Product: Communications Hub
It was difficult to incorporate all of the design ideas generated by the research into either the information pods or the point of purchase. These ideas involved an upgrade of communications technologies in stations and an established place for waiting for both riders and persons meeting riders. The “Communications Hub” provides a place for business commuters and travelers to check E-mail via a wireless network, take or make a phone call, or step out of traffic to peruse an agenda. The Hub makes the system more hospitable to riders who might otherwise choose to drive an automobile for the sake of privacy. The Communications Hub is also a place for riders to organize themselves and those that they may be traveling with.

Design inspiration was found in the “Relief” seating system, created for airport lounges by Tsao & McKown Architects (NY). Within its modular units is the space for “work/ rest/entertainment” effectively turning the nowhereness of transit environments into a zone of personal use. Metrorail shares the problem of being an impersonal place of transit, experienced everyday by riders who are unable to participate in the system or its space beyond simple motions such as standing and walking. The notion of the Communications Hub being a place for personal touchdown derives from this.
The Hub is fully accessible to persons using chairs or other mobility devices. Each seating section folds up to make entry possible. Plate glass section dividers provide a sense of privacy for the user and cut down on direct noise levels, while visibility remains high, deterring vandalism and inappropriate or unsafe behavior.

Durable aluminum seats fold-up to accommodate users in chairs, a stroller, or bulky luggage.

Wireless internet makes checking E-mail easy from laptop or PDA.

Payphones with advanced payment options and accessible technology.

1/2” plate glass provides sound reduction and privacy, while maintaining visibility for safety.

All measurements in inches.
fig 163 – photoshop rendering of Communications Hub in the Ballston station

fig 164 – photoshop rendering of the three new components in the Ballston station