

326/D-60

LONG-RANGE INTERPRETIVE PLAN

**FREDERICKSBURG & SPOTSYLVANIA
NATIONAL MILITARY PARK**

2001



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NATIONAL PARK SERVICE

Harpers Ferry Center

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JAN 15 2002

Memorandum

To: Superintendent, Fredericksburg & Spotsylvania National Military Park

From: Acting Associate Manager, Interpretive Planning, Harpers Ferry Center

Subject: Distribution of Approved Long-Range Interpretive Plan for Fredericksburg & Spotsylvania National Military Park

The Fredericksburg & Spotsylvania National Military Park Long-Range Interpretive Plan was approved by your memorandum dated January 4, 2002.

Twenty bound copies are being sent to you with this memorandum. We ask your office to directly handle the appropriate distribution of copies to the region and to park staff using your stock of copies. We are also enclosing one unbound copy for your use in making additional copies as needed in the future.

We have certainly appreciated the fine cooperation and help of your staff on this project.

/s/ Don Kodak

Donald E. Kodak

Enclosure (21)

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LONG-RANGE INTERPRETIVE PLAN

FREDERICKSBURG AND SPOTSYLVANIA NATIONAL MILITARY PARK

July 2001

prepared by

Department of the Interior
National Park Service

Fredericksburg and Spotsylvania National Military Park

Harpers Ferry Center
Interpretive Planning

Approved:

Alexander Rives

Alexander Rives, Superintendent

1-3-02

Date

Fredericksburg and Spotsylvania National Military Park

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INTRODUCTION

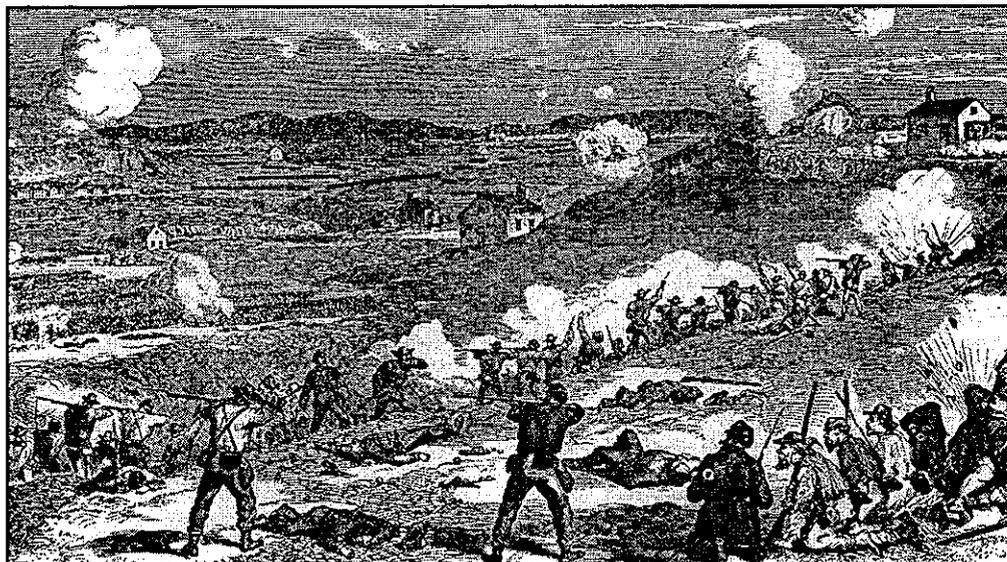
“Where Uncommon Valor Was Commonplace”

Fredericksburg and Spotsylvania National Military Park includes seven individual units located in the Virginia counties of Caroline, Orange, Spotsylvania, and Stafford, and the city of Fredericksburg. The region is part of Virginia's urban corridor stretching from suburban Washington, D.C., through Richmond. The park lies adjacent to Interstate 95, midway between the two cities, in an area that is experiencing rapid residential and suburban growth.

Fredericksburg and Spotsylvania County Battlefields Memorial National Military Park was authorized by an act of Congress on February 14, 1927 (44Stat. 1091). By Executive Order 6166 in 1933, the park was transferred from the War Department to the Department of the Interior to be administered by the National Park Service.

The park, best known today as Fredericksburg and Spotsylvania National Military Park, has an authorized acreage of 8,506 of which 7,400 acres are now under Federal fee ownership or easement. The seven individual park units are Chatham, Fredericksburg Battlefield, Old Salem Church, Chancellorsville Battlefield, Wilderness Battlefield, Spotsylvania Court House Battlefield, and the Stonewall Jackson Shrine.

The last parkwide interpretive plan was completed in 1973. Since then, the area has undergone many changes, most notably an enormous amount of suburban growth. Increased visitation, changes in visitor use patterns, inadequate visitor facilities, and the addition of new lands further identify the need for a new look at the park's overall interpretive program.



MISSION, PURPOSE, & SIGNIFICANCE

Park Mission

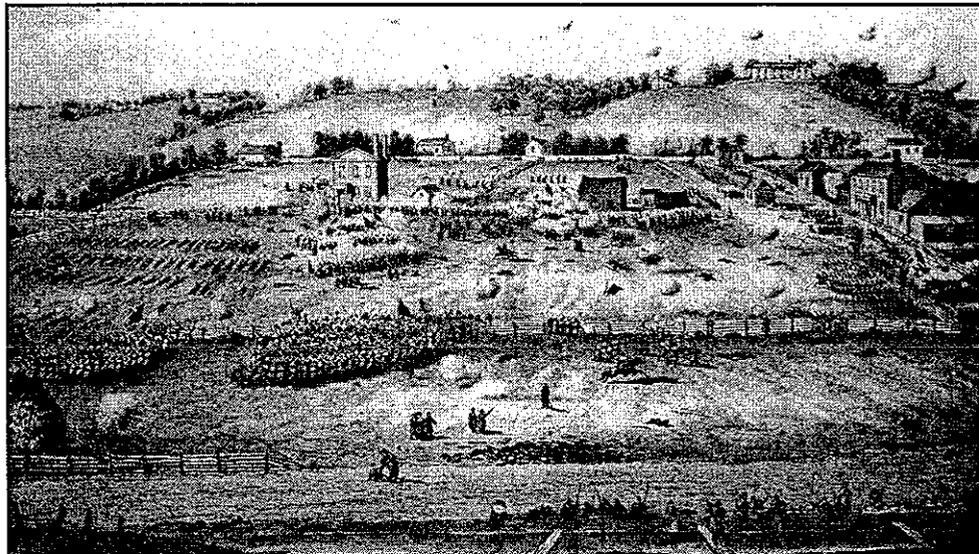
It is the mission of this park to protect the historic resources associated with the four Civil War battles fought here, to convey the significance of these events in the continuum of history, to provide a setting for contemplation, and to inspire in the community and nation a commitment to preserve these places for future generations.

Park Purpose

Fredericksburg and Spotsylvania National Military Park exists to preserve, interpret, and administer the Civil War battlefields of Fredericksburg, Chancellorsville, Wilderness, and Spotsylvania Court House and their related sites. The park legislation calls for the NPS to “commemorate the battles....and to mark and preserve for historical purposes the breastworks, earthworks, gun emplacements, walls, or other defenses or shelters used by the armies in said battles.”

Park Significance

The four battlefields at Fredericksburg and Spotsylvania National Military Park witnessed more than 100,000 casualties in two years. It is the bloodiest ground in North America. The battles here reflect a continuum of war—the ebb and flow of a nation at war with itself—and the changing nature of the human experience (both civilian and military) during the four years of combat. The battles also offer important insights in to the minds and methods of great leaders—men like Lee, Jackson, and Grant. And the battlefields fill an important commemorative role in society, where Americans, through acts no more complex than watching and walking, can express reverence and respect for those people who, by dint of incredible sacrifice and effort, helped forge the society we know today.



INTERPRETIVE THEMES

Primary interpretive themes are those ideas/concepts about Fredericksburg and Spotsylvania National Military Park that ideally every visitor should understand. These themes provide the foundation for all the interpretive programs and media developed in the park. Effective interpretation results when visitors are able to connect the concepts with the resources and derive something meaningful from the experience.

The themes do not include everything that may be interpreted, but they do cover those ideas that are critical to understanding the park's significance. All interpretive efforts (both media and personal services) should relate to one or more of the themes, and each theme should be addressed by some part of the overall interpretive program. The following theme statements are divided between parkwide and site-specific concepts.

Parkwide Themes:

Fredericksburg and Spotsylvania National Military Park:

- Located mid-way between the Federal and Confederate capitals along critical river crossings, Fredericksburg and Spotsylvania County provided the setting for some of the bitterest and bloodiest fighting of the Civil War. Here, military tactics, the civilian experience, and civilian attitudes underwent major transformations. Here, national reputations were gained and lost as the fortunes of the combatants ebbed and flowed.
- More than any other battlefield area, Fredericksburg and Spotsylvania NMP portrays a continuum of history--the ebb and flow of a nation at war with itself. The battles here had important strategic and political implications; the campaigns waged here constitute both the peak of Confederate military success in the war and the first stage of ultimate Confederate defeat. These campaigns also had an immense impact on the morale, economies, will, and ability of each side to continue waging war.
- The park's wartime resources also illuminate pre-war conditions. Chatham, Ellwood, Catharine Furnace, and other civilian sites reflect antebellum political, social, and economic conditions of the South. Collectively, these resources, and the experiences of those who inhabited them (both slave and free) help illustrate the root causes of the Civil War.

Subthemes:

- Vividly illuminates some of the dominant personalities of the war--Lee, Jackson, Grant, Hooker--and provides important insights into their methods, successes, and failures.
- Reflects the changing nature of battlefield tactics as they evolved from open-field fighting to trench warfare. These changes had major implications for the soldiers' experience in battle, which changed dramatically between 1862 and 1864.

- Demonstrates the importance of terrain, natural features, location, and ground cover in waging military campaigns and battles, and illustrates the evolution of design and use of field fortifications.
- Illustrates the dramatically changing impact of war on civilians in Virginia--a key component of the Union effort to bring the Confederacy to its knees. The contrast between the pre-war prosperity of Chatham and the wartime devastation the plantation, the city of Fredericksburg, and the surrounding landscape is compelling. An important point is the decades it took this region to recover from war.
- Reflects the appalling number of lives lost during the Civil War. More than 100,000 men fell on these fields, more than any other spot of comparable size on the continent. The Fredericksburg National Cemetery is one of the largest military cemeteries in the country. The large number of unknown Union dead here suggests a particularly horrific aspect of the war--the possibility of ending up as a nameless corpse, whose fate was ultimately unknown to the soldier's family.
- Reflects the efforts of subsequent generations to preserve and interpret their past. These varied efforts over the decades illustrate society's evolving values and views on war and history.

Site-and Battlefield-Specific Themes

Primary Themes, Fredericksburg:

- The Battle of Fredericksburg was Robert E. Lee's most decisive victory and marked the nadir of Union military fortunes in the war. The easy victory by the Confederates increased their confidence in Robert E. Lee and in the ultimate success of their cause though the lack of its strategic importance frustrated Lee. Conversely, the Union defeat at Fredericksburg, coming on the heels of several other defeats that year, damaged Union morale and helped spawn internal strife that threatened the Union war effort.
- Poor communications, an evolving command structure, and poor leadership at several levels of command adversely affected Union strategy and tactics, leading to a human disaster on the battlefield unprecedented in its one-sidedness.
- At Fredericksburg, for the first time on a large scale, civilians found themselves caught in and affected by the swirl of war. Fredericksburg civilians suffered immense hardships, and the city suffered unprecedented damage--foreshadowing the harsh toll the war would take on civilians in 1864-5.

Subthemes, Fredericksburg:

- The Federal war effort failed to gain the victory at Fredericksburg it needed to validate an increasingly strident and broad-based war effort. Coming just two weeks before the issuance of the Emancipation Proclamation, the Union defeat at Fredericksburg ensured that the debate over the propriety of emancipation as a Union war aim would continue.

- The battle underscores the bravery of Union soldiers who did their duty despite the imminent prospect of death. Compassionate acts by individuals such as Richard Kirkland helped to alleviate the suffering that resulted from the battle.

Primary Themes, Chancellorsville

- The Battle of Chancellorsville was a brilliant victory for Robert E. Lee and Stonewall Jackson. Outnumbered more than two to one and outmaneuvered in the early stages of the battle. Lee and Jackson, through bold tactics and unwavering confidence in their trips achieved a stunning victory that set the stage for Lee's climactic 1863 invasion of Pennsylvania.
- Unsteady leadership on the part of Hooker and some of his subordinates contributed to the Union defeat.
- Union defeat at Chancellorsville added to a litany of Union failure in the Eastern theater--failures that collectively challenged the will of the Northern populace to continue waging war. Lee would seize upon these weaknesses in the Northern body politic and attempt to exploit and exacerbate them with a dramatic victory on Northern soil.

Subthemes, Chancellorsville:

- Jackson's wounding at Chancellorsville and his subsequent death at Guinea Station proved to be an irreparable blow to the Confederate army.
- The desperate fighting on May 3 had a decisive effect on the outcome of the battle and may represent the bloodiest four hours of fighting during the Civil War. The recent reorganization of the Confederate artillery allowed Southern leaders to mass their guns at strategic points and helped turn the tide of battle of May 3.

Primary Themes, Wilderness

- The first clash between Lee and Grant, the battle was also the first manifestation of a comprehensive Union campaign to crush the rebellion on multiple military fronts and in multiple ways--not just by defeating Confederate armies, but also by crushing Southern society and its ability to continue the war. It was, in a phrase, the beginning of the end for the Confederacy.
- The Wilderness provided the armies with an unusual and difficult battleground. Its tangled thickets, which barred the widespread use of artillery and made maneuver difficult, influenced the strategy and tactics employed by the armies and directly influenced the outcome of the battle. That the woods caught fire only added to the horror of the event.

Subthemes, Wilderness:

- When a portion of his army was routed, Robert E. Lee attempted to lead personally a counterattack only to be prevented from doing so by his troops. This stirring episode--the first of several that week--underscored

the growing sense of crisis in the Confederate Army.

- General Grant's decision to push on to Spotsylvania Court House despite suffering heavy losses in the Wilderness was the death knell of the Confederacy, and marked Grant as a great commander.

Primary Themes, Spotsylvania Court House

- The intensity of the war reached its peak at Spotsylvania Court House, which saw the most vicious hand-to-hand combat of the war as Confederates saw themselves in desperate straits and newly-confident Union soldiers sought to bring a swift, decisive end to the conflict.
- In two weeks of fighting and maneuver, and despite heavy losses, Grant was unable to gain an advantage over the Confederates. He ultimately had to abandon Spotsylvania and seek victory on battlefields closer to Richmond--embarking on a war of attrition that would consume nine months and thousands of lives.

Subthemes, Spotsylvania Court House:

- The Wilderness and Spotsylvania battlefields became the "graveyard of the Confederacy." The loss of more than 20,000 soldiers there--including one-third of its leading officers, impaired the fighting capability of the Army of Northern Virginia.
- The loss of approximately 40,000 Union soldiers at Wilderness and Spotsylvania earned Grant criticism as a "butcher," but it also demonstrated the ability of the North to make good battlefield losses and apply ALL available resources to crushing the Confederate Army.
- At Spotsylvania, earthworks became the dominant feature on the battlefield--requiring changes in tactics and foreshadowing the trench warfare that characterized World War I.

Primary Themes, Chatham

- Chatham exemplifies the transformation of a Virginia plantation through 200 years of history: from a Colonial Plantation whose prosperity was built upon a slave economy, through the torment of war and destruction, to a painful post-war recovery.

Subthemes, Chatham:

- Reflects the varied experiences of homes caught in the vortex of battle in its use as a Union army headquarters, hospital, picket post, and graveyard.
- Illustrates the complex institution of slavery and its aftermath in Virginia. Chatham was the scene of a minor slave revolt in the early 19th century

VISITOR EXPERIENCE GOALS

The following statements define the desired visitor experience goals that will be achieved with the implementation of this long-range interpretive plan. The statements describe future conditions rather than specific actions to achieve the goals.

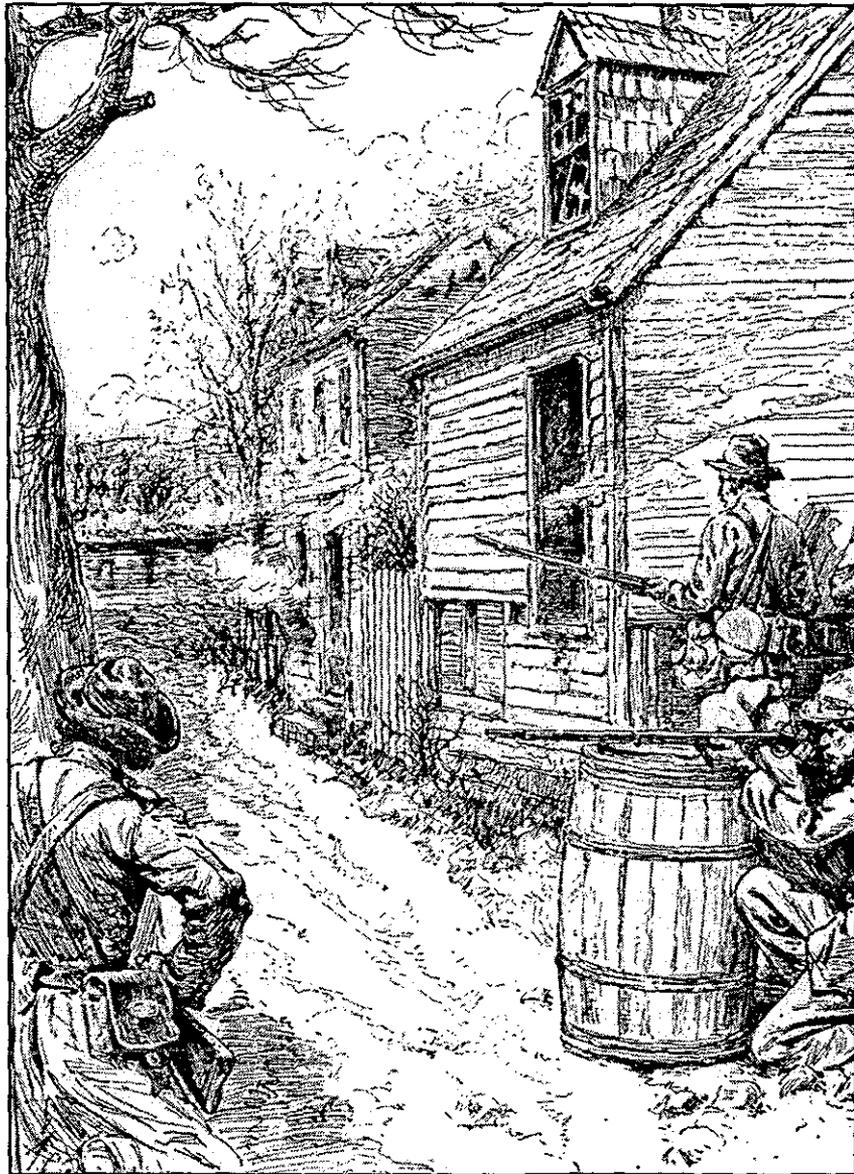
The National Park Service at Fredericksburg and Spotsylvania National Military Park will provide opportunities for visitors to:

- Learn something about each of the parkwide and site-specific interpretive themes.
- Receive accurate and adequate information and orientation for visiting the battlefields and related sites.
- Choose from a variety of interpretive programs and activities.
- Place each of the major battles and related events in context with the overall chronology and theaters of the Civil War.
- Experience a continuum of nationally significant sites that range from the high point of the Confederacy to the beginning of its demise.
- Walk the grounds and be oriented to the events that occurred in the landscapes.
- Visualize the magnitude and sequence of the individual battles, including the complexities of sustaining and moving an army.
- Understand the changing experience of battle as reflected in the four major engagements.
- Understand the short and long-range impacts resulting from the battles.
- Sense the emotions of battle from the experiences of both soldiers and civilians.
- Realize that this area was a war zone for two full years, and why this was so.
- Find places for quiet contemplation and reflection on the inspirational qualities of the sites.
- Achieve a personal connection with the historic events as places of focused remembrance.
- See how these historic events relate to the human and natural conditions of today and why we still need to care about the events and lessons of the Civil War.
- Become motivated to explore the different sites, even returning for subsequent visits.

VISITOR EXPERIENCE GOALS

- Be sensitized to the need to preserve these irreplaceable resources.
- View the military story from varying perspectives—for example, illuminating military events by viewing through the eyes of civilians.
- Sense the passion of the national debate over slavery and how individual slaves and other civilians, and soldiers, sought its resolution during war.

Programs and activities to achieve these goals will be designed to reach a variety of user groups who differ in age, knowledge, interest levels, abilities, etc.



EXISTING VISITOR EXPERIENCE

The following presents a description of the visitor experiences and conditions as they existed at the onset of the interpretive planning process. This section provides a baseline to help justify many of the proposed actions.

Parkwide

Visitors to Fredericksburg and Spotsylvania National Military Park are encouraged to stop first at the Fredericksburg Battlefield Visitor Center for information, orientation, and general trip planning. Here, visitors can stop at the information desk and the bookstore to ask questions and pick up literature. An audiovisual program also helps introduce the major battles.

The official park brochure outlines a driving tour which connects all of the battlefield sites. The tour begins at the Fredericksburg Visitor Center and the sequential stops are marked on the park map. A recent visitor survey has shown that few visitors follow the entire tour route. In addition, individual battlefield tour brochures and audio tour tapes are sold in park bookstores, and an assortment of free literature on various sites and walking trails is available at park information desks.

The park also is part of a 100-mile Civil War auto tour route which focuses on sites related to the 1864 campaign [Lee vs. Grant: The 1864 Campaign]. Specially designed wayside exhibits will interpret stops along the route. Wayside exhibits have been installed at Guinea Station.

While the various types of information are very useful, there is no interpretive media that gives visitors a visual overview of the events of the battles as they unfolded or which place them in the larger context of the Civil War.

Wayside exhibits are used throughout the park to interpret key events, structures, and landscape elements. Over the years an assortment of varied wayside exhibit designs has developed, some of which are highly intrusive on the historic scene. Opportunities also exist to interpret sites that are not primary stops on the tour routes, but, nonetheless, have interesting and important stories to tell.

The variety of personal services interpretive programs, offered mostly during the peak visitation periods, is excellent and provides one of the best ways for visitors to experience the park.

Fredericksburg

In addition to the physical inadequacies and the orientation deficiencies of the visitor center described above, many of the interpretive exhibits are dated, and some of the powerful interpretive themes are not adequately conveyed. The facility does not adequately prepare most visitors for touring the Fredericksburg battlefield. Moreover, half of the facility's visitor-service space is inaccessible to the wheelchair-using public.

Researchers are confined to an alcove that is in full view of the visiting public. This atmosphere is not conducive for study.

Visitors are encouraged to take the walking tour of the battlefield and attend ranger-guided activities. Besides walking along Sunken Road, the best views of the battleground are from the National Cemetery and the newly acquired adjacent land on Willis Hill. However, the visitor center parking lot intrudes on views of the historic landscape from the Sunken Road, Willis Hill, and the National Cemetery. Visitors have difficulty sorting out the wartime and post-war landscape elements, and traffic along Sunken Road detracts from the visitor experience.

The interpretive impact of the Innis House comes from seeing the many bullet holes inside the structure. Currently, the house is open only for special tours.

The park also has worked in partnership with the community in developing a number of wayside exhibits within the city.

Salem Church

Over the past twenty years, Salem Church has witnessed enormous suburban development. What was once a country setting has now been swallowed by an expanding city. Visual screening does help protect the immediate setting of the church.

A short walking trail leads visitors over the grounds. A variety of wayside exhibits, some of which are intrusive, convey the interpretive messages.

The interior of the church is open for a couple of hours on weekends in the summer. It is staffed by volunteers who are members of the new Salem Church located on the opposite side of the cemetery. The interior retains much of its original appearance, except for the presence of a few park-produced interpretive displays. Inside the church, visitors are isolated from the traffic noise, and can better contemplate the site within a historic context.

Chancellorsville

The Chancellorsville Visitor Center, a product of Mission 66, consumes historic ground and sits only yards from the site of "Stonewall" Jackson's wounding. The lobby of the visitor center has recently been redesigned, and handles visitor traffic well, though the remainder of the building at times has difficulty meeting present day visitation demands and handling increased visitor flow.

Most of the exhibits and the audiovisual program shown in the theater are dated. Even though driving and walking tour literature is available, most visitors do not leave the center well prepared to tour the battlefield and relate events of the fighting to the landscape. Visitors also do not get a good insight into how the methods of fighting were soon to change, or insights into the personalities of leaders like Lee and Jackson, the special relationship between them, and the short and long-term impacts of Jackson's wounding and death.

Some things in the visitor center work very well. The bookstore and lobby are well designed. The store carries a good selection of theme related items, and has adequate room for visitor circulation. Some of the exhibits, such as the "Two Who Fought Here" display, are excellent.

The Chancellor House site sits next to a busy highway where noise is an intrusion on the visitor experience. The path from the parking lot to the ruins is not clearly marked. The different styles of delineating the foundation at various time periods are confusing and do not enhance the interpretive value of the site.

Media at the Lee/Jackson bivouac site needs to better interpret how bold the decision was to split the Confederate army and how dramatically successful the results were. Likewise, the site of Jackson's wounding, the Catharine Furnace ruins, and the final Federal position need better interpretation.

Following the route of Jackson's flank march is a unique experience. Visitors travel back roads where the historic landscape is little changed, and get a feel for this Virginia countryside and of the length of Jackson's flanking maneuver. While the route still retains much of its historic character, there is little to stop future development.

Newly acquired land along State Route 3, adjacent to the Laurel Hill Cemetery, offers excellent views of Jackson's flank attack on the Union 11th Corps.

Efforts to restore the historic landscape at Hazel Grove (and at other sites in the park) have improved the interpretive potential of this (and other) battle-grounds. At Fairview, detailed personal accounts of soldiers, like Rice C. Bull of the 123d New York, create the potential to focus interpretation on individuals involved in the fighting.

Wilderness

A small exhibit shelter along the Orange Turnpike serves as the primary visitor contact facility for the Wilderness Battlefield. The facility infringes on an important historic scene at Saunders Field. From this location, visitors can follow the two-mile Gordon Flank Attack Trail, which is interpreted by a series of wayside exhibits and a free brochure. The park is currently planning another interpretive trail leading to Grant's headquarters site. Interpretive media is limited almost exclusively to outdoor exhibits and publications.

The exterior of Ellwood, the headquarters for two of Grant's corps commanders, has been restored; however, the site is not noted on visitor tour maps. The interior of the building has not been restored, and little on-site interpretation is provided.

Due to the nature of the landscape, the Battle of the Wilderness is difficult for most visitors to comprehend. As the name implies, much of the battlefield was, and still is, heavily wooded, although few areas currently represent the landscape at the time of the battle.

Interpretation at the Widow Tapp farm site offers an excellent opportunity to relate the drama of attack and counterattack, and the stories of individuals, such as Lee, whose emotional leadership here placed him in extreme danger. To better grasp the impact of these events, visitors need to get a sense of scale and numbers with respect to the site. Interpretation of the action at the junction of the Orange Plank and Brock Plank roads also needs improvement to enhance visitor understanding.

Proposed re-routing of a section of the Orange Plank Road creates the potential to restore and interpret a short segment of the road to its appearance at the time of the battle.

Spotsylvania

The high integrity of the Spotsylvania Battlefield, the nearby crossroads community, and the rural character of the surrounding countryside will soon make this battle site the gem of the park. However, while the landscape, especially at the Bloody Angle, is well preserved, the earthworks have deteriorated.

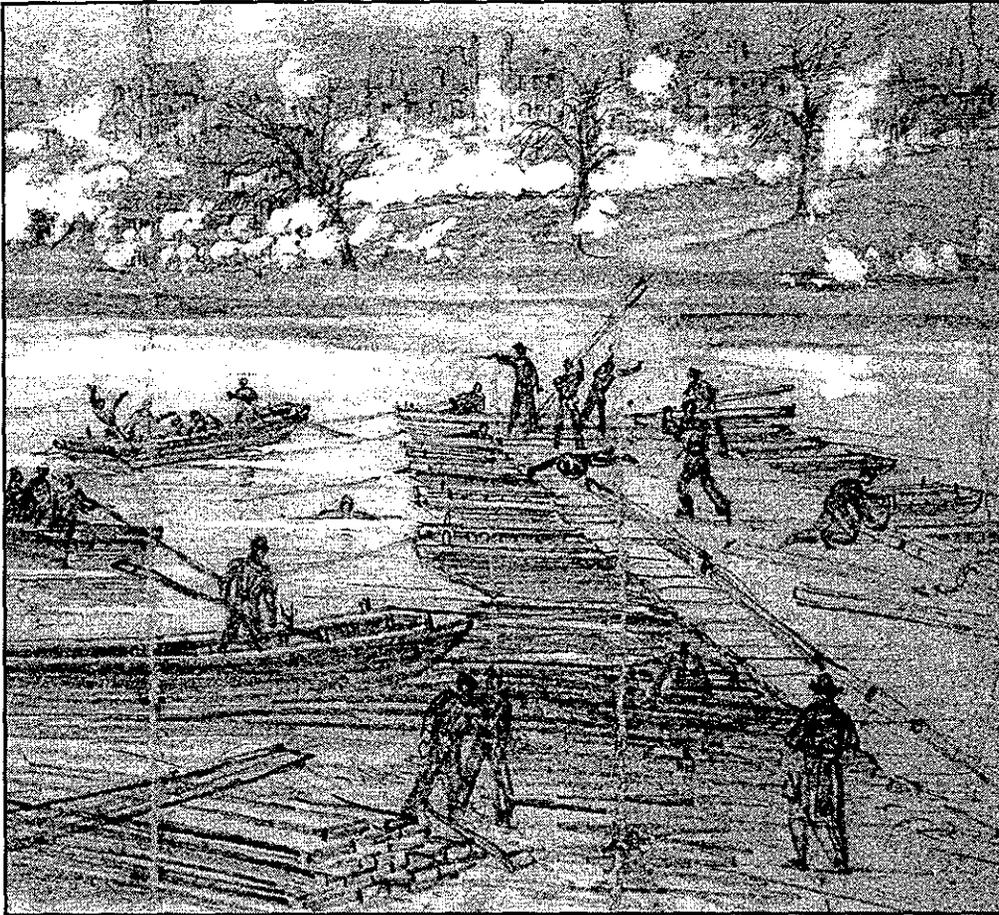
A small open shelter at the junction of Brock Road and Grant Drive is the primary interpretive facility for the battlefield. As the popularity of the site increases, this facility will soon be inadequate to meet visitor needs. Informational and interpretive media at the shelter is limited to text/graphic panels. Other interpretive media at the site include wayside exhibits and self-guiding tour literature.

In 2000, the park recreated a section of earthworks along Anderson Drive. Located amidst original works on Lee's last line, the reproduced earthworks give visitors a good understanding of the nature and complexity of the original fortifications, and an appreciation of the intense close quarter fighting that occurred here. Like the original earthworks, the reproduced version also has deteriorated.

Better explanations of the extended nature of the fighting (such as Lee's last line, Heth's salient, Laurel Hill, etc.), and stronger connections with the town of Spotsylvania Court House would broaden the interpretive context of the battle and help people better visualize the actions.

Jackson Shrine

The historic setting, furnished exhibits, and personal services are the strengths of the interpretive program at the Jackson Shrine. The spontaneity of the furnished rooms could be enhanced, and there is a need to visually represent the various people who were connected with the site. The house is open year-round, but on a schedule of days and hours that expands to fit visitor patterns, and is staffed with interpreters. Wayside exhibits and an audio station near the parking lot interpret the historic scene and Jackson's arrival.



VISITATION & VISITOR USE PATTERNS

The following information regarding park visitors and visitation are derived from data maintained by the NPS Socio-Economic Services Division (WASO) in Denver. Specifically, this includes monthly visitation figures submitted by the park, and the results of a 1994 Visitor Use Survey.

Monthly visitation data, as represented in Figure 1 on page 19, are typical of many eastern parks which show a summer peak followed by a second peak at the height of the fall color season. A third peak in late spring is often attributed to the large number of school groups which take field trips near the end of the school year. Figure 2 on page 19 illustrates total annual visitation over a ten-year period.

From October 1993 through July 1994, the NPS Socio-Economic Services Division conducted a visitor use survey at the six primary sites on the park tour route. The following statements, selected for their relevance to this interpretive plan, are excerpted from the summary report:

1. Civil War Interest

| | |
|--------|-----|
| High | 63% |
| Medium | 28% |
| Low | 4% |

2. Average Age of Groups

| | |
|-------|-----|
| 5-14 | 1% |
| 15-24 | 11% |
| 25-34 | 20% |
| 35-44 | 16% |
| 45-54 | 20% |
| 55-64 | 16% |
| 65-74 | 5% |
| 74- | 1% |

3. Average Age of Individuals

| | |
|-------|-----|
| 1-4 | 4% |
| 5-14 | 17% |
| 15-24 | 6% |
| 25-34 | 12% |
| 35-44 | 19% |
| 45-54 | 17% |
| 55-64 | 16% |
| 65-74 | 7% |
| 75- | 2% |

A higher percentage of retired people visit in the autumn (13%) than in other seasons. School-age children (5-14) were twice as high in the spring (30%)

than at any other season. Adults in the 55-64 age bracket made up a smaller percentage of summer visitors (9%) than at other times of the year. By contrast, adults in the 45-54 age bracket had a higher percentage in summer (23%) than at other times of the year, probably because many of them are traveling with school-age children and must travel in the summer.

4. Group Type

| | |
|---------|-----|
| Single | 13% |
| Family | 67% |
| Friends | 14% |
| Tour | 1% |

Family groups predominated in all seasons, but was much smaller in winter (44%). In the winter, Single (27%) and Friends (16%) visited in higher numbers. These undoubtedly represent the Civil War buffs.

5. Geographical Origins of Visitors

| | |
|--------------------|-----|
| South Atlantic | 41% |
| Mid-Atlantic | 14% |
| East North Central | 11% |
| Pacific Northwest | 9% |
| New England | 5% |
| West South Central | 4% |
| West North Central | 3% |
| East South Central | 3% |
| Mountain | 2% |
| International | 4% |
| Great Britain | |
| Canada | |
| Germany | |
| Australia | |
| Norway | |

6. Other Areas Visited During Trip

| | |
|------------------------------|-----|
| Town | 38% |
| Other C.W. Battlefields | 38% |
| Washington D.C. | 28% |
| Williamsburg | 19% |
| Richmond | 18% |
| Charlottesville | 14% |
| Blue Ridge Mountains | 13% |
| George Washington Birthplace | 9% |
| Seashore | 7% |

7. Number of Previous Visits to Park

| | |
|-----------|-----|
| 0 times | 63% |
| 1-2 times | 22% |
| 3+ times | 10% |

VISITATION & VISITOR USE PATTERNS

A higher percentage of repeat visitors came in the off-season (non-summer) months.

8. Number of Nights Spent in Area

| | |
|--------------------|-----|
| Day trip | 25% |
| One night | 21% |
| Two nights | 14% |
| Three or more | 16% |
| Passing through | 15% |
| Residents | 5% |
| Overnight visitors | 51% |
| No nights | 44% |

9. Primary Trip Purpose

| | |
|------------------------------|-----|
| Visit Civil War Battlefields | 24% |
| Visit FRSP | 20% |
| Visit friends and relatives | 12% |
| Long trip | 11% |
| Visit Virginia attractions | 10% |
| Visit Fredericksburg area | 9% |
| Business trip | 6% |

10. Tour Roads Traveled

| | |
|------------------|-----|
| Chancellorsville | 44% |
| Fredericksburg | 41% |
| Wilderness | 22% |
| Spotsylvania | 22% |

More people traveled the tour roads in the fall than in any other season, and less in winter than any other season. Lee Drive received the highest spring use. Twice as many people toured Wilderness and Spotsylvania in autumn than at any other time of the year. Seven percent of visitors drove the Fredericksburg and Chancellorsville tour roads.

11. Facilities Visited

| | |
|---------------------------------|-----|
| Chancellorsville Visitor Center | 51% |
| Fredericksburg Visitor Center | 49% |
| Chatham | 26% |
| Jackson Shrine | 22% |
| Spotsylvania Court House | 15% |

12. First Stop in Park

| | |
|---------------------------------|-----|
| Chancellorsville Visitor Center | 21% |
| Fredericksburg Visitor Center | 53% |
| Chatham | 6% |
| Jackson Shrine | 3% |
| Wilderness Exhibit Shelter | 3% |

| | |
|------------------------------|----|
| Spotsylvania Exhibit Shelter | 2% |
| Other | 1% |

13. Number of Days Visiting Park

| | |
|-------|-----|
| One | 66% |
| Two | 21% |
| Three | 7% |

The average length of stay was 1.34 days/visitor, the longest stays in summer (1.40), the shortest in winter (1.05).

14. Time Spent at Specific Sites

| | |
|---------------------------------|------|
| Chancellorsville Visitor Center | 2:09 |
| Fredericksburg Visitor Center | 2:07 |
| Chatham | 1:02 |
| Jackson Shrine | 0:40 |
| Wilderness Exhibit Shelter | 0:55 |
| Spotsylvania Exhibit Shelter | 1:27 |
| Spotsylvania Court House | 0:26 |

15. Use of Park Media and Programs

| | |
|------------------------|-----|
| Museum Exhibits | 88% |
| Outdoor signs/displays | 87% |
| Printed brochures | 81% |
| Audio visual programs | 75% |
| Bookstore | 60% |
| Trails | 44% |
| Ranger-guided tours | 22% |
| Tape tours | 10% |

Figure 1:

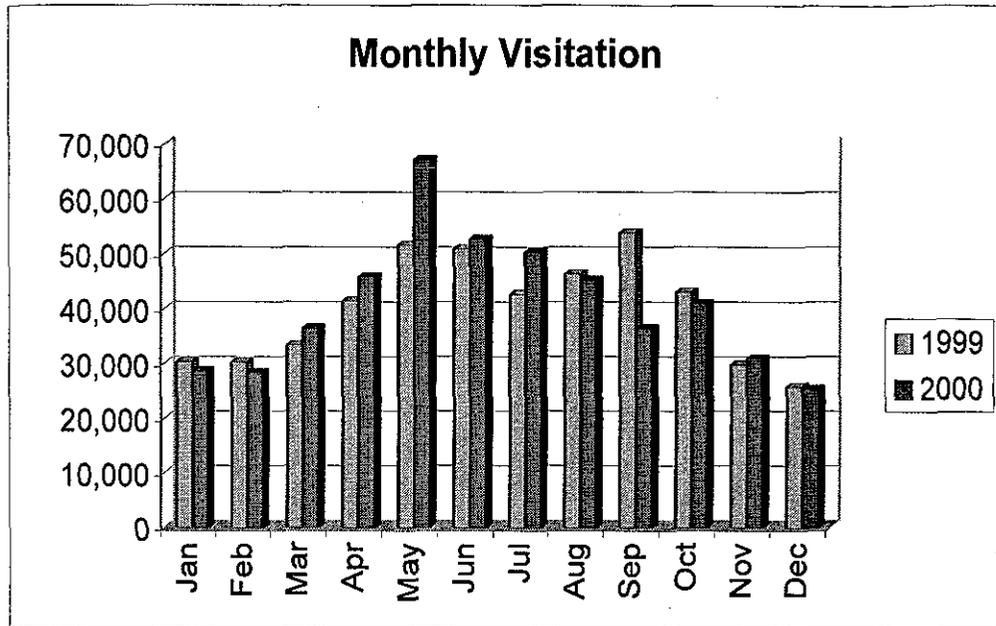
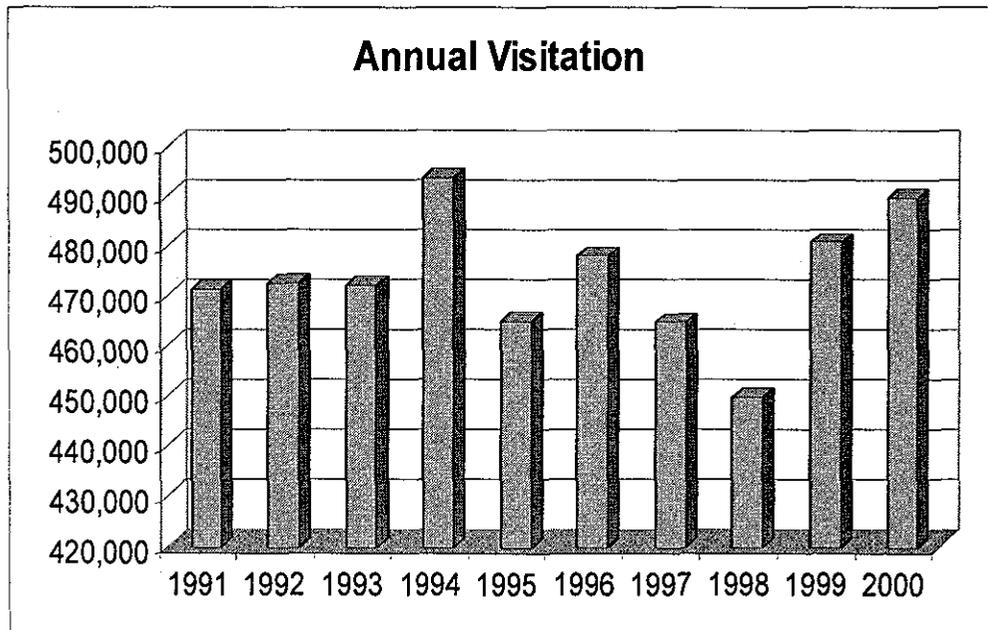


Figure 2:



ACTION PLAN

The following is a description of programs and media recommendations designed to further define, support, and realize the mission, goals, themes, and objectives of the interpretive program for Fredericksburg and Spotsylvania National Military Park. The primary goal of all these recommendations is to motivate interest and facilitate connections between visitors and the meanings in the resources.

The discussion of each program or media proposal identifies its purpose, special considerations, and sometimes suggests means of presentation. It is important to remember that the latter are only suggestions, and should not in any way limit the essential creativity ("the magic") during the media or program planning and design processes. On the other hand, most proposals will be specific enough to define parameters in which these creative energies can flow.

Some of the following recommendations may propose the development of new visitor facilities, altered traffic patterns, parking areas, etc., that go beyond the scope of an interpretive plan. The feasibility of these proposals will need to be studied in the context of separate and broader planning efforts, such as a Design Concept Plan (DCP), or even a new, or revised, General Management Plan (GMP).

General/Parkwide

General orientation to the park will continue to occur primarily at the Fredericksburg Battlefield Visitor Center. Highway signs and promotional materials will direct visitors to this facility as their first stop. Information will be geared to first-time and repeat visitors, as well as to those who have different interest levels and time constraints. The official park folder will continue to address the entire park and present a tour route encompassing all the individual sites; however, the folder will indicate that there were four separate battles, and visitors can explore one or more of them in any manner they wish.

Free literature on individual sites, trails, etc. will have a standard design and be organized and displayed so that visitors can easily see and request those specifically related to their plans. The value of developing tear sheet maps of each battlefield, with a modern map on one side and a battle map on the other, will be explored. Complimentary design will allow the individual brochures and maps to easily interact with the official folder. Upgrades of the site brochures could utilize Harpers Ferry Center digital mapping technologies.

Audiovisual Programs

The park will develop a family of DVD-based audiovisual programs to show in auditoriums and for use in exhibits. These programs collectively will speak to the significance, scale, and human impact of the four battles fought here, and will seek to put those battles into the context of the war at large. In addition, the concept of these battlefields as representing a continuum of war will

be an important aspect of the presentations. These will be high-quality, high-impact programs, designed to inspire people to use and experience the resources at Fredericksburg and Spotsylvania NMP.

A major challenge of all the interpretive media is to convey the scale of the actions and losses here. Visitors need a visual representation of the magnitude of the events. Contrasts between 1862, 1863, and 1864 battles also will be a constant refrain in the various media and programs. In addition, interpretive media and programs need to convey the personal impact of war on individuals, both civilian and soldier.

General Orientation Program at Fredericksburg Visitor Center

This program will present the Battle of Fredericksburg in all its facets. The film will be available on DVD in two versions: a shorter 13-14 minute version for showing on high-traffic days, when the limited size of the auditorium demands more frequent showings, and a 20-minute version to be shown on days when traffic in the building is lower. It will convey the following:

- The military and political conditions that shaped the battle:
 - A Union war effort undergoing dramatic changes: McClellan gone, Burnside in, the Emancipation Proclamation imminent, Confederate civilians in the crosshairs.
 - A Confederate war effort increasingly focused and dependent upon the success of Lee's army.
 - The strategic situation that brought the armies to Fredericksburg.
- That the campaign entailed three new facets:
 - The riverine crossing
 - Street fighting
 - That local civilians suffered to an unprecedented degree from the forced evacuation from and the wide-scale bombardment and looting of an American city.
- That the battle involved two major components of decidedly different natures:
 - The nature and results of combat in front of the Sunken Road
 - The nature and results of combat at Prospect Hill
- The military and political conditions that resulted from the battle:
 - The battle's connection to the Chancellorsville Campaign—that it constituted part of a rising Confederate tide that would break only at Gettysburg.
 - The battle profoundly affected Northern morale, both in the army and at home, in a way that threatened the Union war effort.

- That many of the places associated with the campaign—both inside the park and within the community—survive and offer compelling insights into momentous and important events.

General Orientation Program: Chancellorsville Visitor Center

The audiovisual program will establish that the Battle of Chancellorsville was one of four battles fought in the Fredericksburg region, and the first in the gloom of the Wilderness. It will establish Chancellorsville's relationship to other campaigns (Fredericksburg, Vicksburg, Gettysburg, especially) and its place within the overall military effort for both sides.

It will allow visitors to understand the following:

Political context: Lincoln and Lee both know that no matter what is happening elsewhere, when the nation and the world want to gauge how America's Civil War was going, they looked to Virginia. The events in Virginia had political implications vastly out of proportion to their military significance.

- For the Union: The battle follows a tumultuous winter, during which emancipation becomes a war aim and the Southern economy, social order, and civilians become military targets. This expanded approach to war engenders intense debate in the North--debate Lincoln can only silence with victory on the battlefield. Lincoln responds to the defeat at Chancellorsville fearfully: "What will the country say?"
- For the Confederacy: As Lee realizes the growing improbability that a single, successful, tumultuous battle will bring the war to a close, he increasingly recognizes the important cumulative, political impacts of his victories: they give strength to the intense debate of the war in the North, led, as he wrote, by the "rising Union peace party." Though Chancellorsville leaves him dissatisfied militarily, it fuels his desire to win a victory that will cause increased political discord in the North, hopefully forcing Lincoln's government to seek peace through negotiation.

The nature of the battle was shaped by several factors:

- A desire by Hooker to avoid the mistakes made by Burnside
- The abilities, instincts, and reputation of R. E. Lee. His instincts and abilities shaped his own actions; his reputation clearly affected Hooker's actions.
- The nature of the terrain in the Wilderness of Spotsylvania
- The initiative and ability of T. J. Jackson
- The inferior performance of the high command of the Army of the Potomac--Hooker (who yielded the initiative to Lee, invariably a fatal mistake) and some key subordinates (Howard, especially)
- The absence of the Union cavalry, which rendered Hooker unable to monitor sufficiently Lee's movements on the field of battle.

That key events defined the Battle of Chancellorsville and dictated its outcome and impact:

- Hookers's successful movement across the rivers and his subsequent abandonment of the initiative
- Lee and Jackson's daring tactical thinking and the resultant flank march and flank attack
- Jackson's wounding and subsequent death
- The brutal fighting on the morning of May 3, 1863, culminating in the capture of the Chancellorsville clearing.
- Lee's attempt to crush Sedgwick's force at Salem Church on May 3-4.

That many of the places associated with the campaign--both inside the park and within the community--survive and offer compelling reminders of momentous and important events.

The Civilian Ordeal: The Impact of War on the Fredericksburg Region

This program will be shown at Chatham. It will view the military events in and around Fredericksburg through the eyes of the civilians who lived here. The film will identify and describe the various impacts of war, from the physical effects of battle to the social impacts of emancipation and wartime devastation. Throughout the film, Chatham will be used as an example of--indeed a metaphor for--the Southern experience. Specifically, the film will:

- Characterize prewar social, economic, and political life in the Fredericksburg region and how those factors related to the causes of the Civil War.
- Describe the relationship between the Union armies and local civilians, focusing on how those relationships changed over time, and why.
- Describe the war's impact on slaves and slavery in the Fredericksburg region.
- Characterize the nature and extent of the devastation that visited the area during the war, and the ordeal endured by local civilians as a result.
- Make reference to the region's century-long struggle for recovery.

Wilderness and Spotsylvania: Chancellorsville Visitor Center

Following the general format prescribed at Fredericksburg and for Chancellorsville, this film will focus on the Overland Campaign. It will have many of the same goals as the Fredericksburg film: context, narrative, results, and impacts--military, civilian, political, and social.

Changing Tides of War

This will be a film directed at children 8-13, for use both in visitor centers and offsite at schools. The program will chronicle the experience of the Fredericksburg region (perhaps using a child's voice as narrator, or a child as

a primary character). Children will leave the program understanding the central role the Fredericksburg region played in the war, the wrenching experience of the war on soldiers and citizens alike, and the profound implications of the war for the people of the Fredericksburg region, both slave and free.

Video Nodes for Exhibits

We will also seek to use videos throughout visitor center exhibits—small snippets that illuminate various aspects of the battles or life amidst battles. These might include short videos on the pontoon crossing at Fredericksburg, refugees, street fighting, building trenches, battlefield maneuver, and the aftermath of battle.

Battle Map Programs

To give visitors a spatial and chronological context of the battles, battle map programs will be developed—perhaps in a computer format, or perhaps using dimensional terrain models. These may be formal A-V programs shown in an auditorium, or components of revamped exhibit spaces. An element of the parkwide program/exhibit might depict the terrain between Washington and Richmond. Visitors will be challenged regarding how best to move an army toward Richmond, or how best to stop such an army.

Visitor Borne Audio Programs

The park will seek to work with a third party to develop a family of digital (CD or other technology) audio programs that can be carried by visitors and used at various sites in the park. The goal of this effort is to offer a flexible package of alternatives that can appeal to visitors of all levels and types—not the simple, rigid format of the traditional tape tour. Ultimately, this package may be offered as part of an alternative admission package to the park. Such an effort will require the close cooperation and support of Eastern National. The potential programs are described below.

The family of programs will have to be carefully designed to allow users of various ages and interests to move on parallel tracks, with respect to both time and location.

General Tour: This program will offer a general, more traditional overview of various sites. The program will be car-based, but visitors will have the option of taking walking tours at various key stops.

The Battlefields Through Civilian Eyes: This program will view the battle—wherever possible—through the eyes of local civilians.

A Children's View: A program designed for use by children, ages 7-13.

The Voices of War: This program [or programs] will consist of a portable compact disk and player available to visitors at several sites in the park. Each track on the disk, perhaps as many as fifteen, will focus on one of the park's extremely important sites. Each track will consist of a short "radio production" using first-person material (minimal narration) augmented with sound and perhaps music. Each of the segments will offer intensive, personal, on-site inter-

pretation, in a way not possible through other media. Some of the sites likely to be included are: Willis Hill and the Sunken Road, Chatham, Prospect Hill, Salem Church, Jackson's flank attack, Jackson's wounding, Hazel Grove and Fairview, Chancellorsville intersection, Ellwood, Saunders Field, Tapp Field, Brock/Plank intersection, Upton's attack, and the Bloody Angle. Additional segments also could be developed for downtown Fredericksburg and Spotsylvania Court House.

Specialized Perspectives: Visitors will be able to experience the battlefield, or part of it, from a specific perspective: through the eyes of Lee or Hooker, or from a Confederate or Union perspective, or through the eyes of an individual soldier, like Rice C. Bull at Chancellorsville. More options may be developed.

Virtual Programming: At certain sites, the park may develop virtual reality programming that helps visitors envision the wartime landscape. This would be especially valuable at a site like Fredericksburg, where much of the battlefield has been consumed by homes or obscured by trees.

Children's Film: The park will pursue the production of a short film directed specifically at children ages 8-13. This film will introduce major themes and sites embodied by the park. It will be developed with an eye toward supporting the requirements of Virginia's Standards of Learning for American History. It will be shown to school groups and also on a scheduled basis during regular hours of operation at park visitor centers.

Wayside Exhibits

A park wide wayside exhibit proposal/plan will survey all existing wayside exhibits, identify those to be replaced, removed, or added, and produce a unified exhibit design. The only Happel signs to be considered for retention will be those solely accessible by vehicle, and a decision on whether to retain any of the Happel signs will be made during the wayside exhibit planning process. With the exception of two orientation paintings at FVC and CVC, all of the Sydney King exhibits will be replaced with (or sometimes incorporated into) more traditional multi-graphic panels.

In addition to the traditional wayside exhibits, a second level of exhibits will treat some of the more ephemeral sites—those visitors tend to pass without notice, but once pointed out, evoke an exclamation or revelation. These sites will be interpreted through wayside exhibits of a different (smaller) size and/or compatible design.

The organization of tour stops will seek to provide highly developed nodes at critical sites (the Sunken Road, Prospect Hill, Jackson's wounding, Hazel Grove, Fairview, Chancellorsville intersection, etc.) with optional sites, loop trails, and walks radiating from the critical sites. To some extent, the park does this now, but this layered approach has not been specifically designed so visitors can easily recognize it. Giving people options or "layers" to explore will satisfy the casual visitor with limited time as well as those who are more serious or inquisitive.

Visitor Center Exhibits

The park will seek to replace virtually all existing interior exhibits—most of which are more than 25 years old.

In analyzing current or future museum exhibits, the park will eliminate or avoid those that have proven ineffective in telling cohesive stories or conveying important themes. The concept of layering, as described for wayside exhibits, also will be used in the development of museum exhibits. Exhibits will have the goal of motivating visitors to spend most of their time experiencing the resources in the field.

A portion of the exhibit layering concept might include display cases of multiple theme-related items with minimal interpretation. Examples might include a display exhibiting a haphazard, or loosely organized, collection of items looted from Fredericksburg, or collections of battle debris. With associated graphics and some first person accounts, some powerful exhibits will be developed, allowing visitors to touch the past and connect to the reality that these events actually happened.

Some of the broader contextual concepts might best be conveyed through audiovisual programs that could be incorporated into exhibits. These mini-programs might deal with topics like the how-to of fighting a Civil War battle (small-unit tactics, weapons, and large-scale maneuver), soldier life, pontoon bridges, etc.

Fredericksburg Battlefield

With the acquisition of the Willis Hill property, four alternative proposals were developed for the Fredericksburg Battlefield visitor center. A DCP will be needed to evaluate the feasibility of these and other options.

Alternative I: Expand the existing structure. This will involve a subterranean addition that will affect the appearance of the existing visitor center only slightly. An elevator will provide accessibility to all levels of the expanded building.

Alternative II: Expand the existing structure and construct an accessible viewing platform on the Richardson House atop Willis Hill. This alternative will expand the current visitor center as described in Alternative I. In addition, a covered viewing platform would be built on the roof of the Richardson House. The viewing platform will allow for the interpretation of the battlefield using electronic technology as well as traditional means. The development of dimensional mapping will be considered to allow visitors to “overlay” the historic landscape on the modern scene.

Alternative III: Remove the existing visitor center and parking lot. Construct a new facility atop Willis Hill, and add a viewing platform to the Richardson House. The new, state-of-the-art visitor center will accommodate the park wide orientation exhibits, exhibits specific to the Battle of Fredericksburg, information desk, an audiovisual theater, and adequate space for researchers,

offices, etc. Access may come from the rear of the heights off the Blue-Gray Parkway.

Alternative IV: Remove the existing visitor center, parking lot, and the post-war Richardson House on Willis Hill. Construct a new facility with a covered viewing platform atop Willis Hill. The new center will perform the same functions described in Alternative III with the addition of an observation area.

All of the alternatives call for the eventual closure of the Sunken Road to vehicular traffic, and the restoration of the road and the stone wall to its wartime appearance. Each alternative also will require the establishment of stronger vistas from the top of Willis Hill, allowing for views both of the city and the killing ground west of town. In each case, *interpretive media/topics* not directly related to the cemetery or actions on the site of the cemetery will be removed, and possibly relocated to the Willis Hill property. Interpretive media at the vista(s) will define the limits of the town at the time of the battle and the limits of the Union advance. In an interactive mode, visitors could move between broad and narrow views of the battle.

Chatham

This plan recommends a *changed interpretive role* for Chatham. New emphasis will be placed on Chatham as an illustration of the colonial and antebellum South and its associated institutions, social structure, politics, and economics. By illustrating the war's impact on Chatham, Chatham will serve as a metaphor for the fate of the entire South: a prosperous, century-old institution built on a hierarchical social foundation laid waste and transformed by war. Moreover, it is a window into the conditions and stresses that begot this war, as evidenced by the 1805 slave insurrection, the Hannah Coalter manumission controversy, and J. Horace Lacy's secessionist activism.

Visitors will leave Chatham understanding that here was a prosperous Southern institution whose foundations and fabric were rocked and ruined by war. Part of this will be accomplished through a new audiovisual program, to be shown either in the main house or in one of the dependencies.

As part of a broader planning effort (a DCP), the arrival experience to Chatham will be reoriented to the historic front of the house. Visitors will be routed first to the north side of the property, past the laundry, and onto the front grounds where elements of the antebellum landscape would be restored. A future DCP alternative also might consider accessing Chatham through Pratt Park, perhaps with some type of combined fee arrangement.

This plan recommends consideration of restoring elements on the historic front of the house (facing the river), where possible and permissible, to their wartime appearance. Exhibits on the terraces will describe the impact of the war on Chatham and the city of Fredericksburg, wartime activity here, the evolution of the antebellum landscape, and connections with the view of Marye's Heights.

The laundry building will be used to illustrate the role of slaves and slavery in the function of Chatham throughout its antebellum history. Interpretation here also can distinguish between the differing perceptions of change by slaves and their owners. A combination of exhibits and historic furnishings, perhaps with audio or audiovisual components, will relate these stories. Visitors will see the different levels of southern society as represented at Chatham, including the tensions, prosperity, day-to-day activities, boredom, etc. The number of slaves, the 1805 revolt, and the 1857 manumission trial will be related, illustrating elements of the social condition that eventually led to war.

An integral part of the experience in the main house will be a contrast in furnishings—either in the same room, or in different rooms. The purpose will be to illustrate the impact of war on this prosperous antebellum plantation. Moving away from the genealogical theme of the existing exhibits, the new approach will inspire a more compelling look at some of the stories Chatham can help to tell. These will include Chatham's pre-war evolution, the use of the house as a headquarters, and, especially, as a hospital. The hospital story might best be presented through an audiovisual program, as exhibit media and historic furnishings have not proven successful in conveying the reality of field hospital scenes. One unique object, the Beardslee Magneto Telegraph, could be combined with audio, audiovisual, or interactive media to illustrate its use and role in a headquarters operation.

After experiencing the front of the house and the house itself in an antebellum and wartime context, visitors will exit the rear of the house and enter the existing 1920's landscape. From there they will exit the walled area and return to the parking lot. Whether or not the current garden landscape is retained is less important to the educational experience visitors will have at Chatham—at least the modern gardens will not detract from the interpretation of the significant themes of the site. If the gardens are to be retained, they should be interpreted for what they are, without undue emphasis. Fittingly, under this proposal, the most modern—and least significant—landscape will be the last one encountered by visitors.

The Federal route into Fredericksburg, by way of the ravine and pontoon bridge across the river, will be identified and interpreted. The potential for opening this route as an interpretive trail will be explored. Interpretive media will focus on the numbers of troops that passed through here, and that many never returned.

Salem Church

Interpretation at Salem Church has been de-emphasized by the park in recent years, largely due to the massive modern intrusions that exist there. This plan proposes a few improvements, mainly in the form of new interpretive media.

A major theme at Salem Church—beyond that of the May 3 battle—is the impact of the war on Spotsylvania County and its civilians. Interpretive improvements will include new wayside exhibits, an outdoor exhibit shelter,

additions to the historic furnishings, and an audio program for the interior of the church. Visitors will gain insight into the total devastation, uprooting, and dislocation experienced by many civilians—events similar to what many experienced during World War II.

Salem Church interpretation also will convey a preservation message, by discussing the battle beyond park boundaries, and highlighting the destruction of that adjacent historic landscape.

Improved media may help to encourage more volunteers to the site, longer hours/days of operation, and more use by the public.

Chancellorsville Battlefield

The existing visitor center has considerable useful life remaining, but it was built on some of the most significant historic ground in the park. This plan recommends the eventual relocation of the visitor center. A DCP level plan will be needed to consider alternative locations; however, a least one option should appraise the potential for a visitor center along McLaws' Drive, in McLaws' Wedge. This site would offer pedestrian access to the Lee-Jackson bivouac, and would place visitors directly on Jackson Trail. An abbreviated tour could be offered by heading back to Route 3, stopping at the Jackson wounding site, Hazel Grove/Fairview, and the Chancellorsville intersection.

In the interim, the existing exhibit area and auditorium of the present visitor center will be redesigned to allow for better use of the space. The development of a map program is essential for visitor orientation. Other exhibits will focus on Lee and Jackson, the impacts of Jackson's wounding, the scale and magnitude of maneuver and fighting at Chancellorsville, and the nature of the combat here. In addition, the extensive impact of war on Spotsylvania County will be presented, emphasizing the fact that it took over 90 years for the area to recover.

A new tour stop at the Bullock clearing will be developed. Exhibits here will mesh the civilian and military stories, reflecting on both early-battle movements through the area, later fighting, and the use of the site by a stupefied Hooker as headquarters.

At the Chancellor House site, a combination of military accounts and first-hand civilian accounts of the battle (i.e., by Sue Chancellor) will be related. Topics to be covered here include the Union passage through the intersection on April 30, the experience of the Chancellor family on both April 30 and May 3, and the role of the intersection as the focal point of much fighting on May 3. By implication, the site will offer a contrast between the leadership of Hooker and Lee, culminating in Lee's triumphant ride past the burning house at midday on May 3, 1863.

Improvements at the Lee/Jackson bivouac site will better interpret how the bold decision made here to split the Confederate army led to such a dramatic victory.

Additional improvements in the interpretation at Hazel Grove and Fairview are proposed—the sites of extensive earthworks and decisive fighting. With the restoration of the wartime landscape there will be more room to better arrange the artillery and place the limbers and carriages in line. Interpretive media, perhaps accompanied with aerial photos and maps, will help visitors better understand why this is such a great military position. At Fairview an interpretive trail, utilizing the C-D of Rice Bull's wonderful account, will offer visitors a unique personal tour guide of the May 3 fighting.

Along the route of Jackson's Flank march, a reconfigured system of interpretation at Maury Birthplace and Catharine Furnace will be put in place. We will also create a new tour stop at the Wellford House site, focusing on the efforts of local civilians to help the Confederates (and for that matter, the Federals, in the form of the McGees). Interpretive media also will portray the scale of Jackson's column (8-9 miles long), the difficulty of moving this number of troops (who had no idea what they were up to) 12.5 miles, and the place where the column was first spotted by Union troops.

New Tour Stops at Chancellorsville: Five new interpretive areas are proposed along the Chancellorsville tour route, including Bullock clearing and Wellford House site (described above). At the visitor center, a new trail treating the wounding of Jackson, historiography of the event, and the commemoration of the site will be developed.

At Maury Birthplace the park will create a new exhibit that portrays the nature of the Wilderness of Spotsylvania by allowing an existing vista to re-vegetate in stages. This will allow visitors to understand the tangled and varied nature of the forest landscape at both Chancellorsville and the Wilderness. Moreover, a trail through the area will directly link this managed landscape with the remnants of the iron industry that caused the clear-cutting of so much of the Wilderness. The trail will conclude at a number of mining pits. Along the way, visitors will be able to see recreated wood piles for producing charcoal. Such piles were documented at the time of the battle in this area. The major goal of this trail will be to have visitors understand the relationship of local industry to the 1860s landscape (scrub forest) and how that in turn affected how the battles here were waged.

In addition, a section of the original, unspoiled trail used by Jackson's men will be opened for interpretation. Indeed, the park should try to open and use old road traces wherever possible.

Finally, a major new interpretive area will be developed at the site of Jackson's Flank Attack.

Wilderness Battlefield

A new visitor contact center for the Wilderness Battlefield is proposed at Ellwood. The restored first floor will contain exhibits, a room furnished as a wartime headquarters, and possibly a small theater. One of the rooms—the westernmost, preferably—will be retained in an unrestored condition to illus-

trate various structural elements, and to indicate some of what is involved in preserving and restoring a historic structure.

Interpretive media and programs at the visitor contact center will focus on the unique nature of the fighting in the Wilderness. Another focus will be an acknowledgement of one of the most important stories the battle reflects: that despite the almost complete lack of Union success on these battlefields, the Union war effort progressed steadily. An obvious major component of this will be the role of U.S. Grant. In addition, the fate of Ellwood as a metaphor for the South and its ties to Chatham would be interpreted. Ellwood also is a good place to interpret how an army moves, the behind-the-lines stories of keeping troops supplied.

It may be a number of years before the restoration of Ellwood is completed. In the interim, the park will seek to convert one of the outbuildings, or perhaps a room of the main house, for use as a temporary visitor contact station. For both the temporary and permanent center low-impact parking will need to be provided, and a DCP level plan prepared for the site. Once the visitor contact station is in place, the existing Wilderness exhibit shelter will be removed from the center of Saunders Field.

A trail at Ellwood that links the many significant sites thereabouts ought to be developed. This trail, if possible, should include an area that is being allowed to revegetate in stages, as has been proposed for the Maury Birthplace trail. It is vitally important to allow visitors to see the varied and tangled nature of the Wilderness as it existed in 1864. This "Wilderness Exhibit" will, in early years, simply entail allowing natural revegetation to occur in stages. In later years (indeed decades) it may require the periodic clear-cutting of trees to restart the exhibit. This plan offers that such an exhibit should be a permanent part of the battlefield landscape.

Along the tour route, new interpretive areas will be developed at Grant's headquarters knoll and at the Chewning Farm—the high ground and decisive terrain between the two arenas of fighting. The Higginson Farm also will be developed for interpretation. At Jones's Knoll, the park can interpret the action of American Indian troops on the site of their participation.

Major improvements also will take place along Plank Road. Here, a portion of the existing road will be relocated to the south boundary of the park, the Fawn Lake wall relocated, and a portion of the historic Plank Road restored and interpreted.

Interpretive trails and a new Tapp Field parking area will be developed. The addition of 4-6 artillery pieces, along with appropriate interpretive media, will help visitors get a sense of the scale and intensity of the fighting here.

Improved interpretation at the Brock/Plank intersection will illustrate the nature of the fighting, marking the southward move of Grant and his army, and prepare visitors for the trip to Spotsylvania. A loop trail from the intersection westward to the old cemetery site will be installed to track the fighting in this

area on May 5-6. From the cemetery, a trail could conceivably lead to the Longstreet's Flank attack, although this land has yet to come into park ownership.

Spotsylvania Court House

Because of this battlefield's future potential as a primary visitor site and the complexity of the story to be told here, a visitor center is recommended for the Spotsylvania Court House Battlefield. A DCP level plan will be needed to study alternative sites for the facility; however, three possibilities are suggested here. The first would be to enclose the existing exhibit shelter, as was done at Cold Harbor, and as was directed in the current GMP. The second would entail the construction of a new facility on the Alsop tract, within the authorized park boundary just northwest of the exhibit shelter, or perhaps along Hancock Drive in front of Laurel Hill. Finally, a visitor center operated jointly with Spotsylvania County near the court house in town is also a possibility.

In addition to a map program of the battle, the major focus of all interpretive media and programs at Spotsylvania will be on the changing nature of war from a human standpoint, the evolution of tactics and earthworks, the brutal manifestation of Grant's determination to fight "if it takes all summer," and the devastating impacts of battle on landscapes. In addition, the acquisition from the Smithsonian of the famous Spotsylvania Oak Tree would be an ideal artifact for either of the proposed visitor centers.

On-site interpretation will be improved at Laurel Hill, the Angle, Doles Salient, Lee's Last Line, Heth's Salient, and the East Angle. Improved access and major improvements in Laurel Hill interpretation will describe the opening of the battle (as well as the fighting here on May 10 and 12), and how the action here decided what happened next. Interpretation of Upton's attack will focus on the use of older Napoleonic tactics that failed at Waterloo, but succeeded here, and how this attack on entrenched troops compared to methods later used in World War I.

At the Angle, visitors will gain a sense of the intensity and long duration of the close-quarter fighting, and the changing nature of war and the war experience—that men spent more time under fire here than most had in all of the war prior to this.

Three sites exist where earthworks could be constructed to demonstrate their wartime appearance. The re-constructed earthworks directly south of the Bloody Angle may be repaired and interpreted. More appealing is the reconstruction of the earthworks southeast of the Bloody Angle, near the eastern terminus of Gordon Drive (where the CCC crews reconstructed works in the 1930s) or at the terminus of Anderson Drive, where works were the construction of that road. Either of these exhibits would be visible and accessible (though the Gordon Drive works would be best in this regard), and by filling a gap in a highly significant historic line of works would allow visitors to juxtapose the old and the new. Restoration options include the use of synthetic materials that would not deteriorate, or using volunteer reenactment groups to

maintain the works with natural materials.

The original earthworks also need attention. They have suffered from extensive deterioration, and what remains needs to be protected.

The last Spotsylvania tour stop will be in the village. The park's wayside exhibit plan will include exhibits that clearly link the NPS and village stories. The county is now, as part of the Lee vs. Grant trail, installing two exhibits in the courthouse area.

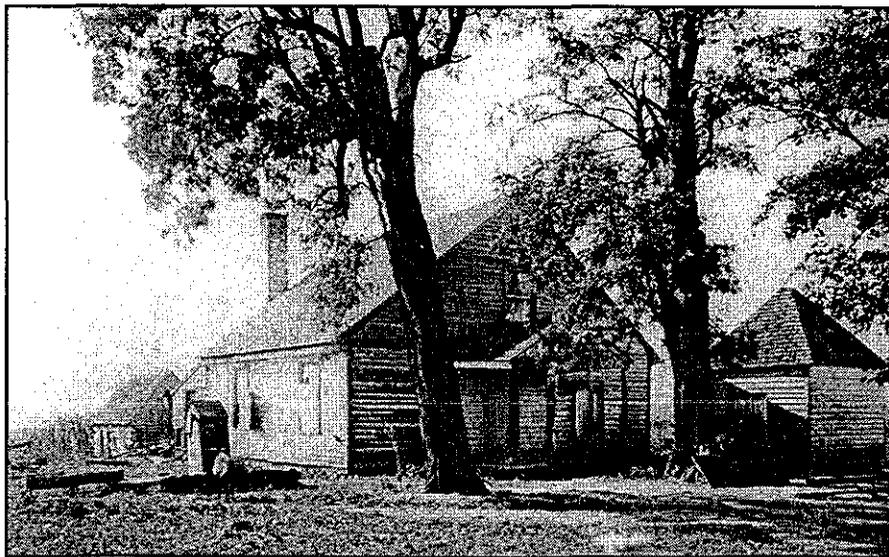
Jackson Shrine

Interpretation at the Jackson Shrine will continue to rely primarily on personal services.

Since the furnishing of the Jackson bedroom date to the Civil War Centennial, a new furnishing plan is recommended. At a minimum, improvements will be made to enhance the spontaneity of the furnishings. This will entail replacement of bleached and worn fabrics and restoring the bedroom to its appearance when first installed. Ideally, the room should appear as if Jackson's body had just been carried out.

In addition to Jackson himself, the stories of the people who attended him and those who came to visit will be told. Visitors will learn about these individuals, their roles in the events surrounding the time of Jackson's death, and what became of them. These stories can be conveyed either through exhibits in the house, or via additional historic furnishings.

The potential for expanding the historic furnishings to include the sitting room and/or kitchen also will be explored. While these rooms by themselves are not terribly significant, they could be used as "stage sets" for interpreters to present that various figures who came to visit Jackson, or who tended to his care.



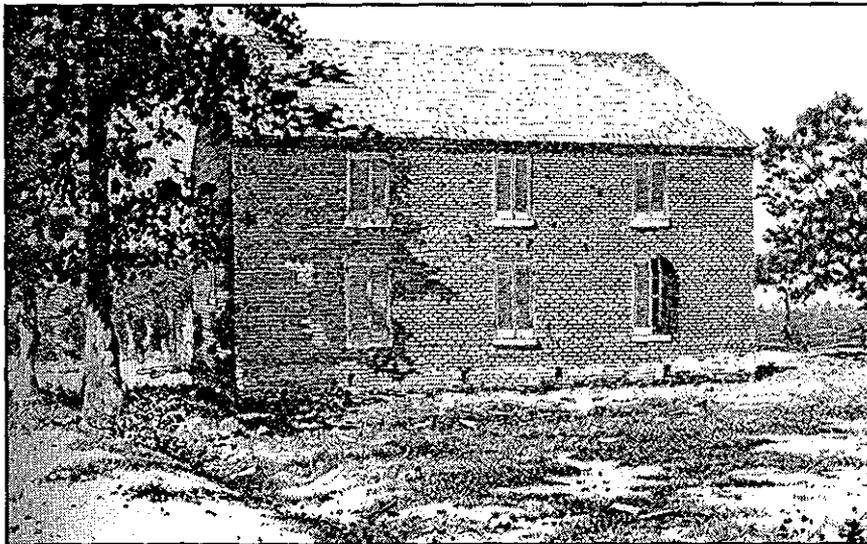
SPECIAL POPULATIONS

Provisions will be made to accommodate the needs of special populations who visit the park. Special populations are identified as those with sight, hearing, learning, and mobility impairments; visitors who do not speak English; and the elderly and young children.

Accommodations will be made for access to the sites as well as to most of the interpretive media. Guidelines and regulations are available to assist the staff and media/facility designers. Generally, these accommodations will benefit all visitors.

Public Law 90-480, the Architectural Barriers Act, and the Americans With Disabilities Act of 1990 establish standards for physical access. Any new facilities constructed, as a matter of course, will be designed for accessibility for physically disabled visitors and employees.

All new interpretive media will conform with the National Park Service June 1999 Programmatic Accessibility Guidelines for Interpretive Media (see Appendix).



SUPPORT RESOURCES & FACILITIES

Adequate, and often necessary, space for some interpretive program support functions sometimes gets overlooked in building designs and from determinations of space requirements. To serve as a partial checklist for future interpretive facility development, the following support resources should be considered where appropriate:

Visitor Centers

- public restrooms with outside and inside entrances
- storage for free literature
- storage for cooperating association sales stock
- separate room for counting and storing money
- audiovisual booth equipped for presenting slide, film, and video programs
- workroom for assembling programs, preparing temporary displays, site bulletins, etc.
- storage for interpretive props used in personal services programs
- park library (including ancillary libraries, if needed)
- visitor research stations (if not part of the library)
- offices for interpretive staff
- break/lunch room for staff

Tour Routes

- adequate, safe, and non-intrusive parking
- site design for wayside exhibit nodes
- adequate directional signing (roads and trails)

PRODUCTS

The following is a summary listing of new interpretive media, programs, and/or facilities recommended at the various units of the Fredericksburg and Spotsylvania National Military Park. While the list does identify new, redesigned, or restored structures, the focus is primarily on interpretive media. The list does not include things like mechanical systems, security systems, restrooms, offices, storage areas, workrooms, parking lots, and road/trail development and signing. These items, plus all new/restored structures, and furnishings (including seating, information desks, and sales displays) should be included in Denver Service Center, Regional Office, or cooperating association specifications.

This list, along with the supporting narratives in this document, will be valuable in developing the Annual Implementation Plan component of the CIP.

General/Parkwide

- official park folder revision
- complementary redesign of park-produced brochures
- new parkwide orientation audiovisual program
- new parkwide orientation exhibits
- "Voices of War" compact disk programs
- parkwide wayside exhibit proposal and plan

Fredericksburg Battlefield

- new and/or redesigned visitor center
- new exhibits on Battle of Fredericksburg
- new audiovisual programs
- map program on Battle of Fredericksburg
- observation area atop Willis Hill
- close Sunken Road to traffic; restore road and wall to wartime appearance

Chatham

- redesign visitor entry to front of house
- restore front of house and landscape to 1860 appearance
- slave and slavery exhibits for laundry building
- new exhibits for front lawn and main house
- audiovisual program(s) on roles and functions of Chatham in the war
- trail to river crossing

Salem Church

- improve historic furnishings
- audio program for interior of church
- Chancellorsville Battlefield
- relocate visitor center (long term)
- redesign existing exhibits and theater (short term)
- new exhibits for visitor center
- new audiovisual program and/or map program
- new trail with interpretation along Maury vista
- new tour stop at Wellford House site
- new Jackson Flank attack observation/interpretation area
- new Bullock Farm/final Union line interpretive area
- interpretive and site design improvements to Hazel Grove and Fairview
- "Rice Bull" interpretive trail

Wilderness Battlefield

- visitor contact center at Ellwood (interim and long term)
- exhibits for Ellwood
- historic furnishings for Ellwood
- audiovisual program and/or map program
- new interpretive area/trail at Grant's headquarters knoll
- new interpretive area/trail at Chewning Farm
- portion of Plank Road restored to wartime appearance
- improved interpretation at Tapp Field
- restore area of wartime Wilderness landscape for interpretation
- other new interpretive trails

Spotsylvania Court House

- visitor center at battlefield or joint visitor contact facility in town
- exhibits for visitor centers
- audiovisual program and/or map program
- acquisition/loan of Spotsylvania Oak from Smithsonian
- improve interpretive media on tour route
- restore demonstration earthworks

Jackson Shrine

- improve historic furnishings
- portray (through media) key people connected with the site



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APPENDIX

Special Populations: Programmatic Accessibility Guidelines for Interpretive Media

National Park Service
Harpers Ferry Center

June 1999

Prepared by
Harpers Ferry Center
Accessibility Task Force

Contents
Statement of Purpose
Audiovisual Programs
Exhibits
Historic Furnishings
Publications
Wayside Exhibits

STATEMENT OF PURPOSE

This document is a guide for promoting full access to interpretive media to ensure that people with physical and mental disabilities have access to the same information necessary for safe and meaningful visits to National Parks. Just as the needs and abilities of individuals cannot be reduced to simple statements, it is impossible to construct guidelines for interpretive media that can apply to every situation in the National Park System.

These guidelines define a high level of programmatic access which can be met in most situations. They articulate key areas of concern and note generally accepted solutions. Due to the diversity of park resources and the variety of interpretive situations, flexibility and versatility are important.

Each interpretive medium contributes to the total park program. All media have inherent strengths and weaknesses, and it is our intent to capitalize on their strengths and provide alternatives where they are deficient. It should also be understood that any interpretive medium is just one component of the overall park experience. In some instances, especially with regard to learning disabilities, personal services, that is one-on-one interaction, may be the most appropriate and versatile interpretive approach.

In the final analysis, interpretive design is subjective, and dependent on aesthetic considerations as well as the particular characteristics and resources available for a specific program. Success or failure should be evaluated by examining all interpretive offerings of a park. Due to the unique characteristics of each situation, parks should be evaluated on a case by case basis. Nonetheless, the goal is to fully comply with NPS policy:

"...To provide the highest level of accessibility possible and feasible for persons with visual, hearing, mobility, and mental impairments, consistent with the obligation to conserve park resources and preserve the quality of the park experience for everyone."

NPS Special Directive 83-3, Accessibility for Disabled Persons

Audiovisual Programs

Audiovisual programs include video programs, and audio and interactive programs. As a matter of policy, all audiovisual programs produced by the Harpers Ferry Center will include some method of captioning. The Approach used will vary according to the conditions of the installation area and the media format used, and will be selected in consultation with the parks and regions.

The captioning method will be identified as early as possible in the planning process and will be presented in an integrated setting where possible. To the extent possible, visitors will be offered a choice in viewing captioned or uncaptioned versions, but in situations where a choice is not possible or feasible, a captioned version of all programs will be made available. Park management will decide on the most appropriate operational approach for the particular site.

Guidelines Affecting Visitors with Mobility Impairments

1. The theater, auditorium, or viewing area should be accessible and free of architectural barriers, or alternative accommodations will be provided. UFAS 4.1.
2. Wheelchair locations will be provided according to ratios outlined in UFAS 4.1.2(18a).
3. Viewing heights and angles will be favorable for those in designated wheelchair locations.
4. In designing video or interactive components, control mechanisms will be placed in accessible location, usually between 9" and 48" from the ground and no more than 24" deep.

Guidelines Affecting Visitors with Visual Impairments

Simultaneous audio description will be considered for installations where the equipment can be properly installed and maintained.

Guidelines Affecting Visitors with Hearing Impairments

1. All audiovisual programs will be produced with appropriate captions.
2. Copies of scripts will be provided to the parks as a standard procedure.
3. Audio amplification and listening systems will be provided in accordance with UFAS 4.1.2(18b).

Guidelines Affecting Visitors with Learning Impairments

1. Unnecessarily complex and confusing concepts will be avoided.
2. Graphic elements will be chosen to communicate without reliance on the verbal component.
3. Narration will be concise and free of unnecessary jargon and technical information.

Exhibits

Numerous factors affect the design of exhibits, reflecting the unique circumstances of the specific space and the nature of the materials to be interpreted. It is clear that thoughtful, sensitive design can go a long way in producing exhibits that can be enjoyed by a broad range of people. Yet, due to the diversity of situations encountered, it is impossible to articulate guidelines that can be applied universally.

In some situations, the exhibit designer has little or no control over the space. Often exhibits are placed in areas ill suited for that purpose, they may incorporate large or unyielding specimens, may incorporate sensitive artifacts which require special environmental controls, and room decor or architectural features may dictate certain solutions. All in all, exhibit design is an art which defies simple description. However, one central concern is to communicate the message to the largest audience possible. Every reasonable effort will be made to eliminate any factors limiting communication through physical modification or by providing an alternate means of communication.

Guidelines Affecting Visitors with Mobility Impairments

Note: The **Americans with Disabilities Act Accessibility Guidelines (ADAAG)** is the standard followed by the National Park Service and is therefore the basis for the accessibility standards for exhibits, where applicable.

1. Height/position of labels: Body copy on vertical exhibit walls should be placed at between **36"** and **60"** from the floor.
2. Artifact Cases:
 - a. Maximum height of floor of artifact case display area shall be no higher than **30"** from the floor of the room. This includes vitrines that are recessed into an exhibit wall.
 - b. Artifact labels should be placed so as to be visible to a person within a **43"** to **51"** eye level. This includes mounting labels within the case at an angle to maximize its visibility to all viewers.
3. Touchable Exhibits: Touchable exhibits positioned horizontally should be placed no higher than **30"** from the floor. Also, if the exhibit is approachable only on one side, it should be no deeper than **31"**.
4. Railings/barriers: Railings around any horizontal model or exhibit element shall have a maximum height of **36"** from the floor.
5. Information desks: Information desks and sales counters shall include a section made to accommodate both a visitor in a wheelchair and an employee in a wheelchair working on the other side. A section of the desk/counter shall have the following dimensions:
 - a. Height from the floor to the top: **28 to 34 inches.** (ADAAG 4.32.4)
 - b. Minimum knee clearance space: **27" high, 30" wide and 19" deep** of

clearance underneath the desk is the minimum space required under ADAAG 4.32.3, but a space **30" high, 36" wide and 24" deep** is recommended.

c. Width of top surface of section: at least **36 inches**. Additional space must be provided for any equipment such as a cash register.

d. Area underneath desk: Since both sides of the desk may have to accommodate a wheelchair, this area should be open all the way through to the other side. In addition, there should be no sharp or abrasive surfaces underneath the desk. The floor space behind the counter shall be free of obstructions.

6. Circulation Space:

a. Passageways through exhibits shall be at least **36" wide**.

b. If an exhibit passageway reaches a dead-end, an area **60" by 78"** should be provided at the end for turning around.

c. Objects projecting from walls with their leading edges between **27"** and **80"** above the floor shall protrude no more than **4"** in passageways or aisles. Objects projecting from walls with their leading edges at or below **27"** above the floor can protrude any amount.

d. Freestanding objects mounted on posts or pylons may overhang a maximum of **12"** from **27"** to **80"** above the floor. (ADAAG 4.4.1)

e. Protruding objects shall not reduce the clear width of an accessible route to less than the minimum required amount. (ADAAG 4.4.1)

f. Passageways or other circulation spaces shall have a minimum clear head room of **80"**. For example, signage hanging from the ceiling must have at least **80"** from the floor to the bottom edge of the sign. (ADAAG 4.4.2)

7. Floors:

a. Floors and ramps shall be stable, level, firm and slip-resistant.

b. Changes in level between **1/4"** and **1/2"** shall be beveled with a slope no greater than **1:2**. Changes in level greater than **1/2"** shall be accomplished by means of a ramp that complies with ADAAG 4.7 or 4.8. (ADAAG 4.5.2)

c. Carpet in exhibit areas shall comply with ADAAG 4.5.3 for pile height, texture, pad thickness, and trim.

8. Seating - Interactive Stations/Work Areas: The minimum knee space underneath a work desk is **27" high, 30" wide and 19" deep**, with a clear floor space of at least **30" by 30"** in front. The top of the desk or work surface shall be between **28"** and **34"** from the floor. (ADAAG 4.32, Fig.45)

Guidelines Affecting Visitors with Visual Impairments

1. Tactile models and other touchable exhibit items should be used whenever possible. Examples of touchable exhibit elements include relief maps, scale models, raised images of simple graphics, reproduction objects, and replaceable objects (such as natural history or geological specimens, cultural history items, etc.).
2. Typography - Readability of exhibit labels by visitors with various degrees of visual impairment shall be maximized by using the following guidelines:
 - a. Type size - **No type in the exhibit shall be smaller than 24 point.**
 - b. Typeface - The most readable typefaces should be used whenever possible, particularly for body copy. They are: Times Roman, Palatino, Century, Helvetica and Universe.
 - c. Styles, Spacing - Text set in both caps and lower case is easier to read than all caps. Choose letter spacing and word spacing for maximum readability. Avoid too much italic type.
 - d. Line Length - Limit the line length for body copy to no more than **45 to 50 characters per line.**
 - e. Amount of Text - Each unit of body copy should have a maximum of **45-60 words.**
 - f. Margins - Flush left, ragged right margins are easiest to read.
3. Color:
 - a. Type/Background Contrast - Percentage of contrast between the type and the background should be a **minimum of 70% .**
 - b. Red/Green - Do not use red on green or green on red as the type/background color combination.
 - c. Do not place body copy on top of graphic images that impair readability.
4. Samples: During the design process, it is recommended that samples be made for review of all size, typeface and color combinations for labels in that exhibit.
5. Exhibit Lighting:
 - a. All labels shall receive sufficient, even light for good readability. Exhibit text in areas where light levels have been reduced for conservation purposes should have a minimum of 10 footcandles of illumination.
 - b. Harsh reflections and glare should be avoided.
 - c. The lighting system shall be flexible enough to allow adjustments on-site.
 - d. Transitions between the floor and walls, columns or other structures

should be made clearly visible. Finishes for vertical surfaces should contrast clearly with the floor finish. Floor circulation routes should have a minimum of 10 footcandles of illumination.

6. Signage: When permanent building signage is required as a part of an exhibit project, the ADAAG guidelines shall be consulted. Signs, which designate permanent rooms and spaces, shall comply with ADAAG 4.30.1, 4.30.4, 4.30.5, and 4.30.6. Other signs, which provide direction to or information about functional spaces of the building, shall comply with ADAAG 4.30.1, 4.30.2, 4.30.3, and 4.30.5. Note: When the International Symbol of Accessibility (wheelchair symbol) is used, **the word "Handicapped" shall not be used** beneath the symbol. Instead, use the word "Accessible".

Guidelines Affecting Visitors with Hearing Impairments

1. Information presented via audio formats will be duplicated in a visual medium, such as in the exhibit label copy or by captioning. All video programs incorporated into the exhibit, which contain audio, shall be open captioned.
2. Amplification systems and volume controls should be incorporated with audio equipment used individually by the visitor, such as audio handsets.
3. Information desks shall allow for Telecommunication Devices for the Deaf (TDD) equipment.

Guidelines Affecting Visitors with Learning Impairments

1. The exhibits will present the main interpretive themes on a variety of levels of complexity, so people with varying abilities and interests can understand them.
2. The exhibits should avoid unnecessarily complex and confusing topics, technical terms, and unfamiliar expressions. Pronunciation aids should be provided where appropriate.
3. Graphic elements shall be used to communicate non-verbally.
4. The exhibits shall be a multi-sensory experience. Techniques to maximize the number of senses used in the exhibits should be encouraged.
5. Exhibit design shall use color and other creative approaches to facilitate comprehension of maps by visitors with directional impairments.

Historic Furnishings

Historically refurnished rooms offer the public a unique interpretive experience by placing visitors within historic spaces. Surrounded by historic artifacts visitors can feel the spaces "come alive" and relate more directly to the historic events or personalities commemorated by the park.

Accessibility is problematical in many NPS furnished sites because of the very nature of historic architecture. Buildings were erected with a functional point of view that is many times at odds with our modern views of accessibility.

The approach used to convey the experience of historically furnished spaces will vary from site to site. The goals, however, will remain the same, to give the public as rich an interpretive experience as possible given the nature of the structure.

Guidelines Affecting Visitors with Mobility Impairments

1. The exhibit space should be free of architectural barriers or a method of alternate accommodation should be provided, such as slide programs, videotaped tours, visual aids, dioramas, etc.
2. All pathways, aisles, and clearances shall (when possible) meet standards set forth in UFAS 4.3 to provide adequate clearance for wheelchair routes.
3. Ramps shall be as gradual as possible and not exceed a 1" rise in 12" run, and conform to UFAS 4.8.
4. Railings and room barriers will be constructed in such a way as to provide unobstructed viewing by persons in wheelchairs.
5. In the planning and design process, furnishing inaccessible areas, such as upper floors of historic buildings, will be discouraged unless essential for interpretation.
6. Lighting will be designed to reduce glare or reflections when viewed from a wheelchair.
7. *Alternative methods of interpretation, such as audiovisual programs, audio description, photo albums, and personal services will be used in areas which present difficulty for visitors with physical impairments.*

Guidelines Affecting Visitors with Visual Impairments

1. Exhibit typefaces will be selected for readability and legibility, and conform to good industry practice.
2. Audio description will be used to describe furnished rooms, where appropriate.
3. Windows will be treated with film to provide balanced light levels and minimize glare.
4. Where appropriate, visitor-controlled rheostat-type lighting will be provided to augment general room lighting.
5. Where appropriate and when proper clearance has been approved, surplus artifacts or reproductions will be utilized as "hands-on" tactile interpretive devices.

Guidelines Affecting Visitors with Hearing Impairments

1. Information about room interiors will be presented in a visual medium such as exhibit copy, text, pamphlets, etc.
2. Captions will be provided for all AV programs relating to historic furnishings.

Guidelines Affecting the Visitors with Learning Impairments

1. Where appropriate, hands-on participatory elements geared to the level of visitor capabilities will be used.
2. Living history activities and demonstrations, which utilize the physical space as a method of providing multi-sensory experiences, will be encouraged.

Publications

A variety of publications are offered to visitors, ranging from park folders, which provide an overview and orientation to a park, to more comprehensive handbooks. Each park folder should give a brief description of services available to visitors with disabilities, list significant barriers, and note the existence of TDD phone numbers, if available.

In addition, informal site bulletins are often produced to provide more specialized information about a specific site or topic. It is recommended that each park produce an easily updatable "Accessibility Site Bulletin" which could include detailed information about the specific programs, services, and opportunities available for visitors with disabilities and to describe barriers which are present in the park. A template for this site bulletin will be on the Division of Publications website for parks to create with ease, a consistent look throughout the park service. These bulletins should be in large type, 16 points minimum and follow the large-print criteria below.

Guidelines Affecting Visitors with Mobility Impairments

1. Park folders, site bulletins, and sales literature will be distributed from accessible locations and heights.
2. Park folders and Accessibility Site Bulletins should endeavor to carry information on the accessibility of buildings, trails, and programs by visitors with disabilities.

Guidelines Affecting Visitors with Visual Impairments

1. Publications for the general public:
 - a. Text
 - (1) Size: the largest type size appropriate for the format.
(preferred main body of text should be 10pt)
 - (2) Leading should be at least 20% greater than the font size used.
 - (3) Proportional letterspacing
 - (4) Main body of text set in caps and lower case.
 - (5) Margins are flush left and ragged right
 - (6) Little or no hyphenation is used at ends of lines.
 - (7) Ink coverage is dense

(8) Underlining does not connect with the letters being underlined.

(9) Contrast of typeface and illustrations to background is high (70% contrast is recommended)

(10) Photographs have a wide range of gray scale variation.

(11) Line drawings or floor plans are clear and bold, with limited detail and minimum 8 pt type.

(12) No extreme extended or compressed typefaces are used for main text.

(13) Reversal type should be minimum of 11 point medium or bold sans-serif type.

b. The paper:

(1) Surface preferred is a matte finish. Dull-coated stock is acceptable.

(2) Has sufficient weight to avoid "show-through" on pages printed on both sides.

2. Large-print version publications:

a. Text

(1) Size: minimum 16 point type.

(2) Leading is 16 on 20pt.

(3) Proportional letterspacing

(4) Main body of text set in caps and lower case.

(5) Margins are flush left and ragged right.

(6) Little or no hyphenation is used at ends of lines.

(7) Ink coverage is dense.

(8) Underlining does not connect with the letters being underlined.

(9) Contrast of typeface and illustrations to background is high (70% contrast is recommended)

(10) Photographs have a wide range of gray scale variation.

(11) Line drawings or floor plans are clear and bold, with limited detail and minimum 14 pt type.

(12) No extreme extended or compressed typefaces are used for main text.

(13) Sans-serif or simple-serif typeface

(14) No oblique or italic typefaces

(15) Maximum of 50 characters (average) per line.

(16) No type is printed over other designs.

(17) Document has a flexible binding, preferably one that allows the publication to lie flat.

(18) Gutter margins are a minimum of 22mm; outside margin smaller but not less than 13mm.

b. Paper:

(1) Surface is off-white or natural with matte finish.

(2) Has sufficient weight to avoid "show-through" on pages printed on both sides.

3. Maps:

a. The less clutter the map, the more visitors that can use it.

b. The ultimate is one map that is large-print and tactile.

c. Raised line/tactile maps are something that could be developed in future, using our present digital files and a thermaform machine. Lines are distinguished by lineweight, color and height. Areas are distinguished by color, height, and texture.

d. The digital maps are on an accessible web site.

e. Same paper guides as above.

f. Contrast of typeface background is high. (70% contrast is recommended)

g. Proportional letterspacing

h. Labels set in caps and lower case

i. Map notes are flush left and ragged right.

j. Little or no hyphenation is used as ends of lines.

k. No extreme extended or compressed typefaces are used for main text.

l. Sans-serif or simple-serif typeface.

4. The text contained in the park folder should also be available on audiocassette, CD and accessible web site. Handbooks, accessibility guides, and other publications should be similarly recorded where possible.

5. The official park publication is available in a word processing format. This could be translated into Braille as needed.

Guidelines Affecting Visitors with Hearing Impairments

Park site bulletins will note the availability of such special services as sign language interpretation and captioned programs.

Guidelines Affecting Visitors with Learning Impairments

1. The park site bulletin should list any special services available to these visitors.

2. Publications:

- a. Use language that appropriately describes persons with disabilities.
- b. Topics will be specific and of general interest. Unnecessary complexity will be avoided.
- c. Whenever possible, easy to understand graphics will be used to convey ideas, rather than text alone.
- d. Unfamiliar expressions, technical terms, and jargon will be avoided. Pronunciation aids and definitions will be provided where needed.
- e. Text will be concise and free of long paragraphs and wordy language.

Wayside Exhibits

Wayside exhibits, which include outdoor interpretive exhibits and signs, orientation shelter exhibits, trailhead exhibits, and bulletin boards, offer special advantages to visitors with disabilities. The liberal use of photographs, artwork, diagrams, and maps, combined with highly readable type, make wayside exhibits an excellent medium for visitors with hearing and learning impairments. For visitors with sight impairments, waysides offer large type and high legibility.

Although a limited number of NPS wayside exhibits will always be inaccessible to visitors with mobility impairments, the great majority are placed at accessible pullouts, viewpoints, parking areas, and trailheads.

The NPS accessibility guidelines for wayside exhibits help insure a standard of quality that will be appreciated by all visitors. Nearly everyone benefits from high quality graphics, readable type, comfortable base designs, accessible locations, hard-surfaced exhibit pads, and well-landscaped exhibit sites.

While waysides are valuable on-site "interpreters," it should be remembered that the park resources themselves are the primary things visitors come to experience. Good waysides focus attention on the features they interpret, and not on themselves. A wayside exhibit is only one of the many interpretive tools which visitors can use to enhance their appreciation of a park.

Guidelines Affecting Visitors with Mobility Impairments

1. Wayside exhibits will be installed at accessible locations whenever possible.
2. Wayside exhibits will be installed at heights and angles favorable for viewing by most visitors including those in wheelchairs. For standard NPS low-profile units the recommended height is 30 inches from the bottom edge of the exhibit panel to the finished grade; for vertical exhibits the height of 6-28 inches.
3. Trailhead exhibits will include information on trail conditions which affect accessibility.

4. Wayside exhibit sites will have level, hard surfaced exhibit pads.
5. Exhibit sites will offer clear, unrestricted views of park features described in exhibits.

Guidelines Affecting Visitors with Visual Impairments

1. Exhibit type will be as legible and readable as possible.
2. Panel colors will be selected to reduce eyestrain and glare, and to provide excellent readability under field conditions. White should not be used as a background color.
3. Selected wayside exhibits may incorporate audio stations or tactile elements such as models, texture blocks, and relief maps.
4. For all major features interpreted by wayside exhibits, the park should offer non-visual interpretation covering the same subject matter. Examples include cassette tape tours, radio messages, and ranger talks.
5. Appropriate tactile cues should be provided to help visually impaired visitors locate exhibits.

Guidelines Affecting Visitors with Hearing Impairments

1. Wayside exhibits will communicate visually, and will rely heavily on graphics to interpret park resources.
2. Essential information included in audio station messages will be duplicated in written form, either as part of the exhibit text or with printed material.

Guidelines Affecting Visitors with Learning Impairments

1. Topics for wayside exhibits will be specific and of general interest. Unnecessary complexity will be avoided.
2. Whenever possible, easy to understand graphics will be used to convey ideas, rather than text alone.
3. Unfamiliar expressions, technical terms, and jargon will be avoided. Pronunciation aids and definitions will be provided where needed.
4. Text will be concise and free of long paragraphs and wordy language.