Amtrak Progress Report – Accessible Canada Act (ACA)
Accessible Transportation Planning and Reporting Regulations (ATPRR)
Progress Report: June 1, 2025

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, 2024 to April 30, 2025 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:* In 2025, 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, 2025, there are 379 stations where Amtrak has some type of responsibility for ADA compliance, of which 199 stations are compliant (137 where Amtrak has responsibility for some or all components and 62 stations excluding platforms).
    - PIDS Installations complete (91). Amtrak is clearing punch list items and will complete the project by the end of the summer.
    - Ticket counter AFILS installations are complete at the 106 staffed stations where Amtrak is responsible.
- *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 ramps with modified strap handles designed and tested to assist Amtrak Onboard Service employees with moving and deploying the ramps. As of April 30, 2025, 120 Superliner ramps have been deployed. Additional work is in progress to manufacture ramp storage inserts on the Superliner II Cars, as well as manufacture and test prototypes of storage inserts for the remaining Superliner I and II coach cars and Surfliner cars.

    - *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 to onboard ramps and station-based bridge plates. Thus far, of the initial 394 Acela and Regional bridge plate deployments 354 have been completed along the Northeast Corridor (NEC). 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. As of April 30, 2025, 120 Superliner ramps have been deployed with 98 remaining. Additional work is in progress to manufacture and test prototypes of storage inserts for the remaining Superliner I and II coach cars and Surfliner cars.

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)

eCommerce

- *Initiative*: Opportunity for a more intuitive and accessible booking process on Amtrak.com.
    - *Progress/Future State:* Amtrak regularly conducts user testing and collects feedback from individuals with disabilities toward identifying best practices and applying them to the redesign of the booking process. In 2025, Amtrak continued to enhance the online booking flow to allow for more informative media and language to be included for single and multi-segment trips with varying capabilities to provide passengers with disabilities a better understanding of what to expect before they travel. Amtrak is identifying improvements to the online assistance questionnaire based on feedback from individuals with disabilities, so it is easier to access and more intuitive to navigate.
- *Initiative*: Amtrak's digital channels, Amtrak.com, station kiosk, and the Amtrak mobile device application allow passengers with disabilities to book travel and request assistance when making a reservation. Nevertheless, there are some limitations when a passenger uses a self-service channel to make certain changes to their reservation.
    - *Progress/Future State:* Over the past year Amtrak has: Eliminated the age requirement on Amtrak.com for companions to travelers with disabilities; and Provided Dynamic alerts within the Assistance questionnaire on digital channels to clearly communicate to customers when an agent must assist with and complete their booking. In the Amtrak app, when using "Trip Tools" a station-to-station train tracker will show the train's proximity to stations along the route. This supports requests from this community that we use technology to enhance communication on our legacy trains. We have fixed 47 accessibility defects in our last two Amtrak App and Amtrak.com software releases, improving the experience for our blind/low vision customers using screen readers and voice over.
- Projects in Development:

- *Airo* seat assignment (including free business class upgrade when coach wheelchair space near amenities are booked) for passengers with mobility disabilities
- Assistance questionnaire re-design in self-service channels to be more accessible and intuitive
- Enhancements will be incremental and will address:
- Accessibility for screen readers
- Customer confusion with existing questionnaire; opportunities for more informational content
- Limits with current design; will revise content structure 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, 2026.
  - Progress/Future State: Digital channels accessibility defects identified during our audit by UsableNet (a digital accessibility vendor) will be worked on in FY25 into FY26 to ensure we are fully compliant with WCAG 2.1 AA by April 24, 2026, as per U.S. Department of Justice (DOJ) mandate.

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 senior leaders regularly meet with the FRA staff to provide progress reports on Amtrak's delivery of programs and services for customers with disabilities. The Amtrak AO continues to encourage leaders of programs and services to build in accessibility best practices from the start by incorporating feedback from disability community representatives and subject matter experts, as well as feedback from customers with disabilities collected through complaints and surveys. The AO has conducted an assessment of policies and continues to make recommendations to modify and develop procedures toward more efficient streamlining of services to accommodate passengers with disabilities. Amtrak also continues to increase station staffing and improve communication between train crews and station staff to fulfill Meet and Assist Service (MAAS) requests using e-ticketing Mobile Devices (eMDs) that have been distributed more broadly.
  - *Progress/Future State:* Currently, a disability-led and owned vendor facilitates a robust training program for customer-facing staff. Additional customized training for departments is provided to management by the AO, as well as more in-depth training and presentations to Customer Relations and customer-facing staff.

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. As part of our long-distance fleet refresh, the Superliner I coach accessible restroom renovation is progressing. Amtrak has developed a plan to have at least one rehabilitated accessible restroom per train consist as the restrooms are completed. Each Superliner I upgraded vehicle will receive a larger ISA symbol on the exterior to more readily identify it as it arrives in a station.
    - The Accessibility Office collaborated with the Mechanical Team and American Council for the Blind to develop Braille emergency safety cards for *NextGen Acela*.
    - The *Airo* trains are scheduled to launch in 2026. The first service will be on the Cascades route.
    - Other 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.
        - We will also have on-board digital signs displaying next-stop information and announcements, as well as an assistive listening system installed throughout the train and connected to the intercom, to allow customers 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.

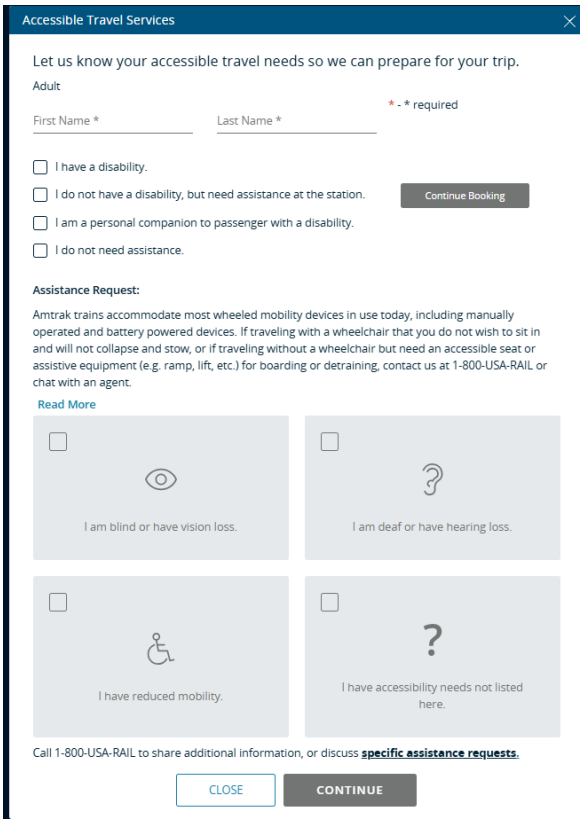
- *Amtrak's Accessibility Plan (Accessibility Canada Act)* is published on the Accessible Travel Services and Freedom of Information Act (FOIA) pages, in addition to the annual progress updates in June.

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

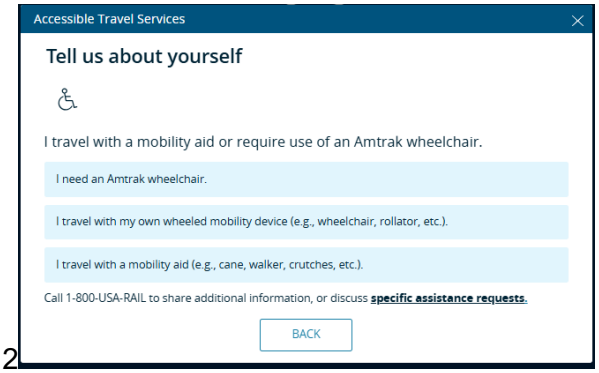
Section 35 – Services to provide on request:

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.

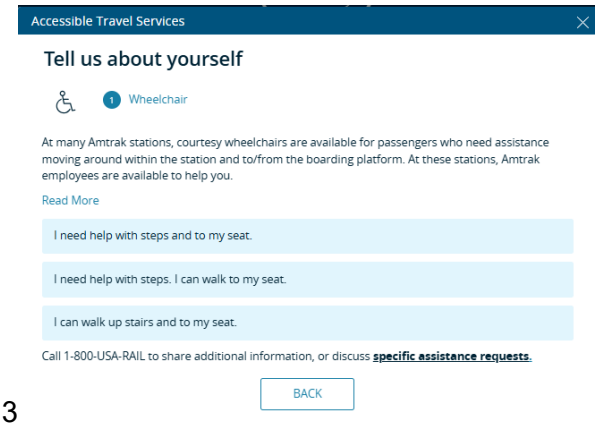
Passengers with disabilities or who have assistance requests prior to their trip have an option to share their requests through an accessibility booking questionnaire (pictured below), or through contacting Reservations & Customer Service. This can help the passenger prepare and better understand what 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.


Accessible Travel Services
Let us know your accessible travel needs so we can prepare for your trip.
Adult
* - * required
First Name *
Last Name *
I have a disability.
I do not have a disability, but need assistance at the station.
Continue Booking
I am a personal companion to passenger with a disability.
I do not need assistance.
Assistance Request:
Amtrak trains accommodate most wheeled mobility devices in use today, including manually operated and battery powered devices. If traveling with a wheelchair that you do not wish to sit in and will not collapse and stow, or if traveling without a wheelchair but need an accessible seat or assistive equipment (e.g. ramp, lift, etc.) for boarding or detraining, contact us at 1-800-USA-RAIL or chat with an agent.
Read More
I am blind or have vision loss.
I am deaf or have hearing loss.
I have reduced mobility.
I have accessibility needs not listed here.
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
CLOSE
CONTINUE

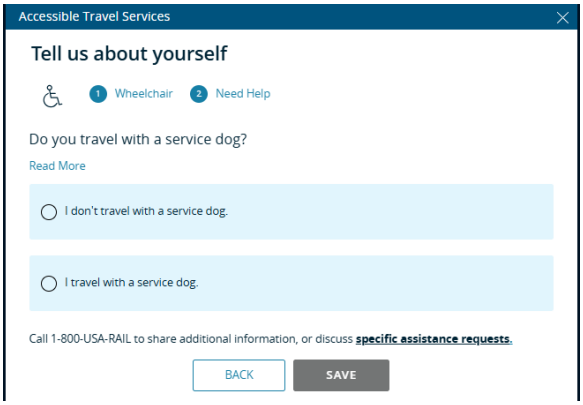
1


Accessible Travel Services
Tell us about yourself
I travel with a mobility aid or require use of an Amtrak wheelchair.
I need an Amtrak wheelchair.
I travel with my own wheeled mobility device (e.g., wheelchair, rollator, etc.).
I travel with a mobility aid (e.g., cane, walker, crutches, etc.).
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
BACK

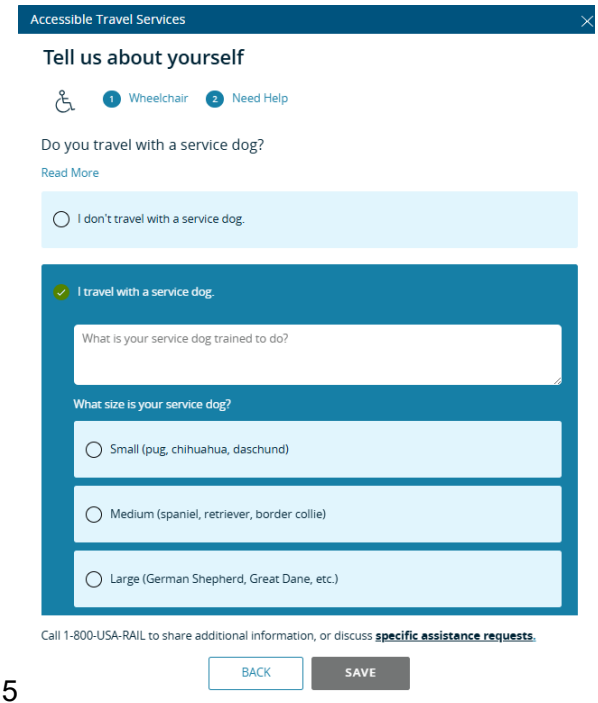
2


Accessible Travel Services
Tell us about yourself
1 Wheelchair
At many Amtrak stations, courtesy wheelchairs are available for passengers who need assistance moving around within the station and to/from the boarding platform. At these stations, Amtrak employees are available to help you.
Read More
I need help with steps and to my seat.
I need help with steps. I can walk to my seat.
I can walk up stairs and to my seat.
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
BACK

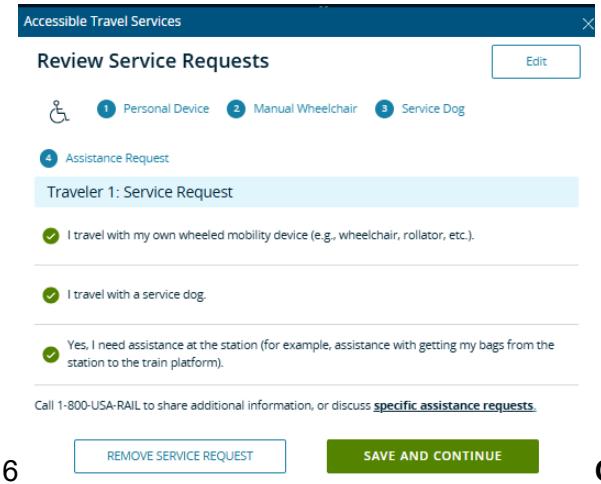
3


Accessible Travel Services
Tell us about yourself
1 Wheelchair
2 Need Help
Do you travel with a service dog?
Read More
I don't travel with a service dog.
I travel with a service dog.
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
BACK
SAVE

4

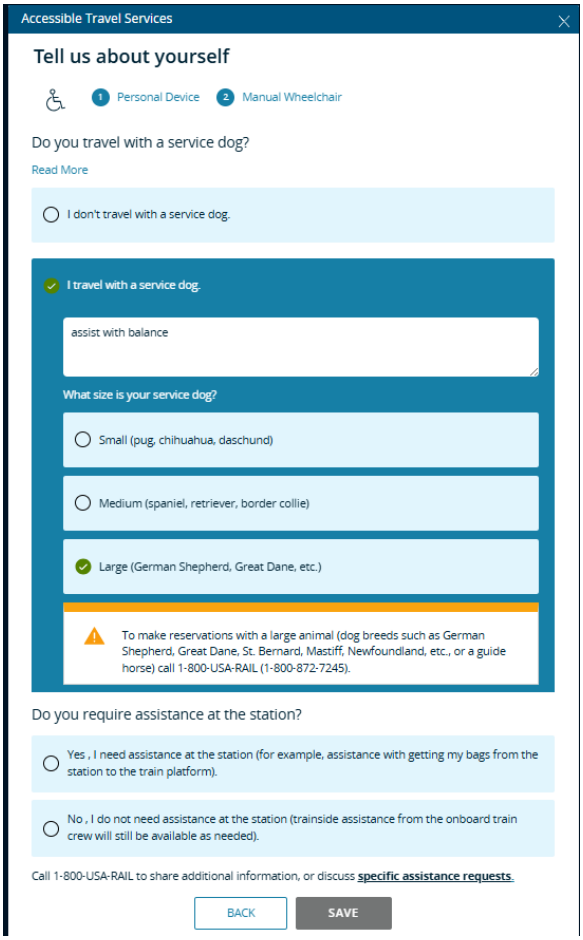

Accessible Travel Services
Tell us about yourself
1 Wheelchair 2 Need Help
Do you travel with a service dog?
Read More
I don't travel with a service dog.
I travel with a service dog.
What is your service dog trained to do?
What size is your service dog?
Small (pug, chihuahua, daschund)
Medium (spaniel, retriever, border collie)
Large (German Shepherd, Great Dane, etc.)
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
BACK
SAVE

5


Accessible Travel Services
Review Service Requests
Edit
1 Personal Device 2 Manual Wheelchair 3 Service Dog
4 Assistance Request
Traveler 1: Service Request
I travel with my own wheeled mobility device (e.g., wheelchair, rollator, etc.).
I travel with a service dog.
Yes, I need assistance at the station (for example, assistance with getting my bags from the station to the train platform).
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
REMOVE SERVICE REQUEST
SAVE AND CONTINUE

6

OR


Accessible Travel Services
Tell us about yourself
1 Personal Device 2 Manual Wheelchair
Do you travel with a service dog?
Read More
I don't travel with a service dog.
I travel with a service dog.
assist with balance
What size is your service dog?
Small (pug, chihuahua, daschund)
Medium (spaniel, retriever, border collie)
Large (German Shepherd, Great Dane, etc.)
To make reservations with a large animal (dog breeds such as German Shepherd, Great Dane, St. Bernard, Mastiff, Newfoundland, etc., or a guide horse) call 1-800-USA-RAIL (1-800-872-7245).
Do you require assistance at the station?
Yes , I need assistance at the station (for example, assistance with getting my bags from the station to the train platform).
No , I do not need assistance at the station (trainside assistance from the onboard train crew will still be available as needed).
Call 1-800-USA-RAIL to share additional information, or discuss specific assistance requests.
BACK
SAVE

The above screenshots show the steps an individual who indentifies as having a disability or has an assistance request would use to help Amtrak more readily support the individual. The fifth and sixth screens show that if a individual has a small or medium size service dog they can finish the booking process on their own. The last screen shows that if the individual has a large service dog or guide horse, they will need to call Reservations & Customer Service at 1-800-USA-RAIL (1-800-872-7245) or TTY 1-800-523-6590 to complete the process.

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 provides additional space free of charge for passengers traveling together who use wheeled mobility devices and wish to be seated together while remaining in their wheelchairs. 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, American Council of the Blind, Cure SMA, 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 Amtrak headquarters and virtually, at least once a quarter to discuss accessibility plans, the prevention and remediation of any barriers, and any operational concerns or other feedback from the groups. In addition to the quarterly meetings, Amtrak is conducting virtual Regional meetings to discuss issues that are applicable to each region and their areas of concern. Amtrak hosts ad hoc meetings on specific topics, as needed / requested, to obtain input from affected individuals with disabilities.

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 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.

Feedback Information

As stated previously, 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 representatives of the disability community. Our passengers with disabilities have requested larger accessible restrooms with 60 inch turning circles, braille on-seat identification labels, accessible open gangways, an onboard digital information system, and a cafe car layout that will accommodate mobility devices on new trainsets that will transport passengers to and from Canada upon their transition into revenue service. Amtrak has listened and is implementing this feedback in our *Airo* trains and has included the information in our new long distance fleet bid requirements.