CI-0401	**TAB 4: STATION INFRASTRUCTURE** Station Buildings

SERVICE AREA

Feature	Description

Overview	> The *GO Service Area* consists of the *GO Service Counter*, the *Back Storage Wall*, and the *Back of House* area. This Section will discuss requirements for each.
Service Area Service Counters	> Refer to the GO Service Counter Standard Drawings for design details and equipment requirements on the modular Service Counter within a larger GO Service Area for Line Stations in the GO Transit network. **Service Counter Design Intent** > The design shall bias right-hand users with the majority of *Customer* interaction and tasks at the centre and to the right; support and operational functions and variable tasks to the left.

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Feature	Description
	> Curved desk on *Station Attendant* side for ease of rotation in movement and accessibility. > Asymmetrical working space, bifurcated tasks: Right hand (Presto) and Left hand (Corporate PC). > Large work surface to accommodate various working tasks. > Centre glass opening for unassisted audible communication; lockable sliding glass panel for security. > 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. > Canted counter fascia on *Customer* side for incorporation of future electronic innovations and privacy of *Customer* transaction procedures exclusive to each booth. > Optional variable direction and volume individually controlled airflow below *Station Attendants'* work surfaces for individual comfort control. > The *Service Counters* have been designed for standalone or linear modular array > ***Special Requirement:*** In stations with 4 or more *Service Counters*, and at the discretion of GO Transit, provide light-up counter, *Station Attendant* 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, be white text on grey background.
Service Area Back Storage Wall	**Back Storage Wall Design Intent** > The wall behind the *Service Counter* is to be full-height cabinetry in birch wood look, flush with adjacent walls, doors, and door frames.

Feature	Description
	> Cabinetry will have discreet door hardware or hidden push-latch, typical cabinet width to store extra supplies and specific devices; locked keyed alike. It will house the following equipment: **Multi-Functional Printer** **Courier Box** (Outgoing & interoffice mail) **First Aid Kit** (270x400x70mm) **Intercom AI Phone** (mounted in cabinetry) **Translation Phone** (communal storage when not in use, requires power for charge station) **Flashlights** (communal storage for flashlights, requires power for recharging batteries) **Storage Area for Lost & Found** **Shelving and drawers for storage**
General Service Area Requirements	**Service Area Requirements** > Doors into space requires 'spy hole' for entry into ticket office > Service office access doors to be operable with security wired pin pad > Fire Extinguisher to be installed new Service office access door > Provide a network digital clock within direct sightlines of the Station Attendant either within the GO Service Area or in the adjacent waiting area > One-way glass in any exterior windows to the service office other than the front glazing

SERVICE AREA

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Feature	Description
Service Area Security	> Coordinate CCTV camera locations with CCTV section of DRM > A CCTV monitor mounted within the *GO Service Area* showing live camera feeds of the station shall be in direct sightline to *Station Attendant* but not to *Customers.* Monitor need only be mounted at one end of *Service Counter* (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: **CPU** (675x400mm; cable to monitor max 3.9m) **Keyboard & Mouse**
Back of House Count Room	**Count Room Requirements** > A coat closet with louvered doors > Open, adjustable shelves > Bank of drawers for storage > Workstation for counting and populating tills, provide knee space below > Corporate PC, monitor, keyboard, mouse > 2 Legal size filing cabinets in back office > 2 - Half Sized Lockable Lockers (pad lock) per service position > Float Safe with 300mm raised base (shall not be visible to the customers) > Space for water cooler

TAB 4: STATION INFRASTRUCTURE
Station Buildings

SERVICE AREA

| Feature	Description
Back of House Kitchenette	**Kitchenette** > Single stainless steel sink > Mini fridge > Microwave > Waste and recycling bins > 2 - 15 Amp GFI receptacles > Upper and lower cabinets for storage
Back of House Service Attendant Washroom	Service Attendant Washroom > Shall be designed to barrier free standards > Vanity with sink > Floor mounted tank toilet > Soap Dispenser > Coat hook > Wall mounted air freshener > Single Roll toilet paper dispenser > Stainless Steel Recessed Paper towel dispenser > Waste receptacle

TAB 4: STATION INFRASTRUCTURE

Station Buildings

FIGURE: OVERALL SERVICE AREA

SECTION:
Tab 4 Station
Buildings

FIGURE:
Overall
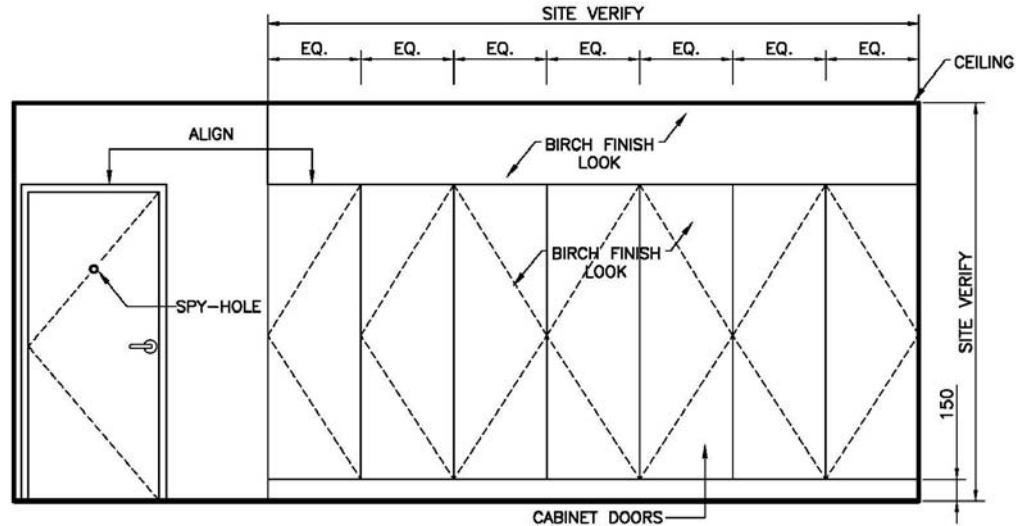Service Area
Plan Example
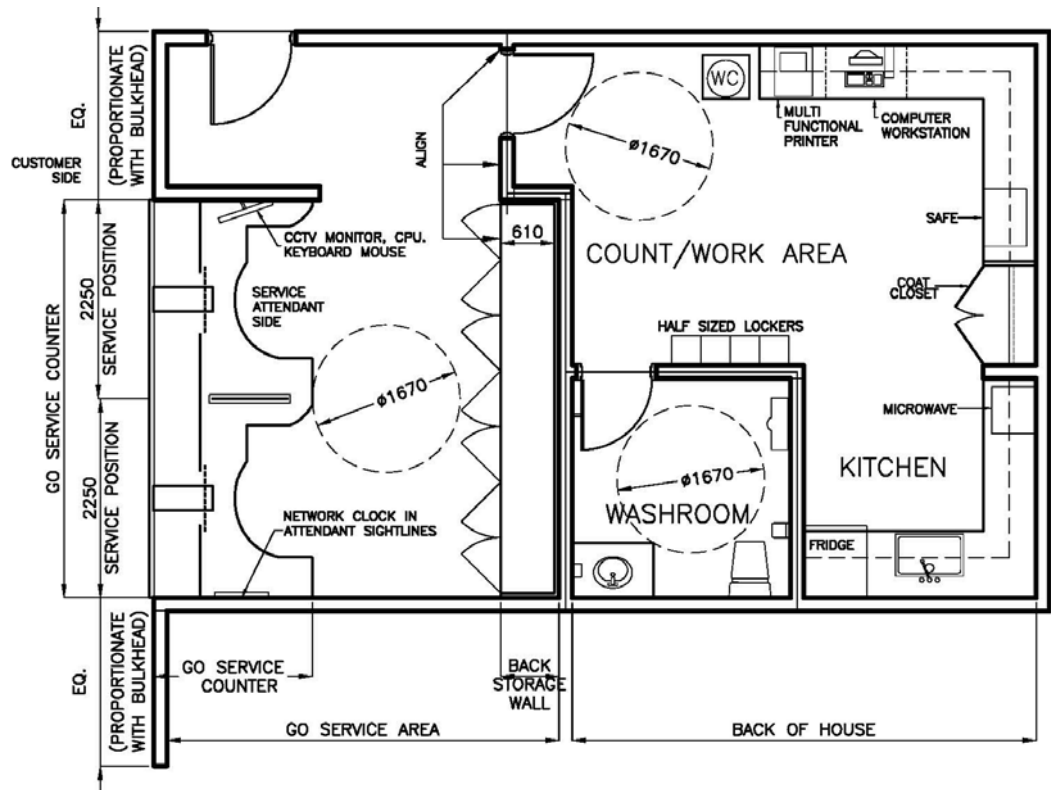
OVERALL SERVICE AREA PLAN EXAMPLE

CI-0401

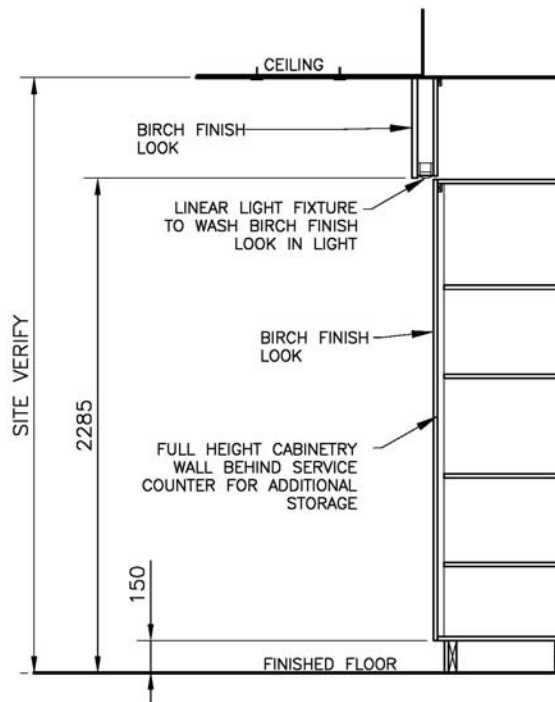**TAB 4: STATION INFRASTRUCTURE**

Station Buildings

FIGURE: BACK STORAGE WALL

SECTION: Tab 4 Station Buildings	
FIGURE: Back Storage Wall – Elevation and Section	

ELEVATION

SECTION

CI-0401	**TAB 4: STATION INFRASTRUCTURE** Station Buildings

MATERIAL PALETTE

M1

MATERIAL
- large format dimensional panels

FINISH & COLOUR
- non-porous, smooth, glossy or polished finish
- colour to match white RAL 9016c

USE
- GO Service elevation above glass and flanking walls
- no horizontal joints in facade

FEATURES
- durable for public applications, easy to maintain, fire and chemical resistant, VOC free
- high recycled content material (optional)

M2

MATERIAL
- alternate material than adjacent materials M1 & M3
- anodized metal strip

FINISH & COLOUR
- smooth, glossy or polished finish
- colour to match light green Pantone 376c

USE
- GO Service elevation between white and grey/green panels

FEATURES
- flush with adjacent wall materials
- width of strip to match thickness of countertop

M3

MATERIAL
- large format dimensional panels

FINISH & COLOUR
- non-porous, smooth, glossy or polished finish
- colour to match green/grey Pantone 417c

USE
- GO Service elevation above glass and flanking walls
- match joint lines of M1

FEATURES
- durable for public applications, easy to maintain, fire and chemical resistant, VOC free
- high recycled content material (optional)

M4

MATERIAL
- Solid polymer surfacing

FINISH & COLOUR
- non-porous, smooth, polished finish
- colour to match 'Corian Dove'

USE
- coutertop in GO Service Areas

FEATURES
- ensure all edges or aprons are sufficiently rounded

M5

MATERIAL
- wood, wood veneer

FINISH & COLOUR
- birch wood look

USE
- back Service Wall cabinetry doors, adjacent walls, doors, and door frames
- any millwork visible to the customer

FEATURES
- door frame(s), door(s), and walls, to be flush with full-height cabinetry

F1

FIXTURE
- 200mm cube, LED light fixture with closed bottom

FINISH & COLOUR
- matte
- colour to match RAL 9016
- stainless steel look on rod

USE
- above each service position

FEATURES
- durable for public applications, easy to maintain, fire and chemical resistant, VOC free
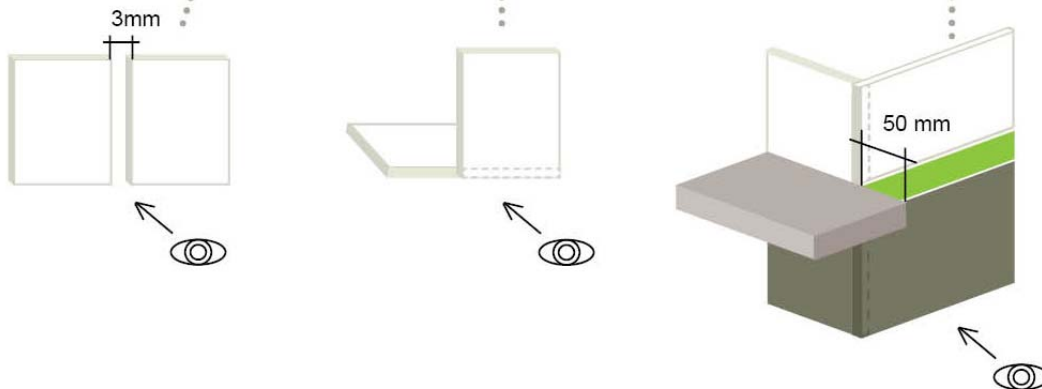- high recycled content material (optional)
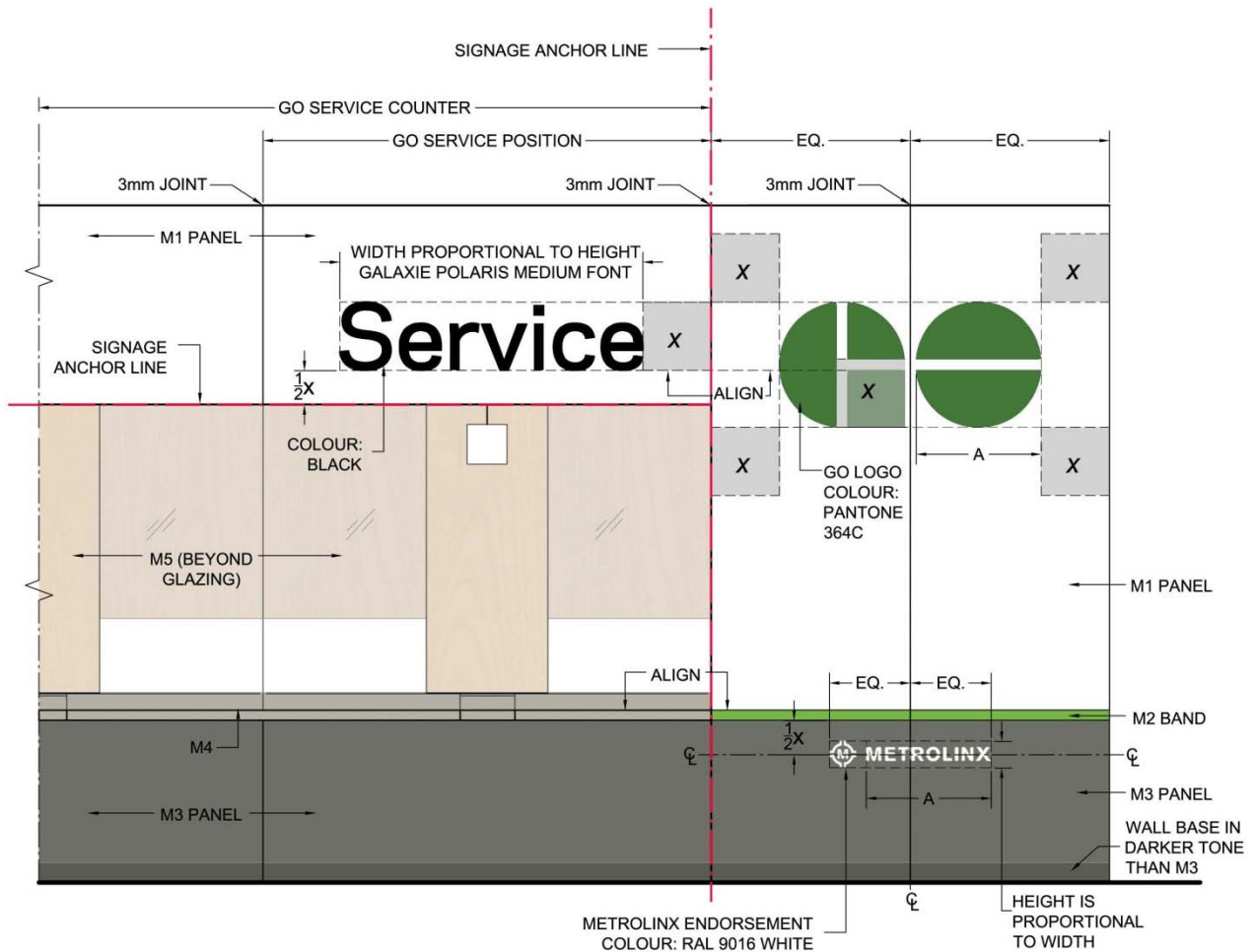
GO SERVICE COUNTER MATERIAL INTENT

TAB 4: STATION INFRASTRUCTURE

Station Buildings

GO Service Counter Signage Intent

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