

Interchange signs standard

Issue 5



1 Interchange signs standard



1	Introduction	3	Directional signs and wayfinding principles
1.1	Types of interchange sign	3.1	Directional signing at Interchanges
1.2	Core network symbols	3.2	Directional signing to networks
1.3	Totem signs	3.3	Incorporating service information
1.3	Horizontal format	3.4	Wayfinding sequence
1.4	Network identification within interchanges	3.5	Accessible routes
1.5	Pictograms	3.6	Line diagrams – Principles
		3.7	Line diagrams – Line representation
		3.8	Line diagrams – Symbology
		3.9	Platform finders
2	Specific networks :	3.10	Platform confirmation signs
2.1	National Rail	3.1.1	Platform station names
2.2	London Underground	3.1.2	Way out signs
2.3	Docklands Light Railway	3.1.3	Multiple exits
2.4	London Overground	3.1.4	Linking with Legible London
2.5	London Buses	3.1.5	Exit guides
2.6	London Tramlink	3.1.6	Exit guides – Decision points
2.7	London Coach Stations	3.1.7	Exit guides on other networks
2.8	London River Services	3.1.8	Signing to bus services
2.9	Taxis	3.1.9	Signing to bus services – Route changes
2.10	Cycles	3.20	Viewing distances
		3.2.1	Maintaining clear sightlines
		4	References and contacts



Good signing and information ensure our customers can understand London's extensive public transport system and can make journeys without undue difficulty and frustration.

At interchanges there may be several networks, operators and line identities which if displayed together without consideration may cause confusion for customers. To overcome this problem, a hierarchy of identities has been agreed. This has sought to identify common ground between service providers, encouraging consistent use of logos, pictograms and terminology wherever practicable to minimise customer confusion.

Directional signing guiding customers through an interchange must also be given careful consideration to ensure a logical and consistent progression of information. Whilst this journey may pass through areas of the station operated by different networks, the signing should form a seamless trail without the customer being confused at territorial boundaries.

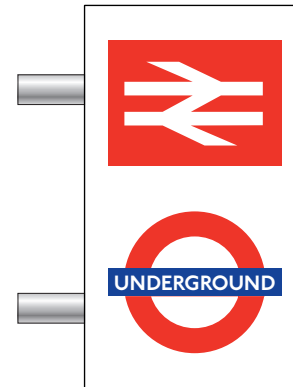
This document is intended to provide guidance for the consistent application of these principles.

1.1 Types of interchange sign

The requirements of interchange signing do not only relate to network identification at station entrances. Consideration must be given to all sign types within a customer journey, including station directional signing and street signing both to and from transport interchanges.

Due to the many different corporate identities it is unrealistic to be prescriptive about each sign within the different operational areas, but consistent principles should be adopted to ensure optimum clarity and customer understanding.

Typical sign types :



Building mounted interchange totem sign

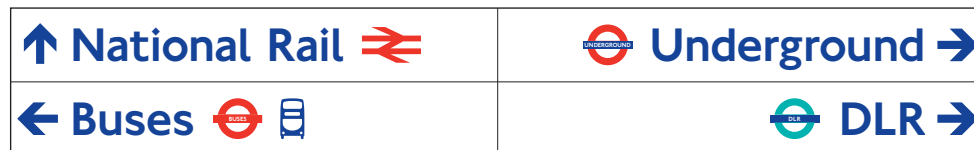


Standard interchange totem sign

Legible London street directional sign



TFL station directional sign



1.2 Core network symbols used to identify stations

Contents



At interchange station entrances, only the core network identities are to be displayed.

Operator or line identities can be introduced at the appropriate decision point within the station in accordance with the standards agreed by each network.

On street signs directing towards stations only the core network identities may be displayed.

The visual identities of the modes listed on this page are the core networks to be displayed on interchange station identification signs. No other logo or pictogram should be displayed.



National Rail



London Underground



Docklands Light Railway



London Overground



London Buses



London Tramlink



Victoria Coach Station



London River Services

1.3. Totem signs - General principles

The purpose of a totem is to identify clearly and consistently the modes of transport available at or around a particular interchange. They should be positioned in locations so as to be clearly and easily recognised from a distance.

Only the identities listed on page X are to be displayed - operator or line identities are not permitted.

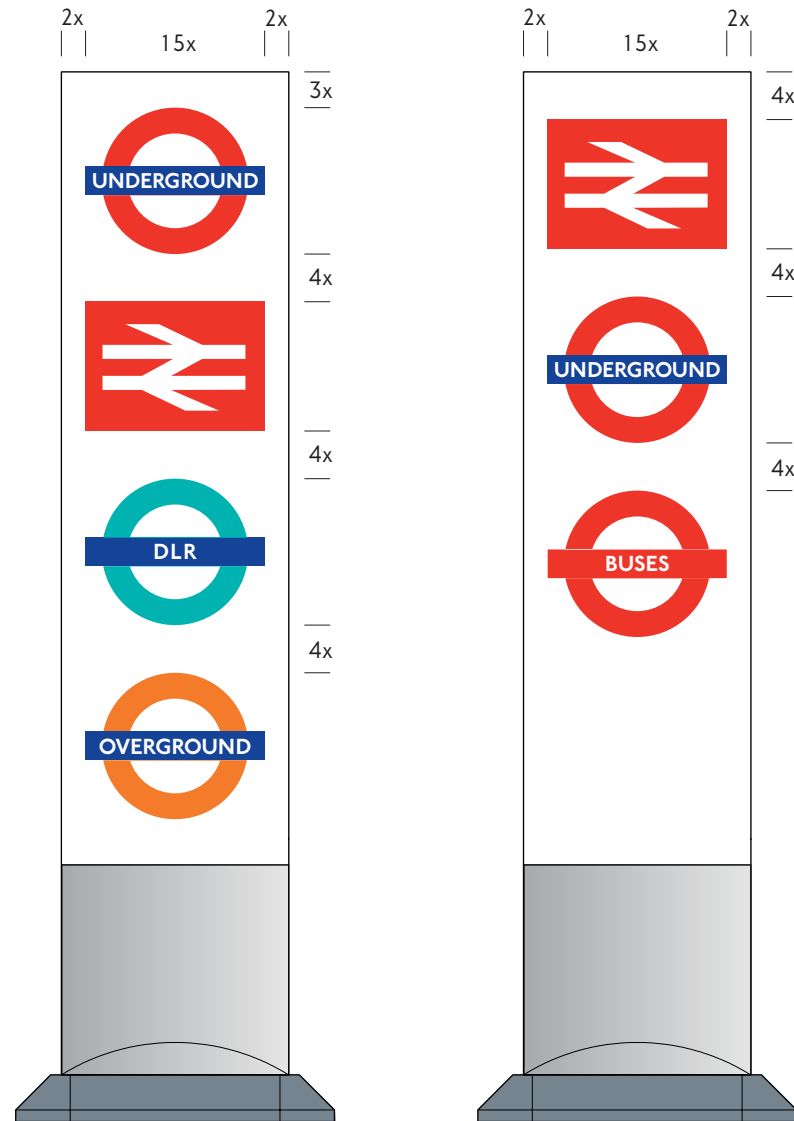
Order of display

The top logo is determined by the network owning the interchange, followed by the other logos in order of customer usage.

Buses roundels should only be displayed where it does not mislead customer to assume that access to buses is within the station site itself.

Symbol size and spacing

The network logo size and spacing is based around a proportional width of 15 units. For roundels, the space at the top should be 3 units. For a rail symbol this should be increased to 4 units for visual consistency.



1.3.1 Totem signs - Station names

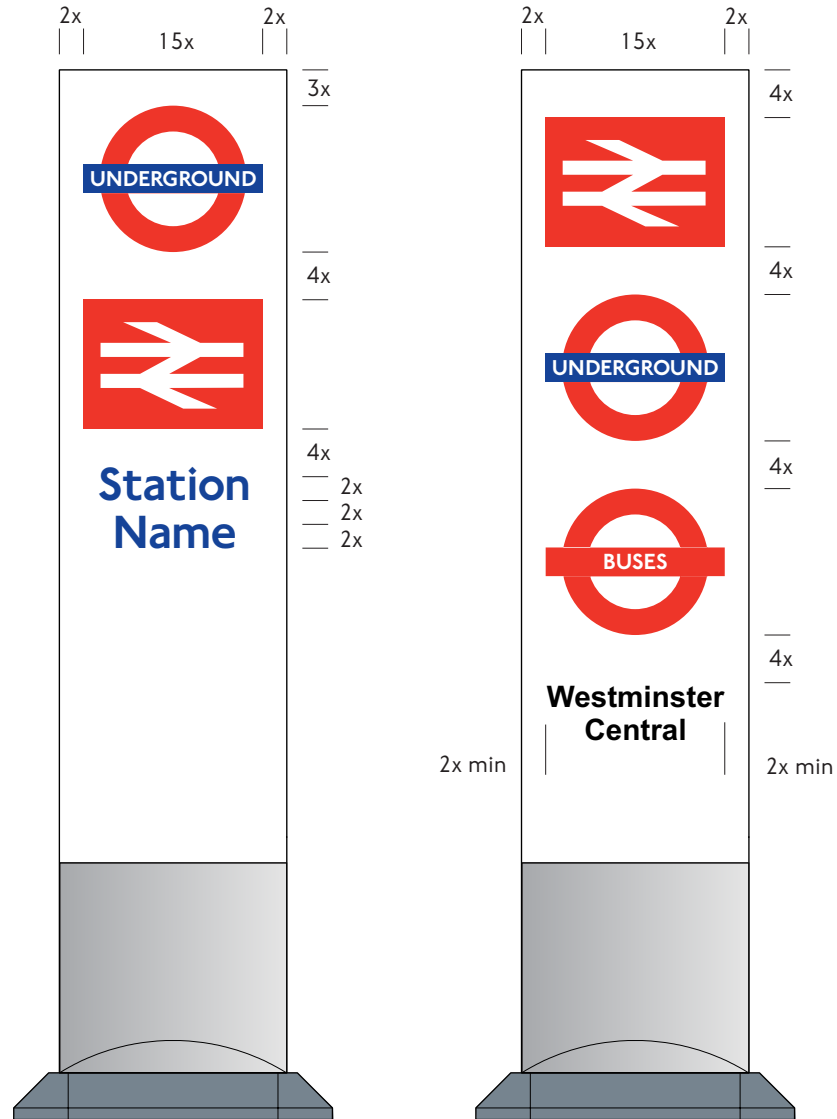


Station names

Station names should be displayed below the network symbols unless a station name fascia sign is clearly visible.

The typeface and colour of the name will be in the house style of the interchange owner. The optimum size should be a lower-case x-height of 2 units with the text centrally ranged. For longer names this should be proportionally reduced to maintain a minimum 2 unit border to each side.

The term "Station" may be used but should be omitted if it will cause the name to run into three lines. Other terms such as "Interchange" or "London" are not permitted unless they form part of the actual station name.

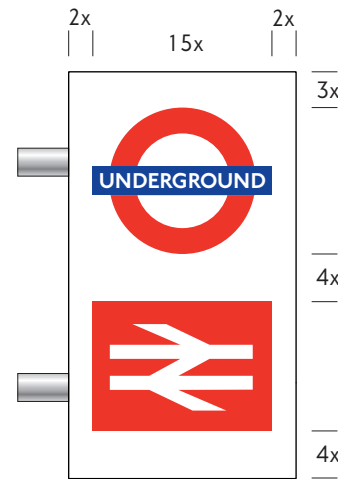


1.3.2 Totem signs - Alternative formats

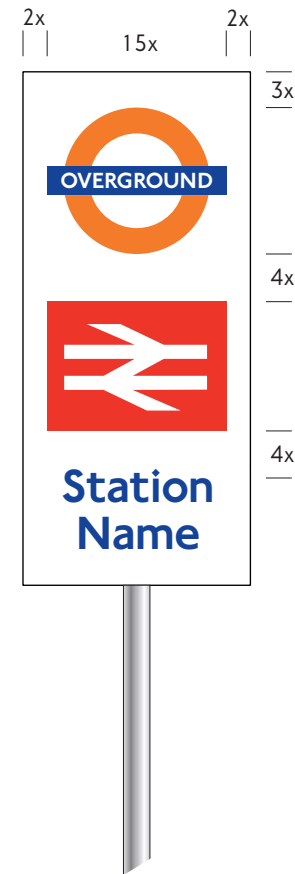
In many areas there may be insufficient space to accommodate a full totem sign outside an interchange station. It is vital that customers can clearly identify the station and networks served so alternative formats may be adopted.

Where possible a cantilevered version should be adopted projecting from a building. The position and height of such signs must be carefully considered to provide maximum visibility at distance. Station names are not usually displayed on cantilevered versions, being close to a station name fascia.

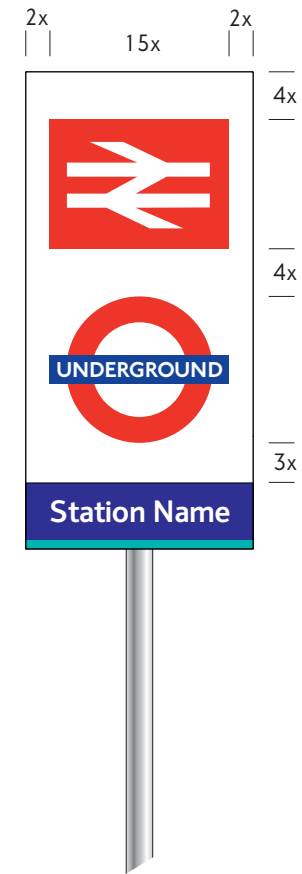
In areas where space is restricted, and where a building mounted sign is deemed unsuitable a pole mounted totem should be considered. If these are remote from the station entrance fascia sign the station name should be clearly displayed. Where National Rail stations have specific branding requirements these may be accommodated without encroaching on the standard interchange format as shown.



Cantilevered totem sign at Underground owned interchange station



Pole mounted totem sign at Overground owned interchange station



Pole mounted totem sign at National Rail station accommodating station identity branding

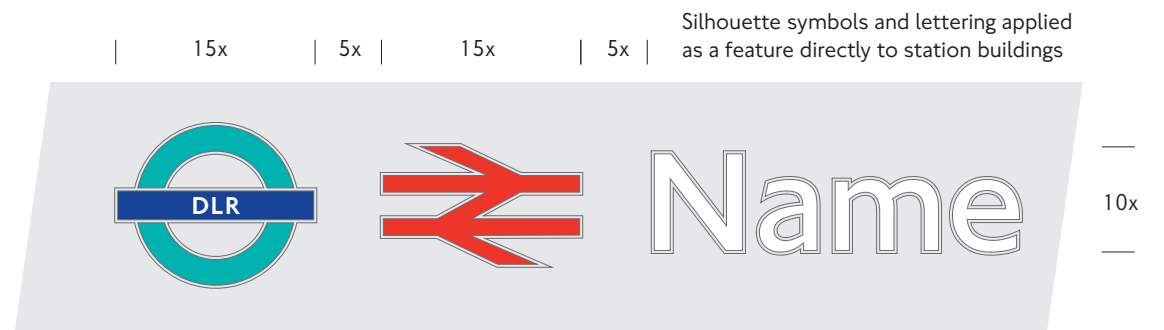
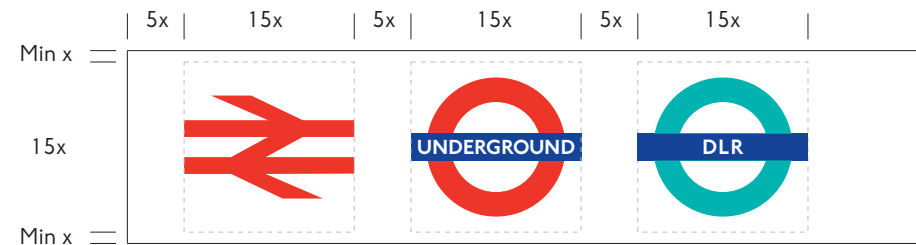
1.4 Horizontal format network signing

At some stations it may be most effective to display the network logos on a horizontal fascia sign, or in silhouette format on or above the station building.

When network logos are displayed together on a horizontal fascia sign the logo size and spacing is based around the same proportional width of 15 units and a projected 15 unit height. The space between the logos should be 5 units and the minimum space above and below is 1 unit. Logos should be ordered from left to right based on interchange ownership followed by customer usage.

The height and position of the station name will depend on the actual typeface but should have a cap height of around 10 units and be visually centred on the symbol height.

Where large format silhouette network logos and station names are incorporated on or above station buildings the same proportional rules should be followed.



1.5 Network identification within interchanges

When directing to a rail network at an interchange, the network name is used in conjunction with the appropriate network symbol.

For other TFL modes, the network roundel symbol should be used in conjunction with the appropriate mode pictogram to provide visual link and aid recognition of the roundel.

Where corporate identities cannot accommodate both roundel and pictogram, the roundel should be omitted. For further details please refer to the section relating to specific modes.

The following sections provide guidance for the symbols and terminology which should be adopted when representing each specific mode.

Directing to primary rail networks



Network name

Network symbol

Directing to other TFL modes



Mode name

Modal roundel

Mode pictogram

Primary rail networks :



Other TFL modes :



1.6 Pictograms

[Contents](#)



Pictograms are widely used to communicate information without the need to understand associated text.

The examples on this page represent the core TFL symbols which specifically relate to the various modes of transport and access.

Whilst it is acceptable that other systems corporate identities have different versions of such symbols, consistent format principles should be adopted wherever possible to ensure optimum clarity and customer understanding.

Details of how these should be used to represent specific networks are shown in the following sections covering specific modes



Buses



Coaches



Trams



River craft



Airport



Taxi



Parking



Cycling



Lift



Mobility impaired



Disabled



Pedestrian

2 Specific networks

[Contents](#)



- 2.1 National Rail
- 2.2 London Underground
- 2.3 Docklands Light Railway
- 2.4 London Overground
- 2.5 London Buses
- 2.6 London Tramlink
- 2.7 London Coach Stations
- 2.8 London River Services
- 2.9 Taxis
- 2.10 Cycles

2.1 National Rail - Network identification signs

The standard rail logo should be used to represent all National Rail services on station and street signing.

On pole-mounted or totem signs, the logo should appear as a reversal version, white on a red panel of fixed proportions.

On fascias and directional signs within stations the positive red version should be used.

Where elements are shown in a single colour on sign systems, monochrome versions of the logos may be used.

For details of colours and proportions refer to the appropriate TFL standard.

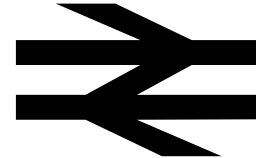
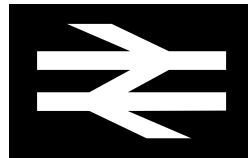
Reversal logo



Positive logo



Monochrome versions



Station identification sign displaying negative logo

Station directional sign displaying positive logo



Street directional sign displaying monochrome logo



Traffic sign displaying reversal logo



2.1.1 National Rail - Sign terminology and style

Contents



Terminology

When directing to the National Rail network at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations. Train operating company names should be avoided unless no alternative exists.



← Liverpool Street ⇌

Directing to a separate National Rail station from an interchange station. If space is limited the word "Station" may be omitted as shown.



← National Rail ⇌

Directing collectively to the Network Rail platforms within an interchange station.



← Aylesbury trains ⇌

Directing to a platform where a destination is the most easily understood differentiation.



← Platforms 7-10 ⇌

In an integrated environment with flexible services platform numbers may be used.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



← Fenchurch Street ⇌

A sign in London Underground style directing to a National Rail station.



← Fenchurch Street ⇌

A sign in London Overground style directing to a National Rail station.



← Fenchurch Street ⇌

A sign in Legible London style directing to a National Rail station.

2.2 London Underground - Network identification signs

The Underground roundel logo should be used to represent the Underground network on all station and street signing. The "Underground" text should be displayed in the bar on primary directional and identification signs. On secondary signs the name may be omitted from the bar if the wording cannot be printed clearly.

Where elements are shown in a single colour on sign systems, monochrome versions of the logos may be used, similarly with text omitted for smaller applications.

For details of colours and proportions refer to the appropriate TFL standard.

Standard logo



Reduced logo



Monochrome versions



Bar text may be omitted for smaller applications



Station identification sign displaying standard logo

Station directional sign displaying positive logo



Street directional sign displaying monochrome logo



Traffic sign displaying plain logo



2.2.1 London Underground - Sign terminology and style

Terminology

When directing to the London Underground network at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.



Directing to a separate Underground station from an interchange station. If space is limited the word "Station" may be omitted as shown.



Directing to a common access point to all Underground lines within an interchange station.



Directing to specific Underground lines within an interchange station.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



A sign in London Overground style directing to Underground platforms.



A sign in a rail monochrome corporate style directing to Underground platforms.



A sign in Legible London style directing to an Underground station.

2.3 Docklands Light Railway - Network identification signs

The DLR roundel logo should be used to represent the Docklands Light Railway network on all station and street signing with “DLR” displayed in the bar. Where the logo wording cannot be clearly printed or read at distance, the reduced rectangular logo should be used rather than the roundel, the colour alone being insufficient identification.

Where elements are shown in a single colour on sign systems, monochrome versions of the logos may be used, similarly adopting the rectangular version where legibility may be impaired.

For details of colours and proportions refer to the appropriate TFL standard.

Standard logo



Reduced logo



Monochrome versions



Station identification sign displaying standard logo

Station directional sign displaying positive logo



Street directional sign displaying monochrome logo



Traffic sign displaying reversal logo



2.3.1 Docklands Light Railway - Sign terminology and style

Contents



Terminology

When directing to the DLR network at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.

← Bow Church 

Directing to a separate DLR station from an interchange station. If space is limited the word "Station" may be omitted as shown.

← DLR trains 

Directing collectively to the DLR platforms within an interchange station. To increase legibility the word "trains" may be omitted.

← DLR via ExCeL 

Directing to a DLR platform where a destination is most easily understood differentiation.

← Platforms 3 and 4 

In an integrated environment with flexible services platform numbers may be used.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :

← Tower Gateway 

A sign in London Underground style directing to a DLR station.

← Tower Gateway 

A sign in London Overground style directing to a DLR station.

← Tower Gateway  DLR

A sign in Legible London style directing to a DLR station.

2.4 London Overground - Network identification signs

The Overground roundel logo should be used to represent the London Overground network on all station and street signing with “OVERGROUND” displayed in the bar. Where the logo wording cannot be clearly printed or read at distance, the reduced rectangular logo should be used rather than the roundel, the colour alone being insufficient identification.

Where elements are shown in a single colour on sign systems, monochrome versions of the logos may be used, similarly adopting the rectangular version where legibility may be impaired.

For details of colours and proportions refer to the appropriate TFL standard.

Standard logo



Reduced logo



Monochrome versions



Station identification sign displaying standard logo

Station directional sign displaying positive logo



Street directional sign displaying monochrome logo



Traffic sign displaying reversal logo



2.4.1 London Overground - Sign terminology and style

Contents



Terminology

When directing to the London Overground network at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.

← Camden Road 

Directing to a separate London Overground station from an interchange station. If space is limited the word "Station" may be omitted as shown.

← Overground 

Directing collectively to the London Overground platforms within an interchange station.

← Richmond trains 

Directing to a platform where a destination is most easily understood differentiation.

← Platforms 1 and 2 

In an integrated environment with flexible services platform numbers may be used.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :

← Hackney Wick 

A sign in London Underground style directing to a London Overground station.

← Hackney Wick 

A sign in DLR style directing to a London Overground station.

← Hackney Wick 

A sign in Legible London style directing to a London Overground station.

2.5 London Buses - Network identification signs

The London Buses roundel logo should be used to represent the London Bus network on all station and street signing with “BUSES” displayed in the bar. Where the logo wording cannot be clearly printed or read at distance, the standard pictogram should be used rather than the roundel, the colour alone being insufficient identification.

Where elements are shown in a single colour on sign systems, the standard pictogram should always be used, positive or reversed as appropriate.

On TFL directional signs both standard logo and pictogram are used to aid roundel logo recognition.

For details of colours and proportions refer to the appropriate TFL standard.

Standard logo



Pictogram



Monochrome logos



Station identification sign displaying standard logo

Station directional sign displaying positive logo and pictogram



Street directional sign displaying monochrome logo



Traffic sign displaying standard logo



2.5.1 London Buses - Sign terminology and style



Terminology

When directing to London Buses services at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.

For signing directing to and differentiating between individual bus stops refer to section XX - Signing to bus stops.



Directing collectively to London bus services from an interchange station.



Directing specifically to a London bus station from an interchange station.



Directing to an interchange which includes a bus station. Note the pictogram is used for clarity rather than the red roundel.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



A sign in London Overground style directing to London bus services.



A sign in a rail monochrome corporate style directing to London bus services.



A sign in Legible London style directing to London bus services.

2.6 London Tramlink - Network identification signs

The London Tramlink roundel logo should be used to represent the London Tramlink network on all station and street signing with “TRAMLINK” displayed in the bar. Where the logo wording cannot be clearly printed or read at distance, the standard pictogram should be used rather than the roundel, the colour alone being insufficient identification.

Where elements are shown in a single colour on sign systems, the standard pictogram should always be used, positive or reversed as appropriate.

On TFL directional signs both standard logo and pictogram are used to aid roundel logo recognition.

For details of colours and proportions refer to the appropriate TFL standard.

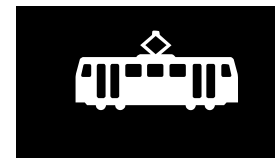
Standard logo



Pictogram



Monochrome logos



Station identification sign displaying standard logo

Station directional sign displaying positive logo and pictogram



Street directional sign displaying monochrome logo



Traffic sign displaying pictogram



2.6.1 London Tramlink - Sign terminology and style

Terminology

When directing to the London Tramlink network at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.



Directing to a separate Tramlink station or stop from an interchange station. If space is limited the word "Station" may be omitted as shown.



Directing collectively to the Tramlink departure points within an interchange station.



Directing to a platform where a destination is most easily understood differentiation.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



A sign in London Underground style directing to a Tramlink station or stop.



A sign in London Overground style directing to a Tramlink station or stop.



A sign in Legible London style directing to a Tramlink station or stop.

2.7 London Coach Stations - Network identification signs

The London Coach Stations roundel logo should be used to represent the London Coaches network on all station and street signing with “COACHES” displayed in the bar.

Where the logo wording cannot be clearly printed or read at distance, the standard pictogram should be used rather than the roundel, the colour alone being insufficient identification.

Where elements are shown in a single colour on sign systems, the standard pictogram should always be used, positive or reversed as appropriate.

On TFL directional signs both standard logo and pictogram are used to aid roundel logo recognition.

For details of colours and proportions refer to the appropriate TFL standard.

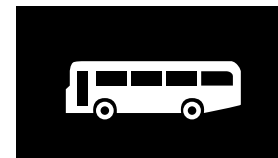
Standard logo



Pictogram



Monochrome logos



Station identification sign displaying standard logo

Station directional sign displaying positive logo and pictogram



Street directional sign displaying monochrome logo



Traffic sign displaying pictogram



2.7.1 London Coach Stations - Sign terminology and style

Contents



Terminology

When directing to a London Coach station at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.



Directing collectively to coach services from an interchange station.



Directing specifically to a coach station from an interchange station of the same name.



Directing specifically to a coach station from an interchange station of a different name.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



A sign in London Underground style directing to coach services.



A sign in London Buses style directing to a coach station.



A sign in Legible London style directing to a coach station.

2.8 London River Services - Network identification signs

The London River Services roundel logo should be used to represent London River Services on all station and street signing with "RIVER" displayed in the bar. Where the logo wording cannot be clearly printed or read at distance, the standard pictogram should be used rather than the roundel, the colour alone being insufficient identification. The pictogram should also be used when directing to piers not owned by LRS.

Where elements are shown in a single colour on sign systems, the standard pictogram should always be used, positive or reversed as appropriate.

On TFL directional signs both standard logo and pictogram are used to aid roundel logo recognition.

For details of colours and proportions refer to the appropriate TFL standard.

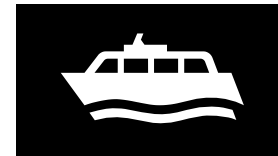
Standard logo



Pictogram



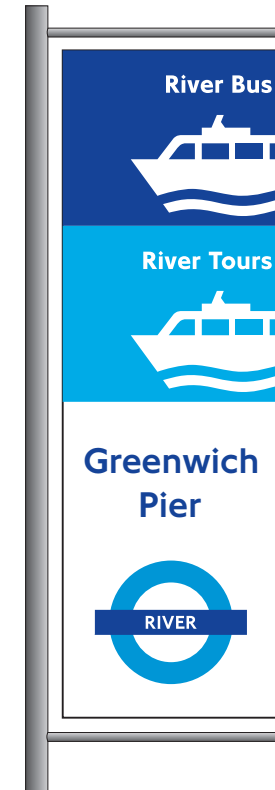
Monochrome logos



Station directional sign displaying positive logo and pictogram



Street directional sign displaying monochrome logo



Pier identification flag displaying standard logo

Traffic sign displaying pictogram



2.8.1 London River Services - Sign terminology and style

Contents



Terminology

When directing to a London River Services Pier at interchanges or on street, consistent and appropriate terminology is vital to ensure customer understanding. The examples opposite show the correct terminology to be adopted for typical interchange situations.



When directing to an LRS pier, the full pier name and the word "Pier" should be used.



When directing to a pier not owned by LRS the full name is used without the roundel.

Variations in sign style

Each of the signs indicated has its own distinctive style of colour, typography and layout, but the use of common terminology, symbols and pictograms will maintain continuity of communication. The styles shown are illustrative only and are not an accurate representation of corporate style

Illustrative examples :



A sign in London Underground style directing to an LRS owned pier.



A sign in DLR style directing to a pier not owned by LRS.



A sign in Legible London style directing to an LRS owned pier.

2.9 London Taxi signage

The London Taxi roundel logo or pictogram should not be used on station totems or entrance fascia signs. Where appropriate however, a taxi rank sign may be installed outside a station incorporating both symbols.

Where a taxi rank is present outside a station, directional signage should display the the standard pictogram, without the roundel, positive or reversed as appropriate. The term “Private hire” should not be used when directing to taxis at interchanges.

For details of colours and proportions refer to the appropriate TFL standard.

Standard logo



Pictogram



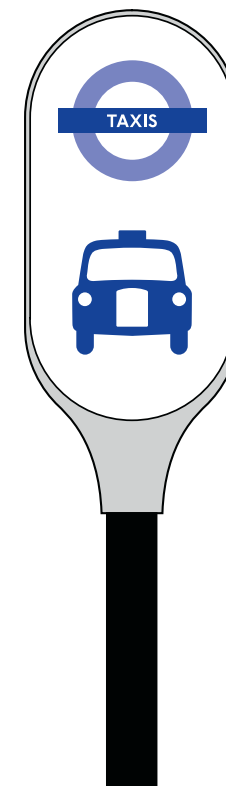
Monochrome logos



Station directional signs displaying standard pictogram



Station directional sign in rail style displaying standard pictogram



Standard TFL Taxi rank sign displaying roundel and pictogram

2.10 Cycle facilities signing

The TFL cycle pictogram or cycling roundels should not be used on station totems, fascias or directional signs as taxis do not constitute a public transport network. Cycle facilities at interchange stations should be signed using the standard cycle pictogram.

Where cycle parking areas are present at interchange stations there should be clear signing from the station approach displaying the cycle pictogram in conjunction with the standard traffic parking symbol.

Where elements are shown in a single colour on sign systems, monochrome versions of the two symbols should be used for clarity and consistency.

Pictogram



Parking symbol with cycle pictogram



Monochrome symbols



Standard TFL sign directing to cycle parking



Directional sign in rail style directing to cycle parking



3 Directional signing and wayfinding principles

Contents



- 3.1 Directional signing at Interchanges
- 3.2 Directional signing to networks
- 3.3 Incorporating service information
- 3.4 Wayfinding sequence
- 3.5 Accessible routes
- 3.6 Line diagrams – Principles
- 3.7 Line diagrams – Line representation
- 3.8 Line diagrams – Symbology
- 3.9 Platform finders
- 3.10 Platform confirmation signs
- 3.11 Platform station names
- 3.12 Way out signs
- 3.13 Multiple exits
- 3.14 Linking with Legible London
- 3.15 Exit guides
- 3.16 Exit guides – Decision points
- 3.17 Exit guides on other networks
- 3.18 Signing to bus services
- 3.19 Signing to bus services – Route changes
- 3.20 Viewing distances
- 3.21 Maintaining clear sightlines

3.1 Directional signing at interchanges



Good directional signing within interchanges enables customers to find their correct destination without hesitation or confusion. Whilst the graphic style of such signs may follow specific corporate identity rules associated with a particular network or operator, the information needs of the customers at each decision point are identical. The following sections provide guidance to common wayfinding principles which should be adopted to this aim.

It would be impractical to be graphically prescriptive for each network's identity so for the purpose of these sections signs have been shown in a neutral TFL style, but the principles may be applied within any sign system.

Where complex interchange stations have common areas which are effectively shared by several networks eg. Stratford, it is recommended that a neutral style is adopted to ensure customers benefit from a consistent visual trail without unnecessary visual style changes.



Whilst sign styles change in accordance with different network identities, the information needs of the customer at a decision point are identical



3.2 Directional signing to networks

Primary directional signing at interchanges should be clear and uncluttered by service information. Networks should be given equal emphasis to ensure parity, and adopt the terminology and graphic elements detailed in the previous sections.

Sign layouts should be kept as simple and legible as possible, the content based around customer needs at decision points.

If all rail networks at an interchange are in the same direction, the use of the word “Trains” with the associated network symbols will provide optimum legibility and clarity.

Directing to primary networks



Directing to primary network with a decision between Underground lines



Directional sign where all rail networks are in the same direction



3.3 Directional signing incorporating service information



Where signs need to include service information relating to a specific network or platform, the use of smaller secondary text will enable the information to be incorporated within the same sign area without causing visual confusion to the other directions.

Where signs are in a modular visual slats it is recommended that the secondary text is to the side of the primary text as indicated.

Directing to primary rail networks



Directing to specific services



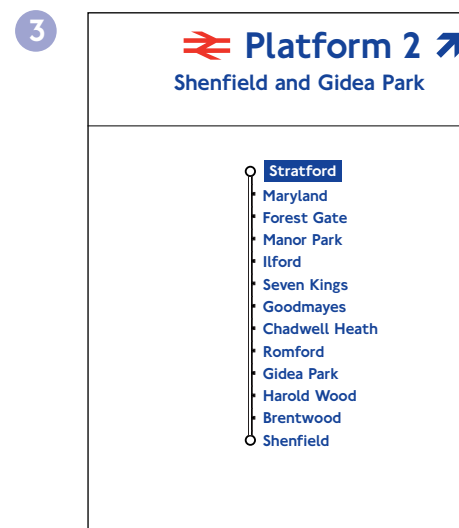
3.4 Directional signs - Wayfinding sequence

To ensure signing is clear and simple for customers passing through the station there should be a logical progression of information.

This should be based around the customer needs at key decision points, keeping messages concise and signs as simple and legible as possible.

These layouts show a typical sign progression from ticket hall to platform.

1. On entering the ticket hall overhead signing should direct to primary services.
2. At the decision point between services, platform directions and numbers should be introduced on overhead signs.
3. For customers requiring further supporting information, wall mounted line diagrams should be provided (Refer to section 3.6).
4. At the platform entry point, an overhead sign should confirm the customers arrival at the required platform. Where possible a line diagram should also be displayed close to the platform entry point.



3.5 Directional signs - Accessible routes

Clear directions to lifts are essential to ensure mobility impaired customers navigate interchanges as efficiently as possible.

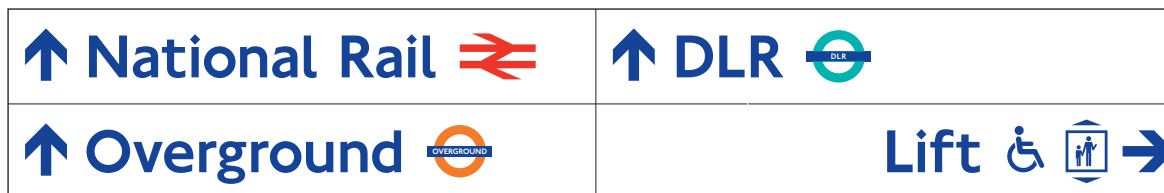
To avoid over complicated sign layouts, directions to lifts should only introduced at the point where the route to a destination deviates from the normal route.

Unfortunately at many interchanges, not all services are fully accessible and this must be clearly reflected in any directional signing. Where a lift serves all areas, to avoid any incorrect implied link it should appear as a separate direction.

Where a lift serves only one mode, the direction should appear in the same panel area as the mode, with supporting text for further emphasis if required.

Where lifts lead to specific areas, signs over the lift doors should incorporate such directions. These should be based around the end destination, if the exit route requires the use of several lifts. "Lift to ticket hall" is little use to a customer leaving a station who is looking for the exit.

Directing to a lift serving all areas



Directing to a lift serving one specific mode



Typical sign over lift entrance



3.6 Line diagrams - Principles

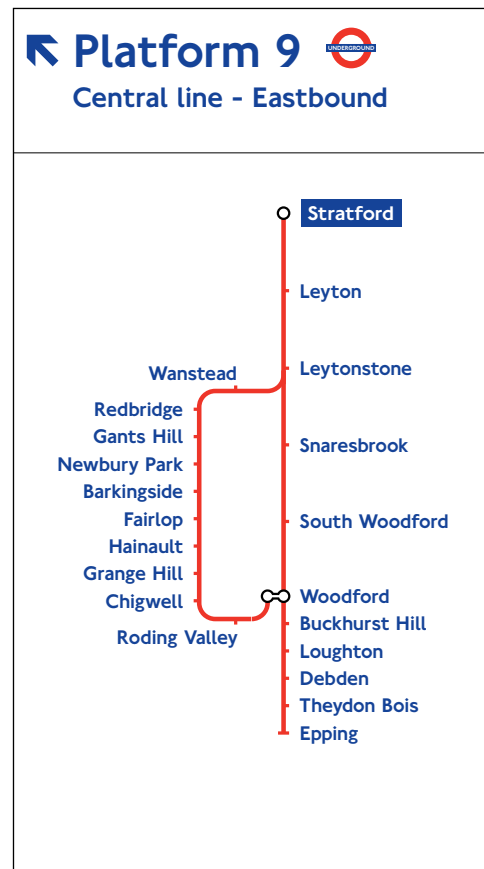
To enable customers to find the correct platform for their required destination line diagram signs should be provided to show the stations and interchanges served by a specific platform.

They must be positioned at the decision point between platforms, and ideally on the platform close to the entry point. Line diagrams at decision points have directional arrows in the header panel, which are omitted on the platform versions.

Where possible network rail services should be represented as a line diagram using the same graphic principles.

The graphic rules for the construction of TFL line diagrams and how specific interchanges should be represented are detailed in the TFL Line Diagram Standard. (tfl.gov.uk/corporatedesign).

Line diagram displaying Underground line



Line diagram displaying National Rail line

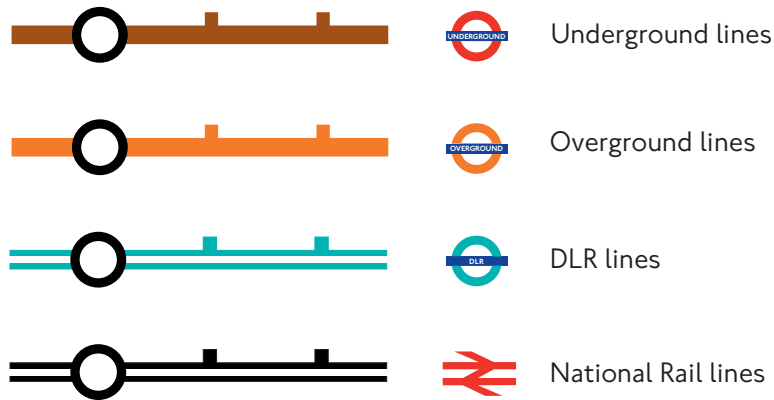


3.7 Line diagrams - Line representation

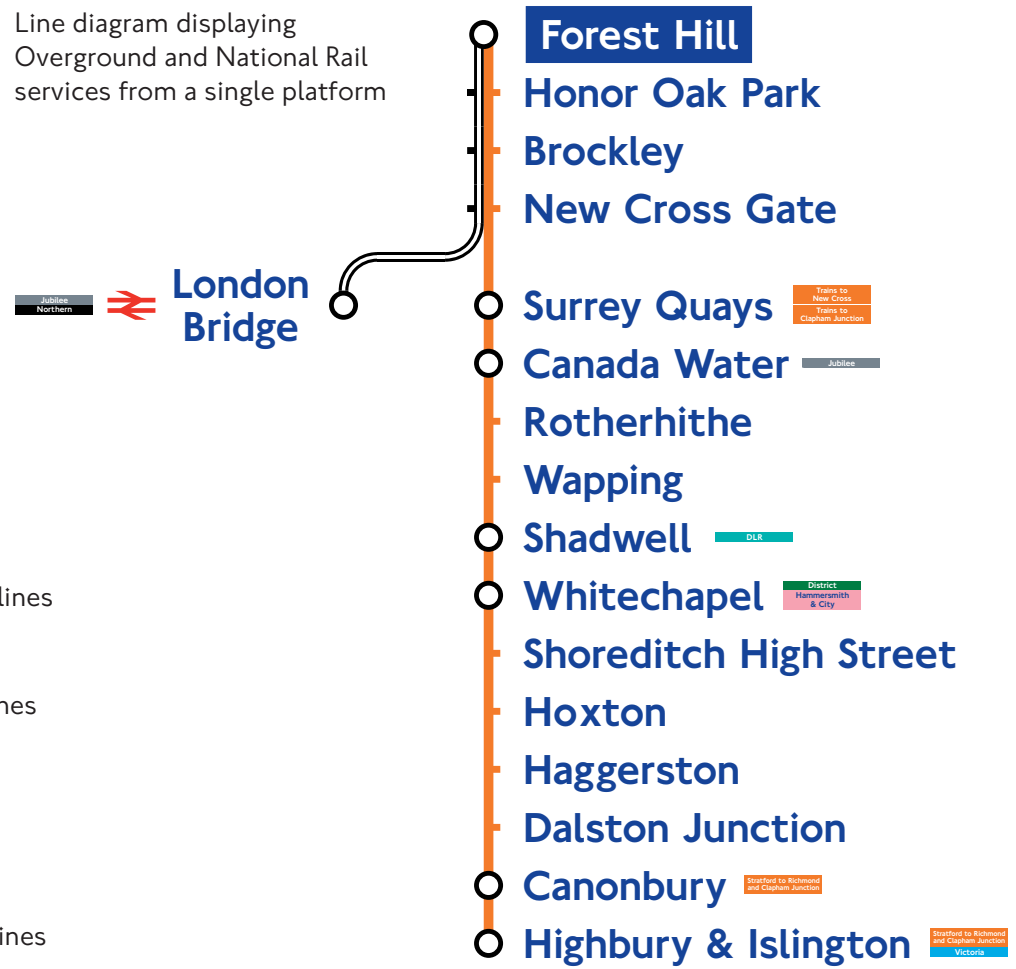
Line diagrams representing rail services within the London area should be consistent in the colours and representation of specific lines and networks.

On TFL line diagrams Underground lines should be displayed in their separate line colours as shown on the tube map. The lines of network lines are shown in a single colour in accordance with the diagram below.

Where lines operate from a shared platform the lines should be displayed next to each other where common stations are served, then deviating at the appropriate junction as shown.

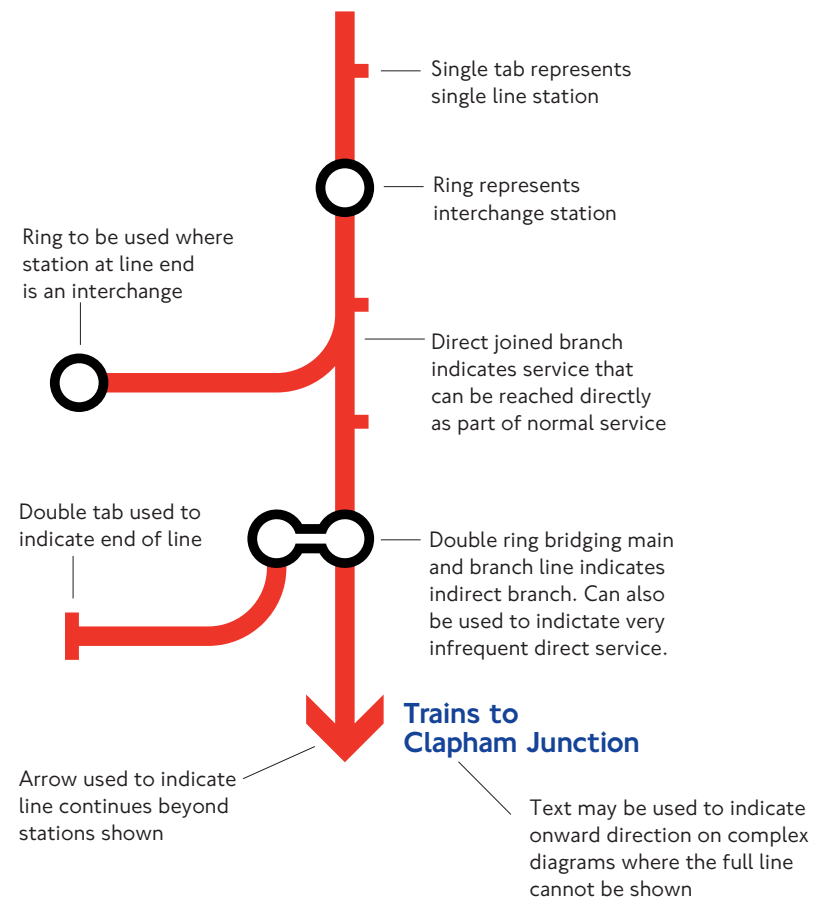


Line diagram displaying Overground and National Rail services from a single platform

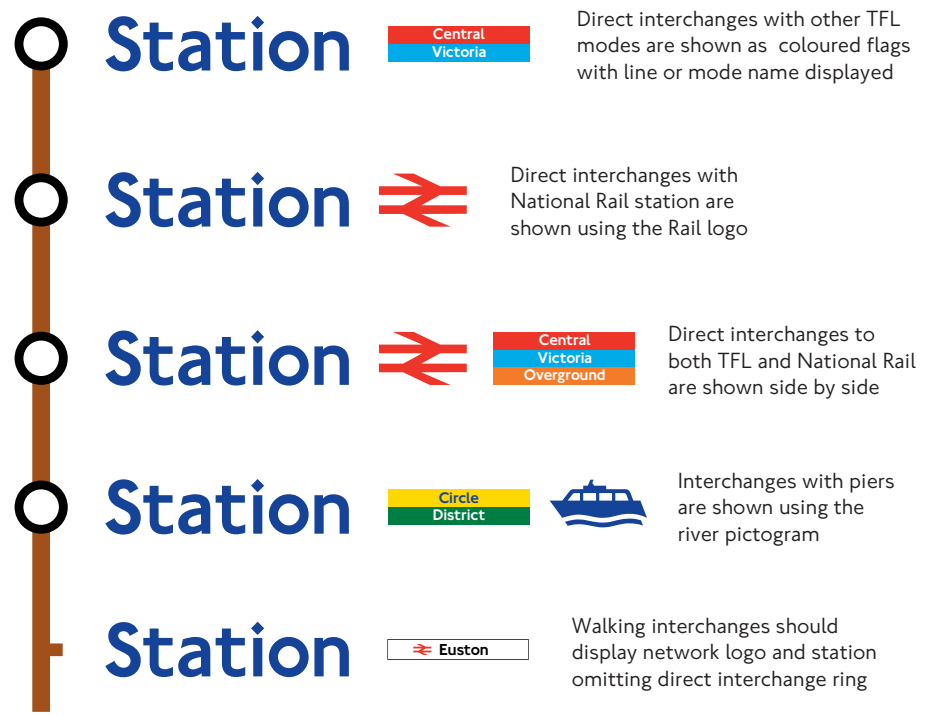


3.8 Line diagrams - Symbology

The diagrams on this page provide functional guidance in the recommended symbology for rail line diagrams. The graphic rules for the construction of TFL line diagrams are detailed in the TFL Line Diagram Standard.



Typical interchanges shown on TFL line diagrams :



TFL line interchanges shown on National Rail diagrams :



3.9 Platform finders

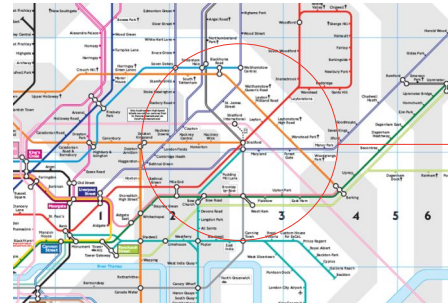


At large interchanges where there is insufficient space at decision points to display all services on individual route diagrams, platform finder panels should be considered. These have the advantage that they can be repeated at all decision points around a complex, where full set of line diagrams could never be accommodated.

The exact format will depend on the interchange in question, but the example shown here from Stratford gives an indication of the functional elements and format.

Where a number based format is adopted for platform finders, the platform number and format must be reflected within the directional signs to ensure a logical and consistent customer information trail.

Schematic map is extracted from network map with directions or end destinations annotated



3	Central line	Westbound via Central London	
4	DLR via Poplar		
5	National Rail	Trains to Liverpool Street	

Platform numbers

Service description (flexible format)

Network symbols

Directional sign displaying the same elements



Platform finder

Platforms	
1 2	Overground
3	Central line Westbound via Central London
4	DLR via Poplar
5	National Rail Trains to Liverpool Street
6	Central line Eastbound to Epping, Woodford and Hainault
8	National Rail Trains to Shenfield and Gidea Park
10	National Rail Trains to Clacton, Harwich Norwich and Southend
12	National Rail Trains to Stansted Airport
13 14 15	Jubilee line
16	DLR - Stratford International
17	DLR via Canning Town & ExCel

Please check departure indicators for all National Rail services

Platform slats allow service descriptions to be easily updated

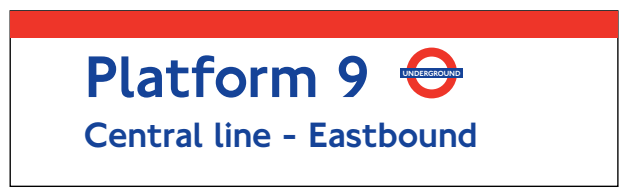
3.10 Platform confirmation signs

Having reached the platform a customer should be able to see a sign confirming the platform number and direction. The following elements should be considered :

1. Suspended platform confirmation sign displaying platform number line and direction.
2. Platform number without destination for use when space is restricted.
3. Platform line diagram positioned close to the entry point.

Where platforms serve one network line exclusively line branding may be incorporated providing customers are not confused as a result.

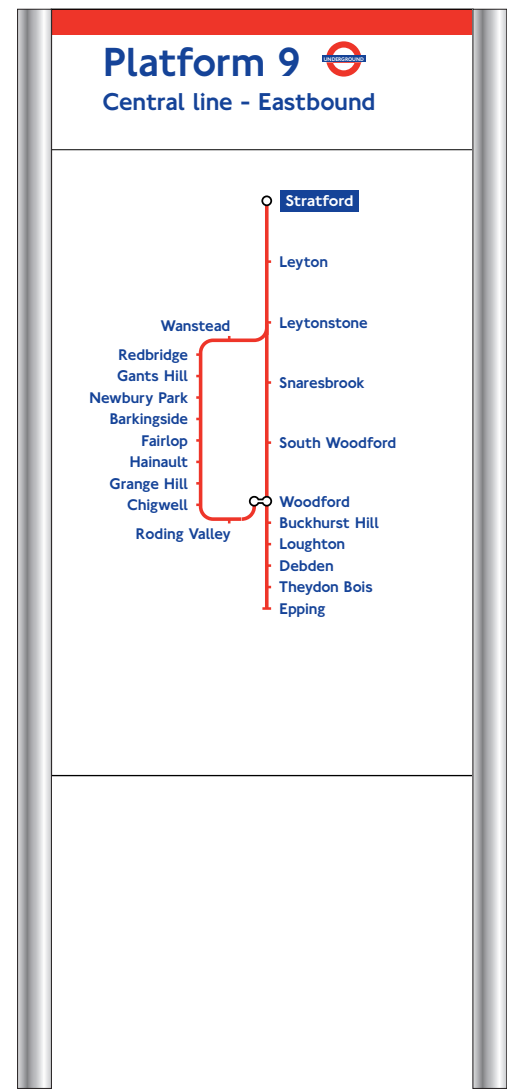
1



2



3



3.1.1 Platform station names

Where platforms serve one network line exclusively line the station name should be in the corporate style of that network.

At simple interchanges where platforms serve more than one network, the station name should be in the style of the station owner. At an Underground station with National rail services operating from the same platform, Underground roundels would be displayed as the station name.

Neutral rectangular station names should be used to avoid customer confusion at large interchanges where there are several parallel platforms each serving different rail and TFL networks.

Underground platform roundel



Overground platform roundel



Neutral station name for shared rail platforms

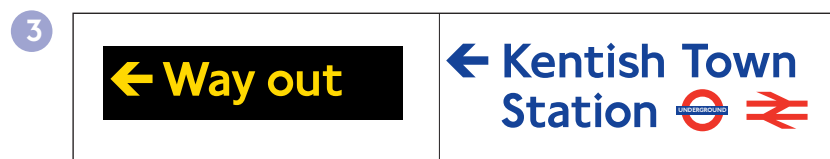


3.12 Way out signs

Way out signs at interchanges must include clear directions to the interchange networks from platform level. Whilst for safety reasons the way out must be clearly legible at the required viewing distance, the interchange directions should be as legible as possible and of equal typesize and emphasis.

Where a platform has more than one exit serving different lines or networks, the signing must provide clear direction to the other exit beyond, this being an important decision point (see example 1).

1. Sign directing to exit and also indicating access to DLR further along a platform, this being the decision point between routes.
2. Sign directing to exit and several modes, incorporating the onward direction to the lift.
3. Sign directing to a separate station should display the station name and network symbol.



3.13 Interchanges with multiple exits

At stations with more than one exit leading to separate destinations on street, customers must be given sufficient information to make an informed decision between routes. This information must be provided at the decision point between exits.

The different exits may be designated by exit names or exit numbers depending on which is better understood by the customer.

Exit names are best suited to stations which have two “ends” which are easily understood by well established terms eg. Trafagar Square - Charing Cross. Names can be understood without the need for supporting information.

Exit numbers are usually the better option for ticket halls with several exits, where names may be unclear in relation to a specific destination. Numbers do require supporting information such as exit guides but are generally more easily remembered.

The following pages give further guidance on the supporting information which may be displayed when directing to street exits.

Sign directing to named exits



Sign directing to numbered exit





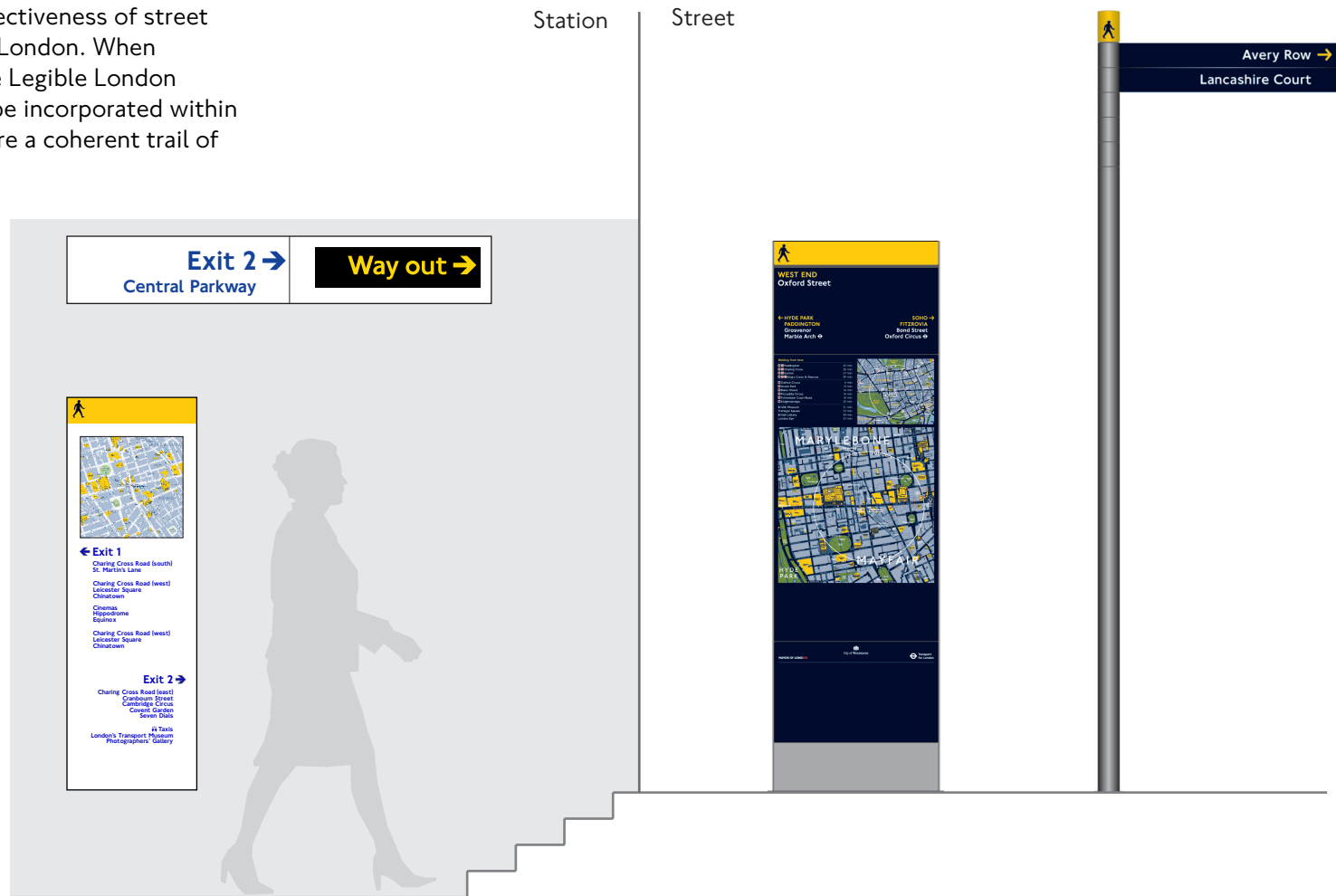
3.14 Linking exit signing with Legible London

Legible London has redefined the effectiveness of street directional signs and mapping within London. When directing to different station exits the Legible London mapping and other elements should be incorporated within signing and information units to ensure a coherent trail of information for onward travel.

As previously stated, where stations have several exits these should be designated with exit names or numbers.

Exit guides display a list of destinations served by each exit together with a street map to enable customers to understand exactly where they will emerge.

The customer can then follow a trail of signs directing to the required exit using the overhead signs which can be concise and legible without being cluttered by supporting information.



3.15 Exit guides - Principles

At TFL stations with multiple exits, overhead signing would become cluttered and illegible if it included all exit destinations. Exit guides allow comprehensive lists of places to be associated with the exit title which is then clearly displayed on the overhead signing.

The mapping for these guides should be the standard TFL Legible London format (light background), with exit positions clearly marked.

Generally, Legible London “village” names are not suitable as the primary names for exits, as they may not relate well to the decision between exits. Often several exits emerge in the same village. These names must however appear within the exit lists. The list of associated destinations should always be based around the requirements of the customer without commercial influence.

As the mapping information displayed is detailed, it will require periodically updating so exit guides are printed paper which is then laminated and bonded to an aluminium backing frame.

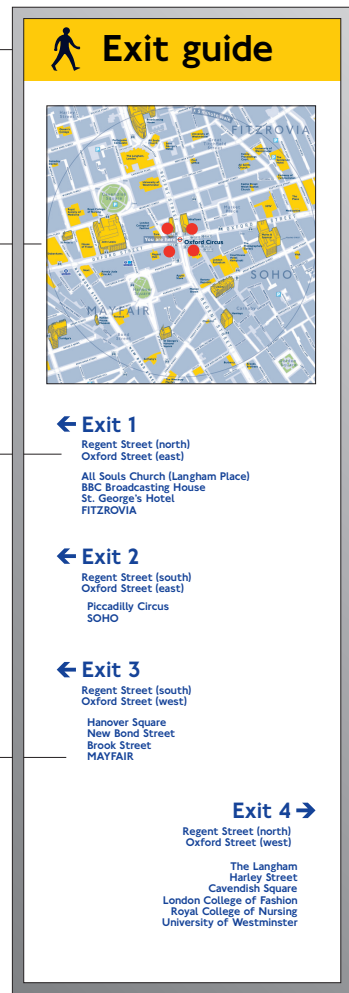
Exit guide with numbered exits

Legible London identity

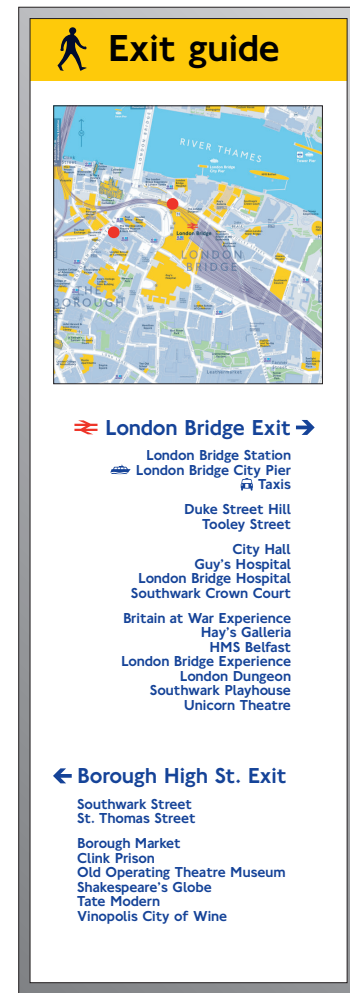
Legible London map with exit locations shown

Exit titles with lists of places served

Legible London village names incorporated within exit lists



Exit guide with named exits

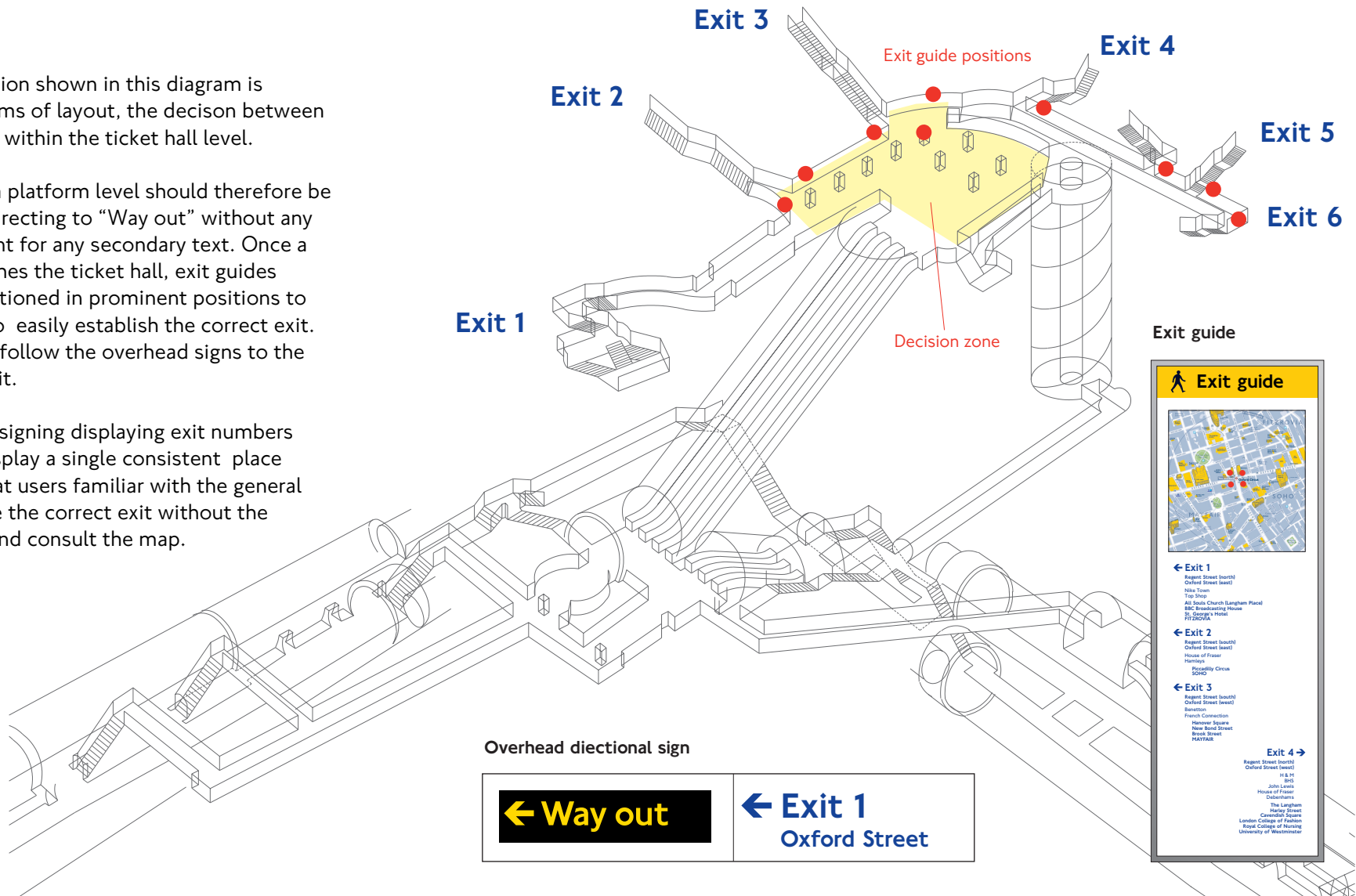


3.16 Exit guides - Decision points

Whilst the station shown in this diagram is complex in terms of layout, the decision between station exits is within the ticket hall level.

Exit signs from platform level should therefore be kept simple, directing to "Way out" without any the requirement for any secondary text. Once a customer reaches the ticket hall, exit guides should be positioned in prominent positions to enable them to easily establish the correct exit. They will then follow the overhead signs to the appropriate exit.

Overhead exit signing displaying exit numbers should also display a single consistent place name, such that users familiar with the general area can locate the correct exit without the need to stop and consult the map.

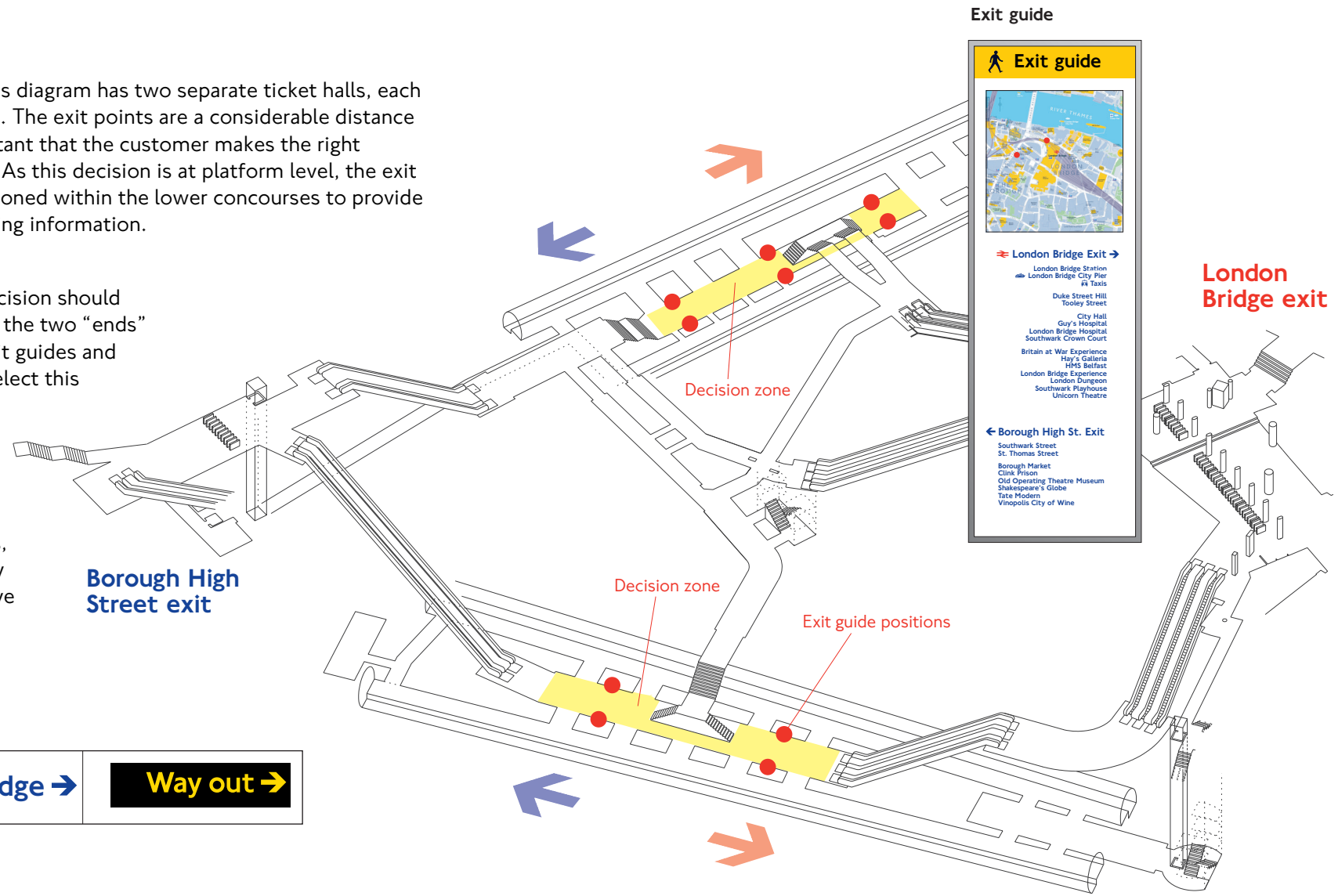


3.16.1 Exit guides - Decision points

The station shown in this diagram has two separate ticket halls, each with its own set of exits. The exit points are a considerable distance apart so it is very important that the customer makes the right decision between exits. As this decision is at platform level, the exit guides need to be positioned within the lower concourses to provide comprehensive supporting information.

At platform level the decision should be kept simple between the two “ends” of the station, so the exit guides and overhead signs should select this simple decision.

Later in the exit route the customer is given the further decision between ticket hall exits, the signing subsequently reflecting this progressive approach.



Overhead diirectional sign



3.17 Exit guides - Other networks

As Legible London and Cycle Hire signs are being fitted around National Rail and other stations, exit guides displaying consistent maps should be considered when planning signing at stations with several street exits.

The Legible London map may be used in light or dark background versions to suit the corporate style of the network. The format of the sign panel and directions should follow the exit guide wayfinding principles but be visually consistent with the station directional signing. An example of how this may be arranged is illustrated opposite.

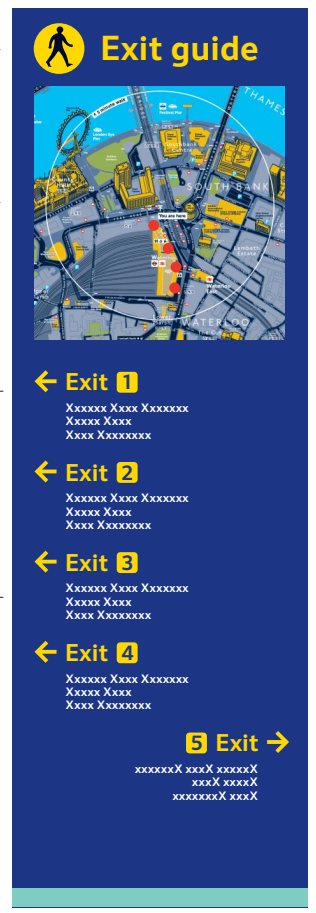
Exit designation must be consistent with station directional signing, and the exit names or numbers should be clearly shown on the map. Generally exit guides within enclosed station areas should use north-up maps, the heads-up versions being introduced once outside the station where the customer can visually orientate within the surrounding area. Panel construction should be such that maps are printed on vinyl to ensure updating information can be periodically updated at minimal cost.

Legible London identity

Legible London map with exit locations shown

Exit titles with lists of places served

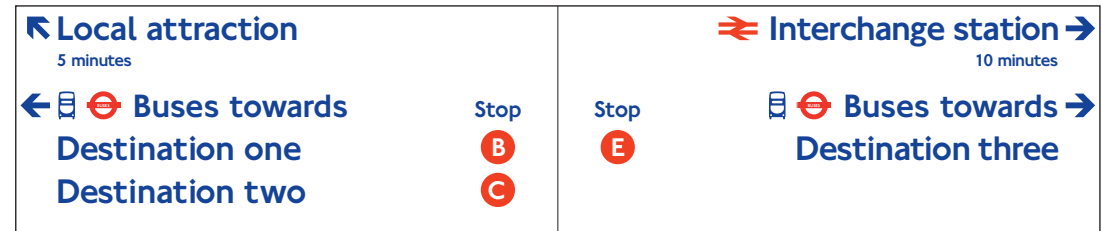
Legible London village names incorporated within exit lists



Map and graphic are illustrative only and do not represent actual layout

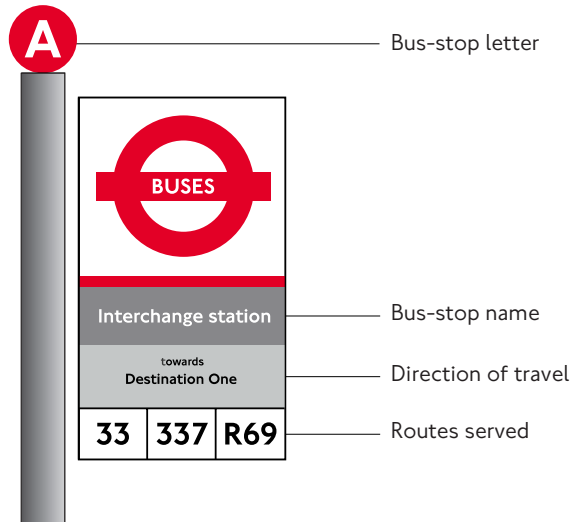
3.18 Signing to bus services

Where bus stops are considered a viable interchange service from stations, the bus information should be incorporated within the signing at station exit points as shown. Care should be taken to ensure the “towards” destinations are identical to those displayed on the relevant bus stop. Stop letters should always be shown as white capitals within a red disc.



Where the inclusion of bus information may compromise the legibility of a sign layout a single “Buses” header should be included at the same typesize as other directions, with the service information at a smaller typesize below, the term “Buses” being the element to be understood at distance.

Where all bus services are in one direction, only the term “Buses” (with symbols) should be displayed, with no reference to individual stops.



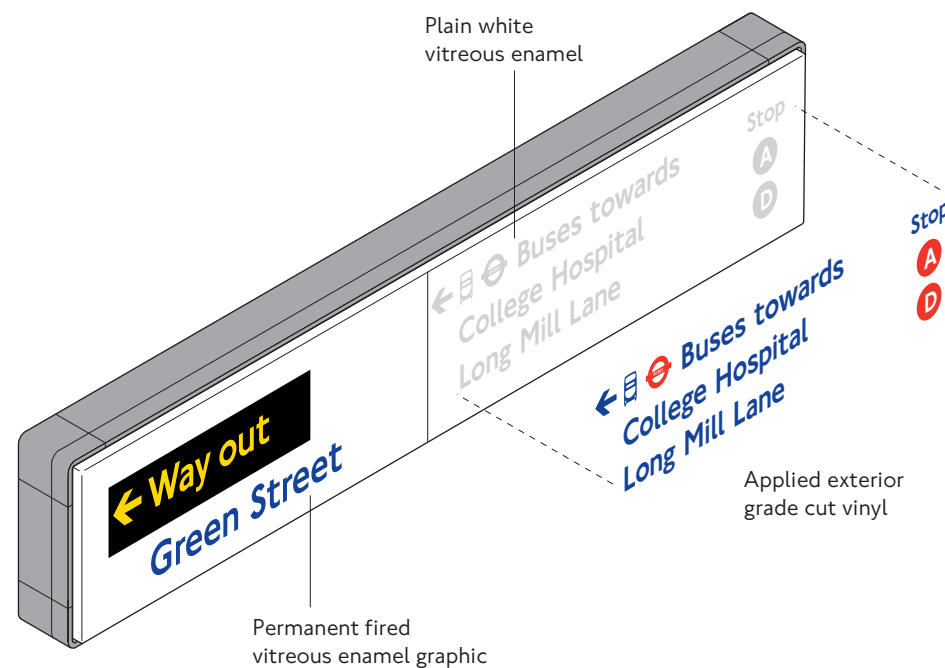
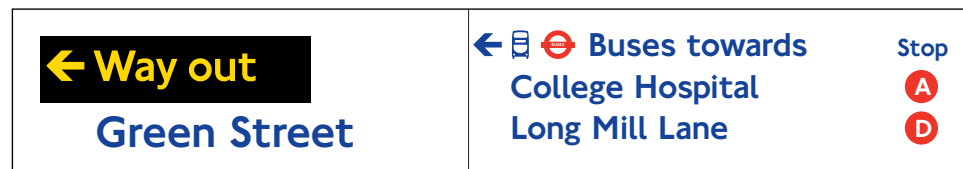
3.19 Signing to bus services - Route changes

Bus stops and routes do change from time to time so it is essential when incorporating bus service directions within exit signing that we have to means to amend the information without overlays.

TFL signs have vitreous enamel signfaces which have excellent performance properties but are expensive to amend. Bus information should therefore be applied vinyl to allow the graphics to be stripped and re-applied when changes are required. To ensure the finish does not appear as an obvious vinyl overlay, cut vinyl should always be applied without a white background.

Signing with cut-vinyl text should generally be fitted above 2m to avoid graphics being subject to wear or vandalism.

Exit sign displaying bus service information

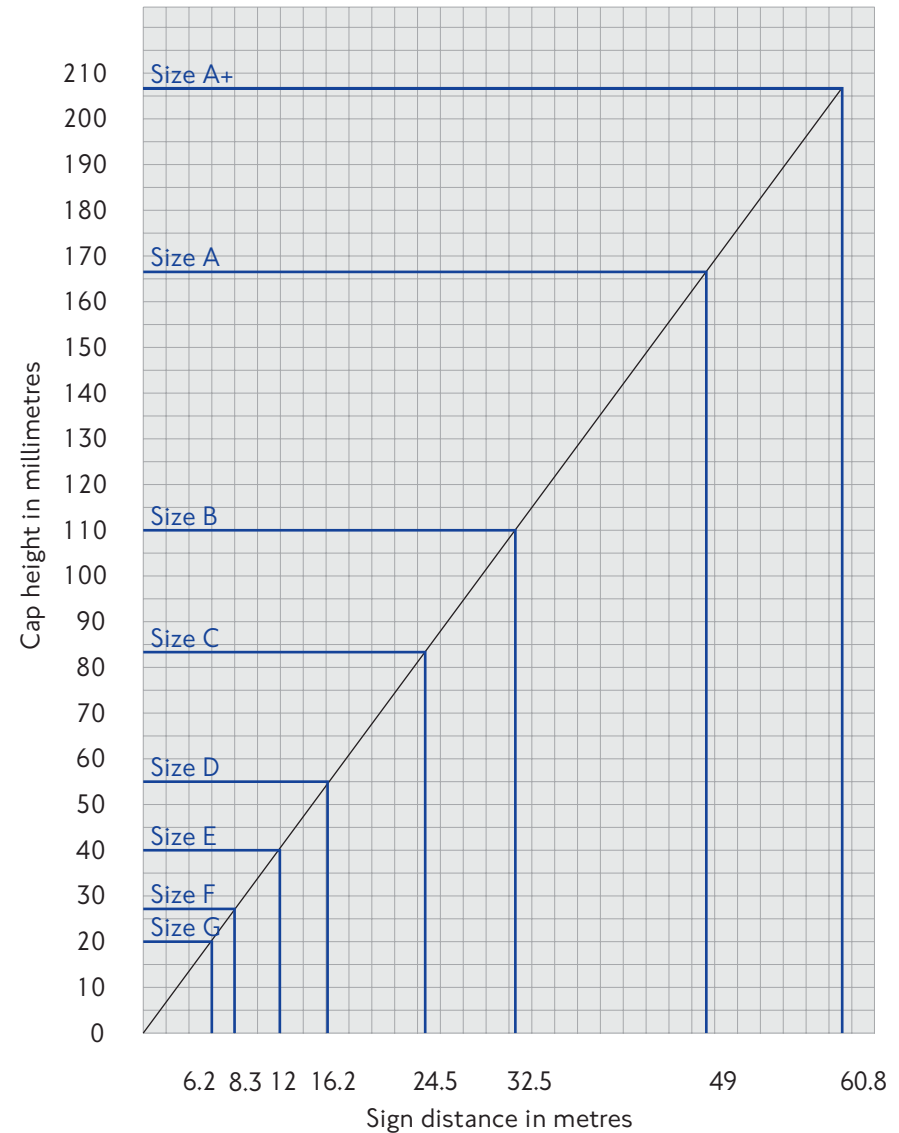
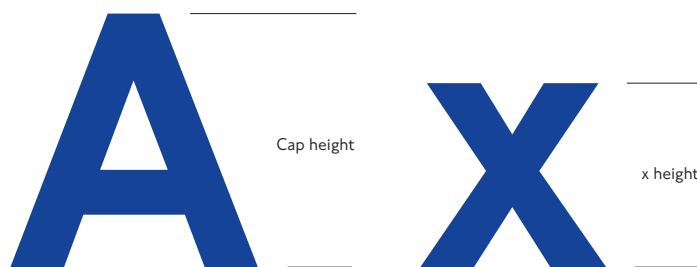


3.20 Viewing distances

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

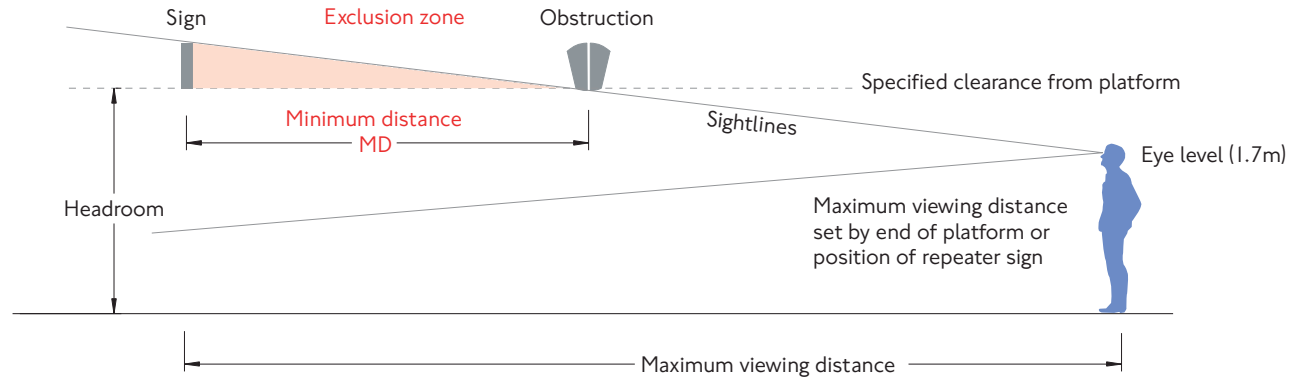
Other considerations such as architectural features or visual continuity, may influence the choice of letter size but the optimum size should be used wherever possible.

The letter codes refer to standard TFL typesizes for general guidance only.



3.21 Maintaining clear sightlines

For station signing to be effective it essential that customers can see the signs from the appropriate point on the platform or concourse. The position of signs on platforms is generally fixed by the actual locations of exit passages there may be limited lateral flexibility. To avoid departure indicators or any other equipment obscuring the view of directional signs clear exclusion zones should be established and observed.



The specific distance required between elements will depend on the headroom and the viewing distance. The table shown on this page provides guidance as to minimum distances required for specific situations. Where these distances cannot be achieved by moving equipment, additional repeated signs should be considered.

Table of minimum sign/equipment spacing

Common headroom in metres	3.0	2.1	4.2	6.3	8.5	10.5	13	15	17	19	21
	2.9	2.2	4.5	6.7	9	11	13.5	15	18	20	22
	2.8	2.4	4.8	7	9.5	12	14	16.5	19	21	24
	2.7	2.6	5	7.5	10	12.5	15.5	18	20.5	23	26
	2.6	2.8	5.6	8.4	11	14	16.5	19.5	22	25	28
	2.5	3	6	9	12	15	18	21	24	27	30
	2.4	3.3	6.5	10	13	16.5	20	23	26.5	30	33
	2.3	3.6	7.3	11	14.5	18.5	22	25	29	33	37
			10	20	30	40	50	60	70	80	90

Sign height = .35m
Eye level = 1.7m

4 References and contacts

Contents



Please refer to the following documents for additional guidance on the correct design and application of signs :

- London Underground Signs Manual
- London Buses Signage and Display Guidelines
- London Overground Signs Standard
- Docklands Light Railway Signs Standard
- London River Services Signs Standard
- London Tramlink Signs Standard
- TFL Pictogram Standard
- TFL Line Diagram Standard
- TFL Colour Standard
- TFL Street Map Standard

Note that the Association of Train Operating Companies (ATOC), individual train operating companies and Network Rail also issue guidelines and standards for their signing. Please contact the relevant organisation for further information.

If you have any queries about information within this standard, please contact
TfL Corporate Design:
Phone 020 7126 4462 (Internal 64462)

References made to other design standards within this document can be found on the TfL website:
tfl.gov.uk/corporatedesign