

Americans with Disabilities Act (ADA) Progress Report, June 2024

Amtrak-Department of Justice (DOJ) Settlement Agreement Implementation

Reporting period: November 1, 2023 – April 30, 2024

Settlement Agreement Implementation

Amtrak’s biannual ADA Progress Report provides an overview of the progress made by Amtrak to meet its responsibility under the Americans with Disabilities Act (ADA) and toward implementation of the Amtrak-DOJ Settlement Agreement signed on December 2, 2020 (“Settlement Agreement”). This public report includes updates on the ADA Stations Program (ADASP); the Accessible Boarding Technologies (ABT) and Passenger Information Display System (PIDS) programs, as well as additional information relevant to the implementation of the Settlement Agreement. The requirements applicable to the ADASP will be in effect for 10 years; all other requirements will be in effect for three (3) years. In consultation with DOJ, Amtrak began implementing some of the requirements before the Settlement Agreement was finalized.

Amtrak is committed to providing accessible, practical, inclusive, and safe experiences to accommodate our passengers with disabilities. Amtrak welcomes feedback from current and prospective customers and employees with disabilities, as well as the broader disability community so that Amtrak may continue to identify opportunities to improve and exceed expectations—through innovative technology, evolving policies, and equitable customer experiences—and strengthen its accessibility programs, services, and culture. To share feedback on accessibility opportunities for improvement, please email AccessibilityOffice@Amtrak.com. For accessibility-related inquiries related to customer accommodations, reservations, and services, please contact Amtrak Customer Relations, 1-800-USA-RAIL (1-800-872-7245), TTY: 1-800-523-6590, or [send us an e-mail](#).

ADA Stations Program (ADASP) Overview

Amtrak’s ADASP is a multi-year program developed to bring the stations, or the components of stations that Amtrak has ADA responsibility for, into compliance with ADA requirements as quickly and as efficiently as possible providing the best possible service to our passengers with disabilities. The ADASP is funded by the Infrastructure Investment and Jobs Act (IIJA). While in the past, Amtrak struggled to meet this ADA compliance mandate, the ADASP has been very successful in furthering Amtrak’s ADA compliance over the last few years, meeting the spend goal within the program year for the last five (5) years. Improvements have also been made to the Amtrak procurement processes allowing ADASP projects to move faster toward award and ultimately toward completion.

The ADASP project work is divided into five (5) phases: survey, assessment, design, construction, and post-construction assessment. As of April 2024 close, there are 385 stations where Amtrak has some type of ADA responsibility, e.g., station building, passenger platform, and/or parking. The Settlement Agreement requires Amtrak to complete 15 station designs per year; provides a flexible timeline for obtaining external approvals; and then, after all external approvals for a station project are in place, Amtrak must complete construction within 36 months.

As of April 30, 2024, Amtrak's ADA responsibility has been addressed at 190 stations (123 stations where Amtrak has met its ADA responsibility for some or all components and 67 stations where Amtrak has met its ADA responsibility with exception of the passenger platforms, which will require additional work).

Highlights and Updates

Since Amtrak's last biannual ADA Progress Report, the following progress has been made during the November 1, 2023 – April 30, 2024 reporting period, or otherwise where noted:

- Reached substantial completion¹ at seven (7) stations:
 - November: None completed
 - December: Bingen-White Salmon, WA
 - January: Hayward, CA
 - February: Lamar, CO
 - March: Albuquerque, NM; Holdrege, NE
 - April: Newbern-Dyersburg, TN; Westport, NY
- Completed 17 interim designs (60%); issued for construction 13 station design projects; issued 17 construction Request for Proposal (RFP) packages; awarded 15 construction projects; reached final completion at nine (9) stations; and completed seven (7) station construction projects.
- Priority stations²:
 - Ardmore, PA: In November 2023, Southeastern Pennsylvania Transportation Authority (SEPTA) advised the completion of the project would now be in calendar year 2024.
 - Amtrak issued passenger notification language for the nine (9) remaining priority stations plus three (3) additional stations, i.e., Yuma, AZ; Aberdeen, MD; and Elko, NV.
- Platform Program stations:
 - Four (4) projects in pre-construction: Issued notice to proceed at Tuscaloosa, AL; issued for bid at Plattsburgh, NY and Eugene, OR; issued for construction at St. Cloud, MN.
 - Three (3) projects are completed: Effingham, IL; Macomb, IL; and Warrensburg, MO.

¹ *Substantial Completion* – station's primary scope of work has been completed and facilities have been turned over to Amtrak for passenger use; additional work may include punch lists and minor items.

² *Priority stations* – stations without barrier-free access to the platform and train. Affected passengers include those who require accessible paths of travel and level boarding, such as passengers who use wheeled mobility devices and other assistive mobility aids, as well as ambulatory passengers who cannot use stairs. Nine stations currently remain without barrier-free access (Newark, DE; McComb, MS; Coatesville, PA; Downingtown, PA; Latrobe, PA; Parkesburg, PA; Philadelphia-North, PA; Ardmore, PA; Harpers Ferry, WV); all projects are progressing.

- 11 projects remain in construction: Jefferson City, MO; Tuscaloosa, AL; St. Cloud, MN; Fargo, ND; Albany, OR; East Glacier Park, MT; Greenville, SC; Havre, MT; Columbus, WI; Mt. Pleasant, IA; and Rocklin, CA.
- Advanced active design projects at one (1) additional station (Washington, MO) that is the ADA responsibility of a public entity. Due to the proximity of the accessible parking and paths of travel to the platform, it would be difficult to disentangle platform/paths of travel improvements from the accessible parking for which the public entity has responsibility. The ADASP improvement project will include accessible parking to avoid an awkward transition that compromises accessibility.
- Accessible Boarding Technologies (ABT): Completed 21 modified ramp installations, 22 Regional bridge plates, and eight (8) Acela bridge plates.
- Deployed 59 units of the new two-step step boxes to 35 stations. The two-step step-box was designed, developed, and tested in-house and cross-functionally to standardize equipment across the enterprise to stations specifically where the platform is at an elevation of approximately top of tie. This will mitigate the vertical gap between rolling stock and station platform thus reducing fall risks, improve boarding performance, and offer a more seamless and accessible boarding option for ambulatory passengers.
- Passenger Information Display System (PIDS): Completed one (1) PIDS deployment and Phase I and Phase II construction at Chicago Union Station (prior to network readiness and installation by the vendor).
- Trained 1,371 customer-facing employees from November 1, 2023 to April 30, 2024.
- Continued to collect and monitor feedback from passengers with disabilities and the broader disability community to identify areas of improvement and apply best practices, including more improved and streamlined communications, modifying policies, increasing station staffing levels, and enhancing technology.

Snapshot: ADA Stations Program (ADASP), Passenger Information Display System (PIDS), and Accessible Boarding Technologies (ABT)

Tasks Completed/ Planned					
<i>Progress Since Previous ADA Report, Reporting Period: 11/01/23 – 4/30/24</i>					
Tasks completed	Previously Completed	Completed Year to Date	In Progress	Upcoming	Progress Since Last Report
Surveys	400	400	–	Complete	–
Assessments	391	391	–	Complete	–
Station Designs Projects	233	246	144	60	13
Station Construction Projects	198	205	43	202	7
PIDS Designs	89	89	–	Complete	–
PIDS Deployments	83	84	11	11	1
Bridge Plate Deployments	330	330	–	30	–
Ramp Installments	114	135	40	189	21

ADA Stations Program (ADASP) Update

As of close April 2024, Amtrak's ADA responsibility has been addressed at 123 of the 385 stations where Amtrak currently has full or partial responsibility. There are an additional 67 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 190 stations where Amtrak has addressed at least a portion of its responsibility; 205 station construction projects³ in total.

Station construction as of close April 2024:

- *190 stations reached substantial completion* (of 385) which include:
 - 123 stations where Amtrak has fully met its ADA responsibility, and
 - 67 stations where Amtrak has met its ADA responsibility excluding the passenger platforms.
- In progress: 43 station construction projects
- Upcoming: 202 station construction projects scheduled through 2029
- 205 total station construction projects (of 450) have been completed, including projects managed by third parties other than Amtrak.

³ The difference between the number of projects completed and stations compliant is due to four stations that had multiple projects: Harrisburg, PA; Lorton, VA; McGregor, TX; and Sebring, FL; and two stations: Chicago, IL and Washington, DC, where Amtrak completed projects, but the stations are not yet compliant.

Station designs as of close April 2024:

- *246 station designs completed* (of 450)
- In progress: 144 station design projects
- Upcoming: 60 station design projects scheduled through 2026
- 246 total station design projects (of 450) have been completed

Station accessibility assessments as of close April 2024:

- *391 station assessments completed* (of 391)

ADASP Summary: Station construction (November 1, 2023 – April 30, 2024):

- *Seven (7) stations reached substantial completion*
 - Bingen-White Salmon, WA; Hayward, CA; Lamar, CO; Albuquerque, NM; Holdrege, NE; Newbern-Dyersburg, TN; Westport, NY
- *Nine (9) stations reached final completion*
 - Homewood, IL; Oakland-Coliseum, CA; Yazoo City, MS; Del Rio, TX; Wilson, NC; Connersville, IN; Green River, UT; Albuquerque, NM; Selma-Smithfield, NC
- *15 construction projects awarded*
 - Ardmore, OK; Purcell, OK; Tuscaloosa, AL; Gainesville, GA; Huntingdon, PA; Arkadelphia, AR; Slidell, LA; Albuquerque, NM; Pomona, CA; Dillon, SC; Fullerton, CA; Miami, FL; Pauls Valley, OK; Prince, WV; St. Cloud, MN

ADASP Summary: Station design (November 1, 2023 – April 30, 2024):

- *13 station design projects Issued for Construction (IFC)*
 - Gainesville, GA; Slidell, LA; La Crosse, WI; Maricopa, AZ; Pomona, CA; Colfax, CA; Glasgow, MT; Granby, CO; St. Cloud, MN; Fullerton, CA; Lodi, CA; Pauls Valley, OK; Dillon, SC

Passenger Information Display System (PIDS) Update

Amtrak's PIDS provides ADA-compliant audio/visual train status and boarding information to customers in stations. During this reporting period, one (1) PIDS deployment was completed: Newport News, VA. During the upcoming months, 11 deployments are expected to deploy: Fort Worth, TX; Pittsburgh, PA (internal, completed October 2023); Wilson, NC; Utica, NY; Portland, OR; Galesburg, IL; Fayetteville, NC; Chicago, IL; Springfield, IL; Atlanta, GA; and Detroit, MI. Separately, Plano, IL was recently added through ADASP and is expected to be completed in fiscal year 2024, but it is not currently included in the PIDS overall station count.

Three (3) stations previously on hold (Springfield, IL; Detroit, MI; and Atlanta, GA) have been added back into the plan. Springfield, IL is expected to be completed fiscal year 2024. Designs for Detroit (DET) and Atlanta (ATL) have been reviewed and are currently in deployment status.

By the end of 2024, Amtrak plans to eliminate all known or potential PIDS deficiencies at stations for where Amtrak has responsibility and has implemented processes to ensure a more efficient way of deploying PIDS projects.

PIDS designs:

- *89 PIDS design projects completed* (of 89) – DET and ATL previously completed designs have been reviewed for compliance.

PIDS deployments as of close April 2024:

- *83 PIDS deployments completed* (of 95)
- In progress: 11 PIDS deployment projects

PIDS Summary (November 1, 2023 – April 30, 2024):

- *One (1) PIDS deployment completed*
 - Newport News, VA

Accessible Boarding Technologies (ABT) Update

At many stations Amtrak uses ramps or bridge plates to span both the vertical and horizontal gap that exists between the train car floor and the surface/leading edge of the platform to assist passengers with a mobility disability to board and alight from the trains. Amtrak's ABT Program is a research and development program to better address the gap between train and platform. The ABT team previously analyzed existing onboard ramps and both onboard and station-based bridge plates and suggested significant improvements to their design to add length, reduce slope, and incorporate new durable and lightweight materials.

Amtrak has continued installing new Superliner ramps on Superliner I and Superliner II Sleeper cars. During this period (November 1, 2023 – April 30, 2024), there have been 21 new ramps deployed bringing the total number of ramps deployed to 135.

Amtrak has completed the production of 20 new bridge plates with integrated handrails to be used on the Downeaster route. In anticipation of a potential equipment change on the Downeaster route from Amfleet cars to Horizon cars, Amtrak developed and implemented a modification to the Downeaster bridge plates that may also interface with Amtrak's Horizon cars.

Amtrak also completed production of an additional order of 22 Regional bridge plates and eight (8) Acela bridge plates.

Amtrak has designed, tested, and produced a new two-step step box that will be used as the new standardized approach for boarding where the platform is at top of rail or lower. The new two-step step box is designed per the Code of Federal Regulations (CFR) for both rolling stock and station platforms to mitigate the vertical gap between the train and platform thus reducing fall risks, improve boarding performance, and offer more seamless and accessible boarding option for ambulatory passengers. Amtrak continued the rollout of the two-step step boxes and deployed 59 units to a total of 35 locations.

Bridge plate deployments:

- *330 bridge plate deployments completed* (of 330)
- *30 additional bridge plates (22 Regional and eight (8) Acela) in production*

Ramp installments as of close April 2024:

- *135 total ramp installations completed to date* (of 364)
- *30 unmodified ramp installations completed*
- *105 modified ramp installations completed*

ABT Summary (November 1, 2023 – April 30, 2024):

- Ramp updates:
 - 21 modified ramp installations completed
- Downeaster bridge plate updates:
 - Completed production of 20 units
- Bridge plate updates:
 - Completed production of 22 Regional units and eight (8) Acela units
- Two-step step box updates:
 - Deployed 59 units to a total of 35 locations

ADA Training

During this period (November 1, 2023 to April 30, 2024), Amtrak trained 1,371 customer-facing employees. Since the training cycle reset in February 2024, 23% of employees (1,264) have been trained through close April 2024. 4,303 employees remain to be trained. The long-term goal is for employees to be on the same cycle every two years.

Amtrak continues to review and monitor feedback and recommendations from customers with disabilities and address areas for improvement, such as reinforcement, modification, or development of policy and procedures. Feedback from employees attending the trainings, in regard to interactions and observations in stations and on board the trains assisting customers with disabilities, is also

collected to help determine additional areas for improvement or where further clarification may be necessary in communications and policies. The class also serves as a connector for employees to the Accessibility Office, so feedback can continue to be shared and discussed, as well as additional guidance and materials requested and provided. Training is integral to ensuring Amtrak's stations, trains, and services are accessible through communication, accommodations, and customer service toward best serving and welcoming our passengers with disabilities.