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Public information guidance systems —

Part 1: Design principles and element requirements for location plans, maps and diagrams

Systèmes de guidage destinés à l'information du public —

Partie 1: Principes de conception et exigences pour éléments de plans, cartes et diagrammes de situation

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Foreword

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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 document 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).

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

This second edition cancels and replaces the first edition (ISO 28564-1:2010), which has been technically revised.

The main changes are as follows:

— updating foreword, introduction and bibliography;

— updating normative references;

— adding one note in scope to mention other parts of ISO 28564;

— adding requirements related to symbol perceptual quality testing and symbol referent association to 4.2;

— adding coordination recommendation to 5.1.

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 those facilities and points of interest;

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

This document is concerned with location plans, maps and diagrams used to support wayfinding.

The purpose of this document is to provide principles on the design and use of location plans, maps and diagrams to enable users to assimilate required information swiftly and accurately. 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.

Where appropriate, as part of an integrated wayfinding system, location plans, maps and diagrams are used in association with fixed location signs and direction signs (see ISO 28564-2), information index signs (see ISO 28564-3), hand-held maps, and IT applications, as well as human assistance. For guidelines on the installation and assessment of wayfinding systems, please refer to ISO 28564-4.

Public information guidance systems —

Part 1:
Design principles and element requirements for location plans, maps and diagrams

1 Scope

This document specifies requirements and principles for the design and application of location plans, maps and diagrams used in public areas and workplaces to assist users to understand the environment, locate facilities and determine appropriate routes to reach those facilities. These location plans, maps and diagrams are referred to as location plans in this document.

Location plans are intended for use in, for example, shopping centres, stores, hospitals, bus and train stations, airports, sporting and entertainment complexes, urban areas, parks, gardens and countryside, public attractions, museums and office complexes.

This document is not applicable to the design of escape plans, nor does it cover the design of location signs, direction signs, information index signs, and installation and assessment of wayfinding systems.

NOTE 1 The design of escape plans is covered in ISO 23601.

NOTE 2 The design of location signs and direction signs is covered in ISO 28564-2. The design of information index signs is covered in ISO 28564-3. The installation and assessment of wayfinding systems are covered in ISO 28564-4.

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 3864-3, *Graphical symbols — Safety colours and safety signs — Part 3: Design principles for graphical symbols for use in safety signs*

ISO 7001[1)], *Graphical symbols — Registered public information symbols*

ISO 7010[1], *Graphical symbols — Safety colours and safety signs — Registered safety signs*

ISO 9186-1, *Graphical symbols — Test methods — Part 1: Method for testing comprehensibility*

ISO 9186-2, *Graphical symbols — Test methods — Part 2: Method for testing perceptual quality*

ISO 9186-3, *Graphical symbols — Test methods — Part 3: Method for testing symbol referent association*

ISO 17724, *Graphical symbols — Vocabulary*

ISO 22727, *Graphical symbols — Creation and design of public information symbols — Requirements*

1) The graphical symbol collections of ISO 7001 and ISO 7010 can be previewed and purchased on the Online Browsing Platform (OBP), www.iso.org/obp