

**ACCESSIBILITY SELF-EVALUATION AND
TRANSITION PLAN**

**KLONDIKE GOLD RUSH NATIONAL
HISTORICAL PARK – SEATTLE**

WASHINGTON

APRIL 2020

EXECUTIVE SUMMARY

Klondike Gold Rush National Historical Park – Seattle’s Accessibility Self-Evaluation and Transition Plan (SETP) includes findings from the self-evaluation process, as well as a plan for improving accessibility parkwide. The Accessibility Self-Evaluation and Transition Plan resulted from the work of a National Park Service (NPS) interdisciplinary team, including planning, design, and construction professionals; and interpretive, resource, visitor safety, maintenance, and accessibility specialists. Site plans, photographs, and specific actions for identified park areas were developed. Associated time frames and implementation strategies were established to assist NPS park staff in scheduling and performing required actions and to document completed work. Park policies, practices, communication, and training needs were also addressed. The goals of the plan are to 1) document existing park barriers to accessibility for people with disabilities, 2) provide an effective approach for upgrading facilities, services, activities, and programs, and 3) instill a culture around creating universal access.

Bainbridge Island Japanese American Exclusion Memorial is jointly managed by Minidoka National Historic Site and Klondike Gold Rush – Seattle Unit National Historical Park. The unit, located in Washington state, was assessed as a part of this planning effort. In addition to inclusion in this plan, the unit’s findings and recommendations will be added as an addendum to the final Minidoka National Historic Site Self-Evaluation and Transition Plan.

The following are the key park experiences and associated park areas addressed in the transition plan:

- 1) **Geographically dispersed yet connected stories and events of the Klondike Gold Rush through the park’s fostering of public and private partners in the United States and Canada** – Amtrak Trails & Rails, Trail to Treasure Walking Tour, and the Klondike Seattle Visitor Center
- 2) **Collection of original objects, records, and photos related to the legacy of the gold rush that link the greater Seattle area with the Klondike that the park preserves** – Trail to Treasure Walking Tour and the Klondike Seattle Visitor Center
- 3) **Seattle’s transportation hubs and corridors along the international Klondike Gold Rush routes to interpret the stories and events of the gold rush** – Amtrak Trails & Rails, Trail to Treasure Walking Tour and the Klondike Seattle Visitor Center
- 4) **Historic landscape of the Pioneer Square Historic District, which fosters the preservation of Seattle’s turn-of-the-20th-century structures and their historic link to the railways and waterfront** – Amtrak Trails & Rails, Trail to Treasure Walking Tour, Klondike Seattle Visitor Center, and the Bainbridge Island Japanese American Exclusion Memorial

- 5) **History of the Klondike Gold Rush through the collections, documentation, education programs and continued research of the park and its partners** – Amtrak Trails & Rails, Trail to Treasure Walking Tour, and the Klondike Seattle Visitor Center
- 6) **Programs and partnerships that connect and engage diverse and underserved visitors with opportunities to explore history and experience nature in nearby parks and public lands by leveraging the park's urban location** – Amtrak Trails & Rails, Outdoor Recreation Information Center, Trail to Treasure Walking Tour, Klondike Seattle Visitor Center, and the Bainbridge Island Japanese American Exclusion Memorial

Overall, similar services, activities, and programs were found throughout park areas, as were assessment findings for physical and program accessibility.

PHYSICAL ACCESSIBILITY

Recurring findings were generally identified for accessible paths of travel, interpretive panels and waysides, exhibits, and restrooms. These findings largely included slopes that exceeded allowable standards, clear floor space in front of elements, protruding objects, and objects out of reach range. Some restroom features did not meet required standards, and the required force for restroom doors often exceeded allowable poundage for operation.

Other physical access issues where improvements are recommended include the need for improved designs of exhibits with operable parts, modifications to existing exhibit features so that they are cane detectable, improved accessibility at service counters and information desks, and correct placement and design of informational signage communicating the location of accessible features in the park such as entrances and elevators. The park's emphasis on community outreach created a focus on improvements at meeting spaces outside of the primary exhibit locations such as the conference room on the third floor and its need for standard operating procedures to be put in place to ensure that wheelchair spaces are available during use.

PROGRAM ACCESSIBILITY

Recurring findings related to program accessibility included font and contrast issues at interpretive waysides that require modifications to meet size and readability standards. This was often due to the selected font meant to simulate original handwriting from letters and notes written by prospectors. In general, interpretive panels, waysides, publications, videos, and self-guided tours did not have alternate formats in braille, large print, or audio or electronic formats. However, the park has taken several steps towards the final installation of the visitor center audio tour. While assistive listening devices were available for people with hearing loss for guided tours or special events, they were not advertised as being available to visitors and staff lack the training for maintenance, use, and checkout processes. Audio description for ranger-led interpretive tours and self-guided tours that describe visual elements to persons with low or no vision were also not

available. Tactile exhibits were limited; however, there are many opportunities to increase the number of items that can be touched including the park map exhibit and general store items such as the antique cash register.

All programs at the park would benefit from providing increased information regarding the accessible features and conditions at the park. This includes physical challenges along the Trail to Treasure walking tour route, the availability of assistive listening devices, American Sign Language interpretive services, and what the available options and conditions are for transportation to and from various park sites in the region, such as ferry and shuttle rides to the Bainbridge Island Japanese American Exclusion Memorial. These events, activities, and programs need alternative formats for informational materials and interactive activities that are accessible to visitors with a wide range of abilities.

The park also puts substantial effort towards community outreach. Their commitment to playing an active role in regional events and advancing NPS values through public engagement and support has driven park staff to see access to these experiences as a top priority. This critical focus spurred the development of an accessibility special events checklist and ensured that more time was spent on furthering the understanding of programmatic accessibility to park staff. The special events checklist provides a starting point for an accessibility-focused site analysis during the selection of a venue for events hosted by the park, as well as proactive measures to take in order to provide improved access at events attended by the park but hosted by other entities. The checklist can be found under Appendix D of this document. Additionally, a presentation on programmatic accessibility was provided to staff at the conclusion of the site assessments and a more detailed introduction to programmatic accessibility has been included under Appendix E of this document.

PARKWIDE ACCESSIBILITY

Some of the more noteworthy parkwide accessibility challenges that were discussed by the planning team during the self-evaluation and assessment process include: the need for alternative formats of interpretive and outreach materials, a lack of information available describing the physical conditions that exist going to and within the park areas, improvements to exhibits that contain fonts that are difficult to read, and physical elements that pose risks as protruding objects.

It is recommended that the park employ trained consultants to assist in determining how best to address accessibility improvements parkwide and to ensure that design and implementation of alternate format programs meet the needs of the intended audiences. Notify visitors through signage placed in appropriate locations and in park publications that alternative formats are available.

Creating parkwide accessibility requires staff awareness, understanding, and appropriate action. The assessment process served as a field training tool that increases staff knowledge and commitment toward embracing accessibility as a core park value. Continued training in physical and programmatic access requirements for all park staff, particularly those in maintenance and interpretation, is strongly advised.

Because of fiscal constraints and limited park resources, staff will need to determine which park area improvements will benefit the greatest numbers of park visitors with disabilities. Suggested implementation time frames and relative costs need to be factored into all accessibility investment decisions.

Klondike Gold Rush National Historical Park – Seattle strives to be inclusive and welcoming. Park staff has a strong sense of the inherent importance of providing access to our public lands for all people, not just within the borders of park property, but into the local community, regions, and beyond. Their robust educational outreach programs are proof of this valuable commitment. Though located in a historic building, the visitor center has overcome common challenges such as multi-story exhibit spaces through accessible elevators and signage directing people to the accessible route within the building. While it has yet to be implemented, great effort is being put towards the completion of the visitor center audio tour. Once coupled with improved tactile elements, the visitor center will be well on its way to reaching the park's accessibility goals.

CONTENTS

EXECUTIVE SUMMARY	3
Physical Accessibility	4
Program Accessibility.....	4
Parkwide Accessibility.....	5
INTRODUCTION.....	9
Klondike Gold Rush National Historical Park – Seattle Description	10
Klondike Gold Rush National Historical Park – Seattle Purpose and Significance Statements.....	11
Park Purpose.....	11
Park Significance	12
Self-Evaluation	13
Step 1: Identify Key Park Experiences and Park Areas.....	14
Step 2: Identify Park Areas to be Assessed	15
Step 3: Identify Services, Activities, and Programs in Each Park Area	15
Step 4: Conduct Accessibility Assessment.....	15
Transition Plan	16
Step 5: Draft Transition Plan.....	16
Step 6: Conduct Public Involvement	17
Step 7: Finalize Transition Plan	17
Implementation of the Plan	17
IMPLEMENTATION STRATEGY FOR KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE.....	18
Park Areas Assessed	19
Implementation Strategy for Park Areas Assessed	21
Klondike Gold Rush National Historical Park - Seattle – Visitor Center	22
Floor 2 and Floor 3 Administrative Space	22
Basement Level Exhibit Area.....	23
Entry Level Exhibit Area	24
Implementation Strategy.....	25
Floor 2 and Floor 3 Administrative Space	25
Basement Level Exhibit Area	27
Entry Level Exhibit Area	30

REI Outdoor Recreation Information Center	34
Site Plan.....	34
Implementation Strategy.....	35
Trail to Treasure Walking Tour.....	40
Site Plan.....	40
Implementation Strategy.....	41
Bainbridge Island Japanese American Exclusion Memorial	44
Site Plan.....	44
Implementation Strategy.....	45
Amtrak Trails & Rails Program.....	49
Site Plan.....	50
Implementation Strategy.....	51
Klondike Gold Rush National Historical Park - Seattle Policies, Practices, Communication, and Training	54
Park Features	54
Implementation Strategy.....	55
Posting and Publications.....	55
Staff Training and Park Protocols.....	55
Audio and Visual Programs	57
Visitor Information	57
Tours, Programs, and Special Events.....	59
Concessions and Partnerships.....	60
CONCLUSION.....	61
APPENDIX A: ACCESSIBILITY LAWS, STANDARDS, GUIDELINES, AND NPS POLICIES APPLICABLE TO KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE.....	63
APPENDIX B: GLOSSARY OF TERMS	70
APPENDIX C: CONTRIBUTORS	73
APPENDIX D: ACCESSIBLE EVENT CHECKLIST	74
APPENDIX E: PROGRAMMATIC ACCESSIBILITY RESOURCES	83

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 current 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 and fragile structures. This park, Klondike Gold Rush National Historical Park – Seattle, and other parks exist because of their history and resources. The NPS mission balances protection of resources (both natural and cultural) with visitation. Facilities, services, activities, and programs were designed and built within parks to accommodate our visitors and help them better understand each park purpose and significance.

Many facilities were constructed prior to the passage 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). Commercial services and partnerships working with the National Park Service are required to comply with all applicable accessibility laws. After 100 years of operation, the National Park Service continues to work toward a more inclusive environment. 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 a century, the National Park Service has been a leader in connecting people to both our natural and cultural heritage. Visitors today have different needs and expectations, and the agency must adapt to meet these changing demands. Modern scientific research and visitor trend analysis provide new insight into accessibility opportunities and challenges in the national park system. There are approximately 60 million people with disabilities in the United States today, and the number is expected to rise to 71 million in upcoming years as more baby boomers reach retirement age (people 65 and older). This information helps the National Park Service understand changing visitation patterns, the nexus between resource stewardship and accessibility, and the impacts of managing visitors, resources, and infrastructure against the threat of decreased funding. Adequate planning can identify solutions to challenges and provide services with the knowledge and understanding that serves as a trajectory full of opportunity for current and future visitors. The National Park Service is committed to making NPS facilities, programs, services, and employment opportunities accessible to all people, including those with disabilities.

KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE DESCRIPTION

It was in Seattle that the cry of “Klondike Gold” first grabbed the world’s imagination. The Seattle unit of the Klondike Gold Rush National Historical Park preserves the story of the stampede to the Yukon goldfields, Seattle’s crucial role in this event, and the era’s long-lasting impacts on the Pacific Northwest. On August 16, 1896, gold was discovered in the Klondike region of the Canadian Yukon. Between 1896 and 1899, over 100,000 stampeders from all over the world passed through the small Alaskan cities of Skagway and Dyea in search of gold. These cities provided access to the goldfields of the Canadian interior via the White and Chilkoot Passes, and the upper Yukon River. On July 17, 1897, the S.S. Portland docked in Seattle’s harbor, bringing with it the first returning Yukon prospectors and their gold. Seattle quickly became the “Gateway to the Gold Fields,” the hub through which over 70,000 stampeders passed, and the place to which many returned. The city’s entrepreneurs were eager to provide all the transportation, lodging, supplies, and other resources necessary for the journey. Seattle was aggressively touted as the “only place” to outfit for the goldfields. The Klondike Gold Rush cast Seattle into the spotlight as the center of trade in the Northwest. In the years between 1890 and 1900 the city’s population nearly doubled to 80,000, displacing the area’s American Indian populations to the outskirts of the emerging city and beyond. Klondike Gold Rush National Historical Park was authorized by Public Law 94-323 on June 30, 1976, and officially established in 1980. It is composed of three units in Alaska and a unit in Seattle, Washington (also referred to as “Klondike – Seattle” or “the park” in this document). In 1998, Presidential Proclamation 7114 established the Klondike Gold Rush International Historical Park, which is composed of the four U.S. national park units and three sites in Canada (Dawson Historical Complex National Historic Site, Chilkoot Trail National Historic Site, and “The Thirty Mile” section of the Yukon River in the Canadian Heritage Rivers System).

Klondike – Seattle is based in the gold rush-era Cadillac Hotel building in the Pioneer Square Historic District of downtown Seattle, Washington. Klondike – Seattle preserves and interprets the history and original objects, records, and photos of the Klondike Gold Rush (1896–1899) and Seattle’s critical role in the gold rush. The historic Cadillac Hotel was an active residential hotel during the gold rush. Klondike – Seattle fosters the preservation of this and other intact historic structures from the Klondike era within the Pioneer Square National Historic District, including their historic links to the railways and waterfront. In collaboration with the Alaska and Canada units, Klondike – Seattle helps commemorate the legacy of the Klondike Gold Rush by preserving the stories and artifacts of that era; by continuing to research, collect, and document the era’s history and events; and by exploring their connections to today’s society. Furthermore, a collaborative mix of public and private partners in the United States and Canada work to preserve and manage the gold rush historic sites in a coordinated and cooperative way. Klondike – Seattle’s location in the center of a major metropolitan area provides urban audiences with a critical link to the mission and diverse resources of the National Park Service. In addition to the Klondike Gold Rush history, Klondike – Seattle administers or supports a number of programs and sites in the Seattle area; collectively, they are referred to as Seattle Area National Park Sites. As a part of this role, Klondike – Seattle administers

the Bainbridge Island Japanese American Exclusion Memorial, a satellite unit of Minidoka National Historic Site in Idaho. This memorial recognizes and honors the first Japanese Americans to be excluded and forcibly removed from their homes on Bainbridge Island during World War II. Klondike – Seattle also provides support to The Wing Luke Museum of the Asian Pacific American Experience, a National Park Service Affiliated Area. The Wing Luke Museum is a Smithsonian affiliate that is privately owned and operated in Seattle’s Chinatown-International District, which is only a short walk from Klondike – Seattle. The Wing is the sole museum in the United States devoted entirely to the Asian Pacific American experience and is purposefully inclusive of all Asian Pacific American groups. It offers a uniquely American story that connects visitors to the diverse cultures of Asian Pacific Americans. In addition, Klondike – Seattle has been working on youth outreach and conservation leadership development. The park’s In My Backyard program aims to connect Seattle’s youth with Pacific Northwest parks, nature, and history. Klondike – Seattle also supervises an interagency public lands information center, the Outdoor Recreation Information Center (ORIC), located in Seattle’s flagship Recreational Equipment, Inc. (REI) store. This center provides in-depth recreation and safety information for visitors to the Pacific Northwest region. Furthermore, Klondike – Seattle hosts the largest Trails & Rails programs in the National Park Service, managing an interpretive and educational guide program on two Amtrak trains, the Empire Builder (between Seattle and Havre, Montana) and the Coast Starlight (between Seattle and Portland, Oregon).

KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE PURPOSE AND SIGNIFICANCE STATEMENTS

In 2017, Klondike Gold Rush National Historical Park – Seattle completed a foundation document. Foundation documents provide basic guidance for planning and management decisions by identifying the park purpose, significance, and fundamental resources and values. The Klondike Gold Rush National Historical Park – Seattle foundation plan identifies special mandates and administrative commitments and provides an assessment and prioritization of park planning and data needs. Understanding these elements helps set the stage for appropriately integrating accessibility into the overall park priorities and plans. The following foundation elements were identified for Klondike Gold Rush National Historical Park – Seattle.

Park Purpose

Klondike Gold Rush National Historical Park – Seattle preserves, protects, and interprets the shared history associated with the Klondike Gold Rush (1896–1899)—including Seattle’s birth as a modern city—represented by the historic structures, stories, artifacts, and landscapes of that era, for the benefit and inspiration of all people.

Park Significance

- Klondike – Seattle commemorates a great human drama that changed the demographics, culture, and environment of the Pacific Northwest, Alaska, and the Yukon Territory.
- Klondike – Seattle preserves an integral link in the corridor of sites, events, and resources of the Klondike Gold Rush that extend across the United States and Canada into the Yukon goldfields.
- Klondike – Seattle provides outstanding and diverse opportunities for visitors to retrace the routes of the 1896–1899 Klondike Gold Rush through interpretation, allowing visitors to gain insight into the motivations, hardships, and personal accomplishments of the stampeders and entrepreneurs.
- Klondike – Seattle commemorates Seattle’s rise to international prominence as the gateway city for the Klondike Gold Rush and the innovative spirit that persists in the city’s character today.
- Klondike – Seattle is an integral member of the local community and a key partner in the preservation and interpretation of the historic fabric of Pioneer Square Historic District—the hub of Klondike Gold Rush activity in Seattle.
- Klondike – Seattle connects diverse urban audiences with the national park system.

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 has been prepared to provide Klondike Gold Rush National Historical Park – Seattle a tool for addressing overall needs associated with making the park accessible when viewed in its entirety. The plan is based on 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 all park programs were considered in the plan. Park areas were then evaluated against measurable criteria to determine which would be assessed for purposes of the plan. Each park area assessed was evaluated to identify barriers that prevented participation 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. A transition plan was drafted documenting the barriers and setting forth a strategy for removing them.

SELF-EVALUATION

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

SELF-EVALUATION



Step 1: Identify Key Park Experiences and Park Areas

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. Park legislation serves as the foundation for key park experiences, which are identified through park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications. Key park experiences were identified at Klondike Gold Rush National Park – Seattle to ensure that planned improvements were prioritized to best increase overall access to the experiences available.

- 1) Learn about the geographically dispersed yet connected stories and events of the Klondike Gold Rush through the park’s fostering of public and private partners in the United States and Canada.
- 2) Appreciate the collection of original objects, records, and photos related to the legacy of the gold rush that link the greater Seattle area with the Klondike that the park preserves.
- 3) Experience Seattle’s transportation hubs and corridors along the international Klondike Gold Rush routes to interpret the stories and events of the gold rush.
- 4) Engage with the historic landscape of the Pioneer Square Historic District which fosters the preservation of Seattle’s turn-of-the-20th-century structures and their historic link to the railways and waterfront.
- 5) Understand the history of the Klondike Gold Rush through the collections, documentation, education programs, and continued research of the park and its partners.
- 6) Engage in programs and partnerships that connect and engage diverse and underserved visitors with opportunities to explore history and experience nature in nearby parks and public lands by leveraging the park’s urban location.

After key park experiences were identified, all park areas were listed. Next, a matrix was developed to determine which key experiences occurred in each park area. A park area is a place defined by the park for visitor or administrative use. All park areas within Klondike Gold Rush National Historical Park - Seattle were evaluated per criteria in step 2, to determine which, if not all, areas would be assessed.

Step 2: Identify Park Areas to be Assessed

The criteria below were used to determine which park areas would receive assessments:

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

The areas selected for assessment provide the best and greatest opportunities for the public to access all key park experiences. These park areas received comprehensive assessments as outlined in steps 3 and 4. Areas not assessed at this time are to be assessed and improved as part of future facility alterations or as a component of a future planned construction project.

Step 3: Identify Services, Activities, and Programs in Each Park Area

During step 3, all services, activities, and programs within each park area were identified. This process ensured that during step 4 all visitor amenities within a park area, including both physical and programmatic elements, were reviewed for accessibility. The comprehensive lists of services, activities, and programs were the basis for conducting the five assessments and documenting all elements as they pertained to improving access to park experiences.

Step 4: Conduct Accessibility Assessment

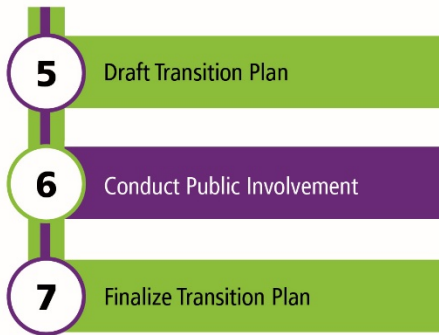
During step 4, an interdisciplinary assessment team identified physical and programmatic barriers and reviewed possible solutions within each park area.

Existing conditions and barriers to services, activities, and programs were discussed on-site by the assessment team. The assessment team then developed a reasonable range of recommended actions for consideration, including solutions that would provide universal access. 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 because it was not always possible to eliminate physical barriers due to historic designations, environmental concerns, topography, or sensitive cultural and natural resources. Therefore, a full range of programmatic alternatives was considered that would provide access to the key experience for as many visitors as possible. All field results, including collected data, findings, preliminary options, and conceptual site plans, are organized by park area and formalized with recommendations in the transition plan.

TRANSITION PLAN

The following graphic illustrates the primary steps taken in developing the Klondike Gold Rush National Historical Park - Seattle transition plan. Each step is further described in the following text.

TRANSITION PLAN



Step 5: Draft Transition Plan

The next step of the process was drafting the transition plan and implementation strategy. Developing an implementation strategy can be complex because of a large range of coordination efforts associated with scheduling accessibility improvements. All improvement efforts need to consider park activities and operational requirements. The plan recommends accessibility improvements, identifies improvement time frames, and identifies responsible parties for such actions.

Implementation time frames are based on the park's ability to complete the improvements within normal scheduling of park operations and planned projects. Time frames are categorized as follows:

- 1) **Immediate (0–1 year):** Improvements that are easy, quick, and inexpensive to fix internally. It does not require supplemental NPS project funding.

immediate

- 2) **Short-term (1–3 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

- 3) **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 annual servicewide budget call. 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 funding is received. If the improvement does not require supplemental NPS project funding, park staff will continue the elimination of the barrier internally.

mid-term

- 4) **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

Step 6: Conduct Public Involvement

Public involvement occurs at the draft stage of the transition plan; however, it is recommended that at the beginning of the SETP process parks initiate public outreach efforts with organizations representing people with disabilities. The draft plan will be released for a 30-day period to solicit input from the 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.

Step 7: Finalize Transition Plan

After the comment period has closed, the park will analyze all comments to determine if any revisions to the plan are necessary. Those revisions 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.

IMPLEMENTATION OF THE PLAN

One of the goals of the plan is to increase accessibility awareness and understanding among staff and volunteers of Klondike Gold Rush National Historical Park - Seattle. The superintendent is responsible for implementation and completion of the plan using the implementation strategy table which lives in the park's database. The park-designated accessibility coordinator ensures adequate communication to park employees and works with the superintendent to follow up on the implementation and relevancy of the plan by documenting improvements and keeping the plan updated.

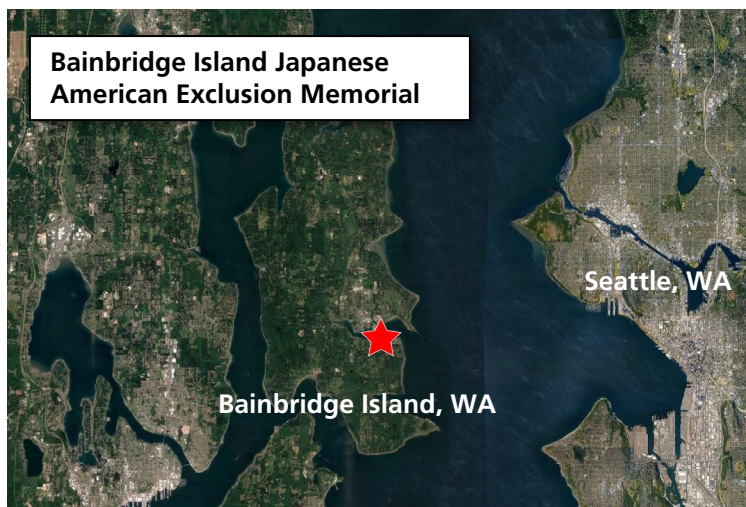
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IMPLEMENTATION STRATEGY FOR KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE

PARK AREAS ASSESSED

All key park experiences at Klondike Gold Rush National Historical Park - Seattle are represented within the park areas assessed. Park areas not included in the park area list will be upgraded to current code requirements when facility alteration and/or new construction is planned. Each park area identified for assessment is addressed in the implementation strategy exercise.

- 1) Amtrak Trails & Rails
- 2) Outdoor Recreation Information Center
- 3) Trail to Treasure Walking Tour
- 4) Visitor Center
- 5) Bainbridge Island Japanese American Exclusion Memorial



IMPLEMENTATION STRATEGY FOR PARK AREAS ASSESSED

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. The Uniform Federal Accessibility Standards (UFAS) and the Architectural Barriers Act Accessibility Standards (ABAAS) were adopted for federal facilities in 1984 and 2006, respectively. Subsequently in 2011, standards for recreational facilities were incorporated into ABAAS as chapter 10.

Dependent upon the date of a building's construction or alteration, different design standards apply. In conducting the transition plan facility assessments, the 2011 ABAAS standards were used as the 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 compliant with the standard in place at the time of construction and/or alteration. Therefore, they 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.

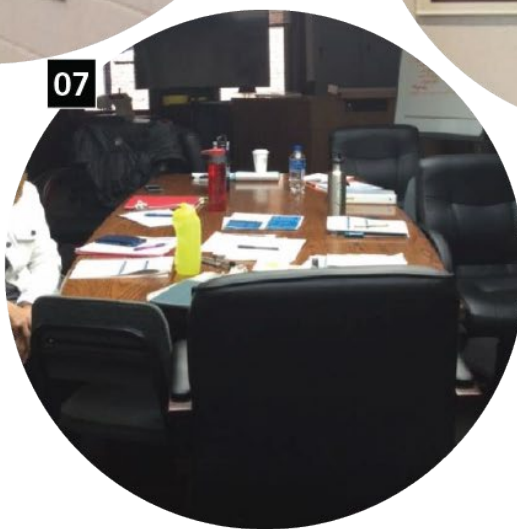
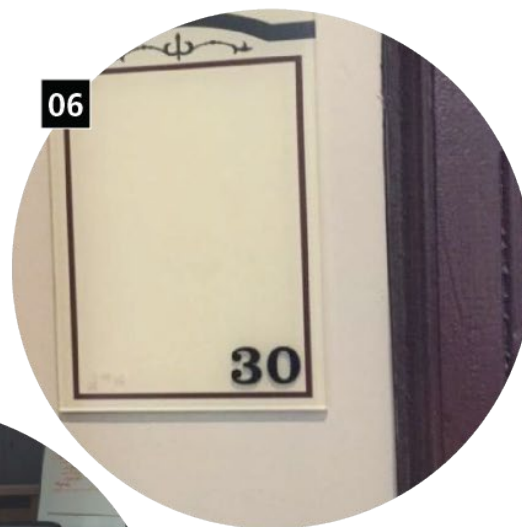
Recommended improvements for park policies, practices, communication and training are included. Park policies are adopted by the park and are those defined courses of action for reaching a desired outcome. Park practices are those habitual and/or customary performances or operations park staff employs for reaching a desired outcome. Communication and training strategies help park staff keep informed on how to best deliver services, activities, and programs to visitors with disabilities in the most appropriate and accessible formats.

This document does not include strategies for transitioning employee workspaces to be accessible. In the event an employee with a disability is hired by Klondike Gold Rush National Historical Park - Seattle, the supervisor and employee will discuss the employee's needs. The supervisor will then determine what accommodations are reasonable within the given work environment and determine a plan of action to meet those needs.

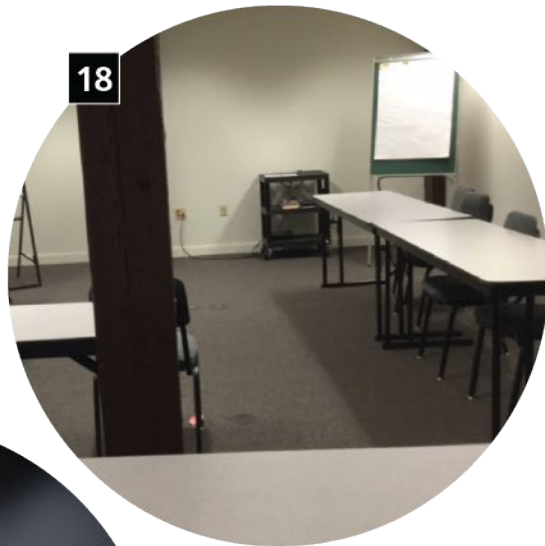
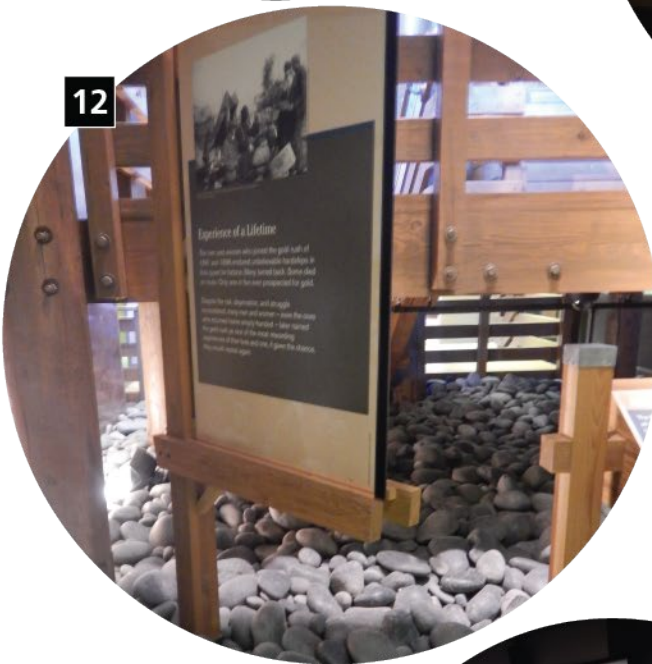
For each park area, site plans illustrate existing conditions and recommended improvements. During the implementation phase, reassessment of the project site conditions and consultation with the Architectural Barriers Act Accessibility Standards is necessary to ensure that specific design and programmatic solutions are addressed correctly. Assistance is available at the Denver Service Center and through the Regional Office serving Interior Regions 8, 9, 10 and 12 Accessibility Coordinator.

KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK - SEATTLE – VISITOR CENTER

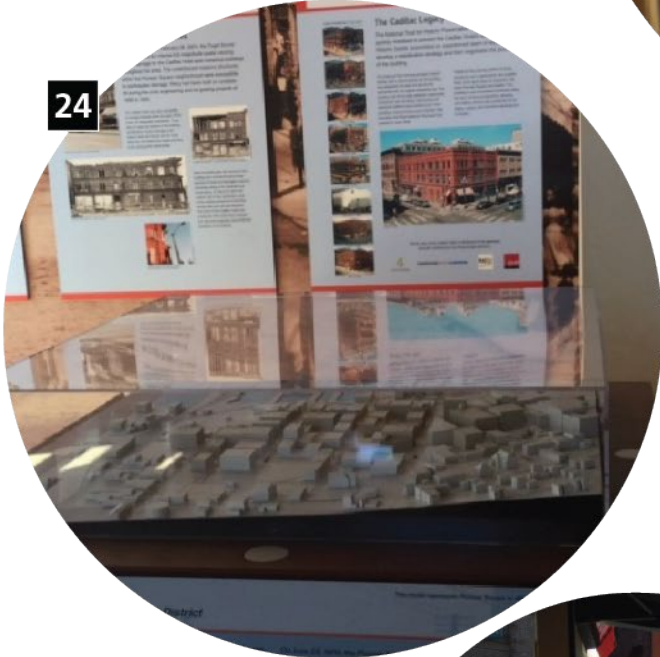
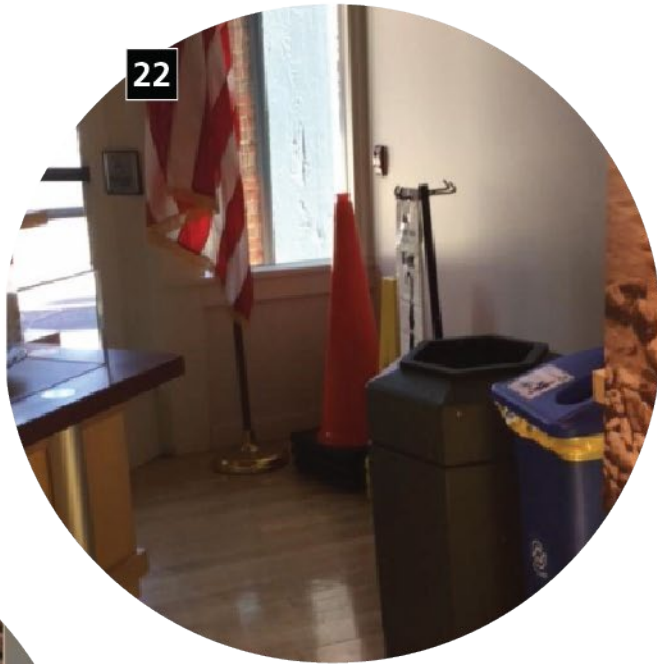
Floor 2 and Floor 3 Administrative Space



Basement Level Exhibit Area



Entry Level Exhibit Area



Implementation Strategy

The visitor center is connected to six key park experiences: learning about connected sites through public and private partners, appreciating the historic collections that the park preserves, experiencing Seattle's transportation hubs and corridors along the international Klondike Gold Rush routes, engaging with the historic landscape of Pioneer Square, learning about the Klondike Gold Rush through interpretive and educational programs, and connecting and engaging diverse and underserved visitors to public lands.

The visitor center exposes visitors not only to the broader cause, implications, and legacy of the gold rush but also takes them on an intimate journey through the lives of families, children, merchants, and immigrants during the era. The basement level and first floor of the visitor center are filled with exhibits featuring artifacts, interpretive panels, videos, audio programs, and interactive displays. The information counter has three heights, some waysides are angled for easier viewing, and several exhibits are tactile. The third floor provides meeting space for staff and partner organizations for management and public education purposes. An elevator services each floor. With the exception of the bookstore, circulation is generous and moveable seating is provided.

Interior physical barriers include improper placement of restroom components, inoperable parts, and protruding objects. The lack of accessibility information online or at the site impedes the visitor's ability to independently decide on the best way for them to experience the park. Directional signage for the restroom and elevator is not properly posted, the accessible entrance to the bookstore is not identified, and accommodations such as wheelchairs, assistive listening devices, and American Sign Language interpreter services are not clearly posted at the center or online.

The following improvements to this park area are planned:

Floor 2 and Floor 3 Administrative Space

01 Exhibits and Maps

- 1) As a best practice, artifact labels on a horizontal surface should be mounted at an angle to maximize their visibility to users.

short-term

02 Restrooms

- 1) Move the toilet paper dispensers so that they are located 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The outlet of the dispensers shall be 15" inches minimum and 48" maximum above the finished floor and shall not be located behind grab bars.

long-term

- 2) Provide handles on the exterior of the stall doors that are operable with a closed fist and located 34" minimum and 48" maximum above the finished floor.

immediate

03 Restroom (men's)

- 1) Adjust the door so that it requires a maximum of 5 pounds of force to open.

short-term

04 Elevators

- 1) Consider providing audible signals at each hoistway entrance. Audible signals shall sound once for the up direction and twice for the down direction or shall have verbal annunciators that indicate the direction of elevator car travel.

mid-term

05 Exhibits and Maps

- 1) As a best practice, use sans serif fonts, a minimum of 24-point font, a typeface with background contrast of 70% minimum, and avoid bold and italicized text.

immediate

06 Interior Signage

- 1) Provide signage with both visual and tactile characters at the entrance to the room. Tactile characters on signs shall be located 48" minimum above the finished floor or ground surface measured from the baseline of the lowest tactile character and 60" maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.

mid-term

07 Seating Areas, Theaters, and Amphitheaters

- 1) Provide a seating chart and standard operating procedure that ensures a location at the table is made clear and accessible by wheelchair. The space shall be 36" wide minimum and 48" deep minimum for a forward approach or 60" deep minimum for a side approach.

short-term

08 Restrooms

- 1) Provide signage with both visual and tactile characters at the entrance to the restroom. Tactile characters on signs shall be located 48" minimum above the finished floor or ground surface measured from the baseline of the lowest

tactile character and 60" maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.

mid-term

- 2) Move the toilet paper dispenser so that it is located 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The outlet of the dispenser shall be 15" inches minimum and 48" maximum above the finished floor and shall not be located behind grab bars.

long-term

- 3) Provide a handle on the exterior of the stall door that is operable with a closed fist and located 34" minimum and 48" maximum above the finished floor.

immediate

09

Restrooms (women's)

- 1) Correct the toilet stall so that it measures 60" wide minimum measured from the side wall and 56" deep minimum for wall hung water closets and 59" deep minimum for floor-mounted water closets measured perpendicular to the rear wall.

long-term

10

Restrooms (men's)

- 1) Adjust the door so that it requires a maximum of 5 pounds of force to open.

immediate

Basement Level Exhibit Area

11

Exhibits and Maps (log shelter)

- 1) Modify the handles on the supply boxes so that the lids can be operated with a closed fist and no more than 5 pounds of force.
- 2) As a best practice, provide sufficient, even lighting for exhibit text. Display text in areas where light levels have been reduced for conservation purposes. Light levels should have no less than 10 foot-candles of illumination, with a working usable range of between 10 and 30 foot-candles. Transitions between the floor and walls, columns, or other structures, especially protruding objects and overhead structures, shall be made clearly visible. Finishes for vertical surfaces shall contrast clearly with the floor finish. Floor circulation routes shall have a minimum of 10 foot-candles of illumination.

short-term

12 Exhibits and Maps (wooden post-mounted exhibit panel)

- 1) In the short term, create or place material beneath the lower edge of the sign exhibit so that it is cane detectable at a maximum of 27" above the finished floor.

short-term

- 2) When exhibits are updated, ensure that the lowest edge of the exhibit is 27" maximum or 80" minimum above the finished floor so that it is cane detectable.

mid-term

13 Exhibits and maps (Filson exhibit timeline)

- 1) As a best practice, mount text labels in artifact cases on panels that are placed and angled for maximum readability by a range of people, including people in wheelchairs. For a probable viewing distance of 39", use a minimum 48-point font on interpretive panels.

mid-term

14 Exhibits and Maps (photocopies of news articles)

- 1) Provide alternative formats for the news articles such as large print, sans serif font reproductions, or available audio descriptions.

short-term

15 Exhibits and Maps (images of handwritten letters and notes)

- 1) Provide alternative formats for the letters such as large print, sans serif font reproductions, or available audio descriptions.

short-term

16**Restrooms**

- 1) Locate the changing station so that the top of the station is between 28" and 34" above the finished floor, with 27" minimum knee clearance space under the surface. Provide a changing station model that is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist.

long-term

- 2) Move the toilet paper dispensers so that they are located 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The outlet of the dispensers shall be 15" inches minimum and 48" maximum above the finished floor and shall not be located behind grab bars.

long-term

- 3) Provide handles on the exterior of the stall doors that are operable with a closed fist and located 34" minimum and 48" maximum above the finished floor.

immediate

- 4) Adjust the doors so that they require a maximum of 5 pounds of force to open.

immediate

17**Restrooms (men's)**

- 1) Replace the current urinal with a model that has a rim measuring 17" maximum above the finished floor or ground and a minimum depth of 13½" measured from the outer face of the urinal rim to the back of the fixture.

long-term

18**Seating Areas, Theaters, and Amphitheaters (classroom)**

- 1) Provide a seating chart that ensures a location in the classroom area is made clear and accessible by wheelchair. The space shall be 36" wide minimum and 48" deep minimum for a forward approach or 60" deep minimum for a side approach.

short-term

19 Seating Areas, Theaters, and Amphitheaters (theater)

- 1) Provide four designated wheelchair spaces each adjoined by accessible routes. Spaces shall be a minimum of 36" wide by 48" deep for a forward or rear approach or 60" minimum where a space can only be entered from the side. Wheelchair spaces shall be dispersed throughout the theater to provide a variety of seating options. Identify wheelchair seating locations with signs or markers. Provide space for companion seating located to provide shoulder alignment with adjacent wheelchair spaces. The shoulder alignment point of the wheelchair space shall be measured 36" from the front of the wheelchair space.

long-term

Entry Level Exhibit Area

20 Accessible Route and Walking Surfaces

- 1) Provide a landing on both sides of the main entry doors measuring a minimum of 60" deep and 18" wide beyond the latch side of the door for a forward approach. The landing on the interior side of the door shall have a minimum total depth of 60" and extend a minimum of the full width of the ramp run. The interior entry ramp shall not exceed a 8.33% running slope and a 2% cross slope. Provide a landing at the bottom of the ramp with a minimum depth of 60" and extending a minimum of the full width of the ramp run. All landings shall not exceed a 2% slope in all directions.

long-term

21 Information Desks and Services Counters

- 1) Remove any items that may obstruct the intended use of the accessible counter space. Relocate the sign to provide a clear floor space measuring a minimum of 30" by 48" for a parallel approach. The clear floor space shall not exceed a 2% slope in all directions. One full unobstructed side of the clear floor space shall adjoin an accessible route and not protrude into the path of travel.

immediate

22 Trash and Recycling Receptacles

- 1) Position the trash and recycling receptacles so that a clear floor space measuring 30" minimum by 48" minimum and not exceeding a 2% maximum slope in all directions is provided for either a side or forward

approach. One full unobstructed side of the clear floor space shall adjoin an accessible route and not protrude into the path of travel.

short-term

23

Exhibits and Maps (large panel behind service desk)

- 1) As a best practice, use accessible sans serif fonts and provide an alternative format for the content such as visitor center audio tours and large print brochures.

long-term

24

Exhibits and Maps (3D model park map exhibit)

- 1) Provide access on all sides of the display ensuring that all portions of the map are within reach range. Provide clear floor space that extends beneath the element for a distance not less than the required reach depth over the obstruction. The high forward reach shall be 48" maximum where the reach depth is 20" maximum. Where the reach depth exceeds 20", the high forward reach shall be 44" maximum and the reach depth shall be 25" maximum. Provide a minimum clear knee space of 36" wide and 27" high. Where it does not create a hazard for persons with low vision, 29" high knee space is recommended for wheelchair users.
- 2) As a best practice, replace the park map exhibit with a tactile map made of materials that are comfortable to touch, resistant to wear, and finished with a coating that allows for routine cleaning. Ensure that there are no applied or glued elements on the model, but instead it is cast, carved, or CNC (computer numerical control) routed as one piece. Provide details of the model that are in the appropriate scale and are discernible by finger touch. Refer to Harpers Ferry Center Programmatic Accessibility Guidelines (2017) for a complete list of guidelines for tactile maps.

long-term

25

Exhibits and Maps (antique cash register)

- 1) Provide a turning space within the supply store exhibit that allows for a 60" diameter turning radius or a t-shaped turning space with a 60" square minimum with arms and base 36" wide minimum. Each arm of the T shall be clear of obstructions, 12" minimum in each direction, and the base shall be clear of obstructions 24" minimum.
- 2) Provide clear floor space at operable parts such as the cash register, 30" by 48" for a forward or parallel approach, with a 2% maximum slope in any direction on a stable, firm, and slip resistant surface.

long-term

- 3) Provide signage indicating that the cash register in the store can be touched.

short-term

26 Exhibits and Maps (rotating information cubes by gold display)

- 1) Modify the cube exhibit so that it can be operated with a closed fist and requires no more than 5 pounds of force.

short-term

27 Exhibits and Maps (gold products display case)

- 1) As a best practice, artifact labels on a horizontal surface should be mounted at an angle to maximize their visibility to users.

immediate

28 Exhibits and Maps (Supplying Stampeders exhibit sign)

- 1) In the short term, create or place material beneath the lower edge of the sign exhibit so that it is cane detectable at a maximum of 27" above the finished floor.

short-term

- 2) When exhibits are updated, ensure that the lowest edge of the exhibit is 27" maximum or 80" minimum above the finished floor so that it is cane detectable.

long-term

29 Bookstores and Gift Shops

- 1) Provide a counter where the surface height is 38" maximum above the finished floor. The top of the counter edge protection is 2" maximum above the top of the counter surface on the aisle side of the checkout counter.

mid-term

- 2) When feasible, display items between 15" minimum and 48" maximum height for an unobstructed approach. As a best practice, post signs by items that are out of reach that inform people that they can request assistance at the service desk. Consider displaying multiple locations of the same merchandise vertically on shelves instead of horizontally so that it is accessible at multiple heights.
- 3) Provide a clear width of 36" minimum between merchandise displays.

short-term

30 **Wayfinding and Orientation Signage (Column left of the service desk)**

- 1) Lower the existing signs so that the tactile characters are located 48" minimum above the finished floor or ground surface measured from the baseline of the lowest tactile character and 60" maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.

short-term

31 **Wayfinding and Orientation Signage (Exterior gift shop entrance)**

- 1) Provide directional signage at the inaccessible gift shop entrance location that indicates the direction of the nearest marked accessible entrance. Consider placing the sign on an adjacent vertical surface on the handle side of the exterior inaccessible gift shop entrance. The sign shall have visual and tactile characters including the universal symbol for accessibility. Tactile characters on the signs shall be located 48" minimum above the finished floor or ground surface measured from the baseline of the lowest tactile character and 60" maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.

short-term

32 **Benches**

- 1) Provide a clear floor space measuring 36" by 48" positioned at the end of the bench seat and parallel to the short axis of the bench.

long-term

REI OUTDOOR RECREATION INFORMATION CENTER

Site Plan



Implementation Strategy

The Outdoor Recreation Information Center is connected to one key park experience: connecting and engaging diverse and underserved visitors to public lands. Klondike Gold Rush National Historical Park - Seattle has embraced its central urban location and emphasizes its role in connecting the public with parks across the region.

The Outdoor Recreation Information Center located in REI's downtown Seattle store provides a venue for the park to reach people beyond the visitor center. Staff representing multiple land agencies operate a service desk, provide travel information, and expose locals and visitors to a network of public lands and activities that serve to enrich their experience in the Seattle area. The store has accessible parking, an automatic door entry, elevators, and the information center area has a dual height counter, good circulation, most items within reach range, a digital screen with visitor information, and a video and photo file.

While the National Park Service doesn't have direct control over mitigation of physical barriers at the information center or within the store, measures can be implemented through collaboration with store management to improve accessibility to the information center. The center is in the process of improving information displays which could incorporate information about accessibility accommodations, transportation options, and physical conditions at the locations shared by the information center staff.

The following improvements to this park area are planned:

01 Accessible Route and Walking Surface

- 1) Work with partners to correct slopes along the route between the bus stop drop-off to the beginning of the accessible route to the REI store entrance so that they do not exceed a 2% cross slope and a 5% running slope. Reference ABAAS 503 for passenger loading and drop-off areas and 406 for curb ramp requirements.

long-term

- 2) Work with partners to clear the pedestrian store entrance area of obstructions, such as trash and recycling receptacles, from the front of the automatic door opener controls to allow for an unobstructed high reach at 48" maximum height above the finished floor. The clear floor space in front of the control shall be located beyond the arc of the door swing and measure 30" by 48" minimum.

immediate

02 Car Parking Area (PB level)

- 1) Work with partners to ensure that both existing and new signs are mounted 60" minimum from the bottom of the sign to the ground surface.

- 2) Designate two of the eight required accessible parking stalls as van accessible. Van-accessible stalls shall be 8' wide with an 8' wide access aisle or 11' wide with a 5' wide access aisle. Slopes of the accessible parking stalls are not to exceed a 2% slope in all directions.

mid-term

- 3) Work with partners to provide a minimum of two more accessible parking stall locations. Standard accessible parking stalls shall be 8' wide and 20' long minimum with a minimum 5' wide access aisle. Slopes of the accessible parking stalls are not to exceed a 2% slope in all directions.
- 4) Work with partners to correct slopes at existing accessible parking stall locations and ensure all new stall locations do not exceed a 2% slope in all directions.

long-term

03

Accessible Route and Walking Surface (at elevators)

- 1) Work with partners to correct the clear space in front of the elevator car entry so that it measures a minimum of 30" by 48" and does not exceed a 2% slope in all directions.
- 2) Correct the gap between the elevator car and the clear space so that the gap does not exceed 1/2" maximum in width.

long-term

04

Accessible Route and Walking Surfaces

- 1) Work with partners to correct ramps so that they do not exceed a running slope of 8.3% slope and a 2% cross slope.

long-term

05

Information Desks and Service Counters

- 1) Work with partners to locate brochures where a clear floor space allows for a parallel approach. The high reach of the brochures shall not exceed 48" maximum and the low side reach shall be located 15" minimum above the finished floor. For any products that are out of reach range, provide a sign by the items offering assistance to visitors who would like it.

short-term

- 2) In the short term, work with partners to lower the height of the map counter to align with the height of the rest of the counter to provide a continuous surface that meets the 36" minimum length requirements.

- 3) Work with partners to provide a service counter that is 36" long minimum and 36" high maximum above the finished floor.

mid-term

06 Interior Signage

- 1) As a best practice, work with partners to provide an alternative display of the information provided for "Ranger Notes" so that there is consistency in the text size and font used. Text should be a minimum of 48-point font for a maximum distance of 1 meter, 100-point font for a maximum distance of 2 meters, or 148-point font for 3 meters. Consider displaying the information on a digital screen or printed hard copies for consistency and easy updating.

short-term

07 Bookstores and Gift Shops

- 1) Work with partners to provide a minimum of 36" width for the circulation path between product display elements in the store. Where a clear floor or ground space allows a parallel approach to an element and the high side reach is over an obstruction, the height of the obstruction shall be 34" maximum and the depth of the obstruction shall be 24" maximum. Items must be placed a minimum of 15" above the finished floor space.

short-term

08 Restrooms

- 1) Work with partners to insulate or wrap water supply and drain pipes under sinks to protect against contact.
- 2) Work with partners to provide handles on the exterior of the stall doors that are operable with a closed fist and located 34" minimum and 48" maximum above the finished floor.

short-term

- 3) Work with partners to provide signage with both visual and tactile characters at the entrance to the restroom. Tactile characters on signs shall be located 48" minimum above the finished floor or ground surface measured from the baseline of the lowest tactile character and 60" maximum above the finished floor or ground surface measured from the baseline of the highest tactile character.

mid-term

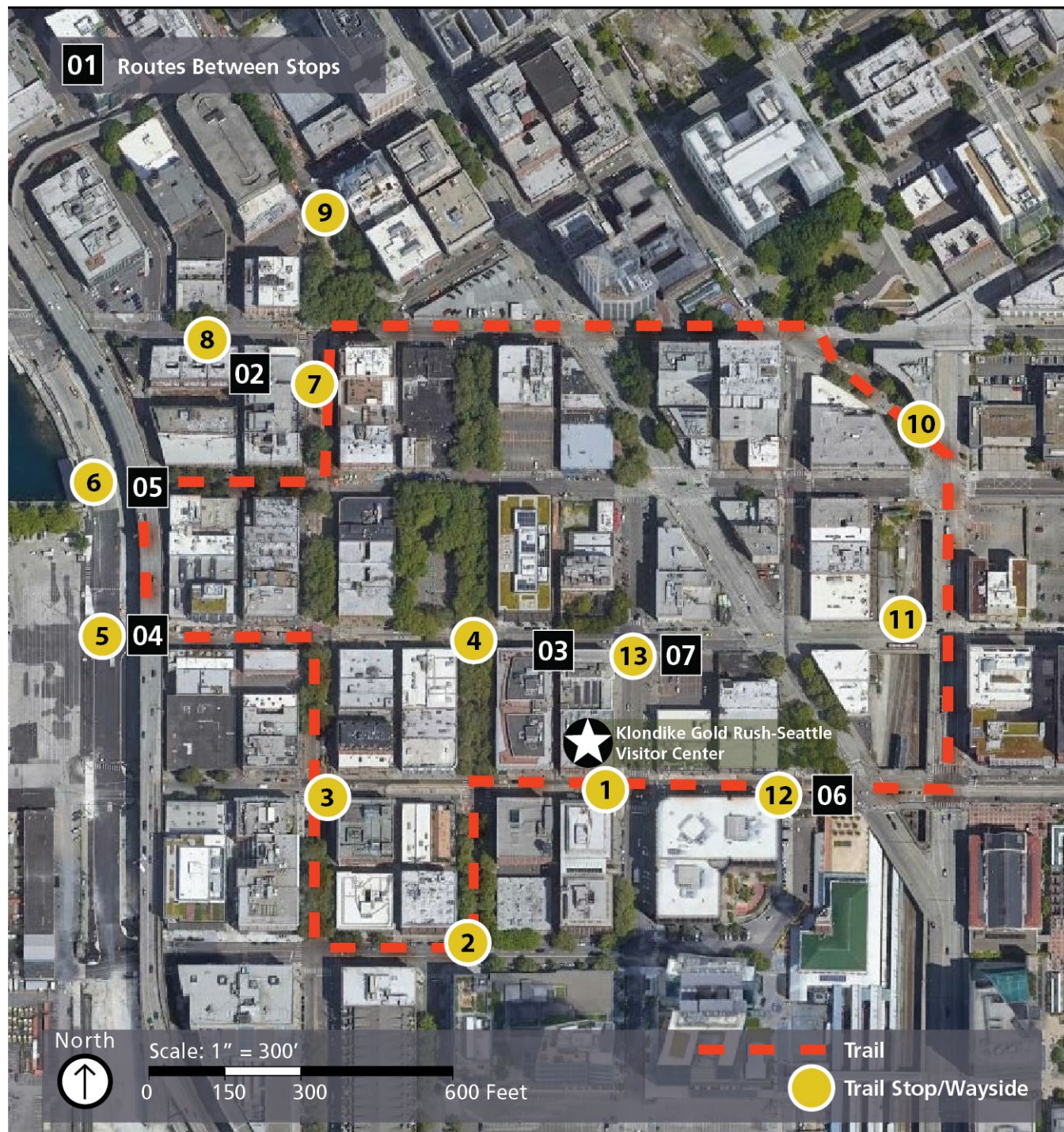
- 4) Work with partners to move the toilet paper dispenser so that it is located 7 " minimum and 9 " maximum in front of the water closet measured to the centerline of the dispenser. The outlet of the dispenser shall be 15 " inches minimum and 48 " maximum above the finished floor and shall not be located behind grab bars.
- 5) Work with partners to relocate the paper towel dispenser. For a parallel approach with a high side reach over the trash receptacle, the dispenser shall be located 48 " maximum above the finished floor for a reach depth of 10 " maximum. Operable parts shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist.

long-term

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TRAIL TO TREASURE WALKING TOUR

Site Plan



Implementation Strategy

The Trail to Treasure Walking Tour is connected to six key park experiences: learning about connected sites through public and private partners, appreciating the historic collections that the park preserves, experiencing Seattle's transportation hubs and corridors along the international Klondike Gold Rush routes, engaging with the historic landscape of Pioneer Square, learning about the Klondike Gold Rush through interpretive and educational programs, and connecting and engaging diverse and underserved visitors to public lands.

The tour is offered as a self-paced or guided tour that leads visitors through Pioneer Square National Historic District in downtown Seattle, and walking maps are located at the visitor center within reach range. Staff-guided tours are available to visitors who are blind or have low vision. An interpretive map about the sites is available at several locations along the route and online. Multiple waysides feature facts and images of the people, places, and events that contributed to the development of Seattle and the surrounding region. The waysides are horizontal with good clearance for wheelchair access, and they have high-contrast visuals and use appropriate size and sans serif fonts. The walking tour follows existing city routes and makes stops at 14 locations along the way.

The primary improvements identified for the Trail to Treasure Walking Tour address programmatic and physical barriers. Physical barriers along the route and in front of waysides include undulating topography and surface characteristics of the aging urban pedestrian landscape. Training on audio description for interpretive staff is not required. There is no alternative format such as an audio or digital interpretation available for tours.

The following improvements to this park area are planned:

01 Pedestrian Access Route and Walking Surface

- 1) As a best practice, provide information on the park website describing the conditions along the tour route such as running slope, cross slope, crossing locations with signal availability and type, surface variability, and clear space in front of waysides.

short-term

- 2) Work with partners to correct and improve areas along the tour route or relocate to areas that meet ABAAS standards.

long-term

02 Pedestrian Access Route and Walking Surface (Stop 8)

- 1) While maximum running slopes of pedestrian access routes meet the established grade of the adjacent street, work with partners to correct cross slopes so that they do not exceed 2%.

long-term

03 Pedestrian Access Route and Walking Surface (Route from Stop 13 to Stop 4)

- 1) While maximum running slopes can meet the established grade of the adjacent street, work with partners to correct cross slopes so that they do not exceed 2%.

long-term

04 Pedestrian Access Route and Walking Surface (Stop 5)

- 1) While maximum running slopes can meet the established grade of the adjacent street, work with partners to correct cross slopes so that they do not exceed 2%.

long-term

05 Pedestrian Access Route and Walking Surface (Stop 6)

- 1) While maximum running slopes meet the established grade of the adjacent street, cross slopes shall be corrected to not exceed a maximum of 2%. Relocating the wayside slightly to one side would provide a flatter surface and a better view of the buildings described in the wayside. Current deconstruction of the viaduct may present an opportunity to redesign the area and bring cross slopes into the required slope range.

long-term

06 Pedestrian Access Route and Walking Surface (Stop 12)

- 1) As a best practice, work with partners to provide a clear ground space in front of the wayside measuring 30" by 48" minimum and not exceeding a 2% slope in all directions.

long-term

07 Pedestrian Access Route and Walking Surface (Stop 13)

- 1) As a best practice, provide a clear ground space in front of the wayside measuring 30" by 48" minimum and not exceeding a 2% slope in all directions.

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BAINBRIDGE ISLAND JAPANESE AMERICAN EXCLUSION MEMORIAL

Site Plan



Implementation Strategy

The Bainbridge Island Japanese American Exclusion Memorial is connected to one key park experience as it relates to Klondike Gold Rush National Historical Park - Seattle: engaging diverse and underserved visitors with opportunities to experience history and explore nature in nearby parks and public lands by leveraging the park's urban location.

Although the memorial is included as part of this plan, it is tied to the broader story captured at Minidoka National Historic Site in Idaho where many Japanese Americans from Seattle were incarcerated during World War II. A separate self-evaluation and transition plan has been completed for Minidoka National Historic Site. The Bainbridge Island Japanese American Exclusion Memorial tells the story of where the dark chapter of Japanese American incarceration began and the legacy that remained when it came to an end.

The site is accessed by car, ferry, and shuttle bus. Both the ferry and shuttle bus have accessible accommodations and drop visitors off at a relatively level wooden boardwalk that guides the visitor through a forested canopy, and to an entrance/orientation area with waysides. Surfaces at gathering areas and along the trail are composed of gravel of varying size and natural earth. Exhibits are three dimensional, and within reasonable viewing height.

One of the biggest accessibility challenges for the Bainbridge Island Japanese Exclusion Memorial is reaching its location. Visitor information such as driving directions, ferry access, and public transportation is included online but how accessible those modes of transportation are in reaching the memorial is not addressed. Steep slopes, unstable surfaces, and protruding barriers make navigating the site difficult. Alternative formats for interpretive and education materials about the site are not available.

The following improvements to this park area are planned:

01 Car Parking Areas

- 1) Locate designating accessible parking and van accessible parking signs in front of the parking stalls so that they are 60" minimum above the finished ground surface.

short-term

- 2) Provide designating signage that reads "van accessible" in front of the van-accessible location.
- 3) Provide a van-accessible parking stall measuring 132" wide minimum with a 5' wide access aisle or 96" wide minimum parking stall with a 96" wide access aisle.

mid-term

02 Passenger Loading Zones, Bus Stops, and Transportation Facilities

- 1) Provide a landing at the top of the curb ramp with a clear length of 36" minimum and a clear width that shall be at least as wide as the curb ramp, excluding flared sides.

long-term

03 Trash and Recycling Receptacles

- 1) Relocate the trash receptacle or extend the concrete pad to the trash receptacle to provide a clear ground space in front of it measuring 30" by 48" minimum and not exceeding a 2% slope in all directions. The clear ground space shall not extend into the path of travel.

long-term

04 Benches

- 1) Consider providing a clear ground space measuring 36" by 48" positioned at the end of the bench seat and parallel to the short axis of the bench.

mid-term

05 Accessible Route and Walking Surface

- 1) Correct the flagstone placement so that the stones do not protrude vertically more than 1/4" from the ground surface.

mid-term

06 Exhibits and Maps

- 1) Relocate the brochure holder so that the top of the holder is placed 48" maximum or the bottom of the holder is 15" minimum above the ground surface.

immediate

07 Accessible Route and Walking Surface

- 1) Compact and maintain the gravel surface so that it is firm and stable.

mid-term

08 Exhibits and Maps

- 1) Recommend providing a standard operating procedure that instructs rangers to place the passport stamp and laminated exhibit pieces in an accessible location when weather permits.

- 2) When placed outside in an accessible location, the placement height of the passport stamp and laminated exhibit pieces shall be 48" maximum or 15" minimum above the ground surface.
- 3) Provide a clear ground space in front of the passport stamp and laminated exhibit pieces measuring 30" by 48" minimum and not exceeding a 2% slope in all directions.

short-term

09

Restrooms

- 1) Provide an accessible port-a-potty that meets ABAAS requirements under 604 and 605. Install a clear ground space in front of the port-a-potty entrance measuring a minimum of 36" wide and a turning space diameter of 60".

short-term

10

Accessible Route and Walking Surface

- 1) Correct the slopes along the path so that they do not exceed a 5% running slope and a 2% cross slope. If it is decided to maintain a slope between 5% and 8.3% maximum, edge protection must be provided on both sides of the ramp and landing that prevent the passage of a 4" diameter sphere. Provide landings at the top and bottom of the ramp with a 60" minimum length and extending the full width of the path with a minimum width of 36". Landings shall not exceed a 2% slope in all directions. Any ramp exceeding a 6" rise will require handrails adherent to ABAAS 505 requirements.

long-term

11

Interpretive Waysides

- 1) In front of waysides, provide clear ground space measuring 30" by 48" minimum for a forward or side approach with 27" minimum knee clearance and a 2% maximum slope in all directions.

long-term

12**Benches**

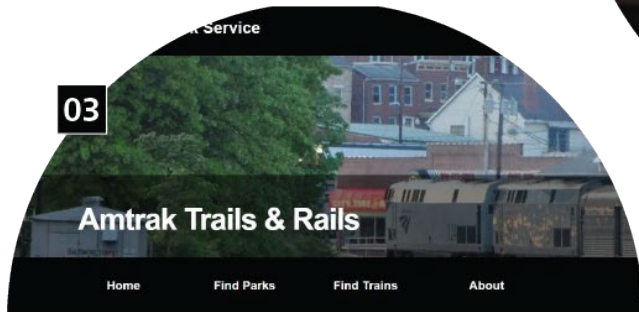
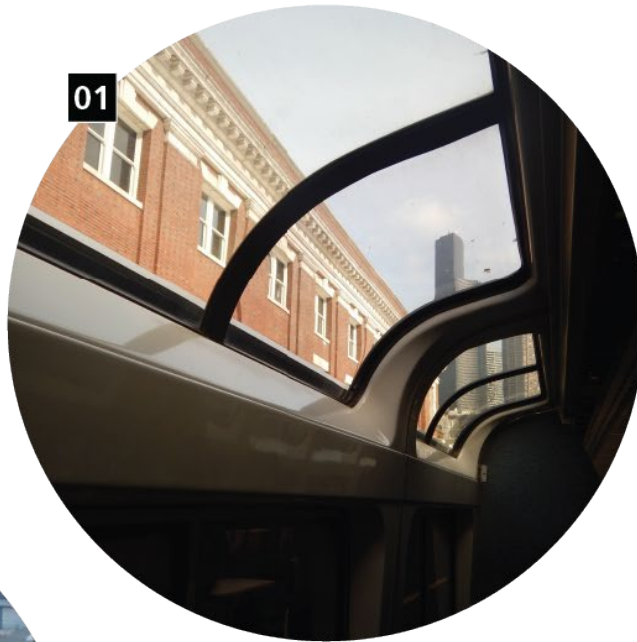
- 1) Provide a clear ground space measuring 36 " by 48 " positioned at the end of the bench seat and parallel to the short axis of the bench.
- 2) As a best practice, provide bench seats that are 42 " long minimum and 20 " deep minimum and 24 " deep maximum. Provide back support measuring 42 " long minimum and extending from a point 2 " maximum above the seat surface to a point 18 " minimum above the seat surface. Provide back support 2 1/2 " maximum from the rear edge of the seat measured horizontally.

mid-term

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AMTRAK TRAILS & RAILS PROGRAM

Site Plan



NPS.gov / Home / About

Partnering to Connect People w

The Trails & Rails program is a partnership between Amtrak and the National Park Service rangers created on board programs for Amtrak's City of New York and Chicago.

In the mid-2000s, the program had expanded to trains all across the country, including the Northeast, the Southwest Chief, and the Southwest Chief. Soon the program was out of Chicago and New York City.



05

Trails & Rails Program

Enrich your travel experience and learn about our nation's natural and cultural sights along your route with a National Park Service guide.

Onboard Heritage Appreciation

Enjoy your time traveling across the country with National Park Service volunteer guides and their traveling show-and-tell program that explains regional historic and natural resources related to your journey.

Whether visiting iconic natural treasures like the mighty Mississippi River valley, historic landmarks like the Roosevelt Memorial Park or cultural attractions like New Orleans' jazz National Park, you can connect to public lands and engage in a better understanding of the need to preserve and protect these special natural and cultural resources.

Since the beginning of the 20th century, railroads have played an active role in developing America's national parks. This is a part of this partnership that provides a fuel efficient and environmentally friendly way to visit public lands.

[More about the Trails & Rails program](#)

Route Segment/Terrain	Participating
Saratoga Springs, NY - Washington, DC	Saratoga
Washington, DC - Hudson, NY	

Implementation Strategy

The Amtrak Trails & Rails program is connected to five key park experiences: learning about connected sites through public and private partners, experiencing Seattle's transportation hubs and corridors along the international Klondike Gold Rush routes, engaging with the historic landscape of Pioneer Square, learning about the Klondike Gold Rush through interpretive and educational programs, and connecting and engaging diverse and underserved visitors to public lands.

Trails & Rails provides rail passengers natural and cultural information that fosters an appreciation of the Pacific Northwest. As a program, it has the potential to reach more visitors than most other park programs. Two volunteers run the program on the Coast Starlight, a round-trip tour between the King Street Amtrak Station in Seattle, Washington, and the Amtrak Station in Portland, Oregon. Amtrak has a designated area in the Seattle station for those requiring special assistance. Staff with "red caps" assist people in wheelchairs to board the lower car where accessible seating is provided. Volunteers provide an interpretive program of the scenic, cultural, and historic highlights along the route on the upper deck of the club car. The program is not accessible to people in wheelchairs or others with limited mobility. Alternative formats of the interpretive program are not available for travelers who are deaf, blind, or have hearing loss, or those with low vision. Current technologies such as audio transcribing and GPS location-activated audiovisual interpretation could expand opportunities to share real-time stories and information with Amtrak patrons.

The following improvements to this park area are planned:

01 Tours, Programs, and Special Events

- 1) Develop an SOP about volunteers and increase check-ins with visitors restricted to the first floor of the train who are interested in the program. Park should also identify equipment that will allow the program to be broadcast between the club car and the first level accessible seating area for visitors that would like to hear the program but have difficulty accessing the interpretive program on the upper level.
- 2) Provide ongoing accessibility awareness training for volunteers.
- 3) Post accessibility information on the park Trails & Rails website and work with Amtrak to develop signage for stations about the availability of program information in alternative formats once developed.
- 4) Upon request, provide information in alternative formats such as in large print or audio descriptions for tours, educational programs, or special events. Provide alternative formats on park website and in publications at the visitor center and at Amtrak station.

- 5) Work with Amtrak to provide information on the physical conditions present to access the Trails & Rails Program, (e.g., number of steps, slopes, other barriers that exist, etc.) for each train layout, in publications and/or on a website.

short-term

- 6) Provide live audio descriptions on interpretive talks when needed and/or upon request.

mid-term

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KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK - SEATTLE POLICIES, PRACTICES, COMMUNICATION, AND TRAINING

Park Features

01



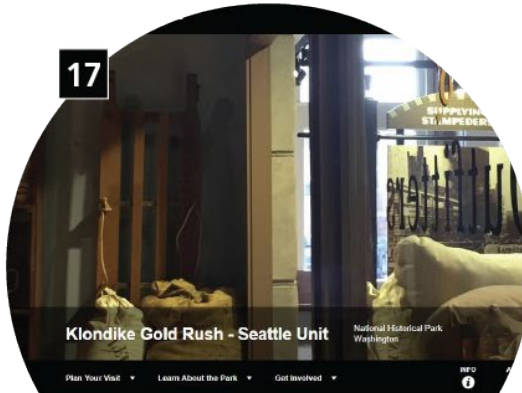
02



05



17



Rebuilt from Ashes, a Gateway to A¹

"Following a devastating fire and an economic depression, Seattle flourished."
"Supplied would-be Klondike Kings and Queens on their way to A¹"
"The park is your gateway to learn about the gold run!"

21



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 of operations that the park employs.

Posting and Publications

01 Accessibility Flyers Posted in Common Areas

- 1) Place posters in common areas of staff and visitor buildings that provide accessibility-related information, including requirements, contacts, questions, and complaints.

short-term

02 Publications

- 1) Provide Braille publications and tactile wayfinding maps.
- 2) Provide audio described publications.
- 3) Provide large-print format publications. Use a minimum readable typeface at 18-point font. Align flush left and rag right. Avoid hyphens. Use black or white type color and avoid red text. Avoid italicized and underlined text. Provide graphics with at least 70% contrast.
- 4) Add accessibility information in all publications, as they relate to services, activities, and programs.

mid-term

Staff Training and Park Protocols

03 Accessibility Awareness Training

- 1) Provide ongoing accessibility awareness training for all staff, including permanent and nonpermanent employees.

short-term

04 Accessibility for Project Managers Training

- 1) Provide ongoing training for project managers to address project accessibility requirements, (e.g., entering accessibility projects in Project Management Information System (PMIS), understanding universal design principles, and overseeing quality control of projects and designs).

short-term

05 Accessible Interpretive Training

- 1) Provide ongoing training for the interpretation and education division.
- 2) Training may include, but is not limited to, how to evaluate programs for accessibility compliance; which websites offer more information; information about service animals; information about Other Power-Driven Mobility Devices (OPDMDs); how and when to offer live audio description programming; accessibility specifications for interpretive tactile models and maps; what assistive technologies are available; universal design principles; visitor services and communication about accessibility. It is also important to provide regular and ongoing visitor information and interpretive staff training in use of, distribution, and procedures for wheelchairs and assistive technology—assistive listening devices, neckloops, captioning, and text telephone machines.

short-term

06 Emergency Preparedness

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

short-term

07 Movable Seating

- 1) Develop and distribute standard operating procedures for movable seating arrangements and moving things to create an accessible route and maintain integrated accessible seating. Post a map in an area with accessible layout and instructions for use of the space.

short-term

08 Other Power-Driven Mobility Devices

- 1) Provide guidance outlining use of OPDMDs within the park.

short-term

09 Wheelchairs

- 1) Provide a standard operating procedure or guidance for checking out and returning wheelchairs.
- 2) Provide a standard operating procedure or guidance on protocol for pre- and post-inspecting, cleaning, and maintenance of wheelchairs.

- 3) Inform visitors and program participants that wheelchairs are available upon request. Provide information on wheelchair availability in all publications and on signage. Inform visitors using services, activities, and programs that wheelchairs are available upon request.

short-term

Audio and Visual Programs

10 Assistive Listening Devices and Neckloops

- 1) Develop and distribute standard operating procedures or guidance for checking out and returning devices, pre- and post-inspection of devices, and cleaning and maintenance of all devices.
- 2) Provide signage and information where programs are offered stating device availability. Verbally inform visitors and program participants that auxiliary aids are available. Add information to all appropriate publications and communications regarding the availability and components (e.g., type of system, neckloops) of devices and provide information on how they can be obtained.

mid-term

11 Live Audio Description

- 1) Provide live audio descriptions on guided interpretive tours when needed.

mid-term

12 Open Captioning and Audio Description

- 1) Provide open captioning on videos and indicate its availability on the park's website.
- 2) Provide audio description of all images shown on the videos.

mid-term

Visitor Information

13 Communication

- 1) Provide park e-mail address and telephone number on the park's website and in publications for questions: klse_ranger_activities@nps.gov.
- 2) Develop an accessibility guide for Klondike Gold Rush National Historical Park – Seattle that outlines accessible services, activities, and programs.

short-term

14 Outreach

- 1) Conduct outreach via social media (Pinterest, Facebook, Snapchat, Twitter, etc.) to describe accessible programs, services, and activities available at the park.
- 2) Conduct outreach via traditional media and other advertising methods to describe accessible programs, services, and activities available at the park.
- 3) Contact groups with disabilities to inform them about the accessible programs, services, and activities that have become available at the park as solutions are implemented.
- 4) Outreach to and engage groups with disabilities to determine appropriate ways to involve them in park accessibility improvement projects as they occur (case-by-case basis).

short-term

15 Reservations

- 1) For each park area that requires a reservation, provide information on website reservation systems about accessible services and facilities.

short-term

16 Signage

- 1) Provide signage at visitor center that states availability of accessible alternative formats.

short-term

17 Website

- 1) Provide information on the park's 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. Include details on the specifics of the accessible devices and features.

short-term

Tours, Programs, and Special Events

18 Tours (Guided and Self-Guided), Educational Programs, and Special Events

- 1) Upon request, provide alternative formats such as trail information in large print and audio descriptions for tours, educational programs, and special events. Provide alternative formats on park website and in publications at visitor center.

mid-term

- 2) Provide information on the physical conditions of the tour, education program, or special event (e.g., number of steps, slopes, other barriers that exist, etc.) on-site, in a publication and/or on a website.
- 3) Provide designated stopping points or resting areas for the tour, education program, or special event, with 2% maximum cross and running slopes, firm and stable surfaces, and a minimum 30" by 48" clear space.

short-term

19 Sign Language Interpreters

- 1) Develop the process for requesting sign language interpreters. Provide sign language interpreters within five days of request.
- 2) Develop and distribute standard operating procedures for contacting and scheduling sign language interpreters.

short-term

20 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 neckloops. Post signage indicating devices are available for special events. Provide large print versions of any handouts or waivers being provided.
- 2) Provide information on how people can contact the park for accommodations for special events, and release event announcements in a variety of accessible methods (e.g., large-print flyers, electronic accessible PDFs, etc.).
- 3) Develop and distribute a standard operating procedure on how to post accessibility information and how to request accommodations on event announcements.

short-term

Concessions and Partnerships

21

Park Partner, Lessee, and Concessionaire Services, Activities, and Programs

- 1) Prepare a standard operating procedure for lessees and park partners about providing accessible programs, services, and activities within the park unit.
- 2) Develop and distribute a standard operating procedure for presentations provided by outside groups regarding accessibility and assistive listening devices.

mid-term

CONCLUSION

Klondike Gold Rush National Historical Park – Seattle 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 Klondike Gold Rush National Historical Park – Seattle Self-Evaluation and Transition Plan 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 Klondike Gold Rush National Historical Park – Seattle will continue to work toward accommodating all park visitors while sustaining its legacy to preserve and protect the shared history associated with the Klondike Gold Rush, including Seattle's birth as a modern city, for the benefit and inspiration of all people.

The Self-Evaluation and Transition Plan for Klondike Gold Rush National Historical Park – Seattle includes an implementation strategy table that serves as a living spreadsheet 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 the IST. 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 IST 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 towards 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 Klondike Gold Rush National Historical Park – Seattle.

For visitors with mobility disabilities, access will be improved from the moment they enter the park. Facilities, as well as numerous programs, services, and activities the park offers will be more universally accessible. Experiences such as walking tours, engaging with the community, and learning about the human history and environment of the park, will be enhanced.

Park programs will be created and delivered for all visitors, including visitors with mild to severe disabilities impacting their mobility, vision, hearing, and/or cognitive abilities. Ranger led walks/talks, visitor center exhibits, films, trail waysides, and all materials that interpret park resources to the public will be provided in formats that allow visitors with disabilities to participate fully. Some of those formats include, but are not limited to: large-print transcripts for printed materials, audio description for exhibits and films, assistive listening devices and sign language interpreters for ranger-led tours and programs, neckloops, and inductive loop systems for park films.

Over time, the results of this collective effort will make Klondike Gold Rush National Historical Park – Seattle 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 KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE

As a national park, Klondike Gold Rush National Historical Park – Seattle 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 Klondike Gold Rush National Historical Park – Seattle.

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.

Architectural Barriers Act of 1968

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

The Architectural Barriers Act of 1968 requires physical access to facilities designed, built, altered, or leased with federal funds. The Uniform Federal Accessibility Standards (UFAS) are the design guidelines used as the basis for enforcement of the law. The UFAS regulations were adopted in 1984. Architectural Barriers Act Accessibility Standards (ABAAS) were revised and adopted in November 2005. The United States Access Board was created to enforce the Architectural Barriers Act, which it does through the investigation of complaints. Anyone concerned about the accessibility of a facility that may have received federal funds can easily file a complaint with the United States Access Board. In 2013, guidelines for Outdoor Developed Areas were adopted and added to the standards as Chapter 10.

<https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/aba-standards/single-file-version#chapter10>

Section 504 of the Rehabilitation Act of 1973

<https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/504.pdf>

To the extent that section 504 of the Rehabilitation Act of 1973 applies to departments and agencies of the federal government, the parks operated by the National Park Service are subject to the provisions of that statute. As will be discussed in the following text, both section 504 and the Architectural Barriers Act require the application of stringent access standards to new construction and the alteration of existing facilities. The Rehabilitation, Comprehensive Services, and Developmental Disabilities Amendments of

1978 (PL 95-602) extends the scope of section 504 of the Rehabilitation Act of 1973 (PL 93-112) to include Executive Branch agencies of the federal government. As amended, section 504 states:

Section 504: No otherwise qualified handicapped individual in the United States, as defined in Section 7 (6), shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance or under any program or activity conducted by any Executive agency or by the United States Postal Service. The head of each such agency shall promulgate such regulations as may be necessary to carry out the amendments to this section made by the Rehabilitation, Comprehensive Services, and Developmental Disabilities Act of 1978. Copies of any proposed regulation shall be submitted to appropriate authorizing committees of Congress, and such regulation may take effect no earlier than the thirtieth day after the date on which such regulation is so submitted to such committees.

As noted above, section 504 and the Architectural Barriers Act govern new construction and alterations. However, as a civil rights law, section 504 goes further. Unlike the construction-driven ABA mandates, section 504 also requires covered entities to consider the accessibility of programs, services, and activities.

Section 508 of the Rehabilitation Act of 1973

<https://www.section508.gov/manage/laws-and-policies>

In 1998, Congress amended the Rehabilitation Act of 1973 to require federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. Inaccessible technology interferes with an ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, open new opportunities for people with disabilities, and encourage development of technologies that will help achieve these goals. The law applies to all federal agencies when they develop, procure, maintain, or use electronic and information technology. Under section 508 (29 USC §794 d), agencies must give disabled employees and members of the public access to information that is comparable to access available to others.

Accessibility Standards for Shared Use Paths

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

Shared use paths provide a means of off-road transportation and recreation for various users, including pedestrians, bicyclists, skaters, and others, including people with disabilities. In its rulemaking on public rights-of-way and on trails and other outdoor developed areas, comments from the public urged the board to address access to shared use paths because they are distinct from sidewalks and trails. Shared-use paths, unlike most sidewalks, are physically separated from streets by an open space or barrier. They

also differ from trails because they are designed not just for recreation purposes but for transportation as well.

In response, the board is supplementing its rulemaking on public rights-of-way to also cover shared-use paths. The proposed rights-of-way guidelines, which address access to sidewalks, streets, and other pedestrian facilities, provide requirements for pedestrian access routes, including specifications for route width, grade, cross slope, surfaces, and other features. The board proposes to apply these and other relevant requirements to shared-use paths as well. This supplementary rulemaking also would add provisions tailored to shared-use paths into the rights-of-way guidelines.

Draft Accessibility Standards for Public Rights-of-Way

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

The board is developing new guidelines for public rights-of-way that will address various issues, including access for blind pedestrians at street crossings, wheelchair access to on-street parking, and various constraints posed by space limitations, roadway design practices, slope, and terrain. The new guidelines will cover pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way. The board's aim in developing these guidelines is to ensure that access for persons with disabilities is provided wherever a pedestrian way is newly built or altered, and that the same degree of convenience, connection, and safety afforded the public generally is available to pedestrians with disabilities. Once these guidelines are adopted by the Department of Justice, they will become enforceable standards under ADA Title II.

Effective Communication

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

People who have vision, hearing, or speech disabilities ("communication disabilities") use different ways to communicate. For example, people who are blind may give and receive information audibly rather than in writing and people who are deaf may give and receive information through writing or sign language rather than through speech. The ADA requires that Title II entities (state and local governments) and Title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with disabilities is equally effective as communication with people without disabilities.

- The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.
- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.

- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.

The rules apply to communicating with the person who is receiving the covered entity's goods or services, as well as with that person's parent, spouse, or companion in appropriate circumstances.

Reasonable Accommodations

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

Federal agencies are required by law to provide reasonable accommodation to qualified employees with disabilities. The federal government may provide reasonable accommodation based on appropriate requests (unless so doing will result in undue hardship to the agencies). For more information, see the Equal Employment Opportunity Commission's [Enforcement Guidance: Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act](#).

Reasonable accommodations can apply to the duties of the job and/or where and how job tasks are performed. The accommodation should make it easier for the employee to successfully perform the duties of the position. Examples of reasonable accommodations include providing interpreters, readers, or other personal assistance; modifying job duties; restructuring work sites; providing flexible work schedules or work sites (i.e., telework); and providing accessible technology or other workplace adaptive equipment. [Telework](#) provides employees additional flexibility by allowing them to work at a geographically convenient alternative worksite, such as home or a telecenter, on an average of at least one day per week.

Requests are considered on a case-by-case basis. To request reasonable accommodations:

- Look at the vacancy announcement.
- Work directly with person arranging the interviews.
- Contact the agency [Selective Placement Program Coordinator](#).
- Contact the hiring manager and engage in an interactive process to clarify what the person needs and identify reasonable accommodations.
- Make an oral or written request; no special language is needed.

Other Power-Driven Mobility Devices

<https://www.ada.gov/opdmd.htm>

The definition and regulation to permit the use of mobility devices has been amended. The rule adopts a two-tiered approach to mobility devices, drawing distinctions between wheelchairs and other power-driven mobility devices such as the Segway Human Transporter. Wheelchairs (and other devices designed for use by people with mobility impairments) must be permitted in all areas open to pedestrian use. Other power-driven mobility devices must be permitted for use unless the covered entity can demonstrate that such use would fundamentally alter its programs, services, or activities, create a direct threat, or create a safety hazard. The rule also lists factors to consider in making this determination.

Service Animals

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

The following is excerpted from the Department of Justice and Americans with Disabilities Act Revised Regulations (effective 3/15/2011).

34.104 Definitions: Service animal means any dog [or miniature horse as outlined in the following text] that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability.

Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Section 17.549 Program Accessibility: Discrimination Prohibited

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

Except as otherwise provided in §17.550, no qualified handicapped person shall, because the agency's facilities are inaccessible to or unusable by handicapped persons, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity conducted by the agency.

The reference to §17.550 in the below quotes is intended to address exclusions available to covered entities in connection with existing facilities.

Section 17.550 Program Accessibility: Existing Facilities

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

Section 17.550 requires that agencies operate each program or activity so that the program or activity, when viewed in its entirety, is readily accessible to and usable by people with disabilities. It explains exceptions and also provides methods on how agencies should implement this policy.

Section 17.551 Program Accessibility: New Construction and Alterations

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

Each building or part of a building that is constructed or altered by, on behalf of, or for the use of the agency shall be designed, constructed, or altered so as to be readily accessible to and usable by handicapped persons. The definitions, requirements, and standards of the Architectural Barriers Act (42 USC 4151–4157) as established in 41 CFR 101 – 19.600 to 101 – 19.607 apply to buildings covered by this section.

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 16A establishes the framework for meeting reasonable accommodation requirements in all areas of employment, including: application, hiring, retention, promotion, recognition, and special hiring authority. Within this framework, NPS Human Resources and Equal Opportunity Program officials will take the lead in providing specific guidance and services to applicants, employees, and supervisors and other managers with respect to the provision of reasonable accommodation.

Director’s Order 42

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

Director’s Order 42 addresses accessibility for visitors with disabilities in National Park Service programs and services. It is the goal of the National Park Service to ensure that all people, including persons with disabilities, have the highest level of access that is reasonable to NPS programs, facilities, and services. The order gives detailed guidance based on the minimum requirements set forth in laws, rules, and regulations with the

goal to provide the highest level of access that is reasonable, exceeding the minimum level of access required by law. The order sets forth six implementation strategies:

1. to increase employee awareness and technical understanding of accessibility requirements
2. to ensure all new and renovated buildings and facilities, and all new services and programs (including those offered by concessioners and interpreters) will be “universally designed” and implemented in conformance with applicable regulations and standards
3. to ensure existing programs, facilities and services will be evaluated to determine the degree to which they are currently accessible to and useable by individuals with disabilities
4. to ensure that barriers that limit access be identified and incorporated into the NPS Assets Management Program
5. to develop action plans identifying how identified barriers will be removed (where feasible)
6. to ensure action will be taken on a day-to-day basis to eliminate identified barriers, using existing operational funds or other funding sources or partnerships

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

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

All practicable efforts will be made to make NPS facilities, programs, services, employment, and meaningful work opportunities accessible and usable by all people, including those with disabilities. This policy reflects the commitment to provide access to the widest cross section of the public and ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and Americans with Disabilities Act of 1990. Specific guidance for implementing these laws is found in the Secretary of the Interior’s regulations regarding enforcement and nondiscrimination on the basis of disability in Department of the Interior programs (43 CFR par 17, subpart E), and the General Service Administration’s regulations adopting accessibility standards for the Architectural Barriers Act (41 CFR part 102-76, subpart C).

In choosing among methods of providing accessibility, higher priority will be given to methods that offer programs and activities in the most integrated setting appropriate. Special, separate, or alternative facilities, programs, or services will be provided only when existing ones cannot reasonable be made accessible. The determination of what is practicable will be made only after careful consultations with persons with disabilities or their representatives. Any decisions that would result in less than equal opportunity is subject the filing of an official disability right complain under the departmental regulations cited above.

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 parkwide 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 practice: 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.

Guideline: 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 experience: For the purpose of the Self-Evaluation and Transition Plan, key park experiences are those experiences that are iconic and essential 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.

Law: 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.

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 area: 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: 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.

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

People-first language: A type of disability etiquette that aims to avoid perceived and subconscious dehumanization when discussing people with disabilities. It emphasizes the person rather than the disability, noting that the disability is not the primary defining characteristic of the individual but one of several aspects of the whole person.

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 regional staff. 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.

Recommended solution: The action to eliminate the identified barrier.

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

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

Standard: 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 park's ability of the park to complete the improvements within normal scheduling of park operations and planned projects. They describe when staff will eliminate the barrier. Recommended solutions are divided into four time frames including: immediate, short-term, mid-term, and long-term.

APPENDIX C: CONTRIBUTORS

KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE

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APPENDIX D: ACCESSIBLE EVENT CHECKLIST

EVENT INFORMATION

Park: Click or tap here to enter text.

Park Event Coordinator: Click or tap here to enter text.

Event Name: Click or tap here to enter text.

Event Date: Click or tap here to enter text.

Event Location: Click or tap here to enter text.

Park Accessibility Coordinator and Contact Info: Click or tap here to enter text.

Park event coordinators are responsible for the completion of the application and checklist and to ensure that additional pertinent information such as copies of the event publication, accessibility plan maps, etc. are attached to the package. The fully completed package is then submitted to the park accessibility coordinator to request an accessibility review of the event.

This checklist is intended to act as a prompt or guide to encourage discussion between the park event coordinator and the park accessibility coordinator and to facilitate follow-through on accessibility requirements when planning events that are open to the general public. Depending on the nature and scope of the event, there may be additional applicable accessibility codes and regulations. Completing this form will help to ensure, as required under Section 504 of the Rehabilitation Act, that event programs offered are available to all attendees, including persons with disabilities.

Providing access to facilities, services, activities and programs and ensuring that special events are inclusive is the responsibility of both the venue host and the park. Venue hosts typically address physical access and community outreach to provide information about the event, while the park typically addresses specific program content, activities, and booth arrangements. Communication between participating entities and with the local disability community is crucial to ensure all needs are being met. Work with park partners and their disability stakeholders, and consult as needed with local, regional, and national accessibility organizations. Refer to the SETP SharePoint site for the US Access Board's List of Disability Organizations and to the park's SETP SharePoint page for a local, regional, and national list of disability stakeholders.

For additional information about accessibility requirements at special events, contact your regional accessibility coordinator. If you require specific assistance with electronic and information technology, contact your regional digital manager or the national 508 program manager.

Note: For private events, it is the responsibility of the permittee to ensure that accessibility requirements are met as needed, and to determine how to reasonably accommodate guests.

Instructions

In the table below, check yes, no, or N/A in response to each accessibility item. “No” indicates where mitigation is needed to either meet basic accessibility requirements (as noted in the chart) and/or best practices.

For an overview of accessibility requirements at temporary events, read “[A Planning Guide for Making Temporary Events Accessible to People with Disabilities](#)” from the ADA National Network and “[Programmatic Accessibility Guidelines for National Park Service Interpretive Media](#)” from Harpers Ferry Center. These resources include detailed information for the categories included in the checklist. Online browsing for accessible event information and examples may also be helpful.

Additional resources include:

- Architectural Barrier Act Accessibility Standards (ABAAS)
- International Building Codes, (IBC)
- Regional ADA Center
- Local disability organizations

Category	Yes	No	N/A	Notes
Event Publications	—	—	—	—
Contact information is provided in advance publications for individuals requesting accommodations.				
Alternative transportation information is provided in event publications.				
Promotional materials advertise the availability of accessible aids and services (e.g., ALDs, interpreters).				
Advanced publications describe participation requirements (e.g., ability to climb steep terrain).				

Category	Yes	No	N/A	Notes
Digital media content for the public has been reviewed by the park accessibility coordinator and is accessible.				Recommend at least two weeks prior to the scheduled printing date.
Event materials are effectively communicated to visitors with disabilities.				Required
Large print copies of printed materials are available.				
Braille copies of printed materials are available.				
Audio versions of printed materials are available.				
Drafts of event publications are provided in the event application.				
The park has shared event and accommodation information with the local disability community.				
An outline of the outreach plan is provided in the event application.				
Site Selection	—	—	—	—
The event site is free of accessibility barriers.				Required
A site layout plan identifying accessibility facilities (e.g., parking, bus stops, restrooms, exhibits) and circulation is available to visitors.				

Category	Yes	No	N/A	Notes
Parking and Transportation	—	—	—	—
The minimum number of accessible parking stalls is provided.				Required See ABAAS Table F208.2 following this checklist for scoping requirements.
In overflow lots, temporary accessible parking stalls are on level ground and are signed as accessible.				Required
Accessible site arrival points and parking areas, including overflow, are located on accessible routes to event spaces.				Required
Accessible Routes	—	—	—	—
Accessible routes are provided between accessible facilities (e.g., parking, drop-off areas, event spaces, restrooms, food booths). They shall be firm, stable, and slip resistant, 36" wide minimum, at a 5% maximum running slope (8.3% if ramped) and a 2% maximum cross slope, and have 60" minimum-diameter turning spaces.				Required
Proposed accessible routes do not have obstructions (e.g., tree roots, overhangs lower than 80", electrical cords).				Required Note that most cord covers do not meet accessibility requirements.
Signs are posted identifying accessible routes between key locations.				

Category	Yes	No	N/A	Notes
Visitor Information/Sales Areas	—	—	—	—
At least one checkout aisle is 36" wide minimum.				Required
A portion of the countertop is between 28" x 34" high and 36" long minimum.				Required
Items for sale are within reach range. If this is not possible, a sign is posted and assistance is provided by event staff.				Required
A plan for accommodating and serving visitors with disabilities has been communicated with the park.				
Exhibits	—	—	—	—
Checklist has been provided to private vendors.				
Exhibit materials have been reviewed by the park accessibility coordinator to ensure they are accessible to persons with disabilities.				Recommended at least two weeks prior to the scheduled printing date.
Exhibit materials have been reviewed by members of the local disability community.				
Exhibit information is effectively communicated to visitors with disabilities.				Required
Exhibits include meaningful tactile elements and a frontal approach at each tactile exhibit.				

Category	Yes	No	N/A	Notes
Digital exhibits are open-captioned.				Required
Digital exhibits have audio description.				Required
Assistive listening devices are available to borrow for exhibits and assemblies.				Required See ABAAS Table F219.3 following this checklist for scoping requirements.
Event staff will loan out assistive listening devices and be available to troubleshoot issues.				
Assembly Areas	—	—	—	—
If requested or if a significant portion of the event is a group presentation, a Certified American Sign Language Interpreter is provided.				Required
Wheelchair seating spaces are 36" x 48" minimum, or 33" x 48" minimum if adjacent to one another. They shall be firm, stable, and slip resistant at a 2% maximum slope in all directions.				Required
The minimum number of designated wheelchair spaces is provided.				Required See ABAAS Table F221.2.1.1 following this checklist for scoping requirements.
The minimum number of designated companion seats is provided. At least one shall be provided per wheelchair space.				Required

Category	Yes	No	N/A	Notes
The minimum number of designated aisle seats is provided. At least 5% of all aisle seats must comply.				Required
Designated wheelchair spaces, companion seats, and aisle seats are dispersed throughout the assembly area and, if outside, provide sun and shade options.				Required
Stages and paths of travel to assembly areas are accessible if need be.				Required
A plan for accommodating and serving visitors with disabilities during the assembly has been communicated with the park.				
Restrooms	—	—	—	—
At least 5% but no fewer than one accessible portable restroom is available at each event location.				Required
Accessible restrooms have level approaches.				Required
Accessible restroom doors are operable with a closed fist and no more than 5 pounds of force.				Required

ABAAS TABLE F208.2 PARKING SPACES (2015)

Total Number of Parking Spaces	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20, plus 1 for each 100, or a fraction thereof, over 1000

ABAAS TABLE F219.3 RECEIVERS FOR ASSISTIVE LISTENING SYSTEMS (2015)

Capacity of Seating in Assembly Areas	Minimum Number of Required Receivers	Minimum Number of Required Receivers Required to Be Hearing Aid Compatible
50 or less	2	2
51 to 200	2, +1 per 25 seats over 50 seats or a fraction thereof	2

Capacity of Seating in Assembly Areas	Minimum Number of Required Receivers	Minimum Number of Required Receivers Required to Be Hearing Aid Compatible
201 to 500	2, +1 per 25 seats over 50 seats or a fraction thereof	1 per 4 receivers or a fraction thereof
501 to 1,000	20, +1 per 33 seats over 500 seats or a fraction thereof	1 per 4 receivers or a fraction thereof
1,001 to 2,000	35, +1 per 50 seats over 1,000 seats or a fraction thereof	1 per 4 receivers or a fraction thereof
2,001 and over	55, +1 per 1,000 seats over 2,000 seats or a fraction thereof	1 per 4 receivers or a fraction thereof

ABAAS TABLE F221.2.1.1 NUMBER OF WHEELCHAIR SPACES IN ASSEMBLY AREAS (2015)

Number of Seats	Minimum Number of Required Wheelchair Spaces
4 to 25	1
26 to 50	2
51 to 150	4
151 to 300	5
301 to 500	6
501 to 5000	6, plus 1 for each 150, or a fraction thereof, between 501 through 5,000
5001 and over	36, plus 1 for each 200, or a fraction thereof over 5,000

APPENDIX E: PROGRAMMATIC ACCESSIBILITY RESOURCES

Suggestions outlined in this appendix relate to providing and improving programmatic accessibility in the park. Servicewide resources available to address these park interpretation and accessibility needs in a creative and comprehensive fashion. These include the regional accessibility coordinator and park interpretive staff, Harper's Ferry Center, the Washington Accessibility Branch and the National Center on Accessibility. Additional references and training tools that may help address the suggested improvements in the plan are provided via links in this document, as well as through web browsing. There is abundant information, including free webinars online through accessibility organizations such as ADA chapters, as well as disability specific support organizations.

Providing accessible park experiences requires an understanding of accessibility culture and the needs of people with disabilities. This includes modifying practices and delivering programs in a range of formats, including incorporation of effective audio description into services, programs, design mapping, orientation and interpretation; supporting programs with tactile features; updating the park website to describe in greater detail the experiences and services available at the park; modernizing signage to reflect the most recent NPS accessibility guidance; creating quiet spaces for people with sensory sensitivity, and committing to providing ongoing staff training to ensure appropriate interaction with visitors with disabilities and in order to offer and maintain an accessible environment. Further, involving the public and disability stakeholders to understand community concerns and needs is essential for creating equal access to park opportunities and experiences.

Guidance is provided on the following topics:

- Assistive listening devices
- Audio description and open captioning
- Tactile elements
 - Tactile maps
 - Tactile models
- Graphic standards for accessibility
- Exhibit content
- Park website
- Digital tours

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices (ALDs), also known as Assistive Listening Systems, are tools used to improve audibility in certain environments. They allow a greater number of people to participate in programs, and for some visitors, they represent the only way to participate in a program. ALDs deliver sound directly from the source to the listener, reduce ambient noise, and enable listeners to adjust the volume to suit their needs. They are portable and can be used with televisions and in classrooms or auditoriums, and they can also be used in conjunction with compatible personal hearing devices, such as hearing aids.

ALDs are required where audible communication is integral to the use of the space and where audio amplification is provided. Refer to the Architectural Barriers Act Accessibility Standards, section F219, for the required number of receivers the park must have available to visitors and for the required number to be hearing aid compatible. Best practices are outlined below.

- All ranger-led programs such as guided tours, talks, demonstrations, illustrated programs, conducted activities, and curriculum-based programs will provide ALDs as appropriate.
- Devices must have an option for operation that is easy to use and relatively passive.
- Providing hands-free or the option of a hands-free ALD frees up a visitor's hands to explore and learn by touch.
- While cell phones and cell phone tours are becoming a more frequently used interpretive tool, it is important to remember that not all visitors have or want to use their personal devices for interpretation. Some people with disabilities also rely on cell phones to maintain their independence and must avoid depleting the batteries unnecessarily.
- When addressing audio interpretive content, consider alternatives to personal cell phones such as a wand or a cell phone that can be checked out from the visitor center.
- Where assistive listening devices are provided or supported, ensure appropriate signage is posted that communicates their availability.

AUDIO DESCRIPTION AND OPEN CAPTIONING

Visitor experiences at national parks are derived in large part through visual information. Sighted visitors can enjoy monuments, memorials and historic structures, exhibits in visitor centers, waysides along a trail, self-guided tours, or simply the general experience of walking the park grounds. Visitors who are blind or have low vision are unable to obtain the same information through these programs. Audio description is a narration service that describes visual content found in the environment, at live performances and events, or in exhibits and films/videos to individuals who are blind or have low vision. Audio delivery can be provided through a variety of ways utilizing hardware options, software formats, and distribution methods.

Audio description is an essential tool to explain visual content, and a variety of tactile opportunities for exploration adds layers of meaning to an interpretive experience. Audio description of tactile objects further informs visitors with low vision and can provide them with a better conceptual understanding of programs.

[“Standards for Audio Description and Code of Professional Conduct for Describers”](#) (Audio Description Coalition) provides guidance and industry standards for audio description providers, as well as examples of audio description and training opportunities.

These standards provide guidance and industry standards for audio description providers, as well as examples of audio description and training opportunities.

Captioning is a text display of words and sounds heard during a production. Open captions are always in view and cannot be turned off. The National Park Service has adopted a policy of using open captions on park media, in combination with the use of audio description and assistive listening systems.

TACTILE ELEMENTS

In 2009, NCA commissioned white papers on exhibit design for people with low vision or who are blind. Topic areas included effective communication, tactile mapping and orientation, tactile models with audio description, and current media technology. The white papers were presented to museum and site exhibit stakeholders, including exhibit designers, NPS interpretive staff, and people with blindness or low vision.

In addition, NCA facilitated a focus group comprised of six individuals with low vision to discuss universally designed wayside exhibits at Grand Canyon National Park. The goal was to explore ways to communicate to people with low vision, using tactile elements and audio description in park wayside exhibits.

The issues that emerged from the white papers workshop and focus group are presented in [“Exhibit Design Relating to Low Vision and Blindness Summary Report”](#) (National Center on Accessibility).

Tactile Maps

Tactile maps for wayfinding and orientation provide overall context for understanding geographic or environmental space. To be effective, tactile maps must have a fixed point of reference or a “You Are Here” marker, be positioned in the correct orientation to the environment that it is representing and identify where other stations that offer additional audio and visual resources are located. This is a crucial feature for creating a cognitive picture of a complex environment and a visitor’s location within that environment. The addition of audio description assists the visitor in their conceptual understanding and provides a more meaningful experience.

Tactile mapping and orientation is discussed in more detail in [“Tactile Mapping for Cultural and Entertainment Venues”](#) (Steve Landau, Touch Graphics).



Example of a tactile map at Pinnacles NP Westside Visitor Center.

Tactile Models

Visitors with low vision or blindness seek opportunities for tactile exploration of objects that will help illustrate the interpretive experience, so tactile model or object details should demonstrate details that provide pertinent information for the person exploring them. "[Research on Effective Use of Tactile Exhibits with Touch Activated Audio Description for the Blind and Low Vision Audience](#)" (Rebecca Fuller and Bill Watkins, RAF Models), an NCA whitepaper, discusses tactile models and the level of detail needed to be effective.

Other white papers regarding tactile models can be found at the NCA website:

"[What Visitors with Vision Loss Want Museums and Parks to Know about Effective Communication](#)" (Beth Ziebarth, Smithsonian Institution); "[Current Media Technology, Appropriate Application of Technology, Future Research Needs](#)" (Larry Goldberg, National Center for Accessible Media).



Example of a tactile model on a wayside at Sitka National Historical Park.

EXHIBIT CONTENT

Mobility, sensory, and cognitive abilities are diverse among a national park's visitor population, and providing methods for accessing program content is critical for visitors to experience the stories that make each park unique. When designing interpretive exhibits for the park, factors such as site access, modes of communication, and varying learning styles must be considered. Although there are no definitive, enforceable accessibility standards for the design of text and graphics in interpretive media, there are guidelines, tools, and best practices that can be referenced to assist in product development.

<https://www.nps.gov/subjects/hfc/index.htm>

Harpers Ferry Center has published two documents that provide guidance for accessible exhibition design and interpretation. Programmatic Accessibility Guidelines for NPS Interpretive Media (HFC Guidelines, 2012) offers recommendations for making interpretive panels of wayside exhibits accessible for those with disabilities in vision and cognition. Topics include color and contrast, font type and size, and language complexity and sentence structure. It also addresses the effects of varying weather conditions on the legibility of the panels. Wayside Exhibits: A Guide to Developing Outdoor Interpretive Exhibits (2009) provides guidance for design and installation of accessible interpretive panels.

Summarized below are a sample of the HFC Guidelines that assist in developing content that can be understood and enjoyed by a full range of ages, cultures, language fluencies, and interest levels.

- Text and narrations for visitors with cognitive disabilities are the same as for visitors without cognitive disabilities. There is no separate audio track.
- Present the main interpretive themes on a variety of levels of complexity, so they can be understood by people with varying abilities and interests.
- Information shall be presented in a clear, hierarchical manner.
- Avoid unnecessarily complex and confusing concepts, unfamiliar expressions, technical terms, and jargon. Pronunciation aids and definitions shall be provided where needed.
- Audio description shall comply with items above and be presented so that people with varying abilities can understand it.
- Content needs to be consistent with the other interpretive media in terminology and themes and be well organized.
- It should focus on a limited number of key points and not confuse the listener with too much information.
- Easy-to-understand graphic elements and maps shall be used in addition to text to convey ideas.
- Maps will establish a focus and use color and other creative approaches, such as tactile and/or audio elements, to accommodate users of varying map-reading abilities.
- Use a multi-sensory experience with techniques to maximize the number of senses used in the exhibits.
- The number and volume of openly played audio content and noise inducing interactive exhibits should be managed so as not to over stimulate visitors with noise sensitivities or create situations where noise from one exhibit detracts from the ability to understand another.

PARK WEBSITE

The park website is often the first point of contact for people planning a visit to a national park. Using the template for the accessibility web page on the NPS site allows a park to provide specific information on services, aids, and accommodations that the park offers to visitors with disabilities. It is helpful for the accessibility page to attach links for additional information pertaining to accommodations for people with various disabilities (physical, sensory, and cognitive). General information regarding the park's accessible features should be identified in each section, such as accessible parking or drop-off areas, accessible tours, and available auxiliary aids and services. Avoid outdated words such as "special" or "handicapped," as well as vague phrases such as "partially accessible," "may require assistance," or "meets some accessibility needs." Revise the website as additional accessibility features, such as site amenities, are updated or become available. Provide information to best describe site conditions and programs so that people can determine for themselves how they may or may not choose to participate. Develop a policy and

procedures for the request, acquisition, and scheduling of sign language interpreter services, live captioning, and live audio description. Post procedures to request an interpreter or other auxiliary aids and services on the accessibility webpage, and include the appropriate park contact and advance notice requirements.

Some best practices for websites and web-based media from the HFC Guidelines include:

- Provide text alternatives to visual and audio content.
- Provide information that serves the same purpose as audio or visual media in ways suited to alternate sensory channels.
- Make language brief, clean, and simple. Write out abbreviations the first time they occur in a document.
- Provide clear and understandable navigation tools and orientation information. Use appropriate language for all your hyperlinks. Instead of saying, “for a description of our program, click here,” use “for a description of our program, please visit our program info page.”

The following accessibility park web pages are good examples of what and how much information to provide, and how to deliver the information when revising the accessibility web page.

Aleutian World War II National Historic Area

<https://www.nps.gov/aleu/planyourvisit/accessibility.htm>

Information about the park’s accessible features is located on a single page of the website, which simplifies planning a park visit. A welcome statement at the top of the page provides general information, including a description of the park landscape, weather conditions, safety warnings, and information about the Access Pass. Several available services for people with disabilities are listed, and the reader is encouraged to contact the park if a needed service is not listed. Links connect visitor to information further down the page. This eliminates the need for scrolling or switching between different pages for information.

Links for information are provided by disability type: physical/mobility, deaf/hearing loss, blind/low vision, and service animals. Each section is thorough in its descriptions of physical elements and services offered to the public.

Yellowstone National Park

<https://www.nps.gov/yell/planyourvisit/accessibility.htm>

Yellowstone National Park’s accessibility web page is a useful example of format and content. Statements about access to the park and its programs welcome and orient the reader. Reference is made to the park cell phone app and its accessibility features which include audio description and alternative text for images. Information about the Access Pass is also included. Visitors’ needs regarding mobility and wheelchairs, audio assistance, and visual assistance are addressed by providing details about the physical conditions of

all park areas, availability of auxiliary aids and services, and how to obtain maps and park guides in alternate formats. Additional links to information about several topics, including service animals, are provided. A link within the “visual assistance” section takes the reader to the MP3 tracks of the audio description for the park map and guide which can be streamed or downloaded for the visitor’s convenience.

Golden Gate National Recreation Area

<https://www.nps.gov/goga/planyourvisit/accessibility.htm>

The Golden Gate National Recreation Area accessibility web page includes a significant amount of information related to property, programs, and services that may be beneficial to visitors to any park. A link is provided to the NPS Accessibility site, which explains accessibility laws applicable to the National Park Service, the goals of the NPS’s five-year strategic plan, All In! Accessibility in the National Park Service, 2015–2020, and the procedure for filing a disability rights complaint. Links provide additional information about accessibility terms and definitions, requesting a sign language interpreter or beach wheelchair, and receiving assistance with the accessibility of the park’s website or electronic documents.

DIGITAL TOURS

New technologies have expanded peoples’ ability to experience places that were once considered inaccessible. Digital tours have become increasingly common on park websites in recent years. They provide alternative options to exploring sites or programs that see high levels of visitation, face barriers to access due to resource sensitivity, or are naturally difficult to access due to topography. Be aware that, although technology may open new sights and experiences to people with disabilities, there is no alternative to the real thing and all efforts to make an experience accessible should be explored. Virtual tours have their own accessibility requirements such as the need to provide alternative text for site imagery and other regulations that fall under Section 508 compliance. Below are a few great examples of digital tours produced at parks.

- **Minuteman Missile National Historic Site.** Historic functional limitations of the built environment, Department of Defense regulations, and tour capacity limitations all played a role in the necessity of virtual tours at this unique historic site. All visitors can explore the site online and areas that were once completely closed to the public.
 - <https://www.nps.gov/mimi/learn/photosmultimedia/virtualtour.htm>
- **Yosemite National Park.** Through a partnership with Google Maps, Yosemite National Park digitized several of their key locations to provide prospective visitors and virtual explorers alternative ways to experience and learn about the park.

<https://www.nps.gov/yose/learn/news/yosemite-national-park-partners-with-google-maps-on-google-street-view.htm>

KLONDIKE GOLD RUSH NATIONAL HISTORICAL PARK – SEATTLE

ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN

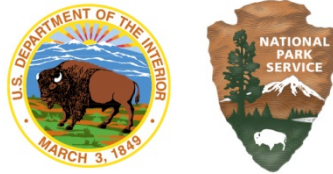
APRIL 2020

This Accessibility Self-Evaluation and Transition Plan has been prepared as a collaborative effort between Klondike Gold Rush National Historical Park – Seattle, regional staff, and the Denver Service Center and is recommended for approval by the superintendent.

Approved

Date

Charles Beall, Superintendent, Klondike Gold Rush National Historical Park – Seattle



As the nation’s principal conservation agency, the Department of the Interior has responsibility for most of our nationally owned public lands and natural resources. This includes fostering sound use of our land and water resources; protecting our fish, wildlife, and biological diversity; preserving the environmental and cultural values of our national parks and historic places; and providing for the enjoyment of life through outdoor recreation. The department assesses our energy and mineral resources and works to ensure that their development is in the best interests of all our people by encouraging stewardship and citizen participation in their care. The department also has a major responsibility for American Indian reservation communities and for people who live in island territories under U.S. administration.

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[April 2020]

Back Cover