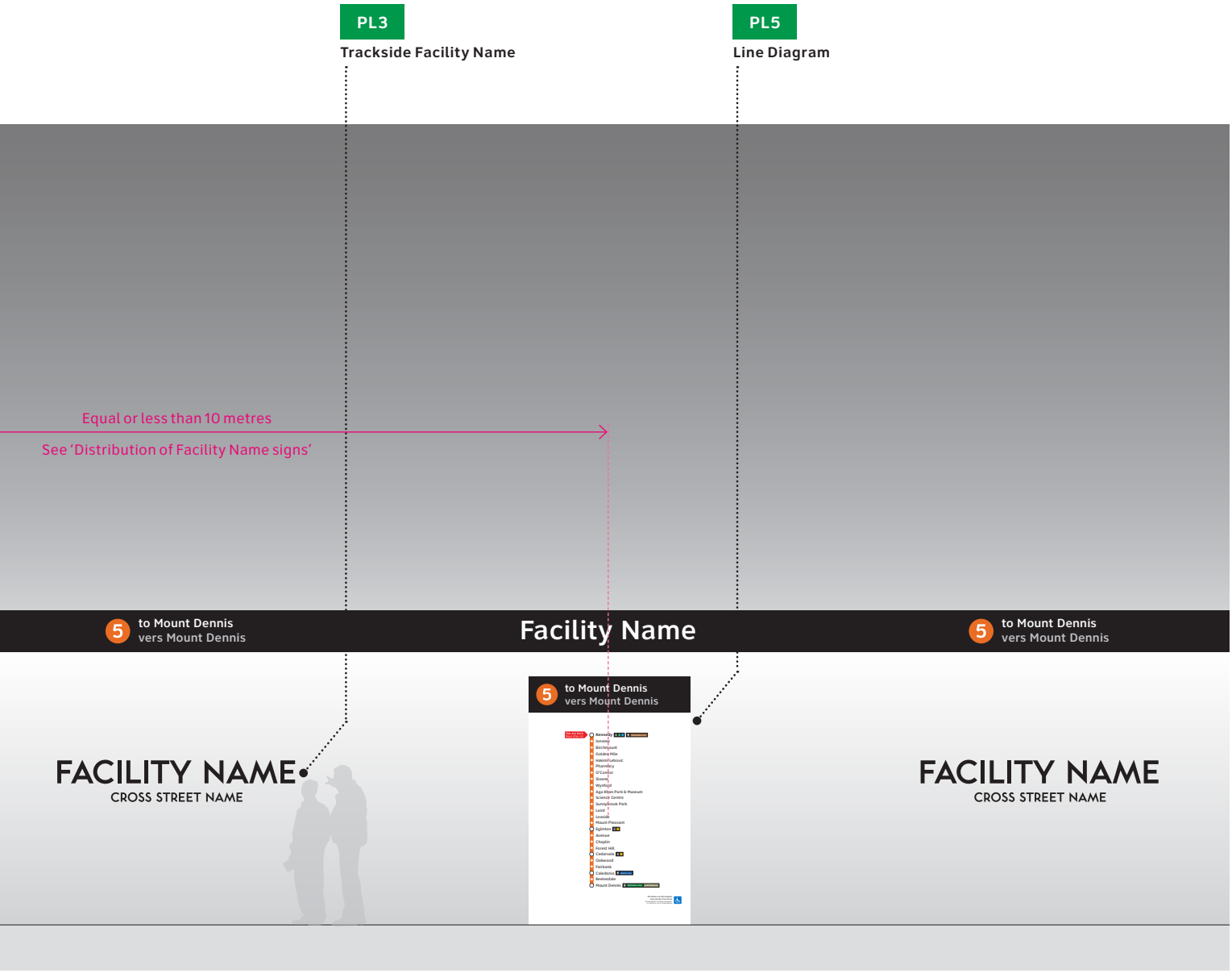
Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

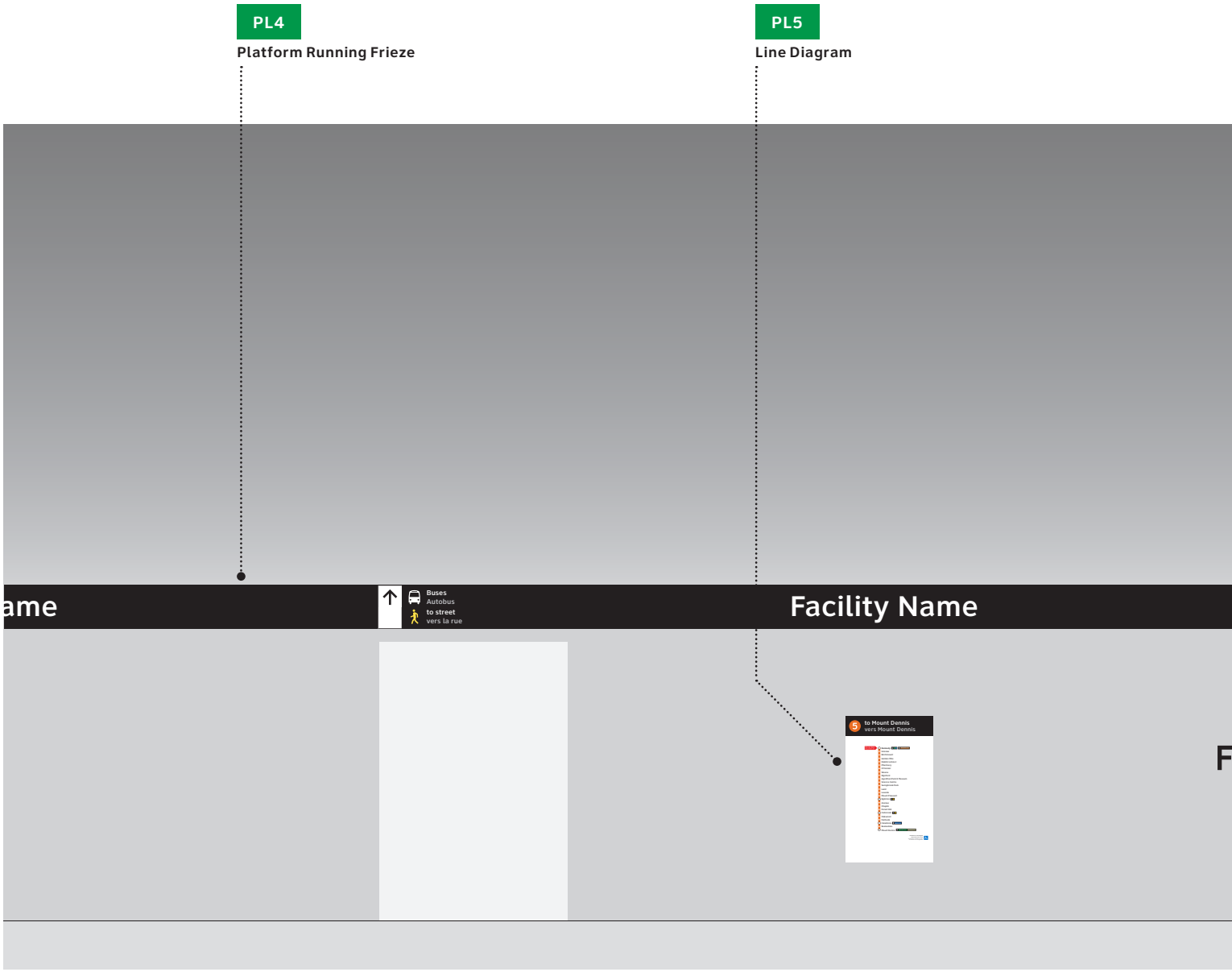

PL2
Facility Name
Equal or less than 10 metres
See 'Distribution of Facility Name signs'
Boarding
Embarquement
Facility Name
2300mm
Platform
Quai
1



Below ground subway/light rail platforms (Track side) and in-carriage

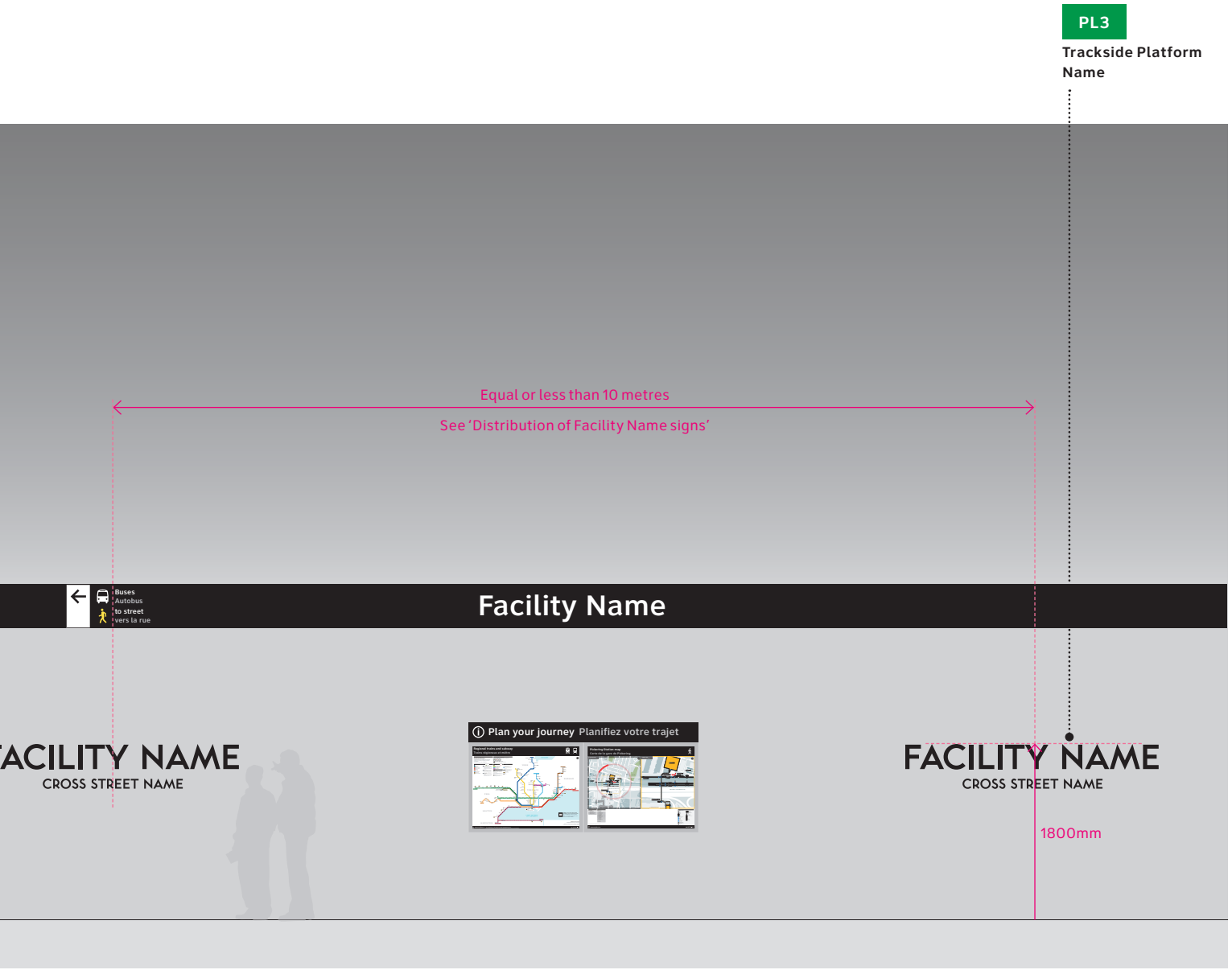
Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.

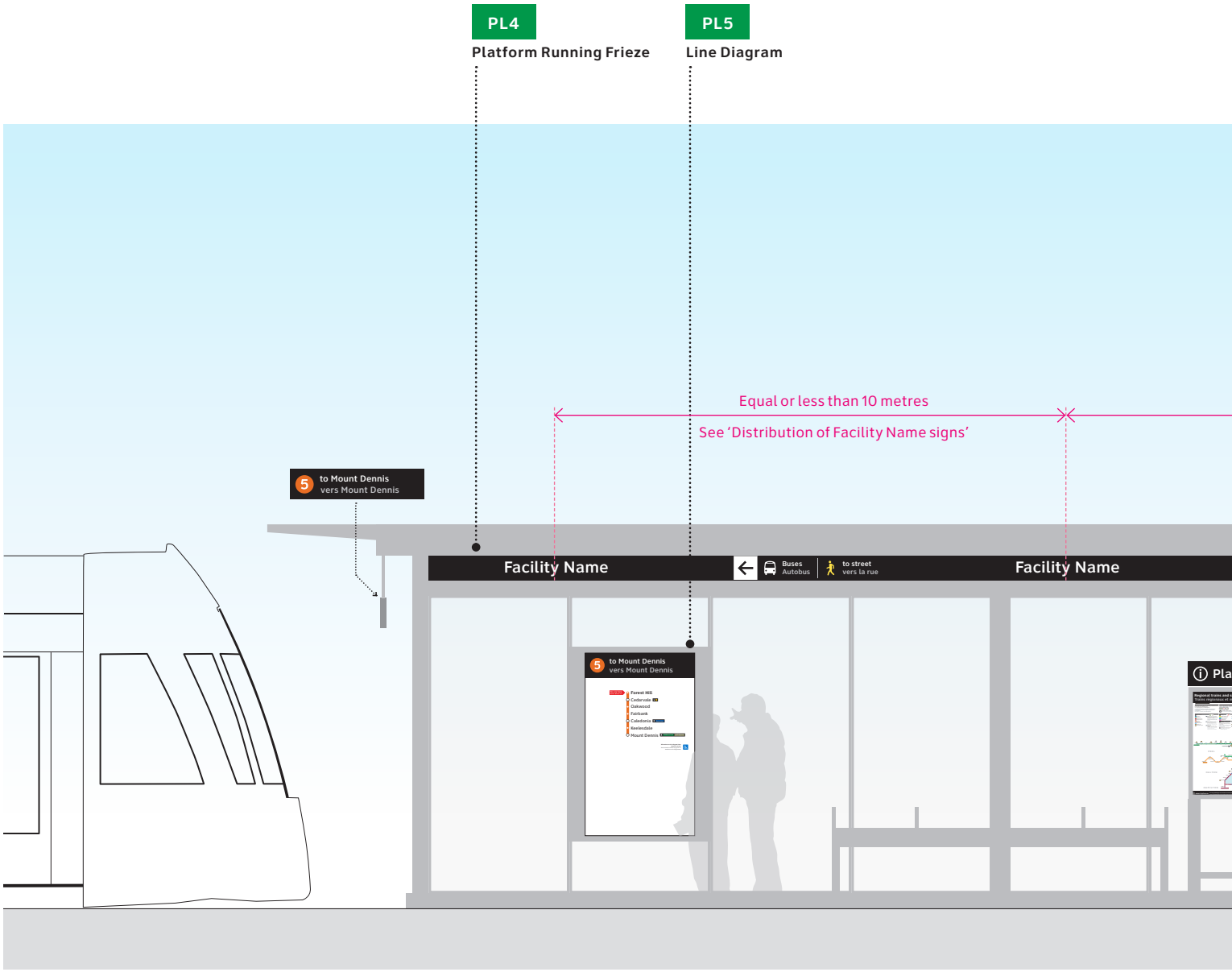

PL3
Trackside Facility Name
PL5
Line Diagram
Equal or less than 10 metres
See 'Distribution of Facility Name signs'
5 to Mount Dennis
vers Mount Dennis
Facility Name
5 to Mount Dennis
vers Mount Dennis
5 to Mount Dennis
vers Mount Dennis
FACILITY NAME
CROSS STREET NAME
FACILITY NAME
CROSS STREET NAME



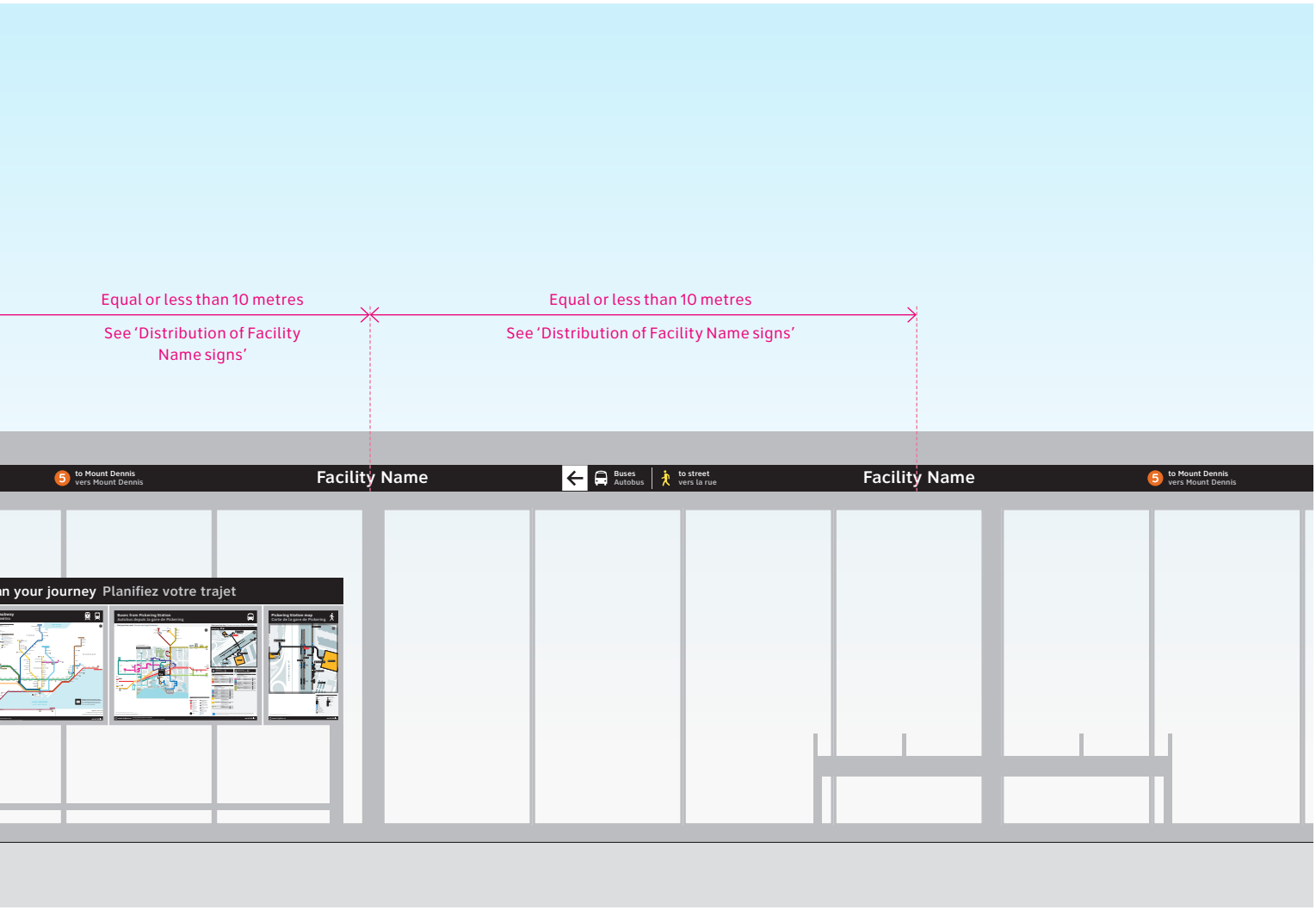
Below ground subway/light rail platforms (Platform side)

Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.


PL3
Trackside Platform Name
Equal or less than 10 metres
See 'Distribution of Facility Name signs'
Buses
Autobus
to street
vers la rue
Facility Name
Plan your journey Planifiez votre trajet
FACILITY NAME
CROSS STREET NAME
FACILITY NAME
CROSS STREET NAME
1800mm



Above ground light rail platforms

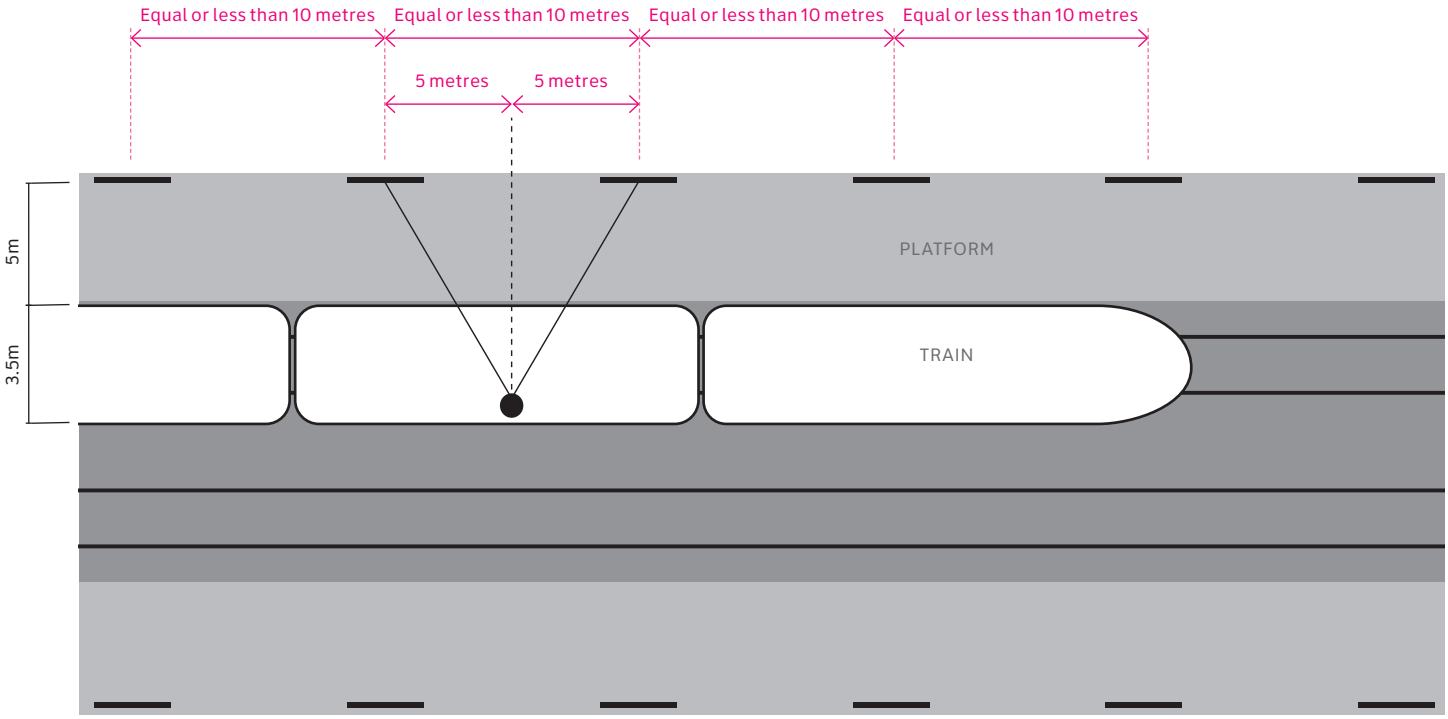

Equal or less than 10 metres
See 'Distribution of Facility Name signs'
Equal or less than 10 metres
See 'Distribution of Facility Name signs'
5 to Mount Dennis
vers Mount Dennis
Facility Name
Buses
Autobus
to street
vers la rue
Facility Name
5 to Mount Dennis
vers Mount Dennis
n your journey Planifiez votre trajet

Distribution of Facility Name signs

Facility names should be distributed to enable customers to see the facility name clearly from all locations on the train. Standard viewing distances described in Section 4.8.4 should be reviewed to ensure facility names can be comfortably read from the distances required.

Necessary distribution of facility names will vary, with the size of the platform and the type of rolling stock having an effect on sight lines and viewing distances. As a guide, facility names should be repeated along a platform at least every 10 metres. This distribution is based on an assumed train width of 3.5 metres and maximum platform depth of 5 metres. This distribution results in a maximum viewing distance of just under 10 metres.

Where a distribution of every 10 metres is not possible, facility names can be distributed up to a maximum of 15 metres apart, however Standard viewing distances described in Section 4.8.4 should be reviewed to ensure facility names can be comfortably read from the distances required.



PL1 Platform Identification

The Platform Identification sign confirms the number of the platform. It faces perpendicular to the platform edge, visible to entraining passengers.

Note: Sign is double-sided.

Scalable

Yes

- Standard x value 22.5mm
  Minimum x value 15mm

Standard sign size

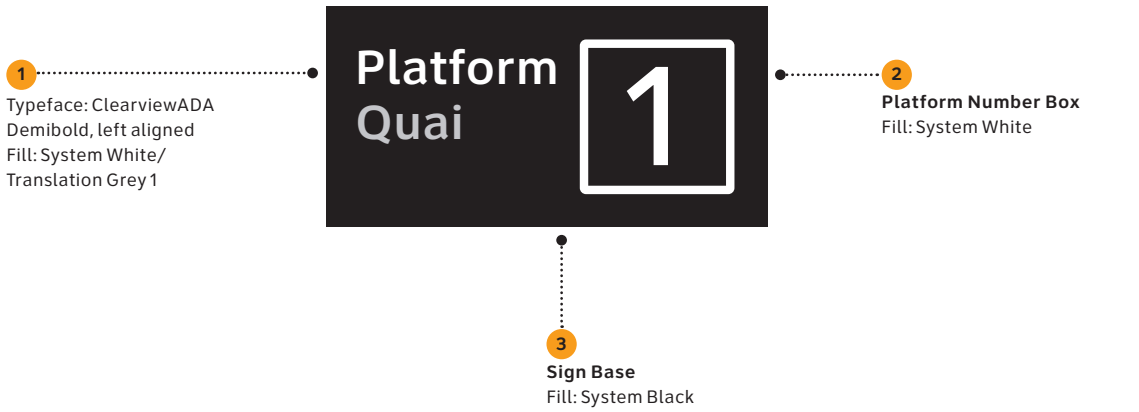
900 (w) × 450 (h) mm

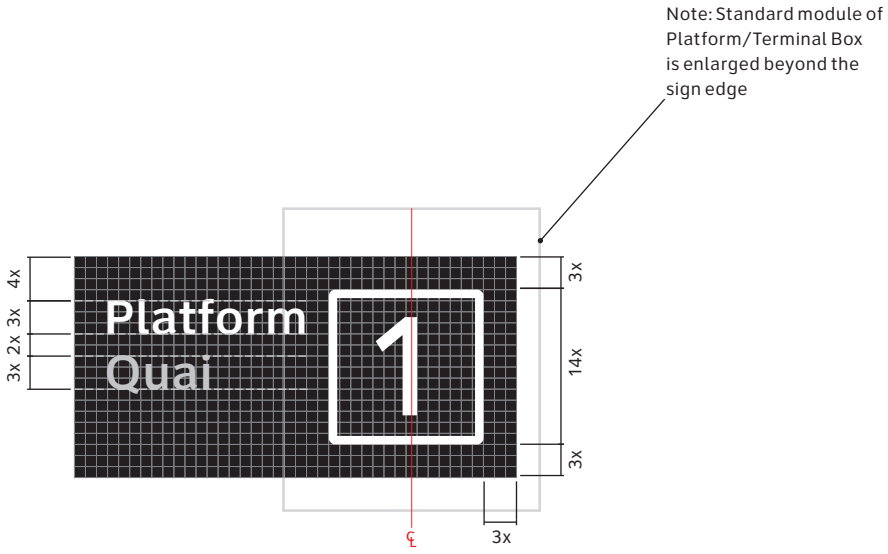
Relevant Graphic Standards

5.2.1	Core palette	85
5.4.5	Platform and terminal boxes	106

Product Approach

See Sign Implementation Manual for design intent drawings





PL2 Facility Name

The Facility Name sign confirms the facility name to detraining passengers. It is typically used at train stations where it is not possible to install a PL4 Platform Running Frieze sign.

Scalable

No

- Standard x value 15mm
  Minimum x value 15mm

Standard sign size

Variable (w) × 300 (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

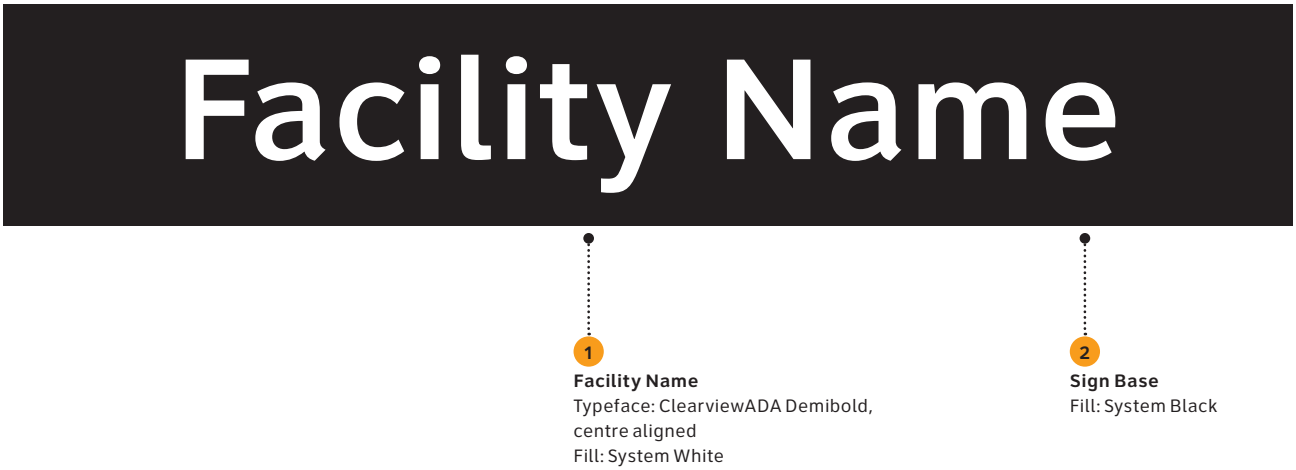
Relevant Graphic Standards

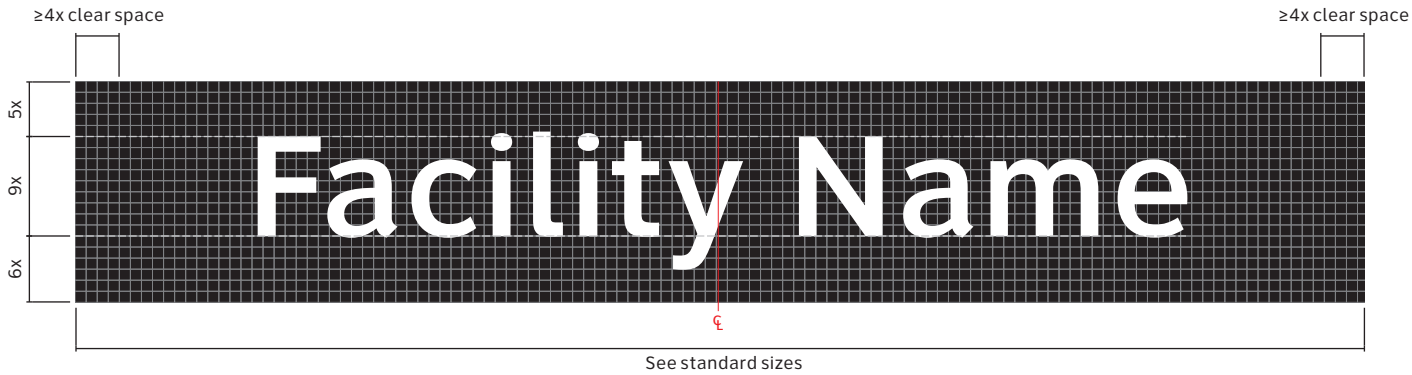
5.2.1 Core palette 85

Product Approach

See Sign Implementation Manual for design intent drawings

Standard layout





PL3 Trackside Facility Name

The Trackside Facility Name sign confirms the facility name to detraining passengers.

It is different to the Facility Name sign in that it is applied directly to the wall. Typically this sign type is only used at subway platforms or below ground light rail stations.

Scalable

Yes

- Standard x value 15mm
  Minimum x value 15mm

Standard sign size

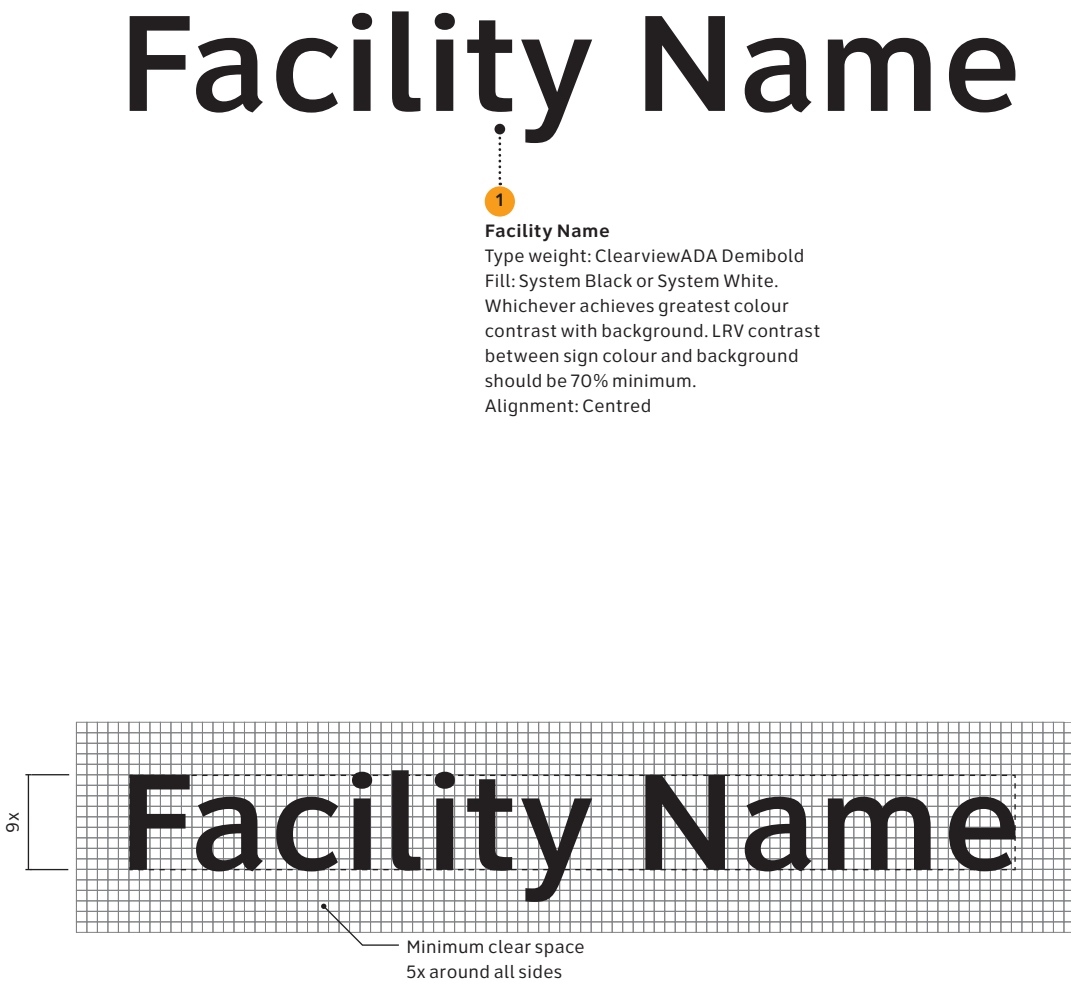
Variable (w) × 135 (h) mm

Relevant Graphic Standards

5.2.1 Core palette 85

Product Approach

See Sign Implementation Manual for design intent drawings



Though the previous example specifies a ClearviewADA font, there is flexibility around the typeface that can be used for this sign type. The font used should always be clear and legible (see Section 5.1 Typeface) but can be different to reflect the heritage or cultural significance of the facility. An example is the Bloor–Yonge Bold font that is planned for the Eglinton Line stations, which reflects the style of type historically used on the Toronto subway.

Eglinton Line example

PL4 Platform Running Frieze

The Platform Running Frieze is located above head height and runs continuously along the length of the platform. A section is shown here. The section is repeated as part of a seamless frieze.

Dependent on the transit facility, the Platform Running Frieze is installed primarily for detraining passengers on the back wall, as they exit the train. It can also be installed at the platform edge, visible to passengers looking out across the tracks. Possible content is different in these two locations, as shown.

Detraining (Platform side)
Note: above ground light rail platforms show alternating detraining and entraining sections. See page 228.

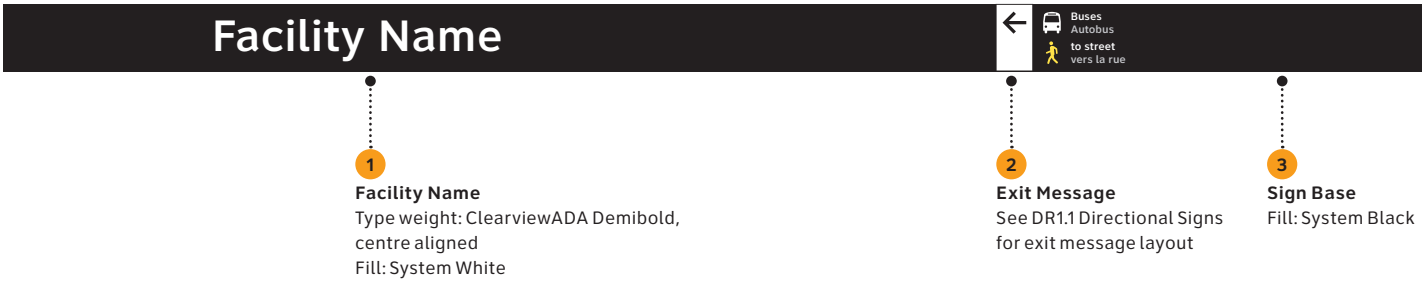
Scalable
Yes
- Standard x value 15mm
  Minimum x value 12.5mm

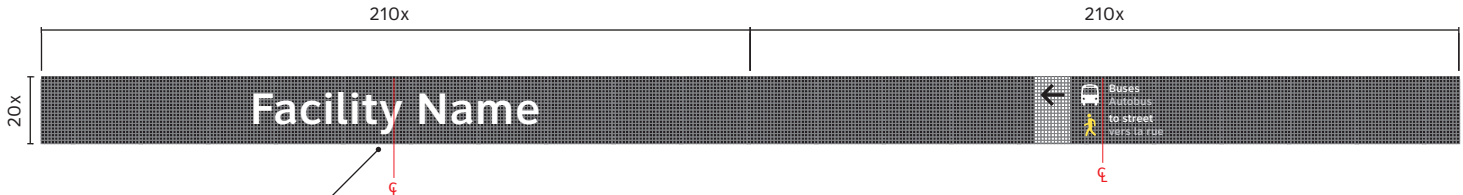
Standard sign size
Variable (w) × 300 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings





Facility name shares same proportions as the PL2 Facility Name sign

For layout of exit messages see DR1.1 Directional Signs. If the running frieze is below 300mm in height, directional information should be limited to a single row, as shown below.

Typically the exit message is centred but can be moved where necessary – to align with exits for example. Best placement of exit messaging, based on location of exits or visibility of messaging when passengers are exiting trains, is a consideration when planning the distribution of the facility name.

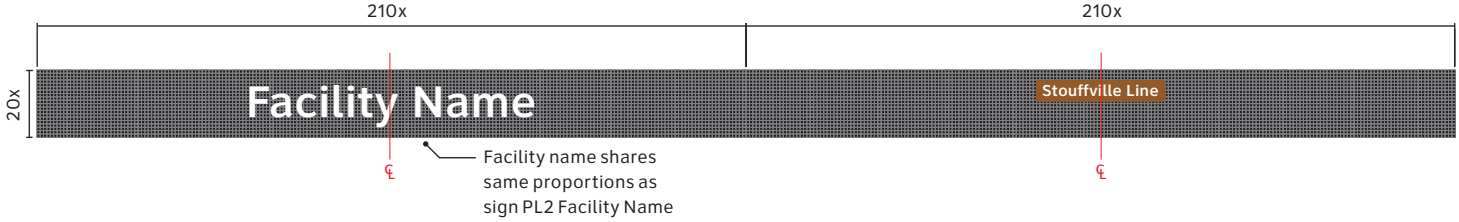
The space can be left blank if no messaging is required.

Entraining (Track side)
Note: above ground light rail platforms show alternating detraining and entraining sections. See page 228.

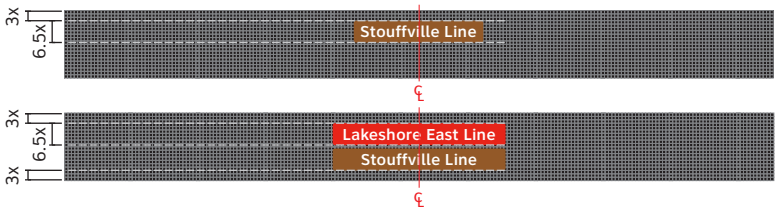
1
Facility Name
Type weight: ClearviewADA Demibold, centre aligned
Colour: System White

2
Train Line Lozenge or Subway/Light Rail Line Code
See Section 5.4.3 and 5.4.4

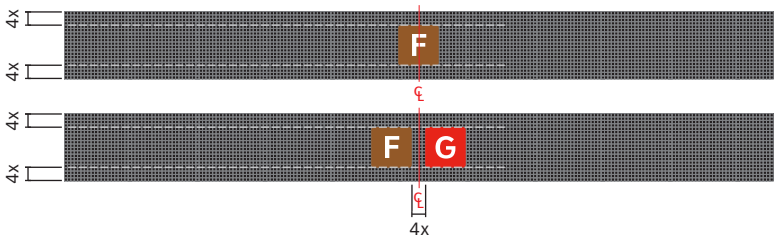
3
Sign Base
Fill: System Black



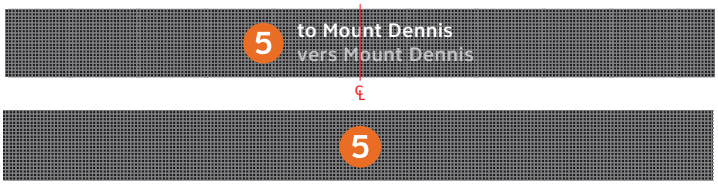
Train line lozenge/code
Train line lozenges are shown on track side Platform Running Frieze signs as specified here. See Section 5.4.3 for detail on Train line lozenges.



As train line codes are introduced they should use the layout specified here. See Section 5.4.3 for detail on Train line codes.



Subway/light rail line code
Subway or light rail line codes should use the layout shown here, with the line code and terminus centered within the space. Refer to Section 5.5 Basic Layout for guidance on arrangement of line code and terminus.



PL5 Line Diagram

Line Diagrams are used to confirm the route that is served from the platform.

A strong You Are Here marker indicates the transit facility that you are at. Connections to other lines are shown alongside the relevant station names.

Line diagram signs are typically mounted at 1350mm to the centre of the sign to ensure that the line diagram section of the sign is at an accessible height.

Layout for train lines
Line Diagrams for GO Train lines show stops along the line in both directions from the transit facility. This is because trains can operate in either direction from a single platform. The direction of travel (Westbound, Eastbound, etc.) is indicated in the left column.

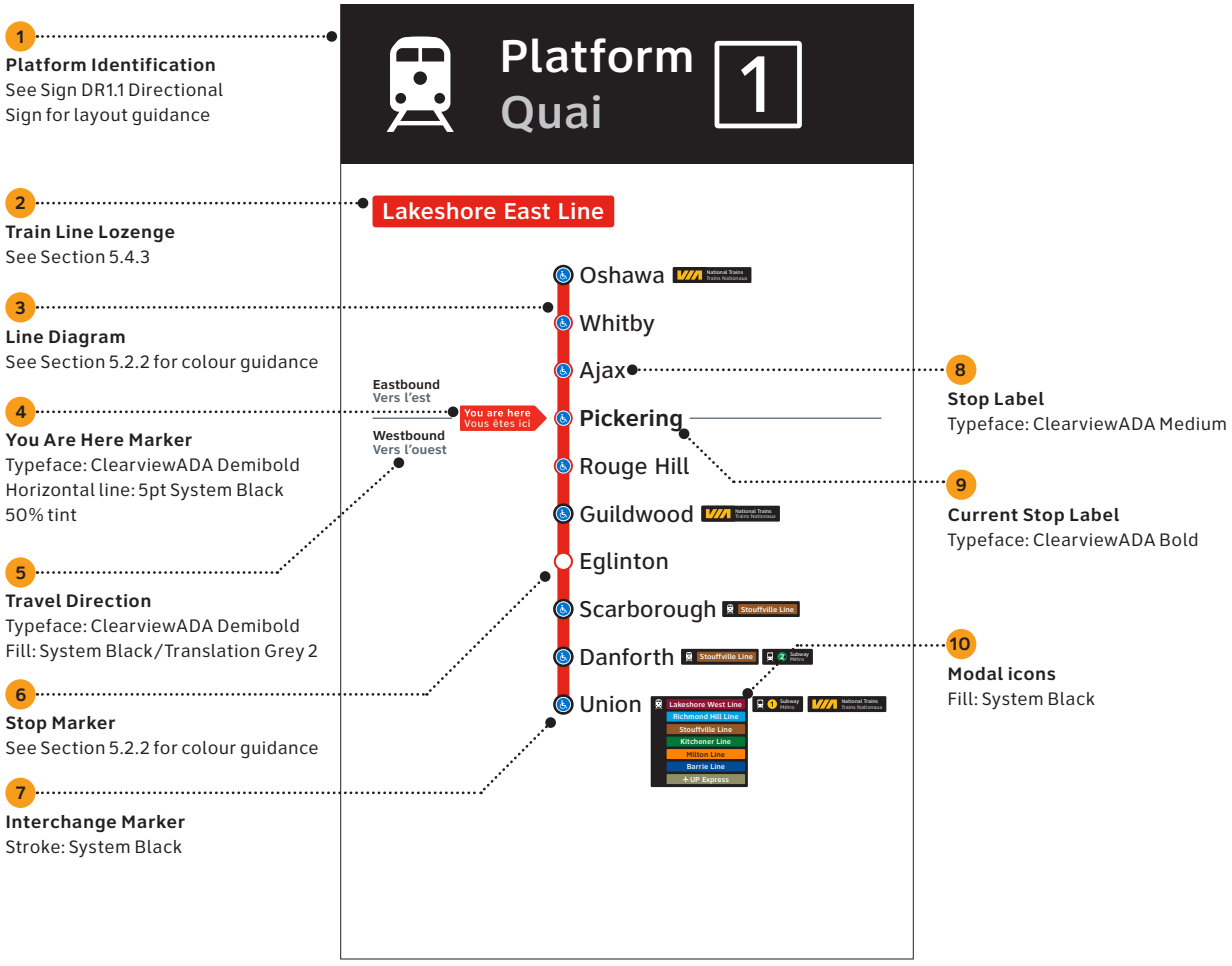
Scalable
Yes
- Standard x value 25mm
  Minimum x value 15mm

Standard sign size
900 (w) × 1500 (h) mm

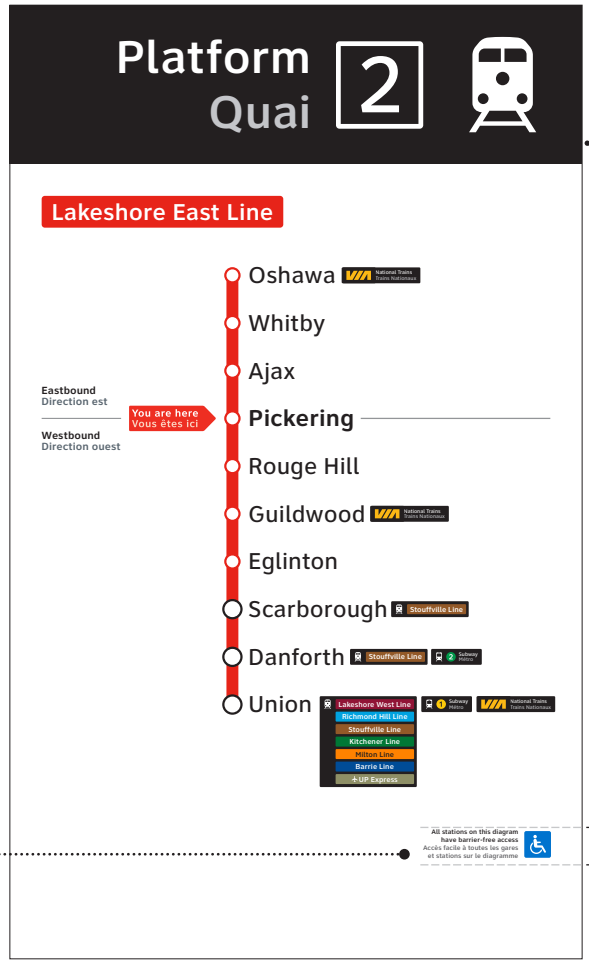
Relevant Graphic Standards

5.2	Colour	84
5.2.2	Train, subway & light rail line palette	86
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



Alternatives

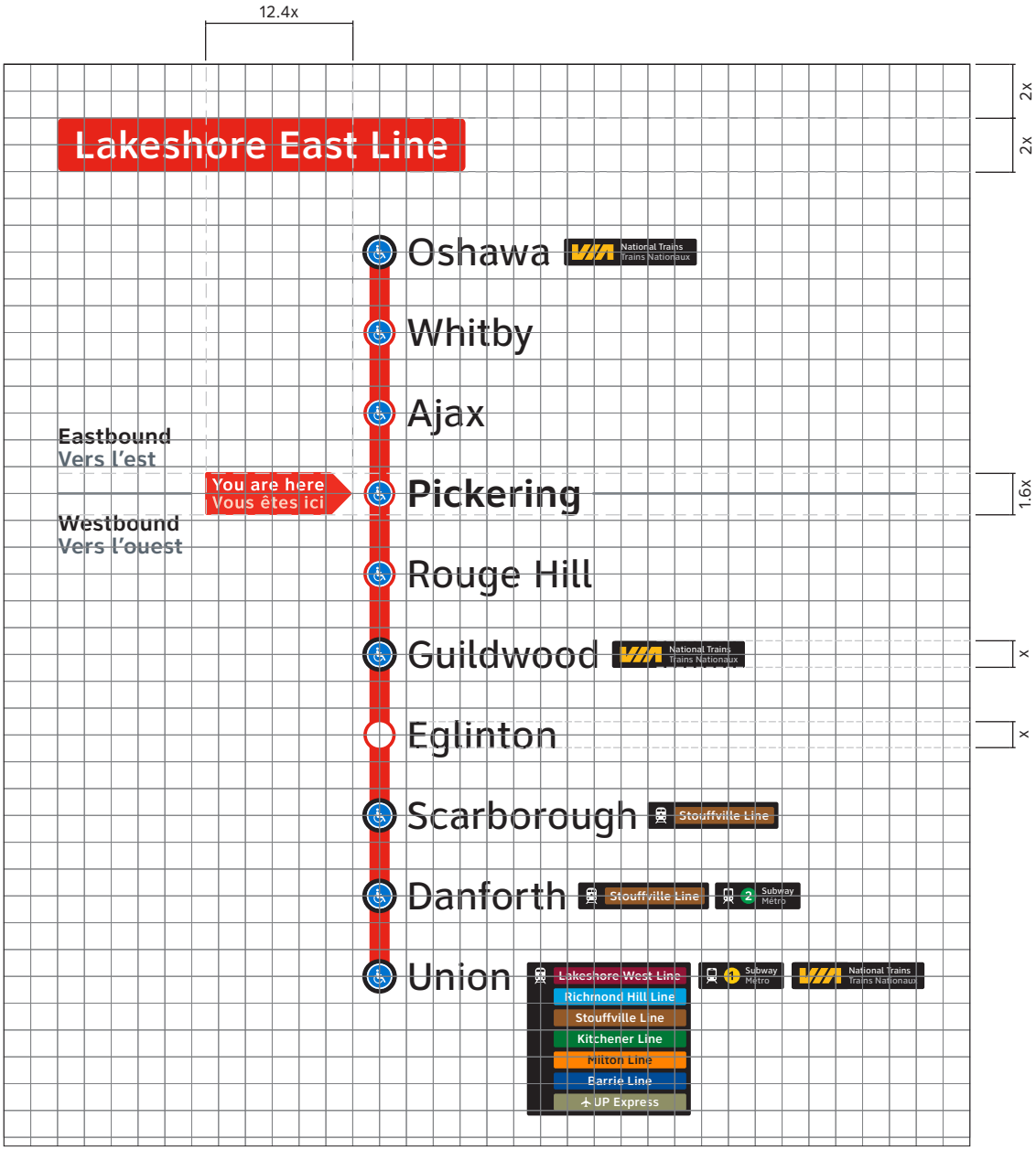


Platform Identification can be aligned to reflect the location of the platform relative to the sign

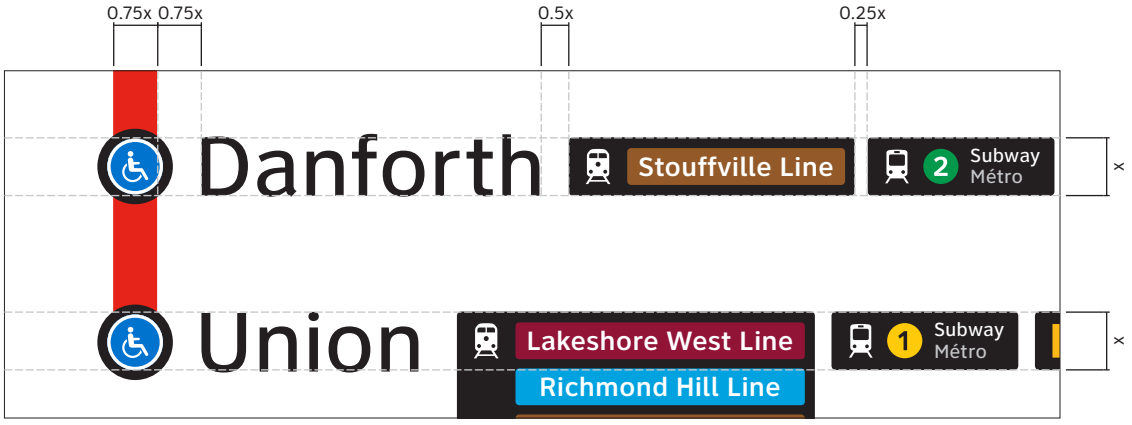
11

Accessibility Note
Typeface: ClearviewADA Medium

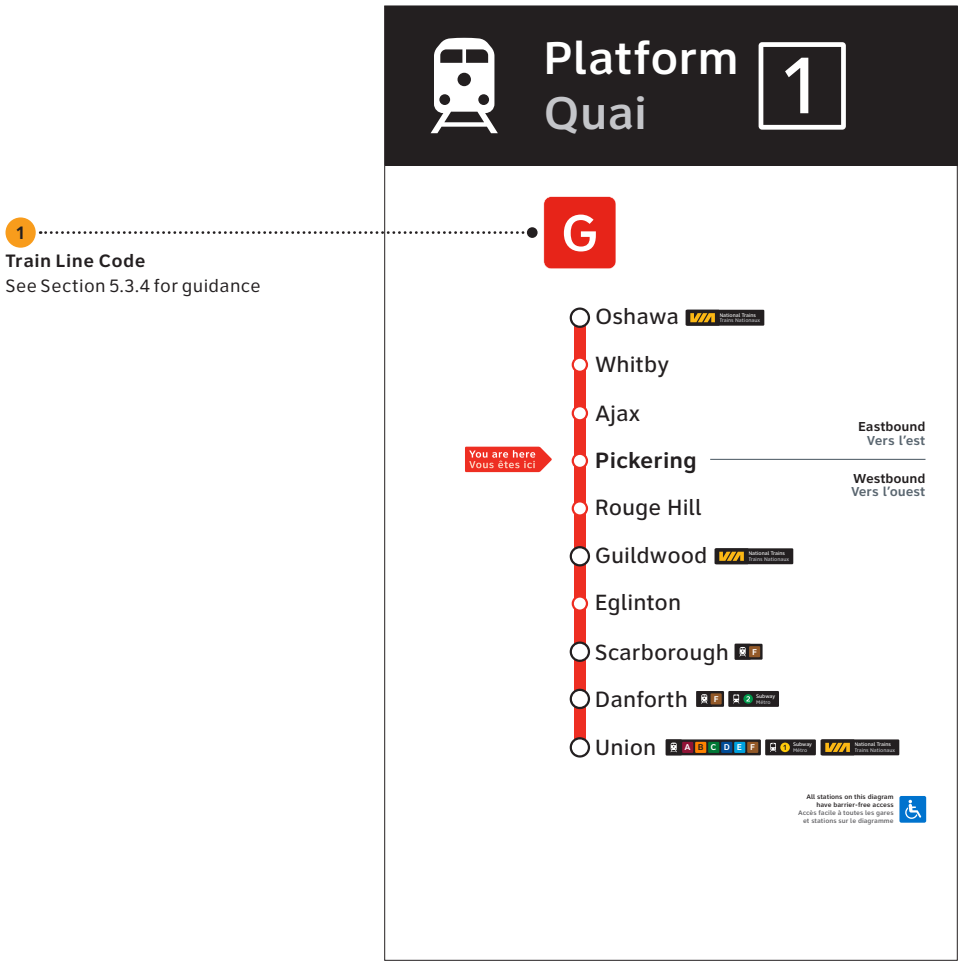
Where all stops are barrier-free, an accessibility note is added to bottom right of the panel. Barrier-free Access icon is removed from Stop markers.

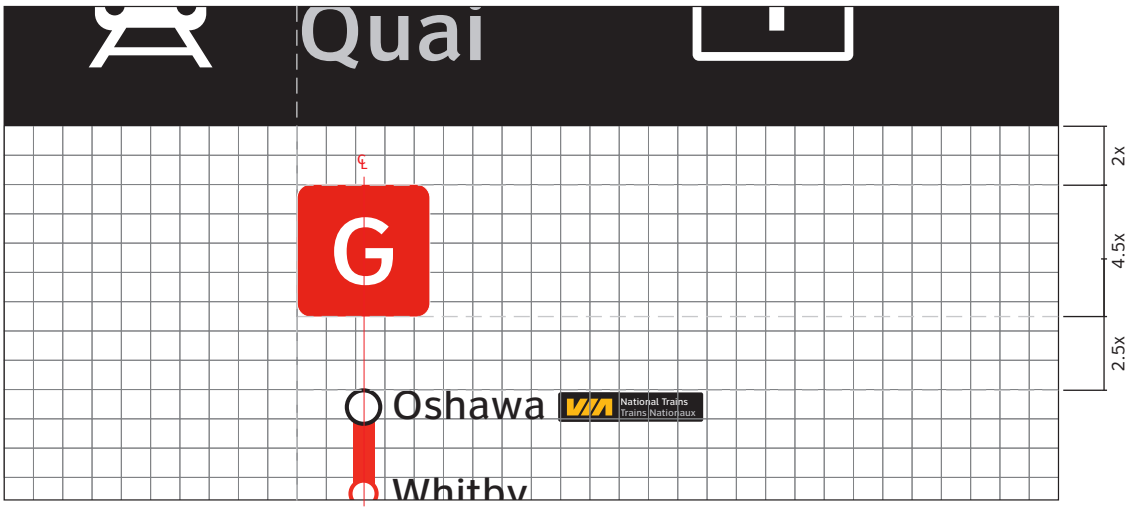


See Section 5.4.7 for detail on lock-ups of modal icons and corresponding text.



Layout with train line codes





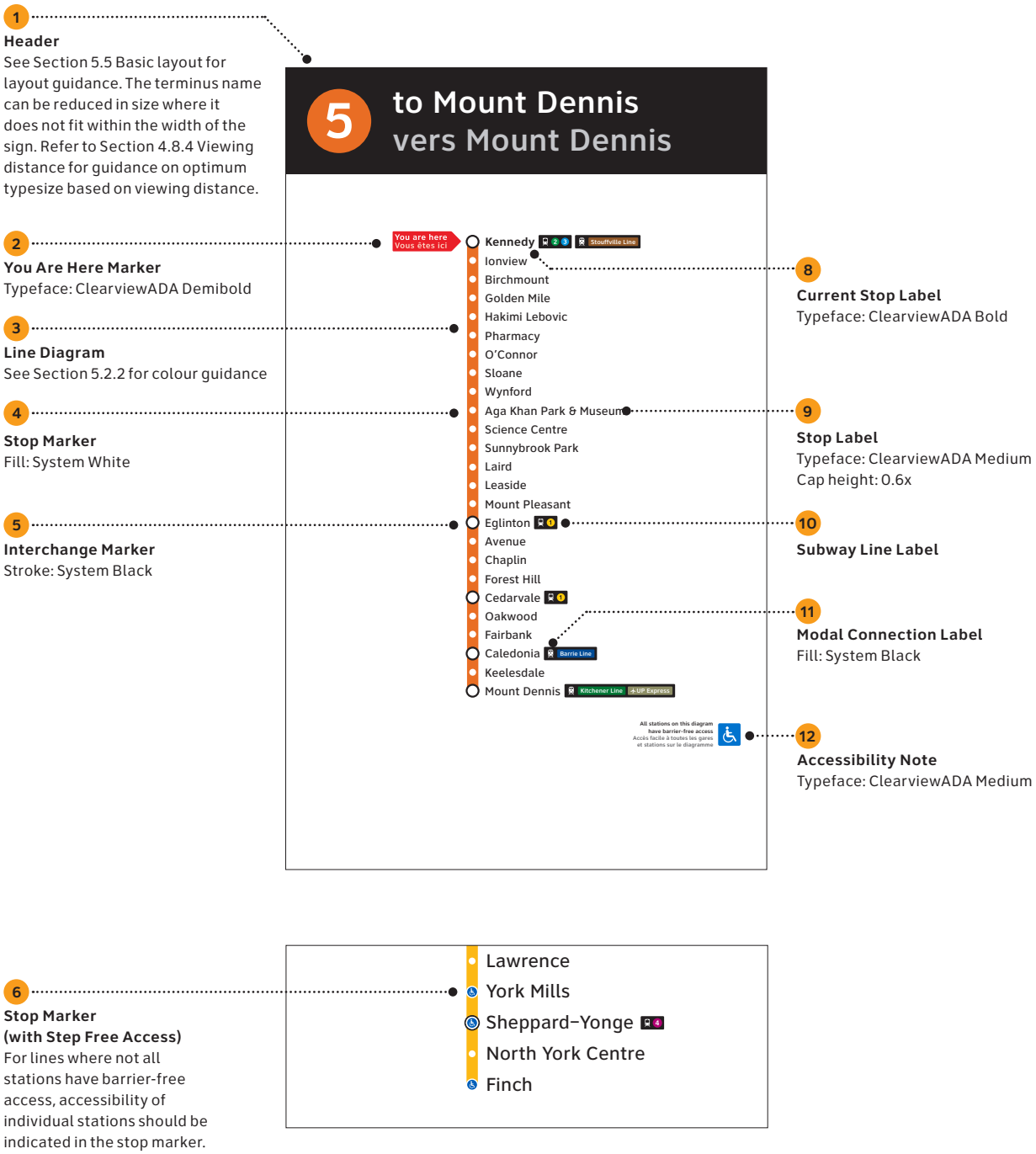
Layout for subway/light rail lines
As trains from single platforms go in the same direction, Line Diagrams for subway/light rail lines only feature stops that are along the line ahead. Line Diagrams for use at subway/light rail facilities do not show the stops that the train has already visited.

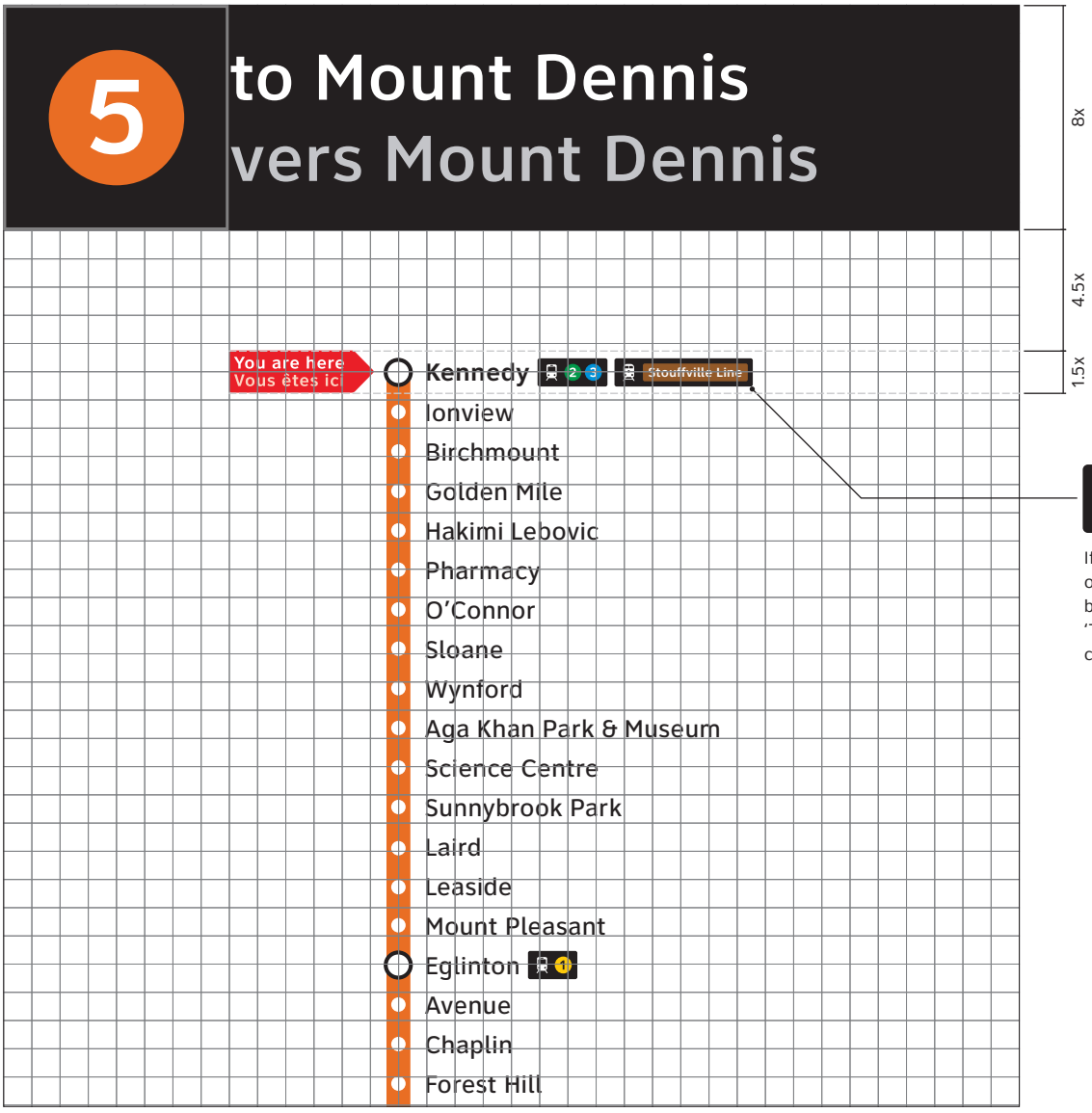
Three type and icon size variations may be used, depending on the number of stops to be shown.

1 to 20 stops
Text cap height: 1x
Icon height: 1.5x

21 to 30 stops
Text cap height: 0.6x
Icon height: 1.25x

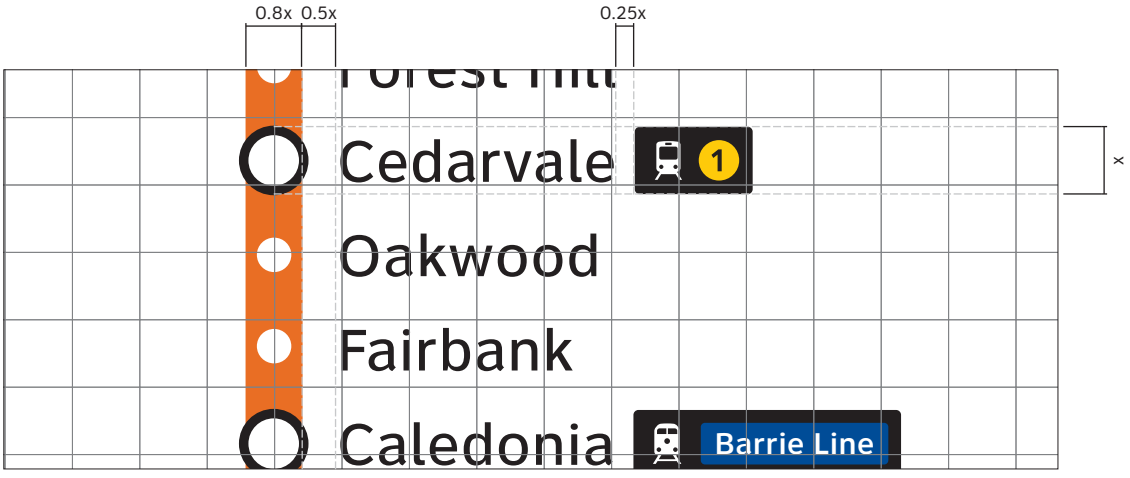
31 and above
Text cap height: 0.5x
Icon height: 1x





See Section 5.4.7 for detail on lock-ups of modal icons and corresponding text.

If Train line codes are used in place of train line lozenges, they should be labelled in this way – displaying 'Trains' to the right of the train line code.



PL6 In-carriage Line Diagram

In-carriage Line Diagrams provide a detailed view of the current transit line for customers on train carriages.

Connections to other lines are shown alongside the relevant station names.

In-carriage Line Diagrams are not scalable because they are designed to fit specific locations within trains.

Scalable
No

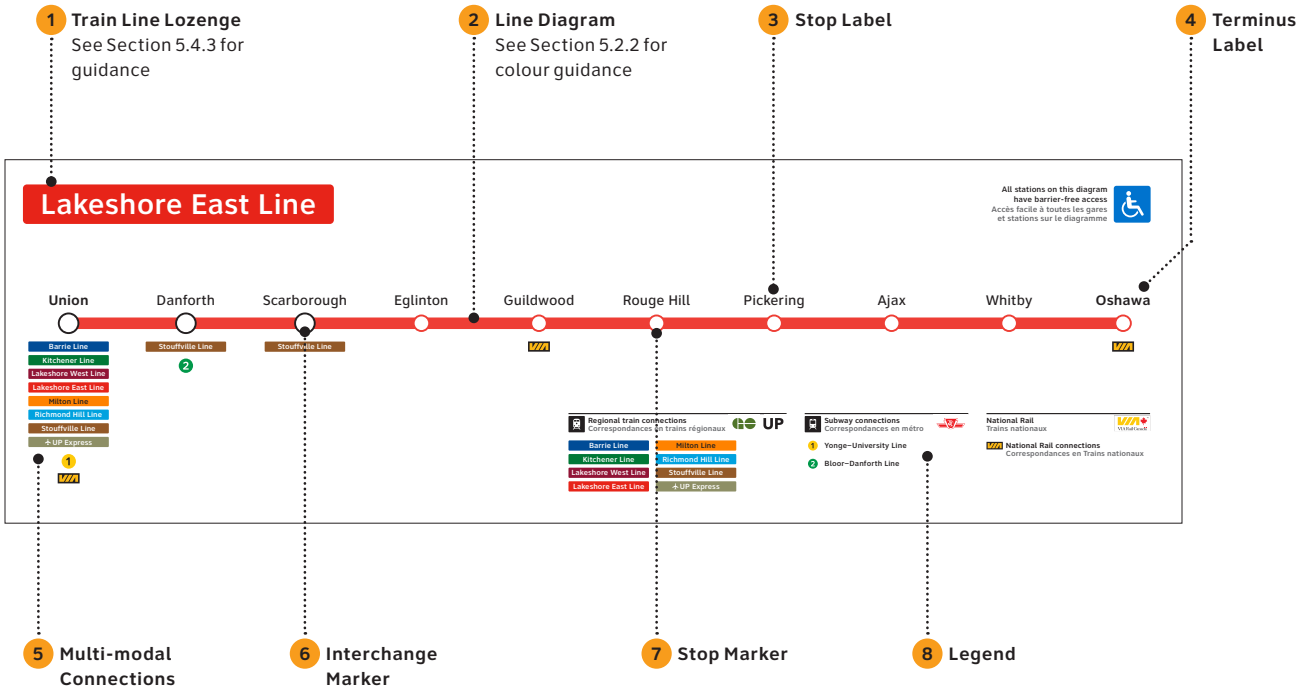
- Train Line Diagram
  Paper size: 36 × 12in
  Artwork size: 864 × 267mm (34 × 10.5in)
- Subway & Light Rail Line Diagram
  Paper size: 70.5 × 11in

Relevant Graphic Standards

5.2	Colour	84
5.2.2	Train, subway & light rail line palette	86
5.3	Iconography	91
5.4.7	Graphic symbols for mapping	109
5.5	Basic layout	113

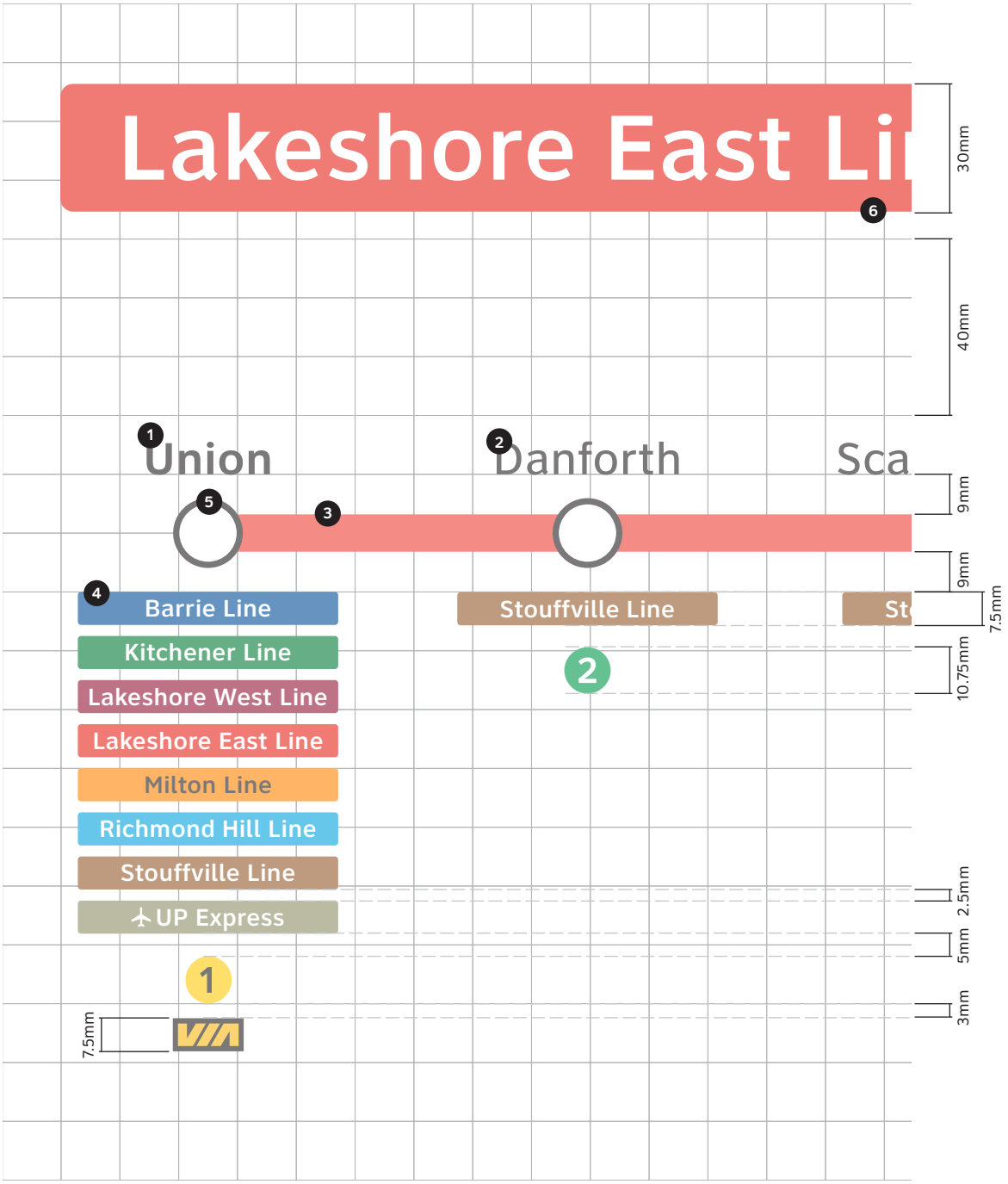
Product Approach
See Sign Implementation Manual for design intent drawings

Train Line Diagram
(Artwork size shown)
Note: currently this single line approach may not be possible on GO services as vehicles are not specific to individual lines. Metrolinx to be consulted on current approach.

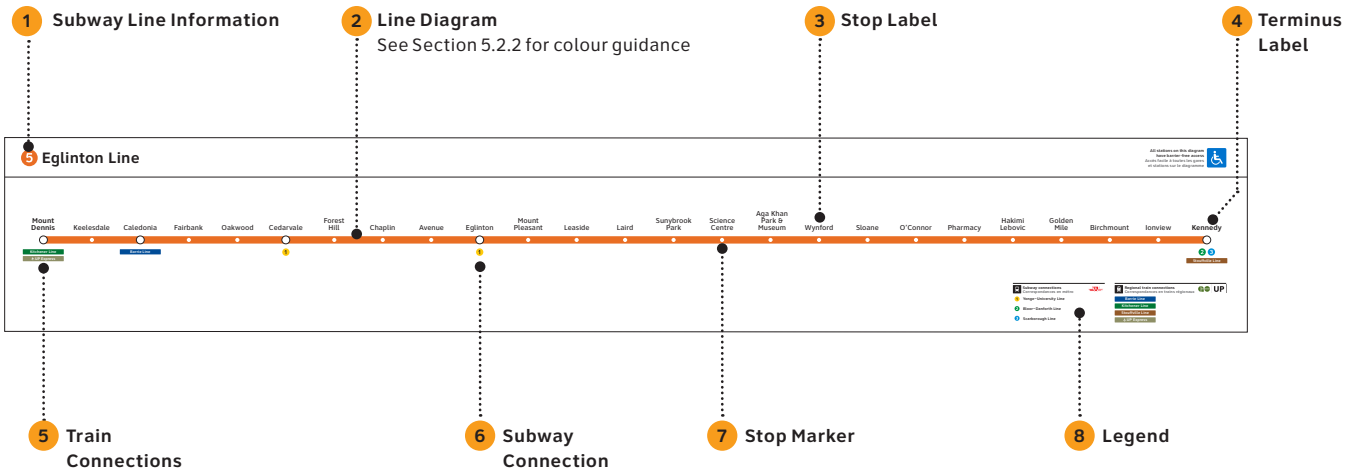


1. **Terminus label**
   Typeface: ClearviewADA Bold 30pt
2. **Stop label**
   Typeface: ClearviewADA Medium 30pt
3. **Line Diagram**
   Stroke: 24pt
4. **Multi-modal connections**
   Alignment: Centred
   See Section 5.4 for proportions
5. **Interchange marker**
   Diameter: 13mm
   Stroke: System Black 4pt outside

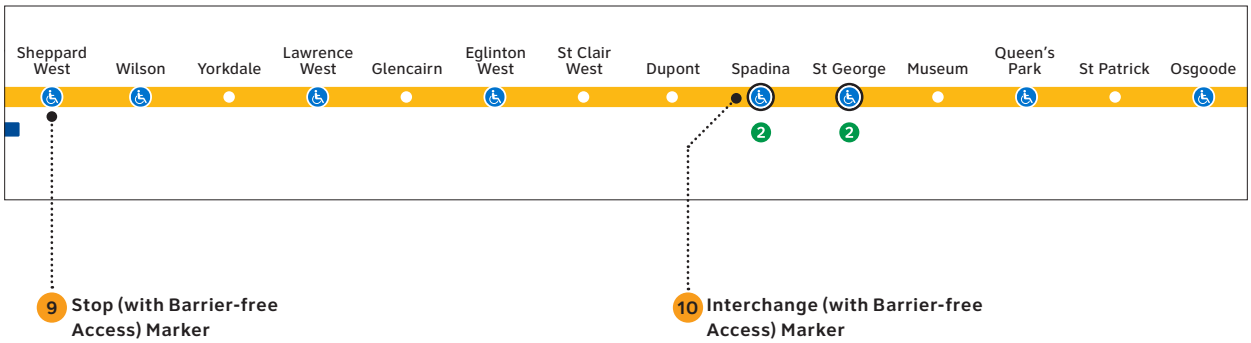
   Stop marker
   Diameter: 10mm
   Stroke: 4pt outside (See Section 5.2 for colour guidance)
6. **Train line lozenge**
   See Section 5.4.3 for proportions



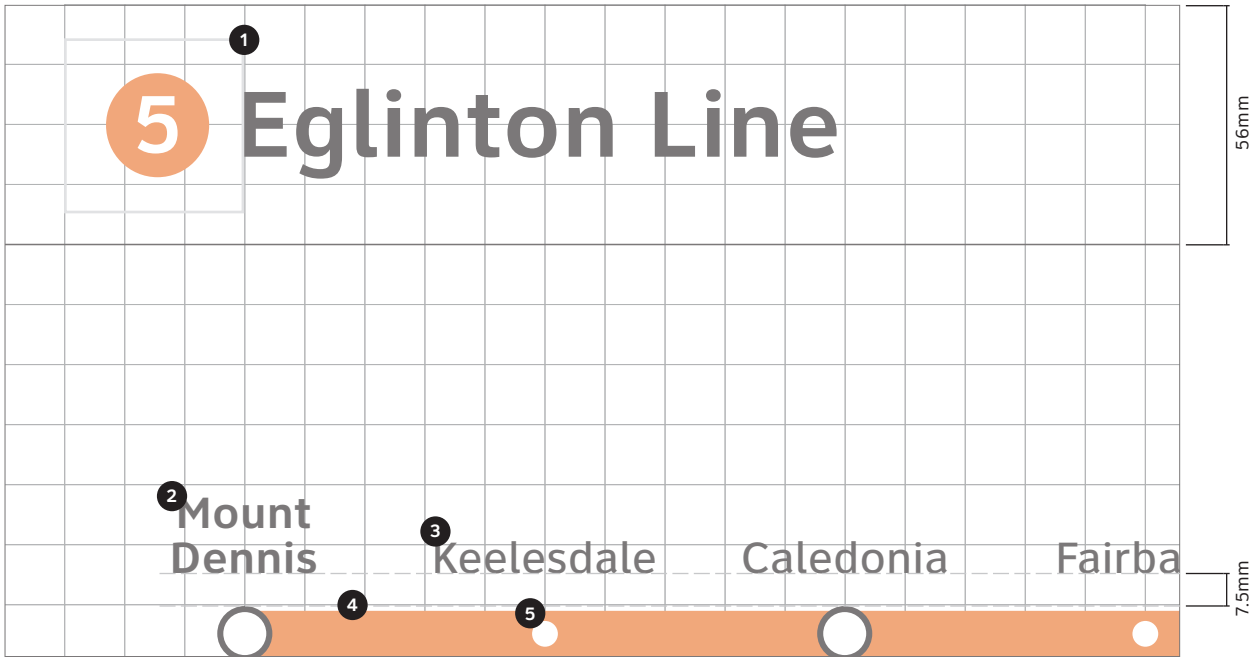
Subway/Light Rail Line Diagram

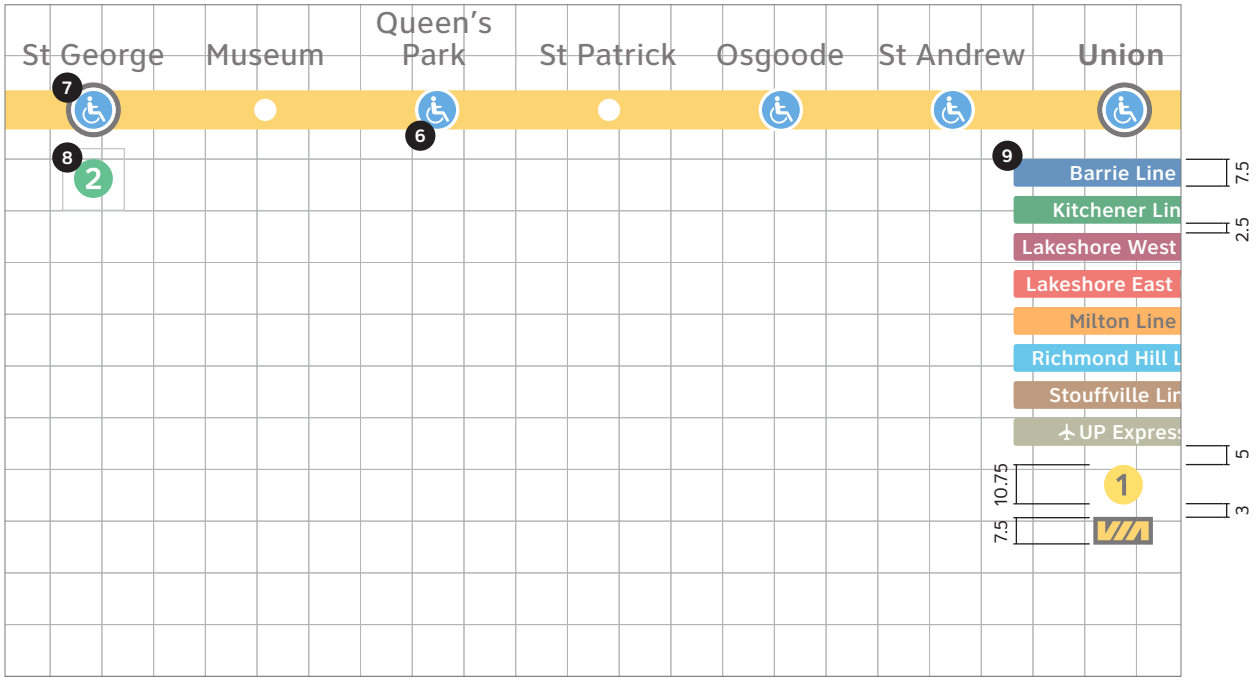


For lines where not all stations have barrier-free access, accessibility of individual stations should be indicated in the stop marker.



1. **Subway Line**
   Icon height: 40mm
   Typeface: ClearviewADA Bold 64pt
2. **Terminus label**
   Typeface: ClearviewADA Bold 30pt (24pt where required to fit a larger amount of stops)
3. **Stop label**
   Typeface: ClearviewADA Medium 30pt
   (24pt where required to fit a larger amount of stops)
4. **Line Diagram**
   Stroke: 30pt
5. **Stop marker**
   Diameter: 6mm
6. **Stop (with barrier-free access) marker**
   Diameter: 12mm
7. **Interchange (with barrier-free access) marker**
   Diameter: 12mm
   Stroke: System Black 4pt outside
8. **Subway line code**
   Height: 17.5mm
9. **Multi-modal connections**
   Alignment: Centred
   See Section 5.4 for proportions





6.7 Bus bay/stop signs

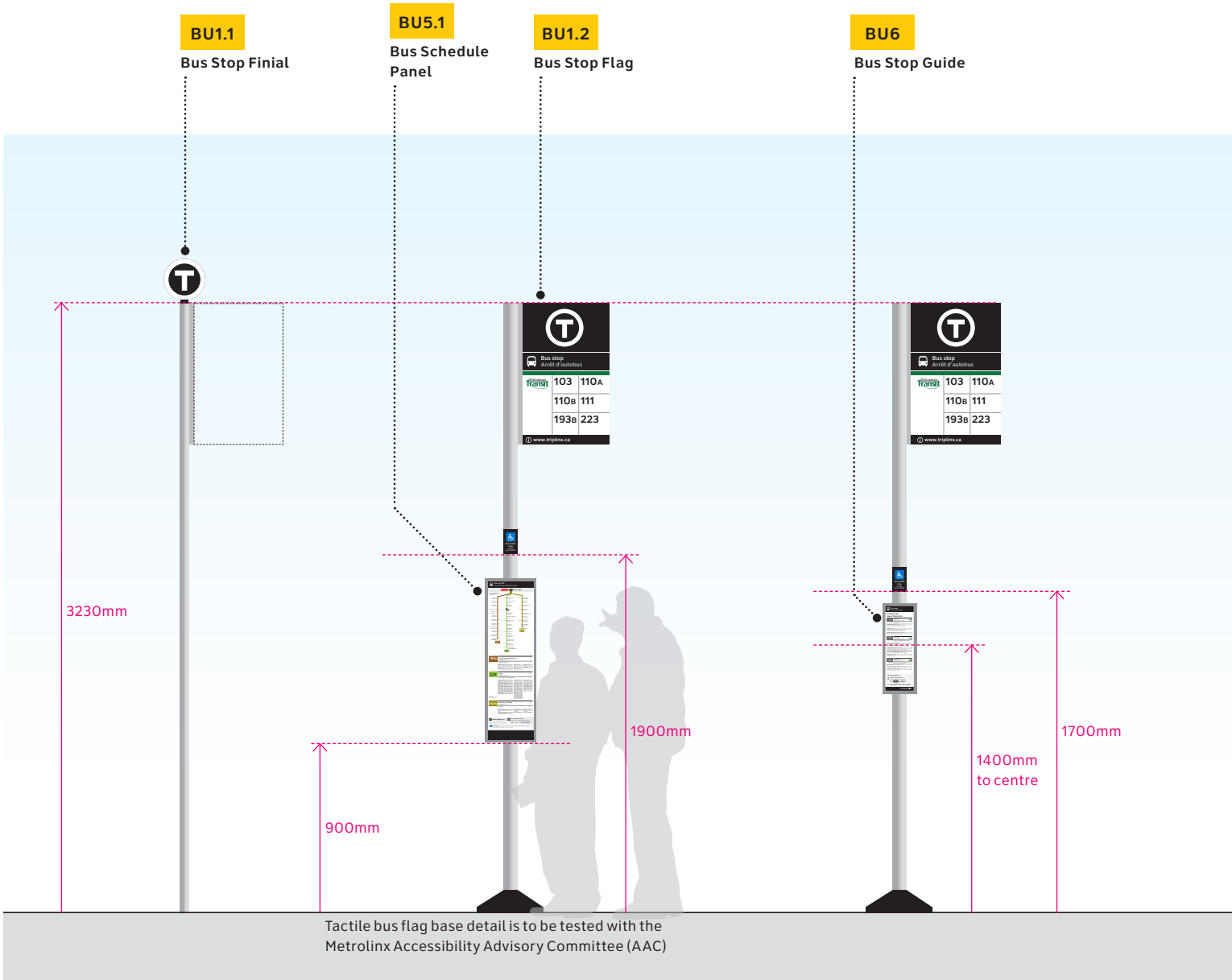
Signs used to identify bus services, typically in these situations:

- At bus terminals or bus loops
- Stand alone street side stops

Ideally signage should be fixed to standard design poles, with conical bases to aid with recognition by users with visual impairments. Signage can also be fixed to existing poles and shelters if this is not possible.

Bus stops

Dependent on operator assigned importance, a stop could feature a standard Bus Stop Flag with full detail of route schedules, down to a simple Bus Stop Flag that highlights a stop location. The different 'levels' of bus stop product are shown below.

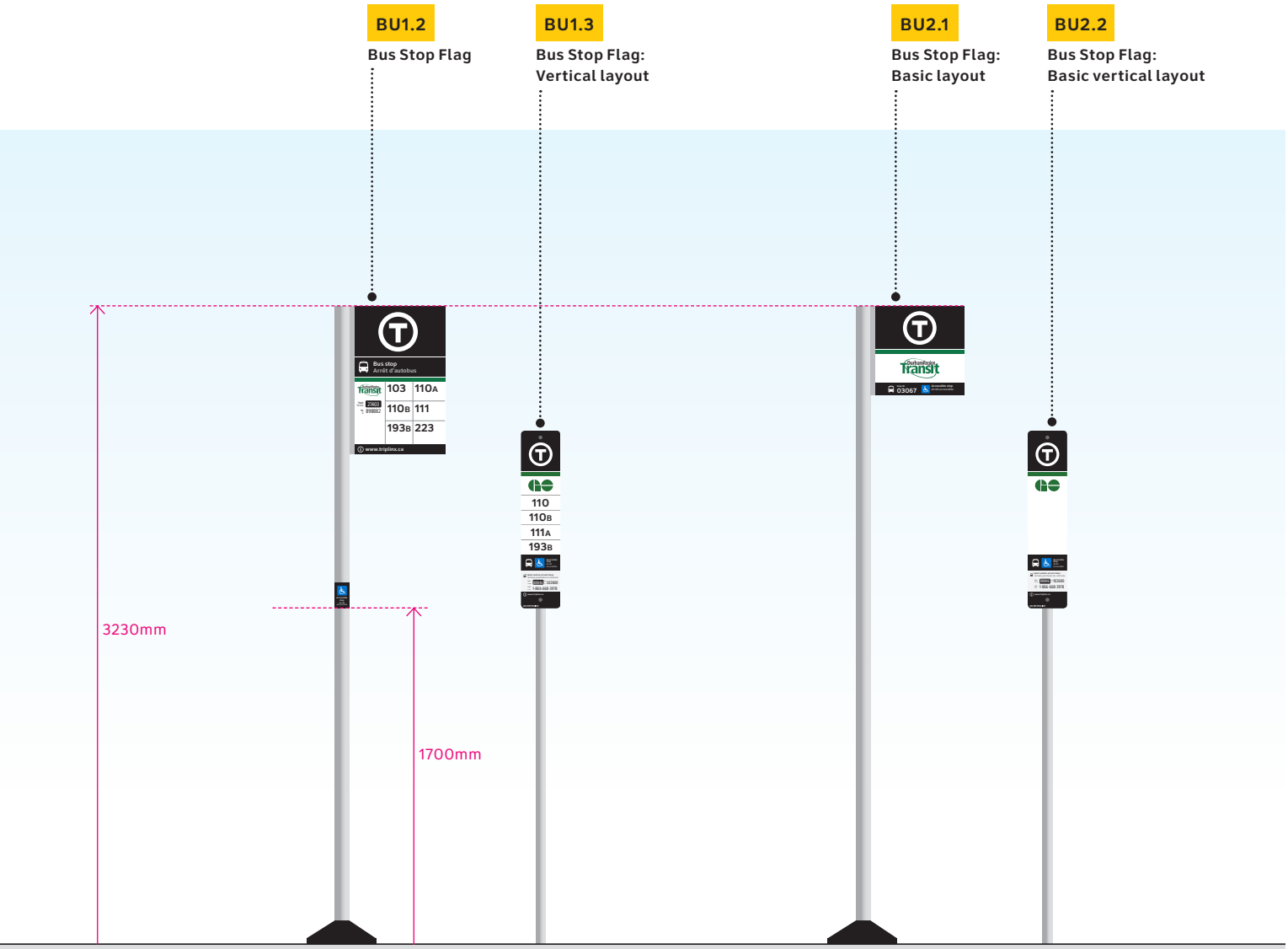


Tactile bus flag base detail is to be tested with the Metrolinx Accessibility Advisory Committee (AAC)

LEVEL 1
Primary bus stop
BU1.2 Bus Stop Flag: Standard layout
BU5 Bus Schedule Panel

LEVEL 2
Secondary bus stop
BU1.2 Bus Stop Flag: Standard layout
BU6 Bus Stop Guide

Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.



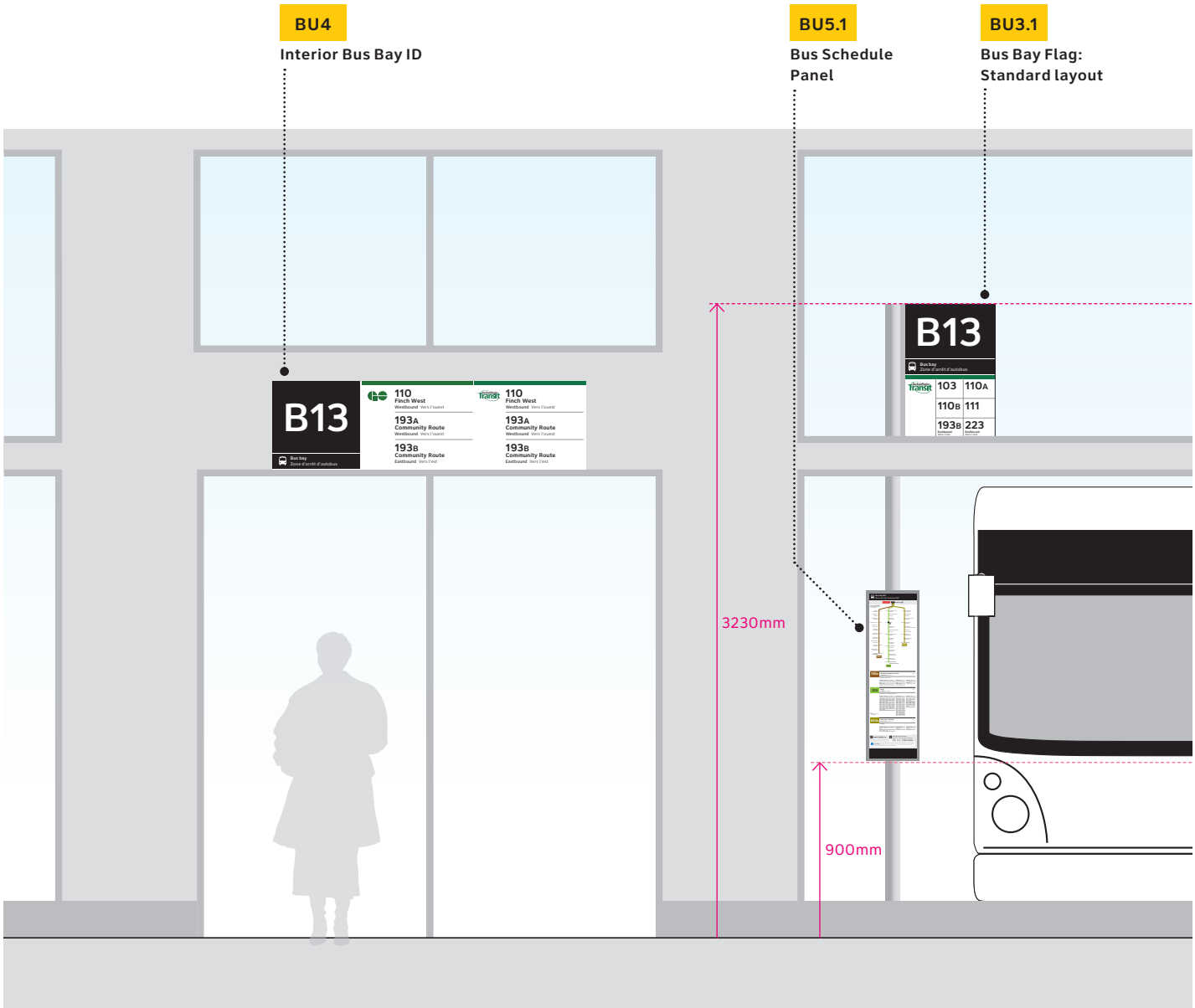
LEVEL 3
Tertiary bus stop
BU1.1 Bus Stop Flag: Standard layout
/BU1.2 Bus Stop Flag: Vertical layout

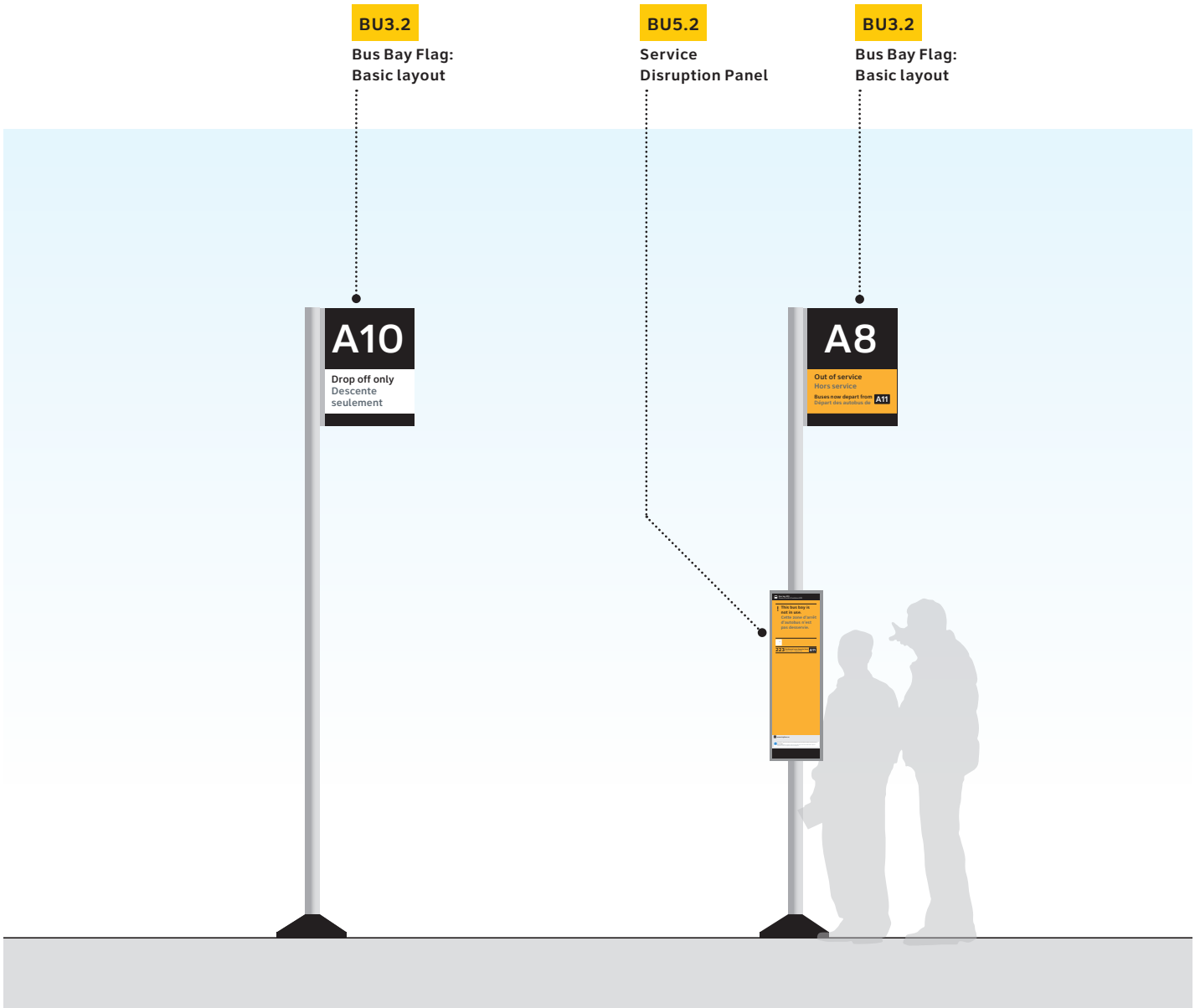
LEVEL 4
Basic bus stop
BU2.1 Bus Stop Flag: Basic layout
/BU2.2 Bus Stop Flag: Basic layout

Bus bays

Bus bays – stops within bus terminals – are located with a Bus Bay Flag and Bus Schedule Panel.

At terminals and bus loops, bays may be supported by Information Hubs and real time displays, reducing the need for individual schedules and route diagrams. At the very least, first and last services should be displayed alongside service identification, stop name and an information phone number.




BU3.2
Bus Bay Flag:
Basic layout
BU5.2
Service
Disruption Panel
BU3.2
Bus Bay Flag:
Basic layout
A10
Drop off only
Descente
seulement
A8
Out of service
Hors service
Buses now depart from
A11

BU1.1 Bus Stop Finial

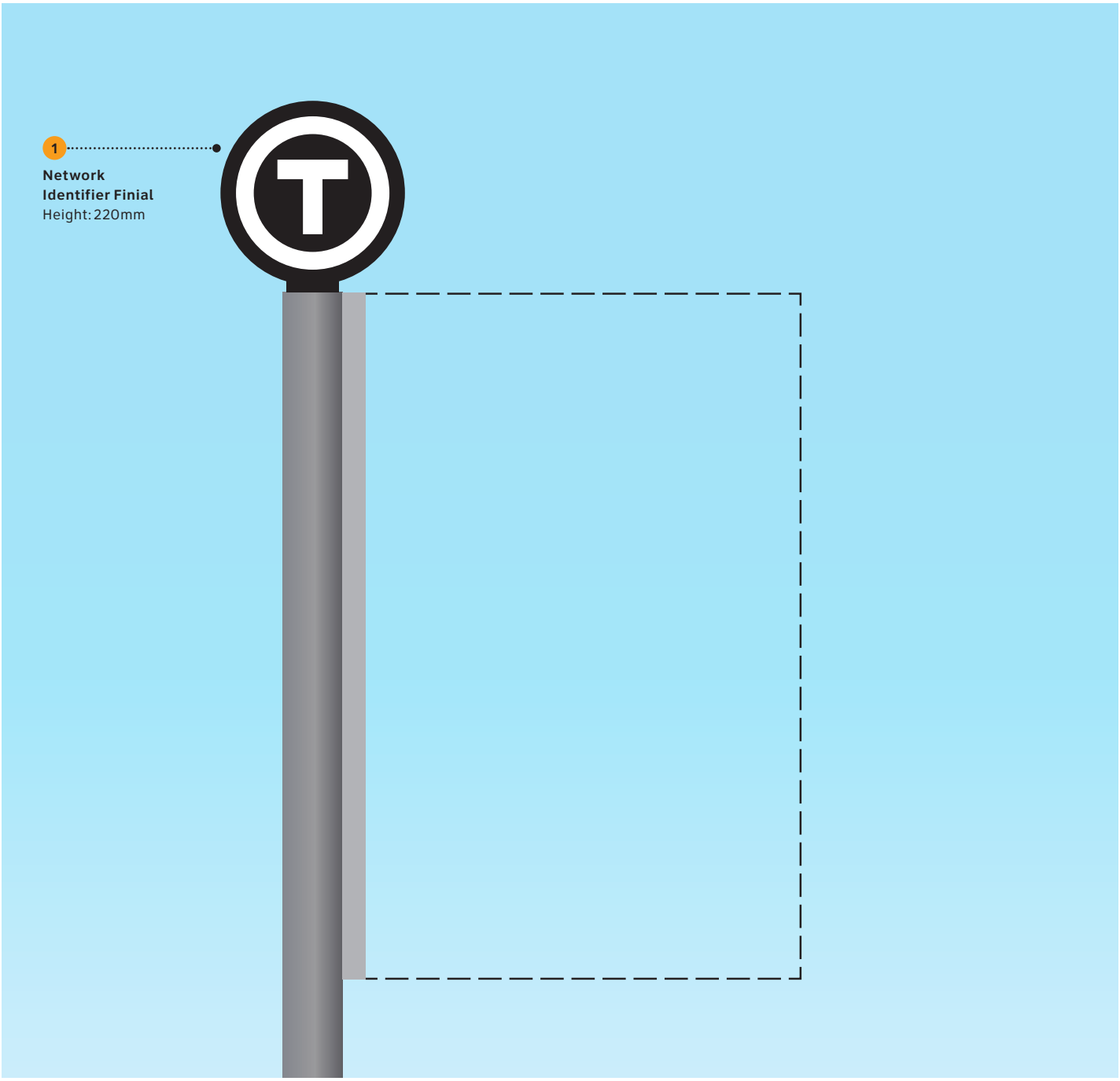
A bus stop finial displaying the Network Identifier can be added to an existing bus stop.

Scalable
No

Overall sign size
220 (w) × 220 (h) mm

Relevant Graphic Standards
5.4.1 Network Identifier 100

Product Approach
See Sign Implementation Manual for design intent drawings



BU1.2 Bus Stop Flag

Standard layout bus stop flags indicate the location of a bus stop and display numbers of bus routes that leave from the stop.

Note: Sign is double-sided.

Scalable
No

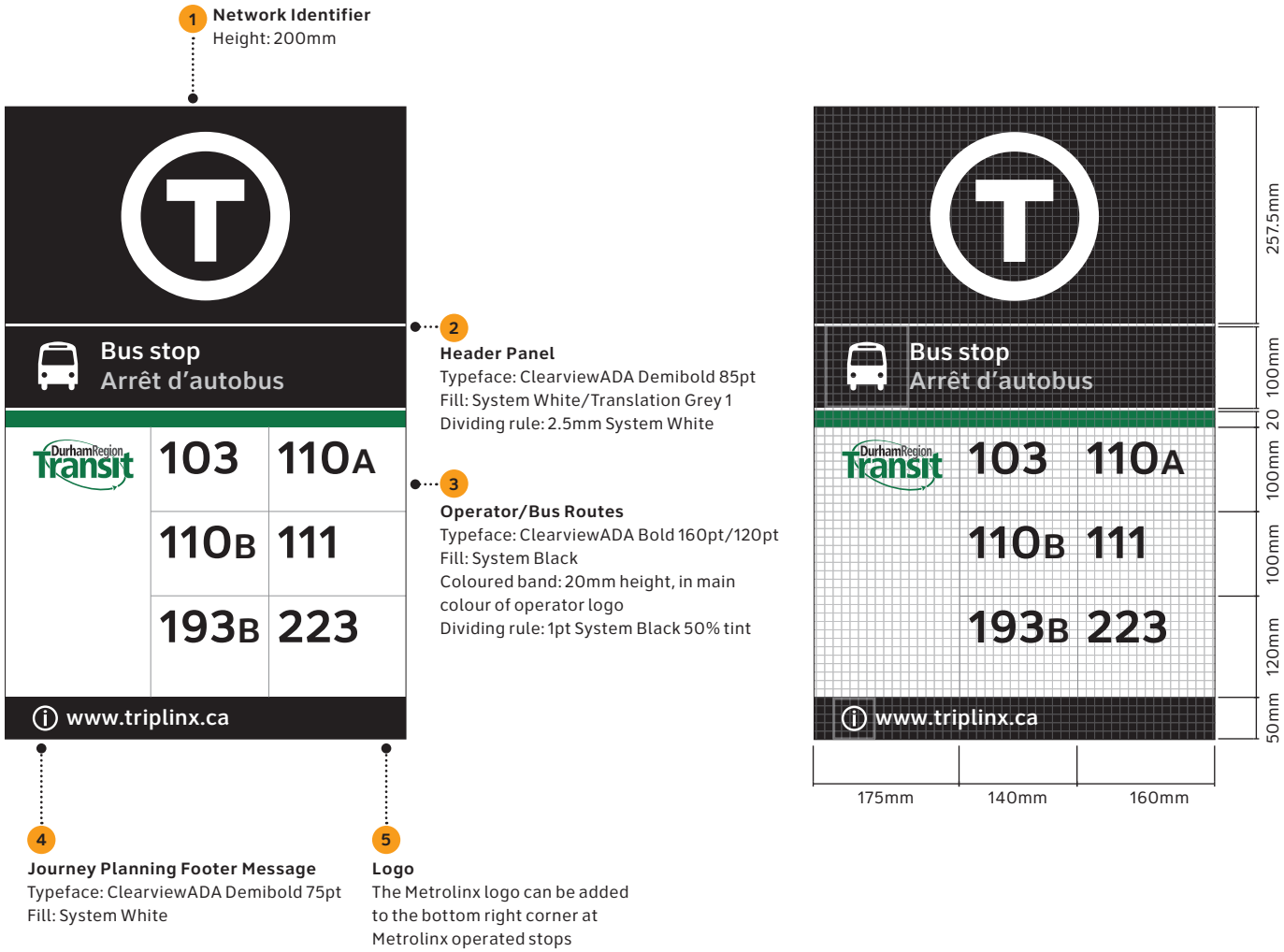
Flag size
475 (w) × variable (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.1	Network Identifier	100
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

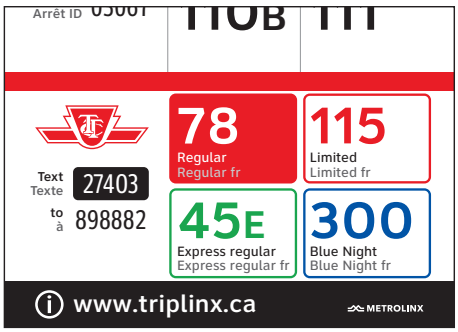
Single operator flag
This is the standard layout where there is only one operator. Designs for stops shared between operators and other modes are shown on the following pages.

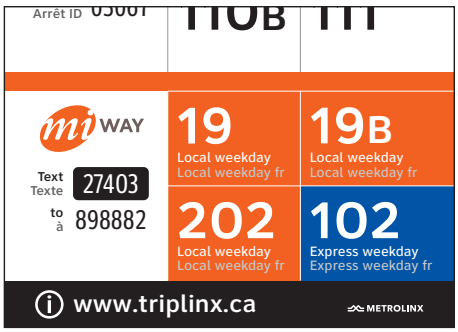


Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

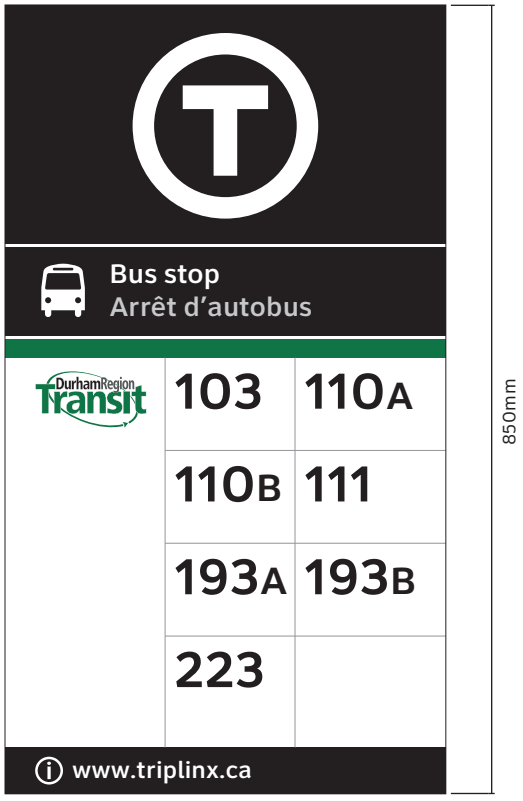
Incorporation of bus route 'brands'
The inclusion of bus route specific colours or terminology on the flag could be useful to aid recognition and help users to learn. However this should be balanced against the desire to present a network of harmonized routes where no one operator is dominant.

The incorporation of these elements into the bus flag is currently under consideration.

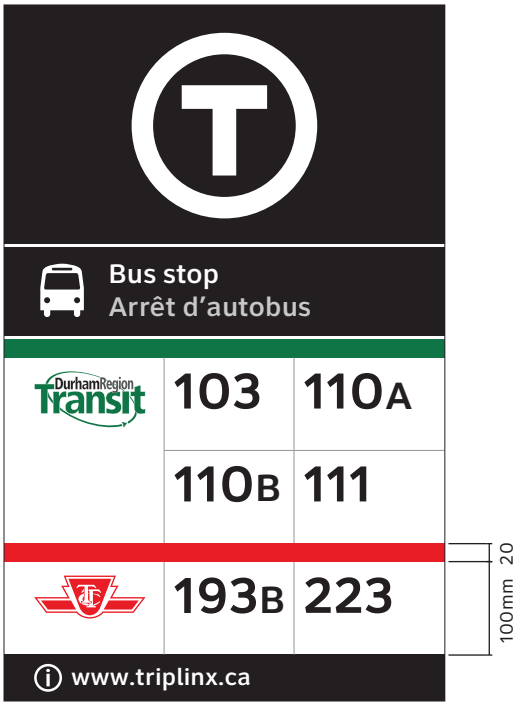




Flag with extended height
The standard 750mm panel can be increased by 100mm increments to accommodate more than 6 routes.



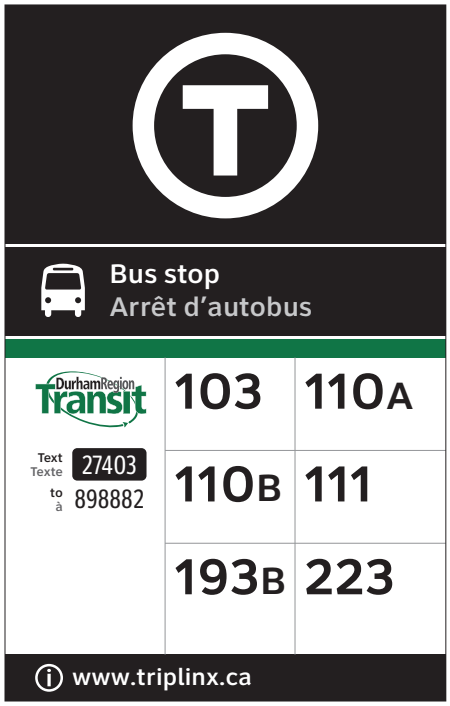
Multi-operator flag
When more than one operator's routes use a given stop, the sign should be designed as shown. The proprietor of the stop should be shown first.

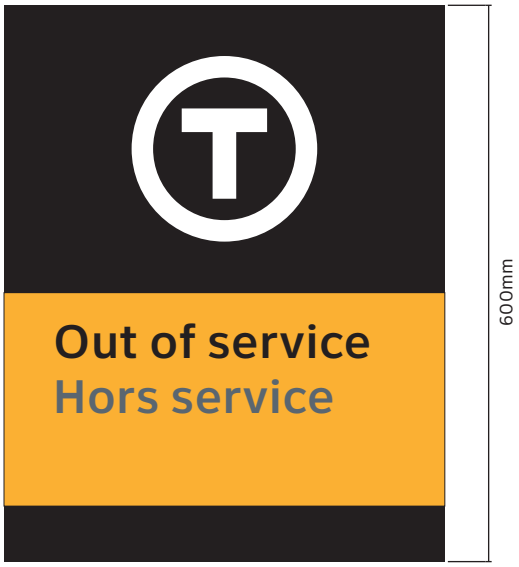


Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

Next vehicle information
In Level 3 and Level 4 bus stops (where a Bus Schedule Panel or Bus Stop Guide is not installed), journey planning information is to be included on the bus stop flag below the operator logo. A suggested design is included here, but this may need to be modified to align with the operator's customer information service.

Out of service
A basic layout is use for stops that are temporarily out of service. See BU3.2 for guidelines.



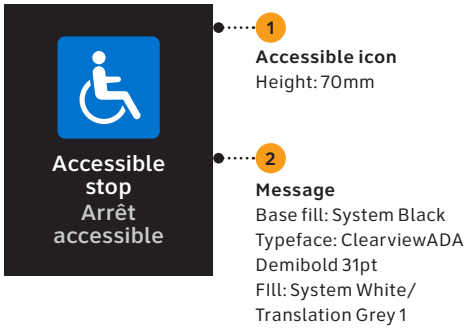


Next vehicle information
Typeface: ClearviewADA Demibold 40pt
Fill: System Black/Translation Grey 2

Contact number and stop ID
Typeface: ClearviewADA Condensed Regular 84pt
Fill: System Black/System White

Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

Accessible information panel
The accessible information panel is attached around the circumference of posts to show which stops are accessible.



1
Accessible icon
Height: 70mm

2
Message
Base fill: System Black
Typeface: ClearviewADA Demibold 31pt
FIll: System White/ Translation Grey 1

BU1.3 Bus Stop Flag: Vertical layout

Where it is not possible to use a standard layout Bus Flag, a standard vertical layout Bus Stop Flag could be used.

Scalable
No

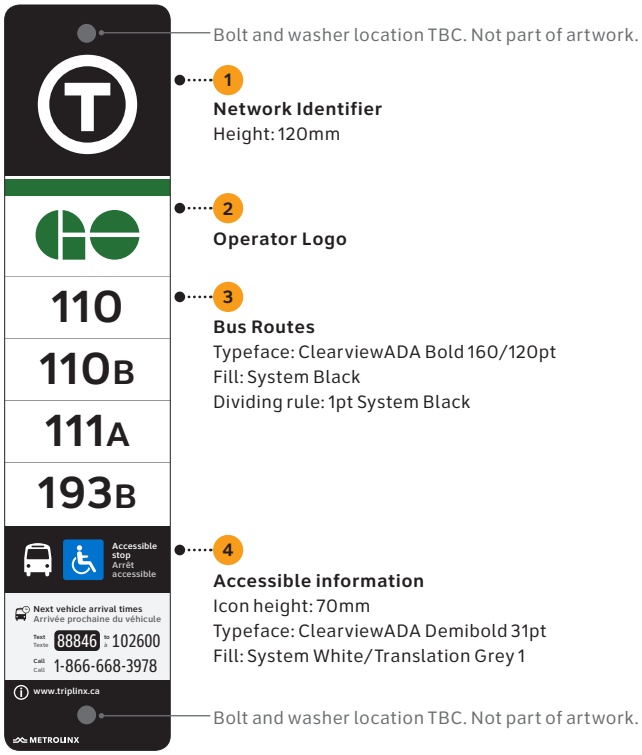
Flag size
200 (w) × 900 (h) mm

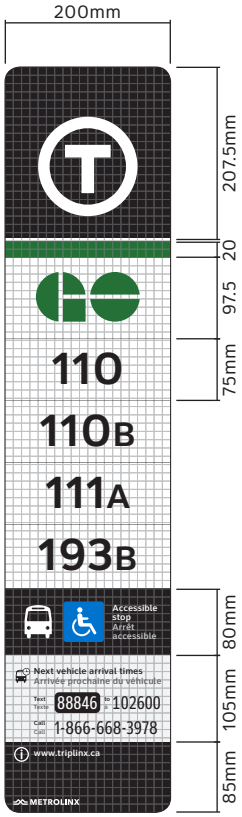
Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.1	Network Identifier	100
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

Single operator





5
Metrolinx Footer
Typeface: ClearviewADA
Demibold 31pt
Logo width: 80mm

6
Journey Planner Footer
Base fill: Translation Grey 1, 20% tint

Next Bus Arrival Times
Typeface: ClearviewADA Demibold 31/21pt
Fill: System Black/White
Digits: ClearviewADA Condensed Regular 65pt

Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU2.1 Bus Stop Flag: Basic layout

A basic layout Bus Stop Flag is used for stops where it is not possible to use a standard layout Bus Flag.

Note: Sign is double-sided.

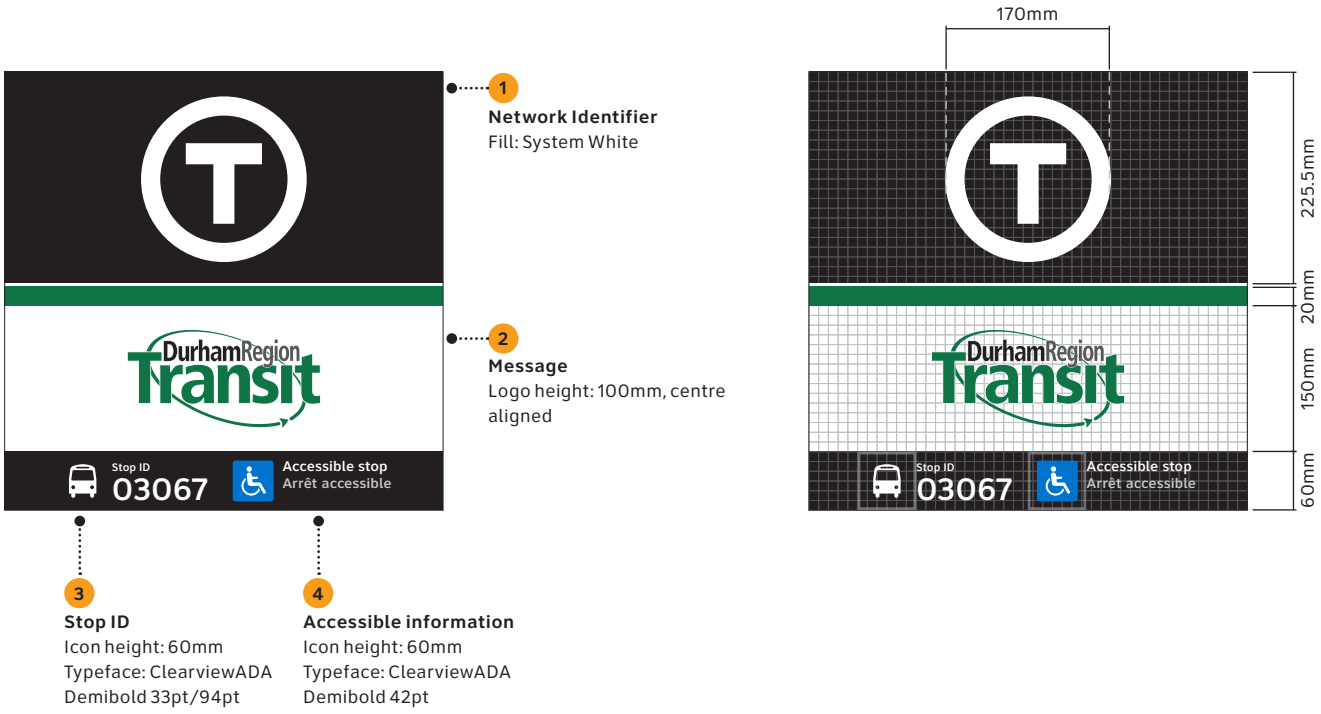
Scalable
No

Flag size
450 (w) × 450 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.1	Network Identifier	100
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU2.2 Bus Stop Flag: Basic vertical layout

Where it is not possible to use a basic layout Bus Flag, a basic vertical layout Bus Stop Flag could be used.

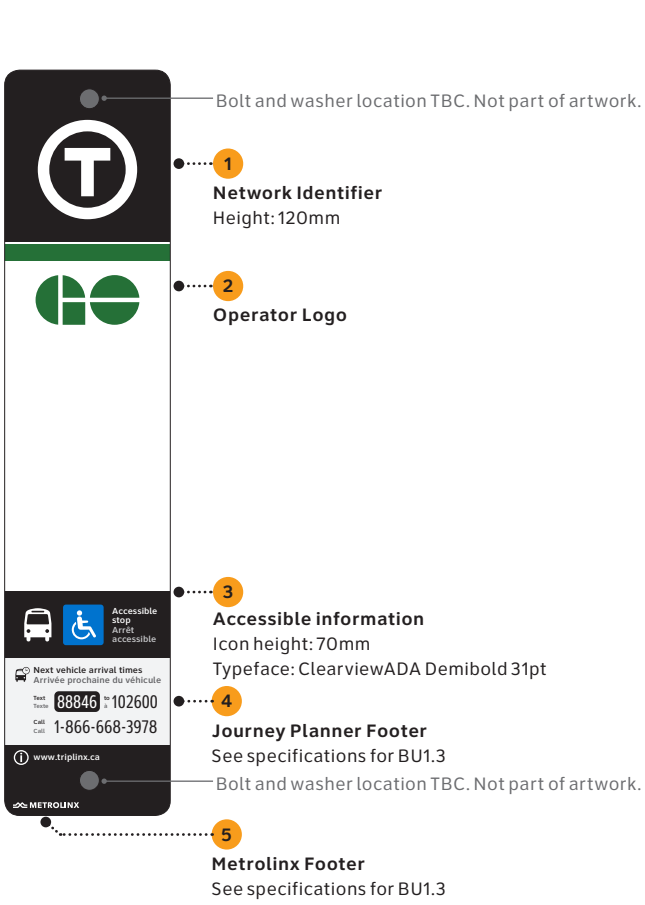
Scalable
No

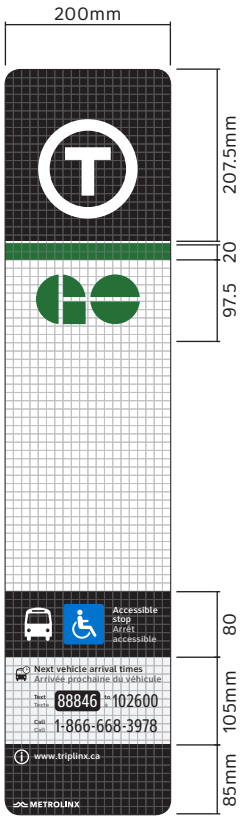
Flag size
200 (w) × 900 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.1	Network Identifier	100
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings





Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU3.1 Bus Bay Flag: Standard layout

Bus Bay Flags take a similar form to Bus Stop Flags but their design is tailored to their specific use within bus terminals, where there are multiple bays located together.

Scalable
No

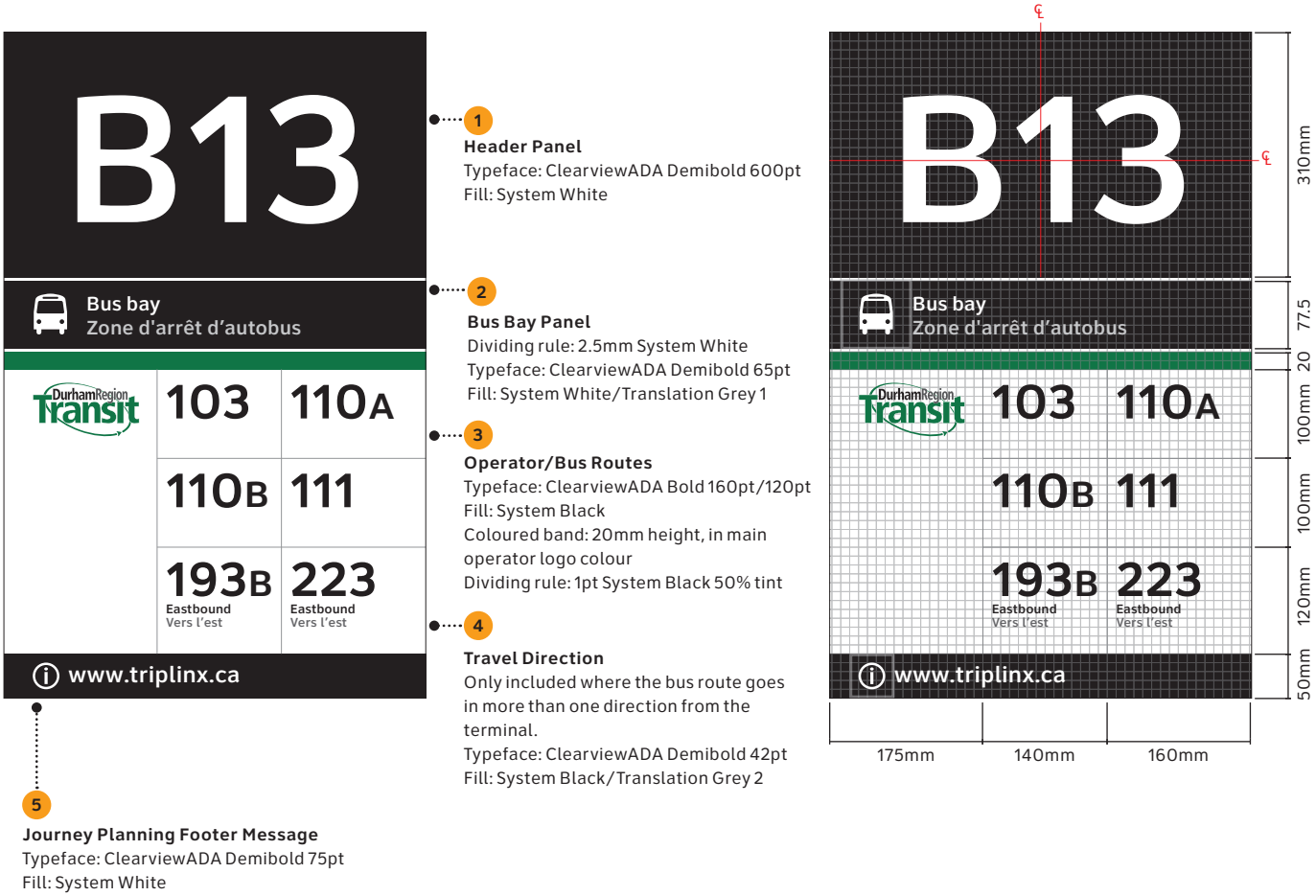
Flag size
475 (w) × variable (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

Single operator

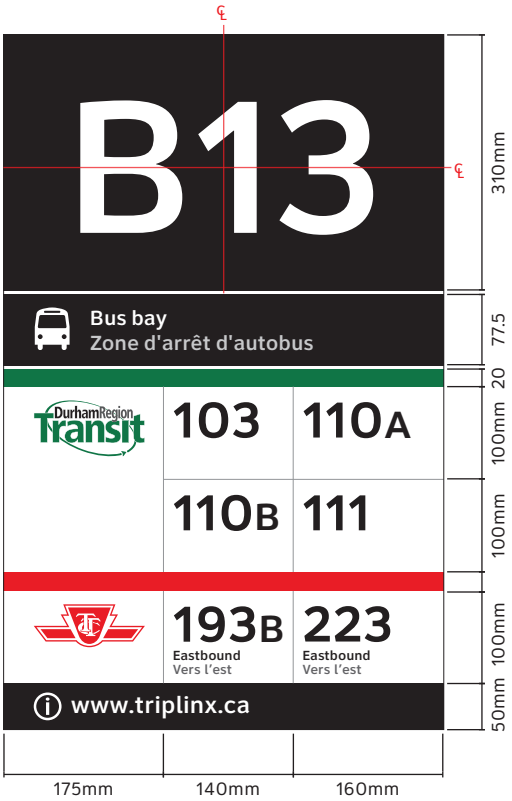


Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

A note on bus bay coding
Where a transit facility combines bus bays and train platforms, numbering should run consecutively. For example, trains will be served from platforms 1–4, and buses will be served from bays number 5 upwards.

At more complex transit facilities where there may be two bus termini, the letters A and B are added as a prefix, such as A5. This simplifies directional information to 'Bus terminal A' or 'Bus terminal B', according to the rules of Progressive Disclosure. Without the prefix, signs would have to carry complex ranges of numbers which is not a simple or customer-friendly approach to wayfinding.

Multi-operator layout
When more than one operator's routes operate out of a given bay, the sign should be designed as shown. If necessary, the standard 750mm panel can be increased by 100mm increments to accommodate more than 6 routes. The owner of the stop should be shown first.



Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU3.2 Bus Bay Flag: Basic layout

A basic layout Bus Bay Flag is used for bays that are drop-off only or temporarily out of service.

Note: Sign is double-sided.

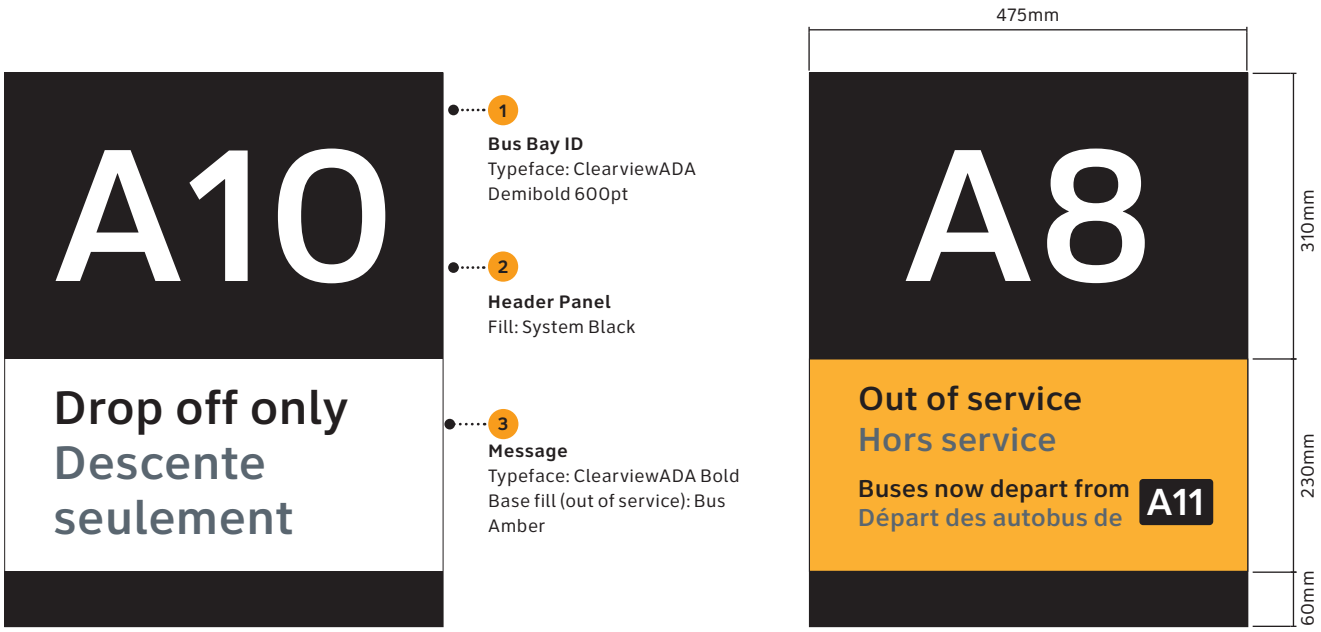
Scalable
No

Flag size
475 (w) × 600 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU4 Interior Bus Bay ID

Interior Bus Bay ID signs are located within terminal buildings, typically above doorways adjacent to bus bays.

Unlike Bus Stop/Bay Flags, the design is scalable to fit the architecture of the facility.

Scalable

Yes

- Standard x value 10mm
  Minimum x value 10mm

Standard sign size

Variable (w) × variable (h) mm

See Section 5.6 for guidance on standard sign sizes used throughout the system

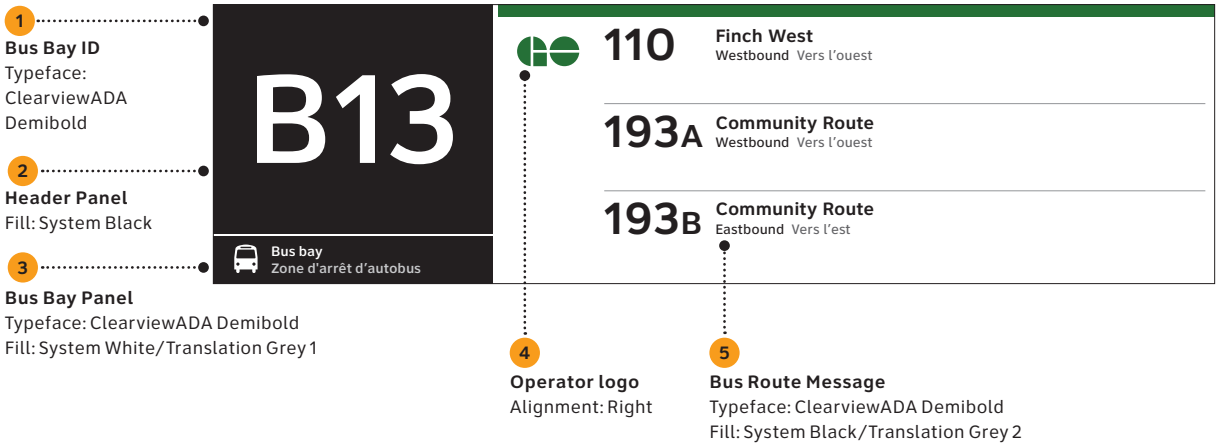
Relevant Graphic Standards

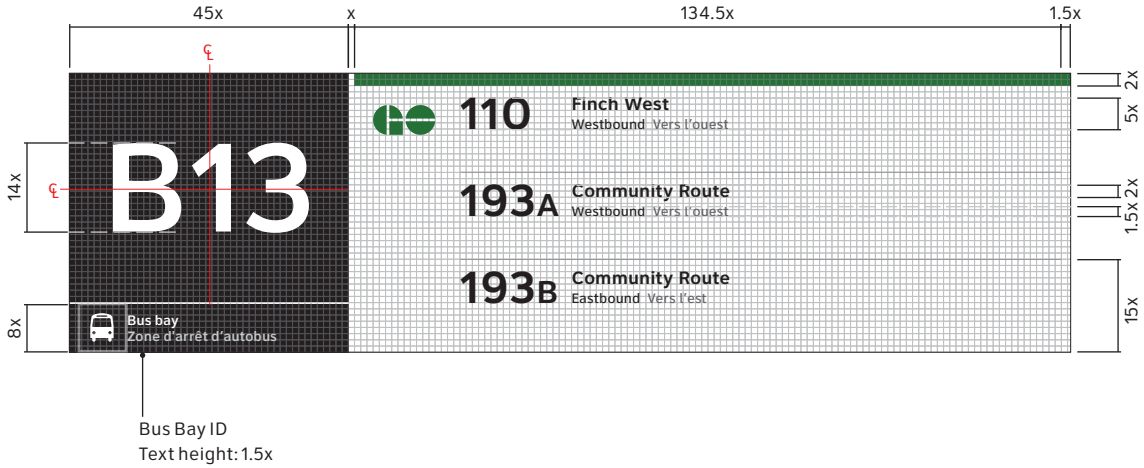
5.2	Colour	84
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

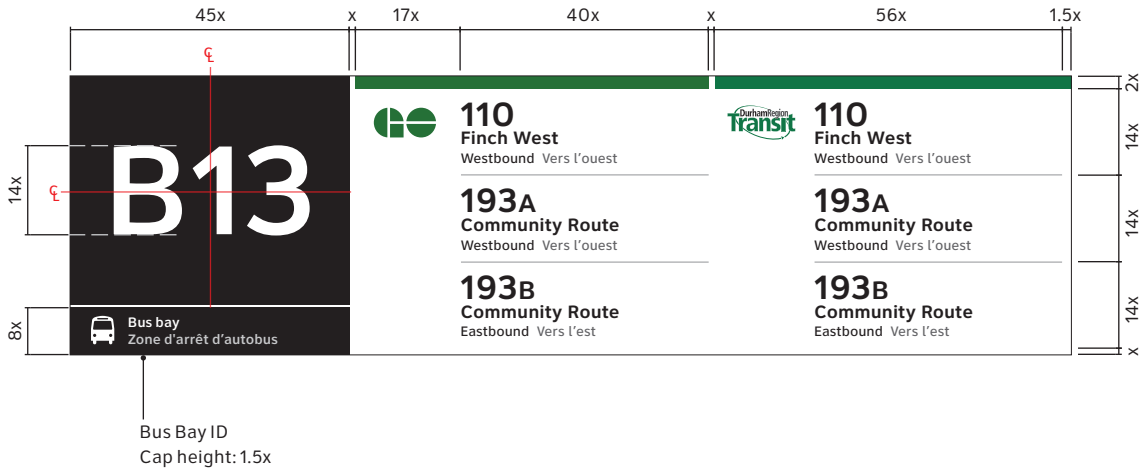
Wall mounted





Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

Multi-operator layout
When more than one operator's routes operate out of a given bay, the sign should be designed as shown. The owner of the stop should be shown first.



Note: Signs designed for bus facilities, including Bus Flag, Bus Schedule Panel, Bus Stop Guide and Bus Interior Bus Bay ID designs are under development. Designs will be further refined to meet the specific requirements of transit operators.

BU5.1 Bus Schedule Panel

The Bus Schedule Panel provides overview routing and schedule information for all routes that leave from the stop/bay.

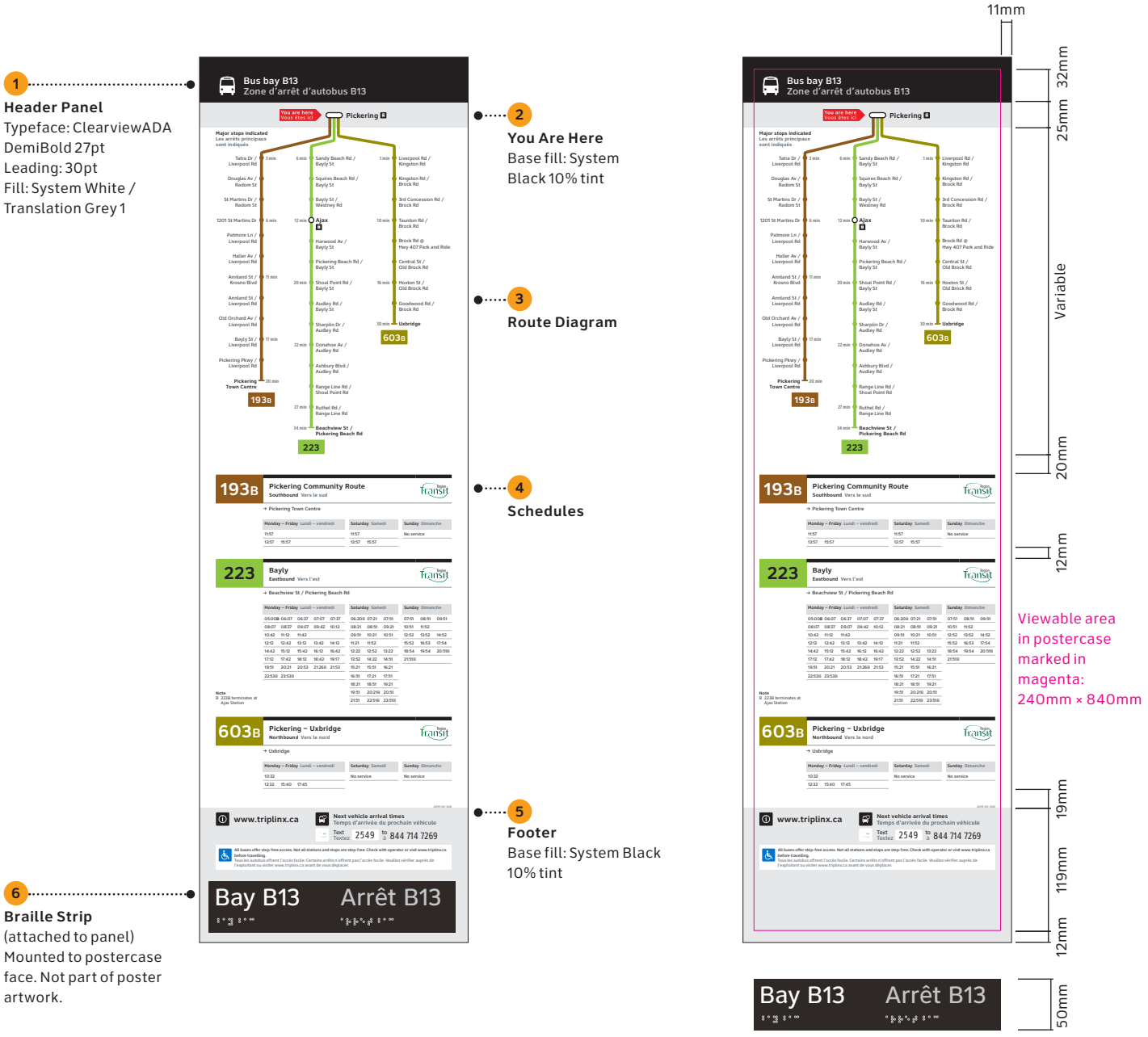
Scalable
No

Poster size
262 (w) × 864 (h) mm

Relevant Graphic Standards

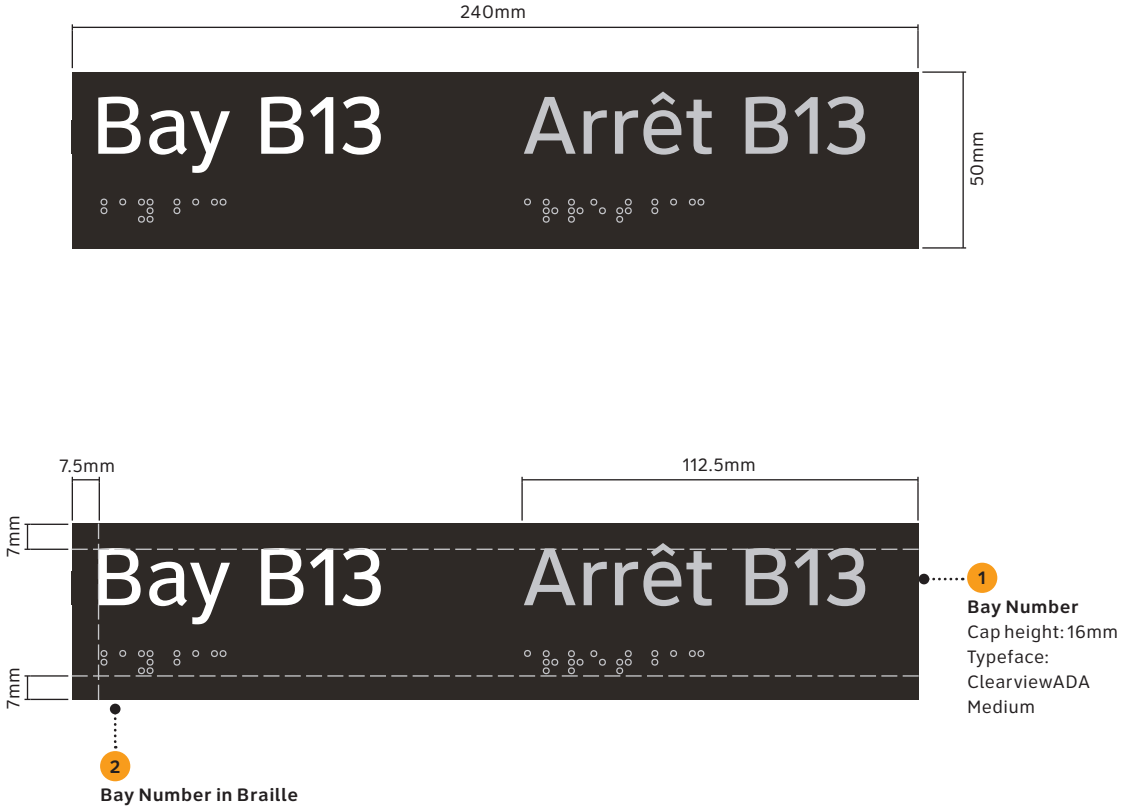
5.2.1	Core palette	85
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



Braille strip
A raised lettering /braille panel is attached to the face of the postercase. All signs requiring braille and tactile lettering should conform to CSA B651-12 Accessible design for the built environment, sections 4.5.6 (Tactile Signs) and E.20.4 (Braille).

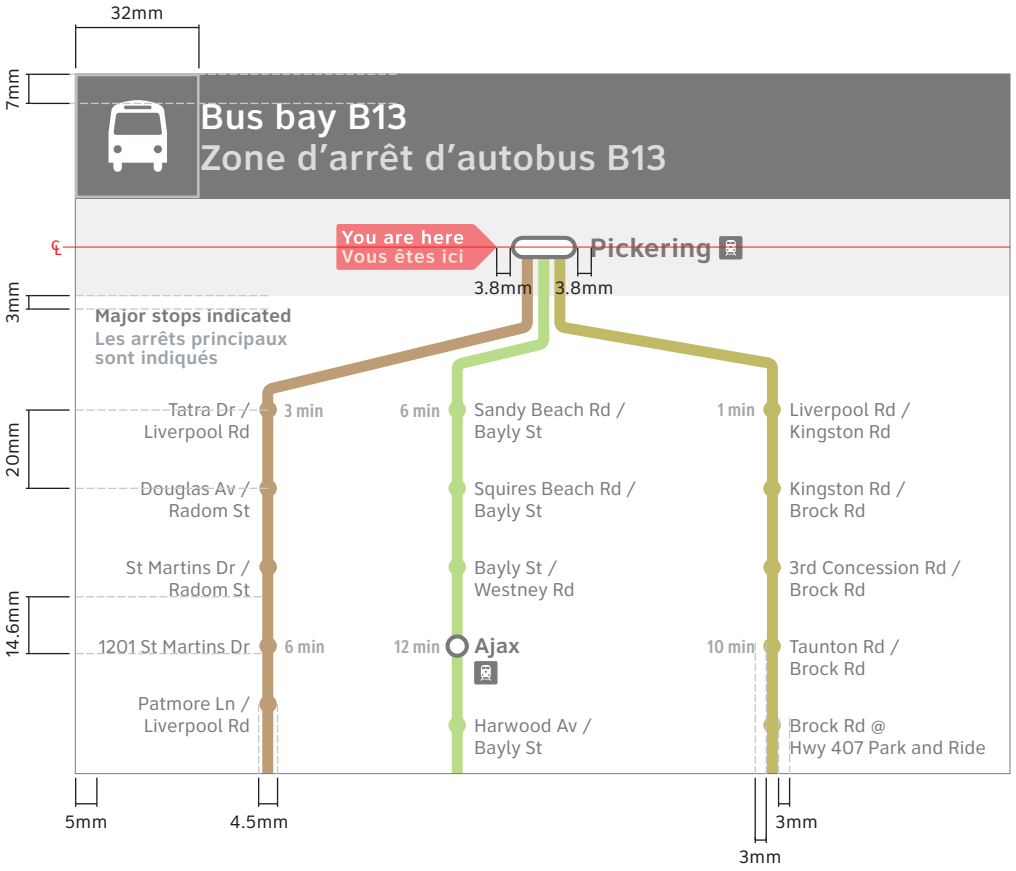
If the bus schedule panel is located at a street side stop the strip can display the stop number, as defined by the operator ('Stop XXXX' / 'Arrêt XXXX'). Dependent on the length of the stop number, it may be necessary to use ClearviewADA Condensed Medium.

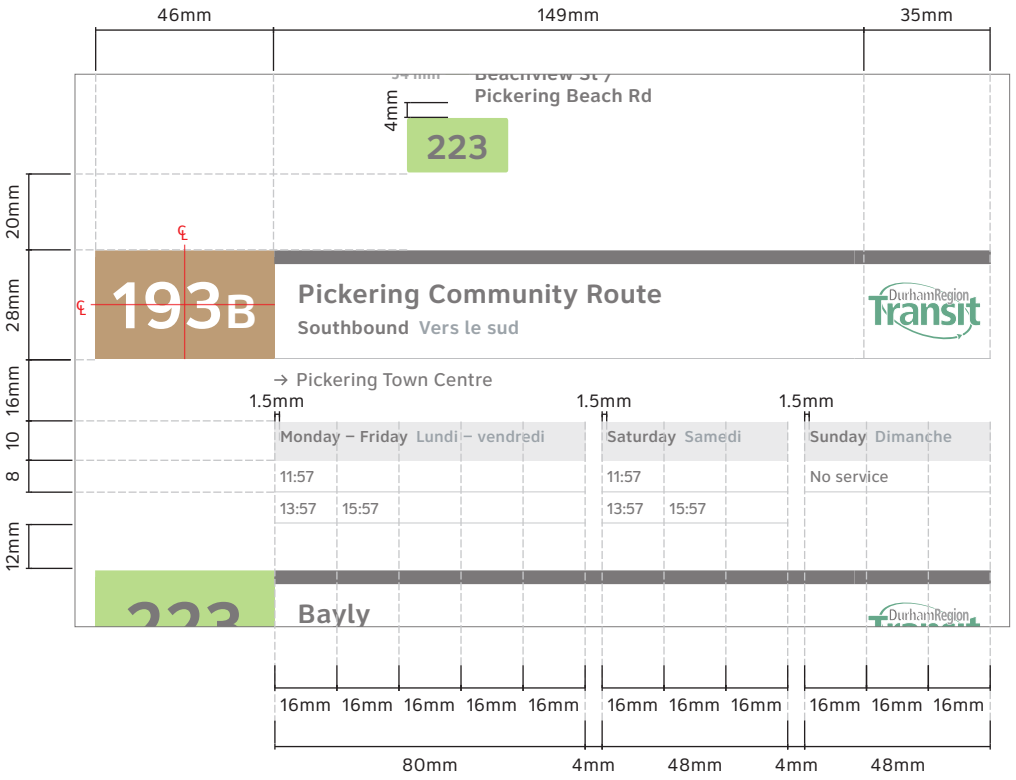


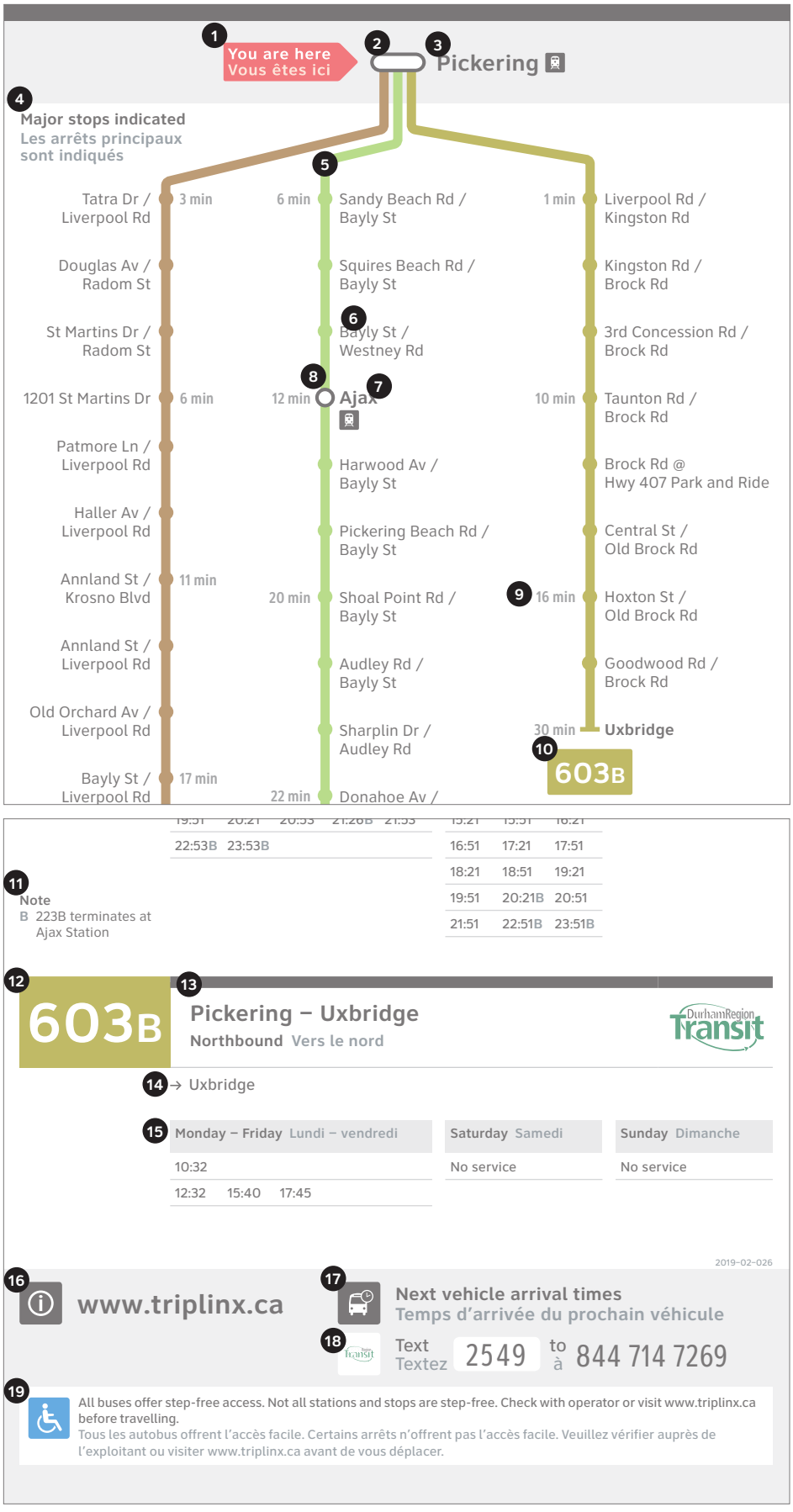
Route diagrams simplify the route to a single line with upcoming stops listed in order with a clear You Are Here marker. As space for route diagrams is limited it is often not possible to list all stops. Each panel can show up to four bus routes. A selection of the most important stops must be made, according to the steps below.

- Determine amount of space available after placing in bus schedules. Show all stops if there is available space.
- Where all stops cannot be shown, show stops in the following priority order:
  1. Start and end points of the line (including variations to terminus for different days/time)
  2. Nearest stop to a transit facility
  3. Closest stop after a major change in direction
  4. Stops closest to the city center or entrance of a major shopping destination
  5. Stops at intersections with major arterial roads
  6. Stops closest to services or facilities such as hospitals, municipal complexes, parks and libraries
  7. Every third stop

If adoption of this approach is not possible because of operational considerations, at a minimum major nodes or time points should be included in the route diagram.







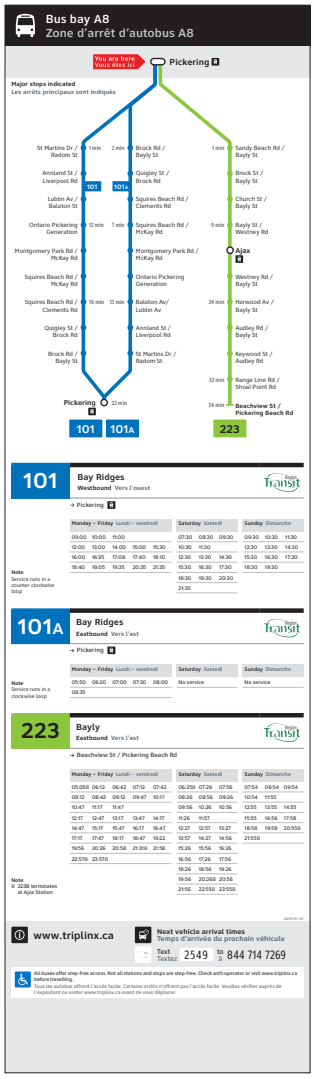
All text System Black or Translation Grey 2
Refer to Section 5.4.7 for guidance on use of icons.

1. **You Are Here label**
   Width: 41mm
2. **Bus stop location**
   Lozenge: 6mm height, 3pt stroke
3. **Bus stop location label**
   Typeface: ClearviewADA Bold 20pt
   Icon height: 6mm
4. **Major stops note**
   Typeface: ClearviewADA Bold 14pt
5. **Route diagram**
   Stroke: 8pt

   See Section 5.2.3 for colour palette
6. **Bus stop label**
   Typeface: ClearviewADA Regular 14pt
   Terminus typeface: ClearviewADA Bold 14pt, 16pt leading
7. **Interchange label**
   Typeface: ClearviewADA Bold 16pt, 18pt leading
   Icon height: 6mm
8. **Interchange marker**
   Height: 6mm, 3pt stroke aligned inside
9. **Travel time**
   Typeface: ClearviewADA DemiBold 14pt
10. **Route number lozenge**
    ClearviewADA Bold 26pt/19.5pt
    Size: 26 × 14mm, 0.7mm rounded corners
11. **Route note**
    Typeface: ClearviewADA Bold/Regular 12pt
12. **Route number**
    ClearviewADA Demibold 50pt/37.5pt
13. **Route name and Travel direction**
    ClearviewADA Demibold 20pt/14pt
    Dividing rule (top): 10pt System Black
    Dividing rule (bottom): 0.5pt System Black 50% tint
14. **Terminus**
    ClearviewADA Medium 14pt
15. **Schedule**
    Header: ClearviewADA Demibold 12pt
    Timings: ClearviewADA Regular 12pt
    Box fill: System Black 15% tint
    Dividing rule: 1pt System Black 50% tint
16. **Information**
    Icon height: 13mm
    Typeface: ClearviewADA Bold 24pt
17. **Next vehicle arrival**
    Icon height: 13mm
    Typeface: ClearviewADA Bold 16pt, Leading: 20pt
18. **Contact number**
    Logo height: 13mm
    Typeface: ClearviewADA Medium 16pt/Regular 28pt, 16pt leading
    Highlight box size: 26.5 × 10.5mm
19. **Accessibility note**
    Icon size: 13mm
    Typeface: ClearviewADA Medium 11.5pt, 14pt leading
    Highlight box size: 259 × 19mm

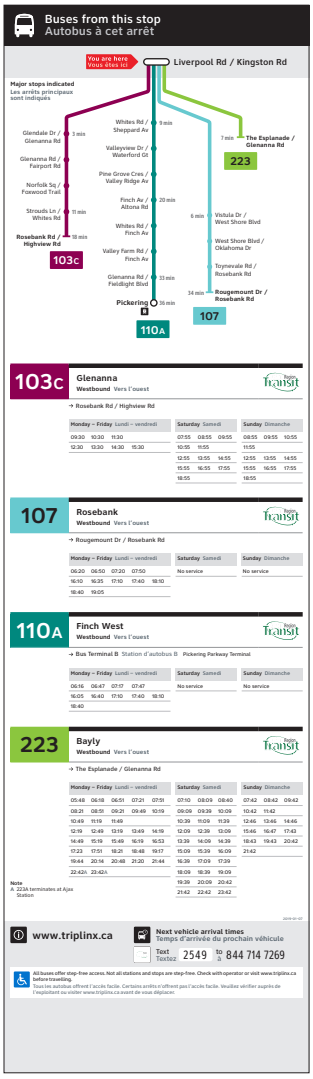
Other examples

Bus schedule panel at bus bay within bus terminal
Full route diagram and schedules.



Bus schedule panel at bus bay within bus terminal
Route diagram limited to major nodes or timepoints. No schedules.

Bus schedule panel at street side bus stop
Full route diagram and schedules.



Bus schedule panel at street side bus stop
Route diagram limited to major nodes or timepoints. No schedules.

BU5.2 Service Disruption Panel

This variant provides information when a bus bay is temporarily closed or out of service.

Scalable
No

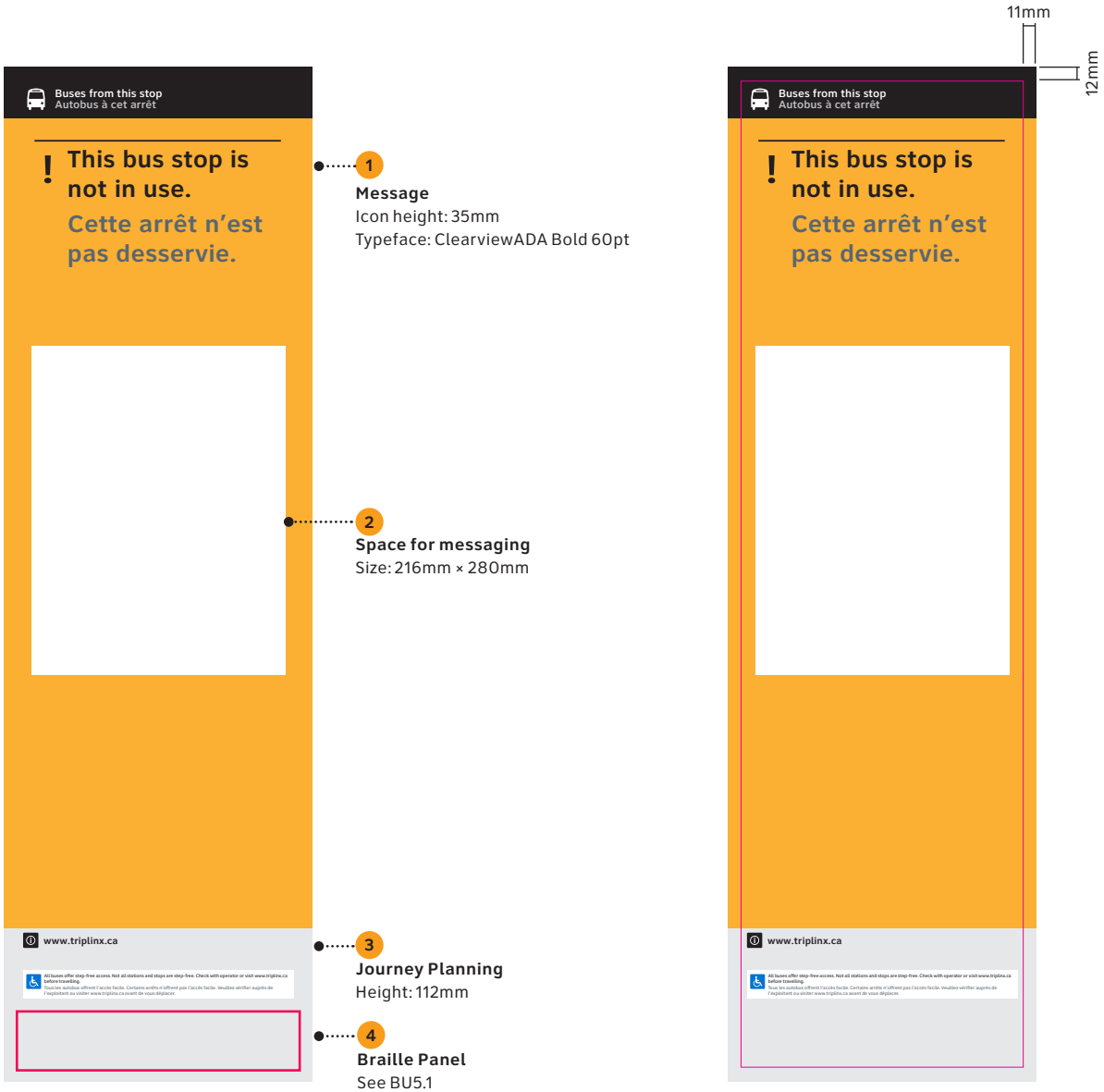
Poster size
262 (w) × 864 (h) mm

Relevant Graphic Standards

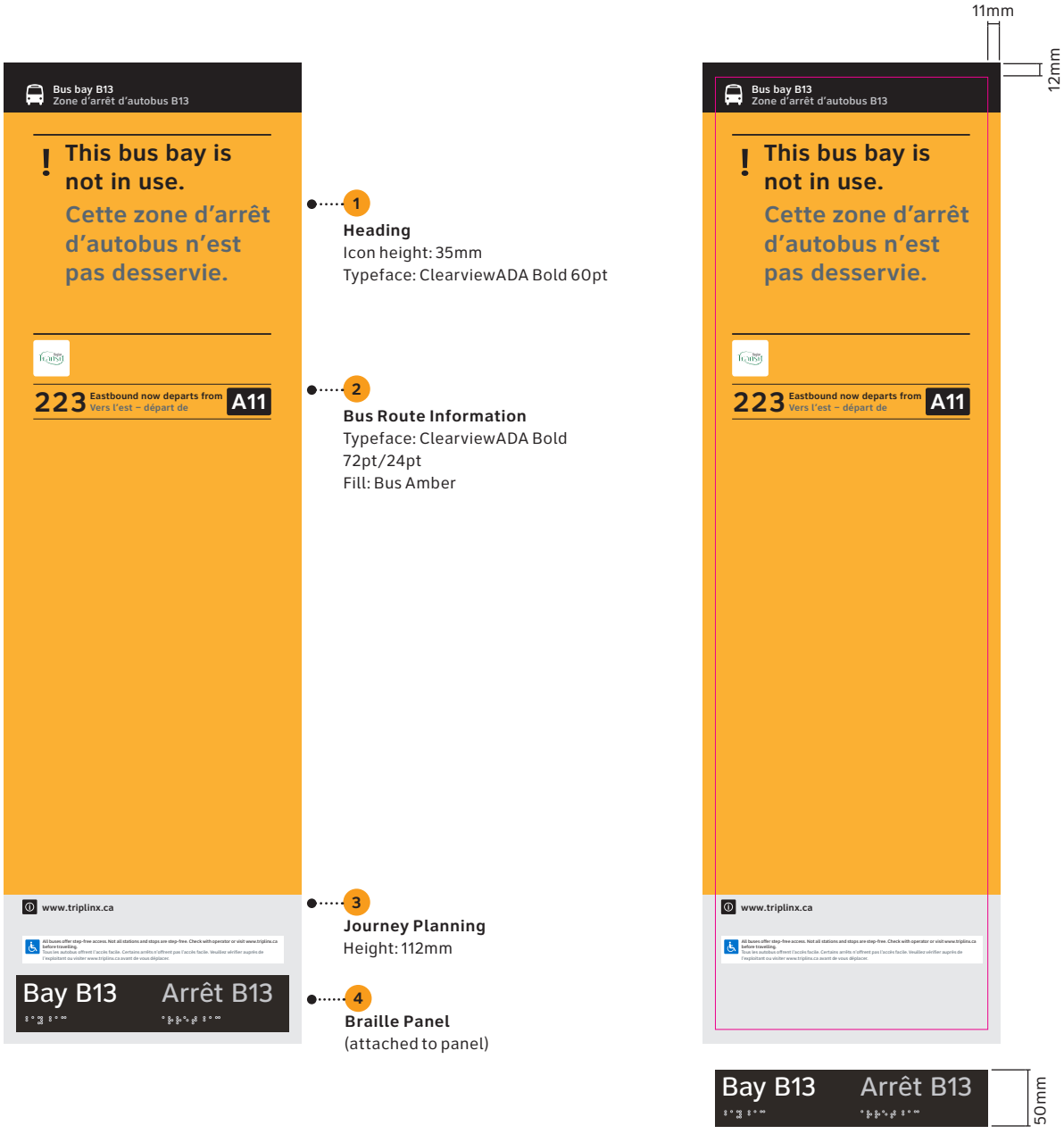
5.2.1	Core palette	85
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings

Service disruption panel at street side bus stop



Service disruption panel at bus bay



BU6 Bus Stop Guide

Where it is not possible to include a Bus Schedule Panel, Bus Stop Guides provide a concise understanding of scheduling of routes and detail of how to find further information through digital tools.

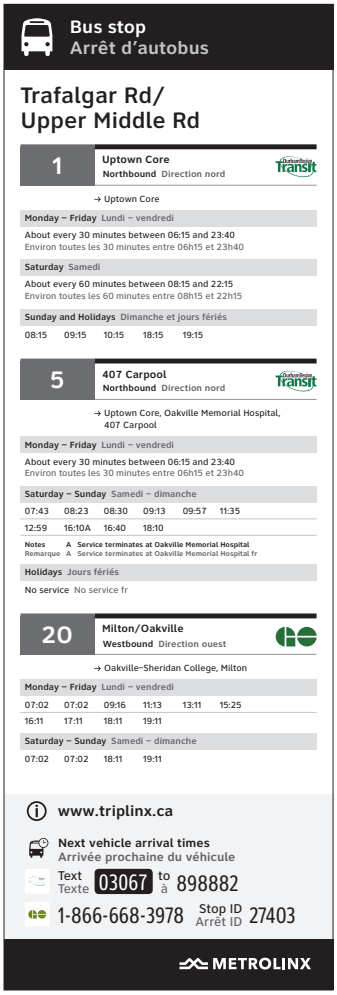
Scalable
No

Standard sign size
150 (w) ×450 (h) mm

Relevant Graphic Standards

5.2.1	Core palette	85
5.3	Iconography	91
5.4.2	Operator logos	101
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



1 **Modal Icon**
Fill: System White

2 **Bus Stop Location**
Typeface: ClearviewADA Demibold 30pt
Fill: System Black

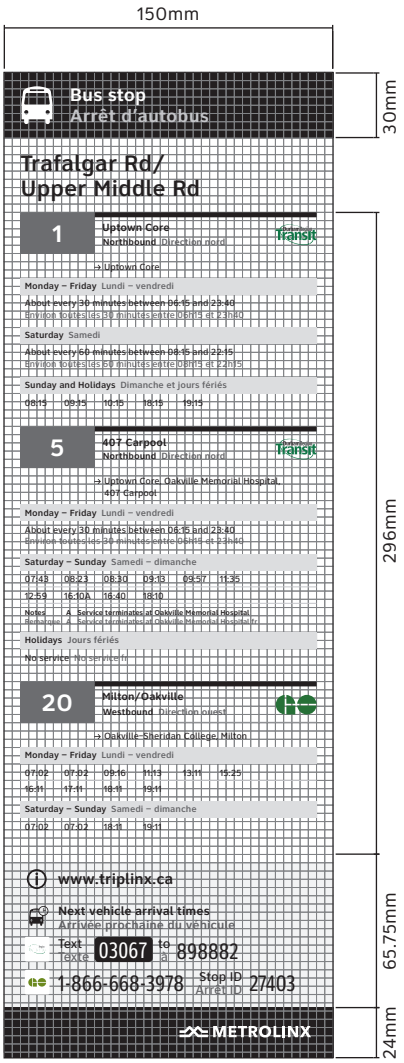
3 **Route Number**
Typeface: ClearviewADA Bold 32pt
Base fill: System Black 70% tint

Route Information
Typeface: ClearviewADA Bold 14pt

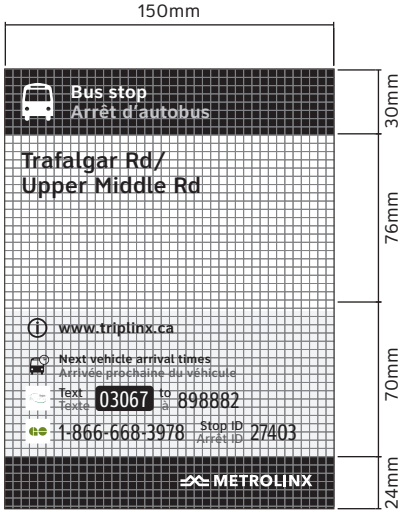
4 **Timetables**
Typeface: ClearviewADA Demibold/ Medium 12pt

Notes
Typeface: ClearviewADA Bold 9pt

5 **Journey Planning**
Base fill: Translation Grey 1 20% tint



Static information layout
Where it is not possible to maintain the amount of information presented on the standard Bus Stop Guide, a 'static' version of the Bus Stop Guide could be considered. The static version simply displays where journey planning information can be found.

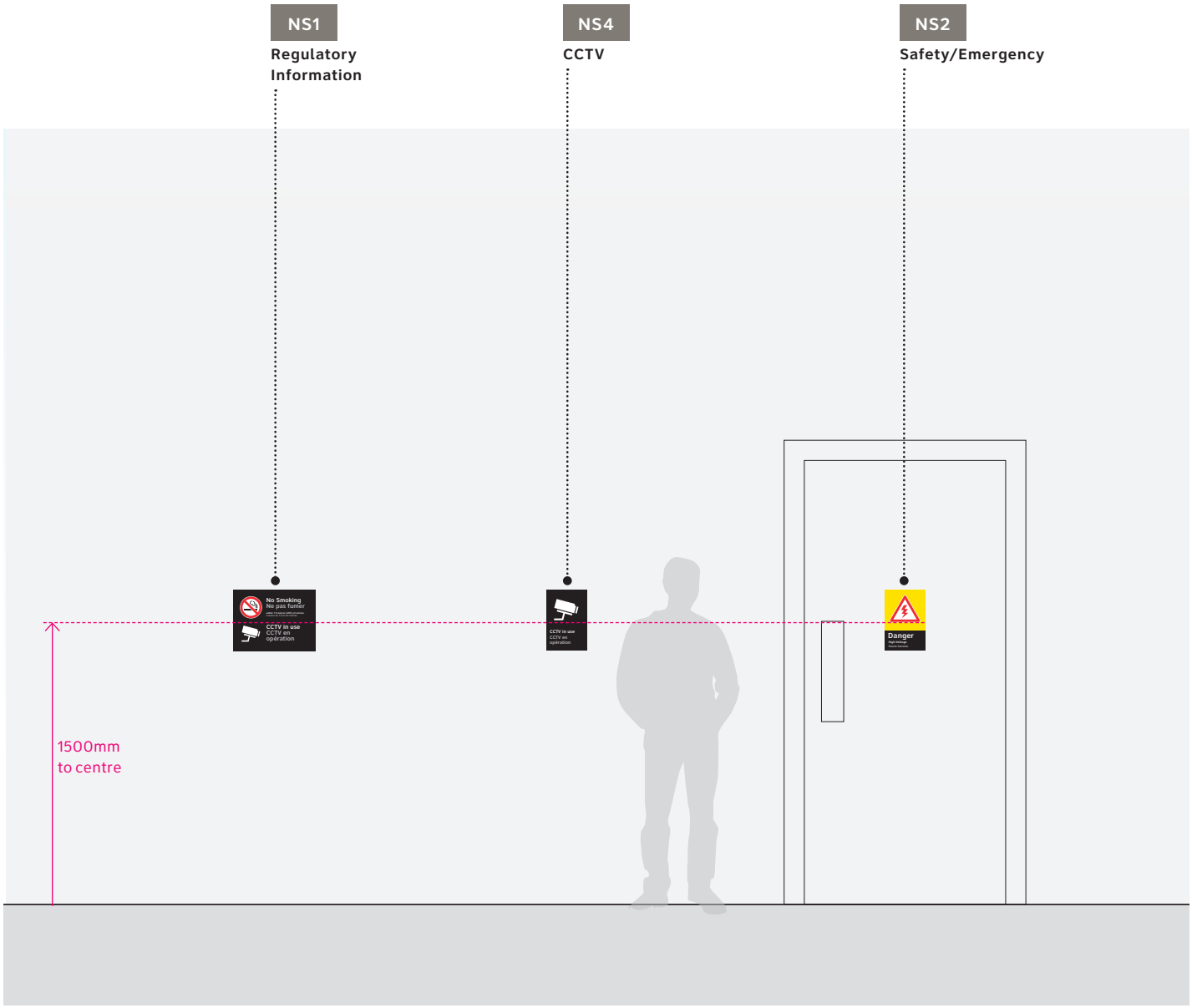


6.8 Notices and safety information

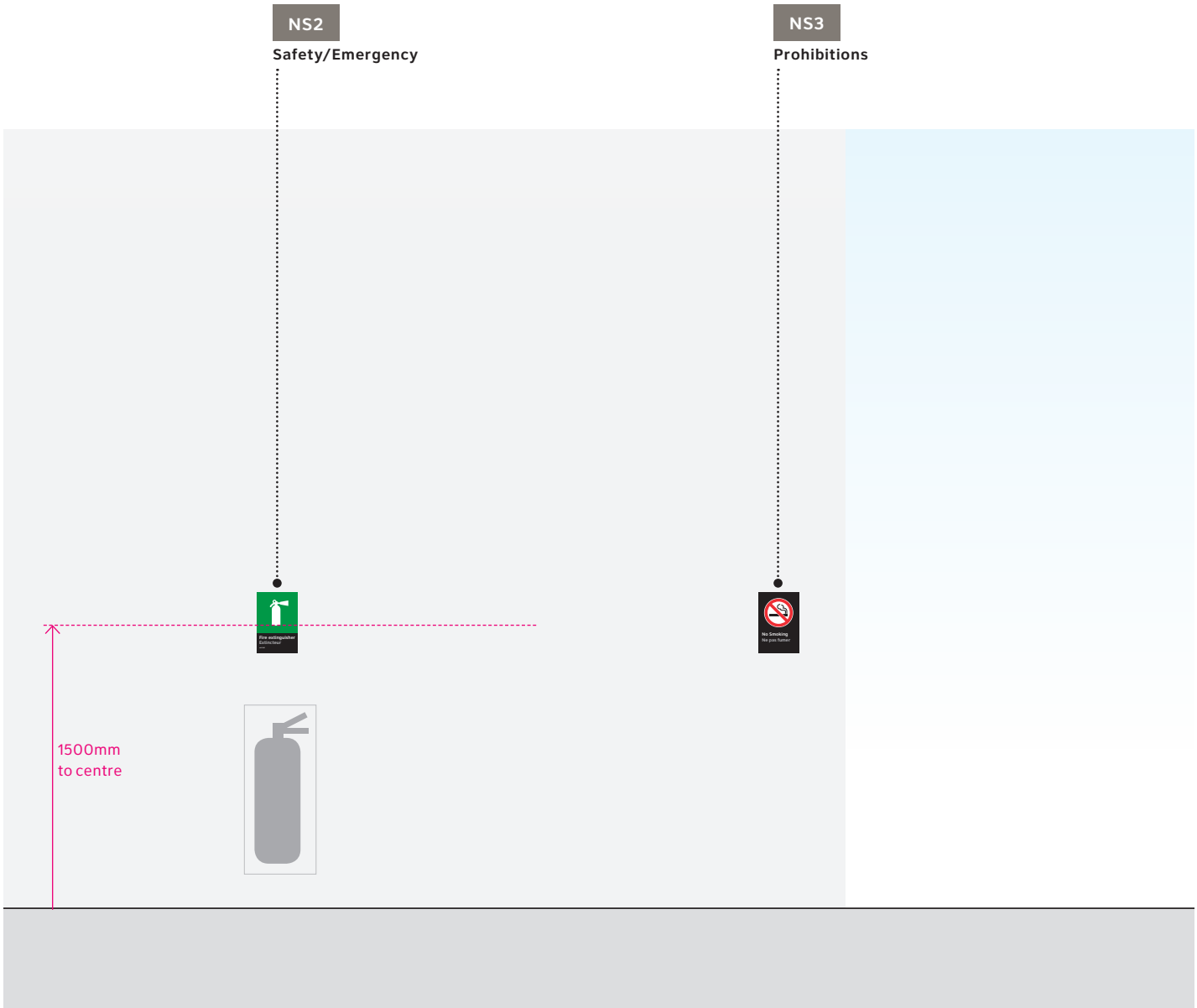
As well as core wayfinding signs, transit facilities will require more signs communicating rules, regulations and warnings.

A number of signs are shown here that set a style for these types of signs. The examples are by no means exhaustive but should be used as a foundation for the design of related signs.

Where standards for regulatory or safety signs already exist, these existing standards should be used, rather than adopting this new approach.



Note: Sign type specific mounting heights are given here, where mounting height is not defined by the architecture (i.e. above a doorway). Mounting heights shown here represent an optimal approach and will be subject to variation based on operational requirements or architectural considerations. Standard mounting heights are covered in further detail in the Sign Implementation Manual. All mounting heights to be confirmed by Metrolinx prior to implementation.


NS2
Safety/Emergency
NS3
Prohibitions
1500mm
to centre

NS1 Regulatory Information

Rules and regulations panels will be different across the network. The design shown here shows a typical approach that can be used as a starting point for the development of bespoke designs.

Where standards for regulatory or safety signs already exist, these existing standards should be used, rather than adopting this new approach.

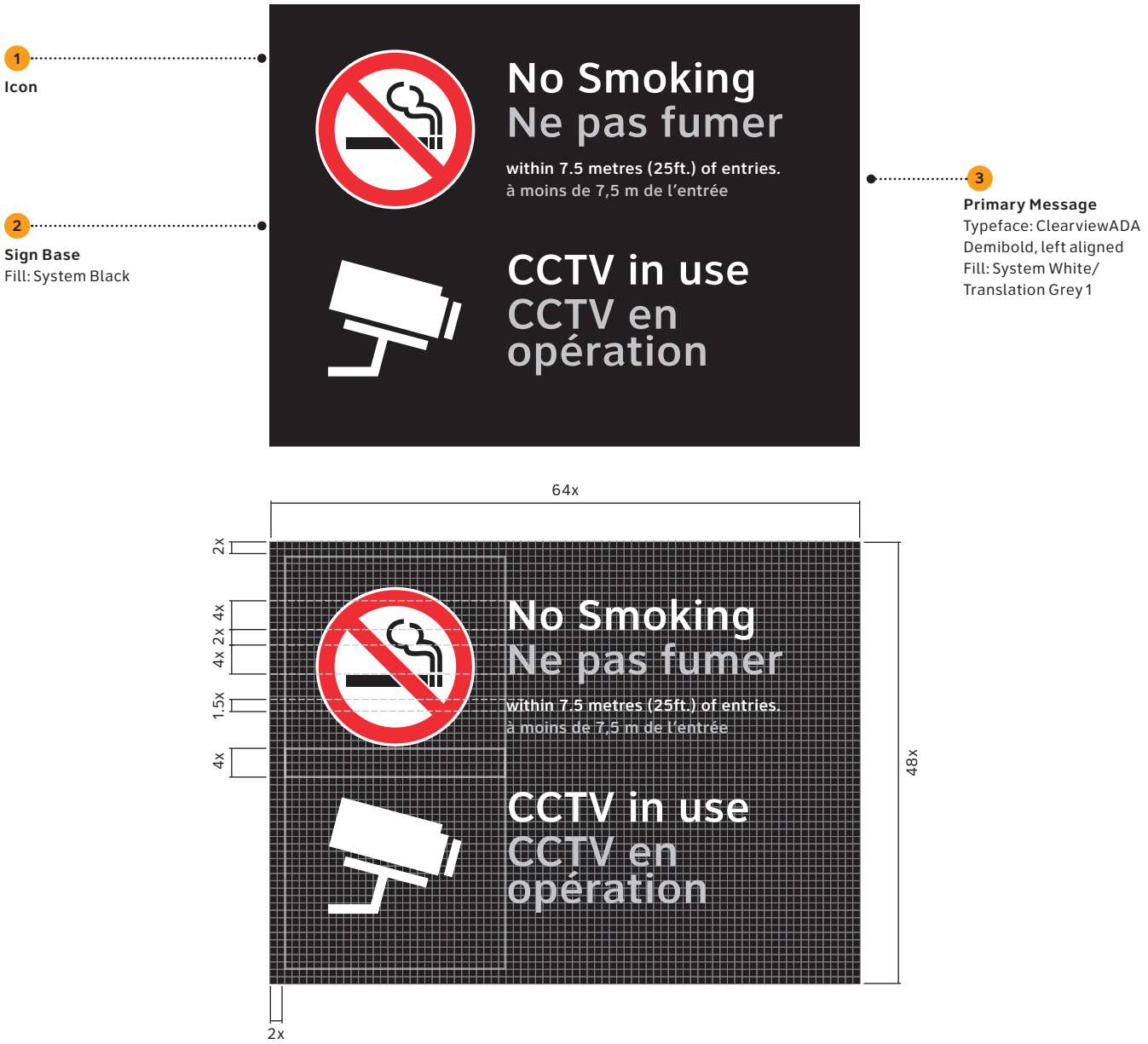
Scalable
No

Standard sign size
400 (w) × 300 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.5	Basic layout	113

Product Approach
See Sign Implementation Manual for design intent drawings



NS2 Safety/Emergency

A standard approach to signs that communicate safety messages or identify emergency facilities is shown here.

The designs shown here can be used as a starting point for the development of bespoke designs. Where standards for regulatory or safety signs already exist, those existing standards should be used, rather than adopting this new approach.

Scalable

Yes

- Standard x value 5mm
  Minimum x value 5mm

Standard sign size

200 (w) × 300 (h) mm

Relevant Graphic Standards

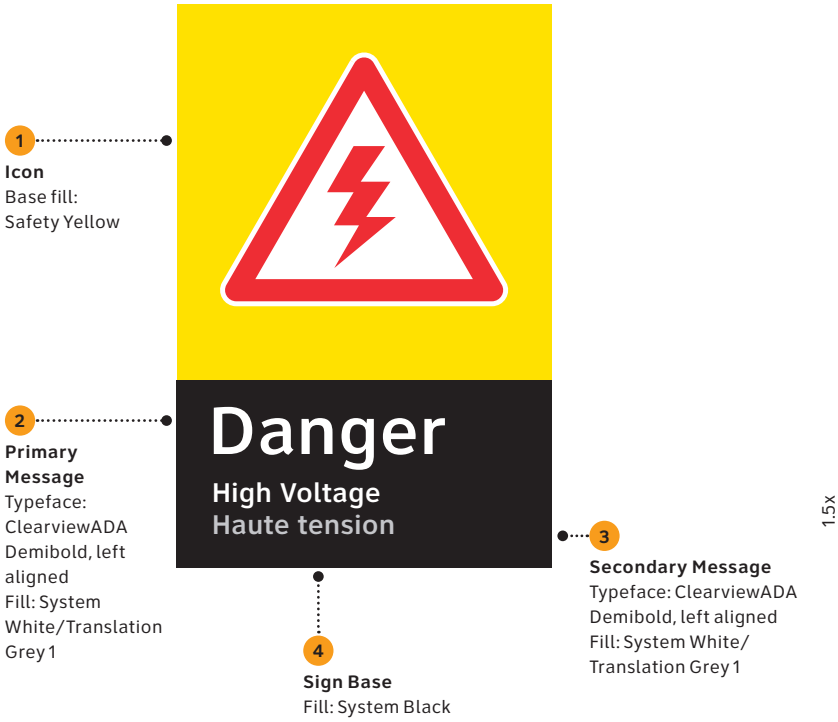
5.2	Colour	84
5.3	Iconography	91
5.5	Basic layout	113

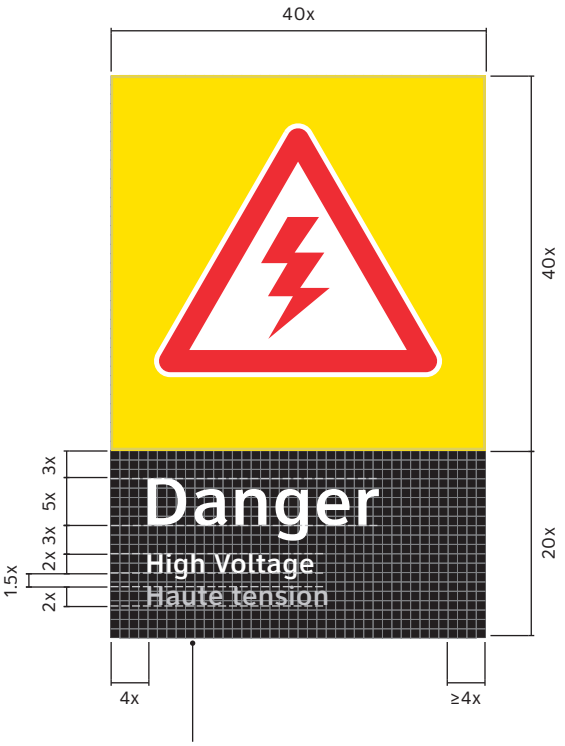
Product Approach

See Sign Implementation Manual for design intent drawings

Safety signage

The base colour of safety relates to signs are yellow, as shown here.

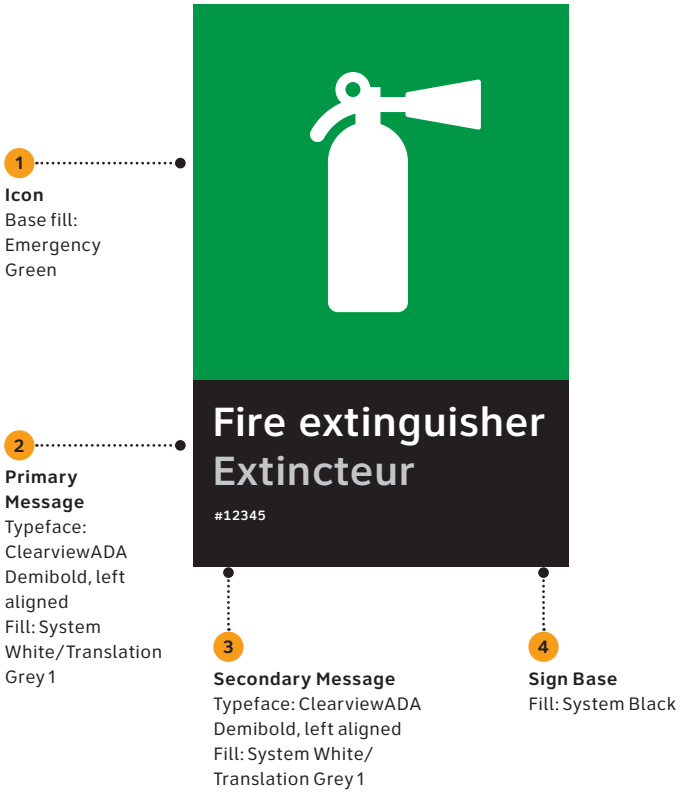




Text cap height should be either 5,4,3,2 or 1 x to fit within the width of the sign. Differing cap heights should be combined in a logical hierarchy.

If necessary, the height of the black area can be extended to accommodate long texts.

Emergency signage
The base colour of emergency related signs are green, as shown here.



Text cap height should be either 5,4,3,2 or 1 x to fit within the width of the sign. Differing cap heights should be combined in a logical hierarchy.

If necessary, the height of the black area can be extended to accommodate long texts.

NS3 Prohibitions

Prohibitions signs should be designed using the standard shown.

The designs shown here show a typical approach that can be used as a starting point for the development of bespoke designs. Where standards for regulatory or safety signs already exist, these existing standards should be used, rather than adopting this new approach.

Scalable

Yes

- Standard x value 5mm
  Minimum x value 5mm

Standard sign size

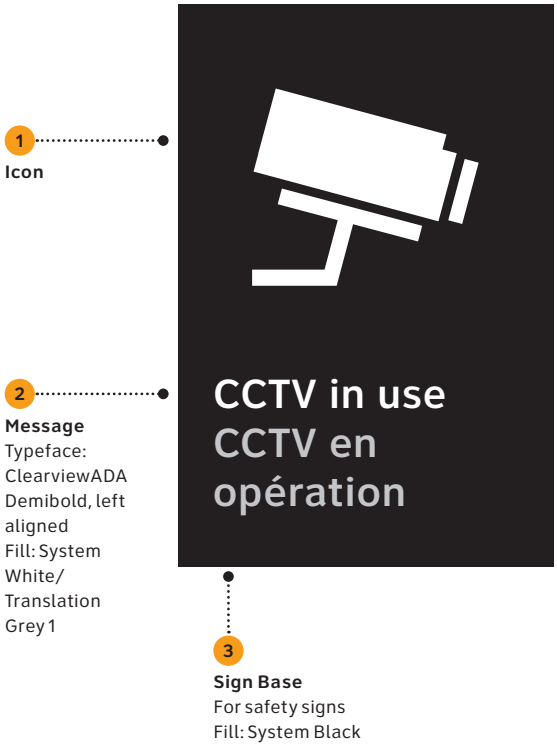
200 (w) × 300 (h) mm

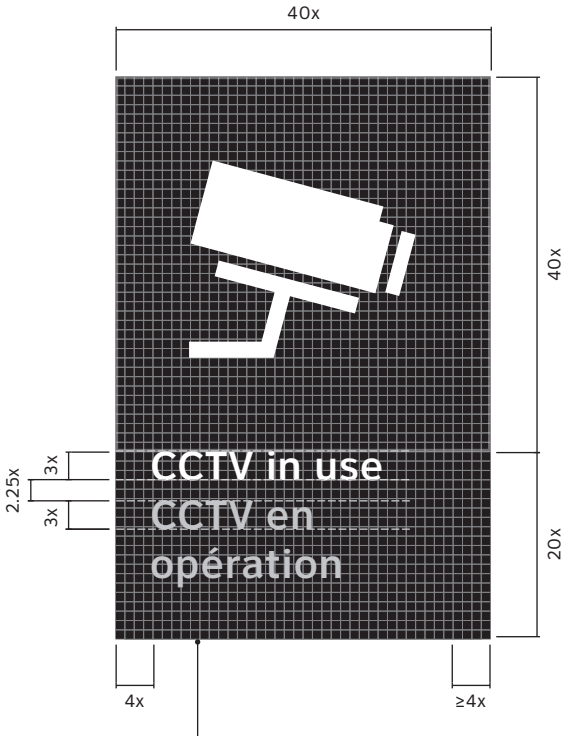
Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings





Text cap height should be either 5,4,3,2 or 1 x to fit within the width of the sign. Differing cap heights should be combined in a logical hierarchy.

If necessary, the height of the black area can be extended to accommodate long texts.

NS4 CCTV

The CCTV sign indicates that CCTV is in use at the transit facility.

The design shown here shows a typical approach that can be used as a starting point for the development of other similar non-safety/emergency/prohibition signs. Where standards for regulatory or safety signs already exist, these existing standards should be used, rather than adopting this new approach.

Scalable

Yes

- Standard x value 5mm
  Minimum x value 5mm

Standard sign size

200 (w) × 300 (h) mm

Relevant Graphic Standards

5.2	Colour	84
5.3	Iconography	91
5.5	Basic layout	113

Product Approach

See Sign Implementation Manual for design intent drawings

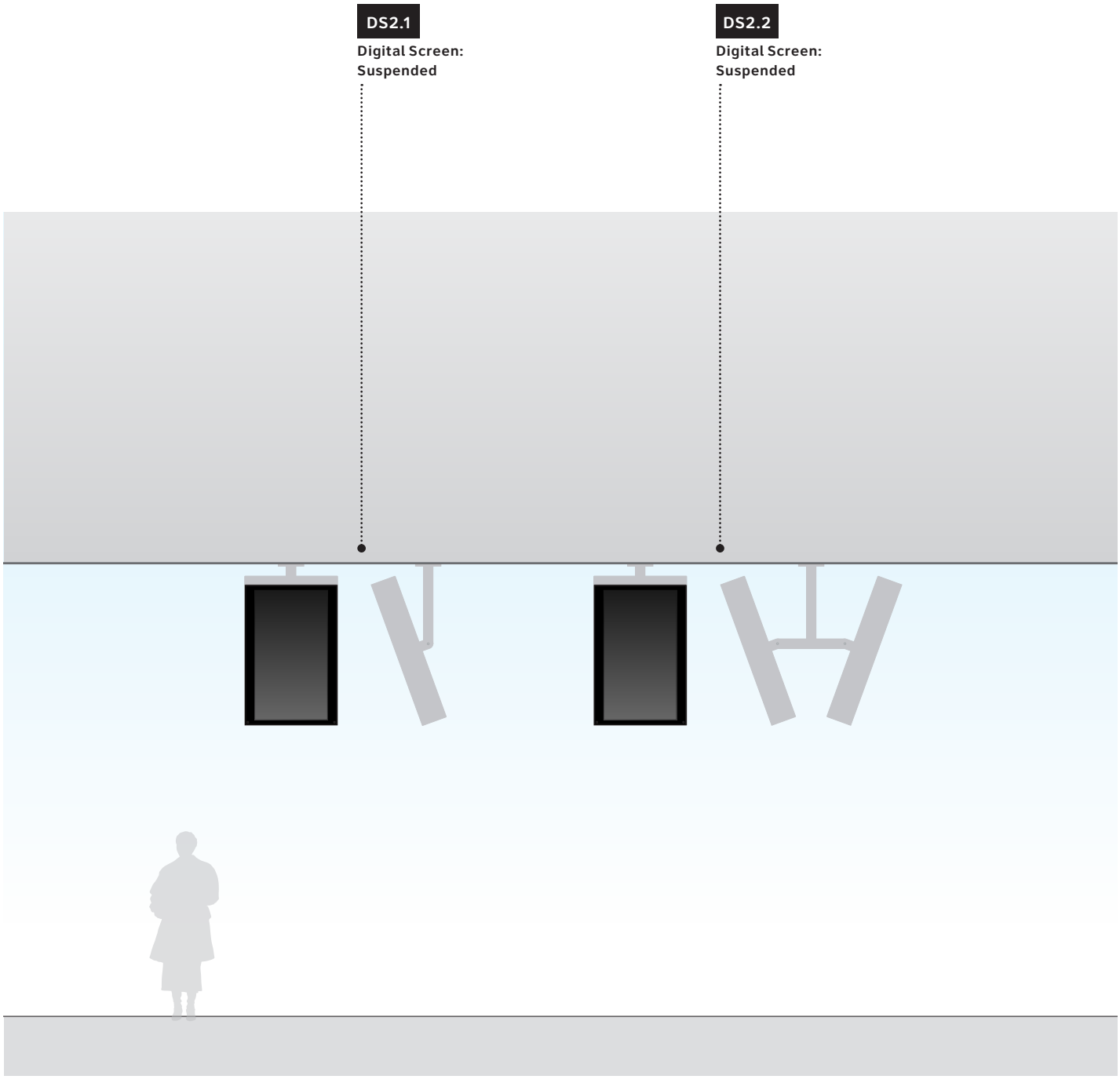
Text cap height should be either 5,4,3,2 or 1 x to fit within the width of the sign. Differing cap heights should be combined in a logical hierarchy.

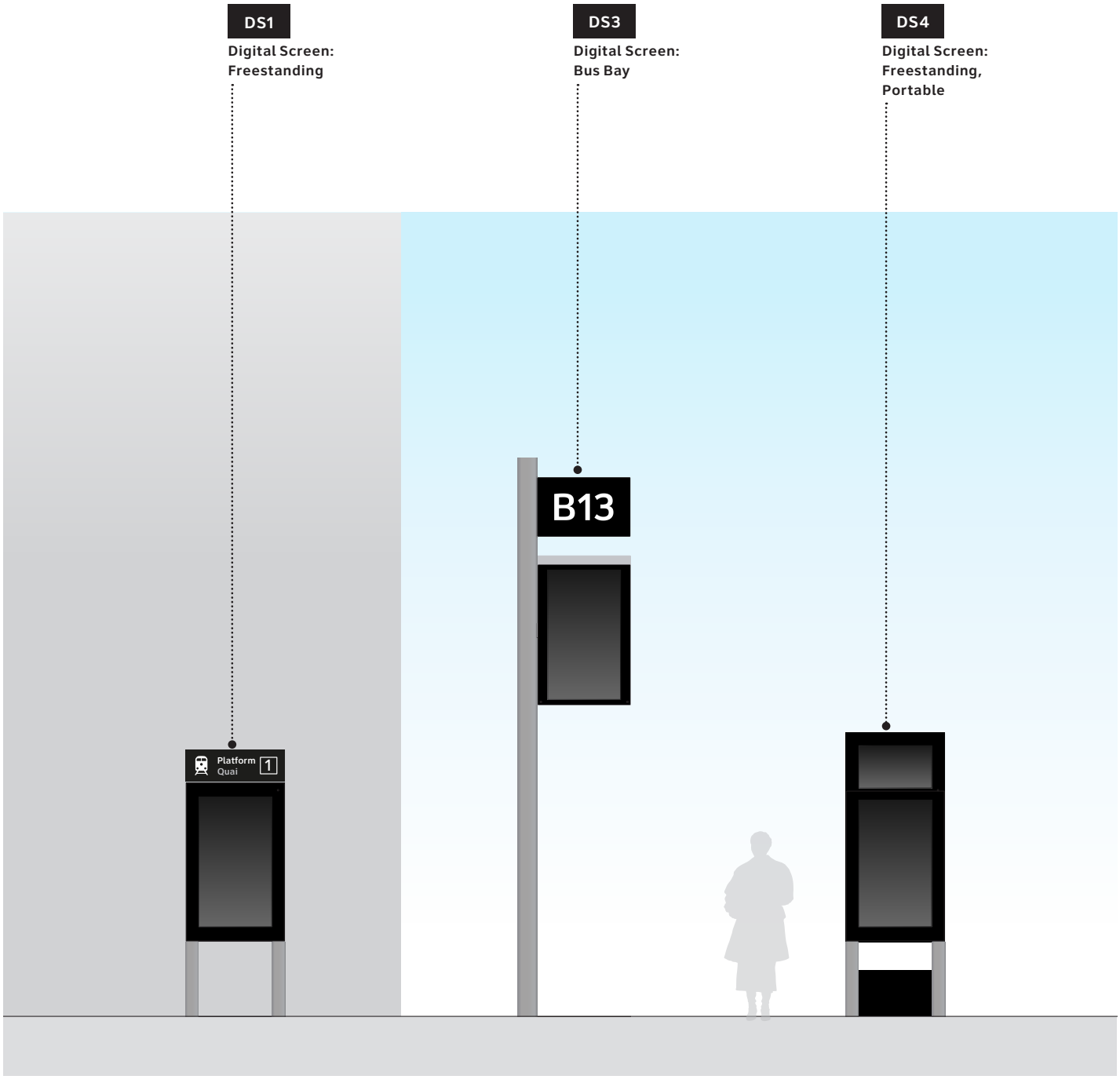
If necessary, the height of the black area can be extended to accommodate long texts.

6.9 Digital screens

A number of design intent drawings for digital screens have been developed as part of this project. Design intent drawings are included in the Sign Implementation Manual.

These standards do not cover the design of real-time displays. This has been covered as part of related Metrolinx projects. Please consult Metrolinx for further information.




DS1
Digital Screen:
Freestanding
DS3
Digital Screen:
Bus Bay
DS4
Digital Screen:
Freestanding,
Portable
B13
Platform
Quai
1

Appendix A French translations

English–French translations are ordered alphabetically.
Contact Metrolinx for proofreading or to request a translation not listed here.

English	French
Access by steps	Accès par marches
Access to [...]	Accès à [...]
Accessible station or interchange	Station ou correspondance à accès facile
Airport	Aéroport
All buses are step-free. Not all [stations and] stops are step-free. Check with the operator or visit www.triplinx.ca before travelling.	Tous les autobus offrent l'accès facile. Certains arrêts [et stations] n'offrent pas l'accès facile. Veuillez vérifier auprès de l'exploitant ou visiter www.triplinx.ca avant de vous déplacer.
All stations on this diagram have barrier-free access	Accès facile à toutes les gares et stations sur le diagramme
All stops within this map indicated	Tous les arrêts sur la carte sont indiqués
Area under construction	Zones en cours de construction
Basement	Sous-sol
Barrier-free access Barrier-free access to platform	Accès facile Accès facile au quai
Barrier-free access map	Carte des accès faciles
Bay	Zone d'arrêt
Buses	Autobus
Bus bay Bus bays	Zone d'arrêt d'autobus Zones d'arrêt d'autobus
Bus services operating in a dedicated or semi-dedicated right of way for all or part of their journeys	Autobus circulant dans un droit de passage dédié ou semi-dédié lors d'un trajet ou d'une partie de trajet
Bus stop Bus stops	Arrêt d'autobus Arrêts d'autobus
Bus stop location	Emplacement d'arrêt d'autobus
Bus platform Bus platforms	Quai d'autobus Quais d'autobus
Bus terminal Bus terminals	Station d'autobus Stations d'autobus

Bus Terminal A Bus Terminal A and B	Station d'autobus A Station d'autobus A et B
[Operator] Buses	Autobus [...]
[Operator] Buses and subway only	Autobus et métro de la [...] seulement
Buses from here	Autobus à partir d'ici
Buses from this stop	Autobus à cet arrêt
Buses from [...] Station	Autobus depuis la station de [...]
Bus routes	Trajets d'autobus

Car	Auto
Check with the operator or visit www.triplinx.ca before travelling	Veuillez vérifier auprès de l'exploitant ou visiter www.triplinx.ca avant de vous déplacer
Coaches	Voitures de train
Connected Network	Réseau connecté
Connection to subway	Correspondance avec le métro
Connection to trains	Correspondance avec le service ferroviaire
Connection to local rapid bus	Correspondance avec le service rapide d'autobus local
Connection to rapid bus service operated by local agency	Correspondance avec le service d'autobus rapides géré par la société de transport locale
Customer service	Service à la clientèle
Customer service hours	Heures d'ouverture du service à la clientèle

Diagram is not to scale	Le diagramme n'est pas à l'échelle
Direction	Direction
Download the free Transit app for travel information on the go	Téléchargez l'application gratuite sur le transport en commun pour avoir accès à des renseignements sur vos trajets, où que vous soyez
Drop-off only	Descente seulement
Drop-off only shuttle service	Débarcadère de navette seulement
Drop-off only shuttle service departing from [...] Station	Descente seulement – navette en provenance de la gare de [...]
Drop-off point	Point de débarquement

Eastbound	Vers l'est
Elevator	Ascenseur
Elevator to Platform 1	Ascenseur vers le quai 1
Entrance	Entrée
Entrance by elevator	Entrer par l’ascenseur
Exit	Sortie
Exit to [...]	Sortie vers [...]
Exit by elevator	Sortir par l’ascenseur

Fares	Titres de transport
Fare charges will vary across operators	Le tarif varie selon la société de transport.
[Operator] fare zone	Zone tarifaire de la [Operator]
Find your bus bay	Trouver sa zone d’arrêt d’autobus
Find your bus route	Trouver sa zone d’autobus
First trains First and last trains	Premier trains Premiers et derniers trains
Food and drink	Nourriture et boissons
Footbridge	Passerelle
For [Operator] trains	Pour les trains de [operator]
For further information please go to [www...]	Pour de plus amples renseignements, consultez le site [www...]
[www...] for trip planning in the Greater Toronto and Hamilton Area	[www...] pour la planification de trajets dans la région du grand Toronto et de Hamilton
For trip planning please go to [www...]	Pour planifier un itinéraire, aller à [www...]

Ground level	Niveau du sol

Here	Ici

Information centre	Centre d’information
Information correct at time of going to print	Information correcte au moment de l’impression
Interchange	Correspondance
Last trains	Dernier trains
[Map] Legend	Légende
Limited service	Service limité
Local area map	Carte des environs
Local bus services Local streetcar services	Services d’autobus locaux Services de tramways locaux
Major stops indicated	Les arrêts principaux sont indiqués.
Metropass machine	Distributeur Metropass
Monday–Friday	Lundi au vendredi
[...] minutes walk	[...] minutes à pied
National Trains	Trains nationaux
Northbound	Vers le nord
Not shown on map	N’apparaît pas sur la carte
Next vehicle arrival	Arrivée du prochain véhicule
Next vehicle arrival times	Temps d'arrivée du prochain véhicule
Night bus	Autobus de nuit
Night bus service	Service d'autobus de nuit
Night shuttle	Navette de nuit
No entry	Défense d’entrer
No entry for PRESTO	Aucun accès par PRESTO
No service	Pas de service
Note	Remarque

On-street pedestrian connection (less than [...] minutes walk)	Correspondance piétonne sur rue (moins de [...] minutes de marche)
Only major stops indicated	Seuls les principaux arrêts sont indiqués.
Operates at limited times of day, with service operating in a single direction at a time	En service à des périodes précises de la journée, dans une seule direction à la fois
Other services	Autres services

Platforms	Quais
Parking	Stationnement
East Parking (via Platform [...])	Stationnement est (par le quai [...])
Passenger pick-up	Dépose-minute
Pick up/drop off point	Zone de débarcadère
Plan your journey	Planifiez votre trajet
Platform Platforms	Quai Quais
Please advise the driver of the stop you wish to be dropped off at	Veuillez aviser le chauffeur de l'arrêt auquel vous désirez descendre
PRESTO card can be used to travel seamlessly across all services shown	La carte PRESTO peut être utilisée pour vous déplacer facilement avec tous les services affichés

Raised platform	Quai surélevé
Rapid bus	Autobus rapide
Rapid transit interchange	Correspondance de transport en commun rapide
Ramp	Rampe
Regional bus services	Services d'autobus régionaux
Regional trains and subway	Trains régionaux et métro
Regional trains	Trains régionaux
Regular service	Service habituel
Route name	Nom du trajet
Route number	Numéro du trajet
Route variations	Variantes en matière de trajets

Saturday	Samedi
Scale 1:1000	Échelle 1:1000
Seasonal excursion service	service d'excursions saisonnières
See schedule for information	Voir l'horaire pour de plus amples renseignements
Service frequency	Fréquence du service
Services on this diagram are operated by [...]	Les services présentés sur ce diagramme sont exploités par [...]
Service runs Monday to Thursday only	Le service est offert du lundi au jeudi seulement.
Service runs in a counter-clockwise loop	Le service forme une boucle dans le sens contraire des aiguilles d'une montre
Service runs in a clockwise loop	Le service forme une boucle dans le sens des aiguilles d'une montre
Service terminates at [...] Station	Le service prend fin à la gare de [...]
Shopping	Magasinage
Southbound	Vers le sud
Special service	Service spécial
Stairs	Escaliers
[...] Station map	Carte de la gare de [...] Carte de la station de [...] Note: 'gare' is used for stations providing train services. 'station' is used for station providing subway services.
Step-free access	Accès sans marche
Stop	Arrêt
Stop on request	Arrêt sur demande
Street	Rue
Street access to	Accès par la rue à
Streetcar	Tramway
Sunday and holidays	Dimanche et jours fériés

Taxis	Taxis
Terminus	Terminus
Text [code] to [...]	Textez [code] à [...]
Text: For Next Vehicle Arrival timings, text your Stop ID number to [...]	Texte : Pour l'heure d'arrivée du prochain véhicule, textez le code de votre arrêt à [...]

This bus bay is not in use	Cette zone d'arrêt d'autobus n'est pas desservie
This diagram shows major train and subway connections in the Greater Hamilton and Toronto Area	Le diagramme montre les principales correspondances en métro et en train dans la région du grand Toronto et de Hamilton
Tickets	Billets
Ticket machine	Distributeur de billets
To platforms	Vers les quais
To street	Vers la rue
To subway and streetcars	Vers le métro et le tramway
To track [...] / To tracks [...]	Vers la voie [...] / Vers les voies [...]
To / Towards [...]	Vers [...]
Track Tracks	Voie voies
Trains	Trains
Train connections	Correspondances en train
Train to city	Train vers la ville
Travel information	Information pour les passagers
Triplinx is the official trip planner and one-stop transportation information resource for the Greater Toronto and Hamiton Area (GTHA)	Triplinx est le planificateur de trajet officiel et un guichet unique pour obtenir des renseignements sur le transport dans la région du grand Toronto et de Hamilton (RGTH)
Under construction	En cours de construction
Union Station connections	Correspondances à la gare Union
Union Station transit connections	Correspondances de transport en commun à la gare Union
Walking	Marche
Washrooms	Toilettes
Way out to [...]	Sortie en direction de [...]
Westbound	Vers l'ouest
You are here	Vous êtes ici
You are on level [...]	Vous êtes au niveau [...]