Sign Standards & Guidelines
Terminals 2, 3, 4
Curbfronts
Roadways
Parking Garages
This manual is new to Phoenix Sky Harbor International Airport, and has not been used before May 5, 2006.

For ease of reference, this manual has subdivided the signage areas located around the PSHIA site into the following sections:

Section 3.1 - Terminal (2, 3, 4) Sign Standards

Section 4.1 - Curbfront Sign Standards

Section 5.1 - Parking Garage Sign Standards

Section 6.1 - Roadway Sign Standards

Signs shown in this manual shall be consistently used throughout the airport wherever possible. Due to architectural conditions throughout the airport, some variations may be necessary. However the graphical information with the same degree of emphasis provided in this manual should be utilized on all like signs. Where variations occur, the graphic elements such as arrow widths, font style and symbol style shall remain consistent and whether enlarged or reduced should remain in proportion to each other.

The sign types located in each of the above listed areas are similar to each other in each area. However, the sign characteristics demonstrated in this manual are modeled after most of the existing signs found throughout PSHIA. The signs have been refined to be more consistent throughout all areas. Each area will have a variety of similar sign styles, therefore signs have been categorized into four (4) common sign types in each section:

**Overhead & Suspended Directional Signs** shall be utilized as the primary source of directional information. The signs shall have varying heights and lengths to accommodate various directional situations. Most signs should be located at a standard height (ADA guidelines page 2.XX) above finished floor or roadway and where architectural conditions permit. These signs may also have removable message strips.

**Flag Signs** shall be utilized to identify a location. A flag sign may be used as a directional sign ONLY in limited and PSHIA approved manner.

**Wall Signs** shall be utilized to supplement directional signs by showing identification, information, miscellaneous directional and regulatory information.

**Free Standing Signs** are used where information is subject to change & graphic directories.

Terminal signs will have the following in common:

Signs will have a dark brown background to match
**GRAPHIC USAGE EXPLANATION SHEET**

Note: Grey bars shown for explanation purposes only

<table>
<thead>
<tr>
<th>Outer bar/numbers</th>
<th>Overall vertical sign size</th>
<th>Overall width of sign</th>
<th>Horizontal width of elements</th>
<th>Horizontal spacing of elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1'-6&quot;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7'-0&quot;</th>
<th>6&quot; sym</th>
<th>5 1/2&quot; ar</th>
<th>4 3/4&quot;</th>
<th>10 3/4&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 1/4&quot; ar</td>
<td>5&quot; sym</td>
<td>6 9/16&quot;</td>
<td>5 1/8&quot; sym</td>
<td>3 1/4&quot; ch</td>
</tr>
<tr>
<td>5 3/4&quot;</td>
<td>3&quot;</td>
<td>1 3/4&quot;</td>
<td>3 3/4&quot;</td>
<td>3 1/4&quot; ch</td>
</tr>
<tr>
<td>2&quot;</td>
<td>6 9/16&quot; ar</td>
<td>5 1/8&quot; sym</td>
<td>3 1/4&quot; ch</td>
<td>6 7/8&quot; ar</td>
</tr>
</tbody>
</table>

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**Ticket Counters**

**Dog Walking Symbol**
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In April 2005 Wilbur Smith Associates (WSA) began an Existing Sign Inventory for Phoenix Sky Harbor International Airport (PSHIA). Inventory information has been gathered regarding the signage program and the graphics as well as photo documentation, specific site surveys, field observations and review of existing signage and analysis of circulation patterns.

The continuing changes of airline names and operations, on-going airport expansion projects such as the new Rental Car Facility, Parking Garage, Terminal 4 expansions and renovations, findings of the airport-wide inventory and new ADA sign guidelines have a direct impact on wayfinding signs. For these reasons, PSHIA has adopted a cohesive and comprehensive airport Sign Standards Manual. (Sky Harbor is comprised of 550 Acres which includes a Rental Car Center, Fire Station, Corporate Offices, Bus Maintenance and Greyhound Bus Lines. The existing sign standards for these complexes are governed by a separate manual.)

These signage guidelines are a foundation based upon the most effective signage found throughout the PSHIA. The Terminal 4 directional signage serves as a model, becoming the basis for the development of new signage or modification of existing signage.

The number of passengers traveling by air is increasing at PSHIA, meaning the need for effective wayfinding information to help passengers and visitors to find their destination in a clear, concise and confident way is also increasing. Therefore, the wayfinding sign system should be very clear and instantly understandable, contributing to traveler’s sense of security while in the airport and guiding them around in an efficient manner. Creating a uniform standards manual will help reduce future inaccuracies with the modification of signs and create a solid foundation for the implementation of new signs in new facilities or renovated areas.
The primary purpose of PSHIA sign system is to aid the movement of passengers through the airport in an efficient and confident manner, through understanding the needs of the traveling public. Human behavior studies have determined some general principles upon which a communicative sign system can be based. Communication of wayfinding information is also a learning process; therefore, the effective communication can also be utilized to help educate and create a confident reliance on a sign system. The principles of effective communication which are applied to the PSHIA sign guidelines are: consistency and uniformity, simplicity, continuity, repetition and rehearsal.

**Consistency:** refers to a passenger’s expectations based on past experiences (in this case other and **Uniformity** sign systems) called cognitive mapping. To help educate, orient and establish directional awareness in PSHIA, signs must be uniform in: terminology, symbol layout, sign presentation, sign size and color. This allows for comfortable "scanning of signs, then messages" to pick out message directions and, ultimately, the right route for oneself.

**Simplicity:** enables a passenger to become relatively familiar with terms and symbols used throughout a facility. Common use of typical messages rather than complex transit language or naming of an area in a building will help passengers obtain the information they need quickly and easily.

**Continuity:** in a sign program is a "building up" of the amount of information presented to a passenger. For passenger ease, minimal information is given upon entrance into the building. As progression continues, new information is provided to destinations (reassuring that one is on the" right track") so that a passenger does not have to assimilate and remember everything at one time.

**Repetition:** is the easiest form of sign education. Repetition of messages can be useful to reinforce destination information through the sequential use of repeating messages without information gaps on various sign types.

**Rehearsal:** is based upon information given to the passenger prior to using a sign system. Pre-educating the passenger before navigating a wayfinding sign system can be done through the news and media; "You are here" maps can also greatly assist in removing the mystery of building architecture and in developing one’s cognitive mapping of the airport.

"Best of" Standard
The general sign planning and design principles indicated above are expressed in this manual through the standards described and sign type examples depicted. The sign type examples depicted represent for each sign type the "BEST OF" existing signage or with modifications to exemplify the "best of" signage.

The purpose for using the "best of" existing signage is to serve as a model of the standards being a visual example for airport personnel to easily reference and implement. Use of the existing sign graphics and hardware will reduce future cost outputs for brand new components, expedite future changes to messaging and eliminate the need for a "major change-over" to a new sign system. As messages are updated and revised throughout the airport, the new standards can more easily be
implemented due to the visual and functional coordination with other existing signage. When signage needs to be updated, using the "best of" examples will simplify the process. Where one only needs to provide the new message(s), all graphic elements can be found in the manual. This shall reduce and/or eliminate the on-site process of creating new: sign layouts, messages and corresponding symbols, sign sizes, colors and cap heights.

For the sake of economy and realistic implementation, the "best of" approach standards use existing sign sizes and proportions as much as possible by resurfacing sign faces or replacing panels only. However, in some instances replacement of signs may be necessary to overcome illumination deficiencies or to comply with new ADA requirements for message heights.

**Legibility**

The applications of the "best of" sign system which have been described in this standards manual are the graphic applications, which include: background field, text and symbol colors, symbol usage, lighting, conspicuity, message information, cap heights for ADA reasons and to a lesser extent, locations. The existing signs exhibit a good balance of contrast between the white characters and the duranodic brown backgrounds, creating a highly readable message. Recommended contrast levels to satisfy ADA are 70%, which the existing terminal 4 "best of" interior duranodic brown signs meet. The roadway signage and parking garage are not covered by ADA; however, the contrast levels for the roadway signs need improvement to equal the interior signage. The symbols used in conjunction with a message are for the most part correct and up-to-date, which lends to good consistency. The amount of ambient lighting or illumination of the sign message will affect the legibility and conspicuity of the sign in the surrounding architectural conditions. Being able to "see" the signs and the message at a glance will reduce the chances of creating an information gap by overlooking an important decision point.

**Location**

Directional signage can also create its own information gap when a message is not consistently shown to the passenger along a destination route, especially when alternate decision points interrupt the route. Reaffirming directions to the original destination point is critical, so that a passenger can feel comfortable when new directions/optional routes are presented and he/she can stay on the intended route. The most important locations for signage are prior to the area of a decision point. This should allow for passengers to assimilate possible architectural changes on their approach, that might affect their destination route, should also moreover to provide them with information to either stay on their intended path or deviate to follow a new route. By locating signs within an area of a decision point, we can meet the 2004 updated ADA regulations. Applying realistic viewing distances on information needed within the time frame of a passenger's approach to a specific sign at PSHIA terminals can help meet ADA guideline recommended cap heights in relation to the sign and the decision point.

The goal of the wayfinding system is to present possible destinations and opportunities to the passenger, while offering concise and easy-to-read information for a passenger to confidently choose and follow a destination route. Although no sign system will satisfy everyone's needs, consistent and uniform signs are the most effective means to orient a majority of passengers within a space, whether in a building or site. This standards manual will provide all of the elements needed to produce an updated and consistent sign system.
Three standard size arrows shall be used throughout the interior sign program for consistency on both illuminated and non-illuminated signs.

Arrow Size #1 - To be used with cap heights no smaller than 3 inches
Arrow Size #2 - To be used ONLY in Terminal 2 for overhead directional signs
Arrow Size #3 - To be used with cap heights no larger than 3 inches

The arrows shown above match a majority of the arrows located throughout the airport. However, due to existing inconsistent sizes, thicknesses and arrowhead configurations, these guidelines should be referenced when creating new arrows.

See Page 2.2 (FIG.1.4) for arrow symbol and text relationships.

Note: Overhead roadway arrows have been increased in width, see page 2.26 for dimensions.
Arrow Directions

<table>
<thead>
<tr>
<th>Straight Ahead and Up</th>
<th>Down and Roadway Lane Designation</th>
<th>Left</th>
<th>Right</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to the Right</td>
<td>Up to the Left</td>
<td>Down to the Left ONLY</td>
<td>Down to the Right ONLY</td>
</tr>
</tbody>
</table>

Correct Arrow Placement and Use

- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 
- Traffic Flow 

Incorrect Arrow Use

- Traffic Flow 
- Traffic Flow 
- Traffic Flow 

FIG. 1.3

FIG. 1.4

Messages and symbols always line up behind the direction of travel arrow, when indicating left or right directions, i.e., the arrow pointing to the right shall be the first symbol on the sign, followed by the symbol and finally the corresponding message. See also fig.1.8 (page 2.11)

Typically, on a double panel sign face the information should be aligned to the right of the sign face where possible (assuming arrows are not pointing into the message). By positioning the information to the right of the sign, the goal is to indicate a path of travel on or under the right side of the sign. When this is done on both sides of the sign a "roadway" pattern can develop creating a "going" path on the right and a "coming" path on the left.

Unless otherwise indicated on layout drawings, arrow placement should always be centered on the sign face from top to bottom. Where multiple arrows appear on a sign face. Arrows shall be aligned from top to bottom on center of the text and symbol.
### Terminal 2,3,4 Symbols

- **Men**
- **Women**
- **Men Accessible**
- **Women Accessible**
- **Restrooms**
- **Restrooms Accessible**
- **Ticketing/Check in**
- **Passenger Pickup**
- **Family Assisted Restrooms**
- **Infant Changing Station**
- **Waiting Area**

**NEW**
- **Meeter/Greeter**
- **Walk to the Left**
- **Stand to the Right**
- **Elevators**
- **Litter**
- **Water Fountain**
- **Chapel Meditation Room**
- **Escalator Up**
- **Escalator Down**
- **Information**

**UPDATED**
- **Hotel Information**
- **Lost and Found**
- **TDD Telephones**
- **Telephone**
- **Restaurants**
- **Cocktails**
- **Shops**
- **Baggage/Baggage Claim**
- **Stairs**
- **Baggage Lockers**
- **Baggage Carts**

**NEW**
- **Elevators**
- **Litter**
- **Water Fountain**
- **Chapel Meditation Room**
- **Escalator**
- **Information**

**UPDATED**
- **Hotel Information**
- **Lost and Found**
- **TDD Telephones**
- **Telephone**
- **Restaurants**
- **Cocktails**
- **Shops**
- **Baggage/Baggage Claim**
- **Stairs**
- **Baggage Lockers**
- **Baggage Carts**

### International Travel Symbols

- **Smoking**
- **Shoe Shine**
- **ATM**
- **Currency Exchange**
- **Fax**
- **PALS**
- **North Curb**
- **South Curb**
- **Exit**
- **No Entry**

### Emergency Symbols

- **AED**
- **Extinguisher**
- **Fire Hose**
- **First Aid**
- **In Case of Fire...**

**NEW**
- **Duty Free Shops**
- **Agriculture**
- **Immigration**
- **Customs**

**UPDATED**
- **Duty Free Shops**
- **Agriculture**
- **Immigration**
- **Customs**

Pictograms Cont. on Page 2.4
Symbols should be used on sign faces with associated text messages. Terminal symbols shall be updated for enhanced visual clarity and uniformity. When selecting a symbol for use on a sign face, the international symbols above are to be used in conjunction with the terminology listed below each symbol. The frame around the symbol should be sized according to the specification guide fig. 1.6 (page 2.5). The symbols which update what is currently in existence at PSHIA are denoted with a red "updated" description and represent the new standard for that symbol.

Terminal 2 symbols with black pictograms and white backgrounds will be reversed to a white pictogram on a black field with a white border. Terminal 3’s black symbols on colored fields will also be updated, to a white pictogram on a black field with a white border.
The international symbol sizes used in this manual on Page 2.3-2.4 are taken from the most consistent symbols located in Terminal 4. The measurements above can be used to size the symbols found on the previous pages as well as the Terminal 2,3,4 symbols.
Graphic Symbol Relationships

Example Dimensions for Terminal Identification & North/South Identification

<table>
<thead>
<tr>
<th>a (cap height)</th>
<th>b (symbol height - outside dimension)</th>
<th>r (outside radius of symbol)</th>
<th>l (rule thickness)</th>
<th>c (arrow length)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-1/2</td>
<td>3-3/4</td>
<td>5/16</td>
<td>3/32</td>
<td>3-1/4</td>
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<td>4-1/2</td>
<td>6-3/4</td>
<td>9/16</td>
<td>1/8</td>
<td>5-7/8</td>
</tr>
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<td>7-1/2</td>
<td>5/8</td>
<td>1/8</td>
<td>6-1/2</td>
</tr>
<tr>
<td>6</td>
<td>9</td>
<td>3/4</td>
<td>1/8</td>
<td>7-7/8</td>
</tr>
<tr>
<td>9</td>
<td>13-1/2</td>
<td>1-1/8</td>
<td>3/16</td>
<td>11-3/4</td>
</tr>
<tr>
<td>10-1/2</td>
<td>15-3/4</td>
<td>1-5/16</td>
<td>1/4</td>
<td>13-3/4</td>
</tr>
<tr>
<td>12</td>
<td>18</td>
<td>1-1/2</td>
<td>1/4</td>
<td>15-3/4</td>
</tr>
</tbody>
</table>

**FIG. 1.6** Note: International symbols shall use the same symbol height, outside radius and rule thickness specifications.

**Typical Symbol Use**

↑ ![Baggage Claim](image)

Baggage Claim

⇑ ![To: All Gates](image)

To: All Gates

**Special Symbol Use**

⇓ ![Elevators](image)

East Elevators to:

')== ![All Gates](image) + ![Ticketing Check In](image) + ![Parking](image)

All Gates

Ticketing Check In

Parking

**Helvetica Medium** should be used on all illuminated signs. This text stroke width when internally illuminated will compensate for the "halo effect", where the stroke will appear to glow and enlarge the visual appearance of the type.

**Helvetica Bold** should be used on all non-illuminated signs so that the sign text has the same visual thickness as the illuminated directional signs. This type face shall also be used on the roadway sign faces.
Helvetica Medium

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890

**Helvetica Medium** should be used on all illuminated signs. This text stroke width when internally illuminated will compensate for the "halo effect", where the stroke will appear to glow and enlarge the visual appearance of the type.

Helvetica Bold

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890

**Helvetica Bold** should be used on all non-illuminated signs, so that the sign text has the same visual thickness as the illuminated directional signs. This type face shall also be used on the roadway sign faces.

Pedestrian Letter Spacing

Ab

10% kerning

Ground Transportation

Roadway Letter Spacing (see page 2.27 for roadway typeface)

Ab

50% kerning

Rental Car Return

Typeface spacing is adjusted to promote legibility of the words on sign faces. The spacing helps define the "footprint" of a word.
### Terminal Message Terminology

#### Terminals

<table>
<thead>
<tr>
<th>Message Terminology</th>
<th>Message Terminology</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATM (Automatic Teller Machine)</td>
<td>Infant Changing Station</td>
</tr>
<tr>
<td>Accessible Route</td>
<td>Information</td>
</tr>
<tr>
<td>Adult Changing Station</td>
<td>International Arrivals</td>
</tr>
<tr>
<td>Agricultural Specialist</td>
<td>International Concourse</td>
</tr>
<tr>
<td>Airline Self Check-in</td>
<td>TDD</td>
</tr>
<tr>
<td>All Gates</td>
<td>TTY</td>
</tr>
<tr>
<td>Area of Rescue Assistance</td>
<td>Temporary Area of Refuge</td>
</tr>
<tr>
<td>Arrivals</td>
<td>Terminal</td>
</tr>
<tr>
<td>Arriving Flights</td>
<td>Ticket Purchase</td>
</tr>
<tr>
<td>Baggage Claim</td>
<td>Ticketing/Check In</td>
</tr>
<tr>
<td>Baggage Recheck</td>
<td>Ticketing Level/Check-In</td>
</tr>
<tr>
<td>Baggage Service</td>
<td>Men</td>
</tr>
<tr>
<td>Business Center</td>
<td>North Curb</td>
</tr>
<tr>
<td>Chapel</td>
<td>Passenger Assistance Center</td>
</tr>
<tr>
<td>Cocktails</td>
<td>Passenger Service</td>
</tr>
<tr>
<td>Connecting Flights</td>
<td>Restroom</td>
</tr>
<tr>
<td>Courtesy Phone Center</td>
<td>Rental Car</td>
</tr>
<tr>
<td>Currency Exchange</td>
<td>Rental Car Center Shuttle</td>
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<tr>
<td>Departing Flights</td>
<td>Restaurants</td>
</tr>
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<td>Departures</td>
<td>Safe Haven</td>
</tr>
<tr>
<td>Directory</td>
<td>Security Checkpoint</td>
</tr>
<tr>
<td>Drinking Fountain</td>
<td>Shoeshine</td>
</tr>
<tr>
<td>Duty Free Shop</td>
<td>Shopping</td>
</tr>
<tr>
<td>Elevator</td>
<td>Smoking Lounge</td>
</tr>
<tr>
<td>Escalator</td>
<td>South Curb</td>
</tr>
<tr>
<td>Family Assisted Restroom</td>
<td>Stairs</td>
</tr>
<tr>
<td>Federal Inspection</td>
<td>Waiting Area</td>
</tr>
<tr>
<td>Gate(s) ABCD (example)</td>
<td>Walkway to Terminal</td>
</tr>
<tr>
<td>Gates A1-20 (example)</td>
<td>Women</td>
</tr>
<tr>
<td>Ground Transportation</td>
<td></td>
</tr>
<tr>
<td>Hotel Information</td>
<td></td>
</tr>
</tbody>
</table>

#### Curbside

<table>
<thead>
<tr>
<th>Message Terminology</th>
<th>Message Terminology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Employee Shuttle Bus</td>
<td></td>
</tr>
<tr>
<td>Airport Parking</td>
<td></td>
</tr>
<tr>
<td>Charter Buses</td>
<td></td>
</tr>
<tr>
<td>Charter Vehicles</td>
<td></td>
</tr>
<tr>
<td>Courtesy Vehicle</td>
<td></td>
</tr>
<tr>
<td>Crosswalk</td>
<td></td>
</tr>
<tr>
<td>Dial-A-Ride</td>
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</tr>
<tr>
<td>East Economy Parking</td>
<td></td>
</tr>
<tr>
<td>East Economy Parking Shuttle</td>
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</tr>
<tr>
<td>Economy Parking</td>
<td></td>
</tr>
<tr>
<td>High Profile Parking</td>
<td></td>
</tr>
<tr>
<td>Hotels/Resorts Shuttle</td>
<td></td>
</tr>
<tr>
<td>Hourly Parking</td>
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</tr>
<tr>
<td>Inter-City Transport</td>
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</tr>
<tr>
<td>Inter-Terminal Shuttle</td>
<td></td>
</tr>
<tr>
<td>Limousine</td>
<td></td>
</tr>
<tr>
<td>Loading Dock</td>
<td></td>
</tr>
<tr>
<td>Off Airport Parking</td>
<td></td>
</tr>
<tr>
<td>Parking</td>
<td></td>
</tr>
<tr>
<td>Parking Garage</td>
<td></td>
</tr>
<tr>
<td>Parking Lot Shuttle</td>
<td></td>
</tr>
<tr>
<td>Rental Car Center Shuttles</td>
<td></td>
</tr>
<tr>
<td>Rental Car Return</td>
<td></td>
</tr>
<tr>
<td>Shared Ride</td>
<td></td>
</tr>
<tr>
<td>Taxi</td>
<td></td>
</tr>
<tr>
<td>Van Service</td>
<td></td>
</tr>
<tr>
<td>West Economy Parking</td>
<td></td>
</tr>
<tr>
<td>West Economy Parking Shuttle</td>
<td></td>
</tr>
<tr>
<td>ATM (Automatic Teller Machine)</td>
<td></td>
</tr>
<tr>
<td>Accessible Route</td>
<td></td>
</tr>
<tr>
<td>Adult Changing Station</td>
<td></td>
</tr>
</tbody>
</table>

#### Eliminated Terminology (messages which should no longer be used on signs)

<table>
<thead>
<tr>
<th>Message Terminology</th>
<th>Message Terminology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Gates</td>
<td>Departures Curb</td>
</tr>
<tr>
<td>Arrivals Curb</td>
<td>Dining</td>
</tr>
<tr>
<td>Baggage Check-In</td>
<td>Family Restroom</td>
</tr>
<tr>
<td>Baggage Control</td>
<td>Federal Inspection</td>
</tr>
<tr>
<td>Car Rentals</td>
<td>Food</td>
</tr>
<tr>
<td>Cashier</td>
<td>Gates/Planes</td>
</tr>
<tr>
<td>Club</td>
<td>Gentlemen</td>
</tr>
<tr>
<td>Coffee Shop</td>
<td>Gift Shop</td>
</tr>
<tr>
<td>Department(s) ABCD (example)</td>
<td>Ground Transport</td>
</tr>
<tr>
<td>Gates A1-20 (example)</td>
<td>International Gates</td>
</tr>
<tr>
<td>Restroom</td>
<td>Ladies</td>
</tr>
<tr>
<td>Lobby</td>
<td>Loading Dock</td>
</tr>
<tr>
<td>Meeting and Greeting</td>
<td>Center</td>
</tr>
<tr>
<td>Men's Restroom</td>
<td>News</td>
</tr>
<tr>
<td>Terminals</td>
<td>Ticket Counter(s)</td>
</tr>
<tr>
<td>Newsstand</td>
<td>Ticket Purchase</td>
</tr>
<tr>
<td>Passenger Level</td>
<td>Ticketing</td>
</tr>
<tr>
<td>Passenger Lobby</td>
<td>Phone</td>
</tr>
<tr>
<td>Service</td>
<td>Transportation</td>
</tr>
<tr>
<td>Sky Harbor</td>
<td>Women's Restroom</td>
</tr>
</tbody>
</table>

Message terminology is the actual word used on the sign face. Consistent use of official terminology in this list will help eliminate identification confusion, duplication of the same information and provide informational continuity throughout Phoenix Sky Harbor International Airport sign program. All terms listed here are currently in use throughout the Terminals.

This terminology list has been reviewed and deemed the ONLY standard list of approved terms to be used for any new or refurbished signs in the Terminals and on the roadway. Any terminology deviation from this specific list must have PSHIA's approval prior to fabrication.

Note: The terminology has been separated into two categories; this page lists the messages associated with the terminals and curbsides. The following Page 2.9 lists the roadway and city messages.

All messages listed here should, where possible, be used in conjunction with the international symbols on Page 2.3-2.4.

For terminal and roadway signs, the first letter is to be capitalized, except in instances which use a hyphen. Consideration has been given to minimize the plural use of terminology. i.e., (Taxi vs. Taxis).
<table>
<thead>
<tr>
<th>Roadway</th>
<th>City Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Car Return</td>
<td>Downtown</td>
</tr>
<tr>
<td>Advantage</td>
<td>Downtown Phoenix</td>
</tr>
<tr>
<td>Alamo</td>
<td>East Valley Cities</td>
</tr>
<tr>
<td>Avis</td>
<td>Buckeye Road</td>
</tr>
<tr>
<td>Budget</td>
<td>24th St.</td>
</tr>
<tr>
<td>Dollar</td>
<td>24th Street</td>
</tr>
<tr>
<td>Enterprise</td>
<td>24th Street South</td>
</tr>
<tr>
<td>Hertz</td>
<td>41st Street</td>
</tr>
<tr>
<td>National</td>
<td>42nd Street</td>
</tr>
<tr>
<td>Thrifty</td>
<td>44th St.</td>
</tr>
<tr>
<td>Aeromexico</td>
<td>44th Street ( Interstate ) 10</td>
</tr>
<tr>
<td>America West Premier Pak</td>
<td>( Interstate ) 10 WEST</td>
</tr>
<tr>
<td>America West Technical Support ( American West</td>
<td>( Interstate ) 10 EAST</td>
</tr>
<tr>
<td>Tech. Support</td>
<td>( Interstate ) 17 NORTH</td>
</tr>
<tr>
<td>Air Canada</td>
<td>( State Route ) 51</td>
</tr>
<tr>
<td>Alaska/Horizon</td>
<td>( State Route ) 143</td>
</tr>
<tr>
<td>America West / Express</td>
<td>( State Route ) 153</td>
</tr>
<tr>
<td>American</td>
<td>( State Route ) 153 NORTH</td>
</tr>
<tr>
<td>Arizona Express</td>
<td>( State Route ) 153 SOUTH</td>
</tr>
<tr>
<td>ATA</td>
<td>LOOP 202</td>
</tr>
<tr>
<td>British Airways</td>
<td>LOOP 202 EAST</td>
</tr>
<tr>
<td>Continental</td>
<td></td>
</tr>
<tr>
<td>Continental Airlines Quickpak</td>
<td></td>
</tr>
<tr>
<td>Delta</td>
<td></td>
</tr>
<tr>
<td>Frontier</td>
<td></td>
</tr>
<tr>
<td>Great Lakes</td>
<td></td>
</tr>
<tr>
<td>Hawaiian</td>
<td></td>
</tr>
<tr>
<td>JetBlue</td>
<td></td>
</tr>
<tr>
<td>Lufthansa</td>
<td></td>
</tr>
<tr>
<td>Mesa Airlines</td>
<td></td>
</tr>
<tr>
<td>Midwest</td>
<td></td>
</tr>
<tr>
<td>Northwest / KLM</td>
<td></td>
</tr>
<tr>
<td>Southwest</td>
<td></td>
</tr>
<tr>
<td>Sun Country</td>
<td></td>
</tr>
<tr>
<td>United/Ted</td>
<td></td>
</tr>
<tr>
<td>US Airways</td>
<td></td>
</tr>
<tr>
<td>WestJet</td>
<td></td>
</tr>
<tr>
<td>Westward</td>
<td></td>
</tr>
<tr>
<td>Air Cargo</td>
<td></td>
</tr>
<tr>
<td>Airport Employee Shuttle Bus Stop</td>
<td></td>
</tr>
<tr>
<td>Roadway Message Terminology</td>
<td></td>
</tr>
<tr>
<td>Sign Standards Manual</td>
<td></td>
</tr>
<tr>
<td>Phoenix Sky Harbor International Airport</td>
<td></td>
</tr>
<tr>
<td>Roadway City Information</td>
<td></td>
</tr>
<tr>
<td>Airport Information</td>
<td></td>
</tr>
<tr>
<td>Airport Maintenance</td>
<td></td>
</tr>
<tr>
<td>Airport Return</td>
<td></td>
</tr>
<tr>
<td>All EXITS</td>
<td></td>
</tr>
<tr>
<td>All Terminals</td>
<td></td>
</tr>
<tr>
<td>Arrivals</td>
<td></td>
</tr>
<tr>
<td>ARFF 19</td>
<td></td>
</tr>
<tr>
<td>Clearance</td>
<td></td>
</tr>
<tr>
<td>(Maximum Clearance)</td>
<td></td>
</tr>
<tr>
<td>CNG Facility</td>
<td></td>
</tr>
<tr>
<td>CNG Fueling</td>
<td></td>
</tr>
<tr>
<td>Departures</td>
<td></td>
</tr>
<tr>
<td>East Economy Parking</td>
<td></td>
</tr>
<tr>
<td>East Exit</td>
<td></td>
</tr>
<tr>
<td>Economy Parking</td>
<td></td>
</tr>
<tr>
<td>FedEx</td>
<td></td>
</tr>
<tr>
<td>High Profile Parking</td>
<td></td>
</tr>
<tr>
<td>Hourly Parking</td>
<td></td>
</tr>
<tr>
<td>Inter-Terminal Shuttle Bus</td>
<td></td>
</tr>
<tr>
<td>Loading Dock</td>
<td></td>
</tr>
<tr>
<td>North Curb</td>
<td></td>
</tr>
<tr>
<td>North Side</td>
<td></td>
</tr>
<tr>
<td>Passenger Pick-Up</td>
<td></td>
</tr>
<tr>
<td>Parking</td>
<td></td>
</tr>
<tr>
<td>Parking Garage</td>
<td></td>
</tr>
<tr>
<td>Phoenix Police Airport Bureau</td>
<td></td>
</tr>
<tr>
<td>Ramp Up</td>
<td></td>
</tr>
<tr>
<td>Security Alert</td>
<td></td>
</tr>
<tr>
<td>Short Term Parking</td>
<td></td>
</tr>
<tr>
<td>South Curb</td>
<td></td>
</tr>
<tr>
<td>South West Air Cargo</td>
<td></td>
</tr>
<tr>
<td>Southwest Maintenance Facility</td>
<td></td>
</tr>
<tr>
<td>(Southwest Maint. Facility)</td>
<td></td>
</tr>
<tr>
<td>Stage and Go</td>
<td></td>
</tr>
<tr>
<td>Flight Information Waiting Area</td>
<td></td>
</tr>
<tr>
<td>Terminal 3 Parking</td>
<td></td>
</tr>
<tr>
<td>Terminal 4 Parking</td>
<td></td>
</tr>
<tr>
<td>UPS</td>
<td></td>
</tr>
<tr>
<td>US Customs</td>
<td></td>
</tr>
<tr>
<td>West Economy Parking</td>
<td></td>
</tr>
<tr>
<td>Airport Employee Shuttle Bus Stop</td>
<td></td>
</tr>
<tr>
<td>Advantage</td>
<td></td>
</tr>
<tr>
<td>Alamo</td>
<td></td>
</tr>
<tr>
<td>Avis</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td></td>
</tr>
<tr>
<td>Dollar</td>
<td></td>
</tr>
<tr>
<td>Enterprise</td>
<td></td>
</tr>
<tr>
<td>Hertz</td>
<td></td>
</tr>
<tr>
<td>National</td>
<td></td>
</tr>
<tr>
<td>Thrifty</td>
<td></td>
</tr>
<tr>
<td>Aeromexico</td>
<td></td>
</tr>
<tr>
<td>America West Premier Pak</td>
<td></td>
</tr>
<tr>
<td>America West Technical</td>
<td></td>
</tr>
<tr>
<td>Support ( American West Tech. Support )</td>
<td></td>
</tr>
</tbody>
</table>
The message hierarchy allows one to determine without prior experience which messages are most important on a directional sign face. The order listed above demonstrates the order in which messages are listed when signing within areas of the facility.

Where sign faces only allow for a limited amount of message(s), a series of signs along a destination path should be used to convey the primary and secondary messages, i.e., Terminal 2 10” high sign faces allow for 1 message with directional arrow and symbol per panel. A primary message should be located on the first panel and the next subsequent message should be placed on the next sign panel along the intended path. The primary message should then be reaffirmed on the subsequent sign panel.

Primary messages should always be grouped with primary messages when more than one appears on a sign face. If there is a need for secondary messages on the same signs, their importance will always be secondary to the primary message, as will tertiary messages.

When locating messages on a multiple line sign face, after the message hierarchy has been established, the cascading message layout must follow the numerical sequence as listed above. Primary messages will be placed IN THE FIRST POSITION of a multi-line sign face, followed by the next relevant sequential message. See Page 2.11 for message positioning.
The consistent placement of primary, secondary and tertiary messages on directional signs is critical for passengers to learn and understand where they should be looking for their guided route. This will also help to prevent the negative or unused space on the sign from becoming too visually dominant.

Two line sign face: One line of information should be located on the bottom row of the sign. For two lines of information, the primary message should always be located on the top row of the sign.

Three line sign face: One line of information should be located on the middle row of the sign face. For two lines of information, the primary message should be located on the middle row and the next message should be located on the bottom row. Three lines of information, the primary message should be located on the top row with the next sequential messages below on the second and third rows.
This manual will address the existing colors used throughout PSHIA and recommend new colors where we think they could be helpful to the wayfinding capabilities within the environment.

Color coding signs and architectural details can be very confusing when not used in the correct manner. When passengers are overloaded with color choices, the results can either lead a passenger to the wrong destination or remove confidence in the system, rendering any color code non-useful to the user.

Any colors used in existing PSHIA signage should be used to color code only a destination, e.g., a specific parking garage level or terminal. PSHIA already has this sort of color coding in place, but it needs to be further defined. Each public building is color coded: Terminal 2 (blue), Terminal 3 (purple) and Terminal 4 (teal). The route to each terminal is along the color path indicated on the overhead roadway signs (which also labels the terminal). One color should lead to or label only one destination.

Colors that are seemingly close together, e.g., teal and green, can make distinguishing between the two difficult for some who may be color blind or not see color well. Therefore, when using colors in a color code system, the basic elementary colors should be used only once. Those colors are red, orange, yellow, green, blue, indigo, and violet (in that order). When implementing any new colors, we would strongly discourage using two similar colors to identify two separate destinations, as the user upon return may confuse which color is correct, e.g., light green or dark green.

**Terminals**

- The color coding system used in the Terminal 3 international symbol background fields is confusing and visually distracting. We therefore recommend the various colors be removed from the symbols for enhanced clarity. The background color should be a dark brown to match the sign face color and the symbols should be white, allowing for maximum contrast.

- Additionally, we recommend removing ALL color from ALL of the international symbol background fields throughout the airport. However, where accessible symbols, regulatory symbols and special symbols require color, some exceptions can be made. See Pages 2.3-2.4 for allowable color use on symbols.

- Obtaining good visual contrast with muted colors being either in the foreground or background can be quite difficult. Therefore, we recommend adjusting the Terminal 4 teal to a color closer to an elementary color. This should help to elevate the low visual contrast with text on non-illuminated signs.

- The colors used to indicate terminals are acceptable with a slight exception being the Terminal 4 teal. However, the amount of color used on the terminal curb fronts is very insignificant compared to the amount of color used along the roadway to indicate the terminal. If color is to be used to indicate a terminal as opposed to using Identification signage, then the amount of color used along the curbside should be significant. For instance, the amount of color used to indicate Terminal 4 ticketing check-in curbs are (4) 21 inch by 7 foot green illuminated signs. These signs are set back on the curb and have low visibility due to being parallel instead of perpendicular to the roadway. The terminal color should be viewable from most aspects of the drive along the front of each terminal.

- Colors should not be repeated to code more than one destination within the same building. However, in some cases colors may be repeated for use from one building to another. The Terminal 3 parking garage, for example, utilizes each color of the rainbow spectrum to color code each level. This color code system could also be used in the Terminal 4 parking garage. With the same colors being isolated to a specific area in each building, it is unlikely that passengers will be confused by the same colors, as the color coding is secondary to first locating the correct garage.

**Roadway**

- The dark brown roadway colors are difficult to see during the day, due to reflection and a glossy finish. We recommend altering the color to a darker brown for higher contrast or to a dark gray.
The colors listed in this chart represent the only acceptable colors to be used throughout the airport wayfinding sign program. The following sign layout sections; 3.0, 4.0 and 5.0 use these colors.

All paints, vinyl and materials used shall be matte in finish.

---

<table>
<thead>
<tr>
<th>Color</th>
<th>Color #</th>
<th>PMS Color</th>
<th>Opaque Vinyl</th>
<th>Translucent Vinyl</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dark Brown</td>
<td>1</td>
<td># -</td>
<td>-</td>
<td>-</td>
<td>Terminal Standard Color Match</td>
</tr>
<tr>
<td>BRONZE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>All background field colors MAP 41-313</td>
</tr>
<tr>
<td>White</td>
<td>2</td>
<td>#</td>
<td>Matte white #180C-10</td>
<td>white 3630-20</td>
<td>Standard Plexiglass Color: to match Rohm &amp;Haas White 732</td>
</tr>
<tr>
<td>Lt Blue</td>
<td>3</td>
<td>#300C</td>
<td>Intense blue 3M 7725-57</td>
<td>Bright Blue 3M 3630-167</td>
<td>Terminal 2 ID Blue</td>
</tr>
<tr>
<td>Purple</td>
<td>4</td>
<td>#2622C</td>
<td>Plum Purple 3M 7725-48</td>
<td>3M Plum Purple 3630-128</td>
<td>Terminal 3 ID Purple</td>
</tr>
<tr>
<td>Teal</td>
<td>5</td>
<td>#322C</td>
<td>Teal 3M 7725-96</td>
<td>3M Teal Green 3630-246</td>
<td>Terminal 4 ID Teal</td>
</tr>
<tr>
<td>Blue</td>
<td>6</td>
<td>#300C</td>
<td>Intense blue 3M7725-57</td>
<td></td>
<td>Accessible Blue</td>
</tr>
<tr>
<td>Black</td>
<td>7</td>
<td></td>
<td>Matte Black 3M7725-22</td>
<td></td>
<td>Parking Garage Level 1</td>
</tr>
<tr>
<td>Med.Gray</td>
<td>8</td>
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<td>Medium Gray 3M7725-31</td>
<td></td>
<td>Level A</td>
</tr>
<tr>
<td>Red</td>
<td>9</td>
<td></td>
<td>Tomato Red 3M7725-13</td>
<td>RED MAP (#23966)</td>
<td>Level B</td>
</tr>
<tr>
<td>Orange</td>
<td>10</td>
<td></td>
<td>Light Orange 3M7725-54</td>
<td>ORANGE MAP (#29653)</td>
<td>T3 Parking Garage Level 2</td>
</tr>
<tr>
<td>Yellow</td>
<td>11</td>
<td></td>
<td>Bright Yellow 3M7725-15</td>
<td>YELLOW MAP (#10211)</td>
<td>T3 Parking Garage Level 3</td>
</tr>
<tr>
<td>Green</td>
<td>12</td>
<td></td>
<td>Apple Green 3M7725-196</td>
<td>GREEN MAP (#26709)</td>
<td>T3 Parking Garage Level 4</td>
</tr>
<tr>
<td>Aqua</td>
<td>13</td>
<td></td>
<td>Dark Aqua 3M7725-307</td>
<td>TURQUOISE MAP (#29439)</td>
<td>T3 Parking Garage Level 5</td>
</tr>
<tr>
<td>Blue</td>
<td>14</td>
<td></td>
<td>Olympic Blue 3M7725-57</td>
<td>BLUE MAP (#25465)</td>
<td>T3 Parking Garage Level 6</td>
</tr>
<tr>
<td>Turquoise</td>
<td>15</td>
<td>3282</td>
<td>Turquoise 3M 3630-236</td>
<td></td>
<td>Information Desk</td>
</tr>
<tr>
<td>Maroon</td>
<td>16</td>
<td>228CV</td>
<td>Maroon 3M 1170</td>
<td></td>
<td>PSHIA logo (special order)</td>
</tr>
<tr>
<td>Brown</td>
<td>17</td>
<td></td>
<td>3M Scotchlite Film #1179</td>
<td></td>
<td>Roadway Sign backgrounds</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>See add’l note on page 2.14</td>
<td></td>
</tr>
<tr>
<td>Red</td>
<td>18</td>
<td></td>
<td>3M EC #1172</td>
<td></td>
<td>Airport Return</td>
</tr>
<tr>
<td>Orange</td>
<td>19</td>
<td></td>
<td>3M EC #1174</td>
<td></td>
<td>Stage &amp; Go</td>
</tr>
<tr>
<td>Green</td>
<td>20</td>
<td></td>
<td>3M EC #1177</td>
<td></td>
<td>Airport Exit*</td>
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<td>21</td>
<td></td>
<td>3M EC #1175</td>
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<td>Terminal 2*</td>
</tr>
<tr>
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<td>22</td>
<td></td>
<td>3M EC #1170-13</td>
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<td>Terminal 3* (special order)</td>
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<tr>
<td>Teal</td>
<td>23</td>
<td></td>
<td>3870 flood coat on 3870 reflective silver or clear EC</td>
<td></td>
<td>Terminal 4 (special order)</td>
</tr>
<tr>
<td>Violet</td>
<td>24</td>
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<td>T4 Parking Garage Level 4</td>
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<tr>
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<td>25</td>
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<td></td>
<td>T4 Parking Garage Level 5</td>
</tr>
<tr>
<td>Green</td>
<td>26</td>
<td></td>
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<td></td>
<td>T4 Parking Garage Level 6</td>
</tr>
<tr>
<td>Orange</td>
<td>27</td>
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<td></td>
<td></td>
<td>T4 Parking Garage Level 7</td>
</tr>
<tr>
<td>Yellow</td>
<td>28</td>
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<td></td>
<td>Black Text</td>
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<td>Blue</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td>T4 Parking Garage Level 8</td>
</tr>
</tbody>
</table>

FIG. 1.9

The colors listed in this chart represent the only acceptable colors to be used throughout the airport wayfinding sign program. The following sign layout sections; 3.0, 4.0 and 5.0 use these colors.

All paints, vinyl and materials used shall be matte in finish.
Port Authority of New York and New Jersey
Color Code System

Color Code Signing System

- Follow Yellow Signs when flying - for Gates, Ticketing, Baggage Claim, etc.

- Follow Black Signs for airport services - Restrooms, Elevators, Telephones, etc.

- Follow Green Signs when landing - for Parking, Ground Transportation, etc.

This color code system differs from the Phoenix color code in that it is a path color code as opposed to a destination color code. The color code design concept has a distinctive appearance and represents a dramatic departure from the current signage standards used at many U.S. airports. The concept utilizes distinct and highly visible color combinations to visually organize messages by types of information. Consistent application of these standards throughout the airport helps passengers recognize and follow messages associated with the departures and arrivals processes. The color code system also utilizes an extensive family of international symbols for universal understanding of messages.

The color code signage is based upon a modified design concept originally developed for the Port Authority of New York and New Jersey by Bureau Mijksenaar and Peter Muller-Munk Associates. Tests of this concept at the New York City airports and Port Columbus International Airport have resulted in significant increases of measured customer satisfaction with the wayfinding signage system.
General Approach:
On September 16th 1991, the United States Department of Transportation issued its version of compliance with the Americans with Disabilities Act (ADA), including provisions on signage at airports and other public transportation facilities. On July 23, 2004, the U.S. Access Board, an independent Federal agency, issued updated accessibility guidelines for new or altered facilities covered by the Americans with Disabilities Act and the Architectural Barriers Act. These guidelines address a wide range of facilities in the private and public sectors. Presented here is an overview of the new guidelines that also highlights significant changes.

The objective of the PSHIA Standards manual is to bring PSHIA into compliance with the "Proposed Rule" updated ADA guidelines as of July 23, 2004 and also to better serve the general population traveling through PSHIA. Although the updated set of ADA guidelines has not been enacted into Federal Law, local building codes in some states have adopted the standards as a basis for signage in public facilities. Arizona has not adopted the "Proposed Rule" ADA guidelines into law.

The ADA guidelines are in place for those with medical "disabilities". However, as the general population increases in longevity, a sign system should also accommodate people who have moderate "non-prescribed" disabilities and rely on being able to travel independently. Phoenix has a good reputation for responding to the elderly population needs. By staying up-to-date with current needs for legible signage using the "Proposed Rule" ADA standards, PSHIA will remain at the forefront of accommodating an ever-aging population.

The new ADA guidelines have further refined how signs should be designed, fabricated and located. No new sign types have been added into the current listing of what is deemed ADA signage. The following list provides general sign types with a short explanation of the new applicable standards.

- **Signs Identifying Permanent Spaces (plaque signs):**
  The content required on the signs has not changed; however, tactile characters on signs shall be located 48 inches minimum above the finished floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.
  EXCEPTION: Tactile characters for elevator car controls shall not be required.

- **Overhead Wayfinding and Directional Signs:**
  Overhead signs previously required a standard 3 inches minimum cap height regardless of the viewing distances. The updated standards require various cap heights based upon the viewing distance measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign.

- **Parking Signs:**
  Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60 inches minimum above the finished floor or ground surface measured to the bottom of the sign.

The following Pages 2.16 - 2.23 further detail the use and applications of each of the general sign types listed above.

*This manual is not coupled with any sign location plans and message schedules, and does not refer to any specific locations. These are interpretations made by Wilbur Smith Associates of the ADA "Proposed Rule" guidelines put forth in this standards manual and are a generalization. Any individual sign location(s) should be reviewed prior to any final fabrication or installation by the appropriate personnel. Additionally, this manual is intended to be a resource and not intended as legal advice on compliance with any applicable law or regulation in any particular instance.*
Signs Identifying Permanent Spaces (plaque signs):

Interior and exterior signs identifying rooms and spaces that are not likely to change over time are subject to ADA guidelines. Examples include but are not limited to signs labeling: elevators, restrooms, floor numbers, room and floor numbers or letters, room names such as chapels, meeting rooms, smoking rooms, emergency exit stairwells, exit passageways and possible areas of temporary assistance (depending on the space and where the sign is located).

These signs have specific requirements that must also be taken into consideration:

- **Raised Characters**
  The text shall be raised 1/32 inch min. from surface. The characters shall be uppercase and be sans serif.

- **Height Above Finished Floor**
  Tactile characters on signs shall be located 48 inches above the finished floor (measured from the baseline of the lowest tactile character) and 60 inches maximum above the finished floor or ground surface (measured from the baseline of the highest tactile character). See fig 2.1 (page 2.17)
  EXCEPTION: Tactile characters for elevator car controls shall not be required.

- **Location**
  Where a tactile sign is provided at a door, the sign shall be located on the latch side of the door 3" away from the door frame. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right-hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (by 18 inches, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position. See fig 2.3 (page 2.17)
  EXCEPTION: Signs with tactile characters shall be permitted on the push side of doors with automatic closers and without hold-open devices.

- **Character Height**
  The character height measured vertically from the baseline of the character shall be 5/8 inches minimum and 2 inches maximum based on an uppercase letter "I". See fig 2.2 (page 2.17)

- **Stroke Thickness**
  The stroke thickness of the uppercase letter "I" shall be 15% maximum height of the character. See fig 2.2 (page 2.17)

- **Finish and Contrast**
  Characters shall be non-glare on a non-glare finish. The existing dark brown matte background is sufficient with white lettering.

- **Braille Position**
  Grade 2 Braille shall be positioned below corresponding one-line or multi-lined text. Any braille used on a sign shall have a minimum of 3/8 inches space above and below braille. See fig 2.2 (page 2.17)

- **Symbols**
  Symbols shall have a field height of 6 inches. Characters and braille shall not be located in field. See fig 2.4 (page 2.17) Tactile text descriptors are required for plaque signs with symbols. No smoking, occupant logos and accessible symbols are not required to have a text descriptor.
Area of Rescue Assistance
These signs are primarily overhead signs and do not require tactile characters, but must be illuminated where exit signs are required to be illuminated.

If a wall/plaque sign is used however, it should be identified with the international symbol and the words "Area of Rescue Assistance" along with tactile characters and grade 2 braille.

Directions to the nearest accessible entrance must be posted at all non-accessible exterior building entrances, using the international access symbol.

Directional Wall Signs
The location of the text telephones in each terminal must be identified at each telephone bank, using the TDD symbol fig. 2.4 (page 2.18). Directional signs indicating the location of the nearest public TDD shall be provided at all banks of public pay telephones not containing a public TDD. In addition, where signs provide direction to public pay telephones, they shall also provide direction to public TDDs. Directional signs shall include the international symbol of TDD.
**International Symbol of TTY/TDD**
- Identifies location(s) of TDD/TTY (for the purpose of reduced confusion, TDD in lieu of TTY should be used on all signs throughout the airport. Used to reinforce directions to TDD at phone banks)

**FIG.2.4**

**Assisted Listening Systems**
- Identifies assembly areas with Assisted Hearing Loss symbol

**FIG.2.5**

**Volume Control Telephones**
- Identifies location(s) with a volume control

**FIG.2.6**

**International Symbol of Accessibility**
- Identifies an accessible facility or function for mobility impaired persons
- Identifies accessible level change e.g., elevators
- Identifies accessible entrances into building or nearest accessible entrance
- Identifies accessible routes to parking, within and between terminals
- Identifies accessible reserved parking spaces, crosswalks and handicapped transportation stops along curbside

**FIG.2.7**
Overhead Wayfinding/Directional Signs

Directional and wayfinding signs typically refer to overhead signage leading passengers to a destination by using repetitive messages. The signs must display information in a clear, concise and consistent manner to a majority of passengers in the airport. The 1991 ADA guidelines were general in instructional requirements for overhead signs such as: whether suspended or projecting, all overhead signs must be mounted at least 80 inches from the ground to eliminate potential clearance hazards for visually impaired people. The "Proposed Rule" ADA guidelines have focused in on specific issues for legibility, such as cap heights and viewing distances. This manual shall use the 1991 federal ADA guidelines for the basis of overhead directional signs; however, where the "Proposed Rule" ADA guidelines have updated recommendations, this manual shall use and interpret the guidelines and recommend the type of situations where the new guidelines should be implemented.

The 1991 ADA guidelines required a 3" minimum cap height for interior overhead signs regardless of viewing distance. The new ADA guidelines have expanded the description for how to determine a cap height on overhead signage: "viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign". The new cap height guidelines revolve around where a sign is located horizontally and vertically in relationship to where a passenger can stand and view the sign. The chart in fig 3.1 (page 2.20) indicates the viewing distances and corresponding cap heights for the point where further approach to the sign is obstructed.

The new visual cap heights address specific situations where cap heights should be enlarged on a sign face for improved visibility. However, it should be noted that the new guidelines also allow for the possibility of smaller cap heights, depending on the height of the sign.

(This manual DOES NOT advocate the reduction of any caps heights on any signs in PSHIA.)

We define "viewing distance" as the distance from which one must make a wayfinding decision (which way to go) and/or obstruction preventing further approach to read the sign.

Our interpretation for the definition of a relative "obstruction" for the purpose of determining PSHIA viewing distances has been subdivided into two classifications. The first type of obstruction includes: signs in, above or around items such as but not limited to; passenger seating areas, elevator core openings, architectural details such as low walls fig. 3.2 - 3.5 (page 2.20-22), railings, vendor kiosks, baggage carousels and, in some cases, the physical height of the sign preventing a passenger's approach up to or below a sign face. The second "obstruction" is a forced decision point with no immediate signage in the general vicinity (roughly 30ft). When a passenger reaches a decision point where no directional sign is in the vicinity, a passenger's travel path is interrupted. If a passenger is "visually stretched" to read the surrounding signs to make a directional decision, this has become an "obstruction" along a destination route.

In these situations where signs are obstructed by one or both of the above classifications, an assessment of the individual sign situation must be made. There are two possible options for solving an "obstructed" sign which will satisfy the ADA "Proposed Rule". They are as follows:

Option #1 - Place a new sign in the area of the obstruction to lead passengers around the element. This will allow for a nominal cap height on the sign and allow for a greater number of messages to be placed on the sign.

Option #2 - Increase the text size to the appropriate cap height as determined by the distance to the sign from the obstruction as shown in the chart Fig. 3.1 (page 2.20). This will eliminate the need to add a sign where one might not be applicable. It might, however, also reduce the amount of information on the sign, due to spatial requirements to fit larger text on the sign.
How To Determine When a Sign is Obstructed

A simple method to determine when a sign cap height needs to be resized:

1. Review the height of the sign in question.
2. Review the information on the sign.
3. Determine where the information on the sign becomes useful. For example, does a passenger need to read the sign after passing directly beneath the sign preceding it? Is it at the end of a corridor, where upon closer approach space, is sufficient to make a wayfinding decision?
4. There location where a passenger needs to read sign information to make an informed decision, is where one should start a calculation based on the distance between the sign and the passenger to determine the correct cap height. See fig. 3.2 - 3.5 (page 2.21/22)

### Visual Character Height

<table>
<thead>
<tr>
<th>Height to Finished Floor or Ground From Baseline of Character</th>
<th>Horizontal Viewing Distance</th>
<th>Minimum Character Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 inches (1015 mm) to less than or equal to 70 inches (1780 mm)</td>
<td>less than 72 inches (1830 mm)</td>
<td>5/8 inch (16 mm)</td>
</tr>
<tr>
<td></td>
<td>72 inches (1830 mm) and greater</td>
<td>5/8 inch (16 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 72 inches (1830 mm)</td>
</tr>
<tr>
<td>Greater than 70 inches (1780 mm) to less than or equal to 120 inches (3050 mm)</td>
<td>less than 180 inches (4570 mm)</td>
<td>2 inches (51 mm)</td>
</tr>
<tr>
<td></td>
<td>180 inches (4570 mm) and greater</td>
<td>2 inches (51 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 180 inches (4570 mm)</td>
</tr>
<tr>
<td>greater than 120 inches (3050 mm)</td>
<td>less than 21 feet (6400 mm)</td>
<td>3 inches (75 mm)</td>
</tr>
<tr>
<td></td>
<td>21 feet (6400 mm) and greater</td>
<td>3 inches (75 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 21 feet (6400 mm)</td>
</tr>
</tbody>
</table>

ALL PSHIA overhead directional sign characters shall be no less than 3" in cap height, as mandated by the Federally Enacted 1991 ADA Guidelines
Equation

\[ X = \text{sign height} \]
\[ Y = \text{distance to sign} \]
\[ Z = \text{cap height based on} \]

(Page 2.19 Fig. 2.1)

FIG.3.2 Example #1 of sign location cap height

\[ X = 8'-3" \ (99") \]
\[ Y = 4'-0" \ (48") \]
\[ Z = (2" \text{ cap height}) \]

FIG.3.3 Example #2 of sign location cap height

\[ X = 8'-3" \ (99") \]
\[ Y = 15'-0" \ (48") \]
\[ Z = (3" \text{ cap height}) \]

Low wall or rail preventing further approach to the sign
FIG. 3.4 Passenger is "visually stretched" to read sign to make directional decision. Passenger has to stop and look around 96 - 130 plus feet to read signs to make decision.

FIG. 3.5 Passenger is presented with immediate directional decisions, and does not have to stop and look around 130 plus feet to read signs to make decision.
Parking space identification signs shall include the International Symbol of Accessibility. Signs identifying van parking spaces shall contain the designation “van accessible.” Signs shall be 60 inches minimum above the finished floor or ground surface, measured to the bottom of the sign.
2.24

**POST and PANEL Roadway Color Sign Bands**

**Note:** All (alpha) text shall be centered left to right in the colored box.

The top color band on roadway signs shall be used to indicate the primary location information on post and panel and overhead roadway signs. The sign background colors shall relate to the message color code identity. (see page 2.13 for colors). When replacing signs on a go forward basis, the standard color to be used shall be chocolate brown. Additional Peanut Butter Brown and Gray (south cargo should be verified prior to use by PSHIA representative.

The secondary information located below the band shall be supplemental directional information and shall relate to the above color band. Multiple directional arrows shall be allowed on a sign face where one color band exists. Where multiple color bands (fig. 3.7) are used on one sign face to indicate...
OVERHEAD SIGN Single Color Band Spacing (11' sign width)

FIG. 3.10 Note: Sign panels may vary in height, color and width; however, dimensions noted above shall remain consistent on each sign for spacing on brown panels and cap heights.

OVERHEAD SIGN Double Color Bands Spacing (11' sign width)

FIG. 3.11 Note: Sign panels may vary in height, color and width; however, dimensions noted above shall remain consistent on each sign for spacing on brown panels and cap heights.

OVERHEAD SIGN Three Color Bands Spacing (11' sign width)

FIG. 3.12 Note: Sign panels may vary in height, color and width; however, dimensions noted above shall remain consistent on each sign for spacing on brown panels and cap heights. (See fig. 3.11 for additional measurements.)

OVERHEAD SIGN Three Color Bands Spacing (16' & 18' sign width)

FIG. 3.13 Note: Sign panels may vary in height, color and width; however, dimensions noted above shall remain consistent on each sign for spacing on brown panels and cap heights.
Direction Specific Graphic Area

FIG. 3.15 17” height x varying length, width determined by measuring 6 7/8” in from both edges of sign face. Vertical height measured up 6 7/8” from bottom edge of sign face. Straight ahead arrows shall be centered in the graphic area, flush right and flush left arrows shall be determined by message use. Arrows shall not be permitted to point straight up on any overhead roadway signs.

Overhead Sign Arrow

FIG. 3.14 (See page 2.1 for standard arrow styles and sizes.)

Post and Panel Arrow

FIG. 3.16 (See page 2.1 for standard arrow styles and sizes.) Dashed line shown to indicate the outer dimensions of sign; DO NOT use as graphic.

Post and Panel Arrow

FIG. 3.17 (See page 2.1 for standard arrow styles and sizes.) Dashed line shown to indicate the outer dimensions of sign; DO NOT use as graphic.
Futura Bk (book)

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890

**Futura Bk** shall be used for direction specific messages, ex. "Left Lane". This stroke width will differentiate the directional messages from the "direction specific" messages.

Futura Hvy (Heavy)

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890

Futura Hvy shall be used on all roadway sign for directional messaging with the exception of "direction specific messages" (see above).
Additional Information to be provided BY PSHIA
Terminals 2, 3 & 4
Sign Standards

( Messages are for layout purposes ONLY )
( and do not reflect the final sign message )
### Overhead Directional Sign

**Description:**
*(Terminal 2 ONLY)*
1 line, 1 message sign face

*Used in terminal & concourse to provide a single direction. The message group will line up behind one directional arrow.*

**Panel:**
10" ht x 6'-0" x 3/16" thk. white translucent polycarbonate

**Message:**
translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:**
Yes

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**Panel:***
10" ht x 8'-0" x 3/16" white translucent polycarbonate

**Message:**
translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:**
Yes

---

**Panel:**
10" ht x 6'-0" x 3/16" thk. white translucent polycarbonate

**Message:**
translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:**
Yes

---

**Panel:**
10" ht x 8'-0" x 3/16" white translucent polycarbonate

**Message:**
translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:**
Yes
3.2 Overhead Directional Sign

Sign Type 103, 104

Description: (Terminal 2 ONLY)
1 line, 2 or 3 message sign face

Used in terminal & concourse to provide a single direction with two or three messages. The spacing between the messages shall be measured from the last character of the preceding message to the symbol of the following message group. The distance between the message groups shall be 4" to 6" dependent on the panel length. The message group will line up behind one directional arrow.

Panel: 10" ht x varying length x 3/16" thk.
white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

Illumination: Yes

Description: (Terminal 2 ONLY)
1 line, 2 message directions sign face

Used in terminal & concourse to provide two directions. The messages are grouped on the left and right side of the sign to help guide pedestrian flow beneath the sign. The message group will line up behind one directional arrow.

Panel: 10" ht x varying length x 3/16" thk.
white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

Illumination: Yes
**Overhead Directional Sign**

**Description:**
1 line, multiple panel & message direction sign faces

Used in terminals and concourse to provide multiple directions on separate panels. Individual messages should be placed on individual panels when available. The message group will line up behind one directional arrow.

**Panel:** 8" ht x varying lengths x 3/16" thk.
White translucent polycarbonate

**Message:** Translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

**Sign face layout example**

<table>
<thead>
<tr>
<th>Elevators</th>
<th>All Gates</th>
<th>Ticketing Check-In</th>
<th>Elevators</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>1 3/8&quot;</td>
<td>2&quot;</td>
<td>1 1/2&quot;</td>
</tr>
<tr>
<td>5&quot; Ar</td>
<td>5 1/4&quot; Sym</td>
<td>4&quot; CH</td>
<td></td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>1 3/8&quot;</td>
<td>2&quot;</td>
<td>2 1/4&quot;</td>
</tr>
<tr>
<td>3 1/2&quot; CH</td>
<td>5 1/4&quot; Sym</td>
<td>6&quot; Ar</td>
<td>2 1/4&quot;</td>
</tr>
<tr>
<td>1&quot;</td>
<td>1 3/8&quot;</td>
<td>1&quot;</td>
<td>1 3/8&quot;</td>
</tr>
<tr>
<td>6&quot; Ar</td>
<td>5 1/4&quot; Sym</td>
<td>5&quot; Ar</td>
<td></td>
</tr>
<tr>
<td>2&quot;</td>
<td>3 1/2&quot;</td>
<td>4 1/2&quot;</td>
<td></td>
</tr>
</tbody>
</table>

Sign face layout example:

- Elevators
- All Gates
- Ticketing Check-In
- Elevators

**Sign Type 105**

<table>
<thead>
<tr>
<th>Elevators</th>
<th>All Gates</th>
<th>Ticketing Check-In</th>
<th>Elevators</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>1 3/8&quot;</td>
<td>2&quot;</td>
<td>1 1/2&quot;</td>
</tr>
<tr>
<td>5&quot; Ar</td>
<td>5 1/4&quot; Sym</td>
<td>4&quot; CH</td>
<td></td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>1 3/8&quot;</td>
<td>2&quot;</td>
<td>2 1/4&quot;</td>
</tr>
<tr>
<td>3 1/2&quot; CH</td>
<td>5 1/4&quot; Sym</td>
<td>6&quot; Ar</td>
<td>2 1/4&quot;</td>
</tr>
<tr>
<td>1&quot;</td>
<td>1 3/8&quot;</td>
<td>1&quot;</td>
<td>1 3/8&quot;</td>
</tr>
<tr>
<td>6&quot; Ar</td>
<td>5 1/4&quot; Sym</td>
<td>5&quot; Ar</td>
<td></td>
</tr>
<tr>
<td>2&quot;</td>
<td>3 1/2&quot;</td>
<td>4 1/2&quot;</td>
<td></td>
</tr>
</tbody>
</table>

3/4" = 1'-0"
3.4 Overhead Directional Sign

**Overhead Directional Sign**

**Sign Type 106, 107**

**Sign Standards Manual**

**Phoenix Sky Harbor International Airport**

**Description:**

1 line, 3 message sign face

Used in terminal & concourse to provide multiple directions with 1-3 separate messages on single panel sign face. The typical spacing for the middle message grouping shall be centered to the left and right in the sign face. The message groupings will line up behind each directional arrow.

**Panel:** 10" h x varying length x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Spacing between words min 4" (shown) max 6" measured from last character of preceding message. In the case the second line descriptions all relate to the ground transportation symbol.**

**Note:** existing sign slate panels. When face change occurs the slats should be removed and replaced with a signal panel.

**Sign Type 106**

**Panel:** 10" ht x varying length x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Sign Type 107**

**Panel:** 10" ht x varying length x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes
**Sign Type 108**

**Description:**
2 line, multiple message sign face

Used in terminal & concourse to provide two directions with multiple messages on one panel. Each message group indicating separate directions will each have a corresponding arrow on the same line. Where one line of messaging appears with no other directions the arrow shall be located in the typical position. (see page 2.2) Message groups will line up behind one directional arrow. See page 2.5 for terminal symbol size and spacing requirements.

**Panel:** 18” ht x 10’-0” x 3’-0” thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

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**Sign Type 109**

**Description:**
2 line, 1-4 message sign face

Used in terminal & concourse to provide one to four directional messages on one panel. Each message group indicating separate directions will each have a corresponding arrow on the same line. Where one line of messaging appears with no other directions the arrow shall be located in the typical position. (see page 2.2) Message groups will line up behind one directional arrow. See page 2.5 for terminal symbol size and spacing requirements.

**Panel:** 18” ht x 10’-0” x 3’-0” thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes
**Description:**
3 line, 3 message sign face
Used in terminal & concourse to provide three separate directional messages on one panel. Each message group will have a corresponding arrow on the same line, due to spatial requirements on the sign face.
Where no less than three primary message directions are necessary on one sign panel, the cap heights shall be no smaller than 3" in height and the symbols no smaller than 3 1/2" x 3 1/2". Each message group will line up behind one directional arrow.

**Panel:** 18" ht x 8'-0" or varying length x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

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**Sign Deleted from Manual**
Overhead Directional Sign

Sign Type 112, 113

Sign Type 112

Description:
3 line, 1 message direction sign face
Used in terminal and concourse to provide one or more directional messages on a short panel. Each message group indicating separate directions will have a corresponding arrow on the same line. The message group shall be placed in the primary symbol location. The message groups will line up behind directional arrows.
Panel: 18" ht x varying length x 3/16" thk.
Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.
Illumination: Yes

Overhead Directional Sign

Sign Type 113

Description:
2 line, 1-2 message with directional text sign face
Used in terminal and concourse to provide one more directional messages on a short panel. Each message group indicating separate directions will have a corresponding arrow on the same line. The message groups will line up behind directional arrows.
Panel: 18" ht x varying length x 3/16" thk.
Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.
Illumination: Yes
**Sign Type 114 115**

**Overhead Directional Sign**

**Description:**
2 line, 1-4 messages sign face

Used in terminal & concourse to provide one or more directional messages on one to three separate panels. Each message group indicating separate directions will have a corresponding arrow on the same line. Where one or two lines of messaging appears with a single direction, the arrow shall be centered vertically. (see page 2.2) Each message group will line up behind one directional arrow.

**Panel:** 22” ht x varying length x 3/16” thk.

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Typical layout**

---

**Overhead Directional Info Sign**

**Description:**
3 line, 1 message function with multiple primary messages sign face

Used in terminal & concourse to provide two or more primary directional messages via the functional directional message. The messages, symbol use & spacing are typical on a 21” high sign; however, the horizontal spacing has been altered to allow for the placement of directional information. Note: no symbol is used with the functional information due to spatial limitations. (See page 2.6)

**Panel:** 21” ht x varying length x 3/16” thk.

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Typical layout**
Description:
3 line, Non-directional, Information sign face
Used in terminal & concourse to provide information only. No directional arrows shall be used on this sign. The sign shall allow for 3 lines of text and the spacing between the symbol and the cabinet frame must remain 13 inches. All text shall be justified towards the symbol. The symbol may be placed on either side of the sign face according to the dimensions. The spacing for the symbol and text remains typical where the arrow has been removed. Each letter beginning a word shall be capitalized.

Panel:
21" ht x varying length x 3/16" thk. white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

Illumination: Yes
Sign Type 117

Overhead Directional Gate Sign

Description:
4 line, 2-3 message directions sign face
Used in concourse in gate area to provide multiple directions on a one panel sign face.
All signs shall indicate concourses without gate numbers, to maximize space and visual clutter. If gate numbers are needed in the future, they may be indicated as shown on page 2.9.
The previous use of this sign type places the graphic rule on the top and the bottom of the sign depending on which concourse they are located in. This new standard advises using the rule along the bottom to emphasize the immediate gates and keeps the terminal information grouped together with one directional arrow.
Sign #1: indicates remaining gates to either the left or right. The directional information shall always face the arriving passengers.
The top three lines of messages shall remain consistent.
Sign #2: where opposing directions occur, the term "Gates" shall be centered with the gate numbers aligned to the left and right with the symbols.
Sign #3: is the front side of signs #1 and #2. The "No Smoking" side shall always face toward the center of the corridor. This side can also be used for directional messages. The "no smoking" graphics appear in concourses A- A1-B- B1. In concourse C and D, however, the sign face facing the corridor displays directional information instead.
Panel: 21" ht x 5'-0" x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)
Message: opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)
Illumination: No
**Susp. Moving Walk Entry Sign**

**Sign Type 118**

**Description:**
2 line non-directional sign face
Double sided sign used above moving walkways. The sign shall be located within the first ten feet of the entrance point, above the moving walkway. The back side of the panel is blank.

**Panel:**
18" ht x 5'-0" x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:**
opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

**Illumination:**
No

---

**Susp. Moving Walk Exit Sign**

**Sign Type 119**

**Description:**
2 line non-directional sign face
Double sided sign used above moving walkways. The sign shall be located thirty feet from the exit point above the moving walkway. The back side of the panel is blank.

**Panel:**
18" ht x 5'-0" x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:**
opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

**Illumination:**
No
**T3 North Conc. Gates Sign**

**Description:**
1 line, 1 message sign face  
(Terminal 3 Only)

Used at the entrance to north concourse to provide gate number direction and information. This sign manual advocates the removal of the changeable gate panels and replacing with typical polycarbonate panels with backlit permanent graphics to create visual consistency in signage throughout the airport.

**Panel:** 18" h x 8'-0" w x 3/16" white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.  
(see page 2.13)

**Illumination:** Yes

---

**T3 North Concourse Airline ID Signs**

**Description:**
2 line, 4 Airline Identity slats sign face  
(Terminal 3 Only)

Used at the entrances to north and south concourses to provide airline information on removable slats.

**Panel:** 18" h x 8'-0" w aluminum painted opaque matte, dark bronze with full first surface coverage to match color #1

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.  
(see page 2.13)

**Illumination:** Yes
### Sign Type 122

**Description:**
*1 line, 1 message sign face (Terminal 3 Only)*

Used at the entrance to south concourse to provide gate number direction and information. This sign manual advocates the removal of changeable gate panels, replaced with typical polycarbonate panels and backlit permanent graphics to create visual continuity in signage. Due to panel length, the arrow shall be placed on the adjacent panel. The spacing between the arrow and the symbol shall remain the same.

**Panel:** 18” ht x 7'-1 1/2” w x 3/16” white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

### Sign Type 123

**Description:**
*2 line, 4 Airline Identity slats sign face (Terminal 3 Only)*

Used at the entrances to north and south concourses to provide airline information on removable slats.

**Panel:**
- 18” ht x 9'-10” w painted opaque matte, dark bronze with to match color #1.

**Slat:**
- 6” ht x 4'-5” 3/16” white translucent polycarbonate painted to match color #1 (see page 2.13)

**Message:** masked stencil lettering

**Illumination:** Yes
**Description:**
1 line, Airline Identity sign face (Terminal 3 Only)

Used in the terminals on existing bands as alternative directional sign. Primary and secondary messages shall be permitted on oversize bands (tertiary messages SHALL NOT be allowed on oversized banding). If the message in its original content does not fit on the band, the typical sizing shall be used (see sign types 108 thru 110 depending on message).

**Existing Panel:** 18" ht x varying length x .090" thk.
Dark brown stencil alum. panel painted to match color #1 (See page 2.13)

**Message:** translucent white acrylic

**New Panel & Message:** Replace stencil cut alum. panel with framed-in translucent white acrylic. Acrylic panel to be covered with stencil cut Dark Brown color #1 Stencil cut 3M vinyl. See page 2.13 for color #1

**Alternate New Panel & Message:** Replace stencil cut alum. with .090 alum. panel painted to match color #1. Opaque white vinyl graphics (color #2) applied to first surface

**Illumination:** Yes (existing)
Description:
1 line, Public Facilities Identity sign face (Terminal 3 Only Non-directional messages)
Used in the terminals and concourses on existing bands above facilities to identify locations / entrances to Restrooms, Shops, Telephones, Restaurants, ATMs, Information Kiosks, Water Fountains. All colored symbols have been removed from the sign program. Where possible, graphics should be centered over relating facility. Otherwise, use dimensions shown.

Existing Panel: 18" ht x length x .090" thk.
Dark brown stencil alum. panel painted to match color #1 (See page 2.13)

Message: translucent white acrylic

New Panel & Message: Replace stencil cut alum. panel with framed-in translucent white acrylic. Acrylic panel to be covered with stencil cut Dark Brown color #1 Stencil cut 3M vinyl.
See page 2.13 for color #1

Alternate New Panel & Message: Replace stencil cut alum. with .090 alum. panel painted to match color #1. Opaque white Vinyl graphics (color #2) applied to first surface

Illumination: Yes (existing)
**Sign Standards Manual**

**T3 Ticket Counter ID Signs**

**Sign Type 126**

**Description:**
1 line, Airline Identity sign face (Terminal 3 Only)

Used above the ticket counters in the existing bands. These signs are generic identity signs and are not to be used by the airlines for placement of logos/graphics, etc. All panels shall use capital lettering for consistency.

**Panel:** 18" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (see page 2.13)

**Illumination:** No

---

**Sign Type 127**

**Description:**
1 line, Airline Identity sign face (Terminal 3 Only)

Used above the ticket counters in the existing bands. These signs are generic identity signs and are not to be used by the airlines for placement of logos/graphics, etc. All panels shall use capital lettering for consistency.

**Panel #1:** 18" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:** stencil cut letters in aluminum.

**Illumination:** Yes
**Sign Standards Manual**

**T4 Ticket Counter ID Signs**

**Sign Type 128**

**Description:**
1 line, Airline Identity sign face (Terminal 4 Only)
Non-illuminated signs used above the ticket counters in the existing bands. These signs are generic identity signs and are not to be used by the airlines for placement of logos/graphics, etc. All panels shall use capital lettering for consistency.

**Panel:** 24" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (see page 2.13)

**Illumination:** No

---

**Sign Type 129**

**Description:**
1 line, Airline Identity sign face (Terminal 4 Only)
Non-illuminated signs used above the ticket counters in the existing bands. These signs are generic identity signs and are not to be used by the airlines for placement of logos/graphics, etc. All panels shall use capital lettering for consistency.

**Panel:** 24" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (see page 2.13)

**Illumination:** No

---

**T3 Facilities ID Sign Bands**

**Sign Type 128**

**Description:**
1 line, Airline Identity sign face (Terminal 4 Only)
Used in the terminals and concourses on existing bands above facilities to identify locations / entrances to Restrooms, Shops, Telephones, Restaurants, ATMs, Information Kiosks, Water Fountains. Where possible, graphics should be centered over relating facility. Message: Opaque white stencil cut 3M vinyl color #2 (See page 2.13)

**Panel:** 21" ht x varying length panel (wood) painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque ADA blue vinyl color # 6 where used. (See page 2.13)

**Illumination:** No
**Sign Standards Manual**

**Sign Type 130**

**Over Door Directional Sign** 3.18

**Description:**
1 line, 1 message sign face.

**Sign #1:** Single sided sign used above interior entry portals to provide one direction to Ground Transportation functions. All previous messaging has been removed due to curbside functions changing locations. All directional messaging can be found on exterior post and panel directional signs.

**Sign #2:** Single sided sign. Where additional messages are necessary, messages shall conform to the typical layout of directional messages with the exception of the placement. The left and right messages shall be located 4" off the "EXIT" sign to the left and right panels with the corresponding symbol and directional arrows. The symbols & messages will line up behind one directional arrow.

**Panel:**
10" ht x varying length x .090" thk. Dark brown alum. panel painted to match color #1

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (See page 2.13)

**Illumination:** No

---

City of Phoenix
Sky Harbor International Airport
Over Door Directional Sign

Description:
1-3 line, 1-3 messages sign face
Used above interior entry portals to provide one direction to Primary Ground Transportation and Exit functions. Messages shall be placed 4" to the left and/or right of the “EXIT” sign. The graphics shall be aligned to the left or right of the Exit sign. Additional directional messages shall be located to the left or right of the Exit sign. The message grouping shall be measured 4" away from the Exit sign to the first character of the longest message line. The symbols & messages will line up behind one directional arrow.
Panel: 20 1/2" ht x varying length x .090" thk.
Dark brown alum. panel painted to match color #1
Message: opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (See page 2.13)
Illumination: No

Alternate directional layout example

Over Door Information Sign

Description:
1 line, variable messages sign face
Used above interior exit doors to provide non-directional secondary ground transportation information. Messages shall be placed 4" to the left and/or right of the “EXIT” sign. Each message group shall be measured 4" away from the Exit sign to the symbol, and any subsequent messages shall be measured from the last character of the previous message group again to the symbol of the following message group. No directional arrows shall be permitted on these signs.
Panel: 10 - 10 1/2" ht x varying length x .090" thk.
Dark brown alum. panel painted to match color #1
Message: opaque white, die cut vinyl lettering applied to first surface, color to match color #2. (See page 2.13)
Illumination: No
**Sign Type 133**

**Directional Info. Door Sign**

**Description:**
3 line, 1 message direction sign face
Single sided sign used in front and above interior entry portals to provide one direction to secondary and tertiary ground transportation information. This sign type is one of three and is butted against **Curbside ID Door Sign**. The symbols & messages will line up behind one directional arrow.

(See page 2.5 for International and terminal symbol sizes)

**Panel:** 24" ht x 8'-0" x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.

(see page 2.13)

**Illumination:** Yes

---

**Sign Type 134**

**Ground Transportation Door Sign**

**Description:**
4 line non-directional sign face
Single sided sign used above in front of the interior entry doors to provide detailed secondary ground transportation information. This sign type is one of three and is located beside **Curbside ID Door Sign**.

The graphics have been reduced from the standard; however, they are no smaller than existing to allow for the extensive listing.

(See page 2.5 for symbol size)

**Panel:** 24" ht x 8'-0" x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1.

(see page 2.13)

**Illumination:** Yes

---

**Sign Type 133**

**Sign Type 135**

**Sign Type 134**
### Curbside ID Over Door Sign

**Sign Type 135**

**Description:**
1 line non-directional sign face
Single sided sign used above, in front of the interior entry doors to provide North or South information only. This sign type is one of three and is located in between two adjacent signs Curbside Information Door Sign and the Directional Door Sign. The graphics are enlarged, centered and isolated to visually draw attention to the center panel assisting with information dissemination. (See page 2.5 for Terminal symbol relationship)

**Panel:** 24" ht x 8'-0" x 3/16" thk. white translucent polycarbonate

**Message:** translucence white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

### Information Desk Identity Sign

**Sign Type 136**

**Description:**
2 line, information desk sign face
Used at the information counters with overhead illuminated sign cabinets.

**Panel:** 21" ht x varying length x 3/16" thk. translucent white polycarbonate

**Message:** translucent green die cut vinyl lettering applied to first surface of panel. Color to match color #15. (see page 2.13)

**Illumination:** Yes
Description:
2 line non-directional sign face, on overhead directional signs
Double sided sign used in concourses for identifying one gate on the overhead directional sign bands; in lieu of using a flag sign. (A flag sign should be used first if the space can accommodate one)
The sign face shall be mounted so that the word "Gate" shall be flush towards the center of the corridor. The gate number should always be flush towards the wall or column. See sign type 140 for flag sign gate identity signs. This sign may be used in conjunction with overhead directional sign types 113, 114 thru & 116

Panel: 21" ht x varying length x 3/16" thk.
white translucent polycarbonate
Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule 3M vinyl to match color #4 (See page 2.13)
Illumination: Yes
3.23 Single Gate ID Flag Sign

Sign Type 138

Description:
1 line non-directional sign face (Terminal 2 Only - may be ceiling suspended)

Double sided sign used in concourse for identifying one gate.
The sign face shall be mounted so that the word “Gate” shall be flush towards the wall or column. All flag signs shall be mounted towards the center of the corridor in the concourses.

Panel: 10” ht x 3’-6” x 3/16” thk. white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule to match color #4 (see page 2.13)

Illumination: Yes

Multiple Gate ID Flag Sign

Description:
1 line non-directional sign face (Terminal 2 Only - may be ceiling suspended)

Double sided used in concourse for identifying two gates close together or a series of gates. The comma has been removed from the existing layout to enhance readability. The sign shall be mounted so that the word “Gates” shall be flush towards the wall or column. All flag signs shall be mounted towards the center of the corridor in the concourses.

Panel: 10” ht x 3’-6” x 3/16” thk. white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule to match color #4 (see page 2.13)

Illumination: Yes

Sign Type 139

Alternate number layout
**Single Gate ID Flag Sign**

**Description:**
2 line non-directional sign face
Double sided sign used in concourse for identifying one gate. The sign face shall be mounted so that the word "Gate" shall be flush towards the center of the corridor. The gate number should always be flush towards the wall or column. All flag signs shall be mounted towards the center of the corridor in the concourses. Where an overhead directional sign impedes the placement of a flag sign sign type 137 may be used.

**Panel:** 21" ht x 3'-6" x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule to match color #4 (see page 2.13)

**Illumination:** Yes

---

**Multiple Gate ID Flag Sign**

**Description:**
2 line non-directional sign face
Double sided sign used in concourse for identifying two gates which are close together. The comma has been removed from the existing layout to enhance readability. The sign shall be mounted so that the word "Gates" shall be flush towards the center of the corridor. The gate number should always be flush towards the wall or column. All flag signs shall be mounted towards the center of the corridor in the concourses. Where an overhead directional sign impedes the placement of a flag sign sign type 137 may be used based upon the same dimensions.

**Panel:** 21" ht x 5'-0" x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule to match color #4 (see page 2.13)

**Illumination:** Yes
**T2 Public Facilities ID Sign**

Description:
1 line non-directional sign face (Terminal 2 Only - may be ceiling suspended)
Double sided sign used in terminal and concourse for identifying public services or facilities. The sign face shall be mounted so that the word "symbol" shall be flush towards the center of the corridor. All flag or ceiling mounted signs shall be mounted towards the center of the corridor in the concourses.

Panel: 10" ht x 3'-6" x 3/16" thk. white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. Translucent teal rule to match color #4 (see page 2.13)

Illumination: Yes

**Public Facilities ID Flag Sign**

Description:
1 line non-directional sign face
Double sided sign used in concourse for identifying public services or facilities. The sign face shall be mounted so that where ADA symbols are used, they shall ALWAYS flush be towards the wall or column.

Panel: 21" ht x 3'-6" x 3/16" thk. white translucent polycarbonate

Message: translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

Illumination: Yes
### Sign Standards Manual

**Sign Type 144**

**Sign Type 144 145**

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**T4 Gate Portal ID VMS Signs**

**Description:**
3 line non-directional sign face
currently in T4 concourses A, B, C

Used in the concourses above the jetway entrances to identify one gate number. The sign type allows for a 28 3/4" x 10" VMS to be located in the cutout section of the sign. Smoked acrylic shall be placed over the VMS unit and be flush with the face of the sign.

**Panel:**
21" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:**
opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

**Illumination:**
No

---

**T4 Gate Portal ID Signs**

**Description:**
3 line non-directional sign face

Single sided sign used in the concourses above the jetway entrances to identify one gate number.

**Panel:**
21" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:**
opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

**Illumination:**
No

---

City of Phoenix
Sky Harbor International Airport
### Sign Standards Manual

#### T2 Gate Portal ID Signs

**Sign Type 146**

**Description:** 3 line non-directional sign face (Terminal 2 Only)

- Single sided sign used in the concourses above the jetway entrances to identify one gate number.

- **Panel:** 19" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

- **Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

- **Illumination:** No

#### T3 Gate Portal ID Signs

**Sign Type 147**

**Description:** 3 line non-directional sign face (Terminal 3 Only)

- Single sided sign used in the concourses above the jetway entrances to identify one gate number.

- **Panel:** 21" ht x varying length x .090" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

- **Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2. Opaque teal, die cut vinyl Rule applied to first surface, color to match color #5 (see page 2.13)

- **Illumination:** No

---

### Sign Type 146

<table>
<thead>
<tr>
<th>3'-10&quot; Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 3/4&quot;</td>
</tr>
<tr>
<td>2&quot; Sym</td>
</tr>
<tr>
<td>9 1/4&quot;</td>
</tr>
<tr>
<td>1/4&quot; Rule</td>
</tr>
<tr>
<td>1 1/2&quot; CH</td>
</tr>
</tbody>
</table>

### Sign Type 147

<table>
<thead>
<tr>
<th>4' - 0&quot; VIF to match jetway door frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>2&quot; Sym</td>
</tr>
<tr>
<td>6&quot;</td>
</tr>
<tr>
<td>6&quot;</td>
</tr>
</tbody>
</table>

### Sign Type 147

<table>
<thead>
<tr>
<th>4'-10&quot; VIF to match jetway door frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>2&quot; Sym</td>
</tr>
<tr>
<td>6&quot;</td>
</tr>
<tr>
<td>6&quot;</td>
</tr>
</tbody>
</table>

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**City of Phoenix**

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Sign Type 148

Ceiling Susp. Rescue Sign

Description:
2 line, non-directional sign face
Used in terminal & concourse to provide identification of "Area of Rescue Assistance".
Sign can be located perpendicular or parallel to corridor. If sign is located perpendicular to corridor. Sign Type 152 wall sign should also be used in conjunction with the overhead sign.

Panel: 12" ht x 3'-0" x 3/16" thk. white translucent polycarbonate

Message: translucent white, reverse stencil
lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. ADA accessible symbol translucent 3M vinyl blue rule color #6 (See page 2.13)

Illumination: Yes

NOT USED

x
**Sign Type 149 150**

### Int./Ext. Glass Door No. Sign

**Description:**
2 line sign face

(2) Single sided signs used on the interior and exterior sides of ALL entry/exit glass doors to identify the entrance numbers. The interior and exterior signs are to be used simultaneously and placed back to back on the first surface of each glass door. During installation, the larger exterior sign shall be applied first, followed by the smaller interior sign. The smaller sign size will reduce the likelihood of offset edges. All text should be centered left to right. ALL signs shall use Futura Condensed Medium for consistency. The existing sign uses both Futura Medium and Futura Condensed Medium, Futura medium shall be eliminated from use on these signs ONLY. One door number per set of doors, Ovals shall be located on the two nearest glass panels on a double set of doors.

**Panel:** 19 3/4" ht x 14" (Oval) opaque matte black 3M vinyl color to match color #7.

**Message:** Opaque white 3M vinyl applied to first surface of oval, to match color #2. See page 2.13

**Illumination:** No

### Int./Ext. Terminal ID Glass Door Sign

**Description:**
2 line sign face

(2) Single sided signs used on the interior and exterior sides of ALL entry/exit glass doors to identify the entrance numbers. The interior and exterior signs are to be used simultaneously and placed back to back on the first surface of each glass door. The vinyls shall be located directly beneath the mullion on all glass doors. (see glass door ID sign for typical elevation).

**Panel:** 3'-2" VIF glass panel

**Message:** Opaque white 3M vinyl to match color #2. See page 2.13

**Illumination:** No
**Sign Type 151**

**Description:**
1 line non-directional sign face
Singled sided wall sign with raised text & symbol. This sign is intended for men's and women's restrooms only. See sign type 151 for family assisted restroom wall signs. (See page 2.17 for ADA specifications mounting conditions)
Panel: 12” ht x 6” x 1/4” thk. sprayed dark bronze polymer acrylic to match color #1.

**Message:** All raised text and symbols shall be surface screened white to match color #2. The accessible symbol field/background shall be spray in-filled to match color #6 (see page 2.13)

**Illumination:** No

**Panel:**
12” ht x 6” x 1/4” thk. sprayed dark bronze polymer acrylic to match color #1.

**Message:**
All raised text and symbols shall be surface screened white to match color #2.

**Illumination:** No

---

**Sign Type 152**

**Description:**
2 line non-directional sign face
Singled sided wall sign with raised text & symbol. This sign is intended for family assisted restroom use only. See sign type 150 for men's and women's restroom wall signs. (See page 2.17 for ADA specifications mounting conditions)
Panel: 10” ht x 12” x 1/4” thk. sprayed dark bronze polymer acrylic to match color #1.

**Message:** All raised text and symbols shall be surface screened white to match color #2.
The accessible symbol field/background shall be spray in filled to match color #6 (see page 2.13)

**Illumination:** No

**Panel:**
10” ht x 12” x 1/4” thk. sprayed dark bronze polymer acrylic to match color #1.
### Area of Rescue Wall Sign

**Description:**
2 line non-directional wall sign
Singed sided wall sign with raised text & symbol. This sign is intended for wall used in the immediate area of the "Area of Rescue Assistance". (See page 2.17 for ADA specifications mounting conditions)

Shim panel off wall with 1/8" acrylic plate

**Panel:**
10" ht x 12" x 1/4" thk. sprayed dark bronze polymer acrylic to match color #1

**Message:**
All raised text and symbols shall be surface screened white to match color #2  
The accessible symbol field/background shall be spray in-filled to match color #6 (see page 2.13)

**Illumination:**
No

### No Smoking Wall Sign

**Description:**
3 line non-directional wall sign
This sign is used around all terminals and is located on walls, columns & kiosks. All locations should be reviewed and approved by PSHIA representatives prior to installation.

Shim panel off wall with 1/8" acrylic plate

**Panel:**
10" ht x 24" x 1/4" thk. clear polycarbonate

**Message:**
Graphics to be reverse screened and applied to second surface of clear polycarbonate. Background dark bronze color to match #1, white text, symbol and symbol border to match color #2, and the red to match PMS Warm Red. (see page 2.13)

**Illumination:**
No
Terminal Curbfronts
Sign Standards

(Messages are for layout purposes ONLY and do not reflect the final sign message)
Description:
1 line non-directional sign face
Single sided sign used above exterior entry doors to provide Terminal 3 identity. This sign type is one of three used above doors and is butted against left side of the Exterior ID Level Door Sign. The graphics are enlarged, and the terminal identity color is used to help visually draw attention to the left panel and to accelerate information dissemination. A non-standard font has been used for the word "Terminal". This manual shall keep this font use only to the exterior signs where noted.
Panel: 24" ht x 8'-0" x 3/16" thk. white translucent polycarbonate
Message: Die cut lettering from purple translucent 3M vinyl applied to first surface, with full coverage to match color #4. (see page 2.13)
Illumination: Yes

Description:
2 line non-directional sign face
Single sided sign used above exterior entry doors to provide Terminal 4 identity. This sign type is one of three used above doors and is butted against left side of the Exterior ID Level Door Sign. The graphics are enlarged, and the terminal identity color is used to help visually draw attention to the left panel and to accelerate information dissemination. A non-standard font has been used for the word "Terminal". This manual shall keep this font use only to the exterior signs where noted.
Panel: 24" ht x 8'-0" x 3/16" thk. white translucent polycarbonate
Message: Die cut lettering from Teal translucent 3M vinyl applied to first surface with full coverage to match color #5. (see page 2.13)
Illumination: Yes
**Exterior ID Level Door Sign**

**Sign Type 202 203**

**Description:**
3 line non-directional sign face
Single sided sign used above exterior entry doors on either the arrivals level or departures level with the corresponding messaging and symbol. This sign type is one of three used above doors and is butted in between the Exterior Terminal ID Door Sign and the Exterior Airline Info Door Sign. A non-standard font has been used for the text on this sign. This manual shall limit this font use only to the exterior signs where noted.

**Panel:** 24” ht x 8’-0” x 3/16” thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Addresses for Terminals 3 & 4**
Terminal 3 3400 Sky Harbor BLVD
Terminal 4 3800 Sky Harbor BLVD

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**Exterior Airline Info Door Sign**

**Description:**
5 line non-directional Information sign face
Single sided sign used above exterior entry doors on either the arrivals level or departures level with the corresponding messaging and symbol. This sign type is one of three used above doors and is butted to the right side of the Exterior Terminal ID Level Door Sign.

**Panel:** 24” ht x 8’-0” x 3/16” thk. white translucent polycarbonate

**Message slats:** opaque dark bronze 3M vinyl applied to first surface with die cut airline lettering to match color #1. (see page 2.13)

**Illumination:** Yes

---

**Sign Type 202**

**Sign Type 203**
**4.3 Curbside Airline Identity Sign**

**Sign Type 204**

**Sign Standards Manual**

**Phoenix Sky Harbor International Airport**

**Curbside Airline Identity Sign**

**Description:**
5 line, 3 column overhead airline identity sign

Double sided sign used at the curbsides on the arrivals level in terminal 3 and could be used on the curbside arrivals or the departures levels at terminal 4. This is a ceiling suspended sign located over curb to help passengers identify the airlines located inside the terminal.

A non-standard font has been used for the word "Arrivals". This manual shall limit this font use only to the exterior signs where noted.

**Panel:**
3'-6 1/2" ht x 10'-11 1/2" x 3/16" thk. white translucent polycarbonate painted with reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message slats:** 7 1/8" ht x 2'-11 5/8" x 3/16" thk. painted with reverse stencil lettering applied to first surface, remaining slat painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**Individual Slats VIF prior to fabrication**

![Diagram of Curbside Airline Identity Sign]

**City of Phoenix**

**Sign Type 204**
**Sign Type 205**

**Description:**
3 line non-directional sign face (Terminal 4 Only)

Double sided sign used on the departures level of terminal 4 to identify at the curb where the airlines are located inside. This sign is existing, but it is recommended that if replacement is necessary, **Curbside Airline Identity Sign** sign type xxx be used in its place, as it contains more airline names.

**Panel:** 2'-6" ht x 5'-6" x 3/16" thk. white translucent polycarbonate

**Message:** translucent white, reverse stencil lettering applied to first surface, remaining panel painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Illumination:** Yes

**NOT USED**
**Description:**

1, 2 & 3 line non-directional sign face

(2) Single sided panels used back to back on curbside. The panels have been updated to emphasize the text rather than the colors & symbols, as the symbols are relatively similar to the color created a visually confusing sign. The signs have been oriented into (6) six formats but are all based on the same sign. There shall be no variation to these signs than the alternate graphic layouts found on bottom of the page. All ground transportation services have been accounted for on these signs. Pedestrian crossing signs and directional walkway signs to terminals, see page 4.6.

**Panel:**

24" ht x 21" x 3/16" thk. aluminum face painted opaque matte, dark bronze with full surface coverage to match color #1. (see 2.13)

**Message:** opaque white, die cut vinyl lettering applied to first surface, color to match color #2.

**Sign colors for 3, 4 & 6:** For the terminal accessible symbol & Phoenix Sky Harbor Int'l Airport colors, see page 2.13.

**Illuminated:** No
**Description:**
1 line non-directional sign face
(2) Single sided panels used back to back on flag signs located on the curbside at both ends of each crosswalk. The panels have been updated to emphasize the typical yellow background colors of an ANSI crosswalk sign. The arrows have been removed as they are not typically used on a crosswalk sign. Placing crosswalk signs on both sides of a crosswalk should designate a zone in which to cross the road. All graphics shall be centered left to right on the sign face.

**Panel:**
- 2'-4" ht x 21" x 3/16" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)
- 2'-3 1/2" ht x 3 3/4" x 3/16" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #3. (see page 2.13)

**Message:**
- opaque white, die cut vinyl lettering applied to first surface, color to match color #2

**T2/T3 Walkway Post signs**

**Description:**
1 line non-directional sign face
Single sided panel used on posts to guide passengers to the walkways between terminals. All graphics, with the exception of the accessible symbol, shall be centered from left to right on the sign face. Ground Transportation signs can be found on page 4.5.

**Panel:**
- 24" ht x 21" x 3/16" thk. aluminum face painted opaque matte, dark bronze with full first surface coverage to match color #1. (see page 2.13)

**Message:**
- opaque white, die cut vinyl lettering applied to first surface, color to match color #2

For Terminal symbols and colors, see pages 2.2.5 & 2.13.

**Illuminated:**
No
Parking Garage Sign Standards

(Messages are for layout purposes ONLY and do not reflect the final sign message)
T3 Directional Garage Sign

**Description:**
(Terminal 3 Garage ONLY)
1 line 1 message sign face
Used in Garage on cement beams to provide a single direction with one message.
The message group will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 307) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:**
10” ht x 5’ 1 1/2” stencil cut
Breakformed aluminum panel painted to match color #1. (see page 2.13)

**Message:**
1/8” thk. translucent white acrylic

**Illumination:**
Yes

**Alternate Layout**

---

**Sign Type 300**

**Description:**
(Terminal 3 Garage ONLY) 1 line 1 message sign face
Used in Garage on cement beams to provide a single direction with one message.
The message group will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 307) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:**
10” ht x 5’ 1 1/2” stencil cut
Breakformed aluminum panel painted to match color #1. (see page 2.13)

**Message:**
1/8” thk. translucent white acrylic

**Illumination:**
Yes

**Alternate Layout**
**T3 Directional Garage Sign**

Description:
(Terminal 3 Garage ONLY)
1 line 1-2 message sign face
Used in Garage on cement beams to provide a multiple directions with multiple messages. Each message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 306 and 307) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

Panel: 10" ht x 7' 1 1/2" 1/8" thk. translucent white acrylic

Message: 1/8" thk. translucent white acrylic

Illumination: Yes

**T3 Garage "Do Not Enter" Sign**

Description:
(Terminal 3 Garage ONLY)
1 line 1 message sign face
Used in Garage on cement beams to provide "Do Not Enter" information. (These are existing signs in terminal 3 and when replaced should be updated to sign type 309) Original sign fully backlit red translucent vinyl.

Panel: 10" x 7' 1/2" x 3/16" thk. white translucent polycarbonate

Message: Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1. (see page ) Translucent symbol red to match color #9 (see page 2.3 and 2.13)

Illumination: Yes
5.3 T2 Directional Garage Sign

**Sign Type 304 305**

**Sign Standards Manual**

**Phoenix Sky Harbor International Airport**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 306) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

**T2 Garage Crosswalk Sign**

**Sign Type 304**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 308) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1 symbol color to match color #3 (see page 2.13)

**Illumination:** Yes

---

**T2 Directional Garage Sign**

**Sign Type 304 305**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 306) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

**T2 Garage Crosswalk Sign**

**Sign Type 304**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 308) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1 symbol color to match color #3 (see page 2.13)

**Illumination:** Yes

---

**T2 Directional Garage Sign**

**Sign Type 304 305**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 306) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

**T2 Garage Crosswalk Sign**

**Sign Type 304**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 308) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1 symbol color to match color #3 (see page 2.13)

**Illumination:** Yes

---

**T2 Directional Garage Sign**

**Sign Type 304 305**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 306) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1. (see page 2.13)

**Illumination:** Yes

---

**T2 Garage Crosswalk Sign**

**Sign Type 304**

**Description:**
*(Terminal 2 Garage ONLY)*
1 line 1 message sign face

Used in Garage on cement beams to provide a single direction with one message. The message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign type 308) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:** 8" x 2'-6" x 3/16" thk. white translucent polycarbonate

**Message:** Stencil cut lettering from Dark Brown opaque 3M vinyl applied to first surface with full coverage to match color #1 symbol color to match color #3 (see page 2.13)

**Illumination:** Yes
Sign Type 306

Description:
1 line 1 message sign face
Suspended and mounted on cement beams to provide a one direction with one message. This sign may be used in side by side with other 15” high sign cabinets, with a 1/2" integral reveal. Each message will line up behind one directional arrow. All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

Panel: (2) 15" x 4'-1/2" x 1/8" thk. translucent white polycarbonate panel,
Message: Opaque matte, dark bronze vinyl with stencil cut lettering applied to first surface, color #1. (see page 2.13)
Illumination: Yes

Sign Type 307

Typical Directional Garage Sign

Description:
1 line 1-2 message sign face
Suspended and mounted on cement beams to provide a multiple directions with multiple messages. The overall size of this sign is comprised of two 6'-1/2" separated with a 1/2" integral reveal. These sign sizes along with the message dimensions may be used individually where needed. Each message will line up behind one directional arrow. All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

Panel: 15" x 12'-1 1/2" (6'-1/2" individule cabinet) x 1/8" thk. translucent white polycarbonate panel,
Message: Opaque matte, dark bronze vinyl with stencil cut lettering applied to first surface, color #1. (see page 2.13)
Illumination: Yes
Sign Standards Manual

**Sign Type 308**

**Description:**
1 line 1 message sign face
Suspended and mounted on cement beams to provide one direction with one message. Each message will line up behind one "floor number" symbol and directional arrow. All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

**Panel:**
15" x 10'-0" x 1/8" thk. translucent white polycarbonate panel,

**Message:**
Opaque matte, dark bronze vinyl with stencil cut lettering applied to first surface, color #1. Symbol colors (see page 2.13)

**Illumination:** Yes

---

**Sign Type 309**

**Description:**
1 line 1-2 message sign face
Suspended and mounted on cement beams to provide a multiple directions with multiple messages. This sign size should only be used for the "Do Not Enter" signs, see sign types 306, 307 and 308 for directional sign sizes.

**Panel:**
15" x 8'-1/2" x 1/8" thk. translucent white polycarbonate panel,

**Message:**
Opaque matte, dark bronze vinyl with stencil cut lettering applied to first surface, color #1. (see page 2.13)

**Illumination:** Yes
Description:
(Terminal 3 Garage ONLY)
1 line 1-2 message sign face
Used in Garage on cement beams to provide a multiple directions with multiple messages. Each message will line up behind one directional arrow. (These are existing signs in terminal 2 and when replaced should be updated to sign types 306-307) All garage arrows shall indicate a straight ahead direction with an arrow pointing upwards and NOT downwards.

Panel: 10" ht x 7" 1 1/2" stencil cut break formed aluminum panel painted to match color #1. (see page 2.13)

Message: 1/8" thk. translucent white acrylic

Illumination: Yes
**Sign Type 311**

**Description:**
5 line non directional sign face
Single sided sign used to indicate floor level and rows typically mounted on columns.
Each sign background is color coded to the corresponding level.

**Panel:** 2'-6" ht x 2'-0" x 3/16" thk. polycarbonate painted to match floor color. (see page #2.13)

**Message:** 3M Scotchlite reflective graphic vinyl applied to first surface, color to match white 3M #5000

**Illumination:** No

---

**Sign Type 312**

**Description:**
5 line non directional sign face
Single sided sign used to indicate floor level and rows typically mounted on columns.
Each sign background is color coded to the corresponding level.

**Panel:** 2'-6" ht x 2'-0" x 3/16" thk. polycarbonate painted to match floor color. (see page #2.13)

**Message:** 3M Scotchlite reflective graphic vinyl applied to first surface, color to match white 3M #5000

**Illumination:** No
**Primary level Identity Sign**

**Description:**
4 line non-directional sign face
Single sided wall mounted sign used to indicate floor level and area (East/West). Each sign background is color coded to the corresponding level.

**Panel:** 4'-0" x 4'-0" x 3/32" thick aluminum panel painted to match floor color. (see page #2.13)

**Message:** 3M Scotchlite reflective graphic vinyl applied to first surface, color to match white 3M #5000

**Illumination:** No

---

**Secondary level Identity Sign**

**Description:**
5 line non-directional sign face
Single sided wall mounted sign used to indicate floor level and area (East/West). Each sign background is color coded to the corresponding level.

**Panel:** 2'-6" x 2'-0" x 1/8" thick aluminum panel painted to match floor color. (see page #2.13)

**Message:** 3M Scotchlite reflective graphic vinyl applied to first surface, color to match color #1 see page 2.13)

**Illumination:** No
Roadway Sign Standards

Messages are for layout purposes ONLY
and do not reflect the final sign message
**Post and Panel Roadway Sign**

**Sign Type 401**

**Description:**
1 line, 1 - 3 message sign face

Used on a single faced low mounted post and panel structure to provide 1 - 2 directional messages with a "message specific" direction.

The international symbols have been removed from the post and panel signs ONLY, as newer signs located around the roadway have been installed with either a reduced number of symbols or with the complete elimination of symbols.

All directional text shall be arranged flush toward the roadway (excluding header panel). Note the change in font thickness to highlight the difference between the directional message and the direction to use. The "direction specific" message shall always be located on the bottom line of the sign. Where an arrow is necessary, one arrow shall be permitted on the sign face. See sign type 402 for arrow placement information.

The color sign header may be removed from the sign panel to allow for an additional line of text to be added 5" above the top line.

**Panel:** 4'-0" to 4'-6" ht x 8'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

**Header Panel:** See page 2.24 for typical layout.

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

**Illumination:** No
Description: 1 line, 3 message sign face
Single faced sign used on a low mounted post and panel structure to provide 1 - 3 directional messages. Each sign may allow up to 2 directional arrows. The international symbols have been removed from the post and panel signs ONLY, as newer signs located around the roadway have been installed with either a reduced number of symbols or with the complete elimination of symbols.

All directional text shall be aligned flush toward the roadway (excluding header panel). Where a directional message indicates the opposite direction (pointing away from the road, as on ST 402.3), the arrow shall be moved to the opposite side of the sign and the message will line up 6” behind the directional arrow. (Arrows SHALL NOT be permitted to point directly towards message.)

All straight-ahead arrows shall be placed on the top line of the sign face, followed beneath by any 45° arrow used and/or left or right arrows. All arrows are centered top to bottom on the cap height.

Where directional messages are to appear on either side of the sign face due to directional information, ONLY two lines of text shall be permitted. See sign type 403 for increased sign sizes which will accommodate more messages. Messages shall be arranged in order from top line to bottom line. Where two opposite directions are indicated, a horizontal rule should be used to separate the messages (ST-402.3).

Panel: 4'-0" ht x 9'-0" x .125" thk. aluminum, back skin with .080” alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

Header Panel: See page 2.24 for typical layout.

Graphic Rule: (opposite directions only)
1/2" ht x 8'-9" white rule to match text materials

Message: Sign face graphic applications to be 3M Scotchtite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

Illumination: No
**Post and Panel Roadway Sign**

**Sign Type 402**

**Description:**

3-4 line, 3-4 message sign face

Single faced sign used on a low mounted post and panel structure to provide 1 - 4 directional messages.

The international symbols have been removed from the post and panel signs ONLY, as newer signs located around the roadway have been installed with either a reduced number of symbols or the complete elimination of symbols.

All directional text shall be arranged flush toward the roadway (excluding header panel). Where turn-around arrows are needed (ST-402.5), the arrow shall be located flush towards the roadway indicating the turn direction, with the message(s) lined up behind the arrow in the typical position.

Where an arrow does not allow for a clear direction, additional "direction specific" text may be used as a replacement for a directional arrow. Note the change in font thickness to highlight the difference between the directional message and the direction to use. The "direction specific" message shall always be located on the bottom line of the sign, flush with the text above.

The color sign header may be removed from the sign panel. One additional line of text may be added 5" above the top line (ST-402.7). A second directional arrow may be added to the 3rd line if needed.

**Panel:**

4-6" h x 9'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

**Illumination:** No
Description:
4 line, 2-4 message sign face
Single faced sign used on a low mounted post and panel structure to provide for 1 - 4 directional messages. Each sign may allow up to 2 directional arrows. The international symbols have been removed from the post and panel signs ONLY, as newer signs located around the roadway have been installed with either a reduced number of symbols or the complete elimination of symbols.
All directional text shall be arranged flush toward the roadway (excluding header panel). All straight-ahead arrows shall be placed on the top line of the sign face. Any secondary arrows needed shall be placed no higher than on third line down. All arrows shall be centered top to bottom on the adjacent line cap height.
Where a directional message indicates the opposite direction (pointing away from the road, as on ST-403.1,2), the arrow shall be moved to the opposite side of the sign and the message will line up 6" behind the directional arrow. (Arrows SHALL NOT be allowed to point directly at a message.)
Where two directions are indicated with only three messages, a horizontal rule should be used to separate the messages (ST-403.1).
Messages shall be arranged in order from top to bottom. One message sign text shall be located on the first line. Two messages shall be located on the first and second, and subsequently, the third message on the third and fourth line down.

Panel: 5'-6" to 6'-0" h x 9'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).
Header Panel: See page 2.24 for typical layout.
Graphic Rule: (opposite directions only)
1/2" h x 8'-9" white rule to match text materials
Message: Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).
Illumination: No
Sign Type 404

**Description:**
1 line, 1 message sign face
Single sided sign face mounted on cantilever or over roadway structure. This sign type is used to indicate directional messages with "direction specific" text as a replacement for arrow use. No arrows shall be permitted on this sign type. For arrow use on overhead roadway signs, see page 6.6.

All "direction specific" information e.g., "Right Lanes" or "Left Lanes", shall be located in the bottom graphic zone on the sign band to adhere to the consistent placement of directional information.

All directional messages and symbols shall be flush to right or left side of the sign depending on the "direction specific" information. In the adjacent example, the "Left Lanes" message is flush left, horizontally aligned with the directional messages above.

Panel: 9'-0" ht x 11'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color documentation).

**Header Panel:** See page 2.25 for typical layout.

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band. Background color painted to match color #17 (see page 2.13 for color documentation).

**Illumination:** Yes (externally illuminated)
Overhead Roadway Sign

Sign Type 404

Description:
3 line, 1-4 message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign type is used to indicate directional lane information. Each sign face shall be permitted only one directional arrow. The arrow location (left to right) shall be determined by the lane(s) above which the sign is located. Straight-ahead arrows shall be located in the center with text flush left. Where arrows indicate a left direction, the text shall also be flush left. Where arrows indicate a right direction, the text shall be flush right. All arrows must remain within the "direction specific" graphic area indicated with a dashed line. The text in the color band shall always remain flush right. All arrows should indicate or point towards a lane and shall not be permitted to point upwards.

Messages shall not be arranged in order from top line to bottom line. The first message shall be located on the second line. Two messages shall be located on the first and second and subsequently the third message on the third line down.

Panel: 9-0" ht x 11'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

Header Panel: See page 2.25 for typical layout.

Graphic Rule: (opposite directions only) 1/2" ht x 8'-9" white rule to match text materials

Message: Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

Illumination: Yes (Externally illuminated)

Note: Dashed line used to show location of "direction specific" information. DO NOT USE as graphic element on sign.

Terminology:
- Arrivals
- Departures
- Rental Car Return
- Parking

Measurements:
- 9'-0" x 11'-0"
- Height: 9'-0"
- Width: 11'-0"
- Depth: 3/8" = 1'-0"
- Thickness: 0" = 6" to 4" - 2 1/4"
**Overhead Roadway Sign**

**Sign Type 404**

**Description:**
4 line, 4 (min) - 5 message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign is intended for informational use only; no directional arrows or messages shall be placed on this sign.

Where messages do not have a corresponding international symbol, the message should be placed on the bottom line of the sign regardless of message priority, for consistency in message placement and visual conformity. Messages shall not be arranged in order from top line to bottom line.

The first message shall be located on the second line. Two messages shall be located on the first and second and subsequently the third and fourth message on the third and fourth line down.

All symbols and messages on this sign type shall remain flush left.

**Panel:** 9-0” ht x 11’-0” x .125” thk. aluminum, back skin with .080” alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

**Header Panel:** See page 2.25 for typical layout.

**Graphic Rule:** (opposite directions only) 1/2” ht x 8’-9” white rule to match text materials

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

**Illumination:** Yes (Externally illuminated)
Description:
3 line, 3-4 message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign type is used to indicate directional lane information as well as roadway symbols. Each sign face shall only contain one arrow. The arrow location (left to right) shall be determined by the lane(s) above which the sign is located. Any straight-ahead arrow shall be located flush left or flush right as the text is aligned with the roadway. This sign type shall allow for the placement of an off-center straight-ahead arrow. Where arrows indicate a left direction, the symbols and text shall also be flush left. Where arrows indicate a right direction, the symbols and text shall be flush right. All arrows and roadway specific symbols must remain within the "direction specific" box, indicated with a dashed line on a 3-directional message sign face. Where fewer than 3 lines of directional text appear, the symbols may be relocated onto the third line ONLY to allow for a straight-ahead arrow. See page 6.8 for directional message positioning. All arrows should indicate or point towards a lane and shall not be permitted to point upward or towards a message. Any messages which do not have a related symbol shall be located on the bottom line.

Panel: 9-0" ht x 11'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

Header Panel: See page 2.25 for typical layout.

Message: Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

Illumination: Yes (Externally illuminated)
### Overhead Roadway Sign

**Sign Type 404**

#### Description:
3 line, 3 message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign type is for parking information and rates. The sign box attached to the sign panel is an internally illuminated neon sign. No other messages symbols or arrows shall be placed on this sign.

The sign box shall be located inside the graphic area.

#### Panel:
9-0" ht x 11'-0" x 0.125" thk. aluminum, back skin with 0.080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

#### Message:
Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

#### Illumination:
Yes (Externally illuminated)

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**Sign Type 404**

<table>
<thead>
<tr>
<th>Sign Type 404</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Terminal 2</strong></td>
</tr>
<tr>
<td><strong>East Economy Parking</strong></td>
</tr>
<tr>
<td><strong>$ 1.00 Per 20 minutes</strong></td>
</tr>
<tr>
<td><strong>$ 10.00 Per Day</strong></td>
</tr>
</tbody>
</table>

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**City of Phoenix**  
**Phoenix Sky Harbor International Airport**
**Description:**
6 line, 1-12 airline message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign type is used to indicate the airlines located in each terminal.

Each sign shall contain only one arrow. The arrow location (left to right) shall be determined by the lane(s) above which the sign is located. Any straight-ahead arrow shall be located in the center with the text flush left. Where arrows indicate a left direction, the text shall also be flush left. Where arrows indicate a right direction, the text shall be flush right. All arrows must remain within the "direction specific" box, indicated with a dashed line. The text in the color band shall always remain flush right. Messages shall be arranged in alphabetical order from top to bottom in the first column. When the first column is full, the second column may then be used.

**Panel:**
12'-0" ht x 16'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

**Header Panel:** See page 2.25 for typical layout.

**Slat panel:** 14" ht. x 8'-0" graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band. Text to be white (see page 2.13 for color documentation).

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

**Illumination:** Yes (Externally illuminated)
Overhead Roadway Sign

Description:
5 line, 1-10 airline message sign face
Single sided sign face mounted on cantilever or over-roadway structure. This sign type is used to indicate the airlines located in each terminal. No arrows shall be permitted on this sign type. For arrow use on overhead roadway signs see sign type 405.1.

All airline information shall be located flush left, regardless of the directional message on the bottom of the sign. The "message specific" direction shall always be located on the center of the sign face for this sign type.

The text in the color band shall always remain flush right. Messages shall be arranged in alphabetical order from top to bottom in the first column. When the first column is full, the second column may then be used.

Panel: 16'-0" ht x 10'-0" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color).

Header Panel: See page 2.25 for typical layout.

Slat panel: 14" ht. x 9'-0" graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band. Text to be white (see page 2.13 for color documentation).

Message: Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band (see page 2.13 for color documentation).

Illumination: Yes (Externally illuminated)
**Description:**
3 line, 1-3 message sign face
Single sided sign face mounted suspended above roadway under terminal overhangs. This sign is intended to show the terminal designation as well as additional directional messages. This sign face has been reduced to half the width of the entire sign and is intended to cover or replace the faceted faces. Each sign face shall be permitted only one directional arrow. The arrow location (left to right) shall be determined by the lane(s) above which the sign is located. Straight-ahead arrows shall be located in flush left or right due to space limitations. Where arrows indicate a left direction, the text shall also be flush left. Where arrows indicate a right direction, the text shall be flush right. All arrows must remain within the "direction specific" graphic area indicated with a dashed line. All arrows should indicate or point towards a lane and shall not be permitted to point upwards. (See page 6.13 for 4 line, multiple arrow sign) Messages shall not be arranged in order from top line to bottom line. The first message shall be located on the second line. Two messages shall be located on the first and second and subsequently the third message on the third line down.

**Panel:** 5'-0" h x 13'-3/4" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color documentation).

**Message:** Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band. Background color painted to match color #17 (see page 2.13 for color documentation).

**Illumination:** (original sign internally illuminated) However, any new sign improvement or update should include opaque faces (denoted above) with external illumination.
Description:
4 line, 4 message sign face
Single sided sign face mounted on cantilever or over roadway structure. This sign type is used to indicate a maximum of 4 directional messages without symbol use due to spatial limitations.

This sign type only shall be permitted to use two directional arrows where needed. The arrow location (left to right) shall be determined by the lane(s) above which the sign is located. Straight-ahead arrows shall be located in flush left or right due to space limitations. Where arrows indicate a left direction, the text shall also be flush left. Where arrows indicate a right direction, the text shall be flush right. All arrows must remain within the "direction specific" graphic area indicated with a dashed line. All arrows should indicate or point towards a lane and shall not be permitted to point upwards. (See page 6.13 for 4 line, multiple arrow sign)

Messages shall not be arranged in order from top line to bottom line. The first message shall be located on the second line. Two messages shall be located on the first and second and subsequently the third message on the third line down.

Panel: 5'-0" ht x 13'-3/4" x .125" thk. aluminum, back skin with .080" alum pop-riveted to frame. Sign face, returns and backs to be painted to match color #17 (see page 2.13 for color documentation).

Message: Sign face graphic applications to be 3M Scotchlite reflective sheeting high intensity grade white base application film with Scotchlite electronic cuttable film or silkscreen ink to match custom color for sign band. Background color painted to match color #17 (see page 2.13 for color documentation).

Illumination: (original sign internally illuminated) However, any new sign improvement or update should include opaque faces (denoted above) with external illumination.