

# Skyway Governance Advisory Committee Resolution 2019-01

## Issue: Wayfinding

### **Whereas:**

The Skyway Governance Advisory Committee (SGAC) is charged by the Saint Paul City Council with advising the Council, City staff and other interested parties on issues of concern to skyway users and other stakeholders.

The skyway wayfinding system, consisting primarily of overhead signs and wall maps, has not received a major update in over 10 years and has generated numerous complaints from visitors and other skyway users finding it inadequate and outdated.

The City and owners of skyway-connected buildings suffer reduced prestige and monetary losses due to poor wayfinding signage in the skyway system.

The City and owners of skyway-connected buildings share the responsibility for maintaining the skyway system per City ordinance and various easement agreements.

### **We Therefore Recommend:**

That the Skyway Work Group work with the City, Downtown Alliance, BOMA, Visit Saint Paul and other organizations to fund and execute replacement of overhead sign inserts with updated versions before the end of 2019.

That by the end of 2019 all street-level entrances providing access to the skyway system are posted with signs or decals indicating door hours, accessibility information and, if appropriate, directions to the nearest access door with longer hours and/or better accessibility accommodations.

That the next revision of wall map inserts be redesigned for better readability and that, where feasible, electronic displays with routing features replace the current paper maps.

That future wayfinding improvements for Downtown Saint Paul as a whole include the skyway system, but only to the extent that they do not delay the above recommendations.

**Approved** by the Skyway Governance Advisory Committee on March 22, 2019, and forwarded to the Skyway Work Group for consideration and implementation.