

Amtrak Progress Report – Accessible Canada Act (ACA) Accessible Transportation Planning and Reporting Regulations (ATPRR) Progress Report: June 1, 2026

General

Introduction

Amtrak’s Accessibility Plan – Accessible Canada Act (ACA) has been established based on the recommendations of ACA’s new regulations. This Progress Report represents the May 1, 2025 to April 30, 2026 timeframe.

For feedback on the accessibility plan, accessibility plan implementation, and opportunities for improvement or alternate format requests of the accessibility plan and description of the feedback process, and/or the progress report please contact the Amtrak ADA Coordinator, Amtrak Law Department, 1 Massachusetts Avenue, NW, 20001, (202) 906-3000, or by emailing AccessibilityOffice@Amtrak.com.

For accessibility-related inquiries related to customer accommodations 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](#). Amtrak will accept anonymous feedback and acknowledge receipt of feedback, other than anonymous feedback, in the same way it was received.

Areas Described under Section 5 of the ACA

Employment

Reasonable Accommodations:

- Initiative: Amtrak maintains a robust reasonable accommodations process for its employees that complies with the ADA.
 - *Progress/Future State:* Over the past year, Amtrak continued both in-person and virtual training for managers to provide a better understanding of their roles and responsibilities under the ADA, prioritizing departments that have received the most requests for accommodations by employees.

Talent Acquisition:

- Initiative: Opportunity to review recruitment and onboarding materials/process to optimize accessibility.
 - *Progress/Future State:* The Recruiting team is collaborating with the Accessibility Office (AO) and the Digital Technology team to assess the digital accessibility of current materials/process and implement any recommendations or improvements. Materials are checked for visual and digital accessibility in accordance with Web Content Accessibility Guidelines (WCAG), Version 2.1, Level AA.

Built Environment

Stations

The following section describes Amtrak's efforts with respect to making the U.S. stations for which it has responsibility accessible and compliant with the ADA. Amtrak does not have responsibility for the accessibility of the Canadian stations it serves.

- Initiative: Stations, or the components of stations for which Amtrak has accessibility responsibility and ownership, e.g., station building, passenger platform, and parking, are in the process of being brought into compliance with ADA requirements.
 - *Progress/Future State:* Amtrak has implemented a robust multi-year program through Americans with Disabilities Act Stations Program (ADASP), to achieve accessibility compliance with station construction projects scheduled through 2029 and station design projects scheduled through 2026. As of April 30, 2026, there are 385 stations where Amtrak has some type of responsibility for ADA compliance, of which 205 stations are compliant (159 where Amtrak has responsibility for some or all components and 46 stations excluding platforms).
 - PIDS Installations complete (117). FRA Closeout reporting in final stages, pending financial closeout activities. Targeting May 31, 2026.
 - FY26 to include installation of induction loop systems at 20 additional stations, bringing the total up to 118 stations. The remaining staffed stations are slated for installation in FY27.
- Initiative: Amtrak has a research and development program, Accessible Boarding Technologies (ABT), that focuses on improving passenger movement between Amtrak trains and station platforms.
 - *Progress/Future State:* After analyzing onboard ramps and station-based bridge plates, the ABT team suggested significant improvements to equipment designs to add length, reduce slope, and incorporate new durable and lightweight materials. Currently, the ABT team is in the process of deploying new improved bridge plates with modified strap handles designed and tested to assist Amtrak Onboard and station Service employees with moving and deploying the bridge plates.
 - *Progress/Future State:* The ABT team has suggested significant improvements to equipment designs to add length, reduce slope, and incorporate new durable and lightweight materials into onboard ramps. Currently, the ABT team is in the process of deploying new improved ramps with modified strap handles designed and tested to assist Amtrak Onboard Service employees with moving and deploying the ramps.

Facilities/Offices

- Initiative: Opportunity to further assess existing and new office spaces and implement best practices in the most integrated setting for employees with and without disabilities.
 - *Progress/Future State:* Amtrak is committed to ensuring that all new or renovated employee office spaces are accessible and usable to employees and

visitors. On an on-going basis, Amtrak is reviewing its existing administrative spaces to remediate any deficiencies.

Information and Communication Technologies (ICT)

Digital Channels

- Initiative: NextGen Reservation Platform (Retailing and Booking Experience Transformation). Modernize the reservation experience and deliver a more intuitive, accessible, and flexible booking process for all customers, including passengers with disabilities.
 - *Progress/Future State:*
 - Amtrak is developing the NextGen Reservation platform, which will introduce end-to-end booking experience changes across all of Amtrak's digital booking channels. For reserving accessible accommodations, changes include:
 - Streamlined booking flow with clearer, more intuitive language and content structure
 - Optional informational screens to support decision-making
 - Expanded accessibility capabilities integrated into the core booking experience.
 - PWD Questionnaire Redesign (In Progress):
 - Simplified prompts prior to search to reduce friction and improve visibility into available options
 - Ability to reserve accessibility-specific inventory and multiple accessible accommodations (e.g., an additional seat with floor space for large service animals)
- Initiative: Airo Trainset-Driven Enhancements. Introduce accessibility improvements tied specifically to the capabilities and configuration of the new Airo trainsets.
 - *Progress / Future State:*
 - New functionality is being developed to optimize seat assignments and accessible accommodations based on trainset design:
 - Enhanced seat assignment logic for passengers with mobility disabilities
 - Prioritization of seating near key onboard amenities (e.g., café car)
 - Key Customer Benefit: If a wheelchair user cannot book coach seating adjacent to the café car, the passenger and their companion will be offered a complimentary upgrade to business class (subject to availability).
 - Status: Development complete; functionality will be deployed in alignment with Airo trainset launch
- Initiative: Accessibility Across Digital Channels (Current State Improvements). Ensure passengers with disabilities can seamlessly book travel and request assistance across all digital touchpoints (Amtrak.com, mobile app, station kiosks), while reducing reliance on agent-assisted channels.
 - *Progress / Current State:*
 - Amtrak has established a sustainable WCAG-compliant software delivery model through:
 - Continuous accessibility audits and defect remediation
 - Process improvements and team training

- Status: All core booking flow accessibility issues have been fully remediated as a result of recent audits, except for a mobile app landscape requirement, which will be addressed via the new mobile app redesign.
- Ongoing Improvements / Focus Areas:
 - Address remaining limitations in self-service reservation changes for passengers with disabilities
 - Continue incremental enhancements to improve usability and expand assistance options
 - Employee Pass Rider Passenger with Disability (PWD) booking on digital channels.

Digital Technology

- Initiative: Develop a plan to ensure that digital channels and communications adhere to Web Content Accessibility Guidelines (WCAG) 2.1, Level AA by April 24, 2027.
 - Through coordinated audits, defect remediation, process improvements, and training, Amtrak has established a sustainable WCAG-compliant delivery model across digital channels. All outstanding accessibility defects have been closed except for the mobile app landscape requirement, and all core booking-flow defects have been fully remediated. The next phase of work focuses on continuing to update PDFs and non-booking content pages and subdomains across the site ahead of the new extended April 2027 deadline communicated by the U.S. Department of Justice.

Design and delivery of programs and services

- Initiative: Opportunity to make the design and delivery of programs and services more accessible and inclusive through applying best practices and lessons learned from previous projects.
 - *Progress/Future State:* Amtrak's Accessibility Strategy outlines Amtrak's mission to incorporate principles of universal accessibility and is reflected in its ongoing work to ensure that all services are fully accessible and embedded as a core component of its customer service culture.
 - *Progress/Future State:* Currently, Amtrak has developed enhanced in-depth training and presentations for Customer Relations and customer-facing staff. Amtrak Learning and Development, in conjunction with the Accessibility Office, is developing material for supervisors and customer-facing employees to use in short monthly coaching sessions for customer-facing staff. This year, the topics have included: October - "People First Language"; November - "Maintaining Accessible Features", December - "Service Animals", February – "Vertical Transportation Equipment"; March – "First Time Customers" and April – "Ask, Don't Assume (Baggage assistance)".

Transportation

- Initiative: Opportunity to add accessible features to existing rolling stock.
 - *Progress/Future State:* Amtrak applies best practices and feedback from the disability community and passengers with disabilities to the planning of new

- fleets. Feedback and best practices are applied, where possible, to the designs of new fleets with regular presentations to the disability community.
- The Airo trains are scheduled to launch in Fall of 2026. The first service will be on the Cascades route from Eugene, OR to Vancouver, British Columbia.
 - The Accessibility Office is collaborating with the Airo Team to develop Braille emergency safety cards for Airo trainsets.
 - Airo enhancements include:
 - We will have Full 60-inch turning space: at the accessible seats, in the café car and in the restrooms.
 - Three cars will have seating for two passengers who use wheeled mobility devices who may travel together with access to the cafe car. These cars are connected to create an accessible core that has aisles wide enough for a wheelchair to traverse the route.
 - We will also have on-board digital signs displaying next-stop information and announcements, as well as an inductive loop assistive listening system installed throughout the train and connected to the intercom, to allow passengers who use a t-coil equipped hearing aid the same information as is broadcast.
 - In addition to the features mentioned, the Airo cars will have on-board wheelchair lifts for use when a station does not provide a level boarding platform.

Provisions of CTA accessibility-related regulations

Per CTA's Accessible Transportation for Persons with Disabilities Regulations (ATPDR) [requirements for foreign rail carriers](#), Amtrak will follow the requirements below.

Part 1 – Requirements Applicable to Transportation Service Providers: Amtrak must follow section 5(a) concerning information to be published. Specifically, they must publish a notice that they are subject to the ATPDR and stating the provisions that apply to them.

- Amtrak's Accessibility Plan (Accessibility Canada Act) is published on the [Accessible Travel Services](#) and [Freedom of Information Act \(FOIA\)](#) pages, in addition to the annual progress updates in June.

Part 2 – Service Requirements Applicable to Carriers – Amtrak must provide the services set out in Part 2 of the ATPDR, with certain exceptions.

Section 35 – Services to provide on request:

Amtrak provides services and accommodations listed on the [Accessible Travel Services](#) page and makes every effort to accommodate reasonable requests from passengers with disabilities as needed and when possible if outside of policy. Amtrak surveys and collects feedback from passengers with disabilities and disability organization representatives, in addition to employees with disabilities, and customer-facing employees who work directly with passengers with disabilities. The Amtrak AO works with key stakeholders to proactively

monitor and resolve accessibility complaints, identify solutions (e.g. review, modify, create procedures and policies), and implement best practices.

Passengers with disabilities or who have assistance requests prior to their trip have an option to share their requests through an accessibility booking questionnaire (pictured below), or through contacting Reservations & Customer Service. This can help the passenger prepare and better understand what to expect throughout the trip and help Amtrak staff plan for scheduling, availability, and fulfilling the requests of the passenger. Amtrak continues to improve this process by conducting user interviews for people with disabilities and applying feedback and modifications. Continued efforts are being made to better integrate the accessible services and train features provided on the Accessible Travel Services page with the booking flow, also providing more disability representation on the website. Passengers can make [accessible travel requests](#) on-demand as well.

Section 40(1) – Duty to transport a mobility device

Amtrak accommodates passengers who use wheeled mobility devices and mobility aids. Additional information is provided about [wheeled mobility device services](#), [wheelchair dimensions](#), and [meal services for passengers with disabilities](#) who are unable to access the Dining or Cafe cars. As Amtrak continues to improve accessibility at stations, onboard trains, and boarding and alighting, passengers will have a more accessible path of travel.

Sections 50(2), 51(4), 52 – Duty to provide additional space free of charge

When [making reservations for passengers with disabilities](#), with sufficient advance notice (at least 14 days) and the availability of space, equipment, and other necessary resources, Amtrak will provide the necessary floor space for the passengers traveling together who use wheeled mobility devices and wish to be seated together while remaining in their mobility devices, at no extra charge. If a request cannot be fulfilled, Amtrak will make reasonable efforts to provide alternative accommodations.

Consultations

Amtrak has a robust community outreach program with a variety of disability advocacy groups that represent persons with disabilities including: Access Living, Access Ready, American Association of People with Disabilities, American Council of the Blind, Christopher & Diana Reeve Foundation, Cure Spinal Muscular Atrophy, Deaf Equality, Disability Rights Education and Defense Fund, Disability Rights of Pennsylvania, Easterseals, Epilepsy Foundation of America, National Association of the Deaf, National Council on Disability, National Council on Independent Living, National Disability Rights Network, National Federation of the Blind, Open Doors Organization, Paralyzed Veterans of America, The Jewish Federations of North America, and United Spinal Association.

Amtrak senior managers and executives meet with advocacy groups at least quarterly—both at headquarters and virtually—to discuss accessibility plans, identify and address barriers,

and gather feedback on operations and other concerns. Since the last report there have been four (4) Quarterly Meetings.

In addition to these quarterly meetings, Amtrak hosts virtual regional meetings focused on issues specific to different parts of the country and their unique needs. Since the last report there have been four (4) Regional meetings. They included meetings with the California Corridor, Northeast Corridor, Midwest Corridor, Cascade Corridor Disability Groups.

The company also holds ad hoc meetings on specific topics, as needed, to obtain input from individuals with disabilities and work toward resolving identified issues. Since the last report there have been nine (9) ad hoc meetings. The topics included: Long Distance Fleet Replacement Updates (2), Live Visual Interpretation Update (Be My Eyes), a Prototype Mobile Lift demonstration at Washington Union Station, On-Board Information System updates (2), an Airo trainset visit at Washington Union Station, a Chicago Union Station Accessibility Advocacy Tour, and a FRA tour of Platform 17 / 18 at Washington Union Station.

Furthermore, the Amtrak accessibility programs stay in contact with stakeholders in rail travel, often asking for specific ideas and input regarding certain policies that affect passengers with disabilities.

Amtrak provided access to many of its executives and senior leaders at the 2025 May Board of Directors meeting with representatives from the Disability community that was designed to specifically explore and discuss issues that passengers with disabilities face. The 2026 meeting of the Board of Directors with representatives from the Disability community will be held in July 2026.

Feedback Information

Amtrak applies best practices and feedback from the disability community and passengers with disabilities to the planning of new fleets and/or services. Where possible, this information is integrated into the designs of our fleets and/or services with regular presentations and listening sessions with representatives of the disability community. Amtrak has listened to and has implemented this feedback in our Airo trains and has included the information in our new long-distance fleet bid requirements.