



United States Department of the Interior
NATIONAL PARK SERVICE
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Washington, D.C. 20240

IN REPLY REFER TO:

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Memorandum

To: Regional Concession Chiefs

From: Chief, Commercial Services Program *John Pendry*

Subject: New Accessibility Requirements for Concessioners with Lodging and Tools to Evaluate Accessibility Compliance

This memorandum provides information on new accessibility regulations that are applicable to some National Park Service (NPS) concessioners. The memorandum also identifies Commercial Services program tools to assist concession specialists in overseeing concessioner performance in this area.

New Regulations

New accessibility regulations (28 C.F.R. § 36, *Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities*) will go into effect March 15, 2012. They address requirements to make reservation systems more accessible and requirements for service animals in lodging facilities. A summary of the new regulatory requirements (Attachment 1) is provided as an attachment to this memorandum. Concession specialists should contact their concessioners to make them aware of these new regulations.

Compliance Oversight and Tools

Accessibility requirements are extensive and complex. It can be challenging for concession specialists to know what key things to look for concerning accessibility when conducting periodic evaluations of concession facilities. Several tools are available to aid concession specialists.

A one-page NPS Commercial Services Accessibility Fact Sheet (Attachment 2) is provided as an attachment to this memorandum. This fact sheet outlines the laws, regulations and policies related to accessibility in NPS commercial services facilities.

Also attached are Commercial Services Accessibility Checklists for lodging, food and beverage and retail services (Attachment 3). Additional checklists are being developed for other services. The checklists highlight key operational and facility compliance items that may be reviewed during periodic inspections. These checklists augment the service-specific standards and evaluation forms which may also identify some key accessibility requirements to check. The fact sheet and checklists will be available on the NPS Commercial Services SharePoint Site in the [Contract Management Concession Specialist Toolbox](#).

In addition to these fact sheets, concession specialists should refer to their concession's Comprehensive Condition Assessment. This document identifies accessibility design and construction requirements and deficiencies specific to each of their concessioner assigned facilities.

Finally, if concession specialists have questions, they can contact their regional accessibility coordinator for further assistance. A list of these coordinators is available on the [Inside NPS Accessibility Management site](#).

Distribution and Questions

Please distribute this memorandum to parks in your region. For further information, contact [Kurt Rausch](#), Contract Management Branch Chief, at 202/513-7202 or [Kay Ellis](#), Accessibility Program Manager, at 202/513-7047.