



Dennis J. Newman  
*Executive Vice President, Strategy, Planning & Accessibility*

December 14, 2022

Attention: Claire Stanley  
National Disability Rights Network  
820 First Street, N.E., Suite 740  
Washington, DC 20002

Dear Consortium for Constituents with Disabilities (CCD) Transportation Task Force Chairs Claire Stanley, Swatha Nandhakumar and Carol Tyson:

Thank you for your letter dated October 6, 2022, to Stephen Gardner, Amtrak's Chief Executive Officer, in response to the first annual *Amtrak Board of Directors' (BOD) Session with Representatives from the Disability Community* held on July 21, 2022.

We appreciate your participation in this meeting and welcome your feedback. Since this was the first such annual meeting and reception with the disability representatives, your thoughts and suggestions are helpful and we will continue to gather additional recommendations that we can share with the Board as we identify opportunities for improvement at the second annual meeting, currently scheduled for July 2023.

As you referenced, the July 2022 BOD meeting included presentations by Amtrak leaders with time for questions, followed by the reception. Since there were newly invited disability representatives in attendance—or some who had not attended recent quarterly meetings—we and our Board believed it was important to provide an overview of Amtrak's accessibility programs, planning, and progress at this meeting. The post-meeting reception then allowed for significant opportunity for dialogue and relationship building between the representatives in attendance, our directors, and our senior leadership team. We received positive feedback about this portion of the event where attendees were also able to meet with

representatives from the Federal Railroad Administration (FRA) and Department of Transportation (DOT). Amtrak leadership received excellent recommendations from attendees during the reception about how to make these meetings even more productive in the future, and we will reach out to you and other disability representatives for additional feedback as planning begins for the second annual meeting. Certainly, we will plan to build in even more interactive opportunities for dialogue at this next meeting to facilitate the type of direct engagement you recommend.

Additionally, we appreciate your feedback about the disability employment presentation at the BOD meeting. Disability representation at every employment level is a critical component of Amtrak's diversity strategy. The Amtrak Accessibility Office is working closely with our Human Resources team to make recommendations and ensure continued improvements toward inclusive disability representation at Amtrak. We are committed to accessible and inclusive hiring practices and we are reviewing our current policies and procedures for reasonable accommodations requests from candidates and employees, as well as expanding our outreach networks and partnerships for recruitment. As we continue to make progress, we look forward to sharing an update at the next BOD meeting or at an earlier meeting on this specific topic.

Finally, as stated in previous conversations and letters regarding the new intercity trainsets, Amtrak continues to welcome opportunities for dialogue and collaboration. We appreciate your regular participation in opportunities to provide feedback at Amtrak events through your disability organizations, including through quarterly meetings with disability organizations (most recently, *September 1, 2022* and *November 10, 2022*), train mock-up review tours (*May 5, July 14, and September 29 2022*), and ad hoc meetings on topics to obtain consensus on design options (*August 24, 2022*). As presented at the July 2022 Amtrak Board of Directors' session and stated in our previous response letter on September 21, 2022, Amtrak is developing plans to execute actions identified in conjunction with the FRA's Office of Civil Rights to further support and engage with the disability community, and you will hear more updates about these shortly. Amtrak will continue to collaborate with the disability community as a key stakeholder, and to

demonstrate its commitment to accessibility in the most integrated setting reasonably achievable, consistent with all applicable laws.

Amtrak is committed to serving passengers and hiring employees with disabilities and to working with disability organizations and members of the disability community to improve our service and our workplace. We appreciate your continued advocacy, recommendations, and partnership as we advance accessibility and disability representation at Amtrak.

Thank you,

A handwritten signature in black ink, appearing to read "D.J. Newman", with a stylized flourish at the end.

Dennis J. Newman  
*Executive Vice President,  
Strategy, Planning and Accessibility*