

Amtrak's 2026-2028 Accessibility plan and feedback process – Accessible Canada Act (ACA)

Accessible Transportation Planning and Reporting Regulations (ATPRR)

Progress Report: June 1, 2026

General

Introduction

Amtrak has updated its Accessibility Plan to meet the requirements of Canada's **Accessible Canada Act (ACA)** and the **Accessible Transportation Planning and Reporting Regulations (ATPRR)**. The plan was developed using guidance from the Canadian Transportation Agency on creating accessibility plans.

The goal of the Accessible Canada Act is to make Canada barrier-free by **January 1, 2040**. To achieve this goal, organizations must identify, remove, and prevent barriers in key areas, including:

- Information and communication technologies
- Communications that are not related to information technology
- Procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation
- The built environment, including buildings and public spaces

Share Your Feedback

Amtrak welcomes feedback on:

- The Accessibility Plan
- How the plan is being implemented
- Opportunities to improve accessibility
- Requests for alternate formats of the plan
- Questions about the feedback process

To provide feedback, contact:

Amtrak ADA Coordinator

Amtrak Law Department

1 Massachusetts Avenue NW

Washington, DC 20001

Phone: (202) 906-3000

Email: AccessibilityOffice@Amtrak.com

For more information about how feedback is collected and managed, please see the **Feedback Process and Contact Information** document that accompanies this plan.

Accessibility Assistance for Customers

If you need assistance with accessibility accommodations or travel-related services, please contact:

Amtrak Customer Relations

Phone: 1-800-USA-RAIL (1-800-872-7245)

TTY: 1-800-523-6590

Or use the **"Email Us"** option on the Amtrak Contact Us webpage.

Amtrak accepts feedback submitted anonymously. When contact information is provided, Amtrak will acknowledge receipt of feedback using the same method in which it was received.

Areas Described under Section 5 of the ACA

Information and Communication Technologies (ICT)

- *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:* Ensure that digital channels and communications adhere to Web Content Accessibility Guidelines (WCAG) 2.1, Level AA by April 24, 2027.
 - *Progress / Future State:* Through accessibility reviews, fixing issues, improving processes, and providing training, Amtrak has built a sustainable approach to delivering WCAG-compliant digital experiences across its websites and applications. Nearly all identified accessibility issues have been resolved, with only the mobile app landscape requirement remaining open.
 - All accessibility issues affecting the core booking experience have been fully addressed. The next phase of work will focus on updating PDFs and improving accessibility across non-booking content pages and subdomains. This work will continue in preparation for the extended compliance deadline of April 2027 announced by the U.S. Department of Justice.

Communication, Other Than ICT

- *Initiative:* Develop a plan to ensure that internal documents are usable by all employees.
 - *Progress / Future State:* Documents for employees are available in non-accessible formats. In making documents available for the public, we have determined that process of making documents accessible for our customers could be enhanced if we made our internal documents accessible
 - Create an accessible communication style guide and make it available to all employees. The staff who use it the most are those who communicate with customers and the public.
 - Train employees on the guide to ensure that Amtrak's communications are inclusive. (Digital Technology and Learning and Development)
- *Initiative:* The On Board Information System (OBIS) visual information is not fully functional on the Airo trains. These trains will be used on state routes that cross into Canada.

- *Progress/Future State:* Amtrak Digital Technologies department is working with the vendor to ensure that Amtrak can change or update the announcements.
 - Amtrak will review the reliability of the newly developed vendor system to transcribe live announcements by the on-board staff to visual display on the screens, including in areas where there is no internet connectivity.

Procurement of Goods, Services and Facilities

- *Initiative:* The current platform lifts that Amtrak uses are older manually operated lifts that are approaching the end of their useful life. This can contribute to delays, especially if there are multiple lifts at a station. The Amtrak routes into Canada are the Maple Leaf, Adirondack, and Amtrak Cascades.
 - *Progress/Future State:* For low platforms Amtrak's Accessible Boarding Technologies group is reviewing prototype wheelchair lifts that have larger platforms and have a higher weight capacity. They are geared to make manual operation less strenuous for the operator.

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 is committed to ensuring that all services are fully accessible and embedded as a core component of its customer service culture.
 - *Progress/Future State:* 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 make new rolling stock more accessible for everyone.
 - *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 October of 2026. The first service will be on the Amtrak Cascades route from Eugene, OR to Seattle, WA and Seattle, WA 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:
 - A 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 café car. These cars are connected to create an accessible core that has aisles wide enough for a wheelchair to traverse the route.
 - 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.
 - The Airo cars will have on-board wheelchair lifts for use when a station does not provide a level boarding platform.

Built Environment

Amtrak does not have responsibility for the accessibility of the Canadian stations it serves, however Amtrak is working with Via Rail to improve accessibility at one station it uses. The following section also describes Amtrak's efforts with respect to making the U.S. stations for which it has responsibility accessible and compliant with the ADA.

- *Initiative:* Vancouver, BC Platform Improvements.
 - *Progress/Future State:* VIA Platform Refurbishment Selection - Amtrak, VIA, and WSDOT concur on preferred refurbishment scope.
 - Will seek funding to rebuild full peninsula platform, relocate customs fence to provide access to two tracks with a potential canopy (steel or canvas depending on further design).
 - Total project scope is estimated at \$8.89M CAD + VIA admin.
 - Estimated project schedule is 102 weeks to completion (construction phasing to maintain Amtrak Cascades operations and customs security is challenging).
 - Options study was supported in part by \$105K USD (~\$150K CAD) contribution by Amtrak.
 - Upcoming Federal Canada Funding Opportunities:

- Funding for this project was **not** included in the November budget.
- Next funding opportunity is Canadian federal budget in Fall of 2026.
- Amtrak and VIA Rail will continue to garner support from both sides of border for the next budget.
- *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).

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 Accessibility Office 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 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 and customer surveys of 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, both nationally and regionally, that represent persons with disabilities including:

National

- 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
- United Spinal Association.

California Region

- Center for Independent Living (CIL) – Berkeley, Oakland
- Communities Actively Living Independent & Free (CALIF) – Los Angeles
- Community Resources for Independent Living – Hayward, Fremont, Livermore
- Dayle McIntosh Center for the Disabled

Midwest Region

- Access Living – Chicago
- Illinois Council of the Blind
- Illinois-Iowa Center for Independent Living
- Independent Living Resources
- Jacksonville Area Center for Independent Living
- LIFE Center for Independent Living

Northwest / Cascades Corridor

- Disability Empowerment
- Eastern Oregon Center for Independent Living's Independent Living Service
- Lane Independent Living Alliance Oregon

Northeast Corridor

- Brooklyn Center for Independence of the Disabled
- New York Advocate for Disability
- NY Association on Independent Living
- Ocean State Center for Independent Living
- United Spinal

Southeast Region

- Ability1st
- AccessAbility
- CIL Gulf Coast
- CIL in Central FL
- CIL of Broward
- CIL of the Keys
- disAbility Resource Center
- Living Independence for Everyone, Inc. (LIFE)
- Self Reliance, Inc
- Walton Options for Independent Living, Inc.

Amtrak senior managers and executives meet with the national 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 of interest to the community, 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 an 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 national Disability community. The meeting 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 in 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.