

# Amtrak's ADA Progress Report – November 2021

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

### Background & Overview

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

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; this year (2021) that amount was increased to \$75 million per year.

Improvements to Amtrak procurement processes are underway that will allow ADA projects to move faster toward award and ultimately towards 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, 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 September 30, 2021, the close of the fiscal year (FY21), Amtrak's ADA responsibility has been addressed at 154 stations (84 stations where Amtrak has fully met its ADA responsibility and 70 stations where Amtrak has met its ADA responsibility with exception of the passenger platforms, which will require additional work).*

### Station construction projects as of September 30, 2021:

- Amtrak has *completed 154 station construction projects* (of 387) which include:
  - 84 stations where Amtrak has fully met its ADA responsibility, and
  - 70 stations where Amtrak has met its ADA responsibility with exception of the passenger platforms.
- In progress: 49 station construction projects
- Upcoming: 185 station construction projects scheduled through 2027

### Station designs as of September 30, 2021:

- Amtrak has *completed 180 station designs* (of 386).
- In progress: 50 station design projects
- Upcoming: 157 station design projects scheduled through September 2026

### Station accessibility assessments as of September 30, 2021:

- Amtrak has *completed 384 station assessments* (of 384).

### ADA Stations Program Fiscal Year 2021<sup>1</sup> Summary:

- Station construction:
  - *20 station projects reached substantial completion<sup>2</sup>.*
    - Ashland, VA; Grand Forks, ND; Ann Arbor, MI; Fort Worth, TX; Wolf Point, MT; Greensboro, NC; Tyrone, PA; Alderson, WV; Sanderson, TX; Harrisburg, PA; Toccoa, GA; Alliance, OH; Hammond-Whiting, IN; Mattoon, IL; Port Henry, NY; Martinsburg, WV; Omaha, NE; Sebring, FL; Tampa, FL; Gastonia, NC
  - 14 station projects reached final completion.
  - 16 station projects began.
- Station designs:
  - *22 station design projects were Issued for Construction (IFC).*

### 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. There are design and deployment phases of the PIDS projects.

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<sup>1</sup> Fiscal Year 2021 (FY21) – October 1, 2020 – September 30, 2021

<sup>2</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.

**PIDS designs as of September 30, 2021:**

- Amtrak has *completed 89 PIDS design projects* (of 89).

**PIDS deployments as of September 30, 2021:**

- Amtrak has *completed 51 PIDS deployments* (of 96).
- In progress: 20 PIDS deployment projects
- Upcoming: 25 PIDS deployment projects

**PIDS Fiscal Year 2021 Summary:**

- 16 PIDS designs that remained were completed.
- 3 PIDS deployments were completed.
  - 14 in-flight deployments were paused for ADA compliance due diligence review (deployment vendor remobilization scheduled).
- Amtrak implemented new processes for ADA compliance design reviews, construction oversight checkpoints, and ADA certification.

## Accessible Boarding Technologies (ABT) Update

Amtrak's Accessible Boarding Technologies (ABT) program is a multi-year research, development, and design project to develop new technologies to allow passengers with disabilities to board/detrain Amtrak railcars. The program is broken into two main areas: (1) development of a new solution to provide level boarding on a freight main, (2) improve Amtrak's existing bridge plates and onboard ramps used by passengers with disabilities to board/detrain Amtrak's railcars.

**Bridge plate deployments as of September 30, 2021:**

- Amtrak has *completed 328 bridge plate deployments* (of 330).
- Upcoming: two (2) Regional bridge plate deployments at Hartford, CT

**Ramp installments as of September 30, 2021:**

- Amtrak has *completed 30 ramp installations* (of 364).
- Upcoming: 334 ramp deployments

**ABT Fiscal Year 2021 Summary:**

- Bridge plate deployments:
  - Amtrak *deployed 116 bridge plates and holders*; 67 Regional units, 27 Acela units; 22 Superliner units.
- Ramp updates:
  - Manufactured, installed, and tested modified ramp storage location for Superliner II Sleeper and Superliner Coach cars.

## ADA Training

Amtrak's enhanced accessibility training was launched in January 2019. It ensures that customer-facing employees, covered under the settlement agreement, receive intensive in-person training which includes understanding disability laws and regulations, disability etiquette for interacting with people with disabilities, and how to provide appropriate accessibility accommodations.

As of November 10, 2021, 3,847 employees have completed the training with 1,699 employees remaining (out of 5,546 customer-facing employees). Amtrak continues to host employee trainings throughout the country every month, however, ADA training completion has been delayed due to restrictions and impacts caused by the COVID-19 pandemic, e.g., in-person training paused from March 2020 – August 2020, staffing constraints, reduced class sizes, and limited available training locations at times. Amtrak has hosted over 400 in-person training classes since the training launched.