

Multnomah County Signage Standards

June 2016



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INTRODUCTION

Multnomah County Oregon (hereafter referred to as the County) issues these signage standards as background information as to how the County determines and provides building and property signage. Multnomah County Sign Shop and the Facilities and Property Management (FPM) Division administer these standards. (*Refer to Multnomah County Executive Rule Number 240 and FAC - 12*.)

Multnomah County requires adherence to these signage standards for new construction projects. Where a signage scheme already exists for a renovation project, the existing scheme shall take precedence over these standards, but will, however, introduce these signage standards into existing building schemes wherever practical. Where signage is provided by the landlord for leased facilities, the signage will conform to the sign standard established for that building. Please direct any questions regarding these signage standards to the Multnomah County Sign Shop or to Facilities and Property Management Division whom will work with Multnomah County Sign Shop to address your questions and concerns.

GENERAL OBJECTIVES

The County issues these standards to:

- 1. Improve communications through clear, readily understood messages;
- 2. Achieve visual consistency throughout County buildings; and,
- 3. Effect cost savings through standardization of system components.

CROSS-REFERENCES

The following administrative requirements or references are designed to comply with or complement the Multnomah County Signage Standards:

- 1. Multnomah County Library Sign Systems User Manual
- 2. Multnomah County CAD Standards (Revised August 2008)
- 3. Multnomah County A/E Deliverable Standards (Revised August 2008)
- 4. Multnomah County Specifications Standards (Revised May 2006)
- 5. Multnomah County Space Allocation Policy (Revised July 2007)
- 6. Multnomah County Strategic Facilities Plan (Issued August 2005)
- 7. LEED Gold & High Performance Green Building Policy (Resolution No. 08-004)
- 8. Multnomah County Healthcare Design Guidelines (Issued May 2006)
- 9. Americans with Disabilities Act (Issued 1990)

CHANGES FROM PREVIOUS VERSION

The primary changes to this version are:

- 1. Rewording of text and standards
- 2. Addition of Gender Neutral Restrooms as a standard
- 3. Addition of County Parking Sign Templates

A/E SERVICE PROVIDER RESPONSIBILITY

The A/E Service Provider is responsible to:

- 1. Design spaces that accommodate the signage standards.
- 2. Where required, obtain sign permits from authorities having jurisdiction.

- 3. Provide temporary signs and egress maps as required for occupancy.4. Coordinate with sign design and installation by the County or County contractors.

SIGNAGE FABRICATOR RESPONSIBILITY

Signage fabrication services are provided by Multnomah County Sign shop or a contracted signage vendor.

The Signage Fabricator is responsible to:

- 1. Confirm that submitted information from FPM is complete.
- 2. Manufacture requested signage according to these standards.
- 3. Provide signage submittals that include the following:
 - a. Manufacturer's Product Data Sheets,
 - b. Shop Drawing for each sign that varies from the standard,
 - c. Samples for non-specified manufacturer's products, and
 - d. Instructions for sign maintenance (when requested).
- 4. Install requested signage within negotiated timeframes.
- 5. Where required, provide assistance to obtain sign permits from authorities having jurisdiction.
- 6. Identify exceptions to the standards prior to installation and recommend alternative actions.
- 7. Coordinate with FPM to ensure that the signage standards are consistently applied and that changes to the standards are mutually agreed upon.

FACILITIES & PROPERTY MANAGEMENT (FPM) RESPONSIBILITY

FPM is responsible to:

- 1. Update and distribute these signage standards.
- 2. Provide assistance in the interpretation of signage applications on a case-by-case basis.
- 3. Educate County personnel on the signage standards and provide assistance in selecting appropriate signage.
- 4. Identify and coordinate signage requirements throughout County-owned and -leased facilities.
- 5. Review and submit signage requests for County-owned facilities to Multnomah County Sign Shop in an appropriate time frame.
- 6. Review and submit signage requests for County-leased facilities to the Lease Building Manager in an appropriate time frame.
- 7. Coordinate with Multnomah County Sign Shop to ensure that the signage standards are consistently applied and that changes to the standards are mutually agreed upon.

COMMENTS OR QUESTIONS

The County welcomes your recommendations to improve our documents and documentation process. Address all comments or questions about interpretation of these standards to:

Tyler Kunter (503) 988-0186 tyler.kunter@multco.us

MULTNOMAH COUNTY OREGON Department of Community Services 1620 SE 190th Ave Portland, Or 97233

*Stephen Chater – previous author of 2011 signage standards (words adopted)

GENERAL SIGNAGE STANDARDS

County signs are distinguished by their location and function. Signage may be located in the interior or the exterior of a building or elsewhere on a property.

Signage is generally classified into three main functions:

Wayfinding

 Wayfinding signs convey directions and identifications (for example, room and occupant locations).

Regulatory

Regulatory signs convey warning or mandatory requirements (for example an
electrical hazardous condition or the speed limit in a parking garage) these signs
typically have specific content, size, type, or location requirements required by
authorities having jurisdiction or by established right/codes (ADA ACT)

Informational

 Informational signs convey building and program information (for example building hours or a no smoking policy).

STYLE

The County Sign Shop will work to adhere to current industry sign style standards (regulations & codes) and the Multnomah County Logo Branding Style Guide as outlined by the County Communications office. Current sign standards & County style guide will be a base point/guideline for rules dictating how the sign looks and/or how the county logo is used on a sign.

This includes areas such as:

- Color based on usage & backgrounds
- Font specific set of font families
- Placement where county logo can be placed
- Design where/how county logo can be incorporated into a design scheme

Any sign can be a special case; as such the county sign shop will work to create a harmony between any sign regulations, County defined style guide, building design and customer needs.

LAYOUT

All signage shall be appropriately sized to effectively communicate the message and complement existing signage.

 The signage fabricator is responsible for consistent use of horizontal and vertical spacing to ensure sign balance, layout modifications to control sign dimensions, and overall sign consistency.

- Where a choice is required to either decrease the font size or increase the sign size, the County prefers an increase in sign size. In view of the many factors affecting the design, good judgment is required when applying these rules to a particular sign.
- All sign layouts should be submitted with a shop drawing and be pre-approved by the County sign shop and/or Facilities Property Management.

COLOR SCHEME

The County sign shop (and approved vendor) will adhere to the County's standardized color scheme whenever possible. Specific color usage can vary per application and based on the type of sign, whether that is a wayfinding, regulatory, informational or other type of sign.

Basic County Color Schemes:

- ADA Directory Wayfinding signs:
 - o Black Sign "Backer" Panel
 - o Duranodic Brown "Sign Panel"
 - Contains any sign messages and or image
 - Lettering or images on the sign panel should be white to contrast the sign panel. Exceptions to this are image details that can be colored to highlight or create an impact. These select colored details should have a white border around the icon to increase visibility.
 - An example of this usage is a red flame (with white outline) for use on an Emergency Exit sign.
 - Light Gray Sign "Header"
 - Often blank to allow for reorganization but may contain a room #

Header color can vary on use (Emergency, Caution, etc)

Optional Headers Colors

The standard header (Pearl Gray) may be replaced with a red, yellow, green, or blue header for specific applications. The lettering used on the header should contrast the chosen header color.

- Red header conveys emergency information.
 - Example = "IN FIRE EMERGENCY USE STAIRS"
 - Lettering = white
- Yellow header conveys cautionary information
 - Example = "HIGH VOLTAGE"
 - Lettering = black
- Green header conveys safety information
 - Example = "PLEASE WATCH YOUR CHILD"
 - Lettering = white
- Blue header conveys special accommodation information.

- Example = "WHEELCHAIR ACCESS".
- Lettering = white
 Standard (Pearl Grey)
 Lettering = Duranodic

*See ADA sign component breakdown example in back of document for more detail

Flag Signs

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White lettering on Black Background

- Hanging Signs:
 - White lettering on Black Background
- Nameplates
 - o White lettering on Duranodic
 - o 3/4" Font Helvetica Regular
 - 90% Max Forced Length or Forced Length Max Width = 7"
- Regulatory/Informational
 - o Use case specific
 - Use County fonts & colors whenever possible

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- Window Vinyl
 - White lettering when possible
 - If color is preferred, then use of a white outline may be applied to add visibility
- Custom Orders
 - Use regulated or county color schemes whenever possible

Leased buildings may require color usage outside of established standards in order to match the color scheme of a particular building. In these select instances, approval of the color and usage should be done prior to fabrication or installation. County sign shop will coordinate the approval of the color usage with the appropriate entities.

COUNTY FONT STANDARDS

The County has defined sets of font families that can be used on signage. These font families are used to maximize readability; their consistency in use from sign to sign helps create uniformity and ease of identification of County signs.

Specific fonts may change over time as directed by branding rules, sign regulations or other party having jurisdiction.

Generally accepted font families

- Helvetica
- Myriad
- Frutiger
- Arial
- Regulatory Specific (MUTCD defined)
- Language Specific
- ADA Specific

The County sign shop (and approved vendor) will work to use these fonts when possible, however exceptions to these fonts will be granted if their usage can improve upon the sign

readability, building design scheme or otherwise, while not conflicting with any established regulation or code.

SIGN PLACEMENT

The County sign shop (and approved vendor) will install signs to adhere to any established sign installation regulations (ADA, MUTCD, permit, or otherwise). Consistency in installation should be a priority in order to create uniform signage that is easily recognizable and to maximize impact. Whenever possible (obstacles permitting) signs should be installed at the same height and width from common building characteristics like door frames, etc.

Where placement of signage with an ADA (Braille) component may be difficult due to the space layout (e.g. multiple doors with no wall space); configure signage at the entry points to these areas. The signs at these entry points should convey the location of the next sign or where assistance is available. Installation here should always follow established ADA guidelines on placement in order to allow any potential reader the opportunity to read the sign.

In doing any installation, the County sign shop (and approved vendor) will work to meet both customer's desires while adhering to any policy that may override desired placement of a sign. The County sign shop will communicate any customer desired installation conflicts with said customers, noting reason for conflict and whenever possible will offer alternative solutions. Approved vendors will communicate these conflicts to the County Sign Shop or Facilities Property Management prior to installation.

Placement Priority

Signs with a required ADA (Braille) component receive placement priority over all other signage as their usage is regulated by the Americans Disability Act (ADA). This act is a civil rights act used to insure those with individuals with disabilities can navigate in their environment.

INTERIOR SIGNAGE STANDARDS

This section specifies interior signage for room numbers, directional signs, directories, code required signs, and informational signs. Interior signs are signs located in the interior of a building. The County defines a building as any structure, (e.g. office building, garage, parking structure, shed, shop, trailer, or warehouse) that adds value to a property and is assigned a Building Code.

Wayfinding Signage

Several factors influence decisions on how many signs will be needed to provide direction on a particular route. These include the nature of the environment (type of occupancy, access, or space), the distance between the starting point and the destination, and the number of decision points (intersections) on a route. Signs should be located just before each decision point (fork, hallways etc) in route to a destination. When there are long distances between decision points, a message may need to be repeated, confirming the direction towards the destination.

LOCATION

The following steps help determine where to locate wayfinding signage:

- Sign major entrances or main elevator lobbies with a building directory.
- Sign elevator lobbies with floor directories. Consider supplemental directional signage (sub-directories) at intersecting corridors and high visitor or employee foot traffic areas.
- Sign the side of the door frame with the room number for the room that is about to be accessed.
- Sign the perimeter only for non-County occupant spaces in County-owned buildings (such as sublet areas) to indicate room use.
- Sign a room to indicate its function and/or to identify its occupant use. The naming here can be specific or more general to allow for future changes
 - Less specific example = "Office" or "Conference Room"
 - More specific example = "Health Department Director" or "Maple Room" (conference room name)
 - Signs here can include nameplate sliders to identify the room occupant or title.
 - This usage ties the room name to the user or their title e.g. "OFFICE" (sign panel) + "Health Department Director"(slider)
- Sign private offices with the occupant name(s) and/or their program title(s)
 - Privacy can be maintained by identifying the occupant(s) title rather than listing personnel names if desired.
- Sign sections or units with the section name(s) or unit name(s) if appropriate.
- Sign cubicles with the occupant name(s) and/or their program title(s)
 - Privacy can be maintained by identifying the occupant(s) title rather than listing personnel names if desired.

Placement of Wayfinding Signage

The following steps determine where to place (install) wayfinding signage. Refer to the directory and room placement examples included at the end of this document.

- Place building, floor directories, and sub-directories on a case-by-case basis. The Facilities & Property Management Division and Multnomah County Sign Shop will identify the appropriate placement.
- Place signs that identify a room number, room use and/or personnel at ADA height adjacent to the handle (knob, lever) side of the door. If an obstruction interferes with this placement, consider relocating the obstruction (for example, wall mounted inboxes) or "framing out" the area.

If moving an obstruction is not possible, follow this order of precedence:

- 1. Place the sign at ADA height on the wall perpendicular to the handle side or
- Contact County Sign Shop or Facilities Property Management for information on placement assistance. ADA sign regulations have specific rules and use cases for where signage can be relocated when conflicts arise.
- Personnel nameplates for cubicles are typically located 2" from the top and side panel frames for cubicles.
- Place signs that identify a room number only on the upper left side of the door frame, regardless of the placement of the door handle.
- Hang section and unit signs from the ceiling or affix to the appropriate cubicle in a uniform and consistent manner.
- Note that clear plastic holders are often located near conference room signage. These holders should be mounted directly below or directly beside the signage.

Regulatory Signage

Insure regulatory signage conforms to the requirements of authorities having jurisdiction (e.g. MUTCD, ODOT sign policy, County sign standards, Fire Code or other applicable codes).

- Sign indoor areas to control building egress routes.
- Sign indoor parking areas, loading docks, etc, to safely control vehicular circulation
- Sign assembly areas to indicate maximum occupancy.

Placement of Regulatory Signage

Place regulatory signage to conform to the requirements of agencies, authorities or otherwise having jurisdiction over said signs.

Informational Signage

Locate building and program informational signage where the message is initially required and repeat where necessary (e.g. post "PLEASE TURN OFF CELL PHONE" sign on each side of a courtroom entry with double doors).

Sign building or program areas to convey messages that inform, direct, instruct, or warn users of a policy or requirement.

Placement of Informational Signage

Where program content advises the reader that disability assistance is available, these signs should have an ADA (Braille) component and placed in a proper ADA compliant location. Otherwise, informational signage should be placed to complement existing wayfinding and regulatory signage. The County sign shop or Facilities Property Management will work with clients to determine the best location for these signs to maximize their readability and impact.

EXTERIOR SIGNAGE STANDARDS

This section specifies exterior signage requirements for post and panel signs, wall mounted panel signs, directional signs, code required signs, informational signs, and exterior directories. Generally, graphics and style of site signage should be in keeping with the signage used inside the building. Signs integrated with architectural elements can also be very effective. There shall be a consistency in the font style and color plus any directional symbology used in site and building signage. Signage placement can be an important detail element of the building design whether prominently displayed and tooled into the exterior building wall materials or as a freestanding component near the entrance to the facility.

LOCATION

Exterior signs should assist the first-time user by identifying multiple site entrances, parking areas, and the main building entrance. Exterior signage shall comply with current ADA requirements (where applicable) as well as with these standards.

Wayfinding Signage

Exterior signage should identify the building name and address, program information (e.g. Library, Health Clinic), and directional information (e.g. parking and access issues)

• Regulatory Signage

Locate regulatory signage to conform to requirements of authorities having jurisdiction (e.g. "Manual on Uniform Traffic Control Devices" issued by the Federal Highway Administration, ODOT sign policy or otherwise).

- Sign outdoor parking areas, service routes, etc. to safely control vehicular circulation
- Sign parking spaces and ramp areas to indicate ADA accommodations.

• Informational Signage

Locate building and program informational signage where the message is initially required and repeat where necessary (e.g. post "Business Hours" information on glass entry doors).

PLACEMENT

Install signs where they can be easily accessed, seen, and clearly understood. Integrate signs with their environment and consider architectural surfaces, color, and lighting when determining sign placement.

Wayfinding Signage

Place post and panel signs; wall mounted signs; directional signs; and exterior directories on a case-by-case basis. The Multnomah County Sign Shop & Facilities & Property Management Division will identify the appropriate placement.

Regulatory Signage

Place regulatory signage to conform to requirements of authorities having jurisdiction.

Informational Signage

Where program content advises the reader that disability assistance is available, these signs should have an ADA (Braille) component and placed in a proper ADA compliant location. These signs should also follow the order of precedence outlined

earlier in the Interior Signage Placement section of this document. Otherwise, informational signage should be placed to complement existing wayfinding and regulatory signage.

HISTORIC BUILDING SIGNAGE CONSIDERATIONS

(Based on GSA Technical Preservation Guidelines)

It is especially important to consider the location and design of interior and exterior signage in an historic building so as not to interfere with the original aesthetic intent. If original signs exist, they should be retained and made current. Original signs may be used as a design model and point of departure for new signs. Be sensitive to the building's details and the architect's intent for the building is required, as well as an acknowledgement of changing needs.

Historical Building Sign rules:

- 1. City, State, County or organizational ordinances regarding historic buildings must be checked and work authorized prior to making alterations at a historical building location.
- 2. Signs should not be installed in a way that may harm historic materials.
- 3. Sign placement, size, and appearance must be approved by the County Sign Shop and/or Facilities & Property Management Division.
- 4. Retain historic signs wherever possible. Where original signs no longer serve their intended use, consider reusing existing signs for new purposes.
- Attach signs so they do not cause permanent damage to the building. Anchor into mortar joints instead of drilling into stone or brick. Use removable adhesives for mounting.
- 6. Use original signage as a model when designing new signs.
- 7. Design new signage using one cohesive approach.
- 8. Allow for various types of signage as necessary. For example, use stanchions backlit signs, etc.
- 9. Provide a location for temporary announcements and notices for building occupants which will have minimal impact on historic spaces.
- 10. Consolidate signs wherever possible.

GENDER NEUTRAL RESTROOM SIGNS

In an effort to create equal restroom accommodations for all gender designations, the County has mandated that County owned single stall restrooms be converted to gender neutral restrooms whenever possible. The County has a standardized ADA icon sign for these restrooms, please refer to the end of this document for examples of both Gender Neutral room signs and Gender Neutral wayfinding signs.

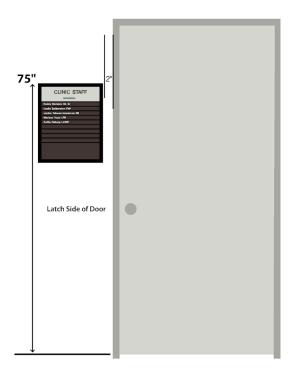
Exceptions to this mandate include child restrooms and family restrooms. Any new construction or renovation should incorporate gender neutral restrooms signage as the standard for all single stall restroom facilities that are not designated strictly for children or family access. Staff only restrooms can be specifically defined as both gender neutral and staff only if desired.

COUNTY PARKING SIGN TEMPLATE

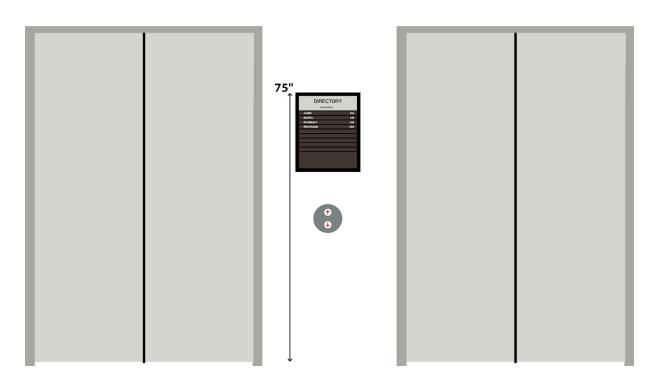
The County has standardized parking templates for "reserved parking" locations or for prohibiting parking signs. The County parking templates should be used whenever possible to create consistency across County facilities.

Please refer to the parking template at the end of this document for examples.

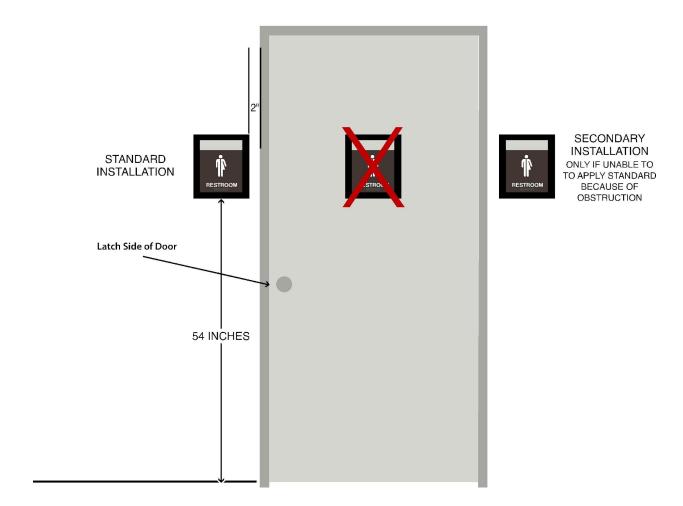
Directory Sign Installation Location



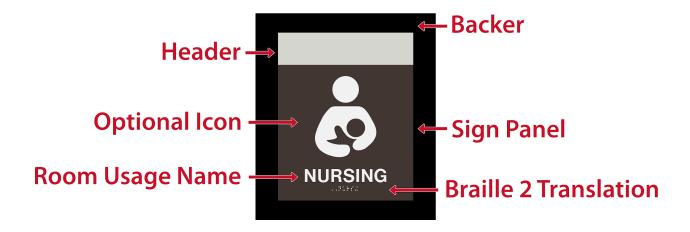
If no door is present, then maintain height (if possible) & install where most easily noticeable/accessible



Room Sign Installation Location



ADA Sign Components

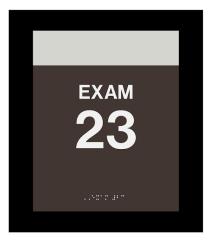


Component	Size	Color
Backer	10.5" x 12"	Black
Header	8" x 2"	Grey/Green/Red/Yellow/B
		lue
Sign Panel	8" x 8"	Duranodic
lcon + Braille	Various	White

Notes: Backer, Header & Sign Panel all have beveled edges
Listed Sizes can vary based on application, listed is standard usage sizes

Interior - ADA Signs Examples



















ADA Signs with Sliders Examples





Component	Size	Color
Backer	Various	Black
Header	8" x 2"	Grey/Green/Red/Yellow/B
		lue
Sign Panel	Various	Duranodic
Icon + Braille	Various	White
Nameplate	2" x 7.875"	Duranodic
Name		
Lettering:	.75"	
1 Line	.625" upper / .375"	White
2 Lines	lower	
3 Lines	.375" all	

Notes: Backer, Header & Sign Panel all have beveled edges

Backer & Sign Panel sizes vary based on application and/or # of sliders See Nameplate examples below for info on nameplate specs.

Nameplate Signs Examples

Jane Doe

Jane Doe

Health Department Director

Material	Size	Color
Rowmark Plastic	2" x 7.875"	Duranodic
Lettering: 1 Line 2 Lines	<u>Character size</u> .75" .625" upper / .375" lower	White
3 Lines	.375" all	
Optional Holder	2"x8"	Silver or Clear

Notes: lettering = Helvetica Regular (max length = 7" all text is reduced 90%)

Thickness of material is determined by application and type of holder
1/8" is the standard thickness

Optional Holder type = Metal (wall mount or desktop), or clear Plexiglas

Interior Hanging Signs Examples



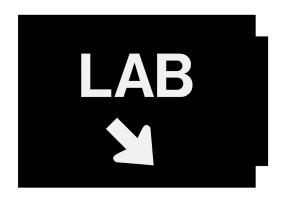


Material	Size	Color		
6mm Black Sintra	TBD	Black		
Lettering	TBD	White		

Notes: Size is determined by location, ceiling height, obstacles, etc.

Effort should be made to allow for ample clearance under the mounted sign

Flag Sign Examples







Component	Size	Color
Sign Panel	TBD	Black or Duranodic
Lettering	TBD	White
Sign Bracket	2"x 6" with either 1/8" or 1/4" panel	Black
	insert	

Notes: Sign Panel size is determined by the message, install location, ceiling height, obstacle(s), etc....These are often double sided

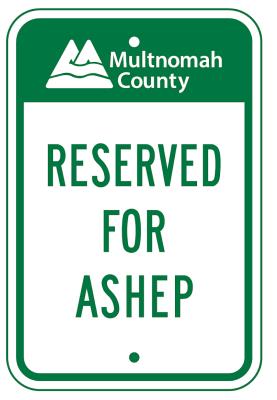
Effort should be made to allow for ample clearance under the mounted sign

County Parking Sign Examples







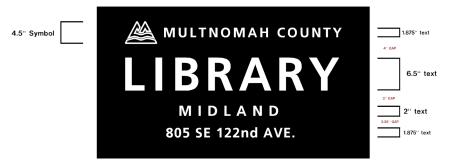


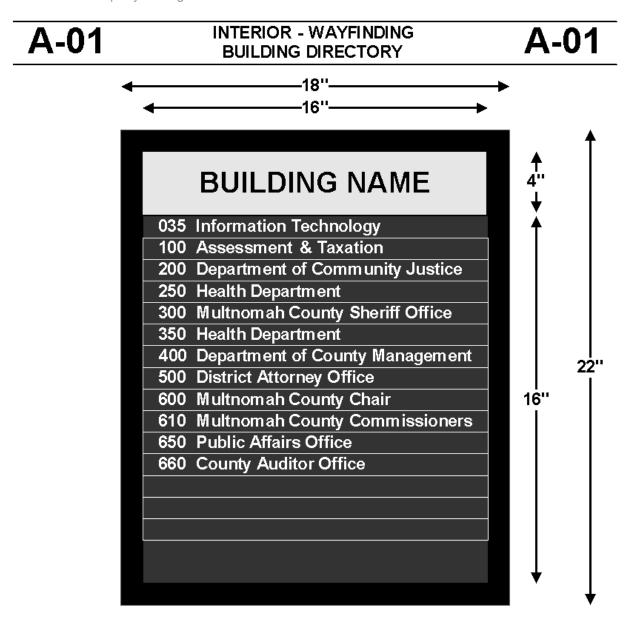
Exterior Dual Post Sign Example

Frame



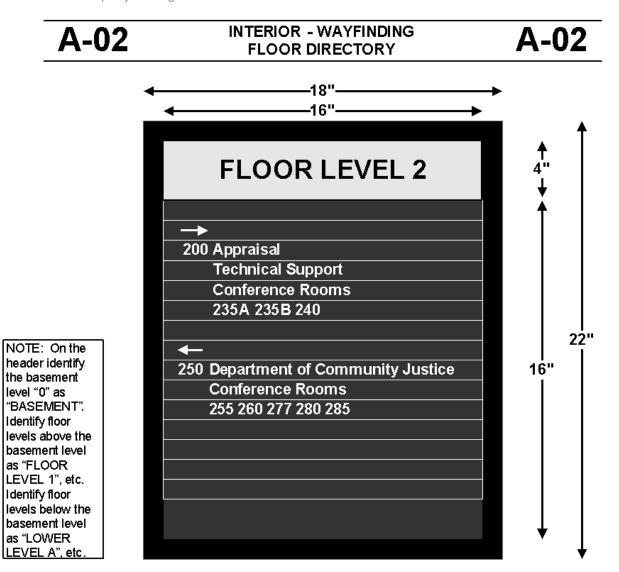
Sign Panel





SIZE HEADER				PANEL				
Ctandard	Color		lor	Font Size	Color		Font Size & Case	
Standard	Option	Base	Font	& Case	Base	Font	Standard	Options
	•		Helvetica Medium Brown	1" Bold Upper	Duranodic	Helvetica Medium White	1/2" Title	1-½" Insert 3/" Title 2" Insert 1" Title

SPECIFICATIONS: JRS Black C-Channel for each insert . 100% of sign acrylic top plate and back plate .



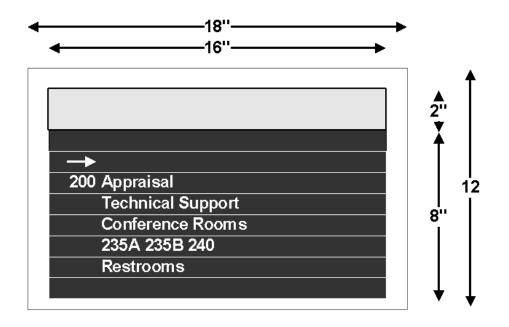
SIZE HEADER				PANEL				
Otan dand Oution		Color		Font Size C		lor	Font Size & Case	
Standard	rd Option Base Font		& Case	Base	Font	Standard	Option	
16" Back: 22"x18"	Top: 25" x 19" Back: 27"x21" Top:30"x 22" Back: 36"x24"		Helvetica Medium Brown	1" Bold Upper	Duranodic	Helvetica Medium White	1/2" Title	1-½" Insert 3/' Title 2"Insert 1" Title

SPECIFICATIONS: JRS Black C-Channel for each insert . 100% of sign acrylic top plate and back plate . Identify spacing requirement

A-03

INTERIOR - WAYFINDING FLOOR SUB-DIRECTORY

A-03



SIZE HEADER				PANEL				
Standard (with	Option (with	Color		Font Size	Color		Font Size & Case	
Frame)	Frame)	Base	Font	& Case	Base	Font	Standard	Option
Top: 10" x 16" Back: 12" x 18"	Custom	Pearl Gray	None	None		Helvetica Medium White	1-½" Insert ¾" Title	1" Insert 1/2" Title 2" Insert 1" Title

SPECIFICATIONS: JRS Black C-Channel for each insert. 100% of sign acrylic top plate and back plate. Symbols are in vinyl. Identify spacing requirment.

B-01

INTERIOR - WAYFINDING DOOR FRAME

B-01



150

3/4"

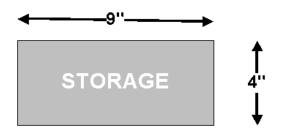
SIZE HEADER			PANEL						
Standard	Option	Co	Color		Color F		Font Siz	Font Size & Case	
(with Frame)	(with Frame)	Base	Font	& Case	Base	Font	Standard	Option	
³⁄4" x 2-½"	None	None	None	None	None	Applied Duranodic Vinyl Helvetica Medium	1/2" Upper	None	

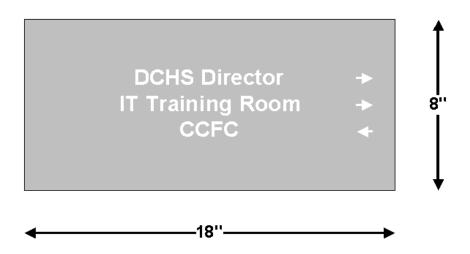
SPECIFICATIONS: None

L-01

INTERIOR - WAYFINDING LINCOLN BUILDING SIGNAGE

L-01





SIZE HEADER			PANEL					
Standard (with	Option (with	Color		Color Font Size		lor	Font Size & Case	
Frame)	Frame)	Base	Font	& Case	Base	Font	Standard	Option
4" x 9" & 8" x 18"	Custom	None	None		PMS Warm Grey 10c	l	3/4" Upper	Custom

SPECIFICATION: 4" x 9" signs: 1/8" thick non-glare photopolymer , subsurface painted PMS Warm Grey 10c, raised copy stamped white , foam tape for mounting . 8" x 18" signs: 1/8" thick non-glare acryrlic, subsurface white vinyl letters and subsurface painted PMS Warm Grey 10c.