



California's protection & advocacy system

Disability Discrimination Fact Sheet: Services Provided By Amtrak

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Amtrak Policies for Passengers with Disabilities

Amtrak has posted the following Non-Discrimination policy on its website:

- In compliance with state and federal laws and regulations, including the Americans with Disabilities Act (ADA), Amtrak prohibits discrimination on the basis of disability in its programs, services, and activities for the public.
- Amtrak welcomes customers with disabilities and is pleased to provide additional services (at no extra charge) for such passengers (such as at-seat or in-room meal service or boarding assistance).

<https://www.amtrak.com/planning-booking/accessible-travel-services/non-discrimination-policy?content=Non-DiscriminationPolicy>

Amtrak's has also posted specific policies regarding passengers with disabilities. These include:

- Accessible Travel Services
<https://www.amtrak.com/planning-booking/accessible-travel-services/making-reservations-for-passengers-with-a-disability?content=MakingReservationsforPassengerswithaDisability>

- Station Accessibility
<https://www.amtrak.com/planning-booking/accessible-travel-services/station-accessibility?content=StationAccessibility>
- Traveling with a Companion/Attendant
<https://www.amtrak.com/planning-booking/accessible-travel-services/accessible-travel-with-companion-attendant?content=TravelingwithaCompanion/Attendant>
- Wheeled Mobility Device Services
<https://www.amtrak.com/planning-booking/accessible-travel-services/wheeled-mobility-device-services?content=WheeledMobilityDeviceServices>
- Oxygen Equipment
<https://www.amtrak.com/planning-booking/accessible-travel-services/use-of-oxygen-equipment?content=OxygenEquipment>
- Service Animals
<https://www.amtrak.com/planning-booking/accessible-travel-services/service-animals?content=ServiceAnimals>
- Meal Service for Passengers with a Disability
<https://www.amtrak.com/planning-booking/accessible-travel-services/meal-services-for-passengers-with-a-disability?content=MealServiceforPassengerswithaDisability>
- Accessible Travel Requests
<https://www.amtrak.com/planning-booking/accessible-travel-services/accessible-travel-request?content=AccessibleTravelRequests>

Disability Discrimination Laws

Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 prohibit public entities from discriminating

against people with disabilities on the basis of disability. Title II specifically includes Amtrak as a covered public entity, which means that it is also covered under Section 504. However, unlike most public entities, which are subject to regulations made by the Department of Justice, Amtrak is governed by regulations made by the Department of Transportation. Depending on the route of the train, state discrimination laws such as the Unruh Civil Rights Act may also apply.

Administrative Complaints

If you believe that Amtrak has discriminated against you on the basis of disability, you can file a complaint with Amtrak or with the Federal Railroad Administration (FRA) Office of Civil Rights.

You can contact Amtrak's ADA coordinator to make an inquiry or file a complaint. Information on how to contact the ADA Coordinator are here: <https://www.amtrak.com/non-discrimination-policy>.

The FRA Office of Civil Rights is the agency responsible for enforcing the Department of Transportation's non-discrimination regulations on railroads. You can find instructions on filing a complaint here with the FRA here: <https://www.fra.dot.gov/Page/P0578>.

Litigation

Violations of the laws discussed above may also be enforced through private lawsuits. Please be aware that statutes of limitations restrict the timeframe for filing litigation, and that you could potentially lose claims if you do not act within the applicable statute of limitations. You may also be required to file a claim under the Federal Tort Claims Act within six months of the date of discrimination, before filing a claim for damages in court. It is important to discuss those deadlines with an attorney if you are considering bringing litigation against Amtrak.

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For legal assistance call 800-776-5746 or complete a [request for assistance form](#). For all other purposes call 916-504-5800 (Northern CA); 213-213-8000 (Southern CA).

Disability Rights California is funded by a variety of sources, for a complete list of funders, go to <http://www.disabilityrightsca.org/Documents/ListofGrantsAndContracts.html>.