

## ADA Progress Report, December 2021

Reporting period: May 1, 2021 – November 10, 2021

Amtrak - Department of Justice (DOJ) Settlement Agreement Implementation

### Settlement Agreement Implementation

Amtrak's biannual 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 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 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) 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. 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; in 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 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 October 31, 2021, Amtrak's ADA responsibility has been addressed at 155 stations (84 stations where Amtrak has fully met its ADA responsibility and 71 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 to the Department of Justice, the following progress has been made throughout the reporting period:

- The Federal Railroad Administration (FRA) accepted Amtrak’s FY2022 ADA Plan and ADA Strategic Five-Year Plan (FY2022 - FY2027) in early November 2021.
- From May 1 – October 31, 2021, Amtrak completed 9 station construction projects and 16 station design projects with an additional 6 designs being completed by the Platform Program and deployed 25 bridge plates.
- Amtrak’s Office of Inspector General (OIG) closed out #1 and #3 audit recommendations of the ADA Program: (#1) develop and implement an escalation process “when they [ADA team] reach a stalemate;” and (#3) develop and implement a resource assessment plan toward timeline implementation.
- ADA Training: 933 customer-facing employees completed in-person accessibility training during the 6-month reporting period.
- Continued advancing of accessibility initiatives, such as improving the booking experience for passengers with disabilities (and passengers who may not identify as having a disability but require assistance during their travel) to better anticipate accommodation needs; improve communications informing passengers what to expect during their trip, so they may request accommodations, and Amtrak can prepare to fulfill requests and ensure access to services.

## Snapshot: ADA Stations Program (ADASP), Passenger Information Display System (PIDS), and Accessible Boarding Technologies (ABT)

Tasks Completed/ Planned					
<i>Progress since last ADA Report, 5/01/21 – 10/31/21</i>					
Tasks completed	Previously Completed	Completed YTD	In Progress	Remaining	Progress
Surveys <sup>1</sup>	379	397	3	0	18
Assessments	384	386	5	0	2
Station Designs	172	194	100	158	22
Station Construction <sup>2</sup>	146	161	41	250	15
PIDS Designs	87	89	0	0	2
PIDS Deployments	51	51	19	24	0
Bridge Plate Deployments	303	328	2	0	25

<sup>1</sup> 397 land surveys have been completed. Prior reporting only included the surveys for stations still in the ADA program rather than the total surveys completed since inception of the ADA Stations Program.

<sup>2</sup> The difference between the number of projects completed and stations compliant is due to 4 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.

## ADA Stations Program (ADASP) Update

As of close of October 2021, Amtrak's ADA responsibility has been addressed at 84 of the 387 stations where Amtrak currently has some type of responsibility. There are an additional 71 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 155 stations where Amtrak has addressed at least a portion of its responsibility; 161 station construction projects<sup>3</sup> in total.

### Station construction projects as of close October 2021:

- Amtrak has *completed 155 station construction projects* (of 387) which include:
  - 84 stations where Amtrak has fully met its ADA responsibility, and
  - 71 stations where Amtrak has met its ADA responsibility with exception of the passenger platforms.
- In progress: 41 station construction projects
- Upcoming: 250 station construction projects scheduled through 2027
- 161 total station construction projects (of 452) have been completed, including work not done directly by Amtrak but by other programs and vendors.

### Station designs as of close October 2021:

- Amtrak has *completed 188 station designs* (of 386).
- In progress: 100 station design projects
- Upcoming: 158 station design projects scheduled through September 2026
- 194 total station design projects (of 452) have been completed, including work not done directly by Amtrak but by other programs and vendors.

### Station accessibility assessments as of close October 2021:

- Amtrak has *completed 386 station assessments* (of 391).

### ADA Stations Program Fiscal Year 2021 Summary:

#### Station construction:

- *20 station projects reached substantial completion<sup>4</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.

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<sup>3</sup> Reference footnote 2.

<sup>4</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.

### Station designs:

- *22 station design projects were Issued for Construction (IFC).*

### Passenger Information Display System (PIDS) Update

#### PIDS designs as of close October 2021:

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

#### PIDS deployments as of close October 2021:

- Amtrak has *completed 51 PIDS deployments* (of 94).
- In progress: 19 PIDS deployment projects
- Upcoming: 24 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

#### Bridge plate deployments as of close October 2021:

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

#### Ramp installments as of close October 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 ADA training (69% completion)* with 1,699 employees remaining out of 5,546 customer-facing employees. Amtrak continues to host employee trainings throughout the country every month. Since the last biannual report to DOJ, 933 employees have completed the training. Amtrak has hosted over 400 in-person training classes since the training launched in 2019.

While 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; an aggressive plan continuing to provide the *Training for Access* ADA training to all customer-facing employees is still in place to meet 100% covered employee completion. The long-term goal will be to incorporate this training into a reoccurring training calendar and get employees on the same cycle of every two (2) years. New hires receive training during their onboarding process.