

## **Americans with Disabilities Act (ADA) Progress Report, June 2023**

### **Amtrak-Department of Justice (DOJ) Settlement Agreement Implementation**

*Reporting period: November 1, 2022 – April 30, 2023*

#### **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 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.

#### **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. 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 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 April 30, 2023, Amtrak’s ADA responsibility has been addressed at 179 stations (110 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 November 1, 2022 – April 30, 2023 reporting period, or otherwise where noted:

- Reached substantial completion<sup>1</sup> at 5 stations:
  - November: Homewood, IL (HMW); Oakland-Coliseum, CA (OAC)
  - January: South Shore-South Portsmouth, KY (SPM)
  - March: Selma-Smithfield, NC (SSM)
  - April: Thurmond, WV (THN)
- Awarded eight (8) construction projects, reached final completion at five (5) stations, completed five (5) station construction projects, and issued for construction (IFC) nine (9) station design projects. (Corresponding station names listed on page four in *ADASP Summary*.)
- Completed 37 modified ramp installations.
- Completed eleven (11) PIDS deployments.
- Priority stations<sup>2</sup>:
  - Thurmond, WV – achieved barrier-free access to the platform, March 2023. Reached substantial completion, April 2023.
  - Newark, DE – completion date changed from Calendar Year (CY) 2024 to CY2026 based on design development and review of alternate design solutions.
  - McComb, MS – design completed in January 2022, projected completion year updated to CY2024.
  - Aberdeen, MD – projected completion year updated to CY2028.
- Platform Program stations:
  - Three (3) remain completed: Macomb, IL; Effingham, IL; Warrensburg, MO.

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<sup>1</sup> *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.

<sup>2</sup> *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 mobility aids, as well as passengers who do not use assistive mobility devices and cannot use stairs; passengers with vision disabilities may be affected as well. 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 construction in progress – nine (9): Fargo, ND; Jefferson City, MO; Albany, OR; East Glacier Park, MT; Greenville, SC; Havre, MT; Columbus, WI; Mt. Pleasant, IA; Rocklin, CA.
- ADA Training: 1,045 (20%) customer-facing employees completed training within this reporting period, reaching 4,593 employees trained in total (83%) from January 2022 – April 30, 2023.
- Continued to collect and monitor feedback from passengers with disabilities and identify additional areas of improvement, 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: 11/01/22 – 04/30/23</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	213	222	139	91	9
Station Construction Projects	183	188	42	222	5
PIDS Designs	89	89	–	Complete	–
PIDS Deployments	63	74	18	7	11
Bridge Plate Deployments	330	330	–	30	–
Ramp Installments	56	93	10	261	37

## ADA Stations Program (ADASP) Update

As of close April 2023, Amtrak's ADA responsibility has been addressed at 110 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 179 stations where Amtrak has addressed at least a portion of its responsibility; 188 station construction projects<sup>3</sup> in total.

### Station construction as of close April 2023:

- *179 stations reached substantial completion* (of 387) which include:
  - 110 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: 42 station construction projects
- Upcoming: 222 station construction projects scheduled through 2029
- 188 total station construction projects (of 452) have been completed, including projects managed by third parties other than Amtrak.

### Station designs as of close April 2023:

- *222 station designs completed* (of 452)
- In progress: 139 station design projects
- Upcoming: 91 station design projects scheduled through 2026
- 222 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 2023:

- *391 station assessments completed* (of 391)

### ADASP Summary: Station construction (November 1, 2022 – April 30, 2023):

- *5 stations reached substantial completion*
  - Homewood, IL; Oakland Coliseum, CA; South Shore-South Portsmouth, KY; Selma-Smithfield, NC; Thurmond, WV
- *5 stations reached final completion*
  - Dodge City, KS; Ontario, CA; Crawfordsville, IN; Shelby, MT; Salisbury, NC

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<sup>3</sup> 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.

- *8 construction projects awarded*
  - Tomah, WI; Rocky Mount, NC; Bryan, OH; Mount Pleasant, IA; Camden, SC; Denmark, SC; Montpelier, VT; Richmond, CA

#### **ADASP Summary: Station design (November 1, 2022 – April 30, 2023):**

- *9 station design projects Issued for Construction (IFC)*
  - Bryan, OH, Columbus, WI; Montpelier, VT; Mount Pleasant, IA; Camden, SC; Denmark, SC; Richmond, CA; Mount Pleasant, IA; McComb, MS

#### **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, eleven (11) PIDS deployments were completed: Miami, FL; El Paso, TX; Oxnard, CA; DeLand, FL; Kansas City, MO; Kelso, WA; Edmonds, WA; Salinas, CA; Ann Arbor, MI; Williamsburg, VA; and Lynchburg, VA. During the upcoming months, seven (7) deployments are expected to go live: Columbia, SC; Whitefish, MT; Bellingham, WA; Jackson, MS; Saratoga Springs, NY; Rocky Mount, NC; and Galesburg, IL. 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 April 2023:**

- *74 PIDS deployments completed* (of 95)
- In progress: 18 PIDS deployment projects
- Upcoming: 7 PIDS deployment projects

#### **PIDS Summary (November 1, 2022 – April 30, 2023):**

- *11 PIDS deployments completed*
  - Miami, FL; El Paso, TX; Oxnard, CA; DeLand, FL; Kansas City, MO; Kelso, WA; Edmonds, WA; Salinas, CA; Ann Arbor, MI; Williamsburg, VA; Lynchburg, 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 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 has continued installing new Superliner ramps on Superliner I and Superliner II Sleeper cars. Since the previous report, there have been 37 new ramps deployed bringing the total number of ramps deployed to 93.

Amtrak has continued to advance the design and testing for the new Downeaster Route bridge plates. Since the previous report, the First Article Inspection (FAI) unit has passed all the required load testing requirements as well as the required form, fit, and function testing. The final design documents have been issued and the production of 20 units has been authorized to commence. The production schedule is projected to take 100 calendar days.

#### **Bridge plate deployments:**

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

#### **Ramp installments as of close April 2023:**

- *93 ramp installations completed* (of 364, which includes 315 Superliner ramps and 49 Surfliner ramps)
- In progress: 10 ramp deployments
- Upcoming: 261 ramp installations

#### **ABT Summary (November 1, 2022 – April 30, 2023):**

- Ramp updates:
  - 37 ramp installations completed
- Downeaster bridge plate updates:
  - Passed load testing requirements
  - First Article Inspection (FAI) unit completed

### **ADA Training**

During this 6-month reporting period (November 1, 2022 – April 30, 2023), 1,045 customer-facing employees (20%) received training, reaching 83% total completion from January 2022, with 4,593 customer-facing employees completing training. In addition to regular classes offered for existing staff, classes specifically for new hires, e.g., Onboard Services (OBS), Assistant Conductors, Customer Service Representatives, and Contact Center employees have been offered. 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. 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.