



AUG 2015
DRAFT

Accessibility Self-Evaluation and Transition Plan Overview

REDWOOD

NATIONAL PARK | CA

AUG 2015

Executive Summary

The park's Accessibility Self-Evaluation and Transition Plan (SETP) includes major findings from the self-evaluation process, as well as a plan for improving accessibility parkwide. The SETP resulted from the work of an NPS interdisciplinary design team, including planning, design, and construction professionals; and interpretive, resource, visitor safety, maintenance, and accessibility specialists. Site plans, photographs, and specific actions for accomplishing work in priority park areas were developed, and associated time frames and implementation strategies were established to assist NPS staff in scheduling and performing required actions and to document work as it is completed. Park policies, practices, communication, and training needs were also addressed. The goal of an SETP is to design an effective plan to improve the park's accessibility by upgrading services, activities and programs at park areas and to instill a culture around universal access by employing means to convey information to the widest population possible and by prioritizing ongoing staff training.

Following are the key park experiences and associated priority park areas addressed in the transition plan:

- Experiencing old-growth Redwood National Park forest, including the world's tallest, and some of the oldest, trees
 - Found at Flint Ridge Campground and Trailhead, Howland Hill Outdoor School, Lady Bird Johnson Grove Trailhead, Lost Man Creek Day Use Area, Redwood Creek Trailhead, and Wolf Creek Education Center.
- Viewing unique and abundant wildlife
 - Found at Crescent Beach Day Use Area, Elk Meadow Day Use Area, Hiouchi Information Center, Klamath River Overlook, Kuchel Visitor Center, Lagoon Creek Day Use Area, Redwood Creek Day Use Area, and Redwood Creek Overlook.
- Viewing the Pacific Ocean and coastline
 - Found at Crescent Beach Day Use Area, Crescent City Information Center, Klamath River Overlook, Kuchel Visitor Center, Lagoon Creek Day Use Area, Redwood Creek Day Use Area, and Redwood Creek Overlook.

- Enjoying world-class recreation and backcountry camping
 - Found at Crescent Beach Day Use Area, Crescent City Information Center, Flint Ridge Campground and Trailhead, Hiouchi information Center, Klamath River Overlook, Kuchel Visitor Center, Lady Bird Johnson Grove Trailhead, Lagoon Creek Day Use Area, Lost Man Creek Day Use Area, Redwood Creek Day Use Area, Redwood Creek Overlook, and Redwood Creek Trailhead.
- Experiencing a “mosaic of habitats,” ecosystems, and landscape scale views
 - Found at Crescent Beach Day Use Area, Howland Hill Outdoor School, Klamath River Overlook, Kuchel Visitor Center, Lagoon Creek Day Use Area, Redwood Creek Overlook, and Wolf Creek Education Center.
- Understanding human history of the area and how human interaction with the natural environment has shaped and continues to shape park landscapes
 - Found at Crescent Beach Day Use Area, Crescent City Information Center, Howland Hill Outdoor School, Klamath River Overlook, Lady Bird Johnson Grove Trailhead, Lagoon Creek Day Use Area, Lost Man Creek Day Use Area, Redwood Creek Day Use Area, Redwood Creek Overlook, and Wolf Creek Education Center.

Overall, the same types of services, programs, and activities were found throughout park areas and assessment findings for these generally repeated from area to area, for both physical accessibility and program accessibility. More detailed accessibility improvements are recommended for each finding by area location.

Physical Accessibility

Recurring findings related to meeting physical accessibility requirements under the Architectural Barriers Act Accessibility Standards (ABAAS) were generally for parking areas, accessible paths of travel, picnic facilities, restrooms, and visitor information areas and elements, such as kiosks, bulletin boards, interpretive panels, and waysides. Noncompliant accessible parking was one of the most frequent barriers encountered, with concerns including accessible stall locations, stall and access aisle dimensions and slopes, and routes between stalls and facilities. In addition, signage for accessible stalls was absent or incorrectly placed in many parking lots. Other common outdoor elements that limited accessibility included the routes between accessible parking, facilities, and outdoor features, which had high running and/or cross slopes or were not firm and stable, and tables, fire rings, and trash and recycling receptacles, which did not provide the necessary clearance measurements or were inoperable for visitors without finger dexterity. Indoors, most park facilities contained accessible entrances, but indoor door pressures, signage, restrooms, and counter heights often prevented the buildings from being fully accessible to visitors. Restrooms throughout the park also presented frequent barriers to accessibility, with commode heights, grab bar lengths and locations, dispenser locations, mirror heights, and hand dryer projections often limiting restroom ease-of-use.

Other physical access issues where improvements are recommended include providing signed parking for oversize vehicles at most day use areas; offering a variety of beach access accommodations, dispersing where they are provided, and alerting visitors to their use and checkout procedures; and upgrading trails and trail signage so visitors know which trails are fully accessible, the distance some trails may be accessible, and the accommodations one would encounter along each trail. Additional improvements to accessibility at the park include repair of information desks, signage, and exhibits at the three visitor centers: the Crescent City Information Center, Kuchel Visitor Center, and Hiouchi Information Center.

Program Accessibility

Recurring findings related to meeting program accessibility requirements under ABAAS were generally for interpretive waysides, publications, videos, event announcements, reservations, special events, and self-guided tours, which often were not visually accessible or did not have available alternate formats, such as materials in braille or large print, open captioning, or audio and electronic formats. Most interpretive waysides throughout the park had features which may present challenges for visitors with vision impairments, including small font sizes, brightly colored and/or italicized text, and low contrast between images and text. Assistive listening devices were not available for visitors taking part in guided tours or special events in many popular park areas, nor were audio descriptions available for persons with vision impairments at ranger-led interpretive tours and self-guided tours to describe important visual elements. Finally, the accessibility page of the park website provided sparse information on accessible programs, audio and video accommodations, available braille/tactile features, and accessible tours.

Though necessary at a larger scale as noted above, specific program areas that would better serve visitors with increased accessible formats include upgrades to audiovisual systems and videos and guided tours at the Kuchel Visitor Center, self-guided tours at the Lady Bird Johnson Grove Trailhead, and guided beach tours at the Crescent Beach Day Use Area. Upgrading museum elements and exhibits at the Crescent City Information Center and Kuchel Visitor Center is also recommended.



Parkwide Accessibility

During the self-evaluation and assessment process, some of the more noteworthy parkwide accessibility challenges that were discussed by the planning team included providing direct access to old-growth redwoods in difficult to access areas, providing beach access for visitors who use wheelchairs, and sharing accessible park information in interpretive mapping signage. These concerns will need long-term strategies in order to correctly solve them and provide the necessary accessibility solutions.

It is suggested that the park employ trained consultants to assist them in determining how to best address program accessibility improvements parkwide, and to ensure that design and implementation of alternate format programs best meet the intended audiences. When alternate formats are provided, place signage at appropriate locations and communicate in park materials to inform visitors of availability.

Staff training is of primary importance, as creating parkwide accessibility requires staff awareness and understanding, as well as appropriate action to make or support accessible conditions. General training for all staff, and regular, specific training for maintenance and interpretive staffs to upkeep physical and programmatic access is strongly advised. Conducting the assessment process with the park team was a step forward, as it brought higher awareness and field training to staff and served to generate commitment toward embracing this ethic as a core value.

While improving accessibility across the board is important, park staff will need to consider which improvements in which park areas expand accessibility to the greatest numbers of park visitors with disabilities. In addition, suggested time frames for implementation and relative cost need to be factored in to decisions related to accessibility investments.

Redwood National Park are striving to be inclusive and welcoming. The self-evaluation process identified a number of strengths. These included the collaborative relationship between the national and state parks, where each entity provides a range of accessible offerings and can direct visitors to areas that offer the most enjoyable and accessible experiences. Some projects identified within this plan will have higher impacts and further reinforce the NPS commitment to accessibility. Park areas with heavy, regular visitation numbers, such as Kuchel Visitor Center and Hiouchi Information Center, are the most visible examples of areas that influence how a visitor experiences the park. However, providing accessibility in unique park areas that are culturally or environmentally significant and offer visitors different experiences will also greatly impact the visitor's overall experience. Examples of these park areas include the Lady Bird Johnson Grove Trailhead and Flint Ridge Campground and Trailhead. Making a commitment to improve accessibility at these areas will not only help to provide a wide range of accessible experiences throughout the park but also prove a commitment to accessibility for future generations of park visitors.



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Introduction

Since 1916, the National Park Service (NPS) has preserved, unimpaired, the natural and cultural resources and values of the national park system, while also providing for the enjoyment, education, and inspiration of this and future generations.

Many of our national parks were founded because of their stunning views, extreme and unique geography, challenging and sensitive natural environments, and historic, fragile structures. The many reasons this park, Redwood National Park, and other parks exist are due to their history and resources. The NPS mission balances protection of resources (both natural and cultural) along with visitation. To accommodate our visitors, facilities, services, activities, and programs were designed and built within parks to help them better understand each park purpose and significance.

Most facility installation preceded the passing of laws and policies that reflect the commitment of the National Park Service to provide access to the widest cross section of the public, and to ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and the Americans with Disabilities Act of 1990 (42 USC 12207). The accessibility of commercial services within national parks is also governed by all applicable federal laws. Within its nearly 100 years of operation, the National Park Service has continued to work toward a more inclusive environment. Paralleling these efforts, laws and regulations have provided additional guidelines. The more than 400 park units that comprise the national park system today include not only the large western parks, for which the agency is well known, but also nationally significant urban parks, historic sites, monuments, parkways, battlefields, and a diversity of other park types across the country.

For nearly a century, the park service has been a leader in connecting people to both our natural and cultural heritage. Today's generation of visitors has different needs and expectations and the agency must adapt to meet these changing demands. Modern science and visitor trend analysis have provided new insight into the opportunities and challenges related to accessibility in the national park system. There are approximately 60 million people with disabilities in the United States today, with the number expected to rise to 71 million in upcoming years as the number of baby boomers (people 65 and older) rises. This information can help the service understand changing visitation patterns, the nexus between resource stewardship and accessibility, and the impacts of managing visitors, resources, and infrastructure with the threats of decreasing funding. Adequate planning can identify unique solutions to challenges and provide the service with a trajectory that is full of opportunity—for visitors now and for future generations. The National Park Service is committed to making all practicable efforts to make NPS facilities, programs, services, and employment opportunities accessible to and usable by all people, including those with disabilities.

Redwood National Park Description

Most people know Redwood National and State Parks as home to the tallest trees on earth. But the parks also protect vast prairies, oak woodlands, wild riverways, and nearly 40 miles of pristine coastline, all supporting a rich mosaic of wildlife diversity and cultural traditions. Together, the National Park Service and California State Parks manage these lands for the inspiration, enjoyment, and education of all people. Redwood National Park protects 37 miles of rugged California coastline. Offshore sea stacks provide nesting for about 40% of California's seabirds. Gray whales migrate along the coast, and Roosevelt elk graze in the prairie. Within the park, people can visit Radar Station B-71 (an early WWII radar warning station), explore Lyons' Ranches Rural Historic District, and enjoy American Indian dance demonstrations.

The National Park Service and California State Parks cooperatively manage both federal and state public lands. California State Parks previously conducted a Self-Evaluation and Transition Plan, which included state park land. This document assesses only federal property within the jointly managed Redwood National and State Parks.

Redwood National Park Purpose and Significance Statements

Redwood National Park will complete a foundation document by 2016. Foundation documents provide basic guidance for planning and management decisions by identifying the park purpose, significance, and fundamental resources and values. The foundation plan identifies special mandates and administrative commitments and provides an assessment and prioritization of park planning and data needs. The park purpose and significance below will be updated during the foundation document process. Understanding these elements helps with appropriately integrating accessibility into the overall park priorities and plans. The following foundation elements were identified for Redwood National Park in its general management plan (2000), long-range interpretive plan (2003), and strategic plan (2005).

Park Purpose

Redwood National Park was established “to preserve significant examples of the primeval coastal redwood (*Sequoia sempervirens*) forests and the streams and seashores with which they are associated, for purposes of public inspiration, enjoyment, and scientific study, there is hereby established a Redwood National Park in Del Norte and Humboldt Counties, California” (PL 90-545, October 2, 1968).

The act of Congress that expanded Redwood National Park declared that the park was established “in order to protect existing irreplaceable Redwood National Park resources from damaging upslope and upstream land uses, to provide a land base sufficient to insure preservation of significant examples of the coastal redwood in accordance with the original intent of Congress, and to establish a more meaningful Redwood National Park for the use and enjoyment of visitors (PL 95-250, March 27, 1978).



Park Significance

- Redwood National Park preserve the largest remaining contiguous section of ancient coast redwood forest. This ecosystem includes some of the world's tallest and oldest trees, and it is renowned for its biotic diversity and inspirational atmosphere. The forest community includes a number of rare and endangered species dependent on the integrity of the whole for their survival.
- More than one-third of the lands within the park have been heavily impacted by timber harvest and are the subject of an internationally recognized restoration program designed to restore integrity and recover lost values. Erosion related to logging roads is being reduced, natural topography is being restored to hillslopes crossed by roads, and topsoil is being returned to the surface to speed revegetation and retain genetic integrity of the vegetation.
- Redwood National Park are near the junction of three active tectonic plates of the earth's crust. Steep, highly erodible landscapes and frequent earthquakes characterize the region and are all related to the geologic forces generated at plate boundaries. These forces influence not only the natural characteristics of the parks, but human use and habitation as well.
- Redwood National Park contain a rich variety of biotic communities from the Pacific coast to the interior mountains. The mosaic of habitats within the parks includes old-growth forests, prairies, oak woodlands, and riverine, coastal, littoral, and near-shore marine environments. These habitats are increasingly important refugia for rare and endangered species.
- Redwood National Park contain 37 miles of scenic Pacific Ocean coastline and about 105,516 acres of coastal topography. The heavy rainfall and powerful rivers are part of the intricate and dynamic hydrologic system. This system, which includes portions of the watersheds of Redwood Creek, the Klamath River, and the Smith River, as well as the Pacific Ocean, provides a rich diversity of aquatic and riparian habitats. The Klamath and Smith Rivers are designated federal and state wild and scenic rivers.

- Redwood National Park preserve the legacy of 19th- and 20th-century conservation efforts that led to the establishment of three state parks in the 1920s, a national park in 1968, and an expansion of the national park in 1978. These federal and state lands are cooperatively managed to ensure the highest level of resource protection and visitor enjoyment. United Nations world heritage and international biosphere reserve status was granted in the 1980s.
- Four American Indian cultures with ties to Redwood National Park lands—the Tolowa, Yurok, Chilula, and Hupa peoples—represent a diverse indigenous presence. These groups maintain traditional lifeways, including arts, ceremonies, and methods of subsistence, as well as three distinct languages. The archeological record of these peoples, extending back more than 4,500 years on Redwood National Park lands, includes sites listed in the National Register of Historic Places. These resources are especially important because of their direct association with contemporary American Indian communities, who continue to rely on these resources for their spiritual, cultural, physical, and economic sustenance.
- Redwood National Park landscapes represent more than 150 years of land use practices by non-Indian peoples, including exploration, mining, fishing, ranching, timber cutting, and settlement. Some historic structures, roads, trails, and railroad beds remain. Logging practices were developed here, which permitted the cutting of timber on an unprecedented scale. The intensity of logging spurred an environmental movement. The debate about land ethics continues today.



Accessibility Self-Evaluation and Transition Plan

The creation of a transition plan is mandated by regulations under the Rehabilitation Act of 1973, as they apply to the US Department of the Interior, which states that “No otherwise qualified handicapped individual in the United States . . . shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.” It specifically requires parks to document architectural barriers, solutions, and time frames for making improvements to increase accessibility.

This Accessibility Self-Evaluation and Transition Plan (SETP) has been prepared to provide Redwood National Park a tool for addressing overall needs associated with making the park accessible when viewed in its entirety. The plan is based in an understanding of key park experiences and establishes a methodical process that identifies, prioritizes, and outlines improvements to park accessibility. The plan proposes strategies for implementation over time and in a manner consistent with park requirements and protocols.

All key park experiences and all park areas were identified to ensure that the plan would consider all park programs. Park areas were then evaluated against measurable criteria to determine which would be considered priority park areas. Each priority park area was assessed to determine where barriers existed to participating in park programs, and the best manner in which access could be improved. In some situations it is not reasonably practicable to create physical or universal design solutions.

The general public, including people with disabilities and organizations representing people with disabilities, will be invited to provide comments on this draft Self-Evaluation and Transition Plan process and findings.

Implementation of the Plan

One of the goals of the plan is to increase accessibility awareness and understanding among staff and volunteers of Redwood National Park. The park superintendent is responsible for implementing and integrating the plan, and the park-designated accessibility coordinator ensures adequate communication to park employees, works with the superintendent to follow up on the implementation and relevancy of the plan by documenting improvements and keeping the plan updated.

Accessibility Self-Evaluation and Transition Plan Process

Self-Evaluation

The following graphic illustrates the primary steps in the self-evaluation process. Each step is further described below.

Step 1: Identify Key Park Experiences

Key park experiences are those park experiences that are iconic and important for visitors to understand the purpose and significance of the park unit. They are “musts” for park visitors. Key park experiences are grounded in park legislation and can be identified through a consideration of park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications. Based on input from NPS staff, the following key park experiences were identified at Redwood National Park to ensure that planned improvements were prioritized to best increase overall access to the experiences available at Redwood National Park.

- Experiencing old-growth Redwood National Park forest, including the world’s tallest, and some of the oldest, trees
- Viewing unique and abundant wildlife
- Viewing the Pacific Ocean and coastline
- Enjoying world-class recreation and backcountry camping
- Experiencing a “mosaic of habitats,” ecosystems, and landscape scale views
- Understanding human history of the area and how human interaction with the natural environment has shaped and continues to shape park landscapes

SELF-EVALUATION



Step 2: Identify All Park Areas Where Key Park Experiences Occur

After key park experiences were identified, the park areas where those experiences occur were determined. A park area is a location within a park regularly used by visitors and/or staff. The list of park areas within Redwood National Park was considered and then areas were prioritized per criteria in step 3.

Step 3: Prioritize Park Areas

The criteria below were used to prioritize park areas for scheduling and completing assessments at this time:

- Level of visitation
- Diversity of services, activities, and programs offered in area
- Geographic favorability (as a whole, the park areas selected reflected a broad distribution throughout the park)
- Other unique characteristics of the site

The areas selected for assessment provide the best and greatest opportunities for the visiting public to access the key park experiences. Each key park experience is represented within the identified priority areas so that all key park experiences will be accessible in some way. At the conclusion of this step, the list of priority park areas outlines which locations were assessed in steps 4 and 5. Other areas not assessed at this time will be improved as part of future facility alterations or as a component of a future planned construction project.

Step 4: Identify Services, Activities, and Programs in Each Park Area

Step 4 is the identification of all services, activities, and programs within each priority park area. This process ensured that during step 5 all visitor amenities within a priority area would be assessed. Assessments include both physical and programmatic elements. The lists of services, activities, and programs were the basis for conducting the 18 priority park area assessments and documenting all elements as they pertain to providing improved accessibility.

Step 5: Conduct Accessibility Assessment

During step 5, an interdisciplinary assessment team assessed physical and programmatic barriers within each priority area. Levels of access were identified to understand how usable the existing park program is for people with cognitive, mobility, vision, and hearing disabilities. The three general levels of access were defined by the team:

- **Level 1:** a physical or programmatic barrier where program participation is usable by most participants with disabilities
- **Level 2:** a physical or programmatic barrier where program participation is possible with assistance or modification
- **Level 3:** a physical or programmatic barrier that prohibits participation in a program

Existing conditions and barriers to services, activities, and programs were discussed on-site by the assessment team to determine the current level of access. The assessment team then developed a reasonable range of recommended actions for consideration, while universal access solutions were of primary concern. Barrier-specific solutions, as well as alternative ways to improve access overall were addressed and included both physical changes and/or the addition of alternate format methods. In some cases, programmatic alternatives needed to be examined, as it was not always possible to eliminate all physical barriers due to limitations such as historic designations, environmental concerns, topography, or sensitive cultural and natural resources. Therefore, a full range of programmatic alternatives to provide access to the key experience for as many visitors as possible was considered.

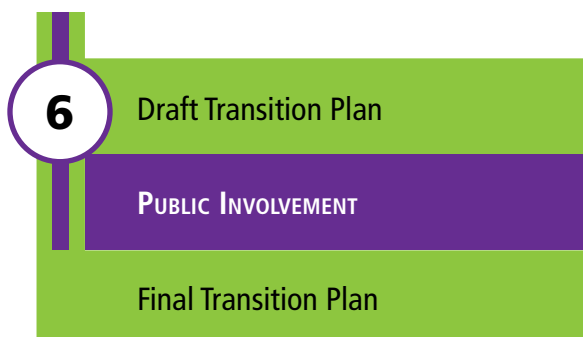
All collected data, including findings, preliminary options, and conceptual plans, are organized by park area for the park and planning team to use in implementing the recommendations for the transition plan.



Transition Plan

The following graphic illustrates the primary steps taken in developing the Redwood National Park transition plan. Public involvement will occur at the draft stage of the transition plan. Once the draft plan is developed, it will be released to solicit input from the general public, including people with disabilities and organizations that represent people with disabilities, to provide comments and thoughts on whether the document represents a reasonable review of the park's barriers and a feasible and appropriate strategy for overcoming the barriers. Upon gathering all comments from the public, the park will analyze the comments to determine if any changes to the plan are necessary. Those changes will be made before the implementation strategy is finalized. Once finalized, a notification will be sent to the public to announce the plan's availability.

TRANSITION PLAN



Step 6: Draft and Finalize Transition Plan

The final step of the process was drafting and finalizing the transition plan and the park implementation strategy. Developing an implementation strategy can be complex, because making accessibility improvements may present a large range of coordination efforts for scheduling work. It is necessary to schedule improvements strategically and consider the activities and requirements associated with park operations. The final plan makes specific recommendations to improve accessibility, identifies time frames for completion of each improvement, and notes the parties responsible for each project.

Time frames for implementation of recommended solutions are primarily based on the level of access of the barrier and the ability of the park to complete the work within normal scheduling of park operations and planned improvement projects. Time frames for making improvements are categorized as follows:

Short-term (0–3 years): If the improvement does not require supplemental NPS project funding, park staff will initiate the elimination of the barrier internally; or, if a project is currently scheduled for funding, the improvement will be incorporated into the project and the barrier eliminated.

short-term

Mid-term (3–7 years): The park will develop a proposal and submit it for those projects requiring supplemental NPS project funding in the next servicewide budget call (servicewide budget calls happen annually). For those projects requiring supplemental NPS project funding, the park will submit a request in the next budget call. Improvements will be scheduled dependent upon the year of receipt of funding. If the improvement does not require supplemental NPS project funding, park staff will continue the elimination of the barrier internally.

mid-term

Long-term (>7 years): The park will eliminate the barrier when other work is taking place as part of facility alterations or as a component of a future planned construction project.

long-term





Implementation Strategy for Redwood National Park

Priority Park Areas

Each key park experience at Redwood National Park is represented within the priority park areas when viewing the park as a whole. Park areas not included in the priority park area list will be upgraded to current code requirements when facility alteration and/or new construction is planned. The priority park areas identified earlier and listed below are those that were assessed and included in the transition plan implementation strategy (featured in alphabetical order). The priority park area locations can be found through the number key and associated map below:

- 1** Crescent Beach Day Use Area
- 2** Crescent City Information Center
- 3** Elk Meadow Day Use Area
- 4** Flint Ridge Campground and Trailhead
- 5** Hiouchi Information Center
- 6** Howland Hill Outdoor School
- 7** Klamath River Overlook
- 8** Kuchel Visitor Center
- 9** Lady Bird Johnson Grove Trailhead
- 10** Lagoon Creek Day Use Area
- 11** Lost Man Creek Day Use Area
- 12** North Operations Center
- 13** Redwood Creek Day Use Area
- 14** Redwood Creek Overlook
- 15** Redwood Creek Trailhead
- 16** Wolf Creek Education Center

Implementation Strategy for Priority Park Areas

The Architectural Barrier Act (ABA) of 1968 requires that any building or facility designed, constructed, altered, or leased with federal funds be accessible and usable by any individuals with disabilities. In 1984, the Uniform Federal Accessibility Standards (UFAS) were adopted for federal facilities. In 2006, the Architectural Barriers Act Accessibility Standards (ABAAS) were adopted for federal facilities. Subsequently in 2011, standards for recreational facilities were added to ABAAS as chapter 10.

Dependent upon the date of a building's construction or alteration, different design standards would apply (i.e., pre-1984, post-1984, post-2006, or post-2011). In conducting the transition plan facility assessments, the 2011 ABAAS standards were used for ease of using only one standard for on-site assessments. Although a barrier may be identified by the current assessment for improvement, facilities constructed pre-1984, or between 1984 and 2011, are only required to be in compliance with the standard in place at the time of construction and/or alteration, and may not be in violation of ABAAS. However, any renovation or upgrade of that building will be required to meet the most current standard at the time of work.

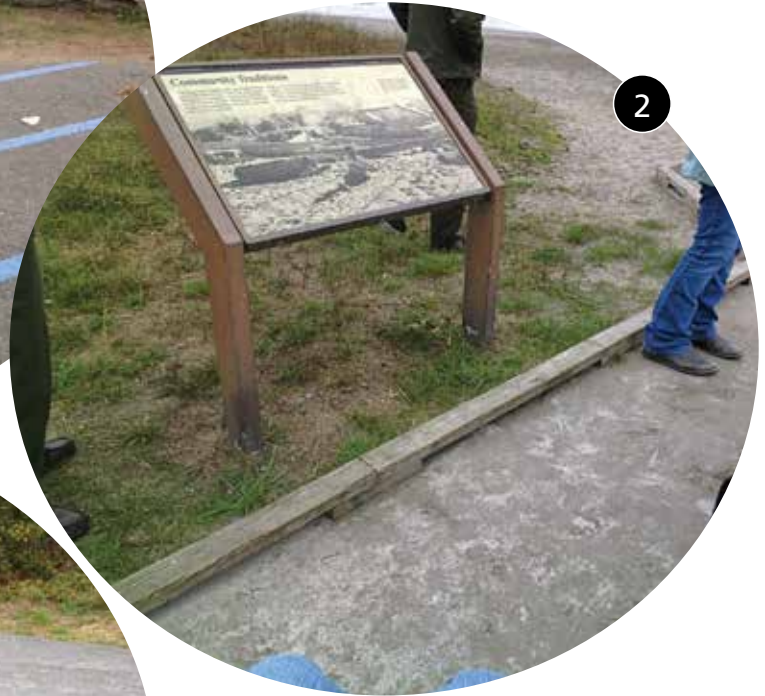
Employee areas are addressed as needed. In the event an employee with a disability is hired by Redwood National Park, the supervisor and employee will discuss accommodations that are needed by the employee. The supervisor will then determine what accommodations are reasonable within the given work environment.

Site plans illustrate existing conditions and recommended improvements for each priority park area in a conceptual format. During the implementation phase, reassessment of the project site conditions and consultation with the Architectural Barriers Act Accessibility Standard is strongly recommended to ensure that specific design and programmatic solutions are addressed correctly. Assistance is available at the Denver Service Center and through the Pacific West Region Accessibility Coordinator.



Crescent Beach Day Use Area

Site Features



Crescent Beach Day Use Area

Implementation Strategy

Crescent Beach Day Use Area is a picnic area located off the Redwood Highway. Visitors come to picnic, use the restrooms, recreate at Crescent Beach, view wildlife, and learn about the human history of the area. Whales, seals, sea lions, and seabirds can be viewed from the day use area. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Current van accessible parking stall must be clearly marked with upright signs. Signs must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502.6).

short-term

- 2 Interpretive Waysides.** 1) Relocate or pave underneath signs in order to provide clear floor space of 30" by 48".

mid-term

- 3 Walking Surfaces and Accessible Routes.** 1) Regrade walkway between parking and restrooms to 2% maximum cross slope.

mid-term

- 4 Handrails (ramp up to bathroom).** 1) Extend handrails 12" minimum at the top of the ramp run.

short-term

Other services, activities, and programs to be addressed:

Trash and Recycling. 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist. 2) Pave around receptacles to provide a firm and stable surface with 36" by 48" clear space for a forward approach or 30" by 60" clear space for a parallel approach.

long-term

Beach Access: 1) Provide mobility access onto beach sand. Options include temporary roll out matting or permanent decking. Best solution for this location will be determined by park staff. 2) Purchase additional beach wheelchairs for general use and store them in an accessible location. 3) Educate staff on beach device operation, storage, and rentals.

mid-term

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Crescent City Information Center

Site Map



Crescent City Informatino Center

Implementation Strategy

The Crescent City Information Center is one of three visitor centers at Redwood National Park. Visitors come to receive park information, view exhibits on the redwoods and learn how humans impact the fragile environment, use the restrooms, and shop at the bookstore. Nearby, visitors can see and experience the Pacific Ocean. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Work with City of Crescent City to stripe a van accessible parallel parking space along the street near the south entrance to the facility. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements. It also must meet the requirements of Public Rights-of-Way Accessibility Guidelines (PROWAG) Chapter R2: Scoping Requirements (subsection-R214) and Chapter R3: Technical Requirements (subsection-R309.2).

 long-term

- 2 Outdoor Signage (Wayfinding & Orientation).** 1) Replace all signage with 24 point minimum font size.

 short-term

- 3 Interpretive Waysides (outside).** 1) Replace signage with new signs without the use of italics and with minimum 24 point font size. 2) Relocate signs to level paving or add paving around the bottom of the signs to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.

 long-term

Trash and Recycling. 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist

 long-term

Services, activities, and programs to be addressed within the information center:

Tactile and Interactive Exhibits. 1) Rearrange table exhibit so that it allows 30" by 48" clear space for a parallel approach. Interactive pieces should be between 15" and 48" above finish floor. 2) Provide training for staff to assist vision impaired users with the location of the exhibit and pieces within the exhibit and/or provide braille signage or info in a braille brochure.

short-term

Information Desk and Checkout Counter. 1) Lower counter to 36" maximum above finish floor.

short-term

Interpretive Signage (inside). 1) For vision access, provide new signs with minimum 70% contrast and 24 point font size.

long-term

Interior Signage (Wayfinding & Orientation). 1) Add braille signage to building exits and bathroom entry on the latch side of doors. Tactile characters on the signs must be between 48" and 60" above the finish floor. Clear floor space below the sign must be 18" by 18" minimum.

short-term

Bookstore & Gift Shop. 1) Provide an alternate donation box 36" maximum above the finish floor. 2) Reposition furniture to provide 36" clear space and 60" by 60" turning spaces.

mid-term

Drop Box (visitor guide pickup). 1) Provide a freestanding box at the south side entrance where slopes are 2% or less. Install with minimum 30" by 48" clear space.

long-term

Restrooms. 1) Rehabilitate restroom interiors by removing the boxed-in wall space directly in front of the toilet to increase the size of the stall, and relocate dispensers to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsections-603 and 604).

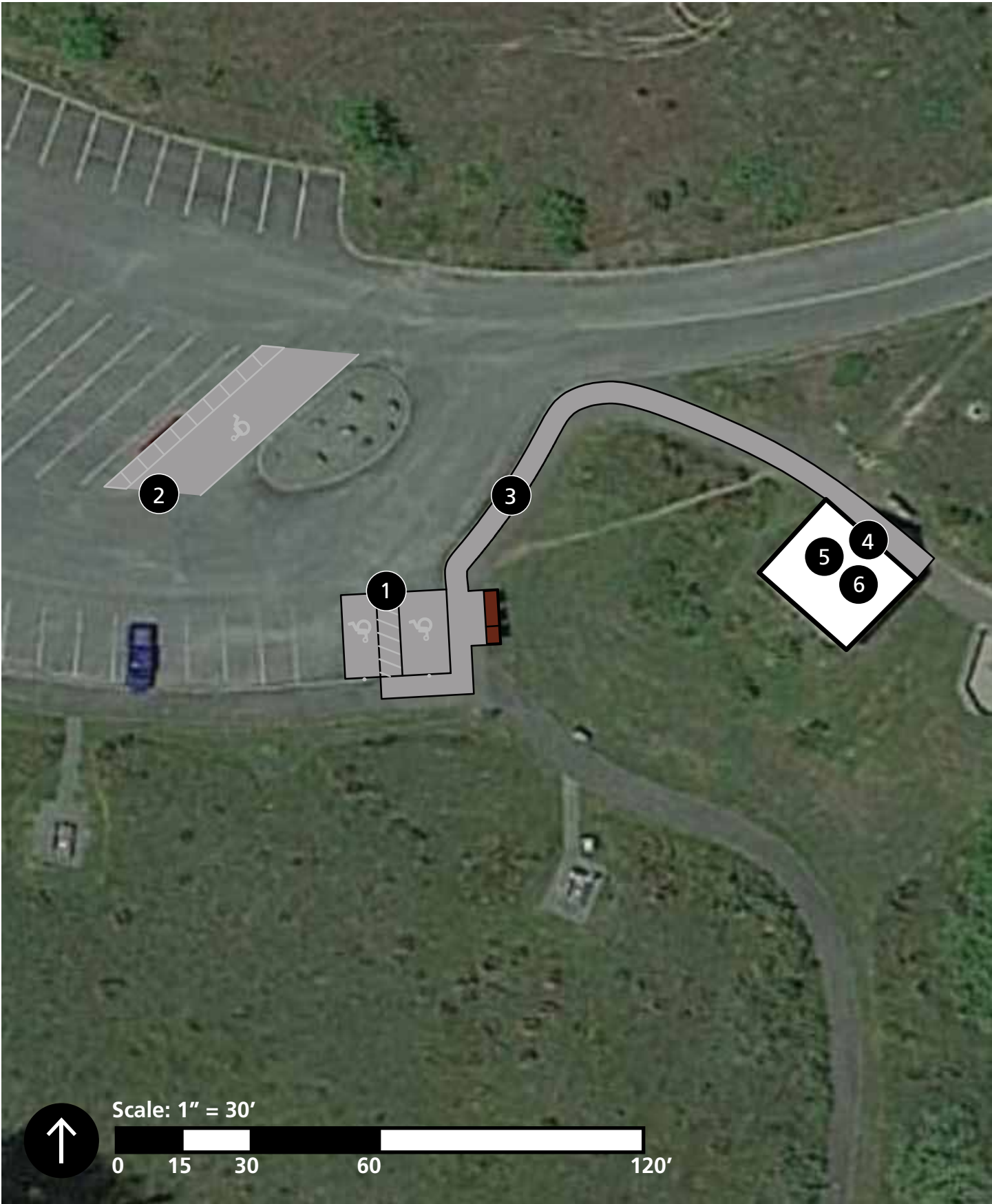
mid-term

Drinking Fountain. 1) Lower the drinking fountain so that the waterspout is at a maximum height of 36".

mid-term

Elk Meadow Day Use Area






Site Map



Elk Meadow Day Use Area

Implementation Strategy

The Elk Meadow Day Use Area, as an open grassland just off the Redwood Highway, is one of the best locations to spot Roosevelt elk herds in the park. From the day use area, visitors can access three separate hiking trails, each of which is moderate in difficulty and near three miles in length. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Increase accessible parking allotment to two stalls and pave all accessible stalls. One stall must be van accessible in size. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes. 3) Construct new curb ramp at parking to meet the requirements of ABAAS Chapter 4: Accessible Routes (subsection-406).
long-term
- 2 Oversized Vehicle Parking.** 1) Provide one oversized vehicle parking stall at 2% maximum cross and running slope. Stall should be 16' wide, including a 5' wide access aisle on the passenger side of the vehicle. 2) Include accessible parking signage 60" above the finish floor to the bottom of the sign.
short-term
- 3 Walking Surfaces.** 1) Regrade surface at restroom entrance to provide a level landing 60" by 60" with 2% max slope in all directions.
mid-term
- 4 Water Fountain.** 1) Relocate water fountain so that the spout outlet is 36" maximum above the finish floor. It must also be recessed or have 27" maximum space from floor to bottom of the fountain in order to be cane detectable.
short-term
- 5 Restrooms (men's).** 1) Rehabilitate restroom interiors, including toilets and toilet compartments, dispensers, and urinals to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsections-603, 604 and 605).
long-term

- 6 Restrooms (women's).** 1) Rehabilitate restroom interiors, including toilet compartments and accessory items to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsections-603.3 and 604.8.1.2).

long-term

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Flint Ridge Campground and Trailhead

Site Features



Flint Ridge Campground and Trailhead

Implementation Strategy

Flint Ridge Trailhead offers access to the Flint Ridge section of the Coastal Trail, a moderate to difficult nine-mile hiking trail through red alder, spruce, and old-growth redwood trees. The trailhead also provides access to Flint Ridge Campground by a short, quarter-mile trek to eight backcountry campsites. Visitors come to hike, camp, view old-growth redwoods, spot wildlife, and use the restrooms. Improvements to increase accessibility at this park area include:

- 1 Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the routes between accessible parking, trails, campsites, picnic facilities, and fire rings/grills to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).

long-term

- 2 Campground.** 1) Improve two campsites to comply with outdoor recreation standards. 2) Connect campsites to accessible routes.

long-term

- 3 Picnic Facilities.** 1) Install accessible picnic unit at each accessible campsite with integrated wheelchair accessible space on a paved pad at 2% maximum slope in all directions. Provide 36" clear space around the table.

long-term

- 4 Fire Rings/Grills.** 1) Relocate fire ring/grill at accessible campsites to provide 48" by 48" minimum clear space around the amenity with a firm and stable surface 2% maximum slope in all directions. If drainage is a problem, a 5% maximum slope is allowed. A clear ground space should be centered on each usable side of the fire ring/grill. 2) The fire building surface must be 9" minimum from the ground and the cooking surface must be 15" minimum and 34" maximum above the ground. The depth of the raised edge of the fire ring/grill must be 10" maximum. 3) All operable parts must be between 15" and 48" above the ground and operable with one hand without tightly grasping, pinching, or twisting the rest and with no more than five pounds of force.

long-term

- 5 **Food Lockers.** 1) Replace existing handles on food lockers with a new version which can be opened with a closed fist and no more than five pounds of force. 2) Pave around receptacles to provide a firm and stable surface no more than 2% slope in all directions.

 long-term

- 6 **Restroom.** 1) Rehabilitate restroom interiors, including grab bars and dispensers, to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsections-604 and 609).

 mid-term

- 7 **Hiking Trail.** 1) Improve grades at trailhead entrance and possibly for a short distance from trailhead to satisfy Outdoor Recreation Access Route standards. 2) Install signage which informs visitors on the steepness, grade, and length of trail, so they can determine the potentiality of access.

 long-term

Other services, activities, and programs to be addressed:

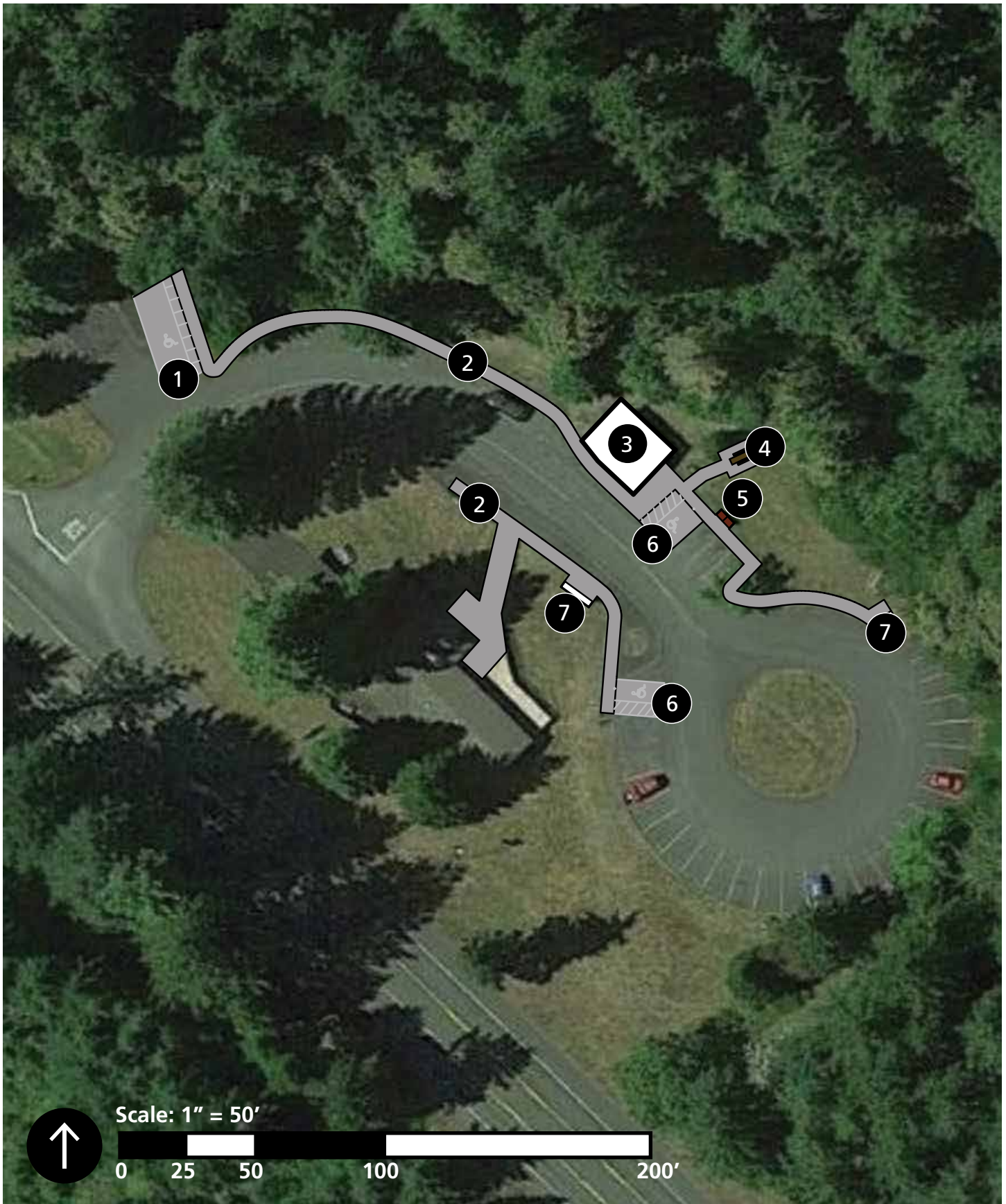
Car Parking. 1) Pave a concrete pad for one van accessible parking stall. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes.

 long-term

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Hiouchi Information Center

Site Map



Implementation Strategy

The Hiouchi Information Center is one of three visitor centers at Redwood National Park. Visitors come to receive park information, view exhibits, watch the park film titled, "Trees of the Coast Redwood Forest," use the restrooms, and spot wildlife. In the summer, visitors can take part in ranger-led walks, Junior Ranger programs, and nearby evening campfire programs. Improvements to increase accessibility at this park area include:

- 1 Oversized Vehicle Parking.** 1) Provide one oversized vehicle parking stall at 2% maximum cross and running slope. Stall should be 16' wide, including a 5' wide access aisle on the passenger side of the vehicle. 2) Include accessible parking signage 60" minimum above the finish floor to the bottom of the sign. 3) Construct two new curb ramps at compliant slopes with 36" minimum landing depth at 2% maximum slope in all directions.

mid-term

- 2 Walking Surfaces and Accessible Routes.** 1) 60% of all public entrances and the additional employee entrance should be accessible and located on accessible routes. Connect entrances which are not currently accessible to nearby accessible routes. 2) Regrade noncompliant walking surfaces to be 5% maximum running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade.

long-term

- 3 Restrooms (men's and women's).** 1) Rehabilitate restroom interiors and exteriors, including toilet compartment grab bars and restroom signage to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsections-F213 and F216.8), Chapter 6: Plumbing Elements and Facilities (subsection-604.8.1.5), and Chapter 7: Communication Elements and Features (subsection-703).

mid-term

- 4 Picnic Facilities.** 1) Enlarge pad underneath picnic table to provide 36" clear space around the table at 2% maximum slope in all directions. 2) Purchase new table or retrofit current table to be accessible.

mid-term

- 5 **Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist.

 long-term

- 6 **Car Parking.** 1) Repave accessible parking stalls, one of which must be van accessible. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access ailes to accessible routes. 3) Construct new curb ramps at parking to meet the requirements of ABAAS Chapter 4: Accessible Routes (subsection-406).

 long-term

- 7 **Interpretive Waysides.** 1) Pave around the bottom of the signs to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.

 mid-term

Services, activities, and programs to be addressed within the information center.

Information Desks and Service Counters. 1) An accessible parallel approach is provided at the concession counter, but accessibility could be improved by also providing a forward approach. To do so, extend the counter by the cash register to 30" minimum (maybe using a hinged extension) and ensure 27" minimum knee clearance.

 short-term

Water Fountain. 1) Relocate water fountain so that the spout outlet is 36" maximum above the finish floor. It must also be recessed or have 27" maximum space from floor to bottom of the fountain in order to be cane detectable.

 mid-term

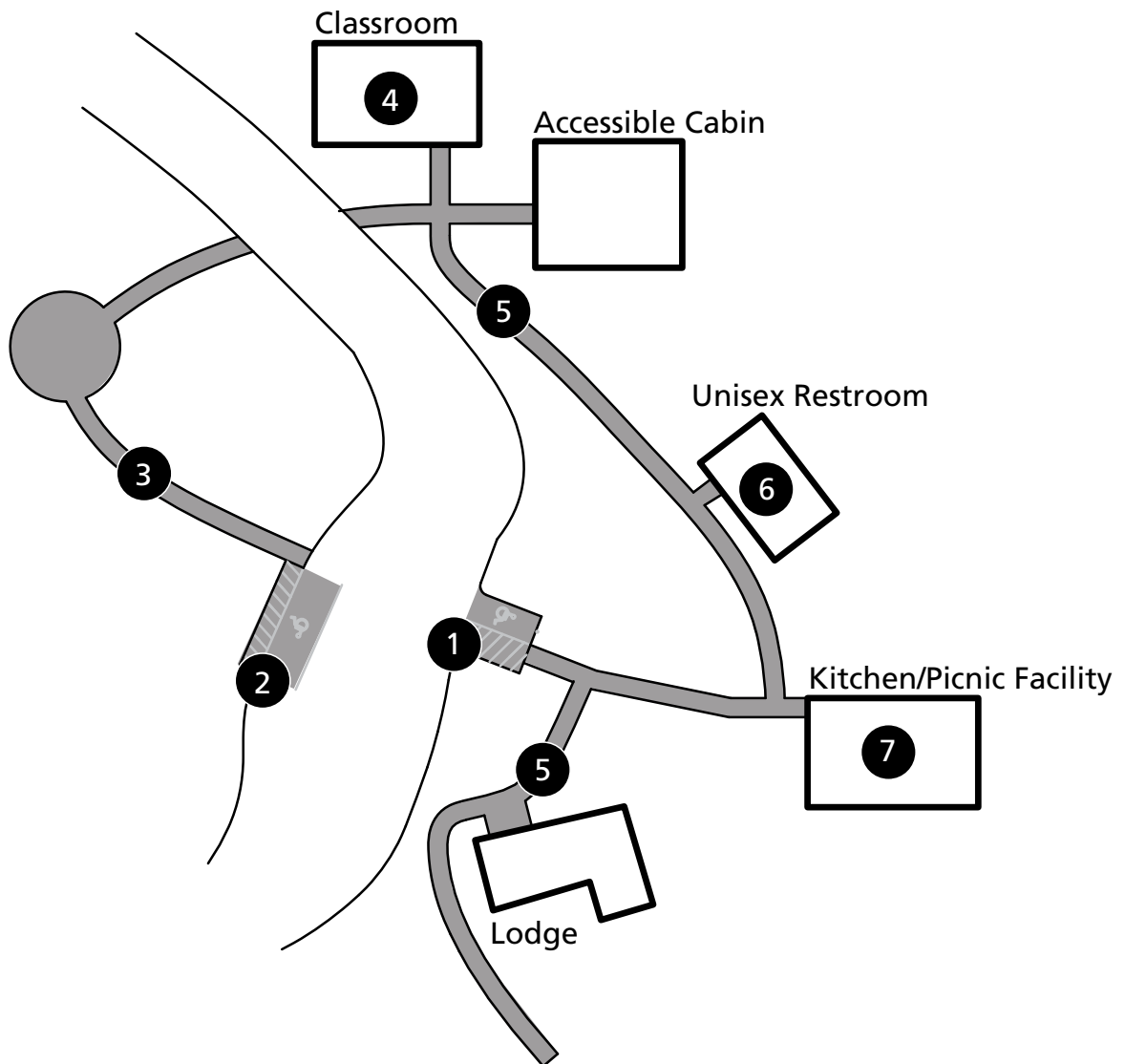
Bookstore and Gift Shop. 1) Adjust countertops to be between 28" and 34" above finish floor with 27" minimum knee clearance under the surface. 2) Provide alternate donation box with maximum height of 36".

 mid-term

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Howland Hill Outdoor School

Site Map



Not to scale

Howland Hill Outdoor School

Implementation Strategy

The Howland Hill Outdoor School, located in the northern section of Redwood National Park, provides outdoor educational opportunities for students and teachers. The school works to provide all students safe and enjoyable opportunities to increase their lifelong appreciation and stewardship of the outdoors by exposing campers to wildlife, old-growth redwood and prairie field studies, and survival skills. Campers are given opportunities to develop intellectual and emotional connections to the natural and cultural resources in the region and to promote an understanding of park stewardship values, resource management practices, and land management issues. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave one van accessible parking stall near lodge. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes.

mid-term

- 2 Oversized Vehicle Parking/Bus Drop-Off.** 1) Pave one oversized vehicle parking stall at 2% maximum cross and running slope. Stall should be 20' wide, including a 5' wide access aisle on the passenger side of the vehicle. Include accessible parking signage 60" minimum above the finish floor to the bottom of the sign. Connect to accessible routes. OR 2) Pave a concrete pad for bus drop-off 96" minimum in length. The slope of the adjacent drop-off location should be no greater than 2%, while the space must be 96" by 60".

mid-term

- 3 Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the route between accessible parking and fire pit to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).

mid-term

- 4 Classroom.** 1) Install a new exit sign on latch side of exit door with braille identification. Tactile characters on the signs must be between 48" and 60" above the finish floor. Clear floor space below the sign must be 18" by 18" minimum.

short-term

- 5 Walking Surfaces and Accessible Routes.** 1) Pave or otherwise stabilize route to provide firm and stable surface between site facilities. The route should have a 5% maximum running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade.

mid-term

- 6 Restroom.** 1) Rehabilitate restroom interiors and exteriors, including toilet compartments, toilets, urinals, dispensers, and signage to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsections-F213 and F216.8), Chapter 6: Plumbing Elements and Facilities (subsections-603, 604, and 605), and Chapter 7: Communication Elements and Features (subsection-703).

mid-term

- 7 Picnic Facilities.** 1) Twenty percent of all picnic units need to be accessible. Install accessible picnic units with integrated wheelchair accessible space on a paved pad at 2% maximum slope in all directions. Provide 36" clear space around the tables.

short-term

Other services, activities, and programs to be addressed:

Outdoor Seating Area and Amphitheater. 1) Shorten bench on uphill side of the seating area to provide companion space for wheelchairs, 36" by 48" with 2% maximum slope in all directions. Recommend two wheelchair spaces.

mid-term

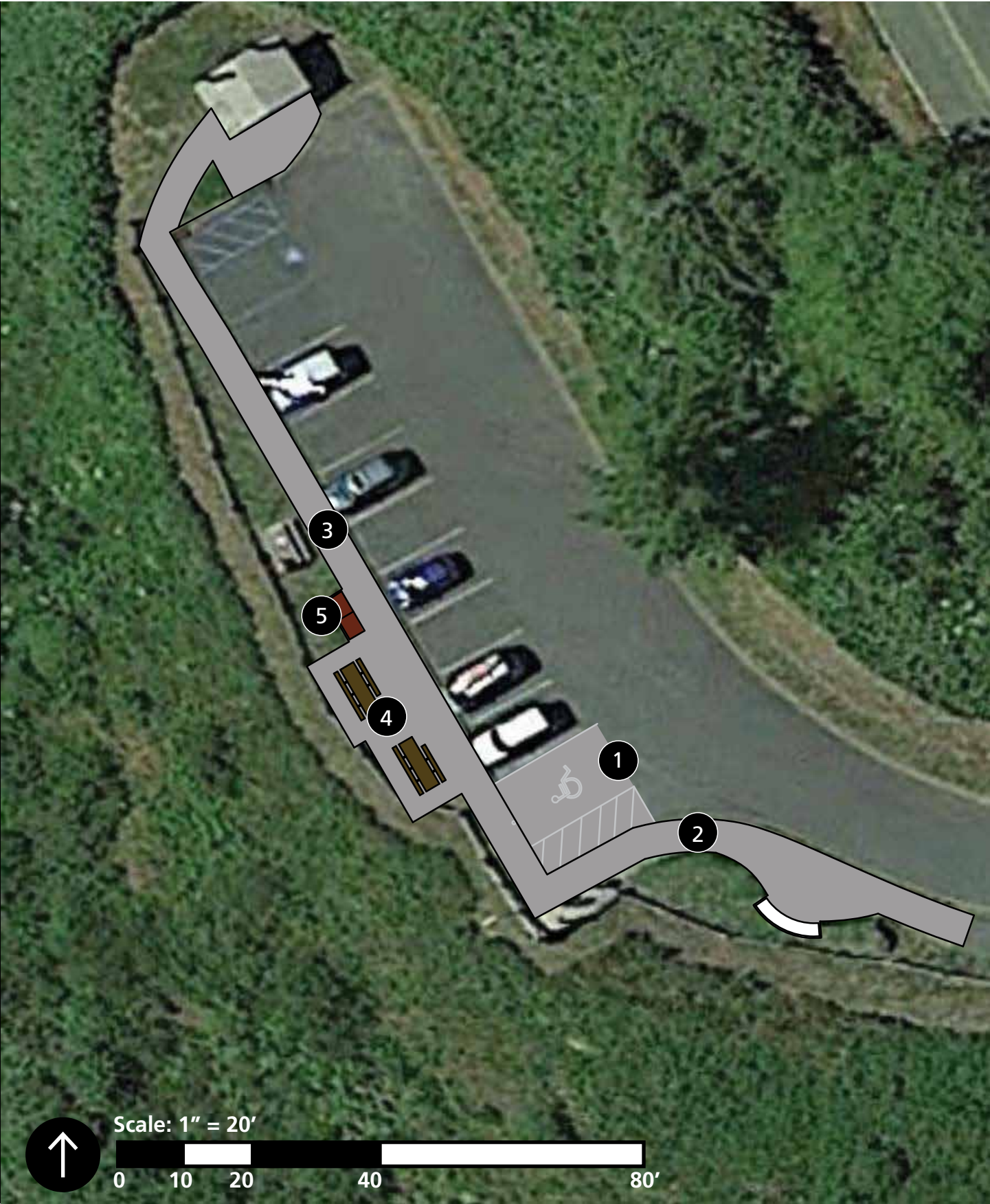
Interior Signage. 1) Install new exit signs with braille identification on latch side of accessible egress doors at all site facilities. Tactile characters on the signs must be between 48" and 60" above the finish floor. Clear floor space below the sign must be 18" by 18" minimum.

short-term

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Klamath River Overlook





Site Map



Klamath River Overlook

Implementation Strategy

Klamath River Overlook lies over a Pacific Ocean estuary in which visitors can view a host of marine mammals and seabirds. It is a prime spot for watching the gray whale migration, as well as viewing salmon, seals, sea lions, and a variety of seabirds. A quarter-mile hike on a steep trail brings visitors to a lower overlook and more dramatic views of the ocean and various ecosystems. Visitors come to view wildlife, picnic, learn how humans impact this fragile environment, and use the restrooms. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Relocate accessible parking stall and access aisle closer to overlook and pave one van accessible parking stall. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes. 3) Construct new curb ramp at parking to meet the requirements of ABAAS Chapter 4: Accessible Routes (subsection-406).

- 2 Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the route between accessible parking, picnic facilities, and interpretive waysides to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).

- 3 Walking Surfaces and Accessible Routes.** 1) Relocate or regrade route to provide firm and stable surface between site facilities. The route should have a 5% maximum running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade.

- 4 Picnic Facilities.** 1) Install two accessible picnic units with integrated wheelchair accessible space on paved pads at 2% maximum slope in all directions. Provide 36" clear space around each table.


- 5 **Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist.



long-term

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Kuchel Visitor Center

Site Map



Kuchel Visitor Center

Implementation Strategy

Kuchel Visitor Center (VC) is the largest of the three visitor centers at Redwood National Park. Visitors come to receive park information, view exhibits, watch the park film entitled, "Trees of the Coast Redwood Forest," use the restrooms, shop at the bookstore, and view wildlife and the Pacific Ocean. In the summer, visitors can take part in ranger-led coastal walks, Junior Ranger programs, and patio talks. The visitor center overlooks the mouth of Redwood Creek and Freshwater Spit Beach and provides rear access to its sandy expanse. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Increase accessible parking allotment to three stalls and pave all accessible stalls. One stall must be van accessible in size. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisles to accessible routes. 3) Provide directional signage at parking lot entrance guiding users to accessible parking location.

short-term

- 2 Oversized Vehicle Parking.** 1) Provide one oversized vehicle parking stall at 2% maximum cross and running slope. Stall should be 16' wide, including with a 5' wide access aisle on the passenger side of the vehicle. 2) Connect parking to accessible routes. 3) Install accessible parking signage 60" minimum above the finish floor to the bottom of the sign.

long-term

- 3 Walking Surfaces and Accessible Routes.** 1) Regrade or reroute walking surfaces between the accessible parking and site facilities to be 5% maximum running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade.

long-term

- 4 Interpretive Waysides (outside VC).** 1) Replace signage with new signs without the use of italics and with minimum 24 point font size. Relocate signs to level paving or add paving around the bottom of the signs to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.

long-term

- 5 **Ramps and Handrails.** 1) Extend handrails on the bottom of all ramp runs 12" minimum.



- 6 **Water Hydrant (at base of beach access deck).** 1) Pave around water hydrant and ensure spout is between 15" and 48" above the finish floor with adequate clear space. Hydrant must be operable with five pounds or less pressure.



- 7 **Ramps and Handrails (ramp, north side of VC).** 1) Extend handrail on the bottom of ramp run 12" minimum. 2) Pave a level landing at the bottom of the ramp 60" by 60" with a 2% maximum cross slope in all directions.



Other services, activities, and programs to be addressed within or near the VC:

Trash and Recycling. 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist.



Nontactile Exhibits. 1) Install and implement alternative formats for existing exhibits. 2) Train staff on their usage.



Tactile and Interactive Exhibits and Maps. 1) Replace signage on exhibits with minimum 24 point font size. 2) Add tactile warning strip in front of signs or recess signs into wall.



Interior Signage. 1) Install adequate signage along latch side of exit doors. Tactile characters on the signs must be between 48" and 60" above the finish floor. Clear floor space below the sign must be 18" by 18" minimum.



Indoor Seating Areas and Theaters. 1) Add one additional wheelchair space in the front at least 36" wide. 2) Mark accessible spaces with tape on the floor. 3) Provide all staff with training on chair set up to allow for wheelchair use.

short-term

Bookstore/Gift Shop. 1) Move furniture in order to provide 36" access aisles and 60" by 60" turning spaces. 2) Lower work surfaces to a height of between 28" and 34" above the finish floor, with 27" minimum knee clearance underneath.

long-term

Restrooms (men's and women's). 1) Rehabilitate restroom interiors and exteriors, including sinks, hand dryers, and restroom signage, to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsections-F213 and F216.8), Chapter 6: Plumbing Elements and Facilities (subsection-606), and Chapter 7: Communication Elements and Features (subsection-703).

long-term

Dropbox/Guestbook. 1) Pave underneath map tube at entrance gate to provide a firm and stable surface no more than 2% slope in all directions. Ensure map tube has clear floor space 30" by 48" and is no more than 48" above the finish ground.

long-term

Wheelchair for Public Use. 1) Install sign alerting public of the availability of a wheelchair at the front desk and inform park staff on its use, location, and checkout procedures.

short-term

Information Desk. 1) Replace counter with one which has 27" knee clearance under the surface. 2) The top of the counter must be between 28" and 34" above the finish floor and provide clear floor space of 30" by 48" minimum from a forward approach.

long-term

Lady Bird Johnson Grove Trailhead






Site Features



Lady Bird Johnson Grove Trailhead

Implementation Strategy

After an initial short, steep bridge and trail segment, the Lady Bird Johnson Grove Trailhead offers access to the Lady Bird Johnson Grove Trail, an easy, relatively level one-mile hiking loop through stands of old-growth redwood forest. The trail is centered around the 1968 dedication site of Redwood National Park. Visitors come to hike, view old-growth redwoods, spot wildlife, view wildflowers and seasonal color, learn park history, and use the restrooms at the trailhead. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave one van accessible parking stall at trailhead. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). If van accessible stall is angled, ensure that the stall meets the requirements of ABAAS 502.3.4. 2) Connect access aisle to accessible routes.
 mid-term
- 2 Interpretive Waysides.** 1) Replace signage with new signs without the use of italics and with minimum 24 point font size.
 long-term
- 3 Walking Surfaces and Accessible Routes.** 1) Relocate route to provide an accessible route between accessible parking and restrooms. The route should have a 5% maximum running slope and 2% maximum cross slope. Thresholds, such as where the walking surface and restroom pad meet, should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade.
 long-term
- 4 Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the route between accessible parking and trails to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016). 2) Provide trailhead signage on the parking side of the bridge which details trail conditions, such as bridge steepness and the first steep trail segment greater than a 5% running slope.
 long-term (4.1)
 mid-term (4.2)

- 5 **Ramps and Handrails.** 1) Adjust and alter ramp leading to bridge to be 8.33% maximum running slope, with ABAAS compliant landings and handrails.

mid-term

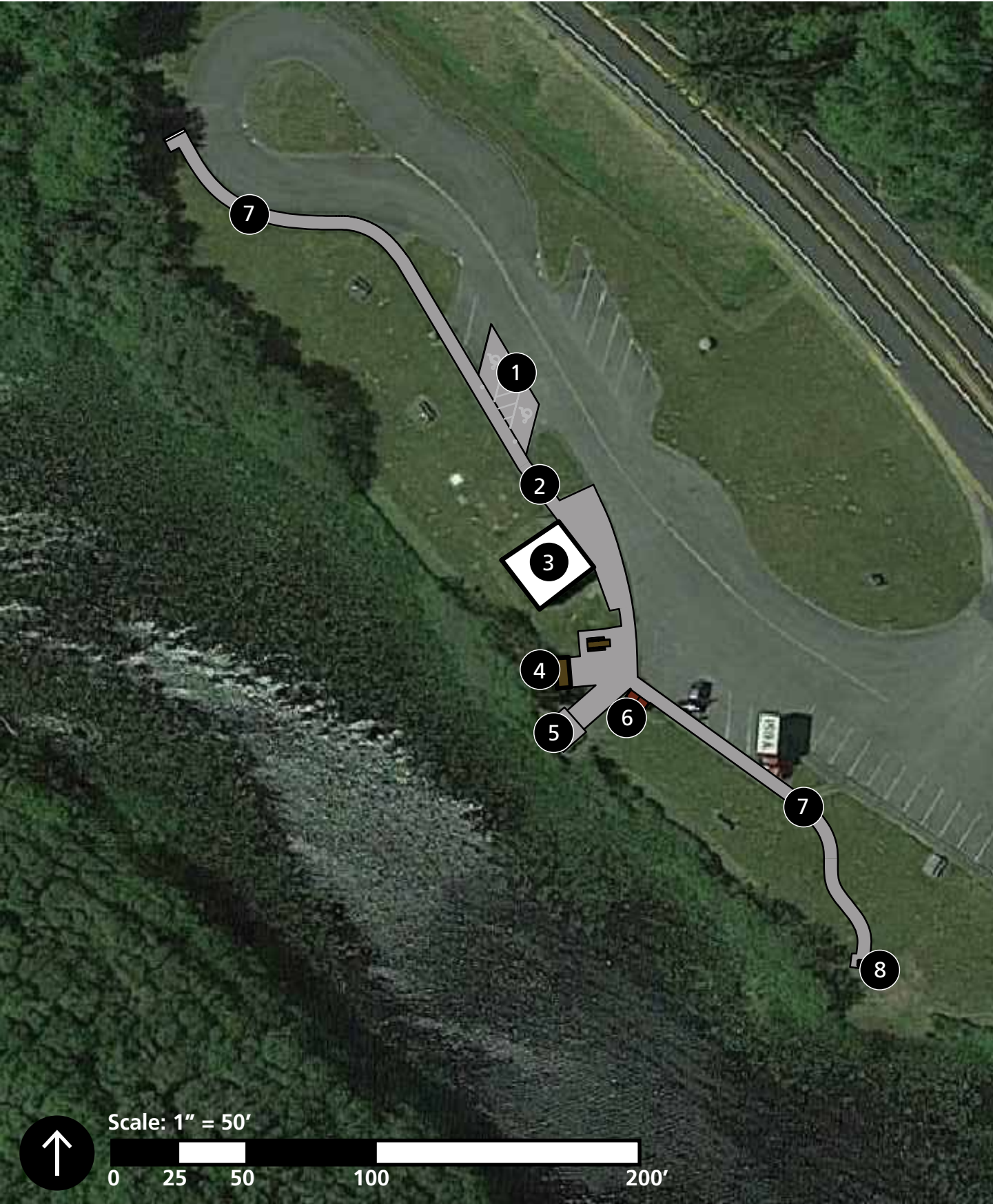
- 6 **Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist. Pave around receptacles to provide a firm and stable surface.

long-term

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Lagoon Day Use Area

Site Map



Lagoon Day Use Area

Implementation Strategy

Lagoon Creek Day Use Area is located off the Redwood Highway. Visitors come to use the restrooms, picnic, hike, and view seabirds. The expansive Coastal Trail intersects the day use area, and connects to Hidden Beach to the south. It is an excellent place to learn about the different ecosystems which thrive here and see how humans impact the fragile environment. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave two accessible parking stalls near restrooms, one van accessible stall and one standard accessible stall. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). Since the van accessible stall is angled, ensure that the stall meets the requirements of ABAAS 502.3.4. 2) Connect access aisle to accessible routes. 3) Construct new curb ramp at parking to meet the requirements of ABAAS Chapter 4: Accessible Routes (subsection-406).

mid-term

- 2 Walking Surfaces and Accessible Routes.** 1) Regrade or reroute walking surfaces between the restroom and parking to be 5% maximum running slope and 2% maximum cross slope. Ensure adequate slopes at the restroom door.

mid-term

- 3 Restrooms.** 1) Alter toilet compartment doors to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsection-604.8.1.2).

short-term

- 4 Interpretive Waysides.** 1) Replace signage with new signs without the use of italics and with minimum 24 point font size. Relocate signs to level paving or add paving around the bottom of the signs to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.

long-term

- 5 **Viewing Areas (observation deck).** 1) Regrade observation deck to 2% maximum slope in all directions. Connect viewing area to accessible routes. 2) Install new railing to be thinner so as not to obstruct the viewing space when viewed from a seated position.

mid-term

- 6 **Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist. 2) Pave around receptacles to provide a firm and stable surface with 36" by 48" clear space for a forward approach or 30" by 60" clear space for a parallel approach.

long-term

- 7 **Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the route between accessible parking, picnic facility, and viewing areas to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).

mid-term

- 8 **Viewing Areas (bench overlooking water).** 1) Pave accessible route to bench, with a 5% maximum running slope and 2% maximum cross slope. 2) Pave a level surface 36" by 48" at 2% maximum slope in all directions next to the bench for companion seating.

mid-term

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Lost Man Creek Day Use Area






Site Map



Lost Man Creek Day Use Area

Implementation Strategy

Lost Man Creek Day Use Area is a rest area and trailhead located off Lost Man Creek Road. Visitors come to hike, picnic, view wildlife, and use the restrooms. From the day use area, visitors can access the Lost Man Creek Trail, a 10-mile hiking trail through a stream valley and old-growth and second-growth redwood forest. An old logging road, the trail is an easy grade and commonly used by both hikers and bicyclists. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave one van accessible parking stall. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes.
 mid-term
- 2 Walking Surfaces and Accessible Routes.** 1) Regrade or reroute walking surfaces between the restroom and picnic facility to be 5% maximum running slope and 2% maximum cross slope.
 mid-term
- 3 Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist. 2) Pave around receptacles to provide a firm and stable surface with 36" by 48" clear space for a forward approach or 30" by 60" clear space for a parallel approach.
 long-term
- 4 Interpretive Waysides.** 1) Relocate World Heritage Site panel to accessible location with a firm and stable surface 30" by 48" with no more than 2% slope in all directions.
 mid-term
- 5 Picnic Facility (sun).** 1) Regrade surface underneath the picnic table to be 2% maximum slope in all directions with 36" clear space around table.
 mid-term

Other services, activities, and programs to be addressed:

Picnic Facility (shade, off map). 1) Pave accessible route to the picnic table at 5% maximum running slope and 2% maximum cross slope. 2) Pave surface underneath to be to be 2% maximum slope in all directions with 36" clear space around table. 3) Purchase a new table or retrofit the current table to provide a wheelchair space at the end or side of the table.

mid-term

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North Operations Center

Site Map



North Operations Center

Implementation Strategy

The North Operations Center is the NPS maintenance office and facility for the northern portion of Redwood National Park. Visitors to the facility come to acquire information about the park as a whole and use the restrooms. Although the North Operations Center is not a public use facility, it was assessed because it is a designated tsunami emergency center and may have visitor use in times of crisis. Improvements to increase accessibility at this park area include:

- 1 Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist. Pave around receptacles to provide a firm and stable surface.
- 2 Picnic Facility (west side).** 1) Relocate or pave surface underneath three picnic tables to be 2% maximum slope in all directions with 36" clear space around table. 2) Connect new paving to accessible routes.

long-term

mid-term

Services, activities, and programs to be addressed within the main building:

Doors (women's restroom). 1) Adjust door pressure for all interior doors to be five pounds or less.

short-term

Interior Signage. 1) Replace and/or relocate signage to include braille identification and be located on the latch side of doors. Tactile characters on the signs must be between 48" and 60" above the finish floor. Clear floor space below the sign must be 18" by 18" minimum.

short-term

First-Aid Station. 1) Relocate first aid station to be between 15" and 48" above the finish floor and with adequate clear floor space.

short-term

Information Desks and Service Counters. 1) Lower the service counter to be 36" maximum in height. If a forward approach is provided for guests, the counter must allow 27" minimum knee clearance underneath.

mid-term

Restrooms (men's and women's). 1) Adjust or replace sinks in restrooms to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213) and Chapter 6: Plumbing Elements and Facilities (subsection-606).

mid-term

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Redwood Creek Day Use Area

Site Map



Redwood Creek Day Use Area

Implementation Strategy

Redwood Creek Day Use Area is located off the Redwood Highway near the Kuchel Visitor Center. Visitors come to picnic, access the beach and swim in the ocean, view wildlife, learn the history of the area and how human interaction shapes park landscapes, and use the restrooms. Whales, seals, sea lions, and seabirds can be viewed from the day use area. Improvements to increase accessibility at this park area include:

- 1 Outdoor Signage (Wayfinding & Orientation).** 1) Pave underneath sign to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.
 mid-term
- 2 Oversized Vehicle Parking.** 1) Provide one oversized vehicle parking stall at 2% maximum cross and running slope. Stall should be 16' wide, including a 5' wide access aisle on the passenger side of the vehicle. 2) Install accessible parking signage 60" minimum above the finish floor to the bottom of the sign.
 mid-term
- 3 Car Parking.** 1) Current van accessible parking stall must be clearly marked with upright signs. Signs must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502.6).
 mid-term
- 4 Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist.
 long-term
- 5 Interpretive Waysides.** 1) Replace signage with new signs without the use of italics and with minimum 24 point font size. 2) Relocate signs to level paving or add paving around the bottom of the signs to provide a firm and stable surface 30" by 48" with no more than 2% slope in any direction.
 long-term

- 6 **Restroom.** 1) Rehabilitate restroom interiors and exteriors, including grab bars and restroom signage, to meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F213 and F216.8), Chapter 6: Plumbing Elements and Facilities (subsections-604 and 609), and Chapter 7: Communication Elements and Features (subsection-703).

short-term

- 7 **Picnic Facilities.** 1) Relocate two picnic tables approximately 30" in order to provide 36" clear space around each table.

short-term

- 8 **Bench.** 1) Pave or otherwise stabilize the route to the bench to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016). 2) Pave underneath bench and provide a 36" by 48" adjacent pad no more than 2% slope in all directions for companion seating. OR Relocate bench to accessible location near picnic facility.

mid-term

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Redwood Creek Overlook

Site Map



Redwood Creek Overlook

Implementation Strategy

Redwood Creek Overlook is a viewing area off Bald Hills Road. One of the most noteworthy views in Redwood National Park, it offers visitors panoramic views of Redwood Creek and its drainage, both old-growth and second-growth redwood groves, and the Pacific Ocean. Visitors come to take in the views, learn how human interaction has shaped and continues to shape the landscape, and use the restrooms. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave one van accessible parking stall near restrooms. Stall must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502).

mid-term

- 2 Trash and Recycling.** 1) Bear proof handles are not currently available, but when they become available, replace the existing handles or receptacles with the new version which can be opened with a closed fist.

long-term

- 3 Walking Surfaces and Accessible Routes.** 1) Regrade walking surfaces between the restroom and trailhead to be 5% maximum in running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade. 2) Install compliant curb ramps with a 36" deep level landing and 2% maximum slope in all directions.

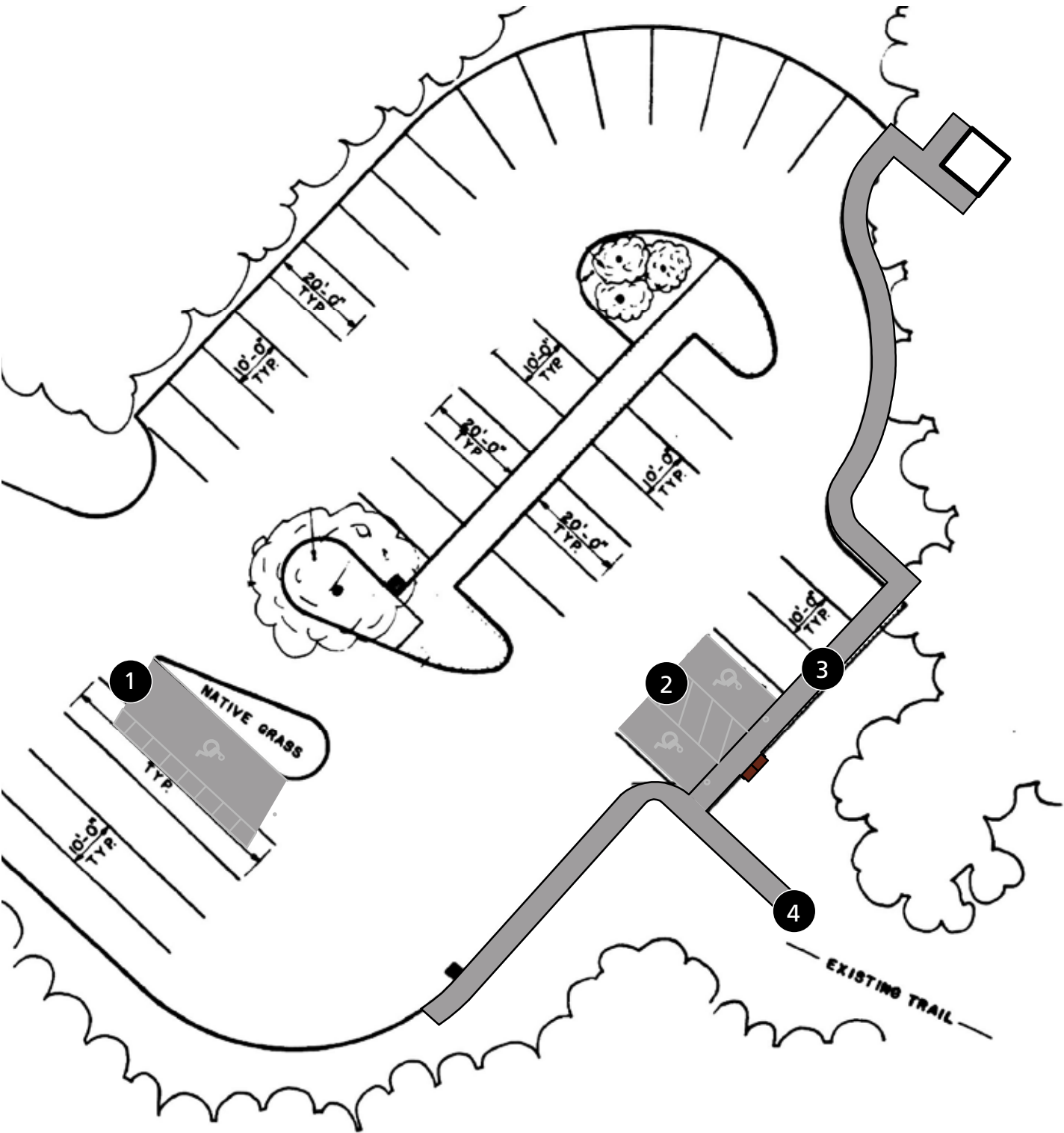
mid-term

- 4 Viewing Areas.** 1) Provide clear ground space 30" by 48" minimum on a firm and stable surface at each distinct viewing location. Slopes should be no greater than 2% in any direction. 2) Install guardrails which do not obstruct the viewing space.

short-term

Redwood Creek Trailhead

Site Map







Scale: 1" = 30'



Redwood Creek Trailhead

Implementation Strategy

Redwood Creek Trailhead provides parking, restrooms, and outdoor activities within strands of old-growth redwoods. From the trailhead, visitors can access a 15-mile hiking trail which crisscrosses Redwood Creek and traverses through old-growth redwood forest. Visitors come to hike, view old-growth redwoods, spot wildlife, and use the restrooms. Improvements to increase accessibility at this park area include:

- 1 Oversized Vehicle Parking.** 1) Provide one oversized vehicle parking stall close to restrooms at 2% maximum cross slope and running slope. Stall should be 16' wide, including a 5' wide access aisle on the passenger side of the vehicle. 2) Install accessible parking sign to be 60" minimum above the finish floor to the bottom of the sign.
A horizontal bar with a green segment on the left and a purple segment on the right. The text "mid-term" is written in white on the purple segment.
- 2 Car Parking.** 1) Pave two accessible parking stalls near trailhead, one van accessible stall and one standard accessible stall. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes.
A horizontal bar with a green segment on the left and a purple segment on the right. The text "mid-term" is written in white on the purple segment.
- 3 Walking Surfaces and Accessible Routes.** 1) Regrade walking surfaces between the restroom and trailhead to be 5% maximum running slope and 2% maximum cross slope. Thresholds should be 1/2" or less with 1/4" maximum vertical change and 1/4" level change in grade. 2) Install compliant curb ramps with a 36" deep level landing and 2% maximum slope in all directions.
A horizontal bar with a green segment on the left and a purple segment on the right. The text "mid-term" is written in white on the purple segment.
- 4 Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the surface to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).
A horizontal bar with a green segment on the left and a purple segment on the right. The text "mid-term" is written in white on the purple segment.

Other services activities, and programs to be addressed:

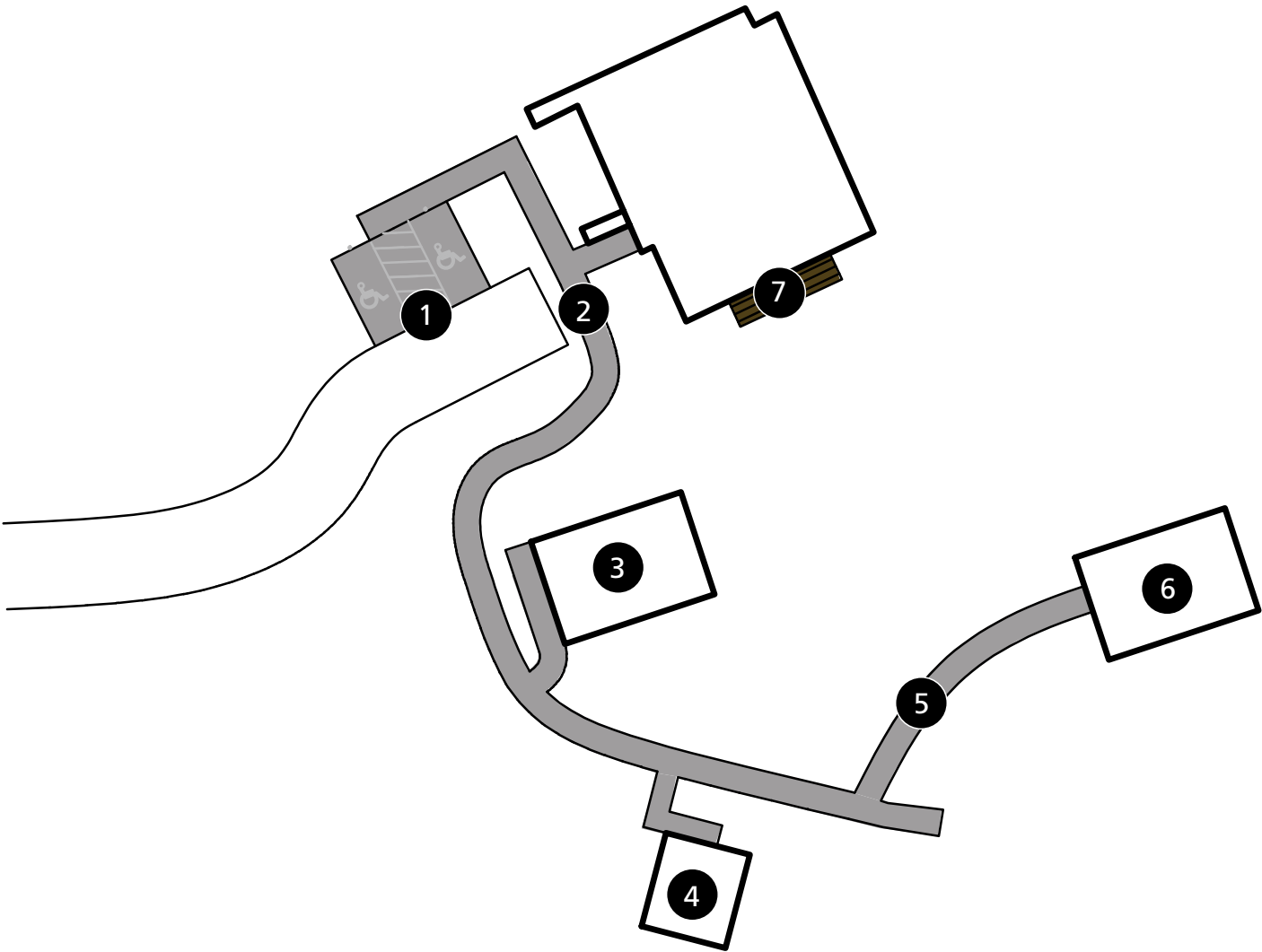
Outdoor Signage (Wayfinding & Orientation). 1) Replace signage with new signs with minimum 24 point font and high contrast text and images.

short-term

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Wolf Creek Education Center

Site Map



Not to scale

Wolf Creek Education Center

Implementation Strategy

Wolf Creek Education Center, located in the southern section of Redwood National Park, provides outdoor educational opportunities for students and teachers. The goal is “to promote an understanding of park stewardship values, resource management practices, and land management issues.” Campers are introduced to hiking skills; interactive old-growth redwood, stream, and prairie field studies; park history; and group storytelling. Improvements to increase accessibility at this park area include:

- 1 Car Parking.** 1) Pave two accessible parking stalls near lodge, one van accessible stall and one standard accessible stall. Stalls must meet the requirements of ABAAS Chapter 2: Scoping Requirements (subsection-F208) and Chapter 5: General Site and Building Elements (subsection-502). 2) Connect access aisle to accessible routes.

 long-term

- 2 Walking Surfaces and Accessible Routes.** 1) Provide an accessible route from proposed accessible parking to restroom/shower facility and onto existing pathways between cabins. Improve existing pathway so that running slope is 5% maximum and cross slope is 2% maximum. 2) Add accessible route from proposed accessible parking to the lodge building.

 long-term

- 3 Restrooms (boy's and girl's).** Rehabilitate restroom interiors, including toilet and toilet compartments, grab bars, dispensers, shower stalls, sinks and counters, and accessory items to meet the requirements of ABAAS Chapter 2 Scoping Requirements (subsections-F206.4 and F213) and Chapter 6 Plumbing Elements and Facilities (subsections-603 to 606 and 608 to 610).

 long-term

- 4 Murrelet Cabin.** 1) Replace door handles with ones that can be operated with a closed fist. 2) Pave path from walkway to cabin ramp at 5% maximum running slope and 2% maximum cross slope. 3) Provide a railing on the ramp between 34" and 38" above the finish floor. 4) Remove necessary bunk beds to allow 36" maneuvering space with 60" by 60" turning spaces. 5) Replace window latches and other necessary operable parts with ones operable between 15" and 48" above the finish floor, operable with one hand without tight grasping or twisting of the wrist, operable with five pounds or less force, and a clear space 30" by 48" from a forward or parallel approach.

 long-term

- 5 **Outdoor Recreation Access Routes (ORAR).** 1) Pave or otherwise stabilize the route between the cabin, picnic facility, and fire pit (not shown) to meet the requirements of ABAAS Chapter 10: Recreational Facilities (subsection-1016).

mid-term

- 6 **Picnic Facilities (under shelter).** 1) Pave a firm and stable surface under picnic shelter at 2% maximum slope in all directions. 2) Arrange tables to provide 36" clear space around accessible tables.

long-term

- 7 **Outdoor Seating/Stair Amphitheater.** 1) Cut the end or center of the top bench to allow 36" wheelchair companion seat. 2) Provide tactile warning on the front edge of each seating tread.

long-term

Services, activities, and programs below are found within the lodge.

Interior Signage. 1) Add tactile characters on exit door signage, which should be located on the the latch side between 48" and 60" above the finish floor. 2) Provide minimum clear space of 18" by 18".

mid-term

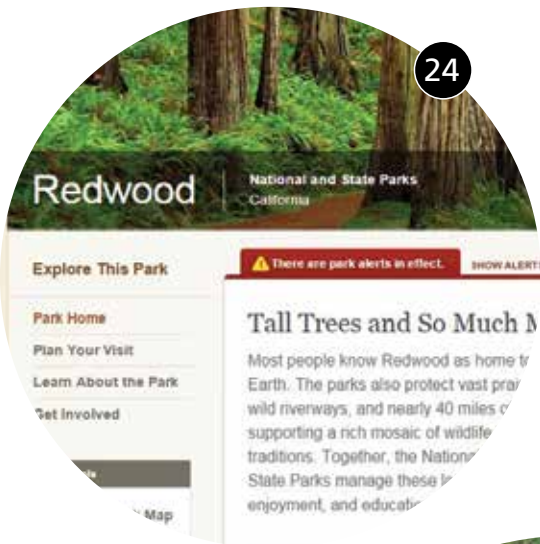
Tactile Exhibits. 1) Label all exhibits so it is clear which are meant to be touched and which are not. 2) Rearrange taxidermy to provide clear space 30" by 48" for a parallel or forward approach to the exhibit shelf.

short-term

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Redwood National Park Policy, Practice, Communication, and Training






Site Features



Redwood National Park Policy, Practice, Communication, and Training Implementation Strategy

Park policies and practices are specific to the park unit, and provide guidance for reaching desired outcomes. Park policies are defined courses of action adopted by the park, while park practices are those habitual and/or customary performances or operations that the park employs.

Postings and Publications

- 1 Architectural Barriers Act (ABA) Flyers in Common Areas.** 1) Post a flyer in all common areas stating that Redwood National Park strives to meet all accessibility requirements of the Architectural Barriers Act of 1968, what the Architectural Barriers Act is, and how to request accommodations.
 short-term
- 2 Junior Ranger Booklet.** 1) Provide a large print and braille version of the Junior Ranger Program booklet.
 mid-term
- 3 Publications.** 1) Provide braille brochures and tactile wayfinding maps. Market and partner with outreach organizations to determine content. 2) Provide audio-described brochures. Market and partner with outreach organizations to determine content. 3) Provide large print brochures. Market and partner with outreach organizations to determine content. All publications should be in a readable type face at 18-point font. Alignment should be flush left and rag right with hyphens avoided. Black or white type color should be used and red text avoided. Italicized and underlined text should be avoided. Graphics should have at least 70% contrast. Alternative formats (audio and braille and/or large print) should also be provided. 4) Add accessibility information in all publications, providing service, activity, or program information.
 long-term (3.1-3.3)
 short-term (3.4)
- 4 Publicly Shared Documents.** 1) Ensure publicly shared documents have no Postings and Publications language that is discriminatory to people with disabilities.
 long-term

Staff Training and Park Protocols

- 5 **Accessibility Awareness Training.** 1) Require yearly accessibility awareness training for all staff, including permanent and non-permanent employees, starting with the training list provided on the Pacific West Region Accessibility Self-Evaluation and Transition Plan SharePoint site.

mid-term

- 6 **Accessible Facilities and Maintenance Training.** 1) Require yearly training for maintenance staff on maintaining accessible facilities, including restrooms, walks and trails, door pressure requirements, assistive devices, accessible routes that are clear of obstructions, and universal design principles.

mid-term

- 7 **Accessibility for Project Managers.** 1) Require yearly training for project managers on entering information into PMIS and other forms about accessibility, universal design principles, and quality control of projects and design.

mid-term

- 8 **Accessible Interpretive Training.** 1) Provide training for the interpretation and education division about accessibility issues, people-first language, major disability categories, how to assess programs and make them more accessible, which websites offer more information, service animals, what technologies are available, universal design principles, visitor services and communication in accessibility. Also, require yearly visitor information and interpretive staff training in use of assistive technology—assistive listening devices, audio description, how to interpret tactile models and maps.

mid-term

- 9 **Communication with Law Enforcement.** 1) Provide a standard operation procedure for law enforcement to communicate with a person with a disability.

mid-term

- 10 **Moveable Seating.** 1) Develop and distribute standard operating procedures for moveable cubicles and conference rooms so there is clear space and accessible routes to all elements in a room or building. 2) Develop and distribute standard

operating procedures for moveable seating arrangements and moving things to create an accessible route and maintain integrated accessible seating.

short-term

(10.1)

mid-term

(10.2)

11

Other Powered Mobility Devices. 1) Provide guidance outlining where other powered mobility devices are or are not allowed within the park.

mid-term

12

Service Animals. 1) Provide guidance outlining policy regarding service animals within the park. The park should include training for staff to understand what they may ask concerning service animals and what, if any, restrictions on service animals are present.

mid-term

13

Wheelchairs and Beach Wheelchairs. 1) Consider purchase of wheelchairs and beach wheelchairs. If purchased, inform visitors and program participants that they are available. Add information to all publications providing program information that wheelchairs and beach wheelchairs are available. 2) Provide a standard operating procedure or guidance for checking out and returning wheelchairs and beach wheelchairs. 3) Provide a standard operating procedure or guidance describing protocol for pre-and post-inspecting, cleaning, and maintenance of wheelchairs and beach wheelchairs. Note: This may include hiring a trained professional to periodically inspect wheelchair maintenance to ensure it meets specifications of regular use. 4) Develop and distribute standard operating procedures or guidance for using wheelchairs and beach wheelchairs for visitors to participate and get to services, activities, and programs. Train staff on use, cleaning, and maintenance of wheelchairs and beach wheelchairs. 5) Provide signage stating availability of wheelchairs and beach wheelchairs. Inform visitors and program participants of the availability. Add information to all publications providing service, activity, and program information that wheelchairs and beach wheelchairs are available.

short-term

(13.1)

mid-term

(13.2-13,3)

short-term

(13.4-13,5)

14

Emergency Preparedness. 1) Develop, distribute, and practice standard operating procedures for assisting people with disabilities in the case of an emergency.

mid-term

Audio and Visual Programs

- 15 Assistive Listening Devices.** 1) Purchase assistive listening transmitters and devices. Provide assistive listening devices at visitor centers, educational programs, and guided tours that have an audio component. 2) Provide a standard operating procedure or guidance for checking out and returning assistive listening devices. 3) Provide a standard operating procedure or guidance describing protocol for pre- and post-inspection of assistive listening devices. Procedure should address cleaning and maintenance of all devices. 4) Develop and distribute standard operating procedures or guidance for using assistive technology for ranger programs and information services. Train staff on use, cleaning, and maintenance of assistive listening devices. 5) Provide signs stating device availability. Inform visitors and program participants that auxiliary aids are available. Add information to all publications stating that assistive listening devices are available.

mid-term

- 16 Live Audio Description.** 1) Provide live audio descriptions on guided interpretive tours. 2) Provide training for interpretation and education division on live audio description for guided tours at the park unit.

mid-term

- 17 Open Captioning and Audio Description.** 1) Provide open captioning on video and indicate its availability on the website. Also, provide audio description of all images being shown on the video.

mid-term

- 18 T-Coil Hearing Loops or Neck Loops.** 1) Purchase T-coil hearing loops and neck loops. Inform visitors and program participants that auxiliary aids are available. Add information to all publications providing program information that T-coil hearing loops and neck loops are available. 2) Provide a standard operating procedure or guidance for checking out and returning T-coil hearing loops and neck loops. 3) Provide a standard operating procedure or guidance describing protocol for pre- and post-inspection of T-coil hearing loops and neck loops. Procedure should address cleaning and maintenance of all devices. 4) Develop and distribute standard operating procedures or guidance for using T-coil hearing loops and neck loops for ranger programs and information services. Train staff on use,

cleaning, and maintenance of T-coil hearing loops and neck loops. 5) Provide signs stating device availability. Inform visitors and program participants that auxiliary aids are available. Add information to all publications providing program information that T-coil hearing loops and neck loops are available.

mid-term

- 19 Text Telephone (TTY) Machines.** 1) Provide a TTY machine at all locations where there is a public telephone. 2) On publications and website where the park contact information or phone number is provided, include a TTY number. 3) Provide a standard operating procedure or guidance describing protocol for pre- and post-inspection of TTY machines. Procedure should address cleaning and maintenance of all devices. 4) Develop and distribute standard operating procedures or guidance for using TTY machines for communication. Train staff on use, cleaning, and maintenance of TTY machines.

long-term

Visitor Information

- 20 Communication.** 1) Provide park e-mail address and telephone number on website and in publications for questions: REDW_accessibility@nps.gov.

short-term

- 21 Marketing.** 1) Market via social media (Pinterest, Facebook, Snapchat, Twitter, etc.) that accessible programs, services, and activities are available at the park. 2) Market via hard media and other advertising methods that accessible programs, services, and activities are available at the park. 3) Contact groups with disabilities directly to inform them about the accessible programs, services, and activities that have become available at the park, as solutions are implemented. 4) Contact and reach out to groups with disabilities to get more involvement in park accessibility improvement projects as they occur (case-by-case basis).

short-term and ongoing

(21.1)

mid-term

(21.2-21.4)

- 22 Reservations.** 1) On the website, identify the following numbers to call: Federal Relay Service (telephone number), Voice (telephone number), Voice Carry Over (telephone number), Speech-to-Speech (telephone number), TeleBraille (telephone number). Provide online reservation system built into content management system. Also, provide information on website reservation systems about services that are accessible for each park area that requires a reservation. 2) Provide accessible

formats of making reservations through Federal Relay Service, Text Telephone (TTY), Video Phone, etc. Provide information on the website regarding the accessibility of facilities.

mid-term

- 23 **Signage.** 1) Provide signage at visitor center that accessible alternative formats are available.

mid-term

- 24 **Website.** 1) Provide information on website that accessible programs, services, and activities are available, including, but not limited to, audio description, assistive listening devices, braille/tactile features, accessible tours, open captioning, trails, etc. 2) All websites should have a manual switch to change size of fonts. Alignment should be flush left and rag right. Hyphens should be avoided. Black or white type color should be used. The use of red or green text should be avoided. Italicized and underlined text should be avoided. Do not use all caps or italics within the information. Graphics should have at least 70% contrast. Provide Word documents as an alternative to PDFs.

long-term

(24.1)

mid-term

(24.2)

Tours, Programs, and Special Events

- 25 **Guided Tours, Educational Programs, and Special Events.** 1) Provide alternative formats, such as trail information, in large print, as well as audio description of what to expect to see on a guided tour, education program, or special event (provided at visitor center in a publication and on a website) for people with disabilities that request it. 2) Provide conditions of the guided tour, education program, or special event environment (e.g., number of steps, slopes, other barriers that exist, etc.) in a publication and/or on a website. 3) Provide designated stopping points or resting areas for the guided tour, education program, or special event at 2% maximum cross and running slope with a firm and stable surface and 30" by 48" clear space.

mid-term

- 26 **Self-Guided Tours.** 1) Provide alternative formats, such as trail information, in large print, as well as audio description of what to expect and see on a self-guided tour (provided at visitor center in publication and on the website) for people with

disabilities that request it. 2) Provide conditions of the self-guided tour environment (e.g., number of steps, slopes, other barriers that exist, etc.) in a publication and/or website. 3) Provide designated stopping points or resting areas for the self-guided tour at 2% maximum cross and running slope with a firm and stable surface and 30" by 48" clear space.

mid-term

- 27 Sign Language Interpreters.** 1) Develop the process for requesting sign language interpreters. Provide sign language interpreters within five days of request being made. 2) Develop and distribute standard operating procedures for contacting and scheduling sign language interpreters.

short-term

(27.1)

mid-term

(27.2)

- 28 Special Events.** 1) Provide a system for people to call in and request a sign language interpreter within five days of service. Provide assistive listening devices and a T-coil or neck loop system with signage indicating they are available for special events. Provide large print of any handouts or waivers being provided. 2) Provide information on how people can contact the park for accommodations for special events and release announcements in a variety of accessible methods (e.g., large print flyers, electronic accessible PDFs, etc.). 3) Develop and distribute standard operating procedure for including accessibility information on event announcements.

short-term

Concessions and Partnerships

- 29 Park Partner, Leasee, and Concessionaire Services, Activities, and Programs.** 1) Prepare a standard operating procedure for leasees and park partners about providing accessible programs, services, and activities within the park unit. 2) Develop and distribute a standard operating procedure, regarding accessibility, providing assistive listening devices, etc., which provide guidance for presentations provided by outside groups. 3) Architectural Barriers Act for Accessibility Standards does not apply to state partner lands, however the Americans with Disabilities Act does. State requirements take precedence in these cases. Communication will take place between state partners and the federal government to ensure an assessment will take place and accessibility solutions will be implemented in the future. 4) Architectural Barriers Act for Accessibility Standards applies to all lands funded by the federal government. Communication will take place between park partner concessionaires and the federal government

to ensure accessibility of services, activities, and programs. The National Park Service will conduct an assessment and develop a transition plan at park partner concessionaire services, if they have been identified as a priority park area.

short-term

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Conclusion

Redwood National Park is committed to providing all visitors the opportunity to connect with and learn about the Park's unique natural, cultural, and recreational resources. Accessibility improvements identified in the Redwood National Park Self-Evaluation and Transition Plan (SETP) will make it easier for individuals with cognitive, hearing, vision, and mobility disabilities to discover, understand, and enjoy the range of experiences available at the park. Implementation of the plan will ensure that Redwood National Park will continue to work toward accommodating all park visitors while sustaining its legacy to preserve and protect a fragile environment with an amazing wealth and variety of natural ecosystems; an impressive biological diversity of plants and animals, including almost half of the world's ancient coast redwoods, large herds of Roosevelt elk, and an enormous breadth of seabirds; and a wide range of cultural resources.

The SETP for Redwood National Park is a living document intended to be used as a guiding reference for the park as it implements accessibility upgrades and documents accessibility accomplishments. As barriers to accessibility are removed and/or improved, the changes will be updated in this plan. The park will conduct periodic reviews to evaluate and update conditions to reflect accomplishments and to document new programs or other changes that occur over time. Revisions to the plan may include conducting additional assessments for areas not originally conducted as a part of this plan.

The primary goal of the transition plan is to define key park experiences and document modifications needed to provide independent program participation for the widest range of disabilities possible. As the park works toward its accessibility goals and makes the implementation strategy a reality, both physical and programmatic accessibility will improve across the breadth of key park experiences at Redwood National Park.

For visitors with mobility impairments, access will be improved from the moment they enter the park. Facilities, as well as numerous programs, services, and activities the park has to offer, will be more universally accessible. Experiences such as accessing the beach and Pacific Ocean, viewing wildlife and wildflowers, hiking among old-growth and second-growth redwoods, camping underneath redwoods, viewing scenic vistas overlooking the Pacific Ocean, and learning about the human history and environment of the park will be enhanced.

For visitors with vision, hearing, or cognitive disabilities, Redwood National Park will deliver programs, exhibits, and waysides that interpret the resources, landscapes, and stories in new and interactive ways. Additionally, alternative formats such as large-print transcripts, audio description tours, and virtual tours will provide ease of navigation in the park. Self-guided and guided tours will have assistive listening devices, sign language interpreters, and live audio description tours available to all.

The results of this collective effort, over time, will make Redwood National Park a truly welcoming and accommodating place for all visitors and will provide equal opportunity to access the many places, resources, stories, and experiences the park has to offer.

Appendix A: Accessibility Laws, Standards, Guidelines, and NPS Policies Applicable to Redwood National Park

As a national park, Redwood National Park is required to comply with specific federal laws that mandate that discriminatory barriers be removed to provide equal opportunities to persons with disabilities. The following laws, design guidelines, and Director's Orders specifically pertain to Redwood National Park.

LAWS AND STANDARDS

A law is a principle and regulation established in a community by some authority and applicable to its people, whether in the form of legislation or of custom and policies recognized and enforced by judicial decision. A standard is something considered by an authority or by general consent as a basis of comparison; an approved model. It is a specific low-level mandatory control that helps enforce and support a law.

Accessibility Standards for Outdoor Developed Areas

<http://www.access-board.gov/guidelines-and-standards/recreation-facilities/outdoor-developed-areas/final-guidelines-for-outdoor-developed-areas>

Accessibility Standards for Shared Use Paths

<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/shared-use-paths>

Architectural Barriers Act of 1968

<http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/guide-to-the-aba-standards>

Draft Accessibility Standards for Public Rights-of-Way

<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way>

Effective Communication

<http://www.ada.gov/effective-comm.htm>

Other Powered Mobility Devices

<http://www.ada.gov/regs2010/ADAREgs2010.htm>

Reasonable Accommodations

<http://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/http://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>

Section 504 of the Rehabilitation Act of 1973

<http://www.law.cornell.edu/cfr/text/43/17.550>

Section 17.549 Program Accessibility: Discrimination Prohibited

<http://www.law.cornell.edu/cfr/text/43/17.549>

Section 17.550 Program Accessibility: Existing Facilities

<http://www.law.cornell.edu/cfr/text/43/17.550>

Section 17.551 Program Accessibility: New Construction and Alterations

<http://www.law.cornell.edu/cfr/text/43/17.551>

Section 508 of the Rehabilitation Act of 1973

<http://www.section508.gov/>

Service Animals

<http://www.nps.gov/goga/planyourvisit/service-animals.htm>

NATIONAL PARK SERVICE DIRECTOR'S ORDERS AND MANAGEMENT POLICIES

A policy is a definite course of action adopted and pursued by a government, ruler, or political party. It is an action or procedure conforming to or considered with reference to prudence or expediency.

Director's Order 16A

<http://www.nps.gov/policy/DOrders/DOrder16a.html>

Director's Order 42

<http://www.nps.gov/policy/DOrders/DOrder42.html>

National Park Service Management Policies: Section 1.9.3 – Accessibility for Persons with Disabilities

<http://www.nps.gov/policy/mp/policies.html>

GUIDELINES

A guideline is an indication of a future course of action. It consists of recommended, nonmandatory controls that help support standards or serve as a reference when no applicable standard is in place.

Programmatic Accessibility Guidelines for National Park Service Interpretive Media

<http://www.nps.gov/hfc/accessibility/>

Appendix B: Glossary Of Terms

Accessibility assessment: A process in which physical and programmatic barriers to accessibility are identified at a park unit.

Accessibility assessment team: This group is a subgroup of the Interdisciplinary Design Team (see definition below) and includes an accessibility specialist and/or technician, coordinators, a regional representative, the primary facilitator for the process, architect, engineer and/or landscape architect, and typically the chiefs of interpretation, resources management, and facilities management.

Accessibility Self-Evaluation and Transition Plan: A tool that establishes a methodical process for identifying and improving park wide access and proposes strategies for implementing the plan over time, in a manner consistent with park requirements and protocols.

Architectural Barriers Act Accessibility Standard (ABAAS): Standards issued under the Architectural Barriers Act apply to facilities designed, built, altered, or leased with certain federal funds. Passed in 1968, the Architectural Barriers Act is one of the first laws to address access to the built environment. The law applies to federal buildings, including post offices, social security offices, federal courthouses and prisons, and national parks.

Barrier: Architectural and programmatic obstacles to accessibility that make it difficult, and sometimes impossible, for people with disabilities to maneuver, understand, or experience.

Best Practices: A method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark for meeting accessibility requirements.

Consultation: A formal or informal process for discussing an action or process for implementing a solution, such as section 106 (cultural resource compliance), or design for an Accessibility Self-Evaluation and Transition Plan.

Facility Management Software System (FMSS) Work Order: The process for documenting work needs and collecting information to aid the work scheduling and assignment process within the Facility Management Software System. Information collected should include labor, equipment and material costs, hours, types, and quantities.

Guidelines: A guideline is an indication of a future course of action. It consists of recommended, nonmandatory controls that help support standards or serve as a reference when no applicable standard is in place.

Interdisciplinary Design Team: This team is composed of all the people involved in the workshop at the park unit, potentially including planning, design, and construction professionals; and interpretive, resource (natural and cultural), visitor safety, maintenance and accessibility specialists.

Key park experiences: For the purpose of the SETP, key park experiences are those that are iconic and important for visitors to understand the purpose and significance of a given park unit. They are those experiences that are “musts” for all park visitors. Key park experiences can be identified through a consideration of park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications.

Laws: A law is a principle and regulation established in a community by some authority and applicable to its people, whether in the form of legislation or of custom and policies recognized and enforced by judicial decision.

Level of access: For the purpose of the SETP the team assessed the general degree of accessibility for programs, while considering each experience, disability, and physical and programmatic access. It also assists in identifying the accessibility level for participating in a park experience and where it falls in priority for action.

National Environmental Policy Act (NEPA) Requirements: NEPA defines a process that federal agencies must follow when proposing to take actions that have environmental impacts. NEPA requires federal agencies to fully consider the impacts of proposals that would affect the human environment prior to deciding to take an action. NEPA also requires federal agencies to involve the interested and affected public in the decision-making process.

Park areas: A park area is the geographic location that is home to a single or multiple key park experience(s).

Park Asset Management Plan-Optimizer Banding (PAMP-OB): Provides a 5-year asset management strategy for park units, allowing for annual updates that coincide with the budget and planning processes already occurring in park units. As this approach includes life cycle total cost of ownership, analysis, processing, and calculations, it also helps park units and the service as a whole to manage the gap between what should be spent on facilities and what is actually being spent.

Park Policy: Those defined courses of action for reaching a desired outcome that are adopted by the park.

Park Practices: Those habitual and/or customary performances or operations for reaching a desired outcome that the park employs.

Responsible Person: The person/position responsible for seeing that the elimination of a barrier is completed.

Policy: A policy is a definite course of action adopted and pursued by a government, ruler, or political party. It is an action or procedure conforming to or considered with reference to prudence or expediency.

Project Management Information System (PMIS) Facility: A separate and individual building, structure, or other constructed real property improvement.

Project Management Information System (PMIS) Nonfacility: A project that includes anything not covered by the definition for PMIS facility

Project Management Information System (PMIS) # (number): A unique Project ID Number that is automatically generated when adding a new project into the Project Management Information System

Project planning team: This group is a subgroup of the Interdisciplinary design team and includes DSC planners and a regional liaison. This team collects baseline data, facilitates calls, develops the participant guide, plans for and facilitates the workshop, and produces the draft and final documents.

Readily Achievable: Easily accomplished and able to be carried out without much difficulty or expense.

Service, activity, and program: A service, activity, or program has a single purpose and is an activity undertaken by a department that affords benefits, information, opportunities, and activities to one or more members of the public.

Solution: The action to eliminate the barrier that has been identified.

Standards: A standard is something considered by an authority or by general consent as a basis of comparison; an approved model. It is a specific low level mandatory control that helps enforce and support a law.

Time frame: Time frames for implementation of a recommended solution are primarily based on level of access of the barrier. They describe when staff will eliminate the barrier. Recommendations are divided into three time frames including: short-term, mid-term, and long-term.

Appendix C: Contributors

Redwood National Park

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