Appendix K

National Park Service
U.S. Department of the Interior

Park Facility Management Division

NPS Accessibility Condition Assessment Website

Survey Guidelines and FMSS Integration

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1. Introduction

1.1. Purpose

The purpose of this document is to provide the general guidelines to perform the National Park Service (NPS) Accessibility Condition Assessment inspections, submit inspection and deficiency work orders, and complete cost estimates for the individual deficiency work orders. This document, in combination with *A Quick Start Guide for Inspectors, A Quick Start Guide for Reviewing and Approving Deficiencies,* and FMSS and FCAS training and related manuals, is intended to provide NPS contracted inspectors and park staff guidance on how to perform the inspections and capture the appropriate information, then input, approve and cost estimate accessibility deficiency work orders using the interconnected NPS PFMD systems.

1.2. Program Summary

The Department of the Interior, National Park Service (NPS) is obligated by numerous laws, standards and guidelines to ensure its programs, facilities and services are accessible and useable by persons with disabilities. The standards and guidelines include:

- Architectural Barriers Act of 1968 with subsequent design guidelines – Uniform Federal Accessibility Standards (UFAS)
- Rehabilitation Act of 1973 with subsequent design guidelines - Uniform Federal Accessibility Standards (UFAS)
- U.S. Access Board Regulatory Negotiating Committee Final Report on Recommendations for Accessibility Guidelines: Outdoor Developed Areas
- Directors Order 42 - National Park Service
- Directors Order 16A - National Park Service

To ensure that the NPS programs, facilities and services are accessible, and to assist in planning and budgeting, the NPS has developed a set of inspection guidelines, comprehensive survey questionnaires and systems to maintain assessment information. The survey questionnaires are a series of questions, with guideline references to the Architectural Barriers Act Accessibility Standards (ABAAS) and illustrations that leads a surveyor in gathering specific data related to each NPS asset. Accessibility coordinators and/or planning and design teams may then review and evaluate barriers identified in the survey to determine if changes or improvements are necessary. Modifications such as additional parking spaces, improved trails, enhanced or additional signage, or alteration to restrooms are examples of typical improvements.

1.3. Background

The National Park Service has developed the survey questionnaires to gather specific data on the current conditions at each site. It is intended to guide a surveyor through a logical evaluation sequence to ensure pertinent information is not missed. The questionnaires utilize the various design guidelines noted above and references additional design features appropriate for National Park assets. The new construction design guidelines are to be used as a standard or benchmark to

judge whether or not an element complies. It does not necessarily mean each element that does not comply will need to be modified, or that when an asset fails an inspection, you have to change or correct the deficiency. It is a starting point, from which you need to take a closer look to determine if it is a barrier to a program, facility or service, what the corrective actions might be, and other factors that effect what actions you take now or later.

The design guidelines have been developed to address the various disability groups, including individuals with mobility impairments, individuals using wheelchairs or walking aids such as canes or walkers, individuals who are deaf or hard of hearing, individuals with visual impairments including the blind, as well as individuals with cognitive disabilities. The design guidelines are based upon the ergonomics of an adult wheelchair user, and the dimensions referenced in the details reflect an individual's reach range from a wheelchair. These reach ranges benefit other users as well, such as individuals using walking aids and children.

The design guidelines also reflect universal design principles. For instance, an individual using the wheelchair as a mobility device can use the curb cut that is compliant with the ABAAS; someone pushing a stroller may also use it, as well as a delivery person using a dolly.

Accurate, complete data gathering is crucial to the implementation and success of the National Park Service accessibility assessment. It is not the surveyor's responsibility to assume someone "would not go there" or "would not use that". Facilities such as viewpoints, fishing docks, and trails should be usable by everyone.

2. Accessibility Data Standards and Work Orders

Inspectors, accessibility coordinators and park personnel should adhere to existing work processes, procedures and systems as they relate to the NPS PFMD FMSS processes and system. The FMSS & FCAS Training manuals should be reviewed for a detailed explanation of FMSS procedures required to create accessibility inspection and deficiency follow-up work orders. The following section provides an overview of the FMSS accessibility data standards and steps to create inspection work orders.

2.1. Data Standards

Accessibility Work Types

The Work Type for an accessibility inspection work order is “FM” (Facility Maintenance) and the Sub-Work Type is “INAC” (Accessibility Inspection Assessment).

The Work Type coding for identifying the deficiency (Follow Up) work orders is “FM (Facility Maintenance) and the Sub Work Type is “LMAC” (Legislative Mandate Accessibility).

Accessibility Job Plans

The Accessibility Work Plan Type Code is “AC”. When the “AC” Job Plan for Accessibility Inspections is selected for the work order - AC inspection job plan steps are automatically created under the Plans Tab on the Work Order screen when a work order is created in FMSS.

Deficiency Priority

Deficiency work orders must be given an accessibility Priority by the inspector. The three (3) accessibility deficiency priorities are:

Critical (C) - A critical priority would be given to those deficiencies that occur in an asset, facility, or program that is utilized by a significantly high number of people (visitors or employees); and **"prohibits" or seriously inhibits** people with disabilities from utilizing the facility, from receiving the benefits of the program or results in a health or safety risk for visitors.

Examples include, but not limited to:

1. Visitor Center has several steps at the entrance and no ramp. (High visitor impact and prohibits use)
2. Visitor Center has a ramped entrance, but the ramp is significantly steeper than 8.33% slope. (High impact and seriously inhibits use, results in a health and safety risk)
3. No accessible campsites exist in a park where camping is a major activity. (High impact and prohibits access to experience)
4. Park Orientation film is not captioned and/or not audio described. (Highly significant experience and prohibits visitors with hearing and visually impairments from receiving the benefits)
5. Park brochures are not available in alternative formats for visitors with visual impairments (Highly significant and prohibits receiving benefits.)

Serious (S) - a serious priority would be given to those deficiencies that occur in an asset, facility, or program but only **modestly inhibits** an individual with a disability from utilizing the facility or from receiving the benefits of the program.

Examples include, but not limited to:

1. Visitor Center has ramped entrance but the ramp slightly exceeds 8.33% grade. (Deficiency exists, but modestly inhibits use)
2. Visitor center parking lot has accessible parking spaces, but the number is less that required by the code. (Deficiency exists in high impact area but modestly inhibits use)
3. Some accessible campsites exist in a park where camping is a major experience, but the numbers and dispersion of those sites is significantly less than required by the standard. (Deficiency exists in a highly significant experience, but modestly inhibits use)
4. Park orientation film is captioned but does not have an assistive listening system. (Deficiency exists in a significant experience, but modestly inhibits visitors with hearing impairments from receiving the benefits).
5. Park Brochures are available in audio format, but not available in large print or Braille. (Deficiency exists but modestly inhibits visitors with visual impairments from receiving the benefits)

Minor (M) - a minor priority would be given to those deficiencies that occur in any asset, facility, or program but only **slightly inhibits** an individual with a disability from utilizing the facility or from receiving the benefits of the program.

Examples include, but not limited to:

1. Visitor Center is ramped but the clearance through the doorway is 30" inches instead of 32". (Deficiency exists but only slightly inhibits use.)
2. Accessible parking spaces exist, but the slope and gradient of the space is 3% to 5% instead of the required 2%. (Deficiency exists but only slightly inhibits use)
3. Some accessible campsites exist in a park where camping is a major experience, but the numbers and dispersion of those sites is slightly less than required by the standard. (Deficiency exists in a highly significant experience, but only slightly inhibits use)

2.2. Creating Accessibility Inspection Work Orders

The Park Account Manager must create Accessibility Inspection Work Orders by following these steps in FMSS:

- Create a Work Order for each asset to be inspected (see section below to identify assets to be inspected)
- Enter the following details for each Work Order
    - Work Order Work Type = “FM”
    - Work Order Sub-Work Type = “INAC”
    - Job Plan Type = “AC”
    - Job Plan = “General Accessibility”

If the accessibility inspectors are using the ACAW, the Park Account Manager (PAM) must then:

- Log into the Accessibility Condition Assessment Website (ACAW)
- Import the inspection work orders
- Approve the assets to be inspected as required

2.3. Asset Selection Guidance and Prioritization

The following section describes the guidance and prioritization of selecting assets for accessibility inspections. Accessibility condition assessments may be contracted for primary visitor use and primary staff use assets. Where practical, related adjacent assets, that are available to visitors or park staff, may also be inspected for accessibility. These guidelines do not preclude a park from adhering to the NPS accessibility requirements.

In conjunction with high asset APIs and high visitor use assets, the following guidelines should be considered when developing the list of park assets to be assessed.

Primary Visitor Use buildings may include (in priority order):

1. Visitor Centers
2. Other high use buildings, particularly those along the primary Park vehicular travel route(s)
3. High use Comfort Stations

Primary Staff Use buildings may include (in priority order):

1. Meeting areas or Buildings
2. Division Offices – Maintenance, Resources Management, Interpretation, etc.
3. Administration buildings
4. Comfort Stations
5. Employee Housing
6. All assets currently in use by a disabled staff member

Related, Adjacent Assets may include (in priority order):

1. The parking lot associated with the asset
2. Exterior access route (trail / sidewalk) connecting parking lot / drop off area to an asset
3. Exterior access route between assets
4. Transportation stops
5. Picnic / Day use area just outside of the building or parking lot
6. Trail or trailhead of a designated accessible trail within close proximity to the building
7. Other adjacent assets

For those assets selected, additional equipment or features requiring an accessible inspection may include (all of equal importance):

- Audio Visual Components
- Information Kiosks
- Picnic tables and/or comfort stations if considered equipment by the park
- Public Signs
- Seating
- Wayside Exhibits

Note: The format and content of the messages or programs will not be inspected, just the accessibility of the display, exhibits, controls, seating, etc.

This general guidance is intended to provide logical screening and filters for developing the list of assets to be visited by contractors. The overall intent is to apply common sense and be as fiscally responsible as possible with the available funds set aside for contracted accessibility assessments.

In other words:

- Is it necessary to have a contractor assess this asset (are special skills needed due to systems)?
- Does it make fiscal sense to send a contractor to this asset?
- Are others (i.e. park staff) just as capable (or even more capable) of capturing the deficiencies on this asset during normal work activities?
- Is the contractor willing or available to “train” on-site staff how to conduct the accessibility inspection themselves for assets not inspected by the contractor?

Another issue for consideration is distance between assets/survey.

- Are selected assets geographically close together and/or short travel time between?
- Can on-site staff conduct those inspections if they receive direction/instruction from the contractor?

3. Assessment Survey Process

The assessment survey process includes steps, tools and best practices for planning and doing the accessibility inspections. The following section contains guidance on survey:

1) Preparations
2) Toolkit
3) Questionnaire(s)
4) Steps
5) Special Considerations
6) Techniques

3.1. Survey Preparations

Gather the list of all the assets to be inspected. For contracted inspections, use the list provided in your contract and statement of work. Use of the ACAW is reserved for contracted inspections. For park conducted inspections, gather general information about the asset from FMSS and familiarize yourself with the use of the asset (e.g. visitor, park staff, frequency, etc.).

General information should include:

- Park Address/Location
- Asset Name
- Type/Use of Asset
- Asset Description
- Date of Construction
- Date of Scheduled Remodeling
- Asset Size
- Access to Asset (e.g. private vehicle, four wheel drive, hiking trail)
- Asset Priority Index

Prior to the inspection date(s), collect the following information:

- A map or site plan of asset(s) to be surveyed
- Floor plans or sketches of buildings or improvements
- A description of the various programs offered at the site, which may include picnicking, hiking, fishing, camping, interpretive programs, visitor center, etc

Organize your team and prepare a systematic and sequential approach to conducting surveys at different areas.

3.2. Survey Toolkit

Consider taking the following items with you while doing the inspections:

- Tape measure, 25 ft. recommended
- Smart Level (slope meter)
- Rollo Wheel Distance Indicator
- Door pressure gage

- Camera (not required, but may be helpful when entering data; photos may be linked to the data to further explain a deficiency)
- Clipboard and colored markers or pens
- File Bin or Box with folders to organize different survey questionnaire sections
- List/index of assets to be inspected
- NPS Survey Questionnaire(s) as described below. Print the questionnaire(s) for each asset or have the questionnaire(s) available in the native PDF format on a laptop.

3.3. Questionnaire(s)

The NPS provides Survey Questionnaires for all asset types to be inspected. The Survey Questionnaires should be included in the Survey Toolkit.

The Survey Questionnaires are available via the NPS InsideNPS PFMD Accessibility Management Program web page. Inspectors should download the appropriate Survey Questionnaires prior to their inspections in order to familiarize themselves with the questions.

3.4. Survey Steps

Before starting the survey, first scout the site or building. Note public versus employee spaces. This allows you to select the individual questionnaires necessary to conduct the survey, schedule how long it will take (one hour versus one day), and determine locations of features to be surveyed. A preview will also help you discover if there are features that clearly need to be addressed, such as accessible parking or toilet facilities that are not on an accessible route.

At the beginning of each questionnaire, a statement will describe where and when the questionnaire is to be applied or indicate when access is required. For instance, it may not be necessary to conduct detailed surveys of all campsites if the preview determined, due to location, that other similar campsites offered greater accessibility or potential. Not all entrances and exits are required to be accessible. Not every toilet and every sink in every restroom need to provide features of accessibility such as grab bars.

Step 1

Walk around the perimeter of the site or outside of the building. Note features of access, such as parking, routes, entries and signage. If it is a campsite, start at registration, then follow the route to a specific campsite. If it is a building, enter the front door and go to the top floor. Start your preview at the stairwell or elevator (if provided). It is helpful if you always go in the same direction once you enter a site or room. For instance, go left and review all elements in the site. Using the same system all of the time increases accuracy and speed. Go left and look left only (like a mouse in a maze). Walk quickly to familiarize yourself with the site or building – do not measure yet. If you are not familiar with the site or building, this quick walk through will allow you to select the necessary questionnaire(s) you will need. Return to your Survey Bin and pull the questionnaires you will need.

Step 2

Begin your survey - go back to the start of the route or top floor, always go left and look left to begin completing the questionnaire(s).

Focus on accessibility only. If you begin to review or note non-access items, it will take much longer to survey.

Read each statement and refer to the tables or charts that follow. Answer every question - Yes, No or NA as follows:

- If corrective action is needed, then
    - Check NO, and
    - Use the comment section to note dimensions, note and any pertinent information – i.e. if the question asks, "Is the door 32" clear?" and the door measures 31", then write 31" in the comment section
      NOTE: Items identified by a NO, will require a deficiency work order to be generated in FMSS for the work required
- Otherwise (e.g. no corrective action needed) then
    - Check YES

Write summaries and transfer information to questionnaires before you leave a site or building. Note what is most important (i.e. east entry most promising for accessible entry, first floor toilets easiest or most appropriate to upgrade).

Using the plans or sketches, if available, note access issues and how each space is used and who accesses the space.

Suggestion: Use the four different colored highlighters to code the plan/sketch:
- Public - Yellow,
- Limited public (escorted or invited) - Pink,
- Employees Only (offices) – Green,
- Building Support Areas (mechanical, storage, etc.) – Blue

Note the different user group aids in prioritizing access improvements – high public use versus employee only spaces.

Step 3

Prior to Completion of Survey: Ask the following questions and document relevant information:
- Date of construction or alteration
- Use, such as Visitor Center, Offices, Housing, etc. If it is multi-use, then note what groups use what areas
- Is it on the Historic Register, if so, then identify the historically significant features
- Is any new construction or alteration scheduled?

- How do people get to the site – private vehicle, public transit, hiking or horse?

A written summary provides information useful in prioritizing or writing a transition plan, provides back-up documentation for compliance, and will help when entering the assessment into the ACAW.

3.5. Special Considerations: Combination of Critical Elements

It is important to understand that in many areas, there is a combination of elements that must be considered, in order to determine whether the area is "accessible" or not. For example, in order to determine the accessibility of a building such as a visitor center, or a headquarter area, accessibility requires more than just getting in the door of the building. There are six associated elements that must also be considered. Those elements are:

- If parking is provided for the building, appropriately designed accessible parking spaces must be provided.
- An exterior accessible route connecting the parking to the building entrance must be provided.
- An accessible entrance to the building must be provided.
- If restrooms are provided, at least one accessible facility for each gender must be provided.
- If water fountains are provided, at least one accessible fountain will be provided.
- If common use areas are provided in the building, such as a museum, cafeteria, or assembly area; these areas must be connected by an accessible route.

In order for a building to be fully accessible, all of these elements must be accessible. If any one is missing, the building still has deficiencies. An accessible ramp into a building is of little use, if the individual cannot park their vehicle and gain access from the parking space to the building.

This same concept of "critical elements" must also be applied to other facilities such as picnic areas, campgrounds, and scenic overlooks. For instance, an accessible picnic area must provide accessible parking, an access route from the parking to the appropriate number of accessible picnic sites. An accessible picnic site then must have an accessible picnic table, an accessible cooking grill, the appropriate maneuvering space around the site, and an access route to the other support facilities provided for the area.

3.6. Survey Techniques

Begin with the public parking or drop-off area and work your way along the various exterior routes to the features provided. Assume you have never been to the site before and assume you have a disability. Then ask yourself the question, "can I get there and can I participate"?

It will be extremely helpful to write a summary of the site conditions after answering the survey questions. Make an overall statement regarding the various questionnaire sections.

- Is the visitor center accessible?
- Is there a first floor toilet room?

- Is the drinking fountain accessible?
- Is the picnic area on or along an accessible route?

It will be helpful to determine accessible routes during the preview walk through. If you have walked up three steps to get to the toilet room, it is NOT accessible. Even if there are grab bars in that restroom. The picnic tables may provide the appropriate knee clearance, but if they are on the top of the hill with steep and long access routes, they are not accessible.

Carefully review the description of when or how many of a feature (sink, parking stall, entry door) needs to be provided before completing the survey questionnaire. Use the comment area of the survey questionnaire to note features or to prepare a sketch if it is helpful to you in recording a condition. There may be questions that do not apply, so simply mark not applicable in those sections and move on. For example, if there are no alarms move to the next group of questions.

Create a file folder for each site, and keep completed forms, plans, maps, sketches, brochures and photos etc. in the folder. Suggestion – laminate the "Questionnaire Index" to your clipboard. Mark this questionnaire with an erasable pen as you go. The plans and maps gathered from each site will be useful, and marking notes on them will assist you in documenting features of accessibility.

4. Accessibility Condition Assessment Systems and User Communities

4.1. Systems

The primary system of record for Accessibility Condition Assessment inspection and deficiency data is the NPS PFMD asset management system known as the Facility Management Software System (FMSS). FMSS will be used by the parks to create and maintain accessibility inspection work orders. Upon completion of accessibility inspections, all deficiency work orders and estimates will be maintained in FMSS.

The NPS PFMD Accessibility Condition Assessment Website (ACAW) will be used by contracted inspectors tasked to complete Accessibility Condition Assessments on National Park Service assets. National Park Service personnel responsible for the coordination and review of condition assessment inspection results will also use the ACAW to perform quality assurance and final approval for the data collection effort and assessment activities.

The ACAW is a web-based tool that allows contracted inspectors to efficiently complete and enter the results of their inspections (identification of deficiencies). The ACAW also provides park, regional, and PFMD WASO users with an easy to view list of deficiencies identified by inspectors during the inspection process. After review of the deficiencies, ACAW provides park users an interface to FMSS to facilitate the creation of individual deficiency related work orders directly in FMSS.

The *Quick Start Guide for Inspectors* is available for inspectors to use as a reference for completing individual accessibility inspections. This guide explains how to access and use the website, and provides details of other requirements for completing the inspection process.

All questions regarding the use of the Accessibility Condition Assessment Website should be sent directly to the NPS PFMD FMP Help Desk via electronic mail as described on the website Help page.

When sending email to the help desk, users must include the following information:

To: FMP_HELP_DESK@nps.gov
Subject: title of question or request
Body:
- Users full name
- Company Name
- Phone number
- Park unit currently working on
- Detailed description of the problem

4.2. Cost Estimating

In conjunction with the FMSS and the ACAW, the NPS PFMD Cost Estimating Software System

(CESS) must be used for costing all accessibility deficiency work orders. Standard cost estimating work practices apply; see FMSS and FCAS training and manuals for details.

The RS Means publication, “Means ADA Compliance Pricing Guide,” was used as the basis for developing the CESS accessibility cost estimating database (NPSADA) for the NPS.

When using CESS, estimators should switch between the default CESS database (CESSDATA07) and the accessibility database (NPSADA) as necessary to complete the estimate. For details on NPSADA content and instructions to switch databases, refer to the “CESS Guide 3.02 ADA Database” document and the "Switching Databases in CESS" CESS Guide available through the FMSS Help Desk.

4.3. User Communities

The following sections describe three possible approaches to resourcing inspections at a park, each requiring specific guidelines regarding the use of FMSS and ACAW. The three approaches include:

1) NPS PFMD WASO Contracted CAC Assessments
2) Region or Park Contracted Accessibility Assessments
3) Park Maintenance Staff and/or Volunteer Assessments

4.4. NPS PFMD WASO Contracted Accessibility Condition Assessments

This user community includes contracted inspectors tasked to complete Accessibility Condition Assessments on NPS assets, NPS personnel responsible for the coordination and review of condition assessment inspections and the related data collection effort.

Park Accessibility Coordinators responsibilities include:

1) Use FMSS to Create Inspection Work Orders
2) Use the FMSS User Management Process (FUMP) to request access to the ACAW
3) Use ACAW to:
   - Review individual deficiencies submitted for each asset
   - Approve / disapprove individual asset and equipment deficiencies
   - Access the Cost Estimating Software System (CESS) to review and import estimates into FMSS

Contractors responsibilities should include*:

1) Must follow CAC business practices (e.g. training requirements, access rights)
2) Understanding the NPS Asset Management Process and the purpose for conducting the condition assessments (see NPS InsideNPS Accessibility Management Program website)
3) Complete the DOI Security Awareness On-line Training
4) Request Remote Access to the NPS Virtual Private Network (NPS VPN)
5) Use the NPS VPN software to establish a connection to the NPS network
6) Must record individual deficiencies for assets in the ACAW
7) Must use the NPS PFMD Cost Estimating Software System (CESS) to perform cost

estimates for individual asset deficiencies

8) Submit deficiency results to the Park Point's of Contact (POCs) for review

*NOTE: Contractor's responsibilities stated here are for guideline purposes. Actual contractor responsibilities and obligations are stated in the respective NPS contracts.

4.5. NPS Region and Park Contracted Accessibility Assessments

The Accessibility Management Program recommends using the accessibility processes, guidelines, questionnaires and systems as defined above for all Region and Park contracted assessments. Regions and Parks should coordinate with WASO for accessibility related services and follow guidelines established above, e.g.:

- Should follow CAC/AC business practices and processes (e.g. training, system access, FMSS)
- Must follow current Accessibility Survey Inspection Guidance
- Regional Coordinator to submit requests for access to ACAW and E2x
- Should provide training for ACAW and CESS
- Should use Accessibility Condition Assessment Website
- Must use CESS

Responsibilities within this user community include:

Park POC

- Understand Accessibility / FMSS Integration Process
- Upload inspection work orders to ACAW
- Review / Approve Deficiencies

Region and Park Contractors

- DOI Security Training
- NPS AMP, FMSS and FCAS process training
- VPN and FMP Account Access Request
- Review Inspection Guidelines
- Review Website User Manual
- Record Deficiencies in the ACAW
- Estimate Deficiency Work Orders using CESS

Park Account Manager

- Request New User FMP Accounts

4.6. Park Staff and/or Volunteer Assessments

Parks may conduct accessibility assessments within their park. The Accessibility Management Program suggests parks should follow the process set forth for contracted inspections and utilize the guidelines, questionnaires and systems as described below. The guidelines are characterized within the following two types of park lead initiatives:

Small Effort: Park Maintenance Staff and/or Volunteers

- Dozens of assets over many months
- Must follow current Accessibility Survey Inspection Guidance
- Should use standard FMSS work order processes for inspection (INAC) and accessibility deficiency (LMAC) Work orders
- Must use CESS

Large Effort: Park Maintenance Staff and/or Volunteers

- Dozens of assets done over a period of 1-3 months
- Must follow current Accessibility Survey Inspection Guidance
- May use ACAW processes and system
- Must use CESS

Responsibilities for the **Small Effort** include:

Park / POC / Accessibility Team / Volunteers

- NPS AMP / FMSS / FCAS process training
- Review Survey Questionnaires
- Determine inspection asset list
- Create inspection work orders (INAC) in FMSS
- Perform inspections and record deficiency work orders (LMAC) in FMSS
- Review deficiencies
- Cost LMAC work orders in CESS using Explorer
- Integrate with Park Accessibility Transition Plan

Park IT responsibilities

- DOI Security Training
- VPN
- Others as required

PAM

- Request New User FMP Accounts

Responsibilities for the **Large Park** effort include:

Park Accessibility Team

- NPS AMP / FMSS / FCAS process training
- Review Survey Questionnaires
- If applicable, review ACAW User Manual
- Determine inspection asset list
- Create inspection work orders (INAC) in FMSS (import to ACAW if applicable)
- Perform Inspections and record deficiency work orders (LMAC) (use ACAW if applicable)
- If applicable, Review / Approve deficiency work orders in ACAW
- Cost deficiency work orders in CESS
- Prepare work plans and projects
- Integrate with Park Accessibility Transition Plan

PAM

- Request New User FMP Accounts

WASO Accessibility Program

- Provide program information and support

Regional Accessibility Coordinator

- Provide program information and support

5. Appendix 1: List of Acronyms

AC	Accessibility Inspection (FMSS job plan type)
ACAW	Accessibility Condition Assessment Website
ABAAS	Architectural Barriers Act Accessibility Standards
AMP	Accessibility Management Program
API	Asset Priority Index
CAW	Condition Assessment Website
CESS	Cost Estimating Software System
FCAS	Facility Condition Assessment Survey
FM	Facility Maintenance (FMSS work type)
FMP	Facility Management Program
FMSS	Facility Management Software System
FUMP	FMSS User Management Process
INAC	Accessibility Inspection Assessment (FMSS work sub-type)
LMAC	Legislative Mandate Accessibility (FMSS work type)
PFMD	Park Facilities Management Division
POC	Park Point of Contact
VPN	Virtual Private Network
WASO	Washington Office
WBS	Work Breakdown Structure