

City of Monroe

WAYFINDING SIGNAGE ASSESSMENT REPORT



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INTRODUCTION



Introduction

BACKGROUND

The City of Monroe is the gateway to the Cascade Mountains and multiple tourist destinations in east Snohomish County. It is a prime local, national, and international tourist destination. The City is served by three highway systems: US 2, State Route 522 and State Route 203. US 2 is one of only three highways which connect eastern and western Washington and serves 45,000 average daily trips. The City has grown 6% since 2011. The current population is 19,250. The majority of motorists that travel US 2 and State Route 522 are unaware of the City's historic downtown, riverfront parks, artistic, cultural, retail, commercial, and entertainment services. Many new residents are unfamiliar with civic sites and key points of interest.

The City of Monroe has started wayfinding sign design efforts several times since 2007. The Economic Development Advisory Board, formed in 2019, identified wayfinding sign design and placement as one of the priority projects for implementation over the next six years. The City is initiating a gateway and wayfinding sign program to greet visitors and residents with an attractive sign design that makes a good first impression; helps people navigate through the community; and promotes economic development by highlighting key destinations and attractions.

PROJECT GOALS

The Gateway and Wayfinding Signage Plan will create an attractive system of signage and wayfinding elements that guides visitors to key destinations within the city. Final signage drawings, sign location plans, sign messages, and other important program elements will be supplied so that the city can implement the system in phases over multiple years as funding becomes available. The goals of this program are to:

- Create a consistent signage and wayfinding system across a range of signage mediums that honors the City's past while establishing its future as a regional hub.
- Establish a brand and identity for the city
- Define Monroe's Historic Downtown and create a sense of arrival
- Create a multimodal guideline for a signage and wayfinding system that directs visitors to landmarks, facilities, activity centers, and services.
- Improve navigation for all modes of travel; with an emphasis on establishing signage and wayfinding that directs residents and visitors to civic services, landmarks, and activity centers.
- Reinforce the identity of the City of Monroe as a regional center for food, lodging, entertainment, and recreation.
- Develop signage that is able to be fabricated using standard materials and methods; requiring minimal maintenance and is long lasting.
- Be sustainable, expandable and to establish an ongoing administration and maintenance plan for the system.

WAYFINDING METHODOLOGY

The development of a comprehensive wayfinding system must take into account numerous factors that affect public circulation and the varying levels of user interaction or experience. They should be designed to project a consistent brand, provide essential information, and connect people to their destinations.

Successful wayfinding requires the use of a variety of sign types such as gateway monuments, directional, identification, informational, branding or promotional, and others. These sign types are designed to work harmoniously, yet independently, to create a cohesive system that guides people to destinations and creates a sense of place.

Signage designs should be visually consistent for all applications, when conveying messages and graphics. Colors, text, symbols, graphics, shapes, locations, and sign placements must be carefully developed to work symbiotically with the natural and built environment and the signage brand. Collectively, the signage design and graphic elements visually present a comprehensive signage system that positively impacts the overall visitor experience and circulation of vehicular and pedestrian traffic. It also improves communication and enhances the brand identity of the city.

It is equally important to note that there are other alternative methods besides signage that can be used to enhance the functionality of a signage and wayfinding system. Appropriately incorporating landmarks, landscaping, public art, and interactive or media technology into a wayfinding system can be beneficial and aids in augmenting a sense of place.

ASSESSMENT PURPOSE

The purpose of the Wayfinding Signage Assessment Report is to provide an analysis of the city's existing wayfinding challenges and opportunities, recommend solutions to resolve wayfinding issues, and identify opportunities to enhance the visitor experience. The assessment also promotes accessibility and emphasizes a holistic visitor experience that respectively creates a sense of place for visitors and a sense of pride for residents. Observations and recommendations made through this assessment take into consideration existing conditions, the city's short and long term development goals, and input from the city and project stakeholders.

WAYFINDING SURVEY

Tangram Design conducted an online survey for Monroe's community that was designed to provide an opportunity for the public to express their opinions, thoughts, and/or expectations for the new wayfinding program. Results from this survey were taken into consideration during the development of this report and are reflected in some of the recommendations that are supplied. Complete results from this survey can be obtained through contacting the city's Economic Development Department.

BRAND AND IDENTITY



Brand and Identity

A sense of place is a unique collection of qualities and characteristics – visual, cultural, social, and environmental – that provide meaning to a location. Sense of place is what makes one city or town different from another, but it is also what makes our physical surroundings worth caring about. The more one city comes to look and feel just like every other city, the less reason there is to visit. Alternatively, the more a city does to enhance its uniqueness, whether that is cultural, natural or architectural, the more people will want to visit. Developing a sense of place creates a competitive advantage for cities. Businesses or a potential resident or a visitor can go anywhere they want, so articulating a place’s unique character is important to attracting investment, people and capital.

Brand and identity are key to creating a sense of place within an environment and in developing a wayfinding system that is unique to the city. Branded wayfinding signage systems provide an added level of benefit and purpose to an otherwise generic signage or wayfinding system. In addition to its basic functionality in providing orientation and navigation, a branded system introduces personality, storytelling, and stimulates emotions through its connection to the core values of the city. This contributes toward a deeper relationship between the place and its key audiences.

Effective branding creates a mental association visitors use to define their impression of a city. Consistent experiences and visual communication drive positive sentiment and build brand trust. Inconsistent branding sabotages a city’s brand management, distracts a visitor from getting a clear understanding of the city’s identity, and impacts how a sense of place is defined. A city’s logo is a key visual asset that grabs people’s attention, makes a strong first impression, and expresses the city’s character in a memorable way.

A brand is not made up of just the city’s logo but is inclusive of other defining characteristics like its history, culture, architecture, and personality. A wayfinding signage system is a brand asset that visually represents the city within the physical environment. A successful signage system generates an authentic and meaningful experience which expresses the city’s brand and identity through its design and communication. Wayfinding signage designs developed for this project will convey the city’s identity in structure, color, and graphics elements.



Current City of Monroe Logo



Gateway Identification Sign



Wayfinding Sign



Park Identification Sign

BRAND & IDENTITY

Comments

- The City of Monroe's identity is seen in different formats on existing signage. Typography, logos, and colors all vary.
- The inconsistency in how Monroe's identity is displayed hinders a visitor's trust in the authenticity of the city's visual communication. This is evident in the confusion surrounding what logo is meant to represent the city. Gateway and park signs use a mountain logo whereas wayfinding signs use the current city logo.
- Using different eras or iterations of the logo on the signage creates a dated and non-progressive look to the city.

Recommendations

- Only one logo should be used by the city to identify Monroe, to prevent visual confusion and support the city's overall brand identity and vision.
- Culture, history, architecture, environment and other defining characteristics of the city should be used to develop a branded wayfinding system for the city. This will ensure the signage created reflects a sense of place.

IDENTIFICATION SIGNAGE



Identification Signage

Identification signage, like a gateway or district marker, is an entry or access point into a region, city, district, or destination that typically represents a visitor's introduction or first physical impression of a place. Identification signs utilize elements like brand, lighting, architectural or landscape elements, art, or graphics to communicate a place's identity. Primary gateway signs are the very first ones visitors typically see when they cross into the limits of a city and begin forming their impressions of it. Gateway signage can have deep meaning to a city's residents and visitors, as well as potential investors. These types of signs should:

- Create a sense of place and quality
- Give a good first impression
- Instill pride of ownership – when people come home, they're proud to live there
- Provide a sense of comfort and security for visitors knowing that they have arrived
- Get someone's attention as they drive by
- Convey the community's image
- Introduce the community as a great location to visit, stay, play, and live
- Elevate the perceived value of the city and community
- Help the community stand out from others
- Be attractive, well maintained, and large enough to make a statement about the city

The City of Monroe has two primary existing gateway signs. One is located on W. Main Street on the roundabout near the 522 exit ramp. The other is located at a southern access point to the city on S. Lewis Street near Lewis Street Park. These gateway signs are designed with two wooden posts and a wood sign panel that reads "Welcome to Monroe". A mountain logo is shown on the left side of the sign message and a carousel horse on the right. Neither of these graphics relate to the city's current logo. The design of the sign does not give a good first impression of the City of Monroe. It does not express anything about the community's character or brand and doesn't make a memorable statement about the city. New gateway identification signs should be created that better promotes the city's brand and identity.

The Condensery Smokestack is a historical landmark. It serves to identify one's arrival to the City of Monroe from Highway 2. Using the landmark as a gateway sign is a smart idea, since the structure has such a visual prominence. However, the typography on the stack is not currently orientated to a driver's line-of-sight as they travel on highway 2 which makes the smokestack ineffective as an identification sign. Updating the stack with letters that face east and west will work better. Refurbishing the graphic on the smokestack is also recommend, as it feels dated. Graphic approaches for the smokestack may vary but could include a design that relates to historical, cultural or environmental elements that symbolize Monroe or an abstract artistic treatment.

There are other areas in the city that could also benefit from the use of identification signage. For instance, adding identification markers to the primary east and west entrances into the historic downtown will allow visitor's to easily recognize they have arrived and they will create a sense of place within the downtown.



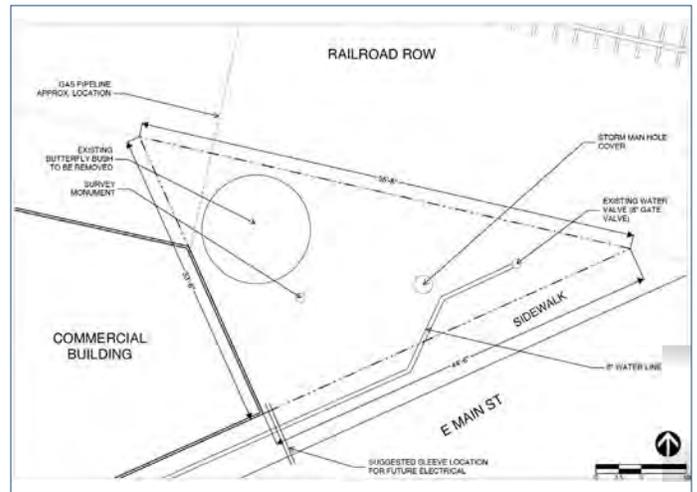
ROUNDBABOUT GATEWAY

Comments

- The gateway sign is visible to drivers traveling east on Main Street and traffic exiting the 522 ramp.
- The sign and garden bed it sits in feel small in comparison to the size of the entire surrounding landscape and roundabout.
- The sign is antiquated and feels more like a park sign rather than a main entrance or gateway into a city.
- It projects a dated feel for the city and does not reflect progressive or future movement.
- Multiple mounting attachments litter the sign's structural posts. The random placement of the attachments is unsightly.
- The Tree City USA sign and the electrical box detract from the gateway's message to welcome people to Monroe and creates signage clutter.
- Typography and graphics on the sign do not coordinate with Monroe's current brand or identity.

Recommendations

- Create a new gateway identification sign that is scaled appropriately to its environment and promotes Monroe's brand and identity.
- Avoid attaching extra signs or messages to the gateway monument. Allow signs like the Tree City USA to be placed in a different location that will make it more legible and also not detract from the gateway's main purpose which is to welcome visitors.



E MAIN STREET GATEWAY

Comments

- The city requested that this site be reviewed as a primary gateway location.
- Several utilities including gas, water and a storm drain are located at this site.

Recommendations

- Add a gateway identification sign that is scaled appropriately to its environment and promotes Monroe’s brand and identity.
- The sign should be scale and placed in an area that does not interfere with the existing utilities.
- Signage designed for this location will need to be customized to fit the size of the site and may not be the exact same gateway design as other locations.



LEWIS STREET GATEWAY

Comments

- The gateway monument, a wayfinding sign, speed limit sign, and a Tree City USA sign are all located within close proximity to one another which creates signage clutter.
- The brown sign blends into the natural environmental which makes the sign more difficult to see.
- The sign is antiquated and feels more like a park sign rather than a main entrance or gateway into a city.
- Multiple mounting attachments litter the sign's structural posts. The random placement of the attachments is unsightly.
- The Tree City USA sign detracts from the gateway's message to welcome people to Monroe.
- Typography and graphics on the sign do not coordinate with Monroe's current brand or identity.

Recommendations

- Create a new gateway identification sign that contrasts with its environment and promotes Monroe's brand and identity.
- Refrain from attaching extra signs or messages to the gateway monument.
- Place the wayfinding and the Tree City USA signs in different locations to reduce signage clutter and avoid detracting from the gateway's main purpose which is to welcome visitors.
- Signage designed for this location will need to be customized to fit the size of the site and may not be the exact same gateway design as other locations.



CONDENSERY SMOKESTACK

Comments

- The Condensery Smokestack on highway 2 is a key historic landmark that identifies the City of Monroe and lets people know they have arrived.
- The word “Monroe” is not visible to people traveling along highway 2. Since the city’s name is parallel to the road, the landmark is ineffective as an identifier.
- Artwork on the stack is dated.

Recommendations

- Utilizing an iconic structure like the smokestack, to identify the city, is a great way to create a sense of place and aid in wayfinding.
- Place the word “Monroe” on the east and west side of the stack so that it is perpendicular to the road and can be easily seen by people driving on highway 2.
- Change the smoke stack artwork to a design that is more current or contemporary. There may also be an opportunity to install a lit sign or letters on the tower.
- Since the stack is private property, any proposed designs will need to be discussed and approved with the owner.



MONROE HISTORIC DOWNTOWN

Comments

- Stainless steel, lit bollards serve as an architectural feature in the environment that demonstrates a transition into the historic downtown. However, no identification signs are present to define the primary entrances into the area.
- Lack of signage diminishes a visitor's ability to clearly understand they have arrived.

Recommendations

- Identification markers should be placed at the primary east and west entrances into the historic downtown. The signage will allow visitor's to easily recognize they have arrived and will create a sense of place and identity within the downtown.

VEHICULAR SIGNAGE



Vehicular Signage

Vehicular directional signs are designed to help direct people between main entrances, key decision areas, parking, destinations, and exit points. These signs use graphic information like typography, symbols, and arrows to direct people to destinations. They are typically placed along primary traffic routes and in key decision points to help people understand where they are going and encourage them to keep moving in the right direction of their destination. Vehicular directional signs are one of the most frequently used and most visible signs seen by visitors. They become the visual “voice” of the city, telling people how to get to their destination. Ensuring that the signs are branded with the right image or “voice” that represents the city is important in creating a positive and memorable visitor experience.

The Monroe brand is poorly promoted in the environment and the wayfinding signs do not include all the available tourist destinations that are available in the city. The deficiencies of the current system inhibit a visitor’s ability to fully explore and discover the entire city and its amenities.

WASHINGTON DEPARTMENT OF TRANSPORTATION

The Washington Department of Transportation (WSDOT) refers to branded wayfinding signage systems as Community Wayfinding Signs which is defined as guide signs that are “part of a coordinated and continuous system of signs that direct tourists and other road users to key civic, cultural, visitor, and recreational attractions and other destinations within a city or a local urbanized or downtown area”.

According to the Manual on Uniform Traffic Control Devices (MUTCD), the use of community wayfinding guide signs is limited to conventional roads and shall not be installed on freeway or expressway mainlines or ramps. The signs shall not be used to provide direction to primary cities, highway routes or streets, but can be used to navigate people to key tourist oriented destinations within the city. WSDOT signage shall have priority over the wayfinding signage system in placement, prominence, and conspicuity when it comes to traffic control devices (ie. speed limit signs, right lane must turn right, yield, stop, etc). Because regulatory, warning, and other signs have a higher priority, wayfinding signs shall not be installed where adequate spacing cannot be provided or in a position where they would obscure a person’s view of other traffic control devices.

For any signs located within WSDOT’s jurisdiction, the branded wayfinding system design must be submitted to the appropriate WSDOT Region Traffic Engineer for initial review and approval prior to any sign fabrication. The location of the signs shall also be approved by WSDOT personnel, and WSDOT permits will be required prior to installing any signs. WSDOT will not take any responsibility for installing or maintaining the signs. This will be the responsibility of the City of Monroe. Signs that are not located within WSDOT’s jurisdiction do not need to be reviewed by the traffic engineer. This includes signs that are located on streets within the City of Monroe’s jurisdiction and pedestrian signs. These signs will only need to be reviewed, approved, and permitted by the city.

The standard colors of red, orange, yellow, purple, or the fluorescent versions thereof, fluorescent yellow-green, and fluorescent pink shall not be used as background colors for community wayfinding guide signs, in order to minimize possible confusion with critical, higher-priority regulatory and warning sign color meanings readily understood by road users. The minimum luminance ratio of legend to background for community wayfinding guide signs shall be 3:1. All messages, borders, legends, and backgrounds of community wayfinding guide signs and any identification enhancement markers shall be retroreflective.

Typography and letter heights shall conform to MUTCD guidelines where applicable. The MUTCD recommends limiting sign messages to three per sign panel. This guideline will be followed for streets under WSDOT’s jurisdiction like Lewis Street and Highway 2. Community wayfinding signs located within the city’s jurisdiction may include up to five messages, if road speeds are 40mph or lower.



GRAPHIC INCONSISTENCIES

Comments

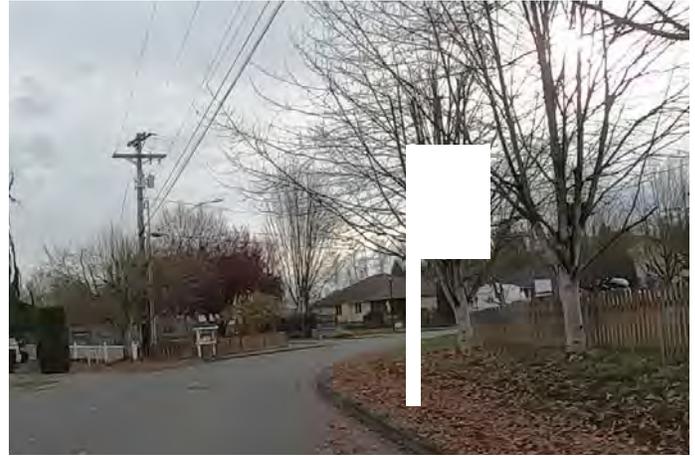
- Several types of signs are located throughout the city that supply wayfinding information, however they do not display their content in a consistent way. They use different arrows, colors, and fonts and are also mounted at varying heights.
- A wayfinding signage system should represent the brand and “voice” of the city. With such diversity and graphic inconsistency, the existing signage does not support the brand and identity of the city nor does it create a strong sense of place within the environment.

Recommendations

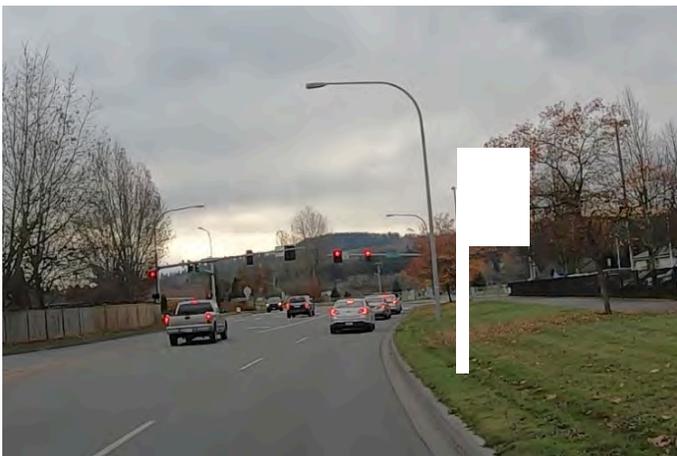
- Signage designs should be visually consistent for all applications. Colors, text, arrows, symbols, graphics, shapes, and sign placements must be consistent and visually cohesive for the signage system to be comprehensive.
- The design of the wayfinding system should represent the brand and identity of the city which can be achieved by using consistent graphics, colors, and text. A consistent design organizes wayfinding content and works to create a sense of place within the environment.



Main St and Lewis Street



Village Way and Sky River Parkway



Fyrelands Boulevard and 154th Street SE



Kelsey Street and Blueberry Lane

LACK OF SIGNAGE

Comments

- Many attractions, parks, institutions, and other destinations within the city are not accounted for on the current signs located throughout the city.
- Instances where places and destinations are far from each other, additional signage is needed in between the destinations to reassure people they are going in the right direction.
- The lack of signage in the environment at key decision points inhibits a visitors ability to be aware of and to find destinations within the city.
- When there is not enough signage available at key decision points to direct visitors to destinations, people begin to feel lost or that they are not going in the right direction which may contribute to a negative visitor experience.

Recommendations

- Signage should include multiple destinations to make visitors more aware of the various places they can visit and provide accurate guidance in getting there.
- Vehicular signage should be located in advance of key decision points or turns. This will provide drivers an adequate amount of time to read the sign, make a decision, and maneuver their car accordingly.
- Locate additional signage along routes where there is a large distance between destinations.



SIGNAGE CLUTTER

Comments

- Signage clutter is when too many signs are located in one location or within close proximity to one another. Signage clutter occurs over time and is often the result of a city or businesses reacting to communication needs without fully assessing its overall impact and communication in the actual environment.
- Having too many signs in one location has a detrimental impact on the visual aesthetic of an environment and dilutes the communication of sign messages. It also overloads drivers with information which impacts their ability to see important messages.
- Signage clutter can cause driver's to become distracted which may cause an accident or other unsafe condition on the road.
- Temporary signage is littered among the A-frame signs and banners, adding additional signage clutter.

Recommendations

- A new wayfinding signage system will ensure the number of signs is kept to a minimum without compromising the messages they need to deliver.
- Signage clutter and competition between sign structures can disrupt conveying visual information to the public in a clear manner and should be avoided.
- Combining messages onto one panel and reducing the number of sign structures can decrease visual clutter.
- Messaging at any given location should be limited to what a driver can read at the speed they are traveling.
- If multiple signs are needed in a location, they should be spaced out appropriately so that the content of each message is visible and can be read easily.
- Temporary or a-frame signs should be removed where they do not meet municipal codes.



A-FRAMES AND TEMPORARY SIGNAGE

Comments

- Per the City of Monroe’s Municipal Codes, very few signs are allowed on the right-of-way. “The right-of-way includes the street, the sidewalk, and the parkway (grass area) between the sidewalk and the street. If there is no sidewalk, the right of way is approximately 12 feet past the edge of the pavement.” A-frame signs are allowed in the right-of-way with a sign permit.
- A-frames shall only be displayed during business hours. They shall not interfere with pedestrian movement or be affixed to any landscaping elements.
- The multitude of A-frame signs creates signage clutter. They generate the feeling that the city is more of a place to make a pit stop rather than one to explore; the disorganization and poor aesthetic negatively impacts a visitors perception of the city and their desire to stay.
- Most of the temporary banners are difficult to read since the copy is backwards for oncoming traffic.
- Political signs, wayfinding, and others are littered

among the A-frame signs and banners, adding additional signage clutter.

Recommendations

- Enforce the city’s sign code and don’t allow businesses to place signs in the city’s right-of-way. This will reduce signage clutter and make the streetscape more organized and visually aesthetic.
- According to the city’s website, temporary A-frames and banners may be displayed a maximum of 60 days per year. All temporary signage is required to have a permitted sticker affixed to the face of the sign that shows an expiration date. Signs displayed without a sticker or signs with an expired sticker may be removed. Ensure businesses are complying with the proper protocol for temporary signs.

Examples of additional A-frame and temporary signs that are out of compliance are shown on the following page.





SIGN PLACEMENT & SIZE

Comments

- There are several existing signs that are not placed within a good line-of-sight for visitors. Some are simply placed too high and are outside a driver's natural cone of vision. Some locations have too many signs which creates sign clutter as well as pushes the top most message out of a good line-of-sight. Other signs were found to be attached too closely to traffic control devices or blocked by other existing signage in the environment.
- Poor signage placement negatively impacts a visitor's ability to follow signs and reach destinations easily.
- Most of the existing signs are difficult to read because the sign and message are not legible at the speeds people are traveling.

Recommendations

- Using a single sign panel versus multiple signs reduces sign clutter, provides legibility for all messages, and prevents signs or messages from exceeding a driver's line-of-sight.
- Vehicular signs must use type at a specific height per the speed a vehicle is traveling in order for the content to be legible.
- Signs should be mounted within a driver's line-of-sight so that the content is visible and not overlooked.
- Avoid placing signs in locations where they may be blocked by other signs, traffic control devices, or by large poles or trees in the environment.

PEDESTRIAN SIGNAGE



Pedestrian Signage

Pedestrian directional signs are designed to help direct people between parking, destinations, and key decision points. Similarly to vehicular directional signs, these signs also use graphic information like typography, symbols, and arrows to direct people to destinations. They are typically placed along primary sidewalk routes, along trails, or in other key locations that help people to understand where they are going and encourage them to keep moving in the right direction of their destination.

Walking and biking create clear benefits for a city like relieving traffic congestion, reducing local air pollution, improving traffic safety, and increasing physical activity and sociability among other benefits. Monroe's mixture of historical, cultural, shopping, dining, recreational and entertainment options make the historic downtown an inherently walkable area. Implementing a well defined pedestrian signage system will activate downtown streets, give people the confidence to explore, increase pedestrian safety, improve connectivity and support economic growth.

The City of Monroe does not currently have a citywide pedestrian wayfinding system. There is one directory sign located in the historic downtown that directs people to destinations, however, no other pedestrian signs are present in the city. The lack of pedestrian signage throughout the city inhibits a visitor's ability to explore and discover the city and its amenities.



DOWNTOWN DIRECTORY MAP

Comments

- A directory sign, on the corner of Lewis Street and Main Street, shows a map of the full city which identifies city attractions and amenities. This is the only visible directory map located in the Historic Downtown.
- There are key areas in the Historic Downtown where placing additional directory maps and structures would help in educating people about places to go in the district and guiding them to destinations.
- The directory structure and content are outdated.

Recommendations

- A new directory structure should be created in the development of the new wayfinding system. The structure should work with the branded sign system and be able to hold and allow change out of the directory map by the Monroe Chamber of Commerce or the Downtown Monroe Association.
- Locate the directories in key areas that are most advantageous to orientate and direct visitors to their destinations.
- Remove old and outdated information from the environment.



LACK OF SIGNAGE

Comments

- The compact nature of the downtown makes the Main Street easily walkable.
- There is no consistent pedestrian signage system in downtown Monroe which inhibits a visitors ability to explore and find city destinations and amenities.
- There is one directory sign and map that do exist in the downtown but this is not sufficient enough to inform and guide people to destinations easily.

Recommendations

- Directional signs and directory maps should work together throughout the downtown to get visitors to destinations and amenities.
- Adding signage to heavily trafficked pedestrian corridors, intersections, resting zones or communal areas will help educate people about interesting places to go in the city, activate urban spaces, and improve connectivity, and support economic growth.

PLACEMAKING



Placemaking

Placemaking inspires people to collectively reimagine and reinvent public spaces to create quality experiences that contribute to people's health, happiness, and well being. It can also help with defining the brand and development direction of a city. Placemaking can take on many forms and possibilities. As such this report, supplies a handful of opportunities for the city to consider that specifically work to support the wayfinding system and simultaneously improve the public realm. Types of placemaking components addressed include streetscaping, public art, civic banner programs, media/print support, interpretive signage, and technology.

Public spaces must be safe, inclusive, and accessible for all. For a public space to be seen as safe, comfortable and successful, a diverse range of people need to actively use it. Based on the wayfinding survey that was conducted for this project residents shared what they felt may be impacting a visitor's experience negatively. Some of the most common answers included vagrants, drug dealing, litter, and lack of variety in entertainment, retail, and restaurants. Improving the physical environment through signage and streetscaping can help reduce unwanted behaviors, reduce crime, improve public safety, and attract tourism and business investment which supports economic development. It can make the city more :

- Accessible - Easy to get to and get through
- Comfortable - Good first impression, clean, safe
- Active - Engages people in activities which encourages them to stay
- Sociable - Creates places where people can meet each other and take people to when they come to visit

STREETSCAPING

Streetscapes and their visual experience largely influence public places and define a community's appearance. A successful streetscape integrates multiple aspects and creates a safe environment that provides a sense of physical comfort for diverse users and activities. A range of street elements that are typically used in enhancing a city's urban identity include benches, trash receptacles, lights, landscaping, and other amenities that preserve, enhance and express the unique character of the street and the surrounding area. Streetscapes also contribute to a community's need to recognize and celebrate its own distinct social, historical, cultural, and environmental characteristics or qualities.

Despite trash receptacles being located within the downtown core, many residents responded that trash and garbage littered the streets making the city feel unclean. Places that are not clean or are disorganized make people feel uncomfortable which negatively influences a visitor's experience. Tackling litter is a persisting challenge for many cities. Whether it's accidental in nature or out of carelessness, discarded bottles, wrappers, containers and other trash are a major eyesore and can affect the appearance and cleanliness of a city. Fresh approaches to anti-littering campaigns and working consistently with city maintenance staff, Downtown Monroe Association, Monroe Chamber of Commerce, and/or volunteer groups to keep the streets clean will provide a better overall perception of cleanliness for downtown Monroe.

PUBLIC ART

Public art can enhance or personalize otherwise impersonal spaces. It can activate civic spaces and provide a vehicle for the community to express its identity. Interesting public art pieces also tend to increase tourism in a city as they become a “must-see” sight. By taking pictures of the art and posting them on the web or social media sites, like Facebook, people get excited about seeing the art and may end up staying longer or visiting businesses while in the area. Public art also engages the community to take ownership and deters vandalism and graffiti.

Types of public art installations may include, sculptures, murals, mosaics, decorative features, unique architecture, landscaping or other functional elements. Monroe has public art located throughout the city and should continue implementing other unique pieces into the downtown core and public spaces. Choose art that is “right” or appropriate for the city. It is important for the art to support the brand and direction of the city, as it becomes a reflection of the city to the public.

Monroe allows murals within many zones throughout the city. Any commercial elements included on the murals will be included in the total sign allowance for a site.

CIVIC BANNER PROGRAMS

Temporary banner and lighting programs that support identity as well as ongoing activities also work to create a sense of place. Banner content should be consistent with programs that relate to an economic, cultural, or civic event, or goal of the city, such as city marketing or event notifications. Banners efforts as they get noticed by people driving or walking. Someone driving the same route to work every day will certainly notice a prominently placed banner that wasn’t there the day before. An impression will be made as they have a few seconds to consider the message and commit it to memory. Similarly, a visitor may see an important event advertised on the banner and come back again to participate.

The only noticeable civic banner program in Monroe, as of the date of the site survey, is located on street lamps along Main Street. Many of the light poles and banners are separated from the road from a line of parked cars. As such, this system works better as a pedestrian banner system rather than a vehicular one, since the banners are not easy for driver’s to see given their distance from



Mural



Public Art Sculpture



Civic Banner in Historic Downtown

road. The Snohomish County logo is more prominent on the banner than Monroe's which makes the banner and its content feel less about the city and more about Snohomish County.

Because the use of banners are limited to the historic downtown area, North Kelsey Street, Tjerne Place, and Chain Lake Road, people traveling along other primary corridors are not informed of promotional content which limits the exposure of city information. Adding a civic banner program further down Main Street, on Lewis Street or highway 2, could improve the impact of the banner system, increase awareness about promotional content, and encourage tourism. Light or electrical poles along these routes could be used to display the banners. Introducing banners onto other roadways may require additional brackets to be installed on light or electrical poles and involve approvals by city departments or utility providers. Banner graphics and information should focus on programs and events that relate to city sponsored content.

There is one vinyl banner hung over the east end of Main Street which currently extends thanks to the city's police and fire departments. The content although important is presented in a generic way that isn't eye catching. To showcase the information, update the banner with better more interesting graphics and image content so that the banner is recognizable in the environment.



Civic Banner over Main Street

To make sure that the banner programs are implemented and maintained in a consistent manner, a banner management plan should be created, if not already available. Having a banner management plan will create a more attractive business climate, enhance the physical appearance of the community, and provide a more enjoyable experience by regulating the design, location, operation and maintenance of the banners.

MEDIA / PRINT SUPPORT

Traditional printed promotions, brochures, maps, advertisements and technological tools, like websites and mobile apps, all help visitors plan their trip. Because these tools each uniquely interact with the end user, it is important for these elements to share consistent information. The cohesion of communication between these elements will provide the most effective and comprehensive wayfinding system.

Website and Social Media

The Internet is often the first place people go to get information about or to explore a place which makes having a quality website that is interactive and friendly of great importance. Currently, the primary websites people may use to get information about Monroe include: the city's website at www.monroewa.gov, Monroe Chamber of Commerce at www.choosemonroe.com, and the Downtown Monroe Association at www.downtownmonroeassociation.com. Social media connections to Facebook, Twitter, Instagram, and YouTube are also available.

Any maps or content relating to wayfinding that is used on the websites or social media sites should correlate with maps, messaging, and other content used within the wayfinding system. This will create consistency in communication and help people start integrating with the wayfinding system before they even arrive.

Printed Wayfinding Map and Visitor Guide

A tourism or wayfinding map allows for a deeper inclusion of attractions and businesses into the overall wayfinding program. The accessibility and ease of a map and its maintenance broadens the level of inclusion into the wayfinding program. A comprehensive printed map promotes walkability in the city.

Small printed dining and restaurant maps of Monroe's historic downtown can be found at the visitor center. These maps should be combined into one overall comprehensive map. Combining the maps with give visitors a better understanding of the area and things to do. Focusing on just dining or shopping limits a visitor's ability to understand everything around them there is to do or see.

A brochure or visitor guide plays a crucial role in attracting new visitors, maintaining current ones and helping businesses in the community grow. These printed items relay important information that motivate people to visit and try new places. The visitor center office provides several brochures and pamphlets that help people understand what things to do when visiting Monroe. The Monroe Chamber of Commerce supplies a locals guide to visiting Monroe.

It is important for people to be able to access this information as it gives them greater understanding and ability to explore the city. Similar to the website, the content of maps, messaging, and other content should coordinate with the wayfinding strategies of the signage system, where applicable, and updated on a continual basis to keep current with changes in the city.

INTERPRETIVE SIGNAGE

Effective interpretive signage improves visitor experience in a variety of ways. It enhances a visitor's understanding and experience through learning at leisure and can stimulate visitor interest in Monroe's cultural and historic features by the stories they tell. The quality, appearance and frequency of interpretive signage can influence a visitor's impressions and understanding of the city. Interpretive signage can help improve visitation to local assets like museums and art or cultural sites. Done well, they complement other city initiatives and create active spaces within the environment.

Monroe's does not have a current interpretive signage program. Developing stand alone signs or integrating interpretive information with the wayfinding signage system, where appropriate, would create a new cultural and historical amenity for the city. It could develop into a tour that gives people a greater understanding of the city.

INFORMATION TECHNOLOGY

Technological, interactive, or digital signage components can enhance how people engage and experience a city. From websites, to mobile apps, to large reader boards there are a variety of ways in which this technology can be integrated into a signage system. However, integrating technology or digital signs must balance with the city's operational goals, as the success of using these types of systems is dependent on the city's capability and resourcefulness to maintain the digital content of these systems. Digital signage or technological approaches must be consistently managed, updated, and maintained for these types of systems to be functional and effective. The following information technologies are provided as recommendations for the city to consider as the City of Monroe continues to grow and gain more tourism.

Mobile Applications

There a variety of content and features that can be included in a mobile app. However, content inclusion must be based on what the city can consistently update, manage, and maintain. The following provides recommendations for the type of content that could be included into the city's mobile app:

For Visitors

- Provide interactive wayfinding that directs people to hotels, attractions, things to do, restaurants, parking or other points of interest around the city.
- Include a Virtual Concierge that can help people develop their itinerary for the day.
- Develop an interactive event calendar or live entertainment schedule.
- Integrate social media into the app so people can share their experiences of the city.
- Provide parking information that shows drivers where the nearest available parking spot is.

For Residents

- Enable residents to more easily interact with the city. For example, the mobile app could provide tools to report issues like graffiti, potholes, and fallen trees.
- Help the city get word out about new initiatives or increase awareness about anything from bike paths, parks, and even underutilized city services.
- Provide access to city news, weather, traffic updates, or emergency alerts. Whether it's an alert about a crime or advice for an approaching storm, citizens should have

access to vital information.

Charging Stations

Street furniture or a standalone device that charges mobile devices in a public setting could be a valuable. These devices can provide built in cables for free mobile phone charging, WiFi Internet, local information, and a place to hang out. In an age where people heavily use smartphone devices and tablets, this type of device can help people stay connected and keep their devices going. It also acts as a public social hub where people gather and socialize.

Text Message Codes

Static signs, directory maps, interpretive signage or other surfaces in the environment, like bus shelters for example, can be used to include a text message number. When someone keys this information into their phone, they will receive a return text message that gives them information. The information provided would depend on what the text message was originally on. For instance, if located on a directory map, it may provide information about a destination or, if located near a historical site, it may provide information about the place's importance.

QR Codes

QR Codes help people to connect to specific online information. Pedestrian directories, visitor brochures, and interpretive sign panels are all examples of places where QR codes can provide useful information. Utilizing this scanning technology will allow the city to provide its visitors with a deeper form of engagement and experience. It also in turn can benefit the city as QR codes have built-in tracking and analysis tools that can help inform the city about their marketing campaigns.