

Americans with Disabilities Act (ADA) Progress Report, December 2022

Amtrak-Department of Justice (DOJ) Settlement Agreement Implementation

Reporting period: May 1, 2022 – October 31, 2022

Settlement Agreement Implementation

Amtrak's biannual ADA Progress Report provides an overview of the progress made by Amtrak to meet its responsibility with the Americans with Disabilities Act (ADA) and toward implementation of the Amtrak-DOJ settlement agreement signed on December 2, 2020. 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 toward the implementation of the 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 was finalized.

Amtrak is committed to proactively providing accessible, inclusive, and safe experiences to best serve our passengers with disabilities. By identifying opportunities for improvement, while engaging and applying the feedback of the disability community and our passengers with disabilities, Amtrak strives to continue strengthening its accessibility program and services.

ADA Stations Program (ADASP) Overview

Amtrak's ADA Stations Program (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. Previously, the U.S. Congress directed a minimum of \$50 million per year of Amtrak's annual Northeast Corridor and National Network grants be used to advance work to improve accessibility; in 2021 that amount was increased to \$75 million per year. 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 two years.

Improvements to Amtrak procurement processes have been underway allowing ADA 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-assessment (occurring after the project is completed). There are currently 387 stations where Amtrak has some type of ADA responsibility, e.g., station building, passenger platform, and 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 October 31, 2022, Amtrak's ADA responsibility has been addressed at 174 stations (105 stations where Amtrak has fully met its ADA responsibility and 69 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 May 1, 2022 – October 31, 2022 reporting period, or otherwise where noted:

- Reached substantial completion¹ at 16 stations:
 - May: Durham, NC; Salisbury, NC; Lawrence, KS² (Phase 2); Charleston, WV; Albany-Rensselaer, NY
 - June: Westerly, RI; Hinton, WV; Macomb, IL² (Phase 2)
 - July: Effingham, IL² (Phase 2); Hutchinson, KS; Ontario, CA; Crawfordsville, IN; Laurel, MS
 - August: Essex Junction, VT³ (Phase 1)
 - September: Warrensburg, MO² (Phase 2)
 - October: Wilson, NC
- Issued one (1) assessment report, awarded seven (7) construction projects, reached final completion at six (6) stations, completed 15 station construction projects, and issued for construction (IFC) eight (8) station design projects.
- Completed 24 modified ramp installations.
- Completed nine (9) PIDS deployments.
- Priority stations⁴:
 - Crawfordsville, IN – Completed construction, June 2022.
 - Elko, NV – The ADASP Design Project at Elko, NV reached 100% in September 2022. The design is being reviewed by external stakeholders Union Pacific Railroad, City of Elko, Federal Railroad Administration (FRA), and Nevada State Historic Preservation Office (SHPO) for approval.
- Platform Program stations:
 - Completed three (3): Macomb, IL; Effingham, IL; Warrensburg, MO.
 - Construction in progress – six (6): Fargo, ND; Jefferson City, MO; Albany, OR; East Glacier Park, MT; Greenville, SC; Havre, MT.

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 Phase 1 of Lawrence, KS; Macomb, IL; Effingham, IL; and Warrensburg, MO were already included in stations total (excluding platform), but now are compliant.

³ Phase 1 of Essex Junction, VT was completed. During the project, the platform was descoped as the City of Essex Junction and New England Central Railroad (NECR) advanced a project to resurface train tracks throughout the city which impacted the ADASP design.

⁴ *Priority stations* – stations without barrier-free access to the platform (board/depart train) where passengers who use wheeled mobility devices cannot currently make a reservation on Amtrak.com or the Amtrak app. 10 stations currently remain without barrier-free access; all projects are in progress and accelerating.

- ADA Training: reached 63% completion with 3,548 customer-facing employees completing training from January – October 31, 2022.
- Implemented an online reservation enhancement for up to eight (8) passengers with disabilities booking together in a single reservation, including a feature where passengers can request assistance without self-identifying as having a disability through the discount code.
- Continued to collect and monitor feedback from passengers with disabilities and evaluate and identify additional areas of improvement, including more improved and streamlined communications, modifying and developing procedures to prioritize accommodation requests, 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: 05/01/22 – 10/31/22</i>					
Tasks completed	Previously Completed	Completed Year to Date	In Progress	Upcoming	Progress Since Last Report
Surveys	400	400	–	Complete	–
Assessments	390	391	–	Complete	1
Station Designs Projects	205	213	123	116	8
Station Construction Projects	168	183	39	230	15
PIDS Designs	89	89	–	Complete	–
PIDS Deployments	54	63	29	3	9
Bridge Plate Deployments	330	330	–	Complete	–
Ramp Installments	32	56	7	308	24

ADA Stations Program (ADASP) Update

As of close October 2022, Amtrak's ADA responsibility has been addressed at 105 of the 387 stations where Amtrak currently has full or partial responsibility. There are an additional 69 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 174 stations where Amtrak has addressed at least a portion of its responsibility; 183 station construction projects⁵ in total.

Station construction as of close October 2022:

- *174 stations reached substantial completion* (of 387) which include:
 - 105 stations where Amtrak has fully met its ADA responsibility, and
 - 69 stations where Amtrak has met its ADA responsibility excluding the passenger platforms.
- In progress: 39 station construction projects
- Upcoming: 230 station construction projects scheduled through 2029⁶
- 183 total station construction projects (of 452) have been completed, including projects managed but by third parties other than Amtrak.

Station designs as of close October 2022:

- *213 station designs completed* (of 452)
- In progress: 123 station design projects
- Upcoming: 116 station design projects scheduled through September 2026
- 213 total station design projects (of 452) have been completed, including projects managed by third parties other than Amtrak.

Station accessibility assessments as of close October 2022:

- *391 station assessments completed* (of 391)

ADASP Summary: Station construction (May 1, 2022 – October 31, 2022):

- *16 stations reached substantial completion*
 - Albany-Rensselaer, NY; Charleston, WV; Crawfordsville, IN; Durham, NC; Effingham, IL; Essex Junction, VT; Hinton, WV; Hutchinson, KS; Laurel, MS; Lawrence, KS; Macomb, IL; Ontario, CA; Salisbury, NC; Warrensburg, MO; Westerly, RI; Wilson, NC

⁵ 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.

⁶ While external factors such as inflation, COVID-19, and third-party delay continue to impact the program that will push the schedule into 2029, Amtrak remains focused on working aggressively toward completion by 2027.

- *6 stations reached final completion*
 - Effingham, IL; Greenwood, MS; Lawrence, KS; Macomb, IL; Wolf Point, MT; Westerly, RI
- *7 construction projects awarded*
 - Albany, OR; Del Rio, TX; Dunsmuir, CA; Hastings, NE; Ephrata, WA; Greenville, SC; Newbern-Dyersburg, TN

ADASP Summary: Station design (May 1, 2022 – October 31, 2022):

- *8 station design projects Issued for Construction (IFC)*
 - Del Rio, TX; Hastings, NE; Dunsmuir, CA; Tomah, WI; Ephrata, WA; Newbern-Dyersburg, TN; Rocky Mount, NC; Greenville, SC

Passenger Information Display System (PIDS) Update

Amtrak's Passenger Information Display System (PIDS) provides ADA-compliant audio/visual train status and boarding information to customers in stations. During this reporting period, nine (9) PIDS deployments were completed: South Bend, IN; Pasco, WA; Lancaster, PA; Harrisburg, PA; Everett, WA; Battle Creek, MI; Tucson, AZ; Kirkwood, MO; and Hudson, NY. During the upcoming months, three (3) deployments (Miami, FL; Kansas City, MO; and Oxnard, CA) are expected to go live. By the end of fiscal year 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)

PIDS deployments as of close October 2022:

- *63 PIDS deployments completed* (of 95⁷)
- In progress: 29 PIDS deployment projects
- Upcoming: 3 PIDS deployment projects

PIDS Summary (May 1, 2022 – October 31, 2022):

- *9 PIDS deployments completed*
 - South Bend, IN; Pasco, WA; Lancaster, PA; Harrisburg, PA; Everett, WA; Battle Creek, MI; Tucson, AZ; Kirkwood, MO; Hudson, NY

⁷ Total has increased from 94 to 95 due to the addition of Miami Intermodal Center.

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 deboard trains. Amtrak's Accessible Boarding Technologies (ABT) Program is a research and development program to better address the gap between train and platform. The ABT team had 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 completed its scheduled deployment plan for bridge plates at stations throughout the Northeast Corridor (NEC) deploying all 330 bridge plates. Amtrak completed ramp handrail removal and slider strap modifications for the new Superliner and Surfliner ramps. 288 Superliner ramps and 54 Surfliner ramps modifications were completed. 364 ramp installations are planned in total with 56 ramps already installed. In June 2022, work commenced on Superliner I Sleeper Car installations and in August 2022, additional strap handles were designed and tested to assist Amtrak Onboard Service employees with moving and deploying the ramps. Additional work is being done to manufacture ramp storage inserts on the Superliner II Sleeper Cars, as well as manufacture and test prototypes of storage inserts for the remaining Superliner I and II Coach Cars and Surfliner Cars.

Amtrak is also working with a manufacturer to update the design of the Downeaster bridge plates based on lessons learned from field test units. New tooling for the production units has been completed and a first article inspection (FAI) unit is in production for strength testing as well as form, fit, and function testing. Once successful completion of the tests is achieved, 20 production units will be produced for use on the Downeaster route.

Bridge plate deployments:

- *330 bridge plate deployments completed* (of 330)

Ramp installments as of close October 2022:

- *56 ramp installations completed* (of 364, which includes 315 Superliner ramps and 49 Surfliner ramps)
- Upcoming: 308 ramp installations

ABT Summary (May 1, 2022 – October 31, 2022):

- Ramp updates:
 - 24 ramp installations completed
- Downeaster bridge plate updates:
 - Production unit design completed
 - Production tooling completed

ADA Training

During the January – October 2022 period, 3,548 customer-facing employees completed training (63%) with 435 in-person classes taught this year. In addition to classes provided for existing staff, classes specifically for new hires, e.g., Onboard Services (OBS), Assistant Conductors, and Call Center employees were provided as well. The long-term goal is for employees to be on the same cycle every two years.

Amtrak monitors and reviews feedback and recommendations from customers with disabilities and addresses areas for improvement or reinforcement of policy during trainings. 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. Amtrak continues to evaluate the sources of accessibility-related cases and identify opportunities for improvement, including further streamlining communications to prioritize accommodation requests, modifying and developing policies, increasing station staffing levels, and enhancing technology. Training is integral to ensuring Amtrak's stations, trains, and services are accessible through communication and accommodations toward best serving our passengers with disabilities.