

**Madison Station Amenities – from the People who Ride Trains
ProRail, the Madison Chapter of The Wisconsin Assn of Railroad Passengers
September 2010**

Safety

- 1. Well-illuminated public areas, approaches and platform.**
- 2. Security for all station areas including passenger pick up/drop off points and entire parking area(s.)**
- 3. Sufficient sound control between railroad tracks, buildings and John Nolen Drive so that passengers can hear announcements and warnings.**
- 4. Adequate traffic control to accommodate drop off/pick up of passengers at train times.**

Access to station

- 1. Street signs around the city should direct people to the Amtrak station.**
- 2. Taxi stands and passenger drop off/pick up should be as close to the station as possible. All entrance areas and pick up points as well as the station platform itself should be adequately protected from inclement weather (canopy.)**
- 3. Express bus service from major areas of the city/transfer points to/from the train station.**

Station welcome, signage and information

- 1. Information booth staffed by volunteer hosts. Travelers Aid area.**
- 2. Display of an Amtrak system map.**
- 3. Display units for Amtrak literature and timetables as well as space for local transportation information and area attraction brochures.**
- 4. Electronic signboard(s): arrival and departure times for all trains. Current information about specific trains (delays, etc.)**
- 5. Full service capabilities, including station agent who can ticket, check baggage, answer train connection questions, and provide support related to any self-service electronic services (e.g., computer or ticket terminals).**

6. **Checked baggage. Storage area before and after train time. Also, short term baggage storage for city visitors.**

Waiting area

1. **Adequate seating. Seating accommodation for wheelchairs, strollers, walkers.**
2. **Preserve view of lake from waiting area.**
3. **Adequate restroom facilities with stalls large enough to accommodate luggage and valuables. Baby changing facilities in BOTH restrooms. Privacy capacity somewhere for breast-feeding.**
4. **News stand. Snacks, beverages and sundries available for purchase.**

Platform access

1. **Stairs, elevators and escalators.**

Access to Madison area

2. **Hotel/taxi/car rental board with telephones to other providers that do not have an office in the station itself.**
3. **Car rental available in the station.**
4. **Local Transit – Metro. Shuttle to and from UW Campus area and airport. Electronic status board for all Metro routes in station area**
5. **Parking. Short-term and long-term. Affordable.**