

ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN

# MINUTEMAN MISSILE

NATIONAL HISTORIC SITE | SOUTH DAKOTA

SEPTEMBER 2018

This page intentionally blank.

## EXECUTIVE SUMMARY

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

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

- 1) **The Minuteman Intercontinental Ballistic Missile System and its role in the larger context of the Cold War.** – Visitor Center, Delta-01 Launch Control Center, Delta-09 Launch Facility
- 2) **The paradoxes of the Cold War through stories of technology, Air Force personnel, civil defense, protest, and deterrence.** – Visitor Center, Delta-01 Launch Control Center, Delta-09 Launch Facility
- 3) **The dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War.** – Visitor Center, Delta-01 Launch Control Center, Delta-09 Launch Facility
- 4) **The peaceful prairie that once held the power to destroy the world, and contemplate the impacts and choices a nation, states, and communities may face in providing for a common defense.** – Visitor Center, Delta-01 Launch Control Center, Delta-09 Launch Facility

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

### PHYSICAL ACCESSIBILITY

Reoccurring findings were generally identified for accessible paths of travel, clear ground space in front of visitor information areas such as waysides, interpretive panels, and exhibits, and accessible car parking areas. These findings included slopes along accessible paths of travel that exceed maximum allowable percentages, historically placed objects projecting into the path of travel, narrow doorways in historically significant structures, and inoperable parts at site entrances or at interactive exhibits. Some restroom features

such as paper towel dispensers were mounted too high and accessible handles on stall doors were not located on both sides. Benches lacked companion seating. Items in the gift shop were placed out of reach range.

Other physical access issues where improvements are recommended include providing signed parking for standard, van, and oversize vehicles, providing the width and connection to an accessible route required for passenger drop-off areas. Accessible routes need to be established to services, activities, and programs for unofficial uses that are nonetheless common visitor experiences such as taking photos at the park entry sign in front of the visitor center. The rough gravel surface at the Delta-09 Launch Facility has barriers in the ground plain that need to be avoided in order to allow access to the missile silo viewing area. These barriers may include historic concrete pads that rise above the ground plain or protruding objects such as metal fixtures and tracks that were used or are currently still used at times to access portions of the missile launch facility. Physical access into the Delta-01 topside structure needs to be looked at regarding entry door barriers as well as narrow hallways through the structure or narrow routes created by the placement of roped-off barriers to prevent visitors from entering culturally sensitive areas.

## **PROGRAM ACCESSIBILITY**

Recurring findings related to program accessibility included font and contrast issues at interpretive waysides that require modifications to meet size and readability standards. In general, interpretive panels, waysides, publications, and videos did not have alternate formats in braille, large print, or audio or electronic formats. Audio description for ranger-led interpretive tours and self-guided tours that describe visual elements to persons with low or no vision were also not available. Tactile exhibits were limited.

Specific program areas would better serve visitors with increased accessible formats, such as the Cold War timeline at the visitor center, which has current events included on a digital screen that are not included in the audio tour. Due to the inaccessible nature of some significant areas of the park including the bottom side of the Delta-01 Launch Control Center and the missile silo at Delta-09, additional alternative programming for these areas is essential.

## **PARKWIDE ACCESSIBILITY**

Some of the more noteworthy parkwide accessibility challenges that were discussed by the planning team during the self-evaluation and assessment process include: determining the safest way to provide access to the experiences provided on the Delta-01 bottom side tour as well as the silo viewing area at Delta-09.

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

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

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

Minuteman Missile National Historic Site strives to be inclusive and welcoming. Park staff have long recognized the importance of providing access to the Delta-01 and Delta-09 sites and while noting the limitations on physical access, have gone above and beyond to provide programmatic access. Examples include the development of replicas of iconic site features such as the Delta-01 blast door and launch control station. A virtual tour of the Delta-01 Launch Control Center and the missile silo at Delta-09 are being completed which allows programmatic access to these special sites. This not only provides access to those visitors who have disabilities that prevent them from joining Delta-01 tours, but it also provides access for visitors who were not able to make tour reservations. A limited number of tours fill up fast and accommodate only a small number of people per day in order to protect the resource. No physical access is allowed in the silo at Delta-09; however, the virtual tour will open the silo's interior to all visitors.

This page intentionally left blank.

# CONTENTS

|  |           |
|--|-----------|
| <b>EXECUTIVE SUMMARY .....</b>   | <b>3</b>  |
| Physical Accessibility .....   | 3         |
| Program Accessibility.....   | 4         |
| Parkwide Accessibility.....  | 5         |
| <b>INTRODUCTION.....</b>   | <b>9</b>  |
| Minuteman Missile National Historic Site Description .....                                     | 10        |
| Minuteman Missile National Historic Site Purpose and Significance Statements .....             | 13        |
| Park Purpose.....  | 13        |
| Park Significance.....   | 13        |
| Accessibility Self-Evaluation and Transition Plan .....  | 14        |
| Implementation of the Plan .....   | 15        |
| <b>ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN PROCESS .....</b>                         | <b>16</b> |
| Self-Evaluation .....  | 16        |
| Step 1: Identify Key Park Experiences and Park Areas.....                                      | 16        |
| Step 2: Identify Park Areas to be Assessed.....  | 17        |
| Step 3: Identify Services, Activities, and Programs in Each Park Area .....                    | 17        |
| Step 4: Conduct Accessibility Assessment.....  | 17        |
| Transition Plan .....  | 18        |
| Step 5: Draft and Finalize Transition Plan.....  | 19        |
| <b>IMPLEMENTATION STRATEGY FOR MINUTEMAN MISSILE NATIONAL HISTORIC SITE .....</b>              | <b>20</b> |
| Park Areas Assessed .....  | 20        |
| Implementation Strategy for Park Areas Assessed .....  | 21        |
| Visitor Center Site Plan.....  | 22        |
| Implementation Strategy.....   | 23        |
| Delta 01 Launch Control Facility Site Plan .....   | 28        |
| Implementation Strategy.....   | 29        |
| Delta 09 Launch Facility Site Plan.....  | 32        |
| Implementation Strategy.....   | 33        |
| Minuteman Missile National Historic Site Policies, Practices, Communication, and Training..... | 36        |
| Park Features .....  | 36        |

|  |           |
|--|-----------|
| Implementation Strategy.....   | 37        |
| Posting and Publications.....  | 37        |
| Staff Training and Park Protocols.....   | 37        |
| Audio and Visual Programs .....  | 39        |
| Visitor Information .....  | 39        |
| Tours, Programs, and Special Events.....   | 41        |
| <b>CONCLUSION.....</b>   | <b>42</b> |
| <b>APPENDIX A: ACCESSIBILITY LAWS, STANDARDS, GUIDELINES, AND NPS POLICIES APPLICABLE TO MINUTEMAN MISSILE NATIONAL HISTORIC SITE.....</b> | <b>43</b> |
| <b>APPENDIX B: GLOSSARY OF TERMS .....</b>   | <b>55</b> |
| <b>APPENDIX C: CONTRIBUTORS .....</b>  | <b>58</b> |
| <b>APPENDIX D: ACTIONS TAKEN BY THE PARK.....</b>  | <b>59</b> |
| <b>APPENDIX E: GUIDANCE FOR PREPARING PMIS PACKAGES FOR ACCESSIBILITY IMPROVEMENTS .....</b>   | <b>60</b> |



## INTRODUCTION

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

Many of our national parks were founded because of their stunning views, extreme and unique geography, challenging and sensitive natural environments, and historic and fragile structures. This park, Minuteman Missile National Historic Site, and other parks exist because of their history and resources. The NPS mission balances protection of resources (both natural and cultural) with visitation. Facilities, services, activities, and programs were designed and built within parks to accommodate our visitors and help them better understand each park purpose and significance.

Many facilities were constructed prior to the passage of laws and policies that reflect the commitment of the National Park Service to provide access to the widest cross section of the public, and to ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and the Americans with Disabilities Act of 1990 (42 USC 12207). The accessibility of commercial services within national parks is also governed by all applicable federal laws. After 100 years of operation, the National Park Service continues to work toward a more inclusive environment. The more than 400 park units that comprise the national park system today include not only the large western parks, for which the agency is well known, but also nationally significant urban parks, historic sites, monuments, parkways, battlefields, and a diversity of other park types across the country.

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

## MINUTEMAN MISSILE NATIONAL HISTORIC SITE DESCRIPTION

Minuteman Missile National Historic Site, in southwestern South Dakota, was established on November 29, 1999. Preserving portions of the last remaining Minuteman II intercontinental ballistic missile system (ICBM) in the United States, the national historic site interprets the land-based portion of America's nuclear missile defense during the Cold War era and commemorates the people and events during this key period of American history. The Cold War dominated the political, social, and economic history of the second half of the 20th century. More than merely a military standoff, the Cold War was a stable international system forged by the world's two emerging superpowers—the United States and the Soviet Union—that lasted more than four decades. This system formed almost immediately following World War II, as the United States and the Soviet Union sought to protect and promote their respective political and economic models. These two models, capitalist vs. communist, liberal vs. totalitarian, democratic vs. authoritarian, were fundamentally irreconcilable. The resulting conflict spurred development of new weapon systems, including the Minuteman I and II, which achieved a perilous stability through the threat of mutual destruction. Developed in the 1950s, the Minuteman I missile was an intercontinental ballistic missile, part of the triad of air-, land-, and sea-based nuclear weapons. Innovative solid-fuel technology enabled Minuteman I and later Minuteman II to be deployed from unmanned underground silos. Launched by crews stationed miles away, the missiles could travel over the North Pole and arrive at a target in 30 minutes. Minuteman II's 1.2 megaton warhead was the explosive equivalent of more than one million tons of dynamite.

Although the liquid-fueled Atlas and Titan systems were operational by the early 1960s, the Air Force actively sought to develop another intercontinental ballistic missile—one powered by solid fuel that would be more cost-effective, smaller, and better suited to mass production. This push for improved technology was largely driven by the desire to surpass Soviet missile technology and overcome what seemed a growing "missile gap." In a political atmosphere fostered by congressional inquiries and public concern over the missile gap, the Air Force presented an initial plan to Congress for accelerating the Minuteman program beginning in 1960, calling for 445 Minuteman missiles to be operational by January 1965 and 800 missiles by June 1965. An exasperated President Dwight Eisenhower exclaimed, "perhaps we should go crazy and produce 10,000 Minutemen." In an era of Cold War fear, the only proper number of nuclear arms seemed the number capable of instilling public confidence, and confidence of an assured retaliation. In a 1957 final feasibility study, the new solid-fueled missile was christened the "Minuteman" as a symbolic reminder of the country's military past and to reflect the quick response time of the missile system. Minuteman was designed to be an efficient, reliable weapon that could be mass produced, stand unattended for long periods, be operated and maintained by small crews, stored and launched from underground silos, and automatically monitored for condition and combat readiness. It offered, in short, the solution to the perceived missile gap. In March 1958 the new name for the missile became official, marking a departure from the earlier, classically named missile systems. Minuteman I was designed to be a "highly reliable, three-stage, solid-propellant weapon" that could endure long periods in storage and travel more than 5,000 miles to reach its

target. This was farther than any of the earlier ICBM generations. Yet the Air Force required more than simply a new missile to make the Minuteman system work; an elaborate network of silos and support facilities had to be designed and built to support the missiles. The Air Force went through a rigorous process of selecting sites to house its Minuteman missiles. During the early stages of Minuteman I deployment, site location was restricted by the maximum flight distance of the Minuteman IA. This range led the Air Force to search for sites in the northern United States, bringing the missiles within closer range of the Soviet Union. To reduce the expense of deploying Minuteman, the Air Force located the command and support facilities for the new Minuteman weapon system at existing Strategic Air Command (SAC) bases. By using existing bases, the Air Force took advantage of existing infrastructure, and avoided the need to develop a site from the ground up.

The Delta-01 Launch Control Facility (LCF) and Delta-09 Launch Facility (LF) are located in rural South Dakota about 50 miles east-southeast of Rapid City, South Dakota. Built in accordance with the Air Force's dispersal strategy, the LCF and the LF lie approximately 10 miles apart. The two facilities were originally linked by a system of blast-proof underground cables and a radio communications network. The LCF and LF were part of an operational unit, collectively known as Delta Flight, consisting of one LCF and 10 missile LFs. Delta Flight was one of five flights assigned to the 66th Strategic Missile Squadron of the 44th Strategic Missile Wing, headquartered at Ellsworth Air Force Base, near Rapid City. Delta-01 and Delta-09 were turned over to the Strategic Air Command on November 1, 1963, making them among the first Minuteman sites to be activated at Ellsworth Air Force Base.

Between 1971 and 1973, facilities at both the Delta-01 and Delta-09 sites were modified slightly when Ellsworth Air Force Base replaced its arsenal of Minuteman I missiles with the more advanced Minuteman II. The most important changes associated with this conversion were contained within the missiles themselves, because Minuteman II featured a more powerful propulsion system and a more accurate guidance system than its predecessor. Changes included installation of new electronic ground-support equipment in existing racks at both the launch control facility and the launch facility; and the installation of electronic filters, seals, and circuit-breaking equipment at both sites to protect the facilities against damage from the electromagnetic pulses released by atomic blasts. Because the Minuteman II was slightly longer than the Minuteman I, the missile support ring inside the launch facility silo was lowered by lengthening suspension cables. The retractor mechanism for the umbilical cable was relocated, and several other cables and fluid lines within the missile launcher were rerouted. No structural changes were required at either the launch facility or the launch control facility to accommodate the new missile. Changes at the launch control facility support building included new steel siding and replacement windows, the addition of a women's latrine, air conditioning, and interior redecorating. Alterations to the launch control center included the installation of carpet, Velcro-attached fabric acoustical ceiling panels, a curtained sleeping compartment, an updated latrine, and a new privacy curtain to accommodate crews that included men and women.

On July 31, 1991, President George H.W. Bush and Soviet President Mikhail Gorbachev signed the Treaty Between the United States of America and the Union of Soviet Socialist Republics on the Reduction and Limitation of Strategic Offensive Arms (START Treaty), which limited the number of intercontinental ballistic missiles and nuclear warheads either

country could possess. The agreement restricted the United States to approximately 8,556 nuclear warheads and the Soviet Union to approximately 6,449 nuclear warheads. Weapons in excess of the agreed-upon number would be disarmed and launch facilities destroyed. Congress ratified the START Treaty in October 1992. A month after the signing of this treaty, political dissenters attempted a coup against Soviet leader Gorbachev and the fast-unraveling Soviet Union collapsed. The signing of the START Treaty concluded disarmament talks that had begun almost a decade earlier in the early 1980s. The terms of the treaty established a three-phase arms-reduction program. Phase I included preparatory tasks prior to the ratification of the treaty. These tasks included provisions for inspections of the missiles and bombers covered by treaty provisions to verify their technical characteristics and gather basic information on the weapons. Phase II initiated continuous monitoring and inspection activities 30 days after ratification of the treaty to verify treaty compliance. Phase III provided for a continuation of monitoring and inspections during the time the treaty remained in force to ensure that both countries did not exceed the number of weapons allowed by the treaty. Reciprocal on-site inspections conducted by both countries assured compliance with the treaty. As part of the agreement, both the United States and the Soviet Union could disarm and preserve a certain number of weapons or facilities for interpretation of Cold War history; it was this provision of the treaty that led to the Air Force partnering with the National Park Service to preserve the facilities now a part of Minuteman Missile National Historic Site. The 44-acre national historic site consists of three sites: a visitor center, Delta-01, and Delta-09. Both Delta facilities contain substantial amounts of equipment and infrastructure. Delta-01, the launch control facility, is where support personnel lived above ground and missile combat crews manned the underground launch control center. The historic infrastructure covers 6.35 acres and includes two support buildings. One building was the living quarters for 8 to 10 personnel and various equipment rooms. The second building was a large vehicle storage building for military vehicles. The living quarters connected via an elevator to the launch control center.

Two missile combat crew personnel manned the capsule at all times. Delta-01 is bordered on the north, west, and south sides by private property and on the east by a county road and the Buffalo Gap National Grassland. Delta-09, the launch facility, contains the Minuteman II missile (deactivated) and its silo and underground utility support building. At this 1.5-acre site, visitors can look into the viewing enclosure to see the missile. Built in accordance with Air Force dispersal strategy, Delta-01 and Delta-09 were linked through a system of underground cables (HICS: Hardened Intersite Cable System) and a radio communications network. These facilities have changed little since President Bush ordered the stand-down of nuclear forces following the signing of the Strategic Arms Reduction Treaty on July 31, 1991. As Minuteman II missile sites were deactivated, the Air Force and National Park Service worked toward preserving a representative site to illustrate the history and significance of the Cold War, the arms race, and the dedication of Air Force personnel. Delta-01 and Delta-09 were part of a 10-missile operational unit (Delta Flight) assigned to the 66th Strategic Missile Squadron of the 44th Missile Wing, headquartered at Ellsworth Air Force Base in South Dakota. The Delta-01 and Delta-09 sites are generally surrounded by a rural landscape. The preserved Delta sites are adjacent to Interstate 90, which is a major east-west tourist route. The facilities are located between the communities of Wall (Interstate 90 Exit 110) and Cactus Flat (Interstate 90 Exit 131). Delta-01 is in

Jackson County, about 1.7 miles north of Interstate 90 on County Road CS23A at Exit 127. Delta-09 is in Pennington County, about 0.5 mile south of Interstate 90 on 239th Street. Delta-09 is about 11 miles west of Delta-01 at Exit 116 off Interstate 90. Delta-09 is bordered on the north, west, and south by the national grassland and on the east by private property. The NPS visitor center and administrative office is just north of Exit 131 on Interstate 90. The region surrounding the national historic site contains such highly visited attractions as Mount Rushmore National Memorial, Badlands National Park, Black Hills National Forest, Jewel Cave National Monument, and Deadwood National Historic Landmark. The Delta facilities are about 5 to 10 miles north of Badlands National Park, which is about 70 miles east of Rapid City.

## **MINUTEMAN MISSILE NATIONAL HISTORIC SITE PURPOSE AND SIGNIFICANCE STATEMENTS**

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

### **Park Purpose**

The purpose of Minuteman Missile National Historic Site is to preserve, protect, and interpret the Delta-01 Launch Control Facility and Delta-09 Launch Facility associated with the Minuteman Intercontinental Ballistic Missile System, and interpret its role as a key component of America's strategic defense in the broader context of the Cold War.

### **Park Significance**

- **Facilities, Technology, and Engineering.** The Minuteman II Intercontinental Ballistic Missile System facilities known as Delta-01 and Delta-09 are the best preserved examples of operational Cold War missile facilities, representing unparalleled engineering feats and collaboration between the military and civilian contractors to design, construct, and activate in a short period of time a complex and enduring system and support infrastructure for protection against nations of like power.

- **Air Force Mission.** The Delta-01 and Delta-09 facilities are symbolic of the dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War.
- **Geopolitics.** Once top secret and restricted, the Delta-01 and Delta-09 facilities were the ultimate deterrent produced by the military industrial complex that rose to defend the United States during the Cold War and brought major changes to rural areas in the Great Plains. Minuteman Missile National Historic Site is an ideal place for considering the impacts and choices a nation, states, and communities may face in providing for a common defense.
- **Resonance.** The Delta-01 and Delta-09 facilities provide unique public access and a rare opportunity to experience a pristine Cold War nuclear weapons system, and to consider its social, political, and cultural importance in the past, present, and into the future.

## **ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN**

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

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

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

## **IMPLEMENTATION OF THE PLAN**

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

# ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN PROCESS

## SELF-EVALUATION

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



### Step 1: Identify Key Park Experiences and Park Areas

Key park experiences are those park experiences that are iconic and important for visitors to understand the purpose and significance of the park unit. They are “musts” for park visitors. Park legislation serves as the foundation for key park experiences, which are identified through park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications. Key park experiences were identified at Minuteman Missile National Historic Site to ensure that planned improvements were prioritized to best increase overall access to the experiences available at Minuteman Missile National Historic Site.

- 1) **Introduce** visitors to the story of the Minuteman Intercontinental Ballistic Missile System and its role in the larger context of the Cold War.
- 2) **Understand** the paradoxes of the Cold War through stories of technology, Air Force personnel, civil defense, protest, and deterrence.
- 3) **Understand** the dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War.
- 4) **Reflect** on a peaceful prairie that once held the power to destroy the world and contemplate the impacts and choices a nation, states, and communities may face in providing for a common defense.



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

## **Step 2: Identify Park Areas to be Assessed**

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

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

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

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

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

## **Step 4: Conduct Accessibility Assessment**

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

Existing conditions and barriers to services, activities, and programs were discussed on-site by the assessment team. The assessment team then developed a reasonable range of recommended actions for consideration, including solutions that would provide universal access. Barrier-specific solutions, as well as alternative ways to improve access overall, were addressed and included both physical changes and/or the addition of alternate format methods. In some cases, programmatic alternatives needed to be examined because it was not always possible to eliminate physical barriers due to historic

designations, environmental concerns, topography, or sensitive cultural and natural resources. Therefore, a full range of programmatic alternatives was considered that would provide access to the key experience for as many visitors as possible. All field results, including collected data, findings, preliminary options, and conceptual site plans, are organized by park area and formalized with recommendations in the transition plan.

## TRANSITION PLAN

The staff at Minuteman Missile National Historic Site invited the public to review and comment on the Draft Accessibility Self-Evaluation and Transition Plan from June 4 through July 18, 2018. The park staff used a variety of methods to solicit public involvement and review of the plan, including social media (Facebook), and the National Park Service project planning website. Park staff also engaged directly with stakeholders from the disability community and organizations that represent people with disabilities. The public was asked to provide comments on whether the draft document represents a reasonable review of the park's barriers and a feasible and appropriate strategy for overcoming the barriers.

Some members of the public urged that all visitors should be given the opportunity to understand the site; however, the NPS should strive to strike a balance between accessibility and preserving the historic character and important defining features of the site. Specifically, there was a strong desire to see the historic character and integrity of Delta-01, Delta-09, and surrounding landscape preserved to convey the working conditions of the missile sites. The public also made suggestions to increase both the opportunities to tour the site and expand the tour within Delta-01 and Delta-09 to share more of the historic resources and interpret the experience of working there during the Cold War. This was noted by the project team and will be considered for the future.

## TRANSITION PLAN



## Step 5: Draft and Finalize Transition Plan

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

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

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

immediate

- 2) **Short-term (1–3 years):** If the improvement does not require supplemental NPS project funding, park staff will initiate the elimination of the barrier internally; or, if a project is currently scheduled for funding, the improvement will be incorporated into the project and the barrier eliminated.

short-term

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

mid-term

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

long-term

# IMPLEMENTATION STRATEGY FOR MINUTEMAN MISSILE NATIONAL HISTORIC SITE

## PARK AREAS ASSESSED

All key park experiences at Minuteman Missile National Historic Site are represented within the park areas assessed. Park areas not included in the park area list will be upgraded to current code requirements when facility alteration and/or new construction is planned. Each park area identified for assessment is addressed during the implementation strategy exercise. Instructions: Keep the following sentence in the full document, but remove from the overview document: "Refer to Appendix D: "Park Areas Not Assessed" for a rationale on why park areas were determined to not be assessed in this planning effort." All park areas assessed are listed in alphabetical order and identified in the associated map below.

- 1) Minuteman Missile National Historic Site Visitor Center
- 2) Delta-01 Launch Control Center
- 3) Delta-09 Launch Facility



## **IMPLEMENTATION STRATEGY FOR PARK AREAS ASSESSED**

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

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

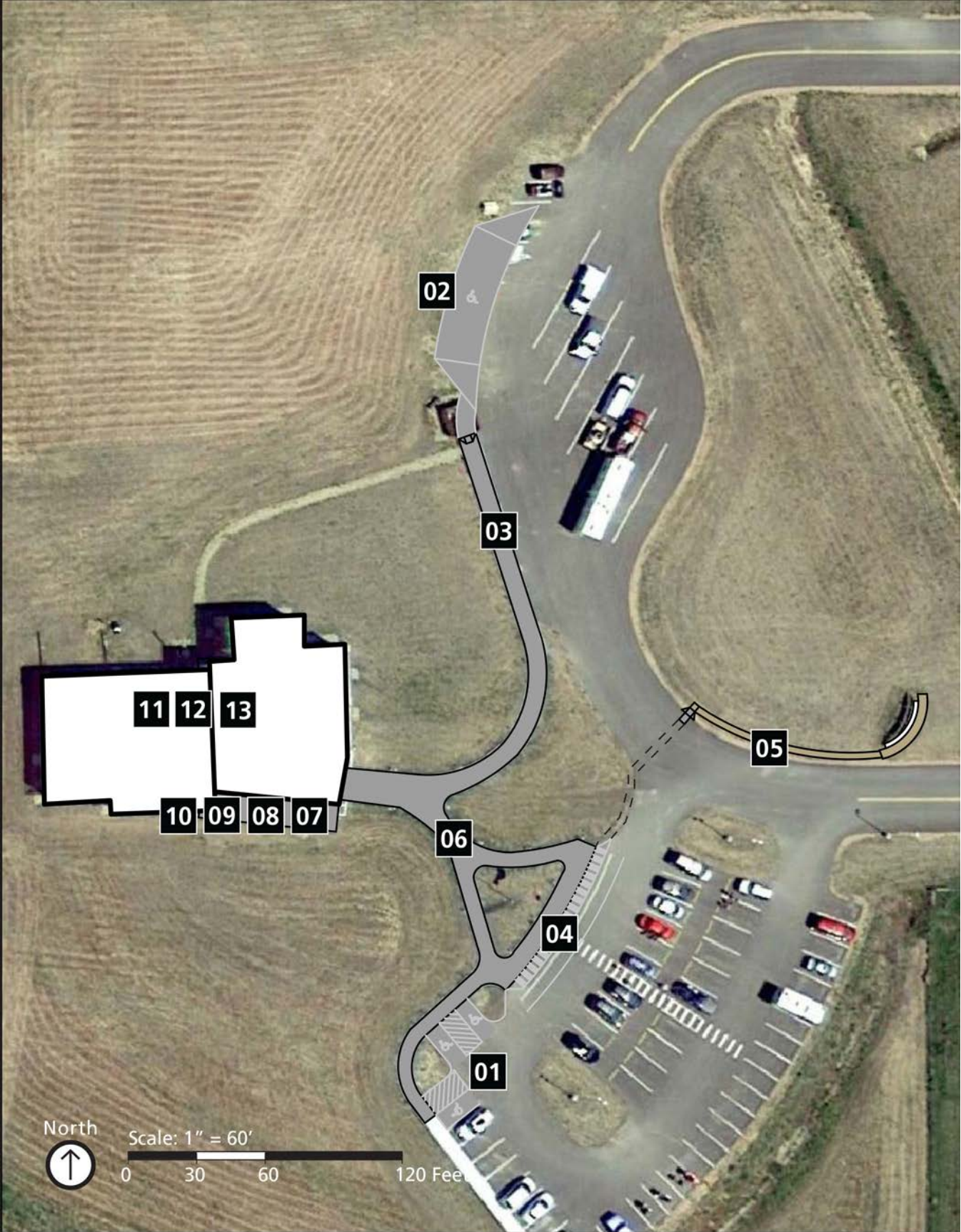
Recommended improvements for park policies, practices, communication and training are included. Park policies are adopted by the park and are those defined courses of action for reaching a desired outcome. Park practices are those habitual and/or customary performances or operations park staff employs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

This document does not include strategies for transitioning employee work spaces to be accessible. In the event an employee with a disability is hired by Minuteman Missile National Historic Site, the supervisor and employee will discuss the employee's needs. The supervisor will then determine what accommodations are reasonable within the given work environment and determine a plan of action to meet those needs.

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

**VISITOR CENTER**

**Site Plan**



## Implementation Strategy

The Minuteman Missile National Historic Site Visitor Center is connected to the four key experiences of the park including; the story of the Minuteman Intercontinental Ballistic Missile System and its role in the larger context of the Cold War; the paradoxes of the Cold War through stories of technology, Air Force personnel, civil defense, protest, and deterrence; the dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War; and the peaceful prairie that once held the power to destroy the world and contemplate the impacts and choices a nation, states, and communities may face in providing for a common defense.

The activities and programs provided for visitors in this area include interpretation through exhibits, audio-visual programs and videos, and educational programs. The existing services that support these activities and programs include restrooms, a theater, seating areas, a gift shop, trash and recycling facilities, benches, guestbooks, service counters, and wayfinding and orientation signage.

The Minuteman Missile National Historic Site Visitor Center reintroduces its visitors to the Cold War era, guiding them down a complex timeline to the future of humankind, which hangs in the balance of a single question: would you press the button? The visitor center does an excellent job at not only showcasing the everyday implications of an arms race on the American people and the technology of the nuclear era, but its exhibits also evoke a sense of emotion, calling upon the fear and paranoia felt around the world, reminding visitors that even today, soldiers wait for the call to turn the key. A key barrier that was identified within the exhibits was the ability to operate exhibit components with a closed fist. Items such as notebooks with printed materials or audio features that use telephone receivers are in need of modifications to improve accessibility. There are opportunities to improve access through the provision of tactile exhibits such as the models of different generations of missiles. Barriers that have been created over time due to soil heaving along the accessible route to the visitor center need to be corrected along with several parking improvements including the provision of an accessible oversized vehicle parking stall.

The following planned improvements to this park area are:

### **01** Car Parking Areas

- 1) Restripe the right-hand front stall and single side stall to be a minimum 8' in width. Restripe the left-hand front stall to be van accessible with a minimum 11' wide stall with 5' wide access aisle or 8' wide with an 8' access aisle. Provide a minimum 5' wide access aisle for the single side stall. Ensure that all parking stalls and access aisles do not exceed 2% slope in all directions.

- 2) Mount the existing sign on the right-hand stall to be 60" minimum from the ground surface to the bottom of the sign. Provide a sign designating the left-hand front stall as van accessible, to be mounted 60" from the ground to the bottom of the sign as well.

immediate

## **02** Recreational and Oversized Vehicle Parking Areas

- 1) Provide one accessible recreational or oversized vehicle parking space. The space will be a minimum 20' in width. The ground surface will be firm and stable and does not exceed 2% in any direction.
- 2) Provide a sign designating the stall as accessible mounted 60" from the ground surface to the bottom of the sign.

immediate

## **03** Accessible Route (From recreational and oversized vehicle parking)

- 1) The accessible stall must connect to an accessible route 36" minimum in width, 2% maximum cross slope and 5% minimum running slope.

short-term

## **04** Passenger Loading Zone

- 1) Provide a passenger loading zone with a vehicular pull-up space 96" wide and 20' long minimum. The loading zone will also provide a marked access aisle adjacent to the vehicle pull-up space measuring 60" wide minimum and extending the full length of the pull-up space it serves. Both the pull-up space and access aisle are not to exceed 2% slope in all directions. The access aisle will connect to an accessible route and not overlap the vehicular way.

short-term

## **05** Accessible Route (to entry sign)

- 1) Install a curb ramp with edges parallel to the direction of pedestrian flow. The bottom of the curb ramps shall have a clear space 48" minimum outside active traffic lanes of the roadway. Curb ramps with flared sides shall have a segment of curb 24" long minimum located on each side of the curb ramp. Provide a landing at the top of the curb ramp with a clear landing length of 36" minimum and a minimum width at least as wide as the curb ramp excluding the flared sides. Flared sides shall not exceed 10% slope. Curb ramp slope shall not exceed 8.33% running slope and 2% cross slope. Provide an accessible route connecting the curb ramp landing to the clear ground space in front of the park sign. The route shall be firm, stable, and not exceed 2% cross slope or 5% running slope. Clear ground space shall not exceed 2% maximum slope in



all directions and measure 36" by 48" minimum for a forward or parallel approach.

short-term

## **06 Accessible Route**

- 1) Correct the existing accessible route to the visitor center to not exceed 5% maximum running slope and 2% maximum cross slope for the full length of the route.

short-term

## **07 Accessible Route (landings at doors)**

- 1) Provide a landing at the entrance doors measuring 60" by 60" and no more than 2% slope in all directions. Surface changes are 1/2" or less 1/4" maximum vertical change and 1/4" beveled change in grade.

immediate

## **08 Accessible Route (door opener)**

- 1) Clear floor space adjacent to the control of the door opener shall be located beyond the arc of the door swing.

long-term

## **09 Accessible Route (at emergency exits)**

- 1) Provide a landing upon exiting through emergency doors measuring 60" by 60" and no more than 2% slope in all directions. The landing shall connect to an accessible route measuring 36" minimum in width, 2% maximum cross slope and 5% maximum running slope, and have a firm and stable surface.

long-term

## **10 Benches**

- 1) Provide a 36" by 48" minimum clear space at 2% maximum slope in all directions adjacent to the accessible bench for companion seating.
- 2) As best practice, install a backrest and at least one armrest on the accessible bench.

long-term

**11****Bookstore and Gift Shop**

- 1) To the extent practicable, place all merchandise within reach range, at least 15" from the ground surface and not to exceed 48". For items that remain out of reach range, provide signage indicating that staff is available to offer assistance. Provide an accessible route throughout the space measuring 36" minimum in width. Adjust locations of belt barriers and furniture as needed to meet required width.

immediate

**12****Restrooms**

- 1) Install handles that operate on both sides of the accessible restroom door and ensure that they are operable with a closed fist.
- 2) Provide a hand dryer where the operable part is located 48" maximum above the finished floor. Locate the hand dryer so that there is a firm, stable, flat, and slip-resistant clear floor space at the operable part. Replace or alter the existing changing table to be opened with a closed fist.

short-term

**13****Exhibits and Maps**

- 1) Alter flip boards at the timeline exhibit to provide a lip so that they can be opened with a closed fist.
- 2) Provide audio descriptions for content in the cabled and fixed three-ring binders.
- 3) Relocate the entry display case closer to the front desk to allow 36" floor space around the entire display.
- 4) The front glass display case does not have adequate clear ground space all the way around.

short-term

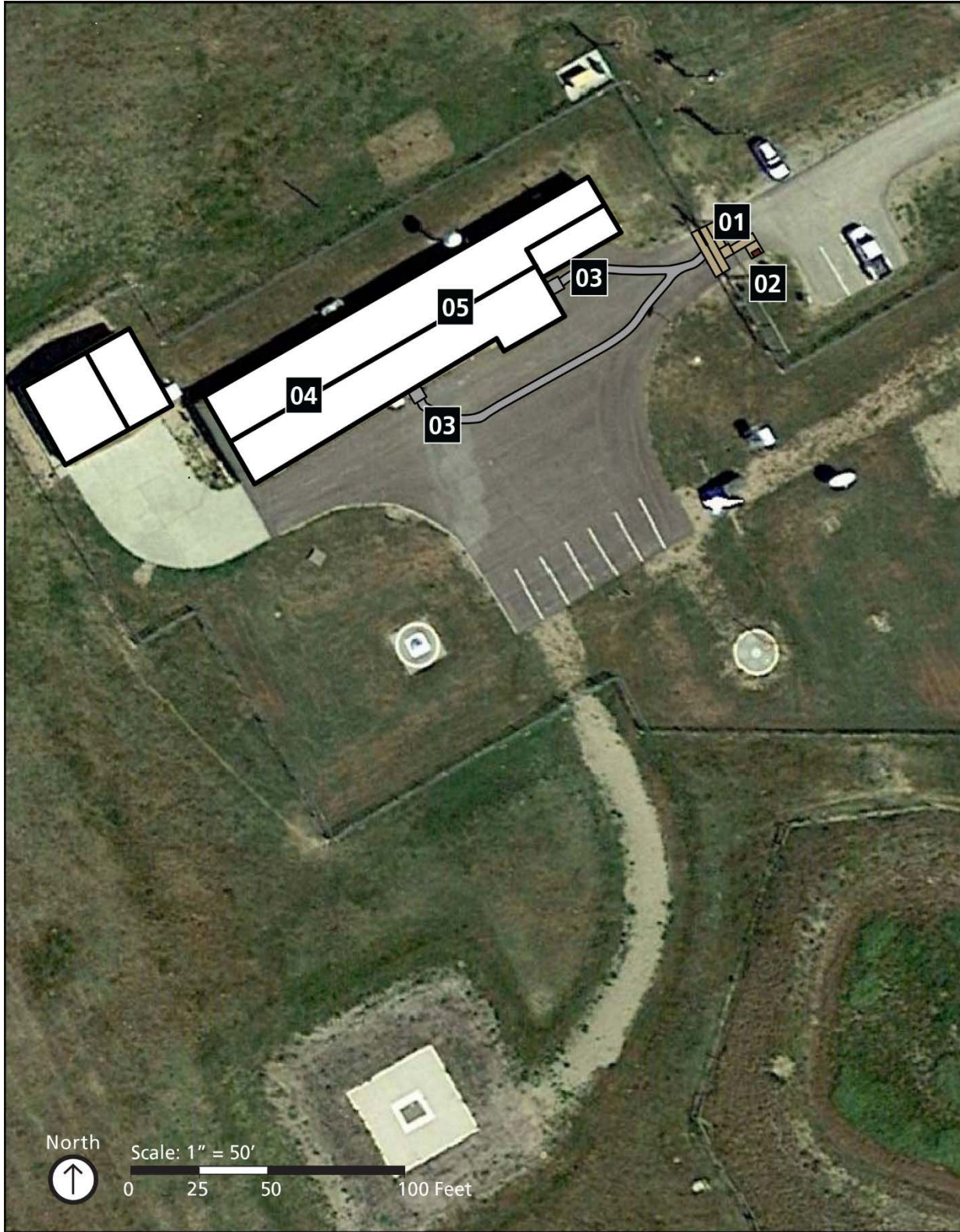
- 5) As a best practice, ensure that exhibits and maps use sans serif fonts, text is a minimum 24-point font, avoid all-capital letters, and maintain at least 70% contrast between overlapping images or background colors and text. Alter maps to ensure that colors red and green are not the only characteristics of features on a map legend and use colors or symbols that are distinguishable for those who are colorblind.

long-term

This page intentionally left blank.

# DELTA 01 LAUNCH CONTROL FACILITY

## Site Plan



## Implementation Strategy

The Delta-01 Launch Control Facility is connected to the four key experiences of the park including; the story of the Minuteman Intercontinental Ballistic Missile System and its role in the larger context of the Cold War; the paradoxes of the Cold War through stories of technology, Air Force personnel, civil defense, protest, and deterrence; understanding the dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War; and the peaceful prairie that once held the power to destroy the world and contemplate the impacts and choices a nation, states, and communities may face in providing for a common defense.

The activities and programs provided for visitors in this area primarily include interpretation through tours. The existing services that support these activities and programs include a port-a-potty, accessible routes, an elevator, as well as wayfinding and orientation signage.

What was daily life like as a nuclear launch control officer? What protocols and processes were in place to ensure that the fate of the world as we knew it would not end at the receipt of poor intelligence or at the hands of those with mal intent? The Delta-01 tour places the visitor into the daily lives of the officers on site as well as those tasked with the duty to descend underground to the launch control center and wait patiently for the call they hoped would never come. As one of the most desired experiences in the park, the Delta-01 tour is often booked several weeks in advance and is limited in its capacity to protect the resource. The accessible route along the tour has several physical barriers related to the historic nature of the building, which includes narrow doorways, protruding objects, and thresholds or steps at building entrances. Perhaps the most significant barrier is the historic elevator that takes visitors underground into the launch control center. All visitors are required to sign a waiver verifying that in the case of an elevator malfunction, visitors must be able to climb the two 15-foot ladders that are mounted along the elevator shaft that lead to the building surface. This safety requirement generally denies access for those with limitations on their mobility. This barrier along with the broader limitations on tour capacity make alternative access to this experience particularly important.

The following planned improvements to this park area are:

### **01** Wayfinding and Orientation Signage

- 1) Provide a firm and stable landing in front of the sign, 30" by 48" minimum at 2% maximum slope in all directions in front of the panels.

**immediate**

## 02 Interpretive Waysides

- 1) Relocate the wayside to an area connected to the accessible route leading to the entry gate and provide a firm and stable landing in front of the wayside, 30" by 48" minimum at 2% maximum slope in all directions in front of the panels. Provide 27" knee clearance from the ground surface to the bottom of the interpretive panel.
- 2) As a best practice, ensure that all waysides use 24-point minimum text, avoid the use of italics and all caps, and use images and text with a minimum 70% contrast.

short-term

## 03 Accessible Route (exterior)

- 1) There are two exterior entrances with enough width to accommodate entry. Doors shall be connected to an accessible route and have a landing on both sides of the threshold measuring 60" by 60" minimum with 2% maximum slope in all directions. Thresholds and vertical or beveled elements in the accessible route and at doors on accessible routes shall not exceed 1/2" or less with 1/4" maximum vertical change and a 1/4" beveled change in grade. Recommend selecting at least one entrance to make accessible and modify the tour to accommodate any changes as necessary.

short-term

## 04 Accessible Route (interior)

- 1) Reconfigure the roped boundaries of the kitchen viewing area to allow for a turning space measuring 60" by 60" on a firm, stable, slip-resistant surface that does not exceed 2% slope in all directions.
- 2) Create an SOP and/or train interpretive staff to notify visitors of protruding objects along the route.

immediate

- 3) Provide programmatic access for those areas not visible from a wheelchair. This could include items such as brochures, replicas, photos, auto tours, and/or ranger staff trained in audio description.

short-term

- 4) For the narrow interior doorways at the beginning of the tour, consider replacing the current door hinges with new flat door hinges to improve entry width to 31.5". The required minimum width for doorways is 32". For those areas that are only 31.5" wide, adjust the tour to not require entry through the narrow doorways for visitors who use a wheelchair.

mid-term

**05**

### **Elevator/Lift**

- 1) Due to the potential threat to visitor safety and sensitivity of the resources, it is recommended to provide programmatic access for those who cannot meet the requirements of the safety waiver. Programmatic solutions may include 3D virtual tours, videos with audio description, and tactile models allowing visitors to understand the scale and structure of the bottom-side and the top-side.

short-term

**06**

### **Exhibits and Maps**

- 1) As a best practice, provide a small-scale tactile model to provide scale and context for visitors who are blind or have vision loss.

short-term

# DELTA 09 LAUNCH FACILITY

## Site Plan





## Implementation Strategy

The Delta-09 Launch Facility is connected to the four key experiences of the park including; the story of the Minuteman Intercontinental Ballistic Missile System and its role in the larger context of the Cold War; the paradoxes of the Cold War through stories of technology, Air Force personnel, civil defense, protest, and deterrence; understanding the dedication, preparedness, values, training, and esprit de corps of the U.S. Air Force personnel who operated, maintained, and supported the missile systems throughout the upper Great Plains in remote and forbidding locations during the Cold War; and the peaceful prairie that once held the power to destroy the world and contemplate the impacts and choices a nation, states, and communities may face in providing for a common defense.

The activities and programs provided for visitors in this area include interpretation through tours, audio-visual and educational programs, and interpretive waysides. The existing services that support these activities and programs include a restroom, viewing area and wayfinding and orientation signage.

The Delta-09 Launch Facility truly exemplifies the juxtaposition of global destruction beneath a peaceful prairie. What appears to be an inconsequential fenced-in concrete pad slowly reveals its dark underside as visitors approach the missile viewing area. This experience of peering down the silo is the primary experience at this site, making any barriers along the accessible route particularly detrimental. The route from the gate entrance to the silo and the port-a-potty traverses a gravel surface with various degrees of stability and contains several protruding objects and vertical barriers along the ground plane that are part of the silo site structure. The far side of the silo has better access; however, the route is undefined and surface barriers need to be avoided. A project will be constructed in the summer of 2018 for a parking lot, which will include an accessible route from an accessible parking location to the site entrance.

The following planned improvements to this park area are:

### **01** Accessible Routes (at entrance gate)

- 2) Provide a gate that can be operated with a closed fist and no more than 5 pounds of force. Perhaps a gate that can be pushed open and slowly closes to a shut position.

immediate

### **02** Interpretive Waysides (at entrance gate)

- 1) Provide a firm and stable landing in front of each wayside or panel measuring 30" by 48" minimum at 2% maximum slope in all directions.

short-term

### **03 Accessible Routes (interior)**

- 1) Provide an accessible route between site features 36" wide minimum with 2% maximum cross slope and 5% maximum running slope with a firm and stable surface. Delineate a path that is firm and stable that swings around to the north side of the silo and avoids the concrete lip. A landing platform can be added here to allow for viewing of the rear of the silo where the roof retracts.

short-term

### **04 Exhibits and maps (missile silo viewing area)**

- 1) As a best practice, provide a small-scale tactile model of the missile in the silo to provide scale and context for visitors who are blind or have low vision. Or provide a video tour of the facility that can be viewed by visitors remotely.

short-term

### **05 Interpretive Waysides (interior)**

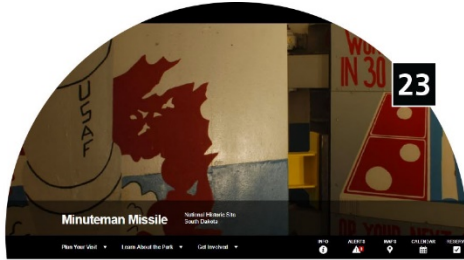
- 1) As a best practice, ensure that all waysides use 24-point minimum text, avoid the use of italics, all caps, and serif fonts and use images and text with a minimum 70% contrast.

short-term

This page intentionally left blank.

# MINUTEMAN MISSILE NATIONAL HISTORIC SITE POLICIES, PRACTICES, COMMUNICATION, AND TRAINING

## Park Features



### Hidden in Plain Sight

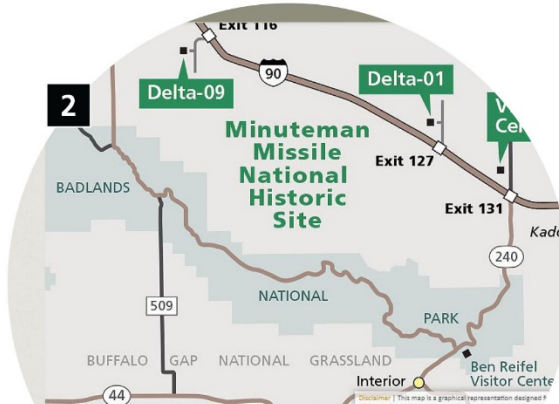
During the Cold War, a vast arsenal of nuclear missiles were placed in the Great Plains. Hidden in plain sight, for thirty years 1,000 missiles were kept on constant alert, hundreds remain today. The Minuteman Missile remains an iconic weapon in the American nuclear arsenal. It holds the power to destroy civilization. But its meant as a nuclear deterrent to maintain peace and prevent war. [More](#)



Visitor Center

Visit a Nuclear Missile

Reserve



Area Map - 113KB PNG

View the location of the Minuteman Missile Visitor Center, Launch Control Facility Delta-01 and Launch Control Facility Delta-09.

Minuteman Missile Wings - 272KB PDF

View the six Minuteman Missile wings on the central and northern Great Plains. Areas in red denote the active missile wings.



### Reserve Your Tickets

Launch Control Facility require advanced reservations. Reservations can be made on-line or by phone at 866-601-5129.

[Reserve Your Tour Now >](#)



### Delta-01 Tours

The underground part of the tour **must** fulfill the following criteria: Participants must be at least 14 years old, be able to climb two 15 foot ladders unassisted. These ladders are attached to the wall and are very sturdy. Participants must be at least 5 feet tall, six years of age, and be able to climb the ladders. Participants must be in close proximity to six other adults. The tour is limited to 20 participants. The tour is approximately 35 feet or about 3 stories. The tour is not wheelchair accessible.



Metal ladder and safety cage at Delta-01.

NPS Photo

The tour is not wheelchair accessible to accommodate the general public. It is accessed by an elevator. Participants who do not need to be capable of climbing the ladder must use the elevator.

## Implementation Strategy

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

## Posting and Publications

### 01 Accessibility Flyers Posted in Common Areas

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

short-term

### 02 Publications

- 1) Provide Braille publications and tactile wayfinding maps.
- 2) Add accessibility information in all publications, as they relate to services, activities, and programs.

mid-term

### 03 Publicly Shared Documents

- 1) Revise publicly shared documents to delete discriminatory language, including the Superintendents Compendium.

short-term

## Staff Training and Park Protocols

### 04 Accessibility Awareness Training

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

short-term

### 05 Accessible Facilities and Maintenance Training

- 1) Provide ongoing training for maintenance staff on planning, maintaining and constructing accessible facilities, including, but not limited to, restrooms, walks and trails, door pressure requirements, assistive devices, accessible routes, and universal design principles.

short-term

## **06** Accessible Interpretive Training

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

short-term

## **07** Movable Seating

- 1) Develop and distribute standard operating procedures for movable cubicles and conference rooms, so there is adequate clear space and accessible routes to all elements in a room or building. Post a map in an area with accessible layout and instructions for use of the space.
- 2) Develop and distribute standard operating procedures for movable seating arrangements and moving things to create an accessible route and maintain integrated accessible seating. Post a map in an area with accessible layout and instructions for use of the space.

short-term

## **08** Other Power-Driven Mobility Devices (OPDMDs)

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

short-term

## **09** Wheelchairs

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

Immediate

## Audio and Visual Programs

### **10** Assistive Listening Devices (ALDs)

- 1) Develop and distribute standard operating procedures or guidance for checking out and returning assistive listening devices.
- 2) Develop and distribute standard operating procedures or guidance describing protocol for pre -and post-inspection of the devices and for cleaning and maintaining all devices.
- 3) Provide signage and information where programs are offered stating device availability. Verbally inform visitors and program participants that auxiliary aids are available. Add information to all publications and communications stating that assistive listening devices are available and provide information on how they can be attained.

short-term

### **11** Live Audio Description

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

mid-term

### **12** T-Coil Hearing Loops or Neck Loops

- 1) Develop and distribute standard operating procedure or guidance for checking out and returning T-coil hearing loops and neck loops.
- 2) Develop and distribute standard operating procedures or guidance for pre-and post-inspection of T-coil hearing loops and neck loops and cleaning and maintenance of all devices.

immediate

## Visitor Information

### **13** Communication

- 1) Develop an accessibility guide for Minuteman National Historic Site that outlines accessible services, activities, and programs.

short-term

## **14** Outreach

- 1) Conduct outreach via social media (Pinterest, Facebook, Snapchat, Twitter, etc.) to describe accessible programs, services, and activities available at the park.

short-term

- 2) Contact groups with disabilities to inform them about the accessible programs, services, and activities that have become available at the park as solutions are implemented.
- 3) Outreach to and engage groups with disabilities to determine appropriate ways to involve them in park accessibility improvement projects as they occur (case-by-case basis).

mid-term

## **15** Reservations

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

short-term

## **16** Signage

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

mid-term

## **17** Website

- 1) Provide information on the park's website that accessible programs, services, and activities are available, including, but not limited to, audio description, assistive listening devices, Braille/tactile features, accessible tours, open captioning, trails, etc.
- 2) Provide a manual switch on all websites to enable changing font size. Provide flush left and rag right alignment. Avoid hyphens. Use black or white type color. Avoid the use of red or green text. Avoid italicized and underlined text. Avoid use of all caps or italics. Provide graphics with at least 70% contrast. Provide Word documents as an alternative to PDFs.

mid-term



## Tours, Programs, and Special Events

### **18** Sign Language Interpreters

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

long-term

### **19** Special Events

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

mid-term

## CONCLUSION

Minuteman Missile National Historic Site is committed to providing all visitors the opportunity to connect with and learn about the park's unique natural, cultural, and recreational resources. Accessibility improvements identified in the Minuteman Missile National Historic Site Self-Evaluation and Transition Plan will make it easier for individuals with cognitive, hearing, vision, and mobility disabilities to discover, understand, and enjoy the range of experiences available at the park. Implementation of the plan will ensure that Minuteman Missile National Historic Site will continue to work toward accommodating all park visitors while sustaining its legacy to preserve and protect this critical piece of American history.

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

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

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

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

Over time, the results of this collective effort will make Minuteman Missile National Historic Site a truly welcoming and accommodating place for all visitors and will provide equal opportunity to access the many places, resources, stories, and experiences the park has to offer.

## **APPENDIX A: ACCESSIBILITY LAWS, STANDARDS, GUIDELINES, AND NPS POLICIES APPLICABLE TO MINUTEMAN MISSILE NATIONAL HISTORIC SITE**

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

### **LAWS AND STANDARDS**

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

#### **Architectural Barriers Act of 1968**

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

The Architectural Barriers Act of 1968 requires physical access to facilities designed, built, altered, or leased with federal funds. The Uniform Federal Accessibility Standards (UFAS) are the design guidelines used as the basis for enforcement of the law. The UFAS regulations were adopted in 1984. Architectural Barriers Act Accessibility Standards (ABAAS) were revised and adopted in November 2005. Four federal agencies are responsible for the standards: the Department of Defense, the Department of Housing and Urban Development, the General Services Administration, and the US Postal Service. The United States Access Board was created to enforce the Architectural Barriers Act, which it does through the investigation of complaints. Anyone concerned about the accessibility of a facility that may have received federal funds can easily file a complaint with the United States Access Board.

#### **Section 504 of the Rehabilitation Act of 1973**

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

To the extent that section 504 of the Rehabilitation Act of 1973 applies to departments and agencies of the federal government, the parks operated by the National Park Service are subject to the provisions of that statute. As will be discussed in the following text, both section 504 and the Architectural Barriers Act require the application of stringent access standards to new construction and the alteration of existing facilities. The Rehabilitation, Comprehensive Services, and Developmental Disabilities Amendments of 1978 (PL 95-602) extends the scope of section 504 of the Rehabilitation Act of 1973 (PL

93-112) to include Executive Branch agencies of the federal government. As amended, section 504 states:

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

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

### **Section 508 of the Rehabilitation Act of 1973**

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

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

### **Accessibility Standards for Outdoor Developed Areas**

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

Achieving accessibility in outdoor environments has long been a source of inquiry because of challenges and constraints posed by terrain, the degree of development, construction practices and materials, and other factors. The new provisions address access to trails, picnic and camping areas, viewing areas, beach access routes, and other components of

outdoor developed areas on federal sites when newly built or altered. They also provide exceptions for situations where terrain and other factors make compliance impracticable. In 2013, this final rule amended the Architectural Barriers Act Accessibility Guidelines by adding scoping and technical requirements for camping facilities, picnic facilities, viewing areas, trails, and beach access routes constructed or altered by or on behalf of federal agencies. The final rule ensures that these facilities are readily accessible to and usable by individuals with disabilities. The final rule applies to the following federal agencies and their components that administer outdoor areas developed for recreational purposes: Department of Agriculture (Forest Service); Department of Defense (Army Corps of Engineers); and Department of the Interior (Bureau of Land Management, Bureau of Reclamation, Fish and Wildlife Service, National Park Service). The final rule also applies to nonfederal entities that construct or alter recreation facilities on federal land on behalf of the federal agencies pursuant to a concession contract, partnership agreement, or similar arrangement.

### **Accessibility Standards for Shared Use Paths**

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

Shared use paths provide a means of off-road transportation and recreation for various users, including pedestrians, bicyclists, skaters, and others, including people with disabilities. In its rulemaking on public rights-of-way and on trails and other outdoor developed areas, comments from the public urged the board to address access to shared use paths because they are distinct from sidewalks and trails. Shared-use paths, unlike most sidewalks, are physically separated from streets by an open space or barrier. They also differ from trails because they are designed not just for recreation purposes but for transportation as well.

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

### **Draft Accessibility Standards for Public Rights-of-Way**

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

Sidewalks, street crossings, and other elements in the public right-of-way can pose challenges to accessibility. The United States Access Board's ADA and ABA Accessibility Guidelines focus mainly on facilities on sites. While they address certain features common to public sidewalks, such as curb ramps, further guidance is necessary to address conditions and constraints unique to public rights-of-way.

The board is developing new guidelines for public rights-of-way that will address various issues, including access for blind pedestrians at street crossings, wheelchair access to on-

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

### **Effective Communication**

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

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

- The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.
- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.
- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.

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

### **Reasonable Accommodations**

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

Federal agencies are required by law to provide reasonable accommodation to qualified employees with disabilities. The federal government may provide reasonable accommodation based on appropriate requests (unless so doing will result in undue hardship to the agencies). For more information, see the Equal Employment Opportunity

Commission's [Enforcement Guidance: Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act \(external link\)](#).

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

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

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

### **Other Power-Driven Mobility Devices**

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

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

## Service Animals

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

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

34.104 Definitions: Service animal means any dog [or miniature horse as outlined in the following text] that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

- a. General. Generally, a public entity shall modify its policies, practices, or procedures to permit the use of a service animal by an individual with a disability.
- b. Exceptions. A public entity may ask an individual with a disability to remove a service animal from the premises if-
  1. The animal is out of control and the animal's handler does not take effective action to control it; or
  2. The animal is not housebroken.
- c. If an animal is properly excluded. If a public entity properly excludes a service animal under § 35.136(b), it shall give the individual with a disability the opportunity to participate in the service, program, or activity without having the service animal on the premises.
- d. Animal under handler's control. A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).



- e. Care or supervision. A public entity is not responsible for the care or supervision of a service animal.
- f. Inquiries. A public entity shall not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal. A public entity may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. A public entity shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public entity may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).
- g. Access to areas of a public entity. Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a public entity's facilities where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.
- h. Surcharges. A public entity shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public entity normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.
- i. Miniature horses.
  - 1. Reasonable modifications. A public entity shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.
  - 2. Assessment factors. In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public entity shall consider-
    - i. The type, size, and weight of the miniature horse and whether the facility can accommodate these features;
    - ii. Whether the handler has sufficient control of the miniature horse;
    - iii. Whether the miniature horse is housebroken; and

- iv. Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

(C) Other requirements. Paragraphs 35.136 (c) through (h) of this section, which apply to service animals, shall also apply to miniature horses.

### **Section 17.549 Program Accessibility: Discrimination Prohibited**

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

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

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

### **Section 17.550 Program Accessibility: Existing Facilities**

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

**(a) General.** The agency shall operate each program or activity so that the program or activity, when viewed in its entirety, is readily accessible to and usable by people with disabilities. This paragraph does not:

- (1) Necessarily require the agency to make each of its existing facilities or every part of a facility accessible to and usable by people with disabilities;
- (2) In the case of historic preservation programs, require the agency to take any action that would result in a substantial impairment of significant historic features of an historic property; or
- (3) Require the agency to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity or in undue financial and administrative burdens. In those circumstances where agency personnel believe that the proposed action would fundamentally alter the program or activity or would result in undue financial and administrative burdens, the agency has the burden of proving that compliance with §17.550(a) would result in such an alteration or burdens. The decision that compliance would result in such alteration or burdens must be made by the agency head or his or her designee after considering all agency resources available for use in the funding and operation of the conducted program or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action would result in such an alteration or such burdens, the agency shall take any other action that

would not result in such an alteration or such burdens but would nevertheless ensure that handicapped persons receive the benefits and services of the program or activity.

**(b) Methods.**

- (1) **General.** The agency may comply with the requirements of this section through such means as redesign of equipment, reassignment of services to accessible locations, assignment of aides to beneficiaries, home visits, delivery of services at alternate accessible sites, alteration of existing facilities and construction of new facilities, use of accessible rolling stock, or any other methods that result in making its programs or activities readily accessible to and usable by people with disabilities. The agency is not required to make structural changes in existing facilities where other methods are effective in achieving compliance with this section. The agency, in making alterations to existing buildings, shall meet accessibility requirements to the extent compelled by the Architectural Barriers Act of 1968, as amended (42 USC 4151–4157) and any regulations implementing it. In choosing among available methods for meeting the requirements of this section, the agency shall give priority to those methods that offer programs and activities to qualified handicapped persons in the most integrated setting appropriate.
- (2) **Historic preservation programs.** In meeting the requirements of paragraph (a) of this section in historic preservation programs, the agency shall give priority to methods that provide physical access to handicapped persons. In cases where a physical alteration to an historic property is not required because of paragraph (a)(2) or (a)(3) of this section, alternative, methods of achieving program accessibility include:
  - (i) Using audio-visual materials and devices to depict those portions of an historic property that cannot otherwise be made accessible;
  - (ii) Assigning persons to guide people with disabilities into or through portions of historic properties that cannot otherwise be made accessible; or
  - (iii) Adopting other innovative methods.
- (3) **Recreation programs.** In meeting the requirements of paragraph (a) in recreation programs, the agency shall provide that the program or activity, when viewed in its entirety, is readily accessible to and usable by people with disabilities. When it is not reasonable to alter natural and physical features, accessibility may be achieved by alternative methods as noted in paragraph (b)(1) of this section.

## **Section 17.551 Program Accessibility: New Construction and Alterations**

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

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

## **National Park Service Director’s Orders and Management Policies**

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

### **Director’s Order 16A**

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

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

### **Director’s Order 42**

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

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

1. to increase employee awareness and technical understanding of accessibility requirements
2. to ensure all new and renovated buildings and facilities, and all new services and programs (including those offered by concessioners and interpreters) will be “universally designed” and implemented in conformance with applicable regulations and standards
3. to ensure existing programs, facilities and services will be evaluated to determine the degree to which they are currently accessible to and useable by individuals with disabilities

4. to ensure that barriers that limit access be identified and incorporated into the NPS Assets Management Program
5. to develop action plans identifying how identified barriers will be removed (where feasible)
6. to ensure action will be taken on a day-to-day basis to eliminate identified barriers, using existing operational funds or other funding sources or partnerships

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

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

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

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

#### **Guidelines**

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

## **Programmatic Accessibility Guidelines for National Park Service Interpretive Media**

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

The “Programmatic Accessibility Guidelines for National Park Service Interpretive Media” is for media specialists, superintendents, and other NPS employees and contractors who develop and approve interpretive media. Publications, exhibits, audiovisual programs and tours, wayside exhibits, signage, and web-based media provide park visitors with information and context so that their experience of visiting national parks can be both safe and meaningful. Park visitors who have physical, sensory, or cognitive disabilities have legally established civil rights to receive the same information and context that NPS interpretive media products have always provided to their fellow citizens.

## APPENDIX B: GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

**Recommended solution:** The action to eliminate the identified barrier.

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

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

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

**Time frame:** Time frames for implementation of a recommended solution are primarily based on park's ability of the park to complete the improvements within normal scheduling of park operations and planned projects. They describe when staff will eliminate the barrier. Recommended solutions are divided into four time frames including: immediate, short-term, mid-term, and long-term.

## **APPENDIX C: CONTRIBUTORS**

### **Minuteman Missile National Historic Site**

Eric Leonard, Superintendent

Joe Brehm, Interpretation

Megan Cherry, Museum Technician

Japheth Heidelberg, Supervisory Facility Operations Specialist

Jeanne Berry, Administrative Support Assistant

### **Midwest Regional Office**

David Thomson, RTCA Program Manager & Midwest Accessibility Coordinator

Holly Griesemer, Management and Program Analyst

Tara Burnett, MWRO Accessibility Fellow Intern

### **Denver Service Center**

Tamara Delaplane, Project Manager and Landscape Architect

Katie Ryan, Project Specialist and Landscape Architect

Philip Viray, Publications Chief

Laura Watt, Contract Editor

## APPENDIX D: ACTIONS TAKEN BY THE PARK

**Identification no.** \_\_\_\_\_

Record this identification number in the implementation table where this action is identified. Use this template to track and document accessibility actions and accomplishments throughout the park.

### **Action Taken by Minuteman Missile National Historic Site**

**Location:** [Park Area]

**Barrier:**

**Action taken:**

**Date work was completed:**

**PMIS Number(s) and Title(s):**

**Cost:**

**Photograph(s), sketches, or notes documenting completed work:**

**Submitted by:**

**Date:**

## APPENDIX E: GUIDANCE FOR PREPARING PMIS PACKAGES FOR ACCESSIBILITY IMPROVEMENTS

**Project description:** Clearly identify what improvements will be addressed as part of the package. Also identify the park location and facility for planned work. Reference work orders for all applicable types of planned work, e.g., deteriorated conditions to be improved (deferred maintenance), health and safety improvements, and code compliance issues such as accessibility improvements. Provide measurements of areas to be improved, e.g., square footage, lineal footage, etc.

**Project justification:** Reference the recently completed “Accessibility Self-Evaluation and Transition Plan” for your park and the implementation strategy dates. Identify the number of visitors affected and other beneficial aspects of the project. You can cite legal and management policies as noted below:

- The Architectural Barriers Act (ABA) of 1968 requires that any building or facility designed, constructed, altered, or leased with federal funds be accessible and usable by any individuals with disabilities. In addition, Section 504 of the Rehabilitation Act of 1973 requires covered entities to consider the accessibility of programs, services, and activities. In 2006, the Architectural Barriers Act Accessibility Standards (ABAAS) were adopted for federal facilities. Subsequently in 2011, standards for Recreational Facilities were added to ABAAS as Chapter 10.
- The National Park Service recommitted to making our parks and programs truly accessible to all in the “*A Call to Action*”. The recently released “*ALL IN! Accessibility in the National Park Service 2015-2020*” included three goals for improved visitor access. This project addresses: Goal 1: Create a welcoming environment by increasing the ability of the National Park Service to serve visitors and staff with disabilities; Goal 2: Ensure that new facilities and programs are inclusive and accessible to people with disabilities; and Goal 3: Upgrade existing facilities, programs, and services to be accessible to people with disabilities.

**Potential eligible fund sources:** Accessibility projects are potentially eligible for a number of NPS fund sources and can be competitive in regard to the capital investment strategy. The following is a list of possible fund sources:

1. Repair/rehabilitation program—identify all work orders that pertain for deferred maintenance, code compliance, health and safety, etc.
2. Flex park base—accessibility is a NPS emphasis area for years 2015-2020.
3. Recreation fee 80% park—excellent fund source for accessibility as the project provides for visitor improvements. This should be a top choice for Fee80 parks.
4. Recreation fee 20% park—excellent fund source for accessibility as the project provides for visitor improvements.
5. Concession/permitted facilities—consider these fund sources when the facility is included in a Concession contract or permit.

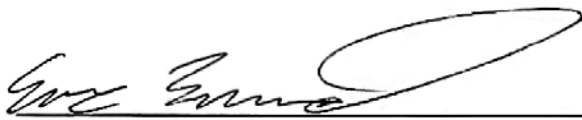
6. Regular cyclic maintenance—excellent fund source for replacement of picnic tables, grills, trash containers, etc.
7. Exhibit cyclic maintenance—excellent fund source for replacing non-compliant waysides, exhibits, etc.
8. FLHP—include accessibility improvements with parking lot, parking spaces, accessible routes, curb cuts, sidewalks, signage, etc. as part of road improvement projects where appropriate.
9. Line item construction (LIC) —if you have a project in the LIC program, ensure inclusion of all appropriate accessibility improvements.

**PMIS packages:** Conduct a search in PMIS for projects previously funded for accessibility.

This page intentionally blank.

**MINUTEMAN MISSILE NATIONAL HISTORIC SITE  
ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN  
SEPTEMBER 2018**

This Accessibility Self-Evaluation and Transition Plan has been prepared as a collaborative effort between Minuteman Missile National Historic Site, Midwest Regional staff, and the Denver Service Center and is recommended for approval by the superintendent.



*14 September 2018*

**Approved**

Date

Superintendent, Minuteman Missile National Historic Site



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

MIMI 660/148145

September 2018



ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN

# **MINUTEMAN MISSILE**

**NATIONAL HISTORIC SITE | SOUTH DAKOTA**