

3.03 MAPS AND BUILDING INFORMATION

A series of STIA maps and building plans have been developed, which are to be used as a central feature on airport directories and in future STIA printed handout materials. The directory and handout applications will use two types of maps. The first is a schematic plan of the airport site. This site plan will be used on directories in the parking garages and illustrate the scope of the airport, location of the terminal buildings, public transportation, parking, and user location. The second is larger and more detailed terminal plan intended to orient people to their specific location within the terminals and provide information about critical Airport services and their location.

Airport services include functions and facilities that provide necessary support to passengers and visitors. Airport services are divided into two categories;

Primary (necessary) and Secondary (convenience).

- Primary Services include:

Restrooms, Restaurants, Food Services, Retail Shops, Cash Machines, First Aid, etc.

- Secondary Services include:

Travelers Aid, Business Centers, Nursery, Lockers, Shoeshine, Ground Transportation, Lost and Found, Police and the like.

All primary services will be included on pylon directional signs located within visual distance (approximately 100 feet of the location of a primary destination). Primary services are not considered to be part of the larger information pathway for primary

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primary destinations such as departure Gates or Baggage Claim. This strategy allows for the inclusion of primary service destinations without overburdening the sign program with extra messages.

All secondary services will be included on Airport directory displays and printed handouts.

Airport directory display maps will be oriented to the cardinal directions in each individual location. That is, the floor plan will be turned so it is oriented to North at each location. In order to accomplish this, at least four variations of each floor plan must be developed to properly orient the written information on each plan.

STIA directory map content will be limited to the following:

Primary destinations (Gates, Baggage Claim, Ticketing, Security, Curbside, Parking Garage).

Necessary services (Restrooms, Information, Lost & Found, Travelers Aid, Translation Services, Security, Drinking Fountains, Cash Machines, and Airport Administration).

Airline counters (all airlines)

Retail services will not be included since there will be an extensive retail signing program in place in the terminal.

STIA staff located at information desks throughout the airport terminals will provide map handouts. All information for these

terminals will provide map handouts. All information for these handouts and directories will be computer generated including artwork for maps. When changes occur (as they often do) updating both terminal directory information and handouts will be more easily achieved and consistently implemented.

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