

Americans with Disabilities Act (ADA) Progress Report, December 2023

Amtrak-Department of Justice (DOJ) Settlement Agreement Implementation

Reporting period: May 1, 2023 – October 31, 2023

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. 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 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 now 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 four 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-assessment (occurring after the project is completed). There are currently 385 stations¹ 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

¹ Reduced from 387 to 385 stations; San Bernardino, CA (SNB) – platform responsibility changed to the City. Stockton – Downtown, CA (SKT) platform responsibility changed to San Joaquin Joint Powers Authority (SJJPA).

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, 2023, Amtrak's ADA responsibility has been addressed at 185 stations (119 stations where Amtrak has met its ADA responsibility for some or all components and 66 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, 2023 – October 31, 2023 reporting period, or otherwise where noted:

- Reached substantial completion² at 10 stations:
 - May: None completed
 - June: Green River, UT; Helper, UT; Yazoo City, MS
 - July: Connersville, IN; Del Rio, TX; Fremont, CA; Martinez, CA
 - August: Jefferson City, MO
 - September: Wishram, WA
 - October: Wilmington, DE
- Completed 25 interim designs (60%); issued-for-construction (IFC) 11 station design projects; issued 16 construction Request for Proposal (RFP) packages; awarded six (6) construction projects; reached final completion at nine (9) stations; and completed 10 station construction projects.
- Priority stations³:
 - McComb, MS – Notice-to-proceed granted in June 2023; construction in progress.
 - 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 advisory language for the nine (9) remaining priority stations plus three (3) additional stations, i.e., Yuma, AZ; Aberdeen, MD; and Elko, NV.

² *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.

³ *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.

- Platform Program stations:
 - Awarded contract at Tuscaloosa, AL and issued construction RFP at St. Cloud, MN.
 - One (1) project completed: Jefferson City, MO.
 - Nine (9) remain in construction: 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 three (3) stations (Sandusky, OH; Lynchburg, VA; Du Quoin, IL) that are the ADA responsibility of a public entity. In all three cases, 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 and commenced production of 20 Downeaster bridge plates, 22 Regional bridge plates, and eight (8) Acela bridge plates. Introduced the roll-out of a new two-step step box designed and developed to standardize equipment at stations specifically where the platform is at an elevation of at top of rail or lower. This will mitigate the vertical gap between rolling stock and station platform thus reducing fall risks, improving boarding performance, and offering a more seamless and accessible boarding option for ambulatory passengers.
- Passenger Information Display System (PIDS) – Completed nine (9) PIDS deployments and Phase I and Phase II construction at Chicago Union Station (prior to network readiness and installation by vendor).
- Trained 1,170 customer-facing employees from May to November 30, 2023. 5,204 employees were trained from January 2022 – November 30, 2023, (excluding employees who are no longer in customer-facing positions) with 577 employees remaining.
- 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: 05/01/23 – 10/31/23</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	222	233	136	80	11
Station Construction Projects	188	198	40	212	10
PIDS Designs	89	89	–	Complete	–
PIDS Deployments	74	83	12	12	9
Bridge Plate Deployments	330	330	–	30	–
Ramp Installments	93	114	52	198	21

ADA Stations Program (ADASP) Update

As of close October 2023, Amtrak's ADA responsibility has been addressed at 119 of the 385 stations where Amtrak currently has full or partial responsibility. There are an additional 66 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 185 stations where Amtrak has addressed at least a portion of its responsibility; 198 station construction projects⁴ in total.

Station construction as of close October 2023:

- *185 stations reached substantial completion* (of 385) which include:
 - 119 stations where Amtrak has fully met its ADA responsibility, and
 - 66 stations where Amtrak has met its ADA responsibility excluding the passenger platforms.
- In progress: 40 station construction projects
- Upcoming: 212 station construction projects scheduled through 2029
- 198 total station construction projects (of 452) have been completed, including projects managed by third parties other than Amtrak.

⁴ 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 October 2023:

- *233 station designs completed* (of 452)
- In progress: 136 station design projects
- Upcoming: 80 station design projects scheduled through 2026
- 233 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 2023:

- *391 station assessments completed* (of 391)

ADASP Summary: Station construction (May 1, 2023 – October 31, 2023):

- *10 stations reached substantial completion*
 - Green River, UT; Helper, UT; Yazoo City, MS; Connersville, IN; Del Rio, TX; Fremont, CA; Martinez, CA; Jefferson City, MO; Wishram, WA; Wilmington, DE
- *Nine (9) stations reached final completion*
 - Laurel, MS; Essex Jct., VT; Durham, NC; Hutchinson, KS; Warrensburg, MO; South Shore, KY; Charleston, WV; Hinton, WV; Thurmond, WV
- *Six (6) construction projects awarded*
 - Maysville, KY; McComb, MS; Lamar, CO; Palm Springs, CA; West Glacier, MT; Stanley, ND

ADASP Summary: Station design (May 1, 2023 – October 31, 2023):

- *11 station design projects Issued for Construction (IFC)*
 - Maysville, KY; West Glacier, MT; Brattleboro, VT; Palm Springs, CA; Lamar, CO; Stanley, ND; Ardmore, OK; Buffalo-Depew, NY; Huntingdon, PA; Purcell, OK; Tuscaloosa, AL

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, nine (9) PIDS deployments were completed: Miami, Columbia, SC; Buffalo-Depew, NY; Jackson, MS; Bellingham, WA; Rocky Mount, NC; Whitefish, MT; Saratoga Springs, NY; Galesburg, IL; and Albuquerque, NM. 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; Newport News, VA; 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) were previously completed but are in the process of being reviewed to ensure compliance.

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) – DET and ATL previously completed designs are being reviewed for compliance.

PIDS deployments as of close October 2023:

- *83 PIDS deployments completed* (of 95)
- In progress: 13 PIDS deployment projects
- Upcoming: 13 PIDS deployment projects

PIDS Summary (May 1, 2023 – October 31, 2023):

- *Nine (9) PIDS deployments completed*
 - Columbia, SC; Buffalo-Depew, NY; Jackson, MS; Bellingham, WA; Rocky Mount, NC; Whitefish, MT; Saratoga Springs, NY; Galesburg, IL; Albuquerque, NM

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. Since the previous report, there have been 21 new ramps deployed bringing the total number of ramps deployed to 114. In August 2023, Amtrak tested an enclosure that will be used to store the ramps on Amtrak's Pacific Surfliner cars. Design changes to the enclosure were made based on the testing results and an additional test installation will be conducted in December 2023.

Amtrak has completed the design and testing for the new Downeaster route bridge plates. Since the previous report, the First Article Inspection (FAI) unit has passed the required load testing

requirements that includes form, fit, and function testing. The final design documents have been issued and production of the 20 units has commenced and is expected to be delivered and put into revenue service by December 2023.

Amtrak has begun production of an additional order of 30 bridge plates (22 Regional bridge plates and eight (8) Acela bridge plates). In October, the First Article Inspection (FAI) units passed the required load testing requirements and production of the 30 units has commenced. The production of the Acela units will be complete in November 2023. The production of the Regional units will be complete in January 2024.

In October 2023, Amtrak conducted testing of a new station based mobile lift model that meets the new load requirement of 800 lbs. service load. Feedback from testing will be used to inform design changes to be implemented on future lifts that will be used throughout Amtrak's National Network.

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.

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 October 2023:

- *114 total ramp installations completed to date* (of 364)
- *30 unmodified ramp installations completed*
- *84 modified ramp installations completed*

ABT Summary (May 1, 2023 – October 31, 2023):

- Ramp updates:
 - 21 modified ramp installations completed.
 - Prototype enclosure for Surfliner ramps produced and installed for testing.
- Downeaster bridge plate updates:
 - First Article Inspection (FAI) testing completed and passed requirements.
 - Commenced production of 20 units.
- Bridge plate updates:
 - First Article Inspection (FAI) testing for new order completed.
 - Commenced production of 22 Regional units and eight (8) Acela units.

- Station-based mobile lift updates:
 - Conducted demonstration and testing of new station based mobile lift.
- Two-step step box updates:
 - Conducted demonstration and testing of prototype two-step step box.

ADA Training

During this period (May 1, 2023 – November 30, 2023), 1,170 customer-facing employees received training. Since January 2022, 5,204 customer-facing employees completed training (90%) and 577 employees remain to be trained. In addition to regular classes offered for existing staff (54 classes), classes specifically for new hires, e.g., Onboard Services; Assistant Conductors; Customer Service Representatives; and Call Center Agents were offered this period (81 classes total).

While the training cycle is set to restart in January 2023, Amtrak will prioritize training for the remaining employees who have not completed the training. 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.