



Acadia National Park

Accessibility Assessment



FINAL REPORT
Findings and Recommendations
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ACKNOWLEDGMENTS

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Acadia National Park

Accessibility Assessment Summary of Findings and Recommendations

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Assessment Scope

The National Center on Accessibility entered into an agreement with the Friends of Acadia to conduct an accessibility assessment for targeted high visitor-use areas within Acadia National Park. Other park areas were not within the scope of this project, including additional trails, employee spaces, additional lakes and ponds, Schoodic Peninsula, Great Cranberry Island, and Little Cranberry Island. Within the scope, the assessment team identified accessibility barriers in the following locations, which are referenced throughout this report:

Bar Harbor Village Green	Tarn Area
Ocean Path	Wildwood Stables and Carriage Rides
Bass Harbor Head Lighthouse	Trailhead Kiosk Design
Carriage Roads	Blackwoods Campground
Carrol Homestead	Cadillac Mountain Summit
Echo Lake Beach	Eagle Lake
Hulls Cove Visitor Center	Fabbri Picnic Area
Ikes Point	Great Meadow Loop Trail
Jordan Pond	Seawall Campground
Ocean Path	Seawall Picnic Area
Sand Beach	Thompson Island Picnic Area
Ship Harbor Trail	Thunder Hole
Island Explorer Shuttle Stops	Wild Gardens of Acadia
Sieur de Monts Nature Center and Grounds	Cadillac Mountain South Ridge Trailhead



Purpose, History, and Themes

Acadia National Park was established when the enabling legislation adopted by Congress was signed into law on February 26, 1919. From the foundation document, the purpose statement reads:

Acadia National Park protects ecological integrity, cultural history, scenic beauty, and scientific values within the Acadia archipelago and Schoodic Peninsula and offers visitors a broad range of transformative and inspiring experiences among the park's diverse habitats, glacially sculpted mountains, and bold, rocky coastline.

The park's resources and values shape park planning and management and are essential to achieving the purpose of the park and maintaining its significance. Fundamental resources and values identified for Acadia include:

- Range of Visitor Experiences
- Glacial Landscape
- Mosaic of Habitats Supporting Diverse Flora and Fauna

- Legacy of Conservation Ethic and Philanthropy
- Network of Historic Roads and Trails
- Scenic Resources and Values
- Opportunities for Science and Education
- Clear Skies and Clean Water

There are a broad range of opportunities to experience the unique landscape of Acadia such as scenic driving along historic 27-mile Park Loop Road and 6-mile Schoodic Loop Road, which offer views of seashores, forests and mountains. Historic hiking trails with iron rungs, stone steps and other highly crafted stonework allow hikers to follow the footsteps of early settlers, Native Americans, and outdoor enthusiasts of another era. 45 miles of historic carriage roads provide a phenomenal example of broken-stone roads and offer visitors sweeping vistas as well as up-close views of the landscape. Traveling on the historic carriage road system by foot, bicycle, or horse also offers visitors a special way to experience the park free from motor-vehicles. These experiences, as well as others such as boating, swimming, bird-watching, and night sky viewing, meet the needs of visitors looking to



connect with nature and history, seek adventure, learn, relax, and rejuvenate.

These distinctive experiences further provide avenues for visitors to engage with the other resources and values within the park. The glacial landscape today features enormous granite domes, U-shaped valleys, glacial erratics, chatter marks, striations and glacial polish. The location, elevation change, and glacially carved landscape support a diversity of natural community types. Over 900 species of plants, a variety of species of freshwater and estuarine fish, thousands of species of invertebrates, many terrestrial mammals, marine mammals, amphibians, and birds have all been recorded within the park.

Acadia is a Clean Air Act Class I area with stringent constraints on air pollutant emissions. The park's clean air and surrounding clean water support and protect the ecological health of the park's diverse flora and fauna. Ongoing scientific research and education takes place at numerous facilities in the park and ongoing partnerships with cooperative park study units at nearby institutes of higher education facilitate and provide support for this learning as well. Furthermore, Acadia has a legacy of citizen-initiated conservation and philanthropy which supports natural and cultural protection and preservation efforts through donations, endowments, volunteerism, and advocacy efforts.

The interpretive themes as identified in the foundation document include:

- Acadia is a catalyst for appreciating local lifestyles and values, gaining a sense of place in its rugged coastal habitats, and choosing our roles in Acadia's continuing story.
- Acadia inspires people to learn about the critical issues threatening the park and take action to protect its integrity in a changing world and era of climate change.
- Acadia demonstrates the intricate link between ecosystems where people and nature coexist and adapt to changing conditions.
- Acadia provides a chance to understand the dynamic, ongoing processes that affect our planet, and creates a foundation for the area's ecological diversity and human activity.

The resources, values and themes at any park are the foundation of the park's programming. They drive the visitor experience and the meanings and significance visitors draw from the park. Providing equitable access to these resources, values, and themes for people with and without disabilities is paramount to achieving the National Park Service mission.

Assessment Approach

The National Center on Accessibility (NCA) assessment process has been designed to identify barriers to participation for people with disabilities, make recommendations for barrier removal and access improvement, and assist facility personnel in long-term planning. The NCA utilizes the federal standard for program access, Section 504 of the 1973 Rehabilitation Act, as a guiding principle for viewing the programs, activities, and services at Acadia in their entirety for consideration of barrier removal. The assessment team looks critically at programs for effective communication and equitable opportunities for participation for people who have disabilities related to vision, hearing, mobility, and cognitive processes. This approach focuses the assessment process and outcomes on the visitor experience and beyond the realm of solely the physical environment. The NCA assessment team views the physical environment as a catalyst for program access and thus forms recommendations for barrier removal with



program access at the forefront of the investigative and reporting processes.

At Acadia, the assessment team from NCA conducted an accessibility assessment of the physical and programmatic elements of the park. Due to the short timeline of this project and vastness of the park, the assessment included two site visits. These two site visits were completed in June and September of 2021, totaling ten days on-site for primary data collection. The team also interviewed key personnel and reviewed key park documents to collect information needed to provide a broad range of recommendations for improving access for visitors with disabilities.

Referenced Standards and Guidelines

The National Park Service (NPS) is legislatively mandated to provide accessible facilities and programs for their visitors with disabilities. Based on these mandates, NCA utilizes the following accessibility legislation, standards, and guidelines for their assessment:

2015 Architectural Barriers Act Accessibility Standards (General Services Administration, effective date May 8, 2006)

These standards, issued under the Architectural Barriers Act (ABA) of 1968, contain scoping and technical requirements for accessibility that apply to sites and facilities designed, constructed, altered, or leased with certain federal funds. The most recent provisions for outdoor areas developed by the federal government, which address access to trails, picnic and camping areas, viewing areas, and beach access routes, are included in this edition of the ABA Accessibility Standards.

Rehabilitation Act of 1973, as amended in 1978, Section 504

Section 504 of the Rehabilitation Act (1973) reads, “No otherwise qualified individual with a disability in the United States shall solely by reason of his disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance, or under any program or activity conducted by an Executive Agency.”

Rehabilitation Act of 1973, Section 508

Section 508 requires access to information and communication technology provided by the Federal Government. The law applies to all federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies must ensure that this technology is accessible to employees and members of the public with disabilities to the extent it does not pose an “undue burden.” Section 508 standards were updated and published in 2017.

Architectural and Transportation Barriers Compliance Board Proposed Guidelines for Pedestrian Facilities in the Public Right-of-Way; Shared Use Paths (July 26, 2011; February 12, 2013)

Sidewalks, street crossings, and other elements of the public right-of-way present unique challenges to accessibility, for which specific guidance is essential. These guidelines ensure that sidewalks, pedestrian street crossings, pedestrian signals, and other facilities for pedestrian circulation and use constructed or altered in the public right-of-way by state and local governments are readily accessible to and usable by pedestrians with disabilities. The guidelines were supplemented in 2013 to include provisions for shared-use paths, multi-use paths designed for transportation and recreation that may or may not be within the public right-of-way.

NPS Director's Order #42: Accessibility for Visitors with Disabilities in National Park Service Programs and Services (November 3, 2000)

This NPS Director's Order reiterates the NPS goal of ensuring that all people, including American citizens with disabilities (now estimated at more than 60 million people), have the highest level of accessibility that is reasonable to their programs, facilities, and services, in conformance with applicable regulations and standards. Five objectives are outlined, including incorporation of the highest level of accessibility as a long-range goal; implementation through daily operation, policies, organizational relationships,

and strategies; provision of guidance and direction regarding the NPS interpretation of laws and policies; establishment of a framework for effective implementation; and ensuring the implementation of universal design principles within the national park system.

NPS Audio-Visual Accessibility Initiative for Visitors with Disabilities D24 (2420) (October 20, 2006)

A series of official disability rights complaints and testimony received at a congressional oversight hearing on disability access revealed that the NPS has many audiovisual programs that are not captioned or audio-described, assembly areas that are not equipped with assistive listening systems, and, in some cases, captioning systems that are broken and have not been repaired. This initiative established the fundamental goal that the films and audio-visual programs presented in parks provide three basic services: open captions, audio-description, and assistive listening devices.

NPS Policy Memorandum 18-02: Use of Service Animals by Visitors with Disabilities—Interim Policy (October 18, 2018)

This Policy Memorandum updates information about the use of service animals by visitors with disabilities in units of the national park system. It provides guidance on what NPS employees must do in order to comply with section 504 of the Rehabilitation Act of 1973 and align with Department of Justice regulations implementing titles II and II of the Americans with Disabilities Act of 1990.

Programmatic Accessibility Guidelines for National Park Service Interpretive Media (May 2017)

These NPS guidelines combine laws, policies, and best practices for interpretive media. The guidelines

acknowledge that no interpretive media product works alone. Media products are interdependent, and each has inherent strengths and weaknesses. Park visitors sample and benefit from an array of interpretive media. These guidelines describe design and presentation solutions that are acceptable in most interpretive media situations. It should be noted, however, that these guidelines are currently under revision.

Wayside Exhibits: A Guide to Developing Outdoor Interpretive Exhibits (October 2009)

The Wayside Guide is an overview of the NPS wayside exhibit standards and work process. Its purpose is to provide information and tools for preparation, participation, and management of a wayside project. The guide addresses accessibility issues related to Section 504 requirements, design, and installation, as well as accessible wayside features including audio components, braille, and tactile elements.

Smithsonian Guidelines for Accessible Exhibition Design, 1996

The Smithsonian Guidelines are some of the very first and most comprehensive resources addressing exhibit design considerations for museum patrons with disabilities. The Smithsonian Guidelines are referenced as foundational for designing for various learning styles and functional abilities in the interpretive environment, especially in situations where accessibility standards do not fully transfer to unique exhibition designs.

Principles of Universal Design

Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible. Universal design benefits people of all ages and abilities.

The NCA recommends application of universal design principles to all components of projects that impact visitor use. Examples include providing recommendations for benches in the outdoor environment, using plain language in publications, installing power-assisted exterior doors, marking van-accessible parking spaces uniformly 11 feet wide, and utilizing the advisories in the Architectural Barriers Act Accessibility Standards (ABAAS) when appropriate, due to accessibility issues that contribute to safety risks.

During the accessibility assessment, the NCA assessment team identified some barriers to accessibility that are best addressed utilizing the principles of universal design and best practices. It is the policy of the National Park Service (NPS Director's Order 42) that the principles of universal design will be applied wherever it is practical to do so. Barriers and solutions that fall into these categories are included in the recommendations and cited as such in the action tables.



Historic Structures and Landscapes

The National Register of Historic Places automatically includes all historic areas administered by the National Park Service. The areas of Acadia National Park that are listed in the National Register of Historic Places and included within the scope of this project include Seawall Campground, Blackwoods Campground, Bass Harbor Head Light Station, and Carriage Paths with their associated bridges and gatehouses.

The fact that a landscape, district, or building is listed on the National Register does not exclude it from complying with accessibility standards.

Many federal facilities around the country have been able to make changes to historic structures and landscapes to bring them into compliance with accessibility standards. Through NCA's assessment of Acadia, deficiencies were noted regardless of whether they were part of a contributing factor to the park's National Register listing. It is the park's responsibility to remedy those deficiencies to the greatest extent possible. According to the ABA Accessibility Standards, the Advisory Council on Historic Preservation has established procedures for federal agencies to meet this responsibility, including consultation with the State Historic Preservation Officer and involvement, in certain cases, by the Advisory Council. Acadia should work with its own or National Park Service regional historic preservation specialists to determine what possible changes can

be made. If it is determined that a feature, element, or area cannot be made accessible, there is still an obligation to provide program access to the feature, element, or area. In many cases, this is achieved through a combination of approaches including increasing accessibility to the feature, element, or area as much as is feasible, providing the experience in an alternative accessible location, and providing accessible interpretive program alternatives.

At Acadia there are several unique and historic elements, such as Cadillac Mountain Summit, where the implementation of the ideal solution of creating a fully accessible trail may be limited due to the layout of the existing trail and significant site constraints. In these cases, proposed solutions may focus on the creation of new interpretive materials (e.g., displays or video experiences) or creating the experience in a different, more accessible location as ways of creating programmatic access where physical access is limited. However, as technology, construction methods, and management strategies evolve, the park should always be reevaluating whether the ultimate goal of providing experiences in as integrated a setting as possible can be attained in these locations.

This study takes a comprehensive view of all of the experiences and programs offered at the park as a way to evaluate accessibility-related opportunities, and to correct deficiencies at the site. Acknowledging that parks have many additional considerations when making any modifications to their infrastructure and programs, this study strives to offer attainable solutions and alternatives while also providing long-term goals. The action tables, list of deficiencies by criticality, and list of easy improvements are the best tools with which the park can plan projects. This narrative section of the report tells the story of access at the park, and how the corrective actions taken together will create a more accessible experience for all.

The Office of Accessibility at the National Endowment for the Arts (NEA) provides a variety of resources for museum operators and historic properties including the Design for AccessibilityGuide and the Disability Symbols (www.arts.gov).

Key Findings and Recommendations

Park-wide Considerations

Accessibility Webpage

The park website is often the first point of contact for people planning a visit to a National Park Service site. The accessibility web page on the Acadia website provides visitors with some information about facilities, programs, and services that are available for people with disabilities, including contact information for further questions regarding accessibility concerns and short summaries of accessible features and available accommodations. It is important to remember not to assume what an individual would consider accessible or not, depending on their individual circumstances. As a best practice, provide objective information about what visitors will encounter in various areas of the park so that they can make their own determinations regarding accessibility.

It is recommended that the web page be updated to provide more detailed information about park features so that visitors can determine what features of the park are accessible to them based on their own abilities. Providing accurate and specific accessibility information on the park's website, with easy links to relevant material, can simplify the process of planning a visit for prospective guests. Avoid listing what is accessible or not accessible, and simply provide details of current conditions (e.g., "The grounds of Carroll Homestead are accessed via an uphill packed dirt path of uneven ground that transitions to the grassy grounds," "The interior of 'The Mountain House' has decreased maneuvering clearing through the entrance, high thresholds, low door frame heights, and protruding objects," or "The access road and parking lot at Carroll Homestead are covered in loose gravel"). As additional accessibility features are updated or become available, ensure revisions are made to the website.

Individuals, or their representatives, have a right to file a disability rights complaint no later than 180

days from the date of alleged discrimination if they believe they have been discriminated against or denied access to any program, service, or activity conducted by the NPS. The complaint must be in writing, signed and dated. Furthermore, the complaint should include contact information, the name of the alleged discriminatory official or entity, nature of the complaint, and date of alleged discrimination. All accessibility complaints should be sent to the NPS Office of Equal Opportunity Programs. It is also recommended that the park's accessibility webpage include information on how visitors can file an accessibility-related complaint.

The following National Park Service accessibility web pages can be referenced as good examples regarding what information to provide, how much information to provide, and formatting options to consider when revising the Acadia accessibility page.

ALEUTIAN WORLD WAR II NATIONAL HISTORIC AREA

**[https://www.nps.gov/aleu/planyourvisit/
accessibility.htm](https://www.nps.gov/aleu/planyourvisit/accessibility.htm)**

All information about the accessible features of the park is on a single page of the website, which can simplify the planning process for potential visitors. 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 leading to more specific information are provided, taking you farther down the same page. This eliminates the need for scrolling or switching between different pages for information.

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

YELLOWSTONE NATIONAL PARK

**[https://www.nps.gov/yell/planyourvisit/
accessibility.htm](https://www.nps.gov/yell/planyourvisit/accessibility.htm)**

While Yellowstone National Park is significantly larger than Acadia, their accessibility web page can offer some suggestions for format and content. General statements about access to the park and its programs welcome and orient the reader. Reference to the park cell phone app is made, with mention of its accessibility features, including audio description and alternative text for images. The Access Pass, and where to acquire one, is explained. Information is then categorized by a visitor's needs—mobility and wheelchairs, audio assistance, and visual assistance. Details are given about the physical conditions of all areas of the park, the availability of auxiliary aids and services, and where to obtain maps and park guides in alternate formats.

Additional links to further 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. The tracks can be listened to or downloaded for the visitor's convenience.

GOLDEN GATE NATIONAL RECREATION AREA

**[https://www.nps.gov/goga/planyourvisit/
accessibility.htm](https://www.nps.gov/goga/planyourvisit/accessibility.htm)**

The Golden Gate accessibility web page, similar to Yellowstone's, covers a significant amount of property, programs, and services. They do, however, offer information that may be beneficial to visitors of any park. A link is provided to a page that explains which accessibility laws apply 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. Direct links are also available to learn more about accessibility terms and definitions, to request a sign language interpreter or beach wheelchair, and to receive assistance with any issue regarding the accessibility of the park's website or electronic documents.



Accessibility Guide

Acadia is currently creating an accessibility guide that will be made available on the park website. Gathering the information on accommodations and the accessibility of programs and facilities at the park is an important step in providing accessible experiences and should be easily achievable. Several other parks have also created, or are in the process of creating, accessibility guides for their visitors. These stand-alone documents provide useful resources for both trip planning and on-site navigation and information specifically relevant to visitors with disabilities. They acknowledge a park's present conditions while also demonstrating its commitment to full inclusion. It is recommended that the guide be formatted in a way that would facilitate easily planning a visit to Acadia. Information regarding features in a certain area, such as those found along Ocean Path, should be grouped together for ease of use. A separate

guide should be created that is specific to trails. This additional guide should contain objective information regarding the terrain of trails so that visitors may select the trails that are appropriate for their individual needs. The accessibility guide must also comply with Section 508 of the Rehabilitation Act of 1973 which requires access to information and communication technology.

Several park service sites such as Yellowstone, Yosemite, San Francisco Maritime, and Sequoia and Kings Canyon Nation Park, have created exemplary guides. It is especially important to provide accessibility guides for large parks like Acadia due to the amount of information gathering that is needed to successfully plan a visit. As accessibility improvements are implemented and more accessible features and programs are available for people with disabilities at Acadia, the guide should be easily updated for use by individuals with disabilities who are preparing to visit the park.

Accommodations

Acadia lists the available accommodations on the accessibility page of the park website. The accommodations include the availability of American Sign Language interpretation and assisted listening devices upon request, a braille brochure, and an audio tour CD that is available for purchase.

The park offers ASL interpretation with three weeks' notice for ranger-led programs. In addition to individually accommodating those who request a sign language interpreter, the park should consider providing qualified sign language interpreters for all large special events and programs. The park also has personal assistive listening devices available with advanced registration for ranger-led programs. As a best practice, assistive listening devices should be offered at the start of all programs. This will encourage potential users who may be hesitant to ask or unable to contact the park ahead of time to use the devices. The park currently does not offer real-time captioning services for visitors who are deaf or hard of hearing. A CD audio tour of Park Loop Road, Cadillac Summit, and Somes Sound is available for purchase at the Hulls Cove Visitor Center. To ensure equal access, the park should consider offering this audio tour free of charge and via other modalities such as the NPS app or as downloadable files on the park website. There is currently no other audio description available for visitors.

Ensure information about the accommodations and resources are available to the necessary staff members. Policies and procedures for the request, acquisition, and scheduling of interpreter services, real-time captioning, and live audio description should be developed, if not already, and provided to staff. Information on procedures for a visitor to request auxiliary aids and services should be posted on the accessibility page of the park website and should include the amount of advance notice necessary to make such requests, as the park is already doing for sign language interpretation. Continue to include contact information for the appropriate park staff on the website as well.

It is important to remember when providing accommodations, that the intent is to meet the individual visitor "where they are" with respect to their disability. For example, adapting the physical setting of a program or facility to accommodate wheelchair use is appropriate; however, it is never appropriate to expect that the visitor will transfer from their wheelchair to one of the benches at Seawall Campground's amphitheater nor should it be assumed that the individual would want to sit in a particular area of the amphitheater. The park should implement dispersed accessible seating throughout the various sections of the amphitheater and train staff of how to appropriately assist wheelchair users in finding accessible seating locations. In cases where an accommodation or alteration is not technically feasible, it is the park's responsibility is to provide adequate information to the visitor so that they can make their own determination about access.

Service Animal Regulations

Service animals are used by people with a variety of physical, sensory, and cognitive disabilities. The ADA defines "service animal" as:

"...dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post-Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA."

The National Park Service policy guidance on service animals and additional information regarding this topic can be found in Policy Memorandum 18-02 and the associated FAQ document.

The policy regarding service animals is available on the accessibility page of the park website. The policy indicates that service animals must be leashed at all times and are allowed in all park facilities and on all park trails unless closed by order of the superintendent. The park website also provides a list of trails that should be avoided while hiking with animals due to the steep terrain and necessary use of iron rung ladders.

Audio Description

A tremendous amount of the visitor experience at a National Park Service unit is derived visually. Visitors who are blind or have low vision are unable to obtain the same information as other visitors through these predominately visual programs. Audio description is a narration that describes visual content in order to communicate essential details and elements of experiences such as live performances, presentations and events, exhibits, films and videos, and the surrounding environment. Audio description delivery can be provided through a variety of hardware options, software formats, and methods of distribution.

Throughout this report are recommendations for incorporating or adding audio description to various park programs. It is recommended to provide live audio description for areas that are accessed only on ranger-led tours, such as The Mountain House. Guides should receive skills training on providing live audio description to make the visual elements of tours more accessible to people with low or no vision. Areas that are accessed independently (without park staff), such as Thunder Hole, Cadillac Mountain Summit, and the Artist-in-Residence exhibits at Hull's Cove Visitor Center, should have stand-alone audio description. During this assessment, park staff indicated that audio description for interpretive waysides has already been recorded but not deployed. Due to the layout of the park, it would be useful to group all available audio description into categories based on location or theme for ease of use and orienting purposes. The current CD audio tour should be evaluated to determine if the content provides enough visual information to be considered audio description.

If the current audio tour does not provide enough descriptive information then a new version should be made available to visitors who are blind or have low vision. If the current recording is deemed descriptive enough, it should be considered an accommodation, be made available free of charge, and should be offered in additional formats as many individuals and vehicles no longer use CD players. Additional audio description for printed materials such as the park unigrid should be made available to aid visitors in planning, orientation, and wayfinding. A single system could provide audio description for all aspects of the park or they could be separate systems. It should be noted that audio description is only one aspect of providing access to visitors who are blind or have low vision and attempts should be made to ensure all waysides and exhibits are designed to be accessible in addition to being audio-described.

Work with a consultant to determine what equipment would be most appropriate for the park's specific audio description needs. Upon selection of the equipment, ensure that units are hands-free or have a hands-free option (so that visitors can explore their surroundings tactiley), able to be independently operated, and hearing-aid compatible. Display signage at the Entrance Gates, Ranger stations, Hull's Cove Visitor Center, and Sieur de Monts Nature Center information desks indicating that audio description is available and include a notice on the park website when the system is established.

When choosing equipment for assistive listening systems and audio description services, consider multi-channel receivers, as it may be possible to combine both services into one system. Develop a policy and user-friendly procedure for the fee-free loan and return of the equipment needed for both services. Additionally, develop a procedure for storage and distribution of equipment, regular testing, and maintenance of cleanliness and function. Once obtained and ready for use, inform visitors that both services are available through signage, publications, and the park website.

While cell phones are often used as audio tour delivery systems, not all visitors may have a cell phone, or they may prefer not to use it because it depletes the battery. Some people with disabilities rely on cell phones to maintain their independence and must avoid nonessential use. On the other hand, some people prefer the familiarity of their own phone. If the cell phone is used to provide audio description, an alternative delivery system should be made available, such as a wand, mp3 player, or a cell phone that can be checked out from the visitor center. In addition, offering a charging system for visitors' phones should be considered. Develop a policy for lending this fee-free equipment, as well as procedures for distribution, maintenance, storage, and cleaning of the devices. Since cell phone service is unreliable inside the park, it is important to make sure any cell phone tours are also available to download ahead of time from the park website.

The planning or conducting of any interpretive or educational programming must also meet the minimum requirements of Section 508 of the Rehabilitation Act, as well as the program access standard mandated by Section 504. Therefore, use of new technology, such as cell phones, smartphones, mp3 players, and portable GPS should include purposeful planning to accommodate the range of needs of people with hearing loss, visual impairments, mobility impairments, or cognitive impairments. Consideration should also be given to the diversity of the park visitor population, including those traveling with children, older adults, and large groups.

Publications

Park publications offer a wide range of information for visitors; therefore, it is critical that people with disabilities receive the same information—of the same quality—as other visitors. As per the Harpers Ferry Center's guidelines, publications that are considered "readily available," such as the official park brochure, newspapers, and site bulletins must be provided in alternate formats including Unified English braille (UEB), large print, audio and electronic versions. At Acadia, the only alternate format publication currently available is a braille

unigrid brochure, which visitors can request at the Hulls Cove Visitor Center.

The Harpers Ferry Center's Programmatic Accessibility Guidelines for National Park Service Interpretive Media were developed from the requirement for effective communication in Section 504 of the Rehabilitation Act; this means that anything designed for public distribution must be available for people with disabilities as well (in formats such as braille or large print). Any audio and electronic files should be available on the park website. Other publications that are not primary, or that change frequently, should include a statement that the publication is available in alternate formats upon request and include a minimum length of time for advanced notice. When individuals request a document, the park can work with them to determine the format that best suits their needs.

Waysides

As new waysides are added or current waysides are updated, Acadia should work with local accessibility experts and people with disabilities to design them for the best visitor experience. Ensure compliance with height and location recommendations put forward by Harpers Ferry Center. Accessible waysides should have basic elements, including large, easily readable text; high contrast graphics; audio and tactile components; and dimensions that comply with basic accessibility standards. Waysides should be installed on an accessible route, as close to the associated route as possible.

Level, clear ground space should be provided at the front of each wayside exhibit, centered on the interpretive information, and positioned for a forward approach whenever feasible. Park management should develop and incorporate meaningful tactile elements, such as dimensional maps or scale models, for waysides. Where possible, maps, including floorplans, should be available in a tactile format. Tactile models that are integral to the interpretive story give visitors with visual impairments access to ideas and provide critical information such as shape and scale. They also increase the range of an exhibit's appeal, engage

people with different learning styles, and add emphasis to the story. Tactile elements can be mounted to an interpretive panel, or they can be stand-alone or separate structures.

The recommended comprehensive audio description of Acadia should include all interpretive wayside information. All waysides should be designed with universal access in mind so that they are as accessible as possible. Audio description of all waysides should be available, however; providing audio description in and of itself does not make a wayside accessible. Park staff can post wayside content on the park website, but not in place of incorporating it into the on-site audio description offerings.

Acadia is in the process of replacing old informational kiosks with newly designed trailhead kiosks that take accessibility into consideration. The new trail kiosks are intended to have an updated physical structure and disseminate important information to park visitors such as park rules, trail maps, and specific warnings. New kiosks should be positioned in the most accessible location to the extent practicable and tactile elements such as tactile maps should be included where possible. Trail information on kiosks should include the destination and length of the trail, surface type, typical and minimum tread width, typical and maximum running slope, typical and maximum cross slope, and a statement that the posted information reflects the condition of the trail when it was constructed or assessed, including the date of the construction or assessment. Acadia also has vertical information panels, like those found near the Cadillac Mountain Eco Store, which mostly provide maps and regulatory information and should aim to provide this information as objectively as possible. By providing all of the information on the trailhead kiosks and vertical information panels in an accessible location, Acadia is respecting the autonomy of individuals with disabilities to make their own informed decisions about the appropriateness of the trail for themselves and their group members.

Similarly to waysides, audio description should be made available for the newly designed kiosks. The audio description of the kiosks need not be implemented separately from the rest of the park's audio description; however, utilizing QR codes at the kiosks should be considered.

Parking and Vehicle Circulation

Acadia has many parking lots and roadside parking areas located throughout the park. While roadside parking is currently allowed in various areas of the park, it should be noted that roadside parking is not accessible and it is unlikely that it could be made accessible without widening the road. Thus, it is important to make it clear to visitors where accessible parking is located throughout the park. Furthermore, the lack of accessible roadside parking should encourage the park to offer more accessible parking spaces than the minimum required in the standards. Three of the largest, and consequently most popular, parking lots include Jordan Pond, Sand Beach and Echo Lake Beach. Each of the three lots have designated accessible parking spaces. It is important to ensure that accessible parking options are clearly described, both online and onsite, and marked with directional signage at the lots and on the park roads. See figure 1 for parking lot scoping requirements. According to the ABA standards, accessible parking spaces must have identification signs that measure 60 inches minimum and include the International Symbol of Accessibility and signs that identify van parking must have signage with the designation "van accessible." Car parking spaces must be at least 96 inches wide and van parking spaces must be at least 132 inches wide. Additionally, access aisles must be 60 inches wide and may be placed on either side of the space. Angled van parking is required to have the access aisle located on the passenger side, but as a best practice it is recommended to include a passenger side access aisle for regular accessible angled parking as well. Accessible parking spaces must be located on the shortest accessible route to an accessible entrance. Marked crossings should be implemented where access routes cross vehicular traffic lanes to aid pedestrian safety. Acadia should make necessary upgrades and adjustments to accessible parking

Figure 1 Minimum Number of Accessible Parking Spaces Table

* at least 1 of every 6 accessible spaces or fraction of 6

** 501 - 1000: 2% of total

*** 1001 and over: 20 + 1 for each 100 or fraction thereof over 1000

Parking Facility Total	Minimum Number of Accessible Spaces		
	Standard	Van*	Total (Standard + Van)
1 - 25	0	1	1
26 - 50	1	1	2
51 - 75	2	1	3
76 - 100	3	1	4
101 - 150	4	1	5
151 - 200	5	1	6
201 - 300	5	2	7
301 - 400	6	2	8
401 - 500	7	2	9
501 - 550	9	2	11**
551 - 600	10	2	12**
601 - 650	10	3	13**
651 - 700	11	3	14**

during any future restriping projects for parking lots. Location-specific parking recommendations can be found in the individual location reports.

At present, Acadia has traffic and congestion issues during peak visitor season from June into September. Park Loop Road, and in particular the section of Park Loop Road known as Ocean Drive, is a prime example of park traffic issues. Ocean Drive is open to personal vehicles, tour buses and trolleys, as well as the Island Explorer Shuttle. Sand Beach, Beehive Trailhead, Thunder Hole, and Otter Cliffs are some of the most popular destinations in the park, and all are accessed via Ocean Drive/Park Loop Road. Because so many scenic destinations can be reached or even viewed from Ocean Drive, traffic is typically unavoidable as vehicles slow down to enjoy the views or search for a place to park. Another area of the park that experiences a high level of traffic and congestion is Cadillac Summit. Currently, Acadia has implemented a timed vehicle reservation system during peak visitor season due to the popularity of the area, particularly at sunrise or sunset. To further mitigate congestion and increase accessibility, it

is recommended that Acadia implement an Island Explorer Shuttle stop, which would allow visitors who cannot drive or need assistance to access the area without having to hire a taxi.

Acadia's free shuttle bus system, the Island Explorer, is typically available seven days a week, June through October. There are typically 10 routes and one bicycle express route. In order to serve visitors with disabilities, each of the shuttle stops should have at least one accessible loading zone for passengers using the lift. As a best practice, two accessible loading zones should be provided when possible—one for walking passengers and one for passengers using the lift. These loading zones should be clearly marked and the purpose and use of the accessible loading zones should be communicated to drivers. Accessible routes must be provided at each shuttle stop, each stop must be clearly marked with signs and should be indicated on the park/shuttle website, app, maps, and accessibility guide. The park website, app, and accessibility guide should also indicate areas with accessible parking near the shuttle stops where it exists. Furthermore, all staff and contracted shuttle drivers should be trained on accessibility accommodations and how to appropriately communicate and interact with visitors who have disabilities.

Acadia has an extensive transportation plan in effect. Long term goals of the Acadia National Park Transportation Plan include increasing the use of the shuttle system by the public to decrease impact on natural and cultural resources, decrease traffic within the park, and reduce overcrowding at parking lots. Part of the Transportation Plan includes planned upgrades for Hulls Cove Visitor Center with the goal of creating a new transportation hub. The upgraded site will feature twice as many parking spaces than currently available as well as a new entrance off the highway to mitigate current traffic and circulation congestion. In the future, Hulls Cove Visitor Center will be utilized as a park-and-ride location to encourage the use of alternate transportation options such as the Island Explorer shuttle, thus further remedying the current traffic and congestion issues along Park Loop Road and other popular tourist destinations within the park

such as Jordan Pond and Sand Beach. A new Visitor Center will also be constructed on site, on grade with the current parking lot. Currently, accessible parking is located in a separate lot behind the Visitor Center building. This lot is difficult to find as there is only one sign directing visitors from Visitor Center Road to the accessible lot. Visitors using the accessible parking lot must also use a separate, back entrance to gain access to the building. This will be remedied with the construction of the new Visitor Center as visitors will no longer need to climb a set of stairs to access the main entrance of the Visitor Center from the main parking lot. Until the reconstruction project is underway, information regarding accessible parking locations at Hulls Cove should be made available in multiple formats and areas so that the information is readily available and easy for visitors to find.

Pedestrian Circulation

When discussing pedestrian circulation it is important to distinguish between the various types of routes that are found within Acadia and also defined in the ABA Accessibility Standards. Accessible Routes, Trails, Outdoor Recreation Access Routes (ORAR), Beach Access Routes, and Shared-Use Paths all have their own definition and requirements in the standards. Surface material, clear width, passing spaces, obstacles and changes in level, running slope, cross slope, protruding objects, resting intervals, and ramps in relation to the various types of routes are all addressed in the standards.

Accessible Routes include interior and exterior paths that are unobstructed and connect all elements and spaces of a facility or building. The paved path leading from the parking lot to Sieur de Monts Nature Center is an example of an accessible route.

Pedestrian Trails are designed for recreational experiences and do not necessarily connect elements of a facility. Great Meadow Loop is an example of a pedestrian trail.

Outdoor Recreation Access Routes (ORARs) are

continuous and unobstructed paths designed for pedestrian use that connect elements, spaces or facilities within camping or picnicking facilities as well as viewing areas and trailheads, specifically. Seawall Campground and Fabbri Picnic Area are examples of areas that have outdoor recreation access routes.

Beach Access Routes are continuous, unobstructed paths that traverse the surface of a beach to allow pedestrians to access and/or participate in beach, shoreline or water activities. This type of route may be permanent or removable, should be located near pedestrian access points, and is only required where pedestrian access to the beach is permitted. Sand Beach and Echo Lake Beach are examples of areas that are required to have beach access routes.

Shared-Use Paths are typically designed for pedestrians but are intended for multi-use with a focus on transportation and/or recreation. The park's Carriage Roads are an example of shared-use paths.

Accessible routes are required to connect visitors to the park's amenities and sites of interest. Surfacing, slope, and width impact a circulation path's accessibility, as do directional signage, shade, and seating. Once at a point of interest, such as a wayside, building entrance, or outdoor feature, the transition from the outdoor route into the site must also meet accessibility standards. Accessible pedestrian circulation is a critical component of overall visitor experience, in that it impacts the amount of effort needed simply to move through the park. Connecting features with an accessible route so that visitors do not need to use their vehicles to access all of the features in one area greatly improves the visitor experience. Ocean Path is an example of a single route that connects to many, but not all, features in the area. Throughout Acadia, commonly identified deficiencies for pedestrian circulation include surface materials that are not firm, stable, and slip resistant; clear width that does not meet the minimum requirements; changes in level and openings larger than the maximum allowances; and running and/or cross slope exceeding maximum allowances. Ramps

and doorways located on accessible routes should also be considered when examining pedestrian circulation.

It should be noted that documentation is required whenever a condition for exception prohibits full compliance with the standards. The documentation must include the reasoning for not meeting compliance, the date of the decision, and information regarding who made the decision. Compliance in an alteration is not required where it is technically infeasible. "Technically infeasible" is defined as "something that has little likelihood of being accomplished because existing structural conditions would require removing or altering a load-bearing member that is an essential part of the structural frame; or because other existing physical or site constraints prohibit modification or addition of elements, spaces, or features that are in full and strict compliance with the minimum requirements." Where technical infeasibility is encountered, compliance is still required to the maximum extent technically feasible.

When using the conditions for exceptions on a portion of trail or a beach access route, Acadia should document in writing why they could not fully comply with a specific provision in the technical requirements for trails or beach access routes. The documentation should be retained with the project records. The documentation should include the date the decision is made and the names and positions of the people making the decision. The Access Board is responsible for investigating complaints alleging violations of the ABA Standards and will request documentation when a complaint involves a trail or beach access route. When extreme or numerous conditions for exceptions make it impractical to construct a trail or beach access route that complies with the technical requirements, the ABA Standards provide an exemption for the entire trail or beach access route. When determining whether to exempt an entire trail or beach access route, consider the portions of the trail or beach access route that can and cannot comply with the specific provisions in the technical requirements and the extent of compliance where full compliance cannot be achieved. In the rare case that an entire trail or beach access route is

exempt, the US Access Board must be notified.

Signs

Routes throughout Acadia should be easy to navigate and labeled with signs, maps, or models to make orientation easy for all visitors, including those with disabilities. Indicating the shortest route or the path with the easiest terrain is important to facilitating accessible use of the area. The visitor should be able to easily determine the best route to a desired location and know what to expect along the way. Signs and maps located at each main visitor use area as well as along the routes will make navigation quicker and easier. Signage does not need to be intrusive – the international accessibility symbol and a directional arrow can assist a person with a disability in finding a usable path to their destination. Several areas of the park provide accessible routes to features but lack appropriate signage. The accessible route that leads from the parking lot, across Ocean Drive to the Thunder Hole viewing area is one example of such an area. Several signs should be added at various points in the area to direct visitors to the accessible route which may not be seen clearly otherwise. The specific locations of these signs is discussed in the individual location report for Thunder Hole.

Accessible signs should have basic elements including large, easily readable text; high contrast graphics; audio and tactile components; and dimensions that comply with basic accessibility standards. All signs should be a sans- or simple serif font to enhance readability by individuals with low vision. Signs that are too high or blocked by objects should be relocated to the edge of tour paths to enhance readability by individuals with disabilities. Other things to consider include text size and contrast, complexity and reading level, and tactile or other sensory experiences, as applicable to the setting and content. Consulting the Harpers Ferry Guidelines for specific guidance is recommended.

Mobility Device Policy

There are many different types of mobility devices that people use to help them with movement. Some

of these devices include walkers, rollators, canes, crutches, braces, wheelchairs, scooters, and even less traditional devices like Segways or golf carts, which are known as Other Power-Driven Mobility Devices.

The Department of Justice defines wheelchairs as:

a manually-operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor or of both indoor and outdoor locomotion.

The Department of Justice defines Other Power-Driven Mobility Devices (OPDMDs) as:

any mobility device powered by batteries, fuel, or other engines... that is used by individuals with mobility disabilities for the purpose of locomotion, including golf carts, electronic personal assistance mobility devices [...] such as the Segway® PT, or any mobility device designed to operate in areas without defined pedestrian routes, but that is not a wheelchair.

The Department of Justice (DOJ) regulations for OPDMDs are directly applicable to entities covered by the ADA, however; federal entities also have a legal responsibility under Section 504 of the Rehabilitation Act of 1973 to permit the use of OPDMDs within their facilities.

Acadia's policy on Other Power-Driven Mobility Devices (OPDMD) can be found in the Superintendent's Compendium. It states:

The use of Other Power-Driven Mobility Devices (OPDMD) by individuals with mobility restrictions within Acadia are allowed in areas that can safely accommodate the device without natural or cultural resource damages. Permits will be granted to the individual on annual basis.

Determination: Due to narrow trail widths, and uneven surfaces, and steep topography, overall safety considerations preclude the use of most motorized assistance on many hiking trails. Some areas (but not limited to) recommended are portions of the Cadillac Summit Loop, the Ship Harbor Trail, Jesup Path and Hemlock Road, Ocean Path, Compass Harbor, and Schooner

Head Trail.

The DOJ rules allow an entity to ban the use of an OPDMD by individuals with mobility disabilities if the entity has assessed and documented the assessment of the facility, trail, route, or area before the person requesting use arrived on site, and the entity found that the OPDMD cannot be used due to one or more of the following assessment factors:

- The type, size, weight, dimensions, and speed of the device
- The volume of pedestrian traffic (which may vary at different times of the day, week, month, or year)
- The design and operational characteristics (e.g., whether its service, program, or activity is conducted indoors, its square footage, the density and placement of stationary devices, and the availability of storage for the device, if requested by the user)
- Whether legitimate safety requirements can be established to permit the safe operation of the other power-driven mobility device in the specific facility
- Whether the use of the other power-driven mobility device creates a substantial risk of serious harm to the immediate environment or natural or cultural resources, or poses a conflict with Federal land management laws and regulations.

The park's OPDMD policy should be more similar to the park's policy on e-bikes and should focus on the type of device being used. The policy should be specific enough for visitors with disabilities to know whether their OPDMD will likely be allowed or not. Should there be potential need to modify the policy, the park should refer back to the DOJ assessment factors. Requiring visitors to obtain a permit to use an OPDMD is discouraged but may be necessary in very specific circumstances. It is recommended that the park include its policy on OPDMD use, relevant information on how to obtain a permit, and links to relevant legislature on the accessibility page of the website and in the accessibility guide. Staff should also be made aware of the OPDMD policy and how to

address visitors requesting to use OPDMDs on park grounds.

Restrooms

There are many different restroom facilities located within Acadia. The types of restroom facilities included in this assessment consist of clustered single user toilet rooms like those found at Thunder Hole, restrooms with multiple water closet compartments (stalls) like those found at Blackwoods Campground, unisex/family/single-use restrooms like the one found at Thompson Island Picnic Area, and portable toilet units (porta-potty) like the one found at Carroll Homestead. Wherever a restroom is provided, there must be an accessible restroom provided. The standards indicate that 50% of clustered single user toilet rooms must be accessible. Restrooms with multiple stalls are required to have at least one accessible stall. Single unisex/family/single-user restrooms must always be accessible. At least 5% of porta-potty units in one area must meet accessibility requirements including an accessible route and entrance, fixture clearances, turning space, and door maneuvering clearances. Accessible porta-potty units must also comply with all other applicable provisions for water closets (toilets).

Criteria for toilets address location, clearance, seats, grab bars, flush controls, and dispensers. Toilets can be arranged for either a left-hand or right-hand approach. At least one urinal must comply where two or more urinals are provided in a toilet room. Specifications address rim height, depth, flush controls, and clear floor space. Accessible urinals must be either wall hung or stall type. Flush controls must be automatic or, if hand operated, compliant as operable parts and located within accessible reach range. Other restroom elements addressed in the standards include mirrors, coat hooks, shelves, sinks and faucets, exposed pipes, signage and doors. The opening force required for interior doors is five pounds or less. While an exception to the ABA Standards permits exterior doors to exceed five pounds of opening force, doors exceeding this amount will still create a barrier for some visitors.

Barriers to accessibility were identified in the majority of the restrooms included in this assessment. However, most of the deficiencies can be easily corrected in-house with actions such as adding or relocating appropriate room identification signage outside of the restrooms, relocating dispensers, re-installing grab bars, and lowering hooks and mirrors. Other solutions are more complex but still should be able to be completed in-house, such as adjusting door closers to reduce the necessary opening force, re-installing urinals, and moving the toilet flush control.

Individual Location Reports

This section, arranged by site locations, provides descriptions of identified barriers and the assessment team's recommendations for barrier removal. The corresponding action tables for these locations go into further detail, outlining the criticality and timeframe.

One intention of the format of this report is for park management and the accessibility team to use the report, specifically the location-specific sections to inform five-year work plans, influence addendums to existing projects, and inform future project work. Accessibility work is most successfully executed when it is an integral component of the project planning, writing, and scoping process.

The location-specific sections of this report include a summary of the area's experiences and benefits that are afforded to visitors in a section titled "Purpose, Experience & Use." The next section highlights the recommended long-term and interim solutions for improved accessibility and equitable use of the area based on conversations and data collected during the on-site visits. The long-term and interim solutions section are intended to inform management decisions about future work planning and managed use(s) of an area. The next section of the report includes the observations and recommendations based on common themes: parking and arrival; orientation, wayfinding, and signage; amenities and



site features; interpretation and education. These portions of the report conclude with action items that can be achieved with minimal effort or resources, but that will improve the experiences of people with disabilities and their companions. Repairs and upgrades such as adjusting the height of fixtures to fall within acceptable reach range requirements or replacing handrails on stairways and/or ramps to better meet the needs of individuals who have a variety of mobility-related needs can improve the visitor experience and perception of Acadia National Park as a welcoming place for people with disabilities and their companions.

Criticality

Each identified deficiency is rated proportionate with how much it inhibits or prohibits access for someone with a physical, sensory, or cognitive disability. A compiled list of deficiencies grouped by criticality is located in Appendix A. The National Park Service Facility Management Software System establishes

three levels of criticality: critical, serious, and minor. A similar rating system is presented in consideration of accessibility deficiencies:

Critical: A critical priority is given to those physical or programmatic deficiencies that impact a significantly high number of visitors or prohibit people with physical, sensory, or cognitive disabilities from utilizing a facility or accessing a program.

Serious: A serious priority is given to those physical or programmatic deficiencies that substantially inhibit an individual with a physical, sensory, or cognitive disability from utilizing a facility or accessing a program.

Minor: A minor priority is given to those deficiencies that only slightly inhibit an individual with a physical, sensory, or cognitive disability from utilizing a facility or accessing a program.

Timeframe

An implementation timeframe is provided for each solution. These timeframes are intended to help the park transition from an evaluation of deficiencies to an action plan for removing barriers. The timeframes were reviewed by the park during the data review process. As funding, staffing, or other factors will likely change these timeframes, the park should evaluate and update these on a regular basis.

Definitions for the timeframes:

Immediate: less than 1 year

Short-term: 1-2 years

Mid-term: 3-7 years

Long-term: more than 7 years

Deficiency Solutions Versus Best Practice Recommendations

Many of the deficiencies noted in the action tables are deficiencies because they do not meet an accessibility standard or program access. These deficiencies need to be addressed because they do not meet a legal requirement. Other deficiencies are identified as best practices. These indicate deficiencies where the proposed solution is recommended because it achieves good universal design and best contributes to providing complete program access, but the barrier is not specifically addressed by or applicable to an accessibility standard. All of these barriers are presented in this report for the park's consideration.

The accessibility standards and laws often specify what an element, program, or feature of a park should be doing in terms of accessibility, but not how to achieve that function. An NCA accessibility assessment has two parts: (1) identify the barriers that must be corrected, then (2) provide, in consultation with the park, a corrective action or actions that work best for the park. A barrier, once identified, can be addressed in any way that will remove it, which provides flexibility for the park in carrying out these actions.

Action Planning

The summaries in this report and the corresponding action tables represent NCA's recommendations for barrier removal. Where specific solutions are not stipulated, it is the park's responsibility to consider all possible solutions and determine the most feasible option that will provide the required access. Some solutions, such as providing vertical access to historic structures or modifying exhibit displays, may require significant time and funding. These longer-term projects should not be deferred; rather, the timeline is meant to acknowledge that the process for developing the scope and securing funding can take multiple years. The park, while offering interim solutions and building long-term solutions, is still considered deficient with respect to accessibility. A variety of factors - including a complaint brought against the park or agency - may change the recommended or planned implementation timeline.

Providing access cannot be deferred until a larger project is undertaken. In order to ensure equal access to programs, short-term solutions or programmatic alternatives must be provided. For example, the amphitheater at Seawall Campground must be completely rebuilt to provide inclusive and equitable access. Although the ideal permanent solution requires an investigation of many alternatives, alternative program access will need to be provided until that larger project is funded and underway. The interim solution could be to identify and mark accessible seating in the current amphitheater and ensure staff are trained to assist individuals in finding accessible seating.

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia. Immediate work on PMIS requests and integration of accessibility-related recommendations into other NPS planning processes for long-term projects is strongly recommended and may be required in order to complete work within the established timelines. For example, a multi-step, long-term project can take seven-plus years from initiation. That clock starts when the project is



submitted to PMIS, and this step should not be delayed .

Park senior management is encouraged to formalize a core accessibility management team with representation from various divisions including interpretation, facility operations, maintenance, administration, and other relevant departments affecting the experience for visitors with disabilities. Representation should include individuals with decision-making authority in order to appropriately prioritize funds while assuming responsibility for compliance oversight in those key areas. The core accessibility management team should be convened to prioritize accessibility improvements, review procedures, and ensure policies are consistent with federal accessibility legislation.

The park staff member designated as the accessibility coordinator (Trails Supervisor at

Year 1

PMIS Statement and Funding Request Initiated

Year 2

Compliance Period (DAB, Section 106, SHPO, etc.)
Statement Revision -based on fund manager's feedback

Year 3

Community and Partner Engagement (PEPC, etc.)
Role Definition and Action planning

Year 4

Funding Awarded

Year 5

Design / Planning Phase
Construction or Exhibit Design

Year 6

Construction or Development Phase

Year 7

Installation and Project Completed
Evaluation and Feedback

the time of the assessment) should be significantly involved in the planning process for accessibility improvements and work as a conduit for information between program services and facility operations. The accessibility coordinator also should serve as the park management staff member to receive public requests for accommodations such as sign language interpreters.

A process to review and prioritize corrective actions to improve access for visitors with disabilities should be developed. In addition, a strategy and timeline should be outlined to conduct accessibility assessments of facilities and programs as they are changed or updated. Any deficiencies should be documented and proposed corrective actions can be cost estimated for future planning and budget requests.

A process to review all new construction and renovation plans or designs should be implemented to ensure the minimum accessibility standards and guidelines are appropriately applied and opportunities for the application of universal design are seized. In addition, a process to inspect all construction projects for compliance with the minimum accessibility standards and guidelines should be established.

Continue to provide and invest in training for full-time staff, seasonal staff and volunteers on select topics including the application of the accessibility standards and guidelines for park maintenance,

the principles of universal design, program access, methods for developing accessible interpretive programs, the accommodation process, techniques for interacting with people with disabilities, and the use of people-first language. Interpretive staff should receive more specific training on the provision of audio description for people with visual impairments and tailoring talks for people with cognitive impairments. Frontline customer service staff, including those working for concessioners, also should receive a seasonal update on accessibility improvements in order to field or refer questions on accessibility from the public. Staff should be trained on the use of the available auxiliary aids, such as the assistive listening system, and a routine maintenance program for auxiliary aids and other accessibility equipment should be instituted.

To ensure Acadia continues to meet the needs of visitors with disabilities, a system of ongoing evaluation of the park's programs, services, and activities should be developed and instituted. The National Park Service is prohibited from discriminating against people with disabilities in their programs and services per Section 504 of the Rehabilitation Act. All visitors must have equal access to participate in and benefit from all programs and services, regardless of ability. Park staff is encouraged to contact Eppley's National Center on Accessibility to discuss possible solutions to any accessibility issue to ensure compliance is met and program access is guaranteed.



Bass Harbor Head Light

Date: June 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Bass Harbor Head Light is a lighthouse station located within Acadia National Park in the southwest portion of Mount Desert Island, Maine, marking the entrance to Bass Harbor and Blue Hill Bay. The historic site is considered significant for its mid-19th Century design and construction, and for its association with Maine's critical reliance on maritime transportation and aids that made that transportation possible. Five structures contribute to the historic landscape: Lighthouse (1858) and Lantern (1901), Keeper's Dwelling (1858), Bell House (1897), Oil House (1902), and Barn (1905).

Ownership and management of the lighthouse was transferred to the care of the National Park Service in 2020 by the U.S. Coast Guard. The area is accessed via a two-lane road through privately owned land. Bass Harbor Head Light is a popular

tourist destination, and the roadway is often congested with vehicles, sometimes resulting in temporary closures of the site. There is no public transportation to Bass Harbor Head Light.

Visitor access areas and features currently maintained by the National Park Service (NPS) include the parking lot, vault toilet building, trail and stairway access to the rocky shoreline, and the paved pathway from the parking lot to the lower elevation and viewing area. A bulletin board and single wayside are provided along the paved route to the base of the lighthouse.

At present, there is no public access to the interior of the lighthouse, however, visitors can view the exterior of the lighthouse and shoreline terrain via the paved walkway, trail, and rocky cliffside. NPS management and the Friends of Acadia are currently investigating several options for expanded use of the site, including interior access to the lighthouse and keeper's dwelling. At present, the proposed uses for the lighthouse interior include:

1. Rental property for transient lodging (Airbnb, or similar)

2. Museum and bookstore
3. Employee training site and/or special event space

The objectives for evaluation of Bass Harbor Head Light were:

- Discuss the proposed options for expanded use and access to the interior spaces of the lighthouse with specific regard for the impact on accessibility for individuals with disabilities.
- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Bass Harbor Head Light cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, interim alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Bass Harbor Head Light include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors	Interim*	Display current and planned accessibility-related information about the Bass Harbor Head Light area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
Provide an equivalent opportunity to view the lighthouse exterior and seaside cliffs	Interim*	Design and installation of an accessible viewing area that provides an equivalent opportunity for individuals with disabilities and their companions to view the lighthouse exterior and seaside cliffs; Integration of design elements such as tactile models, interpretive signage, and audio description should be considered paramount to the achievement of this goal
Identify specific use(s) for interior spaces of the lighthouse and keeper's dwelling areas	Interim	Consultation with a variety of internal and external stakeholders, including targeted efforts to involve community members and visitors with disabilities
Determine the preferred method of accessible entry into the keeper's dwelling. Proposed methods include: Route extension from the existing natural surface trail through the historic landscape to an existing doorway on the east side of the building Design and installation of an accessible route directly connecting the parking area to the second story of the keeper's dwelling combined with the installation of an entrance and elevator originating at the second floor	Interim	Consultation with architectural and engineering services and the State Historic Preservation Officer (SHPO) to determine the most readily achievable and equitable means of entry to the interior employee and/or public use areas

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Bass Harbor Head Light for visitors with disabilities:

Parking & Arrival

This location is accessed via personal vehicles only and no public transportation option exists for this location at present. There is a total of 23 standard vehicle parking spaces and three accessible parking spaces provided in the visitor parking area at Bass Harbor Head Light. Two of the accessible spaces are provided near the vault toilet building and trailhead. One accessible space is provided closest to the paved route to the base of the lighthouse. None of the accessible parking spaces include the required vertical signage at the front, center of the space. The accessible parking space closest to the paved route to the base of the lighthouse does not include the required adjoining access aisle.

Recommendation #1: Improve the accessible parking area by installing vertical signage at the front, center of each parking space including the International Symbol for Accessibility. The signs shall be installed a minimum of 60-inches above the ground, measured to the bottom of the sign. A minimum of one accessible parking space must meet the required dimensions for van accessibility. The vertical signage provided at this space must include the designation "van accessible." Van accessible parking spaces are 11-feet wide and have a 5-foot-wide adjoining access aisle. Access aisles are permitted to be shared between accessible parking spaces. Each accessible parking space must be connected to an adjoining access aisle. An access aisle must be provided alongside the accessible parking space nearest the paved route to the base of the lighthouse.

Orientation, Wayfinding & Signage

There is little orientation and wayfinding information provided at the site. A single bulletin board approximately 75-feet down the paved route leading to the base of the lighthouse provides some contextual information on the history and significance of the site and is solely visual in nature. The paved asphalt route over the natural bedrock between the parking area and base of the lighthouse includes steep grades greater than 25% running slope. This extreme slope presents a significant safety hazard and accessibility barrier for individuals of multiple ability levels. At the time of the evaluation, the area had received recent rainfall and the asphalt surface was slippery under foot. There is no information provided online, in publications, or at the site warning visitors to anticipate steep grades and slippery conditions. There are no maps or models available to depict the terrain and site layout and features for the benefit of individuals who are blind or have low vision or who have cognitive impairments, including learning disabilities.

Recommendation #1: Provide orientation map(s) and/or model(s) depicting the layout and location of various site features including the general terrain, location of Bass Harbor Head Light along the coastline of Mount Desert Island, the orientation of the lighthouse and other historically significant structures in relationship to the parking area, entry road, and routes and trails. Multiple maps and/or models may be necessary to convey this critical information to the appropriate audiences.

Recommendation #2: Provide cautionary signage at the start of the paved route to the base of the lighthouse alerting visitors to the steep grades and potentially slippery conditions. Similar cautionary messaging should also appear on the park website, the NPS app, and relevant publications.

Amenities & Site Features

The public-use amenities at Bass Harbor Head Light at present are two single-user vault toilets, and an animal-proof trash and recycling receptacle. The

restroom amenities in this location are highly utilized. At the interior of each single-user toilet room there is a floor-mounted water closet, continuous wall-mounted grab bar, toilet paper dispenser, urinal, and hand sanitizer dispenser. A few design deficiencies to the toilet rooms were noted during the on-site evaluation. Description of the deficiencies and recommendations for barrier removal are include in the action tables for this section.

Recommendation #1: The existing animal-proof trash and recycling receptacles in this location meet all applicable design requirements for accessibility. However, maintenance actions have the potential to impact the accessibility of these units. Trash and recycling receptacles must include a 36 by 48-inch clear ground space positioned for a forward approach to the receptacle opening or a 30 by 60-inch clear ground space positioned for a parallel approach to the receptacle opening. The operable parts (i.e., handles or latches) on the containers must be between 15 and 48 inches above the ground. Currently, trash and recycling receptacles that are designed to keep out large animals do not meet requirements for operable parts. The animal-proof units at Acadia National Park currently require an individual to operate the latching mechanism by applying more than 5 pounds of force. Until products with compliant operable parts become commercially available, compliance with the provision for operable parts is required to the extent practicable. This means achieving as close to 5 pounds of force as possible and not requiring tight grasping, pinching, or twisting of the wrist to open or operate. This recommendation applies to all areas of Acadia National Park where animal-proof trash and recycling containers are provided.

Interpretation & Education

There are currently two interpretive opportunities at Bass Harbor Head Light. A single bulletin board is provided approximately 50 feet down the route toward the base of the lighthouse. The clear ground space in front of the bulletin board is not large enough and includes a pea gravel surface, which

is considered unstable due to easy displacement. These design features do not allow persons with physical disabilities to comfortably rest on a level surface in order to appropriately view or engage with the bulletin board content. A single wayside entitled, "Mariners Beware!" is provided at the base of the lighthouse. The route to the wayside is steep (greater than 25 percent slope) and narrow (less than 36 inches wide). The information provided on the bulletin board and on the wayside is available in a visual format only. At Bass Harbor Head Light, visitors with various levels of physical abilities and those who are blind or have low vision are excluded from enjoying and benefiting from the interpretive experience.

Recommendation #1: To achieve effective communication with visitors, a variety of modes and methods for conveying the interpretive themes and messages is required. At a minimum, visual information provided on the bulletin board and the wayside, "Mariner's Beware!", should be made available in audio and audio-described formats. Any live interpretation programs that are provided on-site should also integrate audio description wherever possible. Detailed description of the visual features of the site not only meets the needs of individuals who are blind, but may also enhance the experience for individuals with varying sensory needs and learning styles.

Recommendation #2: Waysides that are designed to consider the needs of individuals with disabilities are likely to include the following features: installation in a location that is along an accessible route, outdoor recreation route, or accessible trail; integration of audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance. All future waysides for Acadia National Park should be designed and installed in consideration of these minimum best practices for effective communication.

Recommendation #3: Reproduce the wayside, “Mariners Beware!” and install adjacent to the parking area, along the trail to the coastal boulder field, or at the lumber deck at the start of the stairway leading downward to the coastal boulder field. The method for accessing the corresponding audio description for the wayside should be well-advertised. Addition of tactile models and/or three-dimensional graphics of the Baker Island Light, Bear Island Light, Burnt Coat Harbor Light, and Egg Rock Light, in comparison to Bass Harbor Head Light, would meet the effective communication and learning needs of multiple audiences.

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Bass Harbor Head Light.

Action tables begin on the next page (landscape orientation).

Resources

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas](#)

[U.S. Access Board Technical Guide – Toilet Rooms](#)

[U.S. Access Board Technical Guide – Entrances, Doors, and Gates](#)

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

Bass Harbor Head Light

Location: Vault toilet rooms (2)			
Corrective Action: Repair height of urinals			
<u>Deficiency</u> Each single-user vault toilet room (2) includes a wall hung urinal that does not meet the required dimensions for accessibility. The depth of the urinals (between the wall and leading edge) is less than 13 ½ inches (minimum requirement) and the height of the rim exceeds maximum requirements at 21 inches above the floor.	<u>Solution</u> Replace the urinal in each toilet room with a unit that meets the required dimensions for accessibility. The depth of the urinal (measured between the wall and leading edge of the rim) must be 13 ½ inches minimum. The height of the rim shall not exceed 17 inches maximum above the floor.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
		NPS_ACAD_KGP_146	
Location: Vault toilet rooms (2)			
Corrective Action: Repair change in level at the entrances			
<u>Deficiency</u> The thresholds at the entrance to each single-user vault toilet room (2) exceed maximum height requirements at greater than ½ inch.	<u>Solution</u> Replace the thresholds at the entrances to ensure a maximum change in level of ¼ inch.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
	<u>Alternative Solution</u> Where a higher threshold is desirable to account for weather extremes and other maintenance factors, the threshold shall be ½ inch high maximum with a beveled edge on each side. The beveled edges shall have a slope not steeper than 1:2.	NPS_ACAD_KGP_174	
Reference Standards and Guidelines: ABAAS F213.3.3, 605			



Blackwoods Campground

Date: September 14, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Blackwoods Campground is a developed campground located on the east side of Mount Desert Island just off Route 3, about five miles south of Bar Harbor. It is open seasonally, May through October, with dates subject to change. Off season and winter camping is not available. The campground is staffed by Park Rangers. The roads throughout the campground are paved and all campsites are wooded. The Campground offers tent-only sites, RV sites of up to 20ft long, and RV sites of up to 35ft long. If not taking into consideration COVID-19 closures, according to the campground map, there are 152 campsites in A-Loop (including 9 accessible sites), 137 campsites in B-Loop (including 6 accessible sites), and 4 group campsites in B-Loop (including 1 accessible site). Only one vehicle is allowed to park at each campsite, and additional vehicles must be parked in the overflow lot in A-loop. Group sites allow a maximum of 15 people and 3 cars; campers are not allowed in the group sites. Visitors must use the Recreation.gov website for campsite reservations, and reservations open two months in advance. The tent, camper, and motor home sites cost \$30 per night and the group tent sites cost \$60 per night.

As the current accessible campsites as well as the campground's paths, amenities, and features do not support the needs of individuals with

disabilities appropriately, and the campground is being considered for renovation, Blackwoods Campground has the unique opportunity to integrate Universal Design principles into the rebuild. Through the integration of Universal Design at Blackwoods Campground, all visitors, regardless of ability, can stay at any site, access all areas, and use all amenities and features. This elevates all visitors' experiences. The following recommendations are based on the United States Access Board's summary of accessibility standards for Federal outdoor developed areas which is the minimum standard accessibility required. Universal Design exceeds this minimum accessibility and provides a more inclusive experience for all individuals.

The objectives for evaluation of Blackwoods Campground were:

- Discuss the proposed options for redesign and reconstruction of the campground with specific regard for the impact on accessibility for individuals with disabilities.
- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Blackwoods Campground cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for

accessibility, recommended in the table below, requires substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Blackwoods Campground include:

Goal	Timeline	Implementation Detail
Ensure an inclusive and fully accessible experience for all visitors including those with disabilities to Blackwoods Campground.	Long-term*	Redesign and rebuild of Blackwoods Campground using universal design principles including the campsites, paths, amenities (restrooms, washing stations, dump station, and water spigots), and amphitheater.
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Blackwoods Campground on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
Ensure an inclusive educational and informational programming experience at the amphitheater for individuals with mobility impairments by providing accessible seating options.	Interim	Identify and mark accessible seating areas in the front, middle, back, center, and sides of the seating area of the amphitheater as well as ensure that park staff know where the accessible seating locations are and can provide appropriate assistance.
Ensure an inclusive experience for educational and informational programming at the amphitheater for individuals who are deaf, hard-of-hearing, blind, or have low vision by providing accessible seating for individuals.	Interim	For educational and interpretive programming, acquire active listening amplification systems and develop and clearly communicate a policy for Sign Language Interpreters.
Ensure an inclusive experience for educational and informational programming at the amphitheater for individuals who are deaf, hard-of-hearing, blind, or have low vision by providing accessible seating for individuals.	Long-term	For educational and interpretive programming, ensure sound system is compatible with audio listening devices for individuals who are hard of hearing or deaf and offer audio description for individuals who are blind.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Blackwoods Campground for visitors with disabilities:

Parking & Arrival/Departure

A large directional brown sign on Route 3 indicates the turn for Blackwoods Campground. Upon arrival at the campground, individuals must check-in through a drive through window at the ranger's station along the arrival road. During check-in, rangers provide campers with a campsite map, a park map, a Junior Ranger Activity Book, and informational pamphlets on the Carriage Roads and

the Island Explorer Shuttle. A box for check out is available to pull up to on the exit road.

Recommendation #1: Educate staff on information relating to the accessibility of Acadia National Park and Blackwoods Campground.

Recommendation #2: Train staff on how to appropriately communicate with and assist people with disabilities.

Recommendation #3: Ensure that staff ask whether individuals require assistance moving the picnic tables at their campsite (as the picnic tables are not fixed and are often moved by campers) whenever they check individuals in to the accessible campsites.

Orientation, Wayfinding & Signage

The Campground provides a printed map to facilitate wayfinding and orientation during the check-in process.

Recommendation #1: Have large print campground maps available for individuals with low vision.

Recommendation #2: Ensure there is a downloadable detailed description of the campground on the website with audio description for individuals who are blind.

Recommendation #3: Remove the large blue accessibility signs marking the accessible camping spaces.

Recommendation #4: Install signage along the campground paths directing individuals to the campground amenities.

Amenities & Site Features

Every campsite includes a picnic table and either a pedestal grill or fire ring. Shared amenities include restrooms with flush toilets and sinks, outdoor water spigots, dish washing stations inside the restrooms, an Island Explorer Shuttle Stop, and a dump station.

The dump station includes dumpsters, a sewage hatch, and a waterspout with non-potable water. Campers must fill their tanks at the dump station. There are no showers in the campground. Refer to the Island Explorer Shuttle Stop Report for additional information regarding the shuttle stop.

SHARED FEATURES & AMENITIES

Recommendation #1: Ensure paths between campground features (including between campsites and restrooms, the road and the restrooms, and to the amphitheater) meet the Accessible Route or Outdoor Recreation Access Route standards. Recommend using the same ground material as the campsites, like that used on the carriage roads.

Recommendation #2: Redesign all water hydrants in the campground to meet accessible standards.

THE DUMP STATION

Recommendation #1: Ensure an accessible experience for individuals with disabilities using the dump station.

RESTROOMS

The shared space and accessible water closet within the campground's women's and men's restrooms inconsistently adhere to accessibility guidelines to ensure people with disabilities are provided with an equitable experience when using these amenities.

Recommendation #1: Ensure restrooms adhere to accessibility standards to facilitate a successful experience for individuals with disabilities.

ACCESSIBLE CAMPSITES

The number of available campsites and accessible campsites is less than normal due to COVID-19 closures. If not taking into consideration COVID-19 closures, according to the campground map, there are 152 campsites in A-Loop (including 9 accessible

Table F244.2 Camping Units with Mobility Features

Total Number of Camping Units Provided in Camping Facility	Minimum Number of Camping Units with Mobility Features Required
1	1
2 to 25	2
26 to 50	3
51 to 75	4
76 to 100	5
101 to 150	7
151 to 200	8
201 and over	8, plus 2 percent of the number over 200

sites), 137 campsites in B-Loop (including 6 accessible sites), and 4 group campsites in B-Loop (including 1 accessible site). However, in order to scope this campground appropriately, it is important to know how many tent-only, 20ft max. RV, and 35ft max. RV campsites are open to reserve and then ensure that there are the appropriate number of accessible campsites available in each of the campsite types based on the scoping requirements for required number of accessible campsites shown in Table F244.2:

Recommendation #1: Provide at least 2 accessible group campsites.

Recommendation #2: Ensure the Campground is providing the appropriate number of accessible campsites in each of the campsite types (tent-only, 20ft max. RV, and 35ft max.). These should be located throughout Loops A and B.

The locations of the accessible campsites are chosen due to the geographical features as well as each site's proximity to the restrooms. To identify the accessible campsites, there are large accessibility signs by the road. The campsites include a pedestal grill and/or fire ring as well as an accessible picnic table. The current campsites are not large enough

to accommodate the clear space needed around a car, picnic table, fire ring/pedestal grill, and tent space. In addition, there are not appropriate clear spaces around the site features, and the ground material is not stable and firm. In addition, the paths to the shared restrooms and other campground features do not have ground material that is firm and stable. As a result, individuals with disabilities may have difficulty navigating their campsites and the campground.

Recommendation #1: Remove the large signs identifying the accessible campsites.

Recommendation #2: Replace ground material in the accessible campsites and paths between features including the restrooms with material that is firm and stable (including the paths between the parking and the walk-in tent only sites). A ground material like that used on the carriage roads can be used to replace the current ground surface.

Recommendation #3: Ensure that each accessible campsite is large enough to accommodate the required clear space needed around visitors' car, picnic table, fire ring/pedestal grill, and tent space.

Recommendation #4: Ensure there is appropriate clear space around the fire ring/pedestal grill and picnic table at each campsite. To accomplish this, the sites must be setup correctly and staff must be trained to ensure that every accessible site is set up appropriately before guests arrive or ask guests at check-in if they need assistance moving the picnic table in their campsite.

Recommendation #5: Ensure there are accessible fire rings in all accessible campgrounds, that do not have pedestal grills (fire building surface should be 9" minimum above the ground).

Recommendation #6: Ensure the accessible groups sites have 20% (or no less than 2) accessible fire rings, pedestal grills, and picnic tables.

Recommendation #7: Trial one site with a raised tent pad to determine whether individuals with disabilities who use a mobility device prefer the raised pad (this is not required).

THE OCEAN PATH

The Ocean Path is located along a closed service road between Blackwoods Campgrounds and Park Loop Road. Campers use this closed service road to access a steep, rocky trail leading to a viewpoint overlooking the Atlantic Ocean. The service road consists of packed gravel with areas of wash-out from weather and a locked gate that blocks the entrance to the service road from Park Loop Road.

Recommendation #1: As the Ocean Path is listed on the campground map, it is important to provide information on where individuals with disabilities can have a comparable experience (view of the ocean). This may include a pull-off along Park Loop Road or another accessible viewing area along Park Loop Road.

Interpretation & Education

The amphitheater in Blackwoods Campground typically holds educational and interpretive programming including evening ranger-led programming five nights a week. The amphitheater consists of rows of wooden benches overlooking a stage with stairs leading up to the stage floor. Paved paths connect the two parking lots in A-Loop and B-Loop. Night lighting illuminates the paved paths, and an information kiosk/bulletin board is positioned just off the paved path. The two parking lots are not lined, and therefore, have no marked accessible parking spaces.

UNIVERSAL DESIGN

Recommendation #1: Rebuild amphitheater using universal design to ensure an inclusive, equitable experience for all individuals (Long-term).

MINIMAL ACCESSIBILITY REQUIREMENTS

Recommendation #1: Ensure an accessible parking experience for individuals with disabilities by lining the A-Loop and B-Loop Parking Lots and including at least 1 van accessible spot on each side of the parking lot closest to the amphitheater path with an accessible access aisle connecting to the paved path. Ensure accessible parking spaces are marked and comply with the standards.

Recommendation #2: Ensure the routes to/from the amphitheater meet accessibility standards (ORAR or accessible route) for individuals with disabilities to have a successful experience.

Recommendation #3: Identify and mark accessible seating in the current amphitheater and ensure staff are trained to assist individuals in finding accessible seating (interim). Ensure amphitheater is designed with accessible seating options in front, middle, back, center, and both sides of the seating area (long-term).

Recommendation #4: Ensure the routes within the amphitheater meet accessibility standards (accessible route) for individuals with disabilities to have a successful experience.

Recommendation #5: Ensure the amphitheater stage is accessible for individuals with disabilities.

Recommendation #6: Acquire active listening amplification systems and ensure sound system is compatible with audio listening devices.

Recommendation #7: Offer audio description for the educational and interpretive programming for individuals who are blind.

Recommendation #8: Develop and clearly communicate a policy for Sign Language Interpreters.

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Blackwoods Campground.

Action tables begin on the next page (landscape orientation).

Resources

[Guide to Outdoor Developed Areas from U.S. Access Board](#)

Example of Amphitheater using Universal Design Principles:

[Indiana University \(2021\). Bradford Woods.](#)

[Example of Accessible Fire Rings](#) (we do not recommend one company over another):

[Universal Design in Campgrounds](#)

Blackwoods Campground

Location: Amphitheater Corrective Action: Close step risers, install bilateral hand railings, and install a temporary ramp			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The amphitheater stage does not have a ramp and its stairs have open risers and no hand railings.	To make the stage floor more accessible, close the risers on the steps and install bilateral hand railings on the stairs leading up to the amphitheater stage. If possible, consider adding a removable ramp to facilitate access.	Serious	Short-term

Image 169: A photograph showing a wooden amphitheater stage with open risers and no hand railings. A temporary ramp leads up to the stage area.

Image 170: A photograph showing the same amphitheater stage after corrective action has been taken, featuring closed step risers and bilateral hand railings installed on the stairs leading up to the stage.

Reference Standards and Guidelines: ABA 405, 504

Blackwoods Campground

Location: Amphitheater Corrective Action: Identify and mark accessible seating locations and train staff		
<u>Deficiency</u> There is no accessible seating at the amphitheater.	<u>Solution</u> Identify and mark accessible seating locations in the amphitheater. These accessible areas must be located on ground with a slope $<1:48$. Recommend identifying areas at stage right front and back and the front corners of the projection hut. Ensure park staff know where these locations are.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate
	Reference Standards and Guidelines: ABA 802.1	ACAD_KGP_164
Location: Amphitheater Corrective Action: Improve route to information kiosk and that there is clear ground space		
<u>Deficiency</u> The route to the information kiosk located at the path from the parking lot to the amphitheater is too uneven.	<u>Solution</u> Pave or improve the route to the information kiosk to be stable, firm, and slip resistant with a running slope $<1:20$, a cross slope $<1:48$, openings $<\frac{1}{2}$ inch, changes in level $<\frac{1}{4}$ inch, and a width of >36 inches as well as with 30x48 inches of clear ground space.	<u>Criticality</u> Serious <u>Timeframe</u> Short-term
	Reference Standards and Guidelines: ABA 305, 402, 403	ACAD_KGP_159

Blackwoods Campground

Location: Amphitheater Path Corrective Action: Repave path		<u>Solution</u> Repave the path to meet standards of an accessible route including a stable, firm, and slip resistant surface and with running slope <1:20, a cross slope <1:48, openings <½ inch, changes in level <¼ inch, and a width of >36 inches.		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term		ACAD_KGP_160
Reference Standards and Guidelines: ABA 402, 403							
Location: Amphitheater Path Corrective Action: Bring the trash receptacle closer to the path		<u>Solution</u> Move the trash receptacle closer to the paved path to be within reach range for someone who has to stay on the paved path due to mobility impairments.		<u>Criticality</u> Serious	<u>Timeframe</u> Immediate		ACAD_KGP_171
Reference Standards and Guidelines: ABA 308							

Blackwoods Campground

Location: Amphitheater Path Corrective Action: Ensure clear space around all operable sides of the firepit	Deficiency The firepit to stage right in the amphitheater does not have enough clear space around it.	Solution Ensure that there is 30x48 inches of clear space around all usable sides of the firepit to ensure someone who has mobility impairments can fully use the firepit.	Criticality Serious	Timeframe Short-term		ACAD_KGP_172
Reference Standards and Guidelines: ABA 305						
Location: Dump Station Corrective Action: Widen road through the dump station	Deficiency The road at the dump site is too narrow (15.5 ft wide).	Solution Widen the road to at least 20 ft to accommodate a vehicle and the necessary clear space required to move around the vehicle.	Criticality Serious	Timeframe Short-term		ACAD_KGP_205
Reference Standards and Guidelines: ABA 1011.2, 1011.3, 1011.6						

Blackwoods Campground

Location: Dump Station Corrective Action: Build an accessible route with appropriate clear space			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The water control is outside of reach range (32" beyond the pavement at 41-44" height).	To access the water controls, a minimum of 30x60 inches of clear ground space (with the long side of the space adjoining or overlapping the pull-up space for campers).	Serious	Short-term
Reference Standards and Guidelines: ABA 1011.2, 1011.3, 1011.6			ACAD_KGP_207
Location: Dump Station Corrective Action: Remove curb containment to provide an accessible route to the sewage hatch			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
There is no clear space around the sewage hatch.	Although sewage hatches do not have to comply with the technical requirements for operable parts, the curb must be removed to provide a minimum of 30x60 inches of clear ground space (with the long side of the space adjoining or overlapping the pull-up space for campers) leading to the sewage hatch.	Serious	Short-term
Reference Standards and Guidelines: ABA 1011.2, 1011.3, 1011.6			ACAD_KGP_206

Blackwoods Campground

Location: Throughout Campground Corrective Action: Redesign water spigots					
<u>Deficiency</u> The water spigots throughout the campground are not accessible.	<u>Solution</u> Redesign the water spigots to ensure there is a minimum of 72x48 inches of clear ground space (with the long side of the space adjoining or overlapping the pull-up space for campers). The clear ground space must be located so that the waterspout is between 11 and 12 inches from the rear center of the long side of the space. This allows people using mobility devices to approach and operate the waterspout from either the right or left side.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term		
					
Reference Standards and Guidelines: ABA 1011.2, 1011.3, 1011.6					
Location: Restroom and Indoor Washing Stations Corrective Action: Ensure an accessible route to the restroom and indoor washing station					
<u>Deficiency</u> There is a large change in surface level from the ground to the bathroom and washing stations.	<u>Solution</u> Ensure there is an accessible route or an ORAR to all restrooms and inside washing stations that is stable and firm with a running slope $<1:20$, a cross slope $<1:48$, openings $<\frac{1}{2}$ inch, changes in level $<\frac{1}{4}$ inch, and a width of >36 inches as well as with 30x48 inches of clear ground space.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term		
					
Reference Standards and Guidelines: ABA 402, 403, 1016					

Blackwoods Campground

Location: #G3 – Accessible Group Campsite			
Corrective Action: Replace at least one picnic table with an accessible picnic table			
Deficiency There is only one accessible picnic table out of four picnic tables at the group side.	Solution Replace at least one of the picnic tables with an accessible picnic table.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			ACAD_KGP_231
Reference Standards and Guidelines: ABA F244.2.3.1, F244.3, F245.2.5.1, and F244.5.3			
Location: Accessible Campsites			
Corrective Action: Smooth out the transition between the road and the campsite			
Deficiency The transition between the accessible camp sites and the road is too large.	Solution Decrease the transition between the two surfaces when adding the recommended ground surface material that is firm and stable.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term
			ACAD_KGP_231
Reference Standards and Guidelines: ABA 1016			

Blackwoods Campground

Location: Accessible Campsites Corrective Action: Add firm, stable ground material	<u>Deficiency</u> The ground of the accessible campsites is not firm or stable.	<u>Solution</u> Resurface ground of accessible campsites with material that is firm and stable. Recommend using ground material like that used on the carriage roads.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term	 ACAD_KGP_178	 ACAD_KGP_231	Reference Standards and Guidelines: ABA 1011.2.2, 1011.2.3, 1011.2.4
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Blackwoods Campground

Location: Campground paths Corrective Action: Reconstruct paths to adhere to ORAR standards			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The ground of the campground paths is not firm or stable.	Ensure paths between campground features (including between campsites and the restrooms and between the road and the restrooms) meet the Outdoor Recreation Access Route standards including a firm, stable ground surface, 36 inches minimum width, passing spaces every 200 ft when the width is <60 inches, obstacles <1inch high, openings <1/2 inches wide, a running slope of 5% maximum or up to 10% if segment is short and resting intervals are provided, and a cross slope <5%. These requirements are in reference to paths that have a surface material other than concrete, asphalt, or boards. Recommend using the same ground material as the campsites, like that used on the carriage roads.	Critical	Short-term
Reference Standards and Guidelines: ABA 1016			



ACAD_KGP_177

Blackwoods Campground

Location: Restrooms			
Corrective Action: Decrease door opening pressure and improve thresholds			
<u>Deficiency</u> Exterior restroom doors are consistently too heavy to open.	<u>Solution</u> Perform routine maintenance on the doors to the restrooms to ensure opening pressure is <5lbs.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
The change in surface height is too large at many of the restroom door thresholds.	Perform routine maintenance on the restroom door thresholds to ensure change in surface height is < $\frac{1}{4}$ inch or that changes in level between $\frac{1}{4}$ inch to $\frac{1}{2}$ inch high shall be beveled with a slope not steeper than 1:2.		ACAD_KGP_181
Reference Standards and Guidelines: ABA 404.2.5, 404.2.9			
Location: Restrooms			
Corrective Action: Replace angled mirrors			
<u>Deficiency</u> Current angled mirrors cause distorted views at some heights.	<u>Solution</u> Avoid placing angled mirrors in the rest rooms to avoid distorted views. Ensure mirrors over countertops/lavatories are installed with the bottom edge of the reflecting surface no higher than 40 inches above the finish floor or ground. Ensure that mirrors not located above lavatories or countertops are installed with the bottom edge of the reflecting surface 35" maximum above the finish floor or ground.	<u>Criticality</u> Minor	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 603.3			

Blackwoods Campground

Location: Restrooms			
Corrective Action: Move all features within the restroom to be within reach range			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The features within the restrooms are inconsistently positioned within reach range for all individuals.	Ensure the operable parts of all soap dispensers, hooks, outlets, changing stations, and shelves are positioned at a maximum of 48 inches above the ground and are not blocked by other objects either on the wall or on the ground.	Serious	Immediate
 ACAD_KGP_183			
Reference Standards and Guidelines: ABA 308			
Location: Restrooms			
Corrective Action: Wrap all exposed pipes under the sinks.			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The pipes are exposed under the sinks causing a safety risk.	Ensure all the pipes underneath the sinks are wrapped/insulated to avoid injury from sharp edges or hot/cold temperatures.	Critical	Immediate
 ACAD_KGP_188			
Reference Standards and Guidelines: ABA 606.5			

Blackwoods Campground

Location: Restrooms Corrective Action: Increase the time the faucets are open to at least 10 sec.	Deficiency The hand-operated metering faucets do not stay on long enough. Solution Ensure the hand-operated metering faucets shall remain open for 10 seconds minimum for individuals to be able to wash their hands successfully. Ensure the hand-operated faucets are not blocked by the countertop above the sinks.	<u>Criticality</u> Critical <u>Timeframe</u> Immediate	 ACAD_KGP_196
Location: Restrooms Corrective Action: Add D-rings to the inside doors of the accessible stalls	Deficiency The accessible stall doors are difficult to close for people with impaired hand function. Solution Add D-rings to the inside door of the accessible stalls to facilitate door closing for people with impaired hand function.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	 ACAD_KGP_184

Blackwoods Campground

Location: Restrooms Corrective Action: Change the placement of the grab bars			
<u>Deficiency</u> The grab bars within the accessible stalls are not positioned correctly in some of the restrooms.	<u>Solution</u> Change the placement of the side and rear wall grab bars to adhere to standards: The side wall grab bar shall be 42 inches long minimum, located 12 inches maximum from the rear wall and extending 54 inches minimum from the rear wall. The rear wall grab bar shall be 36 inches long minimum and extend from the centerline of the water closet 12 inches minimum on one side and 24 inches minimum on the other side. Ensure the toilet paper dispensers and sanitary baskets are within reach range and do not interfere with the use of the grab bars per standards in the accessible water closets.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
<u>Reference Standards and Guidelines:</u> ABA			
Location: Restrooms Corrective Action: Ensure flush controls are located on the open side of the toilet			
<u>Deficiency</u> The flush controls are inconsistently positioned correctly throughout the park.	<u>Solution</u> Ensure the flush controls are located on the open side of the toilet in the accessible water closets to be within reach range for individuals with disabilities.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term
<u>Reference Standards and Guidelines:</u> ABA 604.6			



Cadillac South Ridge Trailhead

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

The Cadillac South Ridge Trail is located within Acadia National Park just off of Champlain Drive and within immediate proximity to Blackwoods Campground. The trail kiosk is positioned to the side of the trail about 50 feet into the woods from the road. The public must navigate uneven ground that has been washed away by road water runoff, a set of steps, and uneven dirt ground to reach the kiosk. The kiosk sign was intentionally positioned out of view of the main road to avoid distracting drivers and preventing accidents on a busy area of road.

The information on the kiosk includes "Leave No Trace" principles, safety information for backcountry hiking, and a trail map. This kiosk is scheduled to be replaced within the year.

The objectives for evaluation of Cadillac South Ridge Trailhead were:

- Review the current set-up of the trail for compliance with applicable accessibility standards, guidelines, and best practices.

Specific interim and long-term accessibility goals for Cadillac South Ridge Trail include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors	Interim*	Display current and planned accessibility-related information about the Cadillac South Ridge Trail on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
	Interim*	Document the reasoning for placing the trailhead kiosk in an area that is not along an outdoor recreation access route (to avoid distracting drivers on a busy road).

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to the Cadillac South Ridge Trailhead for visitors with disabilities:

Parking & Arrival

There is no formal parking for the Cadillac South Ridge Trail. Park visitors can park along the shoulder of Champlain Drive. The existing width of the roadway shoulder does not permit the installation of accessible parking space(s) along the roadside. Instead, communication of the roadside parking and backcountry trail terrain must be readily available to visitors per Section 504 of the Rehabilitation Act. Additionally, the availability of the vehicle registration system and Island Explorer bus transportation to Cadillac Summit should be offered as an alternative to reaching the destination at the termination of Cadillac South Ridge Trail.

In addition to the communication of physical features of the existing roadside parking, an exception may be necessary to permit individuals with disabilities to park at a designated location within Blackwoods Campground, hike through the campground, across the roadway, and to the trailhead at Cadillac South Ridge.

Orientation, Wayfinding & Signage

There is a small trailhead sign on a wooden post at the start of the trail. There is a large kiosk at the top of uneven steps and ground about 50-100 feet from the start of the trail. There are plans to replace the current kiosk at the Cadillac South Ridge Trail in the future.

Recommendation #1: Recommend improving the color contrast between the lettering and the wooden post to improve readability.

Recommendation #2: Although the access route to the location of the trailhead kiosk is not able to comply with the standards of an outdoor recreation access route due to constraints of the environment, the new kiosk must still provide accessibility information to provide individuals with disabilities with the information that they need to make an informed decision regarding whether to hike the trail. Refer to the New Kiosk Design section of this report for details.

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at the Cadillac South Ridge Trailhead.

Action tables begin on the next page (landscape orientation).

Cadillac South Ridge Trailhead

Location: Start of Trail Corrective Action: Color lettering to increase color contrast between lettering and wooden post			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The trailhead signage is difficult to read.	Recommend increasing the color contrast between the lettering and the wooden post to improve readability for individuals with low vision.	Serious	Short-term
Reference Standards and Guidelines: Programmatic Accessibility Guidelines for NPS Interpretive Media; Rehabilitation Act of 1973, as amended, Section 504; ABAAS 703.5 NPS ACAD KGP 459			





Cadillac Mountain

Date: September 14, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Cadillac Mountain is an iconic location and experience for Acadia National Park. Visitors crowd the summit rocks to experience, “the first place in North America to see the sunrise.” In fact, visitation to this part of the park has had to be managed with a reservation system to restrict car traffic. The steep, switch-backed drive three miles up the mountain has several pull-offs and an overlook of Eagle Lake with an interpretive wayside. Just below the summit area, there is a parking lot and west-facing scenic viewing area called Blue Hill Overlook. Once at the Cadillac Mountain parking area, visitors are free to stay as long as they like and can peruse the small giftshop,

hike a variety of short trails and paved paths, and seek out views of the park, the town of Bar Harbor, and the islands and sounds of the Atlantic below.

There is designated accessible parking within each of the lots at Cadillac Mountain (the upper and lower lots at the summit, and the Blue Hill Overlook lot). The lots, including the accessible parking, were full at the time of the site visit. The online reservation system requires a park pass and a payment of \$6 per car. The reservation system does not ask about any accommodations, including the type of parking one might need.

The Summit Loop Trail connects the parking lot to the viewing plaza atop the granite boulders. It is paved in a pebble conglomerate and has large wide stairs at several points among the boulders. A paved, sloped route to the central viewing area has been added to enable increased access, and this “retrofitted” path curves in and out of the rocks as it

joins and separates from the original trail at multiple points. This route begins at the top of the parking lot, near some of the accessible parking spaces.

The objectives for evaluation of Cadillac Mountain were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.
- Identify barriers to participation and related areas for improvement with respect to equitable, inclusive experiences for visitors with disabilities.

Providing access to the experiences currently provided to visitors at Cadillac Mountain cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Cadillac Mountain include:

Goal	Timeline	Implementation Detail
Improve the existing Summit Loop trail to meet ORAR and/or trail standards.	Long-term*	As part of a renovation of the current Summit Loop Trail (SLT) footprint, sections of SLT can be considered a trail for applying accessibility standards, while other portions of the trail leading to the upper viewing plaza are better interpreted by the Outdoor Recreation Access Route (ORAR) standards. All parts of the trail should be reconstructed to meet the higher of the two sets of standards wherever feasible. Sections of the current SLT should be extended within the overall footprint to lessen the slope to meet standards.
Integrate outdoor recreation access routes and trails beyond the single sloped trail to the viewing plaza to allow for more varied viewshed opportunities for visitors with mobility impairments. There are several distinct viewing experiences on Cadillac Mountain, at both the Blue Hill Overlook and the Summit.	Long-term	Improve accessibility of route at south end of the Blue Hill Overlook to ABA standards for an ORAR. Add signage indicating the route conditions. At north end of Blue Hill Overlook, add an accessible viewing platform where the current viewing area is located. This area should be integrated along an accessible route from the parking lot, including replacement stairs and improved surfacing. At the Summit, assess areas currently used by visitors for varied viewing experiences for opportunities to add accessible routes, viewing areas, or platforms. (These experiences are defined not only by the visible distant scenery, but also by remoteness and relative visibility of amenities such as the parking lot, variation in immediate surroundings such as vegetation and geological features, and orientation vis a vis the cardinal directions.)
Offer fully integrated access for visitors with hearing, vision, and cognitive disabilities.	Long-term	Replace existing waysides with universally designed interpretive exhibits that meet accessibility guidelines and best practices. For example, design three-dimensional viewshed models to use at the wayside viewing plaza at the summit. Add audio description to the waysides that conveys the visual information provided on the kiosks, waysides, and interpretive exhibits.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Cadillac Mountain for visitors with disabilities:

Parking & Arrival

The visitation to Cadillac Mountain is managed through a Rec.gov reservation system that limits the number of cars admitted to the area. Online reservations are purchased ahead of arrival and do not stipulate the type of parking or accessibility services needed. This system has reduced the crowds at the Summit; however, the parking lot still fills to capacity. On the day of the site visit, the accessible spaces as well as all of the regular spaces were occupied. The number of spaces marked as accessible meet the minimum standard, but the park may wish to add more spaces to better meet the needs of those who require close parking. Doing a parking study could inform implementation of this strategy.

Four parking spaces are painted and striped as accessible parking, but currently the access aisles do not have associated curb cuts. Additionally, there is designated parking for buses and taxis, but no marked passenger loading zones. At the Blue Hill Overlook, there is one marked accessible space at the north end of the parking lot.

Recommendation #1: Add curb cuts and appropriate access aisles at accessible parking spaces in compliance with ABA standards. Also, add accessible parking signs at all spaces as required by ABA.

Recommendation #2: Add Island Explorer Bus service to Cadillac Mountain Summit and adjust down the number of car permits allocated. This would alleviate parking congestion and increase usability of the site by visitors with disabilities that cannot drive or need assistance.

Recommendation #3: Integrate accessibility services and options into the car reservation system on rec.gov. Asking whether the cars will be needing an accessible space and ensuring those spaces are available to them will allow visitors with disabilities to select times that are compatible with the services available.

Recommendation #4: Add at least one additional accessible space at the Blue Hill Overlook lot, preferably on the south side of the lot to serve the small trail at that end.

Recommendation #5: Where bus parking and taxi drop off areas are marked, they must include passenger loading zones with clear ground space. Until that can be constructed, indicate loading zones with striping, signage, and vendor education.

Orientation, Wayfinding & Signage

As cars approach the Cadillac Mountain summit, signs direct them to the upper and lower one-way loops for parking. There are no signs to the accessible parking or the accessible Summit Loop. Several longer trails converge at the Summit area and a few short trails allow visitors to explore the area. Signs marking these trails differ in style and content, some being the short log trail signs and others marked with larger kiosk signs. The kiosk with maps of the area and information on trails is located off the main sidewalk on a short path to the gift shop. This path is narrow and vegetated on both sides, making it difficult to find. Another kiosk-type sign identifies the North Ridge Trail and offers Leave No Trace information. The area surrounding the Summit has numerous revegetation areas roped off and temporary signs reminding visitors of the Leave No Trace principles.

The two areas, Cadillac Mountain summit and Blue Hill Overlook, are close enough that visitors will park once to visit both areas. The steep road between the two sites has no pedestrian route and a narrow shoulder and poses a safety risk for all visitors, and especially those with disabilities. Though not specifically assessed, the visitor experience would

be enhanced by an accessible route between the two sites.

Recommendation #1: Relocate and redesign the information kiosk with maps and information about the Summit, designated overlooks, and nearby trails, including a map. The current location is hidden from plain sight and has little clear ground space around it for viewing. In addition, trail information, including length, surfacing, and running/cross slopes should be posted at each trailhead.

Recommendation #2: Add directional signage (arrows and the ISA) to direct visitors to the accessible recreation route at the Summit Loop and other accessible amenities.

Recommendation #3: At entrances to the Summit Loop trail, add simple maps that indicate the intersecting and tiered nature of the paths that make up this trail, including entry points, resting spots, and stairs. Coordinate markings on these signs with on-the-ground markings for the most accessible paths.

Recommendation #4: Provide a visual distinction on the Summit Loop paths to indicate which route(s) is most accessible. Adding color to the surfacing to differentiate the older path from the retrofitted/accessible one would help visitors navigate to the viewing area.

Activities

The primary activities at Cadillac Mountain center around the scenic overlooks. As the highest peak on the eastern seaboard, the summit offers amazing views of both sunrise and sunset. Hikers arrive on foot and many more drive to the peak to take in the views. While there, visitors also rest, birdwatch, and peruse the waysides and short trails. These activities are primarily visual in nature and the Cadillac Mountain “experience” is dependent on easy navigation and orientation, as well as interpretation of the geography. Related recommendations are included in the other sections of this summary report.

Amenities & Site Features

At the summit, there is a gift shop with a small deck made of wood and composite decking. Also off the deck are restrooms. In addition to entrances to the store and restrooms, the deck has both stairs and a ramp down to ground level where multiple pathways come together. Along the front of the deck, a low railing acts as a bench seat. A drinking fountain is located along the side of the gift shop toward the trailhead. For the most part the Cadillac Mountain Summit is open with little to no shade. Further toward the trail and viewing plaza, the low granite blocks along the sidewalk also serve as seating. At the viewing plaza and along the trail, large boulders are used by visitors as seats. The Summit Loop Trail has sections that are used as an Outdoor Recreation Access Route (ORAR) and others that are used as a trail. These uses indicate two different sets of standards that should be considered (and documented) when improvements are made.

Recommendation #1: Add ABA-compliant benches with shade protection as well as arm and backrests at areas where people gather and/or wait, such as the gift shop, taxi drop off, and bus parking areas.

Recommendation #2: Numerous roped areas are intended to restrict visitor movement and protect vegetation. Clarify, with improved signage, the intent of the ropes at points where visitors come into contact with them. The current signs are unspecific and lack directional arrows to redirect visitors. At some points, these ropes were being used as handrails by unsteady visitors.

Recommendation #3: Improve access to the viewing area at Blue Hill Overlook. Multiple visitors were seen stumbling on the stairs that lead to the outcropping/viewing area. Adding a concrete pad at the top and bottom, as well as handrails, and constructing stable steps is necessary to provide safe access for people with mobility concerns.

Recommendation #5: Improve the Summit Loop Trail from the parking lot to and around

the upper viewing plaza. Where feasible, extend some portions to lessen the slope to meet either trail or ORAR standards. In addition, it will be necessary to look at the older trail and steps to determine if handrails are appropriate at the stairs. Specific conditions can exempt certain trail features (like handrails); however, these exemptions must be documented and submitted to the U. S. Access Board. The link to the form is included in the resources section below.

Interpretation & Education

Cadillac Mountain Summit has several waysides that convey a variety of messages around the geology and geography of the area and point out the names of islands and other land features in the viewshed. For the most part, the interpretive signs and waysides are severely weathered and in need of refurbishing. Some of the waysides are mounted in such a way as to protrude beyond their rock base and pose a hazard for those with low vision or who are blind. When replacing the waysides, the park should ensure that they are reinstalled with clear ground space and set back on the stone bases without protruding.

Recommendation #1: Improve interpretive waysides with the addition of audio and tactile components that provide the information in multiple formats. Including tactile maps and/or models of the area and its features will convey the sense of space and distance as well as the geologic features in a way that is understandable by both those with disabilities and others who process visual information differently.

Recommendation #2: Replicate the interpretive waysides that are located along inaccessible routes in areas that are accessible. For example, bringing the information from waysides on the

lower part of the Summit Loop Trail to the area near the parking lot would allow visitors who cannot access the lower trail to see and learn about the same topics as those visitors who are able to traverse the whole loop.

Resources

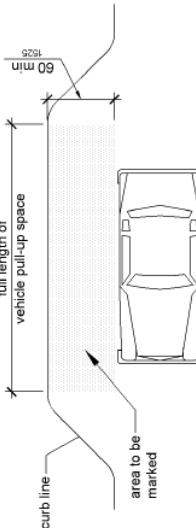
[Form for submitting documentation of decision making on trail exemptions](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Cadillac Mountain.

Action tables begin on the next page (landscape orientation).

Cadillac Mountain

Location: Lower Summit Parking Lot - Bus Parking and Taxi Stand Corrective Action: Add passenger loading zones		
<p>Deficiency The bus and taxi parking areas do not have designated passenger loading zones. The correction may include adding curbcuts and clear ground space; a short-term solution should be put in place in the form of marked, level zones for passengers to access these "specified public transportation vehicles."</p> <p>Solution Long term goal: add zero change-in-level spaces that meet ABA standards for loading and unloading passengers from tour buses and taxis.</p>  <p>Recommended in the interim: identify and mark clear space for a passenger loading zone that connects to an access aisle with a curb cut. Instruct vendors on using this space.</p>  	<p>Criticality Serious</p> <p>Timeframe Immediate</p>	<p>ACAD_Cadillac Mtn_LKW_081</p> <p>ACAD_Cadillac Mtn_LKW_126</p> <p>Reference Standards and Guidelines: F209 ; 503 Passenger Loading Zones F209.2.2:specified public transportation vehicles include tour and charter buses, taxis and limousines, and hotel shuttles operated by private entities."</p>

Cadillac Mountain

Location: Steps and ramp at Cadillac Summit Center Corrective Action: Add handrails with returns		Criticality Serious Timeframe Short-term	ACAD_Cadillac Mtn_LKW_032
Deficiency	Solution		
Handrails do not return and are loose (in need of maintenance). Ramp has only one handrail.	At the ramp, deck stairs, and steps from sidewalk at parking lot, replace existing railings with compliant handrails with returns and tighten loose components. Add a handrail to the ramp so that there is one on both sides.		ACAD_Cadillac Mtn_LKW_038 ACAD_Cadillac Mtn_LKW_042

Reference Standards and Guidelines: ABAAS 505 - Handrails

Cadillac Mountain

Location: Ground surfaces at Cadillac Summit Center Corrective Action: Replace with firm and stable surface		Criticality Serious	Timeframe Short-term	ACAD_Cadillac Mtn_LKW_033
Deficiency	Solution			
The gravel surface surrounding the giftshop/restroom building is loose and in places where it meets the ramp, asphalt, concrete path, and other surfaces, there are changes in level up to 1 inch. In addition, the trash bins do not have clear ground space.	Replace surfacing throughout with firm and stable composite and correct change in level at based of ramp. Ensure that where different surface types meet (at trail and clear space around trash, drinking fountain, kiosk, steps, and ramp) a smooth transition is maintained without changes in level.			 

Reference Standards and Guidelines: ABAAS 305 Clear Floor or Ground Space; 602 Drinking Fountains; 1016 Outdoor Recreation Access Routes

ACAD_Cadillac Mtn_LKW_035
ACAD_Cadillac Mtn_LKW_037

Cadillac Mountain

Location: Gift Shop - Deck Area Corrective Action: Add back and arm rests to bench seating	
<u>Deficiency</u> Existing railing is used as a bench seat by visitors. This railing does not meet the standards for bench seating, including height, depth, or back/arm support	<u>Solution</u> Replace the existing railing with bench seating that meets ABA standards. <u>Timeframe</u> Short-term  ACAD_Cadillac Mtn_LKW_041
Reference Standards and Guidelines: ABAAS 903 Benches	
Location: Gift Shop - Deck Area Corrective Action: Add accessible donation box	
<u>Deficiency</u> The opening on the donation box on the deck is 57" from the ground, making it out of reach for someone using a wheelchair or a person of short stature.	<u>Solution</u> Add an opening below 48 inches or add a lower donation box. <u>Timeframe</u> Short-term  ACAD_Cadillac Mtn_LKW_058
Reference Standards and Guidelines: ABAAS 308.2.2 Reach Ranges	

Cadillac Mountain

Location: Gift Shop - Interior Corrective Action: Remove protruding objects	Solution To allow people who use a white cane to navigate, permanent barriers must be placed on the floor below any protruding objects. Placing stocked crate cubbies achieves this mandate (see right side of first photo). Items that are hanging from the protruding object (second photos) are not sufficiently cane-detectable to meet the standard. The fourth photo shows an adequate solution with shelving used to negate the protruding wall hangers.	Criticality Serious Timeframe Immediate	   	ACAD_Cadillac Mtn_LKW_069 ACAD_Cadillac Mtn_LKW_066 ACAD_Cadillac Mtn_LKW_059 ACAD_Cadillac Mtn_LKW_068	Reference Standards and Guidelines: ABAAS 3078 Protruding Objects
Deficiency Protruding objects extending greater than 4 inches from wall between 27 and 80 inches from the floor: counter overhang (7"), table displays, hanging displays.					

Cadillac Mountain

Location: Restrooms			
Corrective Action: Lower signs			
<u>Deficiency</u> Signs outside doors to restroom facilities are >61" above the ground, exceeding the maximum allowed for tactile signage.	<u>Solution</u> Lower restroom signs so that the base of the raise lettering is between 48 and 60 inches above the ground.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			ACAD_Cadillac Mtn_LKW_044
Reference Standards and Guidelines: ABAAS 703.4.1 Sign Installation Height			
Location: Restrooms			
Corrective Action: Lower mounted fixtures and cover exposed pipes			
<u>Deficiency</u> Both restrooms have exposed pipes under the sinks and mounted fixtures that are too high to be used by individuals seated in a wheelchair. These include hooks on the walls and changing tables (handle at >57").	<u>Solution</u> Move and reinstall fixtures to ADA standards (48 inches or lower) and cover exposed pipes and other sharp edges beneath sinks.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
			ACAD_Cadillac Mtn_LKW_051
Reference Standards and Guidelines: ABAAS 308.2.2 Reach Ranges; 608.5 Exposed Pipes			ACAD_Cadillac Mtn_LKW_046

Cadillac Mountain

Location: Restrooms - stalls			
Corrective Action: Reinstall grab bars and reposition dispensers			
<u>Deficiency</u> The grab bars in the accessible stalls are installed backwards and as a result they do not extend far enough on the side of the toilet. In the women's room, the toilet paper dispenser and trash receptacle are mounted too close (6') to the grab bars.	<u>Solution</u> Reinstall the grab bars so that they meet ABA standards, with the longer edge of the one-piece unit extending along the side wall at least 54" from the back wall. The shorter arm of the unit will then measure at least 24" from the centerline of the toilet bowl. The mounted fixtures should be at least 12 inches above the grab bar (with any operable parts reachable at no more than 48 inches). The trash bin should be remounted below the bar on the back wall in order to meet these requirements.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	 ACAD_Cadillac Mtn_LKW_050
Reference Standards and Guidelines: ABAAS 308.2 Reach Ranges; 604.5 Grab Bars			
Location: Restrooms – stall doors			
Corrective Action: lower hooks and add handles			
<u>Deficiency</u> The doors to the accessible stalls have a hook on the inside that is out of reach range. Also, the doors do not have handles that permit easy opening and closing per ABA standards.	<u>Solution</u> Lower hoods to at or below 48 inches. Add D-shaped handles to the inside of the doors.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	 ACAD_Cadillac Mtn_LKW_047
Reference Standards and Guidelines: ABAAS 308.2 Reach Ranges; 604.8.1.2 Toilet Compartment Doors; 309.4 Operable Parts			
ACAD_Cadillac Mtn_LKW_049			

Cadillac Mountain

Location: Restrooms – toilet Corrective Action: replace flushing mechanism		<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>	
<u>Deficiency</u> Standards related to button-operated flushing mechanisms for toilets are not specific. However, the flush controls should be both within reach range and operable with minimum dexterity. The button flush control mechanism may not meet the standard for operable parts.	<u>Replace tank/flush control or add side-mounted lever flushing mechanism that is easily operable with a closed fist. Or confirm and document that the existing system meets the standard for operable parts.</u> <u>From the ABA Technical Guide:</u> <u>Manual flush controls, including push buttons, must be usable from a point between the centerline and the open side of the fixture. A portion of the control can be outside the range if it is usable without having to reach beyond the water closer centerline from the open side.</u>		Serious	Immediate	ACAD_Cadillac Mtn_LKW_048
Reference Standards and Guidelines: ABAAS 309 Operable Parts					
Location: Restrooms – hand dryers Corrective Action: adjust or replace high intensity dryers		<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>	
<u>Deficiency</u> The loud hand dryers are not addressed by the standards; however, some models can produce sound greater than 100 decibels and they are disturbing to individuals with sensory processing disorder and other cognitive disabilities.	<u>Some dryers can be adjusted to lower the speed and sound. However, the noise would be eliminated by using a nonelectric or quieter model dryer.</u> <u>Alternative Solution:</u> <u>Offering a non-electric (paper towel dispenser) hand drying option provides an option for lower sensory stimuli.</u>		Serious	Immediate	ACAD_Cadillac Mtn_LKW_051
Reference Standards and Guidelines: Rehabilitation Act of 1973, Section 504, as amended					

Cadillac Mountain

Location: Gift Shop - Interior Corrective Action: Rearrange display units to allow clear width			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
A few spots within the store allowed only 29.25" between displays. The space between the counter and a table narrows the route to the emergency exit to 22" .	Move fixtures (tables, racks) within the store to allow for a minimum accessible route width of 32" (for runs less than two feet).	Serious Timeframe Immediate	ACAD_Cadillac Mtn_LKW_070
Reference Standards and Guidelines: ABAAS 403.5.1 Accessible Routes Clear Width			
Location: Gift Shop - interior Corrective Action: Stock items vertically			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
* Not a deficiency, but a best practice Items on higher shelves are beyond the reach range for someone using a wheelchair, making the items unavailable without assistance.	On displays that have components beyond reach of 48" from the floor, use vertical stocking. Rather than placing like items at the same level, distribute them at different heights for easier access by shoppers who are unable to reach higher shelves.	Minor Timeframe Short-term	ACAD_Cadillac Mtn_LKW_063
Reference Standards and Guidelines: ABAAS 308 Reach Ranges			

Cadillac Mountain

Location: Summit Parking Lot, Pedestrian Routes Corrective Action: Add directional signage		Criticality	
Deficiency	Solution	Timeframe	
There is little to no signage at key decision points directing visitors to accessible features.	Add directional signage at accessible parking spaces, along the accessible route, and at intersections of various pedestrian routes indicating the location of the accessible amenities (restrooms) and routes (retrofitted route to viewing area).	Short-term	   ACAD_Cadillac Mtn_LKW_109

Reference Standards and Guidelines: Rehabilitation Act of 1973, as amended, Section 504

Cadillac Mountain

Location: Summit Parking Lot Corrective Action: Add accessible parking signs at spaces		Criticality Serious	Timeframe Short-term	ACAD_Cadillac Mtn_LKW_116
Deficiency	Solution			
Accessible parking spaces are not marked with signs and lack curb cuts, which separates the accessible aisles from the accessible route and requires individuals to walk in the roadway behind parked cars to get to the accessible route. Parking space nearest to the existing curb cut, does not have a marked access aisle attached.	<p>Add signs with ISA and directional arrows at each accessible parking space or at either end of the section of accessible spaces. The access aisles must connect to an accessible route to the rest of the site. Curb cuts are necessary to connect to the sidewalk. If curb cuts are not possible, another route should be determined and marked. (This determination should be documented in park records.) Finally, an access aisle connecting the (southernmost) parking space to the existing curb cut should be delineated and marked.</p> <p><u>ABAAS Advisory 502.3 Access Aisle:</u> Accessible routes must connect parking spaces to accessible entrances. In parking facilities where the accessible route must cross vehicular traffic lanes, marked crossings enhance pedestrian safety, particularly for people using wheelchairs and other mobility aids. Where possible, it is preferable that the accessible route not pass behind parked vehicles.</p>			ACAD_Cadillac Mtn_LKW_111
				ACAD_Cadillac Mtn_LKW_110

Reference Standards and Guidelines: ABAAS 502 Parking Spaces; 703.7.2.1 Signs Symbols

Cadillac Mountain

Location: Blue Hill Overlook			
Corrective Action: Create clear space at trash bins and wayside			
<u>Deficiency</u> The ground at the trash receptacles and the wayside does not provide enough clear ground space for access by individuals with disabilities.	<u>Solution</u> Improve the surfacing at the top of the stairs and in front of the wayside and trash bins to eliminate changes in level and slope across this area.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABAAS 1011.2 Recreational Facilities Clear Ground Space; 1015 Viewing Areas			
Location: Blue Hill Overlook			
Corrective Action: Add handrails to steps			
<u>Deficiency</u> The steps to the viewing area are hazardous and uneven and lack handrails. There are boulders in the path from steps to viewing area.	<u>Solution</u> While working toward an accessible solution for this area, an immediate need for handrails exists at this location. Adding compliant railings to both sides of the steps, a sign warning of the sloping stairs, and removal of the largest rocks at the bottom of the steps is needed to make this area safe for any but the most agile of visitors.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABAAS 302 Floor and Ground Surfaces; 303 Changes in Level; 505 Handrails; 1015 Viewing Areas			
 			
ACAD_Cadillac Mtn_KGP_129 ACAD_Cadillac Mtn_KGP_134			
 			
ACAD_Cadillac Mtn_KGP_142			



Carriage Roads

Date: June and September, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Acadia National Park holds forty-five miles of carriage roads, which were designed and constructed from 1913 to 1940 by John D. Rockefeller Jr. before being gifted to the National Park Service by Rockefeller and his family. These carriage roads were initially designed to be travelled via horse or carriage and allow people to experience the landscape and vistas while still protecting the land. Now they are an example of the broken-stone roads commonly used in the early 1900s, with gate lodges marking the start of the Carriage Roads, stone bridges spanning landscape features, and granite coping stones, or “Rockefeller’s teeth,” serving as guardrails along the roads.

These carriage roads are a major asset to Acadia National Park as they continue to be multiple-use or shared-use paths; pedestrians, bicyclists, equestrians, and horse-drawn carriages share the 16-foot wide rustic roads. The NPS limits e-bike use to Class 1 only. The Carriage Roads are closed to motorized vehicles, including Class 2 and 3 e-bikes, Segways, and hoverboards. Exceptions are provided for individuals with disabilities. Per staff reports, the speed and noise produced by e-bikes are causing disturbances on the Carriage Roads. The NPS requires permitting to use the carriage roads with a group larger than 20 people.

The Bridle Paths are trails that intersect the Carriage Roads. These trails are generally narrower and steeper than the roads. Visitor access, visitor use, road maintenance, and bridge maintenance for the Bridle Path and Carriage Road systems are managed and maintained by the NPS.

The objectives for evaluation of Carriage Roads were:

- Review the carriage roads and related visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.
- To ensure equal access to opportunities and programs, the following solutions and/or programmatic alternatives must be provided.

Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for the Carriage Roads include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	<p>Display current and planned accessibility-related information about the Carriage Roads on the park website, app, and accessibility guide (planned) (F216.13 and 1017.10).</p> <p>All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.</p>
Provide information on the accessibility of all carriage roads at the beginning of each trail.	Long-term	<p>At the carriage road entrances and intersections, display accessibility information on a trail head sign/kiosk describing the length of the trail or trail segment, type of trail surface, typical and minimum trail tread width, typical and maximum trail grade, and typical and maximum trail cross slope (F216.13 and 1017.10).</p>
Provide directional information at the carriage road junctions using signage that is clearly visible.	Interim	<p>These trail signs at trail junctions must comply with the technical requirements for visual characters including the provisions for contrast of the characters and their background, and character size and style (F216.2, 703.5).</p>

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved

access to the Carriage Roads for visitors with disabilities:

Parking & Arrival

The entrance gates to the Carriage Roads are wide enough to allow for the passage of mobility devices (>36-inches). There is no public parking

at the entrance to many of the Carriage Roads, therefore, accessible parking spots do not need to be added. Where there are parking lots, for example, at Eagle Lake, accessible parking should be adequately scoped and marked to meet ABA standards.

Recommendation #1: As part of the parking evaluation for restriping, ensure that accessible parking is located next to the shortest accessible route to the carriage roads.

Orientation, Wayfinding & Signage

There are no signs at the entrances to the Carriage Roads providing information on orientation and accessibility. There are tall directional signs at Carriage road junctions with yellow letters on a wooden background that are difficult to read for individuals who have low vision.

Recommendation #1: Provide standardized accessibility information at the trailheads and the intersections including the length of the trail or trail segment, type of trail surface, typical and minimum trail tread width, typical and maximum trail grade, and typical and maximum trail cross slope.

Recommendation #2: Provide orientation map(s) and/or model(s) depicting the layout and location of various site features at the entrances to the Carriage Roads.

Recommendation #3: Ensure directional signage at carriage road junctions adhere to ABA standards to ensure that the signage is readable for individuals with low vision.

Recommendation #4: Provide information on the park website, app, and accessibility guide (planned) that describes the accessible routes from the parking lot to the carriage road.

Amenities & Site Features

There are amenities located throughout Acadia National Park close to the routes of the Carriage Roads. There is a map online showing the availability and locations of the amenities. The Carriage Roads generally meet the surface standards (ADA Standards 302.1) of accessible routes – their surfaces are firm, stable, and slip resistant. As the Carriage Roads are multi-use paths, they are open to pedestrians, bicyclists, class 1 E-bikes, equestrians, and horse-drawn carriages. There have been reports of disturbances and safety concerns due to the speed of Class 1 E-Bikes.

Recommendation #1: Discuss with staff and community members on limiting the speed of Class 1 E-Bikes on carriage roads and post any limits to speed at the trails.

Recommendation #2: Include information on the location and availability of amenities including any current and planned accessibility-related amenities or improvements on the park website, app, and accessibility guide (planned).

Resources

[Accessibility Guidebook for Outdoor Recreation and Trails](#) (page 6)

[Public Rights-of-Way Accessibility Guidelines \(with SUP\)](#)

[Shared Use Paths](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at the Carriage Roads.

Action tables begin on the next page (landscape orientation).

Carriage Roads

Location: Carriage roads close to Jordan Pond Area			
Corrective Action: Provide standardized accessibility information at the trailheads			
<u>Deficiency</u> There are no signs at the entrances to the Carriage Roads.	<u>Solution</u> For best practice, at the start of each carriage road, recommend including a sign indicating destination, length of road, surface type, typical and minimum tread width, typical and maximum running slope, typical and maximum cross slope, and a note regarding the condition of the trail.	<u>Criticality</u> Critical <u>Timeframe</u> Immediate	NPS_ACAD_KGP_026
Reference Standards and Guidelines: Public Rights-of-Way Accessibility Guidelines R211.2, R410			
Location: Junction 15			
Corrective Action: Change directional signs at trail junctions to increase readability of writing			
<u>Deficiency</u> The directional signs at carriage road junctions are outside of readable range.	<u>Solution</u> Change trail signs at trail junctions to comply with the technical requirements for visual characters including the provisions for contrast of the characters and their background, and character size and style	<u>Criticality</u> Serious <u>Timeframe</u> Short-term	NPS_ACAD_KGP_024
Reference Standards and Guidelines: ABA F216.2, 703.5			

Carriage Roads

Location: Bridal Path close to Junction 15 Corrective Action: Reconstruct the wooden bridge near Junction 15			
<u>Deficiency</u> The bridal path branching off the road at Intersection-15 has a bridge with one-inch gaps between wooden slats.	<u>Solution</u> Reconstruct the wooden bridge to decrease the gaps between the wooden slats to ½-inch max.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
		NPS_ACAD_KGP_032	
Reference Standards and Guidelines: ABA 302.3			
Location: Hiking Path close to Junction 15 Corrective Action: Reconstruct footbridge near Junction 15			
<u>Deficiency</u> The footbridge at the beginning of a hiking path that branches off the road at Junction 15 is too narrow at 30 inches.	<u>Solution</u> Reconstruct the footbridge to be a minimum width of 36 inches.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
		NPS_ACAD_KGP_31	
Reference Standards and Guidelines: ABA 403.5.1			



Carroll Homestead

Date: June 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Carroll Homestead, located in Southwest Harbor on the western side of Mount Desert Island off Route 102, has been preserved as an example of family living on Mount Desert Island in the 19th century. John and Rachel Carroll moved into the farmhouse, known as, “The Mountain House,” in 1825, and over the next 90+ years, four generations of the Carroll family lived in the house. These individuals raised their families while living off the land. The preservation of Carroll Homestead is important to Acadia National Park as a place for visitors to discover how ordinary families lived in the 19th century and how industrialization and the changing economy affected their lives.

Information about the site and its programming can be found on the Acadia National Park website, through social media, via posters, and through staff outreach to schools.

Visitors can park in a gravel lot and walk either the gravel access road, or a trail through the woods to access the site. Individuals with disabilities can drive the gravel access road to park at the gravel lot immediately adjacent to the homestead grounds. The grounds are accessed via an uphill packed dirt path of uneven ground that transitions to the grassy grounds.

The visitor experience at the Carroll Homestead is affected by the time of year. Since the gates to the site are only open spring to fall, virtual tours are the only winter option. When the gates are open, the grounds are available for self-guided tours, however, The Mountain House and the interpretive signs are only available when rangers are present. When staffed, there is typically one ranger, and between one to four volunteers present. During the spring, most visitors to the homestead are part of organized school trips that last about four hours. During the summer, park rangers provide the “Carroll Homestead Family Program” from 9AM-3PM every Wednesday-Saturday, and the homestead can see between 10-97 visitors per day. Staffing is reduced during the fall months, so there is less available programming.

The homestead includes The Mountain House and its grounds. Visitors who drop in while the site is staffed, tour the house (closed due to COVID-19), walk the grounds, view the interpretive signs, watch weaving/wool carding demonstrations, take part in small activities demonstrating life in the 19th century, and picnic at the picnic tables. The site has also hosted artists and the formal junior ranger swearing-in ceremony. Interpretive education includes family life, early European settlement, masonry and other trades, homesteading, invasive species, and firewood. The rangers created temporary interpretive signs explaining different site features during the COVID-19 pandemic.

The rangers have plans to continue to improve the visitor experience. For example, they are planning to add more permanent interpretive signs to highlight site features and find a more permanent place with added sunshade for the three picnic tables, to facilitate activities and demonstrations.

The objectives for evaluation of Carroll Homestead were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Carroll Homestead cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Carroll Homestead include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features, including the interior of The Mountain House, to visitors.	Interim*	Display current and planned accessibility-related information about the Carroll Homestead area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Provide an accessible parking experience to individuals with disabilities.	Long-term	Replace ground material and line/mark two van-accessible parking spaces.
Provide an accessible route between site features to facilitate a full visitor experience for visitors with mobility impairments.	Long-term	Construct an accessible route from the accessible parking area to The Mountain House and around the perimeter of the grounds that includes passage by all the site features.
Provide interpretive education in a variety of formats to facilitate a full visitor experience for visitors who are blind, have low vision, are hard of hearing, or are deaf.	Long-term	Staff are trained in audio description. ASL interpretation is available upon request. Interpretive signage is designed to be easily readable. QR codes are available on signage for individuals to be able to open audio versions of the signs.
Provide successful experiences and services for people with disabilities.	Interim*	Educate and train existing staff and new staff on how to successfully communicate and interact with, as well as provide effective experiences and services to, individuals with disabilities

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Carroll Homestead for visitors with disabilities:

Parking & Arrival

Visitors can park in a gravel lot and can either walk the gravel access road or a trail through the woods to access the site. Individuals with disabilities can drive the gravel access road to park at the gravel lot immediately adjacent to the homestead grounds. The grounds are accessed via an uneven uphill packed dirt path ground that transitions to the grassy grounds.

Recommendation #1: Change surface of the parking lot closest to the site to a firmer, more compact material and line the lot with at least two van-accessible spaces that are marked appropriately.

Recommendation #2: Redesign the path leading from the closest parking lot to The Mountain House and site features to meet standards of an accessible route.

Orientation, Wayfinding & Signage

There is a sign directing cars of individuals with disabilities up the road to a parking lot closer to the grounds.

Recommendation #1: Replace the current sign directing people to the accessible parking, that uses the term, "handicapped," with a new sign that directs individuals to the accessible parking lot.

Recommendation #2: Add a kiosk at the entrance to the site grounds with a map of the site that marks all the site's features. Ensure kiosk uses lettering that is easily readable and

has a tactile component for individuals who have low vision or are blind.

Amenities & Site Features

There is a porta-potty that is advertised as accessible in the parking lot closest to the site. There is not an accessible route to the porta-potty, and it does not meet accessibility standards. There are three picnic tables that do not have accessible seating and do not have accessible routes that comply with standards for outdoor recreation access routes.

Recommendation #1: Replace porta-potty with one that fully complies with ABA Standards and is placed along an accessible route.

Recommendation #2: Construct an accessible route that complies with standards for accessible routes from the accessible parking lot to the porta potty, site entrance, The Mountain House, and site features around the perimeter of the grounds.

Recommendation #3: Replace two of the current picnic tables with wheelchair-accessible picnic tables or purchase two wheelchair-accessible picnic tables and place them along a route that complies with standards for an outdoor recreation access route.

Recommendation #4: Build up the ground to the back entrance of The Mountain House to create a natural ramp (<5% grade) that replaces the removable metal ramp that is currently used.

Interpretation & Education

There is a permanent wayside at the entrance to the site and temporary signs in front of various site features throughout the grounds. One park ranger and one to four volunteers are available to answer questions and provide additional information to visitors. Visitors can tour the inside of The Mountain House and participate in activities.

Recommendation #1: Replace temporary interpretive signs with larger signs that are easily readable by using lettering that is:

- sans serif or slab serif font
- a minimum size of 1/4" height
- font with normal spacing between letters
- flush left
- high color contrast between letters and background (70% minimum contrast)
- not printed over a patterned background
- positioned between 43"-67" above the ground
- in simple language

Recommendation #2: Recommend providing a QR code at each sign for visitors to scan to open audio information about the site features for individuals who are blind or have low vision.

Recommendation #3: Ensure all interpretive information is also available online via the Acadia National Park website and app and can be downloaded to individuals' audio devices for people who have low vision or are blind.

Recommendation #4: Clearly advertise on the website and App that ASL interpreter services are available upon request for people who are deaf.

Recommendation #5: Train staff in audio description to improve the visitor experience for individuals who are blind or have low vision, particularly when touring The Mountain House, which has mostly visual features.

Resources

Saratoga National Historical Park has designed a natural ramp to access a historic cabin. That design might be feasibly replicated for the Carroll Homestead. Contact: Jason Huart, Facility Manager, jason_huart@nps.gov

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Carroll Homestead.

Action tables begin on the next page (landscape orientation).

Carroll Homestead

Location: Parking Lot Corrective Action: Replace sign	Solution	Criticality	Timeframe
The sign, "Handicapped Access Only Beyond This Point" directing individuals to the accessible lot uses the outdated term, "handicapped."	Replace current sign with a new sign that directs cars to the Accessible Parking Lot.	Critical	Immediate

NPS_ACAD_KGP_111

Reference Standards and Guidelines: NPS Media Accessibility Guidelines and Harper Ferry Center's Interpretive Style Guide

Carroll Homestead

Location: Parking Lot Corrective Action: Replace parking lot ground material and stripe parking spaces	
<p><u>Deficiency</u> The parking lot where the accessible parking spaces are located does not have a firm, stable surface and it is not lined.</p> <p><u>Solution</u> Replace parking lot closest to the site with a ground material that is firm, stable, and slip resistant.</p> <p>Line the accessible parking lot with at least two van-accessible parking spaces. These spaces should be a minimum of 132" wide with an access aisle of a minimum of 60" wide or a parking space 96" wide minimum where the access aisle is 96" wide minimum.</p>	<p>Criticality Critical</p> <p>Timeframe Short-term</p>   <p>NPS_ACAD_KGP_141</p> <p>The new lined van-accessible parking spaces must be identified with the International Symbol of Accessibility and the designation "van accessible" on a sign that is a minimum of 60" above the ground to the bottom of the sign.</p> <p>NPS_ACAD_KGP_135</p>

Carroll Homestead

Location: Parking Lot Corrective Action: Replace porta potty and add accessible route	Deficiency The porta potty is not accessible.	Solution Replace porta-potty with one that fully complies with ABA Standards and is placed along an accessible route.	Criticality Critical	Timeframe Immediate	 NPS_ACAD_KGP_140	 NPS_ACAD_KGP_139
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Reference Standards and Guidelines: ABAAS F213, 604

Carroll Homestead

Location: Picnic area on homestead grounds Corrective Action: Purchase two accessible picnic tables and place along an accessible route.	
<p><u>Deficiency</u> There are no accessible picnic tables.</p> <p><u>Solution</u> Replace two picnic tables with wheelchair accessible picnic tables with appropriate clear space (or purchase two additional accessible picnic tables). Accessible picnic tables include a minimum of one wheelchair seating space, including knee and toe clearance beneath the table. In addition, a minimum 36-inches of clear ground space shall be provided on all sides of the accessible picnic tables, measured from the back edge of the benches.</p> <p>Recommend placing these picnic tables along the future accessible route through the grounds.</p>	Criticality Serious Timeframe Short-term NPS_ACAD_KGP_127

Carroll Homestead

Location: The Mountain House Corrective Action: Provide information about the interior of the house on the website and on a sign outside of the house		Criticality Serious	Timeframe Immediate			
Deficiency The interior of The Mountain House has decreased maneuvering clearing through the entrance, too-high thresholds, too-low door frame heights, and protruding objects.	Solution As this is an historic site, it is not expected that historical elements are modified. However, any new modifications made to the interior of the house should adhere to ABA standards. It is important to provide a realistic account of the accessibility of the interior of the homestead on the site website and an exterior sign to provide people with disabilities with the information they need to make an informed decision regarding their ability to safely navigate The Mountain House.					
		NPS_ACAD_KGP_124		NPS_ACAD_KGP_125		NPS_ACAD_KGP_126

Reference Standards and Guidelines: ABAAS F206, 303, 304, 305, 307, 404

Location: The Mountain House Corrective Action: Build up the ground to the back door of the house.		Criticality Critical	Timeframe Short-term
Deficiency	Solution		
The removable metal ramp to the entrance of the house is too steep (length of ramp is 81.5" with an 8" transition plate and height to threshold of back door is 16.5").	Build up the natural ground to the back door of The Mountain House with a slope of <5% that will blend with the historic time.		
Reference Standards and Guidelines: ABAAS F206, 405			NPS_ACAD_KGP_117



Eagle Lake

Date: September 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Eagle Lake is the largest of Acadia's several lakes and lends its name to the Carriage Road that circumnavigates it. At its north end are two service areas, one on either side of the east-west Route 233 from Bar Harbor. To the north is a small gravel parking area and vault toilets with an access point to the Carriage Road. Just across the road to the south is a boat launch area with another vault toilet building, parking area, and an unmarked paved area that appears to be a former bus stop.

The Eagle Lake Carriage Road access is a busy site for bikers and hikers, and several signs and a kiosk share regulations, guidelines, maps, and other information. A short path connects the parking area with the Carriage Road that then crosses under the highway to the lake. At the Carriage Road

intersection, directional signs point to the myriad roads and intersections in the system.

The boat launch offers parking for cars with trailers and an otherwise undeveloped area for water access. The route from the parking area to the shoreline crosses the Carriage Road. At the time of the site evaluation, the Carriage Road was closed for construction. The Eagle Lake site is one of four boat launches in Acadia, all of which are relatively undeveloped. However, Eagle Lake is the closest to a park entrance (at Bar Harbor) and has vault toilets, making it a potentially better candidate for accessibility improvement.

Both sites regulate visitor use by restricting the size of motor allowed. Only class 1 e-bikes are permitted on Carriage Roads and there is a 25mph speed limit for all traffic. At the boat launch, boats are limited to a 10-horsepower motor and no other water activities (swimming, etc.) are permitted. In fact, the wayside there focuses on the water quality and mentions the restricted use.

The objectives for evaluation of Eagle Lake Access Areas were:

- Review the current facilities and communication elements for compliance with applicable accessibility standards, guidelines, and best practices.
- Identify barriers to access for people with disabilities and suggest improvements to increase physical and program access to the sites.

Providing access to the experiences currently provided to visitors at Eagle Lake cannot be deferred

until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Eagle Lake Boat Launch and Carriage Road Access Areas include:

Goal	Timeline	Implementation Detail
Update the boat launch area to include a fully accessible fishing pier and launch facilities. Any activities available must be accessible, from entry to exit.	Long-term*	Design and install an accessible route (ORAR) from parking lot to the shoreline and accessible pier with areas for fishing and boarding watercraft.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Eagle Lake Boat Launch and Carriage Road Access Areas for visitors with disabilities:

Parking & Arrival

The parking lots at both Eagle Lake sites need to be resurfaced and have delineated accessible parking. In particular, the accessible parking and access aisle at the boat launch area is sloped, and the sidewalk protrudes into the access aisle and is sloped.

Recommendation #1: Regrade and/or resurface the accessible space(s) and access aisle at the boat launch site.

Recommendation #2: Improve lots at both sites by (re)striping and marking accessible parking spaces with lines and signage. Indicate an accessible route to the amenities and services including information kiosks and waysides.

Orientation, Wayfinding & Signage

From Route 233, the north Eagle Lake area has two options for parking and accessing amenities. The road signs should indicate what services and amenities are offered at both sites. Primary access to the carriage road system may be on the north side of the road, but the southern site offers access to the carriage road system as well and is a good location for overflow parking. As such, the information on, and orientation to, the carriage road system should be available at both locations. At the boat launch, the sign to indicate trailer parking is movable, currently located at a tree, and does not adequately provide direction.

CARRIAGE ROAD ACCESS

Recommendation #1: Install improved information kiosk with carriage road map, road and connecting trail conditions, and orienting information.

BOAT LAUNCH ACCESS

Recommendation #1: Provide directional signage along the road from entrance indicating the location of accessible routes and features including accessible parking and restrooms and the location of the boat launch.

Recommendation #2: Permanently indicate the location of trailer parking and provide accessible spaces for cars with trailers as well as car/van-only spaces.

Amenities & Site Features

Both sites have vault toilet facilities at the parking lot areas. These facilities have adequate space, but include a large, metal box near the ceiling in the corner of each toilet room. The ORARs at both sites are mixed surfacing.

The boat launch area is not highly developed but is laid out to include ample parking space for both cars and trailers, a bus stop, and restroom facilities. Construction is currently underway on the section of Carriage Road that passes through the launch area. From a program accessibility standpoint, because this area offers a place to put in a boat and/or fish, these activities should be provided in an accessible way. Installation of accessible piers/boarding equipment is a major project that should be planned as soon as possible.

Recommendation #1: Resurface the outdoor recreation access routes at both sites to connect the parking and amenities, including other routes, shoreline access, restrooms and information.

Interpretation & Education

Both the Carriage Road and Boat Launch sites have a single wayside. The Carriage Road access also has multiple informational signs, panels, a Friends of Acadia donation box, and map box.

Recommendation #1: Replace existing waysides with accessible waysides to achieve effective communication with visitors with disabilities.

Resources

ABAAS 1003 Recreational Boating Facilities; 1005 Fishing Pier and Platforms

Example of accessible boat launch

(we do not recommend one company over another)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Eagle Lake Carriage Road and Boat Launch Access Areas.

Action tables begin on the next page (landscape orientation).

Eagle Lake Carriage Road Access

Location: Parking Lot Corrective Action: Add sign to identify accessible parking			
<u>Deficiency</u> There are no signs at the two accessible parking spaces.	<u>Solution</u> Add appropriate signage and raise the sign marking the van accessible parking space to >60". Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60" minimum above the finish floor or ground surface measured to the bottom of the sign.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			
			ACAD_Eagle Lake_LKW_018
Reference Standards and Guidelines: ABAAS 502.6 Parking Spaces-Identification			
Location: Parking lot at restroom Corrective Action: Regrade and restripe			
<u>Deficiency</u> ORAR extends into access aisle (slope in aisle is 4.7%). Waste receptacles are not placed along ORAR and do not have clear ground space.	<u>Solution</u> Regrade and surface the access aisle and route to/around trash cans to eliminate slope and allow loading/unloading at accessible parking spaces. Restripe parking lot to accommodate an access aisle next to, but separate from, the accessible route.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
			
			ACAD_Eagle Lake_LKW_019
Reference Standards and Guidelines: ABAAS 502 Parking spaces (502.4 Floor or Ground Surfaces)			

Eagle Lake Carriage Road Access

Location: Restroom Building Corrective Action: Eliminate change in level			Criticality <u>Serious</u>	Timeframe <u>Short-term</u>	ACAD_Eagle Lake_LKW_021
Reference Standards and Guidelines: ABAAS 303 Changes in Level; 304 Turning Space					
Location: Restrooms Corrective Action: Add cane detection to protruding object, lower hook			Criticality <u>Serious</u>	Timeframe <u>Short-term</u>	ACAD_Eagle Lake_LKW_023
Reference Standards and Guidelines: ABAAS 307 Protruding objects, 308 Reach Range					

Eagle Lake Carriage Road Access

Location: Restroom			
Corrective Action: move toilet paper dispenser			
<u>Deficiency</u> Toilet paper dispenser is mounted 8" over the grab bar.	<u>Solution</u> Move the toilet paper dispenser out of the 12" clearance over the grab bar (but keep within reach range for height.)	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
			ACAD_Eagle Lake_LKW_024
Reference Standards and Guidelines: Reference Standards and Guidelines: ABAAS 609 Grab bars			
Location: Parking area near Carriage Road			
Corrective Action: Identify vehicle parking and install permanent signage			
<u>Deficiency</u> Information about accessible parking for cars with trailers in unavailable. Sites are not marked.	<u>Solution</u> Place sign at parking area with clearly marked spaces for vehicles with trailers. Add accessible parking of this type and indicate with signage.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
			ACAD_Eagle Lake_LKW_035
Reference Standards and Guidelines: ABAAS 502 Parking Spaces			

Eagle Lake Boat Launch

Location: Parking Lot Corrective Action: Add sign to identify accessible parking			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
There are no signs at the two accessible parking spaces.	Add appropriate signage and raise the sign marking the van accessible parking space to >60". Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60" minimum above the finish floor or ground surface measured to the bottom of the sign.	Serious	Immediate
Reference Standards and Guidelines: ABAAS 502.6 Parking Spaces-Identification			
Location: Parking lot at restroom Corrective Action: Regrade and restripe			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
ORAR extends into access aisle (slope in aisle is 4.7%). Waste receptacles are not placed along ORAR and do not have clear ground space.	Regrade and surface the access aisle and route to/around trash cans to eliminate slope and allow loading/unloading at accessible parking spaces. Restripe parking lot to accommodate an access aisle next to, but separate from, the accessible route.	Serious	Short-term
Reference Standards and Guidelines: ABAAS 502 Parking spaces (502.4 Floor or Ground Surfaces)			

Eagle Lake Boat Launch

Location: Restroom Building					
Corrective Action: Eliminate change in level					
Deficiency Significant change in level (1.5") exists at the threshold to the restroom.	Solution Add a concrete pad or similar clear space at the door exterior and grade to ORAR.	Criticality Serious	Timeframe Short-term		
Reference Standards and Guidelines: ABAAS 303 Changes in Level; 304 Turning Space		ACAD_Eagle Lake_LKW_021			
Location: Restrooms					
Corrective Action: Add cane detection to protruding object, lower hook					
Deficiency A large metal box is attached to the wall at 68.5" above the floor surface and protruding >9" from side wall. Also, an out of reach range hook is fixed to the same wall.	Solution Ensure that maintenance staff are trained to place the trash can beneath the protruding metal box so that it acts as a cane-detectable barrier. Alternatively, install a more permanent trash can or another barrier. Lower the hook to below 48".	Criticality Serious	Timeframe Short-term		
Reference Standards and Guidelines: ABAAS 307 Protruding objects, 308 Reach Range		ACAD_Eagle Lake_LKW_023			

Eagle Lake Boat Launch

Location: Restroom Corrective Action: move toilet paper dispenser			
Deficiency	Solution	Criticality	
Toilet paper dispenser is mounted 8" over the grab bar.	Move the toilet paper dispenser out of the 12" clearance over the grab bar (but keep within reach range for height.)	Timeframe Short-term	ACAD_Eagle Lake_LKW_024
Reference Standards and Guidelines: Reference Standards and Guidelines: ABAAS 609 Grab bars			
Location: Parking area near Carriage Road Corrective Action: Identify vehicle parking and install permanent signage			
Deficiency	Solution	Criticality	
Information about accessible parking for cars with trailers in unavailable. Sites are not marked.	Place sign at parking area with clearly marked spaces for vehicles with trailers. Add accessible parking of this type and indicate with signage.	Timeframe Short-term	ACAD_Eagle Lake_LKW_035
Reference Standards and Guidelines: ABAAS 502 Parking Spaces			



Echo Lake Beach

Date: June 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Echo Lake Beach is a designated swimming beach from May 15 through September 15. It is located on the western side of Mount Desert Island just off Route 102. The public can arrive via Island Explorer Shuttle or by parking in a large lot. There are stairs or a paved path leading down to the sandy beach with a wooden boardwalk linking to the paved path and leading to the water's edge. Amenities include changing rooms, toileting facilities, outdoor foot washing stations, and trash and recycling receptacles. There may or may not be a lifeguard on duty even during the summer. There is a separate boat launch at Ike's Point. The ranger house at the back end of the parking lot is being demolished per staff report.

The website page, "Swim Echo Lake Beach," provides accessibility information: "Echo Lake Beach is

accessible via a paved path from the parking lot to a connector boardwalk onto the beach. The restrooms are wheelchair accessible." The website page for "Physical/Mobility Related Accessibility," provides the following information: "wheelchair-accessible parking, restrooms, changing rooms, and an accessible path to water."

During the designated beach swimming season (May 15 through September 15), possession/use of USCG-approved flotation, possession/use of other flotation, and snorkeling/scuba diving are permitted. Possession of glass containers, dogs/pets, fishing, launching/landing of boats, alcohol, incompatible sporting activities, kite flying that creates an interference, and surfing are not permitted. Camping, metal detectors, and smoking are not permitted at any time.

During the time that the Echo Lake Beach is not a designated swimming beach (September 16 through May 14), possession/use of USCG-approved flotation, possession/use of other flotation, possession of dogs/pets, fishing, snorkeling/scuba diving, launching/landing of boats, incompatible sporting

activities, and kite flying are permitted. Possession of glass containers, possession of alcohol, and surfing are not permitted. Camping, metal detectors, and smoking is not permitted at any time.

Visitor access areas and features currently maintained by the NPS include the parking lot, toilet and changing room buildings, stairway access to the beach level, and the paved pathway from the parking lot to the lower beach level.

The objectives for evaluation of Echo Lake Beach were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

To ensure equal access to opportunities and programs, the following solutions and/or programmatic alternatives must be provided. Specific interim and long-term accessibility goals for Echo Lake Beach include:

Goal	Timeline	Implementation Details
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Echo Lake Beach area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
Increase public use of the beach wheelchair that is available at Echo Lake Beach.	Interim*	Advertise the availability of a beach wheelchair on the NPS website and install a sign at Echo Beach. Train lifeguards and staff members at Echo Beach on the process of borrowing a beach wheelchair.
Improve the accessible routes from the parking lot to the water.	Long-term	Reconstruct/modify stairs, path, and boardwalk to adhere to ABA standards. Install a removeable Mobi-Mat from the end of the boardwalk that extends 5 feet into the water. Add signs directing the public from the parking lot to the accessible route down to the beach.
Provide fully accessible amenities including accessible changing rooms, foot wash stations, and rest rooms.	Interim	The accessible changing rooms, foot washing stations, and restroom stalls should fully adhere to ABA standards.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Echo Lake Beach for visitors with disabilities:

Parking & Arrival

The public can arrive via Island Explorer Shuttle or by parking in a large lot. There is one marked van-accessible spot and four standard accessible parking spots. There are two routes leading from the parking lot down to the beach – two staircases and one paved route.

Recommendation #1: Recommend raising the accessible parking space signs to >60".

Orientation, Wayfinding & Signage

There is a large sign labeling Echo Lake Beach and communicating the regulations and that there are no lifeguards on duty. There is no sign indicating the accessible route to the water.

Recommendation #1: Recommend marking the accessible route down to the beach

Recommendation #2: Recommend installing a kiosk with a map of the location and accessibility of the features and amenities at Echo Lake Beach.

Amenities & Site Features

Echo Lake Beach has two picnic tables, a telephone booth, a building with changing rooms, men's and women's rest rooms, two-foot washing stations, and trash and recycling receptacles. A beach wheelchair is kept in the storage closet of the changing room building. The beach wheelchair is not advertised to the public, and the staff does not know what

the process is for the public to request the beach wheelchair to use.

Recommendation #1: Recommend replacing picnic tables with wheelchair accessible picnic tables and extending boardwalk under picnic tables.

Recommendation #2: Recommend modifying features of the accessible restrooms and changing rooms so they fully adhere to ABA standards.

Recommendation #3: Establish a process for the public to request use of the beach wheelchair and advertise the availability of the beach wheelchair on the website and at the beach.

Interpretation & Education

There is not any NPS-run interpretation or education programming that takes place at Echo Lake Beach.

Resources

[Swim Echo Lake Beach](#)

[Mobi-mat Beach Access Mat™](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Echo Lake Beach.

Action tables begin on the next page (landscape orientation).

Echo Lake Beach

Location: Echo Lake Beach - Stairs Corrective Action: Rebuild the stairs from the parking lot to the beach		Criticality	
Deficiency <p>The handrails on the stairs leading from the parking lot to the beach do not extend far enough at the top and bottom of each flight of stairs. The handrails have sharp ends. The steps are not of a uniform height and depth.</p>	Solution <p>Replace railings to add a 12-inch minimum horizontal top extension railing in the same direction as stair flight and a sloped bottom extension railing one tread depth minimum beyond the last riser, nosing in the same direction as stair flight. Rebuild the steps with uniform heights between 4-7 inches and uniform depths of 11-inches.</p>	Critical Critical Timeframe Short-term	  NPS_ACAD_KGP_058 NPS_ACAD_KGP_065 NPS_ACAD_KGP_064

Echo Lake Beach

Location: Echo Lake Beach - Path from stairs to boardwalk Corrective Action: Replace path to decrease gaps in materials				NPS_ACAD_KGP_067	NPS_ACAD_KGP_066
<u>Deficiency</u>	<u>Solution</u>	Criticality	Timeframe		
The transitions from pavement to sand and sand to boardwalk at the bottom of the steps are too large (>1inch, >3inches).	Extend the boardwalk laterally to the bottom of the steps or replace the sand with ground material extending from the pavement to the boardwalk that is stable, firm, and slip resistant and ensures no gaps between materials.	Serious	Immediate		

Reference Standards and Guidelines: ABA 302.3, 403

Echo Lake Beach

Location: Echo Lake Beach - Boardwalk Corrective Action: Reconstruct curve in the boardwalk				
<u>Deficiency</u> The gaps between the boards at the curve of the boardwalk are too large (5/8-inch to 1.5-inches).	<u>Solution</u> Reconstruct the curve of the boardwalk to decrease the gap between the boards to less than ½ inch.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate	NPS_ACAD_KGP_070 
Reference Standards and Guidelines: ABA 302.3, 403				
Location: Echo Lake Beach - Parking Lot Corrective Action: Add two signs marking the accessible route down to the beach				
<u>Deficiency</u> There is no sign indicating the accessible route from the parking lot to the beach. The sign indicating the accessible route is at the bottom of the paved path at the start of the boardwalk.	<u>Solution</u> Add a sign at the parking lot in front of the stairway directing the public to the accessible route. Add a sign in front of the paved route down to the beach indicating the accessible route.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate	NPS_ACAD_KGP_073 
Reference Standards and Guidelines: Rehabilitation Act of 1973, as amended, Section 504				

Echo Lake Beach

Location: Echo Lake Beach - Picnic Area Corrective Action: Replace picnic tables with wheelchair accessible picnic tables and extend boardwalk		Criticality	Image
Deficiency	Solution	Timeframe	
The two picnic tables at the beach do not have accessible seating or clear ground space around them.	<p>Remove both picnic tables or replace both picnic tables with wheelchair accessible picnic tables with appropriate clear space. Accessible picnic tables include a minimum of one wheelchair seating space, including knee and toe clearance beneath the table. In addition, a minimum 36 inches of clear ground space shall be provided on all sides of the accessible picnic tables, measured from the back edge of the benches.</p> <p>Recommend extending the boardwalk to and underneath both picnic tables.</p>	Short-term	 

Reference Standards and Guidelines: ABA F245, 1011.4, 902.3

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Echo Lake Beach

Location: Echo Lake Beach - Parking Lot Corrective Action: Raise sign identifying the van accessible parking space			
<u>Deficiency</u> The sign marking the van accessible parking space is too low (56.5 inches).	<u>Solution</u> Recommend raising the sign marking the van accessible parking space to >60 inches.	<u>Criticality</u> Minor <u>Timeframe</u> Immediate	NPS_ACAD_KGP_097
Reference Standards and Guidelines: ABA 502.6			
Location: Echo Lake Beach - Parking Lot Sidewalk Corrective Action: Reconstruct area of sidewalk			
<u>Deficiency</u> One portion of the sidewalk along the parking lot has a large cross slope of 13.2% with counter slopes of 13.8% and 6.5%.	<u>Solution</u> Reconstruct area of sidewalk to decrease slope to <1:48.	<u>Criticality</u> Critical <u>Timeframe</u> Short-term	NPS_ACAD_KGP_104
Reference Standards and Guidelines: ABA 403.3			

Echo Lake Beach

Location: Echo Lake Beach - Paved Path Corrective Action: Decrease slope to <5% grade	<u>Deficiency</u> The paved trail down to Echo Beach has maximum slope grades of 5.4-5.8% with a 2.5% cross slope. <u>Solution</u> Ensure paved path has a grade of <5% when the path requires to be repaved.	<u>Criticality</u> Minor <u>Timeframe</u> Long -term	 NPS_ACAD_KGP_094
Reference Standards and Guidelines: ABA 403.3			Location: Echo Lake Beach Corrective Action: Replace current grating under washing station
<u>Deficiency</u> The grates underneath the two foot-washing stations have openings that are too large (4.5 inches x 1inches).	<u>Solution</u> Replace current grates with grates that have openings of <½ inch x ½ inch.	<u>Criticality</u> Serious <u>Timeframe</u> Short-term	 NPS_ACAD_KGP_074
Reference Standards and Guidelines: ABA 302.3			

Echo Lake Beach

Location: Echo Lake Beach - Changing Rooms Corrective Action: Lower coat hooks and perform maintenance on lock mechanisms		<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
<u>Deficiency</u>	<u>Solution</u>		
The hooks inside the accessible changing rooms are too high (59 inches). The lock mechanism is difficult to operate.	Lower hooks to <48 inches to be within reach range (not on wall behind bench) for individuals using wheelchairs or who have a short stature. Perform maintenance on the lock mechanism to improve the ability for individuals with impaired hand function to be able to operate the lock mechanism.	 NPS_ACAD_KGP_081	 NPS_ACAD_KGP_083 NPS_ACAD_KGP_084

Reference Standards and Guidelines: ABA 308, 803.5

Echo Lake Beach

Location: Echo Lake Beach – Men’s and Women’s Restrooms	
Corrective Action: Wrap pipes under sink	
<u>Deficiency</u> The pipes are not wrapped under the sink.	<u>Solution</u> Wrap pipes under sink to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.
	<u>Criticality</u> Critical
	<u>Timeframe</u> Immediate
	
Reference Standards and Guidelines: ABA 606.5	
Location: Echo Lake Beach – Men’s and Women’s Restrooms	
Corrective Action: Increase the accessibility of features within the accessible rest room stalls	
<u>Deficiency</u> The flush control is on the closed side of the toilet, out of reach range.	<u>Solution</u> Replace the toilet with one that has the flush control on the open side of the toilet to be within reach range of individuals so they are able to flush.
	<u>Criticality</u> Serious
	<u>Timeframe</u> Short-term
<u>Deficiency</u> The sanitary basket is behind the toilet, out of reach range.	Move the sanitary basket to the open side of the toilet so that individuals do not have to reach across the toilet bowl to access the sanitary basket.
The grab bars are not oriented correctly. (CONTINUED)	
	
Reference Standards and Guidelines: ABA 606.5	
	
Reference Standards and Guidelines: ABA 606.5	
<u>NPS_ACAD_KGP_093</u>	
<u>NPS_ACAD_KGP_092</u>	

Echo Lake Beach

<p>The toilet paper dispenser is outside of reach range.</p> <p>The baby changing station is too high outside of reach range.</p> <p>The coat hook on the back of the door is too high outside of reach range.</p> <p>The door is difficult to open from the inside using the lock mechanism.</p>	<p>Move the toilet paper dispenser to 7 inches minimum and 9 inches maximum in front of the center of the toilet. The outlet of the dispenser shall be 15 inches minimum and 48 inches maximum above the floor and shall not be located behind grab bars. If toilet paper dispensers are installed above the side wall grab bar, the outlet of the toilet paper dispenser must be 48 inches maximum above the finish floor and the top of the gripping surface of the grab bar must be 33 inches minimum and 36 inches maximum above the floor.</p> <p>Lower the baby changing station so that the height of the opening mechanism is <48" to be within reach range.</p> <p>Lower the coat hook to a height of <48" to be within reach range.</p> <p>Add a D-ring handle to the inside of the stall door to improve the ability to open the door from the inside for those that have decreased hand function.</p>	<p>long minimum and extend from the centerline of the water closet 12 inches minimum on one side and 24 inches minimum on the other side.)</p>
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Echo Lake Beach

Location: Echo Lake Beach - Boardwalk Corrective Action: Replace rubber mats with Mobi-Mat	
<u>Deficiency</u> The transition from the boardwalk to the rubber mat has a 4-inch gap. There are large gaps between each square of the rubber mat.	<u>Solution</u> Replace rubber mats with a Mobi-Mat that attaches to the boardwalk (with a gap $<\frac{1}{2}$ inch) that is removable to allow for ground maintenance that extends into the water.
	<u>Criticality</u> Critical
	<u>Timeframe</u> Immediate



NPS_ACAD_KGP_071



Fabbri Picnic Area & Memorial

Date: September 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Fabbri Picnic Area is located within Acadia National Park on the Otter Cliff Peninsula of Mount Desert Island and can be accessed via Park Loop Road or Otter Cliff Road. To the west of the picnic area, directly across Park Loop Road, visitors will find a memorial to Alessandro Fabbri. Fabbri was a Naval Lieutenant who established the Otter Cliffs Radio Station in 1917.

Fabbri Picnic Area is heavily used by school fieldtrip groups and day-use visitors as a staging, lunch break, and restroom break area. During the assessment it was noted that the Island Explorer Shuttle periodically drove through the parking lot and briefly stopped near the restroom building. However, Fabbri Picnic Area does not appear to be an official shuttle stop location.

The picnicking area at Fabbri is composed of one group site and multiple individual picnicking sites that include a picnic table and pedestal grill. The sites are dispersed in a grassy and forested area which provides visitors with options to picnic very

close to the parking lot, or in more secluded forested areas farther from the lot.

Visitor access areas and features currently maintained by the NPS include the parking lot, restroom building, picnic areas with tables and pedestal grills, water spigot, and Fabbri Memorial.

The objectives for evaluation of Fabbri Picnic Area were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Fabbri Picnic Area cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Fabbri Picnic Area include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Fabbri Picnic Area on the park website, app, and accessibility guide (planned); Maintain a stock of printed information on park accessibility as well as accessible versions of printed media. All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate. Ensure staff and volunteers are aware of accessibility-related policies and procedures.
Provide a universally accessible experience for visitors of all abilities at Fabbri Picnic Area.	Long-term*	Replace all current picnic tables with fully accessible tables, create fully accessible routes between sites and to the restroom building. Ensure all designs meet Universal Design principles.
Provide an accessible viewing area adjacent to the Fabbri Memorial, overlooking Otter Cove.	Interim	Design a scenic overlook including an accessible pathway from the parking area to a designated viewing space overlooking Otter Cove. Reorientation of and access to the wayside, "Once a Busy Waterfront" to be purposefully integrated into the design.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Fabbri Picnic Area for visitors with disabilities:

Parking & Arrival

The picnic area is accessed either via Park Loop Road or Otter Cliff Road and has a parking lot with 20 standard parking spaces and two accessible parking spaces. The accessible parking spaces are on opposite sides of the lot. Neither accessible parking space is in compliance with standards. The sidewalk in front of the restroom building has changes in level due to surface material. The parking area adjacent to the scenic overlook at Otter Cove includes eight parking spaces with one parking space painted with the International Symbol for Accessibility; however, that space does not provide

required accessible features including vertical signage and an access aisle.

Recommendation #1: Improve accessible parking by labeling the accessible parking spaces with a sign that is a minimum of 60 inches above the ground and located in the center of each space. The parking space currently located on the picnicking side of the lot should have a "van accessible" sign. The parking space at the overlook area should also be designed and designated as "van accessible." Ensure that each accessible parking space includes a corresponding access aisle that is striped or otherwise marked to discourage parking in it.

Recommendation #2: Improve accessible parking by relocating the accessible space that currently faces the restroom building to the opposite side of the lot so that the access aisle has slope <2%. Once relocated, add a crosswalk connecting the access aisle to the restroom building sidewalk.

Recommendation #3: Repave sidewalk with material that creates a stable, firm, and slip resistant surface with changes in level <0.25".

Orientation, Wayfinding & Signage

There is very little orientation, wayfinding, and signage information available at Fabbri Picnic Area and Memorial. A map of the picnic area is not provided. An Island Explorer Shuttle bus was observed briefly stopping in the parking lot several times.

Recommendation #1: Provide orientation map and/or model(s) depicting the layout and location of various site features including the various individual picnic tables and pedestal grills, restroom building, wayside(s), scenic overlook, and memorial.

Recommendation #2: If designated as an Island Explorer stop, designate clear space for passenger loading.

Amenities & Site Features

Amenities included in the Accessibility Evaluation include picnic tables and pedestal grills, water spigot, trash receptacles, and restroom building. In general, picnic tables and pedestal grills are in various stages of disrepair and require maintenance and/or replacement. There is one group picnicking site with several tables and one pedestal grill and 17 individual sites each with a picnic table and pedestal grill. Picnic tables and grills are all currently fixed in place. Individual picnic sites are dispersed throughout a grassy and forested area with some of the sites being located farther back in a more secluded area. Sites are generally connected by either grassy paths or packed gravel paths. There is one water spigot available near the parking lot at the front of the picnicking area. Visitors utilize the area overlooking Otter Cove as a scenic viewing area, although no accessibility features are currently present in that location.

Recommendation #1:

Recommend implementing Universal Design principles in picnicking area including replacing picnic tables with wheelchair accessible picnic tables that are fixed in place so clear ground space can be maintained, reinstalling pedestal grills with appropriate clear ground space where needed, reconstructing paths throughout picnicking area with a natural material that is stable, firm, and slip resistant. Running slope of accessible routes should be <5% and cross slope should be <2% and Clear width of accessible routes should be 36 inches minimum.

Recommendation #2: Relocate trash and recycling receptacles so that clear ground space is 36 inches by 48 inches, positioned for forward approach to the receptacle opening; or 30 inches by 60 inches, positioned for a parallel approach.

Recommendation #3: Increase accessibility of the water spigot to adhere to ABA standards as stated below in the action tables.

Recommendation #4: Increase accessibility of the women's, men's, and family restrooms to adhere to ABA standards as stated below in the action tables.

Recommendation #5: Install an Outdoor Recreation Access Route within the scenic viewing area overlooking Otter Cove that seamlessly connects the accessible parking space, wayside, and views along the wooden fence within the maintained landscape. The ORAR and associated clear ground space at viewing opportunities and the wayside should meet all applicable requirements outlined in ABAAS.

Interpretation & Education

The Fabbri Picnic Area is heavily used by school groups for fieldtrip staging, lunch, and restroom breaks due to its proximity to Otter Cove where field trips like "Shoreline Discovery" take place. There is one wayside available for visitors at the picnic area and one at the overlook area adjacent to Otter Cove. The memorial to Alessandro Fabbri is located across Park Loop Road, adjacent to an additional parking lot and grassy area that overlooks Otter Cove. To access the memorial, visitors are required to use one of several paths that do not meet accessibility standards.

Recommendation #1: Waysides that are designed to consider the needs of individuals with disabilities are likely to include the following features: installation in a location that is along an accessible route, outdoor recreation route, or accessible trail; integration of audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance. All future waysides for Acadia National Park should be designed and installed in consideration of these minimum best practices for effective communication.

Recommendation #2: Relocate the Alessandro Fabbri memorial to the opposite side of Park Loop Road where the picnicking area is situated. Ensure that clear ground space and an accessible route meeting ABA standards is provided.

Recommendation 3#: Relocate and reorient the wayside, "Once a Busy Waterfront," to a location along the proposed Outdoor Recreation Access Route at the scenic viewing area adjacent to Otter Cove.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas Guide](#)

[U.S. Access Board Technical Guide – Toilet Rooms](#)

Action Tables

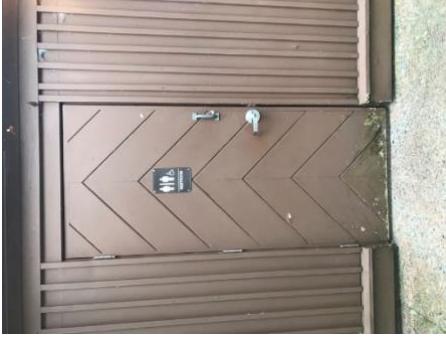
Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Fabbri Picnic Area.

Action tables begin on the next page (landscape orientation).

Fabbri Picnic Area & Memorial

<p>Location: Family, Men's, Women's restroom Corrective Action: Wrap pipes under sink</p>	<p>Deficiency The pipes are exposed underneath the sink.</p> <p>Solution Wrap the pipes under the sinks in the Restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.</p>	<p>Criticality Critical</p> <p>Timeframe Immediate</p>		ACAD_Fabbri_LMK_088
<p>Reference Standards and Guidelines: ABBAS 606.5</p>				
<p>Location: Women's, Men's, Family Restrooms Corrective Action: Lower mirrors and hooks</p>	<p>Deficiency The mirrors and clothing hooks are all too high.</p> <p>Solution Mirrors located above countertops shall be installed with the bottom edge of the reflecting surface 40" maximum from the floor. Lower hooks to be <48 within reach range.</p>	<p>Criticality Serious</p> <p>Timeframe Immediate</p>		ACAD_Fabbri_LMK_077
<p>Reference Standards and Guidelines: ABBAS 603.3, 308.2.1</p>				

Fabbri Picnic Area & Memorial

Location: Women's, Men's, Family Restroom Corrective Action: Install additional signage		 ACAD_Fabbri_LMK_082	 ACAD_Fabbri_LMK_084
<u>Deficiency</u> Restroom signs are placed incorrectly.	<u>Solution</u> Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate

Reference Standards and Guidelines: ABBAS 703.4.2

Fabbri Picnic Area & Memorial

Location: Family Restroom Corrective Action: Lower baby changing station		<u>Solution</u> Lower the baby changing station so that the height of the opening mechanism is <48" to be within reach range.	
<u>Deficiency</u>	The baby changing station is too high outside of reach range.	<u>Criticality</u>	Serious
Reference Standards and Guidelines: ABBAS 308.2.1			
Location: Family Restroom Corrective Action: Replace toilet		<u>Solution</u> Replace the toilet with one that has the flush control on the open side of the toilet to be within reach range, so individuals may be able to flush. Toilet seat height should be 17-19" to comply with accessibility standards.	
<u>Deficiency</u>	The flusher is on the wrong side of the toilet.	<u>Criticality</u>	Serious
Reference Standards and Guidelines: ABBAS 604.6, 604.4			
			
			ACAD_Fabbri_LMK_081
			ACAD_Fabbri_LMK_079

Fabbri Picnic Area & Memorial

Location: Family Restroom Corrective Action: Reinstall toilet paper dispenser		<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
<u>Deficiency</u>	<u>Solution</u>		
There is currently not enough space between the toilet paper dispenser and side grab bar.	Move the toilet paper dispenser to 7" minimum and 9" maximum in front of the center of the toilet. The outlet of the dispenser shall be 15" minimum and 48" maximum above the floor and shall not be located behind grab bars. If toilet paper dispensers are installed above the side wall grab bar, the outlet of the toilet paper dispenser must be 48" maximum above the finish floor and the top of the gripping surface of the grab bar must be 33" minimum and 36" maximum above the floor.		
Reference Standards and Guidelines: ABBAS 604.9.6			

Fabbri Picnic Area & Memorial

Location: Women's Restroom Corrective Action: Increase the accessibility of features within the accessible rest room stalls			
Deficiency	Solution	Criticality	Timeframe
Width of accessible stall does not meet standards.	<p>Recommend redesigning stall to meet accessibility standards. Stall dimensions should be 60" minimum measured perpendicular from the side wall and 56" minimum measured perpendicular from the rear wall.</p> <p>Replace the toilet with one that has the flush control on the open side of the toilet to be within reach range, so individuals may be able to flush.</p> <p>Grab bars are not installed.</p>	Critical	Short-term
Toilet flusher is on the wrong side.	The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.		
	The door is difficult to open from the inside using the lock mechanism.		Add a D-ring handle to the inside of the stall door to improve the ability to open the door from the inside for those that have decreased hand function.
			Reference Standards and Guidelines: ABBAS 604.3.1,604.6, 609.1, 309.4

Fabbri Picnic Area & Memorial

Location: Men's Restroom Corrective Action: Increase the accessibility of features within the accessible rest room stalls				
Deficiency	Solution	Criticality	Timeframe	
Width of accessible stall does not meet standards.	<p>Recommend redesigning stall to meet accessibility standards. Stall dimensions should be 60" minimum measured perpendicular from the side wall and 56" minimum measured perpendicular from the rear wall. Recommend moving stall wall further out so that urinal is located within accessible stall.</p> <p>Urinal is currently too high.</p> <p>Grab bars are not installed.</p>	<p>Serious</p>	<p>Short-term</p>	 ACAD_Fabbri_LMK_087
	<p>Urinal rim should be 17" maximum above the finish floor or ground. Urinals shall be 13.5" deep minimum measured from the outer face of the urinal rim to the back of the fixture. If located within stall, ensure flusher is on open side be within reach range, so individuals may be able to flush.</p> <p>The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.</p>			 ACAD_Fabbri_LMK_086
	<p>The door is difficult to open from the inside using the lock mechanism.</p>			Add a D-ring handle to the inside of the stall door to improve the ability to open the door from the inside for those that have decreased hand function. Reference Standards and Guidelines: ABAS 605.2, 604.3.1, 604.6, 609.1, 309.4

Fabbri Picnic Area & Memorial

Location: Picnic Area Corrective Action: Reposition water spigot					
<u>Deficiency</u> The water spigot does not have clear ground space.	<u>Solution</u> Clear ground space should be 72" by 48" with the long side of the space adjoining or overlapping an outdoor recreation access route (ORAR) or trail, as applicable, or another clear ground space. Locate the space so that the water spout is 11-12" from the rear center of the long side of the space.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term		
		ACAD_Fabbri_LMK_097			
Reference Standards and Guidelines: ABBAS 1011.2.1					
Location: Parking Lot Corrective Action: Increase the accessibility of parking spaces					
<u>Deficiency</u> Accessible parking spaces are not properly marked.	<u>Solution</u> Van-accessible space on the picnicking side of lot should have signage indicating "Van accessible." Sign height should be 60". Install appropriate signage for accessible parking space near restroom building.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate		
		ACAD_Fabbri_LMK_068			
Reference Standards and Guidelines: ABBAS 502.6					

Location: Fabbri Picnic Area			
Corrective Action: Provide clear ground space for trash receptacles			
<u>Deficiency</u> There are three trash receptacles that do not have appropriate clear ground space.	<u>Solution</u> Trash and recycling receptacles must include a 36 by 48" clear ground space positioned for a forward approach to the receptacle opening or a 30 by 60" clear ground space positioned for a parallel approach to the receptacle opening.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABBAS 305.7			ACAD_Fabbri_LMK_072
Location: Scenic overlook			
Corrective Action: Improve accessible parking area			
<u>Deficiency</u> The parking lot does not include required features of accessibility.	<u>Solution</u> Provide one van-accessible parking space in the parking lot. The space shall be 11ft wide with an adjoining 5 ft wide access aisle. The access aisle shall be striped or otherwise marked to discourage parking in it. Install vertical signage at the front, center of the space including the International Symbol for Accessibility and the designation "van accessible." Ensure that the signage is installed a minimum of 60" above the ground surface, measured to the bottom of the lowest sign.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABBAS F205.2, 502			ACAD_Fabbri_LMK_063



Great Meadow Loop Trail

Date: September 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Great Meadow Loop Trail is one of the Village Connector Trails in Acadia and connects the town of Bar Harbor to the interior of the park. The forested trail is just under two miles long and begins at a small pull-off on Cromwell Harbor Road. The trail surface is natural/dirt for much of the loop and crushed gravel on some sections. There are several points where the trail crosses a road, and more than one section that uses the road shoulder itself. There are many areas of small rocks and tree roots crossing the trail, and several installations, including water bars and a small wood bridge. Overall, this trail would be considered relatively easy, and there is little to no change in elevation.

The trail is used by locals as well as visitors staying in Bar Harbor. It meets up with and runs parallel to the Park Loop Road at the opening to the Great Meadow, providing amazing views up the valley and access to Jesup and Hemlock Path trails leading to Sieur de Monts. Closer to Bar Harbor, the trail crosses multiple privately owned properties and crosses through Kebo Valley Golf Club and next to two cemeteries.

The objective for evaluation of Great Meadow Loop was:

- Review the current trail conditions with respect to applicable accessibility standards, guidelines, and best practices.
- Identify opportunities for accessibility improvements to the trail.

Providing access to the experiences currently provided to visitors at Great Meadow Loop cannot be deferred until a larger project is undertaken. To

ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be

provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Great Meadow Loop include:

Goal	Timeline	Implementation Detail
Work with partners to create accessible opportunities at the trail.	Long-Term*	Identify municipal, private, and other partners to coordinate and/or donate real property, easement, or cooperative agreements for expanded parking, Island Explorer stops, trail footprint, and other accessible design features. Investment in collaborative partnering with adjacent landowners is key to adding amenities and/or improving access at this site.
Design a fully accessible experience for people with disabilities at the Great Meadow Loop trail.	Long-term*	Identify a location for, and design accessible parking and an outdoor recreation access route to, the trailhead for Great Meadow Loop. Improve trail surfaces to trail standards for changes in level, firm/stable conditions, and clear width. Add passing spaces and benches for resting at appropriate intervals. Establish a trail maintenance plan that addresses encroachment and protrusions into the route.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Great Meadow Loop for visitors with disabilities:

Parking & Arrival

There is no designated lot for parking for accessing Great Meadow Loop. The crushed gravel pull-off at the trail head on Cromwell Harbor Road can accommodate a few cars. Another unmarked pull-off on Kebo Road, near the intersection with Park Loop Road had six parked cars the day of the site visit. There was no formal trail access or ORAR at that location. There does not appear to be any sign on the Park Loop Road or surrounding roads for the trail. When designing a parking lot or ORAR in this area, it will be important to consider both the intended and reasonably presumed uses of the trail.

Recommendation #1: Identify space for accessible parking and access aisle with no slope, and add an ORAR to the trail.

Recommendation #2: Add an Island Explorer bus stop with passenger loading zone and clear space to an ORAR to the trail.

Orientation, Wayfinding & Signage

The trail signs are low to the ground, unpainted wood, with routed lettering. They are shaped so as to point in the direction of the trail. There are no signs along the roads indicating the trailhead or parking. No maps are provided, although common hiking apps show the trail with GPS coordinates. At points the trail crosses the roads with no sidewalk and only either the Acadia log post signs or no signage. Intersections with the Jesup and Hemlock Path trails are indicated with taller versions of the log post signs.

Recommendation #1: At trailheads/access points, provide high contrast signs with descriptions of the trail conditions including slope and surfacing.

Recommendation #2: Provide orientation map(s) and/or model(s) depicting the layout and location of various site features including habitat changes, the wooden bridges, intersections with other trails, parking areas, and road crossings.

Recommendation #3: Provide directional signage on the adjacent roadways indicating the location of accessible routes and trailheads, as well as parking.

Activities

The primary activity at the Great Meadow Loop trail is hiking and nature viewing. The trail is moderately improved for some segments and offers a shaded route with little grade. Some hike the trail to get to other locations within Acadia, while others take in the view of the valley across the Park Loop Road.

Recommendation #1: Create an accessible viewing area along the trail near Park Loop Road at the Great Meadow.

Amenities & Site Features

The trail crosses through different habitats, both natural and landscaped. There are no benches or other places to rest. The trail conditions vary widely from a narrow, dirt path, to boardwalk, wide crushed stone surfacing, areas with large roots, terraced segments, and paved roadway.

Recommendation #1: Add accessible benches along the trail so that individuals with lower stamina can rest. Seating areas that are designed for accessibility include the clear ground space, shade, and wide seating with back and armrests.

Recommendation #2: Use trail improvement strategies such as filling or grading, adding boardwalk, replacing uneven bridge decking, installing grade reversal, and re-routing to make segments of the trail as accessible as possible. At the intersections with Jesup Path and Hemlock Road, regrade on both sides of Park Loop Road and reroute to include a switchback

to lessen the slope. Where the trail crosses roads, ameliorate the transitions (change in level and openings) with bridging or culverts.

Interpretation & Education

Little to no education or interpretation takes place in this area. There is an historical sign near the parking/trailhead on Cromwell Harbor Road, perhaps unrelated to the trail. Because of the many habitats and land uses along this trail, and the history of the use of this area, there is ample opportunity for interpretive waysides. If undertaken in the future, waysides should adhere to effective communication strategies and best practices that meet the needs of individuals with a variety of disabilities.

Recommendation #1: When installing interpretive waysides, place along the trail with an accessible route and clear ground space at each wayside.

Recommendation #2: Waysides that are designed to consider the needs of individuals with disabilities should offer information in multiple formats, for example both visually and via audio description. In addition, adding tactile elements and other sensory features enables individuals of varying abilities to engage with the information.

Resources

[Harpers Ferry Center Interpretive Media Guide](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Great Meadow Loop.

Action tables begin on the next page (landscape orientation).

Great Meadow Loop Trail

Location: Great Meadow Loop Corrective Action: Widen trail and provide passing spaces		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
<u>Deficiency</u> Tread width of trail is as narrow as 10" in various areas.	<u>Solution</u> Recommend widening trail so clear tread width meets minimum standard of 36". Where the tread width is less than 60", passing spaces must be provided at intervals of at least 1000 feet.	 	ACAD_Grt Meadow Loop_KGO_292 ACAD_Grt Meadow Loop_KGO_311  ACAD_Grt Meadow Loop_KGO_313

Reference Standards and Guidelines: ABBAS 1017.3, 1017.4

Great Meadow Loop Trail

Deficiency	Solution	Criticality	Timeframe	Image	Notes
Location: Great Meadow Loop Corrective Action: Reduce tread obstacles There are various tread obstacles such as tree roots throughout the trail that are higher than the 2" maximum allowed.	The limit on the height of tread obstacles on trails, passing spaces, and resting intervals is based on the surface material used. When the trail surface is constructed of materials other than concrete, asphalt, or boards, tread obstacles are permitted to be a maximum of 2 inches high. Use fill materials to level out the surface and reduce tread obstacle height to 2" or less.	serious	Interim		ACAD_Grt Meadow Loop_KGO_289 ACAD_Grt Meadow Loop_KGO_323

Reference Standards and Guidelines: ABBAS 1017.5

Great Meadow Loop Trail

Location: Great Meadow Loop Corrective Action: Fill gaps on bridges		<u>Criticality</u>	<u>Solution</u>	<u>Timeframe</u>			
<u>Deficiency</u> Two bridges on the trail have openings ranging from 1-3"	Fill gaps or rebuild bridges so that gaps are a maximum of $\frac{1}{2}$ ".	Serious	Fill gaps or rebuild bridges so that gaps are a maximum of $\frac{1}{2}$ ".	Interim			

Reference Standards and Guidelines: ABBAS 1017.6

Great Meadow Loop Trail

Location: Great Meadow Loop Corrective Action: Reduce running slope of trail			Criticality Serious	Timeframe Interim
Deficiency	Solution			
Numerous sections of the trail exceed the allowable running slope for accessible trail segments.	Regrade sections of trail to ensure the running slopes adhere to ABA standards. Trail segments of any length may be constructed with running slopes up to 5%. To accommodate steep terrain, trails may be designed with shorter segments that have a running slope and length, as shown in the table below, with resting intervals at the top and bottom of each segment.			

Table 2 - Maximum Running Slope and Segment Length

Running Slope of Trail Segment Steeper Than	But Not Steeper Than	Maximum Length of Segment
1:20 (5%)	1:12 (8.33%)	200 feet
1:12 (8.33%)	1:10 (10%)	30 feet
1:10 (10%)	1:8 (12%)	10 feet

ACAD_Grt Meadow Loop_KGO_361

Reference Standards and Guidelines: ABBAS 1017.7.1

Great Meadow Loop Trail

Location: Great Meadow Loop Corrective Action: Reduce cross slope			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
Sections of trail have high cross slope due to natural erosion.	Recommend cribbing to avoid erosion of trail causing cross slope greater than 5%.	Serious	Interim
Reference Standards and Guidelines: ABBAS 1017.7.2			
Location: Great Meadow Loop Corrective Action: Remove water bars			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
Water bars throughout trail create tread obstacles.	Recommend removing water bars and implementing grade reversals.	Serious	Interim
Reference Standards and Guidelines: 1017.5			

Great Meadow Loop Trail

Location: Great Meadow Loop Corrective Action: Improve surface material of trail		Criticality Serious	Timeframe Short-term
Deficiency	Solution		
Loose surface material is used in sections of trail	The surfaces of trails, passing spaces, and resting intervals must be firm and stable. Paving with concrete or asphalt may be appropriate for highly developed areas. For less developed areas, crushed stone, fine crusher rejects, packed soil, soil stabilizers, and other natural materials may provide a firm and stable surface. Natural materials also can be combined with synthetic bonding materials to provide greater stability and firmness.		
Reference Standards and Guidelines: ABBAS 1017.2			ACAD_Grt Meadow Loop_KGO_303





Hulls Cove Visitor Center

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Hulls Cover Visitor Center is Acadia National Park's main visitor contact station. It sits atop a hill above the parking lot and road below. From the large parking lot, visitors can access the Island Explorer bus system and obtain park information via large-paneled displays under a roofed pavilion. To reach the hidden visitor center and purchase a park pass, visitors must climb 52 steps to the Mission-66 era building.

This visitor center is close to Bar Harbor and is an information and transportation hub for the park between May and October. It contains a gift shop, information desk and pass purchasing station. In addition to the basic services and amenities, there are artist-in-residence exhibits and large-scale maps

of the park on the walls. Carriage roads can also be accessed from this site. The area is a popular, and often crowded, first stop for many visitors. During the site visit, a staffed information station was set up just outside the main entrance to assist visitors. During the busy season, volunteers are also stationed at the parking lot kiosk/pavilion area at the bottom of the stairs.

There have been discussions about a major reconstruction project for the Hulls Cove facility, perhaps locating the building closer to the parking lot; however, there is no set timeline for such a project. The accessible entrance at the rear of the building was part of a two-story addition in the 1990s. It is accessed from a separate parking lot off the main road before reaching the primary parking area.

The objectives for evaluation of Hulls Cove Visitor Center were:

- Evaluate the accessible features and alternatives for future accessible parking, egress, and facilities.

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Hulls Cove Visitor Center cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/

or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Hulls Cove Visitor Center include:

Goal	Timeline	Implementation Detail
Redesign the existing facilities to include accessible parking and entrance to visitor center into the main parking area and entry for an integrated arrival experience.	Long-term	Both staff and visitor parking lots will have accessible spaces and routes to the visitor center main entrance. The primary entrance to the visitor center will be fully accessible with automatic doors and flat landings on the interior and exterior.
Replace existing visitor center with accessibly designed facility that is located on an accessible route from parking and includes universally designed features and amenities.	Long-term	Visitor center and accessible parking will be at same elevation, connected by a minimally sloped accessible route. A new building housing the visitor center, gift shop, restrooms and all amenities will adhere to the principles of universal design and provide a fully integrated experience for visitors with disabilities.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Hulls Cove Visitor Center for visitors with disabilities:

Parking & Arrival

The main visitor parking lot has angled accessible spaces marked along the sidewalk nearest to the information kiosk and stairs to the visitor center. There is a separate employee parking lot with ten spaces, one of which is marked as accessible, though there is no access aisle. Neither lot has a fully accessible route to the visitor center building.

The accessible parking lot located behind the building has an area for a bus drop-off turnaround, four marked accessible spaces, and an area that is unmarked and frequently used for unofficial parking. This lot is connected to the rear entrance of the visitor center by two asphalt-paved routes: one with short steps and another curved path that slopes to join the first at a short wooden/composite bridge that leads to the accessible entrance with an automatic door.

Recommendation #1: Ensure that accessible parking options are clearly described, both online and onsite, and marked with directional signage at the lots and on the park roads. Currently there is one sign on the park road indicating that the accessible parking lot is not with the other parking and visitor center. Providing information in as many locations as possible will ease confusion and enable visitors

needing accessible parking to navigate more easily to the visitor center.

Recommendation #2: Expand the capacity of the accessible parking lot by adding spaces in the unmarked alcove on the eastern end of the lot or extending the paved area beyond the current footprint. Add signage and striping with an access aisle as appropriate to meet ABA standards.

Recommendation #3: Create an accessible route from the employee parking lot to the visitor center. Currently, the slope of the paved path from the lot to the visitor center plaza area and stairs exceeds the slope allowed for an accessible route. Should an employee need to come to the visitor center, a pedestrian route that meets accessibility standards is required.

Recommendation #4: Improve Island Explorer bus stop by adding accessible seating and audible schedule communications.

Recommendation #5: The paved ramp from the accessible visitor parking lot to the rear visitor center has a slope >5% which requires edge protection and handrails. Either rerouting to reduce the slope or adding these fixtures is necessary to provide an accessible route to the visitor center. In addition, the bottom of this route, where it meets the parking lot, should be regraded to reduce slope on the transition. Finally, the bridge on this same route has a significant running and cross slope, both exceeding the maximum allowed for ramps. This area should be redesigned to reduce the slope to within standards and permit an easier entrance for visitors with mobility impairments.

Orientation, Wayfinding & Signage

The information and directional signs are located predominately at the kiosk pavilion area at the parking lot and at the visitor center building. Having as much information available at the parking lot level enables visitors with compromised mobility and others to fulfill their needs without having to climb

the stairs and navigate the congested pedestrian routes at the visitor center. There are several large information panels at the pavilion that orient visitors and point to park services. The signs at the pavilion direct visitors up the stairs to the visitor center where they can purchase park entrance passes.

The area immediately outside the visitor center is marked with several temporary directional signs that alert visitors to the services available and their locations. Inside the visitor center are two service areas: an information counter and a sales counter for purchasing passes. These are clearly marked with stanchions indicating where people should wait in line. There are restrooms as well as a concessionaire-operated gifts shop.

Recommendation #1: At the kiosk pavilion at the visitor parking lot, install tactile orientation map(s) and/or model(s) depicting the layout and location of various site features. Many visitors will benefit from a physical representation of the layout of the visitor center and surrounding grounds. Such information will more accurately describe the effort required to reach the visitor center building.

Recommendation #2: Provide directional signage indicating the location of accessible routes and parking at the curbside area of the main visitor parking lot. This type of information is critical to people with disabilities and should be the first information they encounter as they navigate the park.

Recommendation #3: Construct a permanent staffed welcome station at the main visitor parking lot, and provide essential services, including visitor information (in accessible formats) as well as the sale of park passes.

Amenities & Site Features

Two sets of public restrooms, one on each floor, can be found at the visitor center. Both have accessible toilet compartments. Several water fountains and seating areas are distributed throughout the site, indoor and outside. Additionally, a gift shop is

attached to the visitor center and is accessed from inside the center through a wide, open doorway (this passage was gated closed during the site visit to restrict traffic during COVID-19 restrictions). The gift shop can also be accessed directly from the outside by a foot bridge. Behind the visitor center are two picnic benches. These could be marked for staff use if that is the desired use for this area. Alternatively, replacing these tables with accessible versions, and creating an accessible route to them, would serve more visitors by providing a recreational place for those with disabilities and their companions.

Recommendation #1: Regrade and pour level concrete pads around outdoor benches and water fountains to allow clear ground space for people. The clear ground space may not overlap the access route, or another clear ground space. Add accessible benches with arm and backrests and replace fountains with ones that offer spouts at two levels. These features allow visitors using wheelchairs or other mobility devices, youth, and those with shorter stature access to use the fountain while also accommodating those who cannot bend that low or prefer to stand. These resting spots along the staired route to the visitor center from the parking lot are critical to allowing visitors with lower stamina to access the visitor center. In fact, adding this type of drinking fountain to all areas of the park that have them, would be a meaningful upgrade. (See table below for recommendation on a specific fountain.)

Recommendation #2: Work with the gift shop concessionaire to provide their staff with information on positive interactions with people with disabilities. Also, ensure that the concessionaire employees have access to and are informed about any accessibility services, accommodations, and features at the park. Frequently, concessionaires are the primary contact for visitors and are asked to provide park-related information. To the extent possible, employee awareness and knowledge about visitors with disabilities will prevent misunderstanding, confusion, and frustration on the part of the visitor.

Interpretation & Education

Hulls Cove Visitor Center offers two interpretive/educational lines of programming. The first is a series of large wall maps that highlight different features of the park. These maps support the site's role as an information hub and allow visitors to look closely at roads, trails, natural features, and more across the park. The amount of information conveyed visually by these maps is phenomenal. The second programming area is the park's artist in residence program. Art created by the artist is hung on the walls, the artist paints on site, and there is an "ask the artist" box for submitting questions. The live programming was not taking place during the assessment.

Recommendation #1: To achieve effective communication with visitors with disabilities, all information should be conveyed via multiple formats. This means that providing a tactile, three-dimensional version of each map and/or a detailed audio description would be necessary to meet the needs of visitors who are blind or have low vision as well as those with varying sensory needs and learning styles. When live programming with the artist in residence returns, the artist and any other staff speaking to a group should use a microphone with assistive listening compatibility.

Recommendation #2: If interpretive exhibits are installed at the visitor center, use best practices for interpretive media and include components that are easily operable and intuitive, as well as designed for use by individuals with disabilities. Contact local disability advocacy groups to work with experts and people with disabilities in all phases of design and installation of new exhibits.

Recommendation #3: The visitor center's role as an information hub means that a great deal of printed media is distributed at this location. The park unigrid and other maps and park resources must be stocked in accessible formats, including braille and large print.

Recommendation #4: Waysides along the staired route to the visitor center should be retrofitted with audio description and tactile components or models to meet the effective communication and learning needs of multiple audience. In addition, they should be reproduced with other accessible features, including high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Hulls Cove Visitor Center.

Action tables begin on the next page (landscape orientation).

Location: Main Visitor Parking Lot Corrective Action: Rescope and restripe the accessible parking and access aisles			
<u>Deficiency</u> Accessible parking spaces are not properly marked for angled parking. Some van accessible spaces do not have an access aisle on the passenger side, which is required for angled spaces.	<u>Solution</u> As part of the upcoming restriping project, rescope the parking lot to determine required minimum number of accessible spaces. Then, either stripe the lot and mark accessible spaces vertically (which can have shared access aisles) or maintain angled parking and add access aisles as required. Additionally, ensure that each aisle is met by a curb cut at the sidewalk.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			 NPS_ACAD_LKW_292
Reference Standards and Guidelines: ABAAS 502.3.4			
Location: Employee Parking Lot Corrective Action: Rergrade lot surface and add access aisle			
<u>Deficiency</u> The slope in the employee lot exceeds the maximum of 2% around the accessible space. In addition, there is not a marked access aisle for the space.	<u>Solution</u> Rergrade and level the employee lot to meet the standard. Add an access aisle to the accessible parking space.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
			 NPS_ACAD_LKW_306
Reference Standards and Guidelines: ABAAS 502.3 and 502.4			

Hulls Cove Visitor Center

Location: Route from parking to visitor center - surfaces Corrective Action: Repair paving, replace grates		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	NPS_ACAD_LKW_342 NPS_ACAD_LKW_300
Deficiency	Solution			
The route from the main visitor parking lot to the visitor center building consists of 52 stone steps with spacious landings. The surfaces on landings and associated routes have spalling and cracks resulting in changes in level. Some grates have openings that exceed the maximum allowed in the direction of travel.	Replace grates with ones that have cross bars to lessen the open spaces where a wheelchair caster could be caught. Perform maintenance on the paved surfaces to eliminate changes in level.			  
				NPS_ACAD_LKW_302
				Reference Standards and Guidelines: ABAAS 302 and 303

Hulls Cove Visitor Center

Location: Route from parking to visitor center - stairs Corrective Action: Replace handrails		<u>Criticality</u>	
Deficiency Handrails on the stairs leading to the visitor center are open on the ends and could catch loose clothing or accessories. This poses a hazard, particularly for people who are unsteady on their feet.	Solution Replace the handrails with continuous, closed rails that extend 12 inches beyond the top and bottom of each flight and meet ADA standards for height and dimensions.	Critical Timeframe Short-term	 NPS_ACAD_LKW_293

Reference Standards and Guidelines: ABAAS 505

Hulls Cove Visitor Center

Location: Route from parking to visitor center – benches Corrective Action: Replace/add accessible seating				Criticality Serious Timeframe Immediate
Deficiency	Solution			
The benches placed at landings along the route do not have back or arm rests.	Add accessible bench seating with back and armrests. Include areas for companion seating for those needing an adapted chair. Benches should meet standards for height and placement.			
Reference Standards and Guidelines: ABAAS 903 and 10112.1				NPS_ACAD_LKW_297

Hulls Cove Visitor Center

Location: Route from parking to visitor center – water fountain			
Corrective Action: add dual level accessible fountain			
<u>Deficiency</u> Drinking fountains do not provide knee and toe clearance or meet height standards for use in a seated position. The fountain at the parking lot pavilion is a protruding object.	<u>Solution</u> Replace existing outdoor drinking fountains with fountains that allow for clear ground space and clearance as well as spout height. Provide two spouts at different heights to accommodate the widest range of users. *Because the pillar-mounted fountain protrudes into the accessible route and is not cane detectable, it poses a hazard for visitors who are blind or have low vision. Add a detectable barrier beneath the fountain to bring it to standard.	<u>Criticality</u> Serious <u>Timeframe</u> Short-term	 NPS_ACAD_LKW_307 NPS_ACAD_LKW_287
Reference Standards and Guidelines: ABAAS 602 and 307			
Location: Visitor Center			
Corrective Action: Bevel display case edges			
<u>Deficiency</u> Clear plexiglass displays with sharp edges are particularly hazardous for people with low vision.	<u>Solution</u> Bevel and smooth edges of the plexiglass display cases. Marking the edges with colored tape can also improve their visibility and prevent injury. (photo shows the collection box with properly smoothed edges)	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	 NPS_ACAD_LKW_322
Reference Standards and Guidelines: Section 504 of the Rehabilitation Act of 1973, as amended			

Hulls Cove Visitor Center

Location: Visitor Center Corrective Action: Add accessible seating	<u>Deficiency</u> Seating does not meet standards for back and arm rests, making it difficult for some users to sit or stand from the benches. <u>Solution</u> Add or replace with seating that has back and arm rests and meets standard for height. Back rests may not be necessary when the bench is affixed to the wall, but arm rests or grab bars are still necessary.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate	 NPS_ACAD_LKW_323
Location: Visitor Center Corrective Action: Add cane detection to counters and wall mounted objects	<u>Deficiency</u> The countertop at the information desk in the visitor center protrudes into the accessible route and is not detectable by someone using a white cane. The "ask an artist" box also exceeds the limits for protrusion from the wall. <u>Solution</u> Both the countertop and the mounted box can be brought to standard by adding either a lip to hang below 27 inches from the ground or placing a fixture on the floor below. Evaluate the wall mounted drinking fountain for compliance with standard as well.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	 NPS_ACAD_LKW_337

Hulls Cove Visitor Center

Location: Gift Shop Corrective Action: Train staff; arrange stock	<u>Deficiency</u> Some items in the gift shop are beyond the reach range of someone using a wheelchair. <u>Solution</u> Work with the gift shop concessionaire to stock inventory vertically whenever possible. When similar items are stocked on shelves vertically rather than horizontally, they are reachable by visitors using a wheelchair and others with a shorter reach range.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	 Reference Standards and Guidelines: ABAAS 308; Section 504 of the Rehabilitation Act of 1973, as amended NPS_ACAD_LKW_341
Location: Bridge to VC – gift shop entrance Corrective Action: Remove sign; train staff	<u>Deficiency</u> Signs are placed in the accessible route and do not leave adequate clear width of 36 inches on either side. <u>Solution</u> Remove the temporary signs and train staff on proper clear width needed for accessible routes.	<u>Criticality</u> Critical <u>Timeframe</u> Immediate	 Reference Standards and Guidelines: ABAAS 402 NPS_ACAD_LKW_339

Hulls Cove Visitor Center

Location: Restroom on lower floor			
Corrective Action: Reposition toilet			
Deficiency The grab bar behind the toilet is too short and does not extend far enough past the tank to be used for a side transfer onto the toilet.	Solution Reposition the toilet to allow for enough space for back and side grab bars. (Ensure that the flush handle is on the side away from the wall.)	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABAAS 604			NPS_ACAD_LKW_318
Location: Visitor Center Entrance Ramps			
Corrective Action: Reroute (immediate) and add landings (short-term)			
Deficiency The slope on the first ramp/ bridge to the visitor center (the gift shop entrance) is much higher (>11%) than the slope on the second bridge.	Solution Place a sign directing those who prefer a less steep ramp to the visitor center to use the second bridge. *A longer-term solution is to add level landings at the top and bottom of the ramp to provide a resting space.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABAAS 605			NPS_ACAD_LKW_340
			
			
			

Hulls Cove Visitor Center

Location: Interior and exterior doors			
Corrective Action: Adjust closing mechanisms			
Deficiency	Solution	Criticality	Photo
Doors in the foyer and restrooms require more than 5 pounds of force to open. The gift shop door does not have an automatic opener and would not be able to be opened easily by someone with a physical disability.	Adjust the closing mechanisms to under 5psi so that individuals with low arm strength can operate the doors. For exterior doors, NPS best practice is to install an automatic door opener.	Critical Timeframe Immediate	No photo available



Ike's Point

Date: June 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

A boat launch into Echo Lake is located at Ike's Point. Canoes, kayaks, and motorized boats under 10 horsepower can be launched from this point. Ike's Point can be accessed by a dirt road off Route 102 on the western side of Mount Desert Island. This dirt road leads to a paved, lined parking lot about 150 ft from the launch and extends to the water's edge.

As the existing design does not include any constructed facilities, other than the parking lot, no

accessible boat launch facilities need to be installed if other locations in Acadia National Park provide accessible boat launches. If any additional facilities are installed at Ike's Point in the future, then these facilities must be accessible.

The objectives for evaluation of Ike's Point were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Specific accessibility goals for Ike's Point include:

Goal	Timeline	Implementation Details
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	<p>Display current and planned accessibility-related information about Ike's Point on the park website, app, and accessibility guide (planned), and direct the public to the locations of the accessible boat launches in Acadia National Park.</p> <p>All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate</p>
Provide accessible parking for individuals with disabilities using the boat launch.	Interim*	Re-line parking lot to include one van- accessible parking space.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Ike's Point for visitors with disabilities:

Parking & Arrival

There is a directional sign marking the dirt road for Ike's Point from Route 102. There is a paved, lined parking lot off the dirt road before the boat launch.

Recommendation #1: Improve accessible parking area by relining a van-accessible parking space.

Recommendation #2: Direct the public to the location of the accessible boat launch facilities in Acadia National Park.

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Ike's Point.

Action tables begin on the next page (landscape orientation).

Ike's Point

Location: Ike's Point – Parking Lot					
Corrective Action: Re-line parking lot to add a van accessible parking space					
<u>Deficiency</u> There are no accessible parking spaces in the parking lot.	<u>Solution</u> Re-line parking lot to add a van-accessible parking space that is a minimum of 132" wide with an access aisle of a minimum of 60" wide or a parking space 96" wide minimum where the access aisle is 96" wide minimum.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate		
Reference Standards and Guidelines: ABAAS 502		NPS_ACAD_KGP_105			
Location: Ike's Point – Parking Lot					
Corrective Action: Move the trash and recycling receptacle closer to the pavement					
<u>Deficiency</u> The trash and recycling receptacle is outside of reach range.	<u>Solution</u> Move the trash and recycling receptacle within reach range of the pavement.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate		
Reference Standards and Guidelines: ABAAS 308		NPS_ACAD_KGP_106			



Island Explorer Shuttle System Stops

Date: June and September, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

The Island Explorer Shuttle system is a fare-free transit service between Acadia National Park sites, the local communities, and the Bar Harbor-Hancock County Regional Airport run by the nonprofit Downeast Transportation, Inc. There are typically 10 routes and one bicycle express route. Due to the COVID-19 pandemic, only select routes are operating. In order to decrease impact on the natural and cultural resources, decrease traffic within the park, and reduce overcrowding at parking lots, a long term goal of the Acadia National Park Transportation Plan is to increase the use of the shuttle system by the public.

The Island Explorer Shuttle Stops at the Village Green are located at the intersection of Firefly Lane and Kennebec Street. There is an electronic sign including an information panel providing a map and timetable of the shuttle routes. The electronic sign was not in service at the time of the assessment. There are several benches on the sidewalks at the bus stops.

The Island Explorer Shuttle Stops at Echo Lake Beach are located at the start of the parking lot.

The objective for evaluation of Island Explorer Shuttle system was:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

To ensure equal access to use of the Island Explorer Shuttle system for individuals with disabilities, interim solutions and/or programmatic alternatives

must be provided until a larger project is undertaken. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided

until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for The Island Explorer Shuttle System include:

Goal	Timeline	Implementation Details
Provide objective information about the current and planned accessibility features of Island Explorer Shuttle System' shuttles and stops.	Interim* and Long-Term	<p>Display current and planned accessibility-related information about the Island Explorer Shuttle System on the Acadia National Park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.</p> <p>The NPS should recommend to their partner, the Island Explorer, to put additional information regarding accessibility on that organization's website.</p>
Provide and identify the accessible loading zone at each shuttle stop and ensure the accessible lift is deployed within that loading zone.	Interim	Ensure that there is at least one accessible boarding zone at each stop for passengers using the lift. A second marked boarding zone is recommended for passengers walking onto the shuttle to use at the same time. These accessible loading zones should be located in an area that is firm and stable as well as level (<1:48) of sidewalk that is clearly marked as the accessible loading zone at all bus stops of 96 inches (measured perpendicular to the curb or vehicle roadway edge) and a clear width of 60 inches (measured parallel to the roadway).
Provide accessible routes to/from the shuttle stops.	Long-term	Ensure that routes to/from the shuttle stops adhere to accessible route or Outdoor Recreation Access Route (ORAR) standards.
Provide benches that comply the ABA standards of accessibility.	Interim	Replace all benches that do not comply to ABA standards with benches that adhere to standards.
Provide information available at shuttle stops in multiple formats.	Long-term	Ensure all information is provided via visual and audio formats.
Ensure all staff members (and contracted shuttle drivers) can interact and communicate with individuals with disabilities appropriately and effectively.	Interim*	All staff members (and contracted shuttle drivers) will complete training on how to interact and communicate with individuals with disabilities.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to the Island Explorer Shuttle System Stops for visitors with disabilities:

Parking & Arrival

The location of the Village Green, Echo Lake, Seawall Campground, and Blackwoods Campground shuttle stops are clearly visible.

Recommendation #1: Ensure all shuttle stops are clearly marked with a sign as well as indicated on the park/shuttle websites and maps.

Recommendation #2: Ensure that there is an accessible route to each shuttle stop following ABA guidelines F206.2.1 and 402 or following ORAR standards.

Recommendation #3: Provide information on the location of the closest accessible parking to shuttle stops where individuals would likely leave a vehicle on the Acadia National Park website, app, and accessibility guide (planned).

Orientation, Wayfinding & Signage

ALL SHUTTLE STOPS:

Recommendation #1: Ensure there is an audio component providing the same information that is conveyed via the electronic signs at all shuttle stops. The method for audio delivery could be a push-button or motion-activated output, but should be installed at a consistent location at all stops. Buttons should be identified with braille.

Recommendation #2: Identify the accessible loading zone at each shuttle stop (two if possible: one for walking passengers and one

for passengers using the lift). Clearly mark the loading zones and communicate the purpose and use of accessible loading zones to drivers.

Recommendation #3: At shuttle stops that have bulletin boards, ensure the font size is appropriate for the viewing distance and that all information is conveyed on the website in other formats. This information should also be available in an audio format.

Recommendation #4: Audio announcements from the bus indicating direction of travel or next stop should also be made in audio format.

VILLAGE GREEN SHUTTLE STOPS:

There are signs identifying both the Island Explorer Shuttle Stops at the Village Green located at Firefly Lane and Kennebec Street. At the intersection of the shuttle stops, there is an electronic sign not in service at the time of the assessment and an information panel providing a map and timetable of the shuttle routes.

Recommendation #1: Add a tactile component and braille to the Village Green Information Panel to provide information for people who have low vision or are blind. A raised-line map of the shuttle routes would allow individuals who are blind to note relative length and direction of routes.

Amenities & Site Features

There are benches located close to several of the shuttle stops. Benches are an essential place for people to sit and wait for the shuttle, as some people's standing is limited by decreased endurance, pain, impaired balance, energy, or other means. There are also trash and recycling receptacles at the shuttle stops, and most stops are covered.

Recommendation #1: Replace or augment benches to meet ABA standards, including a backrest, armrests, and specific dimensions at all shuttles stops.

Recommendation #2: Locate trash and recycling receptacles within reach range of an accessible route and with clear ground space.

Recommendation #3: Ensure the surface of all shuttle stops is firm and stable.

Resources

[Final Revised Accessibility Guidelines for Buses, Over-the-Road Buses, and Vans](#)

[U.S. Access Board Technical Guide – Passenger Loading Zones](#)

[\(Proposed\) Public Rights-of-Way Accessibility Guidelines](#)

[National Association of City Transportation Officials: Passenger Information & Wayfinding](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at The Island Explorer Shuttle System Stops.

Action tables begin on the next page (landscape orientation).

Island Explorer Shuttle System Stops

Location: Village Green Shuttle Stop			
Corrective Action: Ensure there is an audio component for any electronic signs			
<u>Deficiency</u> Important information on the shuttle route and arrival/departure is conveyed only visually. (The electronic sign was not in service during the assessment period.)	<u>Solution</u> Ensure there is an audio component for any information provided by the electronic signs. Real-time arrival displays with mobile app integration improve rider satisfaction and can increase ridership. Real-time displays should be accompanied by audible announcements. For riders with visual disabilities, provide an alternative to visual display boards; audible announcements are preferred over braille and other methods that require finding the display. Consider station/street noise and environmental characteristics during implementation.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
	Reference Standards and Guidelines: Rehabilitation Act of 1973, as amended, Section 508 and Section 504 and Section 402.5 and Functional Performance Criteria 302)	NPS_ACAD_KGP_053	NPS_ACAD_KGP_050
Location: Village Green Shuttle Stop			
Corrective Action: Ensure All shuttle stops have accessible loading zones and clearly mark them			
<u>Deficiency</u> The sidewalk at the Kennebec St. bus stop is sloped (the sidewalk at the Firefly St. bus stop appears to be level) and the accessible bus boarding area is not identified.	<u>Solution</u> Ensure there is a level area of sidewalk (slope < 1:48) of 96 inches (measured perpendicular to the curb or vehicle roadway edge) and a clear width of 60 inches (measured parallel to the roadway) that is clearly marked as the accessible loading zone at all bus stops.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
	Reference Standards and Guidelines: ABA F209, 810.2		

Island Explorer Shuttle System Stops

Location: Village Green, Echo Lake, Hulls Cove VC, Sand Beach, Jordan Pond and other Shuttle Stops			
Corrective Action: Replace benches without back support with benches that have back support			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The benches at the shuttle stops that were evaluated during this site visit do not have backrests.	Replace the current benches with benches that have back support (at least 42 inches long and extend from a point of two inches maximum above the seat surface to a point of 18 inches minimum above the seat surface. The back support should be 2.5 inches maximum from the rear edge of the seat measured horizontally. The benches should be 42 inches long minimum, 20-24 inches deep, and 17-19 inches above the sidewalk.	Serious	Short-Term



NPS_ACAD_KGP_099

NPS_ACAD_KGP_054

Reference Standards and Guidelines: ABA 903

Island Explorer Shuttle System Stops

Location: Village Green Shuttle Stop	
Corrective Action: Make information panel white cane detectable	
<u>Deficiency</u> The Village Green Information Panel is a protruding object.	<u>Solution</u> Recommend placing a permanent structure or object on ground under the edges of the Information Panel to be in detectable range of a white cane to direct someone who is blind or has low vision away from the protruding objects.
	<u>Criticality</u> Serious <u>Timeframe</u> Immediate
 Reference Standards and Guidelines: ADA/ABA 307 Protruding objects	
Location: Echo Lake Shuttle Stop	
Corrective Action: Find and label an accessible loading zone	
<u>Deficiency</u> There is an asphalt loading zone that is 60 inches in depth, but curved so the bus is not able to pull in flush to the sidewalk.	<u>Solution</u> One accessible loading zone is required every 100 ft at a specifically designed passenger loading zone. Find a location 96 inches long x 60 inches deep that has a slope of no greater than 1:48. Mark as the accessible loading zone.
	<u>Criticality</u> Serious <u>Timeframe</u> Short-Term
 Reference Standards and Guidelines: ABA 810.2	
 NPS_ACAD_KGP_052	
 NPS_ACAD_KGP_101	

Island Explorer Shuttle System Stops

Location: Blackwoods Campground Shuttle Stop Corrective Action: Construct an accessible shuttle stop route		<u>Criticality</u> Serious <u>Timeframe</u> Short-term	
<u>Deficiency</u> There is no accessible route leading to/from the shuttle stop.	<u>Solution</u> Construct an accessible route or ORAR leading to/from the shuttle stop so that individuals with mobility impairments can access the shuttle stop safely.		ACAD_KGP_216
Reference Standards and Guidelines: ABA F206, 402, 101.6			
Location: Seawall Campground Shuttle Stop Corrective Action: Replace ground material with material that is firm and stable		<u>Criticality</u> Serious <u>Timeframe</u> Short-term	
<u>Deficiency</u> The ground at this shuttle stop is too loose and too steep of a grade.	<u>Solution</u> Resurface with ground material that is firm and stable and level grade to <1:48.		ACAD_KGP_018
Reference Standards and Guidelines: 302.1			



Jordan Pond

Date: June 14, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Jordan Pond is an important, central feature at the park. The historic cultural landscape situated at the southern end of the pond has been for more than a century a favorite location for plein air artists and visitors to the tea house. Against the surrounding forests, the manicured lawn extends behind the current building across the gentle slope to a thicketed shore. In addition to its significance as an historic recreational and scenic location, the Jordan Pond complex serves as a transportation and service hub. Dining service is available at Jordan Pond House, with table seating on the lawn overlooking the pond. The vast network of historic Carriage Paths and other trails converge at this site as well.

Visitor access areas and features currently maintained by the NPS include the parking lots, tea lawn and meadow, the myriad routes and trails that traverse this setting, and the building that houses the restaurant and restroom facilities that are accessed from the exterior. A concessioner runs the dining and gift shop operations.

The current Jordan Pond House was built in 1982 and is being considered for a major renovation

project or replacement. Therefore, this assessment considered the outdoor features and facilities only. Any new construction should be reviewed for compatibility with universal design principles and adherence to ABA standards.

The objectives for evaluation of Jordan Pond were:

- Discuss opportunities for expanded accessibility to the historic landscape
- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Jordan Pond cannot be deferred until the rehabilitation or replacement of the Jordan Pond House is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided.

Specific interim and long-term accessibility goals for Jordan Pond include:

Goal	Timeline	Implementation Detail
Provide a universally accessible experience for visitors of all abilities at Jordan Pond House and grounds.	Long-term*	Complete redesign or replacement of the current structure to ABA Standards with fully accessible routes and program features.
Offer an equitable outdoor dining experience for visitors with disabilities.	Interim	In addition to the brick patio for accessible seating, create accessible routes (temporary via "mobi-mat") to seating at several different parts of the outdoor dining area. Ensure tables have accessible seating.
Facilitate the use of the boat launch by people with disabilities.	Long-term*	Maintenance/expansion of loading area and installation of an accessible route to waterline and an accessible boat launch.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Jordan Pond for visitors with disabilities:

Parking & Arrival

Of the two large parking lots at this major hub, one contains accessible parking spaces. These spaces are grouped close to the Jordan Pond House. During the site evaluation, crowd management was an apparent concern. Visitors in search of parking removed temporary barriers and signs to park cars in bus lanes. The Island Explorer bus system was not operating, and it was difficult to determine how buses would impact the traffic flow (although presumably their use would ease congestion). Multiple surface changes in the walkways immediately adjacent to the Jordon Pond House can pose barriers for people with mobility or vision impairments.

Recommendation #1: Improve accessible parking options by re-scoping the lots and identifying dispersed locations for accessible parking. These spaces should be located adjacent to accessible routes to the various

amenities and features at the area, including trails to access carriage roads and the boat launch area, in addition to the Jordan Pond House.

Recommendation #2: Replacement of cracked and deteriorating surfaces on accessible routes to the building egresses to meet ABA standards for changes in level.

Recommendation #3: Beginning just off the Park Loop Road, identify accessible parking locations and the features they serve.

Orientation, Wayfinding & Signage

In addition to the historic landscape and teahouse services, the Jordan Pond area is a primary access point for the carriage road system. There are multiple points from the parking lots and grounds where trails lead to this popular (and largely accessible) network of historic roads.

Recommendation #1: Provide orientation map(s) and/or model(s) depicting the layout and location of various site features, including the tea lawn paths and shoreline trail, the trails from parking lots to carriage roads, and points of interest. Signs located near accessible parking can direct visitors to the most accessible routes and trails. The surfacing and slope of trails should be included on informational signs near the parking lot.

Recommendation #2: Provide directional signage indicating the location of any accessible routes and trails. Mark the most accessible path across the meadow and along the shore, and include information about distance, slope, and surface so that visitors can determine how best to access the experiences they seek.

Amenities & Site Features

The primary site features, excluding the Jordan House interior, are the outdoor dining area (tea lawn) and meadow with paths to the shoreline. The shoreline trail (Jordan Pond Path) extends in either direction from the bottom of the open meadow and has been improved for accessibility for a short distance northeast toward the boat launch. The trail to the south has not been improved and features a wayside exhibit and connects to the carriage roads. Restrooms are located at the rear exterior of the house but are reached by a curved sloping path with high cross-slope.

Recommendation #1: Resurface the Jordan Pond Path trail from the meadow to the carriage road to connect trails that are most accessible and provide an opportunity to experience the historic viewshed at the wayside exhibit.

Recommendation #2: The use of restrooms by persons with disabilities is made difficult by the sloped route to the rear of the building. Redesign the existing path to better accommodate visitors of all abilities (and to meet ABA standards). In the meantime, consider adding an accessible temporary toilet facility (e.g. port-a-potty).

Interpretation & Education

The story of Jordan Pond centers around the mid 19th- through the 20th-century use of this area as a place of respite, recreation, and inspiration. The historic landscape is maintained to afford views similar to those seen over the past 150+ years by visitors and artists. Two primary interpretive experiences at this site are: the view of the Bubbles (peaks) across Jordan Pond and the backyard dining.

An existing wayside exhibit is located at the shore of Jordan Pond, just beyond view from the meadow. This sign interprets the history of plein air painting from the vantage point of the exhibit.

Recommendation #1: To effectively communicate the historical role and meaning of Jordan Pond House to people with disabilities, accessible interpretation must be integrated into the onsite experience. Interpretive panels at the house should include accessible features, including tactile components, descriptive audio, high contrast and large print design, and clear ground and unobstructed viewing space. As revisions are made to the site facilities, incorporate accessible interpretive media and components.

Recommendation #2: The wayside at the Jordan Pond Path that depicts the view of the Bubbles and interprets the history of the scenic viewshed is currently inaccessible to many visitors because of its location and design. Create an area with clear ground space and unobstructed viewing for visitors who are seated (e.g. using a wheelchair). Incorporate accessible design elements into the wayside, such as audio, tactile components, and lower profile design. Suggestion: Add a 3-D model of the viewshed to this exhibit to assist visitors who are blind in understanding the scale and shape of the geological formations of the area.

Recommendation #3: Be sure to highlight the location of any accessible waysides with directional signage in high traffic areas.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas](#)

[ABA Standards:](#)

F206.2.5 Restaurants and Cafeterias

In restaurants and cafeterias, an accessible route shall be provided to all dining areas, including raised or sunken dining areas, and outdoor dining areas.

EXCEPTIONS: 1. In alterations, an accessible route shall not be required to existing raised or sunken dining areas, or to all parts of existing outdoor dining areas where the same services and decor are provided in an accessible space usable by the public and not restricted to use by people with disabilities.

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Jordan Pond.

Action tables begin on the next page (landscape orientation).

Jordan Pond

Location: Parking lots Corrective Action: Rescope and add accessible parking			
Deficiency	Solution	Criticality	
Accessible parking spaces are inadequate for the lot size and not located at nearest route to amenities.	Rescope accessible parking for each lot and disperse spaces for better access to trails, Jordan Pond House, and boat launch.	Serious	
Reference Standards and Guidelines: ABAAS 208			
Location: Accessible routes Corrective Action: Grade and fill surfacing at transitions			
Deficiency	Solution	Criticality	
Changes in level throughout area, particularly where different surfacing types meet.	Fill, pack, and grade to achieve acceptable changes in level on accessible routes (to facilities).	Serious	
Reference Standards and Guidelines: ABAAS 302 and 303			

Location: Boat Launch Corrective Action: Place benches with shade protection			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
Boat launch has no fixtures or amenities. The walk to the shore is lengthy and difficult, with no place to rest at the shore.	Place a bench with back and armrests near the shore for use by those who lack stamina or have mobility impairments. Place in shaded area or include shade structure with seating.	Timeframe Short-term	NPS_ACAD_LKW_088
Reference Standards and Guidelines: NPS Director's Order #42			
Location: Jordan Pond Grounds Corrective Action: Replace / add signage			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
Orienting and interpretive information, including maps and signs, is provided only visually. Information about trails and routes is missing.	Ultimately, provide information in multiple formats, both audio and tactile as well as visually. Utilize the NPS app, downloadable information, QR codes, motion sensing audio tracks, etc. In addition, add important information on slope, distance, and surfacing to wayfinding and trailhead signs throughout the park.	Timeframe Short-term	NPS_ACAD_LKW_093
Reference Standards and Guidelines: Section 504 of the Rehabilitation Act; Harpers Ferry Accessible Media Guide			

New Trailhead Kiosk Design

Date: June and September, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Acadia National Park is in the process of designing new kiosks to replace the existing kiosks. A prototype of the new kiosk design was assessed at the parking lot in The Tarn Area. In addition, conversations with Acadia staff for trails and media informed the review. The intent of the new kiosks is to update the physical structure of the kiosk as well as improve the dissemination of important information to park visitors. The existing kiosks present information on park rules, trail maps, and specific warnings. To improve the visitor experience, these new kiosks must be placed along an Outdoor Recreation Access Route (ORAR) at the trailhead and must provide the following trail information:

- Destination and length of the trail
- Surface type
- Typical and minimum tread width
- Typical and maximum running slope
- Typical and maximum cross slope
- A statement that the posted information reflects the condition of the trail when it was constructed or assessed, including the date of the construction or assessment

By providing objective information about the trail in a location that is accessible, Acadia National Park is respecting the autonomy of individuals with disabilities to make their own informed decisions about the appropriateness of the trail for themselves and their group members. Consider how the information will be used by visitors and keep the signs simple and straightforward. Also, consider maintenance and durability when selecting materials for printing the kiosk contents.



The objectives for evaluation of the new kiosk design were:

- Assess the prototype for the new kiosk located at The Tarn Area for compliance with accessibility standards and presentation of accessibility information.
- Provide recommendations for the new kiosk design on the most appropriate formats and locations to present accessibility information to visitors.

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for the design of the new kiosks to improve visitor experience for visitors with disabilities:

Parking & Arrival

Kiosks with trail information should be placed at trailheads where visitors can easily see them and access the information they need to determine their ability to participate prior to entering the trail system. Typically, the best places for these kiosks are next to parking lots or at trail intersections. In some cases there is not adequate space for the kiosk at the true trailhead (for example, at Cadillac Mountain South Ridge Trailhead along Park Loop Road). Here, a smaller profile, “log” sign could be used to indicate the trail name and the distance/route to the kiosk.

Recommendation #1: Position the new kiosks along an accessible route (compliant with standards for outdoor recreation access routes) that connects the accessible parking spaces, any accessible restroom facilities, and the trail's starting point in order to make trail information accessible for individuals with disabilities.

Orientation, Wayfinding & Signage

A comprehensive trail description system that codifies the ways in which key elements of trail conditions are described is critical to the accessibility of Acadia. Once the information and the language, symbols, other design elements, and level of detail to be communicated are determined, all trail information should be shared online, in printed form (including braille), and onsite. This information should be organized by trail, and elements should remain consistent across media types and locations.

Recommendation #1: Recommend avoiding reflective surfaces that cause glare to ensure the information is easily readable for individuals who have low vision.

Recommendation #2: Recommend providing a tactile model of the trail map at the visitor center (short-term) and at each of the trailhead kiosks (long-term) that is labelled with large print and braille to present orientation information for individuals who have low vision or are blind.



1 - Example of Tactile Trailhead Sign Design



2 – Example of a QR Code on a Trail Sign

An example of trail signage with QR code that can be read by a smartphone

Recommendation #3: Recommend providing a QR code at each kiosk for visitors to scan to open audio information about the trails for individuals who are blind or have low vision (no recommendation for an audio component at the kiosk because they break easily).

Recommendation #4: Recommend ensuring wording is easily readable by using lettering that is:

- Sans serif or slab serif font
- A minimum size of 1/4" height
- Font with normal spacing between letters
- Flush left
- High color contrast between letters and background (70% minimum contrast)

- Not printed over a patterned background
- Positioned between 43"-67" above the ground
- In simple language

Recommendation #5: Recommend conveying the required accessibility information in a concise, clear, and easily readable manner. Differing colors and textures (for example, dots vs. dashes) can be used in combination to convey a lot of information while minimizing the amount of text required. A clearly defined and consistent system for translating trail conditions to colors and/or textures and a legend identifying those definitions will be essential to a successful design.

Recommendation #6: At trailheads where a full-size kiosk is not practical, install low-profile signage that provides the accessibility information in a consistent format as the larger kiosks: trail name, destination, and trail length. Icons can be used to label the accessibility information of surface type, typical and minimum tread width, typical and maximum running slope, and typical and maximum cross slope.

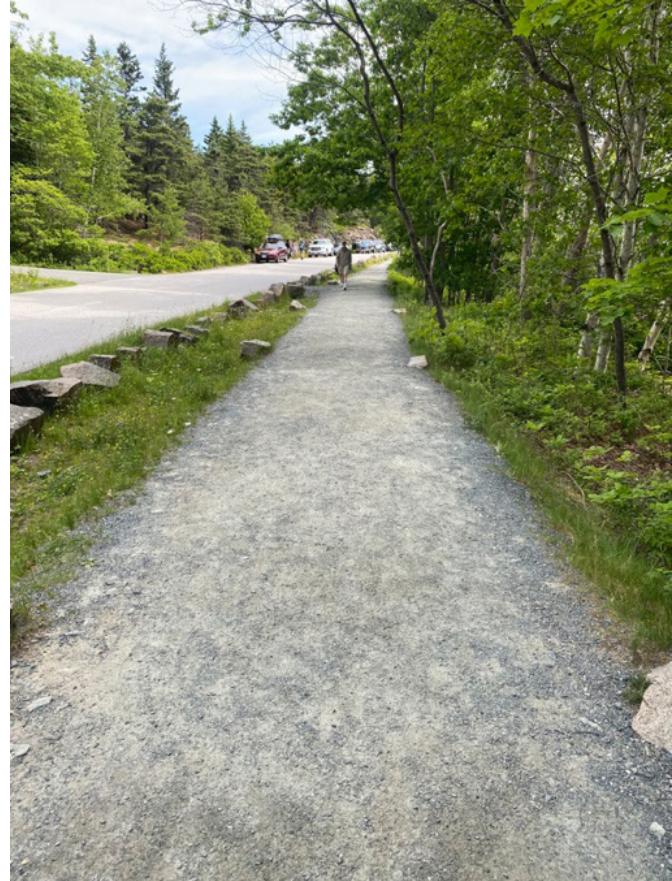
Resources

[Accessibility Guidebook for Outdoor Recreation and Trails](#)

[USDA Forest Service Exhibit Accessibility Checklist](#)

[Guidelines For Providing Trail Information to People With Disabilities](#)

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)



Ocean Path*

Date: June 14, 2021

Project: Acadia National Park Accessibility Evaluation

*Assessment site located from Sand Beach access south approx. .25 mile

Purpose, Experience & Use

Ocean Path Trail from Sand Beach to Otter Point is a heavily used trail that follows the Park Loop Road. The section between Sand Beach and Thunder Hole has many informal overlooks and access to the rocky cliffs. The path itself is adjacent to the road and is surfaced with concrete and packed gravel surfacing. The slope follows that of the road and is not steep.

Roadside parking is available along the length of the Park Loop Road, making this trail function as an accessible route used to travel to and from popular sites in this area of the park. Some areas of washout

have been resurfaced with pressed gravel in a plastic framework/mat. This surfacing is firm and stable, with exceptions as the edges where the frame has become exposed.

There are parking lots at multiple points on the opposite side of the Park Loop Road, as well as at either end of the route at Sand Beach and Otter Point. This assessment looked at a segment from Sand Beach upper parking lot south past the Old Soaker parking area.

The objectives for evaluation of Ocean Path Trail were:

- Review the surface conditions for adherence to accessibility standards
- Identify best access to this trail segment for visitors with disabilities

Specific interim and long-term accessibility goals for Ocean Path Trail include:

Goal	Timeline	Implementation Detail
Improve access and use for people with disabilities along the most popular part of the trail.	Long-term	Replacement of damaged and eroded surfacing with permeable crushed stone composite and regular trail maintenance.
Design a safe, accessible means of reaching the trail.	Interim*	Addition a marked crosswalk with accessible curb cuts and route to accessible parking at the Old Soaker parking lot.
Make accessible route wayfinding information readily available to visitors entering the trail from midpoint parking lots.	Interim	Signs installed along route with directional arrows and distance to park sites.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Ocean Path Trail for visitors with disabilities:

Parking & Arrival

Accessible parking is available at the Sand Beach parking area, however, the route to Ocean Path is very steep and poses a significant barrier for any visitor who has mobility or stamina concerns. Parking at lots on the inside of Park Loop Road offers a closer-to-grade option for accessing the trail across the street. The Old Soaker parking lot has accessible parking spaces.

Recommendation #1: Improve access to the Ocean Path trail by making improvements to the accessible parking spaces at the Old Soaker lot and connecting the spaces with an accessible route across the road to the trail.

Orientation, Wayfinding & Signage

Current accessible parking in the Old Soaker and other lots does not have signage indicating the

shortest accessible route to Ocean Path and other park sites or features. There is limited information along the trail itself to assist visitors with disabilities in finding other accessible sites (e.g. restrooms at Sand Beach) or trail conditions.

Recommendation #1: Provide directional signage indicating the location of accessible routes and parking. Include the distance to nearby park sites of interest, such as Thunder Hole and Sand Beach and trail surface and slope conditions.

Resources

[Access Board ABA Guide to Outdoor Developed Areas](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Ocean Path Trail.

Action tables begin on the next page (landscape orientation).

Location: Ocean Path at Old Soaker Parking lot			
Corrective Action: Add signs to indicate accessibility of Ocean Path and route from accessible parking			
Deficiency	Solution	Criticality	Timeframe
There is no information on where and how to find accessible parking, routes, amenities, and trails.	<p>Add simple signs with the international accessibility symbol (ISO) to identify routes to accessible features.</p> <p>Add directional signs, using accessible fonts and contrast with the ISO symbol for indicating the distance to points of interest, e.g. Sand Beach.</p> <p>Clearly identify road crossing from parking lot to trail with "no parking" signs and striping.</p>	Serious	Immediate

 NPS_ACAD_LKW_049

 NPS_ACAD_LKW_046

Reference Standards and Guidelines: ABAAS 402, 703

Ocean Path

Location: Ocean Path at Sand Beach Parking Area Corrective Action: Add accessibility directional signs			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
Accessible facilities are not identified, and directional signs are missing.	Add signage to roadway, trail intersections, entrance and exit multi-use paths and driveways to identify points of interest. Include ISO symbol wherever accessible parking, facilities or routes are available.	Serious	
		Timeframe Short-term	NPS_ACAD_LKW_053

Reference Standards and Guidelines: ABAAS 703



Sand Beach

Date: June 14, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Sand Beach is located on the eastern side of Mount Desert Island in Newport Cove. It is protected by cliffs on the west and the arm of Great Head to the east. Behind the wide beach are sand dunes and a wetland area. A trailhead to Great Head can be accessed from the far (east) side of the cove and rocky tidepools are scattered at the base of the cliffs to the west.

This sandy, south-facing beach is a popular spot with Acadia visitors, and the parking area frequently fills by 9AM in the busy season. Visitors can park here, a relatively short distance into the park on the

loop road from the Bar Harbor entrance, and access the beach, Ocean Path Trail and the Beehive Trail.

Visitor access areas and features currently maintained by the NPS include the upper and lower parking lots, a bus stop, restroom building, changing rooms, sidewalk connecting the site elements, a wayside panel and memorial plaque, and a long stairway to the beach.

The objectives for evaluation of Sand Beach were:

- Identify accessible route to the beach area
- Review the current facilities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Sand Beach cannot be deferred until a larger project is undertaken. To

ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be

provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Sand Beach include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Provide an equivalent opportunity to experience the beach and intertidal area.	Long-term*	Design and installation of an accessible ramp along the wooded hillside below the parking area. In addition to providing access to the beach, this route would offer views of the wetland/dunes. Integration of design elements such as tactile models, interpretive signage, and audio description should be considered paramount to the achievement of this goal.
Provide access across sand to the water, at least on a seasonal basis.	Interim/ Long-term*	Install decking or a removable route such as a rollout mat, to create a firm and stable surface from the bottom of the stairs to the high tide line. Consider plotting the route along (parallel to) the beach with a perpendicular intersection to reach the tidepools and another to the open water.

Asterisk (*) indicates priority

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Sand Beach for visitors with disabilities:

Parking & Arrival

Of the two existing parking lots, the lower, larger one is an historic feature. The lots are connected via road and path, and a restroom facility, changing room building, and a bus stop are located at the lower lot. Two popular trails are accessed at this location: Ocean Path on one end and the trail to the Beehive on the other. Angled, accessible parking is located

near the facilities. The route/stairs to the beach are located behind the facilities. This area is highly utilized, and crowds regularly exceed the parking capacity. Current accessible parking is angled and does not have an adequate number of access aisles.

Recommendation #1: Improve accessible parking capacity and convenience by adding more overall spaces. Include the parking capacity of both the upper and lower lots when determining the number of spaces needed and consider exceeding the minimum required based on the extensive use at this site.

Recommendation #2: Redesign the angled accessible parking spaces to include a separate access aisle for each spot to comply with ABA standards. Realign the curb cuts at each access aisle.

Recommendation #3: Improve Island Explorer bus stop adding seating with arm and back rests. Clearly mark clear ground space for a passenger loading zone.

Orientation, Wayfinding & Signage

The Sand Beach parking and facilities are reasonably well identified within the site. Beginning with the entrance on the Park Loop Road and throughout the parking lots and facilities, there are few wayfinding signs. Particularly at peak times, park visitors must search for the nearby trails. Many visitors were seen asking for directions during this site assessment. An interpretive wayside is located at the top of the stairs to the beach, along with a commemorative marker, and there is a bulletin board at the bus stop.

Recommendation #1: Given the high use of this site, visitors should be provided orientating information to nearby sites as well as directional signage for features at this location, including the nearby trails and the stairs to the beach. These signs should include description of the trail and beach conditions with respect to physical ability (slope, distance, and types of surfacing).

Recommendation #2: Directional signage, consistent across park locations, should be installed along the Park Loop Road and Ocean Path Trail, indicating the accessible parking and other amenities at the Sand Beach site.

Recommendation #3: As part of a new accessible route to the beach area, install an accessible route from that feature (at the far end of the lower parking lot) to the restrooms, bus stop, and changing rooms. Include directional signs along the route.

Recommendation #4: Handrails should end in a closed loop to avoid catching clothing or other items. Refit handrails at top and bottom of stairs to the beach so that the rail returns to the wall or ground, closing the loop.

Amenities & Site Features

Sand Beach has restrooms, changing rooms, a water fountain, and two foot-washing stations, in addition to the bus stop discussed above. The restroom building is connected to the other site features by a ramp and stairs. Each changing room has an exterior door facing a sloped paved walk. There are two rooms that are accessible in terms of the change in level from the walkway (others are not currently accessible); one of which is marked with an international accessibility symbol. Inside, the changing rooms have wall hooks and a bench seat. The one marked for accessibility has grab bars, which are not required, but are currently mounted too high. The foot washing stations are located at each end of the changing room building and consist of a single spigot from the ground and a grated drain.

Recommendation #1: To make the changing rooms accessible for those with disabilities begin by marking the two accessible changing rooms with signs that include braille and raised lettering, mounted per ABA standards on the latch side of each door. On the interior, lower hooks and extend depth of bench seating in these changing rooms to meet ABA standards; and finally, consider adjusting the door closing mechanisms to lower the amount of force needed to open.

Recommendation #2: The foot washing stations pose a tripping hazard to individuals with low vision and are difficult to use for anyone with compromised grip strength or who is using a wheelchair. These stations should be redesigned to make them cane-detectable and operable with minimum grip strength. Adding a higher shower head will make them usable by more people of differing abilities. The surface around each station is uneven and slopes to grates with large openings which exceed that allowed by the ABA Standards. Repouring the cement to create a smooth pad with adequate clear ground space and connection to the sidewalk would make this feature more usable. At the same time, replace the water fountain with one that has clear ground space and is cane detectable.

Interpretation & Education

There is one interpretive wayside and a historical marker at the top of the stairs to the beach. Scheduled educational programming takes place on the beach, including night skies programs.

Recommendation #1: To achieve effective communication with visitors, add descriptive audio to the existing wayside exhibit.

Recommendation #2: Install interpretive waysides along the new beach access route from the lower parking lot. Waysides that are designed to consider the needs of individuals with disabilities are likely to include tactile components, high-contrast illustration, audio description, and descriptive text.

Recommendation #3: Clearly describe the accessibility conditions of Sand Beach in any program announcement for this site. Visitors should be provided the information necessary to make decisions about their own participation.

Resources

Golden Gate National Recreation Area's [beach wheelchair rental program](#): contact Richard De La O, GGNRA Accessibility Program Manager, (415) 561-4958

[Access Board ABA Guide to Outdoor Developed Areas – Beach Access Routes](#)

[Access Board ABA Guide to Parking Spaces](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Sand Beach.

Action tables begin on the next page (landscape orientation).

Sand Beach

Location: Restrooms Corrective Action: Replace and repair features to ABA Standards			
Deficiency	Solution	Criticality	Timeframe
The restroom interiors lack pipe coverings under sinks, have paper and sanitary dispensers mounted above the grab bars inside the stall, and have a diaper changing table installed inside a stall and out of accessible reach range.	Reinstall changing table outside the accessible stall at proper height to accommodate reach range; evaluate placement of toilet paper and sanitary product dispensers per ABAAS 604.7 and remount as necessary; and wrap exposed pipes at lavatories.	Serious	Immediate
		NPS_ACAD_LKW_058	
		NPS_ACAD_LKW_059	
Reference Standards and Guidelines: ABAAS 604, 606, and 609			
Location: Bus Stop Corrective Action: Add cane detection to bulletin board			
Deficiency	Solution	Criticality	Timeframe
Informational panels / bulletin board at bus stop is not cane detectable: bottom of frame is 32.5 inches from ground.	Add a lip to the bottom of the panel to bring it to within 27 inches from the ground or add barrier at ground level to make the space cane detectable.	Serious	Immediate
		NPS_ACAD_LKW_063	
Reference Standards and Guidelines: ABAAS 307			



Seawall Campground

Date: September 13, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Seawall Campground is located on the western side of Mount Desert Island on Maine Route 102A, about 4 miles south of Southwest Harbor. The campground is open seasonally, May through October, with dates subject to change. Off season and winter camping is not available. The campground is staffed by Park Rangers. Visitors must use the Recreation.gov website for campsite reservations, and reservations open two months in advance. Walk-in tent sites cost \$22 per night, drive-up tent/camper/motor home sites cost \$30 per night, and group tent sites cost \$60 per night.

Seawall Campground is configured into Loops A, B, C, and D for individual campsites as well as an area for Group Camping. There are 38 campsites in Loop-A (including 3 accessible sites), 27 campsites in Loop-B (including 2 accessible sites), 43 campsites in Loop-C (including 3 accessible sites), 104 campsites in Loop-D (including 5 accessible sites) and 5 group campsites (including 1 accessible site that is not marked on the campground map). At the individual campsites, visitors are limited to two tents, one vehicle, and six people at each individual

campsites. There is additional parking available at the amphitheater. Group campsites allow up to 12 tents. There are no electric hook-ups, however, visitors can use generators in Loop-C only from 8AM-10AM and 4PM-7PM. The dump station and sewage hatch are also located in Loop C.

As the current accessible campsites as well as the campground's paths, amenities, and features do not support the needs of individuals with disabilities appropriately, and Seawall Campground is being considered for a renovation, the campground has the unique opportunity to integrate Universal Design principles into the rebuild. Through the integration of Universal Design at Seawall Campground, all visitors, regardless of ability, can stay at any site, access all areas, and use all amenities and features. This elevates all visitors' experiences. The following recommendations are based on the United States Access Board's summary of accessibility standards for Federal outdoor developed areas, which is the minimum standard accessibility required. Universal Design exceeds this minimum accessibility and provides a more inclusive experience for all individuals.

The objectives for evaluation of Seawall Campground were:

- Discuss the proposed options for redesign and reconstruction of the campground with specific regard for the impact on accessibility

for individuals with disabilities.

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Seawall Campground cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs,

interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, requires substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Seawall Campground include:

Goal	Timeline	Implementation Detail
Ensure an inclusive and fully accessible experience for all visitors including those with disabilities to Seawall Campground.	Long-term*	Redesign and rebuild of Seawall Campground using universal design principles including the campsites, paths, amenities (restrooms, washing stations, dump station, and water spigots), and amphitheater.
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Seawall Campground on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Ensure an inclusive educational and informational programming experience at the amphitheater for individuals with mobility impairments by providing accessible seating options.	Interim	Identify and mark accessible seating areas in the front, middle, back, center, and sides of the seating area of the amphitheater as well as ensure that park staff know where the accessible seating locations are and can provide appropriate assistance.
Ensure an inclusive experience for educational and informational programming at the amphitheater for individuals who are deaf, hard-of-hearing, blind, or have low vision by providing accessible seating for individuals.	Interim	For educational and interpretive programming, acquire portable assistive listening amplification systems and develop and clearly communicate a policy for Sign Language Interpreters.
Ensure an inclusive experience for educational and informational programming at the amphitheater for individuals who are deaf, hard-of-hearing, blind, or have low vision by providing accessible seating for individuals.	Long-term	For educational and interpretive programming, ensure an integrated sound system is compatible with audio listening devices for individuals who are hard of hearing or deaf and offer audio description for individuals who are blind.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Seawall Campground for visitors with disabilities:

Parking & Arrival

Upon arrival at Seawall Campground, visitors must stop and exit their vehicles to check-in at a small ranger station. This causes increased traffic around the area of the ranger station. In addition, visitors regularly do not stop at the stop sign outside of the ranger station, causing a safety concern for those exiting their vehicles to check-in. This ranger station is in a historic building that has recently been renovated. Due to COVID-19 precautions, visitors check-in outside on the porch. Previously, visitors went inside the station to check-in at a counter and receive park information and pamphlets from the park rangers. Visitors using wheelchairs have historically had a difficult time accessing the lower section countertop to check-in and receive information from the park rangers. A bulletin board located at the ranger station provides information on the shuttle and other current events.

Recommendation #1: Ensure all informational pamphlets are available in other formats including large print and braille.

Recommendation #2: Educate staff on information relating to the accessibility of Acadia National Park and Seawall Campground.

Recommendation #3: Train staff on how to appropriately communicate with and assist people with disabilities.

Recommendation #4: Ensure that staff ask whether individuals require assistance moving the picnic tables at their campsite (as the picnic tables are not fixed and are often moved by campers) whenever they check individuals in to the accessible campsites.

Orientation, Wayfinding & Signage

The Campground provides a printed map to facilitate wayfinding and orientation during the check-in process.

Recommendation #1: Ensure large print campground maps are available for individuals with low vision.

Recommendation #2: Ensure there is a detailed description of the campground on the website with audio description for individuals who are blind to be able to download.

Recommendation #3: Remove the large blue accessibility signs marking the accessible camping spaces.

Recommendation #4: Install signage (adhering to ABA guidelines) along the campground paths directing individuals to the campground amenities.

Amenities & Site Features

Seawall Campground includes Loops A, B, C, and D as well as a group campsite loop. Campsites include a vehicle parking space, tent pad, picnic table, and fire pit/grill. Some of the sites include historic fire pits. Shared amenities include restrooms with flush toilets and sinks, outdoor water spigots, dish washing stations inside the restroom buildings and outside, a dump station, and an Island Explorer Shuttle Stop. There are no showers in the campground. Refer to the Island Explorer Shuttle Stop Report for additional information regarding the shuttle stop.

SHARED FEATURES & AMENITIES

Recommendation #1: Ensure paths between campground features (including between campsites, restrooms, dirty water disposal, the road and the restrooms, and to the amphitheater) meet the Outdoor Recreation Access Route standards. Recommend using the same ground material as the campsites, like that used on the carriage roads.

Recommendation #2: Redesign all water hydrants in the campground to ensure there is a minimum of 72"x48" of clear ground space provided with the long side of the space adjoining or overlapping an ORAR, or another clear ground space. The clear ground space must be located so that the waterspout is between 11" and 12" from the rear center of the long side of the space. This allows people using mobility devices to approach and operate the waterspout from either the right or left side.

Recommendation #3: Construct troughs for dish washing close to the road or along accessible routes as individuals may not be able to access, carry their water, and use the two-handed sink for disposal of dirty dish washing water.

RESTROOMS:

The accessible water closet, shared restroom areas, and accessible water closet within the campground's women's and men's restrooms inconsistently adhere to accessibility standards. This impairs individuals' ability to function independently and decreases the visitor experience. To ensure people with disabilities are provided with an equitable experience when using these amenities, please refer to the following recommendations:

Recommendation #1: Ensure an accessible experience for individuals with disabilities using the restrooms within the campground.

THE DUMP STATION

Features include a waterspout and sewage hatch at the road through the dump station.

Recommendation #1: Ensure an accessible experience for individuals with disabilities using the dump station within the campground.

Accessible Campsites:

The number of available campsites and accessible campsites is less than normal due to COVID-19 closures. If not taking into consideration COVID-19

closures, according to the campground map, there are 38 campsites in A-Loop (including 3 accessible sites), 27 campsites in B-Loop (including 2 accessible sites), 43 campsites in C-Loop (including 3 accessible sites), 104 campsites in D loop (including 5 accessible sites) and 5 group campsites (including 1 accessible site that is not marked on the campground map). However, in order to scope this campground appropriately, it is important to know how many walk-in/tent-only, drive-in/tent/20ft maximum length RV, and drive-in/tent/35ft maximum length RV campsites are available to reserve and then ensure that there are the appropriate number of accessible campsites are available in each of the campsite types based on the scoping requirements for required number of accessible campsites shown in Table F244.2:

According to the total number of campsites:

- Drive-in/tent/20ft maximum length RV campsites (Loop A + Loop B) = 65 total sites (Need at least 4 accessible campsites between the two loops. There are 5, so no changes are needed from a scoping perspective.)
- Drive-in/tent/35ft maximum length RV campsites (Loop C) = 43 total sites (Need at least 3 accessible campsites. There are 5, so no changes are needed from a scoping perspective.)
- Ensure accessible campsites in Loop C include pull-through and no pull-through sites.
- Walk-in/tent-only campsites (Loop D) = 104 (need at least 7 accessible campsites. There are 5, so at least 2 additional accessible walk-in sites must be added to adhere to scoping requirements.)
- Group campsites = 5 (Need at least 2 accessible campsites. There is only 1, so at least 1 additional accessible group campsite must be added to adhere to scoping requirements.)

Recommendation #1: Add at least 1 additional accessible group campsite.

Recommendation #2: Add at least 2 additional accessible walk-in/tent only campsites in Loop D.

Table F244.2 Camping Units with Mobility Features

Total Number of Camping Units Provided in Camping Facility	Minimum Number of Camping Units with Mobility Features Required
1	1
2 to 25	2
26 to 50	3
51 to 75	4
76 to 100	5
101 to 150	7
151 to 200	8
201 and over	8, plus 2 percent of the number over 200

Recommendation #3: Ensure Seawall Campground is providing the appropriate number of accessible campsites for each of the campsite types (walk in/tent-only, drive-in/tent/20ft maximum RV, and drive-in/tent/35ft maximum RV) based on the number of open campsites.

The locations of the accessible campsites are chosen due to the geographical features as well as their proximity to the restrooms. To identify the accessible campsites, there are large accessibility signs by the road. The campsites include a pedestal grill and/or fire ring as well as an accessible picnic table. The current campsites are not large enough to accommodate the clear space needed around a car, picnic table, fire ring/pedestal grill, and tent space. In addition, there are not appropriate clear spaces around the site features, and the ground material is not stable and firm. The paths to the shared restrooms and other campground features do not have ground material that is firm and stable. As a result, individuals with disabilities may have difficulty navigating their campsites and the campground.

Recommendation #1: Remove the large signs identifying the accessible campsites.

Recommendation #2: Replace ground material in the accessible campsites and paths between features including the restrooms with material

that is firm and stable (including the paths between the parking and the walk-in tent only sites). A ground material like that used on the carriage roads can be used to replace the current ground surface.

Recommendation #3: Ensure that each accessible campsite is large enough to accommodate the required clear space needed around visitors' car, picnic table, fire ring/pedestal grill, and tent space.

Recommendation #4: Ensure there is appropriate clear space around the fire ring/pedestal grill and picnic table at each campsite. To accomplish this, the sites must be setup correctly and staff must be trained to ensure that every accessible site is set up appropriately before guests arrive or ask guests at check-in if they need assistance moving the picnic table in their campsite.

Recommendation #5: Ensure there are accessible fire rings in all accessible campgrounds, that do not have pedestal grills (fire building surface should be 9" minimum above the ground).

Recommendation #6: Ensure the accessible groups sites have 20% (or no less than 2) accessible fire rings, pedestal grills, and picnic tables.

Recommendation #7: Trial one site with a raised tent pad to determine whether individuals with disabilities who use a mobility device prefer the raised pad (this is not required).

SHUTTLE STOP

There is an Island Explorer Shuttle stop at Seawall Campground, however, there is no route for visitors to use to get to the stop from the campground. As a result, all visitors must walk along the roads. The Park Rangers have historically allowed individuals with disabilities to park their cars close to the shuttle stop on an informal basis. Refer to the shuttle stop report for additional information.

Recommendation #1: Construct and mark a protected path off the roads from the campsites to the shuttle stop.

Interpretation & Education

Education and interpretation at Seawall Campground occur at its amphitheater. Unfortunately, this programming has been interrupted due to the COVID-19 pandemic. Previously, evening ranger programs and Sunday Worship took place at the amphitheater. Renovation plans have been started for the amphitheater area including a stage, a multi-use covered pavilion for educational programming, a projection screen with audiovisual technology, a storage closet for educational materials, and a campfire to complete cooking and fire-making classes. After this renovation is complete, park staff plans to move student education to Seawall Campground's amphitheater area as it has space for buses to park. Unfortunately, there are no rest rooms close to the amphitheater, limiting the potential for educational programming for students.

The current amphitheater consists of rows of wooden benches overlooking a stage with a step leading up to the stage floor. Paved paths connect the parking lot to the amphitheater area. Night lighting illuminates the paved paths, and an information kiosk/bulletin board is positioned at the parking lot entrance to the paved path. The

paved parking lot is lined with three accessible spots including one van accessible spot.

UNIVERSAL DESIGN

Recommendation #1: Rebuild amphitheater area including covered pavilion, stage, campfire, and projector using universal design to ensure an inclusive, equitable experience for all individuals (Long-term).

MINIMAL ACCESSIBLE REQUIREMENTS

Recommendation #1: Ensure accessible parking experience for individuals with disabilities arriving at the amphitheater.

Recommendation #2: Ensure the routes to/from the amphitheater meet accessibility standards (ORAR or accessible route) for individuals with disabilities to have a successful experience.

Recommendation #3: Ensure the routes within the amphitheater meet accessibility standards (accessible route) for individuals with disabilities to have a successful experience.

Recommendation #4: Identify and mark accessible seating in the current amphitheater and ensure staff are trained to assist individuals in finding accessible seating (interim). Ensure amphitheater is designed with accessible seating options in front, middle, back, center, and both sides of the seating area (long-term).

Recommendation #5: Ensure the amphitheater stage is accessible for individuals with disabilities.

Recommendation #6: Acquire active listening amplification systems and ensure sound system is compatible with audio listening devices.

Recommendation #7: Offer audio description for the educational and interpretive programming for individuals who are blind.

Recommendation #8: Develop and clearly communicate a policy for Sign Language Interpreters.

Resources

Guide to Outdoor Developed Areas from U.S. Access Board

Example of Amphitheater using Universal Design Principles: [Indiana University \(2021\). Bradford Woods.](#)

[Example of Accessible Fire Rings](#) (we do not recommend one company over another)

embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Seawall Campground.

Action tables begin on the next page (landscape orientation).

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and

Seawall Campground

Location: Ranger's Station Corrective Action: Increase clear space around water fountain	<u>Deficiency</u> The concrete pad in front of the water fountain is too small (56"x39"). As a result, individuals who use the fountain are in the path of vehicle traffic which is a major safety concern.	<u>Solution</u> Increase clear space around water fountain by increasing the size of the concrete pad away from the path of vehicle traffic.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term	 ACAD_KGP_002	 ACAD_KGP_015
Reference Standards and Guidelines: ABA 305	Location: Ranger's Station Corrective Action: Relocate bench	<u>Deficiency</u> The bench is not along an accessible route.	<u>Solution</u> Relocate the bench along an accessible route to improve access for all individuals.	<u>Criticality</u> Minor	<u>Timeframe</u> Immediate	Reference Standards and Guidelines: ABAAS 402; 1011.12

Seawall Campground

Location: Ranger's Station Corrective Action: Increase the space for individuals to turn inside the ranger's station to facilitate a front approach to the low countertop.			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The lower section of countertop in the Ranger Station is placed in the corner and blocked by the open door, so it is difficult for people using wheelchairs to be able to turn to access the space. (33.5" from edge of open door to lower counter). Individuals do not have the space to perform a front approach the low counter as intended.	Provide enough space to accommodate a circular or "T" turning space to allow for a front approach to the low countertop for individuals with mobility devices. This can be achieved by relocating the lower section of countertop to the middle or changing the swing of door to outside instead of inside to increase turning space to improve ease of use.	Serious	Short-term
		ACAD_KGP_010	
Location: Accessible Campsites Corrective Action: Resurface accessible campsites with ground material that is firm and stable.			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The surface of the accessible campsites is not firm and stable.	Resurface accessible campsites with ground material that is firm and stable.	Critical	Short-term
		ACAD_KGP_024	

Seawall Campground

Location: Accessible Campsites Corrective Action: Ensure picnic table has the appropriate group space around it before visitors check into the site.			
<u>Deficiency</u> The accessible picnic tables are regularly moved to inaccessible areas that do not have enough clear space for someone with a disability to safely navigate around.	<u>Solution</u> Park Rangers should check each accessible campsite prior to new visitors checking in to ensure the picnic tables are in an accessible location with at least 36" of clear space around the entire picnic table.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABA 1011.2.1		ACAD_KGP_026	
Location: Throughout Campground Corrective Action: Replace all water spigots			
<u>Deficiency</u> The water spigots throughout the campground are not accessible.	<u>Solution</u> Redesign the water spigots to ensure there is a minimum of 30"x60" of clear ground space (with the long side of the space adjoining or overlapping the pull-up space for campers).	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 1011.2, 1011.3, 1011.6		ACAD_KGP_028	

Seawall Campground

Location: Restrooms Corrective Action: Install transition plates at the door thresholds.			
<u>Deficiency</u> The change in surface height at some of the restroom thresholds is too large.	<u>Solution</u> Install transition plates at the door thresholds or perform more regular door maintenance to decrease the change in surface height.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
		ACAD_KGP_035	
Reference Standards and Guidelines: ABA 404.2.5			
Location: Restrooms Corrective Action: Perform routine maintenance on the door to reduce door opening pressure. Ensure restroom sign appropriate height.			
<u>Deficiency</u> The exterior doors of the restrooms are too difficult to open.	<u>Solution</u> Perform routine maintenance on the door to reduce door opening pressure.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
		ACAD_KGP_034	
Reference Standards and Guidelines: ABA 404.2.9, 216, 703			

Location: Restrooms' Accessible Water Closets Corrective Action: Change placement of side and rear wall grab bars to adhere to standards. Ensure flush controls are on the open side of the toilet. Add D-rings to the interior accessible stall door.			
<u>Deficiency</u> Rear and side wall grab bars are not in the correct locations.	<u>Solution</u> Change the placement of the side and rear wall grab bars to adhere to standards: The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.	<u>Criticality</u> Serious <u>Timeframe</u> Immediate	ACAD_KGP_038
Some toilet paper dispensers and sanitary baskets interfere with the use of the grab bars.	Ensure the toilet paper dispensers and sanitary baskets are within reach range and do not interfere with the use of the grab bars per standards in the accessible water closets.		
Some flush controls are located on the closed side of the toilet.	Ensure the flush controls are located on the open side of the toilet in the accessible water closets.		
The door of the accessible stall is difficult to close for individuals with impaired hand function.	Add D-rings to the inside door of the accessible stalls to facilitate door closing for people with impaired hand function.		Reference Standards and Guidelines: ABA 604.5.1, 604.5.2, 604.6, 604.7, 309.4

Seawall Campground

Location: Restrooms Corrective Action: Wrap the pipes underneath the sink.			
<u>Deficiency</u> The pipes underneath the sink are exposed.	<u>Solution</u> Wrap the pipes under the sink to decrease the risk of an individual injuring themselves from the hot/cold temperature or sharp edges.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
The angled mirrors cause a distorted view for individuals.	Avoid angled mirrors. Ensure mirrors over countertops/lavatories are installed with the bottom edge of the reflecting surface no higher than 40" above the finish floor or ground. Ensure that mirrors not located above lavatories or countertops are installed with the bottom edge of the reflecting surface 35" maximum above the finish floor or ground.		ACAD_KGP_039
Reference Standards and Guidelines: ABA 606.5			
Location: Restrooms Corrective Action: Adjust hand-operated metering faucets to remain open for at least 10 seconds.			
<u>Deficiency</u> The water stream does not last for long enough.	<u>Solution</u> Adjust hand-operated metering faucets to remain open for at least 10 seconds.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 606.4			

Seawall Campground

Location: Restrooms Corrective Action: Lower the shelf over the sinks.			
<u>Deficiency</u> The counter/shelf over the sink is too high (50.25").	<u>Solution</u> Lower the shelf over the sink to a height of 40"- 48" maximum above the floor for individuals to be able to successfully reach and use the surface.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
<u>Deficiency</u> Some operable parts of restroom features are positioned too high outside of reach range.	<u>Solution</u> Ensure the operable parts of all soap dispensers, hooks, outlets, baby changing stations are 48" maximum height above the floor and not blocked by other objects.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 603.4			ACAD_KGP_039
Location: Men's Restrooms Corrective Action: Lower the urinal.			
<u>Deficiency</u> The urinal is positioned too high (18").	<u>Solution</u> Lower the position of the urinal to 17" maximum. Ensure wall hung urinals are positioned where the rim is 17" maximum above the finish floor or ground and 13.5" deep minimum measured from the outer face of the urinal rim to the back of the fixture. In addition, ensure appropriate clear space to facilitate a forward approach to the urinal.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 605.2			ACAD_KGP_197

Seawall Campground

Location: Outside Disposal for Dirty Dishwashing Water Corrective Action: Resurface access path to be firm and stable.		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	
<u>Deficiency</u> The surface of the path to the outside disposals for dirty dishwashing water is too loose and the parts are not operable by one hand.	<u>Solution</u> Resurface access path to be firm and stable using material like that used on the carriage roads. Add a sign directing visitors to the indoor dishwashing station that can be operated with one hand.			ACAD_KGP_043
Reference Standards and Guidelines: ABA 1016.2, 1011.2.2				
Location: Amphitheater Parking Lot Corrective Action: Raise the signs.		<u>Criticality</u> Minor	<u>Timeframe</u> Short-term	
<u>Deficiency</u> The accessible parking sign is too low.	<u>Solution</u> Raise the accessible parking space identification signs to 60" minimum above the ground surface measured to the bottom of the sign. There is no access aisle to the right of the second diagonal accessible space with a curb cut out from the access aisles to the sidewalk.			ACAD_KGP_061
Reference Standards and Guidelines: ABA 502.3, 502.6				

Seawall Campground

Location: Amphitheater Corrective Action: Regrade and resurface path from parking lot to amphitheater area.	<u>Deficiency</u> The path from the parking lot to the amphitheater and kiosks is slippery, its gaps are too wide, and it has too steep of a cross slope (5.8%) and running slope (6.7%).	<u>Solution</u> Regrade and resurface path to the amphitheater and kiosks to be firm, stable, and sleep resistant, with grades of <1:48, and without gaps of $>\frac{1}{2}$ ".	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	 ACAD_KGP_064
Reference Standards and Guidelines: ABA 403					
Location: Group Campsites Corrective Action: Add 1 accessible picnic table to the current accessible group site and at least two accessible fire rings.	<u>Deficiency</u> There is only one accessible picnic table and no accessible fire rings in the accessible group campsite.	<u>Solution</u> Ensure at least 20%, but no less than 2, picnic tables, fire rings, and pedestal grills are accessible at each of the accessible group sites.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	 ACAD_KGP_074
Reference Standards and Guidelines: ABA F244.2.3.1					 ACAD_KGP_075

Seawall Campground

Location: Group Campsites Corrective Action: Replace ground material and mark accessible group site on the map.			
<u>Deficiency</u> The group campsite's surface and the path leading to the restrooms is grass.	<u>Solution</u> Replace surfaces with ground material that is firm and stable, like the material on the carriage roads.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term
The accessible group campsite is not marked on the campground map.	Ensure the accessible group campsites are marked on the campground map.	ACAD_KGP_075	ACAD_KGP_076
Reference Standards and Guidelines: ABA 1013.2.2			
Location: Dump Station Corrective Action: Widen the road through the dump station and ensure clear ground space at the dump station features.			
<u>Deficiency</u> There is no clear ground space around the dump station features and the road is too narrow.	<u>Solution</u> Ensure there is a minimum of 30"x60" of clear ground space (with the long side of the space adjoining or overlapping the pull-up space for campers) around the waterspout and sewage hatch at the dump station for individuals who use mobility devices.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABA 1011.2, 1012.2			



Seawall Picnic Area

Date: September 13, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Seawall Picnic Area is located on the quieter, southwestern side of Mount Desert Island in Acadia National Park. The location features a naturally formed seawall and offers beautiful views of Great Cranberry Island. Additionally, the rocky shoreline offers visitors an opportunity to explore shallow tide pools. This area is located near Seawall Campground and is a popular picnicking area for both campers and park day-use visitors. During the COVID-19 pandemic, Seawall Picnic Area has also offered teachers an opportunity to provide self-guided fieldtrips for their students.

Seawall Picnic Area is composed of 18 individual picnic tables that are dispersed inland, along the rocky shoreline, and in several more secluded forest areas. 11 of the picnicking sites also have fire rings with grills. There are also five trash receptacles dispersed throughout Seawall Picnic Area.

Visitor access areas and features currently maintained by the NPS include the parking lot, restroom building, picnic areas, and one wayside.

The objectives for evaluation of Seawall Picnic Area were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Seawall Picnic Area cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Seawall Picnic Area include:

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about Seawall picnic area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Provide a universally accessible experience for visitors of all abilities at Seawall Picnic Area.	Long-term*	Replace all current picnic tables with fully accessible tables, create fully accessible routes between sites and to the restroom building. Ensure all designs meet Universal Design principles.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Seawall Picnic Area for visitors with disabilities:

Parking & Arrival

The area is accessed via Seawall Road and has a parking lot with angled parking on the left as well as a cul de sac on the right. There are no parking spaces around the cul de sac, so visitors often pull their vehicles up onto the rocky shoreline; however, it is common for those vehicles to get stuck on the rocks. The paved parking lot has two accessible parking spaces located in front of the path leading to the restroom building. The parking space on the left is missing signage indicating accessible parking. The parking space on the right has appropriate signage; however, the signage is not compliant with ABA standards. The parking space on the right is also missing the necessary access aisle.

Recommendation #1: Improve accessible parking by labeling the accessible parking spaces with a sign that is a minimum of 60 inches above the ground and located in the center of each space.

Recommendation #2: Improve accessible parking by adding the necessary access aisle to the accessible parking space on the right.

Orientation, Wayfinding & Signage

There is very little orientation, wayfinding, and signage information available at Seawall Picnic Area. There is one sign indicating the location of the restroom building positioned near the parking lot where the path to the building begins. There is one wayside positioned on a grassy area to the left of the parking area near the shoreline which is currently inaccessible. A map of the picnic area is not provided.

Recommendation #1: Provide orientation map and/or model(s) depicting the layout and location of various site features including the various individual picnic tables and fire rings, restroom building, and wayside.

Recommendation #2: Improve the access route to the restroom to adhere to ABA standards as stated below in the action tables.

Amenities & Site Features

Amenities included in the Accessibility assessment include picnic tables and fire rings, trash receptacles, and restroom building.

Recommendation #1: Recommend adding accessible picnic tables and fire rings to comply with accessibility standards for federal outdoor developed areas to improve the accessibility of the picnic areas. There are generally 4 types of picnicking experiences available at the site: inland sites, forested sites to the left of the parking lot accessed via a short path, forested/shoreline sites near the cul de sac, and sites on the rocky shoreline. All but the shoreline sites should provide accessible picnic tables and ensure scoping needs are met. It is recommended that all but the shoreline tables are fixed in place to ensure accessibility.

Recommendation #2: Improve the ability of visitors with disabilities to navigate between different picnic sites and the restroom building by adding accessible routes that comply with standards for an outdoor recreation access route.

Recommendation #3: Relocate trash and recycling receptacles so there is appropriate clear ground space in compliance with accessibility standards.

Recommendation #4: Increase accessibility of the women's, men's, and family restrooms to adhere to ABA standards as stated below in the action tables.

Interpretation & Education

During the COVID-19 pandemic, teachers have been offered self-guided field trip materials. During the typical Fall and Spring months, Seawall Picnic Area is utilized as a welcome area and restroom break area for school field trips. There is one wayside located in a grassy area to the left of the parking lot and near the shorelines which is currently not meeting accessibility standards.

Recommendation #1: Waysides that are designed to consider the needs of individuals with disabilities are likely to include the following features: installation in a location that is along an accessible route, outdoor recreation route,

or accessible trail; integration of audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance. All future waysides for Acadia National Park should be designed and installed in consideration of these minimum best practices for effective communication.

Recommendation #2: Ensure self-guided fieldtrip materials are available to teachers in accessible formats and are designed to meet the needs of students with and without disabilities.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas](#)

[U.S. Access Board Technical Guide – Toilet Rooms](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Seawall Picnic Area.

Action tables begin on the next page (landscape orientation).

Seawall Picnic Area

Location: Restroom Building Corrective Action: Repair change in level			
<u>Deficiency</u> There is a 1" change in level at the threshold of the restroom building.	<u>Solution</u> Build up the surface material to ensure a maximum change in level of 1/4 inch.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			
ACAD_S seawall Picnic_LMK_002			
Reference Standards and Guidelines: ABBAS 303.2			
Location: Women's, Men's, Family Restrooms Corrective Action: Wrap pipes under sink			
<u>Deficiency</u> The pipes underneath the sink are exposed.	<u>Solution</u> Wrap the pipes under the sinks in the restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
			
ACAD_S seawall Picnic_LMK_014			
Reference Standards and Guidelines: ABBAS 606.5			

Seawall Picnic Area

Location: Women's, Men's, Family Restroom Corrective Action: Re-install grab bars and toilet paper dispenser	
<p><u>Deficiency</u> Grab bars do not meet ABA standards.</p> <p><u>Solution</u> The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side. The space between the wall and the grab bar shall be 1.5".</p> <p>Toilet paper dispenser is located too close to grab bars.</p>	<p><u>Criticality</u> Serious</p> <p><u>Timeframe</u> Short-term</p> <p>Toilet paper dispenser must be 7" minimum and 9" maximum in front of the center of the toilet. The outlet of the dispenser shall be 15" minimum and 48" maximum above the floor and shall not be located behind grab bars. If toilet paper dispensers are installed above the side wall grab bar, the outlet of the toilet paper dispenser must be 48" maximum above the finish floor and the top of the gripping surface of the grab bar must be 33 inches" minimum and 36" maximum above the floor.</p>  

Seawall Picnic Area

Location: Family Restroom Corrective Action: Lower baby changing station					
<u>Deficiency</u> The baby changing station is too high outside of reach range.	<u>Solution</u> Lower the baby changing station so that the height of the opening mechanism is <48" to be within reach range.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term		
		ACAD_Seawall Picnic_LMK_004			
Reference Standards and Guidelines: ABBAS 308.2.1					
Location: Family Restroom Corrective Action: Repair door opening force					
<u>Deficiency</u> Entry door is too heavy.	<u>Solution</u> Repair the door so that opening force is 5 pounds maximum.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate		
		ACAD_Seawall Picnic_LMK_008			
Reference Standards and Guidelines: ABBAS 404.2.9					

Seawall Picnic Area

Location: Women's, Men's, Family Restrooms			
Corrective Action: Lower clothing hook			
<u>Deficiency</u> Clothing hook on wall is too high outside of reach range.	<u>Solution</u> Lower the clothing hook so that it is <48" to be within reach range.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			ACAD_Sewall Picnic_LMK_021
Reference Standards and Guidelines: ABBAS 308.2.1			
Location: Women's and Men's Restroom			
Corrective Action: Re-install grab bars, toilet paper dispenser			
<u>Deficiency</u> The door is difficult to open from the inside using the lock mechanism.	<u>Solution</u> Add a D-ring handle to the inside of the stall door to improve the ability to open the door from the inside for those that have decreased hand function.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
			ACAD_Sewall Picnic_LMK_021
Reference Standards and Guidelines: ABBAS 309.4			

Seawall Picnic Area

Location: Family Restroom Corrective Action: Lower baby changing station and hook	
<u>Deficiency</u> Path to restroom building is too narrow and has slope grades up to 9%.	<u>Solution</u> Trim overgrown vegetation to ensure packed gravel paths are a minimum of 36" wide (paths may be reduced to 32" for a length of 24", but these reductions must be separated by segments that are a minimum of 48" long and 36" wide). Regrade path so path has a grade of <5%.



ACAD_Sewwall Picnic_LMK_024

Reference Standards and Guidelines: ABBAS 403.3, 403.5.1



Ship Harbor Trail

Date: June 15, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

The Ship Harbor Trail is on the southwestern side of the park and traverses several habitats along the shore of the quiet inlet. The trail is plotted in a figure-eight with two adjoining loops. A few waysides along the trail route provide information on flora and fauna. The inner loop stretches to an informal viewing area at a quiet cove. Programming conducted at this site includes family hikes (pets are permitted), birdwatching, and environmental education for school groups.

The trailhead has a paved parking lot, vault toilets and, farther down the trail, a traditional kiosk with interpretive and orienting information. The first loop is described on the park website as ADA compliant. This section of the trail was regraded and surfaced about five years prior to this site visit to provide a

more accessible experience for hikers. A variety of trail installation and stabilization techniques have held up well over time and maintenance has kept the inner loop relatively firm, stable and slip resistant with increased slopes in just a few areas for short distances.

The objective for evaluation of Ship Harbor Trail was:

- Review and evaluate the trail's accessibility features.

Maintaining and expanding access to the experiences currently provided to visitors at Ship Harbor Trail is important to the physical and program access for visitors with disabilities. The section of trail viewed by the assessment team requires some basic maintenance to continue offering this largely accessible hiking option. In addition, to ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided.

Specific interim and long-term accessibility goals for Ship Harbor Trail include:

Goal	Timeline	Implementation Detail
Develop and install accessible interpretive media, including audio description and tactile elements, at wayside locations.	Interim*	Installation of accessibly designed waysides that have clear ground space adjacent to the trail. These will integrate best practices for communication, including audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance.
Continue the accessible surfacing and grading on farther sections of Ship Harbor Trail.	Long-term	Construction of boardwalk and/or ramps, regrading and adding surfacing to extend the accessible trail beyond the first loop.

Asterisk (*) indicates priority goals

Observations & Recommendations

Although the parking and amenities were not specifically a part of the site evaluation, some observations on these areas are included. Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Ship Harbor Trail for visitors with disabilities:

Parking & Arrival

The parking lot at the Ship Harbor Trailhead has two spaces marked as accessible, one at the small vault toilet and one at the trail entrance. The spot at the toilet is marked with a van-accessible sign that says, "handicapped parking." There is no sign at the spot near the trailhead. The surfacing was relatively level, but had some erosion where puddling was occurring on the rainy day of the assessment.

Recommendation #1: Resurface the parking lot to eliminate areas of erosion and storm damage. Include the transition from the parking lot to the trail to correct the change in level that currently poses a trip hazard.

Orientation, Wayfinding & Signage

There is no sign at the parking lot entrance to the trail; however, a two-panel kiosk with a map and general park information is located farther down the trail. The sign at entrance to the vault toilet is degraded and difficult to read. The directional trail signs are similar to those found elsewhere throughout the park, carved lettering in wooden posts. There is no information about trail conditions on the signs at this location.

Recommendation #1: Provide directional and trail descriptive signage at the parking lot that meets communication best practices for accessibility. Include information about the slope, distance, and surfacing of the trail segments. Moving and replacing the existing kiosk content would allow visitors of all abilities to determine their preferred route.

Recommendation #2: Replace or update the existing trail signs with contrasting lettering that is easily read by visitors with low vision. Include accessibility information on slope, surface, and distance on the signs.

Amenities & Site Features

Amenities were not evaluated; however, it was noted that there is a vault toilet on site. There were no benches along the segment of the trail evaluated.

Recommendation #1: Evaluate the vault toilet and upgrade to meet ABA standards, if necessary, including the addition of an exterior ISA sign.

Recommendation #2: Place benches along the trail to allow visitors with lower stamina or mobility concerns to rest during the hike. Benches should have arm and back rests and offer companion seating adjacent to, but not blocking the trail.

Interpretation & Education

Waysides are placed along the trail and provide interpretive information about the natural habitat, flora, and fauna. These panels are entirely visual and, as such, are not accessible to visitors with a variety of disabilities, including those with low vision or who are blind, deaf, or hard of hearing. According to the park website, live programming for school groups takes place on this trail a well.

Recommendation #1: To achieve effective communication with visitors, a variety of modes and methods for conveying the interpretive themes and messages is required. At a minimum, visual information provided on the existing waysides, should be made available in audio and audio described formats. Waysides that are designed to consider the needs of individuals with disabilities are likely to include audio components and tactile elements, in addition to being designed with high-contrast images and easily read sans serif, large fonts.

Recommendation #2: Any live interpretation programs that are provided on-site should also integrate audio description, wherever possible. Detailed description of the visual features of the site not only meets the needs of individuals who are blind but may also enhance the experience for individuals with varying sensory needs and

learning styles. Rangers should be equipped with and trained to use assistive listening devices and incorporate the use of a microphone into their regular practice.

Resources

[Access Board ABA Guide to Outdoor Developed Areas](#)

[Access Board ABA Guide to Parking Spaces](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Ship Harbor Trail.

Action tables begin on the next page (landscape orientation).

Ship Harbor Trail

<p>Location: Parking lot</p> <p>Corrective Action: Install accessible parking sign</p> <p><u>Deficiency</u> There is no sign identifying the accessible parking space at the trail entrance. The sign at the space near the toilet says, "Handicapped Parking."</p>	<p><u>Solution</u> Install a sign indicating the accessibility of the space (van-accessible, if wide enough) and containing the International Symbol of Accessibility (ISA). Ensure that the sign is 60 inches minimum from the ground to the bottom edge. Replace the sign at the accessible space near the toilet with one that uses the more up-to-date term "accessible" rather than "handicapped," which is not favored.</p>	<p><u>Criticality</u> Serious</p> <p><u>Timeframe</u> Immediate</p>		NPS_ACAD_LKW_214
<p>Reference Standards and Guidelines: ABAAAS 502.6</p> <p>Location: Trailhead at parking lot</p> <p>Corrective Action: Install kiosk with trail information</p> <p><u>Deficiency</u> Visitors do not have access to the information needed to determine their use of the trail.</p>	<p><u>Solution</u> Move the existing two-panel kiosk close to the parking lot and add trail segment information including slope, surfacing and distance.</p>	<p><u>Criticality</u> Serious</p> <p><u>Timeframe</u> Short-term</p>		NPS_ACAD_LKW_176



Sieur de Monts Nature Center and Grounds

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Sieur de Monts, often referred to as the “Heart of Acadia,” includes Sieur de Monts Spring, Nature Center, Wild Gardens of Acadia, Abbe Museum, and historic memorial paths. This report includes the Spring area grounds around the Nature Center, including the newly resurfaced Jesup Path. The Wild Gardens are reviewed in a separate report.

Visitors to Sieur de Monts can access wooded trails that connect to several mountains in the park. Educational programs are conducted on the Nature Center patio and the grassy lawn under shade trees. Water from the nearby springhouse is pumped into an open pool landscaped with native plants.

This area serves as a memorial to George Dorr for his work toward the creation of the park and his direction from 1916–1944 as its first superintendent.

The small Nature Center has numerous interpretive exhibits, most installed in 2016, that cover a variety of topics, including conservation and science at Acadia, climate change, and the history of Sieur de Monts. The interests of the site’s many visitors frequently shape the interpretive messages and programming. In addition to interpretive media, the site offers park information and orienting information via staff, printed media, and kiosks.

The building interior has several detached, floor-to-ceiling, wall displays that preserve the historic structure while maximizing the interpretive display area. These exhibits contain embedded videos and interactive displays, some of which have stopped functioning properly. The interpretation staff are interested in replacing many of the exhibits with new, easier-to-maintain, accessible exhibits.

The objectives for evaluation of the Sieur de Monts Nature Center were:

- Review the current facilities and interpretive exhibits for compliance with applicable accessibility standards, guidelines, and best practices.
- Suggest accessible alternatives to exhibit media components.

Providing access to the experiences currently provided to visitors at the Sieur de Monts Nature Center cannot be deferred until a larger

project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for the Sieur de Monts Nature Center, Spring area, and Jessup Trail include:

Goal	Timeline	Implementation Details
Provide objective information about the park's current and planned accessibility features to visitors	Interim*	Display current and planned accessibility-related information about the Sieur de Monts area on the park website, app, and accessibility guide (planned); Maintain a stock of printed information on park accessibility as well as accessible versions of printed media. All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate. Ensure staff and volunteers are aware of accessibility-related policies and procedures.
Provide a fully integrated interpretive experience throughout the Nature Center exhibits, including wall panels, tactile map and artifact displays.	Long-term*	Replacement of current exhibits with accessible exhibits throughout the Center; design and installation specifications based on Universal Design principles and HFC guidance for interpretive media.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to the Sieur de Monts Nature Center for visitors with disabilities:

Parking & Arrival

The parking lot has two accessible spaces with access aisles located near the restroom facility and

the entrance to the Wild Gardens. There is a bus stop at this location as well. The paved accessible route to the Nature Center ends at a flagstone patio area that surrounds the Nature Center building. The low stone wall and granite blocks along the edge of the patio serve as bench seating, and one four-sided kiosk is located at the center of the patio. Double doors on either side of the building open to interior screened doors.

Recommendation #1: Improve building entrance with an automatic exterior door or a notification system for requesting assistance with entry.

Recommendation #2: Add seating with back and arm rests and sized to meet ABA standards on patio and anywhere people might be gathering.

Recommendation #3: Improve Island Explorer bus stop by adding ABA-compliant seating with back and armrests and space for companion seating. Additionally, provide bus arrival information in audio as well as via the current LED display.

Orientation, Wayfinding & Signage

The information kiosk outside the Nature Center offers basic park information and notices. Throughout this site are wooden trail identification and directional signs on posts either overhead or at waist-height. These, along with an assortment of other informational signs, have varied levels of accessibility. Inside the Nature Center is a large, free-standing topographic map of Mount Desert Island. The map forms the top of a circular table over which large display panels hang from the ceiling.

Recommendation #1: Large-scale tactile maps are a useful accessibility feature that provide a sense of scale and location for the blind and those with low vision, as well as others. Add a two-inch lip to the edge of the map table to make it cane detectable and prevent injury. Raise the hanging panels to meet ABA standards (bottom edge above 80 inches).

Recommendation #2: Important to the accessibility of these maps is the ability to reach all parts of the map from a seated (as in a wheelchair) position. Ultimately, the topographic (tactile) map should be recreated on a smaller table, as the current table size makes the center of the map out of reach range (20-25 inches). In addition, all information conveyed by the map and key should be accessible. Adding tactile components to the current map key will allow visitors to interpret the map features without staff assistance and increase its usability.

Recommendation #3: Replace and/or add

information to the outdoor kiosk so that print is within recommended height range and font sizes are appropriate for seated viewing.

Recommendation #4: Add directional signs pointing visitors to the trails that intersect the spring area. These signs will help visitors of all abilities determine which route to take based on quantitative information on slope, distance, and surfacing.

Amenities & Site Features

The amenities at this site include a detached restroom building, with standard features including an accessible stall. There is some pavement deterioration at the threshold of the restroom building as well as a change in level from the asphalt route to the poured cement pad. Inside the center, the exhibits and furnishings line the wall and fill much of the space. Some shelves and display cases protrude from the wall exhibits, and tall bookshelves are in one corner.

Recommendation #1: On the exhibits with shelves protruding from the wall, add a lip to the shelf or a barrier on the floor below to make them cane detectable.

Recommendation #2: Stock the book and literature shelves vertically with the same materials, so that each piece is available on both higher and lower shelves.

Recommendation #3: Plexiglass display cases with sharp edges can be hazardous to individuals with low vision. Grind the joined edges of the display cases to round them.

Recommendation #4: The newly surfaced Jesup Path offers a good option for visitors who need consistent, low-grade surfaces. The gravel surfacing used on this trail appears less firm and stable than that seen on other accessible trails at the park. Consider using a different surfacing mix for future trail maintenance, and monitor this section for stability, particularly at transitions to bridges and boardwalks.

Interpretation & Education

The interpretive exhibits, described above, provide an enriching array of information but some are aging and in need of repair. Educational programs at the Nature Center cover a range of topics and occur outdoors as well as inside. At present there is no accessibility information in the Nature Center. There is a braille version of the park unigrid, but it is unclear if staff would know how to locate it if needed. To provide an equivalent opportunity to experience interpretive exhibits and messaging at the Nature Center, all the information must be conveyed in accessible formats, whether in the form of an educational program or interpretive exhibit.

Waysides and interpretive exhibits that are designed to consider the needs of individuals with disabilities are likely to include the following features: installation in a location that is along an accessible route, outdoor recreation route, or accessible trail; integration of audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance. All future waysides for Acadia National Park should be designed and installed in consideration of these minimum best practices for effective communication.

Recommendation #1: To achieve effective communication with visitors, park staff must be aware of and ready to provide accommodations to visitors with disabilities. Information on how to obtain accommodations, such as sign language interpretation, should be available to both staff and visitors. Locate and establish a relationship with an ASL interpreter prior to a request for services. Consider contacting the local college and/or any theater organizations who may be familiar with such resources.

Recommendation #2: Review the key artifacts on display to identify which are most suitable for use as a tactile exhibit. Some items inside of the display cases cannot be handled by visitors; replicas, however, can be displayed

for touching. Ideally, objects that are shared for tactile displays are ones that visitors might not otherwise be familiar with. Having these items available for handling allows people with vision, cognitive, or other disabilities to better understand the nature of the items on display.

Recommendation #3: Ultimately, using video that has captions and audio description is necessary for an accessible experience. Until the current electronic media can be replaced with updated versions that are accessible, supply transcripts for any videos at the exhibit station. In addition, have staff record a descriptive introduction for the videos that can precede the existing content and describe the setting and context.

Recommendation #4: During outdoor programs on the lawn, orient the program toward the Nature Center and/or accessible seating. Accessible seating should be dispersed among the audience. This can be achieved by using temporary ground cover such as an access mat to create a firm, stable route to the program area and accessible seating.

Recommendation #5: To achieve effective communication with visitors, a variety of modes and methods for conveying the interpretive themes and messages is required. At a minimum, visual information provided on the kiosks, waysides, and interpretive exhibits should be made available in audio and audio described formats. Any live interpretation programs that are provided on-site should also integrate audio description, wherever possible. Detailed description of the visual features of the site not only meets the needs of individuals who are blind but may also enhance the experience for individuals with varying sensory needs and learning styles.

Resources

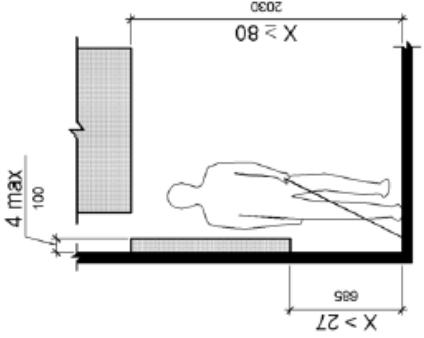
[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal and interim solutions at the Sieur de Monts Nature Center.

Action tables begin on the next page (landscape orientation).

Sieur de Monts Nature Center and Grounds

Location: Nature Center Corrective Action: Install cane detection at exhibits	<p><u>Solution</u></p> <p>Install a lip that brings the outside edge of shelves, tables, and other features that are deeper than four inches down to the standard height for cane detectability (27 inches from floor); or install a barrier on the ground below.</p> 	<p><u>Criticality</u> Critical</p> <p><u>Timeframe</u> Immediate</p> <p>NPS_ACAD_KGP_246</p>  <p>NPS_ACAD_KGP_262</p> <p>Reference Standards and Guidelines: ABAAS 307.2</p>
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Sieur de Monts Nature Center and Grounds

Location: Nature Center Corrective Action: Raise hanging panels	Deficiency Panels hung from the ceiling over the map table extend below the 80-inch standard for protruding objects (see illustration above).	Solution Raise the panels so that the bottom edge is higher than 80 inches from the ground.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate		NPS_ACAD_KGP_249
Reference Standards and Guidelines: ABAAS 307.2						
Location: Nature Center Corrective Action: Remove sharp edges	Deficiency Clear plexiglass displays with sharp edges are particularly hazardous for people with low vision.	Solution Bevel and smooth edges of the plexiglass box holding the taxidermied owl (and others as necessary). Marking the edges with colored tape can also improve their visibility and prevent injury.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term		NPS_ACAD_KGP_271
Reference Standards and Guidelines: Section 504 of the Rehabilitation Act of 1973, as Amended Harpers Ferry Center Resources for Interpretive Media Accessibility						

Sieur de Monts Nature Center and Grounds

Location: Nature Center Corrective Action: Reduce pressure necessary to operate moveable components		<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
<u>Deficiency</u>	<u>Solution</u>		
The hurricanes exhibit has an operable component that requires excessive pressure to manipulate. It was measured at 9 psi. (This display is also not cane detectable – see above.)	Reduce the pressure necessary to move the display components to less than or equal to five pounds.		

Reference Standards and Guidelines: ABAAS 309.4

NPS_ACAD_KGP_267



Sieur de Monts Nature Center and Grounds

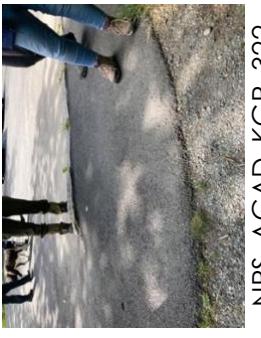
Location: Nature Center Corrective Action: Provide meaningful and accessible tactile exhibits	Deficiency The topographic map is too wide to be reached by someone using a wheelchair and the key is only provided visually. In addition, tactile objects in the wall panel displays do not offer a full or equivalent experience related to the objects behind the plexiglass barrier. Solution Provide replicas or duplicates of key meaningful artifacts for tactile displays. Choose items that are unique or outside the range of typical visitor experience, for example the woven basket as opposed to maple syrup jug. Consider adding additional tactile features to existing exhibits, for example tree bark samples.	Criticality Critical Timeframe Immediate NPS_ACAD_KGP_246
	  	NPS_ACAD_KGP_280 NPS_ACAD_KGP_279

Reference Standards and Guidelines: Harpers Ferry Center Resources for Interpretive Media Accessibility

Sieur de Monts Nature Center and Grounds

Location: Nature Center			
Corrective Action: Add audio description to video components of exhibits			
<u>Deficiency</u> The interpretive videos (provided via exhibit-embedded tablets) are not audio described.	<u>Solution</u> Record and add to existing videos an introduction that describes the setting and context for the video.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
			NPS_ACAD_KGP_274
Reference Standards and Guidelines: Harpers Ferry Center Resources for Interpretive Media Accessibility			
Location: Nature Center			
Corrective Action: Add accessibility information			
<u>Deficiency</u> There is little informational signage on how to use some of the more accessible features inside the nature center.	<u>Solution</u> Provide signage at exhibits that explains the accessible features or accommodations that are available. This information can improve the experience for all visitors, by assuring them that they are experiencing the interpretive media fully. Details on accessible routes, trails, facilities, features and accommodation requests should also be kept at the Nature Center desk to be readily shared with visitors.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
			NPS_ACAD_KGP_265 NPS_ACAD_KGP_266
Reference Standards and Guidelines: Section 504 of the Rehabilitation Act of 1973, as amended			

Sieur de Monts Nature Center and Grounds

Location: Restrooms Exterior Corrective Action: Repair pavement and adjust door tension			
<u>Deficiency</u> The doors to the restroom building require 23 psi to open; there are several small areas of broken pavement near restroom building and changes in level at transitions. There are no directional signs indicating the location of the restroom visible from the accessible route.	<u>Solution</u> Repair all changes in level and openings in pavement to meet standards. Place directional sign at route intersection in front of building and elsewhere along accessible routes to indicate restroom location. Use standards for accessible signs and include international symbol of accessibility once the restrooms are upgraded to standards.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
		NPS_ACAD_KGP_322	
Reference Standards and Guidelines: ABAAS 302 and 303; 703			
Location: Restrooms Interior Corrective Action: Bring amenities up to accessibility standards			
<u>Deficiency</u> Pipes under the sink are not covered; door latch on stall is not easily graspable; toilet is more than the minimum distance from the side wall; changing table height exceeds maximum allowed; sink is mounted just above the maximum height.	<u>Solution</u> Immediately install D-ring handle to inside of stall door and cover exposed pipes. Evaluate accessible stalls for reconfiguring to meet dimensions and grab bar standards. (Consider a complete rebuild/redesign of this restroom facility.)	<u>Criticality</u> Critical	<u>Timeframe</u> Short-term
		NPS_ACAD_KGP_323	
Reference Standards and Guidelines: ABAAS 309.4; 604; 606			



The Tarn Area – Beachcroft Path

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

This Accessibility Evaluation focused on the parking lot, new kiosk design, and the Beachcroft Path.

Recommendations for the new kiosk design are in a separate report.

The Tarn Area Trails are accessed via a parking lot off Otter Creek Drive. The Beachcroft Path runs from the parking lot along the side of The Tarn. This path provides the public with a beautiful water view of The Tarn and the surrounding topography. The Beachcroft Path breaks off into Wild Gardens Path

and ends at a historical rock bridge immediately before the junction of Jesup Path, Kurt Diederichs Climb, and Kane Path.

The objectives for evaluation of The Tarn Area were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

The ideal permanent solution(s) for accessibility are recommended in the table below. For any larger projects, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for The Tarn Area include:

Goal	Timeline	Implementation Details
Provide objective information about the site's current and planned accessibility features to visitors	Interim*	Display current and planned accessibility-related information about The Tarn area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
Provide an accessible arrival experience for individuals with disabilities.	Interim	Add a van accessible parking space and an accessible route to the trailhead kiosk.
Provide a fully accessible experience for individuals with disabilities on the Beachcroft Trail.	Interim	Improve the accessibility of the Beachcroft Trail, increase the contrast of the lettering on the directional signage, and add benches at the viewshed at the end of the trail.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to The Tarn Area for visitors with disabilities:

Parking & Arrival

There is a lined, paved parking lot off Otter Creek Drive at the start of the trails around The Tarn area. The parking area does not have any marked, accessible spaces.

Recommendation #1: Improve the accessible parking area by lining one van-accessible parking space

Recommendation #2: Improve the access route to the trailhead kiosk by changing the ground material to firm, packed, and slip resistant.

Orientation, Wayfinding & Signage

The kiosk showing the area trail map and accessibility parameters is located at The Tarn Area parking lot. This kiosk is constructed using a new design. Refer to specific report on the new kiosk design. There are directional signs at each of the trail junctions carved in wood.

Recommendation #1: Recommend making the directional signs more easily readable by individuals who have low vision by increasing the color contrast between the lettering and the wooden post.

Amenities & Site Features

The Beachcroft Path has been designed to follow accessibility standards for trails. There are no features for sitting along the path or at The Tarn viewshed.

Recommendation #1: Recommend making the Beachcroft Path more accessible for individuals who may require a seated rest by adding a bench at the end of the path overlooking The Tarn viewshed.

Resources

[U.S. Access Board Outdoor Developed Areas Guide](#)

[U.S. Department of Agriculture Accessibility Guidebook for Outdoor Recreation and Trails](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at The Tarn Area.

Action tables begin on the next page (landscape orientation).

The Tarn Area – Beachcroft Path

Location: The Parking Lot Corrective Action: Line and mark a van-accessible parking space			
<u>Deficiency</u> There are no accessible parking spaces in The Tarn area parking lot.	<u>Solution</u> Re-line the parking lot to include a van-accessible parking space that is a minimum of 132 inches wide with a 60-inch access aisle on the passenger side of the space that adjoins an accessible route. The van accessible parking space can be 96 inches wide if the access aisle is 96 inches.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-Term
Reference Standards and Guidelines: ABAAS 502			
Location: The Tarn Parking Lot Corrective Action: Change the ground material between the parking lot pavement and kiosk			
<u>Deficiency</u> There is loose, medium-sized gravel in front of the trailhead kiosk.	<u>Solution</u> Change the loose gravel in front of kiosk to a material that is firm, stable, and slip resistant.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-Term
Reference Standards and Guidelines: ABAAS 302.1			
			
			
NPS_ACAD_KGP_368			
			
NPS_ACAD_KGP_364			
			
NPS_ACAD_KGP_365			

The Tarn Area – Beachcroft Path

Location: The Beachcroft Path Corrective Action: Change the ground material on the Beachcroft Path		<u>Criticality</u> Serious	<u>Timeframe</u> Short-Term
<u>Deficiency</u>	<u>Solution</u>		
The Beachcroft Path has rocks of >2 inches in size and ends at an area of loose gravel that is unstable.	Recommend removing rocks that are 2+ inches large and continuing the packed ground material all the way to the historic rock bridge at the end of the accessible trail.		
		NPS_ACAD_KGP_369	NPS_ACAD_KGP_372

Reference Standards and Guidelines: ABAAS 1017.2

The Tarn Area – Beachcroft Path

Location: Directional Trail Signs Corrective Action: Increase lettering contrast		<u>Criticality</u> Serious	<u>Timeframe</u> Short-Term
<u>Deficiency</u> There is not enough contrast between trail name lettering and the wooden post.	<u>Solution</u> Recommend making the directional signs more easily readable by individuals who have low vision by increasing the color contrast between the lettering and the wooden post.		



NPS_ACAD_KGP_376

Reference Standards and Guidelines: ABAAS 703.5; Rehabilitation Act of 1973, as amended, Section 504



Thompson Island Picnic Area

Date: September 17, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Thompson Island Picnic Area is located on the eastern side of Thompson Island which is between the town of Trenton and Mount Desert Island.

Directly across Bar Harbor Road is Thompson Island Information Center, which was not included in this the Accessibility Assessment.

Thompson Island Picnic Area is composed of approximately 30 individual picnic tables that are dispersed throughout the area, approximately 35 fire rings, and two pedestal grills. There are also four trash receptacles dispersed throughout the area. There is a large, grassy picnic area facing the coast where the majority of tables and fire rings

are located. The rest of the tables and fire rings are located in more forested areas to the north and south. There is an oval-shaped parking lot surrounding a smaller grassy area with a restroom building in the center.

Thompson Island Picnic Area is often used by nursing homes and/or assisted living facilities as a place for their residents to recreate and enjoy the scenery. It is also a popular location for school group field trips and educational programming.

Visitor access areas and features currently maintained by the NPS include the parking lot, restroom building, picnic areas, and one wayside.

The objectives for evaluation of Thompson Island Picnic Area were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at Thompson Island Picnic Area cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below,

require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Thompson Island Picnic Area include:

Observations &

Goal	Timeline	Implementation Detail
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Thompson Island Picnic area on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Provide a universally accessible experience for visitors of all abilities at Thompson Island Picnic Area.	Long-term*	Replace all current picnic tables with fully accessible tables that are fixed in place, create fully accessible routes between sites and to the restroom building. Relocate trash receptacles to be placed along accessible route with appropriate clear ground space. Ensure all designs meet universal design principles.

Asterisk (*) indicates priority goals

Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Thompson Island Picnic Area for visitors with disabilities:

Parking & Arrival

The area is accessed via Bar Harbor Road and has an oval shaped driveway leading to two parking areas. One parking area is located at the back of the site which includes one accessible parking space, and the other parking area faces the coast and includes two accessible parking spaces. In total, there are 27 regular parking spaces and three accessible parking spaces. The two accessible parking spaces

in the front of the site need appropriate accessible parking signage that meet ABA standards and one of the spaces is missing the required access aisle for angled parking. The accessible parking space at the back of the site is also missing signage to meet ABA standards.

Recommendation #1: Improve accessible parking by labeling the accessible parking spaces with a sign that is a minimum of 60 inches above the ground and located in the center of each space.

Recommendation #2: Improve accessible parking by adding the necessary access aisle to the accessible parking space on the right in the front of the site.

Orientation, Wayfinding & Signage

There is virtually no orientation, wayfinding, and signage information available at Thompson Island Picnic Area. However, it is assumed that orientation and wayfinding information is available at the Thompson Island Visitor Center across the street. To access the restrooms from the accessible parking space at the back of the site, visitors must use the paved driveway to navigate to the front of the building.

Recommendation #1: Provide orientation map and/or model(s) depicting the layout and location of various site features including the various individual picnic tables and fire rings, restroom building, and wayside.

Recommendation #2: Improve the access route to the restroom by creating a new accessible route from the accessible parking space in the back of the site to the restroom building. The route should adhere to accessibility standards.

Amenities & Site Features

Amenities included in the Accessibility assessment include picnic tables and fire rings/ pedestal grills, trash receptacles, and a restroom building. There are a total of 30 picnic tables and only one is currently accessible. The accessible picnic table is located next to accessible parking in the front of the site. In general, the picnic tables at Thompson Island Picnic Area need maintenance/ repairs/replacement. There are 30 fire rings and two pedestal grills dispersed throughout the area. The accessible picnic table has a pedestal grill nearby. There are four trash receptacles also dispersed throughout the area. The restroom building is located in the center of the oval driveway and has one single, family restroom, a women's restroom, and a men's restroom.

Recommendation #1: Recommend replacing all tables with accessible picnic tables and ensuring fire rings or pedestal grills comply with accessibility standards for federal outdoor developed areas to improve the accessibility of the picnic areas. There are

multiple types of picnicking experiences available at the site with some located near the coast, some located in a more forested area, and some in a more secluded area off to the north side. At least 20% of picnic tables in each area must be accessible to meet ABA standards.

Recommendation #2: Improve the ability of visitors with disabilities to navigate between different picnic sites and the restroom building by adding accessible routes that comply with standards for an outdoor recreation access route.

Recommendation #3: Relocate trash and recycling receptacles so there is appropriate clear ground space in compliance with accessibility standards. Trash and recycling receptacles must include a 36" by 48" clear ground space positioned for a forward approach to the receptacle opening or a 30" by 60" clear ground space positioned for a parallel approach to the receptacle opening.

Recommendation #4: Increase accessibility of the women's, men's, and family restrooms to adhere to ABA standards as stated below in the action tables.

Interpretation & Education

Thompson Island is heavily used by school groups for field trips. Programming themes include resource management, nature studies, and maintenance. Students are provided with hands-on activities such as investigating the cove and shoreline; exploring the various rocks, sediment, insects, and trees; and practicing maintenance efforts by raking leaves near the restroom building. The park is also developing self-guided programming for teachers. Thompson Island Picnic Area has one wayside located in a grassy area near the parking area. The wayside needs to be replaced as it is currently totally unreadable.

Recommendation #1: Waysides that are designed to consider the needs of individuals with disabilities are likely to include the following features: installation

in a location that is along an accessible route, outdoor recreation route, or accessible trail; integration of audio and/or audio description; three-dimensional graphics, bas relief, or tactile maps/models; high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance. All future waysides for Acadia National Park should be designed and installed in consideration of these minimum best practices for effective communication.

Recommendation #2: Relocate the wayside to a more centralized and accessible area with appropriate clear ground space and level surface material meeting accessibility standards.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas](#)

[U.S. Access Board Technical Guide –Toilet Rooms](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Thompson Island Picnic Area.

Action tables begin on the next page (landscape orientation).

Thompson Island Picnic Area

Location: Restroom building Corrective Action: Repair change in level			
<u>Deficiency</u> There is a 1.5" change in level at the front of the restroom building.	<u>Solution</u> Relay the concrete of the path to ensure a maximum change in level of 1/4 inch.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
		ACAD_Thompson_Picnic_LMK_018	
Reference Standards and Guidelines: ABBAS 303.2			
Location: Family Restroom Corrective Action: Restroom sign placement duplication or movement			
<u>Deficiency</u> The placement of restroom sign does not meet accessibility standards.	<u>Solution</u> Duplicate or move restroom sign so that it hangs to the right of the door.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
		ACAD_Thompson_Picnic_LMK_017	
Reference Standards and Guidelines: ABBAS 703.4.2			

Thompson Island Picnic Area

Location: Family Restroom Corrective Action: Reduce the amount of force needed on door			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
The entry door requires excessive force to open.	Reduce the amount of force needed to open the door to 5 pounds maximum.	Critical	No photo
Reference Standards and Guidelines: ABBAS 604.5, 604.7, 609.3, 609.4			
Location: Family Restroom Corrective Action: Reposition changing table			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	
The placement of the changing table does not allow for maneuvering into position.	Reposition the changing table so that it folds down from the rear wall.	Serious	
Reference Standards and Guidelines: ABBAS 604.8.1.1.			
			ACAD_Thompson_Picnic_IMK_022

Thompson Island Picnic Area

Location: Family Restroom Corrective Action: Re-install grab bars	<u>Deficiency</u> Grab bars are incorrectly installed, and the side wall is too short for correct installation at 52.75".	<u>Solution</u> The side wall should be built out so it measures 54" in length. Reinstall new grab bars where the side wall grab bar is 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall and the rear wall grab bar is 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term	 ACAD_Thompson_Picnic_LMK_020
Location: Family Restrooms Corrective Action: Relocate toilet paper dispenser	<u>Deficiency</u> The space between the toilet paper dispenser and grab bars is not sufficient.	<u>Solution</u> Reinstall the toilet paper dispenser 7" minimum and 9" maximum in front of the toilet measured to the centerline of the dispenser. The outlet of the dispenser shall be 15" minimum and 48" maximum above the finish floor and shall not be located behind grab bars.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate	 ACAD_Thompson_Picnic_LMK_020

Thompson Island Picnic Area

Location: Family Restroom Corrective Action: Wrap pipes under sink			
<u>Deficiency</u> Pipes under sink are exposed.	<u>Solution</u> Wrap the pipes under the sinks in the Restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABBAS 606.5			
Location: Family Restroom Corrective Action: Lower mirror			
<u>Deficiency</u> The mirror is currently too high at 43.5".	<u>Solution</u> Lower the mirror to 40" above the finish floor.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABBAS 603.3			
 ACAD_Thompson_Picnic_LMK_019			
 ACAD_Thompson_Picnic_LMK_019			

Thompson Island Picnic Area

Location: Women's Restroom Corrective Action: Re-install grab bars and toilet paper dispenser			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
Grab bars are incorrectly installed.	<p>Flip and reinstall grab bars so the side wall grab bar is 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall and the rear wall grab bar is 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.</p> <p>The space between the toilet paper dispenser and grab bars is not sufficient.</p>	<p>serious</p> <p>Immediate</p>	
	<p>Reinstall the toilet paper dispenser 7" minimum and 9" maximum in front of the toilet measured to the centerline of the dispenser. The outlet of the dispenser shall be 15" minimum and 48" maximum above the finish floor and shall not be located behind grab bars.</p>		
Reference Standards and Guidelines: ABBAS 604.5.1, 604.5.2, 604.7			
Location: Women's Restroom Corrective Action: Reposition the coat hook and install D ring			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The coat hook is too high at 65.25".	Lower the coat hook to be within reach range at 48" maximum.	<p>serious</p> <p>Immediate</p>	
Door latch on stall is not easily graspable.	Install D-ring handle to inside of stall door.		
Reference Standards and Guidelines: ABBAS 308.2., 309.4			
			
			

Thompson Island Picnic Area

Location: Women's Restroom			
Corrective Action: Wrap pipes under sink			
Deficiency Pipes under sink are exposed.	Solution Wrap the pipes under the sinks in the Restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.	Criticality Critical	Timeframe Immediate
Reference Standards and Guidelines: ABBAS 606.5		ACAD_Thompson Picnic_LKW_001	ACAD_Thompson Picnic_LKW_011
Location: Men's Restroom			
Corrective Action: Wrap pipes under sink			
Deficiency Pipes under sink are exposed.	Solution Wrap the pipes under the sinks in the Restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.	Criticality Critical	Timeframe Immediate
Reference Standards and Guidelines: ABBAS 606.5		ACAD_Thompson Picnic_LKW_001	ACAD_Thompson Picnic_LKW_011

Thompson Island Picnic Area

Location: Men's Restroom Corrective Action: Re-install grab bars, toilet paper dispenser and sanitary basket		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
<p>Deficiency Grab bars are incorrectly installed and there is a change in depth of the side wall.</p> <p>Solution Install new side panel to cover entire length of side wall including tiled portion. Flip and reinstall grab bars so the side wall grab bar is 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall and the rear wall grab bar is 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.</p> <p>The space between the toilet paper dispenser and grab bars is not sufficient.</p>			ACAD_Thompson Picnic_LKW_016

Reference Standards and Guidelines: ABBAS 604.5.1, 604.5.2, 604.7, 609.3

Thompson Island Picnic Area

Location: Men's Restroom Corrective Action: Reposition the coat hook and install D ring			Criticality Serious	Timeframe Immediate
Deficiency	Solution			
The coat hook is too high at 65.5". Door latch on stall is not easily graspable.	Lower the coat hook to be within reach range at 48" maximum. Install D-ring handle to inside of stall door.			
Reference Standards and Guidelines: ABBAS 308.2., 309.4				ACAD_Thompson Picnic_LKW_020

Thompson Island Picnic Area

Location: Parking Lot Corrective Action: Rescope and restripe the accessible parking and access aisles			
Deficiency	Solution	Criticality	
Accessible parking spaces are not properly marked.	Add appropriate signage and raise the sign marking the van-accessible parking space to >60". Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60" minimum above the finish floor or ground surface measured to the bottom of the sign.	serious	ACAD_Thompson Picnic LMK_009
Accessible space in front lot on the right does not have an accessible aisle on the passenger side, which is required for angled spaces.	Maintain angled parking in front lot and add access aisles as required or relocate one accessible space closer to restroom building and add access aisle. Ensure that access aisle is met by a curb cut at the sidewalk or is connected to a crosswalk leading to accessible route to restroom building.	short-term	ACAD_Thompson Picnic LMK_010
			ACAD_Thompson Picnic LMK_017

Reference Standards and Guidelines: ABAAS 502.3.4, 502.6



Thunder Hole

Date: September 13, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Thunder Hole is a unique geological feature located in Acadia National Park on the rocky eastern shoreline of Mount Desert Island. This carved out inlet is a popular year-round destination for park visitors who can access the site by walking along Ocean Path Trail, parking in the adjacent parking lot or using the Island Explorer shuttle. Many visitors are attracted to this area to witness the spectacular waves and sounds of the ocean at Thunder Hole.

The viewing area is comprised of a series of stairs and platforms leading from Park Loop Road down to the base viewing area, which is made up of natural stone with varying surfaces. During high tide or during a storm, water rushes into a small inner cavern of the inlet and creates a thunderous reverberation when the air escapes. At times, park staff may close access to the lower viewing platform(s) when conditions become too dangerous.



During low tide, visitors can wander down the stairs to the lowest platform to look down directly into the inlet and view the surrounding cliffs that are a result of erosion from the tremendous waves.

The parking lot adjacent to Thunder Hole is also home to a small gift shop. The gift shop carries historical significance as it was originally the first ranger station in Acadia National Park. Built in 1934 as a ranger residence, the building was later used to house the first interpretive displays for visitor use and is now used solely as a park gift shop.

Visitor access areas and features currently maintained by the NPS include the parking lot, Island Explorer Shuttle stop, vault toilet building, gift

shop, ramp and stairway access to the viewing area, and multi-tiered viewing area for Thunder Hole. A single wayside is provided at the site of the gift shop and two additional waysides are provided at the accessible viewing platform of Thunder Hole.

The objectives for evaluation of Thunder Hole were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently available to visitors at Thunder Hole cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, requires substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Thunder Hole include:

Goal	Timeline	Implementation Detail
Provide objective information about the park's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Thunder Hole area on the park website, app, and accessibility guide (planned); Maintain a stock of printed information on park accessibility as well as accessible versions of printed media. All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate. Ensure staff and volunteers are aware of accessibility-related policies and procedures.
Provide an equivalent opportunity to view Thunder Hole and seaside cliffs.	Long-term*	Design and installation of an additional accessible viewing area located below the current area that provides an equivalent opportunity for individuals with disabilities and their companions to view Thunder Hole and seaside cliffs; Integration of design elements such as tactile models, interpretive signage, and audio description should be considered to achieve this goal.
Improve the accessible routes from the parking lot to the viewing area.	Interim	Modify stairs, ramp, and path to adhere to ADA standards. Add signs directing the public from the parking lot to the accessible route down to the viewing area.
Provide an accessible parking experience to individuals with disabilities.	Long-term	Relocate accessible parking spaces currently near restroom to area with appropriate slope. Ensure angled spaces have striped access aisle on right side of space and appropriate accessible parking signage.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by

Acadia National Park personnel, the following recommendations are suggested for improved access to Thunder Hole for visitors with disabilities:

Parking & Arrival

There is one parking lot located on the opposite side of Park Loop Road with stairs, an accessible ramp, and cross walk connecting to Thunder Hole. The gift shop and two vault toilets are located at the parking lot site. The gift shop can be accessed via stairs or an accessible ramp entrance. There is also an Island Explorer Shuttle stop with a block bench located in the parking lot in front of the gift shop where there are also two angled accessible parking spaces. At the time of evaluation, it was unclear how the Island Explorer Shuttle stop may or may not impact the use of the accessible parking spaces. There are two additional angled accessible parking spaces located near the vault toilets and one accessible parking space next to the beginning of the accessible route. On Park Loop Road there are also two accessible parking spaces marked on the roadside.

Recommendation #1: Relocate two accessible parking spaces currently near vault toilets to other areas within parking lot with appropriate slope.

Recommendation #2: Improve the accessible parking area by installing vertical signage at the front, center of each parking space including the International Symbol for Accessibility and ensure appropriate access aisles are implemented to comply with ABA standards.

Recommendation #3: Improve Island Explorer bus stop adding seating with arm and back rests. Clearly mark clear ground space for a passenger loading zone.

Recommendation #4: Improve entrance to gift shop by replacing handrails on stairs, implementing grippable handrails on both sides of accessible route, leveling the landing on accessible route and improving slope to be in compliance with ABA standards.

Recommendation #5: Extend the accessible roadside parking spaces by approximately 48" to allow for appropriate width and striping.

Recommendation #6: Regrade accessible route during reconstruction to reduce cross slope and running slope.

Orientation, Wayfinding & Signage

The Thunder Hole parking lot does not provide orientation and wayfinding information at the site. There is no signage indicating the starting point of the accessible route to the Thunder Hole viewing area.

Recommendation #1: Add signage indicating where the location of the start of the accessible route is. Signs should be added near the beginning of the route, at the top and bottom of stairs leading from the parking area to the viewing area, at accessible parking space locations, and near the gift shop/shuttle stop.

Recommendation #2: An orientation kiosk is recommended to indicate the location of accessible routes, nearby trails, restrooms, gift shop, viewing areas, parking spaces, and shuttle stop. This information should be duplicated in the park accessibility guide.

Amenities & Site Features

The primary parking lot site features are restrooms, trash receptables, gift shop, and routes leading from the parking area to Thunder Hole viewing area. The routes leading from the parking lot connect to the viewing area via a crosswalk. The Thunder Hole viewing area consists of multi-tiered platforms connected by stairs and/or a ramp. There is also one staircase that leads off from a viewing platform to the boulder field on the left.

Recommendation #1: Recommend modifying features of the vault toilets so they fully adhere to ABA standards.

Recommendation #2: There is one glass shelf inside the gift shop that reduces the clear width of a doorway. This shelf should be removed to provide 32" of clear width.

Recommendation #3: Provide staff training to ensure accessible ramp entrance is kept clear and not used to store additional inventory.

Recommendation #4: Replace handrails along Thunder Hole viewing area with railings that fully return at ends.

Recommendation #5: Due to accessible route slope, handrails should be placed on both sides of route and edge protection should be implemented.

Recommendation #6: The current accessible viewing platform provides only a partial view of Thunder Hole, thus not creating an equal viewing opportunity. Recommended to construct an additional accessible viewing platform that is lower and farther east from the current platform. Platform would ideally be located three to four platforms down from the top of the viewing area and accessed via ramp that connects to the current accessible viewing area. Alternatively, construct an additional accessible ramp leading through the boulder field to connect the current accessible platform to the currently inaccessible platform located directly below and to the right.

Recommendation #7: Reconstruct granite stairs leading from Thunder Hole viewing platform to boulder field so that stairs have uniform riser heights and uniform tread depths. Risers should be 4" minimum and 7" maximum. Treads shall be 11" deep minimum. Ensure surface material is stable, firm, and slip resistant. Handrails should also be installed.

Interpretation & Education

There are three waysides available to Thunder Hole visitors. The first wayside is located in the parking area in front of the gift shop near the accessible parking spaces and shuttle stop. Two additional waysides are located on the accessible viewing platform for Thunder Hole. Thunder Hole does not have regularly scheduled interpretive or educational programming; however, the site does have roving rangers.

Recommendation #1: Waysides should be retrofitted with audio description and tactile components or models to meet the effective communication and learning needs of multiple audience. In addition, they should be reproduced with other accessible features, including high contrast text and images; minimal complexity of written descriptions; font selection that is sans or simple serif and of a size that is appropriate for the viewing distance.

Recommendation #2: The wayside near the gift shop should be relocated to provide firm and stable clear ground space.

Recommendation #3: Train staff in audio description to improve the visitor experience for individuals who are blind or have low vision.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

[U.S. Access Board Technical Guide – Parking Spaces](#)

[U.S. Access Board Accessibility Standards for Federal Outdoor Developed Areas](#)

[U.S. Access Board Technical Guide – Entrances, Doors, and Gates](#)

[U.S. Access Board Technical Guide – Toilet Rooms](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Thunder Hole.

Action tables begin on the next page (landscape orientation).

Thunder Hole

Location: Parking Lot Corrective Action: Add signs marking the accessible route down to the viewing area			
Deficiency	Solution	Criticality	Timeframe
There is no sign indicating the accessible route from the parking lot to the viewing area.	Add directional signage in the parking lot at the shuttle stop, top and bottom of stairs leading to viewing area, at accessible parking spaces and at beginning of accessible route directing the public to the accessible route.	Serious	Immediate
		NPS_ACAD_MECA_101	NPS_ACAD_MECA_104

Reference Standards and Guidelines: Rehabilitation Act of 1973, as amended, Section 504

Thunder Hole

Location: Parking Lot Corrective Action: Rescope and restripe the accessible parking and access aisles				NPS_ACAD_LMNK_	NPS_ACAD_MEC_102
<u>Deficiency</u>	<u>Solution</u>				
Accessible parking spaces are not properly marked for angled parking. Some van accessible spaces do not have an access aisle on the passenger side, which is required for angled spaces.	Maintain angled parking and add access aisles as required. Ensure that aisle is met by a curb cut at the sidewalk. Recommend adding appropriate signage raising the sign marking the van accessible parking space to >60".				

Reference Standards and Guidelines: ABAAS 502.3.4, 502.6

Location: Parking lot – Vault Toilet Rooms (2)			
Corrective Action: Increase the accessibility of features with vault toilet rooms			
Deficiency	Solution	Criticality	No photo
Each of the two single-user vault toilet rooms includes a wall hung urinal that does not meet the required dimensions for accessibility. The depth of the urinals is less than minimum requirement and the height of the rim exceeds maximum requirements above the floor.	Replace the urinal in each toilet room with a unit that meets the required dimensions for accessibility. The depth of the urinal (measured between the wall and leading edge of the rim) must be 13 ½" minimum. The height of the rim shall not exceed 17" maximum above the floor.	<u>Timeframe</u> Short-term	
Vault toilet on the right side does not have grab bars. Hooks provided inside vault toilet rooms are outside of reach range.	Install grab bars. (The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.) Alternatively, remove access symbol from vault toilet sign. Ensure toilet paper dispenser is 12" minimum above grab bars.		Lower hooks to be within 48" maximum.

Reference Standards and Guidelines: ABAAS F213.3.3, 604.5, 604.7, 605, 308.2.1

Thunder Hole

Location: Parking lot Corrective Action: Add handrails and edge protection to accessible route		Criticality	
Deficiency	Solution	Timeframe	
Accessible route from parking lot to viewing area has high cross slope with no edge protection and handrails only on one side.	Add handrails and edge protection to full length of route, on both sides. Ensure end of handrails fully return. Handrails should be continuous, closed, and meet ABA standards for height and dimensions.	Short-term	NPS_ACAD_MECA_099
			NPS_ACAD_MECA_113

Reference Standards and Guidelines: ABBAS 405.2, 405.3, 505

Thunder Hole

Location: Parking lot – Gift Shop Corrective Action: Improve accessible entrance ramp		Criticality Serious	Timeframe Immediate	NPS_ACAD_MECA_110
Deficiency	Solution			
Current ramp has non-grippable handrail only on one side with open ends. Landing at the rear accessible entrance is not level and ground space is not clear.	Replace handrails with grippable rails that fully return on both ends. Handrails should be on both sides of ramp. Landing at rear entrance should be made level. Implement staff training to ensure route is kept clear of obstructions.			

Reference Standards and Guidelines: ABBAS 405.2, 405.3, 405.7, 505

Thunder Hole

Location: Parking lot - Gift Shop Corrective Action: Remove Protruding Object			
<u>Deficiency</u> The clear width for one interior doorway is currently obstructed by protruding shelf.	<u>Solution</u> Remove glass shelf near doorway to provide appropriate clear width of 32".	<u>Criticality</u> Minor	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABBAS 404.2.3		NPS_ACAD_LKW_401	
Location: Thunder Hole Viewing Area Corrective Action: Replace handrails			
<u>Deficiency</u> Current handrails are not standard across the area and are not in compliance with ABA standards.	<u>Solution</u> Replace handrails with grippable rails that fully return on both ends. Handrails should be continuous, on both sides of stairs, and within appropriate height range.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABBAS 505		NPS_ACAD_MEC_080	



Village Green Information Center

Date: June 14, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

The Village Green Information Center/Contact Station, operated by the National Park Service, is located at 19 Firefly Lane, Bar Harbor, just north of the Village Green and east of the police headquarters and fire station. This Information Center is in the center of Bar Harbor and is staffed by the NPS to provide information to the public about Acadia National Park. As a result, it can be the first point of contact for many visitors to Acadia National Park. This first impression of Acadia National Park

including the site's accessibility, the resources available for individuals with disabilities, the staff's (and volunteers') knowledge of accessible features and resources, and the staff's (and volunteers') attitudes towards people with disabilities will set the tone for the experiences of individuals with disabilities experiences at Acadia National Park.

This Contact Station is a small building with paved paths leading to two side door entrances from the sidewalk on Firefly Lane and from a public parking lot. There are two picnic tables next to the Information Center with signage identifying them as a waiting area for the Island Explorer Bus Stops at the Village Green. The Contact Station was closed at the time of the Accessibility Evaluation.

The objectives for evaluation of the Village Green Contact Station were:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

To ensure equal access to opportunities and programs, solutions must be provided for accessibility.

Specific interim and long-term accessibility goals for Village Green Contact Station include:

Goal	Timeline	Implementation Details
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Village Green Contact Station on the park website, app, and accessibility guide (planned); All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate
Provide an accessible means of entry into the site and clearly mark the accessible route.	Interim*	The doorway that does not have a change in surface height at the threshold will be used for the entrance to the Contact Station. The accessible route from the sidewalk to the entrance will be clearly marked.
Provide materials explaining accessibility features of Acadia National Park.	Long-term	A hard copy of the revised Accessibility Guide for Acadia National Park will be placed at the Contact Station.
Provide alternative formats for information pamphlets and publications.	Long-term	All informational materials will be available in large print, braille or audio version to individuals who are blind.
Ensure all staff members are able to interact and communicate with individuals with disabilities appropriately and effectively.	Interim*	All staff members will complete training on how to interact and communicate with individuals with disabilities.
Ensure all staff members are aware of current and planned accessibility-related information at Acadia National Park.	Interim*	All staff members will be trained on the current and planned accessibility-related information at Acadia National Park.
Ensure materials and features are accessible within the Information Center.	Interim*	All pamphlets will be stacked vertically so that at least one of each type of pamphlet is within reach range of someone using a wheelchair for mobility at less than a height of 48 inches.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Village Green Contact Station and Shuttle Stops for visitors with disabilities:

Parking & Arrival

The main route to access the Information Center is a steep sidewalk leading from Main St. to two doors, and it is not immediately apparent where the accessible route to the entrance of the Information Center from either the sidewalk or the accessible parking spaces.

Recommendation #1: Mark the accessible route from the sidewalk and accessible parking to the entrance of the Village Green Contact Station.

Recommendation #2: Reach out to Bar Harbor to coordinate upgrading the accessible route from the accessible parking to the Village Green Contact Station.

Orientation, Wayfinding & Signage

There is no signage identifying the Village Green Contact Station, however, the building was not open during the assessment.

Recommendation #1: Install a sign identifying the Village Green Contact Station using the provisions for contrast of the characters and their background, and character size and style.

Amenities & Site Features

There are two picnic benches just outside of the Village Green Contact Station that are not accessible.

Recommendation #1: Replace the picnic tables with two accessible picnic tables and ensure that there is a minimum of 36-inches of clear ground space on all sides of the accessible picnic tables.

Interpretation & Education

As the Village Green Contact Station was not open at the time of the assessment, it was not possible to evaluate the interpretation and/or educational programming offered at this location. The interpretation and/or educational programming must be available in alternative formats and accessible to persons with disabilities.

Recommendation #1: Place informational materials inside the Information Center explaining the accessibility of Acadia National Park.

Recommendation #2: Provide informational materials in large front, braille, and audio to individuals who have low vision or are blind.

Recommendation #3: Stack any pamphlets vertically so that at least one of each type of pamphlet is within reach range of someone using a wheelchair or someone of a short stature.

Recommendation #4: Train all staff members to appropriately interact and communicate with individuals with disabilities as well as to be able to answer questions regarding current and future accessibility features and amenities.

Resources

[Harpers Ferry Center Resources for Interpretive Media Accessibility](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at the Village Green Contact Station.

Action tables begin on the next page (landscape orientation).

Village Green Information Center

Location: Village Green Information Center			
Corrective Action: Replace picnic tables with accessible picnic tables			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
The two picnic tables outside of the Village Green Information Center do not have wheelchair accessible seating and do not have appropriate clear space.	Remove both picnic tables or replace both picnic tables with wheelchair accessible picnic tables with appropriate clear space. Accessible picnic tables include a minimum of one wheelchair seating space, including knee and toe clearance beneath the table. In addition, a minimum 36 inches of clear ground space shall be provided on all sides of the accessible picnic tables, measured from the back edge of the benches.	Serious	Short-term
Reference Standards and Guidelines: ABA F245, 1011.4, 902.3			
Location: Village Green Information Center			
Corrective Action: Add signage marking the accessible route to the entrance			
<u>Deficiency</u>	<u>Solution</u>	<u>Criticality</u>	<u>Timeframe</u>
There is no sign marking the accessible route and entrance to the Village Green Information Center.	Mark the accessible route from the sidewalk and accessible parking to the entrance of the Village Green Contact Station.	Serious	Immediate
Reference Standards and Guidelines: ABAAS F206; Rehabilitation Act of 1973, as amended, Section 504			



MG_0409.HEIC



MG_0408.HEIC



Wild Gardens of Acadia

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

The Wild Gardens of Acadia is a horticultural specimen garden featuring plants native to Mount Desert Island. The site is part of the Sieur de Monts area and shares a parking lot with the nature center, nearby restrooms, and trailheads. The garden area is gated, and visitors walk the crushed stone path that winds through the beds. Friends of Acadia supports the maintenance and operations of the gardens. On the day of the site assessment, volunteers were stationed at the entrance to greet and orient visitors. When walking the self-guided trail, one can expect to find a variety of labeled flowers, shrubs and trees, as well as a stream and several benches in shaded areas. The path navigates through 12 habitats, including a small pond.

The objective for evaluation of the Wild Gardens was:

- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently provided to visitors at the Wild Gardens cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for the Wild Gardens include:

Goal	Timeline	Implementation Details
Redesign the path to accommodate visitors using wheelchairs or other mobility assist devices.	Long-term*	Widen paths to a minimum of 36" and include pull-outs (passing areas) that are at least 60" by 60". (It appears that passing areas could be created at existing intersections and viewing spaces if the trail was to remain one way.) Rehab the trail surfacing to be consistently firm and stable. Eliminate changes in level greater than 2 inches and openings (holes, divots, etc.) larger than ½". Finally, eliminate the steep slope at the exit gate and remove branches and other protruding objects from the pathway to meet ABA Standards.
Create an accessible program experience for visitors with a variety of disabilities.	Long-term*	Indicate the trail route with edging that is cane detectable and add audio components to interpretation. Providing a raised line map of the gardens and the path through them would provide information for those who are blind or have low vision. Encourage multi-sensory engagement and provide designated quite zones for visitors with sensitivity.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to the Wild Gardens of Acadia for visitors with disabilities:

Parking & Arrival

The parking lot is described in the Sieur de Monts Nature Center summary and a sidewalk along the parking lot leads to the entrance to the gardens. Despite the rather large parking lot and the popularity of this location, there are relatively few benches for use by those waiting or resting. Two accessible parking spaces are located across the parking lot (near restrooms) and one is located near the entrance to the gardens. An Island Explorer stop is located in this parking lot as well.

Recommendation #1: Add benches with back and arm rests outside the gardens and along route from parking to garden entrance.

Orientation, Wayfinding & Signage

The location of the gardens is noted with directional signage in the parking lot, and a variety of informational signs provide background on the gardens' history, purpose, and rules. These signs are not uniformly designed, but many are wooden, with green or unpainted lettering on grey. The route through the Wild Gardens is one-way due to COVID-19 restrictions; however, typically there are two entrances and a separate exit to the contained area.

Recommendation #1: Make the one-way route through the gardens permanent. The paths do not have designated passing spaces, so this would enable those using a wheelchair or other mobility assistance to move through the gardens without having to retrace their steps.

Recommendation #2: Identify route direction with consistent directional signage: a simple arrow icon with high contrast.

Recommendation #3: Create an accessible layout and design for informational and directional signs that meets standards and guidelines for accessibility, including contrast, font type and size, and sign height.

Amenities & Site Features

The circuitous path through the gardens has many tight turns and at times narrows to 27 inches as a result of large stones or protruding branches. At times the path makes a very tight turn that would be difficult to negotiate if using a wheelchair. However, the incline is negligible, and the Wild Gardens are described on the park's website as "wheelchair accessible." A bridge arches over the small stream, rising only about six inches. There is no edge protection or handrails along the bridge; however, it may not be technically required due to the small slope. Numerous small changes in level from stones to crushed surfacing and back again require more exertion to traverse than a more uniform paved surface would. The slope at the very end of the route to the exit gate exceeds reasonable access standards for trails. This area should be regraded and/or a ramp added to smooth the transition from an over 17% slope to less than 12% over a ten-foot span.

Recommendation #1: Identify and designate pull-out spots where trails intersect to allow for passing along the trail. This would assist anyone who uses a wheelchair or similar device, as well as those who prefer to have more separation from the crowd or move more slowly along the route.

Recommendation #2: Prune vegetation out of the zone of potential contact for those who are blind or have low vision. (See the action table below for the ABA standards measurements.)

Recommendation #3: Add accessible seating with armrests and backrests at the current resting spaces along the path.

Interpretation & Education

Along the path through the gardens are numerous small signs identifying the various plants and habitats. Habitat signs are painted grey with white lettering, while the plant identification signs are smaller metal post signs. There are also two-sided, glass front kiosks with bulletin boards in them. At the time of our visit, there were volunteers in the gardens to guide visitors, point out items of interest, and answer questions. The programming that takes place is primarily informal, and there are both a brochure

and a fern guide provided on site and downloadable from the Friends of Acadia website. The brochure describes the gardens and each of the labeled habitats within. Educational programs, such as the "Art in the Garden" program, are advertised on the Friends of Acadia website.

Recommendation #1: Replace existing plant and habitat signs with "trailside" signs with accessible font and high-contrast design.

Recommendation #2: Provide educational materials in multiple formats, both online and onsite. These would include large-print and braille versions of printable brochures and educational program descriptions.

Recommendation #3: Replace materials in the kiosks with those that follow best practices for interpretive media (see the Harpers Ferry Center publication).

Recommendation #4: Provide amplification and an assisted listening system to volunteers who interact with groups visiting the gardens. Train the volunteers on using a microphone and offering assisted listening support to visitors who may need it.

Resources

<https://www.access-board.gov/aba/#aba-308>

[**Harpers Ferry Center Resources for Interpretive Media Accessibility**](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal and interim solutions at the Wild Gardens of Acadia.

Action tables begin on the next page (landscape orientation).

Wild Gardens of Acadia

Location: Entrance/Exit Gate	
Corrective Action: Remove slope	
<u>Deficiency</u> Slope at the exit gate to the parking lot is >17% and has a change in level of 1 inch.	<u>Solution</u> Extend the sloped path from the exit gate to lessen the slope.
	<u>Criticality</u> Serious
	<u>Timeframe</u> Short-term
	
NPS_ACAD_KGP_360	
Reference Standards and Guidelines: ABAAS 303 Changes in Level; 1016 Outdoor Recreation Access Routes	
Location: Garden paths	
Corrective Action: Pruning branches and other vegetation	
<u>Deficiency</u> There are points along the garden paths where branches protrude into the pedestrian route, between 27 and 80 inches.	<u>Solution</u> Prune or train branches out of the paths.
	<u>Criticality</u> Critical
	<u>Timeframe</u> Immediate
	
NPS_ACAD_KGP_338	
Reference Standards and Guidelines: ABAAS 307 Protruding Objects	

Wild Gardens of Acadia

Location: Garden paths			
Corrective Action: Expand clear width of trail			
<u>Deficiency</u> Garden path (trail) narrows to 27 inches at points and there are few passing spaces.	<u>Solution</u> Recommend widening trail so clear tread width meets minimum standard of 36".	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABBAS 1017.3, 1017.4 (Trails)		NPS_ACAD_KGP_340	
Location: Kiosk			
Corrective Action: Replace content and surface with accessible materials.			
<u>Deficiency</u> The information provided in the kiosk is behind glass and is relatively small font size for the height and distance, making it difficult for people with low vision or small stature to see.	<u>Solution</u> Replace glass with a non-reflective surface and standardize content to meet accessibility standards for print media.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: Rehabilitation Act of 1973, Section 504, as amended		NPS_ACAD_KGP_345	

Location: Habitat and plant identification signage			
Corrective Action: Replace signs			
<u>Deficiency</u> Informational (interpretive) signs have little to no contrast and are blocked at times by vegetation.	<u>Solution</u> Improve identification signage to trailside standards (following guidance from Harper's Ferry Center).	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
		NPS_ACAD_KGP_354 NPS_ACAD_KGP_336	
Reference Standards and Guidelines: Rehabilitation Act of 1973, Section 504, as amended			
Location: Garden Paths and ORARs			
Corrective Action: Add accessible seating			
<u>Deficiency</u> Stone benches lack back and armrests and are inconsistently sized.	<u>Solution</u> Add or retrofit benches that are 36 by 48 inches with back and armrests with clear ground space adjoining the trail. Add benches near parking and along the ORAR (sidewalk) to the Gardens.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: 1011 Outdoor Constructed Features			
			NPS_ACAD_KGP_348



Wildwood Stables

Date: June 16, 2021

Project: Acadia National Park Accessibility Evaluation

Purpose, Experience & Use

Wildwood Stables are located on the southeastern side of Mount Desert Island, Maine in Acadia National Park. Carriages of Acadia, Inc. holds a concession contract with the National Park Service to provide horse-drawn carriage tours, operate private horse boarding facilities (up to 34 horses per night), and manage a campground. Carriages of Acadia, Inc. provides 1-hour and 2-hour shared or private horse-drawn carriage tours to the public. Reservations are strongly recommended and only accepted via phone (1-877-276-3622). Their website directs the public to call for more information and questions.

Visitor access areas and features maintained by the Carriages of Acadia, Inc. include the main building, horse barn, carriage shed, horse-drawn carriage tours, horse boarding facilities, and campground. Visitor access areas and features maintained by the NPS include the parking lot, bathroom facilities, and exterior area around the main building including walking paths.

Visitors arrive via an access road off Park Loop Road and can park in a lot immediately next to the main building. The public is directed to a ticket window on the porch of the main building. The inside of the main building is closed to the public and was not included in the Accessibility Evaluation. The public can view informational waysides on the porch or sit at picnic tables and benches while waiting for the start of their horse-drawn carriage tour. The horse drawn carriage tours start from the packed dirt path inside the fenced off area (marked staff only). Individuals must climb up the back of the carriage via three narrow, high steps with open risers and bilateral grab bars. The staff currently places a step stool under the bottom step to improve ease of loading and unloading the carriage. Individuals using wheelchairs have transferred into the carriage in the past, however, staff cannot assist. Individuals sit on padded benches with some back support for the duration of the tours. The drivers are required to bring a small walkie talkie, a park radio, a first aid kit, and a basic repair kit in case of emergencies. Before leaving on the tour, the carriage driver provides individuals with safety information, including the direction to remain seated at all times and the importance of following directions from the driver in case of an emergency. The carriage driver also asks if anyone is familiar and comfortable with horses in case of emergency.

The carriage tours follow the carriage roads built by John D. Rockefeller, Jr. in the early 1900s. These carriage roads have sections of shade and sun. During the 1-2 hour shared or private tours, the carriage driver provides a narration of the history of John D. Rockefeller, Jr., the history of the carriage roads, and points of interest in the scenery. The staff has used individual personal assistive listening devices successfully when requested during the tour. A written version of the narration is available upon request; this communication feature, however, is not advertised.

It is the obligation of the National Park Service to ensure that concession-run opportunities are accessible to individuals with disabilities. The concessions contract should clearly define the methods by which accessibility will be achieved and assign the party or parties responsible for implementing those actions. When the concessioner contract for Wildwood Stables is renewed, the language around accessibility compliance obligations and timelines for implementation of desired improvements should be evaluated, refined, and clearly described.

The objectives for evaluation of Wildwood Stables were:

- Discuss the proposed options to increase the accessibility of the horse-drawn carriage ride tours for individuals with disabilities.
- Review the current facilities and visitor engagement opportunities for compliance with applicable accessibility standards, guidelines, and best practices.

Providing access to the experiences currently available to visitors at Wildwood Stables cannot be deferred until a larger project is undertaken. To ensure equal access to opportunities and programs, interim solutions and/or programmatic alternatives must be provided. Although the ideal permanent solution(s) for accessibility, recommended in the table below, require substantial investigation and planning, alternative program access will need to be provided until those larger projects are funded and underway.

Specific interim and long-term accessibility goals for Wildwood Stables include:

Goal	Timeline	Implementation Details
Provide objective information about the site's current and planned accessibility features to visitors.	Interim*	Display current and planned accessibility-related information about the Wildwood Stables area on the park website, app, and accessibility guide (planned) as well as the website run by Carriages of Acadia, Inc. All methods of communication shall comply with Section 504 requirements for effective communication and/or Section 508 requirements for digital media, as appropriate.
Ensure individuals who use wheelchairs or other mobility-assist devices are able to fully participate in the publicly available horse-drawn carriage ride tours.	Long-Term*	Purchase two wheelchair-accessible carriages that are available upon request. Note: Discussion with the site manager raised concerns of the accessible carriage style that had been used in the past including concerns regarding a separate ramp not attached to the carriage and a wheelchair locking mechanism that prevented individuals using wheelchairs from being able to exit the carriage quickly in an emergency. The site manager recommended a style of accessible carriage in which the ramp slides down from the carriage itself. Therefore, if the horses moved, the ramp and carriage would continue to be attached. Discussions will need to occur between Carriages of Acadia, Inc and Acadia National Park to purchase and integrate accessible carriages into the onsite experience.

Ensure individuals who are hard of hearing can fully participate in the horse-drawn carriage ride tours.	Interim*	Purchase an assistive listening system to provide amplified sound directly into the ear for people who are hard-of-hearing. Staff members should be trained to use the assistive listening systems. These systems should be clearly advertised on the website and offered to all individuals during the reservation process. Note: The site manager expressed concerns regarding potential feedback from an amplification system spooking the horses and creating a dangerous situation. Therefore, this will have to be taken into consideration when finding an active listening system for the carriage tours.
Ensure deaf individuals are able to fully participate in horse-drawn carriage ride tours.	Interim*	Establish a relationship with an ASL interpreter/agency, clearly advertise that ASL services are available upon request on the NPS and Carriages of Acadia, Inc. Websites, and provide ASL interpreter services when requested for horse-drawn carriage ride tours.
Provide an equivalent opportunity for individuals who are blind or have low vision to participate in horse-drawn carriage ride tours.	Long-term	Provide a tactile model of the horse drawn carriage paths, horses, and carriages for individuals who are blind or have low vision.
Provide successful experiences and services for people with disabilities.	Interim*	Educate and train existing staff and new staff on how to successfully communicate and interact with, as well as provide effective experiences and services to, individuals with disabilities.
Provide successful experiences for people with disabilities.	Long-term	Make recommended changes to facilities to ensure full compliance with accessibility standards.
Ensure individuals who use wheelchairs or other mobility devices are able to fully participate in the publicly available horse-drawn carriage ride tours.	Long-term*	Improve the reservation system for accessible carriages so that an accessible carriage is not only provided at one specific time per day, but is available for use during any of the times that tours are publicly provided.
Provide successful experiences for people with disabilities by allowing them to self-evaluate whether they can climb into a regular carriage or require an accessible carriage.	Interim	Place a carriage that is not in use outside of the main building for people to trial climbing into it so that individuals can determine whether they need to request an accessible carriage.

Asterisk (*) indicates priority goals

Observations & Recommendations

Based on observations of the accessibility evaluation team from the Eppley Institute, as well as information and feedback provided by Acadia National Park personnel, the following recommendations are suggested for improved access to Wildwood Stables for visitors with disabilities:

Parking & Arrival

The area is accessed via a two-lane road from Park Loop Road. The parking lot is located directly next to the main building and barn. There are two accessible parking spaces with access aisles, however, the signage is not compliant with ABA standards. To reach the check-in/ticket window (32" height) on the porch of the main building, individuals must negotiate a ramp or three steps that are not compliant with ABA standards.

Recommendation #1: Improve accessible parking by labeling the accessible parking space closest to the ramp as van accessible with a sign that is a minimum of 60 inches above the ground.

Recommendation #2: Improve accessible parking by re-lining the angled, standard accessible parking space behind the rest room with bilateral access aisles and ensure one access aisle adjoins the accessible route.

Recommendation #3: Improve the accessible route from the parking lot to the check in/ticket window to adhere to ABA standards by completing the recommendations in the action tables.

Orientation, Wayfinding & Signage

A large sign identifies "Wildwood Stables" upon arriving to the site from the access road. Once parked, there is no signage directing the public to the check in/ticketing window at the main building. There are, however, temporary signs on either side of the window identifying it as the ticketing/check-in window. A small sign located on the ramp directs individuals to the rest rooms across the parking lot.

Recommendation #1: Provide directional signage to identify the accessible routes from the parking lot to the ticketing/check-in window and from the main building to the start of the carriage tour.

Recommendation #2: Install a kiosk providing orientation map(s) and/or model(s) of the site layout and location of various site features including accessibility, check-in, carriage tour entrance, stables, campground, and tour route map.

Amenities & Site Features

Amenities included in the Accessibility Evaluation include outdoor seating, trash and recycling receptacles, and rest rooms. Outdoor seating includes picnic tables, benches, and covered backless benches. The campground and horse boarding facilities were not included in the Accessibility Evaluation.

Recommendation #1: Move trash and recycling containers closer to accessible routes to be within reach range of individuals who must stay on the accessible route due to mobility impairments.

Recommendation #2: Recommend adding two accessible picnic tables to comply with accessibility standards for federal outdoor developed areas to improve the accessibility of the picnic areas.

Recommendation #3: Recommend adding benches that comply with ABA standards or replacing the current benches so that at least 20% of benches comply with accessibility standards.

Recommendation #4: Increase accessibility of the women's and men's restrooms to adhere to ABA standards as stated below in the action tables.

Interpretation & Education

When visitors arrive at the site, four waysides on the porch of the main building use text and images to provide information about horse breeds, draft horses, the history of Wildwood Farm, and the history of the carriage roads.

Shared and private horse drawn carriage tours follow Acadia National Park's carriage roads. During the 1-2 hour shared or private tours, the carriage driver provides a narration of the history and scenery. Not all individuals are able to climb up the three steps into the carriage due to mobility impairments and individuals who are hard of hearing or deaf are unable to fully experience the narration aspect of the carriage tours.

Recommendation #1: To effectively communicate the historical role and meaning of Wildwood Stables to people with disabilities, accessible interpretation must be integrated into the onsite experience. Interpretive panels at the main building should include accessible features, including tactile components, descriptive audio, high contrast and large print design, and clear ground and unobstructed viewing space. As

revisions are made to the site facilities, incorporate accessible interpretive media and components.

Recommendation #2: To ensure individuals with disabilities who are not able to transfer into the current carriages are able to fully participate in the publicly available horse-drawn carriage ride tours, accessible carriages must be integrated into the onsite experience. Two accessible carriages should be purchased, advertised, and available to reserve at any of the publicly offered tour times as needed.

Recommendation #3: To effectively communicate the narrative portion of the carriage tour to individuals who are hard of hearing, active listening systems should be purchased and available upon request. To effectively communicate the narrative portion of the carriage tour to deaf individuals, ASL interpreters must be available upon request. All staff members should be trained on fulfilling these requests and using these devices. These services should be clearly advertised on the website and offered to all individuals during the reservation process.

Recommendation #4: To provide an equivalent opportunity for individuals who are blind or have low vision to experience the horse-drawn carriage ride tours, a tactile model of the horse drawn carriage paths, horses, and carriages should be available at the main building for individuals to interpret their shapes through touch prior to the tour.

Recommendation #5: To facilitate autonomous decision-making for individuals with disabilities, a carriage, that is not in use, should be placed outside of the main building for individuals to trial transferring into/out of it so that individuals can decide whether to request an accessible carriage.

Recommendation #6: To provide successful experiences and services for individuals with disabilities, existing, and new, staff members should be educated and trained on accessible services as well as strategies for successfully

and respectfully communicating and interacting with individuals with disabilities.

Recommendation #7: Recommend determining whether weight restrictions need to be implemented for the horse drawn carriage tours and establishing the weight capacity to ensure people using power wheelchairs or other mobility devices are aware of any weight restrictions.

Resources

[Assistive Listening Systems - Hearing Loss Association of America](#)

[Carriages of Acadia, Inc.](#)

[Mackinac Island Accessible Carriages](#)

[Accessible Carriages & Carts - United States Driving for the Disabled](#)

[Professional Association of Therapeutic Horsemanship International – Resources](#)

[PATH International - Mounting Ramps for Equestrian Access](#)

[Plowshares #25, Breaking New Ground Technical Report: Assessing Horses and Horse-Drawn Vehicles \(hard-copy only\)](#)

Action Tables

Upon receipt of the assessment data and report, it will be critical for park personnel to review and embark on a series of actions to continue planning for improved access to the programs and facilities at Acadia National Park. The corresponding action table(s) represent the Eppley Institute's recommendations for barrier removal at Wildwood Stables.

Action tables begin on the next page (landscape orientation).

Wildwood Stables

Location: Path from Parking Lot to Main Building Corrective Action: Remove gap between change in surfaces.	Deficiency There is a gap between the paved path from the parking lot to the ramp. Solution Install a transitional plate between the paved path and the ramp to remove the gap in surfaces and improve the accessible route.	Criticality Serious Timeframe Immediate	 NPS_ACAD_KGP_389	
Reference Standards and Guidelines: ABAAS 302.3, 303	Location: Main Building - Ramp Corrective Action: Extend bilateral hand railings at the top and bottom of the ramp	Deficiency The ramp's bilateral handrails do not extend far enough at the top and bottom of the ramp. Solution Extending the ramp's hand rails bilaterally by a minimum of 12" in the same direction of travel at the top and bottom of the ramp.	Criticality Serious Timeframe Short-term	 NPS_ACAD_KGP_388

Wildwood Stables

Location: Main Building – front and side steps Corrective Action: Rebuild steps and add railings				NPS_ACAD_KGP_391	NPS_ACAD_KGP_398
<u>Deficiency</u> The front and side steps do not have uniform height and depth and they do not have handrails.	<u>Solution</u> Rebuild the front and side steps with a uniform height between 4"-7" and a uniform depth of 11" and add bilateral handrails to both sets of stairs.	Critical	Short-term		

Wildwood Stables

Location: Main Building - Porch Corrective Action: Add edge protection around the perimeter of the porch			
<u>Deficiency</u> There is no edge protection around the perimeter of the porch.	<u>Solution</u> Add edge protection around the perimeter of the porch.	<u>Criticality</u> Critical	<u>Timeframe</u> Short-Term
		NPS_ACAD_KGP_398	
Reference Standards and Guidelines: ABAAS 405.9			
Location: Sitting Area around Main Building Corrective Action: Add accessible picnic tables		<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
<u>Deficiency</u> There is one picnic table that is not accessible.	<u>Solution</u> If picnic tables are available for use by the public, at least 20%, but no less than one, must comply with ADA standards (at least one wheelchair space positioned for a forward approach must be provided for each 24 ft of usable table surface and shall be a minimum of 30" by 48" with knee and toe clearance).	NPS_ACAD_KGP_438	
Reference Standards and Guidelines: ABAAS F245, 1011.4, 902.3, 306			

Wildwood Stables

Location: Sitting Area around Main Building Corrective Action: Add accessible benches		Criticality Serious	Timeframe Short-term
Deficiency	Solution		
The benches with backrests on the grass are too low (12.5" seat height) and the benches under the sunshade covering do not have backrests.	Add benches that comply with ABA standards and are accessible from the accessible route. These benches should have back support (at least 42 inches long and extend from a point of 2 inches maximum above the seat surface to a point of 18 inches minimum above the seat surface. The back support should be 2.5 inches maximum from the rear edge of the seat measured horizontally. The benches should be 42 inches long minimum, 20-24 inches deep, and 17-19 inches above the sidewalk.	 NPS_ACAD_KGP_437	 NPS_ACAD_KGP_432

Reference Standards and Guidelines: ABAAS 903

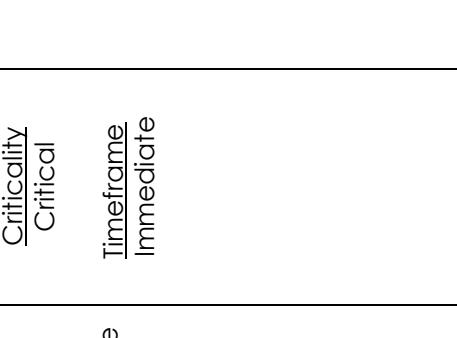
Wildwood Stables

Location: Trash and Recycling Receptacles Corrective Action: Move receptacles closer to accessible path.			
<u>Deficiency</u> The trash and recycling receptacles are too far off the accessible path.	<u>Solution</u> Move the trash and recycling receptacles closer to the accessible path to be within reach range.	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
		Reference Standards and Guidelines: ABAAS 308	
Location: Crosswalk Corrective Action: Add packed gravel to smooth transition from path to sidewalk.			
<u>Deficiency</u> There is a gap between the packed gravel path and pavement at the crosswalk.	<u>Solution</u> Smooth the transition between the packed gravel path and pavement to remove the gap by adding packed gravel to the path to improve the accessible route.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
		Reference Standards and Guidelines: ABAAS 302.3, 303	
		NPS_ACAD_KGP_399	
			
			
		NPS_ACAD_KGP_435	

Wildwood Stables

Location: Van Accessible Parking Space (in front of ramp) Corrective Action: Replace and raise sign			
<u>Deficiency</u> The van-accessible parking space is not identified correctly, and the sign is too low.	<u>Solution</u> Improve accessible parking by identifying the accessible parking space closest to the ramp with the International Symbol of Accessibility and the designation "van accessible" on a sign that is a minimum of 60" above the ground to the bottom of the sign.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABAAS 502.6, 703.7.2.1			NPS_ACAD_KGP_445
Location: Packed gravel paths outside main building Corrective Action: Trim back vegetation			
<u>Deficiency</u> The vegetation is overgrown at some areas of the gravel paths outside of the main building making the accessible routes too narrow.	<u>Solution</u> Trim overgrown vegetation to ensure packed gravel paths are a minimum of 36" wide (paths may be reduced to 32" for a length of 24", but these reductions must be separated by segments that are a minimum of 48" long and 36" wide).	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate
Reference Standards and Guidelines: ABAAS 403.5			NPS_ACAD_KGP_443

Wildwood Stables

Location: Outside restroom building Corrective Action: Install transitional plate between paved path and restroom concrete surface					
<u>Deficiency</u> The change in level between the paved path leading to the restrooms and the concrete alcove floor of the restrooms is too large (1.5 inches).	<u>Solution</u> Install a transitional plate between the paved path and concrete restroom floor to ramp the change in levels (grade can be steeper than 1:10 but not steeper than 1:8).	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate		
					
<small>NPS_ACAD_KGP_447</small>					
Reference Standards and Guidelines: ABAAS 303, 405.2					
Location: Men's and Women's Restrooms Corrective Action: Wrap pipes under sinks.					
<u>Deficiency</u> The pipes are exposed underneath the sink.	<u>Solution</u> Wrap the pipes under the sinks in the Men's and Women's Restrooms to prevent injury from hot/cold and sharp edges for someone who uses a wheelchair and positions their legs under the sink while washing their hands.	<u>Criticality</u> Critical	<u>Timeframe</u> Immediate		
					
<small>NPS_ACAD_KGP_451</small>					
Reference Standards and Guidelines: ABAAS 606.5					

Wildwood Stables

Location: Men's and Women's Restrooms Corrective Action: Increase water run time.			
<u>Deficiency</u> The sink faucet does not run for long enough (<1 sec).	<u>Solution</u> Adjust the automatic faucets to run for a minimum of 10 seconds once activated.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
 NPS_ACAD_KGP_451			
Reference Standards and Guidelines: ABAAS 606.4			
Location: Men's Restroom Corrective Action: Replace toilet fixture			
<u>Deficiency</u> The flush handle is located on the wall side of the toilet tank in the accessible stall out of reach range in the Men's Restroom (toilet in Women's Restroom is in compliance).	<u>Solution</u> Replace toilet with one that has a flush handle on the open side to be within reach range.	<u>Criticality</u> Serious	<u>Timeframe</u> Short term
Reference Standards and Guidelines: ABAAS 604.6			

Wildwood Stables

Location: Men's and Women's Restrooms Corrective Action: Lower the baby changing station			
<u>Deficiency</u> The baby changing station is too high outside of reach range.	<u>Solution</u> Lower the baby changing station so that the height of the opening mechanism is <48" to be within reach range.	<u>Criticality</u> Serious	<u>Timeframe</u> Short-term
Reference Standards and Guidelines: ABAAS 308			
Location: Men's and Women's Restrooms Corrective Action: Reorient the grab bars in the accessible stall.			
<u>Deficiency</u> The grab bars are not oriented correctly in the accessible stalls of the men's and women's restrooms.	<u>Solution</u> Flip grab bar around to orient the long end along the sidewalk and the shorter end around the long wall. (The side wall grab bar shall be 42" long minimum, located 12" maximum from the rear wall and extending 54" minimum from the rear wall. The rear wall grab bar shall be 36" long minimum and extend from the centerline of the water closet 12" minimum on one side and 24" minimum on the other side.)	<u>Criticality</u> Serious	<u>Timeframe</u> Immediate
The plumbing may need to be moved as the partition wall to the side of the toilet may not be long enough to mount the grab bar after it is reoriented.			
Reference Standards and Guidelines: ABAAS 609.4			
 NPS_ACAD_KGP_452			
 NPS_ACAD_KGP_453			

Wildwood Stables

Location: Men's and Women's Restrooms Corrective Action: Lower the hand dryer.	Deficiency The hand dryer is too high (48.75" to middle of push button). Solution Lower the hand dryer so the middle of the push button is 48" above the ground to be within reach range.	Criticality Minor Timeframe Short-term	NPS_ACAD_KGP_450
Reference Standards and Guidelines: ABAAS 308			

Appendix A: Action Items by Criticality and Timeframe

Critical

Critical—Immediate

CARRIAGE ROADS

Location: Carriage roads close to Jordon Pond Area
Corrective Action: Provide standardized accessibility information at the trailheads

CARROLL HOMESTEAD

Location: Parking Lot
Corrective Action: Replace sign
Location: Parking Lot
Corrective Action: Replace porta potty and add accessible route

ECHO LAKE BEACH

Location: Boardwalk
Corrective Action: Reconstruct curve in the boardwalk
Location: Men's and Women's Restrooms
Corrective Action: Wrap pipes under sink
Location: Echo Lake Beach - Boardwalk
Corrective Action: Replace rubber mats with Mobi-Mat

HULLS COVE BRIDGE TO VC

Location: gift shop entrance
Corrective Action: Remove sign; train staff

HULLS COVE VISITOR CENTER

Location: Interior and exterior doors
Corrective Action: Adjust closing mechanisms

SIEUR DE MONTS

Location: Nature Center
Corrective Action: Install cane detection at exhibits
Location: Sieur de Monts- Nature Center
Corrective Action: Raise hanging panel
Location: Sieur de Monts - Nature Center
Corrective Action: Provide meaningful and accessible tactile exhibits

Location: Sieur de Monts - Nature Center

Corrective Action: Add audio description to video components of exhibits

Location: Sieur de Monts - Nature Center

Corrective Action: Add accessibility information

Location: Sieur de Monts - Restrooms Exterior

Corrective Action: repair pavement and adjust door tension

VILLAGE GREEN SHUTTLE STOP

Location: Island Explorer
Corrective Action: Ensure ALL shuttle stops have accessible loading zones and clearly mark them

WILDWOOD STABLES

Location: Crosswalk
Corrective Action: Add packed gravel to ensure smooth transition from path to sidewalk

WILDWOOD STABLES

Location: Packed gravel paths outside main building
Corrective Action: Trim back vegetation
Location: Outside restroom building
Corrective Action: Install transitional plate between paved path and restroom concrete surface
Location: Men's and Women's Restrooms
Corrective Action: Wrap pipes under sinks.

BLACKWOODS CAMPGROUND

Location: Restrooms
Corrective Action: Decrease door opening pressure and improve thresholds.
Location: Restrooms
Corrective Action: Wrap all exposed pipes under the sinks.
Location: Restrooms
Corrective Action: Wrap all exposed pipes under the sinks.
Location: Restrooms
Corrective Action: Change the placement of the grab bars.

CADILLAC MOUNTAIN

Location: Blue Hill Overlook
Corrective Action: Add handrails to steps

FABBRI

Location: Family, Men's, Women's restroom
Corrective Action: Wrap pipes under sink
Location: Women's, Men's, Family Restroom
Corrective Action: Install additional signage

SEAWALL PICNIC AREA

Location: Women's, Men's, Family Restrooms
Corrective Action: Wrap pipes under sink

THOMPSON ISLAND

Location: Family Restroom
Corrective Action: Correct restroom sign placement
Location: Family Restroom
Corrective Action: Reduce the amount of force needed on door
Location: Family Restroom
Corrective Action: Wrap pipes under sink
Location: Women's Restroom
Corrective Action: Wrap pipes under sink
Location: Men's Restroom
Corrective Action: Wrap pipes under sink

WILD GARDENS OF ACADIA

Location: Garden paths
Corrective Action: Pruning of branches and other vegetation

Critical—Short-term

CARROLL HOMESTEAD

Location: Parking Lot
Corrective Action: Replace parking lot ground material and stripe parking spaces

CARROLL HOMESTEAD

Location: The Mountain House
Corrective Action: Build up the ground to the back door of the house

ECHO LAKE BEACH

Location: Stairs
Corrective Action: Rebuild the stairs from the parking lot to the beach
Location: Parking Lot Sidewalk
Corrective Action: Reconstruct area of sidewalk

HULLS COVE

Location: Route from parking to visitor center - stairs
Corrective Action: Replace handrails

JORDAN POND

Location: Boat Launch
Corrective Action: Place benches with shade protection

SIEUR DE MONTS

Location: Restrooms Interior
Corrective Action: Bring amenities up to accessibility standards

WILDWOOD STABLES

Location: Main Building – front and side steps
Corrective Action: Rebuild steps and add railings
Location: Main Building - Porch
Corrective Action: Add edge protection around the perimeter of the porch

BLACKWOODS CAMPGROUND

Location: Restroom and Indoor Washing Stations
Corrective Action: Ensure an accessible route to the restroom and indoor washing station.
Location: Accessible Campsites
Corrective Action: Add firm, stable ground material
Location: Campground paths
Corrective Action: Reconstruct paths to adhere to ORAR standards.
Location: Restrooms
Corrective Action: Ensure flush controls are located on the open side of the toilet.
Location: Accessible Campsites
Corrective Action: Smooth out the transition between the road and the campsite.

FABBRI

Location: Women's Restroom
Corrective Action: Increase the accessibility of features within the accessible rest room stalls

SEAWALL CAMPGROUND

Location: Ranger's Station
Corrective Action: Increase area around water fountain
Location: Accessible Campsites
Corrective Action: Resurface accessible campsites with ground material that is firm and stable
Location: Group Campsites
Corrective Action: Replace ground material and mark accessible group site on the map.

Serious

Serious—Immediate

BASS HARBOR HEAD LIGHT

Location: vault toilet rooms (2)

Corrective Action: Repair change in level at the entrances

CARROLL HOMESTEAD

Location: The Mountain House

Corrective Action: Provide information about the interior of the house on the website and on a sign outside of the house

ECHO LAKE BEACH

Location: Path from stairs to boardwalk

Corrective Action: Replace path to decrease gaps in materials

Location: Parking Lot

Corrective Action: Add two signs marking the accessible route down to the beach

Location: Changing Rooms

Corrective Action: Lower coat hooks and perform maintenance on lock mechanisms

HULLS COVE

Location: Main Visitor Parking Lot

Corrective Action: Rescope and restripe the accessible parking and access aisles

Location: Route from parking to visitor center – benches

Corrective Action: Replace/add accessible seating

Location: Visitor Center

Corrective Action: Bevel display case edges

Location: Visitor Center

Corrective Action: Add accessible seating

Location: Gift Shop

Corrective Action: Staff training

Location: Visitor Center Entrance Ramps

Corrective Action: Reroute (immediate) and add landings (short-term)

IKE'S POINT

Location: Parking Lot

Corrective Action: Re-line parking lot to add a van-accessible parking space

Location: Parking Lot

Corrective Action: Move the trash and recycling receptacle closer to the pavement

JORDAN POND

Location: Parking lots

Corrective Action: Rescope and add accessible parking

OCEAN PATH

Location: at Old Soaker Parking lot

Corrective Action: Add signs to indicate accessibility of Ocean Path and route from accessible parking

SAND BEACH

Location: Restrooms

Corrective Action: Replace and repair features to ABA Standard

Location: Bus Stop

Corrective Action: Add cane detection to bulletin board

SIEUR DE MONTS

Location: Nature Center

Corrective Action: reduce pressure necessary to operate moveable component

SHIP HARBOR TRAIL

Location: Parking lot

Corrective Action: Install accessible parking sign

VILLAGE GREEN

Location: Island Explorer - Village Green Shuttle Stop

Corrective Action: Add cane detection

Location: Village Green Information Center

Corrective Action: Add signage marking the accessible route to the entrance

WILDWOOD STABLES

Location: Path from Parking Lot to Main Building

Corrective Action: Remove gap between change in surfaces

Location: Trash & Recycling Receptacles

Corrective Action: Move receptacles closer to accessible path

Location: Men's and Women's Restrooms

Corrective Action: Reorient the grab bars in the accessible stall

BLACKWOODS CAMPGROUND

Location: Amphitheater

Corrective Action: Identify and mark accessible seating locations and train staff

Location: Amphitheater

Corrective Action: Bring the trash can closer to the path

Location: #G3 – Accessible Group Campsite

Corrective Action: Replace at least one picnic table with an accessible picnic table

Location: Restrooms

Corrective Action: Move all features within the restrooms to be within reach range

Location: Restrooms

Corrective Action: Add D-rings to the inside doors of the accessible stalls

CADILLAC MOUNTAIN

Location: Lower Summit Parking Lot - Bus Parking and Taxi Stand

Corrective Action: Add passenger loading zones

Location: Gift Shop - Interior

Corrective Action: Remove protruding objects

Location: Restrooms

Corrective Action: Lower signs

Location: Restrooms - stalls

Corrective Action: Reinstall grab bars and reposition dispensers

Location: Restrooms – stall doors

Corrective Action: Lower hooks and add handles

Location: Restrooms – toilet

Corrective Action: Replace flushing mechanism

Location: Restrooms – hand dryers

Corrective Action: Adjust or replace high intensity dryers

Location: Gift Shop - Interior

Corrective Action: Rearrange display units to allow clear width

EAGLE LAKE

Location: Carriage Road Access - Parking Lot

Corrective Action: Add sign to identify accessible parking

Location: Carriage Road Access - Restrooms – left side

Corrective Action: Remove sign indicating accessibility

Location: Boat Launch Parking Lot

Corrective Action: Add sign to identify accessible parking

FABBRI

Location: Women's, Men's, Family Restrooms

Corrective Action: Lower mirrors and hooks

Location: Family Restroom

Corrective Action: Reinstall toilet paper dispenser

Location: Parking Lot

Corrective Action: Increase the accessibility of parking spaces

Location: Scenic overlook

Corrective Action: Improve accessible parking area

SEAWALL PICNIC AREA

Location: Restroom Building

Corrective Action: Repair change in level

Location: Family Restroom

Corrective Action: Repair door opening force

Location: Women's, Men's, Family Restrooms

Corrective Action: Lower clothing hook

Location: Women's and Men's Restroom

Corrective Action: Re-install grab bars, toilet paper dispenser

SEAWALL CAMPGROUND

Location: Accessible Campsites

Corrective Action: Ensure picnic table has the appropriate group space around it before visitors check into the site

Location: Restrooms

Corrective Action: Install transition plates at the door thresholds.

Location: Restrooms

Corrective Action: Perform routine maintenance on the door to reduce door opening pressure; ensure restroom sign appropriate height

Location: Restrooms' Accessible Water Closets

Corrective Action: Change placement of side and rear wall grab bars to adhere to standards; ensure flush controls are on the open side of the toilet; add D-rings to the interior accessible stall door.

Location: Restrooms

Corrective Action: Wrap the pipes underneath the sink

THOMPSON ISLAND

Location: Family Restroom

Corrective Action: Reposition changing table

Location: Family Restrooms

Corrective Action: Relocate toilet paper dispenser

Location: Family Restroom

Corrective Action: Lower mirror
Location: Women's Restroom
Corrective Action: Re-install grab bars and toilet paper dispenser
Location: Women's Restroom
Corrective Action: Reposition the coat hook and install D-ring
Location: Men's Restroom
Corrective Action: Reposition the coat hook and install D-ring

THUNDER HOLE

Location: Parking Lot
Corrective Action: Add signs marking the accessible route down to the viewing area
Location: Parking lot – Gift Shop
Corrective Action: Improve accessible entrance ramp

WILD GARDENS OF ACADIA

Location: Kiosk
Corrective Action: Replace content and surface with accessible materials
Location: Habitat and plant identification signage
Corrective Action: Replace signs

Serious—Short-term

BASS HARBOR HEAD LIGHT

Location: vault toilet rooms (2)
Corrective Action: Repair height of urinals

CADILLAC SOUTH RIDGE TRAILHEAD

Location: start of trail
Corrective Action: Color lettering to increase color contrast between lettering and wooden post

CARRIAGE ROADS

Location: Junction 15
Corrective Action: Change directional signs at trail junctions to increase readability of writing
Location: Bridal Path Close to Junction 1
Corrective Action: Reconstruct wooden bridge
Location: Hiking Path Close to Junction 1
Corrective Action: Reconstruct footbridge

CARROLL HOMESTEAD

Location: Picnic area on homestead grounds
Corrective Action: Purchase two accessible picnic tables and place along an accessible route

ECHO LAKE BEACH

Location: Picnic Area
Corrective Action: Replace picnic tables with wheelchair accessible picnic tables and extend boardwalk
Location: Echo Lake Beach
Corrective Action: Replace current grating under washing station
Location: Men's and Women's Restrooms
Corrective Action: Increase the accessibility of features within the accessible rest room stalls

HULLS COVE

Location: Employee Parking lot
Corrective Action: Regrade lot surface and add access aisle
Location: Route from parking to visitor center - surfaces
Corrective Action: repair paving, replace grates
Location: Route from parking to visitor center – water fountain
Corrective Action: add dual level accessible fountain
Location: Visitor Center
Corrective Action: Add cane detection to counters and wall mounted objects
Location: Restroom on lower floor
Corrective Action: Reposition toilet

JORDAN POND

Location: Accessible routes
Corrective Action: Grade and fill surfacing at transitions
Location: Grounds
Corrective Action: Replace / add signage

OCEAN PATH

Location: at Sand Beach Parking Area
Corrective Action: Add accessibility directional signs

SIEUR DE MONTS

Location: Nature Center
Corrective Action: Remove sharp edges

SHIP HARBOR TRAIL

Location: Trailhead at parking lot

Corrective Action: Install kiosk with trail information

VILLAGE GREEN

Location: Island Explorer - Village Green Shuttle Stop

Corrective Action: Ensure there is an audio component for any electronic signs

SHUTTLE STOPS

Location: Island Explorer - Village Green, Echo Lake, Hulls Cover VC, Sand Beach, Jordan Pond and other Shuttle Stops

Corrective Action: Replace benches without back support with benches that have back support

Location: Island Explorer - Echo Lake Shuttle Stop

Corrective Action: Find and label an accessible loading zone

Location: Island Explorer - Blackwoods Campground Shuttle Stop

Corrective Action: Construct accessible route

Location: Island Explorer - Seawall Campground Shuttle Stop

Corrective Action: Replace ground material with material that is firm and stable.

TARN AREA

Location: The Parking Lot

Corrective Action: Line and mark a van-accessible parking space.

Location: The Parking Lot

Corrective Action: Change the ground material between the parking lot pavement and kiosk

Location: The Beacroft Path

Corrective Action: Change the ground material on the Beacroft Path

Location: Directional Trail Signs

Corrective Action: Increase lettering contrast

VILLAGE GREEN

Location: Information Center

Corrective Action: Replace picnic tables with accessible picnic tables.

WILDWOOD STABLES

Location: Main Building - Ramp

Corrective Action: Extend bilateral hand railings at the top and bottom of the ramp

Location: Sitting Area around Main Building

Corrective Action: Add accessible picnic tables

Location: Sitting Area around Main Building

Corrective Action: Add accessible benches

Location: Van Accessible Parking Space (in front of ramp)

Corrective Action: Replace and raise sign

Location: Men's and Women's Restrooms

Corrective Action: Increase water run time

Location: Men's Restroom

Corrective Action: Replace toilet fixture

Location: Men's and Women's Restrooms

Corrective Action: Lower the changing station

BLACKWOODS CAMPGROUND

Location: Amphitheater

Corrective Action: Close step risers, install bilateral hand railings, and install a temporary ramp

Location: Amphitheater

Corrective Action: Improve route to information kiosk so that there is clear ground space

Location: Amphitheater

Corrective Action: Repave path

Location: Dump Station

Corrective Action: Widen road through the dump station

Location: Dump Station

Corrective Action: Build an accessible route with appropriate clear space

Location: Dump Station

Corrective Action: Remove curb containment to provide an accessible route to the sewage hatch

Location: Throughout Campground

Corrective Action: Redesign water spigots

Location: Restrooms

Corrective Action: Ensure all urinals are positioned correctly

Location: Amphitheater

Corrective Action: Ensure clear space around all operable sides of the firepit

CADILLAC MOUNTAIN

Location: Steps and ramp at Cadillac Summit Center

Corrective Action: Add handrails with returns

Location: Ground surfaces at Cadillac Summit Center

Corrective Action: Replace with firm and stable surface

Location: Gift Shop – Deck Area

Corrective Action: Add back and arm rests to bench seating

Location: Restrooms
Corrective Action: Lower mounted fixtures and cover exposed pipes

Location: Summit Parking Lot, Pedestrian Routes
Corrective Action: Add directional signage

Location: Summit Parking Lot
Corrective Action: Add accessible parking signs at spaces

Location: Blue Hill Overlook
Corrective Action: Create clear space at trash bins and wayside

EAGLE LAKE

Location: Carriage Road Access - Restrooms – right side
Corrective Action: lower fixtures to within reach range

Location: Carriage Road Access - Restrooms
Corrective Action: Add cane detection to protruding object

Location: Carriage Road Access - Information Kiosk
Corrective Action: Lower viewing panels and literature box

Location: Carriage Road Access - Signage at trailhead
Corrective Action: Lower literature box

Location: Boat Launch Parking lot at restroom
Corrective Action: Regrade and restripe

Location: Boat Launch - Restroom Building
Corrective Action: Eliminate change in level

Location: Boat Launch - Restrooms
Corrective Action: Add cane detection to protruding object, lower hook

Location: Boat Launch - Restroom
Corrective Action: move toilet paper dispenser

Location: Parking area near Carriage Road
Corrective Action: identify vehicle parking and install permanent signage

FABBRI

Location: Family Restroom
Corrective Action: Lower changing station

Location: Family Restroom
Corrective Action: Replace toilet

Location: Men's Restroom
Corrective Action: Increase the accessibility of features within the accessible rest room stalls

Location: Picnic Area
Corrective Action: Reposition water spigot

Location: Picnic Area
Corrective Action: Provide clear ground space for trash receptacles

Location: Great Meadow Loop
Corrective Action: Widen trail and provide passing spaces

GREAT MEADOW LOOP

Location: Great Meadow Loop trail
Corrective Action: Improve surface material of trail

SEAWALL PICNIC AREA

Location: Women's, Men's, Family Restroom
Corrective Action: Re-install grab bars and toilet paper dispenser

Location: Family Restroom
Corrective Action: Lower changing station

Location: Family Restroom
Corrective Action: Lower changing station and hook

Location: Ranger's Station
Corrective Action: Increase the space for individuals to turn inside the ranger's station to facilitate a front approach to the low countertop

SEAWALL CAMPGROUND

Location: Throughout Campground
Corrective Action: Replace all water spigots

Location: Restrooms
Corrective Action: Adjust hand-operated metering faucets to remain open for at least 10 seconds

Location: Restrooms
Corrective Action: Lower the shelf over the sinks

Location: Men's Restrooms
Corrective Action: Lower the urinal

Location: Outside Disposal for Dirty Dishwashing Water
Corrective Action: Resurface access path to be firm and stable

Location: Amphitheater
Corrective Action: Regrade and resurface path from parking lot to amphitheater area

Location: Group Campsites
Corrective Action: Add one accessible picnic table to the current accessible group site and at least two accessible fire rings

Location: Dump Station

Corrective Action: Widen the road through the Dump Station and ensure clear ground space at the dump station features.

THOMPSON ISLAND

Location: Restroom building

Corrective Action: Repair change in level

Location: Family Restroom

Corrective Action: Re-install grab bars

Location: Women's Restroom

Corrective Action: Re-install grab bars, toilet paper dispenser and sanitary basket

Location: Parking Lot

Corrective Action: Rescope and restripe the accessible parking and access aisles

THUNDER HOLE

Location: Parking Lot

Corrective Action: Rescope and restripe the accessible parking and access aisles

Location: Parking lot

Corrective Action: Add handrails and edge protection to accessible route

Location: Parking lot – Vault Toilet Rooms (2)

Corrective Action: Increase the accessibility of features with vault toilet rooms

Location: Viewing Area

Corrective Action: Replace handrails

WILD GARDENS OF ACADIA

Location: Entrance/Exit Gate

Corrective Action: Remove slope

Location: Garden paths

Corrective Action: Expand clear width of trail

Location: Garden Paths and ORARs

Corrective Action: Add accessible seating

Minor

Minor—Immediate

ECHO LAKE BEACH

Location: Parking Lot

Corrective Action: Raise sign identifying the van accessible parking space

SEAWALL CAMPGROUND

Location: Ranger's Station

Corrective Action: Relocate bench

THUNDER HOLE

Location: Parking lot – Gift Shop

Corrective Action: Address protruding object

Minor—Short-term

WILDWOOD STABLES

Location: Men's and Women's Restrooms

Corrective Action: Lower the hand dryer

BLACKWOODS CAMPGROUND

Location: Restrooms

Corrective Action: Replace angled mirrors

CADILLAC MOUNTAIN

Location: Gift Shop – Deck Area

Corrective Action: Add accessible donation box

Location: Gift Shop - interior

Corrective Action: Stock items vertically

SEAWALL CAMPGROUND

Location: Amphitheater Parking Lot

Corrective Action: Raise the signs



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