



CI-0401

**TAB 4: STATION INFRASTRUCTURE**  
Station Buildings

SERVICE AREA

Feature	Description
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Overview	<ul style="list-style-type: none"> <li>&gt; The <i>GO Service Area</i> consists of the <i>GO Service Counter</i>, the <i>Back Storage Wall</i>, and the <i>Back of House</i> area. This Section will discuss requirements for each.</li> </ul>
Service Area Service Counters	<ul style="list-style-type: none"> <li>&gt; Refer to the <i>GO Service Counter Standard Drawings</i> for design details and equipment requirements on the modular <i>Service Counter</i> within a larger <i>GO Service Area</i> for <i>Line Stations</i> in the <i>GO Transit</i> network.</li> </ul> <p><b>Service Counter Design Intent</b></p> <ul style="list-style-type: none"> <li>&gt; The design shall bias right-hand users with the majority of <i>Customer</i> interaction and tasks at the centre and to the right; support and operational functions and variable tasks to the left.</li> </ul>



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	<ul style="list-style-type: none"><li>&gt; Curved desk on <i>Station Attendant</i> side for ease of rotation in movement and accessibility.</li><li>&gt; Asymmetrical working space, bifurcated tasks: Right hand (Presto) and Left hand (Corporate PC).</li><li>&gt; Large work surface to accommodate various working tasks.</li><li>&gt; Centre glass opening for unassisted audible communication; lockable sliding glass panel for security.</li><li>&gt; Provisions for combination intercom and audio loop systems to be included as alternate means of communication when glass is in closed position, as well as a passive speak through device with spit guard.</li><li>&gt; Canted counter fascia on <i>Customer</i> side across length of counter for incorporation of future electronic innovations and privacy of <i>Customer</i> transaction procedures exclusive to each booth.</li><li>&gt; Optional variable direction and volume individually controlled airflow below <i>Station Attendants'</i> work surfaces for individual comfort control.</li><li>&gt; The <i>Service Counters</i> have been designed for standalone or linear modular array.</li><li>&gt; <b>Special Requirement:</b> In stations with 4 or more <i>Service Counters</i>, and at the discretion of GO Transit, provide light-up counter, <i>Station Attendant</i> operated, to indicate an available service position. Number shall be mounted in front of the glass at each sales position, motion sensor, number to flash when a service position is available, remain on solid when an attendant is serving a customer, and turned off when the service position is unavailable/unmanned. Typeface to match Service counter signage is white text on grey background.</li></ul>



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Feature	Description
General Service Area Requirements	<p><b>Service Area Requirements</b></p> <ul style="list-style-type: none"> <li>&gt; Primary door into service area from public space should not have glazing.</li> <li>&gt; Door into service area requires 'spy hole' to verify whether door opening is appropriate.</li> <li>&gt; Door into service area to be operable with security wired pin pad.</li> <li>&gt; Fire Extinguisher to be installed by primary service area door.</li> <li>&gt; Intercom AI Phone (wall mounted in close proximity to the attendant).</li> <li>&gt; Provide a network digital clock within direct sightlines of the Station Attendant either within the Service Area or in the adjacent waiting area.</li> <li>&gt; One-way glass is required for any exterior windows looking into the service area other than the front customer facing counter glazing.</li> </ul>
Service Area Back Storage Wall	<p><b>Back Storage Wall Design Intent</b></p> <ul style="list-style-type: none"> <li>&gt; The wall behind the Service Counter is to be full-height cabinetry, finished with a birch wood look, flush with adjacent walls, doors, and door frames.</li> <li>&gt; Cabinetry will have discreet pull door hardware, typical cabinet width to store extra supplies and specific devices; locked keyed alike.</li> <li>&gt; Millwork doors in excess of 600mm (24") in width to have heavy duty hardware.</li> <li>&gt; Provide adequate gable supports as required at midpoint of each shelf to prevent warping / deflection when loaded with supplies.</li> </ul> <p>It will house the following equipment:</p>



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	<p><b>Multi-Functional Printer</b> (MFP; in an open alcove)</p> <p><b>Courier Box</b> (Outgoing &amp; interoffice mail)</p> <p><b>First Aid Kit</b> (270x400x70mm)</p> <p><b>Translation Phone</b> (communal storage when not in use, requires power for charge station).</p> <p><b>Flashlights</b> (communal storage for flashlights, requires power for recharging batteries).</p> <p><b>Storage Area for Lost &amp; Found</b></p> <p><b>Shelving and drawers for storage</b> (below MFP alcove)</p>
Service Area Security	<ul style="list-style-type: none"> <li>&gt; Coordinate CCTV camera locations with CCTV section of DRM. Consider camera placement to avoid visual conflicts, such as with the pendant light fixtures.</li> <li>&gt; A CCTV monitor mounted within the <i>GO Service Area</i> showing live camera feeds of the station shall be in direct sightline to <i>Station Attendant</i> but not to Customers. Monitor need only be mounted at one end of Service Counter when 1 or 2 service positions are provided. For a GO Service Area containing 3 or more Service positions, 2 or more monitors are required. The following equipment must be housed in proximity to the CCTV monitor at a usable counter height:               <ul style="list-style-type: none"> <li><b>CPU</b> (675x400mm; cable to monitor max 3.9m)</li> <li><b>Keyboard &amp; Mouse</b></li> </ul> </li> </ul>



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Feature	Description
Back of House Count Room	<p><b>Count Room Requirements</b></p> <ul style="list-style-type: none"><li>&gt; Coat closet with louvered doors.</li><li>&gt; Open, adjustable shelves.</li><li>&gt; Bank of drawers for storage.</li><li>&gt; Workstation for counting and populating tills; provide knee space below.</li><li>&gt; Corporate PC, monitor, keyboard, mouse.</li><li>&gt; 2 Legal size filing cabinets.</li><li>&gt; 2 - Half Sized Lockable Lockers (pad lock) per service position. When lockers cannot be in back of house, consider oblique views when locating lockers behind counter so that they are out of public sight.</li><li>&gt; Float Safe with 300mm raised base (shall not be visible to the customers).</li><li>&gt; Water cooler.</li><li>&gt; Exterior windows in back of house to be limited to transom height and with One-way glass.</li></ul>
Back of House Kitchenette	<p><b>Kitchenette</b></p> <ul style="list-style-type: none"><li>&gt; Single stainless steel sink</li><li>&gt; Mini fridge</li><li>&gt; Microwave</li><li>&gt; Waste and recycling bins</li><li>&gt; 2 - 15 Amp GFI receptacles</li></ul>



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Feature	Description
	<ul style="list-style-type: none"><li>&gt; Upper and lower cabinets for storage</li></ul>
Back of House Service Attendant Washroom	Service Attendant Washroom <ul style="list-style-type: none"><li>&gt; Shall be designed to barrier free standards</li><li>&gt; Vanity with sink</li><li>&gt; Floor mounted tank toilet</li><li>&gt; Soap Dispenser</li><li>&gt; Coat hook</li><li>&gt; Wall mounted air freshener</li><li>&gt; Single Roll toilet paper dispenser</li><li>&gt; Stainless Steel Recessed Paper towel dispenser</li><li>&gt; Waste receptacle</li></ul>



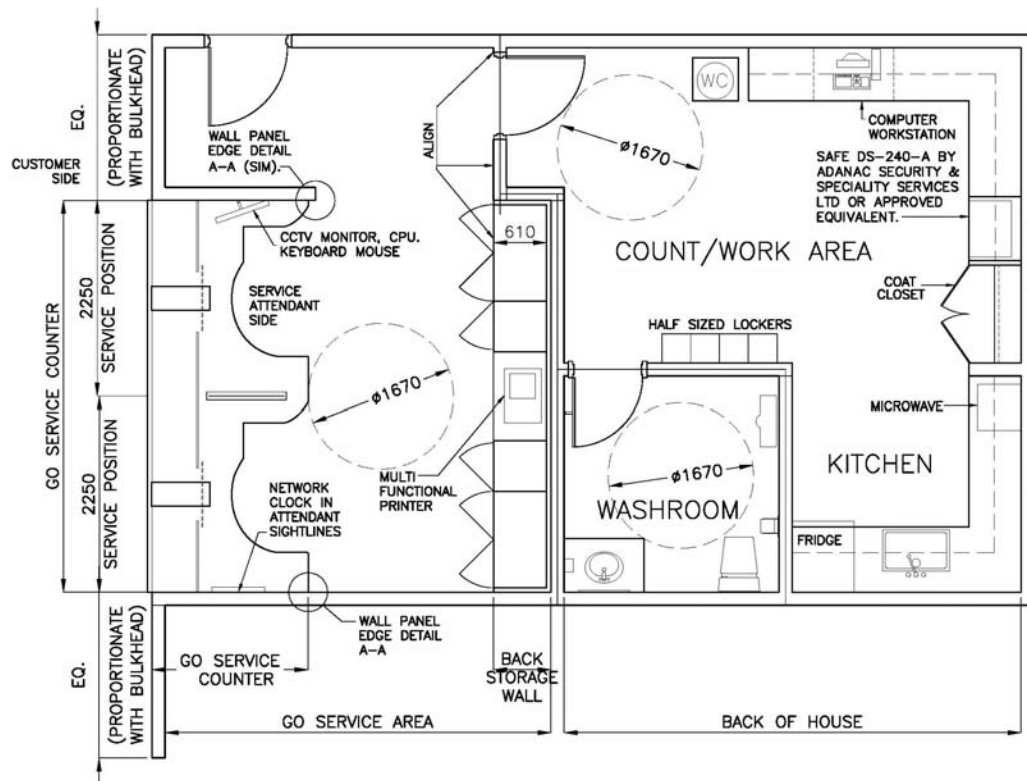
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**TAB 4: STATION INFRASTRUCTURE**  
Station Buildings

FIGURE: OVERALL SERVICE AREA

SECTION:  
Tab 4 Station  
Buildings

FIGURE:  
Overall  
Service Area  
Plan Example



OVERALL SERVICE AREA PLAN EXAMPLE



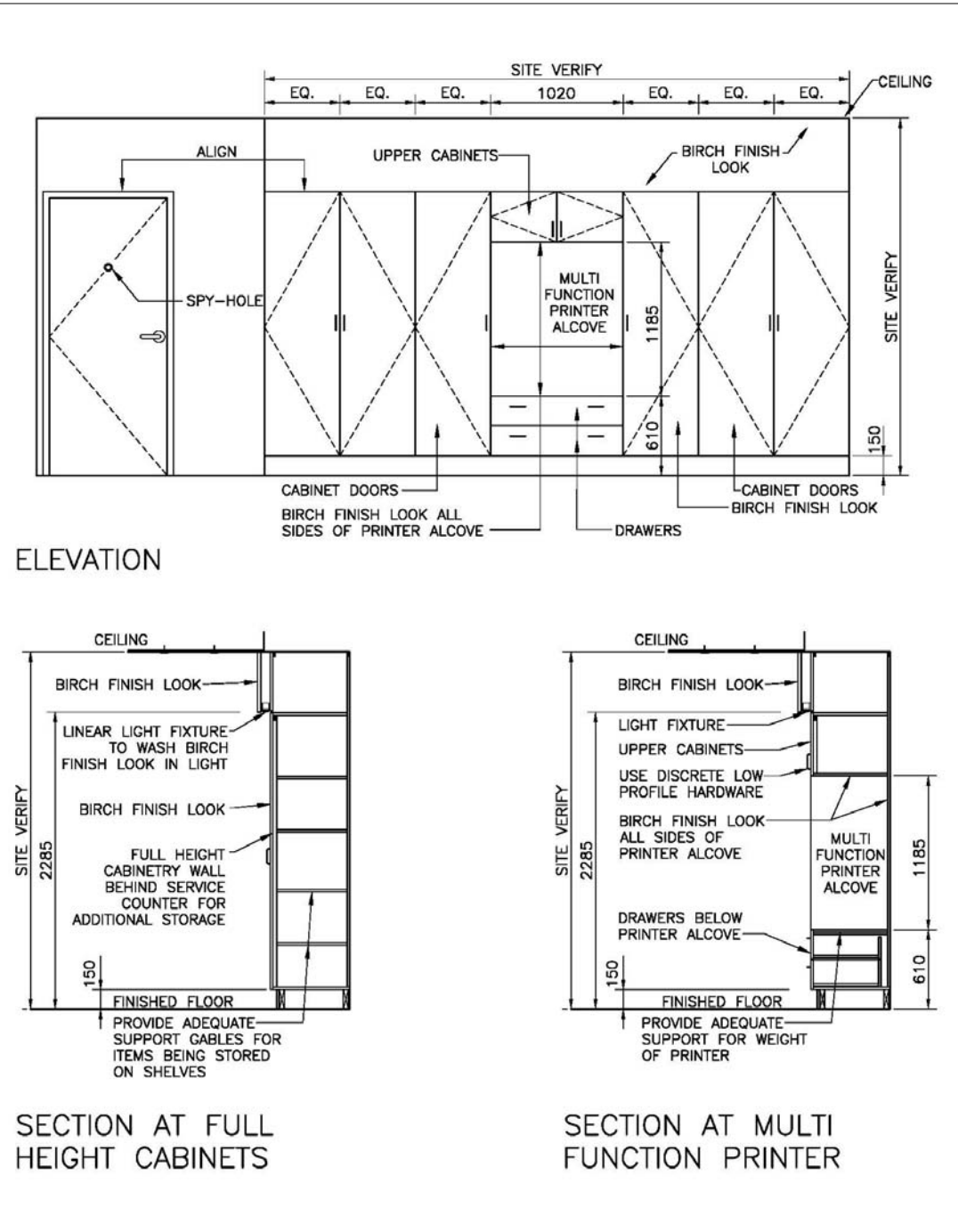
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**TAB 4: STATION INFRASTRUCTURE**  
Station Buildings

FIGURE: BACK STORAGE WALL

SECTION:  
Tab 4 Station  
Buildings

FIGURE:  
Back Storage  
Wall –  
Elevation and  
Section







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**TAB 4: STATION INFRASTRUCTURE**  
Station Buildings

**MATERIAL PALETTE**

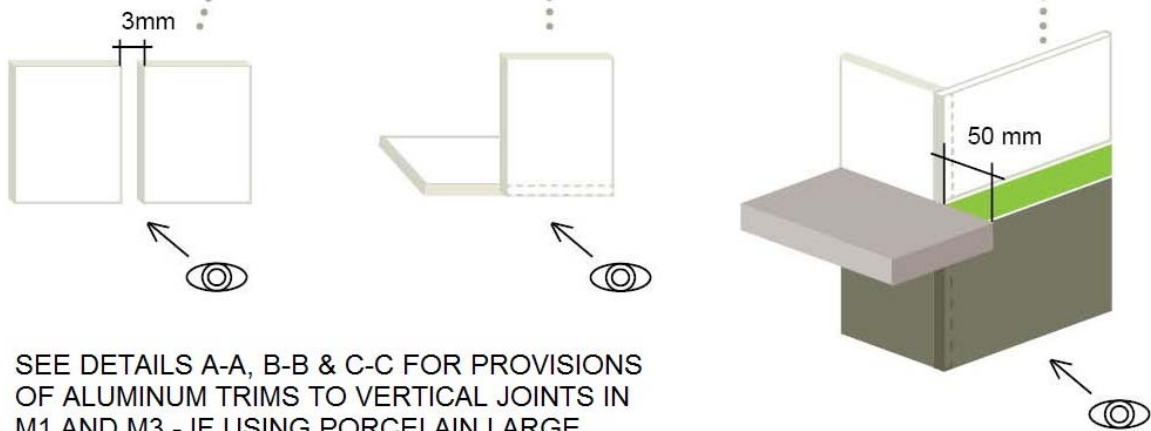
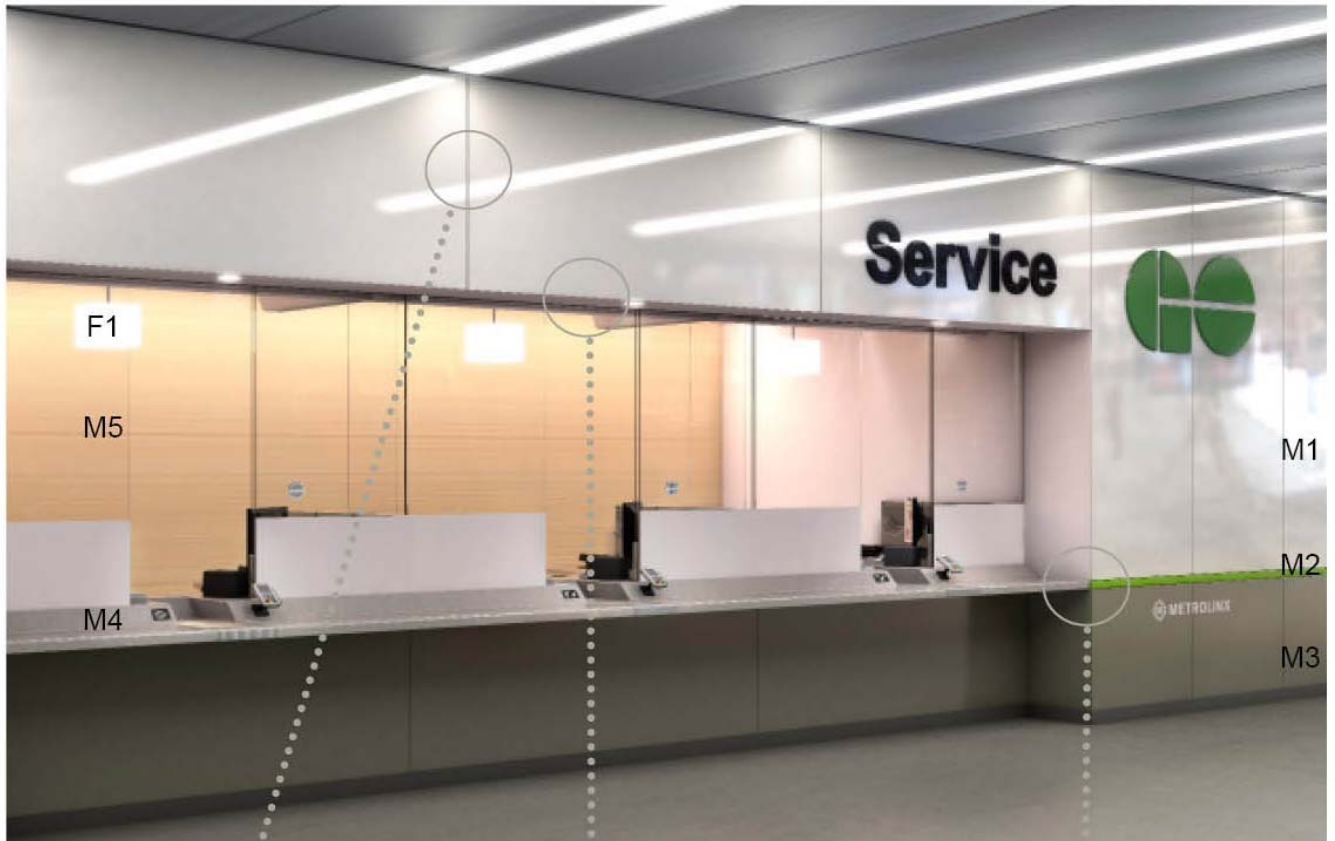
<p><b>M1</b></p> <p><b>MATERIAL</b> - large format dimensional panels</p> <p><b>FINISH &amp; COLOUR</b> - non-porous, smooth finish  - colour to match white RAL 9016c</p> <p><b>USE</b> - GO Service elevation above glass and flanking walls, above M2 -no horizontal joints</p> <p><b>FEATURES</b> - durable for public applications, easy to maintain, fire and chemical resistant, VOC free - high recycled content material (optional)</p>	<p><b>M2</b></p> <p><b>MATERIAL</b> - alternate material than adjacent materials M1 &amp; M3 (such as - anodized metal strip)</p> <p><b>FINISH &amp; COLOUR</b> - smooth, glossy or polished finish - colour to match light green Pantone 376c</p> <p><b>USE</b> - GO Service elevation between white and grey/green panels</p> <p><b>FEATURES</b> - flush with adjacent wall materials - width of strip to match thickness of countertops, align with countertop edge.</p>	<p><b>M3</b></p> <p><b>MATERIAL</b> - large format dimensional panels</p> <p><b>FINISH &amp; COLOUR</b> - non-porous, smooth finish  - colour to match green/grey Pantone 417c</p> <p><b>USE</b> - GO Service elevation below countertop and flanking walls, below M2 - match joint lines of M1</p> <p><b>FEATURES</b> - durable for public applications, easy to maintain, fire and chemical resistant, VOC free - high recycled content material (optional)</p>
<p><b>M4</b></p> <p><b>MATERIAL</b> -Solid polymer surfacing</p> <p><b>FINISH &amp; COLOUR</b> -non-porous, smooth, polished finish -colour to match 'Corian Dove'</p> <p><b>USE</b> -countertop in GO Service Areas</p> <p><b>FEATURES</b> -ensure all edges or aprons are sufficiently rounded</p>	<p><b>M5</b></p> <p><b>MATERIAL</b> - wood, wood veneer</p> <p><b>FINISH &amp; COLOUR</b> - birch wood look</p> <p><b>USE</b> - back Service Wall cabinetry doors, and any millwork visible to the customer - adjacent walls, doors, door frames where applicable</p> <p><b>FEATURES</b> - door frame(s), door(s), and walls, to be flush with full-height cabinetry</p>	<p><b>F1</b></p> <p><b>FIXTURE</b> - 200mm cube, LED light fixture with closed bottom</p> <p><b>FINISH &amp; COLOUR</b> - matte - colour to match white RAL 9016 - stainless steel finished metal on hanging rod</p> <p><b>USE</b> - above each service position</p> <p><b>FEATURES</b> - durable for public applications, easy to maintain, fire and chemical resistant, VOC free - high recycled content material (optional)</p>



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**GO SERVICE COUNTER MATERIAL INTENT**



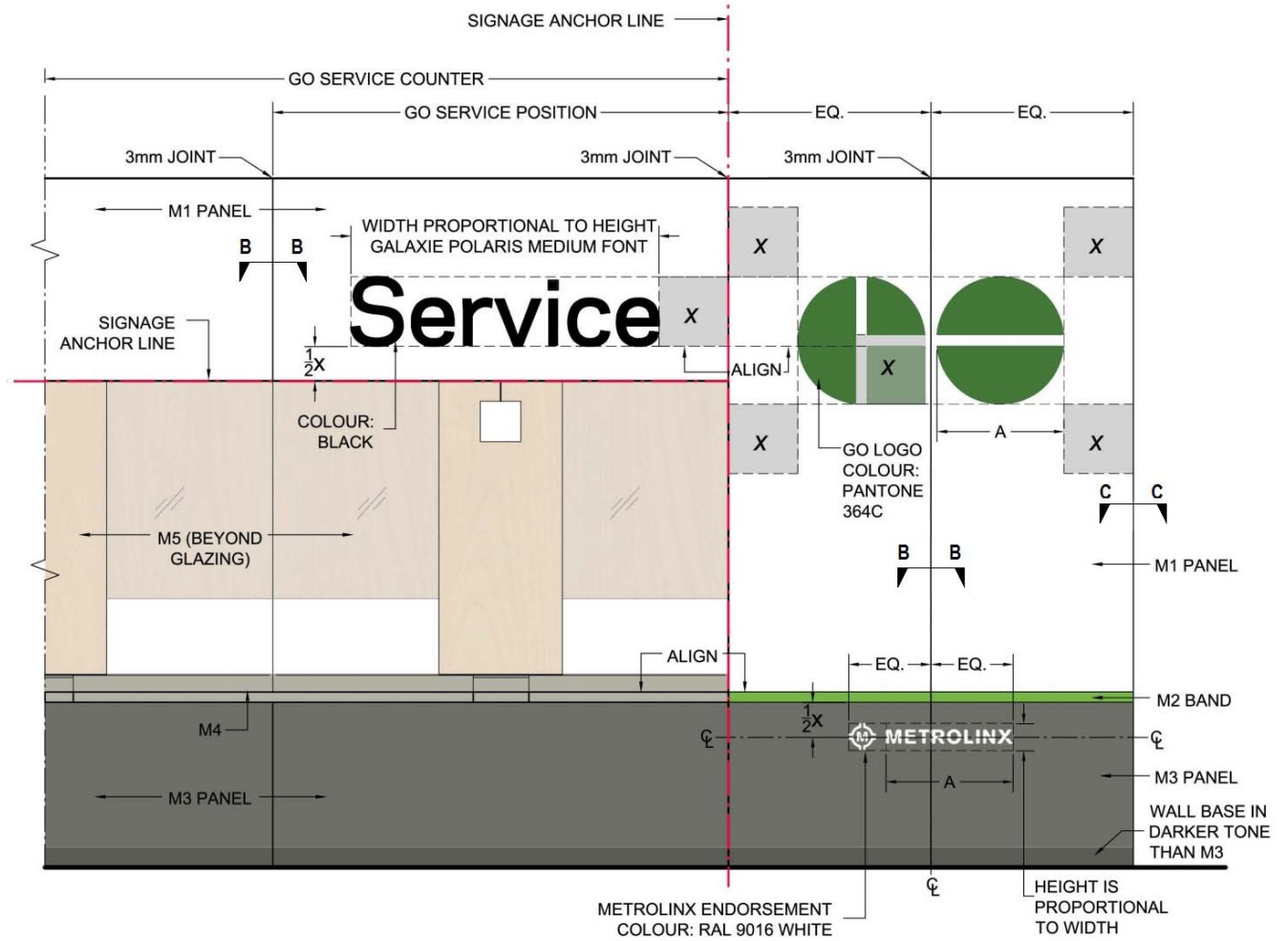
SEE DETAILS A-A, B-B & C-C FOR PROVISIONS OF ALUMINUM TRIMS TO VERTICAL JOINTS IN M1 AND M3 - IF USING PORCELAIN LARGE FORMAT DIMENSIONAL PANELS



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**TAB 4: STATION INFRASTRUCTURE**  
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**GO SERVICE COUNTER SIGNAGE INTENT**



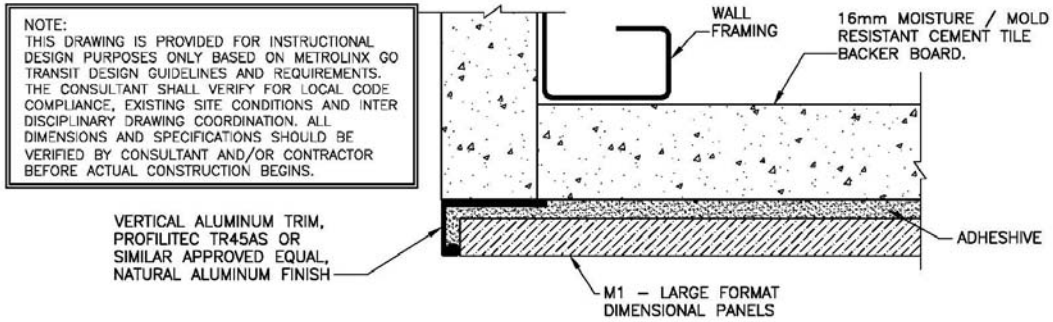
Note: This is the preferred layout. Dimensions and layout may vary depending on site conditions.



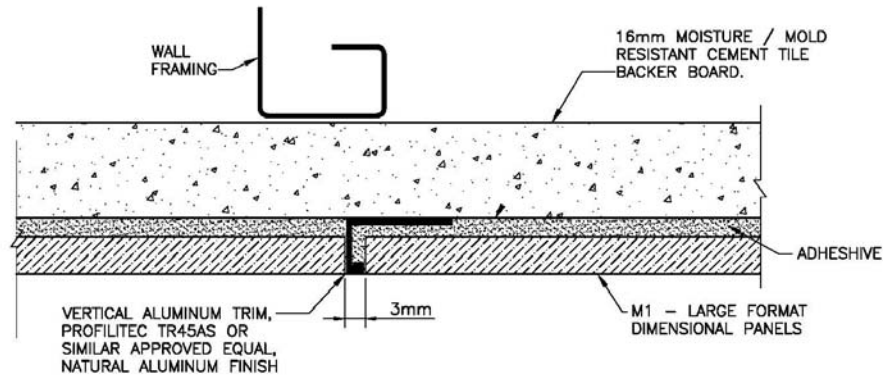
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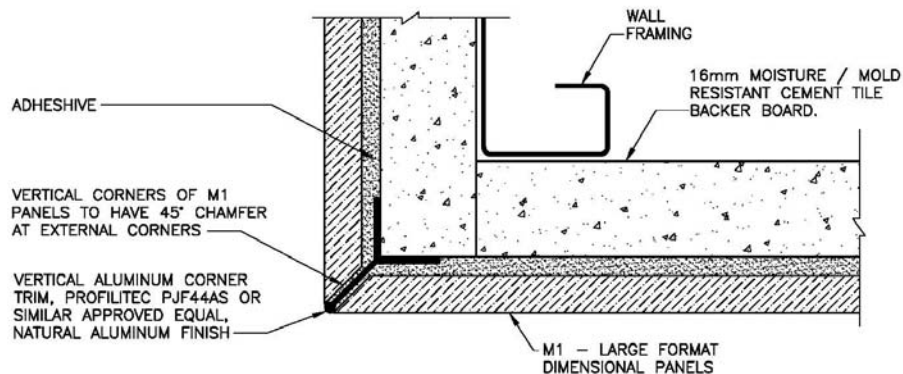
**GO SERVICE COUNTER LARGE FORMAT PANEL TRIM DETAILS**



VERTICAL DETAIL A-A INSIDE WALL JAMBS ADJACENT TO ATTENDANTS



VERTICAL DETAIL B-B EXTERNAL VERTICAL JOINTS



VERTICAL DETAIL C-C EXTERNAL VERTICAL CORNERS