

## General Placement Guidelines

- Shall be laid out to facilitate convenient access to services and information along the passenger's journey
- Locate with clear visibility to encourage intuitive wayfinding, passenger safety, and passive surveillance of adjacent environments
- Minimum clearance of 500 mm between two adjacent furnishings or devices shall be maintained
- Ensure clearance is provided for barrier-free paths and approach
- Provide queueing areas that will not interfere with pedestrian/passenger traffic
- Ensure that each seating area provides a clear space for side approach and side transfer to a seat
- Cluster devices where possible to clearly identify points of passenger service, information and efficiently utilize station infrastructure
- Installation tolerances and operational requirements shall be provided to facilitate ease of ongoing site operations and maintenance
- Materials and assemblies shall have a robust design and durable materials to ensure longevity
- Fare handling devices shall be placed to avoid work within the Structure Clearance Envelope on/or beside Railway Track

## Shelters

Because GO is primarily a commuter system, operating in accordance with timetables, most passengers arrive on platforms to coincide with train or bus departures.



Sheltered areas for customer comfort integrated within the canopy on the rail or bus platform are the preference for application of the sheltered areas.

Sheltered areas should typically provide the following amenities:

- Heaters
- Digital Information Walls
- GO Standard Benches
- Wi fi
- Charging Receptacles

Fare Systems (only in certain applications at car pool lots and or remote station access locations or where there is no station building)

Where the integrated sheltered option is not available, standalone shelters shall be provided within the GO Standard suite of shelters, comprising of:

- Passenger Shelters
- Car Pool Shelters ([sizing shall be determined by the Capital Projects Bus Rapid Transit Program](#))

Number of sheltered areas on a bus or rail platform are determined such that each shelter would accommodate approximately a bus-load of passengers or two rail shelters would accommodate approximately a half coach-load of passengers.

## Digital Signs at Line Stations, Terminals and Carpool Lots

### Suite of sign types

- Digital Departure Signs (Train and/or Bus)
- Digital Platform Specific Signs (Train or Bus)
- Digital Parking Counter
- Digital Way finding Interactive Kiosks(TBD)
- Infotainment

### Digital Departure Signs (Train and/or Bus)

#### Location Criteria

- Digital Departure Sign (Train and/or Bus) shall be located at:
  - Inside Station/Terminal buildings, adjacent to waiting area; mounted at barrier free height as per OBC and AODA regulations
  - At Rail Platform Access Points (platform access area, entrances to