#### MB-1

#### City of Fayetteville Staff Review Form

C. 1 Regional Wayfinding Program Page 1 of 44

#### City Council Agenda Items and Contracts, Leases or Agreements

12/4/2012

City Council Meeting Date Agenda Items Only

	Agenda Items Only	
Jeremy Pate	Development Services	Development Services
Submitted By	Division	Department
	Action Required:	
		nt to implement the Regional Wayfinding
Program, pursuant to a grant awarded	to the Northwest Arkansas Coun	cill for this program.
	\$	-
Cost of this request	Category / Project Budget	Program Category / Project Name
	\$	
Account Number	Funds Used to Date	Program / Project Category Name
	20	
Project Number	\$  Remaining Balance	Fund Name
r roject Number	Remaining balance	i uliu Name
udgeted Item	<b>Budget Adjustment Attached</b>	
Department Director  City Attorney	11	inal Contract Date:
Pall Q . But		ceived in City lerk's Office
1/2 11/2		
nief of Staff	1/-/9-/2 Date	
1.1101	, F	Received in ayor's Office
ayor Voyler	Date	No.
omments:		



THE CITY OF FAYETTEVILLE, ARKANSAS

DEPARTMENT CORRESPONDENCE

#### CITY COUNCIL AGENDA MEMO

To: Mayor Jordan, City Council

Thru: Don Marr, Chief of Staff

From: Jeremy Pate, Development Services Director

Date: November 15, 2012

Subject: Wayfinding Program Implementation – Commitment to the NWA Council

#### RECOMMENDATION

Staff recommends approval of a resolution to express the City's commitment to implement the Regional Wayfinding Program, pursuant to a grant award to the Northwest Arkansas Council for this program, and subject to the terms discussed herein.

#### **BACKGROUND**

In 2011 a grant was awarded to the Northwest Arkansas Council from the Walton Family Foundation to pay for the design of a regional wayfinding program involving the cities of Fayetteville, Springdale, Lowell, Rogers, Siloam Springs, Eureka Springs and Bella Vista. The grant also funds the fabrication and installation of signs for a pilot project to one destination per city. The funding for the pilot project for each city (not to exceed a total of \$350,000) is contingent upon each city providing certain commitments. Each city, in order to receive the benefit of the comprehensive design and pilot project installation, must:

- 1) Complete the designed wayfinding program (for each respective city) by December 31, 2017, or earlier
- 2) Participate in the surveys by the Northwest Arkansas Council to help gauge success of the program
- 3) Agree to comply with the maintenance plan for the wayfinding system

# Completion of Program: The City agrees to complete the wayfinding program, identified in the attached <u>Message Schedule</u> and <u>Sign Location Plans</u>, no later than December 31, 2017.

City staff has been working, at the direction of the Mayor, to coordinate the City's efforts in this program through the NWA Council and all of the other participating cities for over a year. Over a series of iterations, a final design plan, standards for fabrication and installation, protocol for inclusion of new destinations in the future, and maintenance responsibilities have been developed, with each city's input. These documents are all attached. Based on current cost estimates, the City of Fayetteville, with the Mayor and Council's input, plans to have all of the wayfinding program fabricated and installed at the same time as the pilot project, rather than phase it over the next five years. The expected installation of the pilot project is no later than July 2013. If approved, the Northwest Arkansas Regional Planning Commission will submit a request for proposal on behalf of all the participating cities in January of 2013. The winning bid will be selected by the Regional Wayfinding Steering Committee, which contains representatives from all seven cities, as well as NWARPC. The City's expectation is that all of the signs planned for Fayetteville will be fabricated and installed at the same time and therefore completed by July 2013.

The City of Fayetteville and the Fayetteville Advertising and Promotion Commission will both contribute to funding the program. The final Wayfinding Program is detailed in the attached Message Schedule, and an illustrative plan entitled Sign Location Plans; these constitute the comprehensive plan to which the City commits. Cost estimates as the plan currently calls for are attached, provided by MERJE, the design team hired for the programming phase of the system. In total, the full program is estimated at approximately \$314,500, with 20% of that, or \$64,000 paid for by the Walton Family Foundation as the pilot project. Also attached are the Design Development drawings of the signs themselves (including one of each participating city, to show the collaborative design approach undertaken). In the event that the bid comes in higher than estimated costs, the City may need to reconsider installing the program at one time, and instead implement a phasing plan. If that occurs, Fayetteville remains committed to completing the wayfinding program as described in the Message Schedule and Sign Location Plans by December 31, 2017 at the latest.

### Surveys: The City agrees to conduct surveys at locations selected in agreement with the NWA Council, designed to gauge the success of the wayfinding program.

Surveys will be provided by the NWA Council, with input solicited from each participating city. Three survey phases are anticipated – Pre-project, Early Success, and One-year Post Pilot Completion surveys. All of these surveys are designed to guage the success of the provided grant, and will also provide data for each city's use in understanding the effectiveness of the cities' investment in this program.

### Maintentance Agreement: The City agrees to adhere to the attached regional wayfinding maintenance agreement, entitled <u>Management and Maintenance Strategy</u>.

The participating cities worked with MERJE, the design team, to create an overall system oversight diagram, maintenance flow chart and short-term, long-term and system life span management and maintenance plans for the wayfinding program. The plan identifies issues to address such as vandalism, cleaning, life span of the color in the products, sign panels and fasteners, etc. The Transportation Department, who will be tasked with the physical maintenance of the wayfinding signs, will retain a copy of the maintenance plan for implementation.

#### **DISCUSSION**

City staff has been excited to work on this important regional project, another example – like the Razorback Greenway Trail – of leveraging public and private funds to accomplish common goals that unite the region.

#### **BUDGET IMPACT**

Approximately \$125,000 is currently estimated to be the City's portion of the total cost. Other funding sources include the A&P Commission and the grant for the pilot project. Final costs will be determined at the time of the bid, and the decision of whether to implement the program fully in one installation or phase it over time will be made based upon those factors and available funds.

RESOL	LUTION	NO.	

A RESOLUTION TO EXPRESS THE FAYETTEVILLE CITY COUNCIL'S INTENT TO IMPLEMENT THE REGIONAL WAYFINDING PROGRAM

# BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF FAYETTEVILLE, ARKANSAS:

<u>Section 1</u>: That the City Council of the City of Fayetteville, Arkansas hereby expresses its intent to implement the Regional Wayfinding Program as discussed in the memo from Development Service Director Jeremy Pate and authorizes Mayor Jordan to sign the proposed Commitment Letter to the Northwest Arkansas Council (attached as Exhibit A).

**PASSED** and **APPROVED** this 14<sup>th</sup> day of December, 2012.

APPROVED:	ATTEST:
By: LIONELD JORDAN, Mayor	By: SONDRA E. SMITH, City Clerk/Treasurer

#### Draft Commitment Letter to the NWA Council (using Fayetteville as a example)

Mike Malone President and CEO NWA Council 4100 Corporate Center Drive, Suite 205 Springdale, AR 72762

Dear Mr. Malone:

I'm writing on behalf of the City of Fayetteville to express our commitment to the regional wayfinding system.

As you know, the Walton Family Foundation awarded a grant to the Northwest Arkansas Council, through the fiscal sponsorship of the Endeavor Foundation, in late 2011. According to the terms of the grant, the Foundation agreed to pay for the design of a regional wayfinding program, involving the cities of Fayetteville, Springdale, Lowell, Rogers, Siloam Springs, Eureka Springs, and Bella Vista. The Foundation also agreed to fund the fabrication and installation of signs for a pilot project, or stem of signage, to one destination per city. The funding for the pilot project for all seven cities is not to exceed \$350,000, and will not be released until the city provides a commitment to the grantee (NWA Council) that they will complete the remaining portion of the project within a five-year time frame. This letter is intended to provide this commitment.

Based on current cost estimates, the City of Fayetteville plans to fabricate and install theremaining portion of our city's wayfinding program at the same time as the pilot project. According to the terms of the grant, the expected installation of the pilot project is no later than July of 2013. The Northwest Arkansas Regional Planning Commission plans to submit a request for proposal of behalf of all the cities in January of 2013. The winning bid will be selected by the Regional Wayfinding Steering Committee, which contains representatives of all seven cities participating in the project as well as a representative from Northwest Arkansas Regional Planning. Fayetteville's expectation is that all of the signs planned for Fayetteville will be fabricated and installed at the same time and therefore will be completed by July of 2013. Should there be any unexpected delays, we will inform the Council promptly.

The City of Fayetteville and the Fayetteville Advertising and Promotion Commission will both contribute to the cost of the program.

Fayetteville's wayfinding program is detailed in "Exhibit A" that is attached to this document. Exhibit A indicates the pilot project signs as "Phase I", and the remainder of the signage as "Phase II".

The cost estimates for the City of Fayetteville are also attached as Exhibit B. MERJE Design, the designers hired to for the programing phase of the system, provided these estimates to the City of Fayetteville.

In the event that the selected bid comes in higher than the estimated costs, Fayetteville may need to reconsider installing the program at one time, and implement a phasing plan. If such circumstance occurs, Fayetteville commits to completing the wayfinding program as described in Exhibit A, by December 31, 2017, within the 5 year period described by the grant. We further agree to keep the Northwest Arkansas Council informed of any unexpected delays in the fabrication and installation of the project.

Please let me know if you have any questions.

Sincerely,

# NWA Regional Wayfinding Program Message Schedule

City of Fayetteville, Arkansas

Wayfinding & Signage Program

NWA REGIONAL WAYFINDING SYSTEM

#### **MESSAGE SCHEDULE**

Third Submittal

23 July 2012



120 N. Church Street Suite 208 West Chester, PA 19380 T 484.266.0648 www.merjedesign.com

#### SIGN COUNT SUMMARY

MERJE | ENVIRONMENTS AND EXPERIENCES 120 N. Church Street Suite 208 West Chester, PA 19380 484.266.0648

www.merjedesign.com

Client: City of Fayetteville, Arkansas

Project: NW Arkansas Regional Wayfinding and Signage Program

Project No.:

Submittal: Third

Date: 06/29/2012

Sign Type	Quantity.	Description
VDIR.1	6	
VDIR.2	8	
VDIR.3	8	
VDIR.4	2	
VDIR.5	11	
VDIR.6	14	

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Client: City of Fayetteville, Arkansas

Regional Wayfinding and Signage Program

Project: NW Arkansas

Project No.:

Date:

Submittal: Third

Phase	LocationNo.:	Sign Type:	Oty.:	Sheet No.:	Message:	Comments:
2	100	VDIR.3	1		FAYETTEVILLE < Visitors	Locate a minimum 25 ft from intersection of Block Ave.
					Center	
					^ Chamber of Commerce	
					^ Library	
2	101	VDIR.2	Ť		FAYETTEVILLE	Locate a minimum 25 ft from intersection of Mountain St.
					< US District Courthouse	
					^ Fayetteville Dist Court	
2	102	VDIR.1	T.		FAYETTEVILLE	Locate a minimum 25 ft from intersection of Rock St.
					> Fayetteville Dist Court	intersection of nock of.
2	103	VDIR.2	1		FAYETTEVILLE  < Chamber of	Locate a minimum 25 ft from intersection of Church Ave.
					Commerce	
					< Library	
2	104	VDIR.2	1		FAYETTEVILLE	Locate a minimum 25 ft from intersection of Mountain Ave.
					< Chamber of Commerce	incersection of Mountain Ave.
					> Library	
2	105	VDIR.2	1		FAYETTEVILLE	Locate a minimum 25 ft from
			> Downtown Square	> Downtown Square	intersection of Block Ave.	
					> Visitors Center	

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Client: City of Fayetteville, Arkansas

Regional Wayfinding and Signage Program

Project: NW Arkansas

Project No.:

Submittal: Third

Phase	LocationNo.;	Sign Type:	Oty.:	Sheet No.:	Message:	Comments:
Ĭ	106	VDIR.3	1		FAYETTEVILLE  < Downtown Square  < Visitors Center  ^ Walton Arts Center	25 mph zone (changes to VDIR.3)  Locate 7 foot 6 inches south of pedestrian light post, aligned, prior to intersection of Center St.  Note: remove existing TODS Visitor Info signs.
* <b>1</b> }	<sup>3</sup> 107	VDIR.3	1		FAYETTEVILLE  > Downtown Square  > Visitors Center  > Library	25 mph zone (changes to VDIR.3)  Locate 7 foot 6 inches north of pedestrian light post, aligned, prior to intersection of Center St.  Note: remove existing TODS Visitor Info signs.
2	108	VDIR,3	1		FAYETTEVILLE  < Dickson St District  < Walton Arts Center  ^ Botanical Garden	25 mph zone (changes to VDIR.3)  Locate at least 100 ft south of intersection of Dickson St. Or approx. 50 ft from UA sign #201.  (Recommend UA sign #201 to locate at least 50 ft from intersection of Dickson St.)
a a	109	VD/R.3	1		FAYETTEVILLE  > Dickson St District  > Walton Arts Center  ^ Downtown Square	25 mph zone (changes to VDIR.3)  Locate 5 ft north of tree grate, aligned, prior to First Baptist Church parking lot entry.  (Recommend UA sign #200 to locate at least 50 ft from intersection of Dickson St.)
2	110	VDIR.1	1		FAYETTEVILLE  ^ Gary Hampton Park -	Locate on right hand side of Porter Rd, just north of the Deane St intersection.  Traffic heading north on Porter Rd will stop at intersection of Deane St. The sign must be positioned so as to be seen from that point.

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Project: NW Arkansas Regional Wayfinding and Signage Program

Project No.:

Submittal: Third

Date:

Phase	LocationNo.:	Sign Type:	Oty.;	Sheet No.:	Message:	Comments:
2	111	VDIR.1	Ĭ.		FAYETTEVILLE  ^ Gary Hampton Park	Porter Rd changes into Mt Comfort Rd. Locate at least 50 ft from intersection of Shiloh Dr.
2	112	VDIR <sub>3</sub> 3	-1,		FAYETTEVILLE  > Dickson St District  > Downtown Square  ^ Botanical Garden	25 mph zone  Locate at least 50 ft from intersection of (71) College Ave.
2	113	VDIR.3	1		FAYETTEVILLE  < Downtown Square  > Uptown District  ^ University of Arkansas	25 mph zone  Locate at least 50 ft from intersection of (71) College Ave.  Note: Trim back trees at this location.
2	114	VDIR.2	31		FAYETTEVILLE  < Botanical Garden  < Lake Fayetteville	Locate approx. 100 ft from intersection of (45) Mission Blvd., on the property line.
2	115	VDIR.3	13		FAYETTEVILLE  > Library  ^ Downtown Square  ^ Visitors Center	Locate a minimum 25 ft from intersection of School Ave.

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Project No.:

Submittal: Third

Project: NW Arkansas

Regional Wayfinding and Signage Program

Date: 06/29/2012

Phase	LocationNo.:	Sign Type:	Qty.:	Sheet No.:	Message:	Comments:
2	116	VDIR.2	117		FAYETTEVILLE  < Downtown Square	Locate a minimum 25 ft from intersection of Block Ave.
2	117	VDIR.1	1		A Walton Arts Center  FAYETTEVILLE  < Clinton House Museum	Locate a minimum 25 ft from intersection of Clinton/Stone St.
<u>(a)</u>				đ	เงเทริศักแ	
2	118	VDIR.1	9		FAYETTEVILLE ^ Clinton House Museum	Locate a minimum 25 ft from intersection of Stadium/Virginia Ave.
2	119	VDIR.2	î		FAYETTEVILLE  > Gary Hampton Park  > Holcomb	Replace existing sign location with Holcomb Elementary School message.
					Elementary	
2	120	VDIR.2	1		FAYETTEVILLE  < Botanical Garden  > Downtown	Locate at least 200 ft from intersection of (265) Crossover Rd.
					Square	
2	121	VDIR.1	1		FAYETTEVILLE  > Lake Fayetteville	Locate at least 100 ft from intersection of (71) College Ave.

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Project: NW Arkansas Regional Wayfinding and Signage Program

Project No.:

Submittal: Third

Date:

Phase	LocationNo.:	Sign Type:	Oty.:	Sheet No.:	Message:	Comments:
Ĩ	200	VDIR.5	1		FAYETTEVILLE  < University of Arkansas  < Downtown Square	Coordinate location with AHDT; can existing and new signs be consolidated into 1 location? Add green panel with "Farmington" - right arrow?  If not to above, then: locate new sign on right side of roadway, 100 ft south of existing sign "West 62 Right Lane" with "Right Lane Must Turn Right" panel.
1	201	VDIR.5	1		FAYETTEVILLE  < University of Arkansas  < Downtown Square	Coordinate location with AHDT; can existing and new signs be consolidated into 1 location? Add green panel with "Farmington" - left arrow?  Locate across Futrall Drive, aligned with center of exit roadway. Sign must face exit roadway.
1	202	VDIR.5	4)		FAYETTEVILLE  > University of Arkansas  > Downtown Square	Locate sign 110 ft south from existing "South 540" and "North 540" sign cluster, located south of intersection of (MLK Jr Blvd) Main St.
1	203	VDIR.6	Í		FAYETTEVILLE  < University of Arkansas  ^ Clinton House Museum  ^ Downtown Square	Replace current "Clinton House Museum" TODS sign at Wendy's restaurant, only locate sign 5 feet from edge of property (TODS sign too close to driveway entry).  (Recommend UA sign #403 to locate at the current "35 mph" sign location. Move "35 mph" sign to new location.)
4	204	VDIR.6	1		FAYETTEVILLE  < Library  < Visitors Center  < Downtown Square	Replace existing TODS Visitor Info sign, only locate at least 3 feet after utility wood pole.  (Sign locations 204 and 205 will be approx. 115 feet apart from each other.)

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Client: City of Fayetteville, Arkansas

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Project No.:

Submittal: Third

Date:

Phase	LocationNo.:	Sign Type:	Oty.:	Sheet No.:	Message:	Comments:
2	205	VDIR.5	1		FAYETTEVILLE	Locate approximately 125 ft from intersection of (71) School Ave, at
					> Walker Park	least 3 feet after 2nd utility wood pole.
					> Air/Military Museums	polo.
		noniconaro	2.00			
1	206	VDIR.6	I		FAYETTEVILLE	Locate 200 ft from intersection of Martin Luther King Jr Blvd.
					< University of Arkansas	
					^ Library	
					^ Downtown Square	
1	207	VDIR.6	1		FAYETTEVILLE	Replace existing 35 mph sign location. Move 35 mph sign to new
					< Library	location.
					(Up Right arrow) Visitors Center	
					(Up Right arrow) Downtown Square	
	140					
2 -	208	VDIR.6	1		FAYETTEVILLE	Locate at least 100 ft from
					> University of Arkansas	intersection of Martin Luther King Jr Blvd.
					^ Walker Park	
					^ Air/Military Museums	
2	209	VDIR.5	Ŋ		FAYETTEVILLE	Locate at least 200 ft from
					< Walker Park	intersection of 15th Street.
					^ Air/Military Museums	

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Project No.:

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Project: NW Arkansas Regional Wayfinding and Signage Program

Date:

Phase	LocationNo.:	Sign Type:	Qty.:	Sheet No.:	Message:	Comments:
2	210	VDIR.6	1		FAYETTEVILLE  > Walker Park  ^ Downtown Square  ^ University of Arkansas	Locate at least 100 ft from intersection of 15th Street.
2	215	VDIR.6	1		FAYETTEVILLE  < Gary Hampton Park  ^ University of Arkansas  ^ Downtown Square	Locate at least 250 ft from intersection of Porter Rd.
2	216	VDIR.4	<b>3</b> 0		FAYETTEVILLE  > Gary Hampton Park	Locate at least 100 ft from intersection of Porter Rd.
2	220	VDIR.6	J		FAYETTEVILLE  > University of Arkansas  ^ Downtown Square  ^ Botanical Garden	Locate at least 300 ft from intersection of Garland Ave.  Note: Sign locates on severe slope. One leg must be shorter than other.  (UA sign #502 should be installed at least 200 ft from intersection of Garland Ave.)
2	221	VDIR.5	1		FAYETTEVILLE  < University of Arkansas  ^ Gary Hampton Park	Locate at least 200 ft from intersection of Garland Ave.  (UA sign #107 should be installed at least 100 ft from intersection of Garland Ave.)

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Suite 208 West Chester, PA 19380 484.266.0648 www.merjedesign.com

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Project No.:

Date:

06/29/2012

Submittal: Third

Project: NW Arkansas Regional Wayfinding and Signage Program

Phase	LocationNo.:	Sign Type:	Qty.:	Sheet No.:	Message:	Comments:
2	223	VDIR.6	1		FAYETTEVILLE  < University of Arkansas  > Botanical Garden  ^ Uptown District	Locate at least 200 ft from intersection of North St.  Note: Short posts required for this location. Sign must be mounted above wall in grass area.
2	225	VDIR.6	1		FAYETTEVILLE  > University of Arkansas  ^ Dickson St District  ^ Downtown Square	Replace existing sign.  Locates approx. 125 ft from intersection of North St.
2	227	VDIR.5	1		FAYETTEVILLE  > Downtown Square  > University of Arkansas	Locate at least 100 ft from intersection of North St.
2	228	VDIR.6	ä		FAYETTEVILLE  < Gulley Park  (Up Right Arrow) Botanical Garden  (Up Right Arrow) Lake Fayetteville	Locate at least 100 ft from intersection of Old Wire Rd.
2	229	VDIR.5	1		FAYETTEVILLE  < Botanical Garden  < Lake Fayetteville	Locate at least 200 ft from intersection of (265) Crossover Rd.

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Phase	LocationNo.:	Sign Type:	Qty.:	Sheet No.:	Message;	Comments:
2	230	VDIR.5	1		FAYETTEVILLE  > Downtown Square  > University of Arkansas	Locate at least 100 ft from intersection of (45) Mission Blvd.
2	231	VDIR.5	1		FAYETTEVILLE  < Lake Fayetteville  ^ Botanical Garden	Locate at least 200 ft from intersection of Zion Rd.
2	232	VDIR.5	ă		FAYETTEVILLE > Lake Fayetteville ^ Downtown Square	Locate at least 100 ft from intersection of Zion Rd.
2	235	VDIR.6	1		FAYETTEVILLE  < Botanical Garden  ^ Downtown Square  ^ University of Arkansas	Locate at least 200 ft from intersection of Zion Rd.
2	236	VDIR.4	ĭ		FAYETTEVILLE > Lake Fayetteville	Locate at least 100 ft from intersection Lakeview Rd.

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Project No.:

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Date:

Phase	LocationNo.:	Sign Type:	Qty.:	Sheet No.:	Message:	Comments:
2	237	VDIR.6	1		FAYETTEVILLE  < Lake Fayetteville  ^ Botanical Garden  ^ Downtown Square	Locate at least 200 ft from intersection Lakeview Rd.
1	240	VDIR.6	1		FAYETTEVILLE  < Clinton House Museum  ^ Visitors Center  ^ Downtown Square	Locate at least 300 ft from intersection of Garland/Paris Ave. Or 100 feet from UA sign #404.  (Recommend UA sign #404 to locate at least 200 ft from intersection of Garland/Paris Ave.)

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PHASE 1: Sign Types

#### SIGN COUNT SUMMARY

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120 N. Church Street
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Client: City of Fayetteville, Arkansas

Project: NW Arkansas Regional Wayfinding and Signage Program

Project No.:

Submittal: Third

Date: 06/29/2012

Sign Type	Quantity.	Description	
VDIR.3	3		
VDIR.5	3		
VDIR.6	5		

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PHASE 2: Sign Types

#### SIGN COUNT SUMMARY

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Client: City of Fayetteville, Arkansas

Project: NW Arkansas Regional Wayfinding and Signage Program

Project No.:

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Date:

Sign Type	Quantity.	Description
VDIR.1	6	
VDIR.2	8	
VDIR.3	5	
VDIR.4	2	
VDIR.5	8	
VDIR.6	9	

# NWA Regional Wayfinding Program

# Sign Location Plans

City of Fayetteville, Arkansas Wayfinding and Signage Program

NWA REGIONAL WAYFINDING SYSTEM

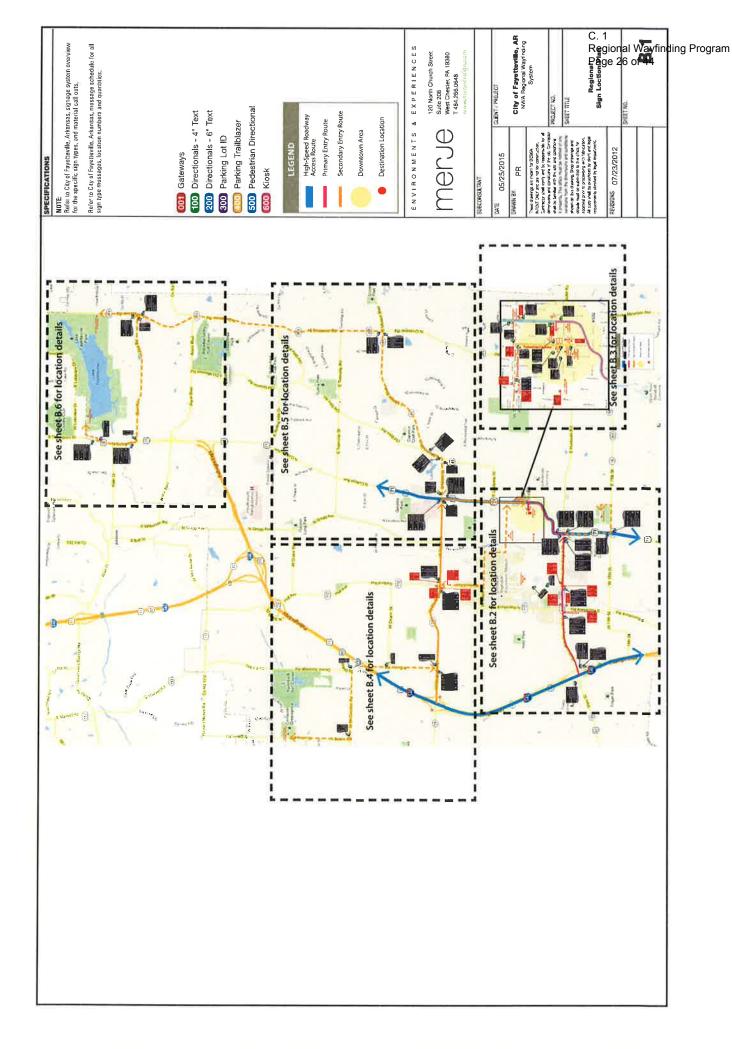
Third Submittal

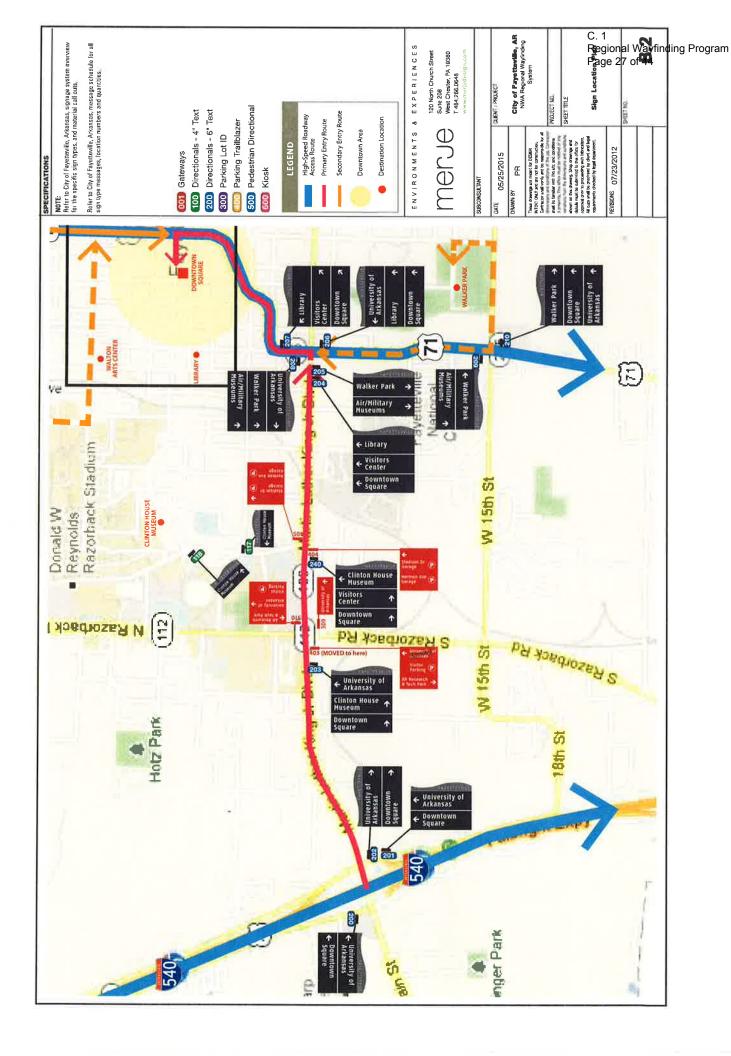
SIGN LOCATION PLANS

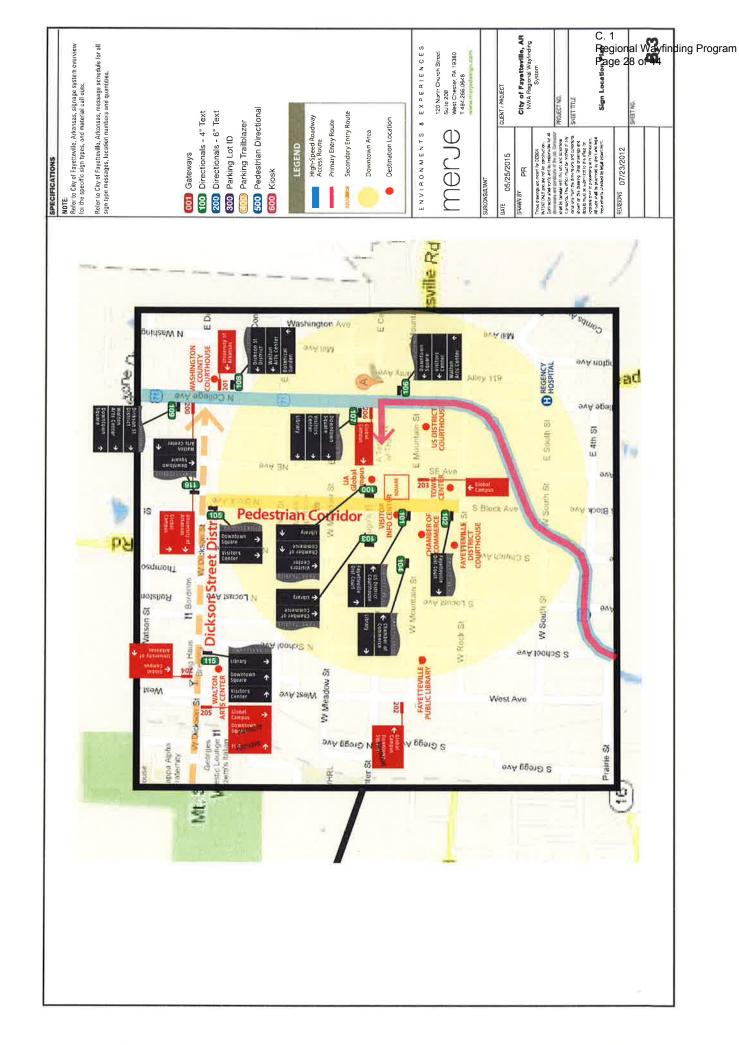
23 July 2012

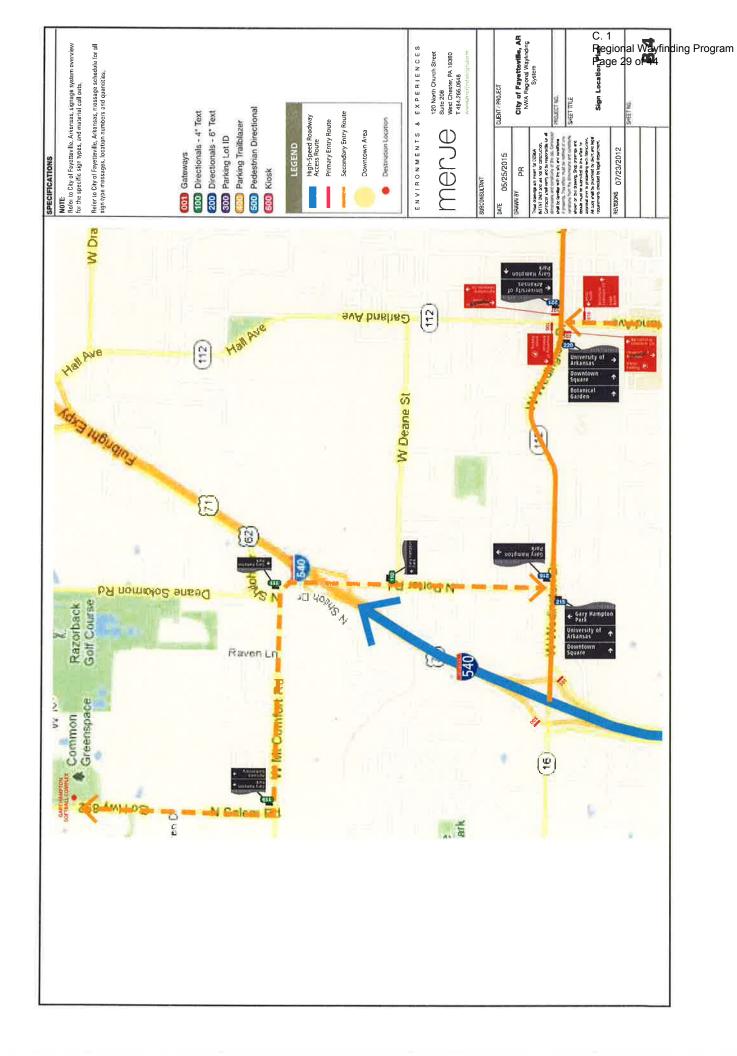
Menuelle expensives

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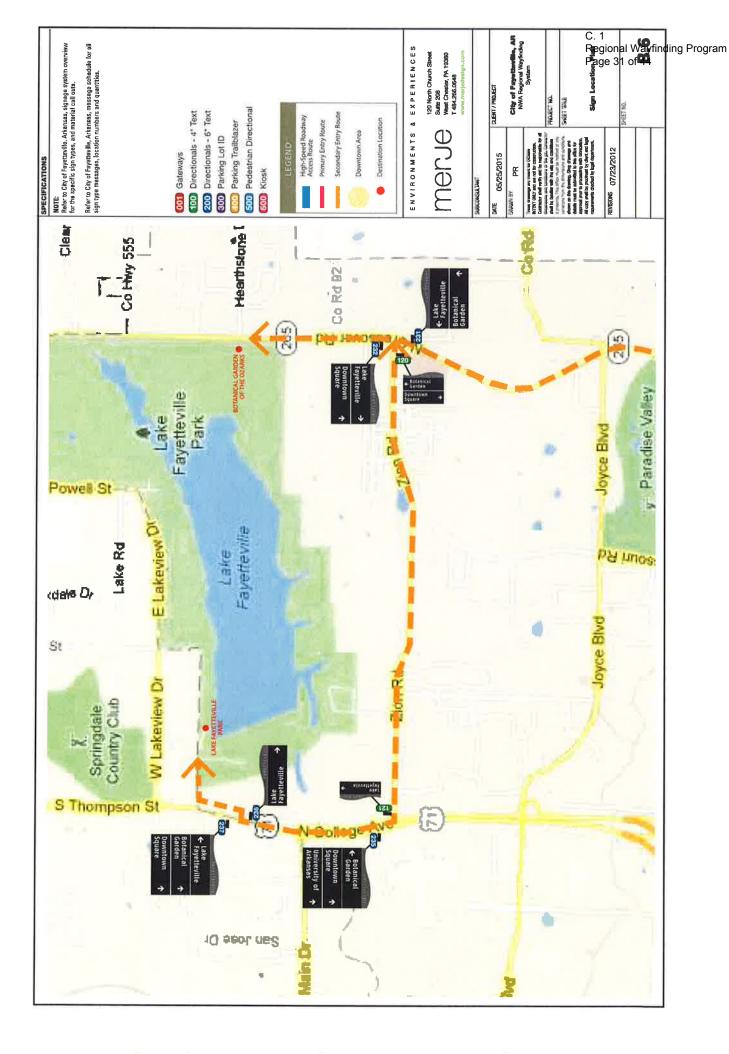












C. 1	Ċ.
Regional Wayfinding Progra	m
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# NWA Regional Wayfinding Program

# Management and Maintenance Strategy

**DRAFT**For Discussion Purposes Only

**NWA REGIONAL WAYFINDING PROGRAM** 

MANAGEMENT AND MAINTENANCE STRATEGY

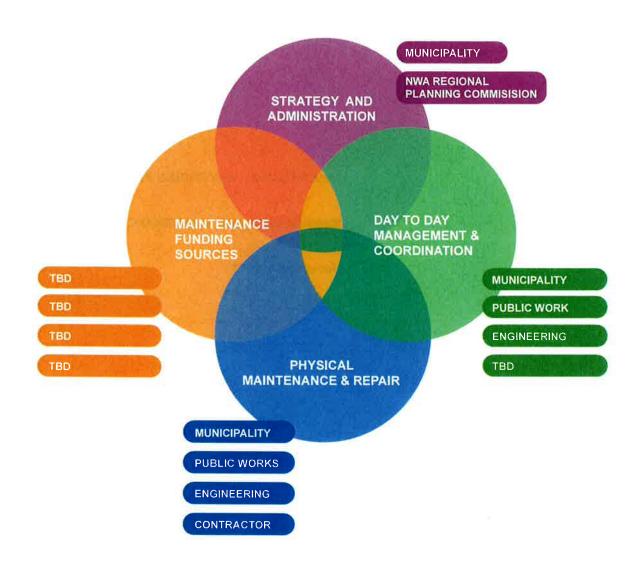
November 5, 2012



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#### NWA REGIONAL WAYFINDING PROGRAM OVERALL SYSTEM OVERSIGHT

**DRAFT**For Discussion Purposes Only



# NWA REGIONAL WAYFINDING PROGRAM MAINTENANCE FLOW CHART

### DAY-TO-DAY MAINTENANCE PROCESS FOR REPAIR OR REPLACEMENT OF EXISTING SIGNS



City Public Works & Staff Monitor Sign Program

#### WAYFINDING MANAGER:

Person appointed by the municipality to be the main point of contact for repairs and other issues arising with the waylinding system City: Quality Control
Contract: Fabrication and Installation

#### LONG TERM MAINTENANCE PROCESS FOR ADDITION, SUBTRACTION or ALTERATIONS TO THE SYSTEM (annual)



DESTINATION Identifies Need

DESTINATION
Submit Request to
WAYFINDING MANAGER

Based On Program Criteria NWA Regional Planning Commission Reviews Request

#### **MANAGEMENT AND MAINTENANCE**

#### SHORT TERM GENERAL MAINTENANCE (0 - 4 years)

- Planning and Design: Minor corrections and adjustments to help the system operate efficiently. This may include additional signs, or adjustments based on new circulation patterns.
- Physical Maintenance (Materials): Cleaning once a year and typical wear and tear repairs new panels, tightening of fasteners, replacement parts due to vandalism or auto damage.
- Physical Maintenance (Locations): Relocation of problem sign locations.

#### LONG TERM GENERAL MAINTENANCE (5 - 9 years)

- Planning and Design: Additions and Deletions of Destinations/Messages and overall routing review, based on physical changes to the City.
- Physical Maintenance (Materials): Materials begin to fade, warranties expire and a more concentrated
  effort is required to maintain the system and its components. New panels, replacement parts, and sign
  replacement may be required.
- Physical Maintenance (Locations): Relocation may be necessary based on new routing or circulation.

#### SYSTEM LIFE SPAN (10 - 15+ years)

- Planning and Design: Complete review of the system and its effectiveness based on new destinations that may have opened or attractions which have closed. In addition new circulation/routing and construction projects may effect the system. Design elements may be reviewed for consistency with City identity and marketing initiatives.
- Physical Maintenance (Materials): Materials begin to reach their life span, full sign replacement may be necessary for some signs if they have not been maintained in the past.
- Physical Maintenance (Locations): Relocation may be necessary based on new routing or circulation.

#### MAINTENANCE GUIDELINE MATRIX

	0-4 Years	5-9 years	10-15+ years
Design and Planning	Design: General	Design: General	If the system has not been
	Evaluation of positive	Evaluation of positive	analyzed since
	and negative aspects of	and negative aspects of	implementation, a major
	the system.	the system.	updating is likely to be
			needed. Outside
	Planning; City In-house	Planning: Contract with	consultants will be
	maintenance based on	a consultant to analyze	required to review and
	new request and	major changes to the City	inventory the system, as
	circulation/destination	and necessary system	well as make suggested
	updates	adjustments. 1 or 2	changes based on new
		updates possible during	circulation, destinations,
		this time period.	etc.
Vandalism	Annual cleaning/repair.	Parts replacements and	Parts replacements / full
	Stickers and graffiti are	full sign replacement as	sign replacement as
	most common.	needed.	needed.
	Cleaning solvents and	Cleaning solvents and	Cleaning solvents and
	Goo-Gone are typical	Goo-Gone are typical	Goo-Gone are typical
	products utilized.	products utilized.	products utilized.
Cleaning Schedule	Annual Cleaning	Annual Cleaning	Annual Cleaning
Management /	Weekly coordination	Annual coordination	Annual coordination
Administration	transitioning to quarterly	between City and	between City and
	coordination between City	fabricator. Day-to-day	fabricator. Day-to-day
	and fabricator during year 1	monitoring of the system,	monitoring of the system,
	and 2. Day-to-day	based on Public Works	based on Public Works
	monitoring of the system,	observations, safety	observations, safety

	based on Public Works observations, safety issues	issues and citizens reports.	issues and citizens reports.
	and citizens reports.		
Breakaway Product: Transpo	Maintenance Free - Covered under Warranty for 3 years.	Maintenance Free - consider general review as part of yearly inspection process.	Maintenance Free - consider general review as part of yearly inspection process.
Reflectivity Life Span: 3M High Intensity Diamond Grade	Covered under warranty for 5-7 years	Covered under warranty for 5-7 years.  Reflectivity may be effective beyond the warranty period. Individual signs may require sheeting to be replaced during this time period	Reflectivity becomes less effective. if not previously replaced. 10 – 15 years is the maximum lifespan.
Custom Color Life Span: 3M High Intensity Diamond Grade	Covered under warranty for 3 years.  Color generally maintained beyond warranty period, depends on direction sign panel is facing.	Fading may begin depending on the direction sign panel is facing. Individual signs may require sheeting to be replaced during this time period	Fading occurs, if not previously replaced. 10 - 15 years is the maximum lifespan.
General Materials: Aluminum Sign Panels & Posts	Specifications require 5 year fabricator warranty for workmanship.  General wear-and-tear maintenance required.	General wear-and-tear maintenance.	General wear-and-tear maintenance.
Painted Surfaces	Covered under manufacturers warranty.  General maintenance and touch-up will be required.	Warranty expires. Typically color holds up beyond warranty period. Fading may begin depending on the direction sign panel is facing. Individual signs may require individual parts to be replaced during this time period	Fading occurs – based on direction sign panel is facing – 10 – 15 years is the maximum lifespan to expect.
Sign Panels / Fasteners	Specifications require 5 year fabricator warranty for workmanship. General repairs and replacement due to auto incidents or vandalism. Inspect welds and fasteners for connection integrity.	Quantity of repairs increases, if not maintained previously. Inspect welds and fasteners for connection integrity.	Consider full inventory of system and repairs based on consistency of maintenance and up-keep over the years.
Brackets/ Fins / Details	Specifications require 5 year fabricator warranty. General repairs and replacement of parts due to auto incidents or vandalism. Inspect welds and fasteners for connection integrity.	Quantity of repairs increases, if not maintained previously. Inspect welds and fasteners for connection integrity.	Consider full inventory of system and repairs based on consistency of maintenance and up-keep over the years.
Concrete Footers	Maintenance free. Inspect structural integrity – similar to any construction project.	Maintenance free. Inspect structural integrity – similar to any construction project.	Maintenance free. Inspect structural integrity – similar to any construction project.

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NWA Regional Wayfinding Program	
Cost Estimates	

FAYETTEVILLE	QTY	UNIT PRICE	TOTAL	
FULL PROGRAM				
Vehicular Sign (6")	27	\$6,200	\$167,400	
Vehicular Sign (4")	22	\$4,800	\$105,600	
Kiosk	3	\$4,500	\$13,500	
Pedestrian Signs (estimate)	<u>10</u>	\$2,800	\$28,000	
TOTAL	62		\$314,500	
WALTON FOUNDATION				
Vehicular Sign (6")	8	\$6,200	\$49,600	
Vehicular Sign (4")	<u>3</u>	\$4,800	<u>\$14,400</u>	
WALTON FOUNDATION TOTAL	11		\$64,000	20%
MUNICIPALITY TOTAL	51		\$250,500	80%

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NWA Regional Wayfinding Program	
Design Development Drawings	
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