

Category 1 Standard

S1311 Customer information – stations

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1 Purpose

The purpose of this standard is to set out the requirements for the provision of customer information within the London Underground (LU) station environment.

2 Scope

- 2.1 This standard applies to:
- Station signing for customers;
 - Poster frames and leaflet racks;
 - Audible and automated visual information;
 - Sightlines;
 - Passenger Help Points (PHPs).
- 2.2 This standard does not apply to commercial assets covered in standard S1365 Commercial opportunities within London Underground stations or signage covered in standard S1004 Signage for Operational Purposes.
- 2.3 This standard applies to customer information provision which is part of new works or which alters existing customer information provision in LU stations. Each type of customer information has its own section within this standard.
- 2.4 This standard shall be read in conjunction with the LU Station Design Idiom, S1351 Station Design and S1331 LU Signs Manual which contain additional information about the requirements of this standard.

3 Station signing for customers

3.1 General requirements

- 3.1.1 A signage system shall be provided at all LU stations. The design of the signage system shall be such that it shall:
- be easily cleanable, durable and resistant to wear and tear;
 - have frames constructed from cast aluminium corners and extruded cut-lengths with integral hinges;
 - be supported at more than one point and ensure that a single fixing failure cannot induce a failure of the whole sign;
 - have joints to allow ceiling hung signs to move in windy environments without risk of failure;
 - interface with cladding and finishes in accordance with S1135 Premises - Finishes.
 - be compliant with S1085 Fire Safety Performance of Materials – Stations and Tunnel Infrastructure.



- 3.1.2 The signs that make up the signage system shall have the following characteristics:
- safe;
 - secure;
 - good state of repair;
 - sturdy and permanent appearance;
 - consistent across the LU network.
- 3.1.3 The content and placement of signs shall be defined by the TfL Signs Unit, and comply with the requirements of S1331 LU Signs Manual and TfL Supplementary Signs Manual.
- 3.1.4 Attraction signage shall be provided in accordance with the S&SD Attraction Signage Policy.
- 3.1.5 Floor signage shall only be used to indicate level access boarding points on platforms.

3.2 Placement and appearance of signs

- 3.2.1 Signs shall be located in accordance with the nine general principles of the LU Station Design Idiom.
- 3.2.2 Signs shall be positioned such that they:
- can be easily detected and understood by customers from all expected viewing locations;
 - take account of customer sightlines, see section 6;
 - do not encourage congestion around areas of heavy customer use.
- 3.2.3 Where conflict arises from different requirements, the size of elements on signs, the layout and the size of signs shall be determined by the following priority list:
- safety;
 - safety symbol readability;
 - readability of text on safety signs;
 - readability of text and pictogram for non-safety signs;
 - functional grouping of related elements for readability;
 - alignment of signs within a signs panel ;
 - margins between signs;
 - margins around the edge of signs.
- 3.2.4 All signs shall comply with the TfL Corporate Colour Standard.

3.3 Customer signs provision

3.3.1 General Requirements

- 3.3.1.1 Station signage schemes shall be developed by the TfL Signs Unit in accordance with the wayfinding routes defined by LU and the requirements outlined within S1331 LU Signs Manual. Such schemes shall be instructed and approved by the Strategy and Service Development (S&SD) Customer Strategy team prior to implementation.



3.3.2 At the station approach

3.3.2.1 At each station entrance there shall be:

- exterior roundel signing;
- an entrance frieze with the station name.

3.3.2.2 Where the station has an entrance canopy, the frieze shall be incorporated.

3.3.2.3 Exterior station roundels shall be located sufficiently close to the station entrance that the customers can easily find the entrance on approaching the roundel.

3.3.2.4 Exterior roundels shall be internally illuminated.

3.3.2.5 Exterior roundels shall have clear sight lines from all approaches to the station.

3.3.2.6 Interchange totems shall be provided at the station entrance where more than one transport service operates.

3.3.2.7 Legible London totems shall be provided external to stations as specified by S&SD. They shall be clearly identifiable to customers as they exit the station.

3.3.2.8 Where stations have dedicated exits, the location and direction of the station entrance shall be clearly indicated by permanent signage.

3.3.3 In the ticket hall

3.3.3.1 Routes to all LU lines and other rail services serving the station shall be signposted from the ticket hall.

3.3.3.2 Where different gatelines serve different lines within a single ticket hall, signage shall indicate this.

3.3.3.3 Where regular congestion occurs, gateline direction signs (i.e. illuminated green arrows and red crosses) shall be sited on an overhead sign above the gateline to direct customers towards the appropriate gate.

3.3.3.4 Where ticket-buying facilities are not facing the customer on entry to the station, there shall be appropriate signs directing them to the ticket-buying facilities.

3.3.3.5 Where other facilities and amenities are available within the ticket hall, there shall be appropriate signs directing customers to these.

3.3.3.6 Ticket machines shall be identified by the application of signage spanning the entire width of the bank of ticket machines.

3.3.3.7 Ticket halls shall display way out signs and where applicable, signing to other transport services, station parking and cycle facilities.

3.3.3.8 Where there are alternative exit routes leading to separate street locations, sufficient information shall be included on the way out sign to enable customers to make an informed decision. If this cannot be achieved, exit guides shall be provided.



3.3.3.9 Appropriate exit guide signs displaying a local map and list of attractions shall be installed at the decision points between exits from the station, directing the customer to the appropriate exit where:

- two or more station exits lead to separate remote locations;
- several tourist attractions are required to be displayed.

3.3.4 Routes through the station

3.3.4.1 Both step-free and non step-free routes through the station shall be separately signposted, whether they are concurrent or not, and shall include the step-free pictogram on the step-free routes.

3.3.4.2 Where routings are able to be changed to accommodate tidal flows, wayfinding signs shall be configured in such a way that LU staff can remotely change directional information.

3.3.4.3 When a customer reaches a decision point, signs shall clearly provide information in order that the customer can quickly make an informed decision. All station areas, including exits, shall be signed at that decision point.

3.3.4.4 Line diagram signs shall be provided at decision points on routes to platforms.

3.3.4.5 In routes where the next decision point is not visible, confirmation of the direction shall be provided in order to assure customers that they are travelling along the correct route.

3.3.4.6 There shall be remotely controlled, changeable exit signage available where alternative exit routes exist.

3.3.4.7 Where there are alternative exit routes leading to separate street locations, sufficient information shall be included on the way out sign to enable customers to make an informed decision. If this cannot be achieved, exit guides shall be provided.

3.3.4.8 Appropriate exit guide signs displaying a local map and list of attractions shall be installed at the decision points between exit routes from the station, directing the customer to the appropriate exit where:

- two or more station exits lead to separate remote locations;
- several tourist attractions are required to be displayed.

3.3.5 On platforms

3.3.5.1 A platform name and number shall be clearly visible by customers on entering the platform.

3.3.5.2 Eight or nine roundel signs shall be located, as consistently and evenly as possible, along both the platform and trackside walls. The station name on the roundels shall be clearly visible from inside the train.

3.3.5.3 Where there is no platform side wall, eight or nine free-standing roundels shall be located, as consistently and evenly as possible, along the platform. The station name on the roundels shall be clearly visible from inside the train.

3.3.5.4 On platform and trackside wall roundel signs, the word 'UNDERGROUND' on the blue bar shall be replaced with the station name in capital letters.

3.3.5.5 Where a platform has trackside walls, roundels shall be located opposite entrances to the platforms.



- 3.3.5.6 Where a platform has trackside walls, line diagrams showing all stations served from that platform shall be displayed. Where there is no trackside wall, line diagram poster signs shall be located on the platform. Line diagrams shall be positioned near to the arrival points to the platform but not directly opposite them.
- 3.3.5.7 From anywhere on a sub-surface platform, customers shall be able to easily see a continuous wall frieze. The frieze shall be 2.2m from the platform surface to the underside of the frieze and at least 250mm high.
- 3.3.5.8 The frieze shall incorporate the following elements:
- a continuous colour strip denoting the line or lines serving that platform;
 - alternately repeated station name and way out signs (non-illuminated);
 - interchange signs where applicable.
- 3.3.5.9 Upon alighting from the train, customers shall immediately be able to see signs giving directions to all exits and interchanges. Suspended and/or wall signs may be installed if required in addition to the wall frieze.
- 3.3.5.10 Wall mounted signs shall be sited directly above the station roundel.
- 3.3.5.11 Each exit shall be signposted with a suspended way out sign positioned adjacent to the exit and perpendicular to the platform edge.
- 3.3.5.12 Where there are alternative exit routes leading to separate ticket halls, sufficient information shall be included on the way out sign to enable customers to make an informed decision. If this cannot be achieved, exit guides shall be provided.
- 3.3.5.13 Appropriate exit guide signs displaying a local map and list of attractions shall be installed at the decision points between exit routes from the platform, directing the customer to the appropriate exit where:
- two or more station exits lead to separate remote locations;
 - several tourist attractions are required to be displayed.

3.3.6 Emergency signage

- 3.3.6.1 On the platforms and at each decision point, an illuminated way out or emergency exit sign shall be clearly visible and legible to customers under emergency operational conditions.
- 3.3.6.2 Illuminated emergency exit signs shall only be used where the route is different from the usual way out and where the emergency exit leads to an approved safe area.
- 3.3.6.3 Where the usual way out is to be used as the emergency exit, the way out signage shall be subject to the same functional requirements as emergency exit signing (but not the same colour requirements).

3.3.7 Accessibility signage

- 3.3.7.1 Where stations have several lifts in order to provide step-free access to more than one line or transport service, there shall be a lift layout sign at each lift call point and inside each lift.
- 3.3.7.2 Supplementary step-free route signs using the wheelchair user pictogram shall be provided at approximately 20m intervals along the route to the exit or facility.
- 3.3.7.3 Signage shall be provided to indicate the location of level access between the train and the platform, as per S1331 LU Signs Manual.