

SERVICE COUNTER – DETAILED DESIGN REQUIREMENTS

A. Purpose

To provide customer service, ticket selling, information, and assistance at stations through GO station attendants. The design bias' right-hand users with the majority of customer interaction and tasks conducted at the center and to the right; other functions and tasks are to the left.

B. Requirements

The Service Counter is comprised of the follow areas with their requirements. For detailed information, refer to Standard Service Counter Drawings:

1. Front counter

- Customer Facing Side Requirements:
 - 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 speak through device with spit guard.
 - Canted counter fascia across length of counter for incorporation of future electronic innovations and privacy of customer transaction procedures exclusive to each booth.
 - Special Requirement: In stations with 4 or more Service Counters, and at the discretion of GO Transit, provide light-up counter numbers, operable by the station attendant, to assist in indicating an available service position. Number shall be mounted in front of the glass at each sales positions - 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. Sign to be white text on grey background.
 - Provide an induction Ametropic Intercom loop to feed into hearing aids, contact IT for standard details.
- Station Attendant Side Requirements:
 - Curved desk for ease of rotation in movement and accessibility
 - Asymmetrical working space, bifurcated tasks; right hand for Presto, and left hand for Corporate PC.
 - Large work surface to accommodate various tasks
 - Optional individually controlled variable direction and volume airflow below attendants work surface for individual comfort control

2. Back storage wall

- Full-height cabinetry, flush with adjacent walls, doors, and/or door frames
- Finish to be a light "birch" wood look
- Cabinetry to have discreet pull door hardware or hidden push-latch
- Locked keyed alike
- Millwork doors in excess of 600mm (24") in width to have heavy duty hardware.
- Provide adequate gable supports as required at midpoint of each shelf to prevent warping / deflection when loaded with supplies.
- Typical cabinet width, with shelving and drawers, to store extra supplies and specific devices such as:
 - Multifunctional Printer (MFP; in an open alcove)
 - Courier Box (Outgoing and Interoffice mail)
 - First Aid Kit (270x400x70mm)

- Intercom AI Phone (mounted in cabinetry)
 - Translation Phone (requires power for charge station)
 - Flashlights (requires power for recharging of batteries)
 - Small Storage Area for Lost & Found items
 - Drawers for storage (below MFP alcove)
3. Back-of-house area, which includes a count room, staff washroom, and kitchenette.
- General Back-of-house Requirements:
 - Primary door into service area from public space should not have glazing and requires a 'spy hole' to verify whether door opening is appropriate.
 - Door into service area to be operable with a security wire pin pad.
 - Fire extinguisher to be installed by primary service area door.
 - Provide a network digital clock within direct sight line of the station attendants either within the Service Counter staff area or in the adjacent Service/Waiting Area.
 - One-way glass is required for any exterior windows looking into the service area other than the front customer facing counter glazing.
 - CCTV monitor to be mounted within the Service Counter staff area showing live camera feeds of the station, with direct sight line to station attendants and not customers. Consider placement of CCTV cameras to avoid conflict with pendant lights. Monitor need only be mounted at one end of the Service Counter when 1 or 2 service positions are provided. (For stations 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 length = 3.9m max.)
 - > Keyboard and Mouse
 - Intercom AI Phone (wall mounted in close proximity to the attendant).
 - Back-of-house Count Room Requirements:
 - Coat closet with louvered doors
 - Open, adjustable shelving
 - Bank of drawers for storage
 - Workstation for counting and populating tills; knee space below workstation required
 - Corporate PC, monitor, keyboard, mouse
 - 2 - legal size filing drawers
 - 2 - half-size 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.
 - Float safe with 300mm raised base and counter over (cannot be visible by customers)
 - Water cooler
 - Exterior windows in back of house to be limited to transom height and with one-way glass.
 - Back-of-house Kitchenette Requirements:
 - Single stainless steel sink
 - Mini fridge
 - Microwave
 - Waste and recycling bins
 - 2 - 15Amp GFI receptacles
 - Upper and lower cabinets for storage
 - Back-of-house Staff Washroom
 - Barrier-free design
 - Vanity 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

FIGURE:
Front
Counter,
Customer
Facing and
Station
Attendant
Sides

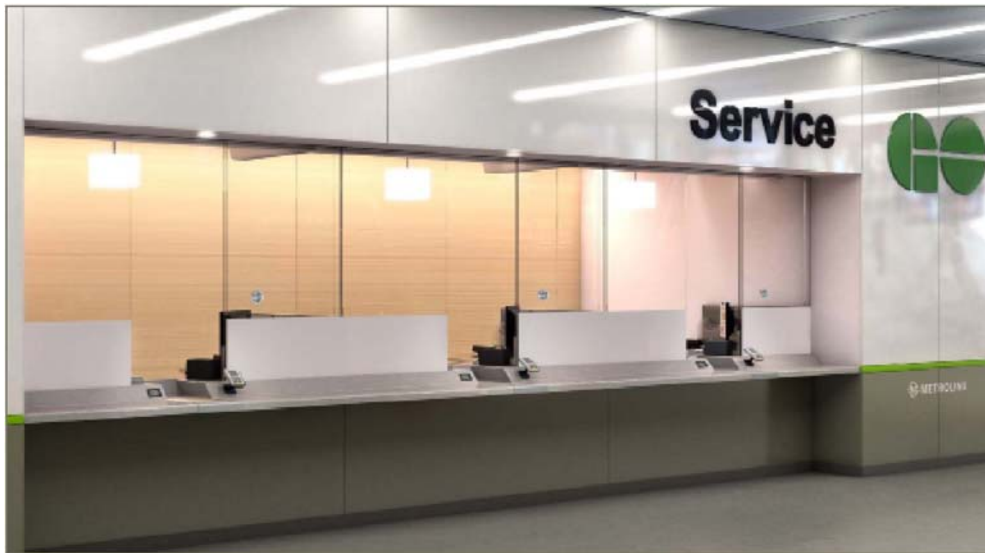
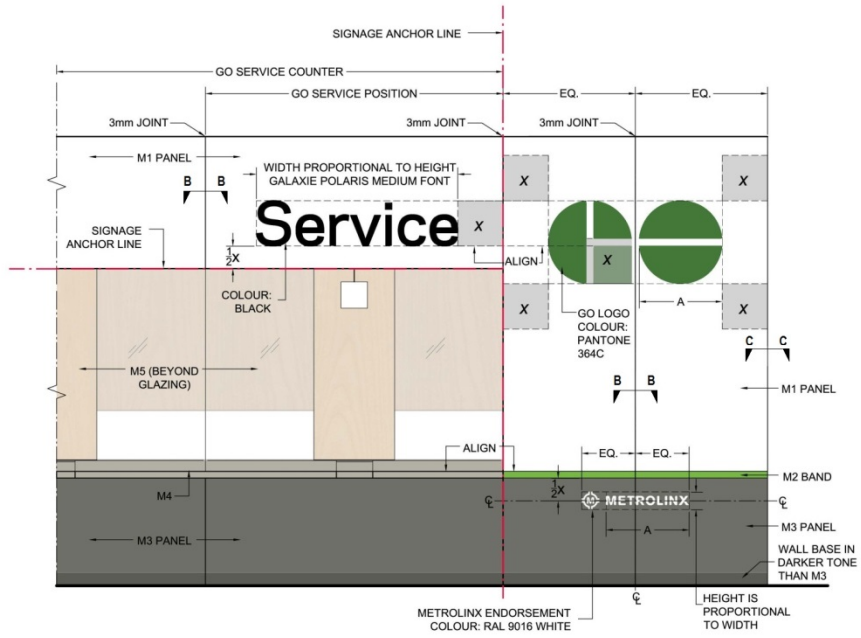
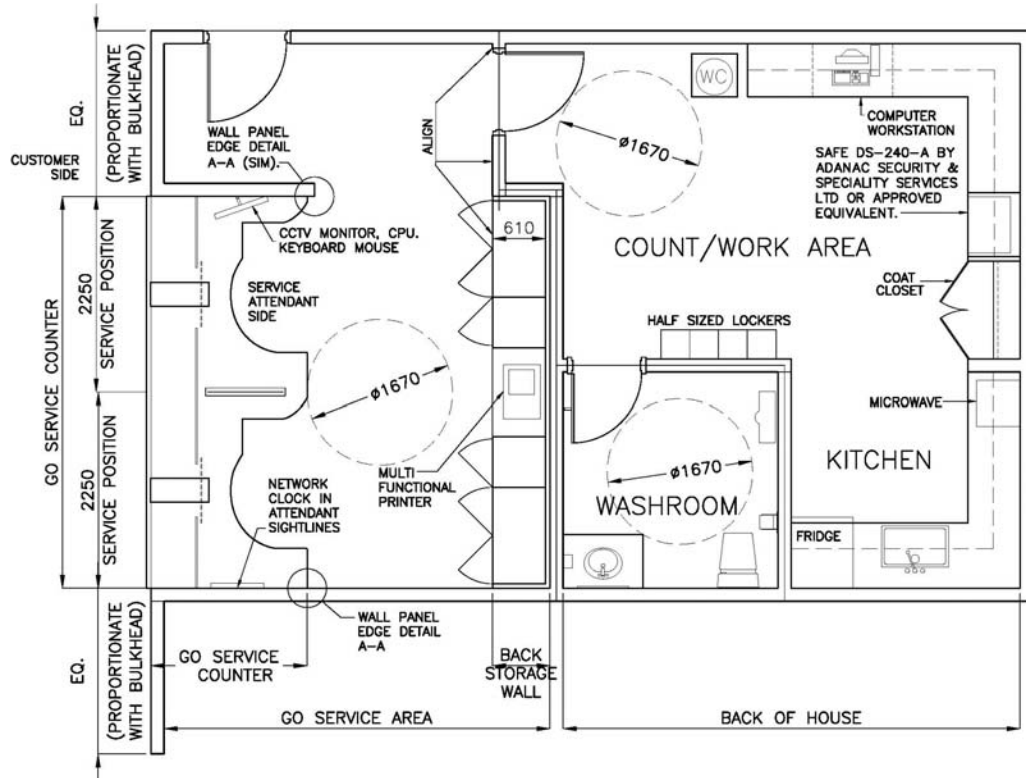


FIGURE:
Customer
Service
Counter
Signage
Diagram



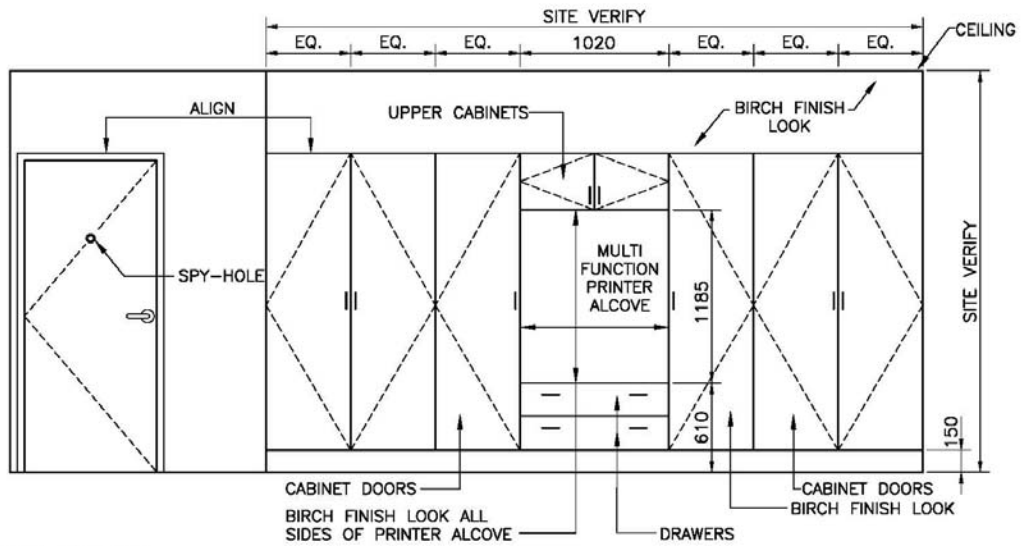
Note: This is the preferred layout. Dimensions and layout may vary depending on site conditions.

FIGURE:
Overall
Service Area
Plan Example

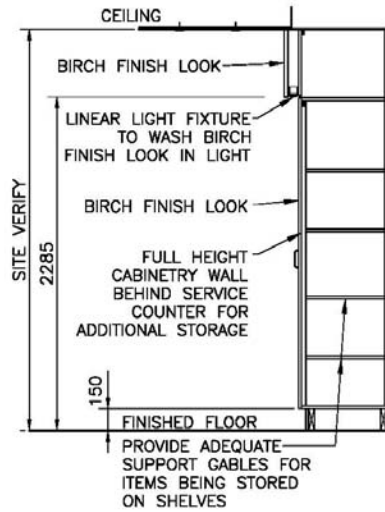


OVERALL SERVICE AREA PLAN EXAMPLE

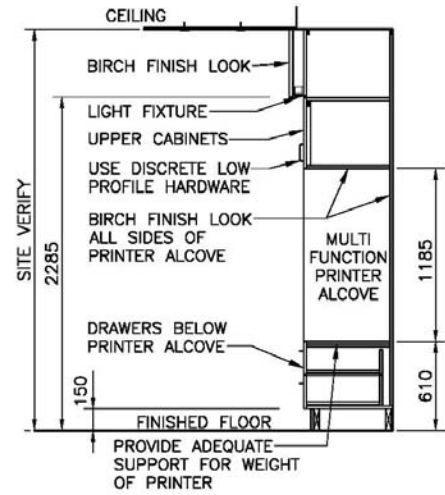
FIGURE:
Back Storage Wall –
Elevation and
Section



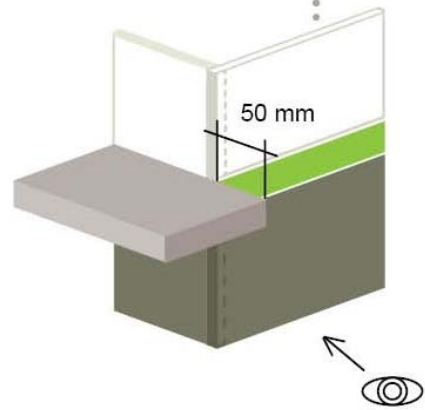
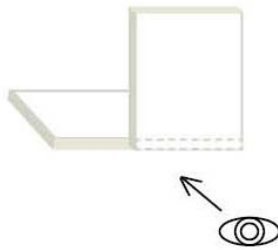
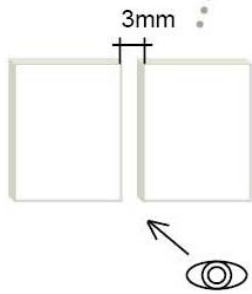
ELEVATION



**SECTION AT FULL
HEIGHT CABINETS**

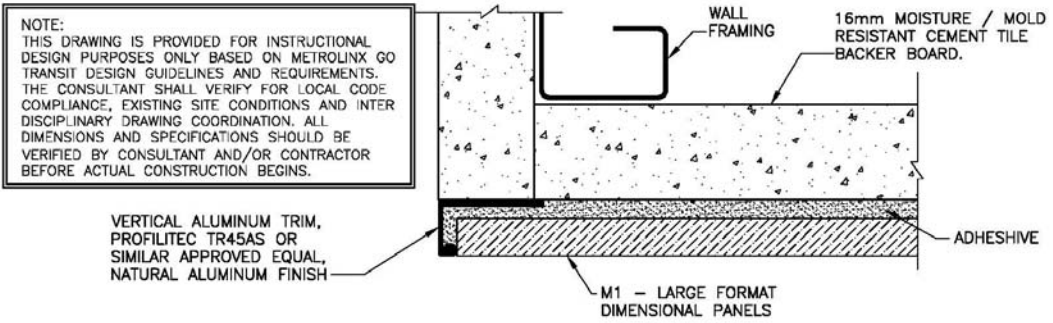


**SECTION AT MULTI
FUNCTION PRINTER**

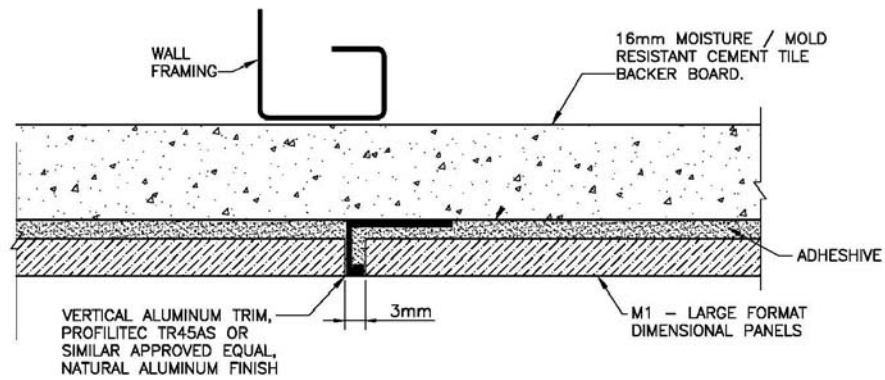


SEE DETAILS A-A, B-B & C-C FOR PROVISIONS OF ALUMINUM TRIMS TO VERTICAL JOINTS IN M1 AND M3 - IF USING PORCELAIN LARGE FORMAT DIMENSIONAL PANELS

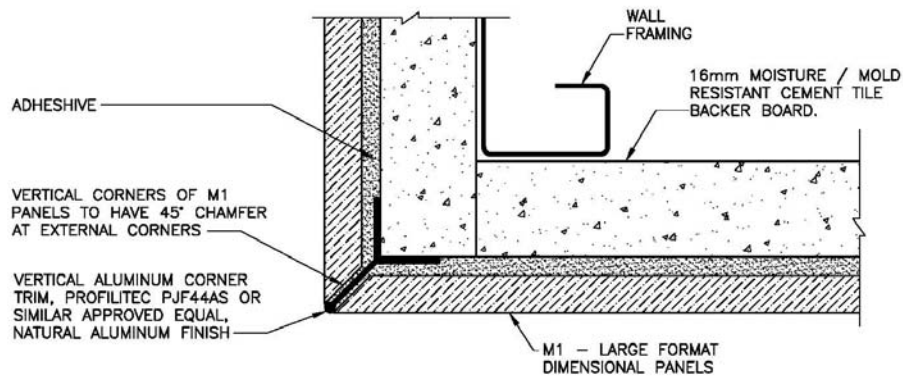
GO Service Counter Large Format Panel Trim Detail



VERTICAL DETAIL A-A INSIDE WALL JAMBS ADJACENT TO ATTENDANTS



VERTICAL DETAIL B-B EXTERNAL VERTICAL JOINTS



VERTICAL DETAIL C-C EXTERNAL VERTICAL CORNERS

