



**Americans with Disabilities Act (ADA) Progress Report, December 2024**  
Amtrak-Department of Justice (DOJ) Settlement Agreement Implementation  
Reporting period: May 1, 2024-October 31, 2024

### **Settlement Agreement Implementation**

Amtrak's biannual ADA Progress Report provides an overview of the progress made by Amtrak to meet its responsibility with the Americans with Disabilities Act (ADA) 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. Since January 1, 2022, the program is funded through the Infrastructure Investment Jobs Act (IIJA) and Amtrak has consistently exceeded year over year investments in addressing accessibility at stations where Amtrak has responsibility for accessibility, with over \$143 million invested in Fiscal Year 2024 alone.

Improvements to Amtrak procurement processes have been implemented allowing ADA projects to move faster through award and 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 381 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 30, 2022, Amtrak's ADA responsibility has been addressed at 192 stations (127 stations where Amtrak has fully met its ADA responsibility and 65 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 on June 2, 2024, the following progress has been made during the May 1, 2024 – October 31, 2024, reporting period, or otherwise where noted:

- Reached substantial completion<sup>1</sup> (SC) at 5 stations, and Final completions (FC) at 9 stations:
  - May: Hastings, NE (SC)
  - June: Trenton, NJ (SC)  
Helder, UT; Jefferson City, MO; Newbern-Dyersburg, TN (FC)
  - July: none
  - August: Fremont, CA; Wishram, WA (FC)
  - September: Martinez, CA (FC)
  - October: Fargo, ND; Stanley, ND; Denmark, SC (SC)  
Hayward, CA; Holdrege, NE; Bingen-White Salmon, WA (FC)
- Completed 32 interim designs (60%); 14 issued for construction (IFC); 11 issued for bid (IFB) station design projects; awarded 20 Design Task Orders; awarded 11 construction projects; reached final completion at nine (9) stations; and substantially completed five (5) station construction projects.
- Priority Stations<sup>2</sup> :
  - Ardmore, PA – Construction continues with completion now expected in 2025.
  - Latrobe, PA – Construction contract awarded.
  - Amtrak issued advisory language for the nine (9) remaining blocked stations plus three (3) additional stations, i.e., Yuma, AZ; Aberdeen, MD; and Elko, NV.
- Platform Program stations:
  - Two (2) Issued for Construction documents: Royal Oak, MI; Eugene, OR
  - One (1) substantially completed project: Fargo, ND
  - Four (4) construction projects are completed: Effingham, IL; Macomb, IL; Jefferson City, MO; Warrensburg, MO
  - 11 projects remain in construction: Tuscaloosa, AL; Rocklin, CA; Mt. Pleasant, IA; St. Cloud, MN; East Glacier Park, MT; Havre, MT; Plattsburgh, NY; Albany, OR; Greenville, SC; and Columbus, WI.

---

<sup>1</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.

<sup>2</sup> Priority Stations – stations without barrier-free access to the platform and train. Affected passengers include those who require accessible paths of travel and level boarding, such as passengers who use wheeled mobility devices and other assistive mobility aids, as well as ambulatory passengers who cannot use stairs. Nine stations currently remain without barrier-free access (Newark, DE; McComb, MS; Coatesville, PA; Downingtown, PA; Latrobe, PA; Parkesburg, PA; Philadelphia-North, PA; Ardmore, PA; Harpers Ferry, WV); All projects are progressing.

- Accessible Boarding Technologies (ABT):
  - Completed 14 modified ramp installations.
  - Completed production of 12 Regional bridge plates and seven (7) Acela bridge plates.
- Passenger Information Display System (PIDS): Completed (seven) 7 PIDS deployments: Springfield, IL; Fayetteville, NC; Wilson, NC; Utica, NY; Portland, OR; Pittsburgh, PA; and Newport News, VA.
- ADA Training: Trained 2,837 customer-facing employees between May 1, 2023 – October 31, 2023.

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

Tasks Completed/ Planned					
Progress Since Last ADA Report, Reporting Period:05/01/24 – 10/31/24					
Tasks completed	Previously Completed	Completed YTD	In Progress	Upcoming	Progress Since Last Report
Surveys	400	400	–	Complete	–
Assessments	391	391	–	Complete	–
Station Designs Projects	246	260	150	35	14
Station Construction Projects	205	210	65	189	5
PIDS Designs	89	89	–	Complete	–
PIDS Deployments	84	91	3	1	7
Bridge Plate Deployments	330	345	–	30	–
Ramp Installments *	96	110	51	57	14

\*Previous ramp installation numbers were based on workorders closed. Some cars had multiple work orders and were counted twice. This report is based on the number of cars completed.

**ADA Stations Program (ADASP) Update**

As of October 2024 close, Amtrak's ADA responsibility has been addressed at 127 of the 381 stations where Amtrak currently has full or partial responsibility. There are an additional 65 locations where Amtrak's responsibility has been addressed except for the platform, which will require additional work. This totals 192 stations where Amtrak has addressed at least a portion of its responsibility; 210 station construction projects completed in total (see Appendix for ADASP construction spotlights).

**Station construction as of close October 2024:**

- *192 stations reached substantial completion* (of 385) which include:
  - 127 stations where Amtrak has fully met its ADA responsibility, and
  - 65 stations where Amtrak has met its ADA responsibility excluding the passenger platforms.
- In progress: 62 station construction projects
- Upcoming: 173 station construction projects scheduled through 2029

- 210 total station construction projects (of 445) have been completed, including projects managed by third parties other than Amtrak.

#### **Station designs as of close October 2024:**

- *260 station designs completed* (of 445)
- In progress: 150 station design projects
- Upcoming: 35 station design projects scheduled through 2025
- 260 total station design projects (of 445) have been completed, including projects managed by third parties other than Amtrak.

#### **Station accessibility assessments:**

- *391 station assessments completed* (of 391)

#### **ADA Stations Program Summary**

##### **Station construction (May 1, 2024 – October 31, 2024):**

- *5 stations reached substantial completion<sup>3</sup>*
  - Hastings, NE; Trenton, NJ; Fargo, ND; Stanley, ND; Denmark, SC
- *9 stations reached final completion*
  - Fremont, CA; Hayward, CA; Martinez, CA; Jefferson City, MO; Holdrege, NE; Newbern-Dyersburg, TN; Helper, UT; Bingen-White Salmon, WA; Wishram, WA
- *14 construction projects awarded*
  - Little Rock, AR; Walnut Ridge, AR; La Junta, CO; Miami, FL; Du Quoin, IL; Glasgow, MT; Hamlet, NC; Plattsburgh, NY; Norman, OK; Lancaster, PA; Latrobe, PA; Providence, RI; Huntington, WV; Thurmond, WV

##### **ADSP Summary: Station design (May 1, 2024– October 31, 2024):**

- *14 station design projects Issued for Construction (IFC)*
  - Little Rock, AR; Walnut Ridge, AR; La Junta, CO; Miami, FL; Du Quoin, IL; BWI Airport, MD; Hamlet, NC; Plattsburgh, NY; Norman, OK; Lancaster, PA; Latrobe, PA; Providence, RI; Huntington, WV; Prince, WV

#### **Passenger Information Display System (PIDS)**

Since the previous report, 7 PIDS deployments have been completed: Springfield, IL; Fayetteville, NC; Wilson, NC; Utica, NY; Portland, OR; Pittsburgh, PA; and Newport News, VA. During the upcoming months, four deployments are expected to deploy: Fort Worth, TX (station owner Trinity Metro is not permitting

---

<sup>3</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 work to begin, which has been escalated to Amtrak ELT); Atlanta, GA; Chicago, IL; and Detroit, MI. Separately, Plano, IL was recently added through ADASP project agreement with BNSF and is expected to be completed in FY2025, but it is not currently included in the PIDS overall station count.

#### **PIDS designs:**

- *89 PIDS design projects completed* (of 89) – DET and ATL previously completed designs are being reviewed for compliance.

#### **PIDS deployments as of close 11/26/2024:**

- *90 PIDS deployments completed* (of 95)

#### **PIDS Summary (May 1, 2024 – October 31, 2024):**

- *7 PIDS deployments completed*
  - Springfield, IL
  - Fayetteville, NC
  - Wilson, NC
  - Utica, NY
  - Portland, OR
  - Pittsburgh, PA
  - Newport News, VA

#### **Accessible Boarding Technologies (ABT) Update**

Amtrak has continued installing new Superliner ramps on Superliner I and Superliner II Sleeper cars. During this period (May 1, 2024- October 31, 2024) there have been 14 new ramps deployed bringing the total number of ramps deployed to 149.

Amtrak has completed the production of 20 new bridge plates with integrated handrails to be used on the *Downeaster* route. In anticipation of a potential equipment change on the *Downeaster* route from Amfleet to Horizon cars, Amtrak developed and implemented a modification to the *Downeaster* bridge plates that may also interface with Amtrak's Horizon cars.

Amtrak completed production of 22 Regional bridge plates and eight (8) Acela bridge plates.

Amtrak continued the roll out of the two-step step boxes as the new standardized approach for boarding where the platform is approximately top of tie. To date, Amtrak has deployed 59 units to 35 locations.

#### **Bridge plate deployments:**

- *345 bridge plate deployments completed*
- *30 additional bridge plates (22 Regional; 8 Acela) were produced*

#### **Ramp installments as of close October 31, 2024:**

- *Number of cars completed 110 out of 218 cars*

**ABT Summary (May 1, 2024 – October 31, 2024):**

- Ramp updates:
  - 14 modified ramp installations completed.
- Bridge Plate updates:
  - Completed production of 12 Regional units and seven (7) Acela units

**ADA Training**

Between May 1, 2023 – October 31, 2023, Amtrak trained 2,837 customer-facing employees. 2,424 of those trainings were through eLearning modules training. 75.4% (4,208) employees completed refresher training in CY 2024 through October close. 1,372 employees remain to receive refresher training.