Two Way Communication Device Performance Criteria

Function

The talk-thru unit provides hands free and effective 3-way and 4-way communication between the GO Customer Service and the passengers. The voice switching function is automatically biased in the direction from the passenger to the operator. All device features shall comply with OBC and AODA Barrier free requirements.

The enhanced accessible Two Way Communication Device shall include the following functionality:

Customer Facing Intercoms

- Voice communications shall be initiated by pressing the “Push To Talk” buttons on each Two Way Communication device. Button to be operable as per OBC and AODA barrier free requirements.
- Localized Hearing Loop to support tele-coil wireless technologies for the benefit of hearing members of the public; and identified with the I ISO international T-Coil Symbol.
- Two Way Communication devices shall have a visual indication that a call has been made and has been connected.
- Once voice communications is established between a PAI device and the Operator, repeated use of the “Push To Talk” button shall have no effect.
- A visual display and input device to support text to text communications.
- All Two Way Communication Devices shall be clearly identified using standard signage, colours and graphics in accordance with the principles outlined in the GO Transit Static Signage Catalogue, AODA and FLSA requirements.
- GO Transit shall undertake an analysis study to determine the anticipated Two Way Communication Device system required queue capacity to ensure that all requests are managed.
- The Two Way Communication Device system at each Station shall have the capacity to service a 50% increase in the number of the devices required by the original design.
- Each Two Way Communication Device shall have a frequency response of +/- 5 dB from 150 Hz to 5 KHz.
- Each Two Way Communication Device shall be capable of variable audio output level initially set at 89 dBA (measured 1m from the speaker with a 1 KHz tone).
- Each Two Way Communication Device system shall indicate the circuit or device failures to the GTCC
- All failures shall be recorded to the data warehouse.
- All Two Way Communication Devices shall provide full duplex voice communications.
- All Two Way Communication Device microphones shall be noise-cancelling type.
- The Two Way Communication Device system shall be configurable and maintainable through a maintenance workstation.
- Each Two Way Communication Device shall be assigned a unique alpha-numeric identifier in accordance with the nomenclature guidelines as per the IT Appendix
- The Two Way Communication Device subsystem shall support multiple monitoring consoles.
- Three monitoring consoles shall be installed at the GTCC
- One monitoring console shall be installed at each station attendant location.

GO Maintenance Facility Intercoms

The GO Facility Two Way Communication Device shall include the same functionality as the customer facing device plus the following additional items:

Each Two Way Communication Device shall include camera capability to allow the following:

- Allow facial recognition of visitors entering
- Live monitoring
- Image Quality of camera: Recognize
- The Primary Purpose for the camera functionality is to allow for:
- Security, deterrence
- Vendor assistance
- Investigations