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Public information guidance systems —

Part 4: Installation and assessment

Systèmes de guidage destinés à l'information du public —

Partie 4: Installation et évaluation

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 145, *Graphical symbols*, Subcommittee SC 1, *Public information symbols*.

A list of all parts in the ISO 28564 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Continued growth in travel and mobility within and between countries has generated a growing range of wayfinding guidance systems and styles containing a wide variety of information. Such systems serve various purposes, such as enabling users to:

— understand the range of facilities and points of interest present;

— understand the physical relationship between these facilities and points of interest;

— determine the best way to reach a required facility or point of interest given their mobility circumstances.

The purpose of this document is to provide guidance on the installation and assessment of wayfinding systems, enable users to evaluate the guidance systems scientifically and objectively, and further optimize them based on the evaluation results. It is not the intention to limit design freedom unnecessarily but to set guidelines and, where appropriate, specifications which reflect relevant research and best practice.

Public information guidance systems —

Part 4: Installation and assessment

1 Scope

This document specifies principles, requirements and methods for the installation of public information guidance systems. It also provides guidelines on the assessments of the outcomes of public information guidance systems.

It is intended for use by organizations providing design and installation services in the field of public information guidance systems and organizations selecting, using or developing relative assessments.

This document is applicable to the installation and assessment of public information guidance systems used in public places, such as bus and railway stations, airports, shopping centres, shops, hospitals, exhibition halls, sports and entertainment complexes, urban areas, parks, gardens and countryside, public attractions, museums and commercial office buildings.

This document is not applicable to:

— variable message signs (e.g. dynamic message signs, matrix signs and electronic traffic displays);

— sectors (e.g. traffic signs on a public highway) which are subject to specific regulations or specified installation principles; however, in a given public environment or within a wayfinding and signing design brief, public information sometimes needs to be associated with other messaging, so many of the principles contained in this document can be relevant in the planning of a coordinated scheme.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 3864-1, *Graphical symbols — Safety colours and safety signs — Part 1: Design principles for safety signs and safety markings*

ISO/TS 20559, *Graphical symbols — Safety colours and safety signs — Guidance for the development and use of a safety signing system*

ISO 28564-1, *Public information guidance systems — Part 1: Design principles and element requirements for location plans, maps and diagrams*

ISO 28564-2, *Public information guidance systems — Part 2: Guidelines for the design and use of location signs and direction signs*

ISO 28564-3, *Public information guidance systems — Part 3: Guidelines for the design and use of information index signs*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.