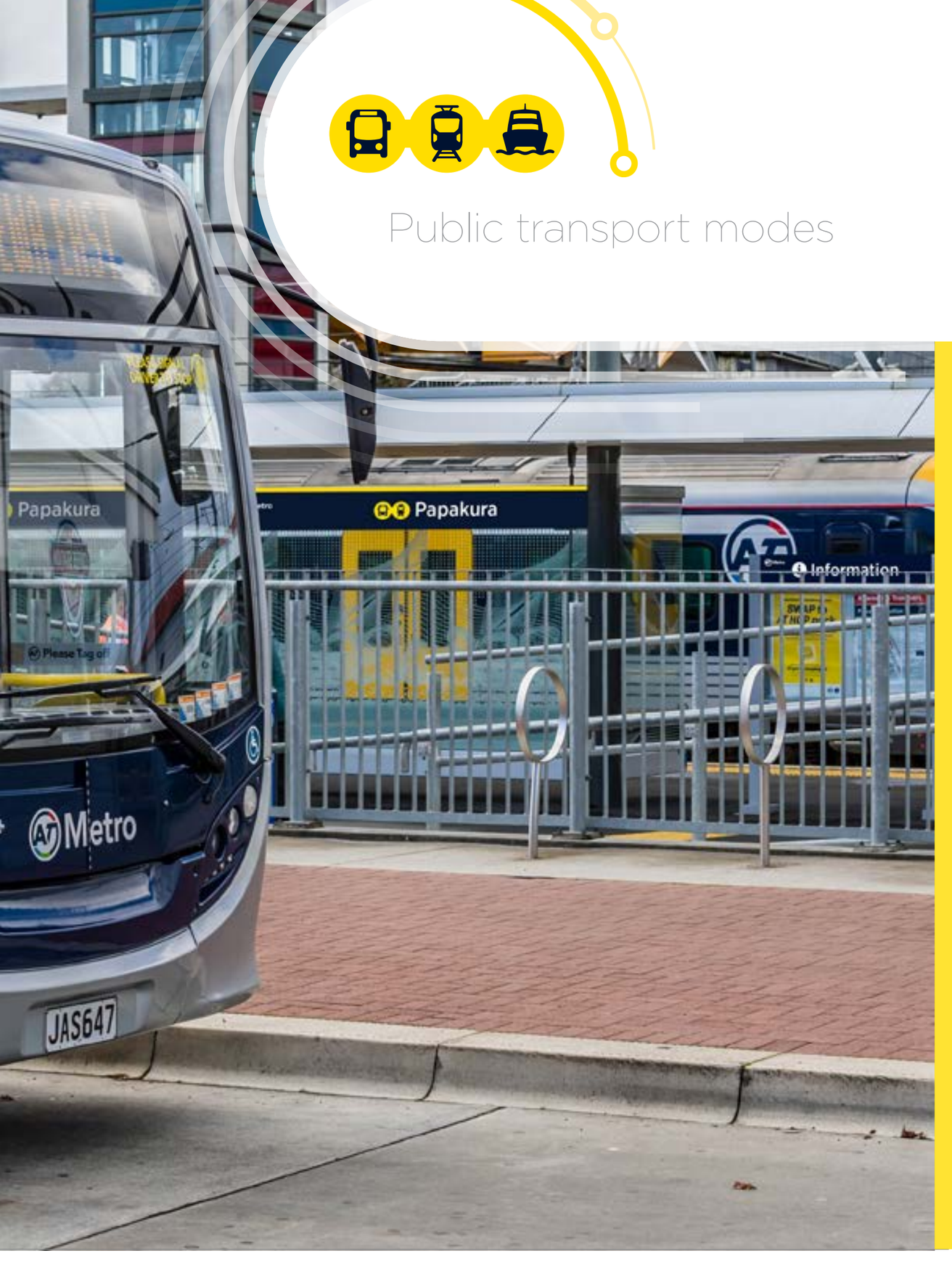
Public transport modes



This section introduces the core graphic elements of the public transport wayfinding standards. These elements, such as typeface and colour, are the most fundamental parts of the system.

They cannot be modified and must be used as directed.

In addition to the common elements, each specific family of signs, e.g. cycling, bus, has its own particular elements. These are described in the relevant sections later in the chapter.

Contents

2.2 Graphic application

2.3 Public transport sign suite

2.4 Public transport planning

2.1 Graphic elements

The AT Metro logo is the customer facing logo for public transport modes in Auckland. It will be used throughout the AT Metro network.

The grey half circles indicate the minimum clear space based on the AT roundel.

Padding = ½ width of AT roundel

Nothing should ever appear in this area. The clear space will increase or decrease in proportion to the logo size.

The operational logo should not be used smaller than 15mm high. In some situations the logo may need to be smaller than the minimum size. In this instance approval may be given on a case-by-case basis.

AT Metro logo

Padding = ½ width of AT roundel

Generally the white mono AT Metro logo will be used because station signs will use a base colour of Ocean blue (C: 100 M: 65 Y: 22 K: 80).

Only the single colour version of the logo should be used on signage. This is to reduce visual clutter and maintain clarity on AT signs.

One colour logo on a white background.

Gotham Narrow

Our core typeface is Gotham Narrow. It's dynamic, clear and has a clean, crisp feel. All lettering within the sign system is carried out using this contemporary sans-serif typeface developed with legibility in mind.

Text should always appear in sentence case. Text all in upper case should be avoided, with the exception of the abbreviation AT, for Auckland Transport, in headlines, body copy and some cartography.

For sign use, specific rules of letter and word spacing have been developed to maximise legibility.

For wayfinding, Gotham Narrow medium is used. Other forms of Gotham Narrow such as book and bold may be used on specific signage; more detail on where this can be used is indicated in each relevant section.

Numbers

Numerals should use tabular lining in the open type settings. This produces numbers with a standard space between them. This helps when a passenger is comparing distances, prices, platform numbers, route numbers etc.

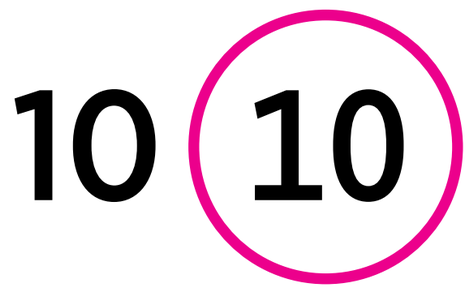
See graphic application section for further information.

Regional signage typeface

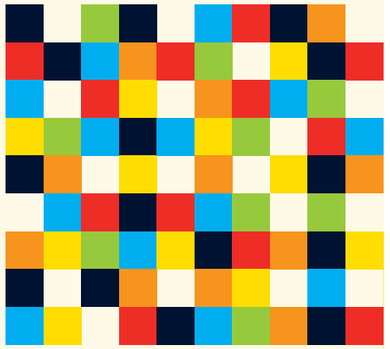
Gotham Narrow medium

Its clarity and legibility makes it a good choice for a range of wayfinding applications.

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz 1234567890$&.,:;'()/-



Tabular numerals



Our palette

The regional signage colour palette has been adjusted from Auckland Council's colours to improve legibility on signage.

Core colours

Ocean Blue (C: 100 M: 65 Y: 22 K: 80) and White maintain the link to the other CCOs and are the core colours used on signs.

Secondary colours

The secondary colours Green, Cyan, Yellow, Orange and Red have been added to produce a legible highlight when used on a background of Ocean Blue.

Yellow, Green and Cyan relate to specific transport modes:

Yellow: Public transport modes (bus, train and ferry)

Green: Active modes (walking and cycling)

Cyan: Road modes (driving)

The two other colours are reserved for the following:

Red: Warnings

Orange: Commercial/Attractions

Colour palette

Signage Ocean Blue	100	65	22	80	PMS 539C
White	0	0	0	0	White
Signage Active Green	46	0	100	0	PMS 376C
Signage Parking Blue	100	0	0	0	PMS Cyan
Signage Safety Yellow	0	10	100	0	PMS 109C
Signage Pohutukawa Flower Warnings	0	96	97	0	PMS 485C
Signage Commercial Orange	0	50	100	0	PMS 144C

Train line colours

The line colour of travel routes contributes to the identity of the rail network. For simplicity some of the secondary colours have been attached to specific train lines.

As this is sub-information specific to the rail network, it shouldn't create confusion with the top level of colour coding.

Future developments in the rail network may necessitate the adoption of additional colours, which will be incorporated into this manual as appropriate.

Western LIne

Signage Active Green

46 0 100 0

Southern LIne

Signage Pohutukawa Flower Warnings

0 96 97 0

Onehunga LIne

Signage Parking Blue

100 0 0 0

Eastern LIne

Eastern Line Yellow

0 30 100 0

Arrows

Arrows are always used to indicate direction.

Public transport icons

The icons for public transport modes must always be used alongside the appropriate text. The interchange icons shown here are for use on signage; however, there is a simpler icon that is used on maps.

Platform roundel icons

Roundels for train platforms must be used as the platform number on signs.

Bus roundel icons

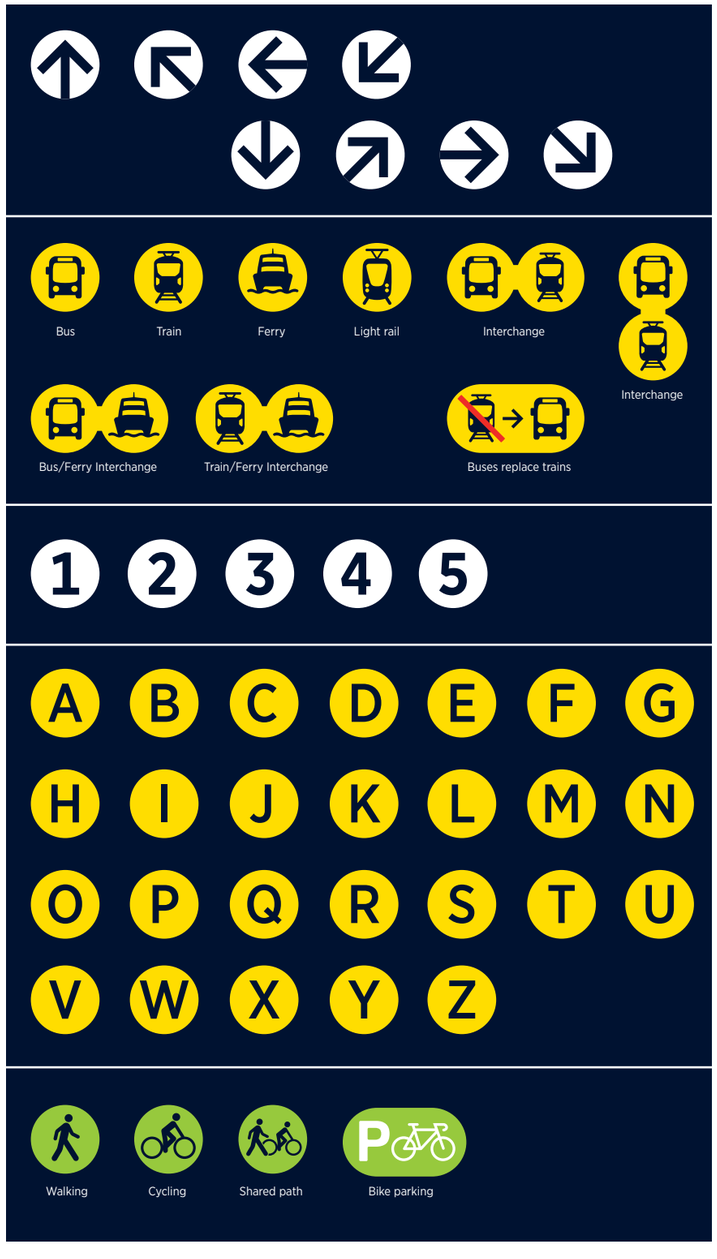
Roundels for bus stops, on poles and lightboxes within station.

Active mode icons

Use these to indicate facilities specifically for pedestrians, cyclists or, on shared paths, for both.

Icons

Key items and directions are supported on the signs by the use of internationally recognisable icons. This improves accessibility for speakers of other languages and reinforces key messages. Icons for items must appear next to the arrow icon so they can be understood without having to read the text. If a new icon is required, please submit a request to the Design Studio/regional signage project, as new icons and landmarks must only be created by these teams.



Warning icons

Keep use to a minimum.

Using too many on one sign creates visual overload and results in all of them being ignored.

Some of these icons are also used on the station rules located at the entrances and in the station concourse.

Commercial icons

Commercial facilities/attractions are not used on station directional signs, but will be used on some maps in stations. Only use these to indicate a retail area rather than individual businesses.

Parking icons

Use these to indicate AT car parks, Park-and-ride and non-AT commercial car parks.

Third party transport icons

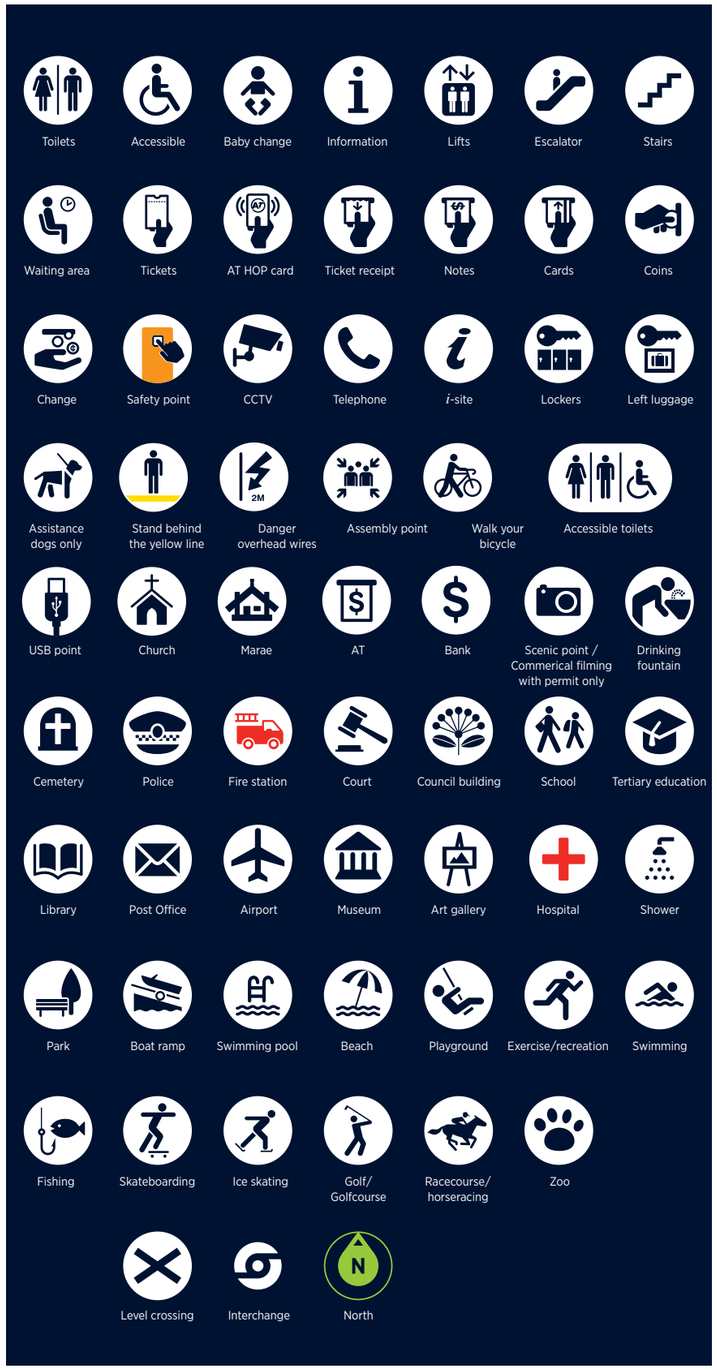
Use these to indicate facilities for private vehicles, taxis etc.

On bus, train and ferry icons

These use a separate suite of icons. Please contact the AT Design Studio for further information.

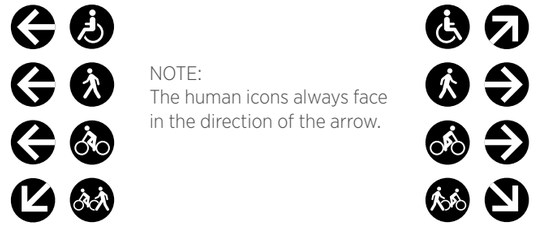
Service and facility icons

Use these to indicate a range of publicly accessible services and facilities.



Direction of human icons

Where icons feature a side view of a person, the icon should be aligned so that the person is travelling in the direction of the arrow on the sign.



NOTE:
The human icons always face in the direction of the arrow.

When there is no directional arrow or the direction is straight ahead or down, the human icons will face to the right as here.

2.2

Cap height (Y) vs x height (x)

Across these guidelines font sizes are expressed in both lower case height (x) and capital height (Y).

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

The x height of a typeface is measured by the distance from the baseline to the top of the lower case letter.

Line spacing

Line spacing is based on the height of the lower-case letter ‘x’.

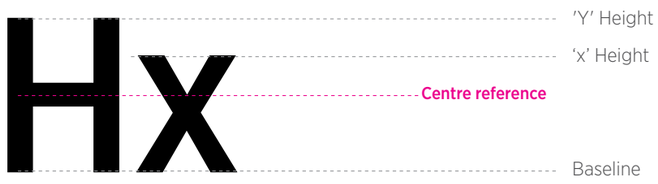
One ‘x’ is the standard minimum between two lines of information.

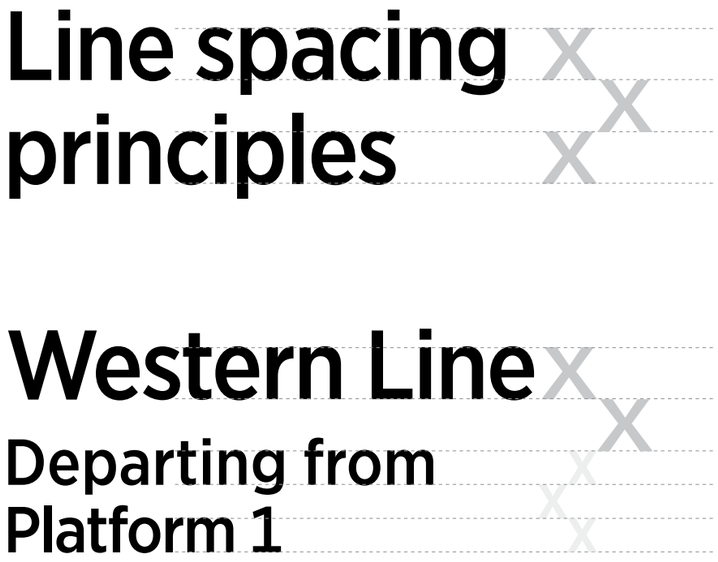
When information in more than one size of lettering is used, the larger ‘x’ height should be used to separate the two lines of differing size.

Secondary text in a message should be 2/3 of the size of the primary text.

Graphic application

Typography and measurements





Text and icons

It is best practice to couple text with an icon (if there is an icon that matches in our suite). This creates a clear message that a viewer can understand, even if English is not their first language.

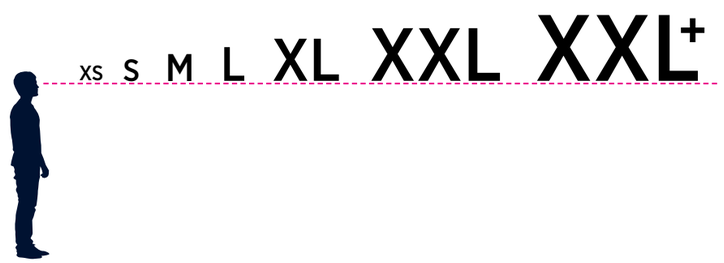
Icons are centred vertically on the capital letter of the text.

There are some guidelines to follow when using icons with text:

1. Text size is set by the viewing distance.
2. An icon’s size is 1¼ of the capital letter height (Y).
3. The distance between an icon and text is $^1/_3$ of the width of an icon (i).
4. Minimum top and left margins are ½ the width of an icon (i).

See also the arrangement for padding individual signs, at the end of this chapter.

1. Text size



2. Icon sizing: 1¼ of capital letter height (Y)

If (Y) = 8 then (i) = 10

3. Icon spacing: $^1/_3$ of icon width (i)

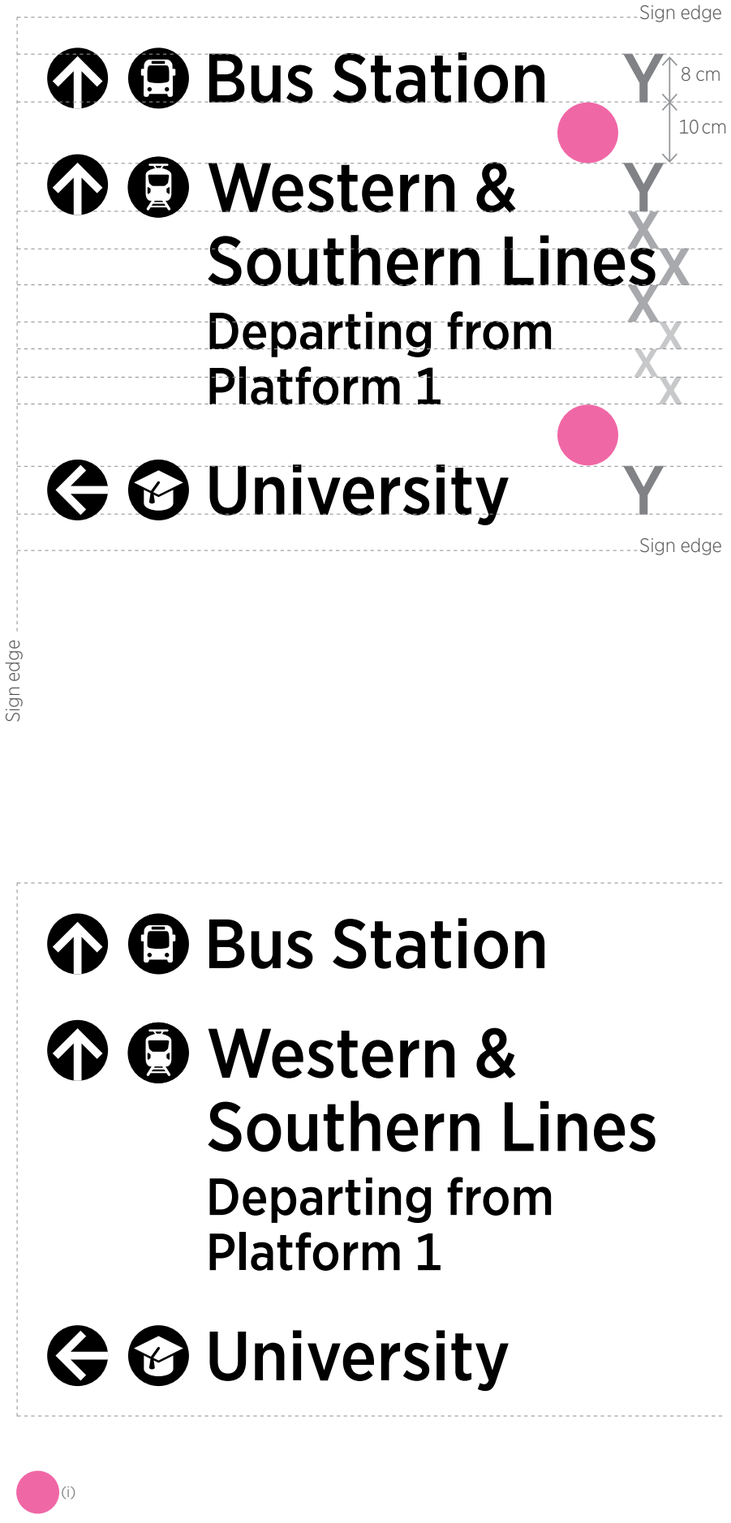
4. Minimum margin size: $^1/_2$ of icon width (i)

Vertical message spacing

To separate messages vertically within one sign, use (i) or 1¼ capital letter height.

This distance is measured from the baseline of the previous line of text to the top of the capital letter (Y) of the next message.

The lower case height (x) will be used to separate lines within a message as explained previously in the line spacing section.

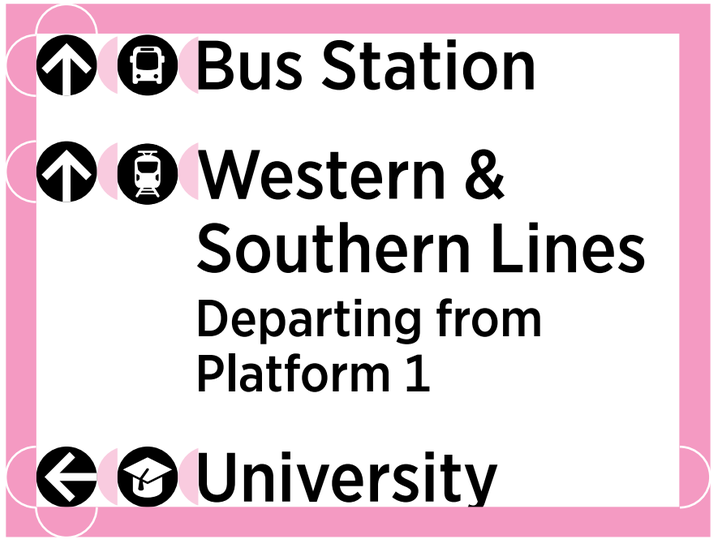


Panel padding

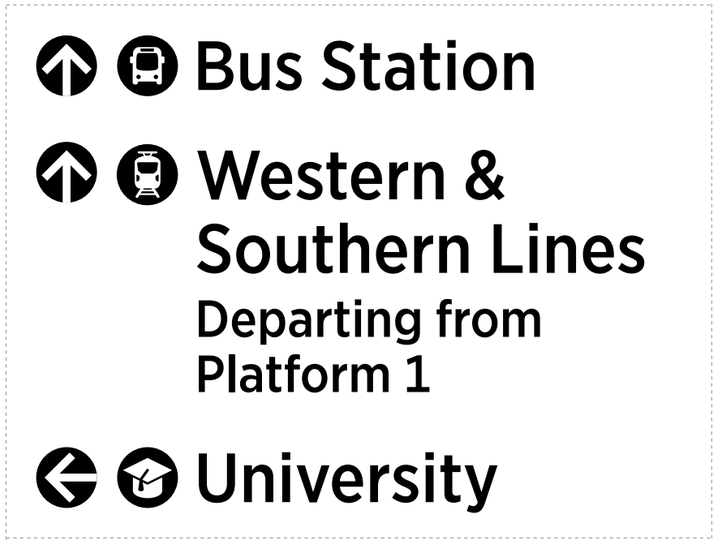
The minimum space from the top edge of the panel to the top of the first icon is ½ the icon's width (i).

The space from the left side of the panel to the left edge of that icon should be the same.

A minimum distance of ½ of the icon width should be left clear around all edges of the panel (the clear zone).



Minimum panel padding indicated below on all sides.



The above padding is a minimum guide only as some of the location signs require more padding on top, bottom, left and right margins. Go to the arrangement for directional and location signs later in this chapter for sign specific information on padding.

Padding is taken from the icons (i) ½ (i) ⅓(i)

Information hierarchy

Be consistent when choosing content for signs.

There is only so much information that can be fitted onto a sign and that information must be large enough to be legible, so decisions need to be made about what to include and what to leave off.

Content on the signs must be consistent across the network; the list below shows the standard hierarchy of information for directional wayfinding:

1. Transport stations/interchanges
2. Way out
3. Platforms / stops / piers
4. Tickets
5. Toilets
6. Waiting areas
7. Station facilities
8. Other facilities
   e.g: Shopping.

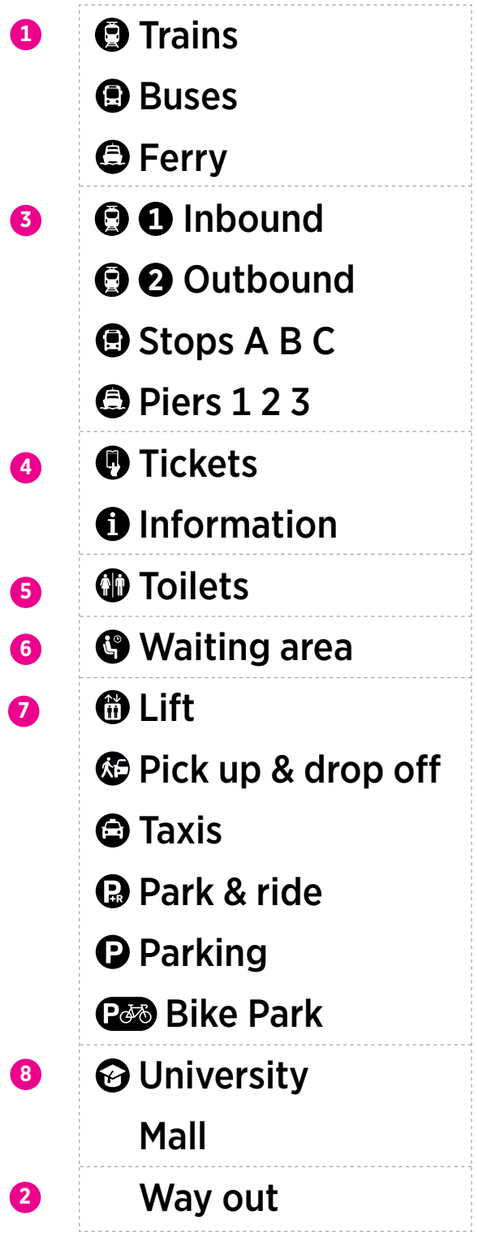
This means that if there is not enough space to include other facilities such as shopping, these should be left off the sign, whereas information such as trains and way out will almost always be included.

Use progressive disclosure – giving the visitor only enough information necessary to get to the next decision-making point.

For example, as visitors approach the station on the street, the wayfinding provides them only with information regarding the appropriate entry point. Then, once the visitors have entered, the signs provide information concerning ticket office locations and platforms etc.

Progressively disclosing information helps the end user by reducing the amount of information they have to deal with at any one time.

Fig. 1. Information hierarchy
Note: Way out is second in its importance but will always appear at the bottom of a sign.



Once you have narrowed down the content of your sign you need to follow the rules on how to arrange the content.

Any other information is then shown in order of importance specific to individual stations.

Fig. 2. Sign sample
Content required for sign:
Trains, Toilets, Tickets, Lift, Taxis, University, Mall and Way out.

Sign can only accommodate six destinations, so items from level 8 (University and Mall) have been left off.

Fig. 3. Sign sample
Content required for sign:
Buses, Tickets, Pick up & drop off, Waiting room, Lift, Taxis, University, Way out.

Sign can only accommodate six destinations, so items from levels 7 and 8 (Taxis and University) have been left off.

Fig. 4. Sign sample
Content required for sign:
Shed 10, Ferry, Tickets, Pick up & drop off, Toilets, The Cloud, Taxis, Way out.

Sign can only accommodate four destinations, so items from levels 6, 7 and 8 (Pick up & drop off, Taxis, Shed 10, The Cloud) have been left off.

Directional hierarchy

When stacking destinations, the order is determined by the direction (except for the 'Way out' direction).

1. When destinations are listed they will be ordered by their direction. See Fig. 5.

2. When there are multiple destinations in the same direction the order will be determined according to their importance.

   The most important destination will take the topmost position (of the destinations in the same direction). The hierarchy of importance is explained on the previous page (Information hierarchy). See Fig. 6 and Fig. 7.

*** Down arrows should not generally be used. The exception is when directing to something immediately below the sign or down stairs.**

Fig. 5. Order by direction first.

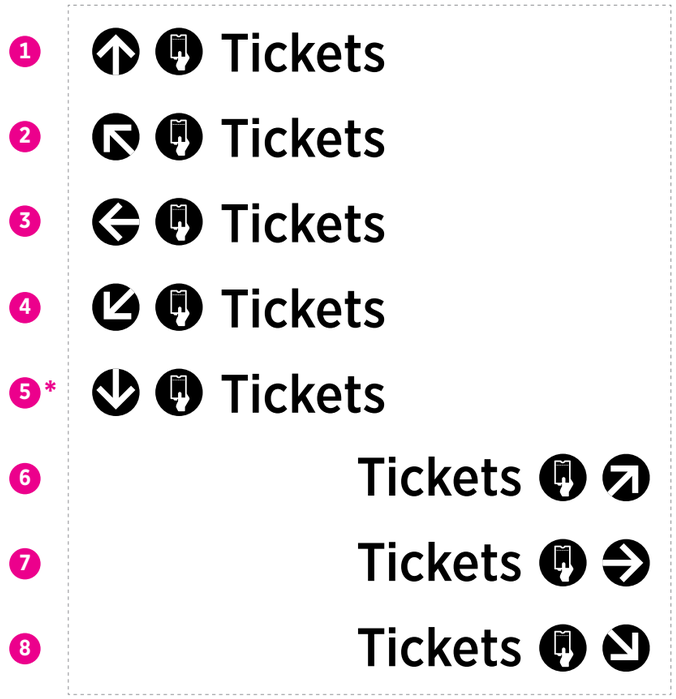


Fig. 6. Order by direction first, then destination second.

Fig. 7. Sign sample:
Direction is ordered first as per arrows 1-8 above, then the destinations appear in order of importance within that direction, as per information hierarchy.

Arrows

Arrows are used to indicate the direction of a destination.

Arrows are treated in the same way as icons and are 1¼ the size of the capital height of the largest destination type.

1. Arrows used to indicate the left, straight or down direction should be placed on the left-hand side of the first line of the message. (see Fig.1 and Fig. 3).

2. Arrows used to indicate the right should be placed at the right-hand side of the first line of the message (see Fig. 2).

3. Sign messages should be justified left or right depending on the direction indicated by the arrow. (see Fig. 1 and Fig. 2).

4. Arrows on station signs are repeated for each destination even if there are several destinations in the same direction (see Fig. 4).

5.Down arrows should not generally be used. The exception is when directing to something immediately below the sign or down stairs.

6. An arrow should only be included on the main message. Subsidiary messages such as those in a smaller lettering size will not be shown with an arrow. (see Fig. 3).

Fig. 1. Left justified directions

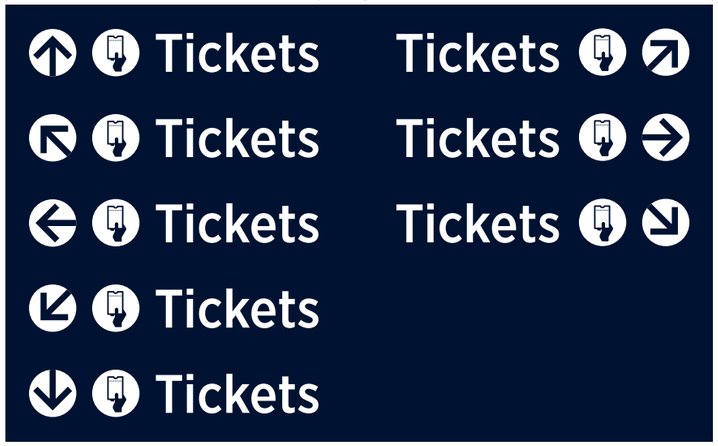
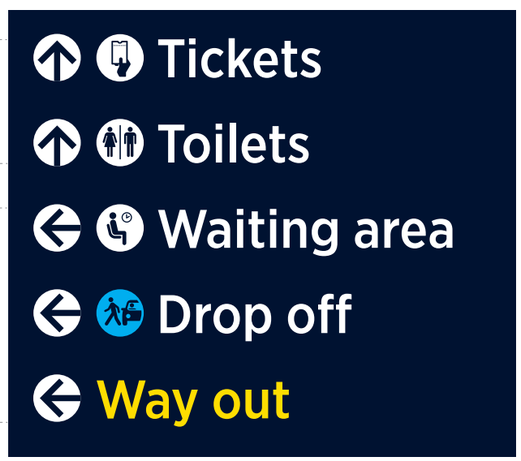


Fig. 2. Right justified directions

Fig. 3.
Arrow for main message only.

Fig. 4.
Arrows are repeated for each destination even if in the same direction.



Way out

The 'Way out' message differs from the rest of the directional signs, in that the lettering is Yellow and it is always placed at the bottom of the left or right block of directions.

This is the only time the text colour is not White and allows the Way out to be easily isolated from other messages. As passengers learn this format it will allow them to quickly vacate a station (without having to read through all the messages).

A glance to the bottom of a block of text will tell them the Way out. (see Fig.1).

When a street name is required with Way out, it appears in White and is at 58% of the Way out wording.

On PT signs Street/Road etc is to be used in full where possible. Only use abbreviations if space is limited.

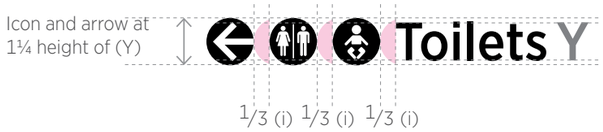
Fig. 1.
Way out wording is positioned beside the arrow, is Yellow and always positioned at the bottom of the left or right block of directions.

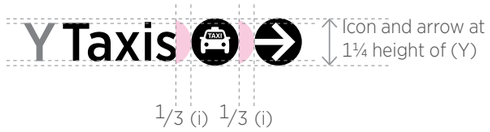
Icons and arrows

A suite of sign icons has been drawn for use with AT's wayfinding and signage.

Where icons are to be incorporated in directional signs, they must appear next to the arrow. This will speed up navigation for passengers if English is not their first language.

The distance between the icon and the arrow is ⅓ of the width of an icon (i). The same space is inserted between the icon and its matching text. The height of the icon should be 1¼ times the capital height (Y), and centred on the capital height.





(i) 1/2(i) 1/3(i)

Accessibility icons

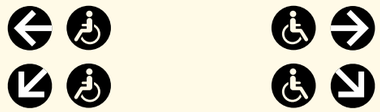
Signs for people with impaired mobility should be used to mark alternative routes within AT Metro stations. The signs should be used only at the point where the alternative route deviates from the usual route.

Signs for mobility-impaired customers will use a wheelchair icon. The wheelchair and lift icons may be combined with directional arrows as shown. They may also be combined with descriptive messages, for example 'Lift' or 'Ramp', within the immediate vicinity of alternative facilities – in order to aid recognition.

When combined with directional arrows, the icons should be adjusted to reflect the direction indicated.

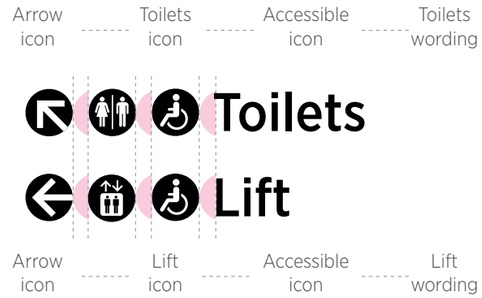
When an accessible icon is used in conjunction with a toilet icon or a lift icon, the accessible icon always appears beside the wording while the icon relating to the wording always appears beside the arrow.

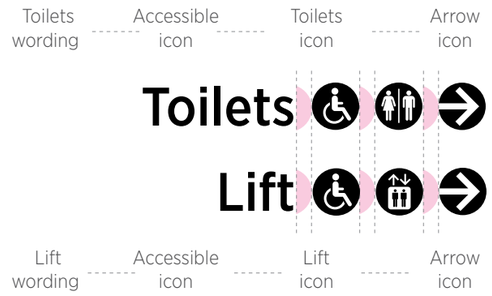
NOTE: The accessible symbol always faces in the direction of the arrow.



When there is no directional arrow or the direction is straight ahead or down the accessible symbol will face to the right as here.

(i) 1/2(i) 1/3(i)



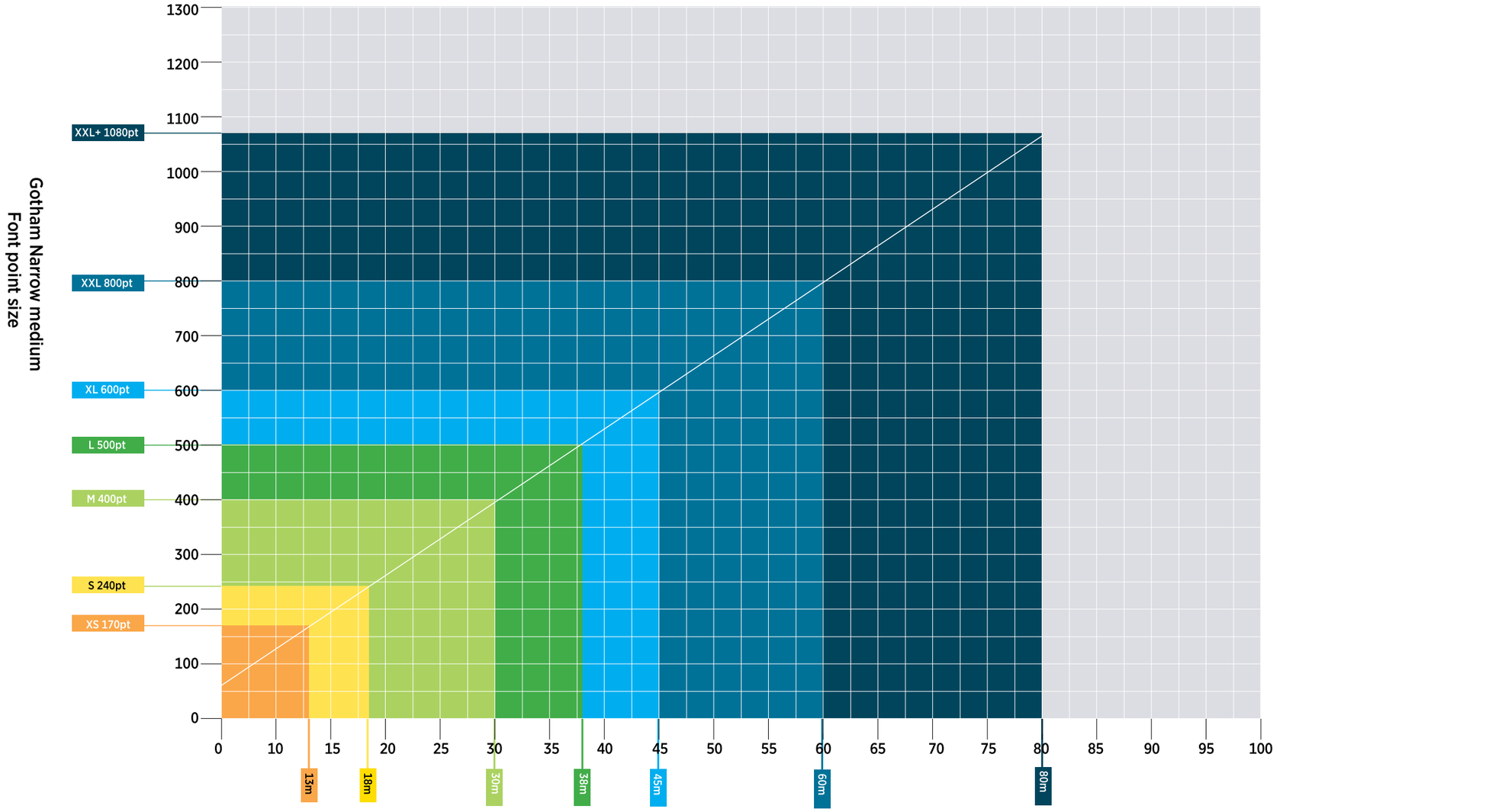


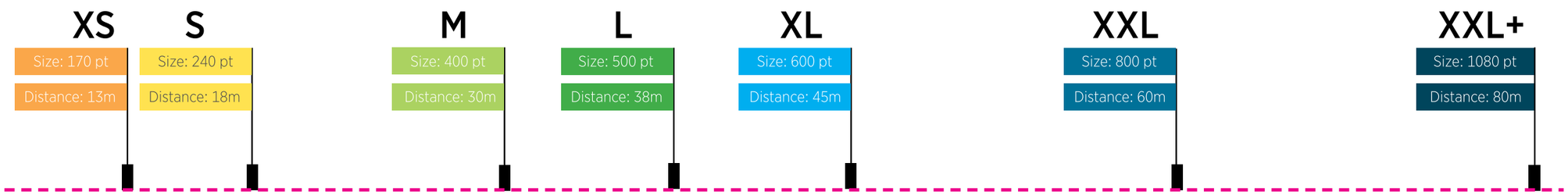
This chart shows the distance at which certain sizes of lettering can be read by a person with average eyesight. The chart should be used to determine the minimum letter size for any sign.

Other considerations, such as architectural features or visual continuity, may influence the final choice of letter size, but the optimum size will be used wherever possible.

As far as possible use the same standard font size for all signs with the same purpose, e.g. all directional signs should use viewing distance size M.

Viewing distance/font point size

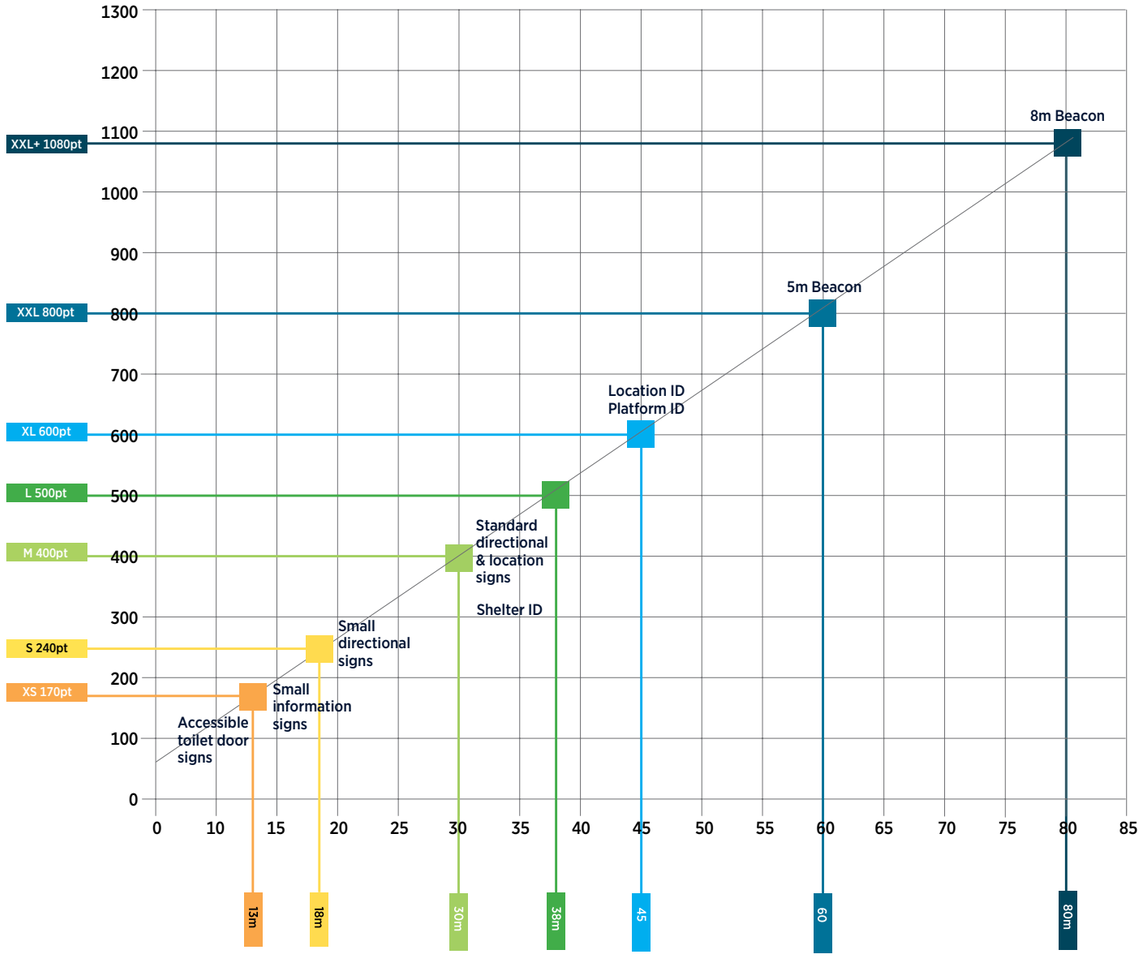




Typical sign point size measurements

This chart shows ideal sizes of fonts for specific signs in stations.

All signs are in a consistent size at the optimum viewing distances throughout, for uniformity, clarity and a clearer user experience.



Typical sign examples

This page shows the font sizing for each typical sign type.

Accessible door signs – 144pt

Toilet

Staff only

Small informational signs under 170pt

Buy and top up your AT HOP card here

Buy train tickets here

Small on wall directional signs 240pt
(not suspended)

Ferry
Tyler Street
Queen Street
Galway Street Way out

Ferry
Way out Tyler Street
Galway Street

Standard directional signage – 400pt

Trains
Lift
Carrington Road Way out

Buses
Toilets
Way out

Way out

Trains

Tickets | Toilets
Trains

Standard location signage – 400pt

Customer Service Centre

Information

Lift

Tickets

Toilets

Shelter ID – 400pt

Ōtāhuhu

Platform ID – 600pt

Parnell
Britomart
Newmarket

Location ID – 600pt

Akoranga

5m beacon 800pt

Parnell

8m beacon 1080pt

Panmure

Entering a ticket hall

Before the customer has purchased a ticket, there should be clear confirmation of the transport options available, followed by Station facilities and Way out etc. This will normally take the form of ceiling-mounted signage facing the customer on entry to the ticket hall.

Where ticket-buying facilities are not facing the customer on entry, overhead signage should provide directions to the ticket office and machines.

To maintain clarity, only primary directional signage and real-time information indicators should be ceiling-mounted within ticket halls.

No ceiling-mounted commercial signage may be displayed, unless approved by AT.

Ceiling

Ceiling

In general signs should be built to the correct size and shape for the intended messages. However, when re-skinning old signs, or due to the constraints of the site, optimal sign shapes and sizes may not be achievable.

On the following pages we describe two optimal layouts – 1A for signs that are horizontal/landscape and 1B for signs that are upright/portrait.

If neither of these layouts is possible, the first option may be to drop some messages from the sign, using the information hierarchy to help choose what to drop. If this does not help or cannot be done, then it is permissible to use option 2.

It is acceptable to use a mix of these options within one site.

Typical directional signs

Consistency in the way that messages are laid out on signs is important because it:

1. Makes it easier for people to find the information they are looking for
2. Makes the signs clear
3. Contributes to the overall look and feel of the signage suite.

1A. Left and right directions occupying the same line

1B. Single lines for destination and direction

1 Arrangement option 1 – (ideal)
Left and right directions occupying the same line

If the available space requires landscape signage, directions and destinations can occupy the same line as shown in Fig. 1 and Fig. 2 below, but must have visual space in the centre of the sign between the left and right destinations.

If there is not enough space for this and no information can be left off the sign, then see option 2.

Text is aligned at the top line of the sign.

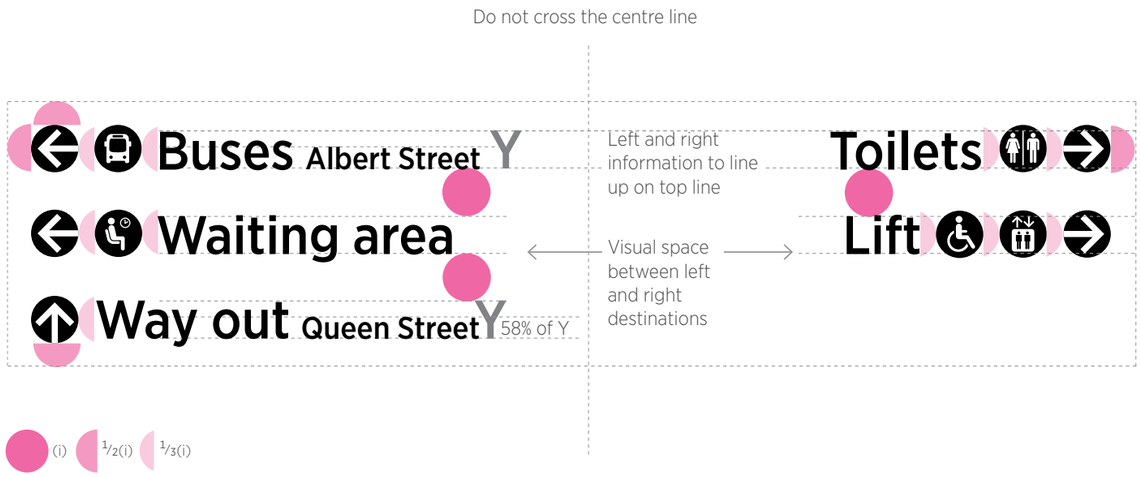
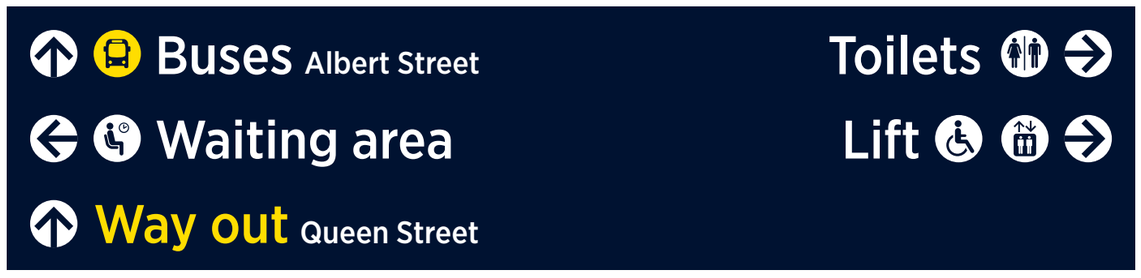


Fig. 1. One line signs with two destinations and only two directions.

Fig. 2. Multiple destinations and directions.



In rare cases due to limited space and important information that must go on the sign, more than one destination can be put on one line, but these must be separated with a vertical divider.

The vertical divider is at the height of the icon (i) and is 15% of the width of the 'i' or 'l'. See Fig 3.

In some cases it is better to centre the information within the width of the sign rather than having it justified left or right. This is only allowed when a sign is above a doorway or lift and has one destination, or it has two different directions for one destination as per Trains sign. See Fig. 4.

To ensure that the information and directional hierarchies are followed use the correct arrows and Way out information and the relevant icons.

All standard directional signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

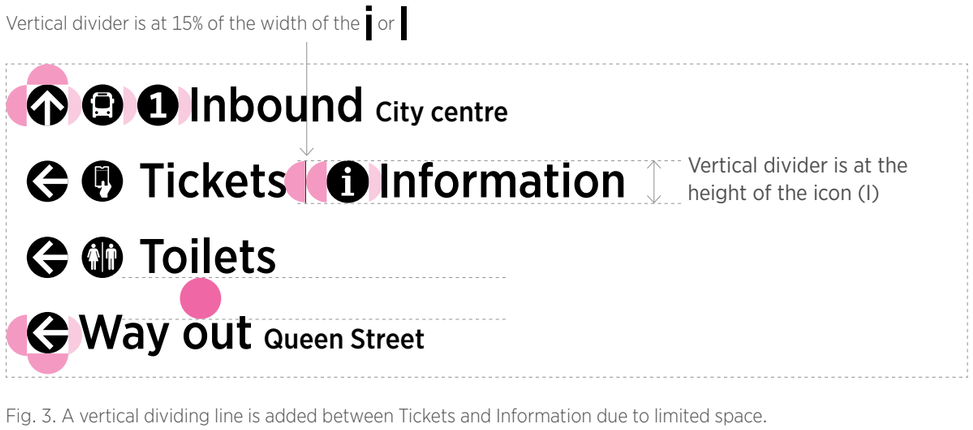


Fig. 3. A vertical dividing line is added between Tickets and Information due to limited space.

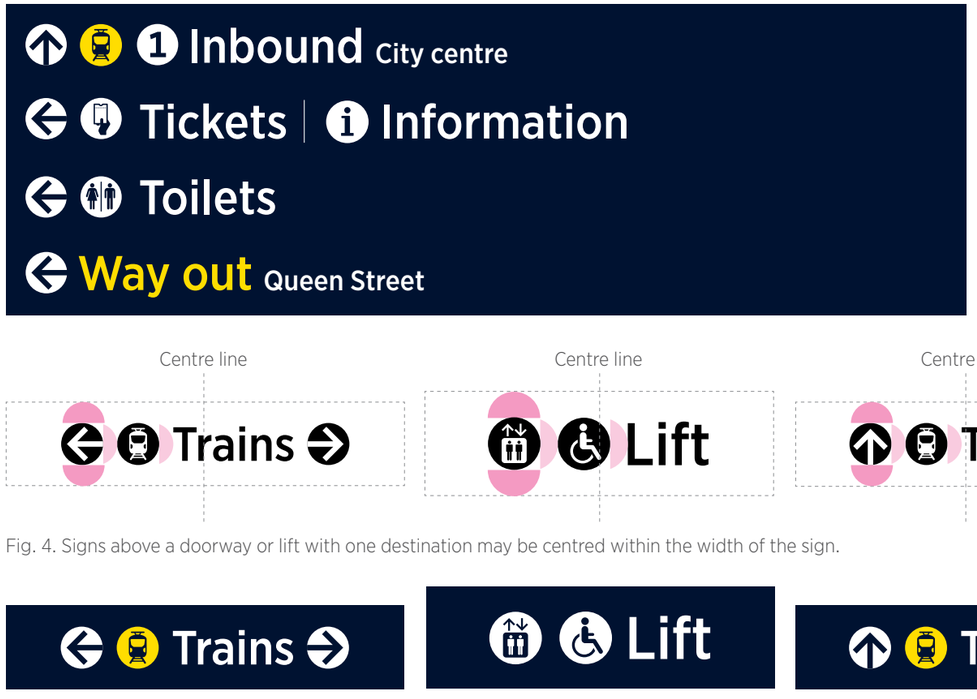


Fig. 4. Signs above a doorway or lift with one destination may be centred within the width of the sign.

❷ Arrangement option 2 (limited space) Single lines for destination and direction

Destination and direction placed on a single line with arrows on the left justified to the left (Fig. 1), and arrows to the right justified to the right (Fig. 2).

When there are multiple directions utilising both sides of the sign, ensure that there is visual space from the destination wording to the edge of the sign (Fig. 3).

Ensure that all information and directional hierarchy is followed.

Use the correct arrows and Way out information and the relevant icons.

Fig. 1. Single lines for each destination and direction in a portrait sign, justified left.

Fig. 2. Single lines for each destination and direction in a portrait sign, justified right.

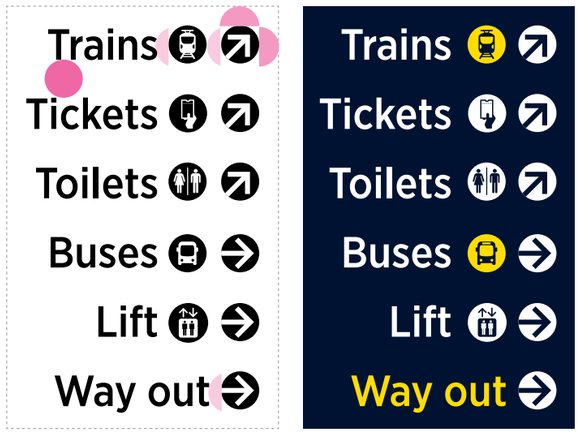
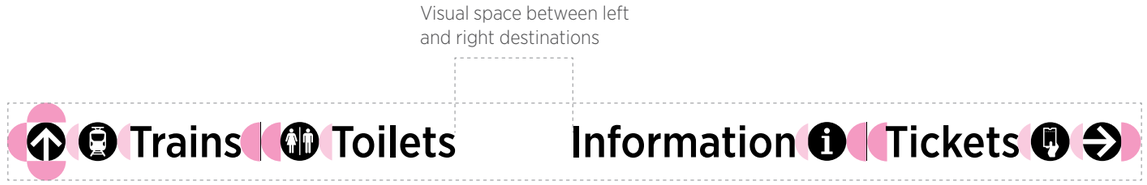


Fig. 3.
When multiple directions are utilising both sides of the sign, ensure there is visual space to the edges of the sign as indicated here.

❸ Arrangement option 3 (limited space) Multiple destinations occupying the same line

When there is not enough space available on a sign to lay out as per signage options 1 and 2, then horizontal and vertical dividing lines are required to provide a clear definition between destinations and directions as per option 3.

These lines should be 15% of the width of the ‘i’ or ‘l’.



(i) 1/2(i) 1/3(i)

Arrangement option 3
Padding and measurements

Vertical and horizontal dividing lines at 15% width of i or l.
Vertical dividing lines at the same height as icon (i).
Horizontal dividing lines extend to full width of the text including icons.

x spacing between baseline of top line of text and the dividing line, and to the top of capital letter (Y) of the next line.

⅓(I) between icons and icon and relevant destination.

½ (I) on either side of the dividing line between destinations.

Vertical dividing line is at the height of the icon (I) and is 15% of the width of the 'i' or 'l'.

Smaller text 'Albert Street' at 58% height of (Y).

Examples of multiple destinations occupying the same line (arrangement option 3).

Ensure that all information and directional hierarchy is followed.

Use the correct arrows and Way out information and the relevant icons.

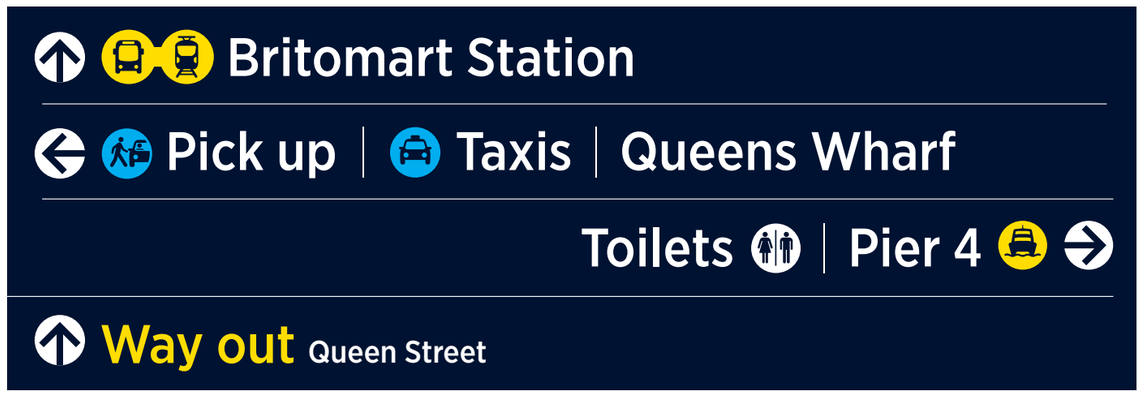
All standard directional signs should use size viewing distance size M 400pt, which gives a viewing distance of 30m.

One line sign when there is very limited height with multiple destinations and only one direction.

One line sign with multiple destinations and only two directions.

Two line sign for multiple destinations and two directions.

Multiple line sign for multiple destinations and directions.



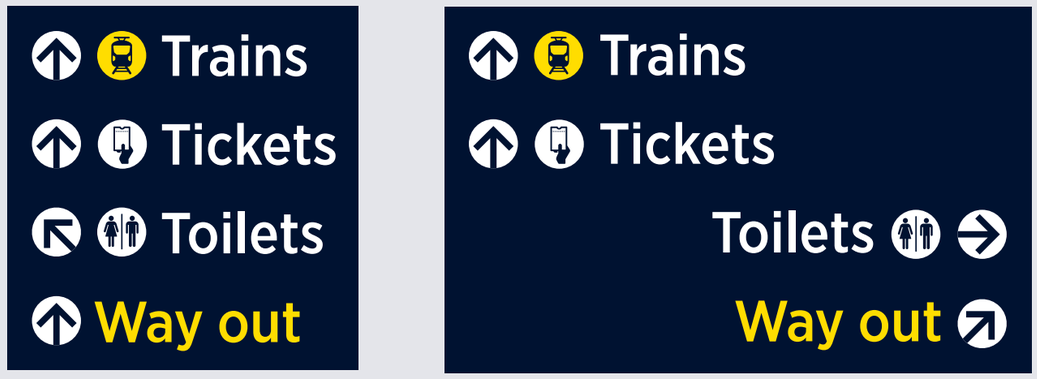
Typical sign measurements - directional signs

These pages outline some of the typical sign sizes for directional signs in relation to our vertical message spacing, panel padding and viewing distance sections.

This is a guide of the ideal depths for standard directional signage using viewing distance size M, which uses the suggested point size of 400pt, giving a viewing distance of 30m.

The width of the signs may vary depending on the available space within the station. If existing signs require a new design, or if there is a larger space to fill, additional padding can be added around the information evenly, ensuring that the integrity of the information remains consistent with the line spacing, icon spacing and vertical message spacing.

Point size	Additional information	No. of lines	Sign depth	Sign example
	One destination each side, or one destination on its own. Width will be determined by the space available.	1	248mm	
400pt	Up to two destinations each side. Width will be determined by the space available.	2	470mm	
400pt	Up to three destinations each side. Width will be determined by the space available.	3	695mm	
400pt	Up to four destinations each side. Width will be determined by the space available.	4	920mm	

Point size	Additional information	No. of lines	Sign depth	Sign example
400pt	One destination, one direction or one destination two directions. Width determined by the space available.	1	248mm	
400pt	Two destinations, up to two directions. Width determined by the space available.	2	470mm	
400pt	Three destinations, up to three directions. Width will be determined by the space available.	3	695mm	
400pt	Four destinations, up to four directions. Width determined by the space available.	4	920mm	

Point size	Additional information	No. of lines	Sign depth	Sign example
400pt	Five destinations, up to five directions. Width determined by the space available.	5	1145mm	
400pt	Six destinations, up to six directions. Width determined by the space available. If any more destinations and directions are required, follow the instructions on line spacing, vertical message spacing and panel padding.	6	1370mm	

2.3 Public transport sign suite

Metro
Newhurst

Metro Newhurst

Buses
Way out
Information
Waiting area

Waiting area | Bike Park

Toilets

Bike Park | Way out

Welcome to Newhurst Station
Please help us to keep this station safe
Pay your fare before you board
Crime prevention cameras operating 24 hours
In case of an emergency please push the safety point button

Newhurst Station
Newhurst

Metro Customer Service Centre

Metro Information
Takapuna Local Area Map
Fare Zones and Boundaries

Arrow:
A 50mm diameter

Icons:
B 50mm diameter

Destination:
C 160pt Gotham Narrow medium

Time numbers: (e.g. 12)
D 120pt Gotham Narrow medium

Time min:
E 90pt Gotham Narrow medium

Walking man:
F 31.2mm height = 105% height of Y (number), centred vertically on Y

Pedestrian blade (small) – directional

PTd010

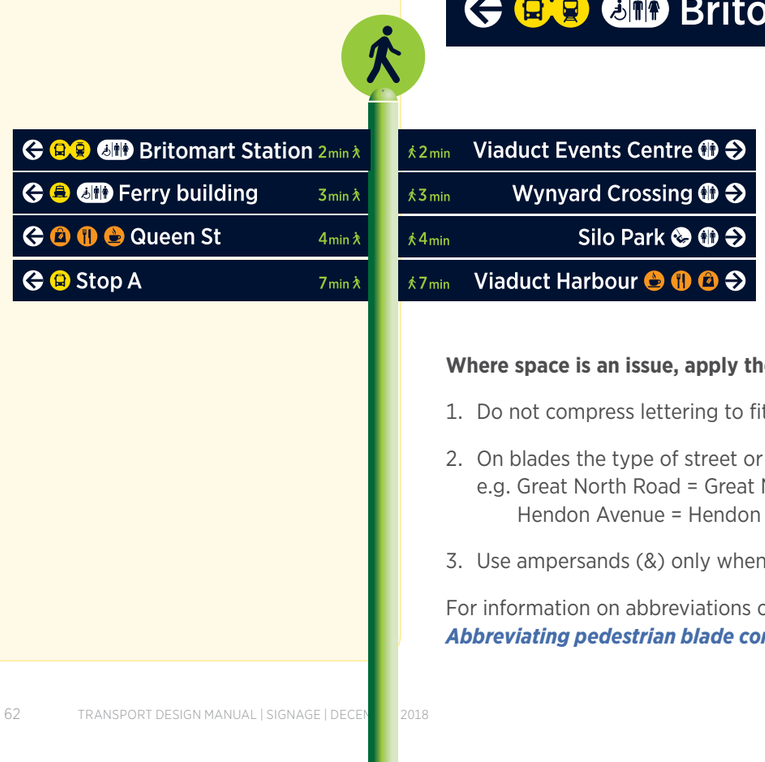
Small pedestrian blades (often referred to as finger pointers in other signage systems) are used at minor decision points in pedestrian wayfinding areas. These small blades are mounted on a green pole, with a green pedestrian icon in a roundel sitting on top of the pole. A maximum of four blades can be mounted in each of the four directions.

Ideally you would have a separate blade for the toilets that uses both the text and the icon like this:

But since you have only four blades in each direction, if the toilet is located within another Points of Interest (POI), such as the mall then you can combine these into one blade leaving the other three for directions to other POIs:

Icons that may be used on their own: toilets, accessible toilets, playground and information.

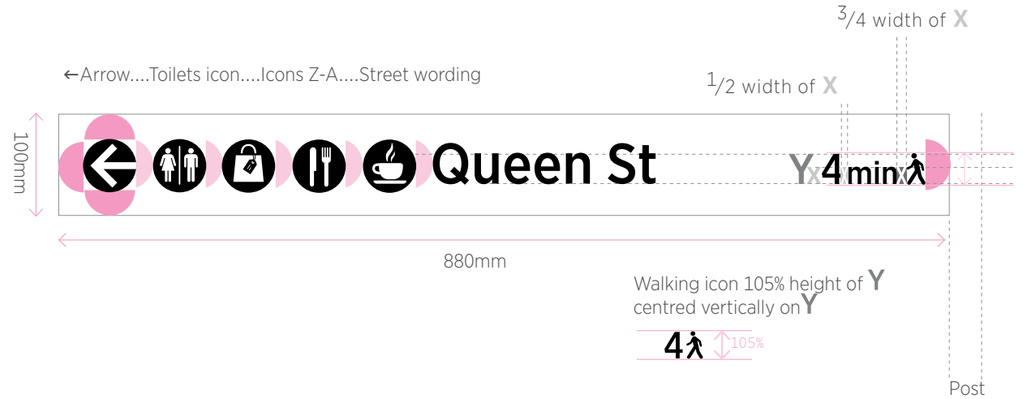
Note that while station ID signs contain just the name of the station/bus station or ferry terminal, all the directional signs **do** include the words **station, bus station**, or **ferry.**



Where space is an issue, apply the following guidelines:

1. Do not compress lettering to fit the blade (this reduces legibility)
2. On blades the type of street or road is always abbreviated:
   e.g. Great North Road = Great North Rd
   Hendon Avenue = Hendon Ave
3. Use ampersands (&) only when space is limited, e.g. park & ride.

For information on abbreviations on pedestrian blades go to ***Abbreviating pedestrian blade content*** document for further information.



Arrow/Icon:
A 93mm diameter

Destination:
B 300pt Gotham Narrow medium

Time numbers: (e.g. 12)
C 225pt Gotham Narrow medium

Time min:
D 168pt Gotham Narrow medium

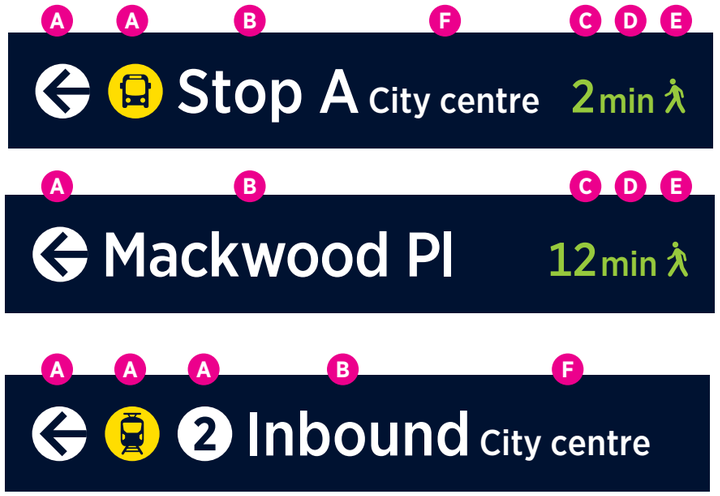
Walking icon:
E 59mm height = 105% height of Y (number), centred vertically on Y

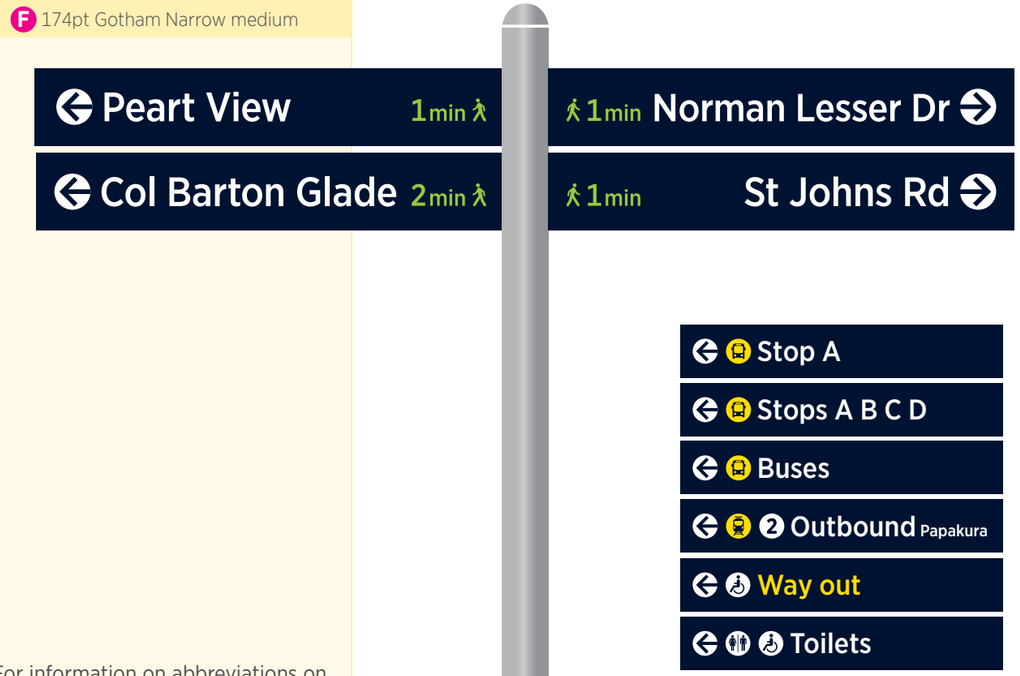
Secondary text:
F 174pt Gotham Narrow medium

Pedestrian blade (large) – directional

PTd020

Pedestrian street blades can be mounted to street furniture such as lamp posts.





Large pedestrian blades without the green walking icon and the time (as above) are only used near or in close proximity to stations.

For information on abbreviations on pedestrian blades go to ***Abbreviating pedestrian blade content*** document for further information.

PTd020

Chevron:

A 294mm depth

Icon (interchange):

B 294mm depth, 147mm width

Wording 2 lines:

C *400pt Gotham Narrow medium

Icon (large):

D 252mm diameter

Wording 1 line:

E 500pt Gotham Narrow medium

Used at key junctions from main roads to all stations (placed up to 500m from station).

These directional signs should be at size size M 400pt, which gives a viewing distance of 30m. **When a station name is too long text may be reduced to a minimum of 350pt.*

Can be used to direct drivers (and by extension pedestrians) to: stations, bus stations, ferry terminals and AT car parks.

The name of the station, bus station or ferry terminal must be included. Ferry terminal signs use the name and 'ferry' e.g. Downtown ferry, Half Moon Bay ferry.

If the ferry that you are directing to is more than 3km from another ferry terminal, you can just use the term 'Ferry'.

These signs must be constructed using engineer grade retro-reflective material behind the vinyl graphics.

Driver direction blade - directional

PTd030

PTd050

PTd061

PTd040

PTd041

PTd060

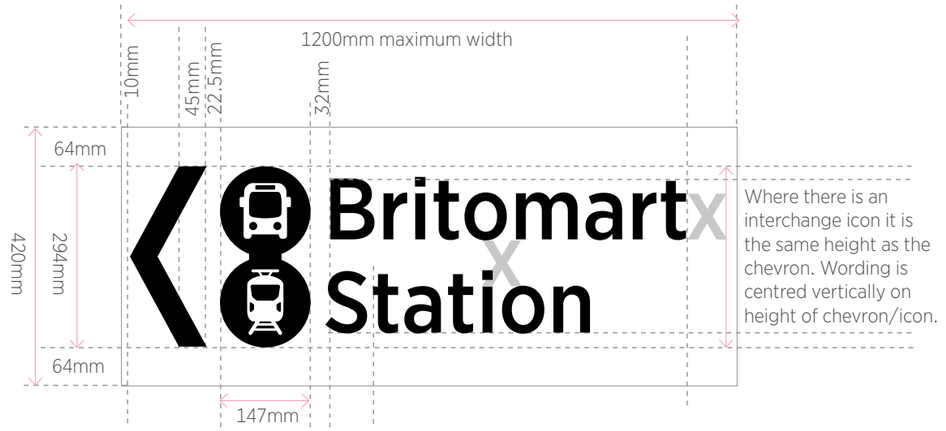
PTd051

PTd070

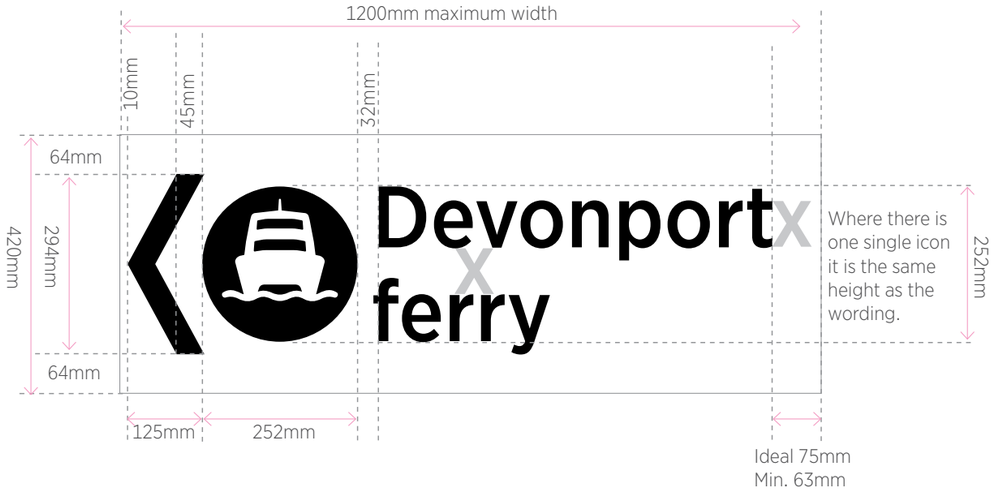
PTd071

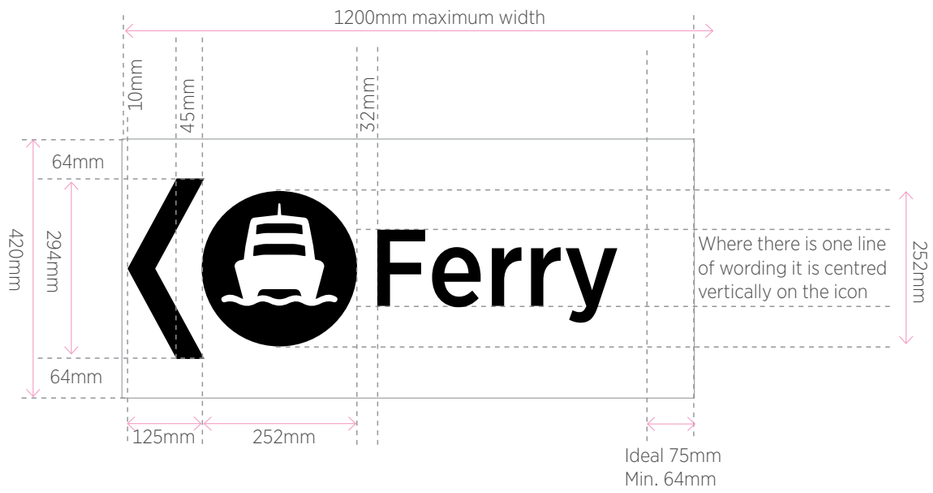
PTd080

PTd081



*** When a station name is long eg: Meadowbank / Fruitvale Rd etc, the point size may be reduced to a minimum of 350pt.**





PT icon:

A 290mm width

AT Metro logo:

B 290mm width

Station name:

C 800pt Gotham Narrow medium

Yellow flash:

D 145mm depth

Beacons are placed at a point where they can easily be seen from as far as possible along the nearest road/s for optimum visibility.

More than one may be required if there are multiple approaches to the station.

Five-metre beacons are used at standard stations.

All standard five-metre beacons should use viewing distance size XXL 800pt which gives a viewing distance of 60m.

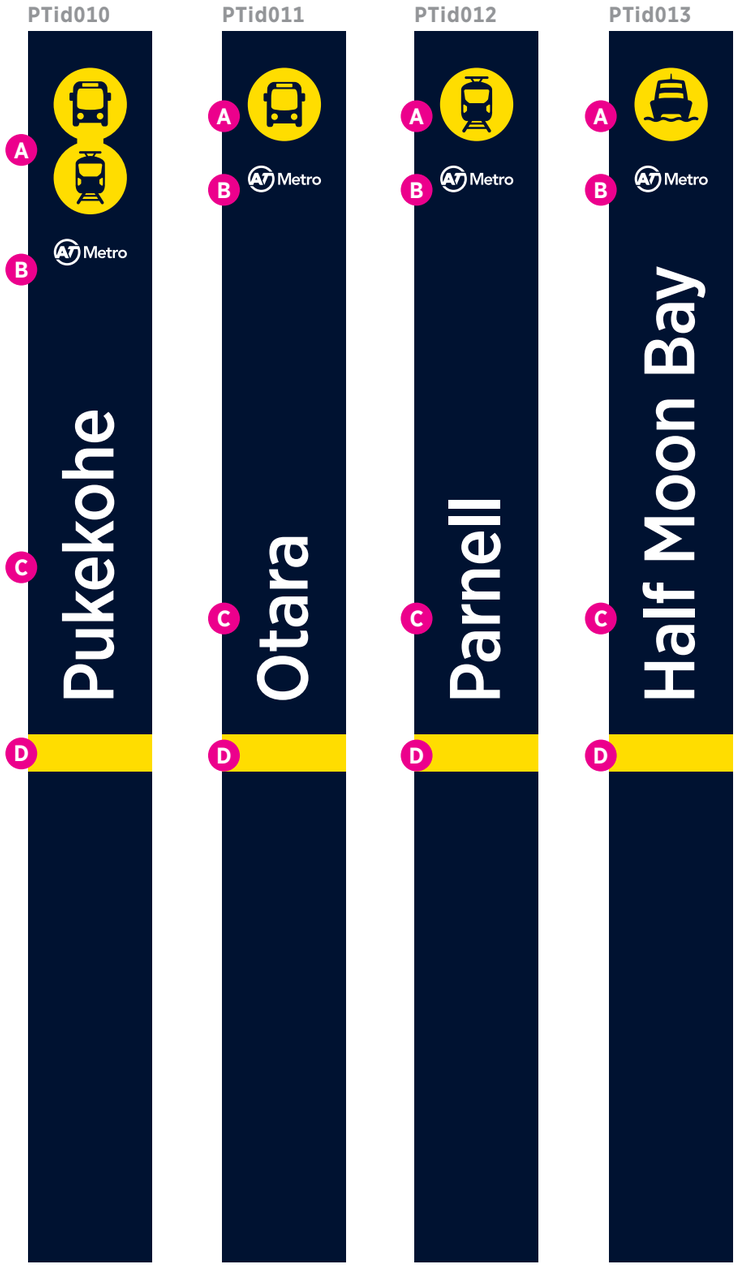
There is a maximum illumination within the beacon width of 290mm. The transport icon must sit within this area to ensure the entire icon is illuminated correctly.

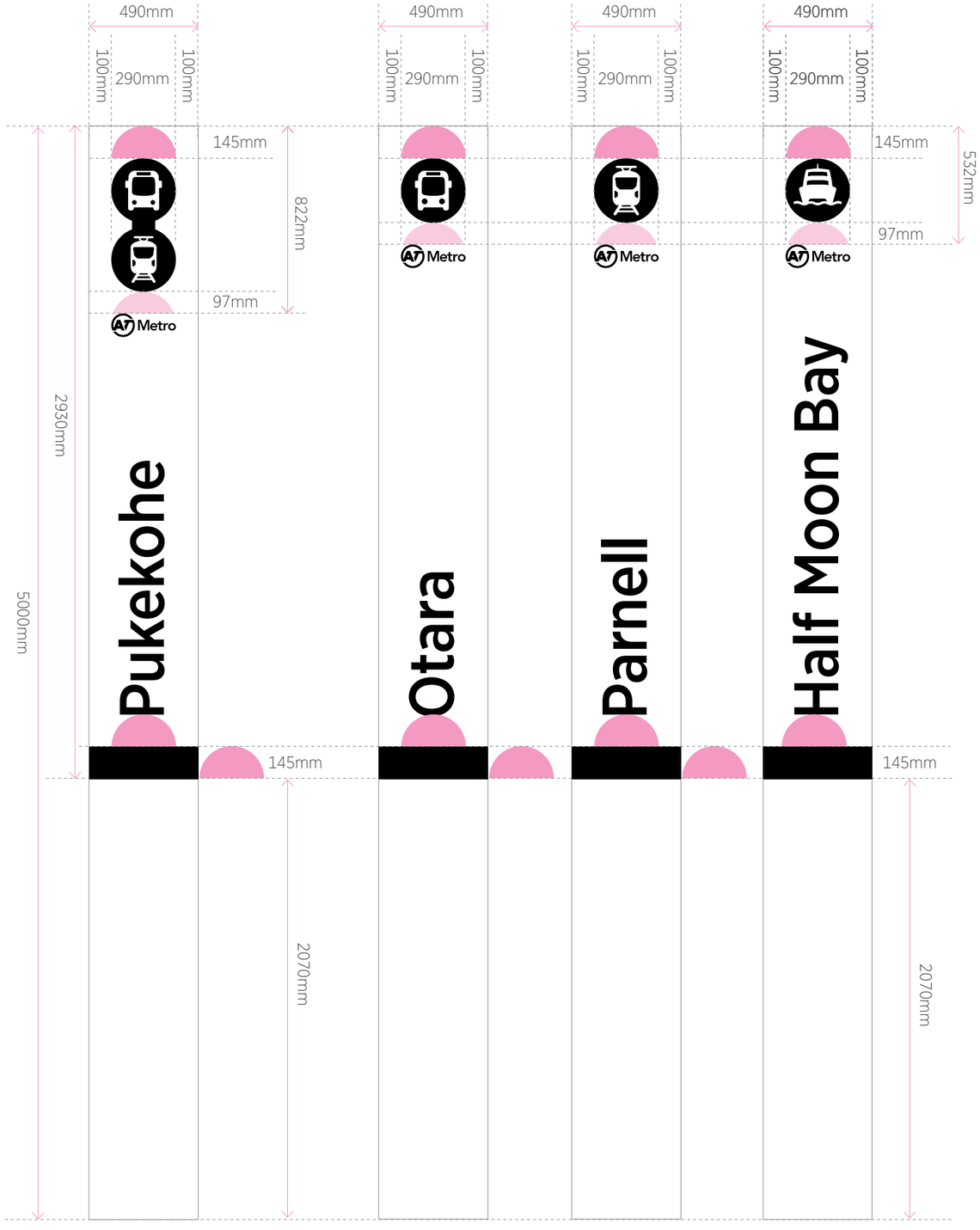
(i) 1/2(i) 1/3(i)

Beacon (5m) – ID

Beacons enable customers to identify the station from a distance. Aimed at pedestrians, cyclists and drivers, these beacons guide the way to the station.

Beacons show just the name of the station, bus station or ferry terminal, e.g. 'Parnell' not 'Parnell station'. The mode/s are indicated by the icons.





PT Icon:

A 400mm width

AT Metro logo:

B 400mm width

Station name:

C 1080pt Gotham Narrow medium

Yellow flash:

D 200mm depth

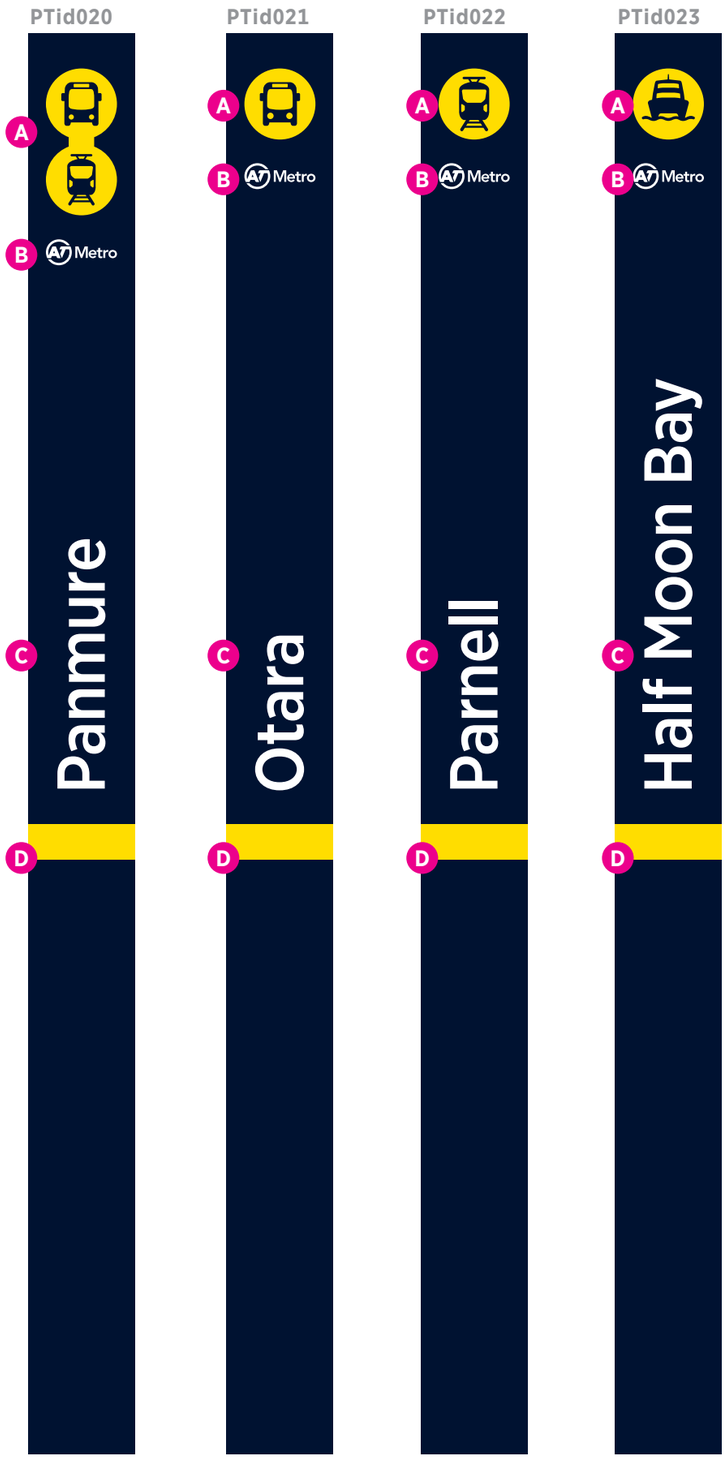
Eight-metre beacons are used at interchanges, major train stations and all bus stations.

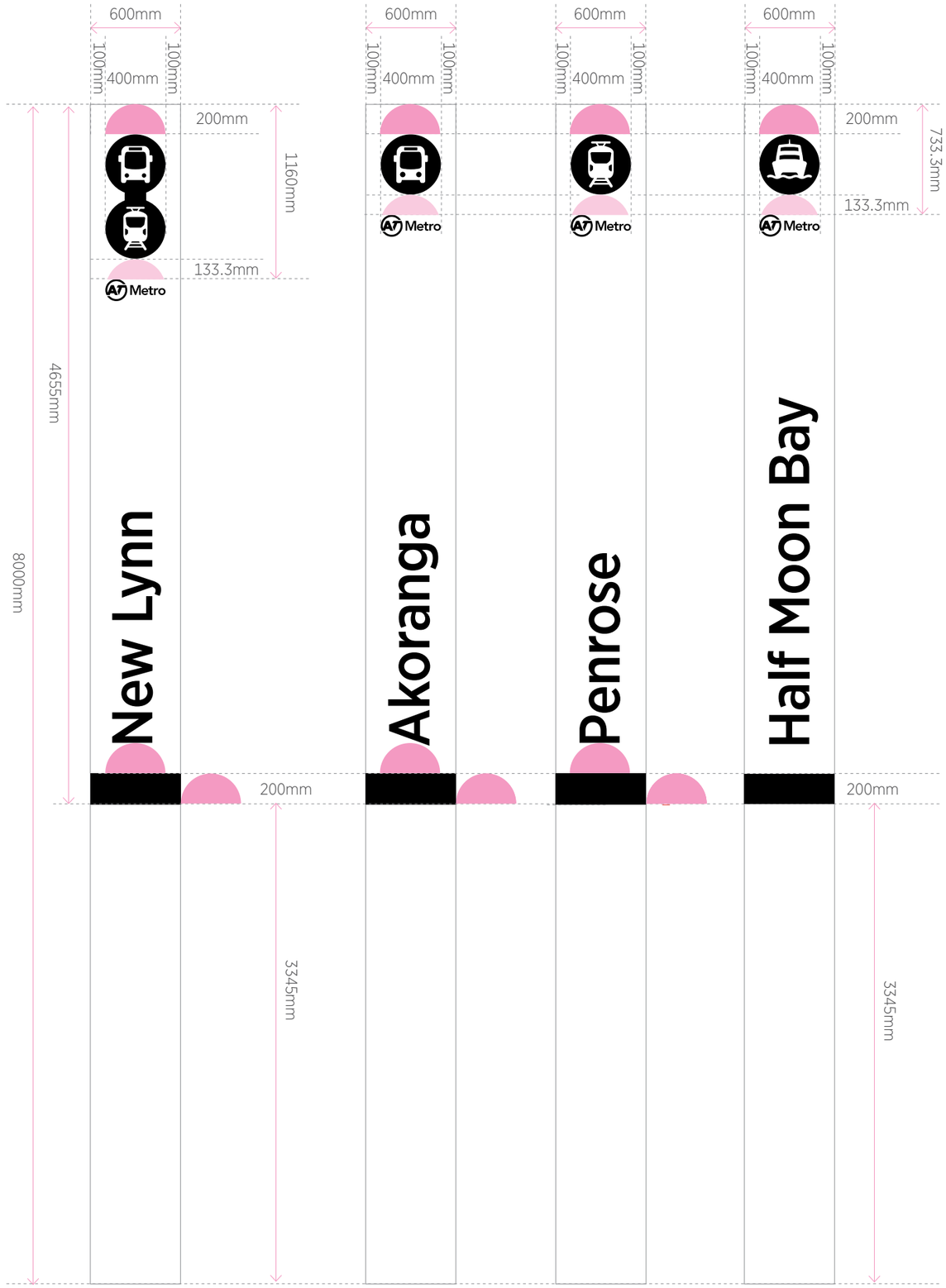
All standard eight-metre beacons should use viewing distance size XXL+ 1080pt, which gives a viewing distance of 80m.

There is a maximum illumination area within the beacon width of 400mm. The transport icon must sit within this area to ensure the entire icon is illuminated correctly.

(i) 1/2(i) 1/3(i)

Beacon (8m) – ID





AT Metro logo:

A 379mm width

Yellow flash:

B 46mm depth

PT icon:

C 186mm height

Station name:

D 600pt Gotham Narrow medium

Station location – ID

Location IDs are used over doorways and at entrances to stations.

Signs should be fitted, spanning the entire width of the allocated space to enable customers to see the station name clearly from a distance.

On location IDs a yellow flash is added and the AT Metro logo appears in the top left corner. Station name and icon are to be centred within the width of the sign.

All standard location ID signs should use viewing distance size XL 600pt, which gives a viewing distance of 45m.

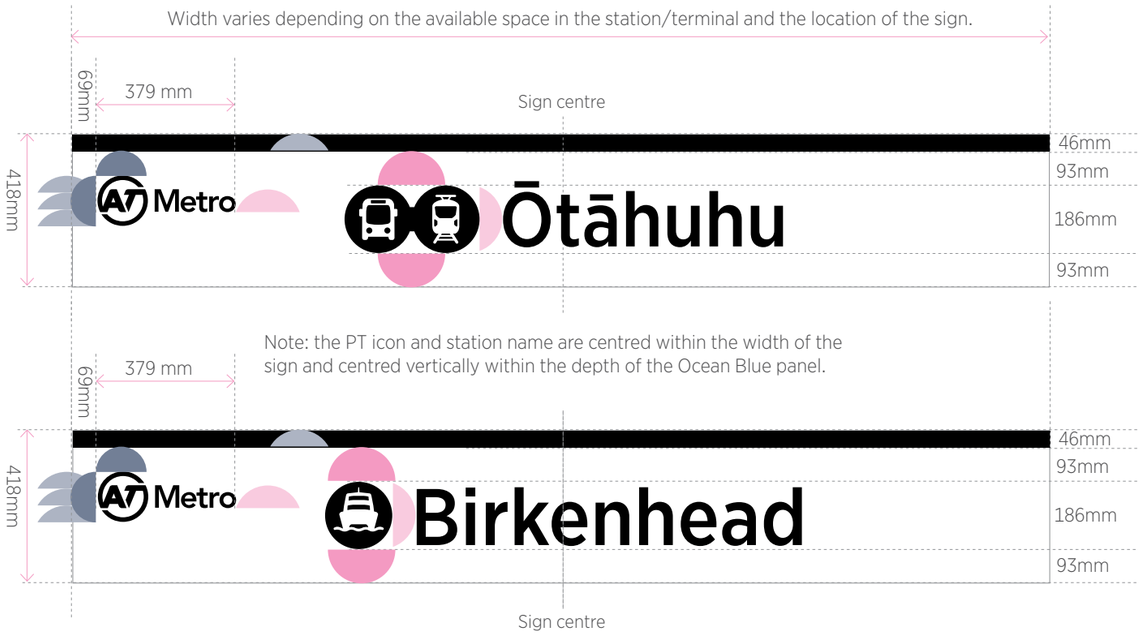
Station location IDs show just the name of the station, bus station or ferry terminal, e.g. ‘Parnell’ not ‘Parnell station’. The mode/s are indicated by the icons.

PTid030

PTid031

PTid032

PTid033



AT Metro logo:

A 379mm width

Yellow flash:

B 46mm depth

Station name:

C 600pt Gotham Narrow medium

Arrow (left and right):

D 57.5mm diameter

Previous and next station names:

E 185pt Gotham Narrow medium

Station platform location – ID

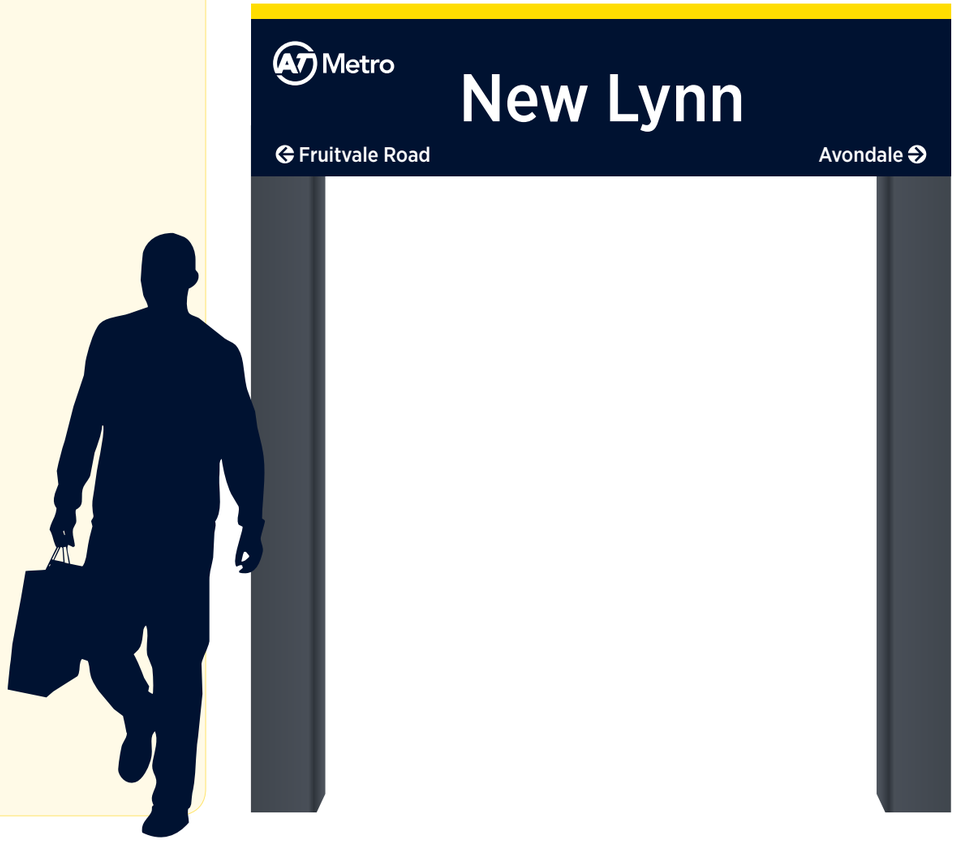
PTid040

Platform location IDs are used on platforms and track-side walls to enable customers to see the station name clearly from all locations on the train and must be fitted at the correct frequency and height.

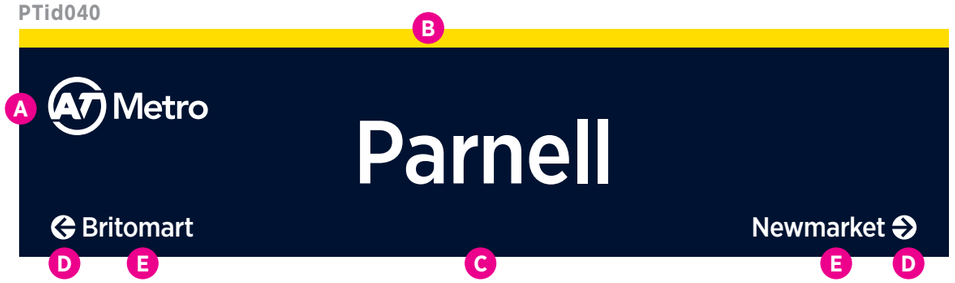
On station platform IDs a yellow flash is added and the AT Metro logo appears in the top left corner. Station platform ID information is to be centred within the width and height of the sign.

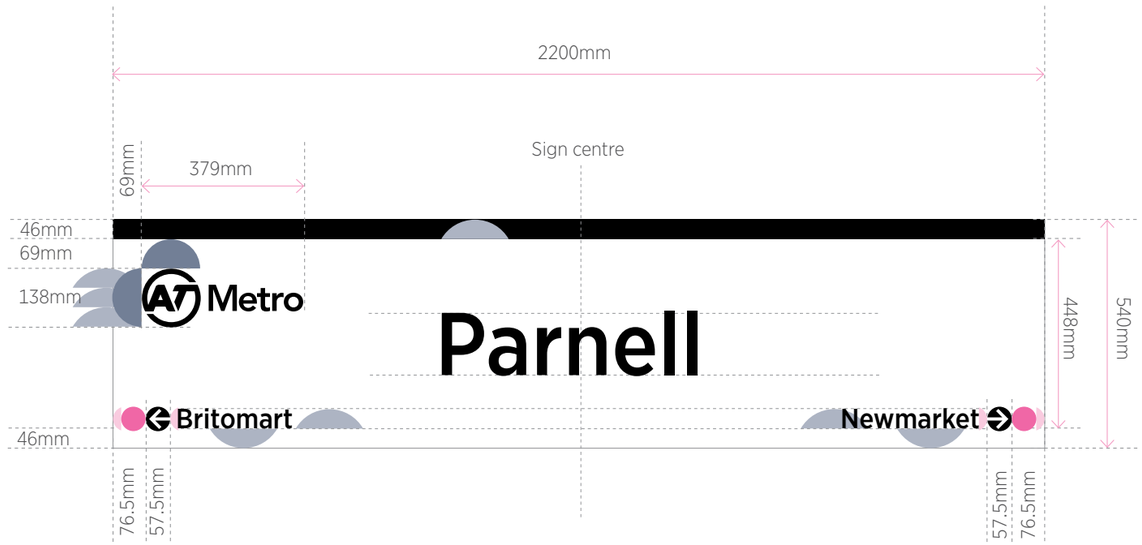
All standard station platform ID signs should use viewing distance size XL 600pt, which gives a viewing distance of 45m. Previous and next station names are in 185pt.

Station platform location IDs show the name of the station, bus station or ferry terminal, e.g. ‘Parnell’ not ‘Parnell station’. They also show next and previous stations – it is important that these are updated if new stations are built or old ones closed. Make sure contractors install these signs on the correct platform (side platforms) or side of platform (island platforms).



PTid040





AT Metro logo:

A 255mm width

Yellow flash:

B 31mm depth

PT icon:

C 124mm height

Station name:

D 400pt Gotham Narrow medium

Shelter location – ID

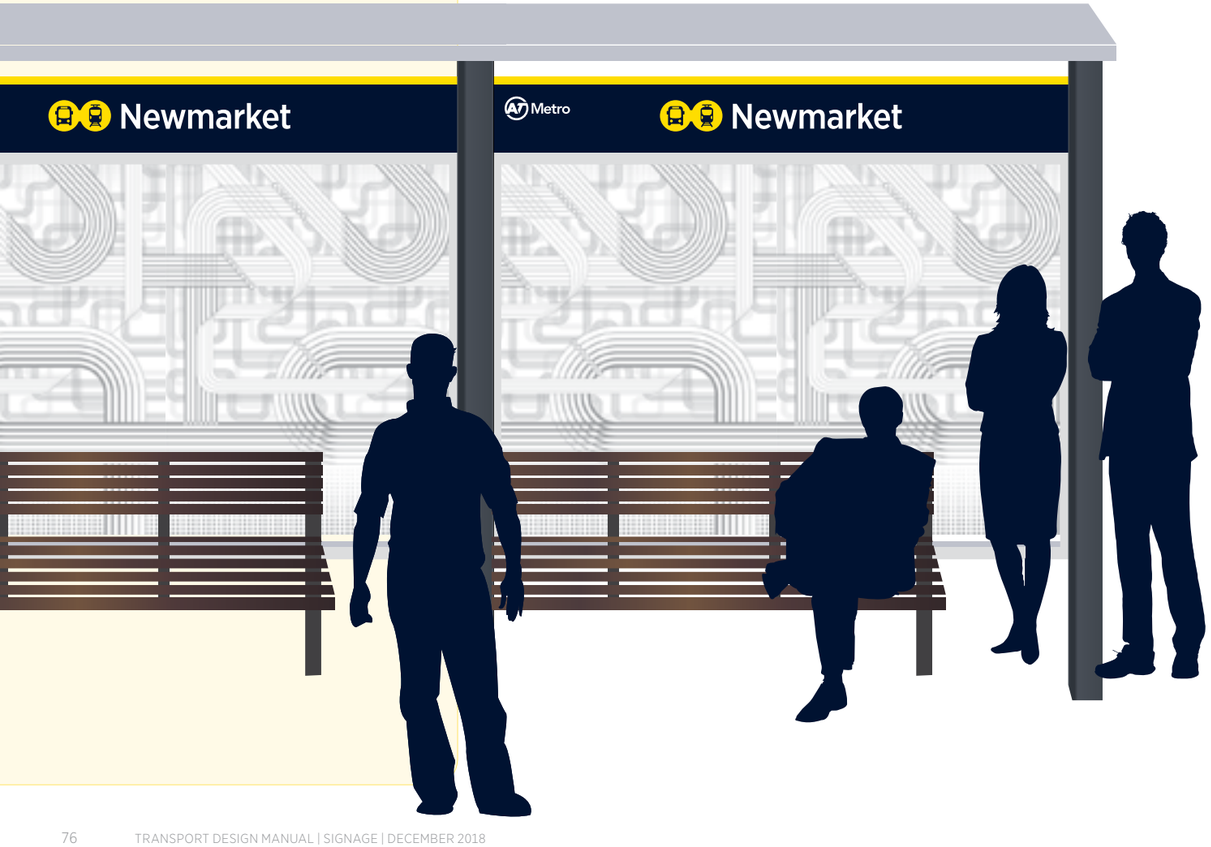
Shelter IDs help arriving passengers identify the station name. The IDs are used at the top of platform shelters.

Signs should be repeated to span the entire width of the allocated space to enable customers to see the station name clearly from a distance.

On shelter IDs a yellow flash is added and the AT Metro logo appears in the top left corner. Station name and icon are to be centred within the width of the sign.

All standard shelter ID signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

Shelter location IDs show just the name of the station, bus station or ferry terminal, e.g. ‘Parnell’ not ‘Parnell station’. The mode/s are indicated by the icons.



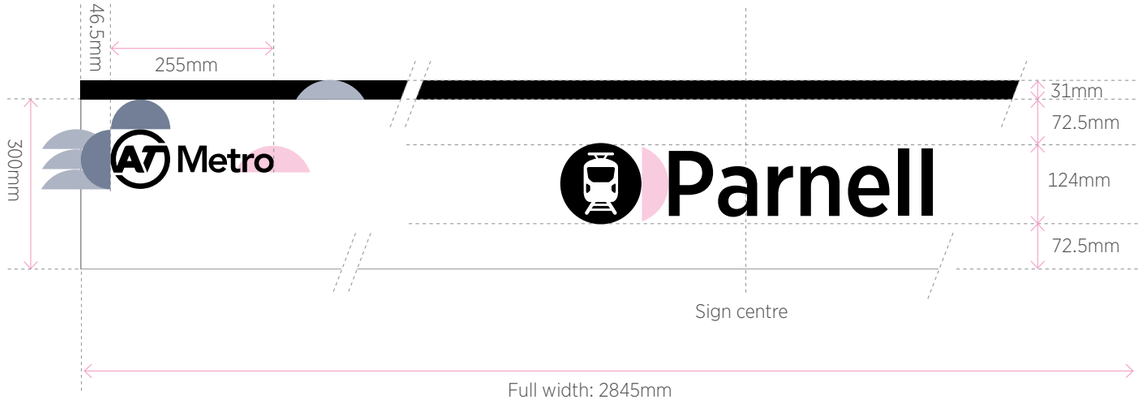
PTid050

PTid051

PTid052

Full width: 2845mm

Note: the PT icon and station name are centred within the width of the sign and centred vertically within the depth of the Ocean Blue panel.



Full width: 2845mm

AT Metro logo:

A 342mm width

Customer Service Centre:

B 400ptGotham Narrow medium

Customer Service Centre – ID

Over the Customer Service Centre, signage should be fitted, spanning the entire width and containing the words ‘Customer Service Centre’ as illustrated. The only other element which may appear on these signs is the AT Metro logo, in the top left hand corner of the sign.

If the sign has a very long span, another AT Metro logo may be added in the top right hand corner to balance the sign, as illustrated below, using the same panel padding as the logo on the left. Information is to be centred within the width and height of the sign.

All standard Customer Service Centre signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

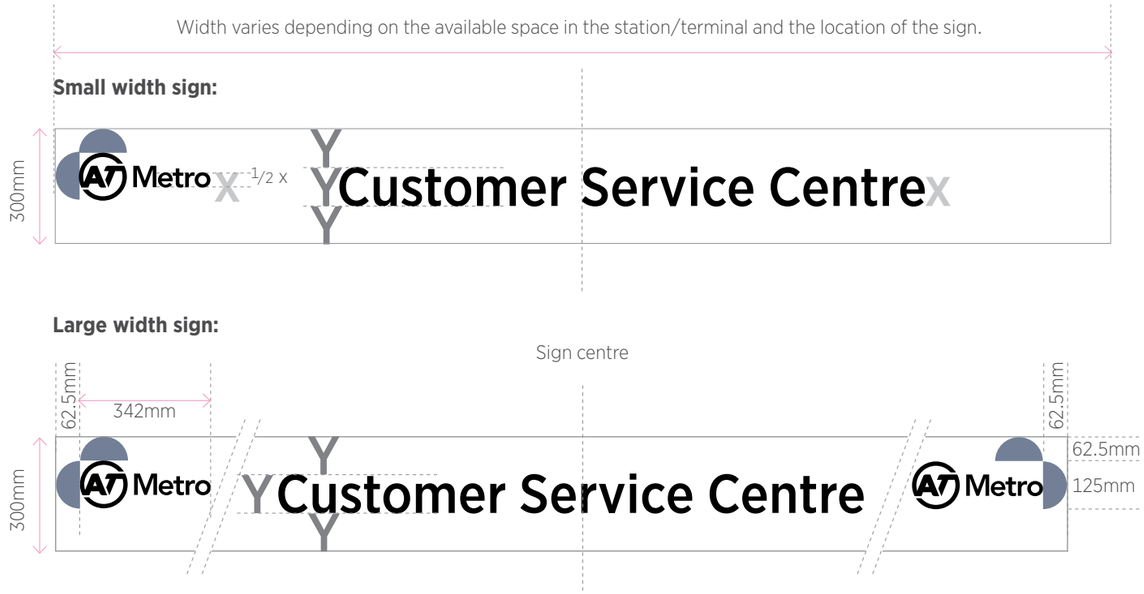
PTid060

PTid061

Fig. 1. Small width sign

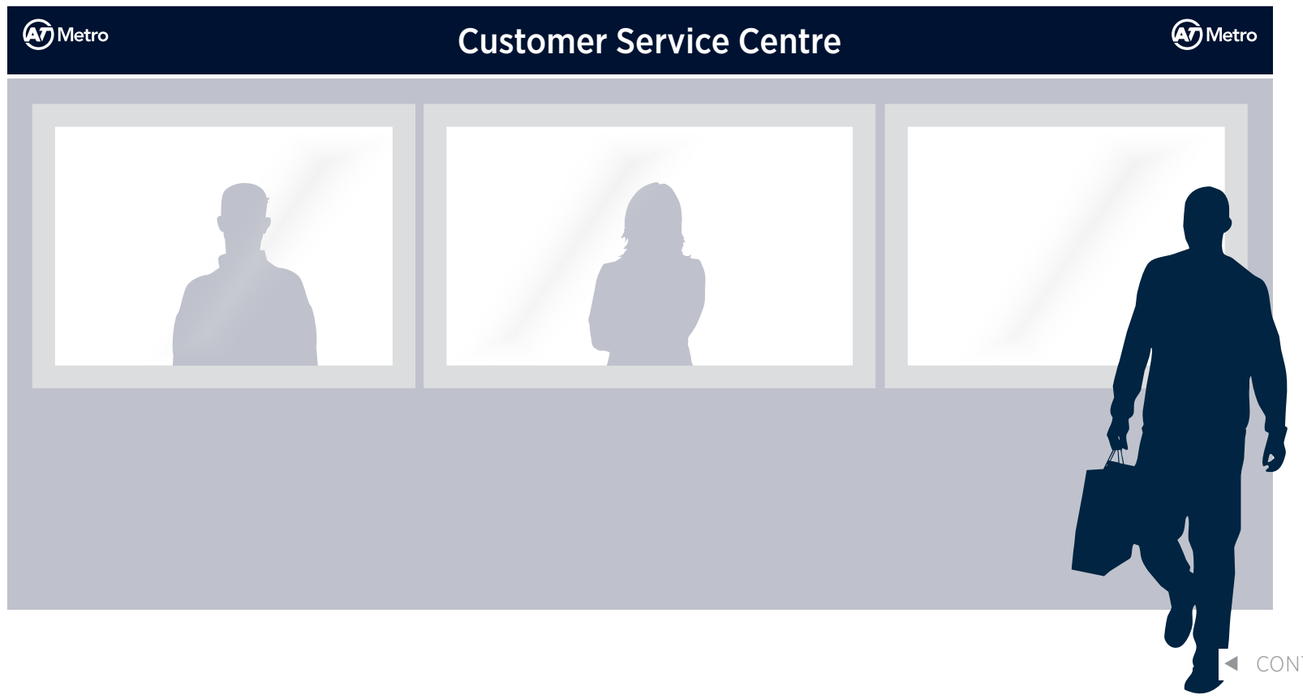
When the Customer Service Centre sign spans a wider area, the AT Metro logo is repeated on the right hand side as per Fig. 2.

Sizing is worked out on the minimum size of 300mm depth. If the sign is bigger than this, the wording is centred within the height and width of the sign using the same measurements indicated here for the AT Metro logo and point size of the wording.



1/2 AT roundel = 1 1/4 of capital letter height (Y)

Fig. 2. Large width sign



Ticket icon:

A 124mm diameter

Tickets:

B 400pt Gotham Narrow medium

Waiting area icon:

A 124mm diameter

Tickets:

B 400pt Gotham Narrow medium

Tickets – ID

PTid070

Over each bank of ticket machines, signage should be fitted, spanning the entire width and containing the word 'Tickets' as illustrated below. The only other elements which may appear on these signs are the ticket icon, or directions to additional ticket and change-giving facilities.

Information is to be centred within the width of the panel.

As far as possible use the same standard font size for all signs with the same purpose within a station.

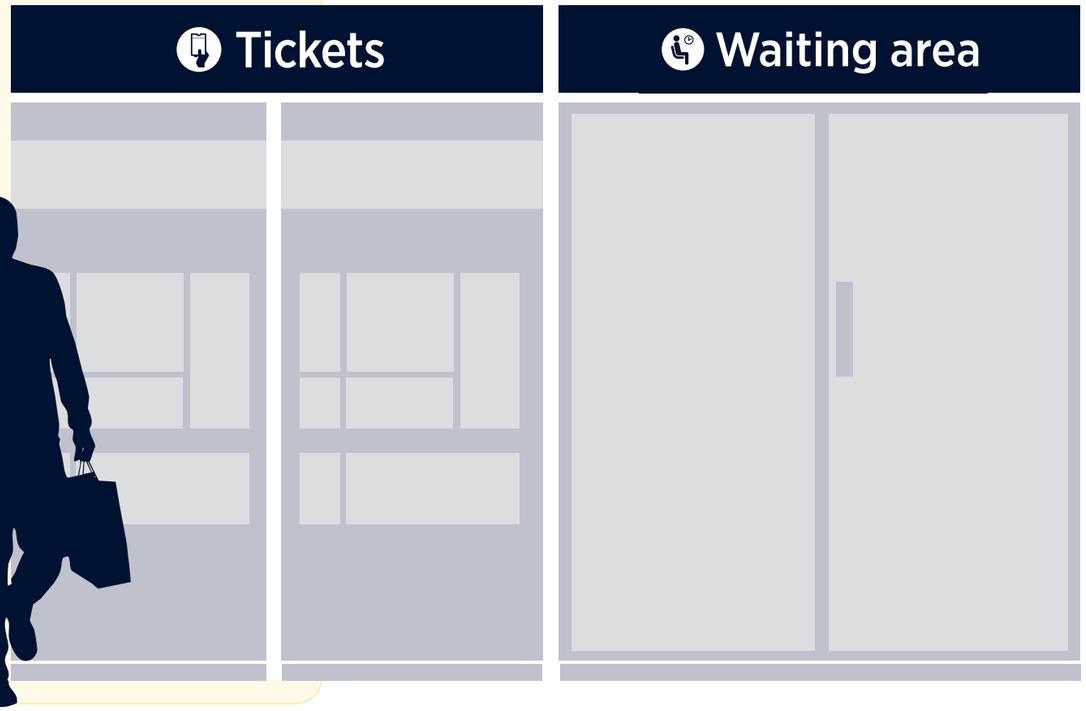
All standard Tickets signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

Waiting area – ID

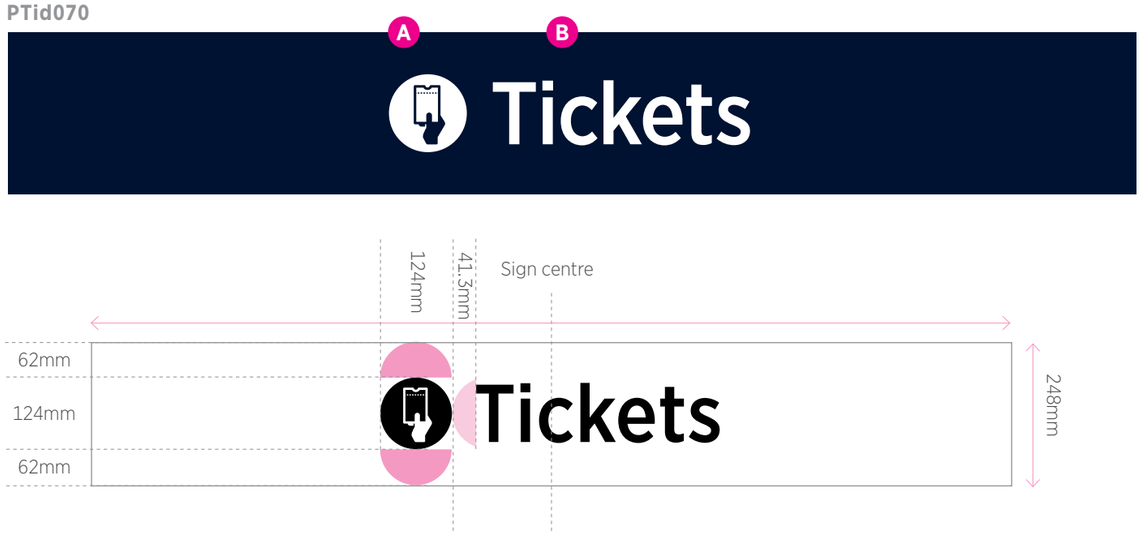
PTid170

This ID sign is used above the doors or windows on entry to the waiting area.

Information is to be centred within the width of the panel and all measurements are the same as for the Tickets ID.



PTid070



Width will vary depending on available space in station/terminal and the location of the sign.

Information is to be centred within the width of the panel.

When the Tickets or Waiting area signs span a larger area, the wording is centred within the height and width of the sign using the same measurements indicated here for the Tickets icon and the point size of the wording.

PTid170

Toilet icon:
A 124mm diameter

Baby change icon:
B 124mm diameter

Accessible icon:
C 124mm diameter

Toilets:
D 400pt Gotham Narrow medium

All standard toilet location signs within a station should be the same size.

All standard toilet signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

Toilets (Unisex) – ID

Standard toilet signs are usually positioned above toilet doors or on walls and are designed to be viewed from 30m away.

The toilet icon (and any other icons required) sit to the left of the wording when positioned above the door or on a wall.

Any other icons such as the baby change or accessible icons sit to the right of the toilet icon as below.

Toilets

Toilets

Toilets

Toilets

The accessible icon sits beside and faces towards the wording.

Toilets

The toilet lozenge (above) is used when space is limited.

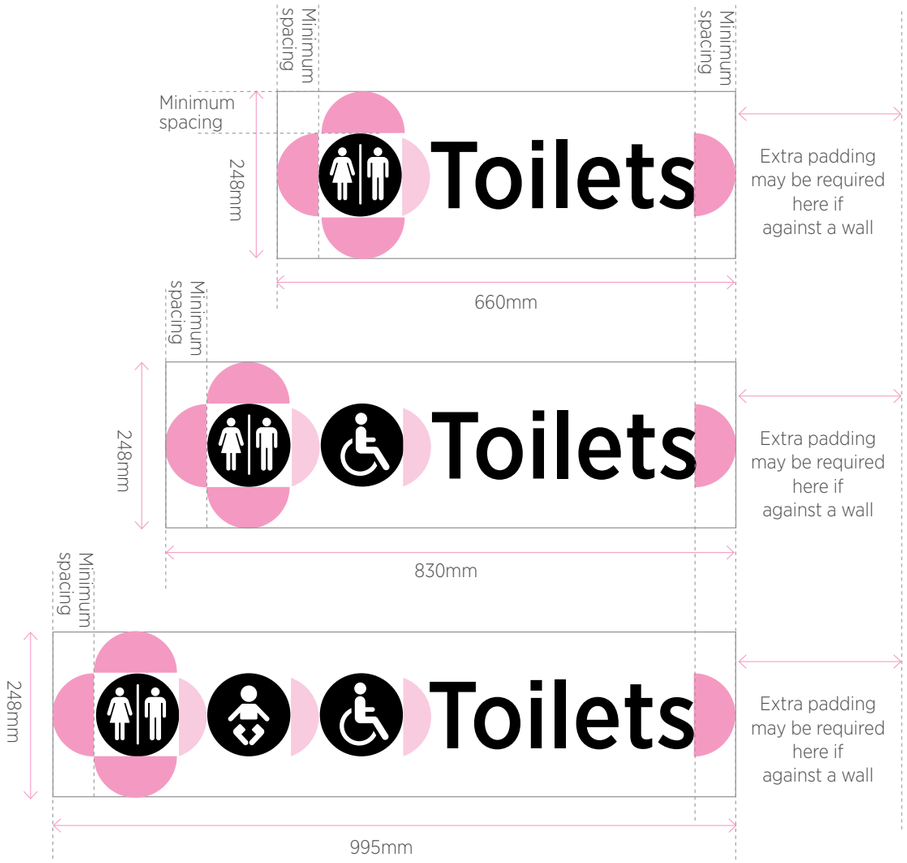
PTid080

PTid081

PTid082

PTid083

If a combination of these signs is required within a station, ensure that the signs remain the same size as each other and the wording and icons are centred within the width of the sign.



Perpendicular light box ID

When mounted perpendicular to the wall as a lightbox, the wording sits closest to the wall, the icons sit furthest from the wall, as below. All padding, measurements and sizing is as above. Additonal padding may be required closest to the wall to allow for good visibility from a distance.

PTid085

PTid084 - Unisex icon only

Wall

Wall

Wording sits closest to the wall, the icons sit furthest from the wall

PTid086

Perpendicular IDs with icons only

These signs can be used in conjuntion with standard door or wall ID signs to give more visibility from a distance.

PTid090

PTid091

PTid092

Toilet icon (Man/Woman):

A 124mm diameter

Baby change icon:

B 124mm diameter

Accessible icon:

C 124mm diameter

Toilets:

D 400pt Gotham Narrow medium

Toilets (Men/Women)– ID

Separate mens and womens toilets are to be named 'Men' and 'Women' with the correct male or female icon and other icons added where needed, eg. accessible, baby change etc.

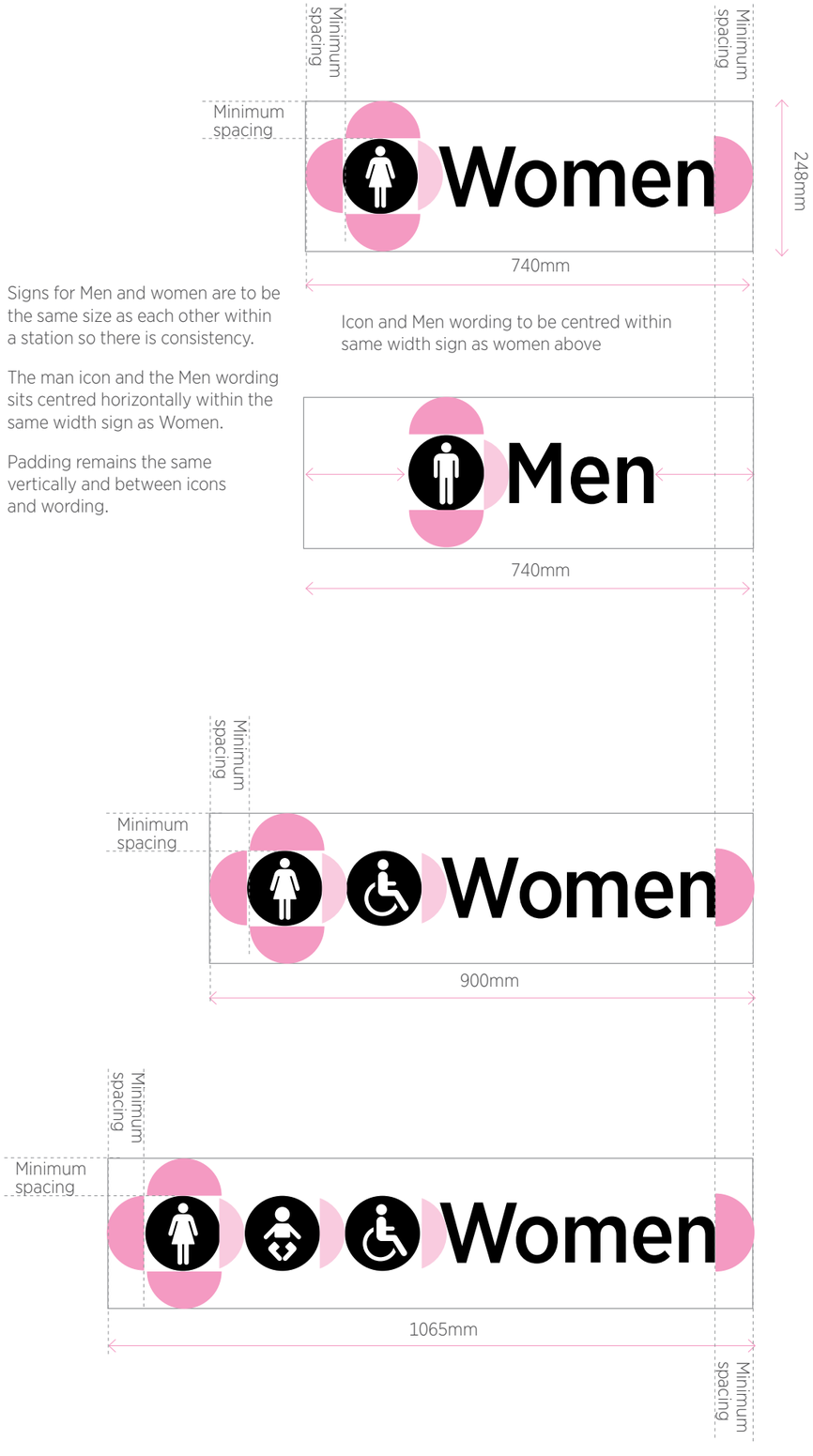
Signs are usually positioned above toilet doors or on walls and are designed to be viewed from 30m away.

The toilet icon (and any other icons required) sit to the left of the wording when positioned above the door or on a wall.

Any other icons such as the baby change or accessible icons sit to the right of the toilet icon as below.

All standard toilet location signs within a station should be the same size.

All standard toilet signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.



Signs for Men and women are to be the same size as each other within a station so there is consistency.

The man icon and the Men wording sits centred horizontally within the same width sign as Women.

Padding remains the same vertically and between icons and wording.

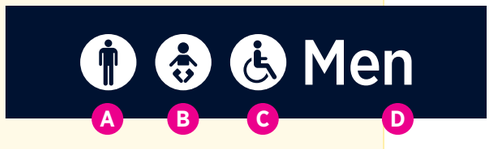
Icon and Men wording to be centred within same width sign as women above

PTid100

PTid101

PTid102

PTid103



PTid110

PTid111

PTid112

PTid113

If a combination of the above signs is required within a station, ensure that the signs remain the same size as each other (eg; Men and Women) and the wording and icons are centred within the width of the sign.

Wording Staff only/Toilet etc:

A 144pt (max)

Braille:

B To adhere to NZBF guidelines

Icons:

C 124mm diameter

Toilet door signs and lift button signs and some other accessible signs may need to contain raised icons, raised text and braille to aid the visually impaired.

These signs will need to adhere to the New Zealand Blind Foundation accessible signage guidelines. ***www.blindfoundation.org.nz/signage***

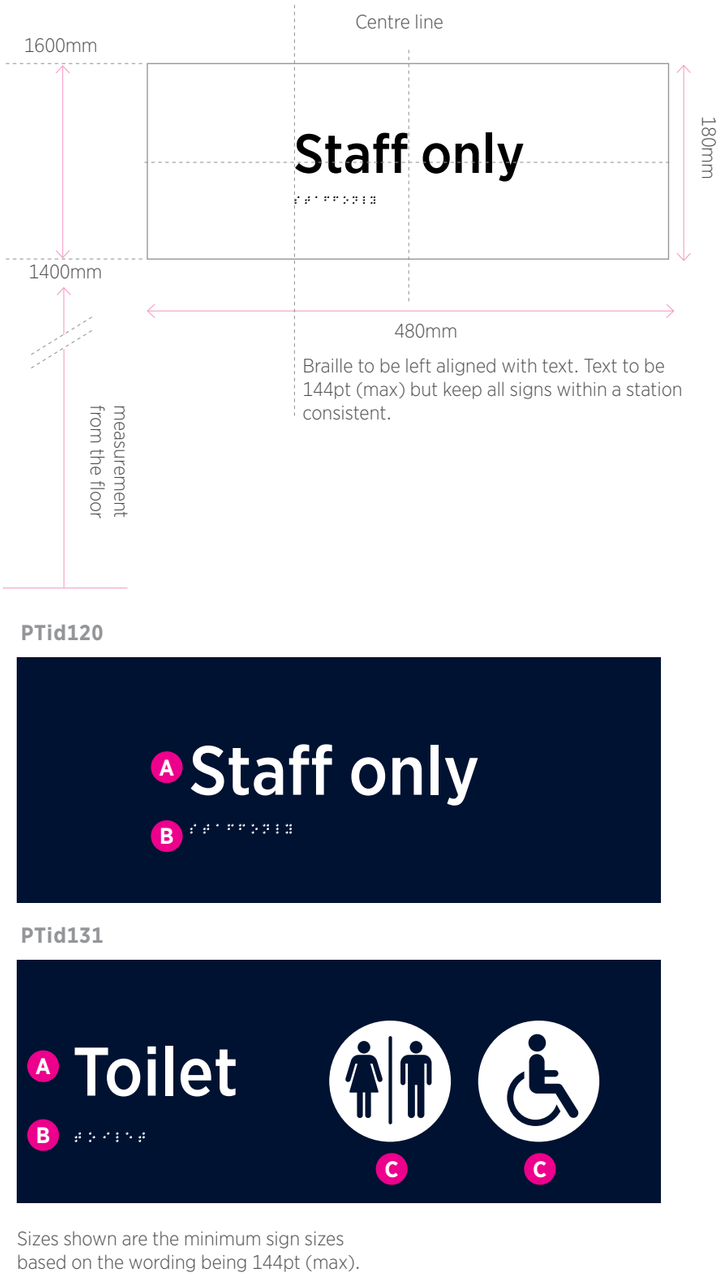
The following pages outline some of the specifications from these guidelines.

(i) ½(i) ⅓(i)

Accessible door signs – ID

All signs on doors are to be at a consistent height from the floor, between 1400mm and 1600mm.

When there are no icons, centre the main text within the width and height of the sign.



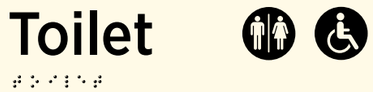
Braille to be left aligned with text. Text to be 144pt (max) but keep all signs within a station consistent.

PTid120

PTid131

Sizes shown are the minimum sign sizes based on the wording being 144pt (max).

When using braille and raised icons to aid the visually impaired, the wording is set to the left and the icons are set to the right. The toilet icon will always appear beside the wording. Any other icons such as the baby change or accessible icons sit to the right of the toilet icon as below.



Braille must be left aligned with the text, which is to be a maximum of 144pt, and all signs should be of a consistent size and look.

Note when the toilets are unisex use the wording 'Toilet' and the unisex icon. The accessible icon may also be added.

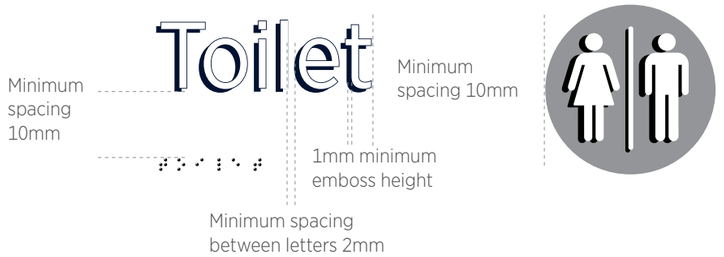
Separate toilets are to be named Mens toilet and Womens toilet with the correct icons added where needed, e.g. accessible, baby change etc. (see below examples).

Examples of toilet signage for the visually impaired.

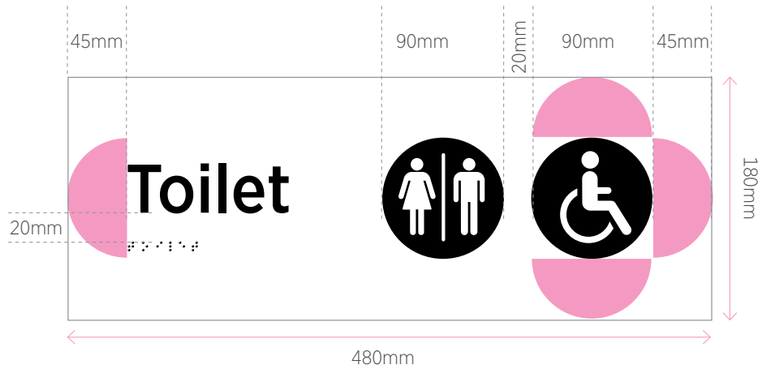
PTid50

PTid151

PTid152



Other icons can be added (baby change and accessible if appropriate) but must follow spacing guidelines.



PTid130

PTid132

PTid131

PTid133

PTid140

PTid141

Wording:

A 400pt Gotham Narrow medium

Lift icon:

B 124mm diameter

Accessible Icon:

C 124mm diameter

All lift signs within a station should be the same size and should use viewing distance size M 400pt, which gives a viewing distance of 30m.

The accessible icon always sits beside the wording, see below.

Lift wording | Accessible icon | Lift icon

Lift icon | Accessible icon | Lift wording

Lift location – ID

Each lifLifts usually form part of the accessible routes through a station, so their location must be clearly signed. Lift ID signs are used to make the lift visible from a distance and are usually projecting signs, or suspended signs that are placed at a right angle to the pedestrian flow.

Since a lift works as a door to another part of the site, the signage above the lift door will be a directional sign, showing where the lift can take you. This information must be clear as customers may assume a lift will go to all levels, which is not always the case.

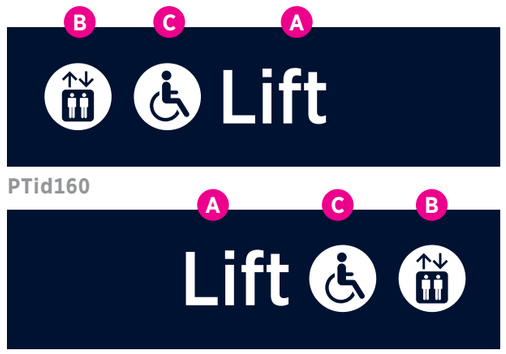
Each lift also requires a sign to the side of the door and one inside that shows the levels it serves.

Single-sided sign mounted on wall:

PTid161

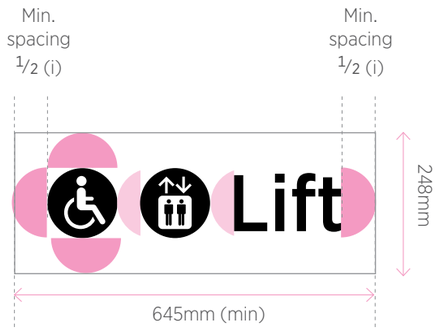
Icons sit to the left of the wording when mounted above the lift, the icons and wording are centred horizontally withing the space.

Double-sided light box mounted perpendicular to the wall:

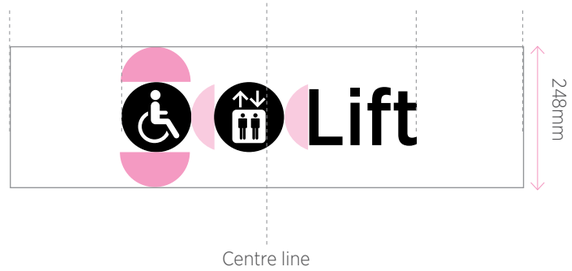


Icons sit furthest from the wall when mounted perpendicular to the wall.

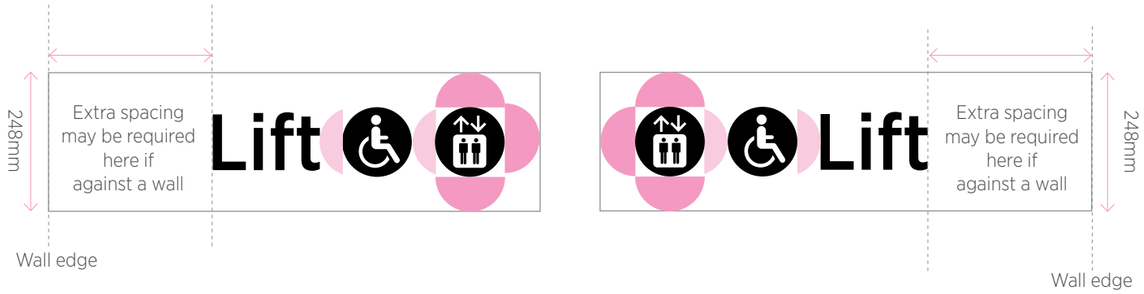
Single-sided sign mounted on wall:



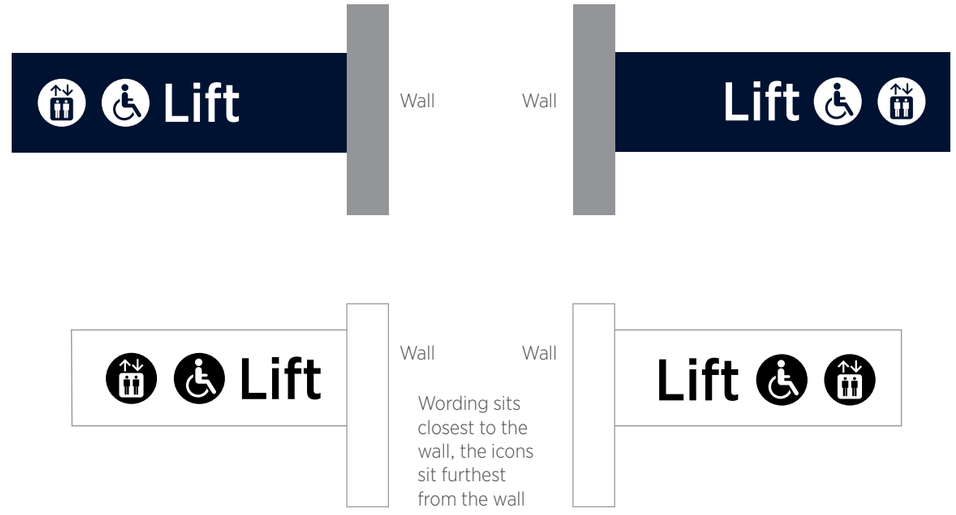
Icons sit to the left of the wording when mounted on a wall, the icons and wording are centred horizontally within the space.



Double-sided light box mounted perpendicular to the wall:



When mounted perpendicular to the wall as a lightbox, the wording sits closest to the wall, the icons sit furthest from the wall, as below. All padding, measurements and sizing is as above. Additonal padding may be required closest to the wall to allow for good visibility from a distance.



Lift icons:

A 49.3mm diameter

Heading:

B 160pt Gotham Narrow medium

Sub heading:

C 75pt Gotham Narrow medium
Icon: 23mm diameter

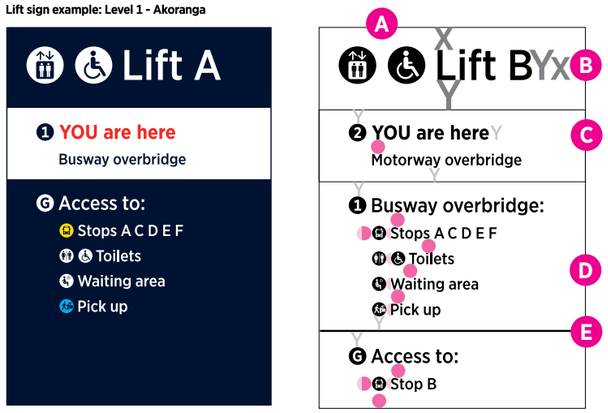
Text:

D 60pt Gotham Narrow medium
Icon: 18.6mm diameter

Dividing line:

E 3.8pt rule

Lift sign example: Level 1 - Akoranga



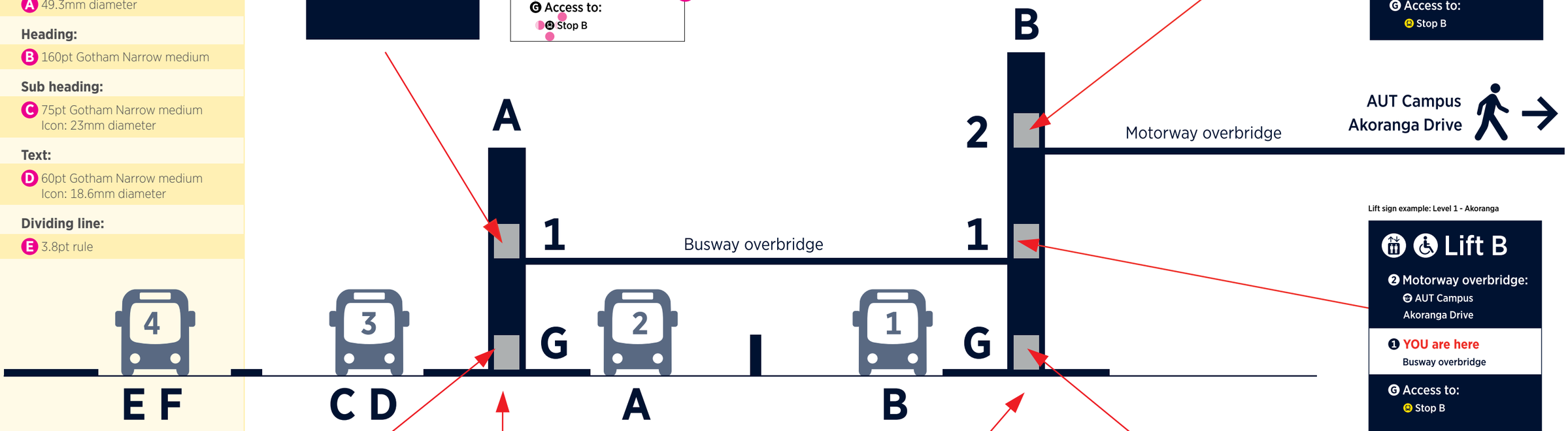
Lift level location –ID

PTid162 - PTid163

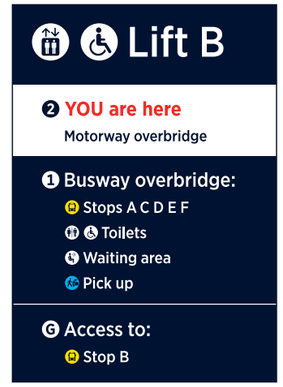
Each lift also requires a sign to the side of the door and one inside that shows the levels it serves.

Size: 350mm x 500mm

The diagram below shows an example of how these are to be used.

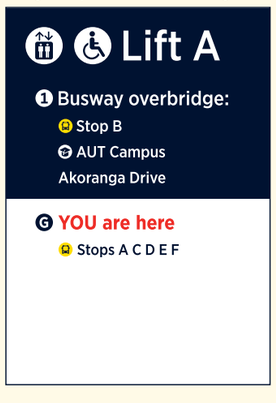


Lift sign example: Level 2 - Akoranga

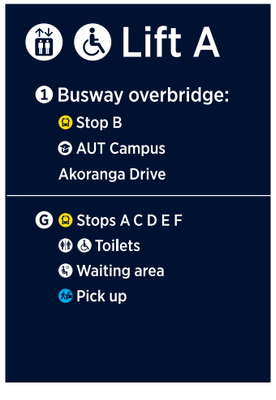


Lift sign example: Level 1 - Akoranga

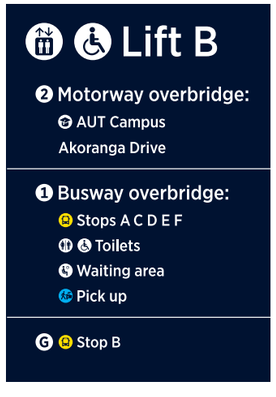
Lift sign example: Ground level - Akoranga

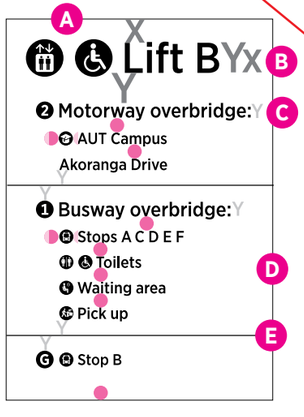


Lift sign example: Inside lift doors - Akoranga

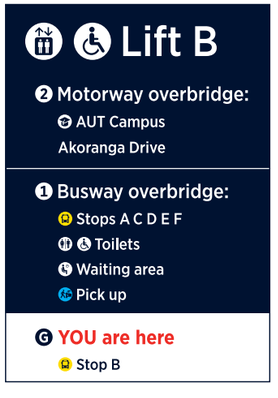


Lift sign example: Inside lift doors - Akoranga





Lift sign example: Ground level - Akoranga



Blue flash:
- A 75mm height

Icon:
- B 200mm diameter

Heading:
- C 400pt Gotham Narrow medium

Subheading:
- D 210pt Gotham Narrow medium

Dividing line:
- E 5pt rule

Body:
- F 90pt Gotham Narrow medium

AT Metro logo:
- G 144mm width

Conditions heading:
- H 124mm diameter

Conditions subheading:
- I 150pt Gotham Narrow medium

Conditions body:
- J 50pt Gotham Narrow medium

CCTV logo:
- K 52.5mm diameter icon, 117pt CCTV

CCTV copy:
- L 46pt Gotham Narrow medium

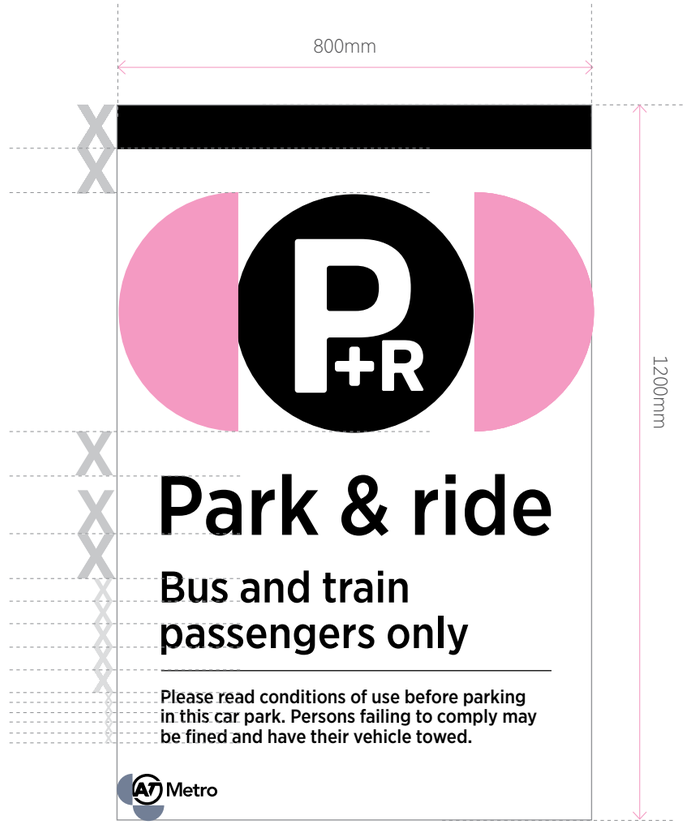
(i) ½(i) ½ AT roundel

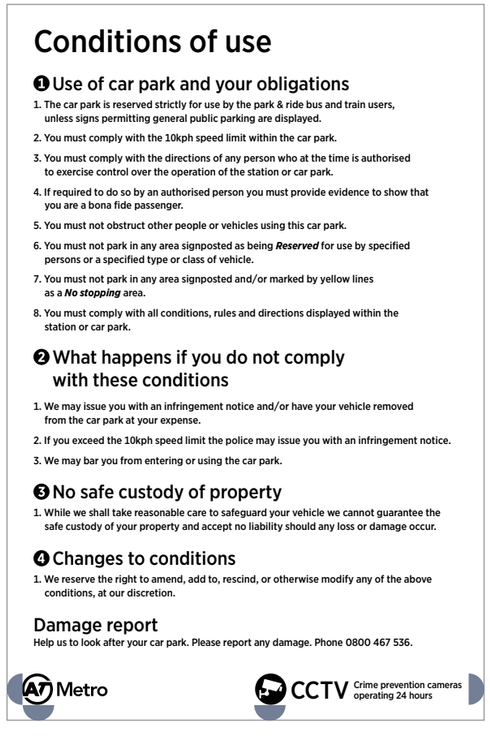
Park & ride location – ID (Including conditions)

PTid180 - PTid183

Ideally each Park and ride will have a location ID which includes the conditions of use as here and is double sided. In certain circumstances eg. for visibility reasons, this may be done as two separate signs.

Sign back:





PTid180

PTid181

PTid182

PTid183

Blue flash:
A 57mm height

Icon:
B 300mm diameter

Heading:
C 147pt Gotham Narrow medium

AT Metro logo:
G 110mm width

PTid190

PTid192

PTid193

(i) 1/2(i) 1/2 AT roundel

Park & ride location – ID (pole mounted)

PTid190-PTid193

This Park & ride sign is mounted on to a pole and used when visibility of the Park & ride is limited. It will ideally be used in conjunction with sign on the previus page including the conditions of use.

PTid191

PT Icon:
A 120mm width

AT Metro logo:
B 120mm width

Station name:
C 324pt Gotham Narrow medium

Green flash:
D 60mm depth

2.4 metre Bike Park beacons can be used at interchanges, train stations and bus stations.

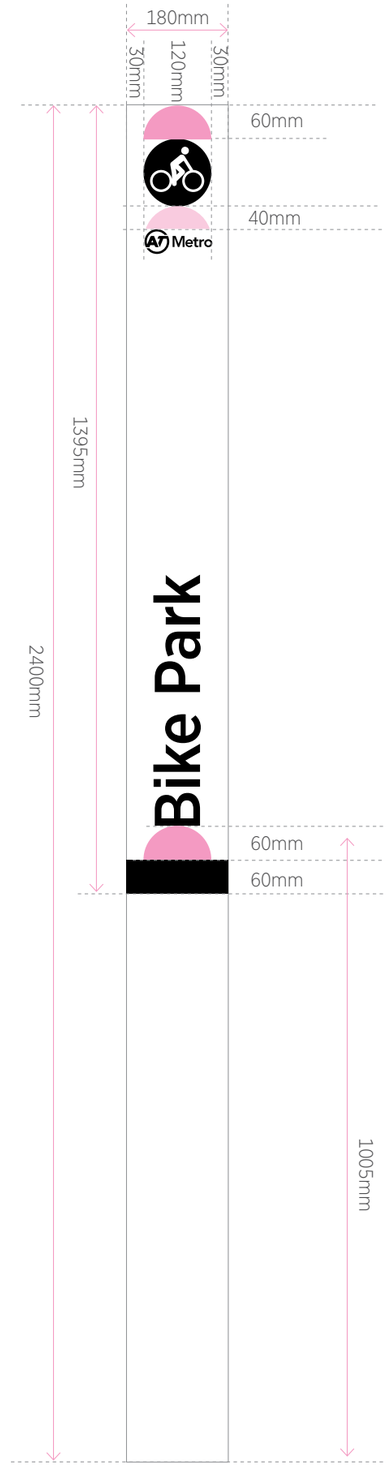
All standard Bike park beacons use 324pt, which gives a viewing distance of 25m.

These must be used in conjuction with the Bike Park location ID.

(i) 1/2(i) 1/3(i)

Bike Park beacon (2.4m) – ID

PTid300



Bike parking shelter – ID

PTid310

Shelter IDs help arriving passengers identify where the Bike Park is located. The IDs are used at the top or on the side of Bike shelters or sometimes on buildings or fences above where the bike park is located. If required the signs can be repeated to span the entire width of the allocated space to enable customers to see the bike park clearly from a distance.

All standard shelter ID signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

These must be used in conjuction with the Bike Park location ID.

AT Metro logo:
A 180mm width

PT icon:
B 124mm height

Station name:
C 400pt Gotham Narrow medium

Width will vary depending on available space in station/terminal/on building and the location of the sign.

Icon and wording centred horizontally and vertically within space.

1/3 height of (i) 1/2 AT roundel

Bike Park location – ID

PTid320

This must appear in a Bike Park but can also be used in conjuction with the shelter ID and the beacon.

All location ID signs should use viewing distance size M 500pt, which gives a viewing distance of 30m.

Cycle park icon:
A 50mm height

AT logo:
B 137mm width

Heading:
C 500pt Gotham Narrow medium

CCTV and no scooters icons:
D 95mm diameter

Sub text:
E 75pt Gotham Narrow medium

Byline:
F 40pt Gotham Narrow medium

(r) 1/2(r) (i) 1/4(i)

Gateway landscape – orientation

PTo010

Gateway signs give an extra level of wayfinding information for customers entering or exiting the site. These signs provide a way for customers to orient themselves in the new environment. The header section includes the pedestrian icon and name of the location. The directional section provides key local Points of Interest (POI). The key/mapping section contains a map and directory.

Gateway signs should be placed outside main entrances to major stations. They should be placed at right angles to the direction of pedestrian flow. However, thought must be given to Crime Prevention Through Environmental Design (CPTED) principles. These signs should not block sightlines for CCTV etc.

Use the hierarchy of POIs to choose which ones to include on the top section and on the map. The map is 'heads up', e.g. north is not necessarily at the top – it is made to reflect the orientation of the sign in the site.

The graphic design must be created by the Design Studio – when briefing this in it will be crucial to include the precise location and orientation of the sign.

One-sided, wall-mounted option: where there is no suitable space to install a plinth gateway sign it may be possible to mount a single sided version to a wall. These are not as effective as it is not usually possible to have them facing in the correct direction for heads up mapping.

This also applies to the gateway plinth.

Header:

- **A** 200pt Gotham Narrow medium 239pt leading
- **B** Roundel: 130mm diameter
- **C** 133pt Gotham Narrow medium

Directional:

- **D** 75pt Gotham Narrow medium 92pt leading
- **E** 50pt Gotham Narrow medium 92pt leading
- **F** 2pt Stroke weight

Key:

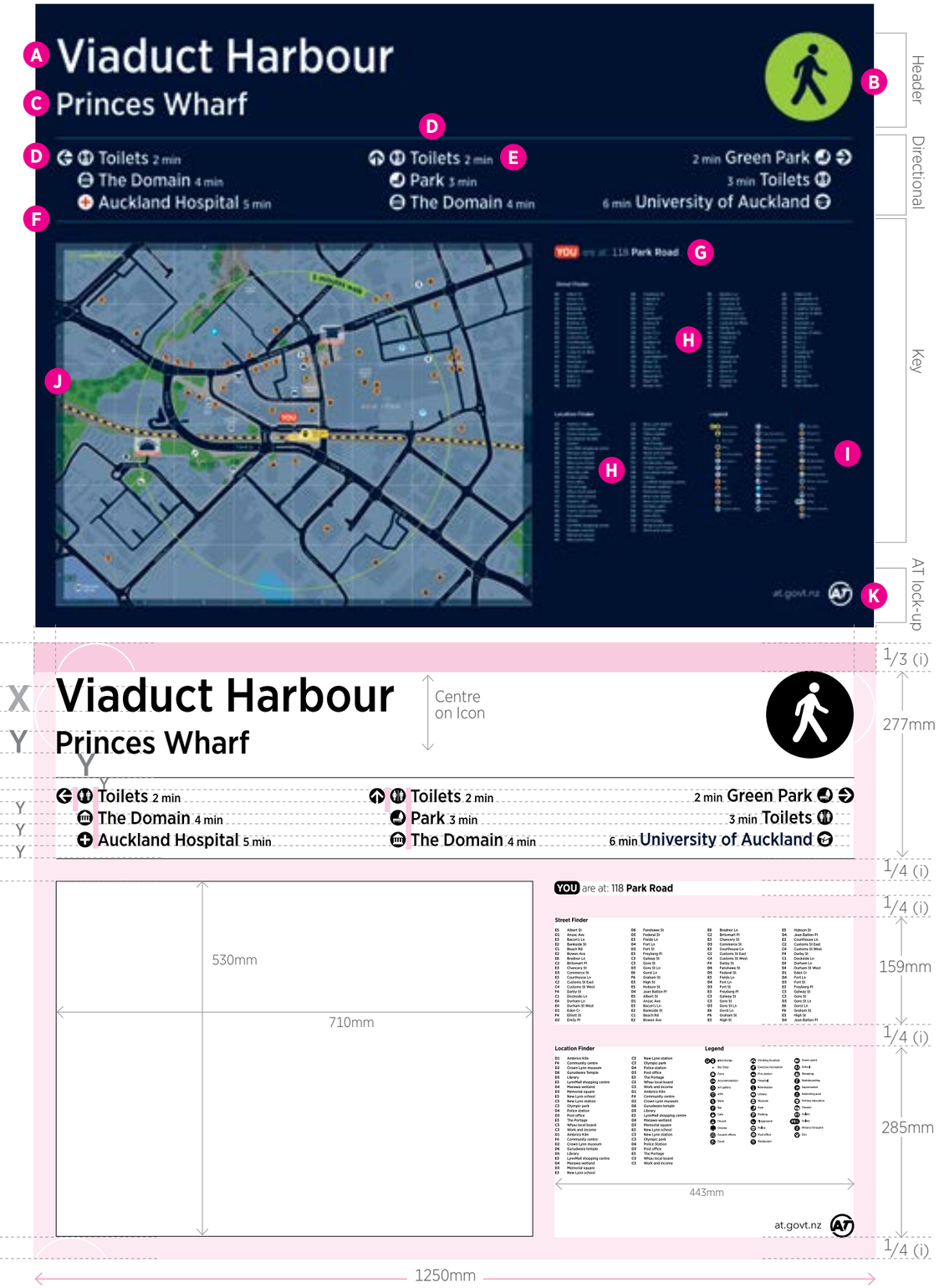
- **G** YOU: 44pt Gotham Narrow bold are at XX: 45pt Gotham Narrow light Street: 44pt Gotham Narrow bold
- **H** Street finder/ Location finder: Headings: 24pt Gotham Narrow bold Text: 16pt Gotham Narrow medium 20pt leading
- **I** Legend: 12pt Gotham Narrow medium 24pt leading

Mapping:

- **J** AT Design Studio will provide map section.

AT lock-up:

- **K** Roundel = 35.5mm diameter AT.govt.nz = 45pt Avenir medium



1/2(i)
1/3(i)
1/4(i)

(i) Padding is taken from the walking icon in header section.

1/3 (a)
(a) Spacing between icons is taken from the arrow icon in the directional section

Gateway plinth – orientation

PTo020

The gateway plinth sign works in the same way as the landscape gateway.

Header:

- **A** 200pt Gotham Narrow medium 239pt leading
- **B** Roundel: 130mm diameter
- **C** 133pt Gotham Narrow medium

Directional:

- **D** 75pt Gotham Narrow medium 92pt leading
- **E** 50pt Gotham Narrow medium 92pt leading
- **F** 2pt Stroke weight

Mapping:

- **G** AT Design Studio will provide map section

Key:

- **H** YOU: 44pt Gotham Narrow bold are at XX: 45pt Gotham Narrow light Street: 44pt Gotham Narrow bold
- **I** Headings: 24pt Gotham Narrow bold Text: 16pt Gotham Narrow medium 20pt leading
- **J** 12pt Gotham Narrow medium 24pt leading

AT lock-up:

- **K** Roundel = 35.5mm diameter AT.govt.nz = 45pt Avenir medium

Total size:
600mm x 2384mm

Size excluding baseplate:
600mm x 2014mm

(i) Padding is taken from the walking icon in header section.

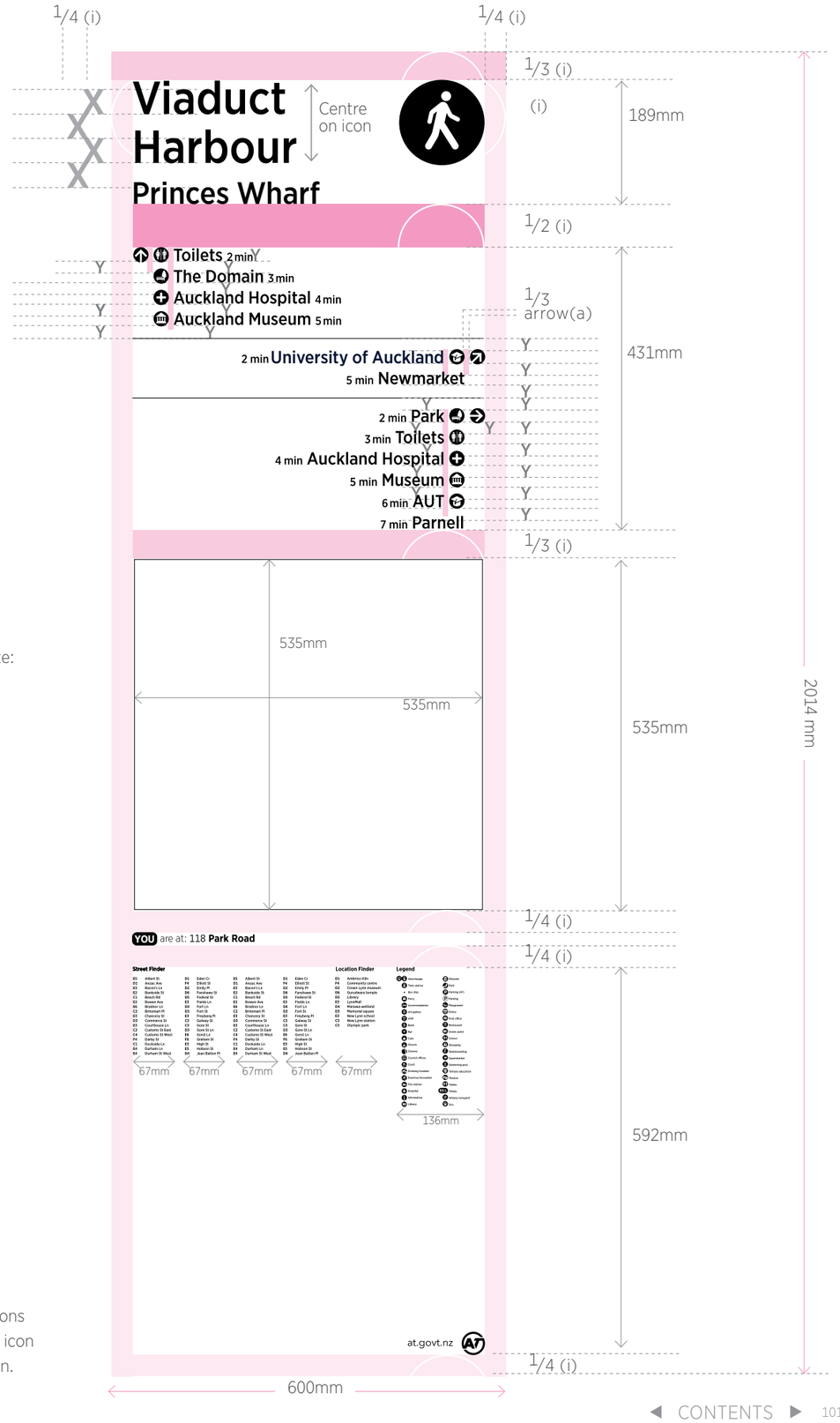
1/2(i)

1/3(i)

1/4(i)

1/3 (a)

(a) Spacing between icons is taken from the arrow icon in the directional section.



Bike parking inside station – behavioural

PTb350

Cycle park icon:
A 220mm height

AT logo:
B 137mm width

Heading:
C 400pt Gotham Narrow medium

Sub text:
D 225pt Gotham Narrow medium

(r) ½(r) (i) ½(i) ⅓(i) ¼(i)

Heading:
A 210pt Gotham Narrow medium

Main sub heading:
B 65pt Gotham Narrow medium

Minor sub heading:
C 42pt Gotham Narrow medium

Sub heading body text:
D 30pt Gotham Narrow medium

Numbers:
E 60pt Gotham Narrow medium

Body text:
F 28/32pt Gotham Narrow medium

AT logo:
G 67mm width

Byline:
H 28/32pt Gotham Narrow medium

Lock your bike – behavioural

PTb360

This sign is used in conjunction with the Bike Park ID sign, it provides information on keeping your bike safe.

There are 2 versions available for use depending on available space, when space is limited this sign can be done as A3, 297mm x 420mm.

AT's Design Studio will provide these designs.

Station rules – behavioural

PTb010 - PTb031

The station rules sign welcomes the passenger to the station and shows the expected behaviour.

Where 'do not' messages are required, these are to be kept to the absolute minimum. Research suggests that this approach is more effective and makes customers feel safer than using signs with lots of negative messages.

These are usually done as vinyl decals on to glass entrance doors, but can also be installed as panels on to walls near the entrance, and placed onto the sides of information stands.

The design for these will be created by AT's Design Studio.

Any changes to the content of these signs (apart from the name of the site) must be agreed by the signage team and AT Metro Group Manager Marketing and Engagement.

Heading:
A 98pt Gotham Narrow medium

Sub heading:
B 80pt Gotham Narrow medium

Before you board:
C 55pt Gotham Narrow medium

Sub text:
D 30pt Gotham Narrow medium

Icons:
E 70mm diameter

Icon description:
F 29pt Gotham Narrow medium

Dividing line:
G 3pt rule

CCTV/Emergency text:
H 42pt Gotham Narrow medium

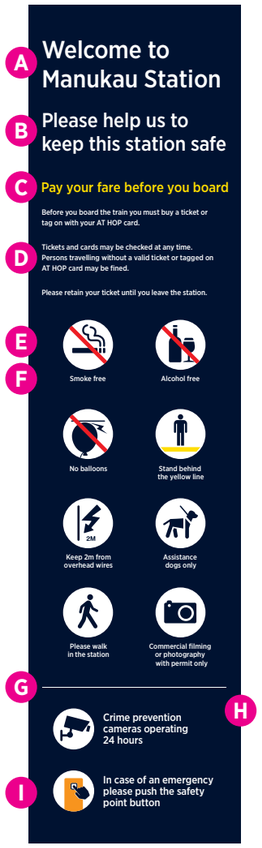
CCTV/Emergency icons:
I 57.5mm depth

There are two sizes available for the Welcome station rules:

1. For application on windows, doors or walls: 300mm width
   - Bus: **PTb010**
   - Train: **PTb020**
   - Ferry: **PTb030**

2. For application on sides of the information stands: 180mm width
   - Bus: **PTb011**
   - Train: **PTb021**
   - Ferry: **PTb031**

1.

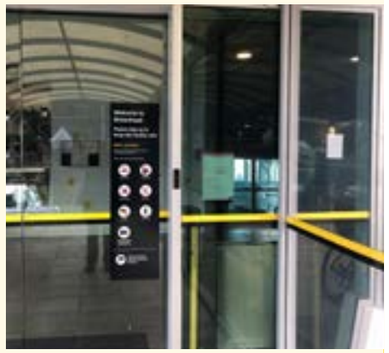


300mm on doors/walls

2.

180mm on information stands

Depth varies depending on the information required on the sign.
Mamimum depth to be 1200mm.

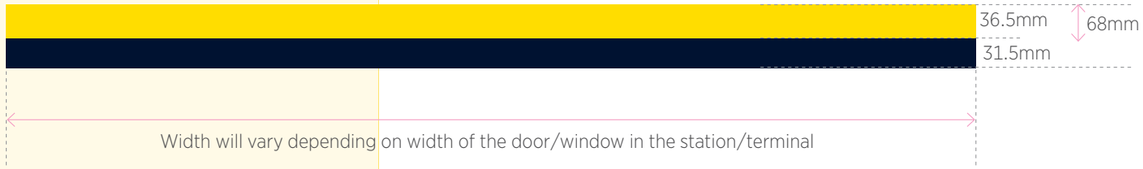


Yellow/blue visibility strips (windows/doors) – behavioural

PTb260

These hi-viz strips are a safety measure to help people with low vision to see where glass panels and doors are, helping prevent accidents and are applied as vinyl decals on to the glass at stations.

On glass windows/doors in stations:



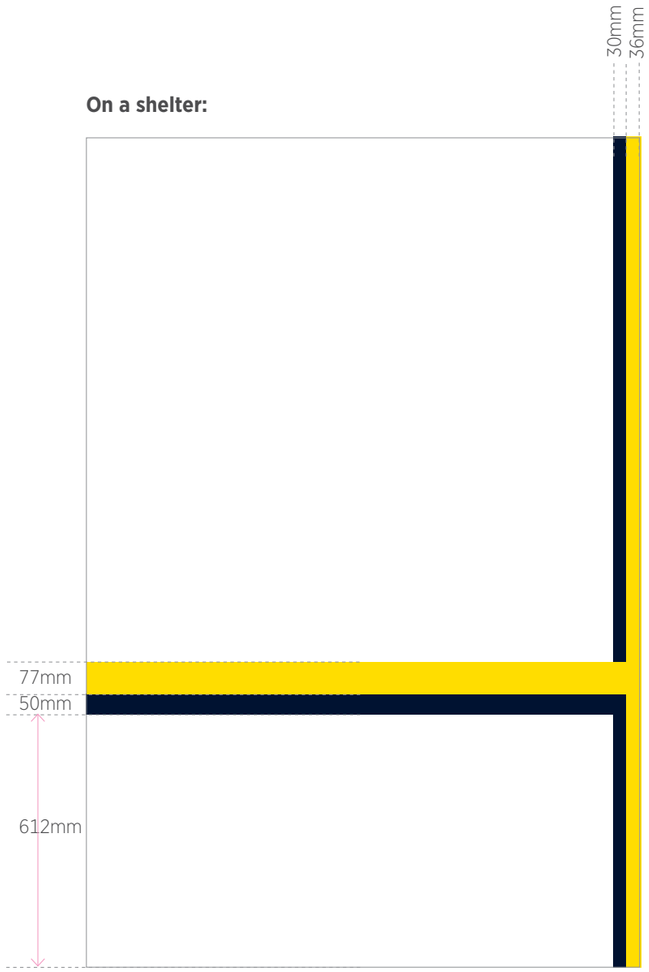
Yellow/blue visibility strips (shelters) – behavioural

PTb270

These hi-viz strips are a safety measure to help people with low vision to see where glass panels are, helping prevent accidents. The strips are required on the centre and edges of glass panels, however they are not needed where there is a frame or bar that provides this visual cue.

These are are used in conjunction with the shelter warning strips and shelter vinyls.

On a shelter:



AT Metro logo:

A 192mm width

Behavioural icons:

B 70mm diameter

Shelter warning strips – behavioural

PTb250 - PTb251

The shelter warning strips appear on the returns of the shelters and also shows the expected behaviour. The AT Metro logo always sits to the outer edge of the return, the behavioural logos to the inner edge.

These are done as vinyl decals on to the glass returns, along with the yellow and blue visitility strips and shelter vinyls.

Width can vary depending on the size of the shelter.

100mm x 100mm:

Smoke free icon:

A 67mm diameter

A5:

Smoke free icon:

B 99mm diameter

Smoke free heading:

C 75pt Gotham Narrow medium

AT Metro logo:

D 36mm wide

Smoke free – behavioural

PTb040 - PTb050

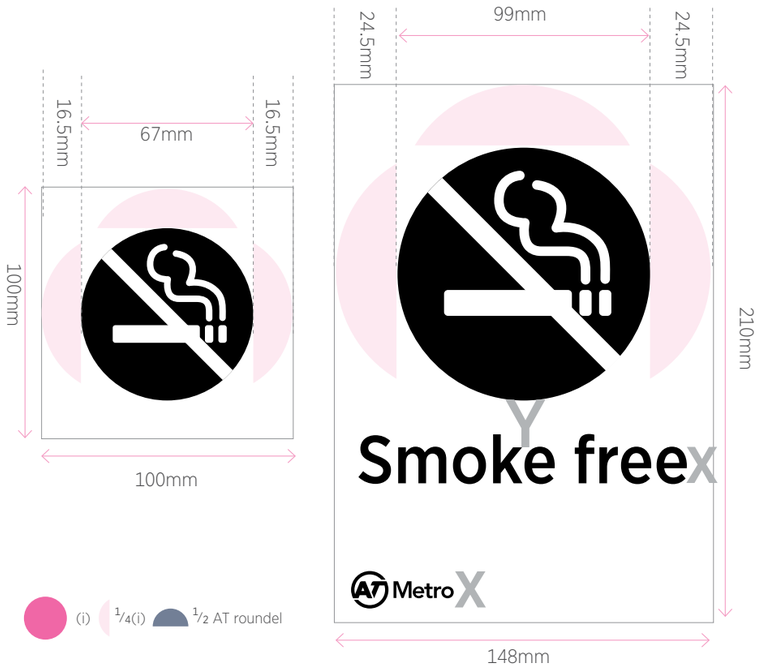
Smoke free signs should be visible within all sites, including outside areas. While care should be taken to install these in every area that the public uses, they should not be placed in such a way that they visually dominate the space. For instance, do not place these in the centre of windows or doors, use only the minimum number needed and do not increase the size of the signs.

PTb040

100mm x 100mm

PTb050

A5



Icon:

A 300mm diameter

Heading:

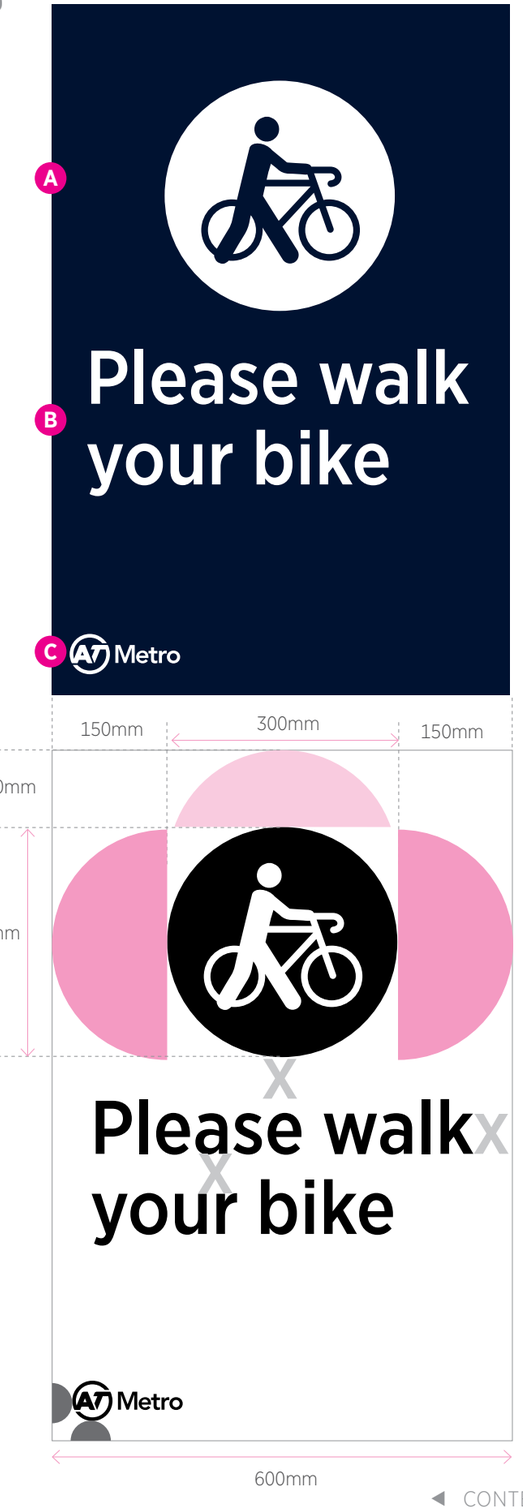
B 280pt Gotham Narrow medium

AT Metro logo:

C 144mm wide

Please walk your bike – behavioural

PTb060



CCTV Icon:
- A 200mm diameter

CCTV heading:
- B 266pt Gotham Narrow medium

Sub heading:
- C 80pt Gotham Narrow medium

Damage heading:
- D 198pt Gotham Narrow medium

Sub text:
- E 96pt Gotham Narrow medium

Phone text:
- F 76pt Gotham Narrow medium

AT Metro logo:
- G 65mm wide

CCTV/Damage report – behavioural

PTb070

These signs are installed on platforms with the CCTV sign on one side and the damage report sign on the other. There should be at least two of these double-sided signs on each platform.

Back:

(i) 1/4(i) 1/2 AT roundel

CCTV icon:
- A 178mm diameter

CCTV heading:
- B 260pt Gotham Narrow medium

Sub text:
- C 75pt Gotham Narrow medium

Phone text:
- F 45pt Gotham Narrow medium

AT Metro logo:
- G 65mm wide

CCTV icon:
- A 92mm diameter

CCTV heading:
- B 295pt Gotham Narrow medium

Sub text:
- C 90pt Gotham Narrow medium

Phone text:
- D 45pt Gotham Narrow medium

AT Metro logo:
- E 65mm wide

(i) 1/2(i) 1/3(i) 1/2 AT roundel

CCTV (A3 portrait) – behavioural

PTb080

CCTV (A3 plandscape) – behavioural

PTb090

Icon:
A 135mm diameter

Heading:
B 161pt Gotham Narrow medium

PTb101

Icon:
A 74mm diameter

Heading:
B 238pt Gotham Narrow medium

(i) 1/2(i) 1/3(i)

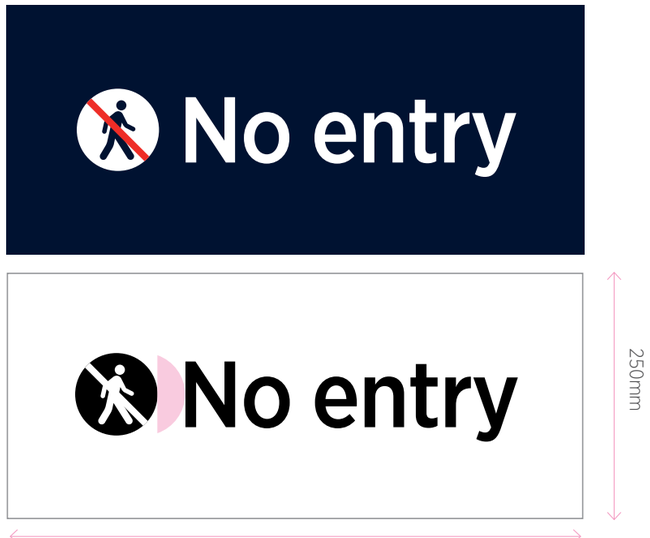
Emergency exit only

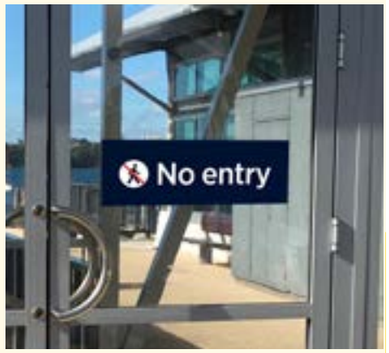
PTb100 - PTb101

These signs are installed on doors that are for emergency exits only. They are often backed up with the No entry sign which will be the same size and all information will be centred vertically and horizontally within the sign.

It must be made clear if the exit is accessible or not by use of the correct icons.

PTb100





icon:
A 124mm diameter

Heading:
B 400pt Gotham Narrow medium

When on a single door the size of the sign will be reduced to 550mm wide and the point size to 280pt.

(i) 1/2(i) 1/3(i)

No entry - No exit – behavioural

PTb110 - PTb120

These signs can be installed on or above escalators, on glass doors of stations or above piers when a clear message of No entry or No exit is required.

PTb110

PTb120

When No entry and No exit signs appear together in a station, they must be the same size so the wording and Icon on the No exit sign are centred horizontally within the available space.

Do not cross – behavioural

PTb160

Red flash:
- A 52mm deep

Icon:
- B 300mm diameter

Heading:
- C 280pt Gotham Narrow medium

Sub heading:
- D 180pt Gotham Narrow medium

AT Metro logo:
- E 144mm wide

PTb150

(i) 1/2(i) 1/2 AT roundel

Caution – behavioural

PTb170

Red flash:
- A 52mm deep

Heading:
- B 470pt Gotham Narrow medium

Icons:
- C 110mm diameter

Text:
- D 180pt Gotham Narrow medium

AT Metro logo:
- E 144mm wide

PTb180

(i) 1/3(i) 1/4(i) 1/2 AT roundel

No access – behavioural

PTb210

Red flash:
- A 52mm deep

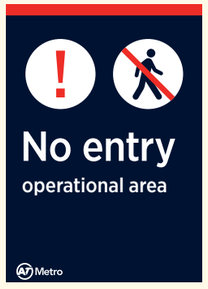
Icon:
- B 218mm diameter

Heading:
- C 350pt Gotham Narrow medium

Sub heading:
- D 180pt Gotham Narrow medium

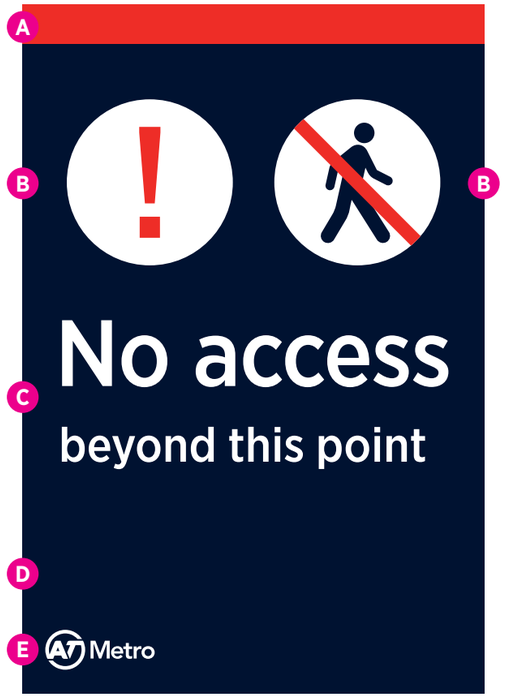
AT Metro logo:
- E 144mm wide

PTb190



PTb200

(i) 1/3(i) 1/4(i) 1/2 AT roundel



Authorised personnel only – behavioural

PTb220

Red flash:
- A 52mm deep

Icon:
- B 218mm diameter

Heading:
- C 280pt Gotham Narrow medium

Sub heading:
- D 180pt Gotham Narrow medium

AT Metro logo:
- E 144mm wide

(i) 1/3(i) 1/4(i) 1/2 AT roundel

Double information sign:

AT roundel:

A 62mm diameter

Metro:

B 27.7mm on height of M

Information icon:

C 124mm diameter

Information:

D 400pt Gotham Narrow medium

Information (double) – information

PTi010

Information (single) – information

PTi020

On entering a station, customers need a range of pre-travel information that is accessible and logically laid out. Information units provide space in A1 frames for this customer information. AT Metro has determined the number of A1 frames required for different types of stations, bus stations and ferry terminals. Please contact the AT Metro Customer Information team to ensure you plan for the correct number of information units.

Information units should be clearly visible on entry to the ticket hall, and must be positioned so as not to obscure primary directional signage.

All double information signs should use viewing distance size M 400pt, which gives a viewing distance of 30m.

All single information signs should use viewing distance size S 240pt, which gives a viewing distance of 18m.

PTi010

Single information sign:

AT roundel:

E 37mm diameter

Metro:

F 16.5mm on height of M

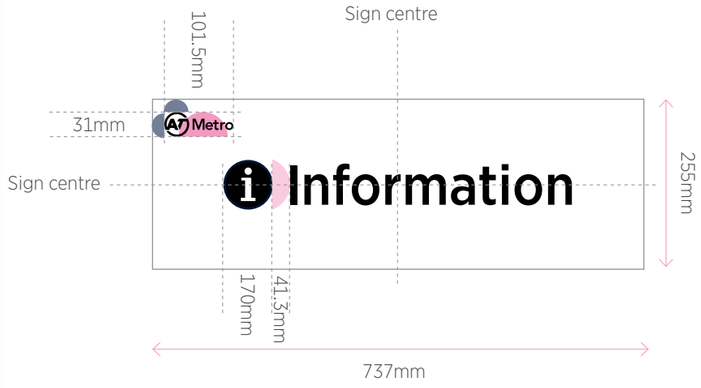
Information icon:

G 74mm diameter

Information:

H 240pt Gotham Narrow medium

PTi020



(i) 1/2(i) 1/3(i) 1/2 AT roundel

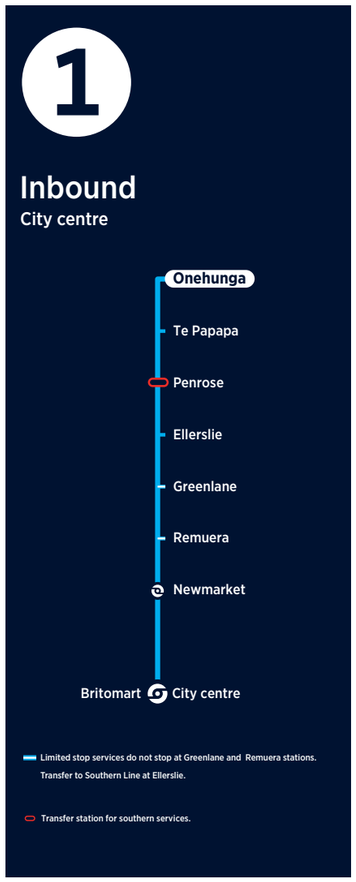
Rail marker route schematic – information

PTi080

These signs serve both as a location ID for the platform and as customer information on the destinations available from the platform.

The signs form part of the vinyl designs that are installed on the glass panels of the shelters. They are sited on the panels facing the entrance/s to the platform.

AT's Design Studio will provide these designs.

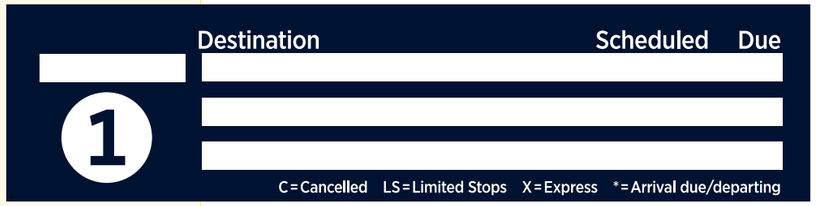


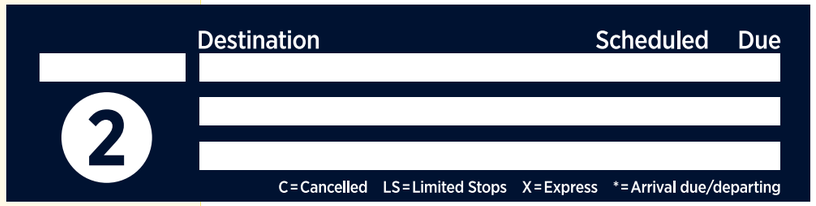
P.I.Ds – information

PTi060

These signs serve both as a location ID for the platform and as customer information on the display.

AT's Design Studio will provide these designs.





Wall hanging

Floor standing

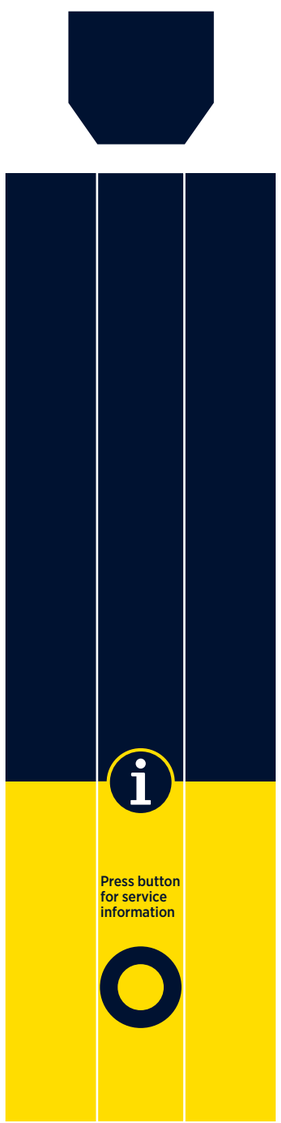
Accessible audio information point – information

PTi040 - PTi050

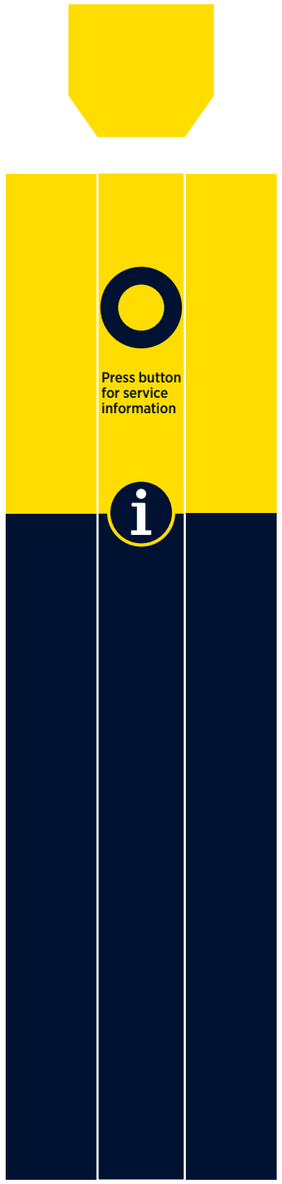
These signs are wall hanging or free standing with the accessible information button connected to all passenger information displays (PIDs). The button triggers an audio version of the information showing on the PID.

These are usually done as vinyl decals on to an existing infopoint.

The design for these will be created by AT's Design Studio.



PTi040



PTi050

Yellow flash:

A 12mm depth

Information icon:

B 50mm diameter

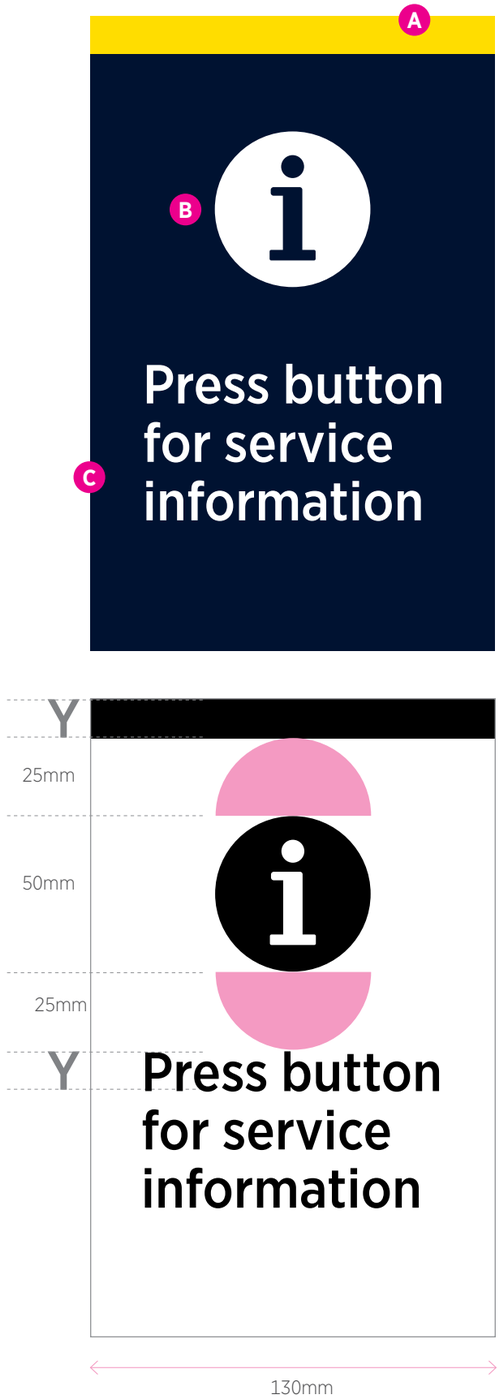
Wording:

C 50pt Gotham Narrow medium

These signs are placed above the accessible information button connected to all passenger information displays (PIDs). The button triggers an audio version of the information showing on the PID.

Accessible audio information point – information

PTi030



Customer information – bus

As part of the new bus network in each area of Auckland, AT is installing new, extended customer information and signage at each stop.

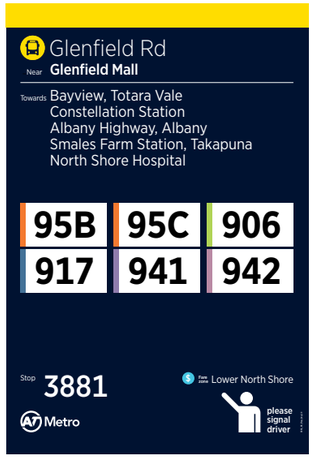
The amount and type of customer information and signage depends on the category of stop. Each stop in the New Network will be categorised according to how it is used by the customer (this differs from the asset type category used for the shelters).

Standard stop

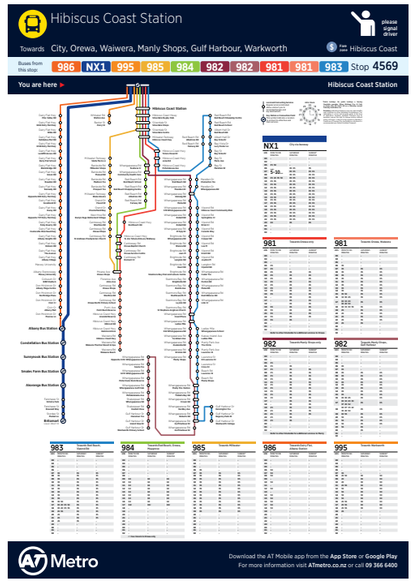
Major interchange

Bus customer information and signage is complex to produce and must be created by AT's Design Studio. The following gives an outline of what is needed, for high-level guidance only.

Please ensure you are working with AT Metro's Service Information and New Network teams before installing any signage at bus stops.



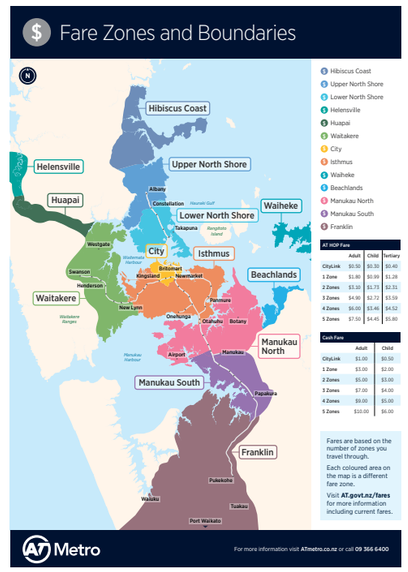
Bus flag



Timetable (A1)

Timetable (Case)

Local area map (A3 minimum) size)



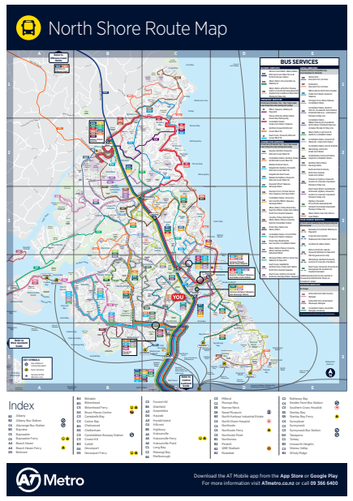
Fare zone map (A1)

Fare zone (Case)

RP5 (NZTA sign)

The RP5 (mandatory sign) will not be provided by the Design Studio.

Spider map (A1)



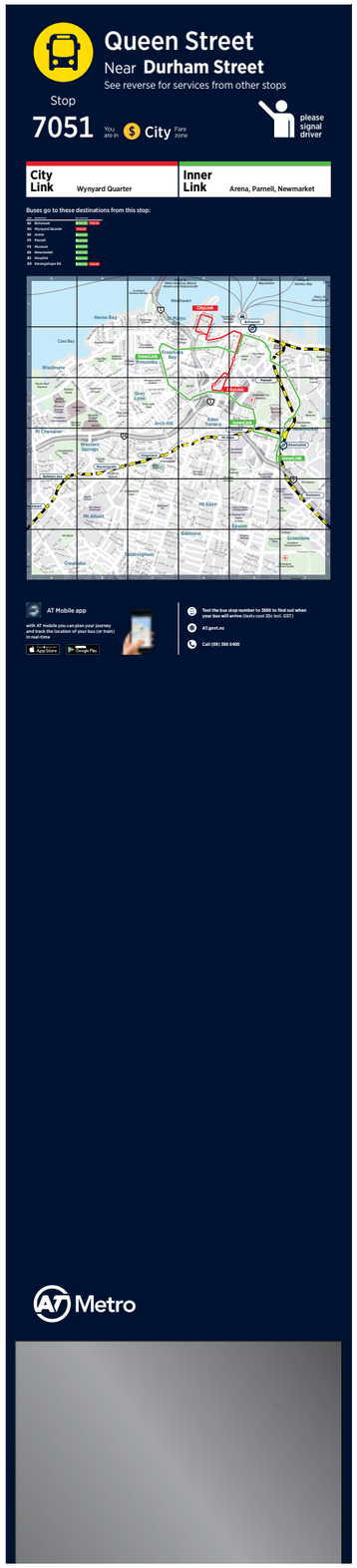
Geographic route map (A1)

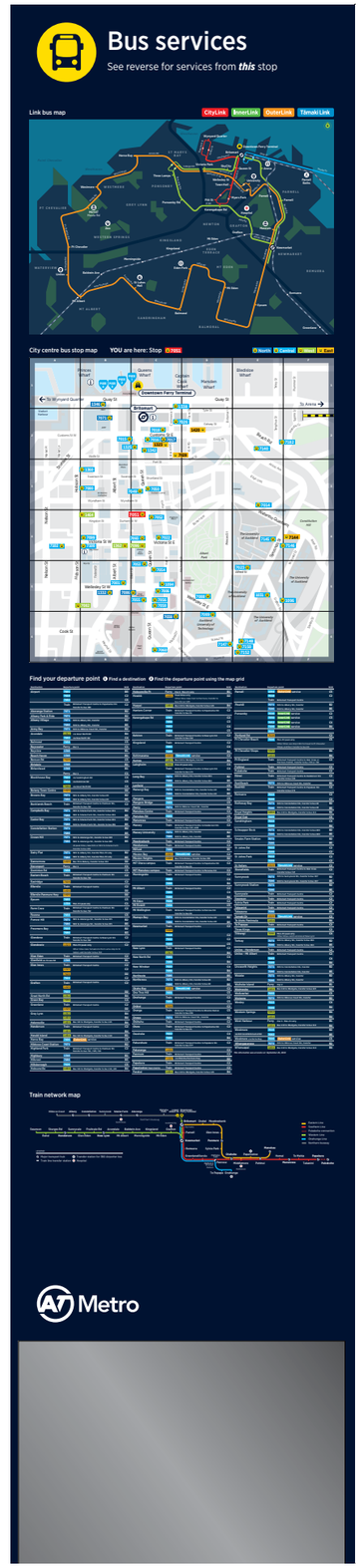
City centre bus stops

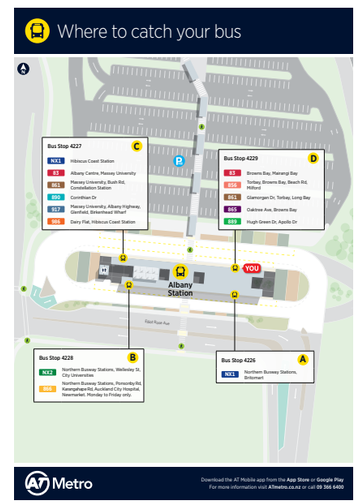
Due to the lack of shelters in the city centre, this stand-alone sign is currently being developed for bus stops.

Bus customer information and signage is complex to produce and must be created by AT's Design Studio.

Please ensure you are working with AT Metro's Service Information and New Network teams before installing any signage at bus stops.







Station map (A1)

Neighbourhood interchange plan (A1)

A

B

C

Cluster roundels

Customer use categories – bus stop

On the following pages specify the customer information requirements for each category.

M = Mandatory
R = Required by AT
O = Optional case by case

Customer info asset	A Major interchange Staffed bus station or cluster of stops near staffed train station	B Intermediate interchange Unstaffed bus station or bus stop cluster by an unstaffed train station	C Neighbourhood interchange A cluster of stops that doesn't qualify as an intermediate or major interchange, but where customers will need to change between frequent routes	D Major stop Landmark stop eg. Hospital, University etc	E Standard stop	Physical asset/s
RP5 (NZTA sign)	M	M	M	M	M	Pole
Bus flag sign	R	R	R	R	R	Pole (can be on same pole as RP5)
Timetable/s (includes stop info, AT contact details, links to website and apps etc)	R	R	R	R	R	Timetable case/A1
Fare zone map	R	R	R	O	O	Timetable case/A1
Local area map	R	R	O	O		Can be in frame or vinyl onto glass. Size – Case by case, at least A3

R = Required by AT

O = Optional Case by case

Customer info asset	A Major interchange Staffed bus station or cluster of stops near staffed train station	B Intermediate interchange Unstaffed bus station or bus stop cluster by an unstaffed train station	C Neighbourhood interchange A cluster of stops that doesn't qualify as an intermediate or major interchange, but where customers will need to change between frequent routes	D Major stop Landmark stop eg. Hospital, University etc	E Standard stop	Physical asset/s
Spider map	R	O		O		A1 frame
Geographic route map	R	R	R	O		A1 frame
Station map	R	O				A1 frame
Neighbourhood Interchange Plan (NIP)			R			
Cluster indicator	R[1]	R if four or more stops within the interchange	R if four or more stops within the interchange			Roundel
Network map (not available until all new network areas in place)						A0 frame/directly on to wall

*Need to agree what constitutes a landmark: All train stations, town centres, campuses, hospitals, etc.

[1] Manukau bus station is an exception due to the large number of bays; these are numbered rather than lettered

Signage overview

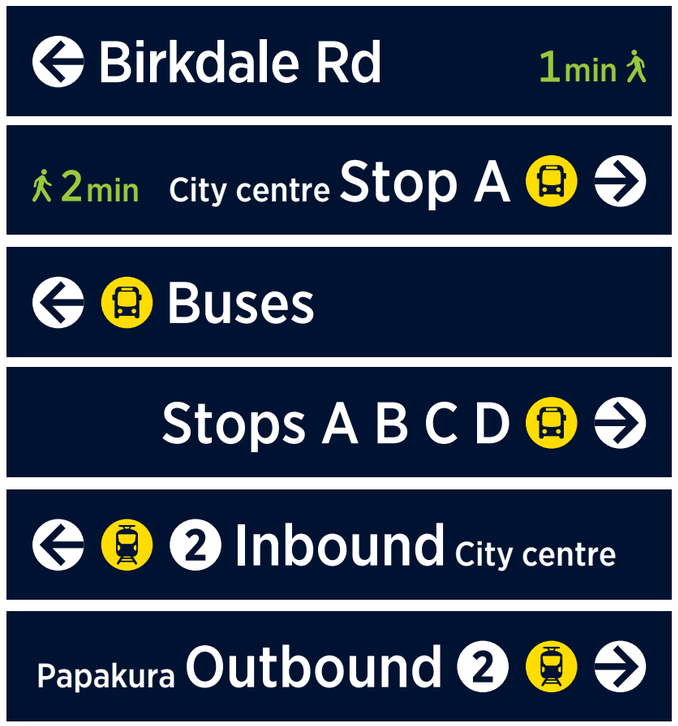
These pages are an overview of the signs available in the suite, separated into the various categories of Directional, ID, Orientation, Behavioural and information.

Pedestrian blade (small) – Directional

PTd010

Pedestrian blade (large) – Directional

PTd020



Driver direction blades – Directional

PTd030 interchange

PTd040 Bus

PTd041 Bus (generic)

PTd050 Train

PTd051 Train (generic)

PTd060 Ferry

PTd061 Ferry (generic)

PTd070 Parking

PTd071 Parking (generic)

PTd080 Park & ride

PTd081Park & ride (generic)

Beacons (5metre) – ID

PTid010

PTid011

PTid012

PTid013

Beacons (8 metre) – ID

PTid020

PTdi021

PTid022

PTid023

Station location – ID

PTid030

PTid031

PTid032

PTid033

Station location platform – ID

PTid040

Shelter location – ID

PTid050

PTid051

PTid052

Customer Service Centre – ID

PTid060

PTid061

Tickets – ID

PTid070

Waiting area – ID

PTid170

PTid171

Toilets – ID

PTid080

PTid081

PTid082

PTid083

PTid084

PTid085

PTid085

PTid086

PTid090

PTid091

PTid092

PTid110

PTid111

PTid100

PTid102

PTid112

PTid101

PTid103

PTid113

Accessible Door Signs – ID

PTid120

PTid130

PTid131

PTid141

PTid150

PTid151

PTid152

PTid132

PTid133

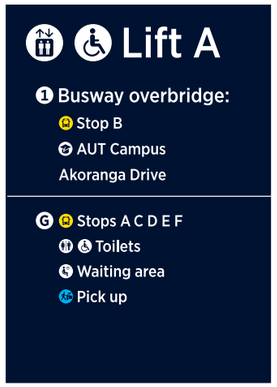
PTid140

Lift location - ID

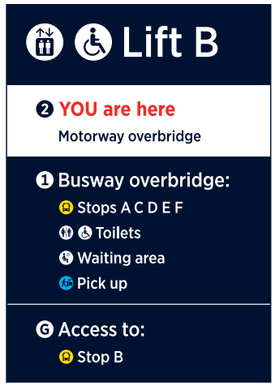
PTid160

PTid161

PTid162



PTid163



Bike Park - ID

PTid310

PTid320

PTid300

Park & ride - ID

PTid180

PTid181

PTid190

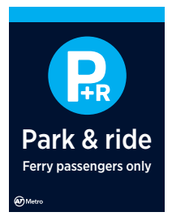
PTid1691

PTid182

PTid83

PTid192

PTid193



Bike parking - Behavioural

PTb350

PTb360

Behavioural

PTb250 - PTb251

PTb040

PTb050

PTb060

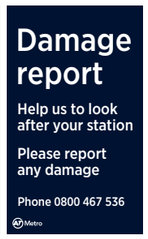
PTib110

PTib120

PTb100

PTb101

PTb070



PTb080

PTb081

PTib090

PTb091

PTb130

PTb140

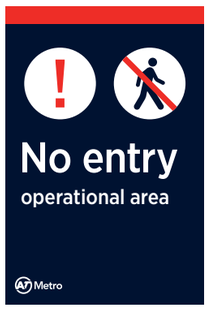
PTb150

PTb160

PTb170

PTb180

PTb190



PTb200

PTb210

PTb220

Information stands - Information

PTi010

PTi020

Accessible audio information point – information

PTi030

Also available but will be created by the Design Studio:

PTo020

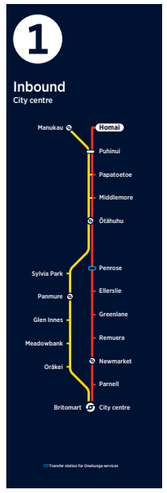
PTo010

PTb160

PTb260

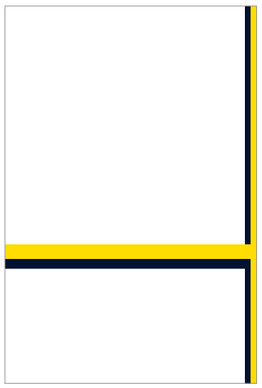
PTb010-031

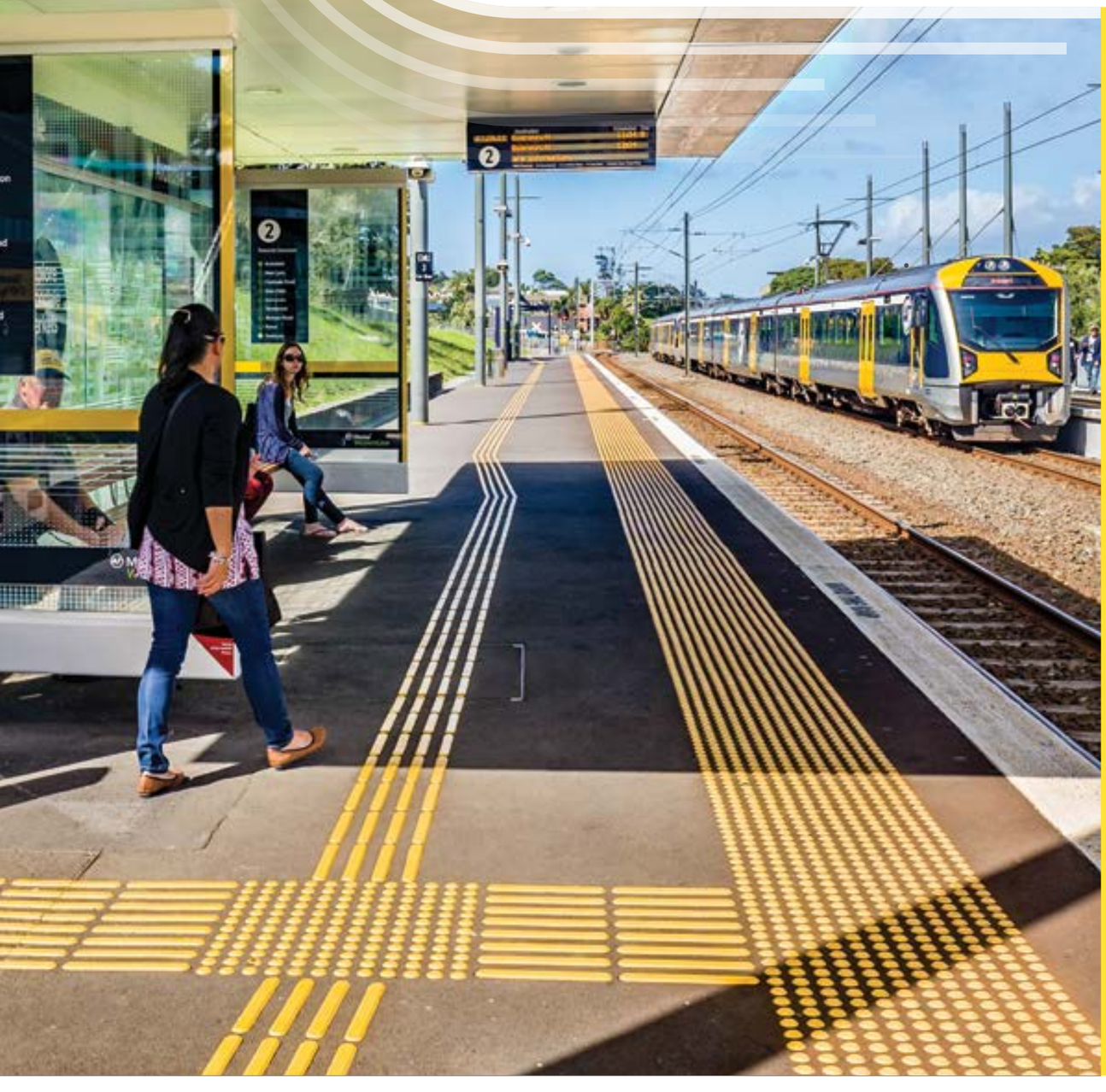
PTi080



PTi040-050

PTb270





2.4

This section guides you through a step-by-step process to create a Signage Schedule that identifies all the signs needed by rail customers to confidently navigate their way to, from and within a train station on the AT Metro network.

Public transport planning

Introduction

This section is relevant for project managers, external contractors, and operations and facilities' staff.

In this section you will work through the process for :

- creating a signage schedule for a new train station,
- upgrading or retrofitting signage across an existing site
- making changes to how an existing site operates,

  e.g. installing ticket gates, or changing the passenger flow through a site.

The processes contained here can be applied to bus stations and ferry terminals as well – for help with this, please contact the signage team: sigange@at.govt.nz

This section will show you how to:

- Identify the four different zones – surrounding, approach, concourse, platform
- Map all the key pedestrian and driver flows through the site
- Decide what quantity and type of signs are needed in each zone and their:
  - location
  - orientation
  - placement
  - mounting
  - content.

The outcome of this section is a Signage Schedule – a plan and spreadsheet that identifies each sign needed for the four zones.

The Signage Schedule can be used to request quotes, and as the basis of a brief to AT's Design Studio or to an external design or signage company.

Customer Service Centre

Stop A
Stops B C D
Walmsley Road Way out

Ōtāhuhu

Ōtāhuhu

Ōtāhuhu

Ōtāhuhu

1 Inbound City centre

Lift

Toilets

Information

Tickets and AT HOP Top-up

TAG ON/TAG OFF

Ōtāhuhu
Middlemore
Westfield

Each of the four station zones (surrounding, approach, concourse and platform) are colour coded in the guidelines for ease of navigation.

Signs help people navigate their way to the station, and from the station to local points of interest.

Train station zones

Planning signage for a new train station or refitting an existing station is a complex task that can be worked through logically by identifying and mapping the four functional zones.

1. For each zone create:
   - Flow diagrams that show how people move through the zone
   - A draft plan of sign locations
   - A draft schedule of sign types and content.

2. Audit the site:
   - Update plans and schedules as necessary.

The following pages will take you through the process of planning signage for the fiction 'Newhurst Station'.

The size of the station will determine the quantity of signs needed. Remember, any sign in the road corridor over 3m tall will need a consent.

The signage team can support you with this process. ***signage@AT.govt.nz***

Choosing types of signs for each zone

There are six possible types of signs, each of which is represented on the plans with a shape.

These are:

- ▲ Directional
- ● ID
- ♦ Orientation
- ⬣ Behavioural
- ■ Information
- ✖ Regulatory

Each zone will have some, but not necessarily all, these sign types. The types of signs you will need to consider for each zone are described in the following pages.

Fire exit signs are excluded.
Fire exit signs need to be planned at the start of the project by AT's Facilities Management team.

These signs have their own specific design and power supply. Planning at the start ensures these signs are located at a height that allows for other signage, e.g. above doorways.

Contact the Property Facilities manager to discuss further.

Using a map of the area and a plan of the station, mark up the boundaries of the zones using the descriptions on the next page as a guide.

The map on pages 150-151 shows the zones colour coded to match the guide on the next page.

On each zone you will mark up a customer flow diagram, and then add the location of the signs using reference numbers.

These reference numbers can then be used in your spreadsheet with further information as required.

The four zones are defined as follows:

• Station wayfinding	• Station identification • Exterior facilities • Entrance and identification • Customer information	• Tickets and information • Directions to platform • Facilities	• Platform identification • Accessible carriage identification • Facilities
• Wider local area direction	• Exterior facilities • Interchanges • Customer information • Wider local area	• Way out • Interchanges • Exterior facilities • Local area • To other modes	• Station identification • Way out • Interchanges • Facilities • Platform-to-platform interchange

SURROUNDING

This zone is created by making two ‘halos’ around the station – one for drivers and the other for pedestrians. The physical size of this outer zone depends on the size of the train station and the complexity of the surrounding streets. A large interchange in a town centre such as Manukau will have a much greater surrounding zone than a small station such as Parnell. The size of the zone has been determined by AT Metro.

Signs help people navigate their way to the station, and from the station to local points of interest (PoI). They also identify entry and exit points.

APPROACH

The approach zone covers the exteriors of all facilities and buildings, and signs within the area that belong to the site, e.g. beacons, station name signs and customer information.

CONCOURSE

The concourse is all parts of the station’s interior, except the platforms. Examples include: signage leading towards and away from the platforms, ticket machines, Customer Service Centres, entry gates and toilets.

PLATFORM

Platform signage helps customers find their way out of the station and towards the trains. Examples include: platform IDs, accessible markings, safety signs, customer information, interchange signage and facilities such as toilets.

Each of these four zones is colour coded in the guidelines for ease of navigation. These colours only apply to these guidelines; they do not prescribe the colours of actual signage.

These guidelines do not cover the interior of trains. Guidance on signage in train interiors is held by AT’s Design Studio and is not to be updated in station signage projects.

Creating flow diagrams within zones

Flow diagrams map the ways people move through a space.
In the preliminary and detailed design stages of a new train station you will need to envisage all the key pathways people will take on exiting a train or making their way to the train.
For existing stations, it is vital to walk through the space several times and see it from a customer perspective (see also Auditing the site).

Surrounding zone

The most difficult aspect of the surrounding zone to map is the pedestrian halo. People will have multiple options for how they approach the station.

Process for pedestrian and driver halos:

1. Identify the key points of interest (PoI) in the area, e.g. mall, park, school.
2. Identify the key entry/exit points, e.g. other transport hubs, park-and-ride, roads, walking routes, cycle racks.
3. Use these points to map the route people are most likely to take. You may have to consider separate routes for pedestrians and drivers. Take into consideration one-way streets and congestion for drivers. For pedestrians, ideally map the most direct route (desire lines), but if there is a safety issue with the most direct route then map a safe route.
4. Mark each decision point, primarily turns at street intersections.
5. Use the principle of 'just enough information' to determine how many signs to add to the plan.

Restrict your signage to places where confusion might arise. If the approach is a lengthy straight stretch you may provide a confirmation sign that this is still the most direct route.

Surrounding zone flow chart for Newhurst Station (fictional)

Surrounding | Approach | Concourse | Platform

Choosing sign locations and types

Signs in the surrounding zone help people navigate their way to the station, and from the station to local points of interest (PoI). For this reason all the signs in this zone are directional signs. These signs should be placed at decision points along the routes you have marked on your flow diagram. Most decision points are at junctions, although some may be needed at other places (such as exits from malls, blind corners etc.). You may need to identify these during the site audit.

Mark up your plan with a directional sign at each decision point, and number each sign. (Directional signs are marked on the plan by a ▲).

You will fine tune the exact location and orientation of the signs during the site audit.

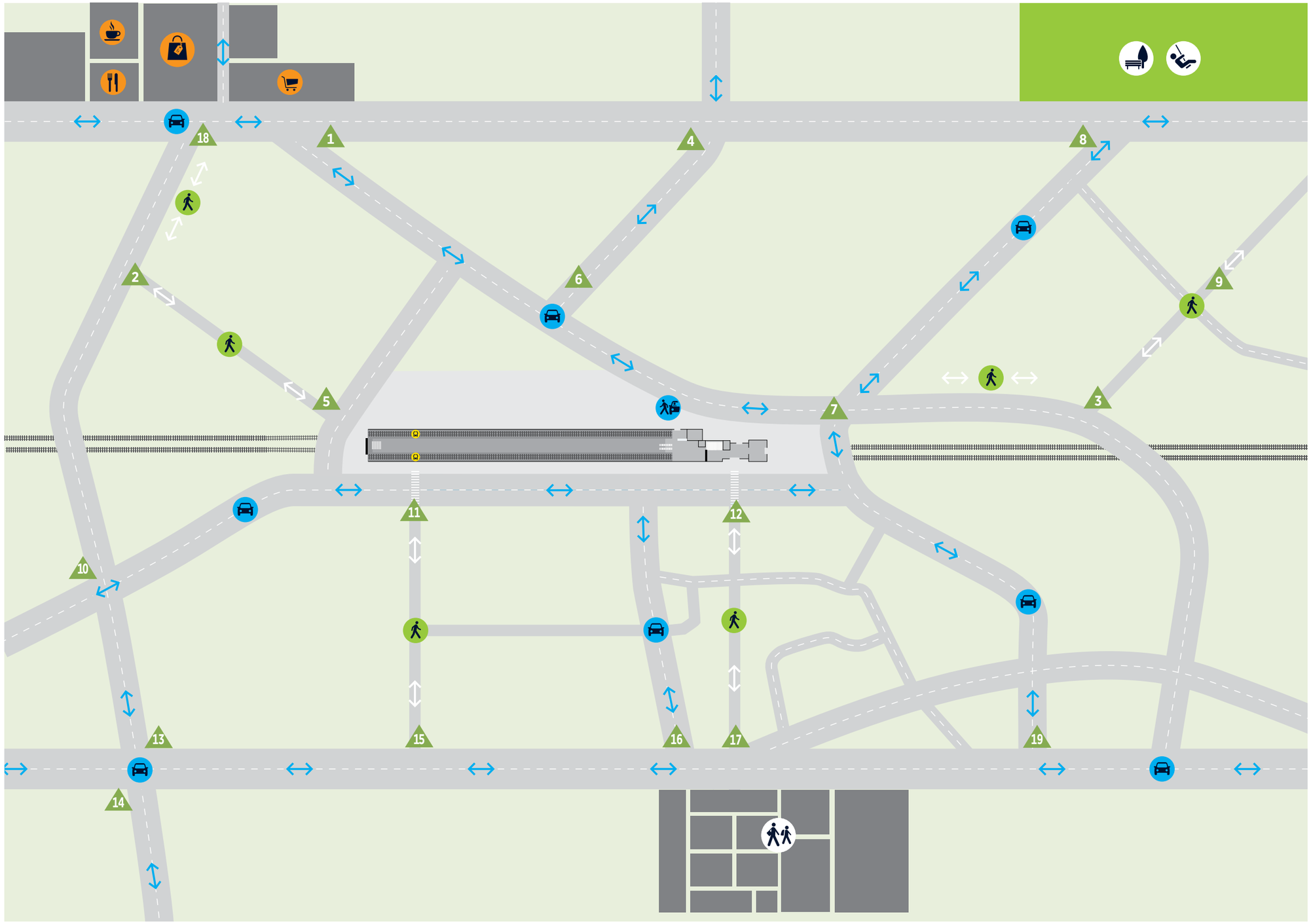
▲ Directional

In this example, we assume that pedestrians will use the driver direction signs where these are available, so only need pedestrian signs on pedestrian-only routes.

Surrounding zone sign location map

Surrounding

This map shows the signs' type, location and reference number.



Choosing specific sign types

For each sign location on your plan you will need to choose the particular type of sign to be installed.

The signs in the surrounding area are all directional. To work out which specific type of directional sign to use, go to the station direction signs section page 62 to choose the most appropriate one.

In this case all the signs that are on the driver flow routes would be driver direction signs.

Signs on pedestrian routes can be either large or small pedestrian blades, this can be determined through the site audit. If there is an appropriate pole available (lamp post/street name sign post) then the large pedestrian blade can be installed on that. If there is no suitable pole available, then the green pole will need to be installed to hold small pedestrian blade/s. Each sign will need content, in this case all signs leading to the station will have the station name and standard graphics (arrow, train icon).

All driver signs are to the station only. Pedestrian signs will take walkers to the station and also to local PoIs so each sign location might need more than one blade.

Create a draft schedule as shown *full spreadsheet available here.* You will update this following the site audit.

Surrounding

Fig. 1. Signs 1-3

Zone	Sign ref no.	Location	Sign type	Sign subtype	Panel/ blade no	Content	Mounting	Internal/ external	Services required	Comment
Halo	1	Newhurst Road/ Wilton Road	Directional	Driver direction	1	Newhurst Station	Lamp post	Ext	No	Complete during audit
Halo	2	Gloucester Road/ Mistry Lane	Directional	Small pedestrian blade	1	Town centre (plus icons for shops/cafes)	Street name sign pole	Ext	No	Complete during audit
Halo	2	Gloucester Road/ Mistry lane	Directional	Small pedestrian blade	2	Newhurst Station	Street name sign pole	Ext	No	Complete during audit
Halo	3	Wilton Road/ Beachman Way	Directional	Large pedestrian blade	1	Newhurst Station	Street name sign pole	Ext	No	Complete during audit

Fig. 1. This table shows a section of the spreadsheet created for the surrounding zone. Signs 1, 2 and 3 are included. As you can see, there are two entries for sign 2; this allows information about each blade on this sign to be described. Use double entries in the spreadsheet when a sign has different information on each panel (e.g. back and front). The rest of the signs are shown in the ***full spreadsheet available here.***

Newhurst Station halo sign examples:

Sign 1. Driver direction (sides A and B)

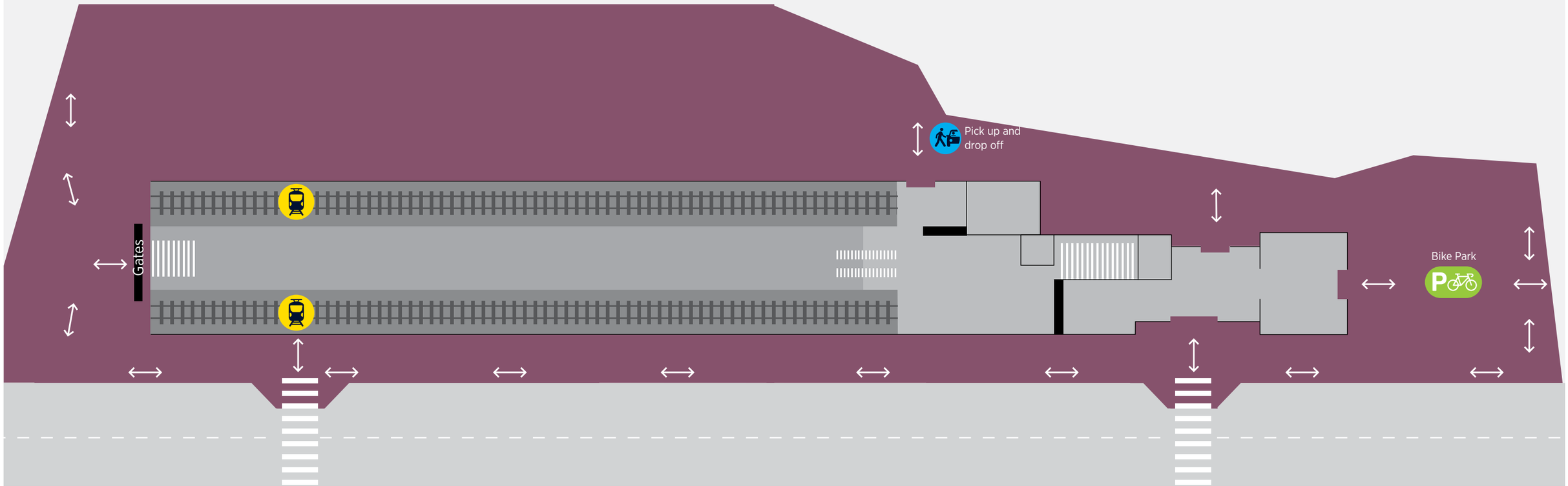
Sign 2.1. Small pedestrian blade (sides A and B)

Sign 2.2. Small pedestrian blade

Sign 3. Large pedestrian blade (sides A and B)

Approach zone flow chart

Approach



Creating a flow diagram for the approach zone

All routes in this zone and the following zones are pedestrians only. There are a few key routes that should be marked on the plan:

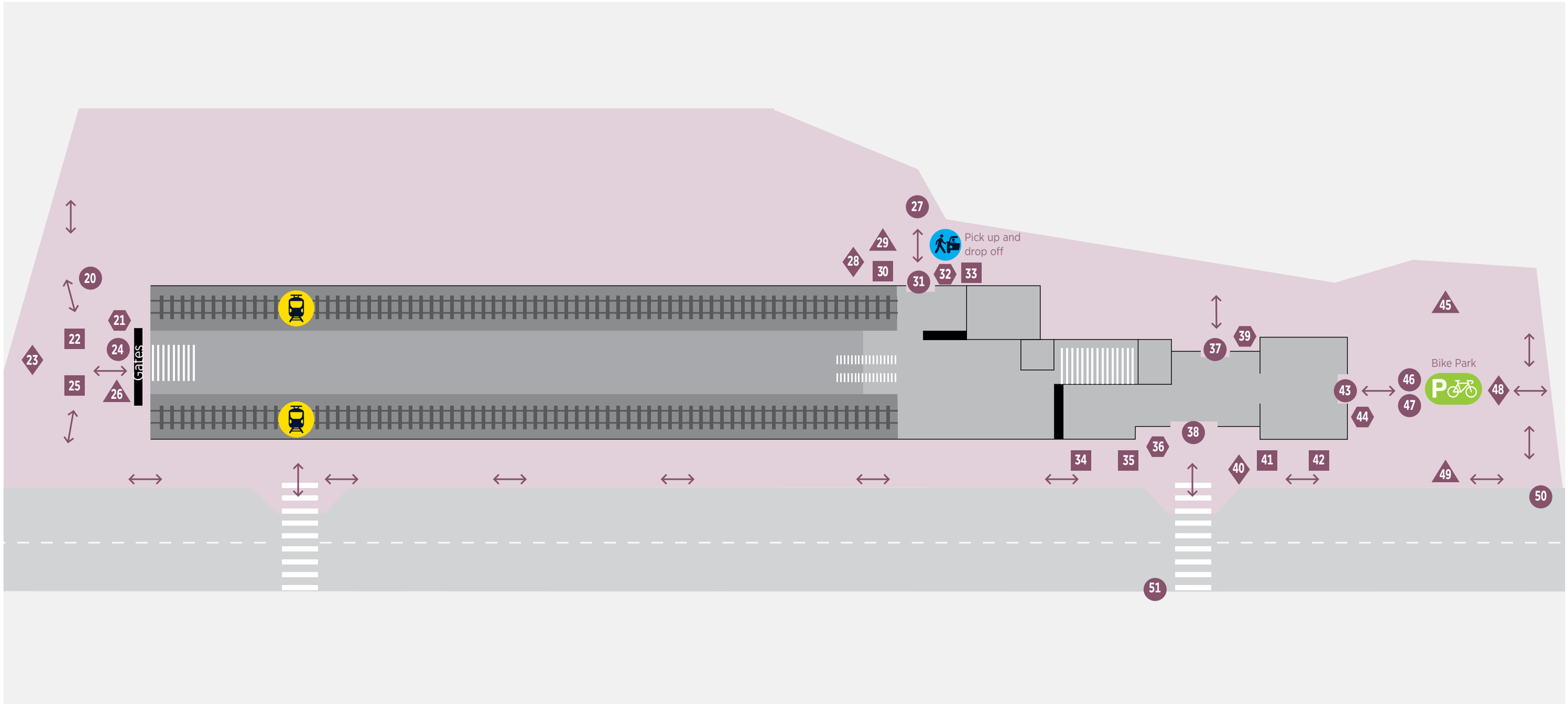
- To and from the surrounding zone to the entrances
- To and from the surrounding zone to any external facilities such as bike parks
- To and from the entrances to any external facilities such as bike parks.

When planning signs for an as-yet unbuilt site, it is worth checking to see if the architects have provided a 3D walkthrough or model of the site as this can be very useful. Make sure you use elevations as well as plans to help with sight lines and mounting/height issues.

Approach zone sign location map

Approach

This map shows the signs' type, location and reference number.



Types of signs

▲ Directional

These signs are located in the vicinity of the station, they identify facilities such as bike parks, toilets, park-and-ride.

● ID

Place names sited above the entrances to buildings that identify the station and associated facilities. Where stations are visible from a distance choose the large 8m beacon. Where a sight line is restricted, a smaller 5m beacon is more appropriate.

◆ Orientation

Orientation signs are clustered at major entrances and allow customers to understand the station plan and surrounding area. On the facing side is a map showing their present location and nearby points of interest.

⬣ Behavioural

Any dos and don'ts related to customer behaviour, sited at the entrance to stations.

■ Information

These are frames containing customer information. They are operated by customer teams and are sited close to station entrances.

Choosing specific sign types

The approach zone requires a variety of sign types. Most of the signs will be located near entrances and external facilities.

Create a draft schedule as shown. ***full spreadsheet available here.*** **You will update this following the site audit.**

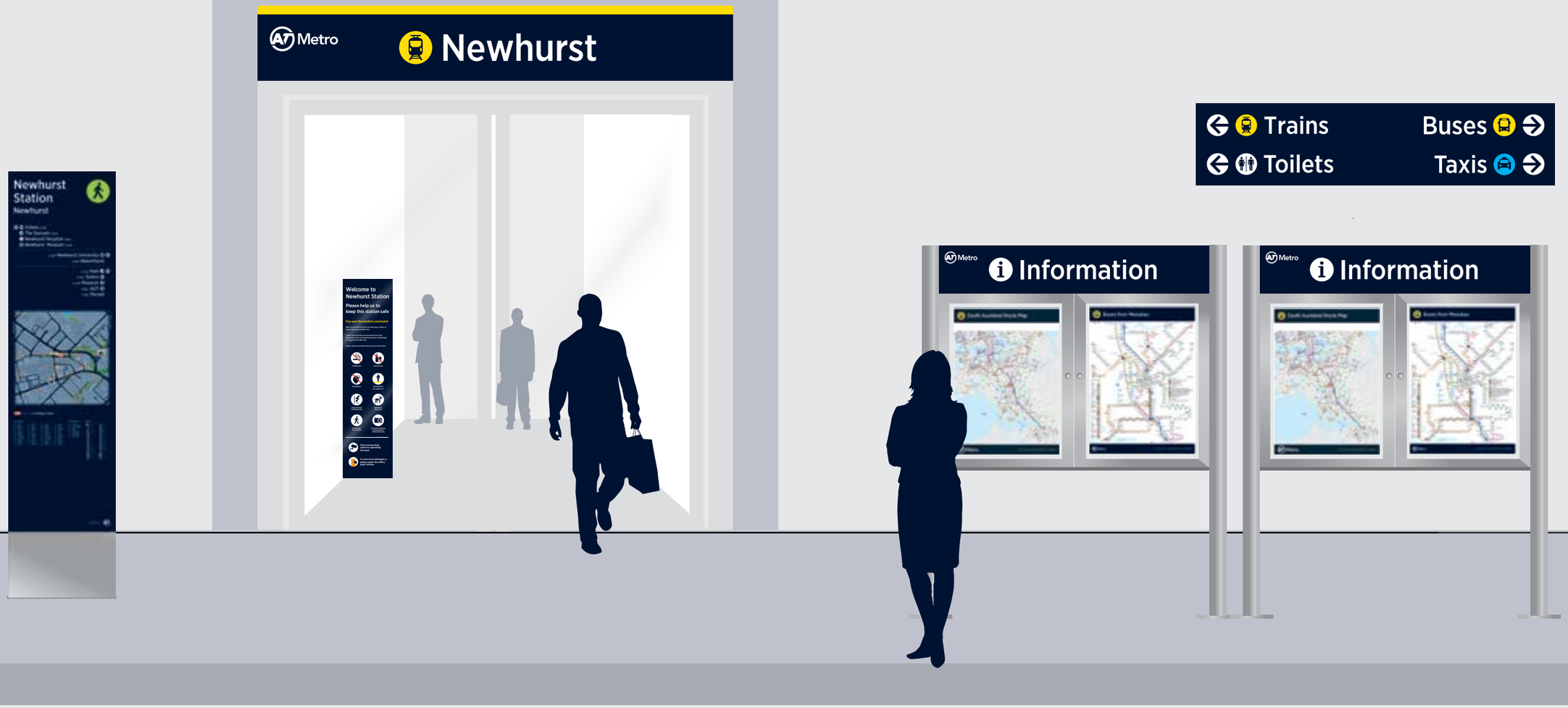
Approach

Fig. 1. Signs 20-26

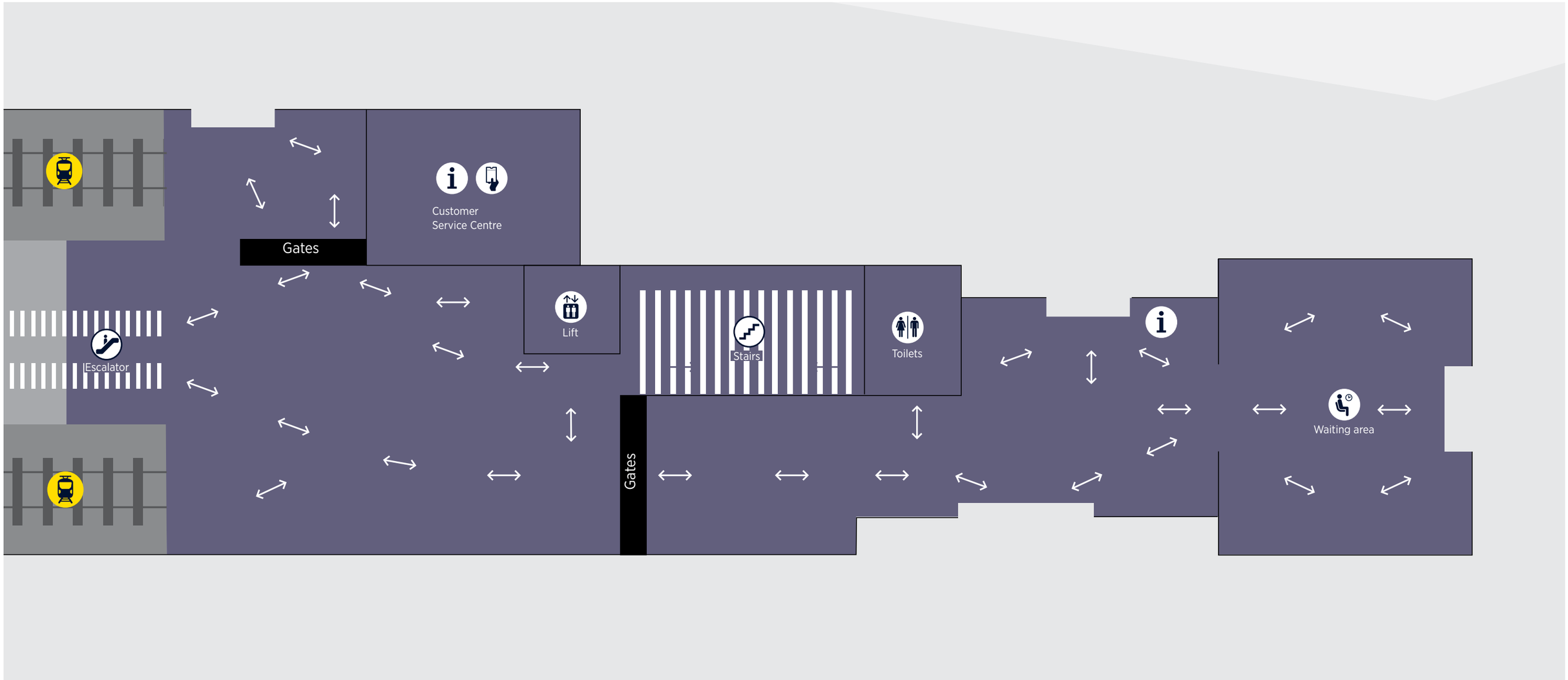
Zone	Sign ref no.	Location	Sign type	Sign subtype	Panel/ blade no	Content	Mounting	Internal/ external	Services required	Comment
Approach	20	pavement western end of station	ID	Beacon	1-4	Newhurst	freestanding	Ext	Yes	all panels same content
Approach	21	western entrance doors	Behavioural	Welcome sign	1	Station rules	glass door	Ext	No	
Approach	22	pavement western end of station	Information	Info stand	1, 2	Maps/timetables	freestanding	Ext	Yes	both panels same content
Approach	23	pavement western end of station	Orientation	Gateway	1, 2	Local area	freestanding	Ext	No	design brief sent to Design Studio
Approach	24	above western entrance doors	ID	Station ID	1	Newhurst	mounted to building	Ext	No	
Approach	25	pavement western end of station	Information	Info stand	1, 2	Maps/timetables	freestanding	Ext	Yes	both panels same content
Approach	26	wall by western entrance	Directional	Wayfinding	1	To main entrance/ station facilities	mounted to building	Ext	No	

Fig. 1. This table shows a section of the spreadsheet created for the approach zone. Signs 20-26 are included. As you can see there are a range of sign types, mounting and services required for these signs. In this example, signs 20, 22 and 25 all have more than one panel, but since each has the same information on every panel there is no need to have a row for each one – a comment describes this adequately. The gateway sign (no. 25) does have different info on each side, but will need to be designed by the Design Studio, so there is no need to try and describe it in detail here. The rest of the signs are shown in the ***full spreadsheet available here.***

Newhurst Station approach signage example – entrance



Concourse zone flow chart



Creating a flow diagram for the concourse zone

All routes in this zone and the following zones are pedestrian only. These key routes should be marked on the plan:
From gates/platform exits/entrances to concourse exits/entrances

From entrances to:

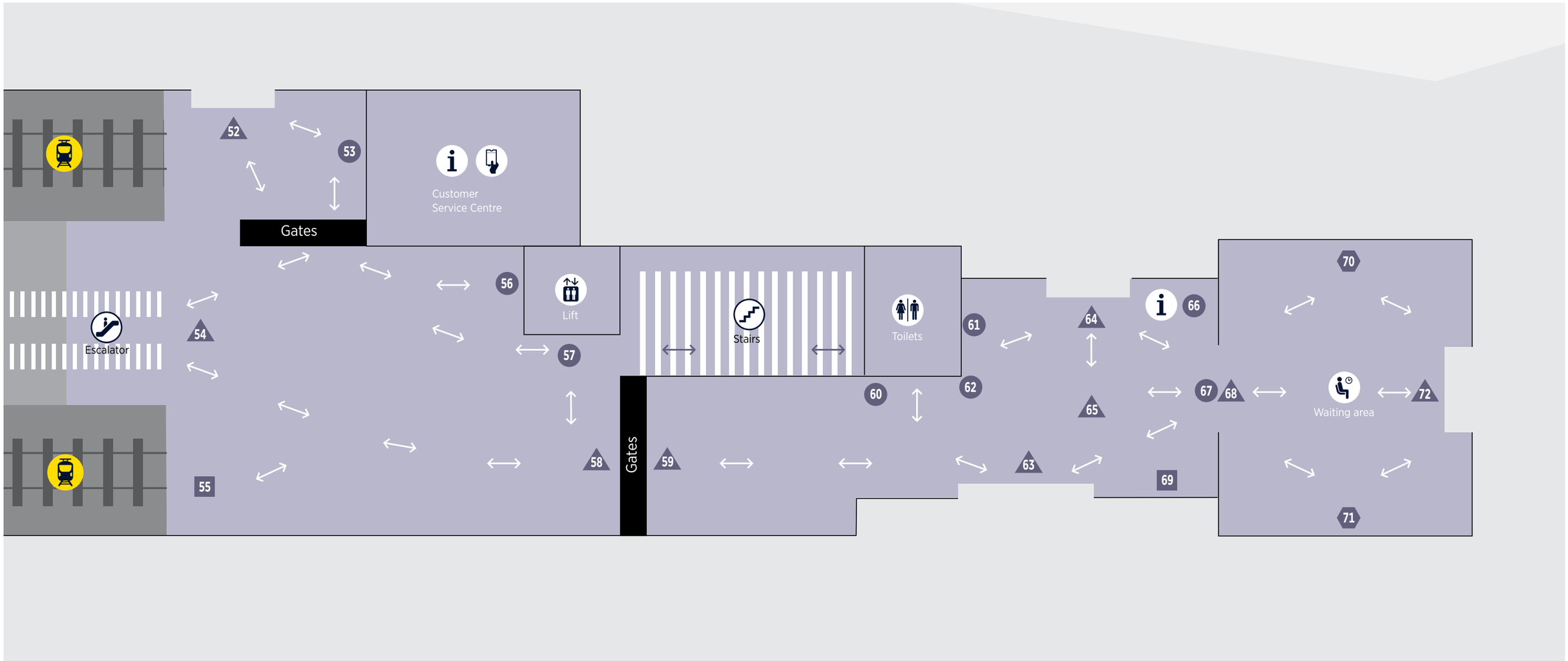
- Customer Service Centres
- Ticket machines
- Toilets
- Waiting areas
- Lifts
- The areas that people stand in to view the Passenger Information Displays (PIDs)

From the above to gates/platform entrances.If there are commercial tenants, consider these in the flow diagrams.

Concourse zone sign location map

Concourse

This map shows the signs' type, location and reference number.



Types of signs

▲ Directional

Check the flow diagram for decision points at the top and bottom of escalators and stairs, to/from platforms, toilets and exits. Always position directional signs above doorways and in general suspend wayfinding signs in the middle of the concourse.

■ ID

ID signs help customers locate all the facilities within the building, e.g. Customer Service Centres, ticket machines, waiting rooms, lifts and toilets.

⬣ Behavioural

Remind customers what behaviours are not acceptable.

Such signs may include smoke free signs in waiting rooms.

■ Information

Customer information signage should be placed in the main concourse where it will not restrict passenger flows.

Choosing specific sign types

The concourse zone requires a variety of sign types. Signs will be located near exits, internal facilities (Customer Service Centres, ticket machines, waiting areas, toilets etc) and entrances to platforms (gates, stairs, escalators, lifts and passageways).

Create a draft schedule as shown. *full spreadsheet available here.* You will update this following the site audit.

Concourse

Fig. 1. Signs 62-70

Zone	Sign ref no.	Location	Sign type	Sign subtype	Panel/ blade no	Content	Mounting	Internal/ external	Services required	Comment
Concourse	62	on wall	ID	Location ID	1	Toilets	mounted to building	Int	No	
Concourse	63	above doors south exit	Directional	Wayfinding	1	To trains/platforms/ station facilities	mounted to building	Int	Yes	
Concourse	64	above doors north east exit	Directional	Wayfinding	1	To trains/platforms/ station facilities	mounted to building	Int	Yes	
Concourse	65	centred between south doors and north east doors	Directional	Wayfinding	1	To trains/platforms/ station facilities	suspended from ceiling	Int	Yes	
Concourse	65	centred between south doors and north east doors	Directional	Wayfinding	1	To trains/platforms/ station facilities	suspended from ceiling	Int	Yes	
Concourse	66	above information kiosk	ID	Location ID	1	Customer service centre	mounted to building	Int	No	
Concourse	67	above entance to waiting room	Directional	Wayfinding	1	To waiting area/bike park	mounted to building	Int	Yes	
Concourse	68	above entrance to concourse	Directional	Wayfinding	1	To trains/facilities	mounted to building	Int	Yes	
Concourse	69	concourse	Information	Info stand	1, 2	Maps/Timetables	freestanding	Int	Yes	Both sides same info
Concourse	70	waiting area	Behavioural	No smoking	1	Smoke free	to glass	Int	No	

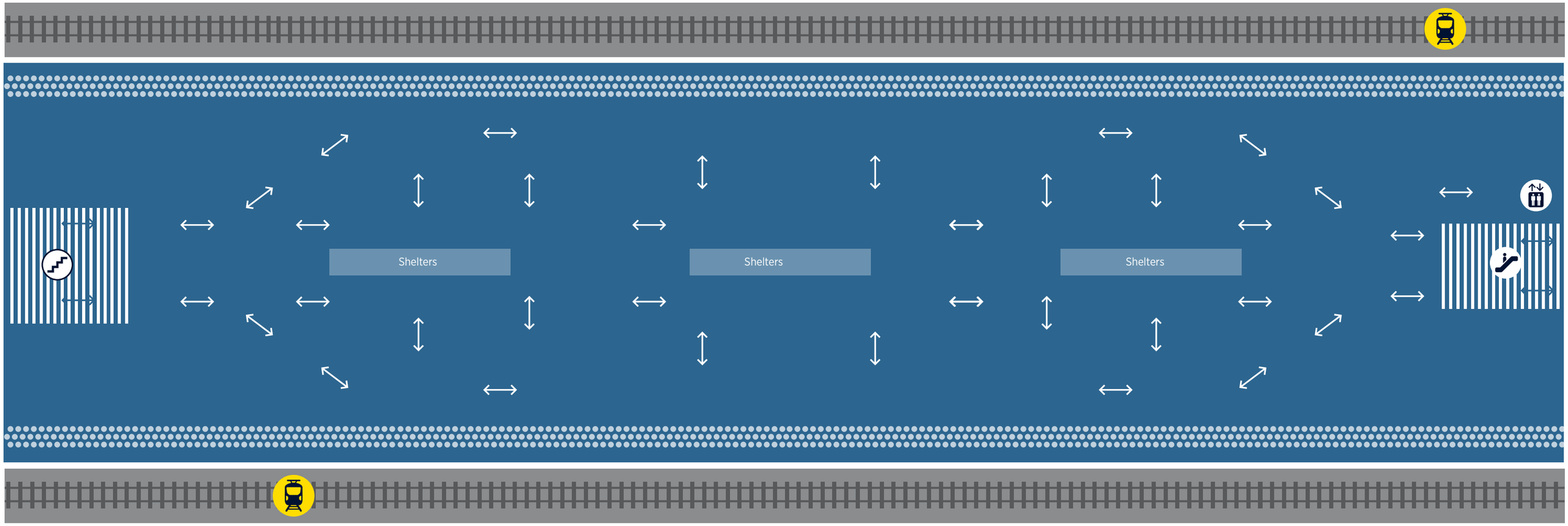
Fig. 1. This table shows a section of the spreadsheet created for the concourse zone. Signs 62-70 are included. As you can see there are two entries for sign 65; this allows information about each side of this sign to be described. The rest of the signs are shown in the ***full spreadsheet available here.***

Newhurst Station signage example - concourse

Platform zone flow chart (island platform)

Platform

Outbound (Platform 2) →



← Inbound (Platform 1)

Creating a flow diagram for the platform zone

All routes in this zone are pedestrian only. These key routes should be marked on the plan:

From gates/platform entrances to platform alighting area

From platform alighting area to platform exits and:

- Tag on/tag off points
- Escalators
- Toilets
- Lifts
- Ticket machines
- Waiting areas.

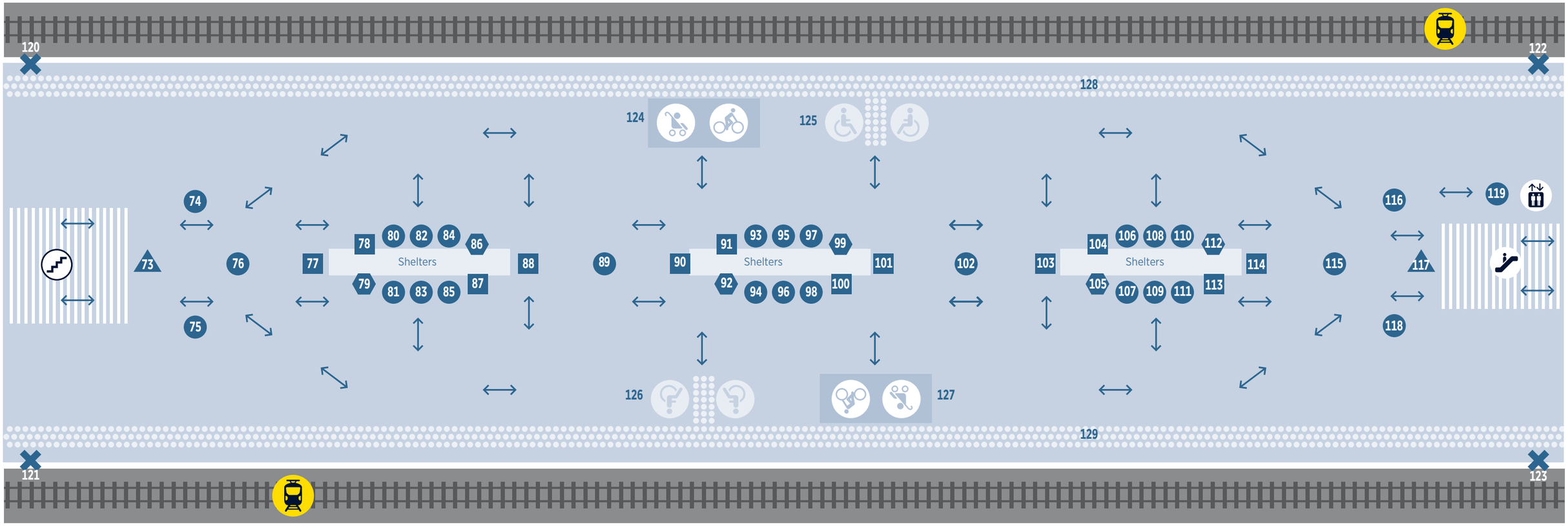
From the above to gates/platform exits.

Platform zone sign location map

Platform

This map shows the signs' type, location and reference number.

Outbound (Platform 2) ⟶



⟵ Inbound (Platform 1)

Types of signs

▲ Directional:

Directional signs help customers locate facilities such as toilets and lifts. Signs on platforms will include designating where accessible doors are for each three-car train.

● ID

Every platform and platform shelter has a station ID. Each section of shelters has two panels to be used for station ID purposes.

⬣ Behavioural

These signs are integrated into the anti-graffiti shelter vinyls. Examples include no smoking or drinking, CCTV. Some platforms are sloping, in which case a 'please lock pushchair' sign is needed for safety purposes.

■ Information

There are minimum standards for platforms. Ask AT Metro for these standards.

✖ Regulatory

At the end of each platform there must be a KiwiRail sign forbidding access to the track.

Side platform

The above illustration shows the island platfom layout. Where the station has side platforms the signage is the same as above, but is divided evenly between the two platforms.

Choosing specific sign types

The platform zone requires a variety of sign types. Signs will be located near exits to platforms (gates, stairs, escalators, lifts, passageways), on shelters, and along the platform at regular intervals.

Create a draft schedule as shown. *full spreadsheet available here.* You will update this following the site audit.

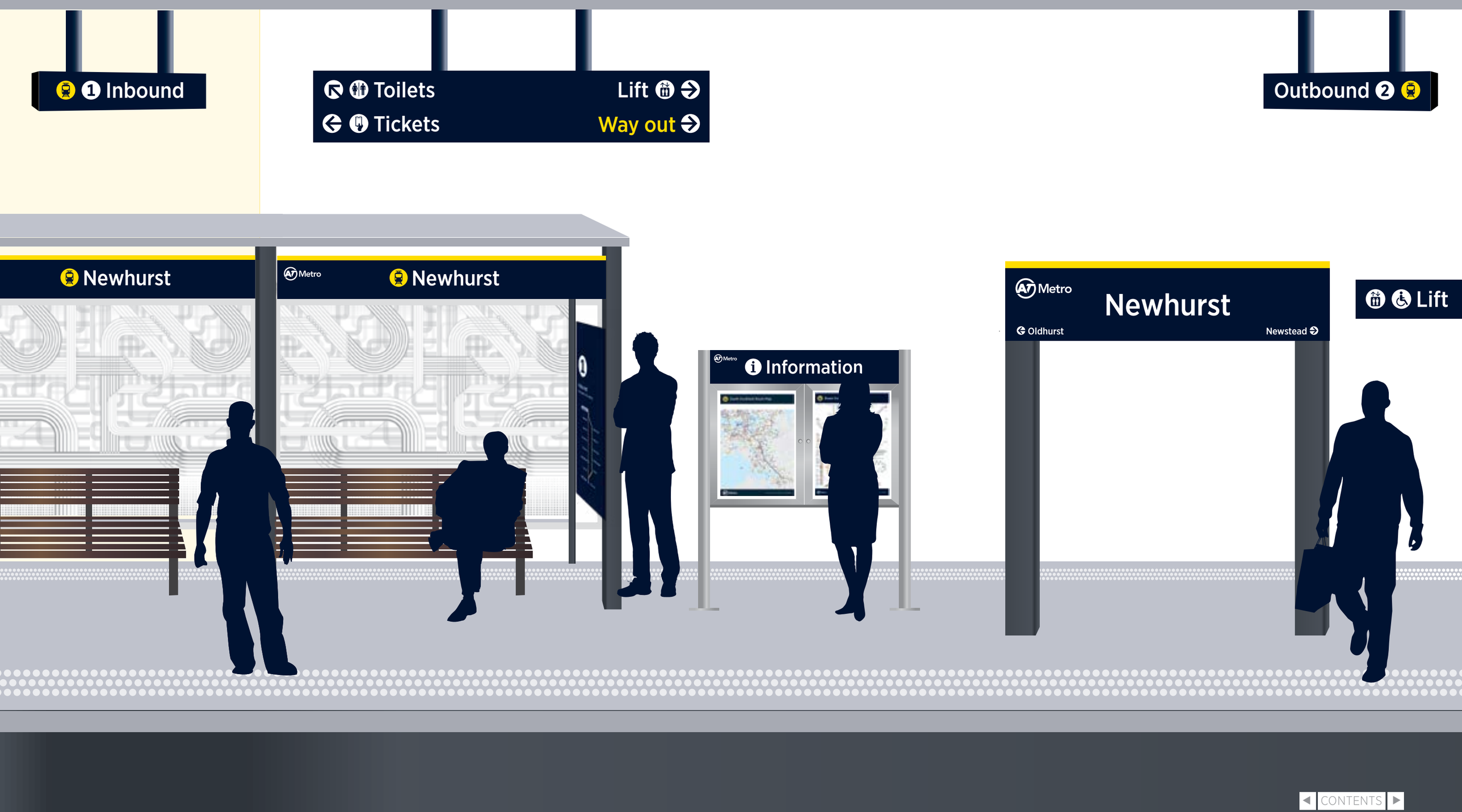
Fig. 1. This table shows a section of the spreadsheet created for the platform zone. Signs 104 -123 are included. The rest of the signs are shown in the complete spreadsheet available here.

Platform

Fig. 1. Signs 104-123

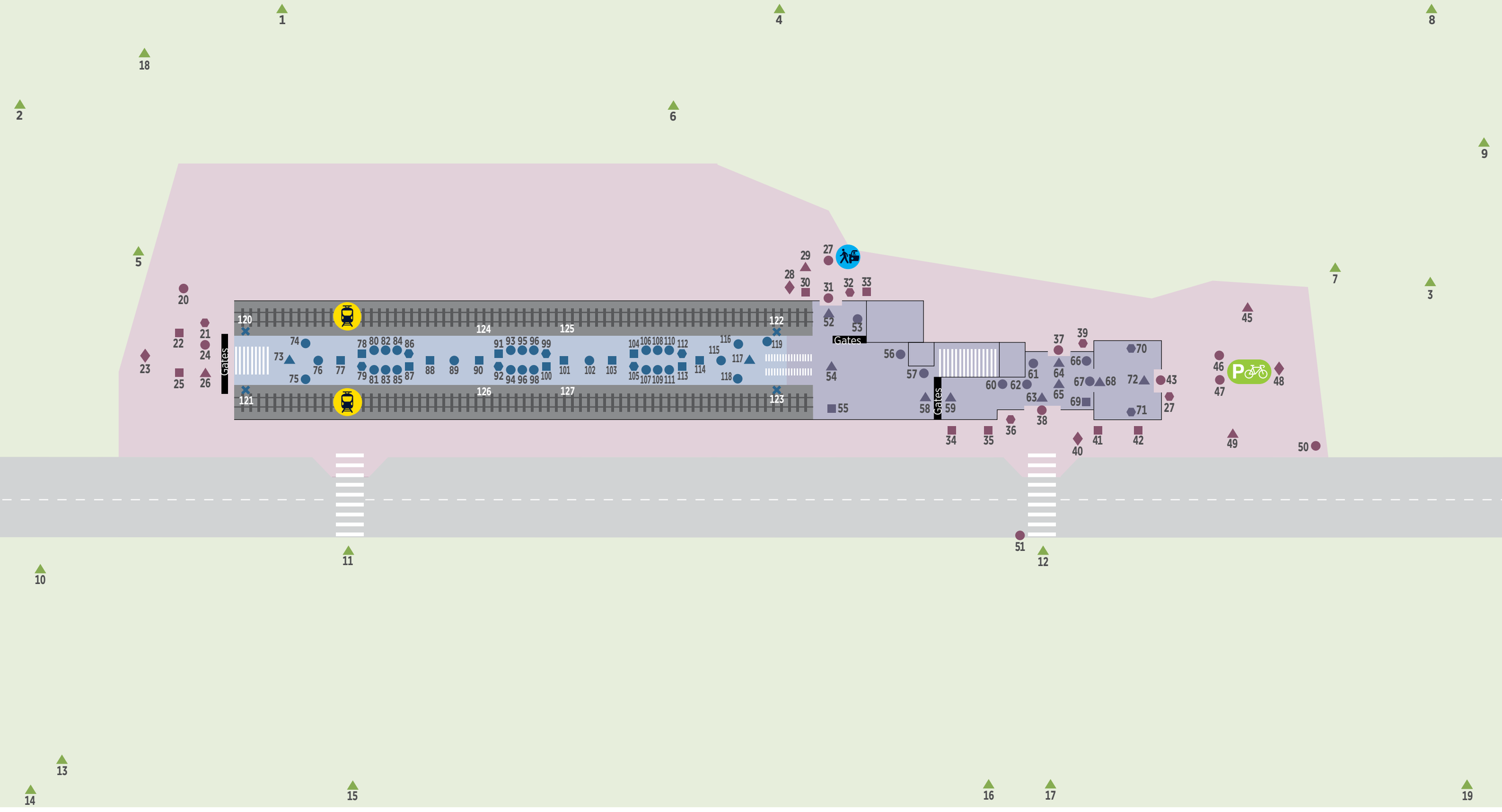
Zone	Sign ref no.	Location	Sign type	Sign subtype	Panel/ blade no	Content	Mounting	Internal/ external	Services required	Comment
Platform	104	on return (side) panel of shelter	Behavioural	Shelter behaviour	1	No smoking/drinking CCTV	Applied to shelter	Ext	No	
Platform	105	on return (side) panel of shelter	Behavioural	Shelter behaviour	1	No smoking/drinking CCTV	Applied to shelter	Ext	No	
Platform	112	on return (side) panel of shelter facing exit	Information	Route marker schematic	1	Route/platform information	Applied to shelter	Ext	No	
Platform	113	on return (side) panel of shelter facing exit	Information	Route marker schematic	1	Route/platform information	Applied to shelter	Ext	Yes	
Platform	114	centre of platform eastern end	Information	Info stand	2	Maps/Timetables	Freestanding	Ext	Yes	Same info both sides
Platform	115	centre of platform eastern end	ID	Platform/ station ID	1	Newhurst	Freestanding	Ext	Yes	Ensure correct next/previous info included and installed on appropriate side
Platform	115	centre of platform eastern end	ID	Platform/ station ID	2	Newhurst	Freestanding	Ext	Yes	Ensure correct next/previous info included and installed on appropriate side
Platform	116	near eastern exit from platform – platform 2 side	Directional	Wayfinding	2	Outbound	Light box	Ext	No	Same info both sides
Platform	117	above eastern exit from platform	Directional	Wayfinding	1	To trains	Light box	Ext	Yes	
Platform	117	above eastern exit from platform	Directional	Wayfinding	2	Way out/station facilities	Light box	Ext	Yes	
Platform	118	near western exit from platform – platform 1 side	Directional	Wayfinding	2	Inbound	Light box	Ext	Yes	Same info both sides
Platform	119	wall of escalator (north side)	ID	Location ID	2	Lift	Light box	Ext	Yes	Same info both sides
Platform	106-111	eastern shelter	ID	Shelter ID	1	Newhurst	shelter panel	Ext	No	
Platform	120-123	at far ends of platforms	Behavioural	KiwiRail regulatory	1	Danger no access	on railings	Ext	Yes	

Newhurst Station signage example – platform



Whole station and surrounding zone sign location map

**This map is combined from all the previous zone maps –
it shows the signs' type, location and reference number for all the zones.**



Having mapped the flow and chosen the types and number of signs you need, the next step is to undertake a physical audit of existing sites and ensure all these signs are viable.

- Before auditing the site ensure you have created flow charts for the areas to be audited
- Ensure you have any permissions required and have notified Auckland Transport Operations Centre (ATOC) and station managers that you will be on site
- Wear appropriate Personal Protection Equipment (PPE)
- Bring a notebook and camera or ideally a tablet
- Unless you wish to observe peak hour flow through a site, avoid peak hours.

Auditing the site

Before sending off your Signage Schedule for manufacture or review, a walk-through of the site is required.

For new sites

If the site is not yet built, you won't be able to carry out an audit; however, you can audit the surrounding area. It is worth checking to see if the architects have provided a 3D walkthrough or model of the site as this can be very useful.

When auditing existing signage you will be checking a number of things:

- Are the signs located in the right places?
- Do the signs contain the right information?
- Are there enough signs?
- Are the signs in need of replacing (physically unsound) or can they be re-skinned?

If they are physically sound, are they the right size and shape to hold the new designs? If not, they will need to be replaced (unless the panel size can be extended).

Steps

Walk through the site following the flow routes on your charts (you'll need to do this in both directions) and assess each sign location:

- If there is an existing sign, assess it using the questions above, make notes and take photos (one close up and one from a distance for each side of the sign).
- If a new sign is needed, assess where it can be installed or mounted. Ensure the location allows the installed sign to meet safety standards, will be visible from the right distance and angle for the user. Make notes and take photos of the location, both close up and from a distance.
- When auditing the surrounding zone you will need to check who owns the land if you intend to site a sign in the berm or similar. You will need permission from Auckland Council for any signs in parks, beach reserves etc. For all signs in the pavement you will need to follow rules laid out in the Transport Design Manual on installing signs in the road corridor.

Review and sign off signage

Once you have completed your Signage Schedule (plan and spreadsheet) it should be reviewed by the Public Transport Operations team and by the signage Subject Matter Expert (SME). When all amends have been completed you can put together a signage brief to send out with your Request for Quote (RFQ).

A complete signage brief should include:

- A plan (such as the one above)
- A spreadsheet (similar to the demonstration version here)
- The public transport graphic elements section of this document
- The public transport graphic application section of this document
- The materials and specifications section of this document.