Americans with Disabilities Act (ADA) Progress Report, June 2022
Amtrak - Department of Justice (DOJ) Settlement Agreement Implementation
Reporting period: November 1, 2021 – April 30, 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 are underway that will allow 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 April 30, 2022, Amtrak's ADA responsibility has been addressed at 162 stations (90 stations where Amtrak has fully met its ADA responsibility and 72 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 on December 2, 2021, the following progress has been made during the November 1, 2021 – April 30, 2022 reporting period, or otherwise where noted:

- Reached substantial completion[1] at seven (7) stations: Greenwood, MS; Fort Madison, IA; Shelby, MT; Emeryville, CA (interior); Longview, TX; Dodge City, KS; and Rouses Point, NY[2]. *There are currently 162 stations (of 387) compliant (90 where Amtrak has responsibility for some or all components and 72 stations excluding platforms).*

- Issued four (4) assessment reports, awarded 13 construction projects, reached final completion at nine (9) stations, completed 7 station construction projects, and issued for construction (IFC) 11 station design projects including eight (8) design projects completed by the Platform Program. (Corresponding station names listed on page four in *ADASP Summary*.)

- Deployed remaining two (2) bridge plates at Hartford, CT (all 330 deployed) and installed two (2) ramps (332 installations remaining), received 288 units of modified Superliner ramps and installed one unit for testing, and completed modification work on 54 Surfliner ramps.

- Completed three (3) PIDS deployments: Albany, OR; Grand Junction, CO; and Longview, TX.

- Priority stations[3]: Westerly, RI (construction completion, May 2022; updated on Amtrak.com and Amtrak app); Middletown, PA (construction completion); Thurmond, WV (design completed, construction in progress); and relocation of Coatesville, PA station by PennDOT (project completion year established for FY25).

  The ADASP Design Project at Elko, NV is progressing to 100% completion. The ADA Station Improvement Project reached a milestone in July 2021 when Amtrak entered into an agreement with the local transit agency, Greater Elko Transit Agency (GET) to provide connectivity via bus between the north and south platforms, which allowed the station to be unblocked in the reservation system for passengers with disabilities to purchase tickets to board and alight at the station. With advent of the platform connectivity, the design was allowed to progress from the 15% concept stage toward 100%.

- Platform Program stations currently in construction: Effingham, IL; Fargo, ND; Jefferson City, MO; Macomb, IL; and Warrensburg, MO.

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[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] Rouses Point, NY substantial completion was on 10/12/21, but not fully signed until November, so it was not included in the last biannual report.

[3] *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. 11 stations currently remain; all projects are in progress and accelerating.

- Amtrak's Office of Inspector General (OIG) closed out the remaining two audit recommendations #2 and #4 of the ADA Program: (#2) conduct a financial audit; and (#4) ensure coordination of ADASP and PIDS teams for compliance in installations and accuracy in reporting.

- ADA Training: through the period January - May 15, 2022, 1,033 customer-facing employees (20%) completed training. Calendar Year 2021 ended at 74% completion (2019-2021) with delays due to COVID-19 protocols. ADA Training was added to Recurrent Training, a reoccurring training calendar that more efficiently reaches a greater number of employees and offers a greater frequency of classes.

- Continued advancing accessibility initiatives, such as improving the booking experience for passengers with disabilities (and passengers who may not identify as having a disability but may require assistance during their travel) to better anticipate accommodation requests. This includes updating language on the website based on customer feedback and improving communications that inform passengers what to expect during their trip, so they may request any necessary accommodations.

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

Tasks Completed/ Planned					
Progress Since Last ADA Report, Reporting Period: 11/01/21 – 04/30/22					
Tasks completed	Previously Completed	Completed Year-to-date	In Progress	Remaining	Progress Since Last Report
Surveys	397	400	–	0	3
Assessments	386	390	1	0	4
Station Designs Projects	194	205	122	125	11
Station Construction Projects	161	168	45	239	7
PIDS Designs	89	89	–	0	–
PIDS Deployments	51	54	16	24	3
Bridge Plate Deployments	328	330	–	0	2

ADA Stations Program (ADASP) Update

As of close April 2022, Amtrak's ADA responsibility has been addressed at 90 of the 387 stations where Amtrak currently has full or partial responsibility. There are an additional 72 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 162 stations where Amtrak has addressed at least a portion of its responsibility; 168 station construction projects[4] in total.

Station construction as of close April 2022:

- *162 stations reached substantial completion* (of 387) which include:
    - 90 stations where Amtrak has fully met its ADA responsibility, and
    - 72 stations where Amtrak has met its ADA responsibility excluding the passenger platforms.
- In progress: 45 station construction projects
- Upcoming: 239 station construction projects scheduled through 2027
- 168 total station construction projects (of 452) have been completed, including projects managed but by third parties other than Amtrak.

Station designs as of close April 2022:

- *205 station designs completed* (of 452)
- In progress: 122 station design projects
- Upcoming: 125 station design projects scheduled through September 2026
- 205 total station design projects (of 452) have been completed, including projects managed by third parties other than Amtrak.

Station accessibility assessments as of close April 2022:

- *390 station assessments completed* (of 391)

ADASP Summary: Station construction (November 1, 2021 – April 30, 2022):

- *7 stations reached substantial completion*
    - Greenwood, MS; Fort Madison, IA; Shelby, MT; Emeryville, CA (interior); Longview, TX; Dodge City, KS; and Rouses Point, NY

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[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.

- *9 stations reached final completion*
    - Greensboro, NC; Port Henry, NY; Windsor, VT; Sebring, FL; Ashland, VA; Grand Forks, ND; Sanderson, TX; Claremont, NH; and Ann Arbor, MI
- *4 assessment reports issued*
    - Durand, MI; Modesto, CA; Arcadia, MO; and Kingman, AZ
- *13 construction projects awarded*
    - Fargo, ND; Rugby, ND; Thurmond, WV; Westport, NY; Ottumwa, IA; Burlington, IA; Wilmington, DE; Connersville, IN; Holdrege, NE; Helper, UT; Green River, UT; Havre, MT; and East Glacier Park, MT

ADASP Summary: Station design (November 1, 2021 – April 30, 2022):

- *11 station design projects Issued for Construction (IFC)*
    - Ottumwa, IA; Thurmond, WV; Havre, MT; Westport, NY; East Glacier Park, MT; Wilmington, DE; Green River, UT; Helper, UT; Holdrege, NE; Connersville, IN; and Albany, OR (Oregon)

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. Since the last ADA Progress Report in December, three (3) PIDS deployments were completed out of the nineteen (19) total deployments expected to go live during FY 2022. The following three (3) stations were completed in January and February: Albany, OR; Grand Junction, CO; and Longview, TX. Scheduled deployments at stations include South Bend, IN (June); Pasco, WA and Lancaster, PA (July); and Battle Creek, MI; Oxnard, CA; Tucson, AZ and Harrisburg, PA (August). By the end of fiscal year 2024, Amtrak plans to eliminate all known or potential PIDS deficiencies at stations for where Amtrak has responsibility.

PIDS designs as of close April 2022:

- *89 PIDS design projects completed* (of 89)

PIDS deployments as of close April 2022:

- *54 PIDS deployments completed* (of 94)
- In progress: 16 PIDS deployment projects
- Upcoming: 24 PIDS deployment projects

PIDS Summary (November 1, 2021 – April 30, 2022):

- *3 PIDS deployments completed*
    - Albany, OR; Grand Junction, CO; and Longview, TX

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 de-board 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.

As of close April 2022, Amtrak 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 32 ramps already installed.

Bridge plate deployments as of close April 2022:

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

Ramp installments as of close April 2022:

- *32 ramp installations completed* (of 364, which includes 315 Superliner ramps and 49 Surfliner ramps)
- Upcoming: 332 ramp installations

ABT Summary (November 1, 2021 – April 30, 2022):

- Bridge plate deployments:
  - Two (2) Regional bridge plate deployments at Hartford, CT
  - Two (2) bridge plates and holders were also sent to Middletown, PA and deployed for PennDOT third-party station improvement project
- Ramp updates:
  - 288 units of modified Superliner ramps completed and one unit installed for testing
  - 54 units of modified Surfliner ramps completed

ADA Training

During the period between January - May 15, 2022, 1,033 customer-facing employees (20%) completed ADA Training. Amtrak hosted 169 in-person accessibility training classes in more than 20 cities. Calendar Year 2021 ended at 74% completion (2019-2021) with delays due to COVID-19 protocols. In January 2022, after three years since the commencement of the ADA Training Program, which was manually organized by HR Learning & Development (L&D) staff, the training was incorporated into the reoccurring training calendar to meet the program's long-term goal of

transitioning all customer-facing employees to the same cycle every two years. The benefits of coordinating classes through this system are easier and more efficient scheduling, a greater number of employees can be reached, and more monthly classes can be offered.

In addition to regular classes offered for current staff, classes specifically for new hires, e.g., Onboard Services (OBS) and Assistant Conductors, are offered, as well as designated employee classes, e.g., Call Center employees, so discussion can remain most relevant to position responsibilities and interactions with customers with disabilities.

For Calendar Year 2022, January - May 15:

- 1,033 employees have completed the ADA training (20% completion) with 4,202 employees remaining out of 5,235 customer-facing employees.

Amtrak regularly reviews feedback and recommendations from customer with disabilities to ensure they are being addressed during the training. Feedback from employees attending the training, in regard to their 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 clarification may be needed in communications and policies. Amtrak continues to identify sources of accessibility-related cases and opportunities for improvement, such as reinforcing or modifying policies. Training is integral to ensuring Amtrak's stations, trains, and services are accessible through communications and accommodations to best serving our passengers with disabilities.