

LONG RANGE INTERPRETIVE PLAN

**RICHMOND NATIONAL
BATTLEFIELD PARK**

Virginia

APRIL 1997

**A LONG RANGE PLAN FOR
THE INTERPRETATION OF
RICHMOND NATIONAL
BATTLEFIELD PARK**

Virginia

1997

**prepared by the
Division of Interpretive Planning
Harpers Ferry Center
Harpers Ferry,
West Virginia**

**approved by
Superintendent
Cynthia MacLeod
by memorandum of
April 24, 1997**

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INTRODUCTION

Richmond National Battlefield Park is located 110 miles south of Washington, D.C., near the city of Richmond, Virginia. The park and the city lie along the transition (fall line) between the Tidewater and the Piedmont regions, and between the James and York rivers. Located at the junction of Interstate highways 64 and 95, the city is a major commercial and cultural center in the Mid-Atlantic region. Interstate 295 opened in June 1992, and bypasses Richmond on the east, near several park units.

Congressional legislation (49Stat. 1155) signed into law on March 2, 1936, established Richmond National Battlefield Park. The enabling act identified 572 acres managed by the state and 1.9 acres of additional land as the nucleus for the new park. Today, the park contains 763.99 acres in 11 individual units spread over a 132-square mile area. The Chimborazo Park unit contains the main visitor center and administrative office and is the only unit within the Richmond city limits. The remaining units lie north, east, and south of the city, in Chesterfield, Hanover, and Henrico counties, 8 to 15 miles from the visitor center. All units are in the Third or Seventh congressional districts as reconfigured after the 1990 census.

BACKGROUND

During the American Civil War, from the first battle of Manassas until the guns fell silent four years later at Appomattox, the cry of the Union armies was "On to Richmond." From 1861-1865, sacrifices in the name of principle, and deeds of valor on behalf of cherished ideals (as well as cruelty, horror, and boredom) were common soldier experiences. The farms, fields, woodlots, and swamps through which the Union and Confederate soldiers struggled made up the rural surroundings of 19th century Richmond, which had a pre-war population of fewer than 30,000 people. Today most of the battlefields have been engulfed by urban and suburban expansion, and those few battlefields that retain their integrity are endangered.

From minor skirmish to major confrontation, enormous effort and sacrifice through much of the war focused on Richmond and what it symbolized. As the Confederate capital, Richmond was essential to both sides. Richmond was a transportation hub and an economic and industrial center. Symbolically, as long as the city and its protecting army survived, the right to divide the Union survived, and the right of some to hold others in bondage continued.

At Richmond National Battlefield Park there is an opportunity to convey to visitors the meaning of the war - a sense of the past that is as important to present and future generations as it was to our forebears. When set in appropriate context by the National Park Service, Richmond's battlefields have a rich and abiding story to tell visitors, and the historic context of the battlefields around Richmond is critically important as well. Not only is there a strategic explanation for the battles at Richmond, but also the Confederate capital's industrial, economic, political, and social fabric merge with the battlefield stories there. Visitors will be encouraged to think critically about America's past, and the park can become a powerful and positive stimulus to enlightened citizenship. The Richmond story will have meaning for all Americans and for international visitors as well. The American tragedy of the Civil War retains its relevance in a modern world confronted with religious, ethnic, and linguistic divisions.

The concentration of diverse Civil War resources found in the Richmond area is unparalleled. A site-specific focus on the battles at Richmond, the combatants, and an understanding of why those battles occurred at Richmond can contribute to a visitor's understanding of the complexity of the American past and a means to appreciate strengths and

shortcomings in our collective heritage. With a carefully developed battlefield preservation, commemoration, and interpretive effort, including close cooperation with other public and private agencies preserving Civil War resources, Richmond National Battlefield Park can become a moving and eloquent place where visitors can examine for themselves the meaning of the American Civil War and its relevance to the modern world.

The General Management Plan (GMP) is the park's basic planning document and is the primary tool for protecting park resources while providing meaningful visitor experiences. The framework provided by the GMP also provides the guidance and delineates the parameters for subsequent planning efforts such as this long range interpretive plan. The GMP should be consulted to see how this plan fits into the overall management strategies for the park.

PARK PURPOSE

Based on the authorizing legislation, the 1935 Historic Sites Act, and mandate in the National Park Service Organic Act of 1916, to preserve, protect, and interpret cultural and natural resources, the purpose of Richmond National Battlefield Park is:

To protect the Civil War battlefield resources associated with the struggle for the capital of the Confederacy and to interpret these resources so as to foster an understanding of their larger significance.

VISITOR EXPERIENCE GOALS

The following define the desired visitor experience objectives that would be achieved with the implementation of the GMP and this long range interpretive plan. The statements describe conditions that would exist, rather than specific actions to achieve the objective.

Provide a historic context to foster public understanding of:

- battlefield actions during the 1862 Peninsula Campaign and the 1864-65 battle actions.
- military strategies of the Union and Confederate forces.
- life in and around Richmond during the Civil War, and the civilian contributions and sacrifices throughout the war and especially during the battles.
- the city of Richmond as the social, economic, and political focus during the Civil War.
- cultural resources within the park and which extend outside the boundaries.

Interpret each site in its overall historic context.

Make all units easily available and accessible to the visitor.

The Richmond National Battlefield Park also will provide opportunities for visitors to:

- place the battles for Richmond in context with the major actions/theaters of the Civil War.
- visualize the magnitude of the fighting that extended well beyond the boundaries of the sites protected by the park.
- understand the long and short range impacts resulting from the two major attacks on Richmond.
- sense the fear and horror of the battles from the experiences of both soldiers and civilians.

- feel the emotions from both a northern and southern perspective surrounding the dramatic fall of the city in 1865.
- be curious to explore some of the many sites related to Richmond's rich Civil War heritage.
- become sensitive to the necessity for the preservation of cultural and natural resources (both inside and outside the park).

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

PRIMARY THEMES

Primary interpretive themes are those ideas/concepts about the Richmond National Battlefield Park that, ideally, every visitor should understand. These themes provide the foundation for all the interpretive programs and media developed in the park. 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 following themes, and each theme should be addressed by some part of the overall interpretive program.

The following themes will provide the basis for interpretation at Richmond. The theme statements appear on bold. The discussion under each primary theme provides a more detailed description of the main concept.

The city was important to both north and south. As a center of governmental, political, social, economic, and industrial activity, Richmond's fall would represent an important and tangible loss to the Confederate war effort. For the Federals, its capture would represent the toppling of the most important symbol of Southern rebellion - a blow to the credibility of the nascent Confederate republic.

- The Confederate army and the local citizenry worked to erect massive defenses to protect the city.

Richmond was the major focal point of the Union war effort in the Virginia theater. Three major campaigns reached the outskirts of the Confederate capital; together they consumed months of effort, tons of material, and thousands of lives.

Peninsula Campaign

- The Peninsula campaign represented the most massive accumulation and application of men and material achieved in the South during the first two years of the war.
- The outcome of the Peninsula campaign demonstrated that the requirements for victory would exceed the simple application of massive force. The war would encompass political, social, and economic measures as well.

- The outcome of the Peninsula campaign was shaped largely by the clash of two minds: McClellan and Lee. The campaign demonstrated vividly the significance of seizing and sustaining the initiative on the battlefield and within the theater.

Grant's 1864/1865 Campaigns

- Grant's campaign resulted in the fall of Richmond and the collapse of the Confederate government; it was part of a larger campaign that led to the collapse of the Confederacy and the end of the war.
- The 1864 campaign reflected the evolution of tactics, technology, and engineering on the battlefield, and the high price in some cases for that education.
- Grant's campaign came at a time when both sides suffered from extreme war weariness. The first months of the campaign did nothing to uplift the morale of either side.
- The Union army reflected some of the radical social changes wrought by the war; African American troops played a conspicuous role on many of Richmond's 1864-65 battlefields.
- The 1864 campaign reflected the degradation of Lee's ability to assume and sustain the initiative, and the determination of Grant to retain the initiative.

The experiences of Richmond area civilians (black and white) and civilian institutions during the war reflect the successes and travails of the Confederate war effort as a whole. The citizenry of the area suffered greatly, and a flood of refugees into the city compounded the misery. Heavy industry struggled to keep the Confederate army supplied. The civilian government - local, state, and national - strived to cope as the entire social, political, and economic fabric of the community underwent dramatic change.

- The citizens of Richmond suffered the weight of war to a greater extent than any citizenry of the south. For four years war had been an almost constant presence; the distant rumble of guns, the flood of wounded, the constant movement of funeral processions to local cemeteries, streams of refugees, the presence of large numbers of Union prisoners, and shortages of all sorts.

- For white citizens, the fall of Richmond was double- edged: it represented the collapse of a government that the resources of an entire region had been committed to sustaining, but it also represented relief from the hardships suffered by the citizenry during the war.
- For the city's African-American population, the fall of Richmond represented liberation, and the commencement of a complex journey into freedom.
- The city's industrial complex was sustained by both white and black labor.
- The city's civilian population was responsible for providing troops to defend the city in the event of emergency.
- The city played an important role in the establishment of Confederate icons - for example, the funerals of Jackson and Stewart - a legacy still highly visible in the city today.
- The need for hospitals and prisons disrupted local industry; many were forced to devote space to these functions.
- The hospitals of Richmond represented a massive effort to deal with a massive problem. The effort was largely successful.
- Preservation and commemoration of the Richmond battlefields was the result of local, not federal, initiative.
- The civilians who resided in battle contested areas suffered tremendous losses in terms of crops, buildings, and animals. Many later sued the Federal Government, but only a handful were compensated.

EXISTING VISITOR EXPERIENCE & CONDITIONS

The following provides a description of the visitor experience and conditions as they existed at the onset of the interpretive planning process. This section gives a baseline which helps to justify many of the actions described in this plan.

The Richmond National Battlefield Park consists of eleven units outside the city, plus the Chimborazo Visitor Center located within the city limits. The self-guided driving tour outlined in the park brochure is 100 miles long, takes a minimum of three hours to complete, and traverses a mostly urban/suburban environment. The route is marked with park signs, but they compete with other advertising and traffic signs. The individual sites are color coded in the brochure to differentiate the 1862 and 1864 battles. Few visitors follow the entire route. A visitor survey has shown that many people visit one or two sites, and many never come to the visitor center at all. Conversely, others come to the visitor center, but do not visit the battlefields.

Current visitor experiences for each of the sites (from an interpretive perspective) are described below. Since the NPS is working cooperatively with Hanover County in interpreting the North Anna site, it is included in this section.

Chimborazo Visitor Center

Located on East Broad Street in Richmond, the park visitor center sits on the site once occupied by one of the Confederacy's largest hospitals - Chimborazo General. Today the site of the hospital is a city park, and the visitor center is housed in a two-story structure built by the Weather Service in 1909. This building also contains all of the park's administrative offices, along with the museum collection.

The first floor contains an information desk, cooperating association sales area, and exhibits. The current exhibits were installed in 1960 and were adapted to the configuration of the interior spaces. Introductory panels present Richmond as the heart of the Confederacy, but most of the cases and graphics discuss the 1862 and 1864 military campaigns. A small case in the central hallway displays medical implements, and

a model illustrates the extent of the Chimborazo hospital complex. The exhibits show their age, and are no longer of a standard which visitors have come to expect in visiting National Parks.

A theater is located in the basement, as are the public rest rooms. The film, produced in the 1980's, focuses on life in the city during the war. While this is an important component in understanding and providing a historical context for the significance of Richmond in the Civil War, the film does not deal with the specific military actions at the various park sites. A slide presentation does relate the military context, but the graphics and production quality date from the 1960's. Recently, a new film has replaced an outdated slide program.

A ramp provides wheelchair access to a side entrance. Chair lifts in the stairwells offer the only access between floors.

Upon leaving the center, visitors are encouraged to follow the tour route to the battlefield sites. A tape tour of the Seven Days campaign is available for rent or purchase. Site bulletins also are provided for some of the park units and other battlefields in the Richmond area that are not managed by the National Park Service.

Chimborazo Park offers visitors views of the city and the James River (including Rockett's landing where President Lincoln landed when he visited after the war), although there is nothing to identify features in the viewshed. A wayside exhibit in front of the visitor center interprets the former hospital; however, no above ground structures remain. Various monuments also mark other elements of the site's significance.

Chickahominy Bluff

From Chimborazo, a five-mile drive through city traffic brings visitors to the first stop on the battlefield tour. Chickahominy Bluff offers a view of the town of Mechanicsville across the Chickahominy River.

A short trail leads from the parking lot to a viewing platform where a wayside exhibit interprets the opening action of the Seven Days battles. Confederate earthworks, constructed as part of the outer defenses of the city, flank both sides of the overlook. The Mechanicsville Turnpike (U.S. Route 360) is a busy modern thoroughfare, that follows the historic route.

The park owns only a small portion of the Confederate defense line. It does not include the position where Robert E. Lee directed his troops. Visitors must use their imaginations to visualize the larger historic

context, and erase many modern intrusions. At best, the site represents a commemorative landscape, providing an orientation to the initial contact of the Seven Days battles.

Beaver Dam Creek

From Chickahominy Bluff, a two-mile drive through city traffic brings visitors to Beaver Dam Creek. Visitors drive to a parking lot near the creek where an overlook offers a view of the bottomland and the wooded ridges on either side. Remnants of the millrace and dam are located across the creek. A wayside exhibit interprets the June 26, 1862 battle, and provides linkage to the next stop at Gained Mill, five miles to the east.

While the park protects the bottomland where much of the fierce fighting occurred, intense residential development has encroached on the ridges in the area of the Union defenses. The prospect of even more development continues to threaten the integrity of the site. Siltation from highway construction activity has altered the watercourse. Visitors, consequently, do not grasp the full extent of the action, and the site portrays a commemorative landscape of the fighting on the first day of the Seven Days battles.

Gaines' Mill/Watt House

From Beaver Dam Creek, a five-mile suburban drive takes visitors to the Gaines' Mill battlefield. Visitors drive along a narrow road and cross Boatswain Creek to a parking lot near the Watt House, which stood near the center of the 2½ mile long battle line. The park manages only 60 acres of the June 27, 1862 battle site, but, fortunately, most of the surrounding property retains much of the historic character. Here visitors can be challenged to visualize a portion of the battle scene.

The exterior of the Watt House, which stood during the battle, has been restored to its historic appearance. The house is used as a park residence and is not open to the public. An interpretive wayside near the parking lot describes the battle as well as the significance of the house as headquarters for Major General Fitz-John Porter. The wayside, however, is not properly oriented to the landscape. The house also provides an opportunity to interpret the impacts of war on civilians in the area, particularly Sarah Watt.

A one-half-mile loop trail from the parking area leads visitors across an open field and into the Boatswain Creek bottom. From there, the trail

leads to the site of a major Confederate break-through that insured the Confederate victory. The trail proceeds to the Union position and returns to the parking lot. Several wayside exhibits interpret the battle along the way.

Cold Harbor

Located one mile from Gaines' Mill, Cold Harbor contains the first 1864 battlefield on the tour route. Upon entering the unit, visitors stop at an interpretive center which is staffed year-round, and contains exhibit panels and a fiber optic map that explains the battle action. The map, however, is not oriented to the landscape and does not identify where the visitor is standing with respect to the action.

Visitors are invited to follow a two-mile loop trail that interprets the historic resources and battle actions during the period of June 1-12, 1864. Visitors also can follow a tour road that skirts the Confederate earthworks, crosses over to the Union lines, and exits near the east boundary. A site bulletin serves as a self-guiding tour publication, and wayside exhibits are located at key points along the extensive system of interlocking earthworks. Here, an opportunity exists for visitors to feel the emotions and the force of intense face-to-face fighting. Some of the stopping points have encouraged the development of social trails across the earthworks, resulting in damage to these sensitive resources.

While the resources of the site are impressive, visitors can easily make the erroneous assumption that they are viewing the entire battlefield. In actuality, the battle lines extended for several miles outside the boundary of the unit, and the heaviest and bloodiest fighting of the Cold Harbor campaign occurred on parcels north and south of the existing NPS unit. Development outside the boundary blocks this perception, and the threat of additional encroachment continues to exist.

In addition to the interpretive media, the park staff also conducts various programs at the site throughout the year. Guided tours are conducted during summer weekends, and living history programs are presented periodically by volunteer organizations. Rest rooms are located on park property.

Garthright House

This is an excellent example of a partnership site. The National Park Service manages 2.1 acres that surround the historic Garthright House which has been restored to its 1864 appearance, and the County of

Hanover has purchased a 50-acre parcel which surrounds the Garthright house in a horseshoe fashion.

With funds provided through the American Battlefield Protection Program, Hanover County constructed a parking facility that serves visitors to their property and the NPS unit. Visitors are directed into the parking area where a trailhead wayside provides orientation to the battle action that occurred here. A one-mile loop trail links important cultural resources including earthworks, Union artillery positions, and a spur trail leads from the main trail to the Garthright House. Here, a wayside exhibit interprets the significance of the house during the battle of Cold Harbor, and its use as a field hospital. A small family cemetery is located nearby, and a wayside exhibit describes the individuals interred there.

On the north side of Route 156, directly across from the Garthright House, is one of five national cemeteries in the Richmond area. This cemetery contains over 2,000 burials, many of which are unknown, and a monument to Pennsylvania troops who were engaged at Cold Harbor. An interpretive linkage needs to be provided with this national cemetery.

Glendale/Fraser's Farm

From the Cold Harbor battlefield, the tour route follows the retreat of the Union army during the Seven Days after the Gaines' Mill disaster. The route passes near the Grapevine Bridge site where Union forces crossed the Chickahominy River to safety, past the Trent House which was Union Gen. George McClellan's headquarters, and on to a site which overlooks the battlefield of Savage's Station. Here, three Virginia state historic markers describe the action on June 29, 1862, as well as the first use of railroad artillery in military warfare. The battlefield site has largely been lost to roadway construction, but opportunities exist for an expanded pull-off and battle specific interpretation.

From Savage's Station, the tour route continues to the battlefield of White Oak Swamp where visitors can stop at a state historic marker that interprets the battle action of June 30, 1862. The tour route then passes over the swamp and on to the site known as Glendale or Fraser's Farm. The NPS currently owns a one-acre parcel here with no interpretation, and is leasing the gate house lodge of the Glendale National Cemetery.

Glendale/Frayser's Farm is another excellent example of a partnership site. In 1992, the Association for the Preservation of Civil War Sites (APCWS) purchased options for 752 acres of battlefield land, 100 acres of which would include some of the Glendale core area. A separate interpretive planning effort for this site is underway, and is cited by reference in Appendix B.

When staffing levels permit, the gatehouse will serve as a visitor contact station for both Glendale and Malvern Hill. Exhibits will be developed to orient visitors to the significance of the military actions. In the interim, wayside exhibits and tour folders are being developed by the NPS and APCWS.

Malvern Hill

From Glendale, a short drive brings visitors to Malvern Hill, the site of the final battle of the Seven Days. Malvern Hill has been another priority acquisition site for the APCWS, and that organization has successfully purchased 525 acres which surround the 130 acres currently managed by the NPS. Another parcel of 120 acres, under option by the APCWS, would provide a contiguous land base between Glendale and Malvern Hill. This latter property includes the area over which the Confederates advanced on their way toward Malvern Hill.

Malvern Hill is largely unaltered by development, and retains nearly all of its wartime integrity. Visitors are encouraged to begin their visit from an overlook that stands amid the Union artillery position that bloodily repulsed the attacking Confederates. At an interpretive shelter, a wayside exhibit with an audio message recounts the disastrous assaults, and a short trail leads to a Union battery position which has been recreated by placing six original guns in their historic location. Another half-mile trail leads visitors to the Crew House, a landmark of the battle, and then to an overlook that marks the western extent of the Malvern Hill plateau. From this overlook, visitors can appreciate the strategic advantage of the high ground, which is impossible to perceive from the interpretive shelter.

Together, the APCWS and the NPS are developing an interpretive plan that would focus on the lands currently owned by APCWS. Preliminary work suggests the construction of parking facilities at key locations that would not mar the historic landscape, but would provide visitor access to important landmarks such as the parsonage, and trailheads that would lead to previously inaccessible historic features. This plan is included by reference in Appendix B.

When staffing levels permit, interpreters are stationed here on weekends, and provide informal tours on request. Volunteer living history groups conduct a variety of programs throughout the summer, focusing on artillery demonstrations and sharpshooter exhibitions.

Chaffin's Farm (Fort Harrison Complex)

Located ten miles from Malvern Hill, the Chaffin's Farm/Fort Harrison area incorporates a series of major Confederate and Union fortifications (Forts Gilmer, Gregg, Johnson, Harrison, Hoke, Maury, and Brady). Most were built as part of the Confederate defenses of Richmond; some were modified by occupying Union troops; and, one, Fort Brady, was erected by Union forces. Contemporary accounts refer to the area collectively as Chaffin's Farm.

Visitors follow a seven-mile park road which leads to the various forts. The drive itself gives visitors a sense of the extensive fortifications surrounding Richmond during the war, although modern intrusions compromise this experience. Pull-outs and wayside exhibits, some with audio stations, are located at most of the major sites, although Fort Harrison offers the greatest variety of interpretive and visitor services, including a picnic area.

At Fort Harrison visitors arrive at a parking lot and walk to a small visitor center which is open daily only during the summer months. At other times of year visitors bypass the center and proceed directly to the fort. A loop trail leads around the fort's interior, and wayside exhibits, one with an audio station, interpret key elements of the fortification and the 1864 actions. A park site bulletin can be used as a walking tour guide. A short trail from the fort's interior takes visitors outside the walls to view the point of the Union attack on September 29. Five wayside exhibits describe the action in the participant's own words.

The lack of vistas precludes visitors from discerning the fort's position with respect to the surrounding area. This makes it difficult to understand the nature of the Union attack and the subsequent retreat by the Confederates.

The visitor center contains a staffed information desk, exhibits, and a small sales area. Rest rooms can be entered from the outside, and are open at times when the center itself is closed. A unisex accessible rest room also is provided.

A log building, built as the first visitor center for the park, sits near the Fort Harrison visitor center. This structure is used for educational groups, interpretive programs, and other activities. In addition, numerous outdoor interpretive programs, including some living history activities, are offered seasonally.

At Fort Brady, visitors have another opportunity to follow an interpretive trail through the fort to a gun emplacement overlooking the James River. Wayside exhibits interpret the significance of the fort as an anchor for the Union position on the James River.

Drewry's Bluff

Visitors exit I-95 in Chesterfield and follow a service road paralleling the interstate to reach the Confederate fortification built here in 1862. The entrance road ends at a parking lot, where an interpretive trail leads to the fort. A site bulletin supplements the wayside exhibits which interpret the site.

From the fort, visitors enjoy a magnificent view of the James River, the open farmland in Henrico County (known as Chaffin's Farm), and the skyline of Richmond. It is very easy for people to comprehend the influence this fortification had in controlling access to the city via the river. One can almost visualize the ironclads Monitor and Galena attempting to struggle past this dominant position. This important, but unprotected, view has been compromised by several modern intrusions, such as a marina near the point where Union ironclads and gunboats anchored during the 1862 battle. An eight-inch Columbiad is displayed on a reproduction carriage within a reconstructed gun position.

Parker's Battery

Parker's Battery is located in an industrial area six miles south of Drewry's Bluff. No interpretive services or facilities (including parking) are currently provided at Parker's Battery, although the unit is shown on the park brochure. Special tour groups and those with specific knowledge of the Richmond battles are the primary visitors. The fortifications lie in a wooded area which is surrounded by industrial development. Visitors must use their knowledge of the war and their imagination to recreate the historic scene. A small monument, erected by the United Daughters of the Confederacy, is located here. It is the only monument contained within park boundaries.

North Anna

A 75-acre tract in the center of the North Anna battlefield is managed as a county park by the Hanover County Parks & Recreation Department. The park is open during daylight hours. Wayside exhibits and an interpretive brochure provide descriptions of the battle actions and information on the historic resources located within the park. The NPS has assisted Hanover County in the development of this interpretive media.

VISITATION & VISITOR USE DATA

The following statements regarding park visitors and visitation are derived from a variety of park sources and from the NPS Socioeconomic Studies Division in Denver.

The bulk of park visitation occurs during the warm months. Vacationing families predominate during the period when schools are not in session, and retired persons are more heavily represented during the spring and fall. School groups are a significant visitor component in the spring and fall, and a summer program for children at Ft. Harrison is popular. There is significant visitation from the Richmond metropolitan area. Perhaps half of the visitors are from Virginia. African-American visitation is a small, but growing, fraction of the total. There is a small, but increasing, international visitation, most coming from Great Britain, France, and Germany.

Few visitors see all of the park. Many who come to the visitor center visit only one or two additional sites. Others visit battlefields but do not come to the visitor center.

As a day use area, Richmond NBP attracts several different types of visitors including:

- Civil War enthusiasts or persons interested in history who actively use the interpretive facilities and services, and have limited impact on park resources,
- area residents who enjoy the open space the park affords, and view it as a local park, and
- adjacent landowners who extend their activities into the park, view it as an extension of their property, and bestow long term impacts on the resources.

(The non-historic and sometimes incompatible uses implied above include picnicking, jogging, bicycling, horseback riding, sun-bathing, and dog walking.)

The heaviest visitation occurs on weekends. Weekday visitation is generally light, except during the summer months. National visitors dominate the weekday visitation in the fall, winter, and spring. Local residents frequent the park mostly on weekends.

A number of factors limit the value of a comparison of statistics from past years:

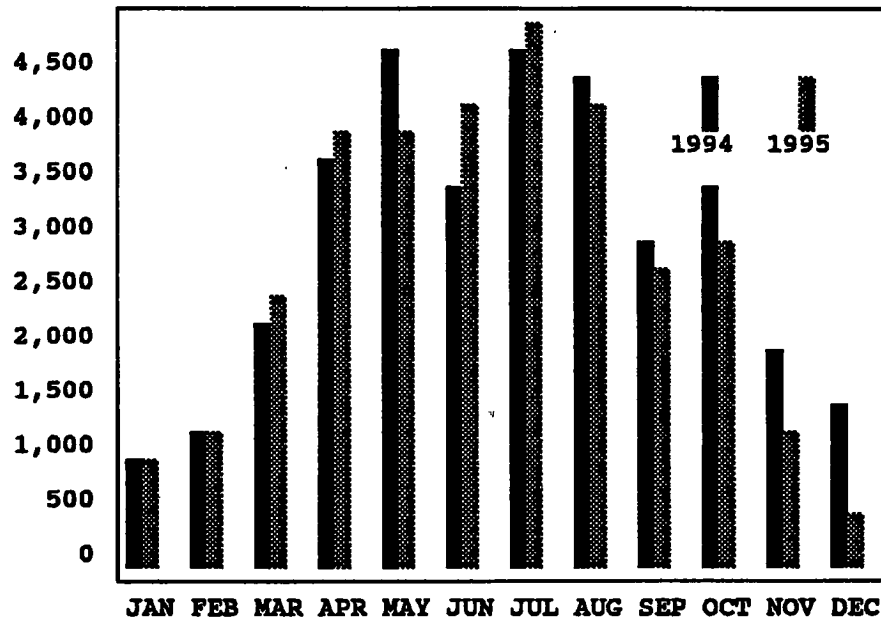
- The completion of I-295 in 1992 has changed traffic patterns around Richmond.
- New signing, in particular a Cold Harbor sign on I-295, has changed visitation levels at several units.
- The tour route has been modified, especially in the Chaffin's Farm/Fort Harrison area.
- In the past two years, the park has focused more interpretive effort on the key battles, especially Gaines' Mill, Malvern Hill, Drewry's Bluff, and Cold Harbor.

Reliable numbers, based on head counts, are available for the Chimborazo visitor center, open daily 9 a.m. to 5 p.m., except Thanksgiving, Christmas, and New Year's Day. Head counts for the units open seasonally also are available.

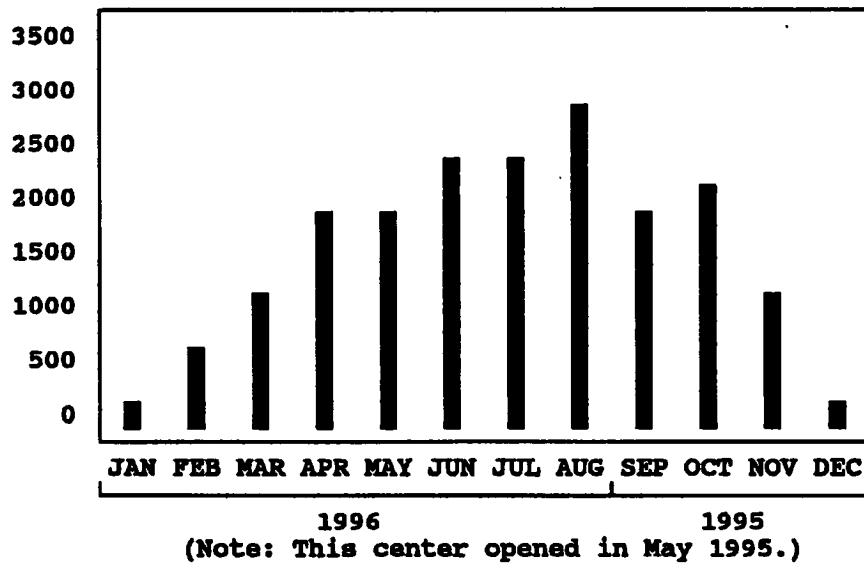
The visitor contact station at Ft. Harrison is now open June-August from 9 a.m. to 5 p.m. Cold Harbor is staffed year-round. Visitor numbers, based on head counts, are incomplete as the battlefields are open from dawn to dusk, and significant visitation occurs outside normal business hours.

Monthly data, as represented by the figures below, 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 May is often attributed to the high number of school groups which take field trips near the end of the school year.

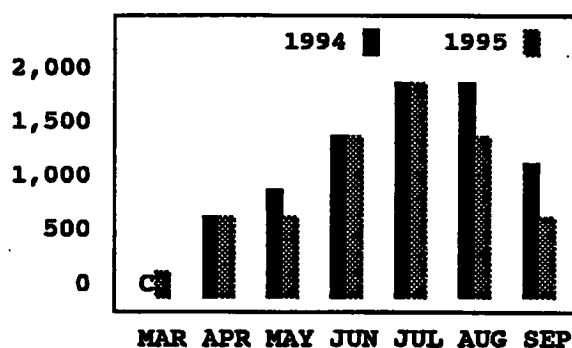
Chimborazo Visitor Center



Cold Harbor/Gaines' Mill Visitor Center 1995-96



Fort Harrison Visitor Contact Station



C (Closed)

The composition of visitors to Richmond NBP, as described in the latest Annual Statement for Interpretation, is shown below:

Breakdown by age:

| | |
|--------------------|-----|
| 0-12 years of age | 35% |
| 13-17 years of age | 10% |
| 18-61 years of age | 45% |
| 62+ years of age | 10% |

Breakdown by group affiliation:

| | |
|-----------------------------|-----|
| Alone | 5% |
| Peer groups | 10% |
| Organized tour | 3% |
| Family groups | 70% |
| Multiple family groups | 4% |
| Other (unknown composition) | 8% |

Breakdown by special populations:

| | |
|--------------------------------------|----|
| Disabled (physical, sensory, mental) | 2% |
| Non-English speaking | 1% |
| Minority | 2% |

Breakdown by point of origin:

| | |
|--------------------|-----|
| Local residents | 20% |
| Regional residents | 19% |
| National | 60% |
| International | 1% |

Breakdown of destination/duration of stay:

| | |
|---------------------|-----|
| Homebased day users | 34% |
| Through visitors | 65% |
| Extended users | 1% |

Finally, an analysis of the use of the park's interpretive media and programs reveals the following breakdown:

| | |
|--|-----|
| -- Use information - orientation and/or and/or non-personal services only | 20% |
| -- Attend conducted activities and programs | 10% |
| -- Non-program users | 70% |

ACTION PLAN

The following is a description of programs and media proposals designed to further define, support, and realize the visions, objectives, themes, and story elements of the interpretive program for Richmond National Battlefield Park. The discussion of each program or media proposal identifies its purpose, special considerations, and suggested means of presentation. It is important to remember that the latter are only suggestions, and should not in any way limit the essential creativity during the media planning and design process. On the other hand, most proposals will be specific enough to define the parameters in which these creative juices can flow.

Pre-Arrival Information and Orientation

To reach potential visitors in their homes, park information will continue to be provided in traditional ways by telephone and by mail. Information also will be available through the park's Home Page address on the Internet. Net users will learn about the significant resources, historic events, special activities, programs, visitor services, etc. Phone numbers and addresses will allow people to contact the park or other partnership entities directly for more specific information.

This form of information can easily be expanded to include special interest programs on theme related topics and geared to a variety of groups, including schools, on a regional, national, and international level. Some of these programs could be fairly detailed and even educational in nature, as people would be using them in the comfort of their homes. For example, potential visitors could get a basic introduction to the park and region, learn about programs and activities, and gain an understanding of the overall context, resources, themes, and values.

Heritage Education/Visitor Center

The GMP proposes that the NPS become a partner in the development of a heritage education/visitor center that would serve as a major information and orientation facility, and a centralized first stop to introduce and integrate the interpretation of the wealth of Civil War resources in metropolitan Richmond. The center would be easily accessed, and would help give the Richmond battlefields and related resources a unifying identity, rather than of a fragmented park made of many small sites. The center would include space for exhibits,

information/orientation, an audiovisual theater, meetings/lectures, the park library, cooperating association sales, rest rooms, and offices and work areas for interpretation and park administration.

The primary objectives of the center's operation are to:

encourage people to visit the resources;

provide visitors with the tools necessary to have meaningful encounters with the resources;

create understandings of the significance and relationships of the campaigns for Richmond;

offer multiple and sequentially organized tour options related to the region's Civil War heritage;

allow people to discover where they can go (both inside and outside the Richmond area) to learn more about the Civil War;

enable people to understand the relevance and relationships of other Civil War actions on the city of Richmond; and,

relate how the park was created and introduce examples of continuing preservation efforts.

The following discusses each of the public use components of the facility in the context of the stated objectives.

Information/Orientation

The heritage center would serve as the primary regional information and orientation facility. The location and signing for the center would encourage travelers to make this their first stop for information and orientation for exploring the region's rich and diverse Civil War heritage.

Information/orientation wayside panels with a bulletin case would be located near the entrance to the heritage center to serve both daytime and after-hour visitors. Specific media likely would include text panels containing information that remains fairly constant, and the bulletin case would offer information of a changeable nature.

Inside the building, visitors would enter a lobby containing a staffed information desk and media providing basic information and orientation to the park and region. This area would focus on introducing the park/regional resources in a brief but enticing manner, and allow visitors to choose from a variety of options in planning their stay. To ease potential congestion at the information desk, exhibits (some perhaps with audiovisual or interactive computer components) would address some of the most commonly asked questions, and allow visitors to explore trip planning options.

The information desk would be large enough to accommodate two employees, and would be equipped with a telephone, remote start switch for the audiovisual program, and adequate storage for brochures, etc. A changeable display of the various site bulletins and other literature would be located near the desk. In addition, the official park brochure would be revised to reflect additional NPS and partnership sites, as well as some of the various tour route options. The availability of various tape tours also would be prominently displayed. Additional tours would be developed, focusing on such topics as the 1864/1865 campaigns, Stuart's ride, African-American sites, etc.

In defining its role as a regional facility, the center will need to take the lead in coordinating information from a variety of agencies and institutions. Representatives from all participating entities should meet on a formal or informal basis to share ideas and concerns and to ensure that information provided to visitors is accurate and up-to-date. This group also could contribute to the development of coordinated literature as part of tour option packages for visitors.

Another key function of the center is to give visitors the basic tools necessary to better understand and appreciate their visits to the resources, especially the battlefields. While the individual human stories, actions, emotions, etc. are relatively easy for most visitors to grasp, many aspects of the battles are not. In this regard, exhibits, some perhaps with interactive computer animation components, would give visitors a basic introduction to such things as finding the enemy, deploying an army for battle, communication, types of maneuvers, concepts of defense, concepts of attack, and the theory of pursuit. The media also might explore the one human aspect often difficult to comprehend - that of why the individual soldiers chose to fight.

The heritage center also would provide basic information and orientation on related Civil War sites throughout the eastern theater. Visitors would

get a brief introduction to these sites, how they relate to Richmond, and any special interpretive emphasis unique to a particular site.

A sales area (500-800 sq. ft.) also would be associated with the lobby; however, it would not be the dominant feature as visitors enter the building. While an emphasis would continue to be placed on publications directly related to Richmond, the expanded interpretive context would allow for the inclusion of a broader range of Civil War related items.

Main Exhibit Area

The main exhibit area of the heritage center would be roughly organized into the following major divisions:

- Why Richmond?
- Civil War Richmond (The city, the surrounding area, and the people)
- The 1862 Peninsula Campaign
- Grant's 1864/1865 Campaigns (including the fall of the city and the commemoration of the battlefield sites)

The above divisions conform directly to the primary interpretive themes for Richmond. Specific exhibits would focus on these and any of the subthemes appropriate for presentation in this facility.

Upon entering the exhibit area, visitors would first encounter the "Why Richmond?" theme. Here visitors would get an introduction to the governmental, political, social, economic, and industrial elements of the city, and its importance/significance to both north and south. Where feasible, the displays would focus on extant resources, and encourage people to visit them.

Civil War Richmond exhibits would highlight topics such as prisons, hospitals, civilian militia, workforce, funerals, refugees, and other elements that illustrate the impacts the war had on the city and its people, both black and white. Again, where feasible, the displays would focus on surviving sites and resources, and encourage people to visit them. Special emphasis would be placed on attracting people to the medical museum at Chimborazo.

To prevent confusion, exhibits on the major military campaigns for Richmond would be presented separately. A critical element of both areas would be a form of electronic media illustrating the actions of the

overall campaign and the specific actions in the Richmond area. This would serve to give visitors the big picture (context) and a chronology of the individual engagements.

Other exhibit elements of the 1862 campaign could illustrate the massive accumulation of troops and material, introduce some of the key players (e.g., Lee and McClellan), and highlight the associated battlefield sites.

Exhibits for the 1864 campaign also could introduce the key figures, and perhaps contrast Lee's approach and demeanor with that of the 1862 campaign. Additional aspects of the 1864 campaign might include examples of the evolution of battlefield tactics, technology, and engineering, as well as the role and significance of the use of African American troops. The associated battlefield sites would be emphasized, and people encouraged to visit them. This space also would include exhibits on the fall of Richmond, the impacts on the black and white population, and the subsequent efforts to commemorate the battlefields.

Theater

The center would contain an audiovisual theater capable of seating 80-100 people. This would be used to present a 20-25 minute program about Richmond. The program would provide a dramatic introduction to Civil War Richmond and the battles fought over it. Special focus would be placed on conveying the emotional/human aspects of the war around the city, and in looking through the Richmond window to see the larger issues at stake.

The program would be produced with closed captions and a multichannel infrared listening system. This program would enable visitors to use a wireless receiver for selecting an audio description track for the visually impaired, and an assisted listening channel for the hard of hearing.

While a video projection system would be the likely medium for presenting this program, an AV booth would allow for the use of 16 millimeter film and 35 millimeter slides to present other programs, including live talks.

Meeting Room

A multi-purpose meeting room, capable of seating about 50 people, (one bus group) would be located in the heritage center. This room would be

used for educational programs, as well as special group and staff meetings. The room also would be equipped for making audiovisual presentations via slides, film, or video.

Library

A library is often considered a support function, and not as a primary interpretive operation for the visiting public. The intent here is not to put the library on public display; however, in the heritage center this facility would play an important role for visitors interested in pursuing topics in greater depth, or in tracing a Civil War ancestor. In addition to the necessary stacks and reading area, computer terminals linked to the national Civil War Soldier System would be available for use.

Chimborazo

The long term interpretive proposal for Chimborazo is to convert the first floor into a medical museum of the Civil War era. However, until the heritage education/visitor center becomes a reality, Chimborazo will remain the park's main visitor center. In this regard, the entire first floor would be redesigned, including the possible addition of a theater. Many of the key functions and interpretive topics proposed for the heritage education/visitor center would be incorporated in the redesign. An abbreviated version of the medical story also would be presented.

When the heritage education/visitor center is developed, the restored first floor of Chimborazo building would be converted into a medical museum. While emphasis would be placed on the Chimborazo Hospital, many aspects of medical practices and systems of the period would be interpreted. The success of this facility will be dependent on the establishment of partnerships with such entities as the Medical College of Virginia and other public and private repositories of medical artifacts and archives.

It is suggested that the existing model of the Chimborazo Hospital be used to depict the layout and extent of the facility. Outside the building, a graphic representation of the layout could be incorporated in a wayside exhibit. Other wayside exhibits would interpret the view of Rockett's Landing and the significance of the existing building, emphasizing that it was not part of the hospital complex.

Further key media suggestions include the creation of one or two furnished exhibits portraying a portion of a hospital ward and/or an operating room. In addition, an audiovisual program could effectively characterize the emotional aspects of the medical story.

Visitors to the museum would learn that while Chimborazo was not the largest hospital during the Civil War, it treated more patients in its 4,000 beds and over 100 buildings. Visitors also would discover that some medical practices were quite similar to those of today, while others appear very primitive. Additional displays would allow visitors to compare the survival rates and the various injuries and illnesses treated at the different types of hospitals.

Other exhibits would focus on medical supplies, their acquisition, and on the medical workforce, a matron system involving women, former wounded soldiers, and African Americans (both slave and free). These exhibits also would address the impacts the medical centers had on the civilian population of Richmond. Not only did many people come to work at these centers, but others came because their sons and fathers were hospitalized here.

Concluding media would relate the post-war use of the Chimborazo buildings by free blacks, and indicate that many of those who died at the hospital are buried in the Oakwood Cemetery on Nine Mile Road.

Battlefield Site Interpretation

Interpretive media at the visitor center will continually stress the importance of visiting and experiencing first-hand the actual sites associated with Civil War Richmond. In structuring their tour, visitors will be reminded that the battlefields are a critical component of the Richmond experience. Interpretation at each battlefield site will be self-contained, each putting into context the events immediately preceding and following the action. This not only will reinforce the interpretive messages presented at the heritage center, but also will help those visitors who do not make the visitor center their first stop.

In addition to specific media developed for each site, the interpretation would be supplemented by tape tours, site bulletins, the park brochure, personal services programs, and the appropriate placement of artillery pieces. See Appendix C for additional information regarding the interpretation of Civil War battlefields.

The overall highway signing program would be studied to better direct visitors to the visitor centers, and to lead people to the various stops along the tour routes.

Chickahominy Bluff

Capitalizing on the view from Chickahominy Bluff, the existing wayside exhibit would continue to set up the opposing lines, interpret the terrain, introduce the leading participants for the start of the Seven Days battles, and encourage people to travel to the next site.

Additional wayside exhibits would interpret the earthworks at the site. Visitors would understand that these were built after the Seven Days battles, and that they were a part of the extensive outer line defenses of Richmond. One wayside would focus on how the fortifications were constructed and the diverse workforce used to build them. Another wayside would relate their significance. A short trail would allow people to get close to the earthworks without walking on them.

Beaver Dam Creek

Although small, this protected portion of the battlefield retains some of its visual integrity, and can give visitors a distinct impression of the intense fighting that occurred here. For visitors to experience the surviving portions of both the Union and Confederate lines, a trail and access across the creek would be provided. Wayside exhibits would identify features in the landscape and the military positions, illustrating their extent beyond the park boundary.

Through wayside exhibits (possibly with an accompanying audio station), various publications, and a tape tour, visitors would learn that this was Lee's first battle as newly appointed commander, and that his assuming the initiative in this battle was to become one of the greatest characteristics of his military success, not only in the Seven Days battles, but in later campaigns as well. Visitors would be able to visualize the tactical failure of the Confederate frontal attack at Beaver Dam Creek, but also understand the strategic victory resulting in the beginning of the Union army's backward movement. The casualties suffered by specific units might best be presented through some of the excellent first hand accounts (e.g., the 44th Georgia).

Other points to be highlighted would include the impact of Stonewall Jackson's failure to appear, Jeff Davis' presence on the field, and an enticement for visitors to stop next at Gaines Mill.

Landscape restoration efforts that would enhance the interpretive experience at the site include removing the current plaza and brick retaining wall, delineating the mill location, restoring the historic configuration and flow of Beaver Dam Creek, and building a footbridge across the creek. The use of period photos and/or original art would help people visualize the fighting in relationship to the landscape.

Gaines' Mill

Visitors to Gaines' Mill will be directed first to the new visitor contact center at Cold Harbor. This facility will serve both of these sites, and all the units in the northeast section the park. Interpretive media, including a new fiber optic map, will provide an introduction to the fighting at these battlegrounds, making a clear distinction between the separate campaigns, and maintaining the chronology of each.

As visitors approach the Gaines' Mill site along the Watt House Road, a pull-off with wayside exhibits would provide an introduction to the opening action of the battle, and stress that this was the largest engagement in the eastern theater. The development of this interpretive site is contingent on acquiring property along the road, as proposed in the GMP.

Upon arriving at Gaines Mill, visitors would be directed to the Watt House. A wayside exhibit will continue to depict and interpret the house during the battle, and relate the Sarah Watt story as an example of the many civilian tragedies which occurred in people's back yards. Because of the complexity of the terrain, limited visibility, and small size of the site, interpretive media is needed to portray the landscape, relate the scale of the battle to the ground, and highlight the Confederate break through points.

Directional signs and some of the interpretive media mentioned above would encourage visitors to walk the self-guiding trail to some of the key battlefield sites. Wayside exhibits would focus on the most significant Confederate break through locations and other sites along the trail.

Through further land protection/acquisition, tree removal, and restoration of the landscape to its 1862 appearance, as proposed in the GMP, visitors will be better able to relate the scale of the battle to the ground, and identify the key locations of the fighting. Visitors will learn that this was the decisive battle of the Seven Days campaign. As a result of the battle, McClellan has now given up any hope of threatening Richmond, must concede defeat north of the Chickahominy, and reorient

the army in retreat toward the James River. The biggest question now was whether the Union army would survive intact. In addition, visitors would understand that the strong Union resistance here allowed time to move the supply line to the James River and keep the current one open.

Visitors also will learn that Gaines' Mill was the largest battle of the campaign, engaging an estimated 80,000 troops. In addition, visitors would realize that Lee was willing to risk much to achieve victory by dedicating two-thirds of his army (in one of the largest Confederate attacks of the war) to destroying the Federal forces, and that he exhibited a characteristic trait of being able to outnumber the enemy at the point of contact.

Savage Station

The NPS does not manage any land associated with this engagement. Visitors would benefit from a partnership agreement with the county and current land owner to develop a pull-off with more detailed interpretation than the three state historic markers currently provide.

Glendale/Fraser's Farm and Malvern Hill

The Glendale battlefield and trail system to Malvern Hill would continue to be managed in partnership with the APCWS. Specific endeavors would include additional land acquisition, trail development, and interpretation.

The gatehouse at the Glendale National Cemetery would become the initial interpretive contact point for visitors to the Glendale and Malvern Hill battlefields. The facility would be staffed, perhaps with volunteers, and the front room on the first floor (roughly 16'x16') would contain media highlighting events of both battles, and the 1862 campaign south of the Chickahominy River.

Beginning with the nightmarish Union retreat from Savage Station, visitors would understand Lee's aggressive strategy to cut the "Union serpent" at Glendale. Visitors will see the nearby crossroad as the key to Confederate success and as the last best chance of destroying McClellan before he reached the James River. Visitors also will discover that the attack failed due to uncoordinated efforts, and due to Union heroics in resisting the strike. In addition, visitors will see the action as involving intense hand-to-hand combat, with small victories and defeats

occurring up and down the line. They also will discover why the Union artillery failed so miserably at Glendale.

For Malvern Hill, interpretive media in the gatehouse would portray the opposing lines on this last engagement of the Seven Days campaign. The media would highlight Lee's tragic error in launching a frontal attack into Union artillery, which had one of its best days of the war, and was a stark contrast to the failure at Glendale.

In addition to the battle highlights described above, other media in the gatehouse would contrast the generalship of Lee and McClellan, communicate the character of an army on the run, and illustrate the role of artillery in an infantry battle.

Appropriate media to present all of the above elements will need to be carefully selected so as not to overburden this small structure.

A wayside exhibit with a bulletin case would be placed at the entrance to the National Cemetery. The exhibit would explain the significance of the cemetery and illustrate its layout. The bulletin case would display changeable information, regulations, a schedule of interpretive activities in the area, etc.

To tour the Glendale and Malvern Hill battlefields, visitors will be able to select an auto tour route, a self-guiding walking trail, or various combinations of the two. A separate planning effort in partnership with the APCWS is underway for the design of the trail system, parking areas, and associated wayside exhibits (see Appendix B).

At Malvern Hill, parking also would continue to be provided behind the Union lines. Wayside exhibits (perhaps a revision of the existing exhibits minus the shelter) would present the story from the Union side. The placement of additional artillery pieces would enhance the visitor's perception of the battle. Visitors also could elect to walk the short trail past the Crews House to the Freeman marker, which commemorates the site of some of the heaviest fighting.

By visiting one or both locations at Malvern Hill, visitors will better appreciate the magnitude of the Confederate defeat resulting from the frontal attack, and that for the Union this was one of the most decisive victories in the eastern theater. Despite this victory, visitors also would learn of the anger and frustration expressed by many Union officers upon learning of McClellan's decision to continue the retreat to the James River.

North Anna

The General Management Plan proposes the acquisition of battlefield land adjacent to the existing county park, and the continuation of the partnership agreement with the Hanover County, who manages more than 80 acres of this battlefield. No NPS staff presence is proposed, but as sites are added, the interpretive media (principally wayside exhibits) could be expanded.

Visitors to North Anna would be able to view the battle in context with the Wilderness, Spotsylvania, and Cold Harbor, and understand that the engagement here was a missed opportunity for Lee to crush Grant's army. On a more detailed level, visitors would see the battle as an excellent example of the tactical use of earthworks and terrain, where Lee placed the nose of his line on the North Anna River, forcing Grant to cross the river and split his army to get at him.

Totopotomoy

With or without the acquisition of any property, the interpretation of actions in the vicinity of Totopotomoy Creek would be geared primarily for visitors with more advanced knowledge and interest in the Civil War around Richmond. The sites would not become part of a main tour route; however, a few wayside exhibits might interpret some key resources, and site bulletins would be available on request. Some sites also might be open for special guided tours. The provision of additional interpretive services would be explored through a partnership agreement with the Pole Green Church and others.

Cold Harbor

The new year-round visitor center will serve visitors to Cold Harbor, Gaines' Mill, and other units in the northeast section of the park. The center also will be an important hub on the new ISTEa trail from Fredericksburg to Petersburg, linking five sites in Hanover County.

A new fiber optic map will be a key interpretive element at the center. This map will be capable of presenting two programs - one on Cold Harbor, and another on Gaines' Mill. Other media would emphasize the human side of the battle, including civilian contributions and losses.

In driving back to the existing earthworks, it is proposed that visitors park between the opposing lines and walk a loop trail to the Union and Confederate defenses. This would allow visitors to partially experience the tragic Union frontal assault while not impacting the earthworks.

If the land acquisitions proposed in the GMP are successful, the development of a Cold Harbor driving tour with audio tape and a map would be possible. Beginning at the interpretive station, the route could include Totopotomoy to Bethesda Church, to the Woodie House, to the National Cemetery and Garthright House, to the main unit, and concluding at the Adams tract. Note that this option would place Totopotomoy in a more important light, making it a part of a main tour route. The acquisition and protection of additional lands also would allow the expansion of the self-guiding walking trail at Cold Harbor. Traveling these routes would give visitors a better understanding of the scope of the battle and the campaign. The appropriate placement of artillery would add to the visitor experience and understanding.

The Garthright House would continue to be interpreted with wayside exhibits. The partnership arrangement between the NPS and Hanover County would continue to provide parking, picnic areas, and interpretation along adjacent trails and at the National Cemetery.

Through these interpretive efforts, along with conducted walks and talks, visitors would realize the immensity of the Union casualties, ponder Grant's decision to make the attack, visualize the agony of the wounded in lieu of a truce, and regard this trench warfare engagement as an example of military tactics which lagged behind technology. Visitors would learn that here is where Grant earned his historical, but invalid, reputation as a butcher. In addition, visitors would see how the closeness of the opposing lines led to trading and fraternization on one hand, and the increased danger from sniper fire on the other. Finally, visitors would appreciate Grant's remarkable and undetected retreat across the James River, and his new strategy in moving toward Petersburg.

Deep Bottom Landing

The NPS would offer to assist Henrico County in the development of wayside exhibits that would interpret the three federal river crossings.

Deep Bottom/Fussel's Mill

Any interpretive efforts at Deep Bottom battlefield would be aimed at visitors with advanced knowledge and interest in the Civil War. Any land acquired and/or preserved through partnership agreements, would be managed interpretively as a discovery site, or used for special guided tours. Interpretive media might include the development of a site bulletin, available on request at the heritage center; however, no media is proposed on-site.

New Market Heights

The GMP recommends the acquisition of a portion of the New Market Heights battlefield and the development of a staffed visitor contact station. Interpretive efforts also would be coordinated with the historic resources of Henrico County's Four-Mile Creek Park.

A key interpretive requirement in acquiring land parcels would include providing a vista where visitors would get an overview of the battle. Other, more intimate, experiences could be created by the establishment of a plank trail through a portion of the swamp, and/or by following the Union advance from Deep Bottom Landing to the heights. The latter could be developed as a combination walking/driving tour. Wayside exhibits would interpret significant features in the viewshed and along the tour routes. These would be supplemented with a site bulletin and an audio tape tour.

Interpretive media at the contact station would focus on Butler's urging the use of African American troops in the engagement, the significant role of United States Colored Troops (USCT's) in the battle, and the medal of honor recipients honored as a result of the conflict. Other media would present the broader story of the role of African American troops in the Civil War. Also, because of the complexity of the terrain, limited visibility, and small size of the site, interpretive media (such as an electronic map with audio) is needed to portray the landscape, relate the scale of the battle to the ground, and illustrate the context with the subsequent attacks on the Fort Harrison complex.

A wayside exhibit with a bulletin case would be located near the entrance to the building.

Chaffin's Farm (Fort Harrison Complex)

The seven-mile driving tour incorporates a continuous line of fortifications, some Union and some Confederate. Along this route, five sites have been selected as priority sites for interpretation: Forts Gilmer, Hoke, Johnston, Brady, and Harrison.

Most of these sites would continue to be interpreted with wayside exhibits, some with audio stations. An audio tape tour would supplement the wayside exhibits, providing more in-depth interpretation. A gun is needed at Fort Brady to emphasize the site's importance as a Union river defense.

The focal point for Chaffin's Farm interpretation would be in the enlarged and relocated visitor contact station at Fort Harrison. One of the main exhibits would depict (possibly through a fiber optic map) the evolution of military actions, the changes of ownership, and the changes in the fortifications and battle orientations during the 1864 engagements. In addition, visitors would be able to see how these fortifications fit into the overall defenses of Richmond. This same media also would illustrate logistical issues such as the importance of the James River in supplying both armies, and the connections with Drewry's Bluff.

Fort architecture would be the topic of another exhibit. Visitors would understand why fortifications were built in certain ways, and discern the differences between field fortifications and permanent forts.

Other exhibits, capitalizing on the wealth of historic photos, would concentrate on the human elements, personal accounts, the role played by the USCT's, and other stories associated with the forts. These would include the link to the National Cemetery and the USCT's buried there, the impact of the use of repeating rifles by the Union troops, the digging of tunnels, and the presence of both Lee and Grant - reflecting the high stakes perceived by both sides.

If the efforts to establish an NPS unit at New Market Heights are unsuccessful, the significance of the battle and further interpretation of the USCT role would be presented at the Fort Harrison facility.

Finally, the story of the commemoration of Richmond's battlefields also will be told here. Visitors will realize that the initial preservation efforts were started through local efforts and not the result of any federal initiative.

In addition to the exhibits mentioned above, the facility would have an information desk along with a small cooperating association sales area.

A wayside exhibit with a bulletin case would be located outside the visitor contact station. Wayside exhibits would continue to interpret features and actions at the fort, with one clearly identifying the original and altered configurations.

Drewry's Bluff

The location of Drewry's Bluff places it well away from most Civil War tour routes for Richmond. It is practically a stand-alone site with little connection even to the main visitor center. In this regard, the signs for Drewry's Bluff along I-95 would remain, and a visitor contact station would be constructed at the unit. The center would contain an information desk and a small cooperating association sales area. In addition to serving the immediate unit, this facility would offer trip planning assistance to other Civil War sites in the area, and encourage people to stop at the main visitor center.

Exhibits in the contact station would focus on the importance of the fort in both the 1862 and 1864 campaigns, and the significance of the James River to both sides. The context of the fort in relation to the river would embrace the city, Chaffin's Farm (including Fort Brady), and extend at least to the mouth of the James River (perhaps through the use of an electronic map). Also, visitors would be able to see how Drewry's Bluff fits into the outer defense network of Richmond.

In the facility, the overall layout of the fort would be portrayed. Visitors would learn that the Confederate Naval and Marine Academies were located here, and that the fortifications were modified to become the South's only ironclad fort, even in the face of shortages for iron naval ships. This exhibit also would show the close civilian link with Richmond's defenses. Visitors would discover that civilians not only helped build the fort, but also helped to defend it.

Another exhibit would highlight the encounter with the Monitor and Galena in May of 1862. Visitors would learn that this was the first time a Confederate fort stood up to a Union fleet attack, even with the engagement of two ironclads.

A wayside exhibit with a bulletin case would be placed at the head of the walking trail to the fort. The exhibit would describe the trail, perhaps include a map, and display regulations, safety precautions, and

schedules of interpretive programs in the area. The trail would be redesigned so that visitors would enter the fort via the historic entryway. Key features in the fort would be interpreted with wayside exhibits and possibly supplemented with a site bulletin and/or an audio tape tour. As archeological investigations reveal the locations of other significant structures, these also would be interpreted through similar media.

With the restoration of trail access to the river, interpretive walks could lead visitors to the water's edge and present a different perspective of the action that occurred there.

Parker's Battery

As a partnership site, Parkers Battery is a major ISTE A project for Chesterfield County. Engineers have developed plans for the construction of a parking facility, a bridge over the earthworks, and a quarter-mile walking trail. The current wayside will be retained, and at least four additional wayside exhibits will be produced. Chesterfield County will help maintain and protect the site with assistance from a local Sons of Confederate Veterans organization.

PARTNERSHIP PROGRAMS AND OPPORTUNITIES

Implementation of the park's GMP and this interpretive plan depends on the continuation and expansion of existing partnerships and the initiation of new ones. Many of these cooperative efforts and proposals have been discussed in other sections of this plan, but are summarized here to illustrate the extent and diversity of these relationships.

These special arrangements might include NPS assistance with training, historical research, special programs and seminars, exhibit planning and development, referrals and site promotions, and tours. In return, the park and visitors to the Richmond area could benefit through:

- expanded protection, interpretation, and access to other Civil War resources
- the loan of objects for display
- greater access to the extensive technical expertise available in the Richmond area
- better integration of themes represented by the diverse Civil War resources in the area for special programs and events
- better coordination of event publicity and networking among the various organizations and resources
- development of an expanded and multi-faceted educational program

While these cooperative efforts would undoubtedly involve the participation of many individual citizens, some of the organizations, agencies, and institutions involved would include:

Museum of the Confederacy
Valentine Museum
Virginia Historical Society
Medical College of Virginia
Eastern National Parks & Monuments Association
Association for the Preservation of Civil War Sites
Association for the Preservation of Virginia Antiquities
American Battlefield Protection Program
Metropolitan Richmond Convention & Visitors' Bureau
area Civil War heritage organizations
area schools, colleges and universities
county and city parks and recreation departments
Grant/Lee ISTE Trail
Chesterfield County
Hanover County

PERSONAL SERVICES & EDUCATION PROGRAMS

Personal services programs will continue to be an essential component of the overall interpretive operation at Richmond National Battlefield Park. Such programs have the unparalleled advantage of being inspiring, versatile, alive, and tailored to the needs of individuals or groups. Live interpreters, whether behind an information desk or leading a tour, are the best of all interactive devices in helping people to experience, understand, and appreciate the park's significance.

In spite of their advantages, however, personal services programs have some limitations. They often are seasonal, and reach only a small percentage of the total visitors. For Richmond, this means that the majority of visitors do not benefit from this form of interpretation. Inconsistency in quality and accuracy are other drawbacks of these programs.

This plan has proposed a variety of new interpretive ventures for Richmond. Numerous partnership arrangements are presented that may assist with the interpretation of NPS sites, and lead visitors to many Civil War sites in addition to our own. The overall Richmond experience for many visitors will cross government, agency, and institutional lines.

Continued staffing of the interpretive facilities at Cold Harbor, Fort Harrison, and Chimborazo will be needed. In addition, interpreters will be required at the proposed visitor contact centers at Drewry's Bluff, New Market Heights, Glendale, and the partnership Heritage Education/Visitor Center.

A good integrated training program is vital in ensuring consistency and high quality in these joint interpretive efforts. In addition to learning what goes on at the various sites, the training programs should focus on content, accuracy, completeness, and the interpretive and communication skills necessary for preparing and presenting programs and activities.

Variety is another important ingredient of a well designed interpretive program, including personal services. At Richmond, walks, talks, demonstrations, auto/bus tours, costumed interpretation, and living history are among the options for activities. Every activity must relate directly to one or more of the primary interpretive themes, and should be supported with a well designed Individual Service Plan (ISP).

Although education programs often use many different media, personal services lie at the heart of their success. Richmond's educational program would involve a combination of both on-site and off-site activities, all based on aspects of the primary interpretive themes. The partnership resources in and around Richmond create the potential for a broad-based, multi-faceted program involving numerous agencies and institutions, and aimed at multiple audiences (including children and adults). While most activities would be resource-based, some could be developed for access on computer network systems for both school and home use.

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 1996 Programmatic Accessibility Guidelines for Interpretive Media (see Appendix A).

PROGRAM SUPPORT RESOURCES AND FACILITIES

Adequate space for some interpretive program support functions sometimes gets excluded from building designs. To serve as a partial checklist for future interpretive facility development, the following support resources are recommended:

Heritage Education Center

- public rest rooms with outside entrances
- storage for free literature
- storage for cooperating association sales stock
- separate room for counting and storing money
- break/lunch room for staff
- audiovisual booth equipped for presenting slide, film, and video programs
- workroom for assembling programs, preparing temporary displays, site bulletins, etc.
- park library
- offices for interpretive staff

Chimborazo

- public rest rooms (accessible)
- storage for free literature and cooperating association sales stock
- break/lunch room for staff
- office for staff
- office for park curator

- climate controlled curatorial storage space in basement or on second floor

Glendale Visitor Contact Station

- public rest rooms (accessible)

Cold Harbor Visitor Contact Station

- public rest rooms (accessible)

New Market Heights Visitor Contact Station

- public rest rooms (accessible)

Fort Harrison Visitor Contact Station

- public rest rooms (accessible)
- storage for free literature and cooperating association sales stock
- office for staff

Drewry's Bluff Visitor Contact Station

- public rest rooms (accessible)
- storage for free literature and cooperating association sales stock
- office for staff

STAFFING

The implementation of the proposals in this document will require significant additions to the interpretive staff, but not all of these increases need to come in the form of additions to the park's FTE. For example, some operations could be funded or provided through partnership organizations. Other functions could be performed by or supplemented with volunteers or groups such as the SCA.

Specific NPS staffing requirements to implement this interpretive plan are shown below:

| Position | Existing | New | Total |
|-------------------------------------|-----------------|------------|--------------|
| Division Chief | 1 | 0 | 1 |
| Supervisoty Ranger | 1 | 0 | 1 |
| Staff Historian | 1 | 2 | 3 |
| Cultural Resource Specialist | 0 | 1 | 1 |
| Curator | 1 | 0 | 1 |
| Park Ranger (Historian) | 1 | 2 | 3 |
| Park Ranger (Education Coordinator) | 1 | 0 | 1 |
| Park Ranger | 1 | 7 | 8 |
| Park Ranger (Seasonal) | 5 | -1 | 4 |
| Secretary | 0 | 1 | 1 |
| Totals | 12 | 12 | 24 |

SUMMARY OF INTERPRETIVE MEDIA

It is the policy of the Division of Interpretive Planning, Harpers Ferry Center, to exclude cost estimates from interpretive plans. All cost estimating will be done through the Manager's Office, HFC, after reviewing the draft plan. This is done to improve the accuracy and efficiency of cost estimating, and to avoid problems in providing potential contractors with copies of interpretive plans.

The following is a summary list of the new interpretive media and/or public spaces that will contain such media at Richmond National Battlefield Park. The list includes primarily those elements that lie within the purview of the Harpers Ferry Center. It does not include, for example, mechanical systems, security systems, rest rooms, office space, storage areas, work rooms, trail or road development and signing, etc. These items, plus all furnishings (including seating, information desks, and sales displays) should be included in the Denver Service Center or cooperating association specifications.

Chimborazo (5,351 sq.ft.)

Until the Heritage Education Center is developed, Chimborazo will serve as the park's main visitor center. The redesign of the first floor of the structure will incorporate as many of the heritage center concepts as possible (see below).

When the Heritage Center is developed, the Chimborazo building will be converted into a Civil War medical museum with the following components:

- exhibits on medical stories (partnership venture)
- 10-15 minute audiovisual program
- AV theater/viewing area for 40-50 people
- video monitors or projection system
- cooperating association sales area

Heritage Education Center (8,000 sq. ft. total)

- information/orientation exhibits in lobby (~1,500 sq. ft.) focusing on regional resources and trip planning options. Some elements may have audiovisual or interactive computer components.
- exhibits in lobby on basic military/battlefield concepts (some perhaps with interactive or computer animation components).
- exhibits for main exhibit area (~2,000 sq. ft.)
- cooperating association sales area (500-800 sq. ft.)
- 20-25 minute audiovisual program
- video projection system for theater and an AV booth equipped for slide and film projection
- theater for seating 80-100 people
- information/orientation wayside exhibit with bulletin case

Battlefield Sites

General:

- new official park brochure to reflect various tour routes and additional NPS and partnership sites.
- new wayside exhibits for all sites; however, some existing exhibits could remain at Drewry's Bluff and Fort Harrison.
- new wayside exhibits with bulletin case for five visitor contact stations (Glendale, Cold Harbor, New Market Heights, Fort Harrison, and Drewry's Bluff)
- five indoor electronic maps (e.g., fiber optic) for each of the visitor contact stations (includes new map at Cold Harbor/Gaines' Mill)
- site bulletins
- new audio tape tours
- additional artillery pieces where appropriate

Glendale Visitor Contact Station (256 sq.ft.)

- exhibits on Glendale and Malvern Hill battles

Cold Harbor Visitor Contact Station (2,000 sq.ft.)

- exhibits on Cold Harbor battle

New Market Heights Visitor Contact Station (2,000 sq.ft.)

- exhibits on New Market Heights battle and role of black troops in the war

Fort Harrison Visitor Contact Station (1,200 sq.ft.)

- exhibits for Chaffin's Farm actions and alternate location for New Market Heights media
- cooperating association sales area

Drewry's Bluff Visitor Contact Station (2,000 sq.ft.)

- Richmond area information/orientation exhibits
- exhibits on Drewry's Bluff
- cooperating association sales area

PLANNING TEAM AND CONSULTANTS

Richmond National Battlefield Park

Cynthia MacLeod, Superintendent
David Ruth, Chief, Division of Interpretation
Mike Andrus, Park Historian

Harpers Ferry Center

Paul Lee, Division of Interpretive Planning
Scott Harmon, Branch of Exhibit Planning
John Hennessy, Division of Wayside Exhibits

Denver Service Center

A. Whit Watkins, GMP Team Captain (retired)

Northeast Field Area

Russ Smith, Chief, Education and Visitor Services

Other Agencies and Institutions

Robbin Reed, Director, Museum of the Confederacy

APPENDIX A

Special Populations: Programmatic Accessibility Guidelines for Interpretive Media

National Park Service
Harpers Ferry Center

June 1996

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 both 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 motion pictures, sound/slide programs, video programs, and oral history 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 Mobility Impaired Visitors

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 Visually Impaired Visitors

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

Guidelines Affecting Hearing Impaired Visitors

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 Learning Impaired Visitors

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 Mobility Impaired Visitors

1. Exhibit space will be free of physical barriers or a method of alternate accommodation shall be provided.
2. All pathways, aisles, and clearances will meet standards set forth in UFAS 4.3. Generally a minimum width of 36" will be provided.
3. Ramps will be as gradual as possible and will not exceed a slope of 1" rise in 12" run, and otherwise conform with UFAS 4.8.
4. Important artifacts, labels, and graphics, will be placed at a comfortable viewing level relative to their size. Important text

will be viewable to all visitors. Display cases will allow short or seated people to view the contents and the labels. Video monitors associated with exhibits will be positioned to be comfortably viewed by all visitors.

5. Lighting will be designed to reduce glare or reflections, especially when viewed from a wheelchair.
6. Ground and floor surfaces near the exhibit area will be stable, level, firm, and slip-resistant. (UFAS 4.5).
7. Operating controls or objects to be handled by visitors will be located in an area between 9" and 48" from the ground and no more than 24" deep. (UFAS 4.3)
8. Horizontal exhibits (e.g. terrain model) will be located at a comfortable viewing height.
9. Information desks and sales counters will be designed for use by visitors and employees using wheelchairs, and will include a section with a desk height no greater than 32 to 34 inches, with at least a 30 inch clearance underneath. The width should be a minimum of 32 inches vertical, with additional space provided for cash registers or other equipment, as applicable.
10. Accessibility information about the specific park should be available at the information desk and the international symbol of access will be displayed where access information is disseminated.
11. Railings and barriers will be positioned in such a way as to provide unobstructed viewing by persons in wheelchairs.

Guidelines Affecting Visually Impaired Visitors

1. Exhibit typography will be selected with readability and legibility in mind.
2. Characters and symbols shall contrast with their backgrounds, either light characters on a dark background or dark characters on a light background. (UFAS 4.30.3)
3. Tactile and participatory elements will be included where possible.

4. Audio description will be provided where applicable.
5. Signage will be provided to indicate accessible rest rooms, telephones, and rest rooms elevators. (UFAS 4.30)

Guidelines Affecting Hearing Impaired Visitors

1. Information presented via audio formats will be duplicated in a visual medium, either in the exhibit copy or by printed material.
2. Amplification systems and volume controls will be incorporated to make programs accessible to the hard of hearing.
3. Written text of all audio narrations will be provided.
4. All narrated AV programs will be captioned.
5. Allowance for Telecommunication Devices for the Deaf (TDD) will be included into information desk designs.

Guidelines Affecting Learning Impaired Visitors

1. Exhibits will avoid unnecessarily complex and confusing topics.
2. Graphic elements will be developed to communicate non-verbally.
3. Unfamiliar expressions and technical terms will be avoided and pronunciation aids will be provided where appropriate.
4. To the extent possible, information will be provided in a manner suitable to a diversity of abilities and interests.
5. Where possible, exhibits will be multi-sensory. Techniques to maximize the number of senses utilized in an exhibit will be encouraged.
6. Exhibit design will be cognizant of directional handicaps and will utilize color and other creative approaches to facilitate comprehension of maps.

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 Mobility Impaired Visitors

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 with 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 the physically impaired.

Guidelines Affecting Visually Impaired Visitors

1. Exhibit typefaces will be selected for readability and legibility, and conform with 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 Hearing Impaired Visitors

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 Learning Impaired

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 the disabled, 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 the disabled and to describe barriers which are present in the park. These bulletins should be in reasonably large type, 18 points or larger.

Guidelines Affecting Mobility Impaired Visitors

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 the disabled.

Guidelines Affecting Visually Impaired Visitors

1. Publications will be designed with the largest type size appropriate for the format.
2. Special publications designed for use by the visually impaired should be printed in 18 point type.
3. The information contained in the park folder should also be available on audio cassette. Handbooks, accessibility guides, and other publications should be similarly recorded where possible.

Guidelines Affecting Hearing Impaired Visitors

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

Guidelines Affecting Learning Impaired Visitors

1. The park site bulletin should list any special services available to this group.

Wayside Exhibits

Wayside exhibits, which include outdoor interpretive exhibits and signs, orientation shelter exhibits, trailhead exhibits, and bulletin boards, offer special advantages to disabled visitors. 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 Mobility Impaired Visitors

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

Guidelines Affecting Visually Impaired Visitors

1. Exhibit type will be as legible and readable as possible.

2. Panel colors will be selected to reduce eye strain 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 Hearing Impaired Visitors

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 Learning Impaired Visitors

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.

APPENDIX B

Interpretive Plan for the Malvern Hill and Glendale Battlefields

On a parallel track with the development of this document, The Association for the Preservation of Civil War Sites (APCWS) has been preparing an interpretive plan for the Malvern Hill and Glendale battlefields. The APCWS has been actively engaged in the acquisition of additional lands at these battlefields, and enhancing interpretation has been a common goal in partnership with the NPS.

The plan focuses on the development of a self-guiding trail system on APCWS lands that interprets the battlefields, and provides a physical connection between them. Visitors can choose to walk the entire trail, or opt for smaller sections. Parking areas are defined, and wayside exhibit locations are identified. The plan also provides links with the current and proposed interpretation on NPS property.

APPENDIX C

Battlefield Interpretation

(The following is offered as general guidance in the development of interpretive media and personal services programs for Civil War battlefields.)

What is significant about our Civil War battlefields are the battles; what led to their occurrence; what happened during the fighting; what happened afterward; and what meanings do they have for us today. Incorporated into this is the human element, both military and civilian, of people caught up in the horrors of civil war.

Interpreting battlefields is a highly complex affair, and to do it well requires a consideration of the many variables. Context, chronology, orientation, and site integrity are crucial concepts in interpreting sites for visitors with limited or extensive knowledge of the Civil War or a particular battle.

Understanding a battle also requires the knowledge of some basic conceptual information about such things as: army composition, basic fighting tactics, choosing military objectives, and map reading. It also is helpful for people to know something about how the lay of the land determined or affected the actions that took place, how an army got supplies, how they communicated with each other, and how much of the outcome was due to luck or fate versus a well-planned strategy.

Effective battlefield interpretation often involves a tiered program, requiring repeat visits for visitors to grasp deeper understandings and appreciations. Interpretive media and personal services programs designed in this manner would allow visitors to choose activities and programs best suited to their level of knowledge, interest, and desired involvement.

Education/visitor centers are the initial places where the context and chronology of battles should be presented. Here visitors learn how a particular battle related to other actions in the war; what actions led up to the battle; why the battle was fought here; and what were the short

and long term consequences and costs. Interpretive media also would present the events of the battle in chronological order so the visitors would grasp the overall picture of the fighting.

Interpretive centers and perhaps some outdoor locations also would introduce basic military concepts and some of the tangible elements of war. Visitors would understand how war was fought at that time and how it differs from today. Here, too, some of the human elements and associated artifacts would be interpreted. In addition, visitors would receive information on interpretive programs, activities, and tour routes best suited to their needs.

The development of tour routes must consider the elements of battle chronology, orientation, site integrity and time commitments required. Tour routes would attempt to guide visitors in a chronological progression over the ground. Interpretation at individual tour stops must provide adequate orientation. Visitors need to know where they are, spatially and chronologically, and where the opposing forces were located. For a long or complex tour route interpretive media may need to reinforce some of the overall orientation, as visitors may forget some key elements presented at the visitor center.

If touring the battlefield is to promote visitor understandings of the actions, the stops also must consider site integrity, and interpretive media should describe any variations from the historic period. At a minimum, visitors should be able to visualize the action at any given site, including landscape elements that are important to understanding the event. It is even better if people can walk behind a defense line, follow the route of attack, stand on the spot where an individual human event occurred, or be placed in the position of deciding what they would have done in a similar situation.

This tiered interpretive approach also would allow the use of park resources to their best advantage. In those sites where the integrity has been compromised, interpretation for new or less knowledgeable visitors might focus on the intimate human elements of the fighting. In this way, the overall context of the battle becomes less important; the site becomes commemorative in nature; but it retains some interpretive

value. Another option is to leave these sites primarily for repeat or more knowledgeable visitors who have the ability to sift through the inconsistencies.

Interpretive media for the tour routes also needs to be complementary and carefully developed to meet visitors' prior knowledge of the events. Most battlefield parks rely mainly on wayside exhibits and the official brochure. Some also have developed site bulletins and audio tapes. The right combination of text, audio, maps, modern and historic illustrations, and objects (i.e., artillery) will provide the orientation, context, and chronology necessary for visitors to visualize, understand, and appreciate what happened at a specific site.

Maps used in wayside exhibits should avoid being overly complex; they need to identify where the visitor is standing; and, they should include all the place names mentioned in the text. Illustrations can visually depict the action in the viewshed, and sometimes it is very helpful when key features in the graphic are identified. Text and/or audio messages must be easily understood and help tie the visual media together. Personal accounts of a battle are often best presented on the field of action, but caution should be exercised when using quotes to carry the main story line. In addition, when using personal accounts, planners should not assume that visitors will know who the person was, or even which side of the battle they represented.