PARKING GARAGE SIGNAGE DESIGN REQUIREMENTS

1. **Basic Identity System Elements:** This is the master volume of the signage system and contains its entire background, along with the basic specifications for all the elements of multilevel parking facilities. Every user of this manual must read this section and become thoroughly familiar with its contents before moving on to create applications with the aid of one or more of the accompanying sections.

2. **Identification Signs:** Located at a destination or place within an environment, these signs identify that destination and tell the viewer s/ he has arrived.

3. **Directional Signs**: These signs are located at various distances from a destination within a given environment. Display arrows are often used to point out specific paths that will direct people to their destination.

4. **Warning & Caution Signs:** These signs make people aware of dangers and/or safety procedures within an environment.

5. **Regulatory & Prohibitory Signs:** These signs are intended to regulate people's behaviour or prohibit activities within an environment.

6. **Wall Mounted Information Signs:** The section introduces new sign designs added to the GO existing sign family. The major goal for designing and using these designs is to provide an easier, cleaner and more comprehensive way finding system for the customers.

Basic Identity System Elements

A comprehensive sign program must create its own unique, intuitive and unified visual family for all the various types of signs, while also conforming to internationally recognized shapes, colours and symbols, where appropriate.

The purpose of these signage design requirements is to provide signage standards for all multilevel parking structures. GO is moving towards a brand strategy whereby signage will have a uniform look and feel. The objective is to provide a way finding system that is intuitive, consistent and identifiable, thus yielding better movement and overall safety.

The standards outlined herein are to be executed in a consistent manner in order to achieve this goal.

When existing signage requires replacement, or new signage is required, please refer to the appropriate section and examples for guidance. Should questions or concerns arise, please contact:

GO — A Division of Metrolinx

Project Management Programs & Systems Office, Standards Department

416.869.3600W 20 Bay Street, Suite 600

Toronto, Ontario M5.1 2W3

Elements include:

Sign Location

Symbols: arrows, fonts, colours, layout

Sign Messaging

Sign Hardware System

Sign Graphic System

1.1 SIGN LOCATION

Tips for Determining Sign Locations

Directional signs should always be located at decision points. Long pathways should have additional signs to reassure people they are moving toward the correct destination.

Where possible, signs should be located perpendicular, not parallel, to the visitor's line of sight and movement Parallel placement requires people to turn their heads, and increases the chance of the sign being missed. Parallel signs also divert the eyes of drivers away from the road, thus creating a potential hazard.

Use advance directional signage to ensure drivers have enough time to process information and manoeuver their vehicle to make safe decisions.

Identification signs should be placed at all destinations. This lets people know they have arrived at a particular destination.

Sign Condition Factors

Once the sign location plans have been established and developed, the site conditions at each location should be examined for the following:

Viewing distances and angles.

Sign-mounting opportunities, placement of all sign types shall be consistent for each garage.

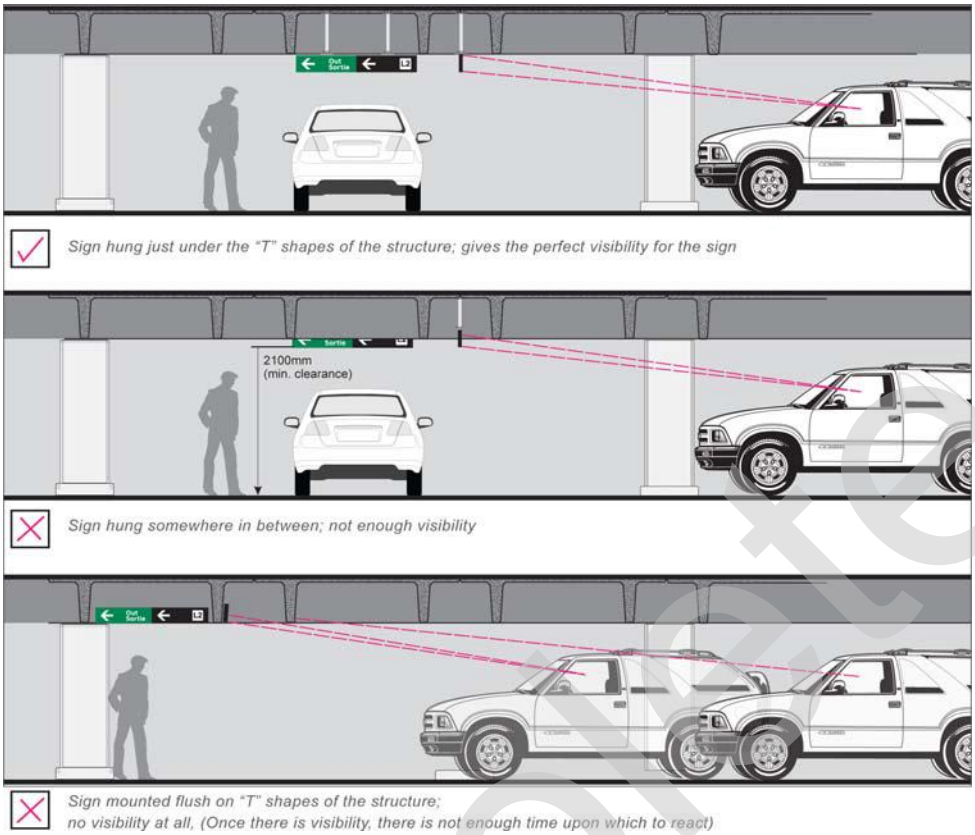


Image 1: Sign Condition Factors

1.2 SIGN MESSAGING

Message Vocabulary

A clear, concise and consistent message vocabulary is the key to any sign information system. The following guidelines should be observed:

Once established, use the same destination names for all signage.

Avoid the use of synonyms. For example:

Do not use the word "Exit" on some signs, and "Out" on the others. They both have the same basic meaning, but using the terms interchangeably within a sign program causes confusion.

Keep sign messages brief. Unnecessary information will confuse the viewer.

On directional and informational signs only, provide information necessary to make a decision at that particular location.

Messages placed on signs should be as concise as possible.

Brevity of content is essential. If necessary, use only commonly recognized abbreviations, reduce the number of words, or reduce the type size for the entire message. Do not reduce (tighten) letter-spacing or condense type.

Dead space is essential for legibility, clarity, and organized appearance of the sign graphic system. A sign message footprint, or live space, always comprises less square footage than the entire sign space, which consists of the live space plus dead space, such as margins.

Bilingual Messaging

All the signs in GO parking lots shall need to meet FLSA requirements.

In ceiling-hung directional signs, there are two typical conditions;

French and English are side by side

French and English are stacked

Basically, if the sign carries one message, the message in two languages are side by side. If the sign carries two messages, they should be stacked.

> **Note:** The French translation comes always on the right side or under the English.
>
> Line spacing between stacked bilingual messages should be greater than lines of text in the same language.

Samples (NTS)

Image 2: Samples (N.T.S.)

1.3 Sign Graphic System

Symbols

The sign graphic system is a two-dimensional display of the information content system. This includes.

Symbols, arrows, typography, colour and any other two-dimensional graphic elements used to convey the sign information

The optimal arrangement of these elements to best convey the information and to create a visual identity

The application of these graphic elements to signs

To aid sign production, and to ensure high standards of communication efficiency in all types of functional signs, a comprehensive system of fonts and symbols has been established. This is applied to all sign types, as required.

The symbols (also known as icons) applied to signs often convey their meaning without the need for any words. Note that the standard, universal system of symbols is recommended. Use the diagrams below as a guide regarding style and format.

Arrows

Care must be taken to ensure the arrows on signage are oriented correctly. The following images show some of the situations in which arrows must convey directional guidance:

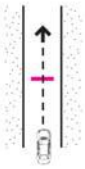
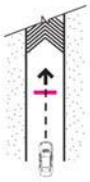
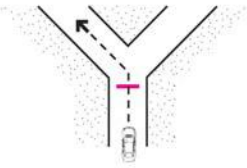
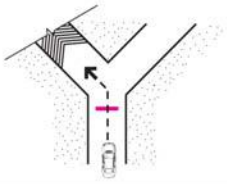
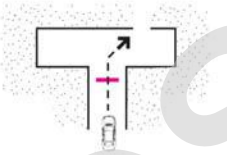
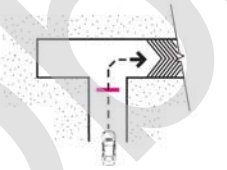
Number	Orientation	Location Plan	Interpretation
1			Straight Ahead
2			Up
3			Ahead on Left
4			Up on Left
5			Ahead on Right
6			Up on Right

Image 3: Directional Guidance – Example 1

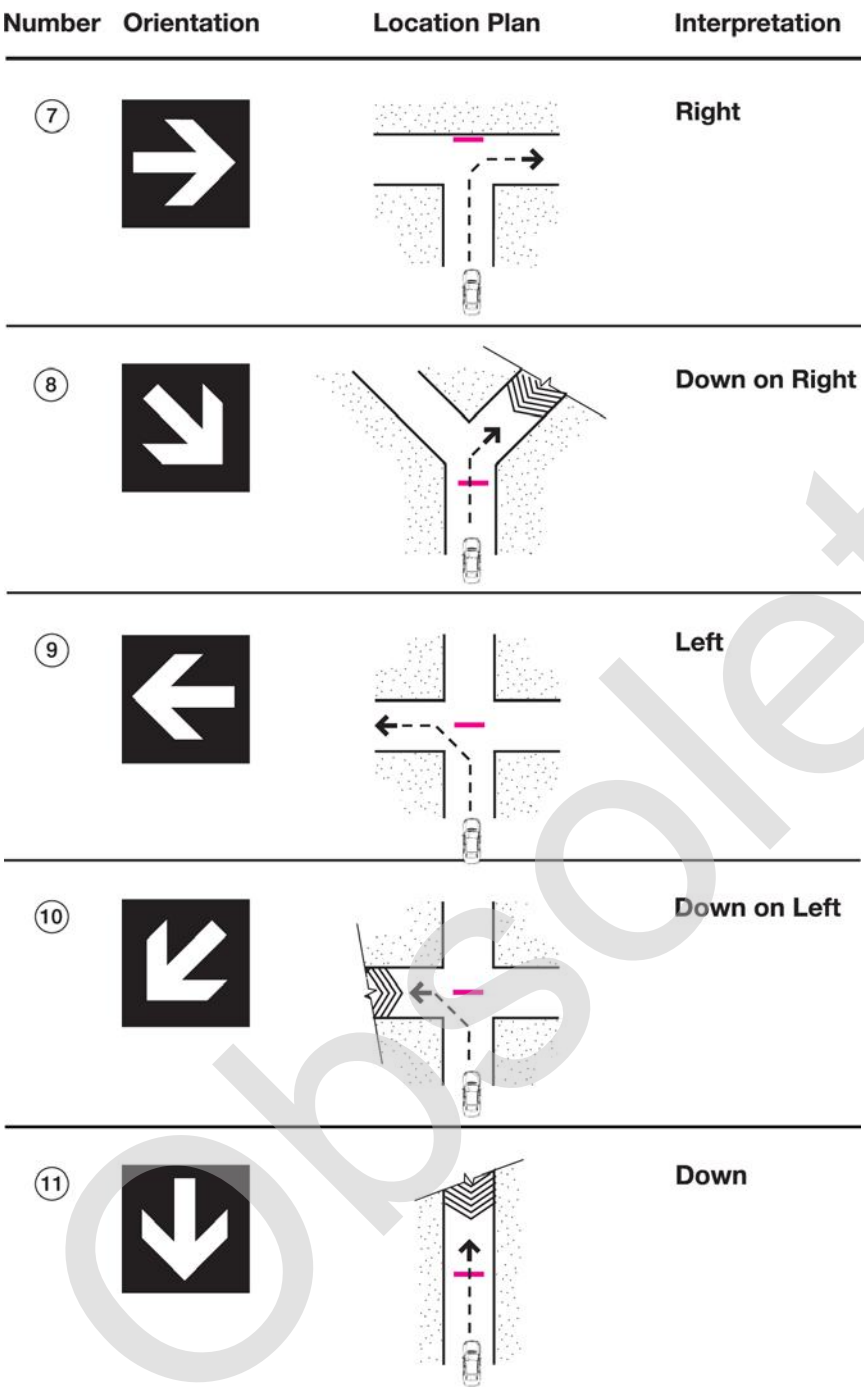


Image 4: Directional Guidance – Example 2

Fonts

Typography is the primary graphic element for signage communication, so typeface selection is key to the visual appearance of a sign program's graphic system.

The standard font for all GO parking facilities is “GO Polaris" as shown in the Static Signage Catalogue. The case treatment for all the signs in GO signage program is title case, in which all words have their initial letters set in uppercase, with all subsequent letters of the word set in lowercase

> **Note:** All cap words are intentionally not used. While seemingly bolder and simpler to read, in reality lower-case letters are preferable. They have a more distinctive shape and greater variation among those shapes than capital letters.

Colours (Overview)

Colour coding links a given message with a given colour to reinforce the message and to distinguish it from other messages. One of the few instances where colour alone communicates a clear message is with traffic signals, but that's because the driving population worldwide has been trained over time to stop on red and go on green.

Colour can perform several functions in a sign program's graphic system including:

Contrast or harmonize with the sign environment,

Augment the meaning of sign messages,

Distinguish messages from one another, and

Be decorative.

Colours (Directional Overhead Signs)

GO parking structures employ the colour green for Exit signs because green denotes the concept of "movement/ advancement". The colour red denotes "Stop" and is used for "Do Not Enter" signs

> **Note:** Overhead directional signs (e.g. No Entry), preferably should be illuminated. If in any specific situation the signs are not illuminated, they must be retro-reflective. (This will include the one-way signs as well.) These signs would specify "3M engineering grade (3200-series)" or equivalent.

Colours (Identification Signs)

GO parking structures employ colour-coded identification signs, both in parking stalls and floor levels. The exact same colours for floor level have been used for the related parking stalls to help people locate their vehicles. Colours should be distinctly different from one floor to the next. Below is the list of colours that are to be used.

Note: That the order of colours can not be changed and should always be the same in all locations.

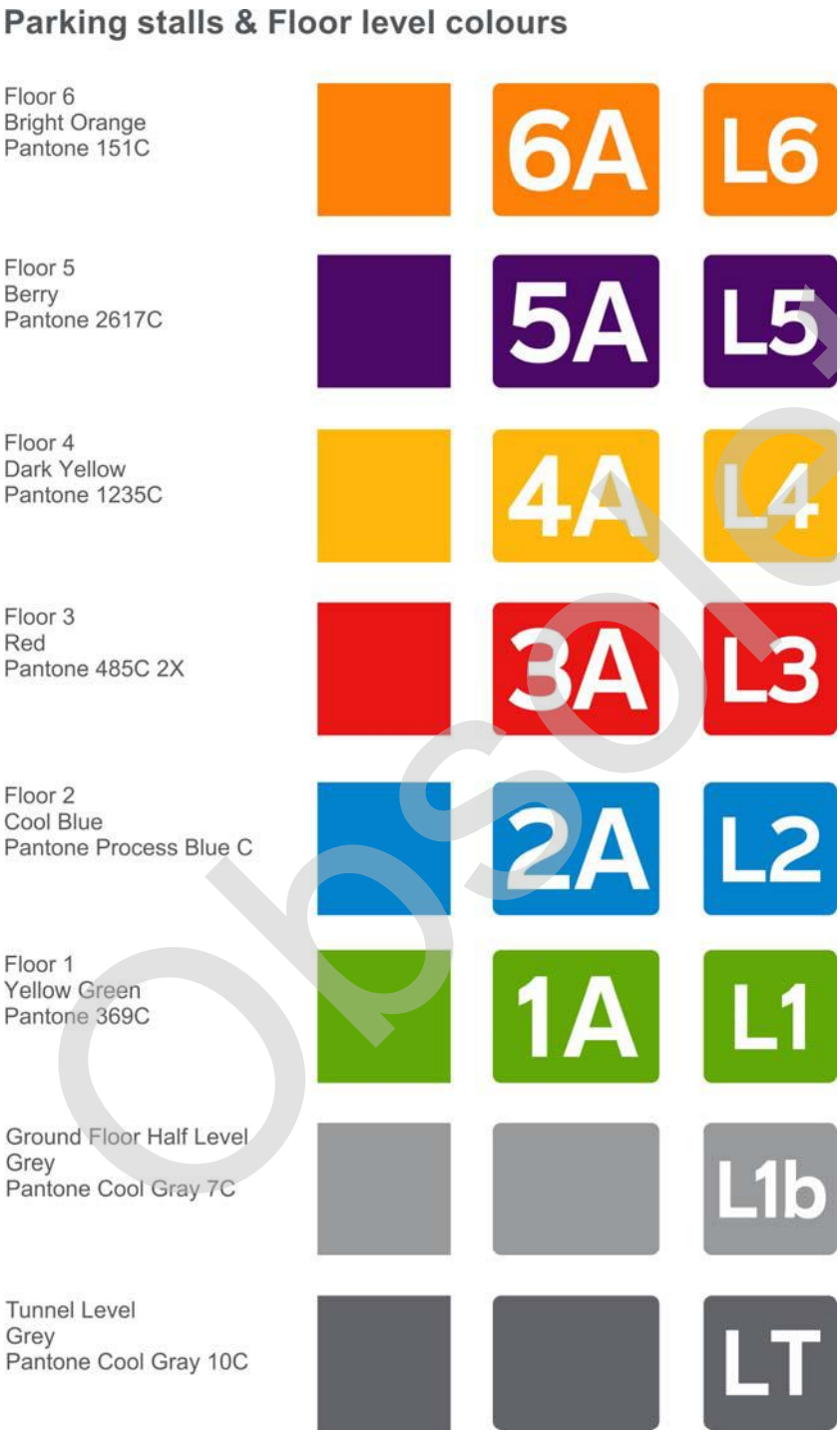


Image 5: Parking stall and floor level colours

LAYOUT

Overview

The visual character of a sign program's graphic system is expressed in the layout. Its appearance relates to, and is influenced by, the appearance of the hardware system with respect to size and proportion. Overall size and proportion of layouts are determined by the position and proportion of symbols and arrows in relation to typography. Spacing around and between graphic elements is also important. Fundamental factors that influence the ultimate design and overall size and proportion of layouts are:

Proportion of symbols, arrows and typography,

Position of symbols, arrows and typography, and

Spacing around and between graphic elements.

Symbols and arrows should be clearly visible relative to the typography. This ensures clarity of message. Proportional relationships between symbols, arrows and typography should be consistently maintained throughout the sign graphic system.

Position of symbols, arrows, and typography

The symbols, arrows and typography in GO signage are always aligned side-by-side on one line (never stacked). The horizontal centre lines of the symbols and arrows are always aligned with the horizontal centre lines of the typographic cap height.

Arrows should always appear at one end of the sign. If the arrow is directing to the right, it should be placed at the right end of the sign. If the arrow is directing left, it should appear at the left end of the sign. This format should maintain for all types of signage to promote visual consistency.

> Note: This scheme should be employed across the entire range of sign types in a program to enhance the visual consistency.

PLACEMENT

Pedestrian Wayfinding Placement

The following diagrams depict typical layouts and message hierarchies as they are to be displayed on signs. The examples shown below represent typical examples of best practice. For more information on message hierarchy and layout, see GO/Metrolinx Static Signage Catalogue, 4.3.1 Message Hierarchies & Layouts.

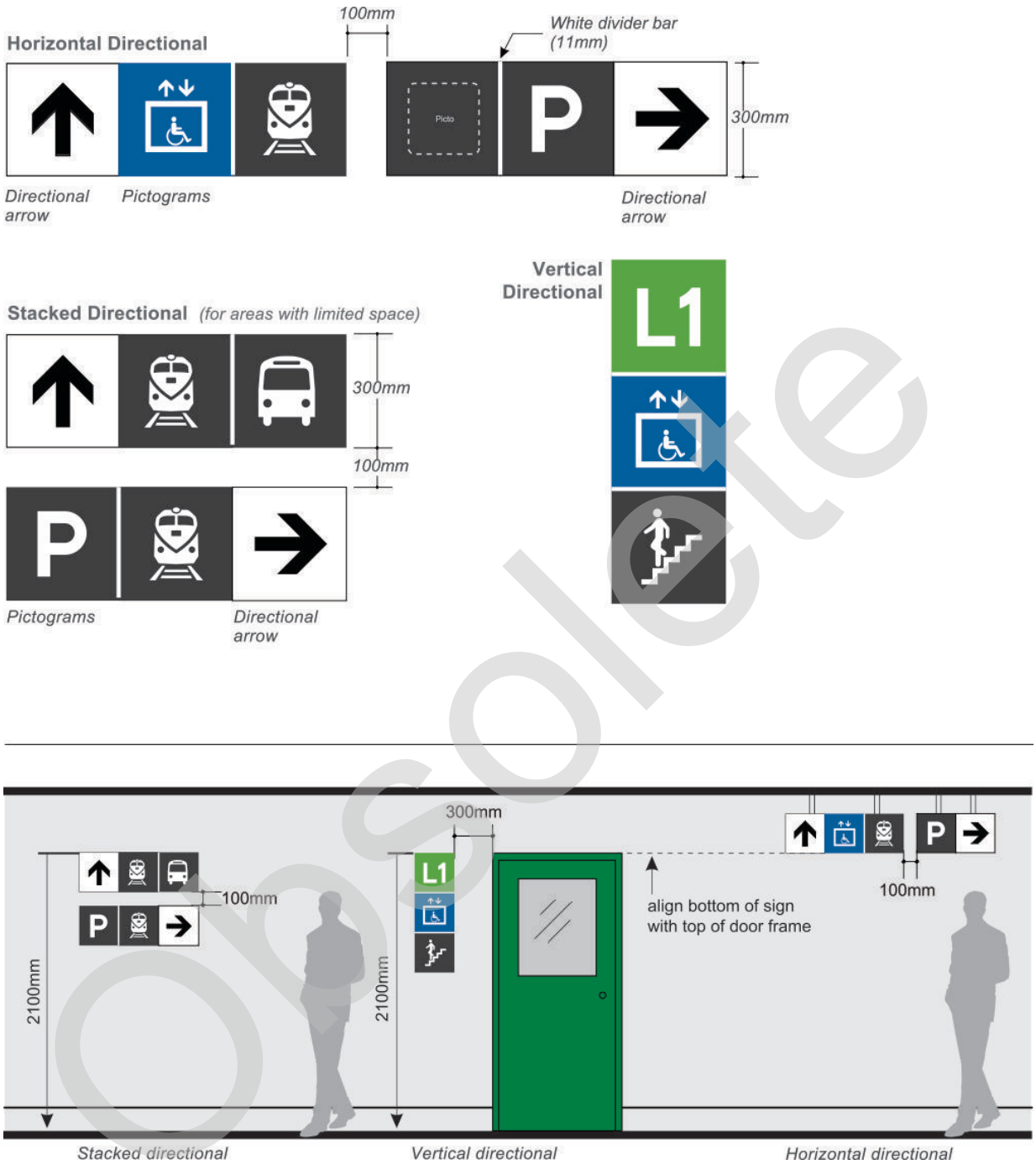


Image 6: Pedestrian Wayfinding Placement

1.4 Sign Hardware System

The hardware system is the collection of three-dimensional, physical sign objects that displays the sign information as encoded by the sign graphics. The hardware system consists of:

Sign Types

What sizes the signs are

How the signs are mounted or connected to other environmental objects

The material, coatings, finishes and lighting techniques used

THREE-DIMENSIONAL SHAPES OF SIGNS

The three basic types of mounting used in GO multilevel parking structures are as follows:

1. **Projecting or flag-mounted**: The side of the sign is fixed perpendicular to a wall or some other vertical mounting surface.
2. **Suspended or ceiling-hung**: The sign top is fixed to the ceiling or some other horizontal mounting surface.
3. **Flush or fat wall-mounted**: The back of the sign is fixed parallel a wall or some other vertical mounting surface.

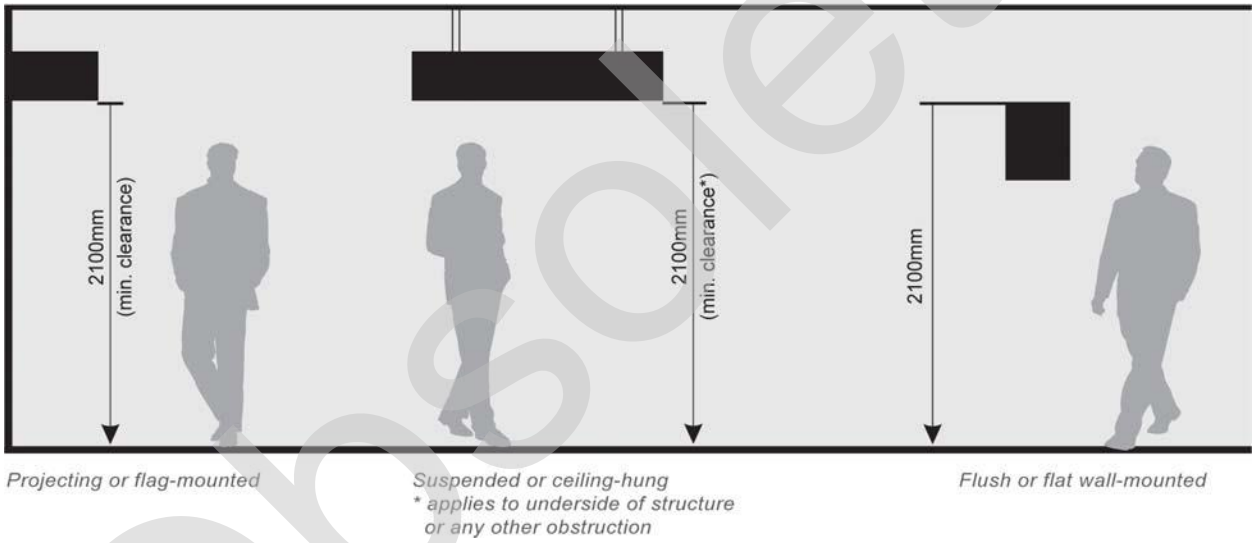


Image 7: Placement

SIGN MOUNTING CONSIDERATIONS

There are two basic zones for placement of sign information and, therefore, for mounting the sign panels that carry that information: an overhead and an eye-level zone.

Please note that in an interior environment, signs that convey primary and, sometimes, secondary information are mounted in the overhead zone; signs that convey detailed and/or lower-hierarchy information are mounted at eye level.

In GO parking structures, primary directional and identification signs, are typically mounted overhead, whereas signs conveying less important information, such as information signs, are placed at eye level.

For interior signs, the zone for displaying eye-level sign information is roughly between 900mm and 2100mm above a finished floor. The zone for showing overhead information is anywhere above 2000mm.

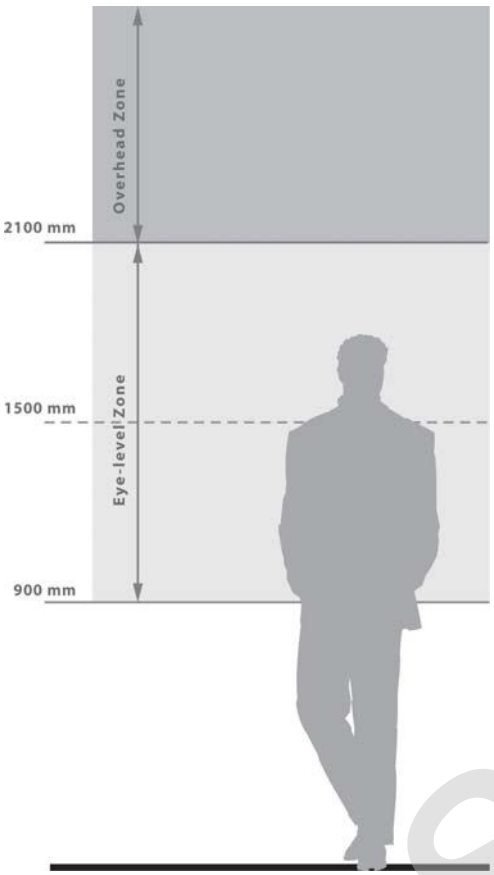


Image 8: Placement

SIGN INSTALLATION OPTIONS

When installing any of the following identification signs:

Reserved Parking

Wheelchair Access Parking (MTO — RB-93 bilingual) Electric Car Charging

Bicycle Lock-Up Area

There are a number of options available. The most appropriate option will depend on the architectural structure (which will vary by location). The approved method will be communicated to all suppliers by the General Contractor (after discussions with Metrolinx).

The installation method selected will depend on a number of factors including:

Height of ceiling

Slope or level of floor

Number of required spaces

Height of back wall, curb or parapet wall

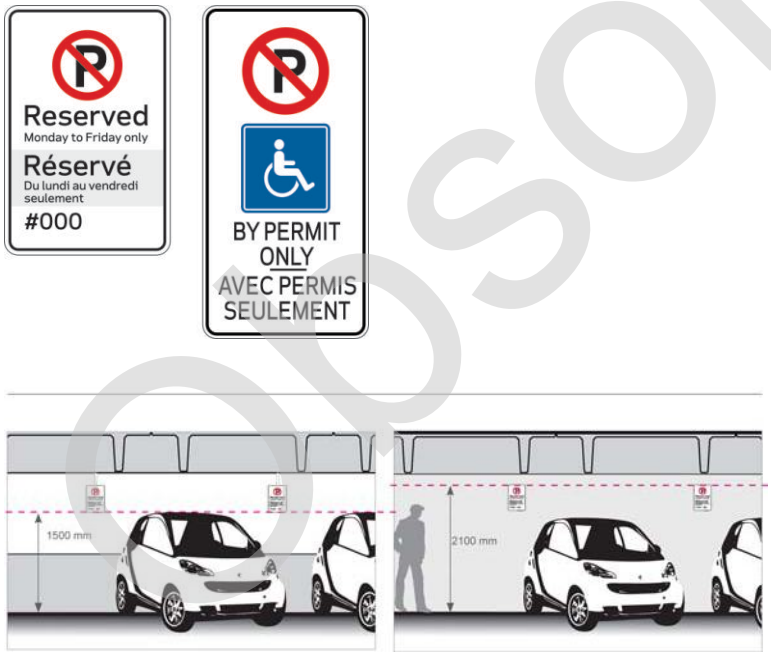


Image 9: Sign and Placement

2. IDENTIFICATION SIGNS

Identification signs are located at a destination to identify and confirm that "you have arrived" at the destination.

The following provides applications for the GO multilevel parking facilities interior sign program.

When existing signage requires replacement or new signage is required, please refer to the appropriate section and examples for guidance.

> **Note:** In all cases (unless otherwise specified), height is measured from the ground (floor).

2.1 Entrance and Exit

Location: At entrances and exits of the parking structure. Two alternatives have been designed depending on the structure's lighting.

Position the sign so its visibility is not obstructed by building support beams. Align the sign with the flow of traffic.

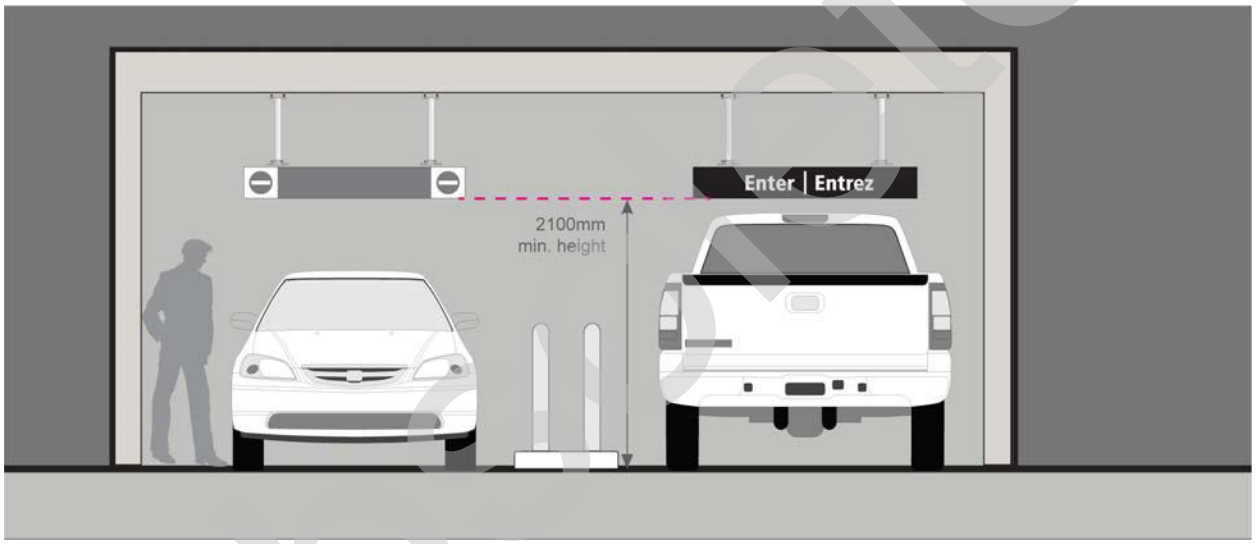
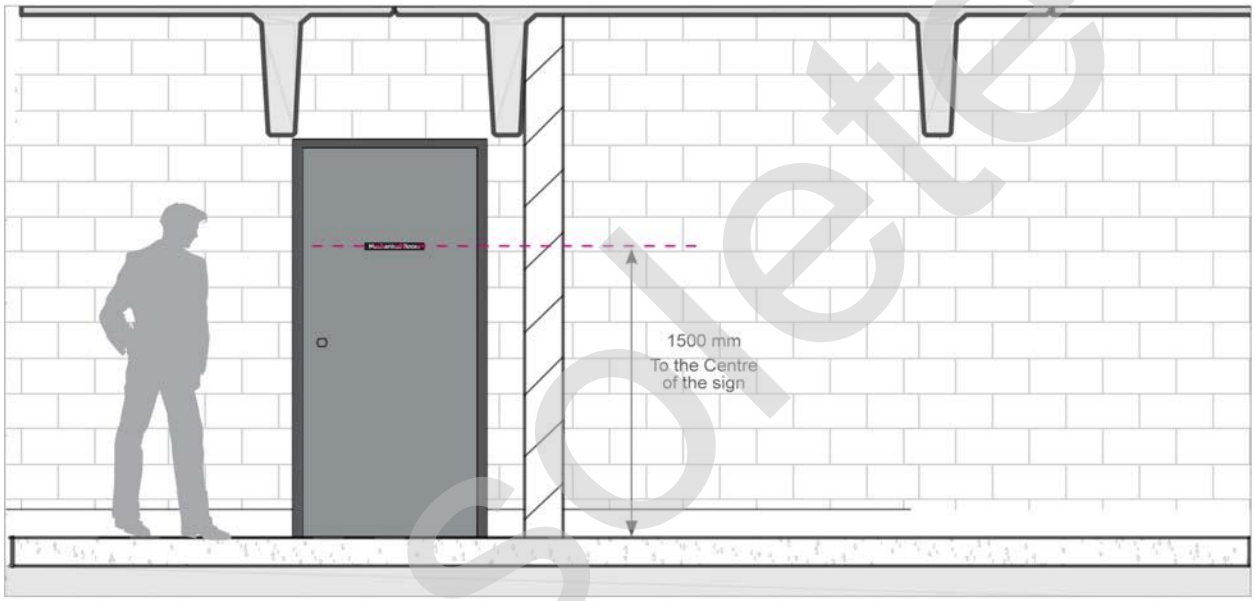


Image 10: Placement

2.2 TYPICAL SERVICE ROOMS

Location: On related room doors. All service room signs are the same size, regardless of the number of characters in the room name. The text is always centre-aligned. All the service signs are in English only.

> **Note:** for more details, please see: GO Transit Static Signage Catalogue, Signage Categories - E Room ID'S.



The sign image to be printed and over laminated on the sign panel. Cut out vinyl lettering is not an acceptable alternative.

Image 11: Placement

2.3 Floor Levels

Location: In each stairwell.

Align the top of the sign with the stair sign(s). The centre of the sign should not be less than 1500 mm. Install the sign in the landing area, where it has the maximum visibility. Position the sign in a way that pedestrians have a clear, unobstructed view of the sign.

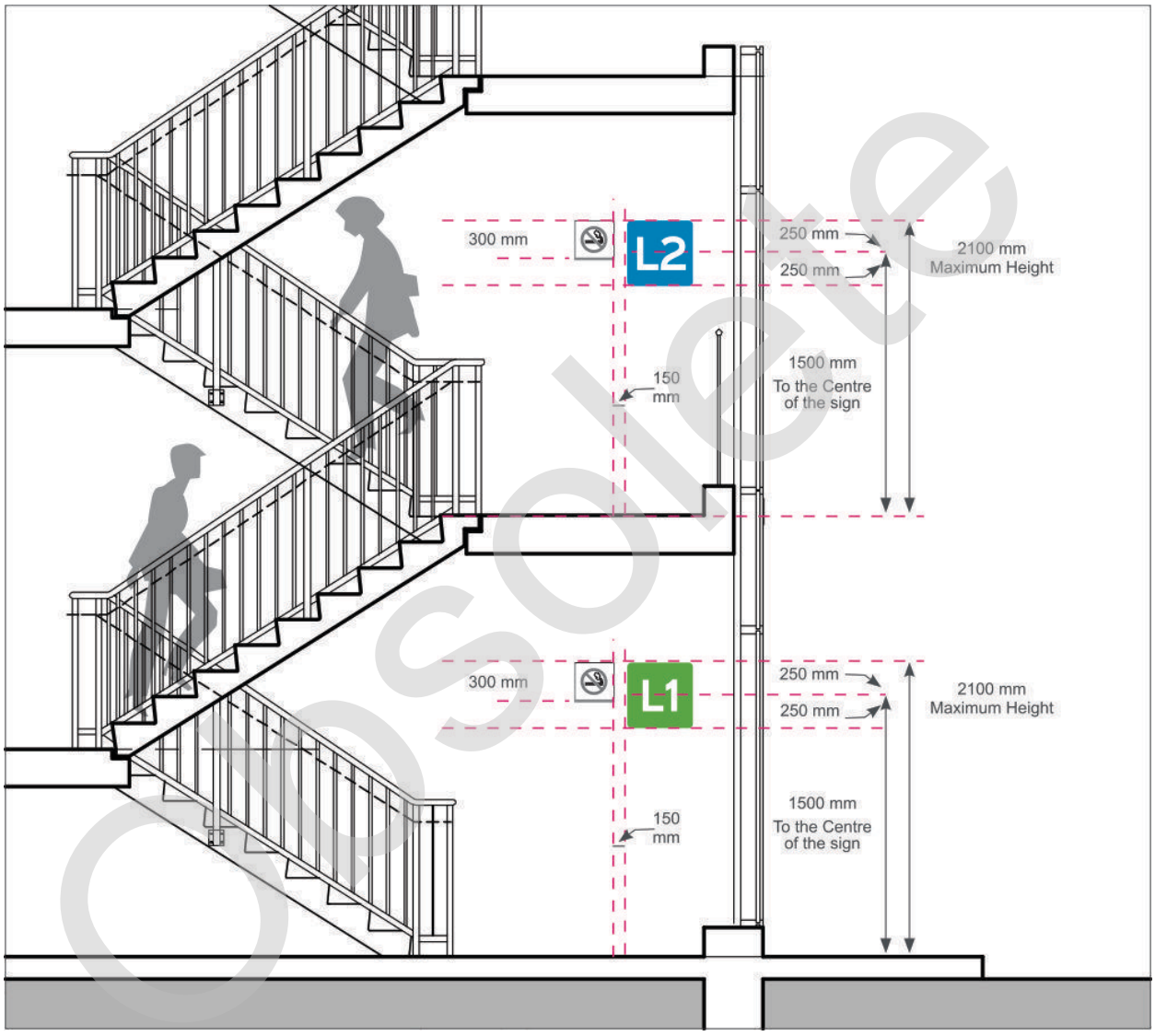


Image 12: Placement

2.4 Parking Stalls

Location: In each parking aisle. These signs indicate (and act as a reminder) for drivers where they have parked their vehicles. In all cases, the parking stall signs are produced in the same background colour as that floor's designated colour. These sign are always applied on a strip of painted surface of the same colour as the sign itself. The height of the painted strip should be not less than the height of

the sign, but preferably keep the height to 60 cm. Position the sign such that drivers and pedestrians have a clear, unobstructed view of the sign.

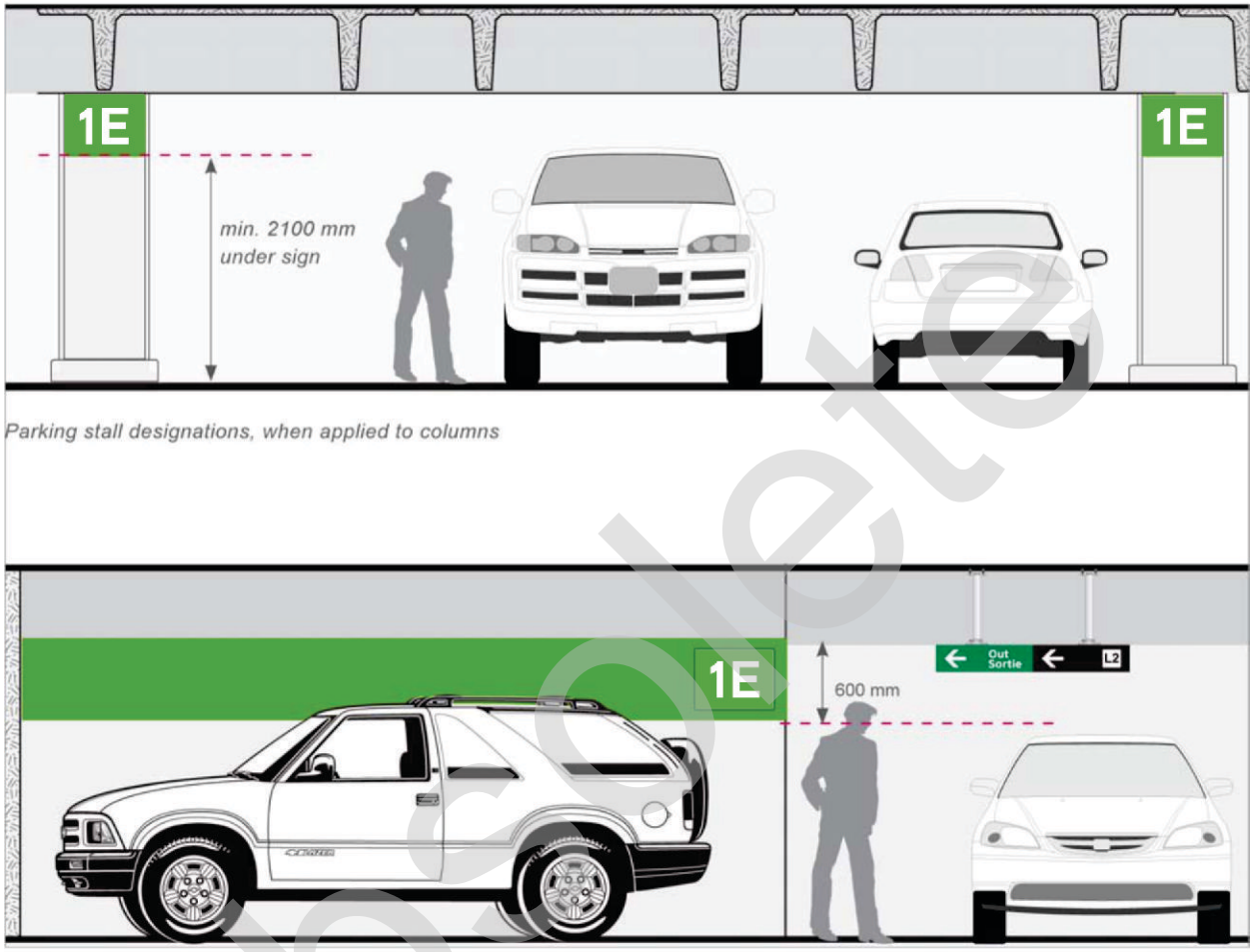


Image 13: Placement

2.5 BARRIERS-FREE PARKING STALLS

Location: In the centre of the stall. The International Symbol of Accessibility shall be painted on the paved surface of the parking stall. Paint colour should strongly contrast with the background (paved surface), and should be repainted on a regular basis to avoid fading. They are in priority of being the closest to the elevators and stairwells.

Image 14: Signs-Painted Barrier Free Parking Sign

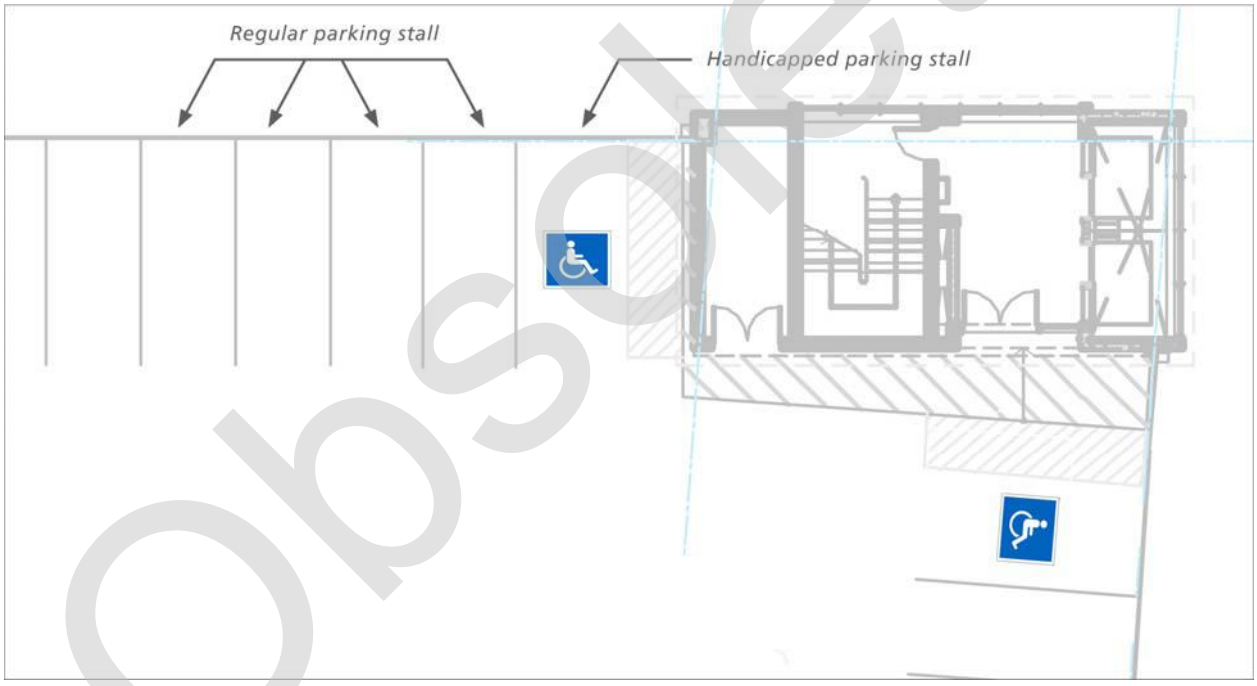


Image 15: Placement

2.6 SAFE EXITS

Location: To be placed on door at every elevator lobby, stairwell and exit leading to an open area. Position the sign such that pedestrians have a clear, unobstructed view of the sign.

Identification – Safe Exit

Image 16: Sign

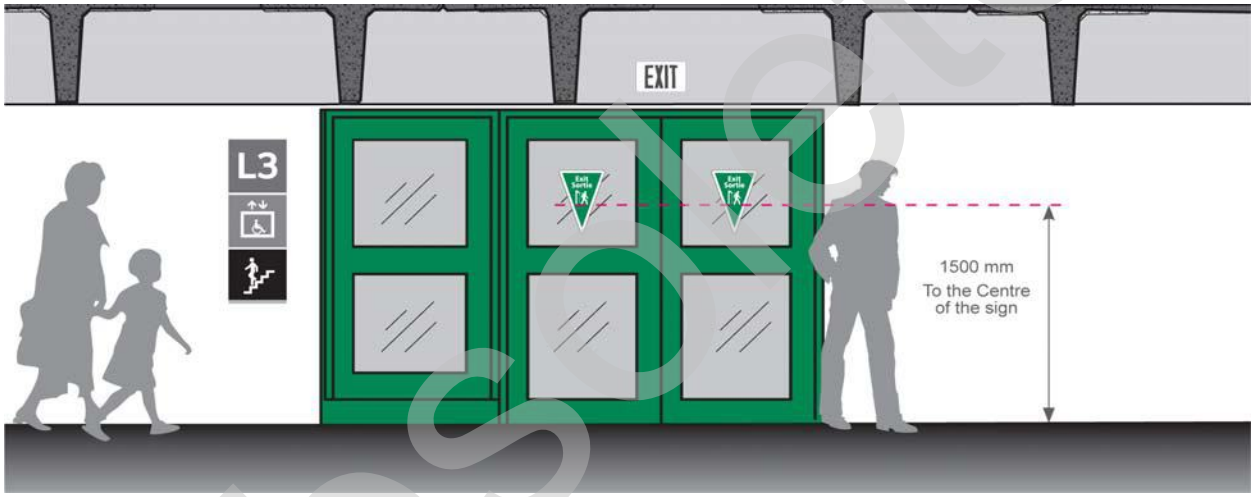
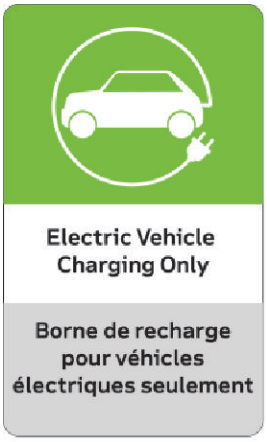


Image 17: Placement

2.7 Electrical Car Charge Area

Location: In appropriate parking stalls.



Identification – Electric Car Charge Area

Image 18: Identification – Electric Car Charge. Area Note: final sign design TBD

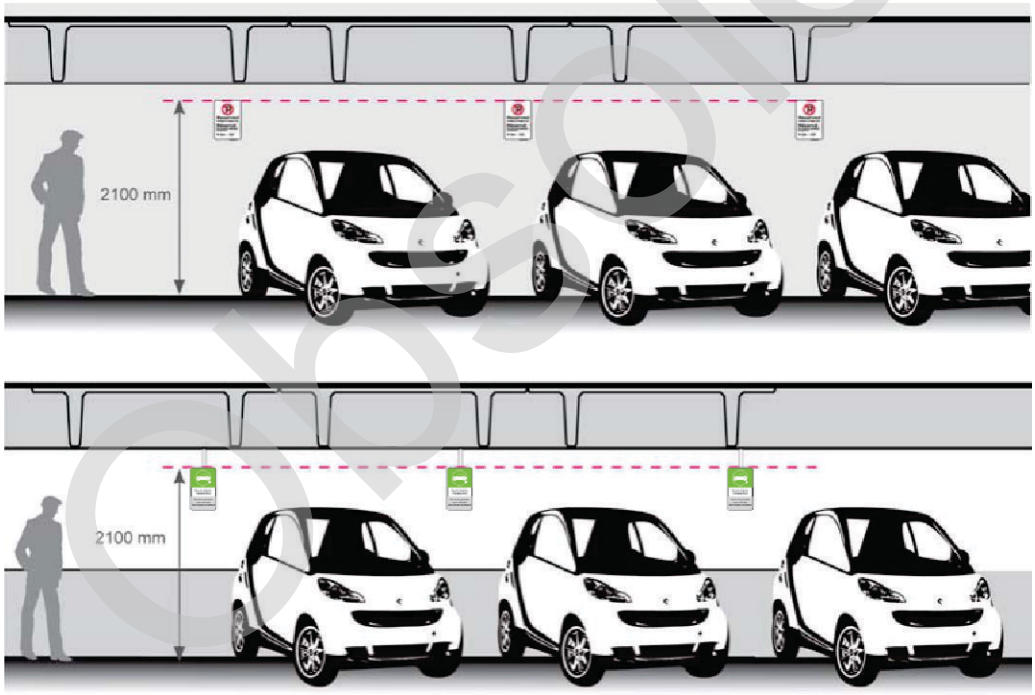


Image 19: Electrical Car Charge Area

3. Directional Signs

These signs are located remotely at decision points to direct people to the various destinations within the parking structure. They almost always display arrows to point out specific paths. Directional signs provide information such as exit, additional parking, the elevators and stairs for both drivers and pedestrians. The arrow shall be orientated on the applicable side of the sign to appear to be dragging

the message. When existing signage requires replacement or new signage is required, please refer to the appropriate section and examples for guidance.

3.1 Typical Out/Other Parking Levels

Location: This sign type is directed specifically to drivers. Depending on the specific traffic circulation, locate these signs at every decision point; providing drivers with information on "Out", next level or additional parking. Typical half-and-half directional signs including, "Out" and additional parking. Position the sign such that its visibility is not obstructed by building support beams. Align the sign with the flow of traffic.

> **Note:** The icons can be replaced with any other ones as long as it is conveying the right message.

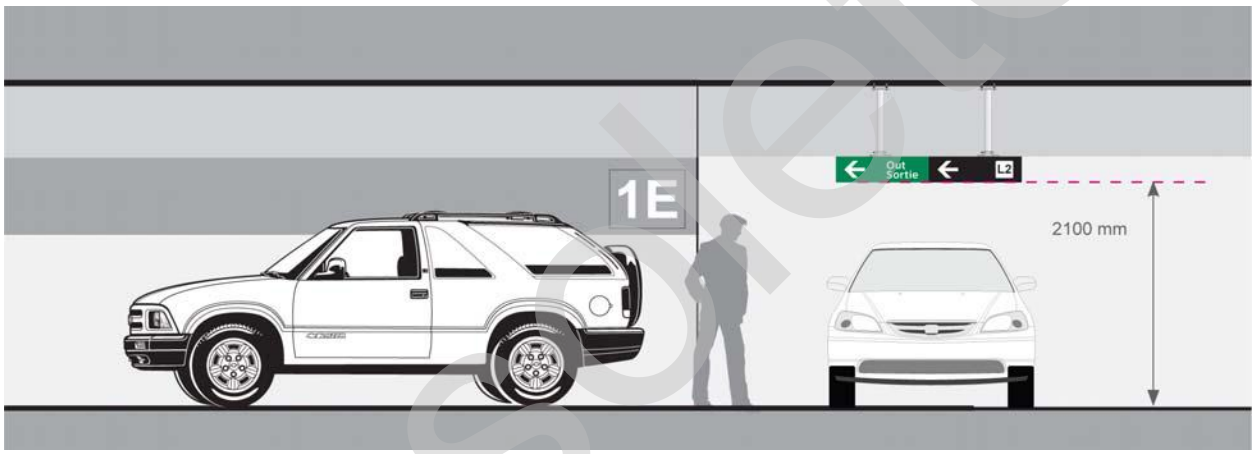


Image 20: Placement

3.2 TYPICAL OUT/PEDESTRIAN PATHWAY

Location: Depending on the specific traffic circulation, locate these signs at every decision point, and before reaching the stairwells, elevator lobbies or any entrance and exit, where pedestrian traffic exists; providing drivers information on "Out" as well as forcing them to slow down. Precautionary information is placed strategically to avoid traffic conflict or accidents. Position the sign so its visibility is not obstructed by building support beams. Align the sign with the flow of traffic.

Out next to Pedestrian Pathway, where pedestrian traffic exists

Image 21: Sign

Image 22: Placement

3.3 ONE WAY (MTO – RB-21)

Location: Apply where the traffic circulation is one-way, to show which direction the vehicles can move in.

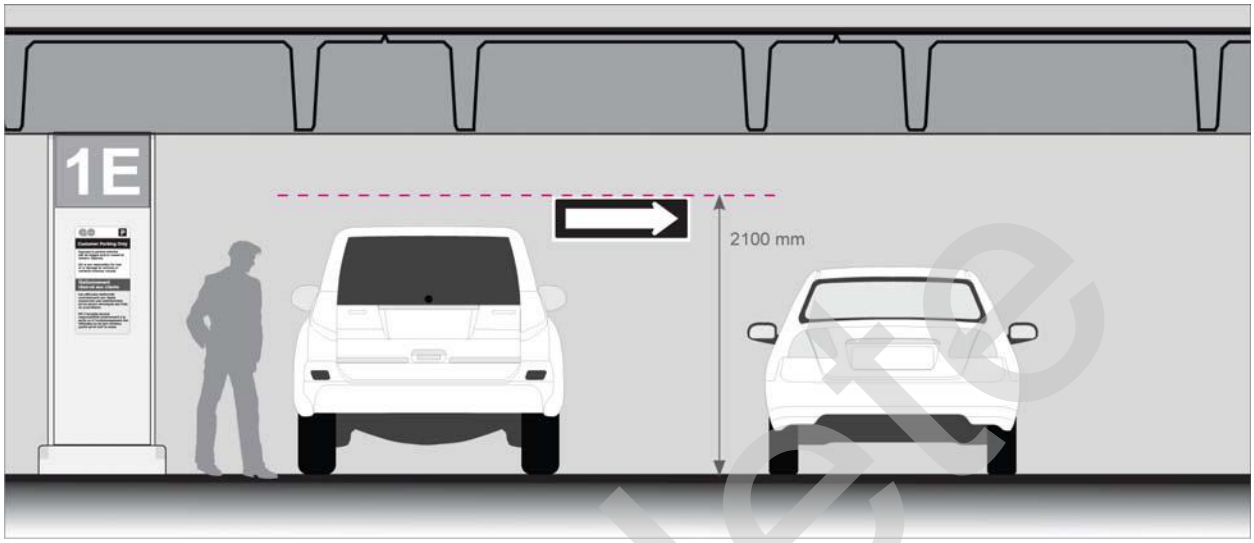


Image 23: Placement

3.4 TO ELEVATOR/TRAIN

Location: At all decision points along the route to elevators and train platform.

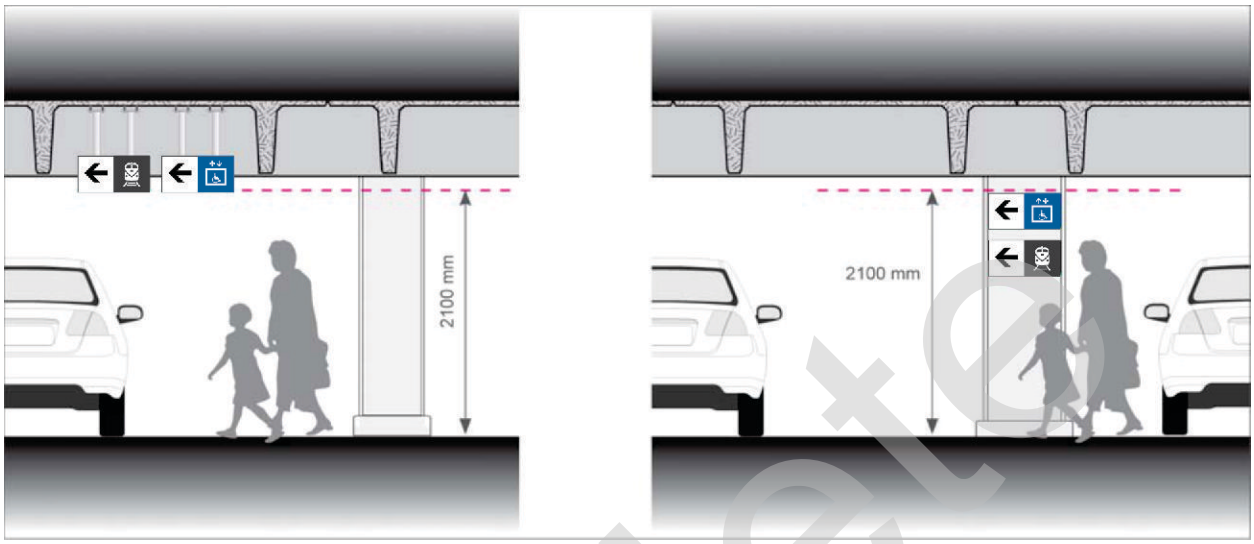


Image 24: Placement

3.5 Emergency Egress Signs

Location:

4. at least every 10 metres along the emergency exit route, as per the Toronto Municipal Code, Property Standards, Article IV (Standards), 029-42, F
5. at all emergency exit route decision points along the emergency exit route, and
6. Wherever an emergency exit route crosses a traffic aisle.

Directional – Emergency Exits

Image 25: Sign

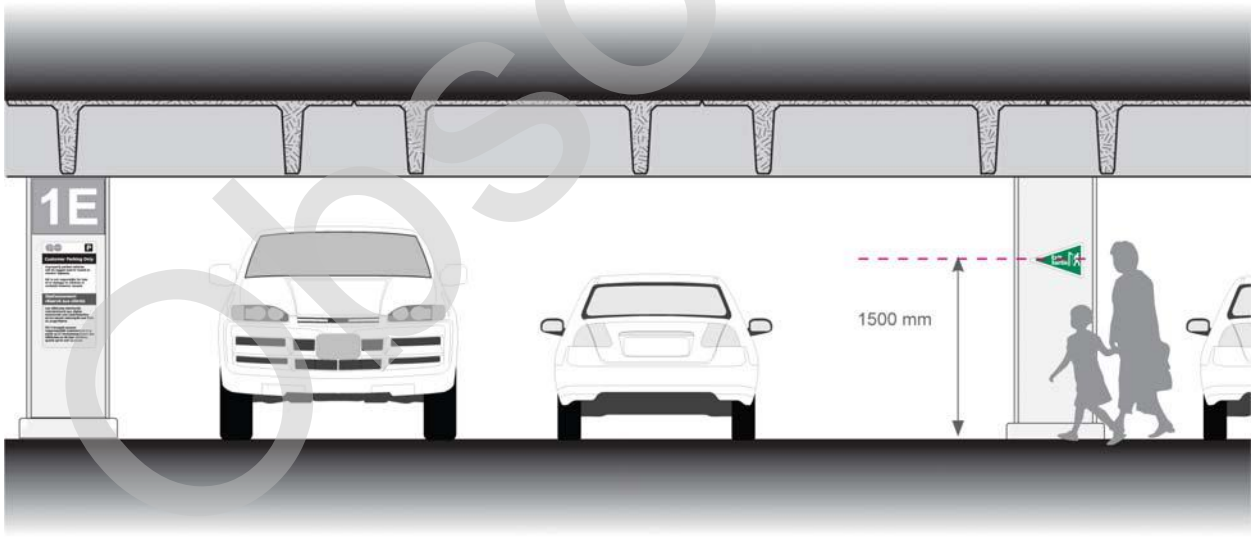


Image 26: Placement

4. Warning and Caution Signs

Warning and caution signs are to alert people of hazards or safety procedures within the parking structure. When existing signage requires replacement or new signage is required, please refer to the appropriate section and examples for guidance.

4.1 PEDESTRIAN PATHWAY

Location: Place this sign near stairwell, elevator lobbies, or any place where pedestrian traffic passes through vehicular traffic. Place precautionary information strategically to avoid traffic conflict or accidents.

Position the sign so its visibility is not obstructed by building support beams. Align the sign with the flow of the traffic. If a directional sign is required at the location, the signs shall be separate. Caution messages may NOT be combined with directional vehicular messages on the same sign face.

Caution – Pedestrian Pathway

Image 27: Sign

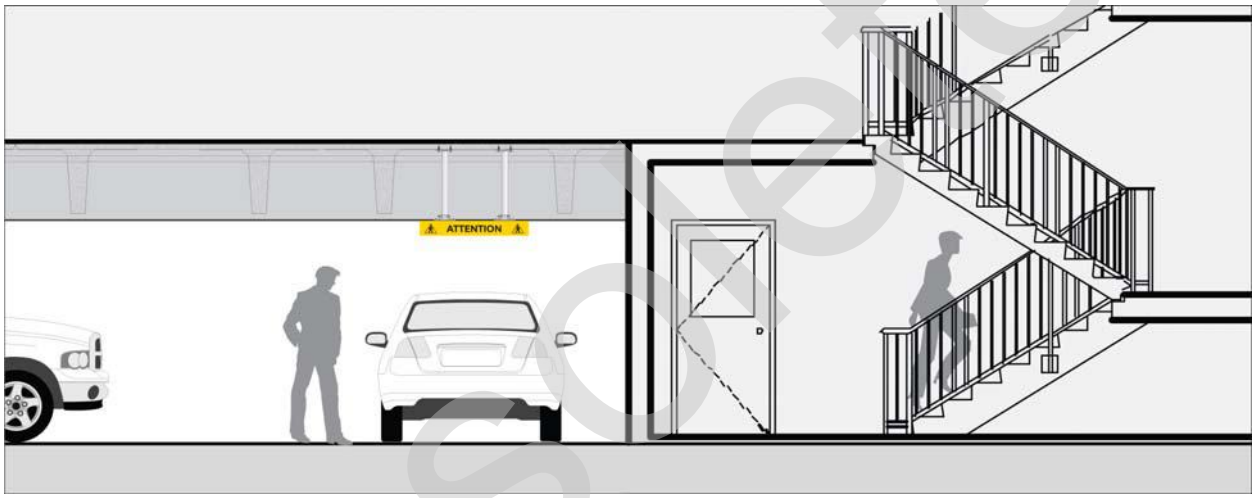


Image 28: Placement

4.2 YIELD

Location: Depending on the specific circulation in each parking lot, locate this sign at any intersection that has crossing traffic, to avoid traffic conflict or accidents. Precautionary information is placed strategically to avoid traffic conflict or accidents.

Position the sign so its visibility is not obstructed by building support beams. Align the sign with the flow of the traffic.

Caution – Yield

Image 29: Sign

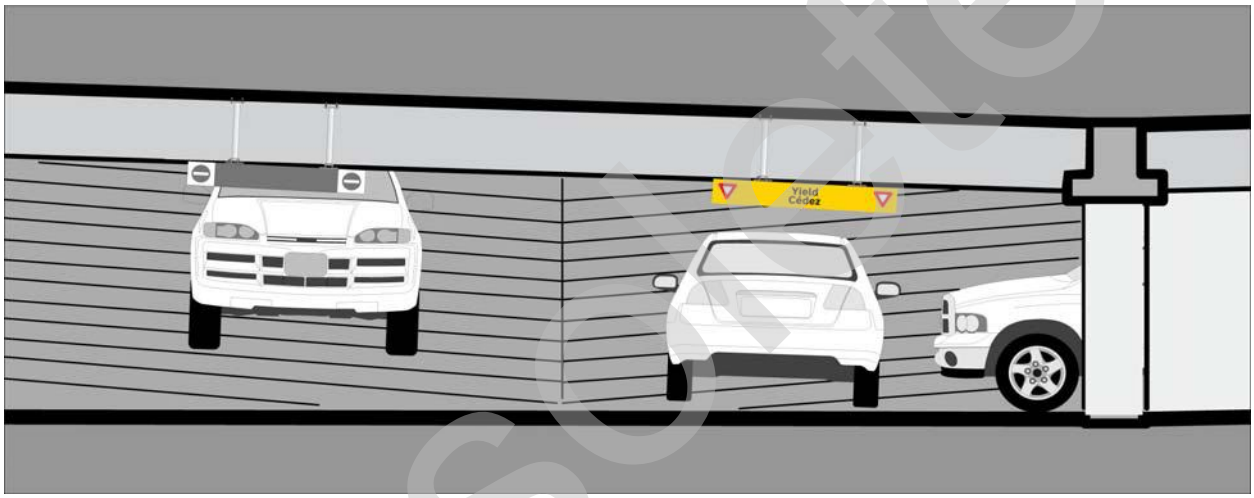


Image 30: Placement

4.3 CLEARANCE HEIGHT IDENTIFICATION

The design shown below is typical only. Solutions will be site specific. Contractor to engineer to suit the site conditions and specific GO requirements.

Entrance and Exit signs are illuminated and may be attached to the clearance bar structure or building.

Caution – Clearance Height Identification

restriction bar height: min. 200mm
message height: min. 110mm

Image 31: Sign

Sample (NTS)

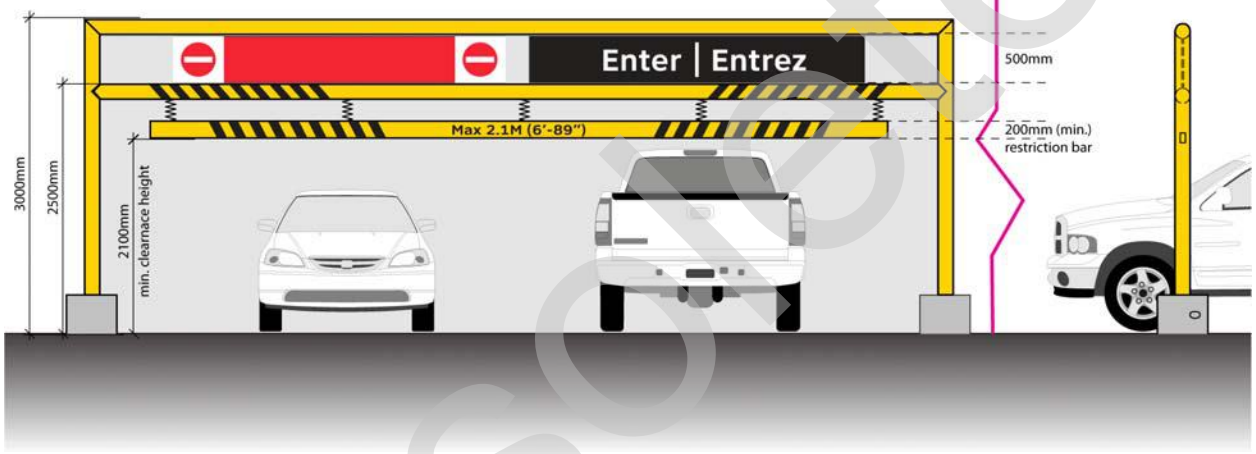


Image 32: Placement

4.4 In Case of Fire / Emergency Intercom

For all the following signs below:

Supplier must comply with all standard building codes and by-laws.

Engineered drawings structural and installation details to be provided by supplier.

To be confirmed by Fire Marshall, under required Fire Code Regulations.

Warning – In Case of Fire

Warning – Emergency Intercom

assistance/help

4.5 EMERGENCY EXIT / EMERGENCY EXIT ONLY

For all the following signs below:

Supplier must comply with all standard building codes and by-laws.

Engineered drawings, structural and installation details to be provided by supplier.

To be confirmed by Fire Marshall, under required Fire Code Regulations.

Warning – Emergency Exit

Warning – Emergency Exit Only

4.6 FIRE EXTINGUISHER

Supplier must comply with all standard building codes and by-laws. Engineered drawings, structural and installation details to be provided by supplier.

When used in the elevator lobbies, the Fire Extinguisher design should be used. For the inside of the parking lot area, this design will not be applied. The sign and the actual fire extinguisher are applied individually.

To be confirmed by Fire Marshall, under required Fire Code Regulations.

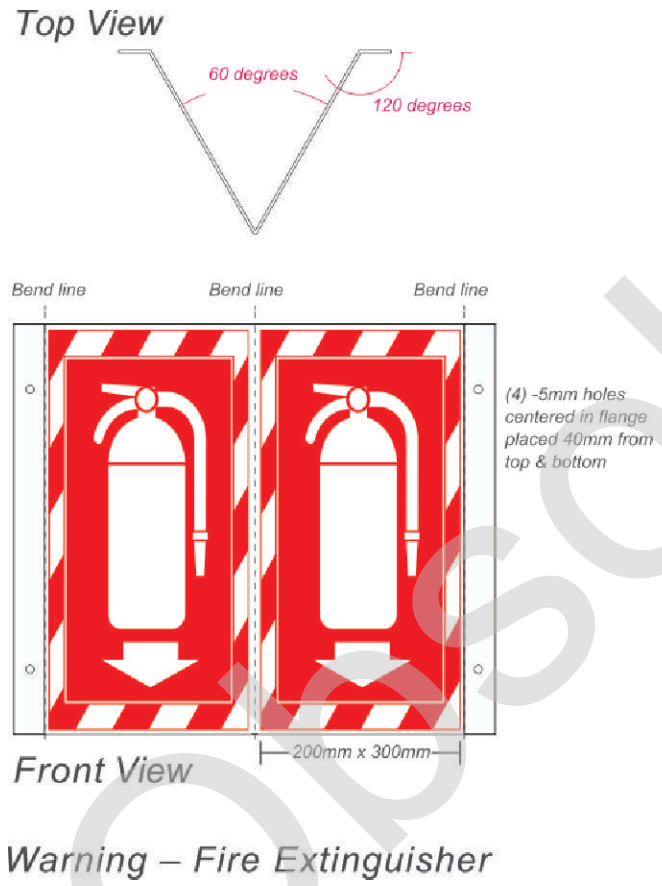
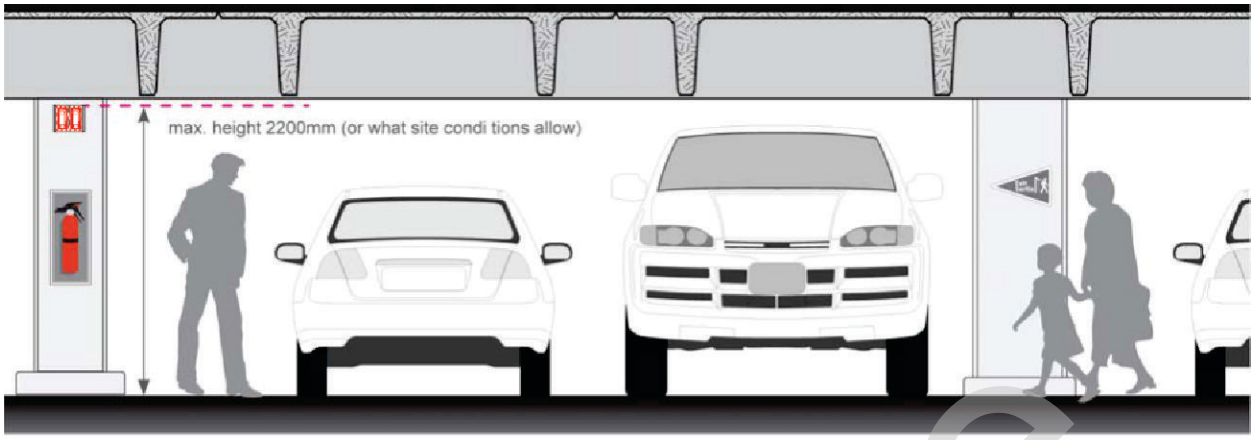
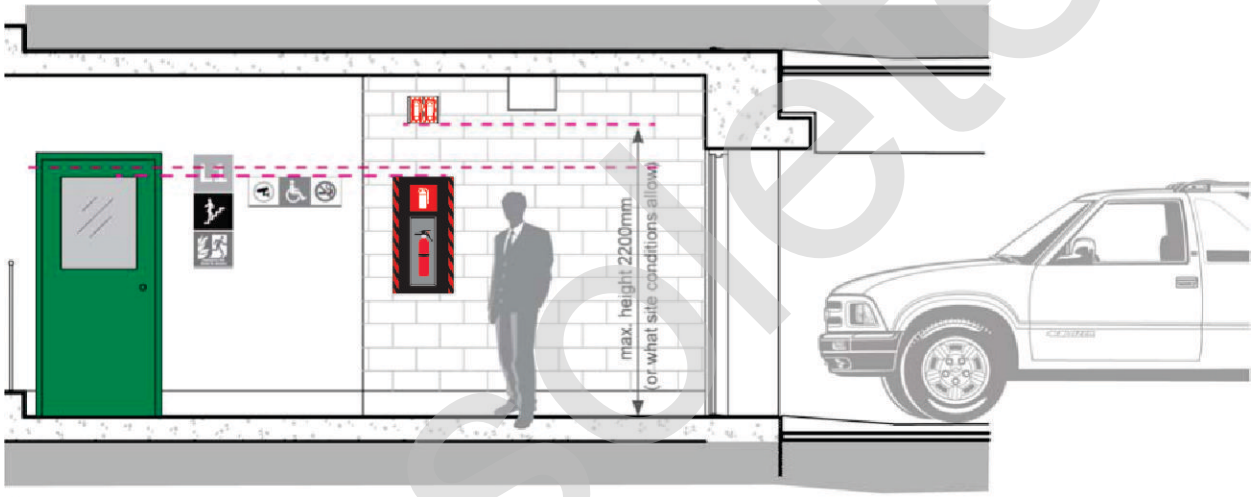


Image 33: Sign



When applied inside the parking lot area, the sign should be used individually from the fire extinguisher



When applied in elevator lobbies, Design B (see 6.2), should be used

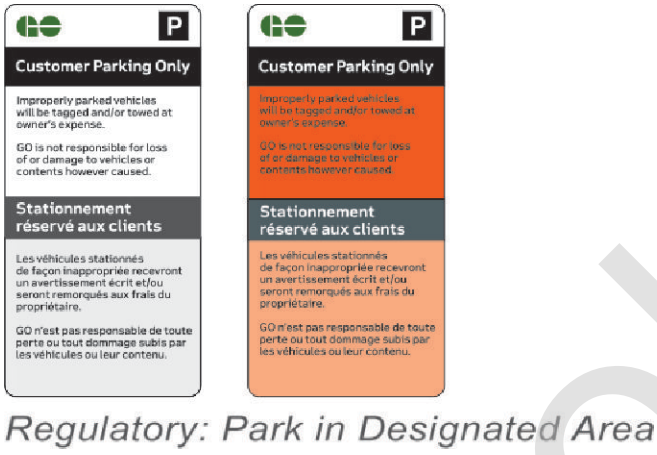
Image 34: Placement

5. Regulatory & Prohibitory Signs

Regulatory & prohibitory signs are intended to regulate people's behaviour, prohibit activities, and to alert people of hazards or safety procedures within an environment. When existing signage requires replacement or new signage is required, please refer to the appropriate section and examples for guidance.

5.1 Park in Designated Areas

Location: Apply along all possible pedestrian pathways to inform them to park only in designated areas. It should be applied at least every 20 metres.



Regulatory: Park in Designated Area

Image 35: Signs

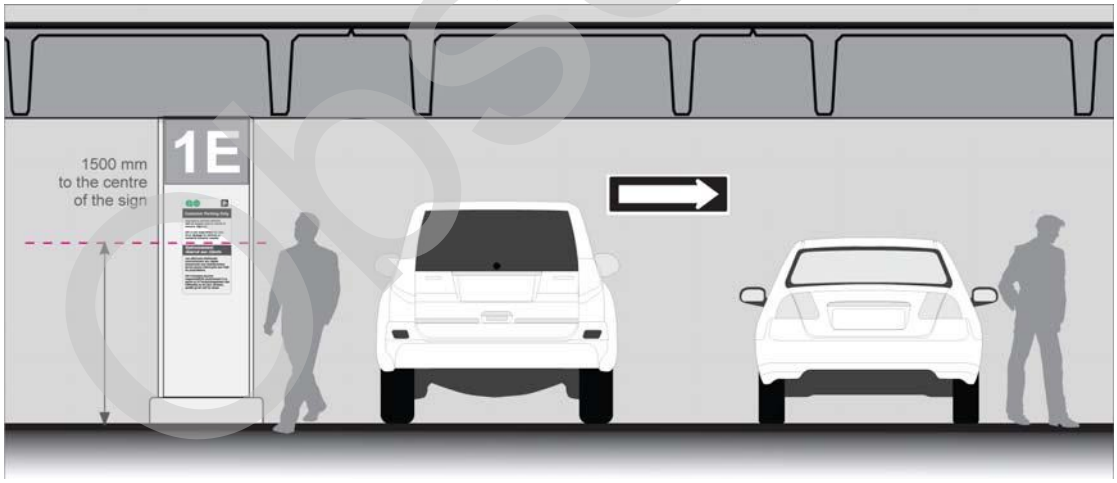
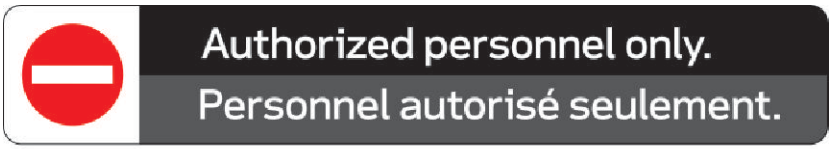


Image 36: Placement

5.2 Authorized Personnel Only

Location: On appropriate room leading to designated areas.



Regulatory – Authorized Personnel Only

Image 37: Sign

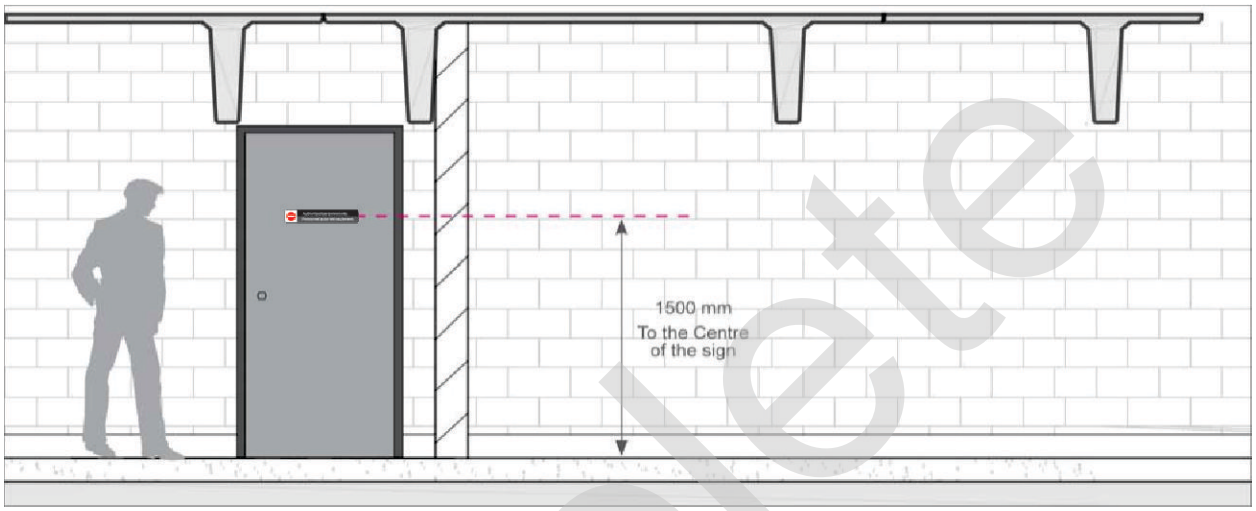


Image 38: Placement

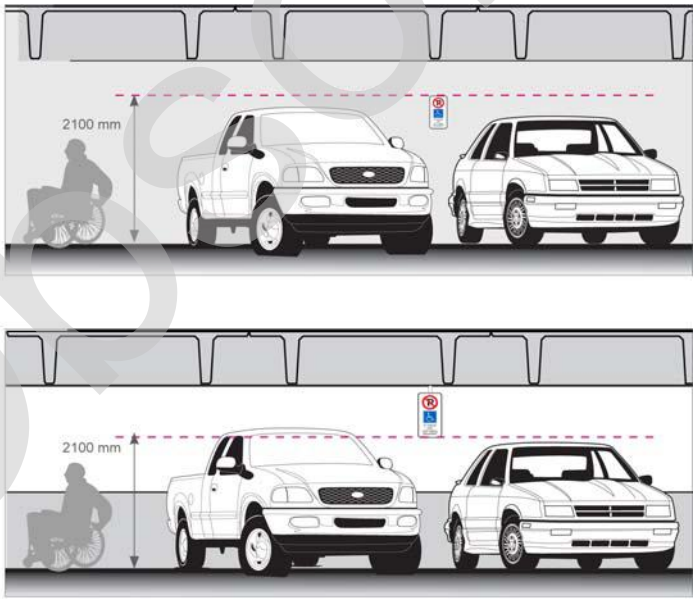
5.3 WHEELCHAIR ACCESS PARKING (MTO – RB-93 BILINGUAL)

Location: in appropriate parking stalls. Accessible parking spaces serving a transit station shall be located on the shortest route of travel from adjacent parking to an accessible entrance.

> **Note:** The accessible parking spaces shall be at least 2400 mm wide.

Regulatory – Wheelchair Access Parking (MTO – RB-93 bilingual)

Image 39: Sign



Wall mounted if possible

suspended without wall access

Image 40: Placement

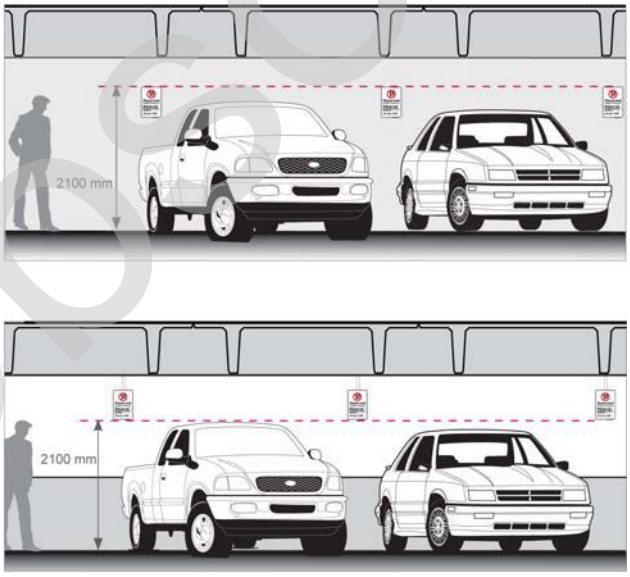
5.4 RESERVED PARKING

Location: in appropriate parking stalls.

> **Note:** Reserved parking spots are on the second level of priority after designating accessible areas. The closest spots to the entrance, exits or the transit stations are the preferred areas for the reserved parking spots. The quantity and specific location of these spots are determined by GO for each parking structure.

Regulatory – Reserved Parking

Image 41: Signs



Wall mounted, if possible

Suspended without wall access

Image 42: Position

5.5 DO NOT ENTER

Location: Depending on the specific circulation in each parking level, this sign shall be located at decision points where traffic is present and/or there is limited aisle width.

Prohibitory – Do Not Enter

Image 43: Sign

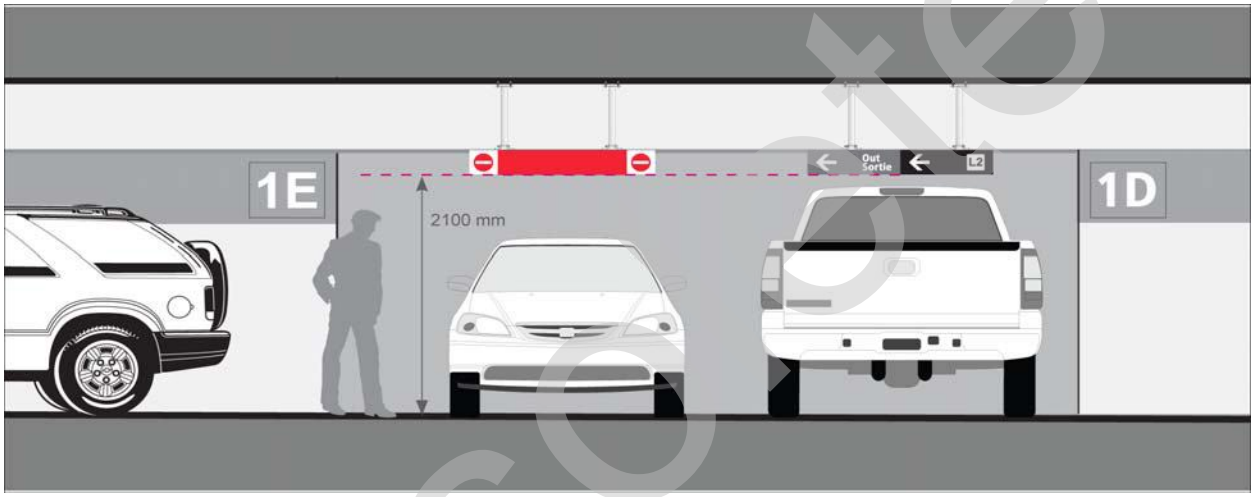


Image 44: Position

5.6 VIDEO SURVEILLANCE

Location: usually, located at CCTV camera locations.

Regulatory –

Video Surveillance

Image 45: Sign

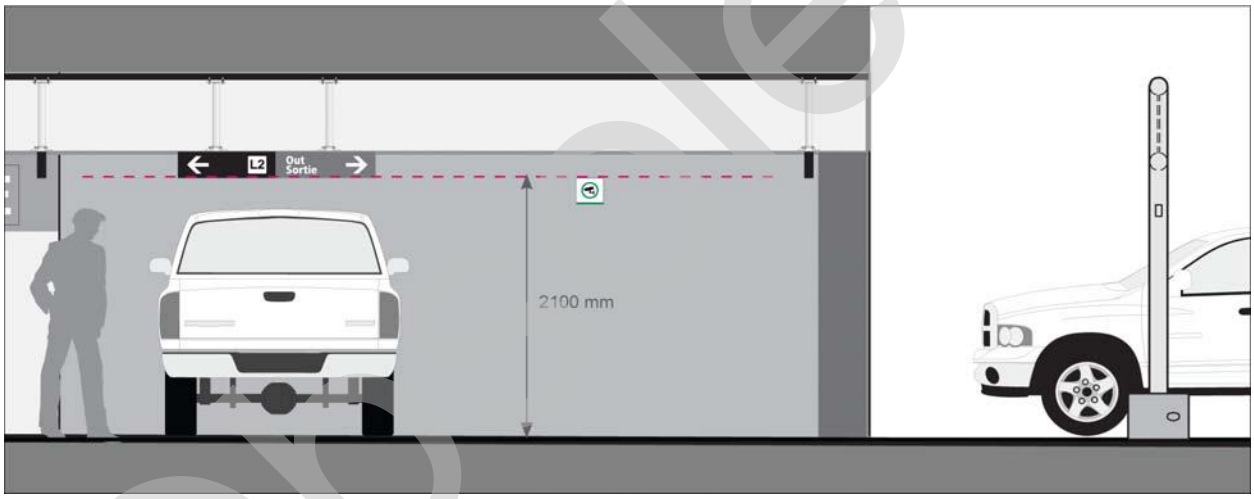


Image 46: Position

5.7 NO SMOKING SIGN

Location: This sign has been applied into the Elevator sign Design B and the Staircase sign design.

Prohibitory –
No Smoking Sign

Image 47: Sign

6. Wall Mounted Information Signs

The major goal for designing and using these signs is to provide an easier, cleaner and more comprehensive wayfinding system for customers. Instead of having all the signs individually, and all over the place, a prefabricated design can convey the same message but in a simpler way. They are easy to be applied to the wall, and create a consistent look to the whole environment. When existing signage requires replacement or new signage is required, please refer to the appropriate section and examples for guidance.

6.1 Elevator Lobby Design A

Location: At each elevator lobby, right above the elevator button or the nearest wall to the elevator's door.

Description:

Non-illuminated

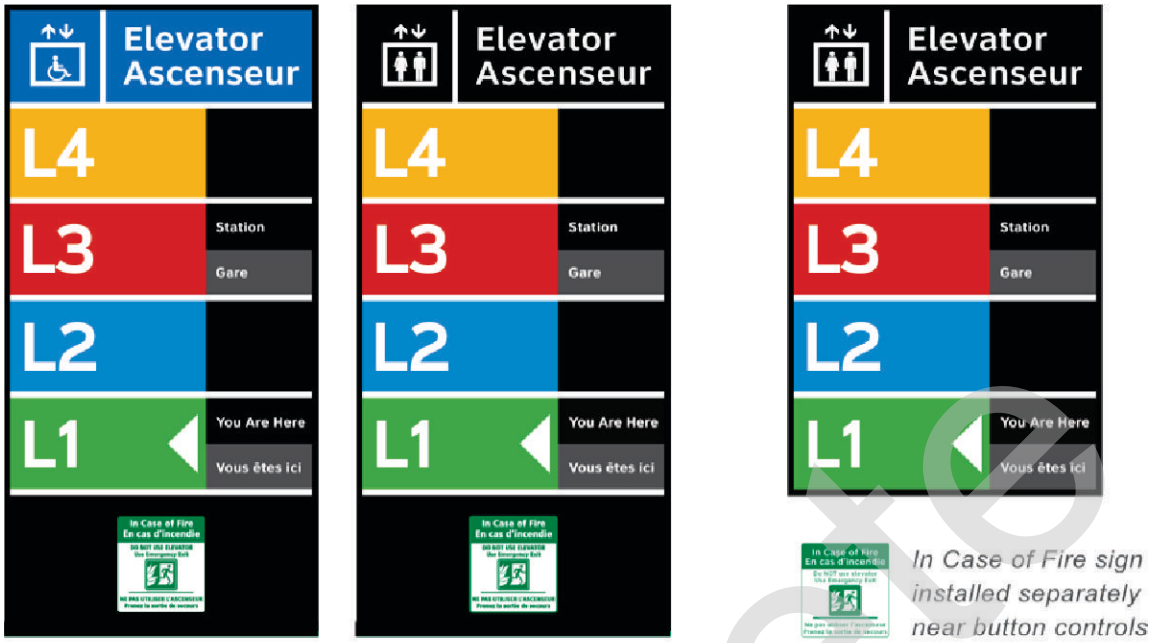
Single-sided

Wall-mounted

> **Note:** this sign type is directed specifically to pedestrians.

This sign is specifically designed for elevator lobbies, and it includes a directory sign, showing which level you are at and an "In Case of Fire" sign.

> **Note:** Under no circumstances should the layout of the sign change.



Typical Design A, Elevator Lobby Signs

Image 48: Signs

Image 49: Position

6.2 ELEVATOR LOBBY DESIGN B

Location: At each elevator lobby, preferably to be beside and aligned with the Fire Extinguisher sign design. This sign is specifically designed for elevator lobbies, and includes a “Video Surveillance Attention” sign, a “No Smoking” sign, and a “Wheelchair Accessible” sign.

> **Note:** under no circumstances should the layout of this sign change.

Typical Design B, Elevator Lobby Sign

Image 50: Sign

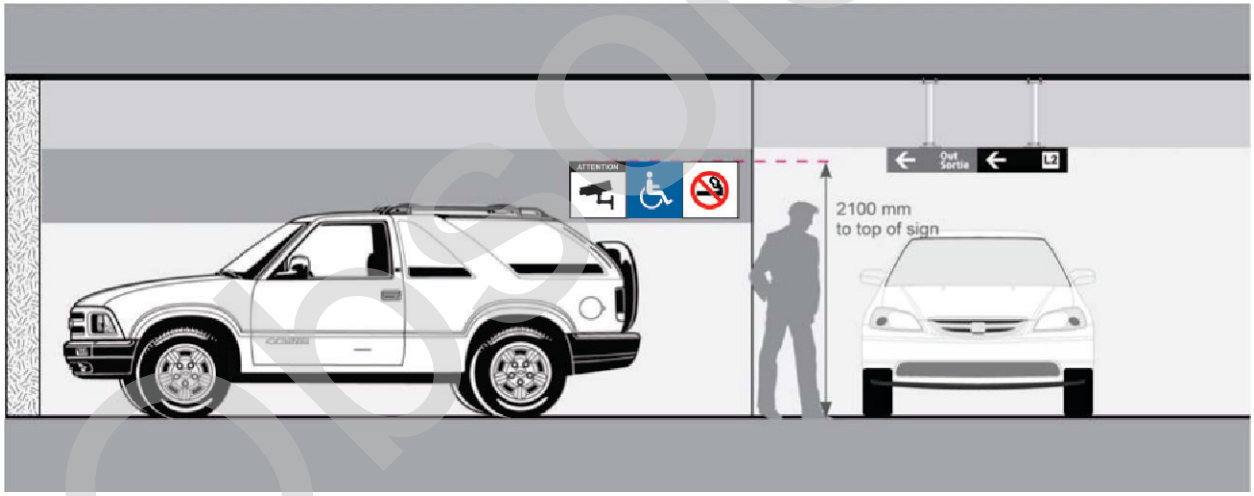


Image 51: Placement

6.3 STAIRCASE DESIGN

Location: At each staircase to be beside and aligned with the floor-level sign.

This sign is specifically designed for staircase, and it includes a “Video Surveillance Attention” sign, and a “No Smoking” sign.

> **Note:** under no circumstances should the layout of this sign change.

Typical Staircase Signs

Image 52: Sign

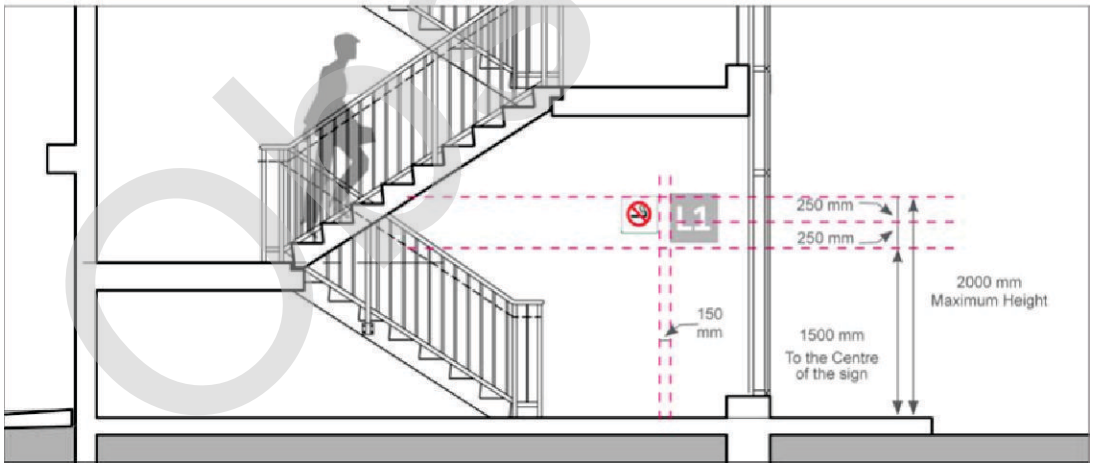


Image 53: Placement

6.4 Fire Extinguisher Design

Location: at each elevator lobby, preferably to be beside and aligned with the Elevator sign design. The design includes a fire extinguisher sign and a fire extinguisher capsule with red strip vinyl graphics.

> **Note:** under no circumstances should the layout of this sign change.

Typical Fire Extinguisher Sign

Image 54: Sign

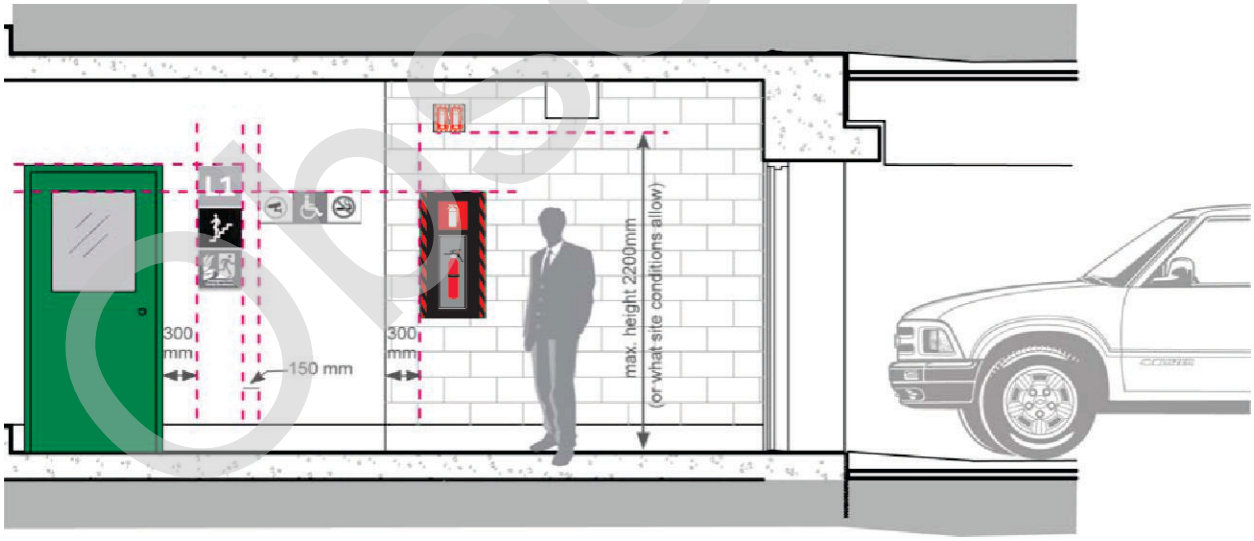


Image 55: Placement

6.5 Identification Design

Location: At the entrance of each elevator lobby or staircase. Depending on the structure, if the door leads to the stairwell only, or to the elevator and stairwell both, the appropriate sign should be applied. These signs have to be applied as an exterior sign on the levels that have access from outside as well.

Description:

Non-illuminated

Single-sided

Wall-mounted

> **Note:** this sign type is directed specifically to pedestrians

Material:

Vinyl graphics on aluminum blank.

This sign includes a floor-level indicator, elevator, and/or stairwell icon

> **Note:** under no circumstances should the layout of this sign change.

Typical Identification Signs
Image 56: Signs

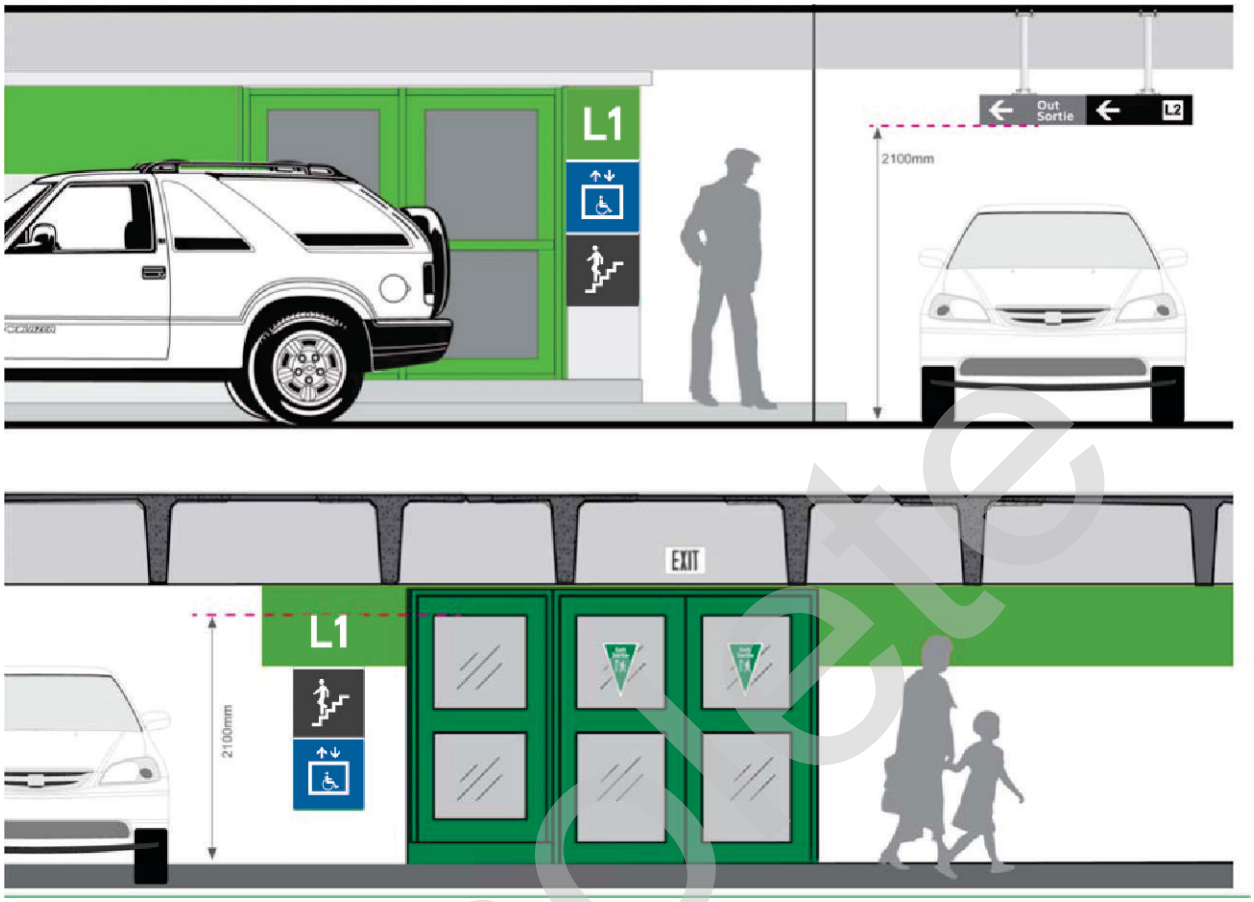


Image 57: Placement