Transport for London

Accessible signage standard

Issue 2 (Draft 2)



MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

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Foreword

While there are now many key accessible stations on the London transport network, the system is not yet fully accessible resulting in some complex routes and access arrangements.

To incorporate all this additional information within existing directional signing will result in cluttered and possibly confusing layouts with reduced legibility, compromising the effectiveness of signing for all user groups.

The purpose of accessible signing is to provide a distinctive and separate signing trail for customers with additional needs.

These standards are applicable for all modes of transport operated by Transport for London (TfL) and its concessionaires.

1 Applicability

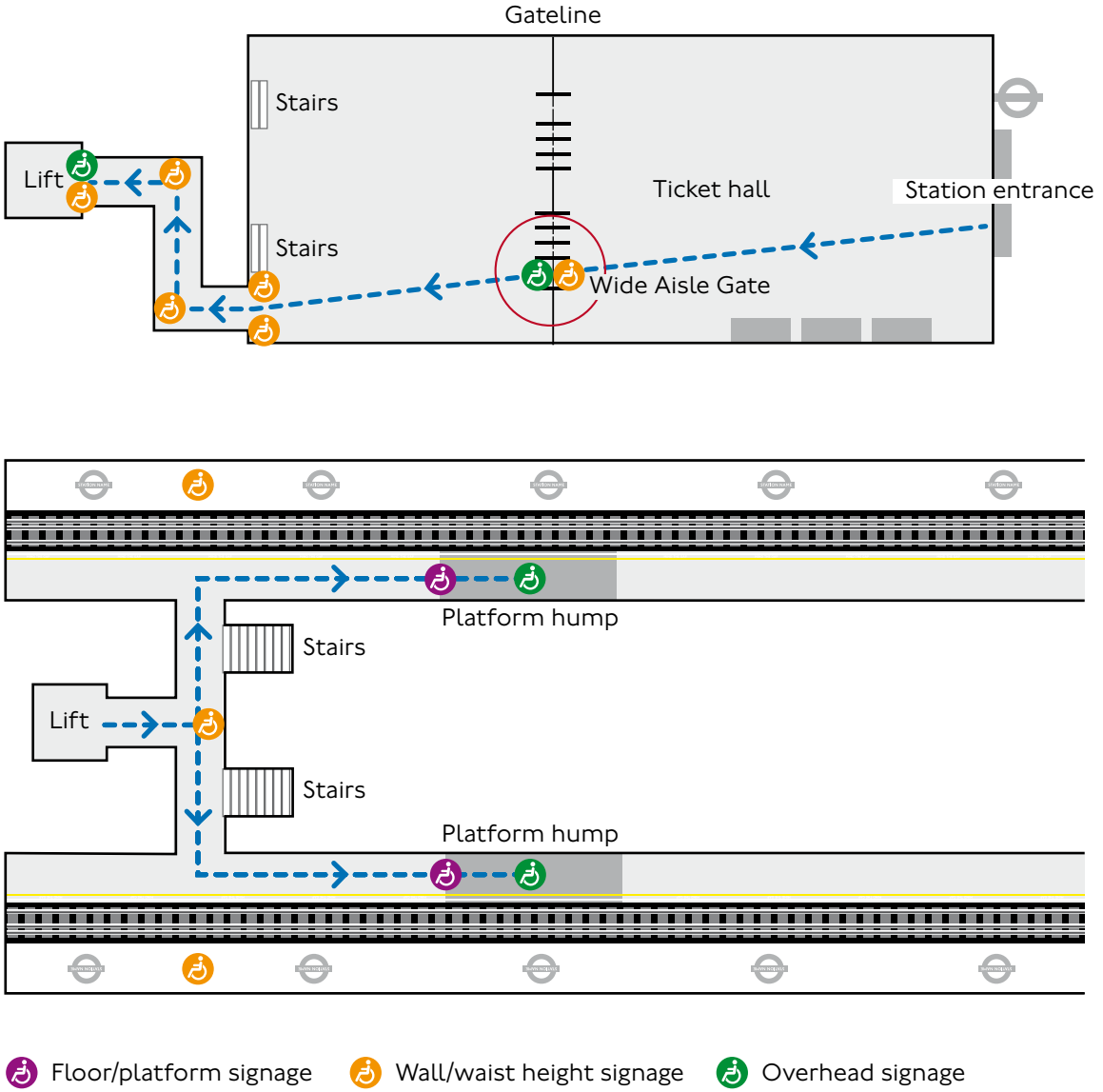
This system is intended to be used only at stations that match at least one of the following criteria:

- Egress/ingress requires the use of more than one lift
- Station has an interchange with another line or mode of transport
- The stations layout is overly complex with no clear sight lines between the gateline and the lifts

2 Placement principles

While each station is different in its layout and design, a core set of principles should be applied to each scheme.

This example illustrates a holistic approach to the creation of a scheme using all of the elements within these standards.



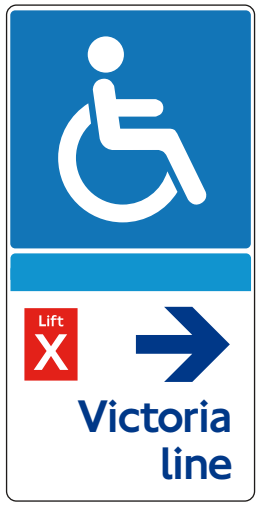
3 Intrinsic features

To enable the accessible signing to be easily distinguished visually from other types of signing on the networks, key visual features are adopted to ensure customers can view the signs as a coherent trail when finding their way through the network. Colour, format, symbols and position are all key factors in the accessible signing system and care must be taken to follow the principles detailed.

Colour:
Accessible blue (Pantone 3005) should be used as the background colour for all signs with white symbols text and border.

Format:
For directional signs, a modular 200 x 200 tile format should be used to ensure the signs can be placed in the most visible positions possible.

Symbols:
The use of a single wheelchair symbol allows the sign graphic to be consistently large without being compromised by other symbols.





3.1

While routes aren't exclusively for wheelchair users, the mark is clearly understood as representing accessibility.

Position:
Signs should be ideally positioned at a consistent height of 1300mm from floor level to the top edge of the sign. This ensures they are visible and legible for wheelchair users, and avoids the confusion with other directional signs.



4 Accessible directional tiles

The accessible routes to services and access points will often deviate from the regular routes through the station, which can lead to considerable confusion when such directions are integrated within already busy directional signs.

To ensure there is a consistent trail of directions, modular accessible signs should be used throughout the entire journey, from entering the station to boarding the train. These signs are not only used where step-free routes deviate from regular routes, but consistently for all accessible routes.

Signs should be fitted at each decision point or change in direction within step-free routes. For long tunnels or platforms additional signs should be fitted at regular intervals. Format will depend on available space, but should be consistent within a single tunnel.

The signs are based around a 200 x 200mm wheelchair tile, combined horizontally or vertically with a similar directional tile, displaying the areas served by the route.

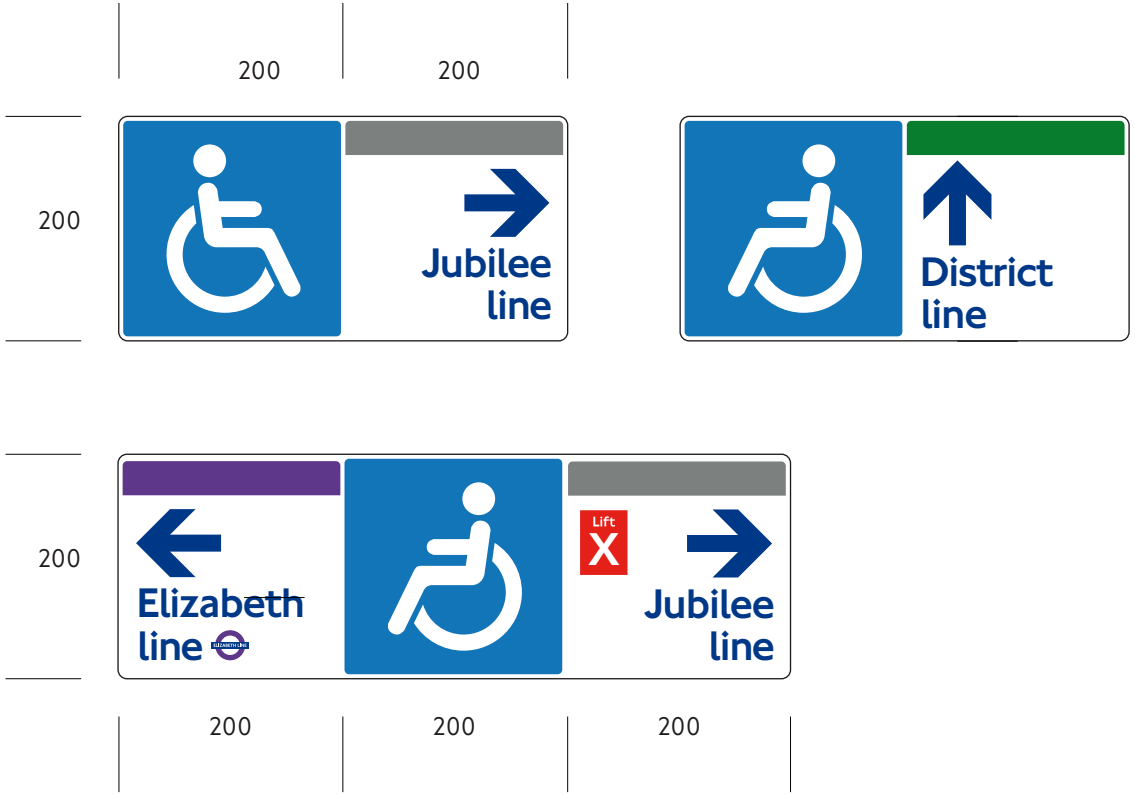


4.1

This flexible format means that the signs can be fitted in restricted spaces, such as columns or the side walls of cross passages.

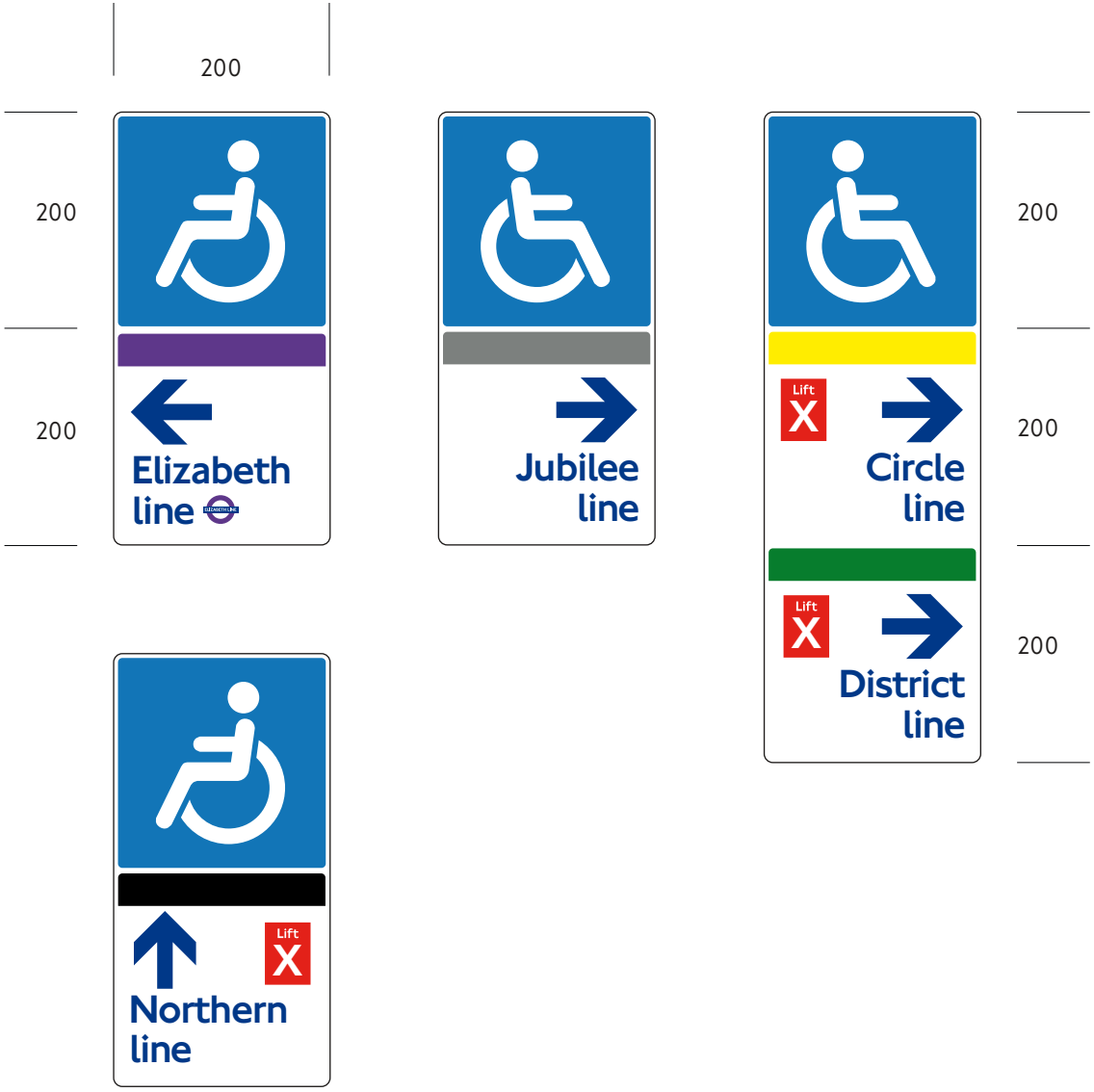
5 Horizontal format

Standard directional signs should be horizontal format, with the wheelchair icon always facing left except when the the arrow is pointing towards the right. The text should be as large as possible to fill the space and make it clear that it relates to the arrows and other graphics.



6 Vertical format

Where horizontal signs cannot be accommodated due to width constraints or limited visibility, vertical format signs should be used.



7 Message format and terminology

Accessible routes throughout a station can involve a series of seperate lifts which can be potentially confusing, so it is important that the format and terminology is consistent.

Example 1
Directions should be located around the intermediate areas served by lifts, for example when a customer is leaving a station, they will need to be directed to the exit rather than the ticket hall.

Example 2
Arrows may be used in canted form based on the standard size rotated.

Example 3
When directing to other modes, the symbols should only be be shown in white using the monochrome symbol versions as detailed in the TfL Interchange Sign Standard.

Example 4
For a complex station, the directional sign towards a lift at platform level should show all destinations served including accessible interchange services which may be outside the station at street level.

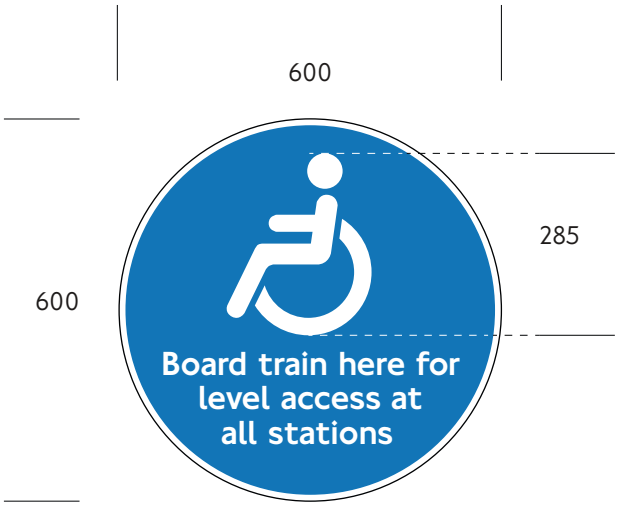


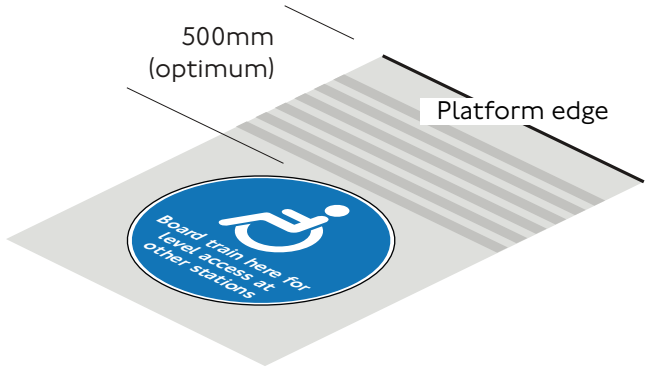
8 Accessible boarding points - floor signs

At many accessible stations there are particular points along the platform where wheelchair users should board the train to ensure level access when boarding and alighting. This may be a raised boarding hump along an area of the platform, or a specifice boarding point along a level platform.

It is particularly important to mark where a wheelchair user is boarding the train from a platform that is completely flat (one can board the train at any set of doors), and where their intended destination station has a raised hump. Unless they board at the appropriate point to coincide with the alighting hump, they will be unable to leave the train without assistance. In some instances the boarding points may vary for different destination stations where the alighting humps coincide with different carriages.

A range of sign types is therefore required to cover all instances. All signs should be centred on the appropriate sets of doors, 500mm from the platform edge, or the closest flat area of that platform.





9 Accessible boarding points - directional signs

Where there are accessible boarding points on platforms there should be a clear trail of signs from the platform entry point to the boarding point position.

These should take the form of boarding point directional signs based on the 400 x 200mm tile format. When signs are passages the vertical format should be used. The text displayed may be adapted to suit a particular platform, if this is seen as helpful to the customer, providing the same terminology is used.

Example 1
Standard format accessible directional tile signs directing to boarding points.

Example 2
Platform edge door sign.

Example 3
Floor sign positioned at arrival hump.

Example 4
Symbols and line direction identical when directing right.

1



2



3



4



10 Accessible boarding points - stations with platform edge doors

Where platform edge doors are present on platforms, care must be taken to highlight the boarding points which coincide with the level access humps at the destination stations. Smaller module directional signs 100 x 200mm should be applied at each set of access doors giving clear directions to the boarding point/s. These should be on the closest side only to avoid directing to the immediate doors.

Where there are separate boarding points, two separate signs should be used along the platform length to clarify the separation.



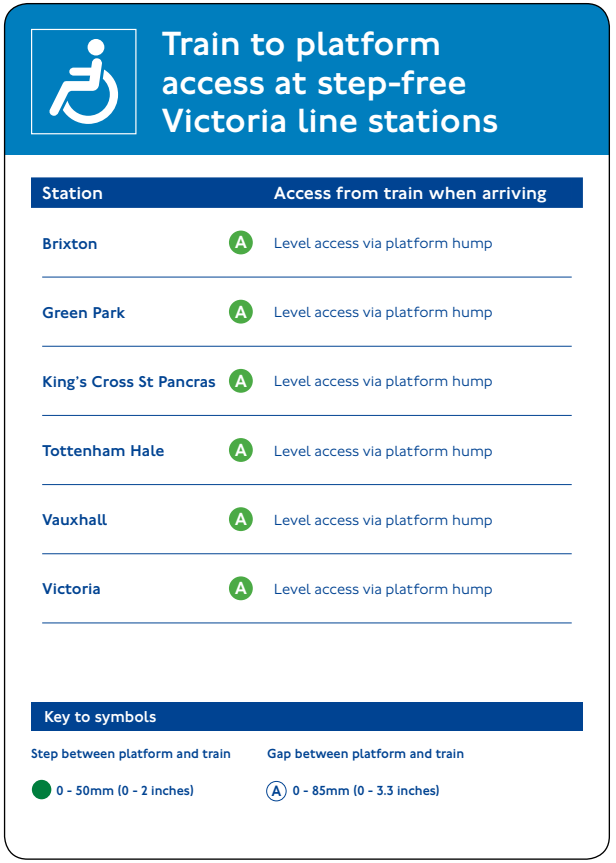


11 Accessible boarding points - line-wide level access boarding lists

Where Tube lines have some step-free stations and some requiring manual boarding ramps, this must be clearly indicated to enable the appropriate action to be taken.

A line directory sign detailing the specific access at each step-free station should be positioned in the following locations:

- Adjacent to each lift access point
- Within each side of lift car
- Opposite lift exit at platform level
- Adjacent to line diagrams at platform level
- On platform wall at level-access boarding point



12 Wide Aisle Gates (WAGS)

As part of the overall signage trail, the WAGS should also be utilised as part of the accessible signage trail.

These signs should be placed on both faces of the WAGS and on both sides as these gates operate in both directions.

Additionally, signs should be placed above the WAG, where practicable.

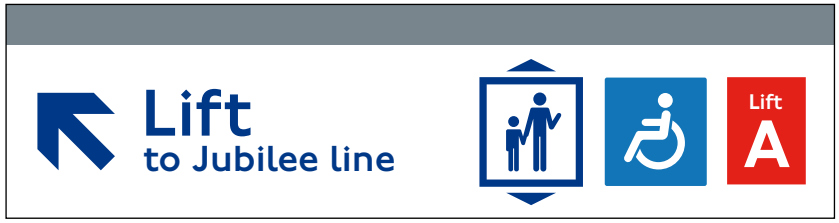


13 Lift signage

As part of a consistent signage trail, the blue wheelchair symbol square must be included on all existing lift signage - at decision points and outside the lift itself.

These two examples illustrate the different graphical approaches that can be taken when stacking information dependent on the available space on the sign.

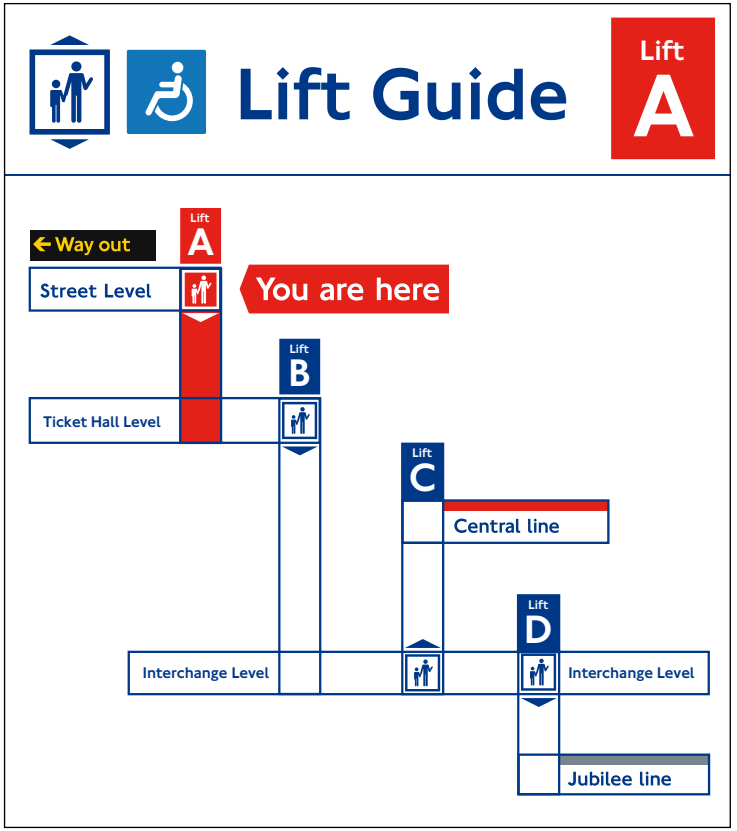




14 Lift guides

These shiould be used when there is more than one lift in a station. This will allow passengers to clearly orientate their position in the station, and plot their route accordingly to their desired location.

These lift guides should be positioned immediatley outside every lift, and also within the lift itself - on both sides if possible to allow clear sight lines for all customers.



15 Lift buttons

Additional signage must be installed within the lift to increase the visibility of the lift buttons and clearly identify the destinations.

The wheelchair symbol does not appear on these signs as they are intended for all users of the lift.



Further information

This standard outlines basic principles and therefore cannot cover every application or eventuality.

If you have any questions on how to apply these rules, contact the TfL Graphics team.

Email: corporatedesign@tfl.gov.uk

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