Introduction

Transportation information displays provide building occupants with useful information that can help them make informed travel decisions. A well-designed display in a high-traffic location can be a valuable amenity and encourage tenants to consider sustainable transportation options that fit their needs.

*According to a recent study, over 90% of a sample of employees, residents, and visitors in Arlington County are satisfied with their experience in receiving real-time transportation information from digital screens.*

This guide is designed to provide developers, architects, property managers, and County staff with specifications for the design and installation of transportation information displays. For new and existing approved special exception development projects, this document includes approvable display options and guidelines to comply with Arlington County site plan conditions.

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Site Plan/Use Permit Condition Compliance

Standard Condition Language

Provide in the lobby or lobbies, an information display(s), the number/content/design/location of which will be approved by Arlington County Commuter Services (ACCS), to provide transportation-related information to residents and visitors. The Property Transportation Coordinator (PTC) shall keep display(s) stocked with approved materials at all times.

Pre-Occupancy

In new construction, the display design and location typically must be approved with the display constructed and on site, if not installed, prior to receiving the First Certificate of Occupancy.

Post-Occupancy Maintenance and Operation

After occupancy, building owners are responsible for providing the required neighborhood transportation display and corresponding materials and information at all times.

Maintenance of transportation information displays is the sole responsibility of the building owner. If a display appears to be in disrepair that it discourages use or doesn't provide the required transportation information, it no longer fulfills the site plan condition and the County may advise repair or replacement.

A property owner may at any time replace a display with an approved option, but an owner may not relocate a display without consulting with the County. TDM staff maintains photographic and written records of compliance with this condition through annual site visits and correspondence with Property Transportation Coordinators. Compliance with site plan conditions is enforceable under Article 17 of the Arlington County Zoning Ordinance.
Approved Display Options

Below are approvable transportation information display options. The location and number of displays are determined by Arlington County Commuter Services to maximize visibility in the context of each building’s design, and are specified on a case-by-case basis.

**Static Transportation Information Display**
- Options include a framed paper or illuminated map, a digital screen displaying a map, or similar alternative design.
- Map provided by Arlington County will depict the range of transportation options available within reasonable walking distance of the building (up to ½ mile, or 10-minute walk).
- Static display must accommodate one of two standard sizes produced by Arlington County GIS. Arlington can provide this map in digital form for owner reproduction (lightboxes, projections, or other special conditions).
  - Required standard map sizes:
    - 26.125”W x 29.75”H
    - 21.75”W x 26.75”H
- Any digital, projection, or lighted display must depict the map at all times.

**Real-Time Transportation Information Display**
- Display must be a minimum of 32” (diagonal), located between 4 feet and 6 feet off the floor.
- Must depict real-time transportation information at all times; touch screens are not approvable.
  - Display must include real-time arrivals information for the nearest Metrorail station, bus routes, and Capital Bikeshare stations within reasonable walking distance of the building. It should also include other available free data feeds for transportation services convenient to the building.

**Required for All Displays**
All approvable options **must be accompanied by maps and brochures** for those transportation options which are available within reasonable walking distance of the building and depicted on the display. These maps and brochures must be kept in stock and available at all times. Further, the brochures and maps must be available either in the same location as the display, or at a concierge desk, security desk, or mail room.
Vendors of Approvable Displays or Display Elements

The following is a list of known vendors that produce approvable transportation information displays. This is not an exhaustive list of vendors that could produce approvable products, nor does it suggest that all of the products available from a vendor are approvable. This list does not constitute an endorsement for any particular vendor or any particular combination of required elements.

**Exhibit Edge, Inc.**  
*Static Displays* | 703.230.0000 x203 | [exhibitedge.com](http://exhibitedge.com)

**Redmon Group, Inc.**  
*Real-Time Displays, Full Service* | 703.838.5461 | [redmon.com](http://redmon.com)

**TransitScreen**  
*Real-Time Displays, Software Only* | 202.688.5006 | [transitscreen.com](http://transitscreen.com)
For more information about how to meet the Transportation Information Display requirement in Arlington County’s Transportation Demand Management conditions of development, and for neighborhood map files, please contact:

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Arlington Transportation Partners, a division of Arlington County Commuter Services, provides transportation expertise and services to businesses, residential communities, commercial properties and schools in Arlington County, Virginia.

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