

Advancing Accessibility at Amtrak

Inaugural Quarterly Newsletter - September 2026

We are excited to launch **Advancing Accessibility at Amtrak**, a newsletter highlighting Amtrak's ongoing efforts to enhance accessibility and strengthen partnerships with the disability community. We have been actively improving accessibility across our network and are delighted to share highlights of our progress, engagement efforts, and future initiatives.

Meeting with Disability Community Representatives

Every quarter, Amtrak meets with National Disability Community Organizations to discuss accessibility initiatives and gather valuable feedback. The meeting held on June 11th included updates about NextGen Acela, Amtrak Airo trains, Long-Distance Fleet Replacement, Airo Onboard Information System (OBIS), Vehicle Accessibility Improvement Initiative, Fleet Accessibility Enhancements, and Superliner Accessible Restroom Improvements.



Figure 1 New Airo Train



Figure 2 Superliner accessible restroom

Regional Meetings with Disability Community Representatives

On July 23rd, Amtrak held two regional meetings to share our accessibility initiatives including Digital Above and Beyond Initiatives and new fleet updates. Recent accomplishments in the Southeast Region include Arkadelphia, AR; Hamlet, NC; Rocky Mount, NC; Camden, SC. These stations are now ADA compliant. **Southeastern Region** included representatives from Florida, Georgia, North Carolina, and South Carolina. We look forward to expanding participation at future meetings to include representatives from Alabama, Mississippi, Louisiana, Kentucky, Tennessee, Arkansas, and West Virginia.



Figure 3 Ribbon Cutting, Camden, SC

In the **California Region**, we have made significant progress at Corcoran, Fullerton, Pomona, and Rocklin stations. These stations are now ADA compliant.



Figure 4 A glimpse of Rocklin Station, CA, with two new 512-foot platforms, lighting along the full length of the platform.

We continue to improve customer satisfaction. Our most recent Customer Satisfaction Index results indicate that 82% of passengers reported being highly satisfied with Amtrak's accessibility features.

Board Meeting with Disability Community Representatives

Amtrak Board of Directors and Executives annually host a meeting with representatives of National Disability Community Organizations. On July 29th, representatives received updates on Amtrak's strategic vision, including a goal to double ridership by 2040. More than \$50 billion investment in critical infrastructure projects nationwide and major station modernization and accessibility investments.

Ad Hoc Meeting: Airo On-Board Information System (OBIS) Lab Visit



Figure 5 On Board Route Information



Figure 6 On Board Announcements

Amtrak also holds ad hoc meetings to ensure engagement with the National Disability Community Organizations. On August 12th, Amtrak hosted an ad hoc Airo OBIS Lab Visit and had participation of the Disability Community Representatives and the Federal Railroad Administration (FRA). Attendees experienced OBIS messaging planned for the Airo fleet and engaged with the OBIS development team directly.

We've Launched a New Amtrak ADA Stations Program Webpage!

The new site contains the latest milestones on our station upgrade projects and an interactive map showing specific station statuses and forecast investment by station, route, and state. Check it out [here](#).

Happenings

Have you seen the [Amtrak Celebrates the 36th Anniversary of the ADA](#) press release?

Quarterly Meeting with National Disability Community Representatives: September 24, 2026.

Regional Meeting with the **Northeast Region**: September 21, 2026.

New Airo Trains will be launched on the Amtrak Cascades Route later this year.

Be My Eyes will expand from 51 to 151 Amtrak stations this fall.

Stay tuned for the December edition of **Advancing Accessibility at Amtrak!**

Contact the AccessibilityOffice@Amtrak.com with any comments.