

London Overground signs standard

Issue 3

Contents

1	Basic elements	4	Platform station names	7	Sign construction and assembly
1.1	Colour	4.1	Platform roundels	7.1	Materials and performance
1.2	Lettering	4.2	Lettering size	7.2	Single sided wall mounted non-illuminated signs
1.3	Viewing distances	4.3	Directional panels	7.3	Single sided wall mounted illuminated signs
1.4	Typography	4.4	Incorporation within cladding	7.4	Double sided suspended non-illuminated signs
1.5	Arrows	5	Exit signs	7.5	Double sided suspended illuminated signs
1.6	Roundel symbol	5.1	Way out signs	7.6	TFL vitreous enamel approval process
1.7	Panel sizes - Overhead signs	5.2	Combined messages		
1.8	Panel sizes - Wall mounted signs	5.3	Directions to other modes		
1.9	Pictograms	5.4	Emergency exit signs		
2	External identification signs	6	General signs	8	Temporary signing
2.1	Network identifiers	6.1	Ticket machine signs	9	Poster frames
2.2	Square roundel	6.2	Ticket office signs	10	Contact information
2.3	Totems	6.3	Information panels		
2.4	Silhouette roundel	6.4	Help point signs		
2.5	Fascias	6.5	Oyster validator signs		
3	Directional signs	6.6	Platform number repeaters		
3.1	Graphic principles	6.7	Safety and supplementary signs		
3.2	Wayfinding principles	6.8	Statutory conditions signs		
3.3	Platform designation	6.9	Door signs		
3.4	Line diagrams	6.10	Penalty fare notices		
3.5	Line diagrams - Shared platforms	6.11	Opening hours signs		
3.6	Signing to lifts	6.12	Electronic signs		

Contents

- 1 Basic elements
- 2 External identification signs
- 3 Directional signs
- 4 Platform station names
- 5 Exit signs
- 6 General signs
- 7 Sign construction and assembly
- 8 Temporary signing
- 9 Poster frames
- 10 Contact information



The way a company expresses itself, its public 'tone of voice', affects the attitude of our customers towards us. The way in which information is given, is in many cases, crucial to its understanding or acceptance.

An important element in this expression is signage, which must project an image of efficiency, consistency and modernity. Signing of facilities has also to function on an operational level, moving customers through the system safely.

The detailed information in this standard represents the culmination of thorough research, design and development. By careful and consistent application of this standard we will enhance the image of the London Overground (Overground) network in London.

If unsure of how any sign should appear, then please contact TfL Corporate Design:
Phone 020 7126 4462.

1 Basic elements



- 1.1 Colour
- 1.2 Lettering
- 1.3 Viewing distances
- 1.4 Typography
- 1.5 Arrows
- 1.6 Roundel symbol
- 1.7 Panel sizes - Overhead signs
- 1.8 Panel sizes - Wall mounted signs
- 1.9 Pictograms

The basic elements of the London Overground sign system are the roundel, the house colours and the New Johnston typeface.

The value of the roundel itself can hardly be overestimated. It is one of the world's best known symbols and carries a tremendous weight of goodwill. In order to preserve its value, the rules in this document for its reproduction and application must be strictly adhered to.

Colours are similarly important. Approved NCS colour references should always be used when specifying colours. The New Johnston typeface is representative of the Transport for London 'tone of voice'. Its friendly, yet authoritative appearance has been a familiar and reassuring sight for decades.

1.1 Colour

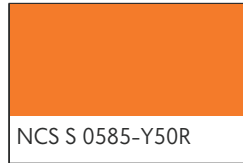
The house colour for London Overground signing is Overground orange, but there are other colours, shown on this page, which are to be used when producing Overground signing. Other TfL colour references may be found in the TfL Colour standard.

NCS (Natural Colour System) references are given for all sign materials.

It should be noted that quality control is vital to ensure accurate colour matching and that checks must be carried out during manufacture and on delivery of signs.

A4 size NCS colour swatches can be purchased from:
NCS Colour Centre
71 Ancastle Green
Henley-on-Thames
Oxfordshire RG9 1TS

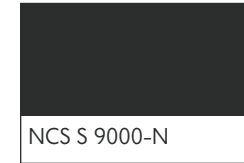
Overground orange



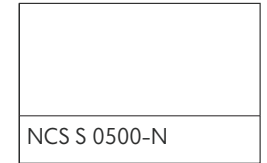
Corporate blue



Corporate black



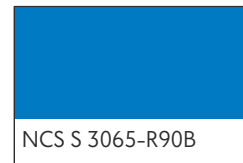
Corporate white



Safety yellow



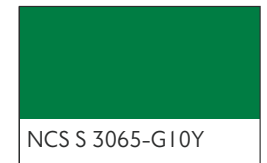
Safety blue



Safety red



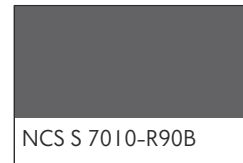
Safety green



Corporate grey



Frame Edge grey



1.2 Lettering

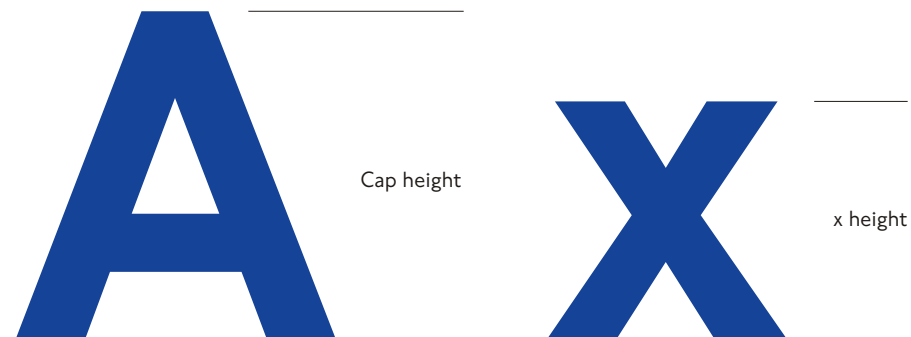
New Johnston Medium is London Overground’s corporate typeface and is used for all signing within the passenger environment. No other typeface is to be used.

New Johnston is highly legible and yet ‘friendly’ in tone. Lettering must be shown in Corporate blue (NCS S 4060-R80B) unless stated otherwise. It is to be used in mixed upper and lower case (not all capitals). Capitals are used only for the beginning of a message or the beginning of a proper name.

For directional sign use, the lettering should be used in one of eight standard sizes shown on the next page.

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890£/.,“():;

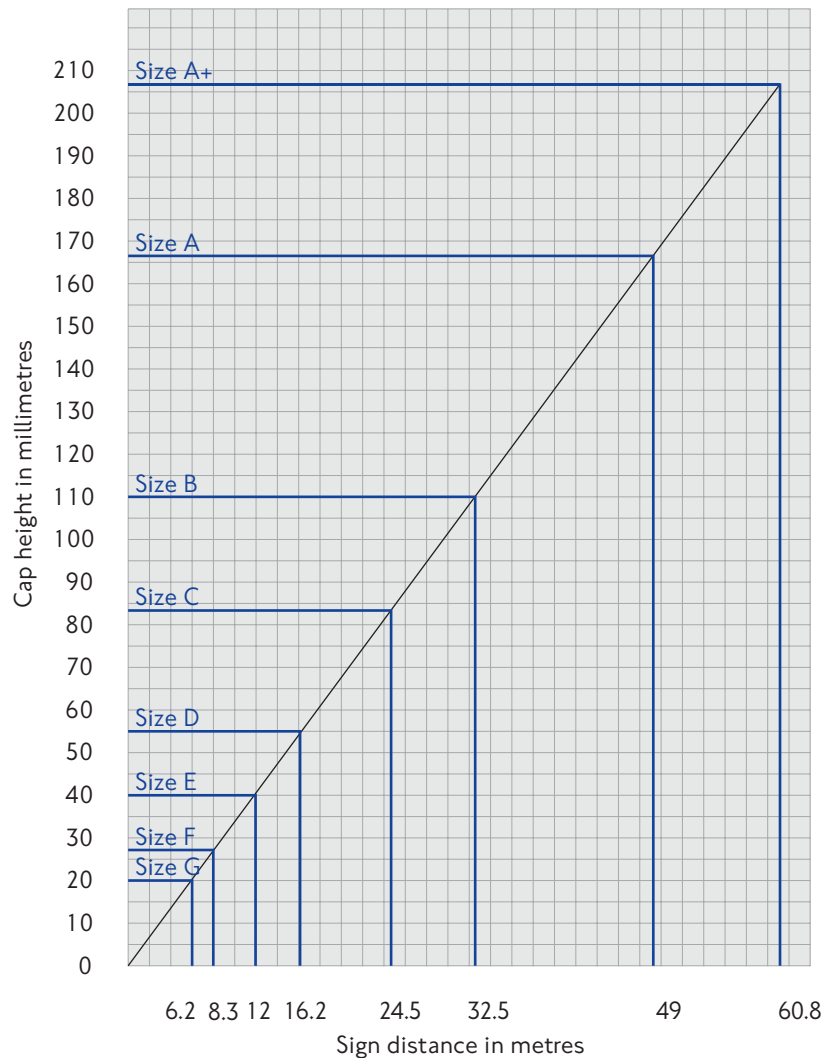
New Johnston Medium



1.3 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.



Type sizes	Cap height	x height	Margins
Size A+	206	150	450
Size A	166	120	300
Size B	110	80	200
Size C	83	60	150
Size D	55	40	100
Size E	41	30	75
Size F	28	20	50
Size G	21	15	38

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. The smaller letter size is normally 70% of the larger size.

Unless the function of the sign dictates otherwise (such as directing to the right), text is ranged left.

Where line spacing is used to split direction, a double line space is used between.

Linespacing principles

Linespacing principles

↖ Direction One
Subtext

← Direction One
Subtext

1.5 Arrows

This is the standard design of arrow for London Overground, and its proportions must not be altered.

Arrows indicating direction to the left, straight ahead or down should be placed to the left hand side of the first line of the message.

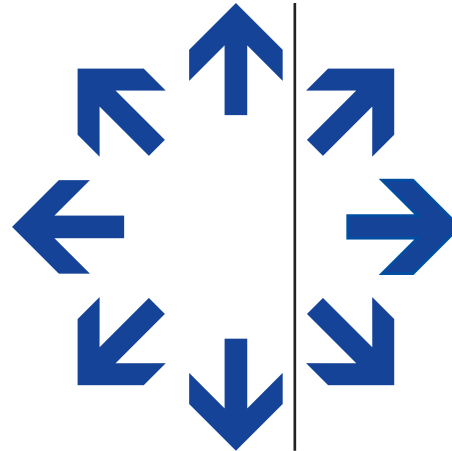
Arrows indicating direction to the right should be placed to the right hand side of the first line of the message.

Sign messages should be ranged left or right according to the direction indicated by the arrow.

Where one sign message is subsidiary to another and is in a smaller size of lettering, an arrow should only be included with the main message.

The diagram and examples shown give the position of the arrow relative to the message.

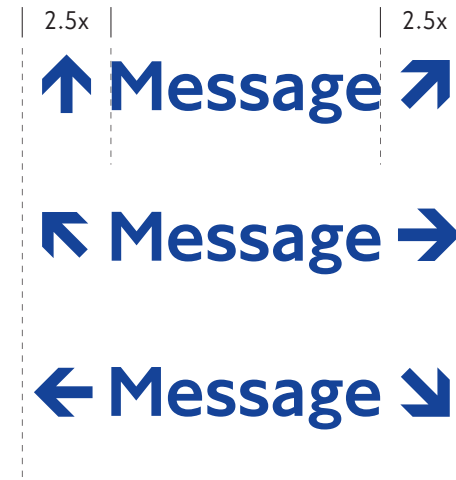
The size of the arrow is related to the capital height (CH) of the message as shown. Arrows directing vertically up or down are centred on the capital height.



Arrow height in this position equals capital height of type



Visually centre vertical arrows on capital height of type



1.6 Roundel symbol



The logo for the London Overground network is the Overground roundel. The proportions, colours, font and spacing must not be altered in any way.

The word “Overground” always appears in the bar except platform roundels which display the station name (refer to section 4.1).

Where the roundel is displayed on a white background the dotted line indicates the correct background proportion which should be used.

The area within the dotted line should be viewed as an exclusion zone and no other elements must encroach within this space.



1.7 Panel sizes - Overhead signs

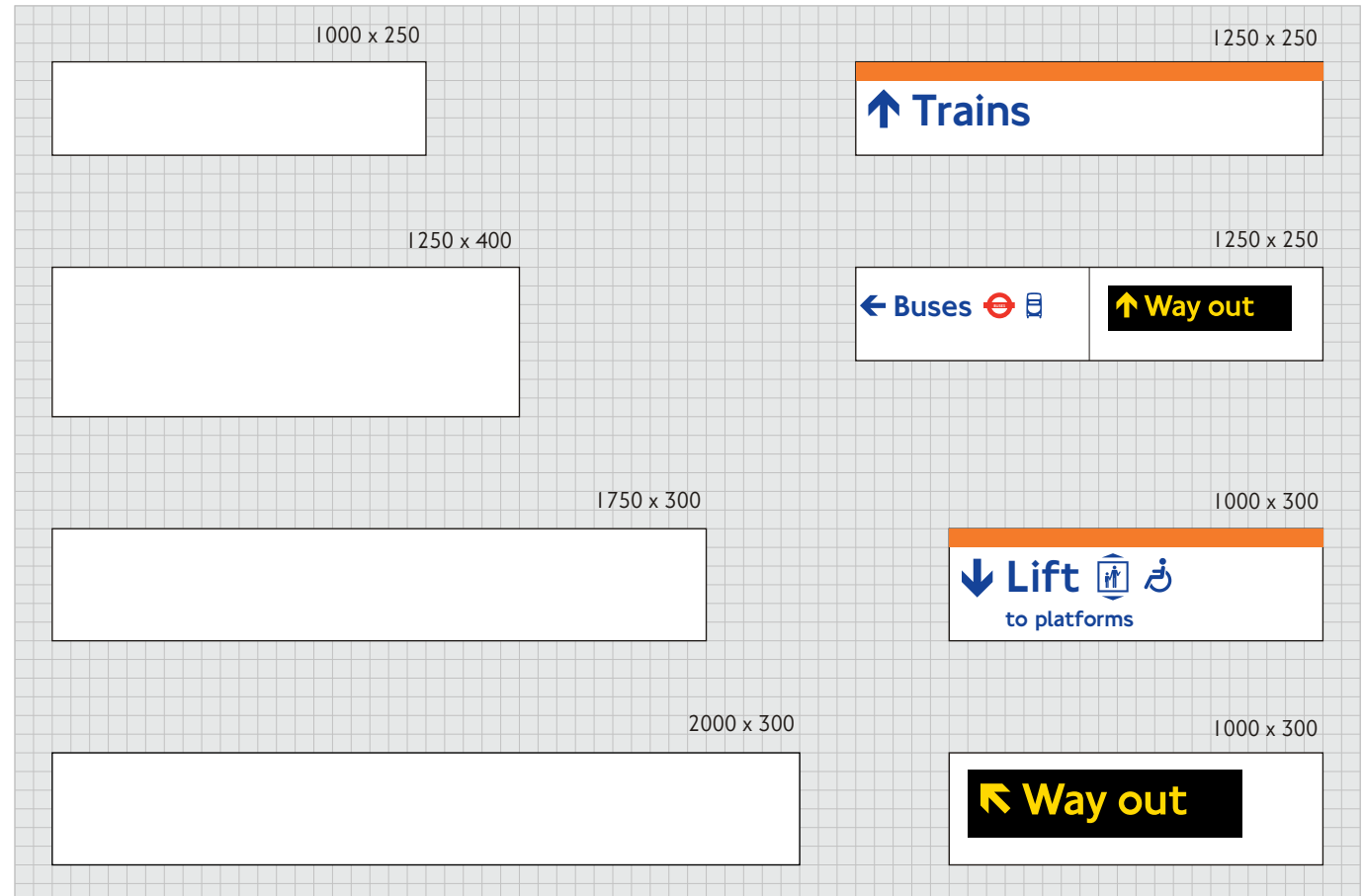


For overhead directional signs the panel sizes are based on a 50 x 50mm grid. The choice of panel size depends on :

- Lettering size for optimum legibility
- Length of message or messages to be contained
- Architectural considerations such as available space
- Juxtaposition with other signs and sightlines

Overhead signs should be positioned with bottom edges of signs 2.5m above floor level. Sightlines of overhead signs must be kept clear from obstruction.

Wall mounted follow a separate modular system based on the standard poster frame sizes and is detailed on the following page.



1.8 Panel sizes - Wall mounted signs

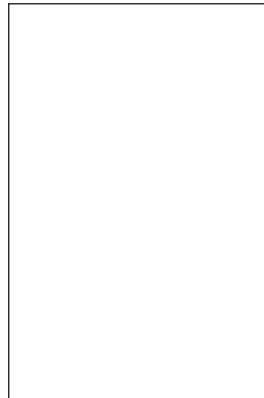


To provide visual continuity along the platform length, panel sizes for wall mounted signs are based around the height of a standard information poster frame.

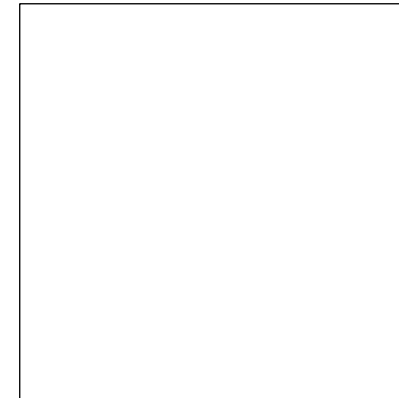
There are two sizes available:

- 700 x 1045mm for line diagrams and directional information
- 1045 x 1045mm for platform roundels

700 x 1045

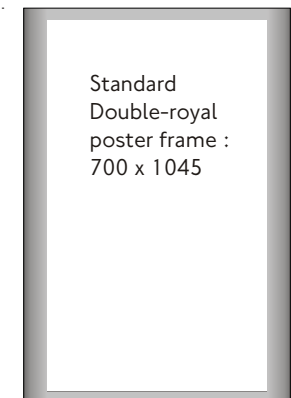
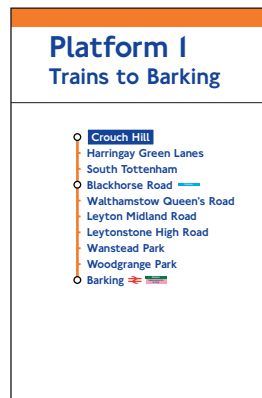


1045 x 1045



Wall mounted signs should be aligned with top edges fixed at a height of 2m from floor level. Platform roundels may have a 200mm directional header positioned directly above - refer to section 4.2.

2m from floor level



1.9 Pictograms



Pictograms are used increasingly to provide information for those who may have difficulties with the text. The pictograms shown are only some of those available to London Overground.

All pictograms used on London Overground must be as illustrated within the TfL pictogram standard (available via the TfL website - tfl.gov.uk/corporatedesign).



Buses



Coaches



Trams



River craft



Airport



Taxi



Parking



Cycling



Lift



Mobility impaired



Disabled



Pedestrian



CCTV



Network logos

1.9.1 Pictograms continued

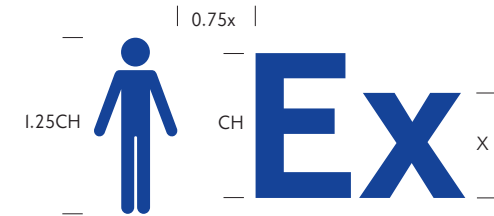


Pictogram sizes

When pictograms are positioned alongside text, there is to be a distance of 75% the x height between pictogram and text. The height of the pictogram should be 25% greater than that of the cap height. However, no pictogram should be scaled so that it is wider than 250% the height of the x height.

Note:

On line diagrams, network symbols, when used, are to be the same height as the cap height.



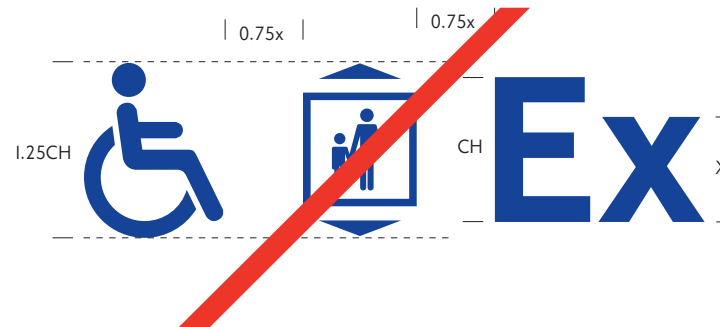
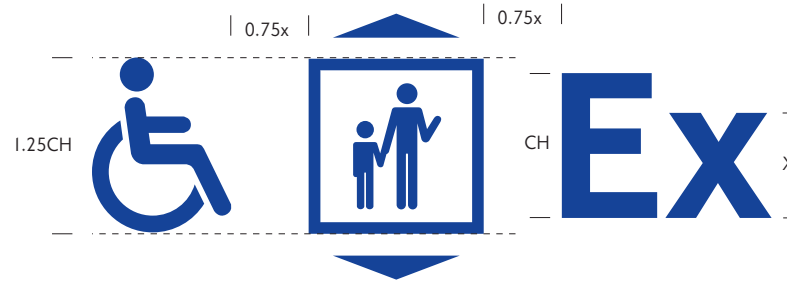
1.9.2 Pictograms continued

Contents



Lift pictogram

The Lift pictogram should always be accompanied by the wheelchair pictogram (except where stairs are used to reach a lift). The height of the lift pictogram is scaled so that it is the lift box that is 25% greater than the cap height and not the entire lift pictogram.



2 External identification signs

[Contents](#)



- 2.1 Network identifiers
- 2.2 Square roundel
- 2.3 Totems
- 2.4 Silhouette roundel
- 2.5 Fascias

Station identifiers, with their roundels, are the main identifiers of the London Overground network. They are used to identify a station from a distance, where it may not always be obvious from street level where a station is located.

2.1 Network identifiers

Network identifiers indicate the position of the station from distance and the network or networks served.

There are three types of external identification signs which may be used depending on the networks served by the station :

1. Stations which only operate London Overground services should display the standard square format roundel.
2. Stations which serve London Overground and other National Rail or TFL modes should display a totem sign displaying all networks served.
3. Stations which only serve London Overground may use a silhouette format roundel, but only where deemed architecturally appropriate by Transport for London.

Each sign type is detailed on the following pages.

1



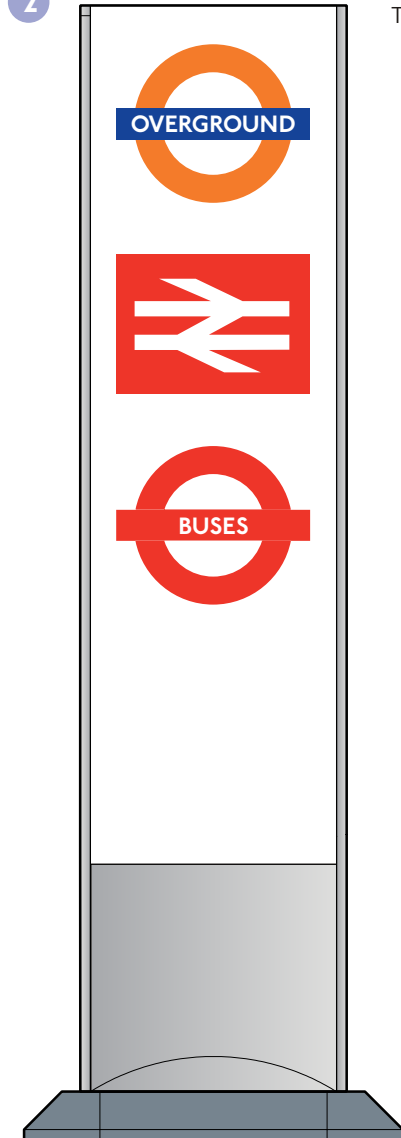
Standard format roundel

3



Silhouette roundel

2



Totem

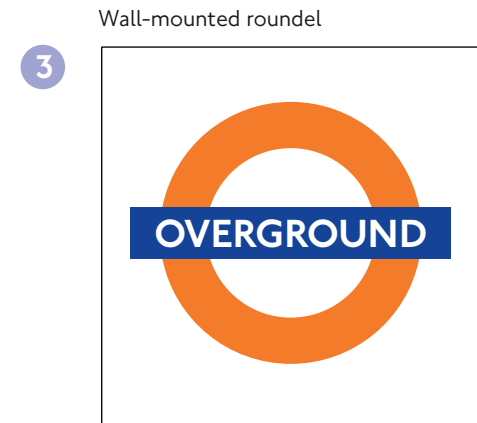
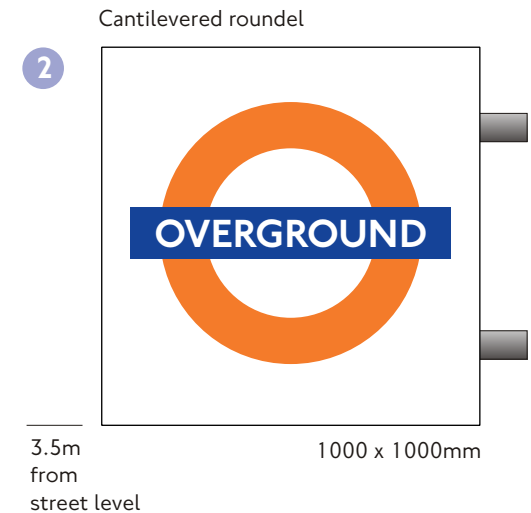
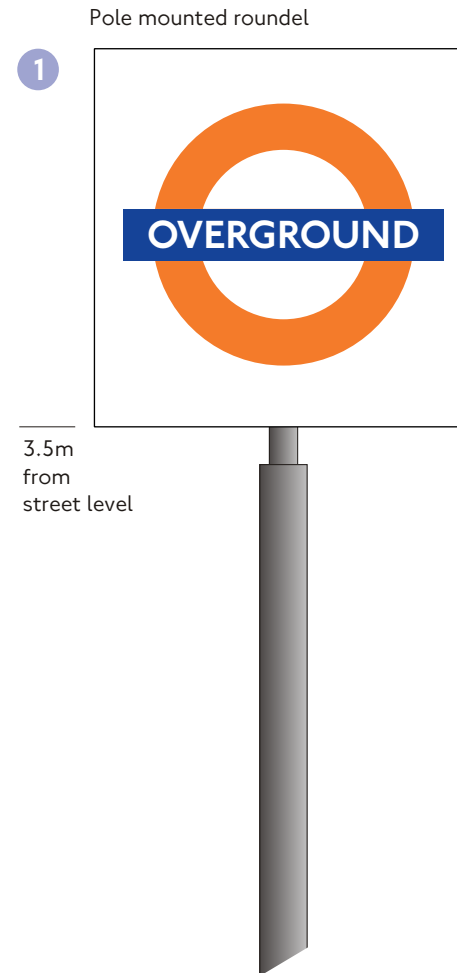
2.2 External signs - Square roundel

Where stations only operate London Overground services, the standard square format roundel should be used.

There are three types which may be used depending on the angle at which customers approach the station, and building architecture and the space available :

1. Pole-mounted roundels are double sided and generally mounted on the pavement outside the station. These should always be used where station entrances are set back from the road.
2. Cantilevered roundels are double sided and mounted perpendicular to the station building.
3. Wall mounted roundels are single sided and mounted flat to station walls. These should be used as secondary identification only, where the primary roundel may be obscured from key angles.

Square format roundels have flanged aluminum faces with inlaid internally illuminated acrylic panels. Standard size 1000 x 1000mm.



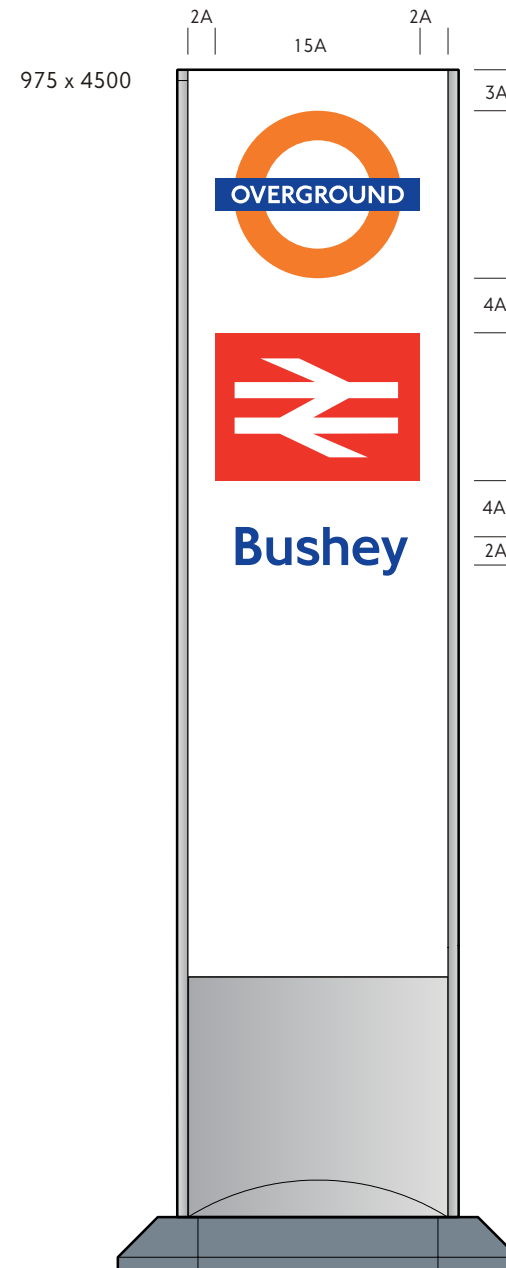
2.3 External signs - Totems

The purpose of a totem is to identify clearly and consistently the modes of transport available at a London Overground station. Totems should be positioned in a location so as to ensure that from all approaches to the station the modes of transport available are recognisable from a distance.

At an interchange station, the logos from all other modes of transports available from the station are to be included on the totem along with the station name, which is centred beneath the logos.

For more detailed information on totems and interchange signing, please refer to the TfL multi-modal interchange signs standard for London (tfl.gov.uk/corporatedesign).

This is one version in a family of totems. For more information please contact TfL Corporate Design (020 7126 4462).



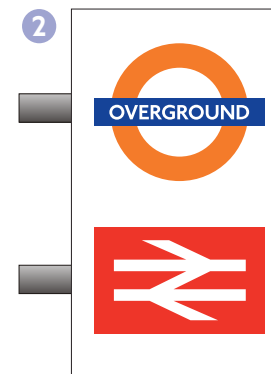
2.3.1 Totems continued



Overground totems

- 1 Where the only place to identify the modes of transport available is on the side of the station, then a flat wall mounted totem may be used.
- 2 This example demonstrates a standard wall mounted totem, with the wall fixings appearing to the side. Both fiat wall mounted and standard wall mounted totems follow the same branding principles as the ground standing totem shown on the previous page.
- 3 Where an Overground station interchanges with the rest of the National Rail network and that property is owned by National Rail, it is the National Rail logo that is displayed before the Overground roundel.

Note that the size of the panels on fiat wall and standard wall mounted totems are shortened to fit the elements displayed and their exclusion zones only.



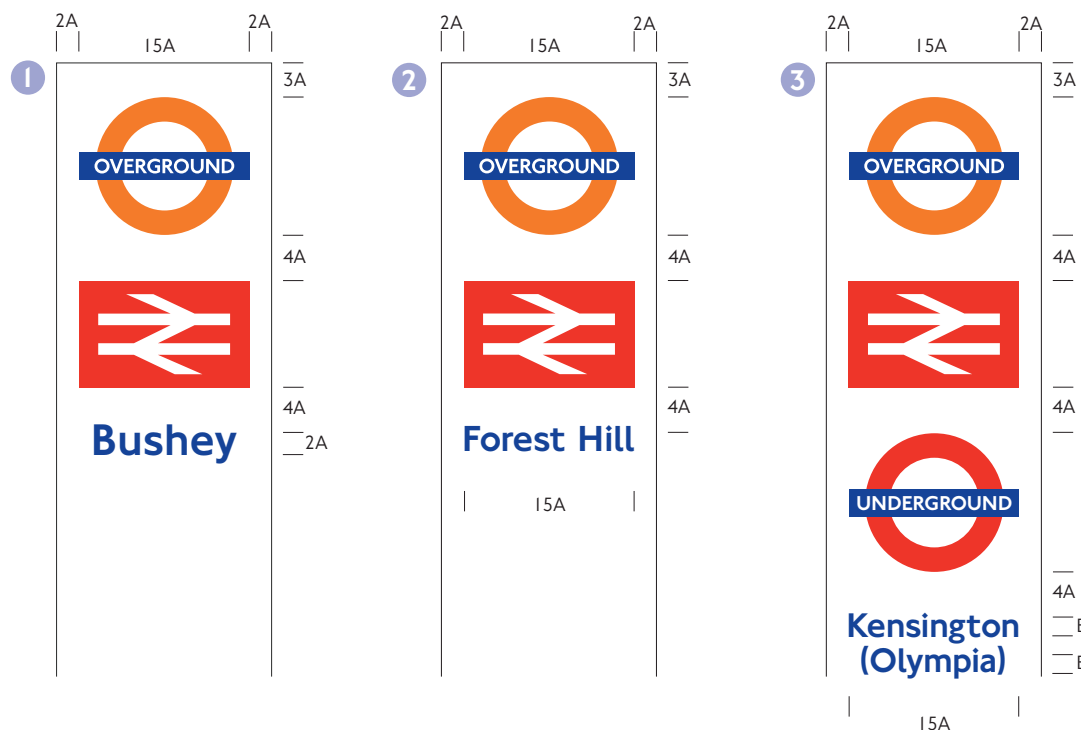
2.3.2 Totems continued

Station names

Where the station name is used below the network logos, the x-height is a fixed proportion of the logo widths. The station name must never extend beyond the width of the network logos.

1. Preferred x-height of station name on a totem in relation to the network logos.
2. Where the length of a station name will cause it to extend beyond the width of the network logos, the x-height should be adjusted so that the text is the same width as the logos.
3. For longer station names, two lines may be used with the line spacing as shown.

At station entrances, the core network identities only are to be displayed on TFL totems.



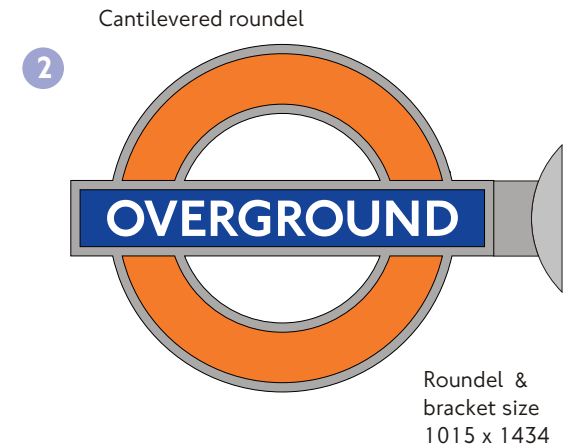
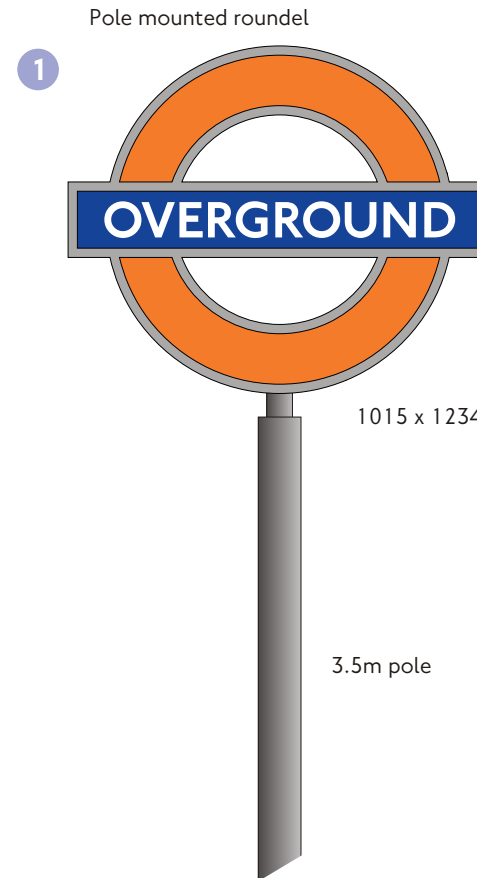
2.4 External signs - Silhouette roundel

Where stations only operate London Overground services, the silhouette format roundel may be used, but only where deemed architecturally appropriate by TFL Corporate Design.

There are three types which may be used depending on the angle at which customers approach the station, and building architecture and the space available :

1. Pole-mounted roundels are double sided and generally mounted on the pavement outside the station. These should always be used where station buildings are set back from the road.
2. Cantilevered roundels are double sided and mounted perpendicular to the station building.
3. Wall mounted roundels are single sided and mounted flat to station walls. These should be used as secondary identification only, where the primary roundel may be obscured from key angles.

Silhouette roundels are a stainless steel fabricated construction with internally LED illuminated perspex panels.



2.5 Fascias

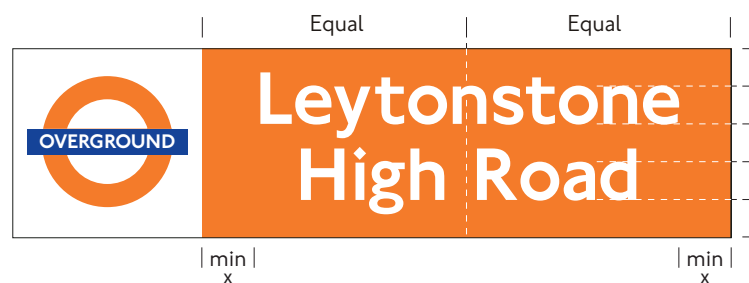


Station fascias are often part of a canopy structure which has a distinctive style of its own.

The standards here therefore do not give any specific measurements, but do specify the relationship between the graphic elements.

Note that the station name is centred horizontally within the coloured strip.

Where an entrance width is constrained, resulting in a smaller panel size, the station name may be put in two lines to maintain legibility.



3 Directional signs

[Contents](#)



- 3.1 Graphic principles
- 3.2 Wayfinding principles
- 3.3 Platform designation
- 3.4 Line diagrams
- 3.5 Line diagrams - Shared platforms
- 3.6 Signing to lifts

3.1 Directional signs - Graphic principles

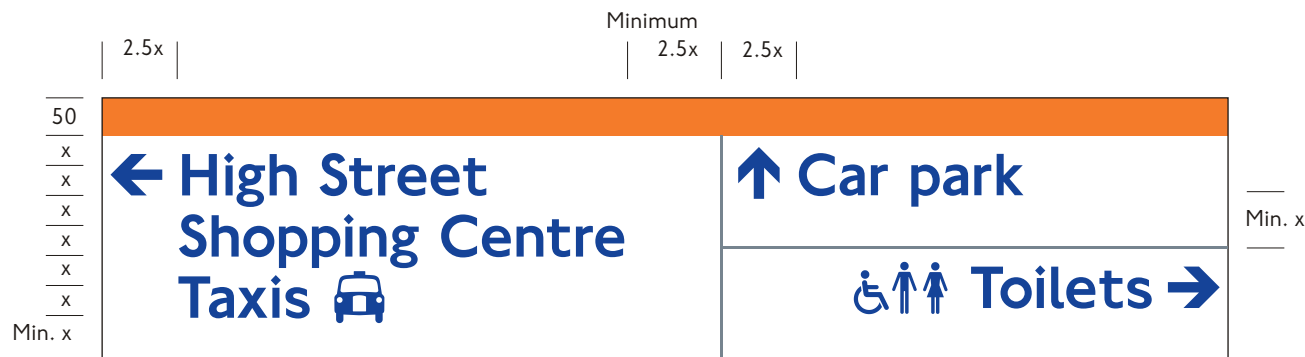


Directional signs follow key graphic principles illustrated here to ensure clarity and consistency.

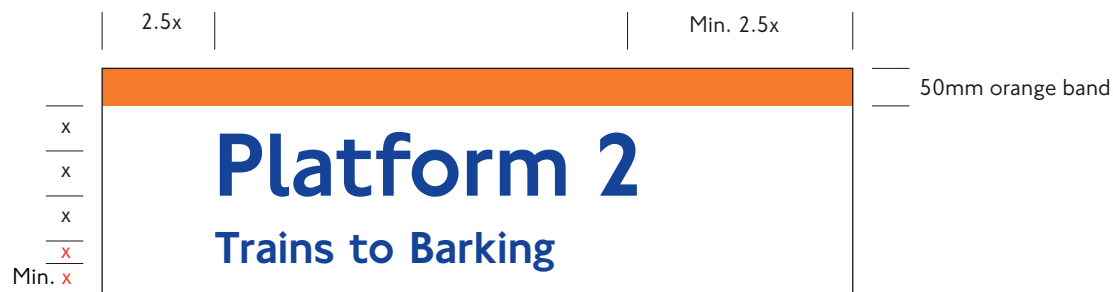
A 50mm Overground orange colour band is used at the top of all directional signs (with the exception of way out signs - refer to section 4).

Panels of different directions are separated by a 3mm light grey line (NCS S 4005-R80B).

The relative sizes of elements on a sign face are based around multiples of the lower case x-height of the letters.



Where several elements are in the same direction they may be vertically stacked with a single arrow aligning the top line of text



The minimum margin at the bottom of a panel is based around the lowest line of text, in this case the smaller x-height shown in red

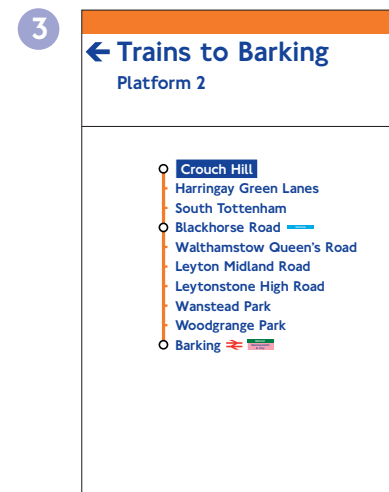
3.2 Directional signs - Wayfinding principles

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.
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.



3.3 Directional signs - Service designation

On many sections of the London Overground network the direction of travel can be easily identified on signs using the end destinations of the line. eg. “Trains to Gospel Oak - Trains to Barking”.

On more complex sections where there are several branches, a platform may have several possible departure destinations. In this instance, compass directions may be used to ensure sign messages are concise and legible.

The examples shown indicate how these designations should appear on signs at the decision point between platforms and on arrival at the platform. Note that at the decision point, the directional information is given greater emphasis than the platform number, this being primary factor in the customer decision.

The same principles should be adopted for line diagram headers (Section 3.5).

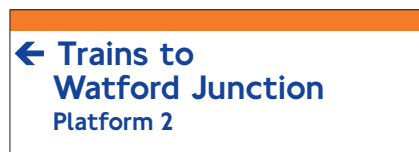
Directional sign at decision point:

Platform confirmation sign:

Service most easily identified by end destination



Service most easily identified by end destination (2 line version)



Service most easily identified by compass direction :



Note : The word “trains” is omitted when the compass direction is first

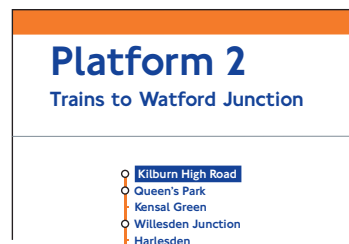
3.4 Directional signs - Line diagrams

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.

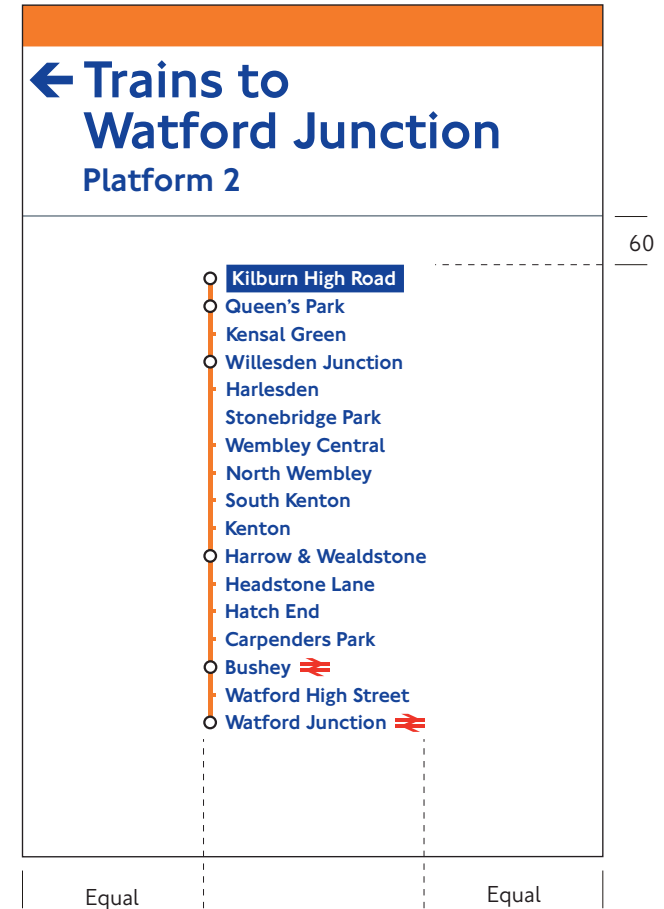
They must be positioned at the decision point between platforms, and on the platform close to the entry point. Line diagrams at decision points have directional arrows in the header panel, which are omitted on the platform versions.

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

Platform version without arrow



700 x 1045



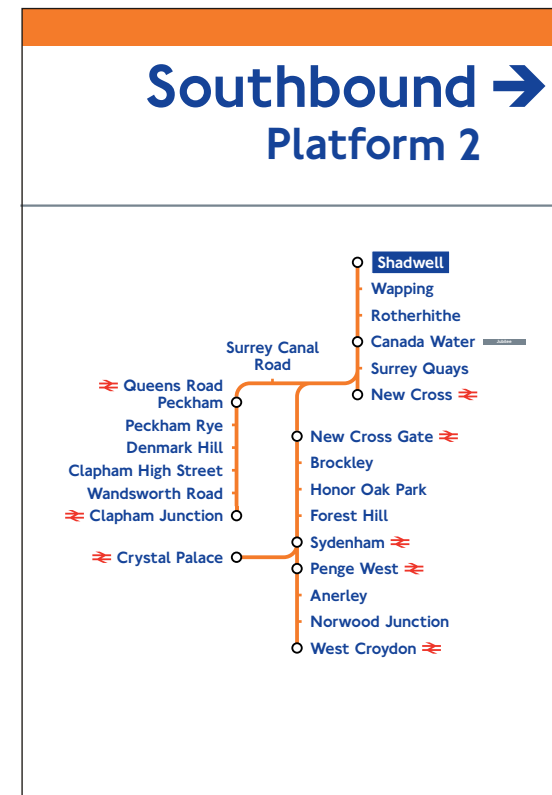
3.4.1 Directional signs - Line diagrams

700 x 1045

The examples indicate how line diagrams should direct to platforms where there are several possible end destinations. In such instances, compass directions may be used as an alternative within the directional header to ensure signs messages are concise and legible.

This must be consistent with the associated overhead directional signs and the same format must be used for opposing platforms.

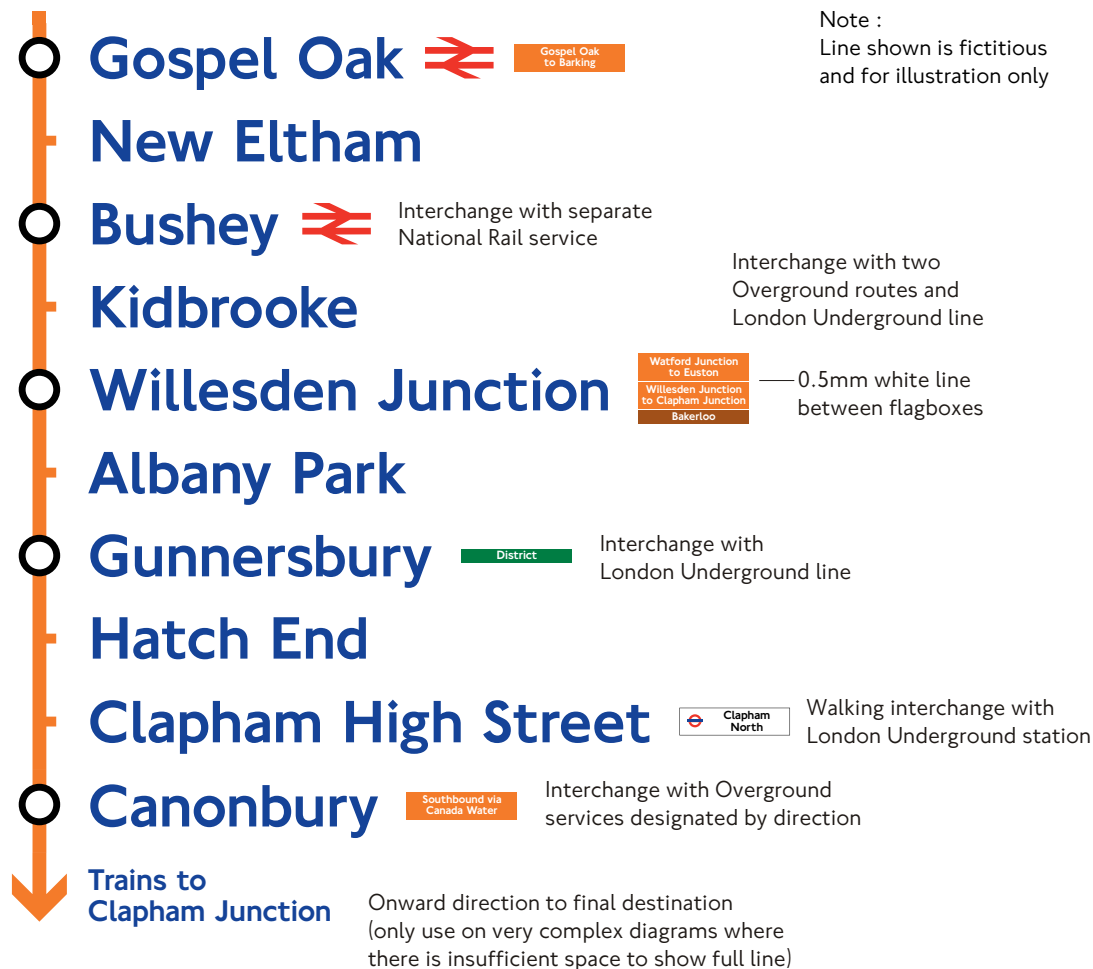
The graphic rules for the construction or line diagrams and how specific interchanges should be represented are detailed in the TFL Line Diagram Standard - The standard line thickness for Overground line diagrams is 6mm giving an 18mm station name cap height.



3.4.2 Overground line diagram interchanges

Interchange circles should appear at all interchanges with National Rail, London Overground, London Underground and DLR, together with the appropriate graphic symbol as shown.

Where an Overground line runs along the same line or shares the same route as one of these modes, it is only the first and last interchange station that are shown with interchange circles.



3.5 Line diagrams - Shared platforms

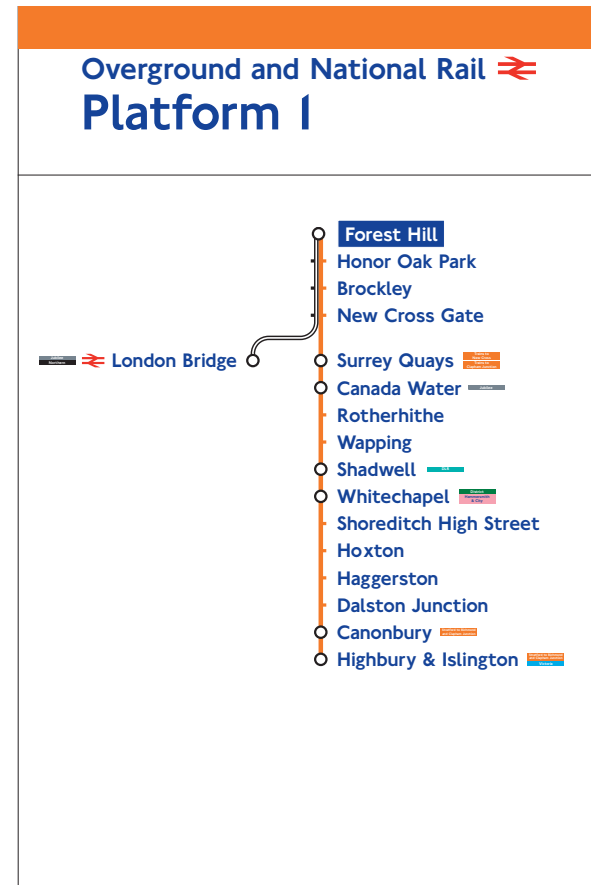
Where scheduled services of other train operators share Overground platforms this should be reflected on the platform line diagrams.

The terms Overground and National Rail should be used to clearly indicate both services, together with the National Rail symbol - no train operator branding should be displayed. National Rail services should be shown as a black outline following graphic rules detailed in the TFL Line Diagram Standard.

At some stations with very complex rail services, supporting text to indicate such services may be considered, subject to TFL Corporate Design approval.

On platforms serving London Underground lines only, line diagrams and their interchanges should be displayed in accordance with LUL standards.

700 x 1045



Line representation for illustration only

3.6 Signing to lifts

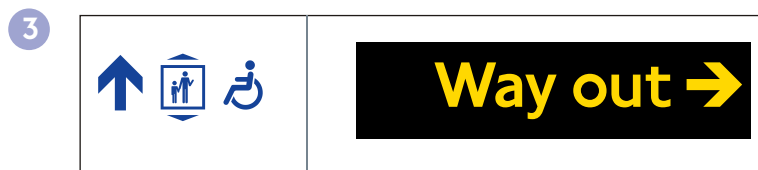


Signing for people with restricted mobility should be used to mark alternative routes within Overground stations. The signs should only be used at the point at which the step-free route deviates from the primary route.

1. Signs directing to lifts should display both lift and wheelchair symbols, and must also indicate where the lift will take the customer to in smaller type below.

This should be based around the intended destination from a customer perspective - a customer leaving a platform would not be looking for a lift “to ticket hall”.

2. All lifts should have a sign directly over the entrance indicating the areas served. The length of these panels may be aligned with the lift housing, the layout always ranged left.
3. Where lift directions are shown adjacent to a way out panel on an overhead platform sign, the words may be omitted to maximise legibility within the signface.



4 Platform station names

[Contents](#)



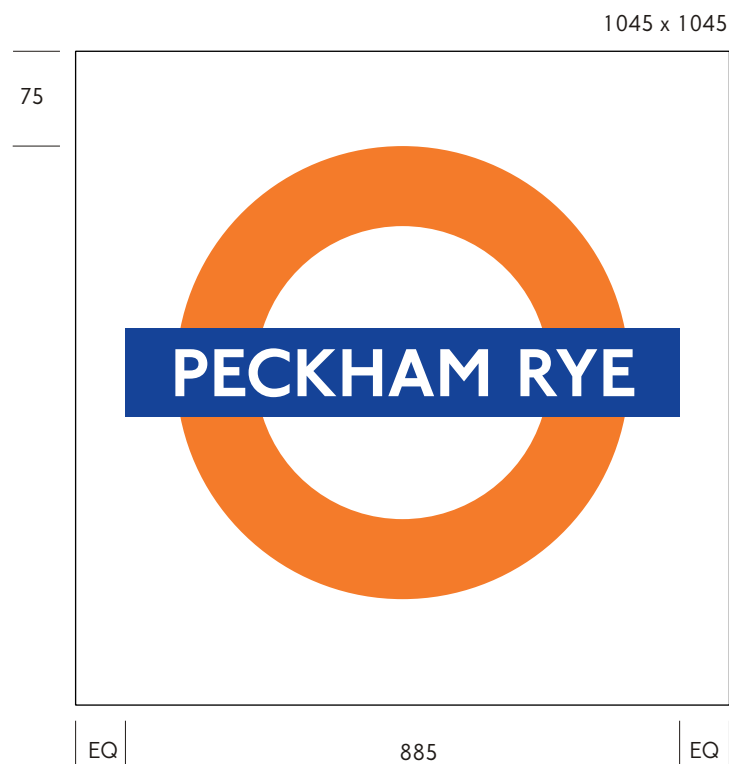
- 4.1 Platform roundels
- 4.2 Lettering size
- 4.3 Directional panels
- 4.4 Incorporation within cladding

4.1 Platform roundels

The platform roundel is the means by which a customer identifies a London Overground station on arrival from the train.

They should be positioned at a height of 2m to the top edge and at 10m intervals along each platform length, taking into account the train stopping position (which may result in staggered positions across opposite platforms). This is an optimum spacing and may be varied to suit other design elements subject to Transport for London approval.

Platform roundels are the only roundels in which the station name is placed within the roundel bar. In all other instances the word “OVERGROUND” must be used.



4.2 Platform roundels - lettering size



The size of lettering for the station name within a platform station name roundel is determined by the sizes shown on this page. The white box defines an area within the roundel bar and the name must never exceed the height or width of this area.

Names must appear on one line only and must be both vertically and horizontally centred within the bar.



4.3 Platform roundels - directional panels

Contents



Directional header panels are generally to be incorporated above the platform roundels to indicate the exit direction.

An E size Way out patch should be displayed ranged to suit the exit direction and a standard No smoking symbol positioned at the opposite end.

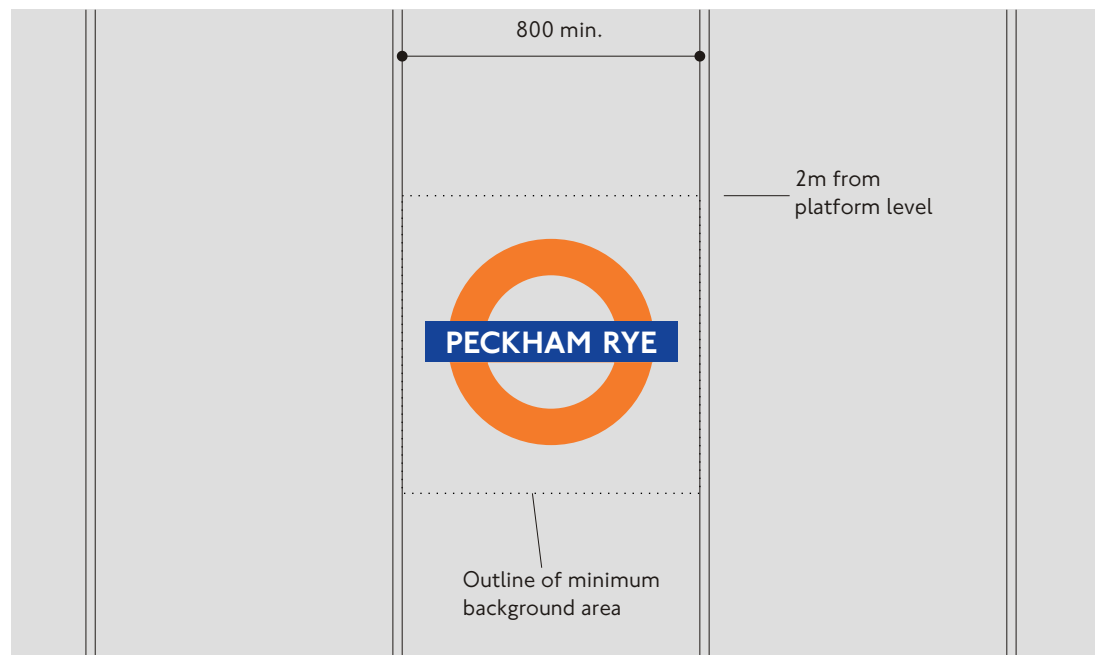


4.4 Platform roundels within wall cladding



Platform roundels may be incorporated within wall cladding to provide a neat and integrated solution providing the following conditions are satisfied, and subject to TFL Corporate Design approval :

1. The background must be neutral coloured, with a tonal value no darker than a 30% black tint.
2. The panel width must be at least 800mm wide to accommodate the roundel within the correct background area (Section 2.2).
3. The cladding material must be a of a robust construction and be an equivalent of vitreous enamel in terms of vandal resistance and longevity.



5 Exit signs

[Contents](#)



- 5.1 Way out signs
- 5.2 Combined messages
- 5.3 Directions to other modes
- 5.4 Emergency exit signs

5.1 Way out signs

At all stations it is essential that during both normal operation and during emergencies, customers can always clearly see the location of the nearest exit (or emergency exit where present).

To ensure recognition and visibility, the “way out” is displayed in yellow on a black patch of fixed proportions. In sub-surface stations these panels must be internally illuminated to comply with safety regulations.

There are three way out patch sizes based around the standard letter sizes. These should always be positioned 50mm in from the top and edge of the sign area ranged to suit the direction.

Way out patch sizes:

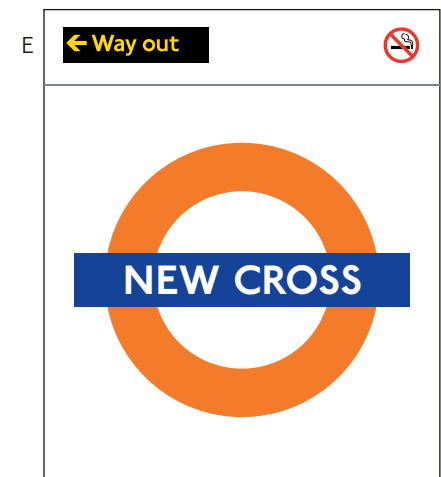
E	368 x 90
D	490 x 120
C	735 x 180



C and D size patches are used within directional signs depending on viewing distance



E size patches are not internally illuminated and are used on platform roundels

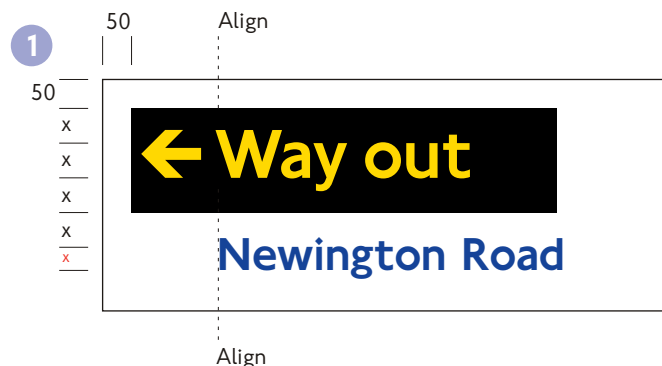


5.2 Way out signs - combined messages

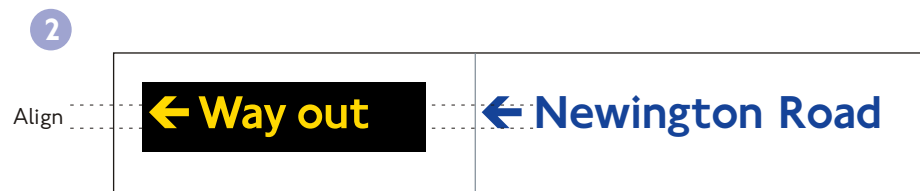
Way out signs will often display associated or other directions on the same sign panel. The layouts shown illustrate how these should be combined.

Note that for all Way out signs the orange colour band is omitted for all sections of the sign panel.

1. Messages sharing the same direction as the way out can appear directly below the Way out patch in the same white panel. The text is aligned with the Way out text and the line spacing based around the larger x-height.
2. Where shallower signs require the associated messages to be positioned to the side of the Way out patch, these should be separated by a grey line, and the message given its own separate arrow. Where possible lettering should be horizontally aligned with the Way out text.
3. A Way out sign with both horizontally and vertically combined messages.



Note :
The orange colour band is not used on any section within a Way out sign face.



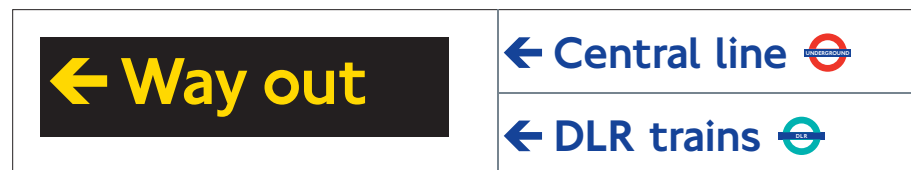
5.3 Directions to other modes

When directing to other modes or interchange facilities, consistent terminology is essential to ensure customers understand the networks being signed.

Only core networks should be used on directional signage, as these can be readily understood by the customer. Destinations and platform numbers should be used to differentiate between rail services - train operating company names should not be used

At interchange stations, directions to other modes should start on the platform exit signing, and continue in a trail to the interchange facility. Where such modes are not a direct interchange, the signing should start at the station exit point, or decision point between exits.

For full details of interchange signing and terminology refer to the TFL Multi-modal Interchange Signing Standard.
(tfl.gov.uk/corporatedesign)



When directing to other modes within an interchange station the line or network names are displayed together with symbols.



When directing to a separate station serving other modes the full station name is displayed together with symbols:

5.4 Emergency exit signs

“Emergency exit” signs must only be used to indicate an independent route to a designated safe exit.

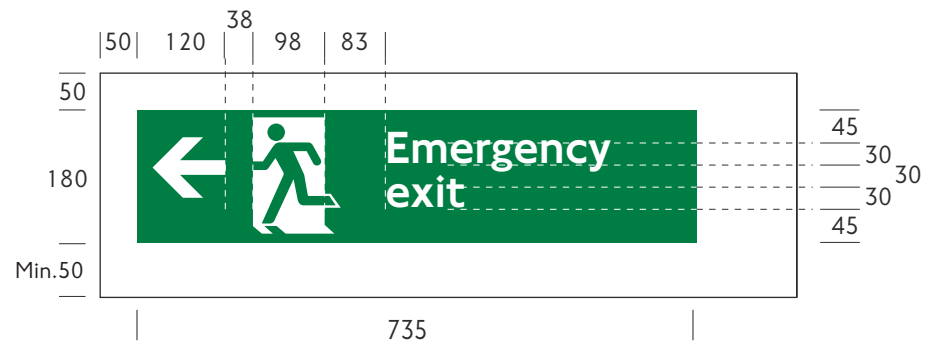
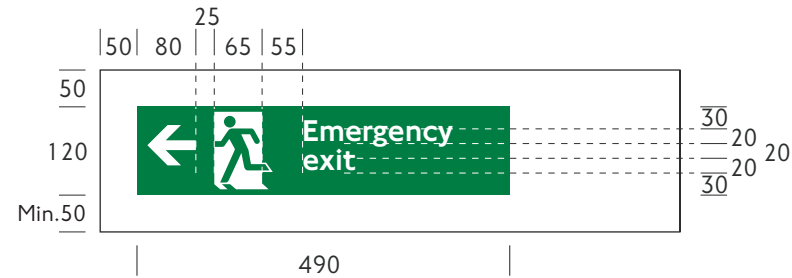
Where emergency exit signs are required they should be laid out as shown. The format and colour of these signs complies with European safety legislation so must be strictly adhered to.

There are two emergency patch sizes depending on viewing distance. They should always be positioned 50mm in from the top and edge of the sign area ranged to suit the direction.

Emergency exit signs should not be incorporated into platform roundels but on overhead signs at the exit point only.

Emergency exit patch sizes:

D	490 x 120
C	735 x 180



6 General signs

Contents



- 6.1 Ticket machine signs
- 6.2 Ticket office signs
- 6.3 Information panels
- 6.4 Help point signs
- 6.5 Oyster validator signs
- 6.6 Platform number repeaters
- 6.7 Safety and supplementary signs
- 6.8 Statutory conditions signs
- 6.9 Door signs
- 6.10 Penalty fare notices
- 6.11 Opening hours signs
- 6.12 Electronic signs

6.1 Ticket machine signs



Each ticket machines or group of machines should be clearly marked by a tickets sign.

Where a group of machines is positioned within a recessed enclosure, a single sign should be positioned above the machines spanning the entire extent.

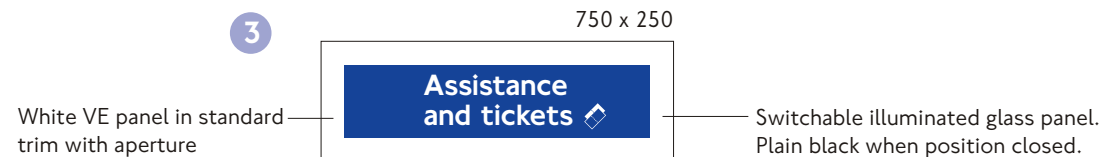
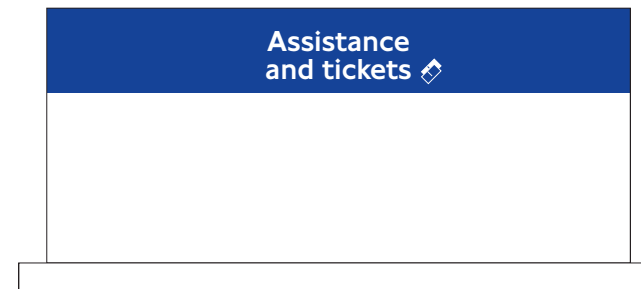
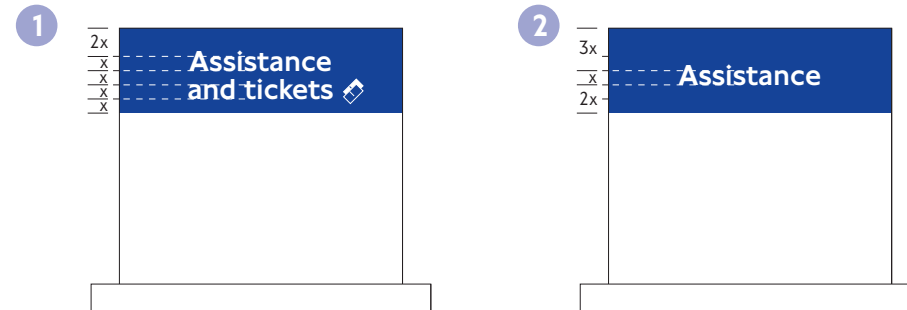
Where there are stand alone machines, each machine should display a tickets sign. The length of the sign should align the machine extent.



6.2 Ticket window signs

Ticket window signs should be incorporated into the glass wall panels over the windows, which are then illuminated from the reverse.

1. For standard ticket issue windows “Assistance and tickets” is displayed.
2. For windows on the paid side of barriers, or where no tickets are issued the term “Assistance” should be used.
3. Where ticket offices do not have glass wall panels, individual switchable signs should be fitted above each window.



6.3 Information panels

Contents



Information panels may be used to highlight the position of Overground timetables, maps and general Overground information. They are only to be used in situations where the such information may be confused with that of other modes or operators.

They are not to used for directional signage.



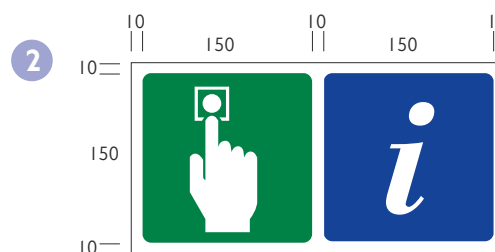
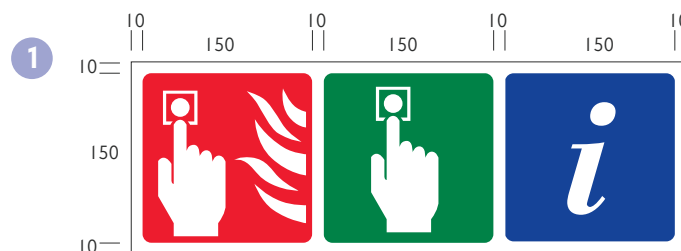
6.4 Help point identifiers

Help point signs should be fixed above all passenger help points to ensure they can be clearly identified at distance.

These will generally be double sided, and mounted perpendicular to walls or platforms, either cantilevered or suspended depending on the location.

There are two versions of help point sign :

1. Three symbol version where fire and emergency alarms are fitted within the help point (generally sub-surface environments).
2. Two symbol version where no fire alarm is fitted within the help point.



6.5 Oyster validator signs

Contents



Where Oyster pay as you go validators are fitted within stations, overhead signs must be fitted to clearly indicate the validator positions from distance.

These should be double faced and orientated to face customers on approach. There are two types of validator signs :

1. Sign above a standard Oyster validator for verifying the start and end of a journey
2. Sign above an intermediate validator for verifying a route avoiding key zones

For more details refer to the TFL Supplementary signs standard (tfl.gov.uk/corporatedesign).

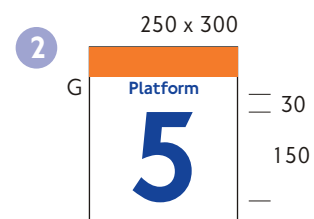


6.6 Platform number repeater signs

Where platform number signs are required to be repeated along platforms at complex interchanges or where there are sightline width restrictions, an upright format platform number may be used.

1. Standard platform confirmation sign with secondary direction of travel information.
2. Upright format repeated sign for mounting on columns or in areas with sightline restrictions.

Where Overground platforms serve additional modes e.g. an Underground line, the direction of travel information associated with the number may be omitted for clarity



6.7 Safety and supplementary signs

It is a statutory requirement that safety signs and notices are displayed at all stations. The graphic format of safety signs must be compliant with Railway standards and European Safety Signing legislation.

The standard sign layouts are contained within the TFL Supplementary signs standard (tfl.gov.uk/corporate-design). Where further signing is required, TFL will provide layouts or guidance as appropriate.

Examples of generic sign types are illustrated, with their intrinsic regulatory colours.

Unless specified, supplementary signs should be fixed at a height of 2m from floor level to top edge.



Fire safety signs :
White on safety red



Prohibition signs :
White on safety red



Disability signs :
White on safety blue



Safe condition signs :
White on safety green



Mandatory signs :
White on safety blue



Induction loop signs :
White on magenta



Warning signs :
Black on safety yellow

6.8 Statutory conditions signs



On entrance to a station customers are to be informed that CCTV is in operation and that smoking and alcohol are prohibited.

The CCTV sign has two primary functions:

- To reassure customers that they are in a safe and secure environment
- To deter would-be offenders from committing criminal acts such as theft or assault.

The prohibition sign is designed to make customers aware of what the law states, and what TfL's policy is, in relation to smoking and alcohol within the station environment.

For more detailed information relating to CCTV and prohibition signs please refer to the TfL Supplementary signs standard (tfi.gov.uk/corporatedesign).



6.9 Door signs



Doors that are staff use only must include signs that indicate their function.

They must conform to a 225mm width panel, with a depth of 50mm increasing in increments of 15mm to a maximum depth of 125mm.

For more detailed information relating to door signs please refer to the TfL Door sign in the customer environment standard (tfl.gov.uk/corporatedesign).



6.10 Opening hours sign

Contents



Where opening hours of ticket offices need to be displayed, they should be laid out as shown.

For more detailed information relating to Opening hours signs please refer to the TfL Supplementary signs standard (tfl.gov.uk/corporatedesign).

Ticket office opening times

Mondays to Fridays	06:30	20:30
	21:30	00:30
Saturdays	06:30	20:30
	21:30	00:30
Sundays	07:20	10:30
	11:00	19:30
	20:00	22:00

At other times please use the ticket machines

6.11 Penalty fare notice



- 1 On each ticket gate a penalty fares notice is to be displayed as shown.
- 2 At points other than a gate where a notice is required, this version is to be used.

For more detailed information relating to Penalty fare notices please refer to the TfL Supplementary signs standard (tfl.gov.uk/corporatedesign).

1

Penalty fare

if you pass this point and fail to show on demand a valid ticket or validated Oyster card for your entire journey

2

Penalty fare

if you fail to show on demand a valid ticket or validated Oyster card for your entire journey

6.12 Electronic signs

Electronic signs can provide customers with accurate, real-time information about train arrivals, disruptions to services and advise on safety and emergency procedures.

It is therefore important that information is presented in a clear, logical and consistent manner to aid recognition, comprehension and credibility.

For exterior displays, ultra bright LEDs should be used. The standard display lettering shown uses a character matrix 10 dots high and 7 dots wide. However, a 9 x 5 matrix may also be used for smaller boards.

The size of the lettering is determined by the size of LED and pitch (space between LEDs) used.

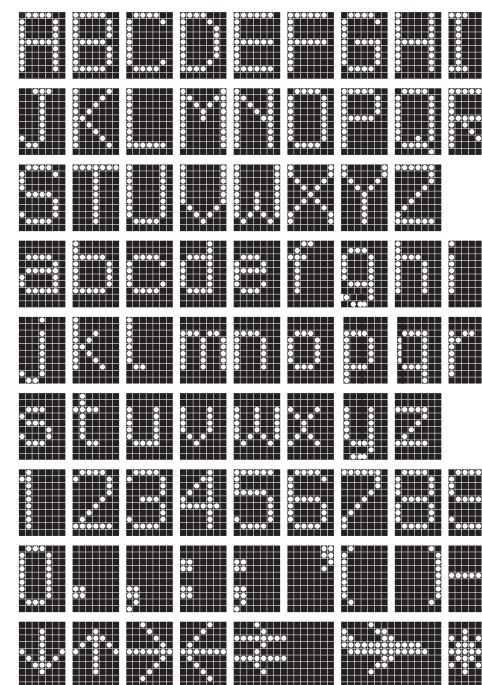
Messages appear in mixed upper or lower case with all capital letters used for destinations and emphasis only.

Displays are made up of matrix blocks eight dots square. These are butted together to form a continuous matrix of the required size.

A minimum border equivalent to two display dots must be allowed within the display area. This may be made up of unused active or additional inactive LEDs, dependent on the number of active dots used for display lines.

An additional row of dots must be allowed between each line of display for line spacing. Character spacing is proportional.

LED size/pitch	x	y
3/4	25	12.5
5/7.62	46	23
9/15.24	92	46



7 Sign construction and assembly



- 7.1 Materials and performance
- 7.2 Single sided wall mounted non-illuminated signs
- 7.3 Single sided wall mounted illuminated signs
- 7.4 Double sided suspended non-illuminated signs
- 7.5 Double sided suspended illuminated signs
- 7.6 TFL vitreous enamel approval process

To ensure that all signs are visually consistent the London Overground signing standard requires that standard signs are flanged vitreous enamel panels, held within a fixed profile grey trim. Panel fixing points are concealed and all corners and edges are radiused for aesthetic and safety reasons.

These standard profiles ensure signs are economical to produce, easy to assemble and of high quality.

The extrusions, castings and components detailed within this document are available from nominated stockists also detailed in this section of the signs standard.

7.1 Materials and performance



The performance criteria for signs fitted within the London Overground station environment is extremely stringent for many reasons. Signs must be able to withstand vandalism, fire and brake dust. They are also expected to remain in good condition for decades with minimum maintenance and cleaning.

All faces of permanent signs should be vitreous enamel, which has been successfully used on the London Underground for several decades and has proven to be the most suitable material for fire, impact and dirt resistance. It also has a high quality appearance which should be considered part of the London Overground identity.

Illuminated panels within internally illuminated vitreous enamel signs must be toughened glass.

Fixings must be structurally sound but unobtrusive and must allow cabling to be concealed wherever possible. Any support structures must be of a similar finish and visual standard to the sign casings.

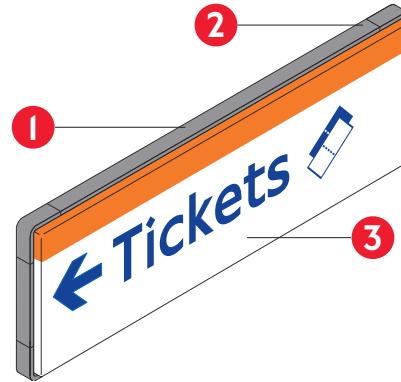
If alternative materials are proposed for Overground signing, these must be formally approved by London Overground in conjunction with TfL Corporate Design. The graphic quality and colour matching must also be approved by TfL Corporate Design to avoid rejections due to non-compliance after installation. Such materials will only be deemed acceptable if they meet the same performance criteria as existing approved sign materials.

7.2 Single sided wall mounted non-illuminated signs

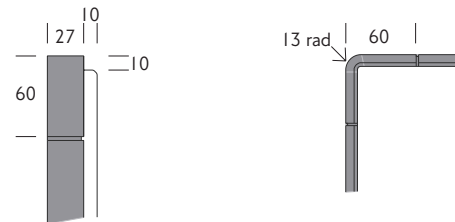


This type of construction is primarily used for wall mounted non-illuminated signs.

- 1 Concealed panel fixing
- 2 Edge trim coated dark grey finish (30% satin)
- 3 Vitreous enamel sign face with radiused corners



For further detailed information please contact TfL Corporate Design.



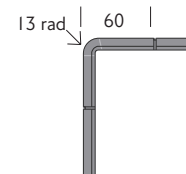
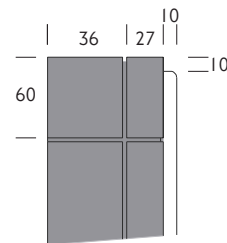
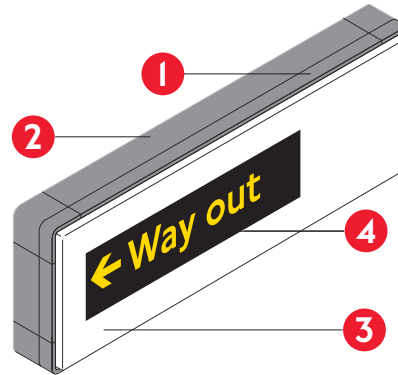
7.3 Single sided wall mounted illuminated signs



Primarily used for wall mounted illuminated signs.

- 1 Concealed panel fixings
- 2 Edge trim coated dark grey finish (30% satin)
- 3 Vitreous enamel sign face with radiused corners
- 4 Back-lit glass panel

For further detailed information please contact TfL Corporate Design.



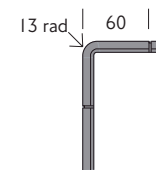
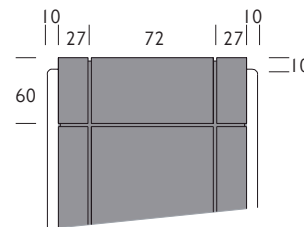
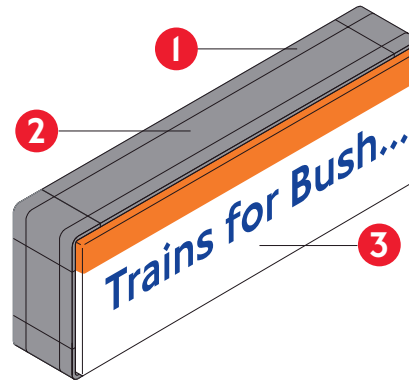
7.4 Double sided suspended non-illuminated signs



Primarily used for ceiling mounted and freestanding signs.

- 1 Concealed panel fixings
- 2 Edge trim coated dark grey finish (30% satin)
- 3 Vitreous enamel sign face with radiused corners

For further detailed information please contact TfL Corporate Design.



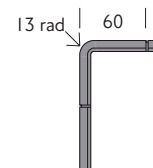
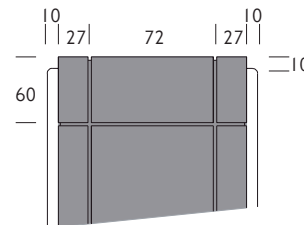
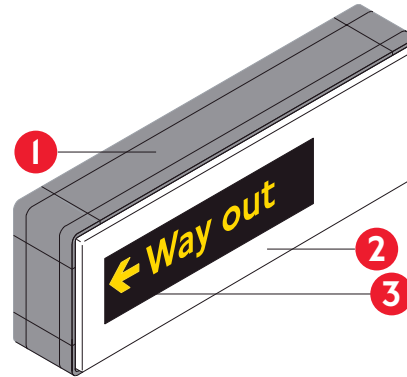
7.5 Double sided suspended illuminated signs



Primarily used for ceiling mounted illuminated directional and safety signs

- 1 Edge trim coated dark grey finish (30% satin)
- 2 Vitreous enamel sign face with radiused corners
- 3 Back-lit glass panel

For further detailed information please contact TfL Corporate Design.



7.6 TfL vitreous enamel approval process



To ensure that the vitreous enamel signs used on London Overground stations are of a consistent quality, TfL have a stringent specification and controlled supplier approval process. The use of TfL approved vitreous enamel suppliers is not mandatory, but will ensure that signs are compliant with London Overground standards in terms of graphics, colour, and manufacturing standards. It should be noted that the vitreous enamelling companies are only approved directly. No approval can be granted on a sub-contract basis.

To enable suppliers to become approved, and inspections to be carried out objectively, generic control samples are submitted by the supplier and held by TfL, which may be used to avoid any disputes over acceptable quality standards.

As part of the approval process the contractor is required to produce a series of samples from standard layouts to ensure accurate comparison.

These are as follows:

- Colour swatch of all TfL corporate colours to ensure all can be accurately reproduced
- Flanged line diagram panel to assess print definition and registration as well as the construction, distortion and flange finish
- Standard door sign to assess accuracy and edge treatment for fiat plate signs

All colours for signs on Overground stations are specified in the TfL colour standards, and are listed as NCS colours. No attempt should be made to reproduce Overground colours on signs from RAL, BS or other colour references. Whilst TfL colour standards also list Pantone and CMYK references, these are for print only and must not be used for vitreous enamel matching under any circumstances.



During any station improvement project, customer information trails must be maintained at all times. Graphics and information displayed on temporary signs must comply with the London Overground signs standard.

Whilst the material used and position will depend on the period of time for which the sign is to be displayed, some key points should be noted:

Illuminated signs

Where internally illuminated Way out or Emergency exit signs are used the electrical feeds must be protected in the event of power failure in the normal way.

This may be achieved by the temporary fixing of permanent signing, or by maintaining a stock of illuminated exit signs for use in such projects.

Directional signing and customer information poster frames

These must be maintained for all customer routes, using the same planning principles as for permanent signing and information. The contractor is obliged to provide a signing and customer information plan for all phases of works before any site work commences.

For temporary signing to be displayed for more than 2 weeks, aluminium signs should be used. These should be stove enamelled where signs are within customers reach, but cut vinyl graphics on white coated aluminium may be used where signs are at high level.

Vinyl signing may be used for short periods.

Poster frames

Any temporary posters displayed should be in TfL standard glazed frames to ensure posters are protected. Where temporary line diagrams are required at key decision points, TfL Corporate Design can provide temporary printed line diagrams on request, providing that these are displayed in glazed frames provided and maintained by the project. Please allow sufficient notice for the provision.

Advice on the planning and production of temporary signing is available from TfL Corporate Design.



In conjunction with station signing, London Overground information posters provide essential information to customers travelling on the network. TfL has always been regarded as a world leader in the display and development of such printed information. The London Underground Tube map having become a design icon, with its style being emulated on rail networks worldwide.

The positions of poster frames should be considered alongside signage as early as possible during the design stages of a project. The provision of customer information should always take priority over the siting of commercial elements such as advertising.

As the posters are posted and regularly updated by station staff, it is essential that the TfL poster plans for each station are kept up to date to reflect the position during and after each improvement project.

Please refer to the London Overground poster frame standard for further details (tfl.gov.uk/corporatedesign).

10 Contact information

Contents



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

Issue 3 August 2009

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