

Actions and Options to Implement Wayfinding

The following Actions (planned and funded) are being implemented in the short, medium and long term. The following Options (possible but unfunded) are for consideration in the short, medium and long term to address recommendations in the [February 12, 2019 Urban Planning Committee report CR_6856 ETSAB Wayfinding](#).

Short Term (1) 2019	Item
Action (1a)	Based on the ETSAB recommendations, ETS will update current signs and maps around Churchill Station to ensure they are consistent and display correct information;
Action (1b)	ETS will undertake an audit of Churchill Station to identify and address any additional signage and map needs;
Action (1c)	Permanent Pedestrian Wayfinding Signage system will be installed in the Downtown and Strathcona. This will include ETS beacons outside of main entrances to underground LRT stations Downtown;
Action (1d)	Several digital signs will be trialed on street and evaluated to better understand the costs, usability and weather dynamics;
Action (1e)	Pedway System signage in downtown will be updated, including permanent LRT station maps and Pedway maps;
Action (1f)	A digital map system will be in place to facilitate more consistent maps for print, signage and digital, as well as a mobile friendly web map;
Action (1g)	The City Policy - Accessibility for People with Disabilities, C602 will be presented for Council approval and the Access Design Guide updated;
Action (1h)	River Valley Parks will install more park signage as part of their ongoing sign renewal;

Medium Term (2) 2020	Item
Action (2a)	The upcoming ETS <i>Transit Facility Design Guide</i> could include guidance on strategies to improve maps and signs in all ETS Transit Facilities, but the scope of that project is not yet finalized;
Action (2b)	The Bus Network Redesign implementation will see updated: <ul style="list-style-type: none"> - Bus stop signs with more information; - New ETS network and route maps;
Action (2c)	The opening of the Valley Line SE will significantly improve accessible connections to Churchill Station;
Action (2d)	Continued audits of LRT Stations and Transit Centres will identify any improvements required to maps and signs and will be acted on;
Action (2e)	Partnering with malls and other commercial operations to include transit information in their digital kiosks will be explored;
Action (2f)	Communications and Engagement will develop a consistent set of symbols and icons using international symbols where available, to be used by all departments;
Action (2g)	The Pedestrian Wayfinding system will be incorporated into Streetscape Projects such as Jasper Avenue New Vision, within the geographic scope of the projects;
Action (2h)	River Valley Parks, working with Life Cycle Management, will be incorporating signage into renewal projects to help address the replacement of old signage;
Option (2i)	Develop an updated ETS Visual Identity Standard to include Wayfinding;
Option (2j)	Address gaps in sign standards for cycling, district parks, roadways by further development of expanded standards;
Option (2k)	Develop a strategic approach and design standards for wayfinding in District Parks;
Option (2l)	Develop digital transit signage at more facilities;

Long Term (3)	Item
Action (3a)	Implementing the Transit Facility Design Guide action items will improve accessibility and wayfinding to all new and retrofitted Transit Facilities;
Option (3b)	Add Wayfinding information to bus shelters at major transfer points;
Option (3c)	Install ETS Wayfinding Beacons beyond downtown underground stations where station visibility is a concern;
Option (3d)	Expand Pedestrian Wayfinding beyond the scope of Streetscape projects;
Option (3e)	Expand the scope of the digital mapping system to include more information and options related to planning accessible journeys. Providing this information will require more data collection, especially in the interfaces between private and public property.