

Accessibility Self-Evaluation and Transition Plan

Crater Lake National Park

Oregon

April 2024

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EXECUTIVE SUMMARY

Crater Lake National Park staff are dedicated to serving all park visitors to help them find meaning in the resources of the park and its stories. Recently, park staff embarked on a journey to ensure that key experiences are available to all visitors, regardless of race, nationality, socioeconomic status, or ability. Park staff conducted an accessibility self-evaluation of park facilities, services, activities, and programs and drafted a transition plan that identifies opportunities for improvement and outlines critical steps towards implementing responsive solutions parkwide.

This accessibility self-evaluation and transition plan (SETP) resulted from the work of a National Park Service (NPS) interdisciplinary team, including planning, design, and construction professionals and interpretive, resource, visitor safety, maintenance, and accessibility specialists. The team developed site plans identifying the location of accessibility barriers and opportunities for each assessed park area and crafted an implementation strategy to assist park staff in scheduling and performing required actions and documenting completed work. The team also assessed park policies, practices, communication, and training needs to improve access to elements of the park that lie outside of direct physical and programmatic access. The goals of the SETP are to (1) document existing park barriers to accessibility for people with disabilities; (2) provide an effective approach for upgrading facilities, services, activities, and programs; and (3) instill a culture around creating universal access.

PHYSICAL ACCESSIBILITY

Crater Lake National Park staff have made many strides to improve physical accessibility throughout the park. Paved and mostly level routes lead to various facilities and experiences such as visitor centers, overlooks of the lake, trailheads, and camping facilities. The Godfrey Glen Trail provides an immersive forest hiking experience with limited barriers to accessibility due to the park's construction methods and continued trail maintenance.

Park staff identified recurring findings related to the physical accessibility of parking areas, including accessible paths and trails, outdoor recreation routes, and visitor information areas such as kiosks, bulletin boards, interpretive panels, and waysides. Often, these facilities and features were incorrectly scoped for accessibility or had surfaces that were not firm and stable, slopes that exceeded allowable standards, or items out of reach range or that were heavy or difficult to operate. Restroom amenities often did not meet the required standards and amenities for picnicking and camping, such as tables, fire rings, and water spigots, and did not always meet appropriate access route and clearance standards.

Staff have opportunities to provide access to unique experiences in the park. Improved usability on the route to Cleetwood Cove would allow more visitors to experience being on the water of Crater Lake and visiting Wizard Island. Providing accessible electric vehicle charging stations would also support increased accessibility of new technology and means of transportation for all visitors.

PROGRAMMATIC ACCESSIBILITY

Crater Lake National Park has made improvements to programmatic accessibility in recent years. Tactile map models and accessible signage at Rim Village provide alternative formats for visitors to experience the park's unique resources. On the park's website, visitors can find information about audio/visual assistance and descriptions of the accessible features in different park areas to improve trip planning.

Park staff identified recurring findings related to program accessibility for park publications, waysides, exhibits, and programs. Many interpretive waysides had font and contrast issues and were difficult to read. (Park staff have since replaced faded and water damaged waysides in fall 2023.) Alternative formats were limited, assistive listening devices were not available, tactile exhibits, while present, were limited, and audio descriptions for tours were not available.

Significant ways in which programs could be improved include providing more tactile models of more unique resources, such as at Pumice Desert. Additionally, improving trailhead signage parkwide would provide specific information about trail conditions, enabling visitors to decide for themselves if a trail is appropriate.

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INTRODUCTION

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

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

However, many facilities were constructed before the passage of laws and policies requiring the National Park Service to provide access to the widest cross section of the public and to ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and the Americans with Disabilities Act of 1990. The accessibility of commercial services in national parks is also governed by applicable federal laws. After 100 years of operation, the National Park Service continues to work towards a more inclusive environment.

Visitors today have unique needs and expectations, and the agency must adapt to meet changing demands. Modern scientific research and visitor trend analysis provide new insights into accessibility opportunities and challenges in the national park system. According to 2020 CDC data, there are approximately 61 million people with disabilities in the United States, and this number is expected to rise in the coming years as more people reach retirement age (65 and older). This information helps the National Park Service understand changing visitation patterns, the nexus between resource stewardship and accessibility, and the impacts of managing visitors, resources, and infrastructure with the reality of unpredictable funding. Planning can help identify solutions to challenges and provide a trajectory full of opportunity for current and future visitors. The National Park Service is committed to making park facilities, services, programs, and employment opportunities accessible to all people, including those with disabilities.

Crater Lake National Park's existing general management planning documents continue to provide relevant guidance, which may be supplemented through development of additional planning documents such as this one. The accessibility SETP is a component of the park's planning portfolio. This plan documents park barriers to accessibility for people with disabilities and provides an effective approach for upgrading park facilities, services, and programs. In addition, the plan helps inform management decisions regarding project prioritization, funding, and compliance.

ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN

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

This plan was prepared to provide Crater Lake National Park with a tool for addressing overall needs associated with making the park accessible when viewed in its entirety. The plan is based on an understanding of key park experiences and establishes a methodical process that identifies, prioritizes, and outlines improvements to park accessibility. The plan proposes strategies for implementation over time and in a manner consistent with park requirements and protocols.

ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN PROCESS

The process for creating a SETP involves seven steps:



1. **Identify Key Park Experiences and Park Areas** – The interdisciplinary team began by identifying the key experiences available to visitors at the park. Key park experiences, which help determine the park areas to assess in step 2, are iconic and important experiences for visitors to understand the purpose and significance of the park. Park legislation is foundation for key park experiences, which are identified through park purpose, significance, interpretive themes, and programs (available in the park's foundation document at https://www.nps.gov/crla/getinvolved/upload/CRLA_Foundation-Document_emailsize-508.pdf). Key park experiences ensure that planned improvements are prioritized to best increase overall access to park experiences.

The key park experiences identified for Crater Lake National Park include the following:

- a. **The Lake and Scientific Legacy** – Experience the magnificence and splendor of Crater Lake National Park and its geographic setting, untrammled condition, and the lake's remarkable clarity, color, and depth. Experience how Crater Lake has been the object of scientific investigation since the late 1800s, from its distinctive caldera to its natural systems and processes, creating an internationally important long-term body of scientific knowledge.
- b. **Geology and Landscape** – Experience a landscape created by a massive volcanic eruption 7,700 years ago that began a long, slow, and natural process that continues to shape the landscape in and beyond park boundaries.

- c. **Scenery and Recreation** – Experience breathtaking beauty, seasonal weather extremes, clear skies, distinguishing natural and cultural features, and a variety of recreational opportunities in different seasons, providing abundant chances for discovery, reflection, and inspiration.
- d. **Cascade/Mazama Ecosystem** – Experience an assemblage of native vegetative communities that have largely escaped human alteration and remain essentially intact, supporting a high biodiversity of flora and fauna and contributing to the resilience and integrity of the greater ecosystem, even with increasing disturbances such as wildfire.
- e. **Cultural History** – Experience the cultural history of the park and learn how the Crater Lake landscape has changed and been changed by humans for thousands of years, from a sacred place of power and danger to one of the first national parks with exceptional examples of NPS architecture to current day ranger/visitor interactions.

To prepare for step 2, the team then listed all developed areas of the park in which visitors have access.

2. **Determine Park Areas to Assess** – In some instances, not all park areas can be assessed during this process due to time and funding constraints. Therefore, the interdisciplinary team determined which park areas to assess based on the number of key park experiences, visitation level, diversity of activities and programs, distribution, and unique characteristics. The areas selected for assessment provide the best opportunities for the public to access all key park experiences. Areas not assessed will be assessed and improved as part of future facility alterations or as components of a future planned construction project (see appendix C for areas not assessed).
3. **Identify Facilities, Services, and Programs in Each Park Area** – The team identified all facilities, services, and programs in each park area to ensure that all physical and programmatic visitor amenities in each park area were reviewed for accessibility. The comprehensive lists of facilities, services, and programs were the basis for conducting assessments and documenting barriers.
4. **Conduct Accessibility Assessment** – On-site, the interdisciplinary assessment team assessed each park area and identified physical and programmatic barriers to accessibility. The team then reviewed possible solutions and explored options to provide universal access. In some cases, programmatic alternatives needed to be examined because eliminating physical barriers is not always possible due to historic designations, environmental concerns, topography, or sensitive cultural and natural resources. Therefore, a range of programmatic alternatives was considered to provide access to key park experiences for as many visitors as possible.
5. **Draft Transition Plan** – Following the assessment, the team added field results to an implementation strategy table and drafted conceptual site plans to display the locations of barriers and opportunities. An implementation strategy can be complex because of a large range of coordination efforts associated with scheduling accessibility improvements. All improvement efforts need to consider park activities

and operational requirements. Therefore, the team identified an implementation time frame and a responsible park staff member for each barrier and solution. Implementation time frames are based on a park's ability to complete the improvements in normal scheduling of park operations and planned projects and are as follows:

- a. Immediate (0–1 year)
 - b. Short term (1–3 years)
 - c. Mid-term (3–7 years)
 - d. Long term (longer than 7 years)
6. **Conduct Public Involvement** – Public involvement occurs at the draft stage of the transition plan; however, it is recommended that at the beginning of the SETP process, park staff initiate public outreach efforts with organizations representing people with disabilities. The draft plan will be released for a 30-day period to solicit input from the public, including people with disabilities and organizations that represent people with disabilities, to provide comments and thoughts on whether the document represents a reasonable review of the park's barriers and a feasible and appropriate strategy for overcoming the barriers.
7. **Finalize Transition Plan** – After the comment period has closed, park staff will analyze all comments to determine if any revisions to the plan are necessary. Those revisions will be made before the implementation strategy is finalized. Once finalized, a notification will be sent to the public to announce the plan's availability.

IMPLEMENTATION OF THE PLAN

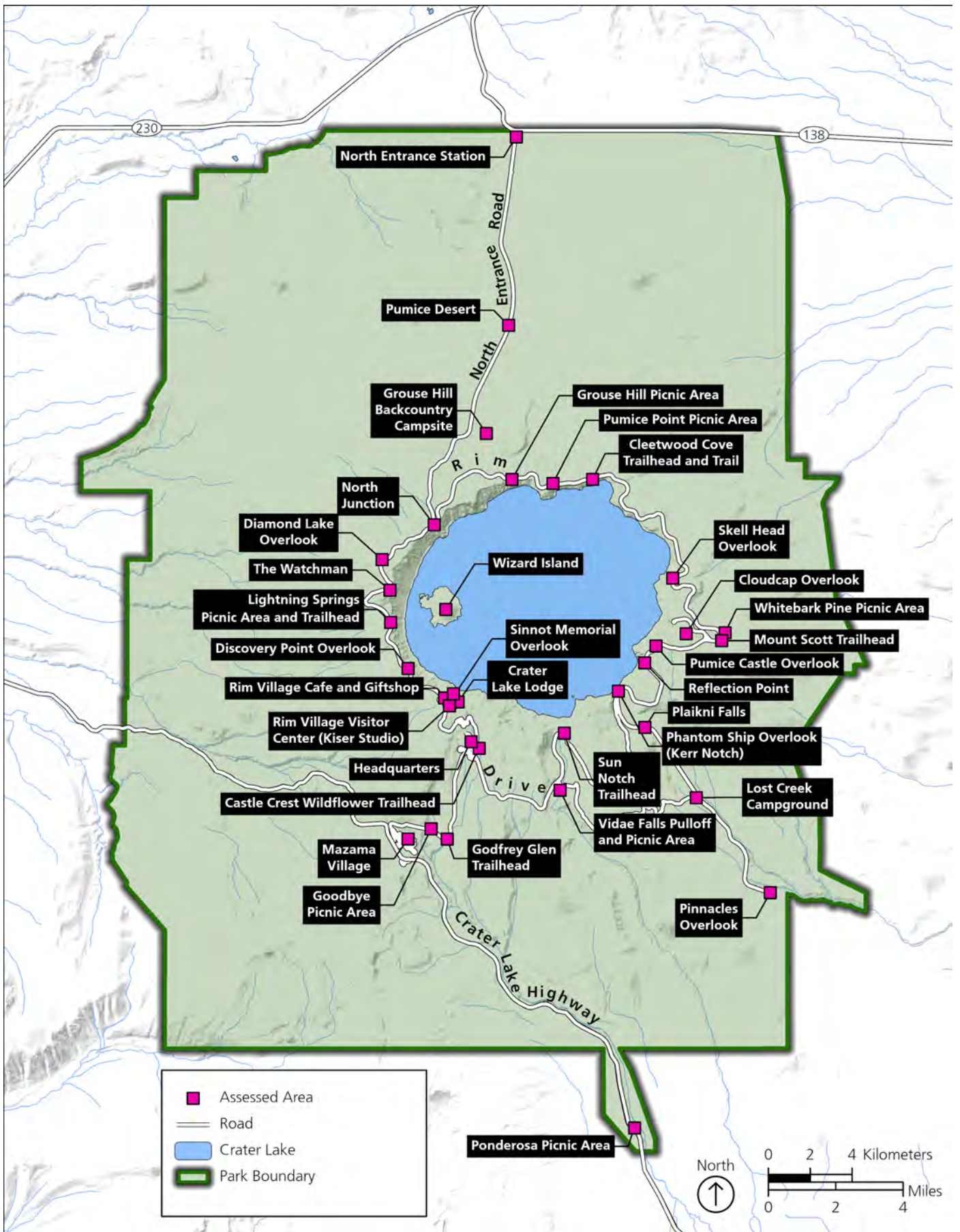
The park superintendent is responsible for implementing and integrating the accessibility self-evaluation and transition plan, and the accessibility coordinator assists the superintendent by documenting improvements, keeping the plan updated, and communicating to park employees. Park staff should employ trained consultants to assist with addressing accessibility improvements to ensure that design and implementation meet the needs of visitors with disabilities. Creating parkwide accessibility requires staff awareness, understanding, and appropriate action. Because of fiscal constraints and limited park resources, staff will need to determine which improvements will benefit the greatest number of visitors with disabilities. Suggested implementation time frames and relative costs need to be factored into all accessibility investment decisions.

IMPLEMENTATION STRATEGY FOR CRATER LAKE NATIONAL PARK

PARK AREAS ASSESSED

The interdisciplinary team assessed the following park areas for accessibility during the planning effort. Areas not assessed are in appendix C.

- Castle Crest Wildflower Trailhead
- Cleetwood Cove Trailhead and Trail
- Cloudcap Overlook
- Crater Lake Lodge
- Diamond Lake Overlook
- Discovery Point Overlook
- Godfrey Glen Trailhead
- Goodbye Picnic Area
- Grouse Hill Backcountry Campsite
- Grouse Hill Picnic Area
- Headquarters
- Lightning Springs Picnic Area and Trailhead
- Lost Creek Campground
- Mazama Village
- Mount Scott Trailhead
- North Entrance Station
- North Junction
- Phantom Ship Overlook (Kerr Notch)
- Pinnacles Overlook
- Plaikni Falls
- Ponderosa Picnic Area
- Pumice Castle Overlook
- Pumice Desert
- Pumice Point Picnic Area
- Reflection Point
- Rim Village Café and Gift Shop
- Rim Village Visitor Center (Kiser Studio)
- Sinnott Memorial Overlook
- Skell Head Overlook
- Sun Notch Trailhead
- Vidae Falls Pulloff and Picnic Area
- The Watchman
- Whitebark Pine Picnic Area
- Wizard Island



IMPLEMENTATION STRATEGY FOR PARK AREAS ASSESSED

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

Depending on the date of a building's construction or alteration, different design standards apply. The interdisciplinary team used ABAAS to conduct the transition plan facility assessments. Although a barrier may be identified by the current assessment for improvement, facilities are only required to follow the standard in place at the time of construction and/or alteration. Therefore, barriers may not be in violation of ABAAS. However, any renovation or upgrade of that building is required to meet the most current standard at the time of work. In addition, Harpers Ferry Center Programmatic Accessibility Guidelines for National Park Service Interpretive Media were followed for facility and program assessments.

This document does not include strategies for transitioning employee workspaces to be accessible. In the event that an employee with a disability is hired by Crater Lake National Park, the supervisor and employee will discuss the employee's needs. The supervisor will then determine what accommodations are reasonable in the given work environment and determine a plan of action to meet those needs.

For each park area, this document provides an overview of findings and recommended solutions in a brief narrative and bulleted list and provides corresponding site plan(s) that illustrate existing conditions. For details on each barrier, solution, and time frame, see the companion implementation strategy table at https://parkplanning.nps.gov/CRLA_SETP. It is important to understand that the site plans and recommendations are conceptual and will require further design development and historic and environmental compliance before construction. Consult with cultural and natural resource staff before proceeding with recommended actions. During the implementation phase, the interdisciplinary team must reassess the project site conditions and consult with ABAAS and the local disability community to ensure that specific design and programmatic solutions are correctly addressed.



CASTLE CREST WILDFLOWER TRAILHEAD

Castle Crest Wildflower Trail is a 0.4-mile interpretive trail that loops around a meadow below Castle Crest Ridge. First constructed in 1929, the trail was originally called the “Castle Crest Wildflower Garden” and was built to provide access to an impressive wildflower display. At the time, wildflower gardens were common features of national parks; Castle Crest Wildflower Trail is the first such garden and trail that was planned and built as part of Crater Lake National Park’s educational program.

The trail begins at a small parking area along East Rim Drive, close to its intersection with Munson Valley Road. A fence that is constructed of stone piers connected by horizontal logs separates the parking area from a gravel-surfaced walkway, edged with native stone. Within its first 100 feet, the trail descends gently through the forest, though short stretches have high running slopes. Soon, the trail arrives at a trailhead sign and a nicely designed wooden footbridge that crosses a small stream. The sign highlights native wildflowers that may be found along the trail and provides basic trail information, including its total length. The footbridge features log edging and wooden decking. Beyond the footbridge, the trail ascends through spring-fed meadows supporting lush vegetation, including abundant wildflowers.

Proposed accessibility improvements at Castle Crest Wildflower Trailhead include the following:

- **Car Parking:** Add accessible parking, an access aisle, and signage.
- **Routes:** Improve the slopes on the route to the trailhead.
- **Trailhead Signage:** Add trailhead signage that outlines trail conditions.
- **Trail Guide Dispenser:** Add clear ground space at the trail guide dispenser.
- **Hiking Trail:** Improve the slopes on the hiking trail to the extent possible.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Castle Crest Wildflower Trailhead Site Plan





CLEETWOOD COVE TRAILHEAD AND TRAIL

One of the park's most popular hiking trails, Cleetwood Cove Trail provides the only legal access to the shore of Crater Lake. The trailhead, which can be busy at times, is located off East Rim Drive on the north side of Crater Lake. Motorists park in a long, linear, paved parking area, which recently was rehabilitated, just north of the road. Rows of striped parking spaces lie on either side of a long, central median with a wide, concrete walkway. Two buildings with vault toilets stand at either end of the parking area near parking spaces marked as accessible. A small stone-clad building for purchasing boat tour tickets also stands at the southern end. Generally, the route to these facilities and to the beginning of the trail is wide and fairly level, with gentle grades. At times, portable information boards are present, with signs describing the types of activities permitted at the lake and other information. South of the parking area, the wide walkway crosses East Rim Drive, leading visitors to trailhead signage at the start of the trail. Nearby, a wide, concrete-surfaced viewing area has been constructed at the edge of the caldera, offering a level place to rest.

Cleetwood Cove Trail can present hazards for people with limited mobility or with health concerns. Below the rim, the hiking trail descends steeply, dropping 700 feet in little more than a mile through a series of long switchbacks. The surface consists of crushed pumice, similar to fine sand, so it can be loose, slippery, and dusty. The trail is wide and well maintained but has an uneven surface with protruding rocks and roots. Five utility hole covers from a fuel line running beneath the trail protrude onto its surface. Shade is limited. A few log benches have been provided along the way, offering places for hikers to rest and take in the views. Given the unstable geology, steep slopes, heavy foot traffic, and other factors, the trail requires significant maintenance and upkeep. A major trail rehabilitation project is planned.

The trail ends at the rocky lakeshore with little shade. Although there is no beach, swimming, wading, and fishing are permitted in the cool waters of the lake. Concession-led boat tours to Wizard Island begin and end at Cleetwood Cove. A gangway leads down

to a floating dock, where paying customers board boats that venture out onto Crater Lake, some with a stop at Wizard Island (see the “Wizard Island” section of this document for more information). Composting toilets are also available at the shoreline. The existing toilet facility, which is planned for replacement, is at the top of a long flight of steps.

Proposed accessibility improvements at Cleetwood Cove Trailhead include the following:

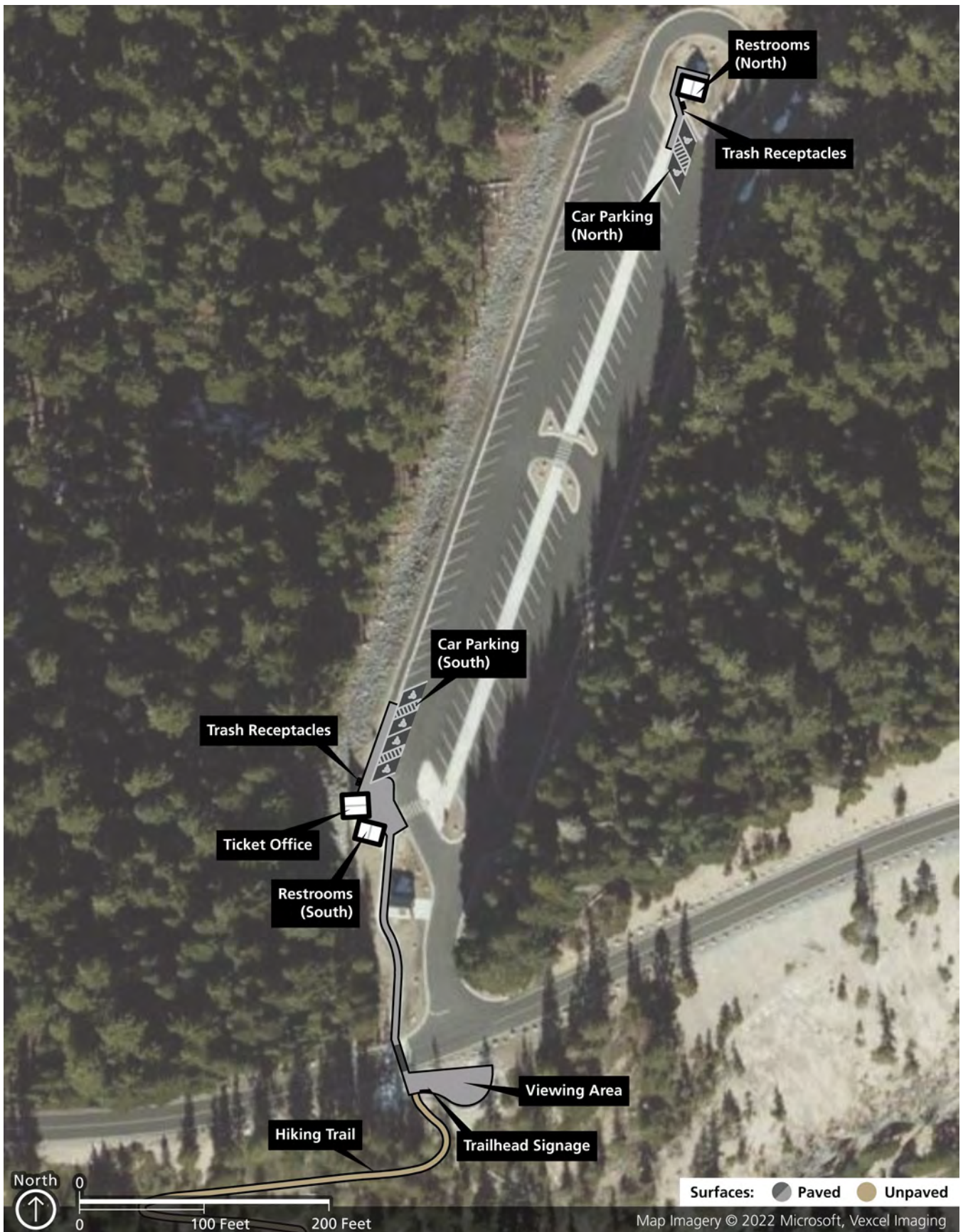
- **Car Parking:** Improve parking space width and slopes, and add accessible parking signage.
- **Restrooms:** Improve the placement of tactile signage and restroom features.
- **Trash Receptacles:** Add accessible trash receptacles.
- **Ticket Office:** Improve the formatting of the information board.
- **Trailhead Signage:** Add trailhead signage that describes trail and route conditions.
- **Viewing Area:** Reduce openings in the paved surface at the viewing area.

Proposed accessibility improvements at Cleetwood Cove Trail include the following:

- **Hiking Trail:** Improve surfaces with fewer obstacles and more resting intervals, and add benches along the trail.
- **Ticket Office:** Add level ground space, and lower the service counter.
- **Routes:** Harden surfaces with reduced slopes.
- **Boat Launch and Boat:** Improve the boarding experience with more maneuvering space, requiring fewer steps.
- **Restrooms:** Improve restrooms with accessible features and more maneuvering clearance.
- **Viewing Area:** Reduce the slopes on the route to the viewing area near the restrooms.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Cleetwood Cove Trailhead Site Plan



Cleetwood Cove Trail Site Plan





CLLOUDCAP OVERLOOK

Cloudcap Overlook is one of several designed scenic viewpoints, or observation stations, on the eastern rim of Crater Lake. While other viewpoints lie close by East Rim Drive, Cloudcap lies at the end of a 1-mile spur road. This is the highest paved road in Oregon, and Cloudcap Overlook, at nearly 2,000 feet above the surface of the lake, is the highest overlook in the park that is accessible by vehicle. The access road ends in a one-way loop with a parking area that has no accessible spaces. A paved walkway curves along the edge of this parking area and is separated from and raised slightly above the area by stone curbing. No curb ramp is provided. Towards the middle, this walkway widens to become a designated viewing area. A sturdy stone guardrail/retaining wall defines the edge of the walkway and raised viewing area, separating it from the steep slope below. The stone parapet wall, stone curbing, and other features of the landscape embody characteristics of the historic NPS rustic style.

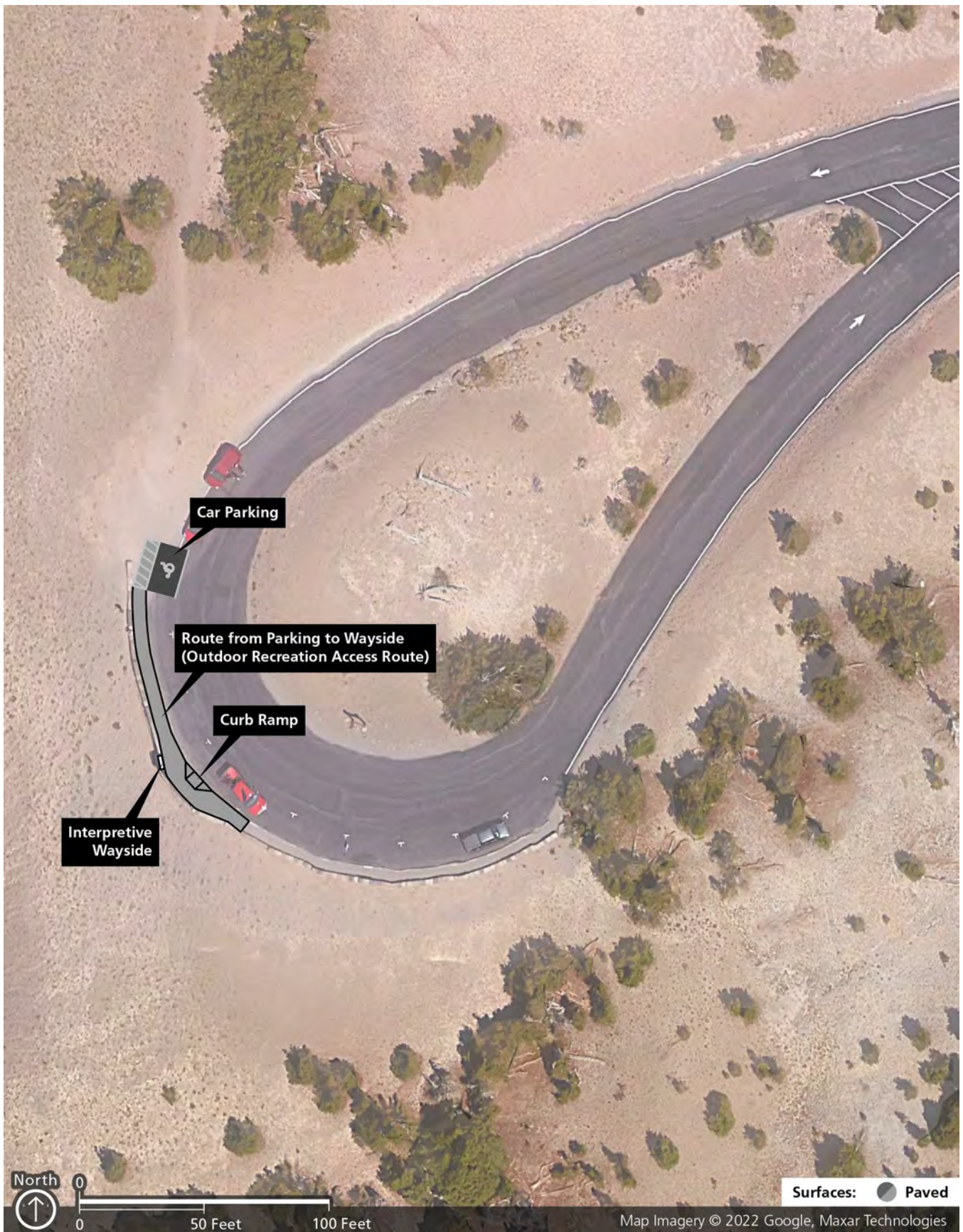
Perched on the caldera's rim, Cloudcap Overlook offers stunning, panoramic views of Crater Lake, with Wizard Island, Llao Rock, and other landmarks in view. On clear days, distant peaks are visible, including Union Peak to the southwest and Mount Thielsen to the north, beyond the park boundary. An interpretive sign that is mounted on the wall at an angle describes the site's extreme environment and highlights nearby "flag trees" that have been shaped by the wind.

Proposed accessibility improvements at Cloudcap Overlook include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Add a curb ramp between the parking area and the route to the wayside.
- **Interpretive Wayside:** Improve clear ground space and text contrast.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Cloudcap Overlook Site Plan





CRATER LAKE LODGE

The historic Crater Lake Lodge first opened to the public in 1915 and is one of the park's iconic attractions. The lodge is typically open from mid-May to early October, depending on snow levels. The lodge offers overnight accommodations, a dining room, a great room, and a veranda overlooking Crater Lake. The historic significance of Crater Lake Lodge is recognized by its listing in the National Register of Historic Places and membership in the Historic Hotels of America program.

The lodge is perched at the rim of Crater Lake, on the eastern end of the Rim Village developed area. Parking is nearby, including designated accessible spaces. A staircase with railings leads to the main entrance, and a paved ramp provides an alternate means of access. Concession employees greet guests at the main counter in the first-floor lobby and provide information. The lodge has 71 guest rooms, 6 of which are designated as accessible and include features to improve accessibility.

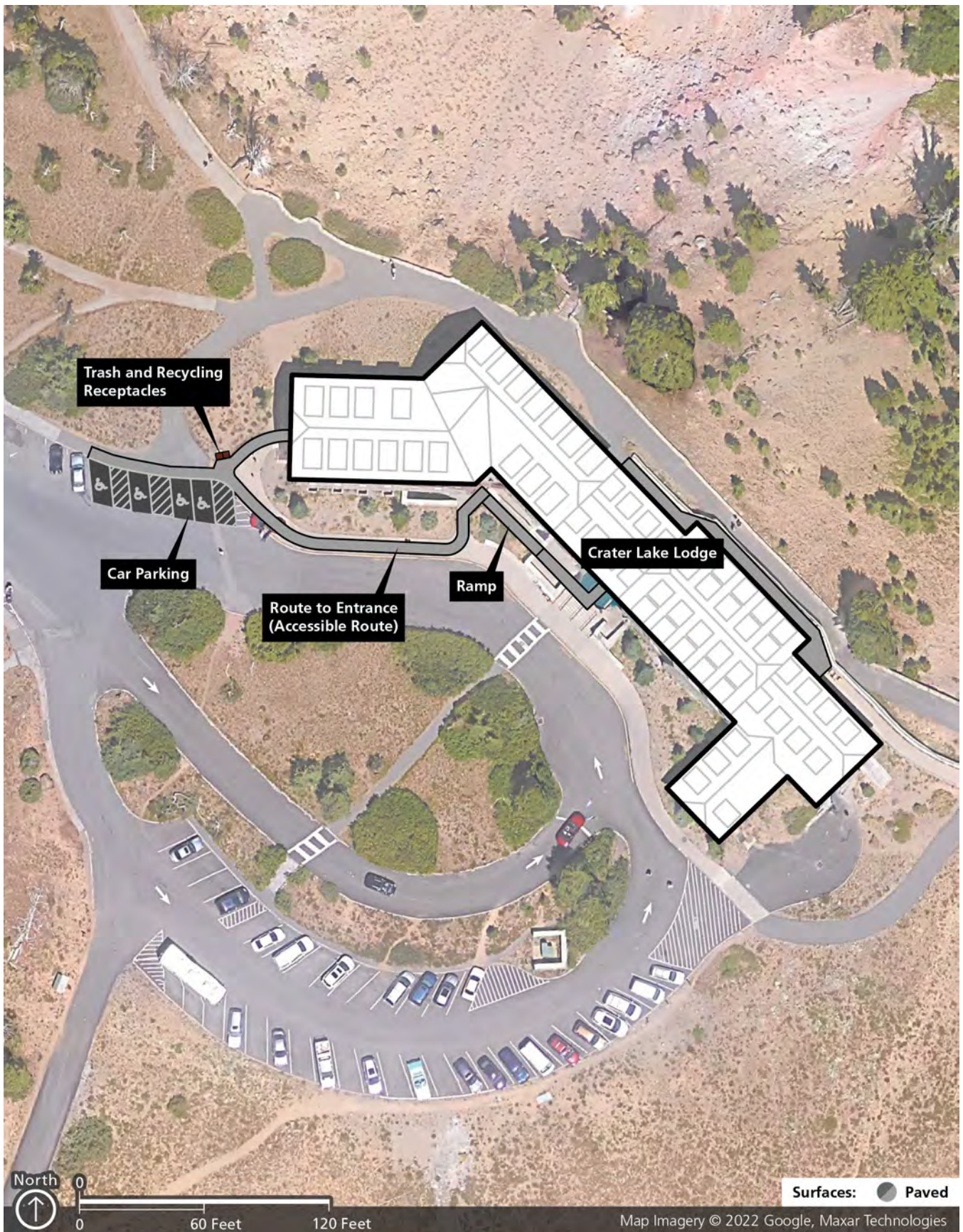
The dining room provides breakfast, lunch, and dinner for lodge guests and others who desire a more formal service than what is available at other park venues. The adjacent great hall features a majestic, native stone fireplace, tall windows, and ponderosa pine accents. Visitors are welcome to relax with a beverage from the nearby bar. On the outdoor veranda on the back (north) side of the lodge, visitors sit in rocking chairs and admire the spectacular views of Crater Lake. During the summer season, rangers deliver talks on the veranda or inside by the fireplace. A ramp with handrails facilitates access to guest rooms and other areas of the lodge. For self-guided interpretation, the lobby features an exhibit area with displays on the lodge's history and other park-related subjects. Restrooms and vending machines are also available on the first floor.

Proposed accessibility improvements at Crater Lake Lodge include the following:

- **Car Parking:** Add accessible parking spaces and access aisles and signage, and improve ground surfaces.
- **Trash and Recycling Receptacles:** Improve the clear ground space at the receptacles.
- **Routes:** Improve the slopes on the route to the lodge entrance, and improve the turning space between features in the lodge interior.
- **Lodge Interior – Interpretive Exhibits:** Improve the text size on exhibits.
- **Lodge Interior – Guest Rooms:** Add accessible guest rooms with accessible features and circulation space.
- **Lodge Interior – Restrooms:** Improve the placement of accessible restroom components.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Crater Lake Lodge Site Plan





DIAMOND LAKE OVERLOOK

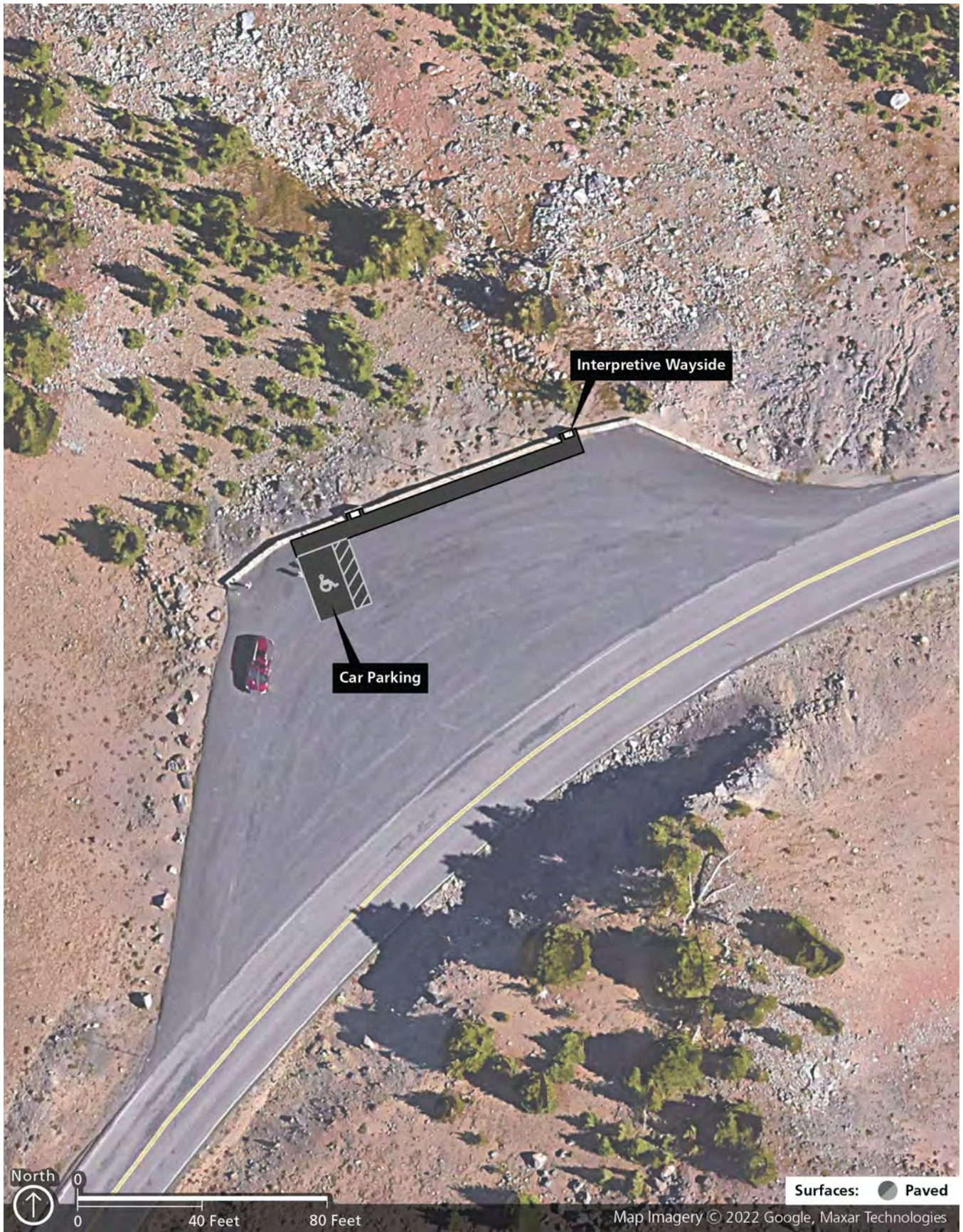
The Diamond Lake pulloff is located along Rim Drive on the west side of the lake. The paved parking area and overlook provide down-valley horizon views of the Pumice Desert, Red Cone, Mount Bailey, and Mount Thielsen. Two interpretive waysides are embedded in the rock wall at the edge of the parking area. The site currently lacks provisions for accessibility but could be easily modified to designate multiple accessible parking stalls, or the interpretive waysides could be slightly altered to allow both forward and side approaches for wheelchair visitors.

Proposed accessibility improvements at Diamond Lake Overlook include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Interpretation:** Improve wayside exhibits to have an accessible clear approach, either forward approach with knee clearance beneath the unit or an accessible side approach.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Diamond Lake Overlook Site Plan





DISCOVERY POINT OVERLOOK

The Discovery Point Overlook is located along the southwest section of West Rim Drive. The overlook is the first paved pulloff after Rim Village if taking a clockwise journey along the rim. One main paved pulloff area exists with two unimproved parking areas accessing the rim trail and overlook. The Discovery Point Trail winds its way among hemlock and whitebark pine towards the scenic vistas of Wizard Island in the foreground and Mount Thielsen to the north. Discovery Point also attracts park visitors who wish to embark on a gently sloped, family-friendly 2.4-mile out-and-back hiking trail. The paved parking area does not currently offer designated accessible parking stalls, but the current grade towards the southern portion of the lot has more gentle slopes. The viewing area does not have a level landing but the ground surface could be altered to meet accessibility guidelines. The existing areas impacted by visitors could likely be used for a grade-friendly approach to the overlook. Clear sight lines exist at parking areas allow for the safe entry and exit of vehicles.

Proposed accessibility improvements at Discovery Point Overlook include the following:

- **Parking:** Add accessible parking, access aisle, and signage.
- **Interpretation** Improve wayside exhibits to have an accessible clear approach, either forward approach with knee clearance beneath the unit or an accessible side approach.
- **Trailhead:** Add trailhead signage that outlines trail conditions.
- **Viewing Area:** Improve the level landing at the viewing area.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Discovery Point Overlook Site Plan





GODFREY GLEN TRAILHEAD

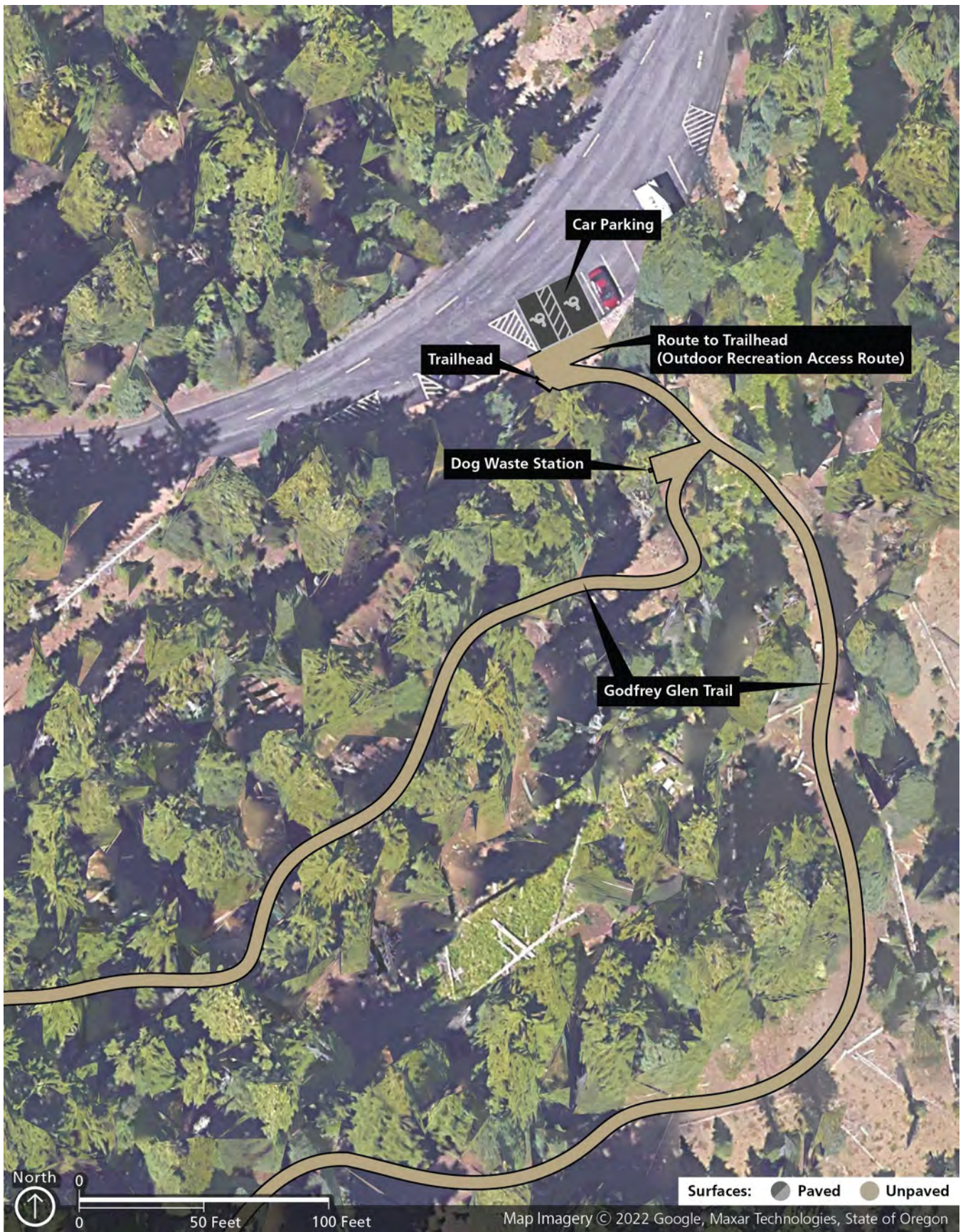
The Godfrey Glen Trailhead lies 5 miles south of Crater Lake Lodge. The trailhead offers a gently sloped 1-mile loop along a scenic canyon, punctuated by petrified ash spires and colonnades. The trail provides a unique experience adjacent to the Munson Creek riparian corridor. Currently, the parking lot has two designated parking stalls and a shared access aisle. The surrounding slopes allow for a smooth transition from parking area to trailhead. Current signage could allow for information to be provided in larger format and could also provide detailed descriptions of trail conditions. The trail has slopes up to 14% but most of the trail allows for a wheelchair-assisted experience. Park staff have made numerous trail improvements to passing spaces for wheelchairs, resting areas, and benches that accommodate companion seating. The trail surface is firm and stable, and overlooks have level landings. Park staff have put forth great effort in making the area accessible to a wide variety of park visitors.

Proposed accessibility improvements at Godfrey Glen Trailhead include the following:

- **Car Parking:** Improve the slopes of parking spaces with added signage.
- **Routes:** Harden surfaces and remove protrusions on the routes to the trailhead and site features.
- **Trail:** Harden surfaces with fewer obstacles, and improve the slopes along the trail.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Godfrey Glen Trailhead Site Plan





GOODBYE PICNIC AREA

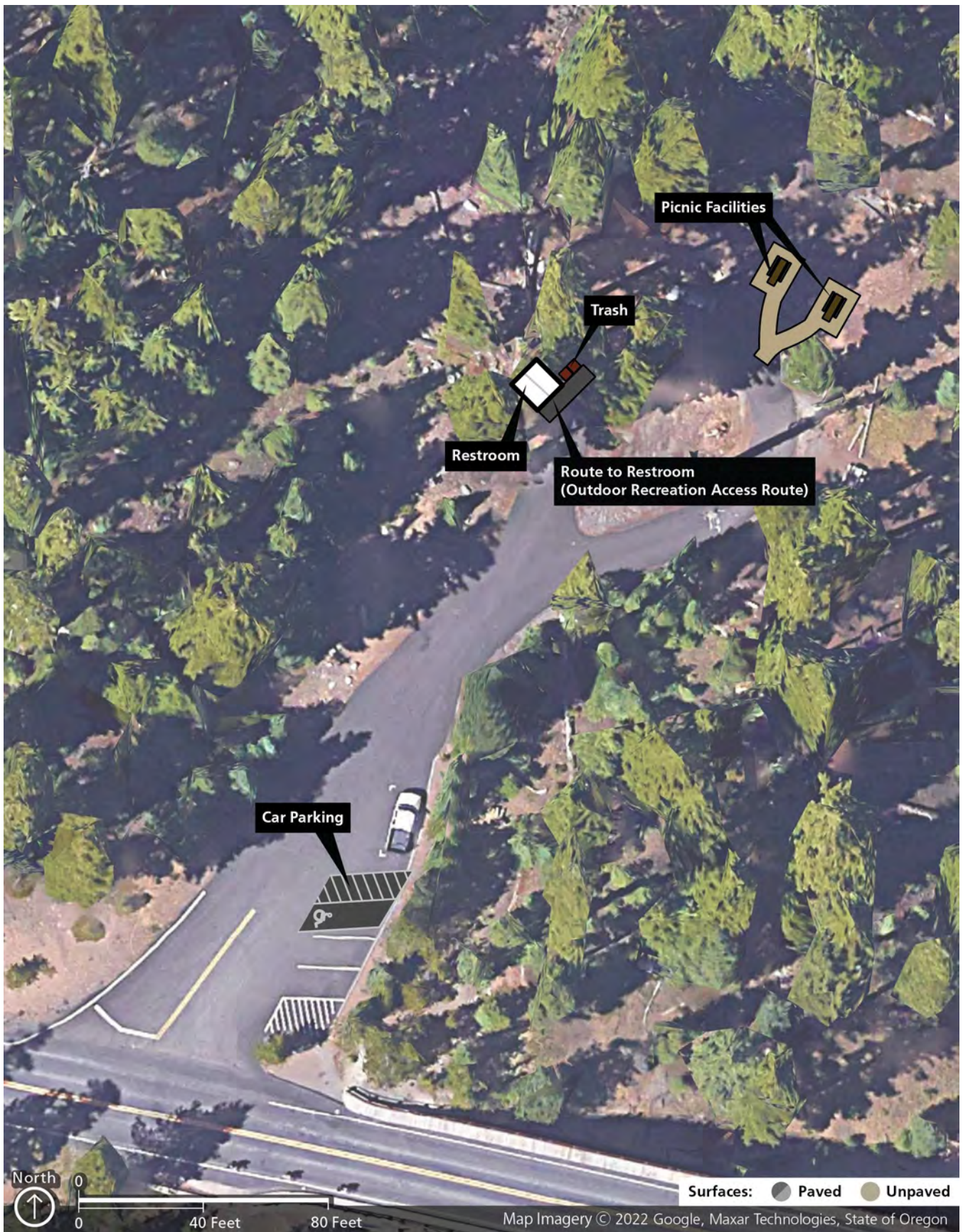
Lofty pines greet park visitors after a short turnout from Munson Valley Road. Goodbye Picnic Area is a pleasant reprieve from the visitor use concentration at Mazama Village and the Annie Creek facilities. The low-level visitation allows for birding opportunities and other sightings of small mammals. The foliage does limit expansive views of the park but offers a significant auditory experience from the adjacent Goodbye Creek. Loose duff and other forest litter exists at ground surface but is largely devoid of rock cobbles, boulders, and exposed roots. Two parking areas allow access to the site—a pulloff slightly east of the entrance road and a second striped parking area parallel to the road. The striped parking area does not currently offer designated accessible parking. The site offers one accessible picnic table, but numerous accessibility barriers prevent extensive visitor access.

Proposed accessibility improvements at Goodbye Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Picnic Area:** Improve surfaces, and add an accessible picnic table and trash can.
- **Restroom:** Improve accessible features in the vault toilet.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Goodbye Picnic Area Site Plan





GROUSE HILL BACKCOUNTRY CAMPSITE

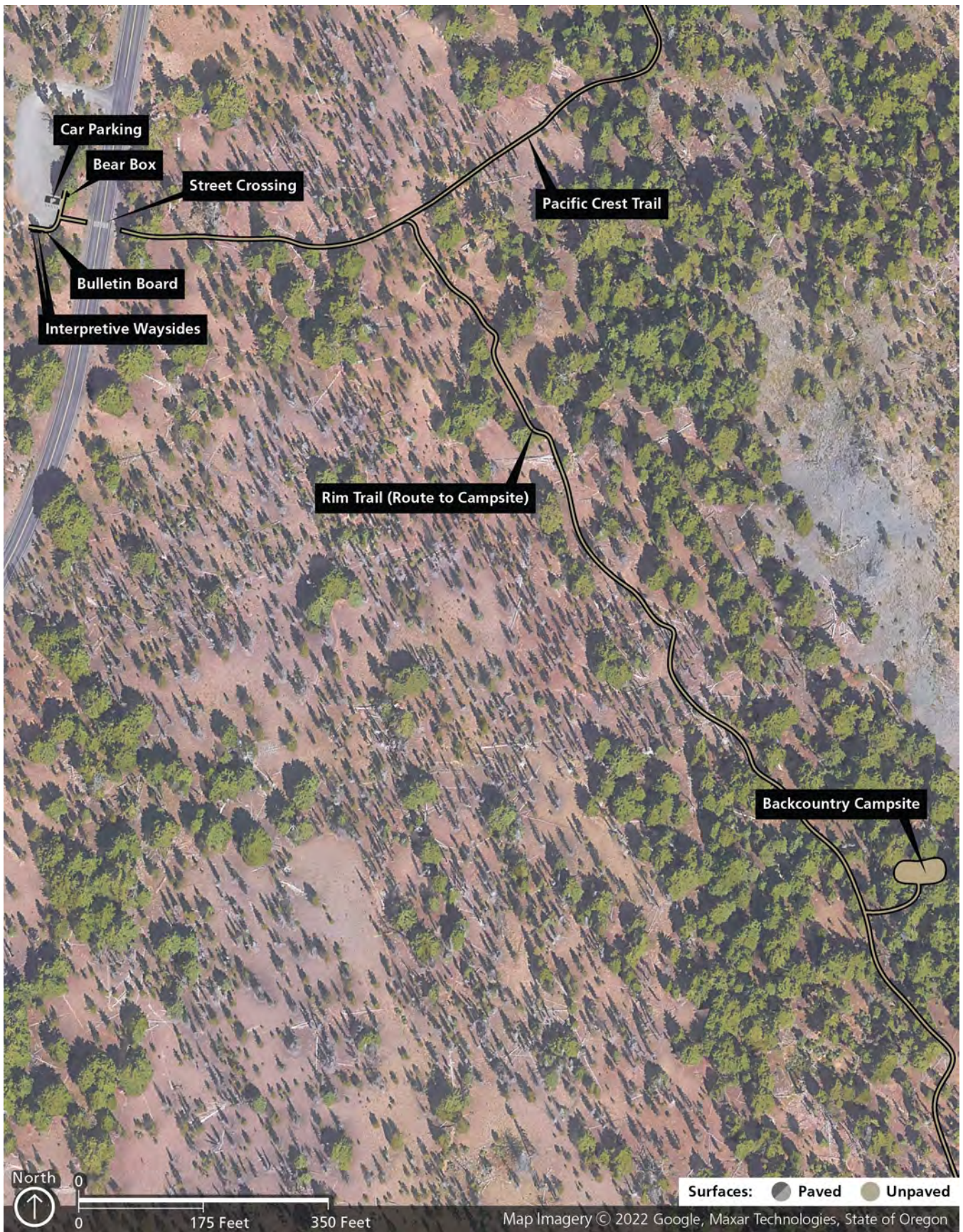
Grouse Hill Backcountry Campsite offers three campsites situated along the Pacific Crest Trail (PCT). The site is unique due to its backcountry setting located a short distance from North Rim Drive. Currently, the campsites are reserved for PCT hikers. Overall, the parking area, trailhead, trail, and campsites have numerous accessibility barriers to people with limited mobility due to steep slopes and protrusions on the ground surface from tree roots and rocks. However, the current conditions would allow for an assisted experience for visitors with low vision.

Proposed accessibility improvements at Grouse Hill Backcountry Campsite include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Improve the slopes and harden ground surfaces from the parking area to the site features and trailheads.
- **Site Features:** Improve the clear space and operable parts for various site features such as bear boxes, wayside exhibits, and bulletin boards.
- **Interpretation:** Improve the contrast and text size on wayside exhibits and bulletin boards.
- **Trailhead:** Add trailhead signage that outlines trail conditions.
- **Trail:** Harden surfaces with fewer obstacles, and improve the slopes along the trail.
- **Camping Facilities:** Reduce the slopes, improve hardened surfaces, and remove protrusions at the campsite clearing.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Grouse Hill Backcountry Campsite Site Plan





GROUSE HILL PICNIC AREA

Grouse Hill Picnic Area is located along East Rim Drive, almost a mile south of the summit of Grouse Hill. This small picnic area is in a peaceful wooded setting, steps from the north rim of the caldera, high above Steel Bay. The site is minimally developed. Visitors park along a pulloff on the south side of East Rim Drive, with room for a small handful of vehicles. Parking spaces are unmarked, and no accessible parking is provided. A garbage and recycling receptacle stands at the edge of the pulloff near several boulders arranged in a line to keep vehicles from venturing off the pavement. No restrooms are available at this location. A short distance from the pulloff, two or three picnic tables are widely spaced among the tall evergreen trees, sited on the natural surface of the forest floor. The tables do not have integrated wheelchair seating spaces, and the routes between the parking and picnic tables have high slopes and loose surfaces.

Proposed accessibility improvements at Grouse Hill Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Harden surfaces and reduce the slopes on the route to the picnic area.
- **Picnic Tables:** Add accessible picnic tables with knee clearance and integrated wheelchair seating.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Grouse Hill Picnic Area Site Plan





HEADQUARTERS

The park headquarters is located at the junction of Rim Drive and Munson Valley Road, below the lake's rim. The site is secluded among towering pines and flanked by the craggy Castle Crest to the east. From this area, visitors access the backcountry office, located in the Canfield Ranger Station, Lady of the Woods Trail, and the Science and Learning Center. Backcountry office staff issues backcountry camping permits to park visitors. One accessible parking stall exists in the parking lot, and three courses of stone stairs lead to the main entrance of the building. A paved route with no stairs leads to a side entrance. The interior space is small but devoid of obstacles and clutter. Signage and counter heights could be improved for a more accessible experience. Visitors can access the Lady of the Woods Trail via the parking lot for the Steel Visitor Center (closed for renovations). The parking lot has two parking stalls designated for accessible parking. A narrow asphalt sidewalk leads from the parking lot to the beginning of the trail. Several segments of the Lady of the Woods loop are accessible, but most portions of this 0.33-mile loop trail are steep and/or narrow. The Science and Learning Center is in a historic building built in 1932, approximately 0.25 miles northwest of the Steel Visitor Center. Two moderately steep asphalt paths lead to the front and rear entrances of the building. The Sager Administration Building contains park offices and serves as the park headquarters. While the headquarters building has a spacious interior, it would need numerous alterations to make it accessible.

The Steel Visitor Center was not evaluated as part of the development of this plan as it was undergoing a major rehabilitation project that included multiple accessibility improvements. These improvements, among others, included the addition of automatic door openers on public entrances and restrooms, lowering service counters in the sales area and post office, adding railings in the sloped winter snow tunnel entrance, and adding a curb cut in the historic stone curbing near the accessible parking.

Proposed accessibility improvements at park Headquarters Backcountry Office and Lady of the Woods Trail include the following:

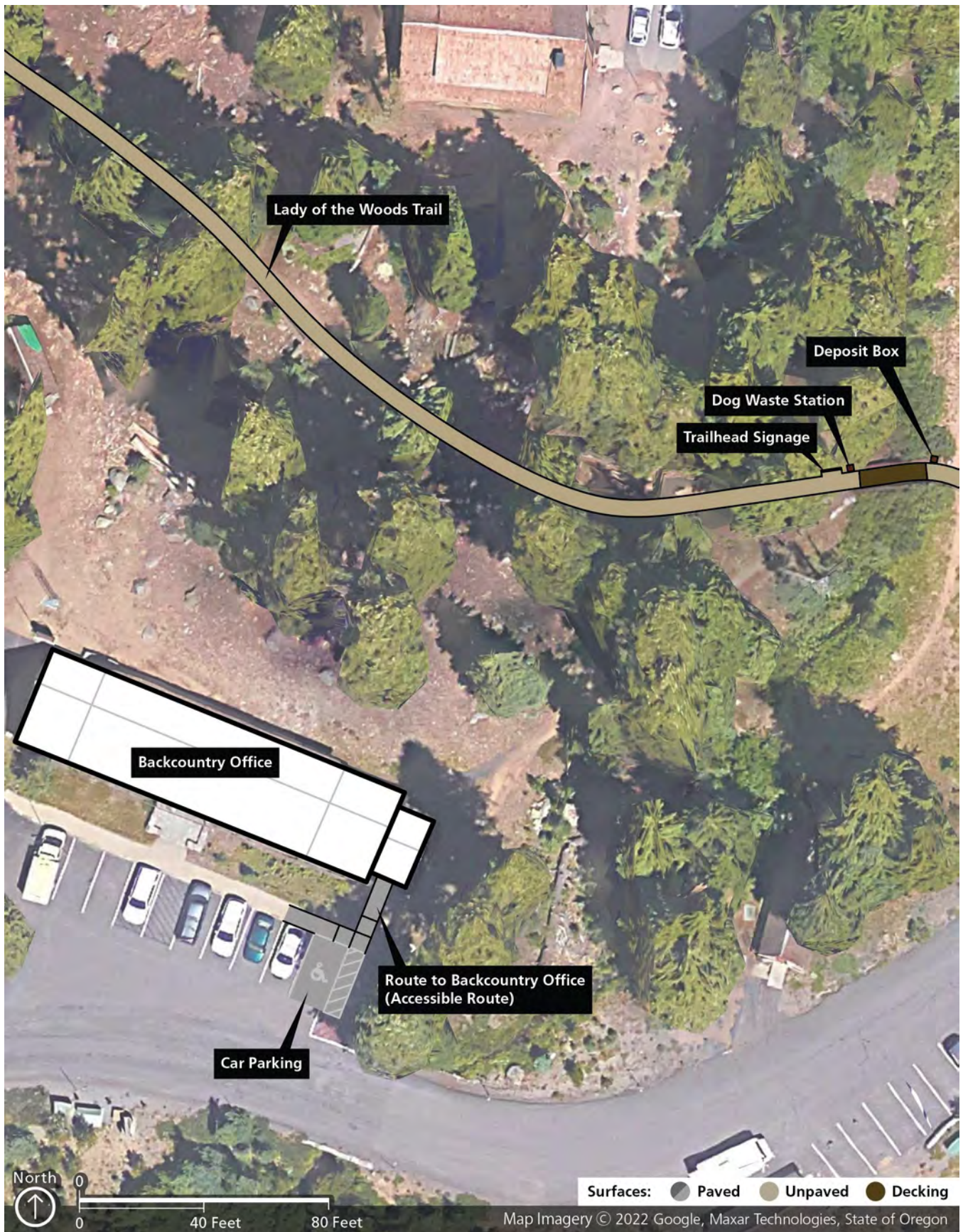
- **Car Parking:** Reduce the slopes at the accessible parking spaces, and improve the curb ramp with reduced slopes and a level landing.
- **Routes:** Reduce the thresholds to enter the building, and improve the clear space in front of site features such as at deposit boxes and dog waste stations.
- **Building:** Improve restrooms and drinking fountains with accessibility features, and lower the service counter and exhibits to be within reach ranges.
- **Trailhead:** Add trailhead signage that outlines trail conditions.
- **Trail:** Harden surfaces with fewer obstacles, and improve slopes along the trail.

Proposed accessibility improvements at the park Headquarters Science and Learning Center include the following:

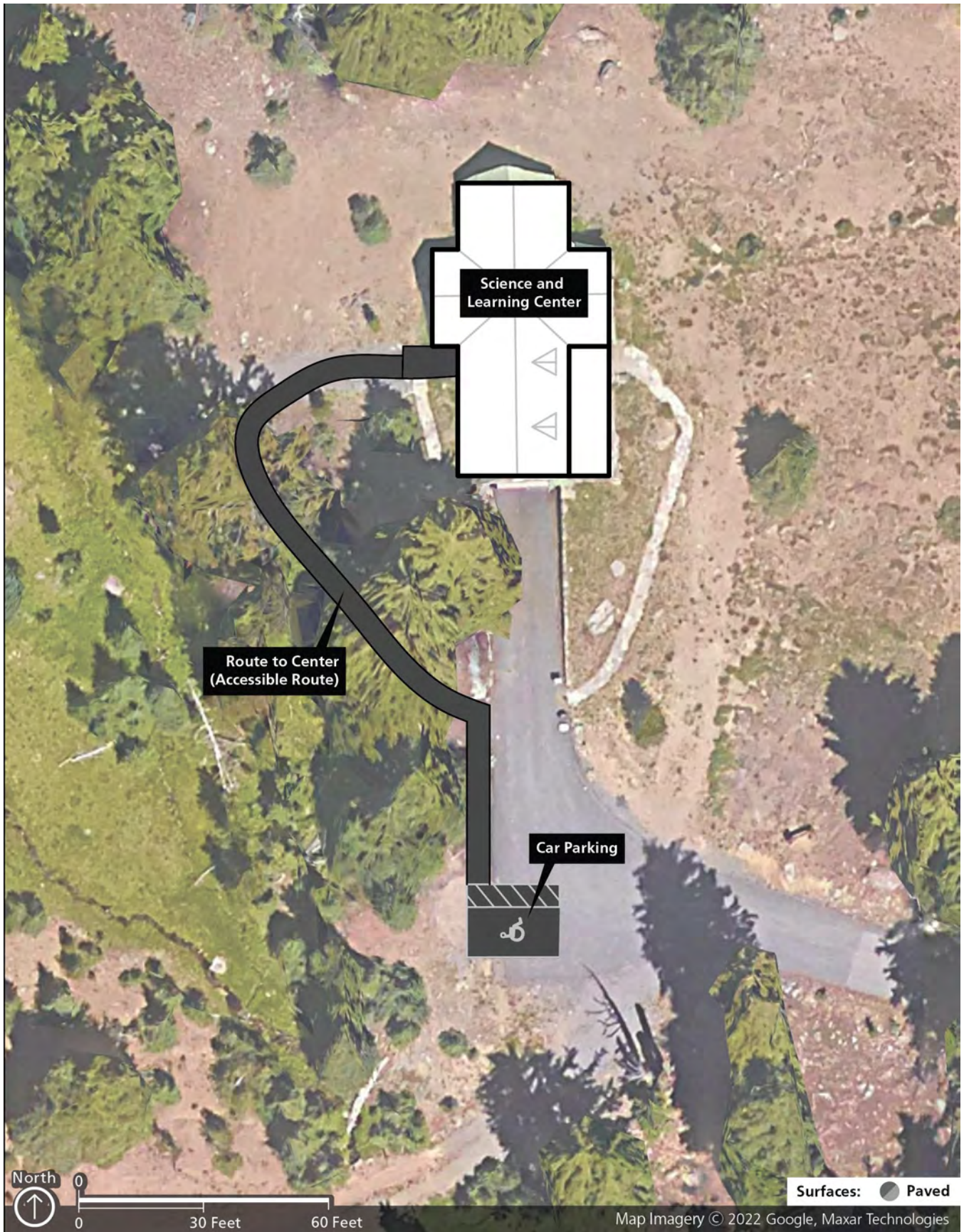
- **Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Improve the slopes and harden surfaces on the route to the building from the parking area. Widen the doorway and maneuvering clearance to enter the building, and widen routes throughout the interior. Additional design and review will be needed to determine which entrance will be appropriate to improve.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Headquarters – Backcountry Office and Lady of the Woods Trail Site Plan



Headquarters – Science and Learning Center Site Plan





LIGHTNING SPRINGS PICNIC AREA AND TRAILHEAD

Lightning Springs Picnic Area and Trailhead are located on West Rim Drive, approximately 2.5 miles northwest of Rim Village. The picnic area is located 500 feet to the north of the trailhead parking. Visitors access the trailhead via a paved parking area on the west side of West Rim Drive. The 4-mile Lightning Springs Trail is located a short distance from the parking area and intersects with the Pacific Crest Trail, allowing for a longer backcountry experience. Trailhead signage provides limited information to visitors and only includes trail mileages and allowed and prohibited trail uses. The trailhead offers sweeping views to the west through a Shasta red fir and mountain hemlock forest. Potential accessibility improvements include designated accessible parking and improved signage detailing trail route and conditions. The picnic area is located on the east side of West Rim Village Road and offers two secluded picnic tables nestled among pine trees. The picnic area also provides park visitors with access to the nearby Rim Trail and the Watchman Lookout to the north. The site's location along the rim provides incredible views of the lake and Wizard Island. Potential accessibility improvements include designated accessible parking, an improved route to picnic tables, and accessible picnic tables.

Proposed accessibility improvements at Lightning Springs Picnic Area and Trailhead include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage at the picnic area and trailhead.
- **Routes:** Reduce obstacles and the slopes along the route from the parking area to the picnic area and from the parking area to the trailhead.
- **Picnic Area:** Improve surfaces, and add accessible picnic tables and a trash can.
- **Trailhead:** Add trailhead signage that outlines trail conditions.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Lightning Springs Picnic Area and Trailhead Site Plan





LOST CREEK CAMPGROUND

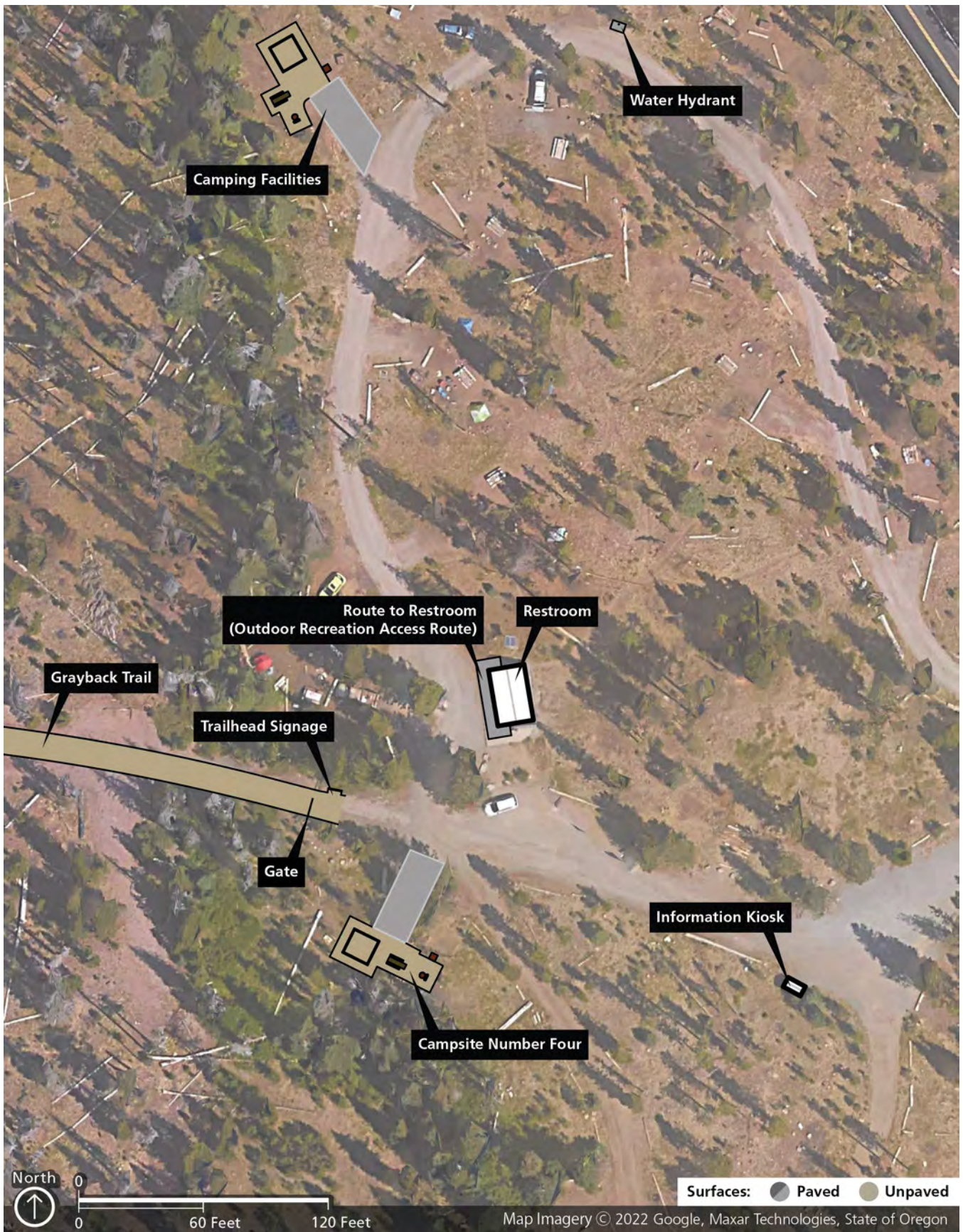
Lost Creek Campground is located approximately 3 miles south of the Pinnacles Road and Rim Drive intersection and is currently closed to the public due to water availability. This area of the park offers a reprieve from the congestion found at Rim Village and other tourist attractions along Rim Drive. The campground is a limited-development site and offers 16 tent-only sites with trash, recycling, food storage lockers and restrooms. Visitors can access Grayback Trail from Lost Creek Campground and can hike 8 miles along the historic Rim Road, with scenic views of creeks and wildflowers along the way to Vidae Falls. Views of Sand Creek to the east offer a unique viewing experience at the park. In general, the ground surface at Lost Creek is level, but visitors will encounter uneven terrain due to natural elements such as tree roots, rocks, and vegetation. Currently, there are no accessible campsites or picnic tables that accommodate wheelchair access. The natural environment at Lost Creek Campground is conducive to making a number of accessibility improvements, including adding designated parking, providing access to and within restrooms, and accommodating wheelchairs at picnic tables. As the park looks at different solutions to reopen the campground to visitors, additional accessibility improvements may be considered.

Proposed accessibility improvements at Lost Creek Campground include the following:

- **Campsites:** Add new and updated accessible campsites with improved routes and site features.
- **Routes:** Improve the slopes on routes to the restroom, and clear ground spaces in front of water hydrants and the information kiosk.
- **Restrooms:** Improve restroom features and new drinking fountains.
- **Trailhead:** Add trailhead signage that outlines trail conditions.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Lost Creek Campground Site Plan





MAZAMA VILLAGE

Mazama Village is located at the junction of Munson Valley Road and Crater Lake Highway. The site consists of the Annie Creek Restaurant and Gift Shop and the Mazama Village Store, campground, cabins, and Mission 66 Amphitheater. Two main facilities are nestled among a sparse fir and hemlock forest below the lake's rim. The facility closest to the park entrance station consists of the Annie Creek Gift Shop, which sells souvenirs and Crater Lake collectibles similar to those at Rim Village Gift Shop. Adjoining the gift shop is the Annie Creek Restaurant, which offers family-friendly dining options with an open seating arrangement and patio seating on the southeast corner. Restrooms are in the back corner of the gift shop. A parking area for the restaurant and gift shop has two accessible parking stalls. Outside the building are two benches with backs and armrests, informational signage with a park map, and trash receptacles. The interior of the building has tight spots for wheelchair maneuverability but allows for modifications to merchandise shelves for greater access. Counter heights are slightly high and could be reimagined to remove clutter at checkout.

To the east of the restaurant and gift shop is a larger parking lot offering four accessible parking stalls that are used to access the Mazama Village Store. The facility offers informational kiosks, trash receptacles, hydration stations, restrooms, shower facilities, self-serve laundry, and a gas station. The interior space operates as a camper store selling groceries, camping supplies, and firewood. Possible accessibility improvements include increasing the font size on all signage, lessening the force to open doors, reducing threshold heights, and reimagining space for greater wheelchair maneuverability. The gas station area consists of two pumps with wide vehicle access. Signage provides instructions to receive assistance.

The developed campground consists of 214 sites, each with a picnic table, fire ring, bear-resistant food locker, and paved parking. Five RV sites are designated as accessible. The

terrain is relatively flat with natural obstacles such as roots, vegetation, rocks, and loose surfaces. Of the 10 cabins, 2 are designated as accessible, with ramps and handrails leading to the cabin entrance. The cabin's interior has sufficient clear space, and restrooms are equipped with handrails.

Proposed accessibility improvements at Mazama Village Camper Store and Annie Creek Restaurant include the following:

- **Car Parking:** Reduce slopes, add signage, and improve the curb ramp with reduced slopes and a level landing. Add an accessible electric vehicle charging station (final location may vary after final design and compliance).
- **Routes:** Reduce openings on routes from the parking area to buildings.
- **Site Features:** Improve the clear space, operable parts, and text size for various site features such as trash cans, water filling stations, information kiosks, and the gas station.
- **Camper Store:** Improve accessible features in restrooms and shower rooms, widen the clear space and turning space throughout the building, and lower the service counter.
- **Annie Creek Restaurant:** Improve service counters, widen routes throughout the gift shop, and improve accessible features in the restrooms.

Proposed accessibility improvements at Mazama Village and Mazama Cabins and RV Dump Station include the following:

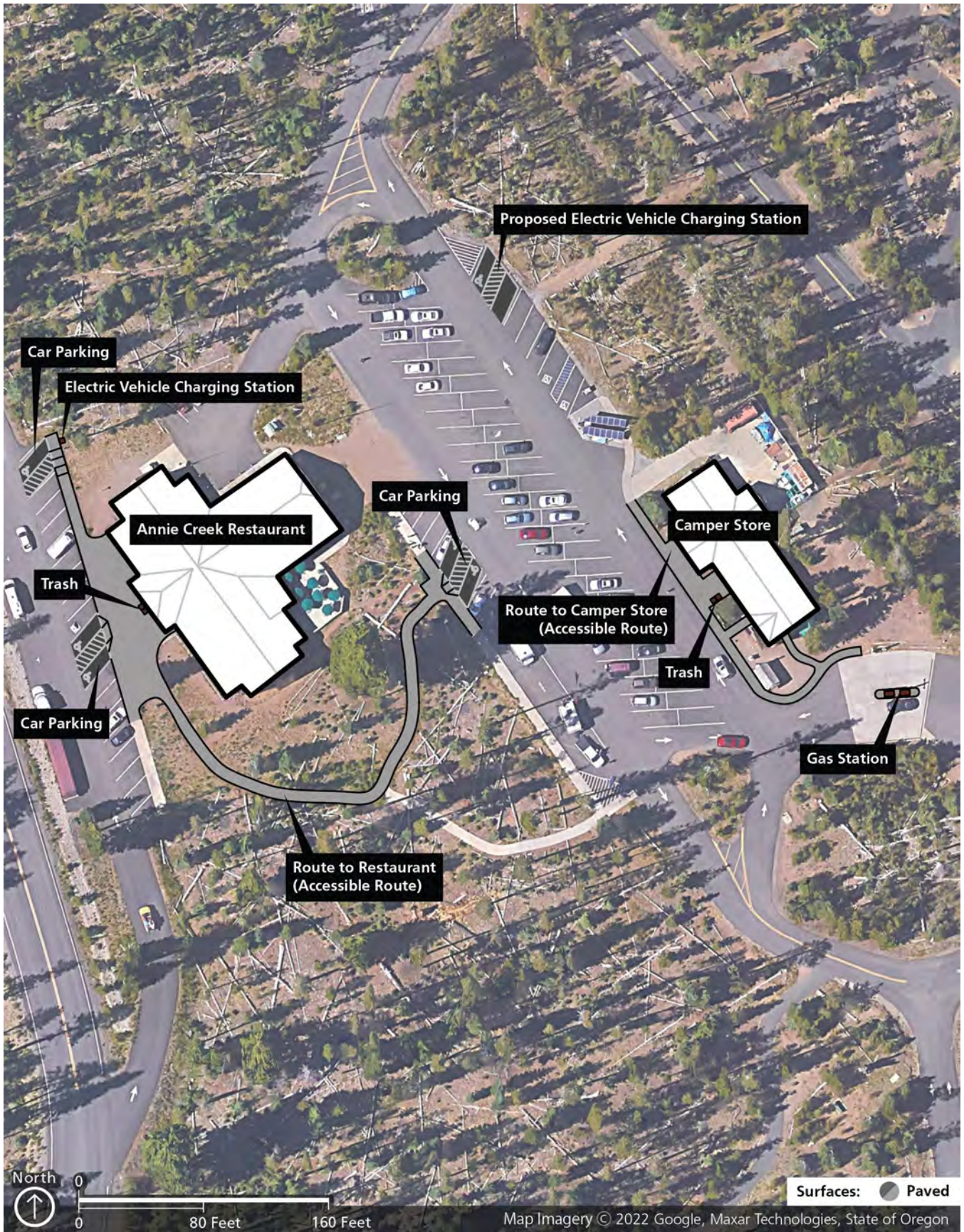
- **Car Parking:** Reduce the slopes at accessible parking spaces.
- **Routes:** Raise the handrails with extensions on the route to the cabins.
- **Cabins:** Improve the accessible features within the cabins.
- **RV Dump Station:** Improve the operable parts and the clear space in front of water hoses.

Proposed accessibility improvements at Mazama Village Campground (Loop A, Loop F, the Amphitheater, and the PCT Walk-in Campsite) include the following:

- **Campsites:** Add new and updated accessible campsites with improved routes and site features.
- **Site Features:** Improve operable parts and clear ground spaces in front of water hydrants.
- **Restrooms:** Improve restroom and shower room features, and add new drinking fountains.
- **Amphitheater:** Improve routes to and around the historic Mission 66 amphitheater, and add new designated wheelchair and companion seating spaces.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Mazama Village – Camper Store and Annie Creek Restaurant Site Plan



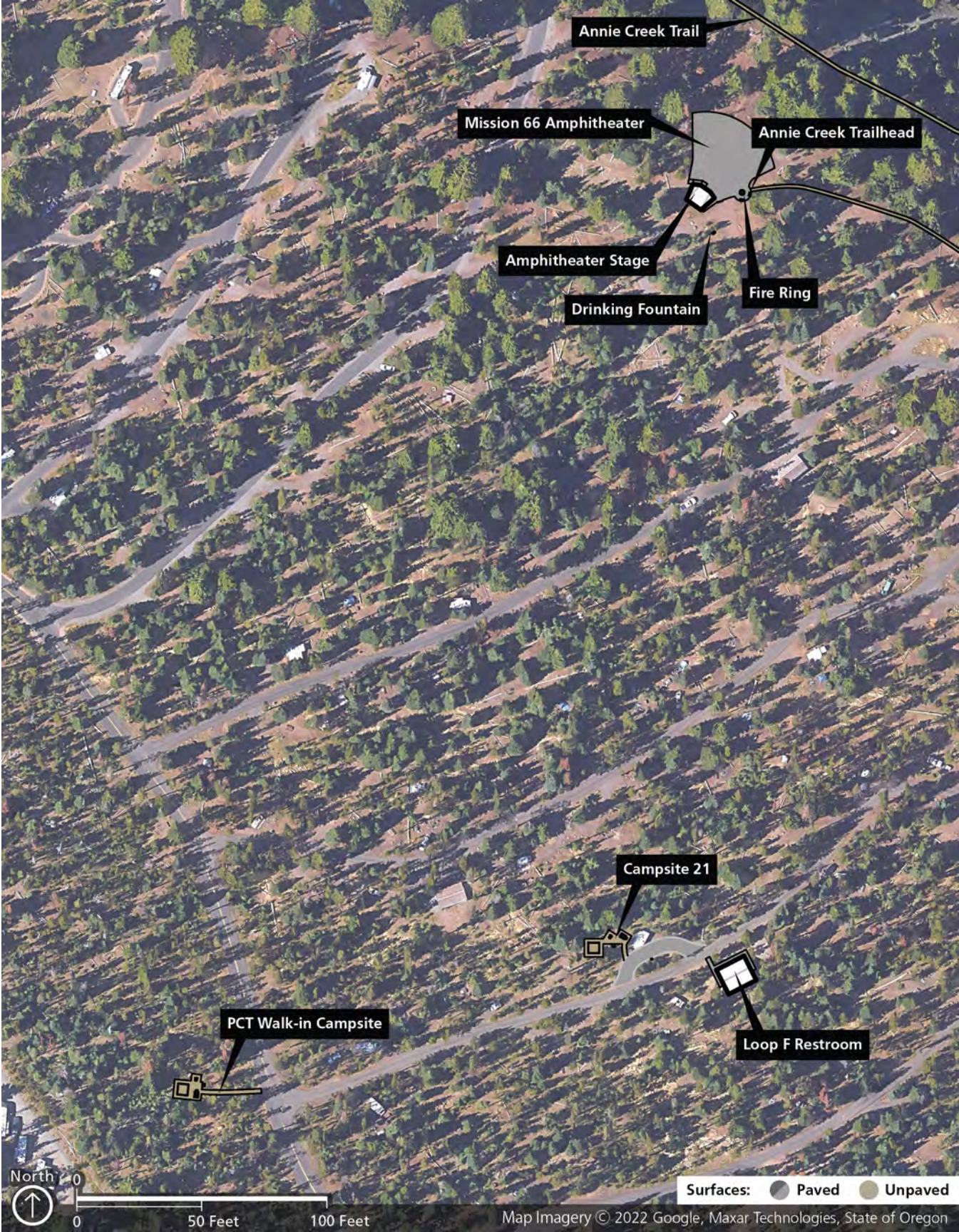
Mazama Village – Mazama Cabins and RV Dump Station Site Plan



Mazama Village – Campground (Loop A) Site Plan



Mazama Village – Campground (Loop F, Amphitheater, and PCT Walk-in Campsite) Site Plan





MOUNT SCOTT TRAILHEAD

At more than 8,900 feet in elevation, Mount Scott is the highest point in Crater Lake National Park, and the setting for one of its most celebrated hikes. The trailhead is located along East Rim Drive, a short distance from its intersection with Cloudcap Road. Trailhead parking is adjacent to East Rim Drive, where the road makes a long, looping turn. Visitors park perpendicular to the road in a thin, crescent-shaped strip large enough for more than 25 total vehicles. The parking lot has no accessible spaces and has high slopes and loose surfaces.

Mount Scott Trail begins at one end of the parking area. Visitors must first climb up a short but steep road cut, with high running and cross slopes. Two trailhead signs are located at the top of this small rise. The first sign provides information such as the total trail length and elevation gain, but additional descriptive information (e.g., typical running and cross slopes, minimum tread width) would be helpful. This sign also includes a graphic illustrating the topography of Mount Scott and how the trail winds its way up to the isolated summit. A historic trailhead sign is nearby—a large, rustic sign of log and wood construction. This historic sign features large lettering pointing the way to the “Trail to Lookout.”

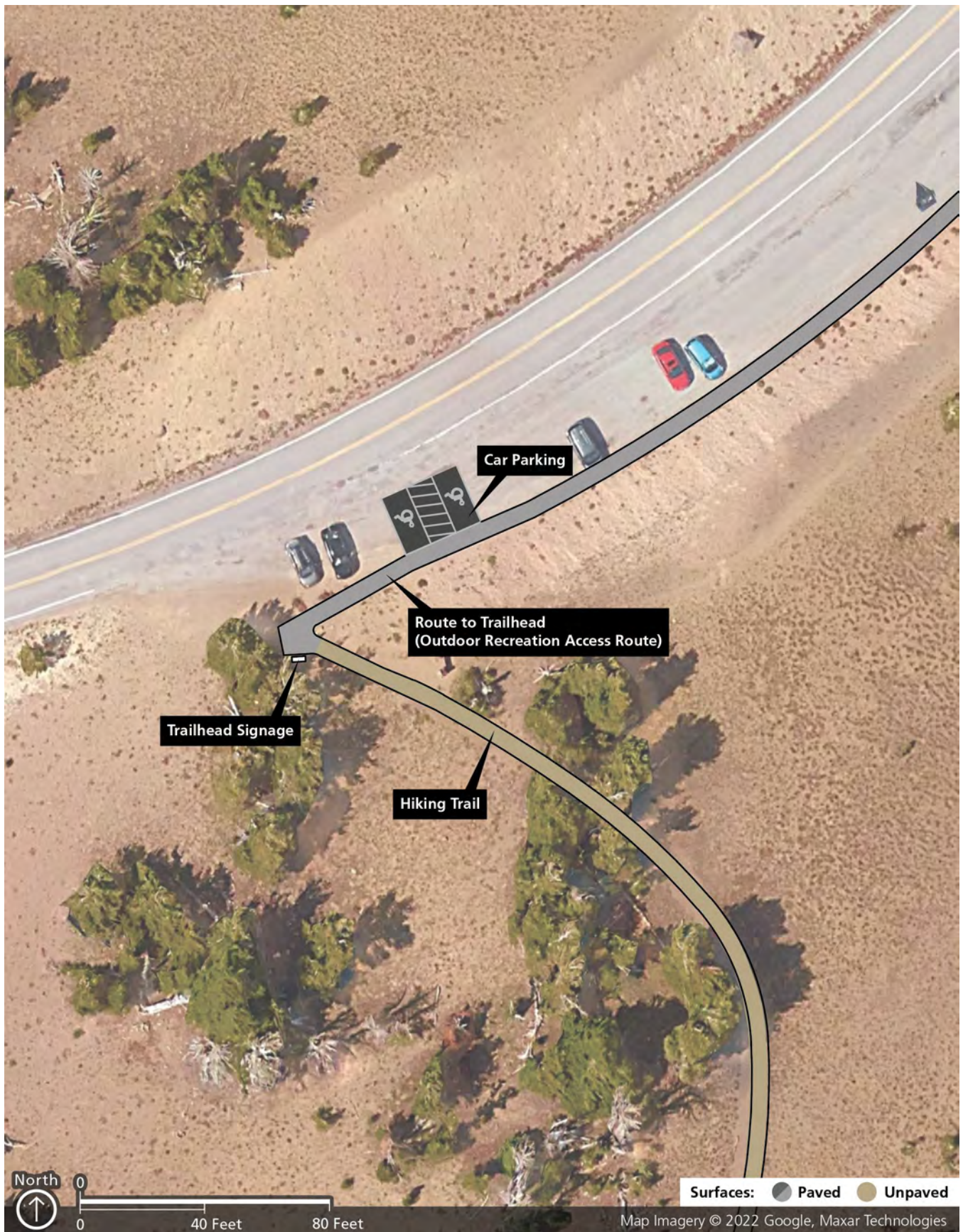
Just beyond the signs, the trail climbs through a short section of mature whitebark pine trees. Near the beginning of the trail, tree roots are exposed, creating an uneven surface. The trail soon emerges from the trees, offering hikers an expansive view of Mount Scott, with its historic fire lookout tower perched on the prominent summit. From this small clearing, the natural-surfaced hiking trail continues approximately 2.5 miles to the summit, ascending about 1,200 feet of switchbacks. Visitors who make it to the top are treated to spectacular, long-distance views, from Mount Shasta 100 miles to the south in California, to the Three Sisters, approximately 85 miles to the north.

Proposed accessibility improvements at Mount Scott Trailhead include the following:

- **Car Parking:** Add accessible parking, access aisles, and signage.
- **Routes:** Harden surfaces and reduce the slopes on the route to trailhead.
- **Trailhead Signage:** Add trailhead signage that outlines trail conditions.
- **Hiking Trail:** Improve the slopes on the hiking trail.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Mount Scott Trailhead Site Plan





NORTH ENTRANCE STATION

The North Entrance Station and pulloff is located at the northern edge of the park, 0.75 miles south of the junction of North Entrance Road and Crater Lake North Highway. A small pulloff with paved parallel car parking, vault toilets, an information kiosk, and trash receptacles is located 500 feet south of the park entrance station. The site's location among towering pines limits expansive views but does create a sense of untrammelled wilderness immediately beyond the ribbon of asphalt leading into the park. The North Entrance Station is one of only three vehicle access points to the park, and the only one to provide access to the park from the north. While the site does not currently offer accommodations for accessibility, the flat terrain and existing paved areas will allow for designated accessible parking stalls. Improved park signage for vision-impaired visitors will also aid in creating a more accessible experience.

Proposed accessibility improvements at North Entrance Station Entrance Sign include the following:

- **Routes:** Reduce the slopes on the route to the entrance sign, and improve clear ground space by the sign.

Proposed accessibility improvements at North Entrance Station Comfort Station include the following:

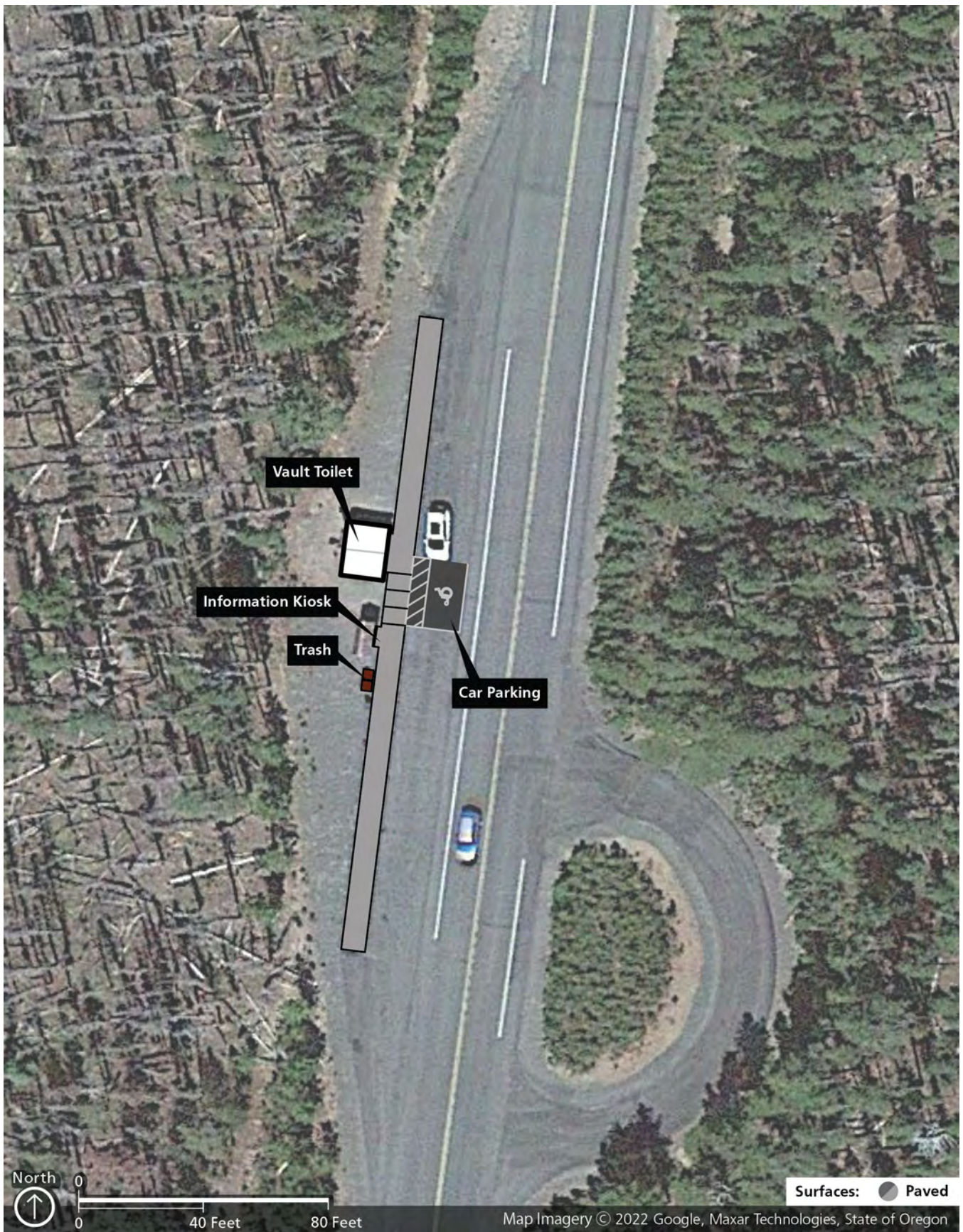
- **Routes:** Improve the curb ramp from the parking area to the sidewalk, and clear ground space by the trash receptable.
- **Interpretation:** Improve the text size on information kiosks.
- **Restroom:** Improve the accessible features in the vault toilet.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

North Entrance Station – Entrance Sign Site Plan



North Entrance Station – Comfort Station Site Plan





NORTH JUNCTION

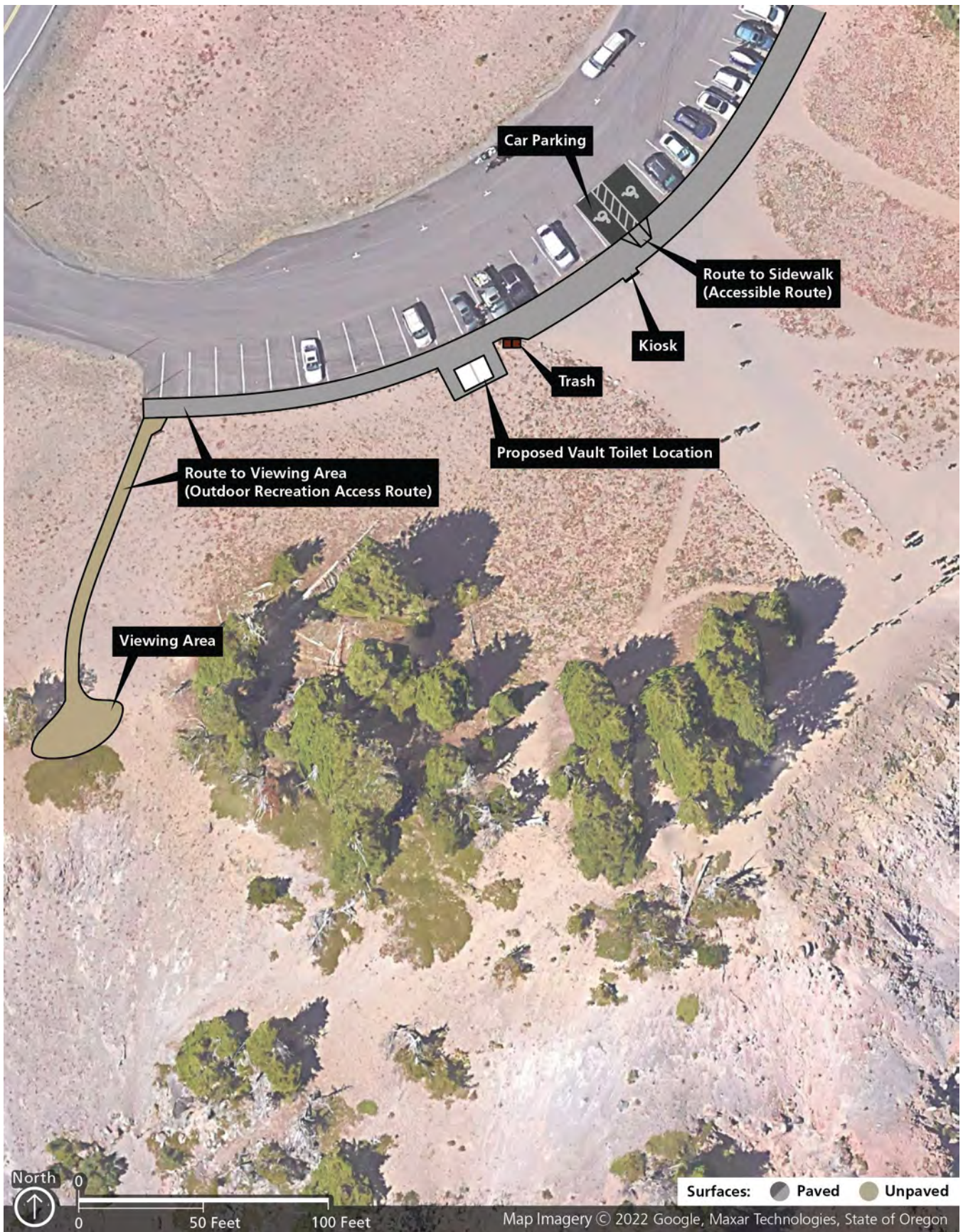
North Junction is located at the intersection of Rim Drive and North Entrance Road at the northwest corner of the lake. The junction is the first overlook of the lake if approached from the north. The area currently has a paved parking area with two designated accessible parking stalls. A short, wide, compacted trail leads to the Merriam Point lookout. Numerous social trails originating from the parking lot also wind their way to less formalized overlooks of the lake and Wizard Island. Rim Trail can also be accessed from this location. Potential accessibility improvements include improved signage and an accessible route to the viewing area.

Proposed accessibility improvements at North Junction include the following:

- **Car Parking:** Reduce the slopes, and add signage.
- **Routes:** Improve the curb ramp from the parking area to the sidewalk. Harden surfaces and reduce the slopes on the route to the viewing area.
- **Site Features:** Improve the clear space and text size for various site features such as trash cans and information kiosks.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

North Junction Site Plan





PHANTOM SHIP OVERLOOK (KERR NOTCH)

Phantom Ship Overlook, at Kerr Notch, offers a scenic view of the lake, including a framed vista of Phantom Ship, one of the park's most distinctive landmarks. The smaller of Crater Lake's two islands, Phantom Ship is less than 3 acres in size but rises an impressive 170 feet above the surface of the lake. Located just off the south shore, Phantom Ship is a remnant of an ancient volcanic cone. To many, its dark and eerie form suggests a ghostly ship with tall masts, sails, and rigging.

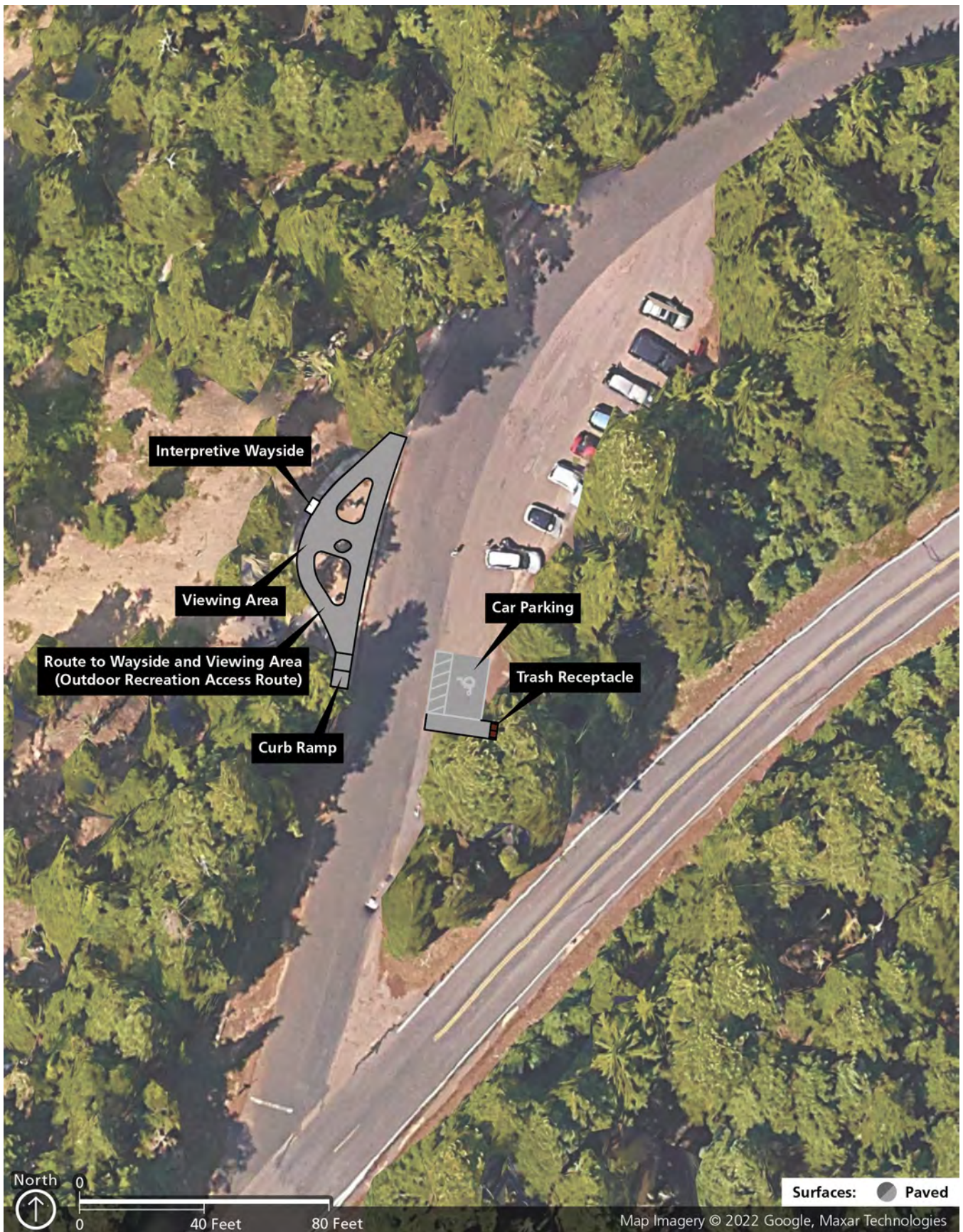
Like several other observation stations, Phantom Ship Overlook is the product of historic design and construction. Features of the designed landscape demonstrate characteristics of the NPS rustic style. The overlook is sited in a forested area, set apart from East Rim Drive by an island of tall evergreens, giving this area a greater degree of separation from the road than several other scenic overlooks. The area includes parking, a curved loop drive that is lined on one side by a walkway and rough stone curbing, and an asphalt-paved viewing area that features the prominent use of native stone. No accessible parking spaces are provided, and there is no curb ramp between the parking and viewing area. Visible traces of the historic design include a large boulder that was once part of a drinking fountain that no longer functions and two rings of coarse stone blocks set into the ground. This stone edging once defined two planting beds that likely featured native vegetation. Marking the edge of the viewing area is a stout retaining wall, built of large, rough-surfaced blocks of native stone. An interpretive sign set into this wall at an angle focuses the viewer's attention on the Phantom Ship, visible to the west, framed by the surrounding trees. As with other overlooks along East Rim Drive, Phantom Ship Overlook will be rehabilitated in the near future.

Proposed accessibility improvements at Phantom Ship Overlook include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Add a curb ramp between the parking and the route to the wayside and viewing area.
- **Viewing Area:** Reduce the slopes on ground surfaces at the viewing area.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Phantom Ship Overlook Site Plan





PINNACLES OVERLOOK

Pinnacles Overlook is located at the terminus of Pinnacles Road in the southeast corner of the park. The out-and-back nature of the road offers a less congested experience than those found along Rim Road, as well as scenic views of the steep-walled Sand Creek Gorge. An overlook of the pinnacles is found at the paved parking area, along with trail signage for allowed use. The primary attraction of the site is hiking along the 0.8-mile Pinnacles Trail. The Pinnacles area offers a unique geologic viewing experience of fossilized fumaroles formed during the eruption that created Crater Lake. The dynamic and erosive qualities of the park are evident as one walks along the trail. The trail is one of four trails designated as accessible at the park, with numerous resting opportunities; passing spaces for wheelchairs; and grades, slopes, and trail surface material conducive for all-terrain wheelchair use.

The parking area also has two designated signed and striped accessible parking stalls. Potential accessibility improvements include trail condition signage, accessible routes to trash, and accessible interpretive waysides.

Proposed accessibility improvements at Pinnacles Overlook include the following:

- **Car Parking:** Add signage.
- **Routes:** Reduce thresholds, and improve ground space in front of the trash receptacles
- **Interpretation:** Improve the contrast on the interpretive waysides, and provide an accessible clear approach, either forward approach with knee clearance beneath the unit or an accessible side approach.
- **Trailhead:** Add trailhead signage that outlines trail conditions.

- **Trail:** Harden surfaces with fewer obstacles along the trail.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Pinnacles Overlook Site Plan





PLAIKNI FALLS

Plaikni Falls Trailhead is located on the north side of Pinnacles Road, approximately 1 mile south of the junction with Rim Road. Currently, the paved parking area has one designated accessible parking stall. Trash, recycling, and trail informational signage exist at the parking area. The trail offers a unique experience at the park with a short 1-mile out-and-back hike to the base of snowmelt-fed Plaikni Falls. The trail winds through old-growth fir, a hemlock forest, wildflowers, and multiple wildlife viewing opportunities. The trail can be congested with park visitors due to its popularity. The trail surface is compact but sandy. The first three-quarters of this trail is open to wheelchair users with assistance, but the final, short climb to the falls might be too steep. Trail signage could be improved to provide trail surface type, slope, and grade.

Proposed accessibility improvements at Plaikni Falls include the following:

- **Car Parking:** Reduce the slopes on accessible parking spaces.
- **Routes:** Reduce the thresholds on surface material transitions.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Plaikni Falls Site Plan





PONDEROSA PICNIC AREA

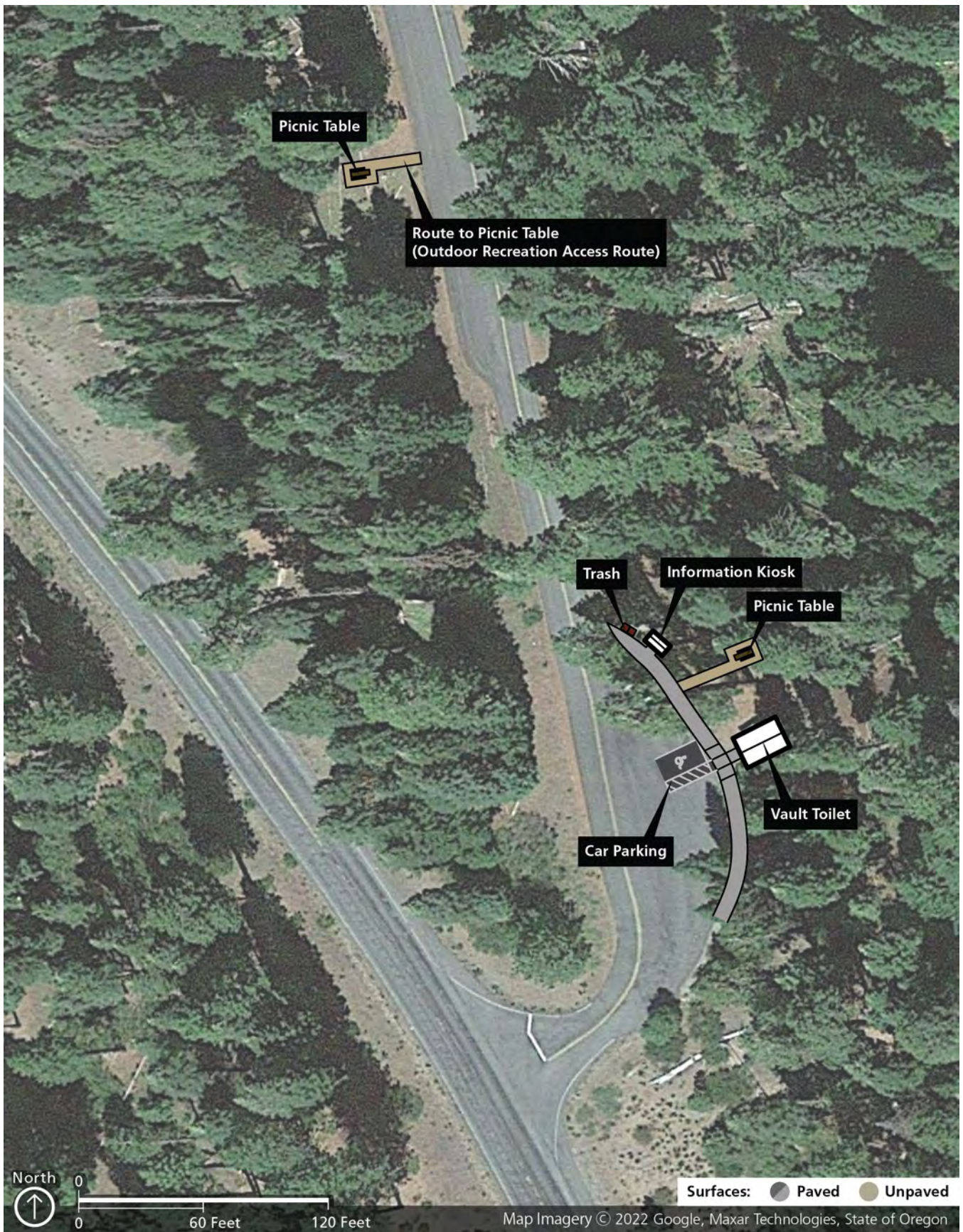
Ponderosa Picnic Area is in the southern panhandle of the park. The site is approximately 0.5 miles north of the park's southern boundary on Crater Lake Highway. The picnic area is also located near Annie Creek to the east. The site functions as a day-use picnic area with visitor amenities, including restrooms, trash, recycling, and an informational kiosk. Most visitors stop at Ponderosa Picnic Area for the restroom and orientation to the park, where a map and general information are secured on a bulletin board. The picnic area is one of the first places where wildflowers bloom after the snow melts due to the lower elevation. The area is unique to the park because of the high diversity of plant species and the dense concentration of ponderosa pines. Currently, the area has no designated accessible parking stalls, but the terrain is fairly level and will accommodate the required number of spaces with slight modifications to the existing layout.

Proposed accessibility improvements at Ponderosa Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage. Reduce the slopes on the curb ramp.
- **Interpretation:** Improve the contrast on the map on the information kiosk.
- **Picnic Area:** Improve the slopes and surfaces to and around the picnic facilities, and add accessible picnic tables and trash cans.
- **Restroom:** Improve accessible features in the vault toilet.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Ponderosa Picnic Area Site Plan





PUMICE CASTLE OVERLOOK

The Pumice Castle Overlook offers good views of the lake below, but the focus of the view is the distinctive geological formation to the northeast. Featuring vertical spires resembling the battlements of a fortress, Pumice Castle is one of the park's most colorful landmarks. Located partway down the caldera's steep slope, this orange-brown outcrop stands out against the grays, greens, and blues of the surrounding scenery.

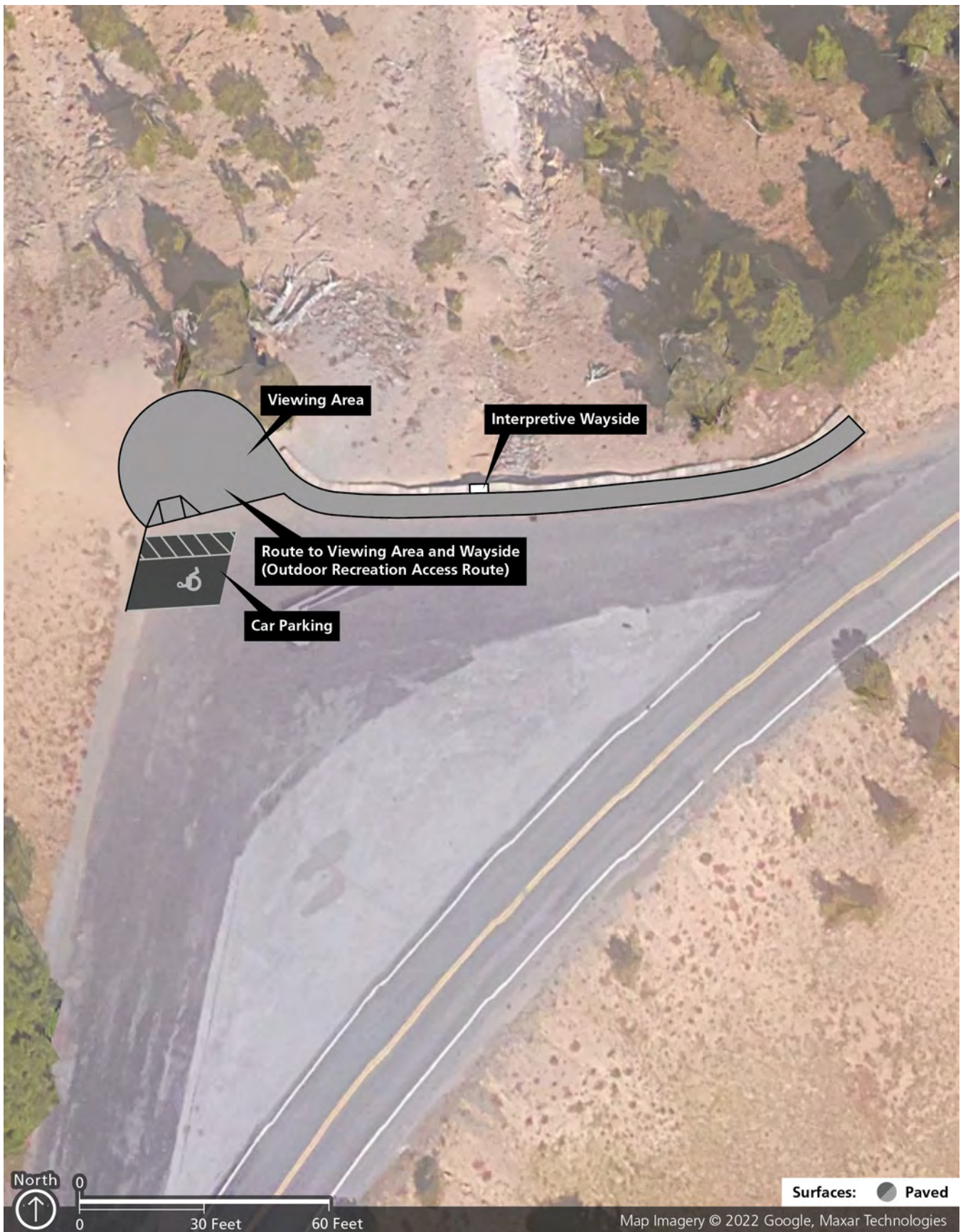
The overlook is sited along East Rim Drive, with minimal facilities. Sightseers park in a roughly triangular-shaped area adjacent to the road, but no accessible parking is provided. Stone curbing lines the northern edge of this area, separating the drive and parking from a pedestrian walkway. No curb ramp is provided. Adjacent to the walkway is a sturdy retaining wall built of large native stones. This wall defines the edge of the viewing area and provides an informal seating area for people to rest. Towards the middle, the wall is raised to form a viewing platform where an interpretive sign is mounted at an angle. This sign focuses attention on the Pumice Castle, explaining how it formed through a combination of volcanic activity and erosion; however, the wayside is in a location with narrow ground space with an uneven surface and high slopes. The Pumice Castle Overlook and some other overlooks along East Rim Drive will be rehabilitated in the near future.

Proposed accessibility improvements at Pumice Castle Overlook include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Add a curb ramp between the parking and viewing areas.
- **Interpretive Wayside:** Improve the clear ground space at the wayside.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Pumice Castle Overlook Site Plan





PUMICE DESERT

Pumice Desert is located approximately 4 miles south of the junction of Crater Lake North Highway and North Entrance Road. A small, paved parking area is located on the west side of the road with one interpretive wayside and a trash receptacle. The site offers a unique geologic viewing experience of ash and pumice deposition over a broad plain as a result of eruptions 7,000 years ago. The nutrient-poor soil, short growing season, and extreme temperatures have created horizon views to the east devoid of the hemlock and old-growth fir forests found in other areas of the park. Currently, the site does not have accommodations for accessibility. However, due to the existing pavement, parking can be easily modified to accommodate accessible parking stalls, and a forward approach to the wayside can be altered to accommodate visitors in wheelchairs.

Proposed accessibility improvements at Pumice Desert include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Interpretation:** Improve wayside exhibit to have an accessible clear approach, either forward approach with knee clearance beneath the unit or an accessible side approach, and add a tactile exhibit.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Pumice Desert Site Plan





PUMICE POINT PICNIC AREA

Pumice Point Picnic Area is approximately a half-mile west of Cleetwood Cove Trailhead, on the north side of East Rim Drive. This small, modestly developed picnic area is named after nearby Pumice Point, a white-faced cliff below the north rim of the caldera.

The picnic area is sited in a forested setting, shaded by tall evergreens. A short, sloping, C-shaped paved loop drive provides access, with space for a handful of vehicles to park along its edges. Accessible car parking spaces are not available. A wide, concrete sidewalk lines the north side of the loop drive, leading to a vault toilet housed in a small building, but there is no curb ramp to provide access from the parking area to this walkway. A few picnic tables are scattered at the edge of the forest above, up a small slope that appears to have been created when the drive and sidewalk were constructed (i.e., a road cut). These picnic tables are not accessible. Currently, the tables are not serviced by a dedicated route. Instead, visitors climb up the slope by following a beaten footpath. At the top of the slope, the tables are placed in a natural area with bare soil and exposed routes. The surface surrounding the tables is not firm and level; large fallen limbs create additional barriers to accessibility.

Proposed accessibility improvements at Pumice Point Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisles, and signage.
- **Trash Receptacle:** Add an accessible trash receptacle.
- **Routes:** Add a curb cut, and reduce the slopes on the route to picnic area.
- **Restrooms:** Improve the placement of tactile signage and accessible restroom features.

- **Picnic Tables:** Add accessible picnic tables with knee clearance and integrated wheelchair seating.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Pumice Point Picnic Area Site Plan





REFLECTION POINT

Reflection Point is a small pulloff located near Pumice Castle, bringing visitors off the scenic byway and toward the caldera, with great views towards Sun Notch. Parallel parking occurs along the pulloff on asphalt paving, which has no striped spaces and no marked accessible parking. A raised, curved walkway between stone curbing and a short stone wall flanks the edge of the pulloff and parking. This walkway provides a raised platform for viewing the lake and its surrounding features. Currently, there is no curb cut between the parking and the raised walkway and viewing area. Reflection Point is being redesigned and rehabilitated in the near future.

Proposed accessibility improvements at Reflection Point include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Add a curb cut between the parking and viewing areas.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Reflection Point Site Plan





RIM VILLAGE CAFÉ AND GIFT SHOP

Rim Village has been the center of visitor services since the park's inception. Towards the western end of the developed area, a large, two-story building houses the Rim Village Café and Gift Shop, sited inside a large bend of Rim Village Drive. Visitors park along the road or in other nearby areas and access the café and gift shop by a network of wide, curvilinear walkways. These walkways are paved and generally feature gentle-to-moderate grades. This pedestrian network also connects the café and gift shop to restrooms that are housed in separate buildings and to the pedestrian promenade that runs along the rim of the caldera.

Inside, on the first floor, the café offers "grab and go" items such as sandwiches, soups, salads, and snacks. Café guests can also use an adjoining outdoor patio. A wide range of merchandise is available for sale in the gift shop, including apparel, water bottles, sunscreen, and first-aid supplies, as well as Crater Lake collectibles such as mugs, keychains, and magnets. These goods are arranged on shelving and in cabinets throughout the store. An elevator provides access to the building's other floors. The second floor includes tables for dining and some interpretive exhibits. The basement features a dedicated winter entrance or "snow tunnel" that leads to parking on the south side of the building. This snow tunnel encloses a long, sloping ramp with railings on both sides.

Park staff are also completing a congestion planning effort for the Rim Village area. Additional review and design will be needed to ensure consistency between these two efforts, and proposed solutions may change.

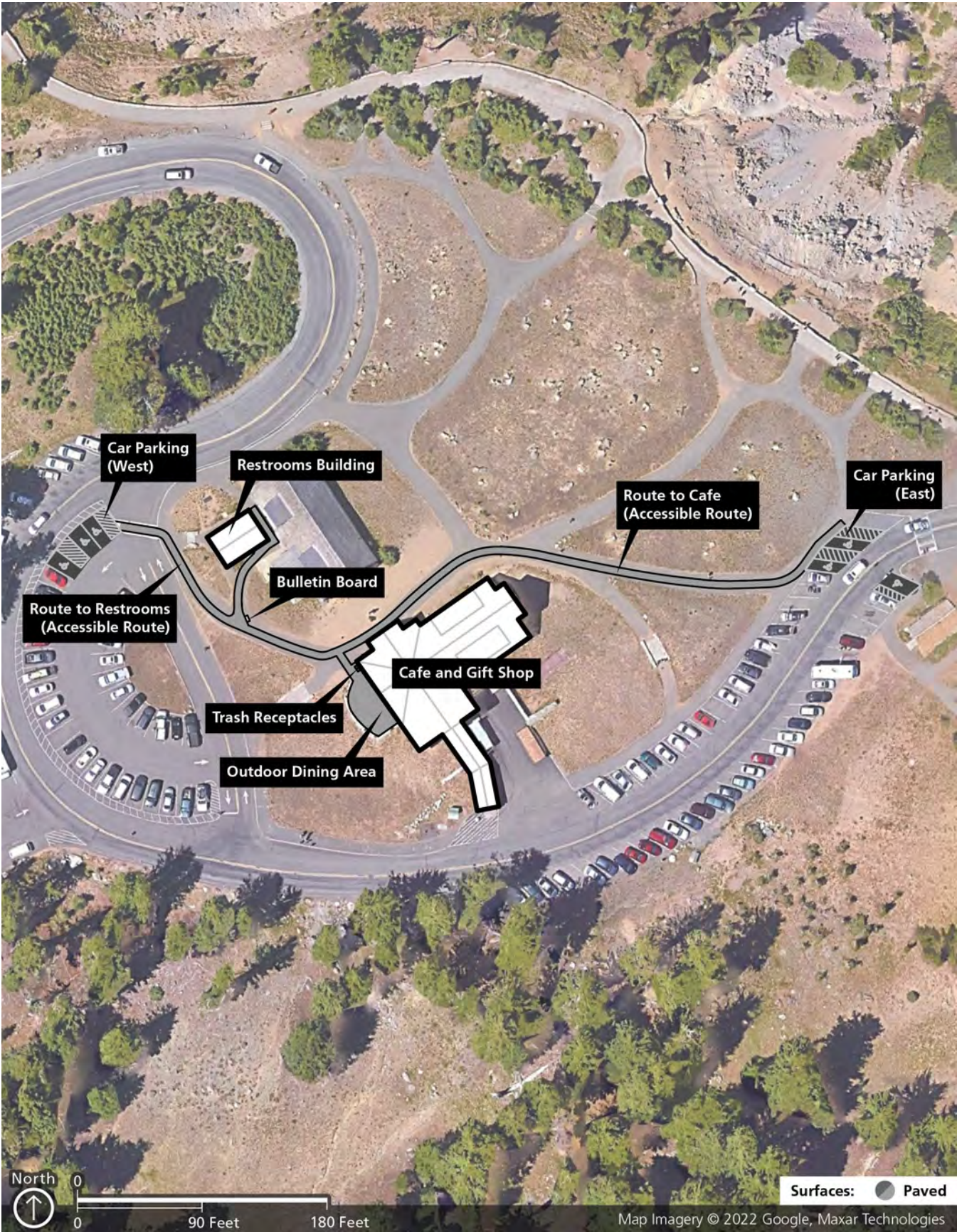
Proposed accessibility improvements at Rim Village Café and Gift Shop include the following:

- **Car Parking:** Improve the widths and slopes of accessible parking spaces and access aisles.

- **Routes:** Reduce the slopes and remove obstacles on routes to the café and gift shop and the restrooms building.
- **Trash and Recycling Receptacle:** Reduce the slopes of the clear space at the trash and recycling receptacle.
- **Bulletin Board:** Improve the text size on bulletin boards.
- **Café and Gift Shop:** Improve the reach range of café and bookstore items, and improve the clear width of circulation spaces.
- **Winter Entrance:** Improve the handrails and landing, and remove obstacles.
- **Restrooms Building:** Improve the placement of restroom components.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Rim Village Café and Gift Shop Site Plan





RIM VILLAGE VISITOR CENTER (KISER STUDIO) AND SINNOTT MEMORIAL OVERLOOK

The Rim Village Visitor Center is located inside the historic Kiser Studio, steps from the rim of Crater Lake. Fred Kiser was a nationally known photographer whose hand-colored photographs of Crater Lake helped popularize the national park during its early years. Constructed in 1921, the building served as Kiser's local headquarters and studio, where he sold prints and photographic supplies during the 1920s. A one-story, stone and wood structure, the Kiser Studio is an example of rustic architecture, the historic design aesthetic used throughout Rim Village and elsewhere in the park. The building is listed in the National Register of Historic Places as a contributing resource to the Rim Village Historic District.

The Rim Village Visitor Center is open seasonally, usually from late May through late September, and is staffed by NPS personnel, volunteers, and employees of the Crater Lake Natural History Association, a nonprofit partner of the National Park Service. Parking is nearby, and paved walkways provide access. Park information and the sale of educational and national park-themed merchandise are available inside the building. A variety of books, educational products, gifts, and other items are presented for sale. Some visitors stop at the information counter to talk with a ranger or obtain a national park passport stamp. The building also houses a National Park Passport stamping station and an older three-dimensional tactile model of Crater Lake. With so many features and services, the small building can feel busy and crowded at times, with narrow spaces that can be difficult to navigate.

A small, stone terrace outside the building's rear (north) entrance is above the adjoining pedestrian promenade on two stone steps. Rangers frequently hold interpretive programs in this area, and visitors use the steps and nearby stone walls for seating. The area provides outstanding views of Crater Lake, and mature pines, hemlocks, and other native plants complete the picturesque scene.

Often described as the park's most popular overlook, the Sinnott Memorial Overlook is an impressive stone structure built 50 feet below the caldera rim into the steep outcrop of Victor Rock. Opened to the public in 1931, the observation station was dedicated as a memorial to Congressman Nicholas Sinnott, who represented eastern Oregon in the US House of Representatives. The memorial's rustic architecture set the tone for other buildings constructed at Crater Lake National Park. The building is listed in the National Register of Historic Places as one of the primary structures in the Rim Village Historic District.

The wide, paved, historic walkway to the overlook begins at the pedestrian promenade, behind the Rim Visitor Center (historic Kiser Studio). The walkway is not accessible to people in wheelchairs or with limited mobility. Just below the promenade, it descends a flight of stone steps before dropping sharply down a steep grade that greatly exceeds accessibility standards. Rustic stone retaining walls help nestle the walkway into the hillside. A low parapet wall defines its edge and offers some protection, but there are no handrails. The walk descends a second flight of rustic stone steps before arriving at the overlook.

Once at the overlook, visitors are treated to spectacular views. Metal handrails are mounted into the parapet wall, including interpretive signs highlighting visible landmarks and other topics. Another popular feature is a large, three-dimensional tactile model that helps visitors grasp Crater Lake's topography and scale. A doorway leads to the main exhibit area inside, where visitors may watch a brief educational film that narrates the catastrophic story of Mount Mazama. Other exhibits highlight topics such as the park's history of scientific research and indigenous connections to Crater Lake. Some exhibits have small text, serif fonts, and low contrast. Outdoor portions of the overlook are generally open when the walkway is free of snow and ice from June to mid-October, and park rangers deliver talks at the Sinnott Overlook during the summer.

Proposed accessibility improvements at Rim Village Visitor Center (Kiser Studio) include the following:

- **Car Parking:** Improve the slopes and widths of accessible parking spaces.
- **Routes:** Improve the slopes of the curb ramp.
- **Doorway:** Widen the doorway or relocate some services.
- **Informational Signage:** Relocate signage to provide a clear space for viewing outside of the route.
- **Trash and Recycling Receptacles:** Improve the clear space at receptacles, and improve the operability of the bear-proof trash can.
- **Exhibits:** Improve knee clearance and the clear width of circulation space, and improve tactile elements.
- **Retail Items:** Distribute items to be accessible within a seated reach range.
- **Checkout Counter:** Improve the clear space at the counter.

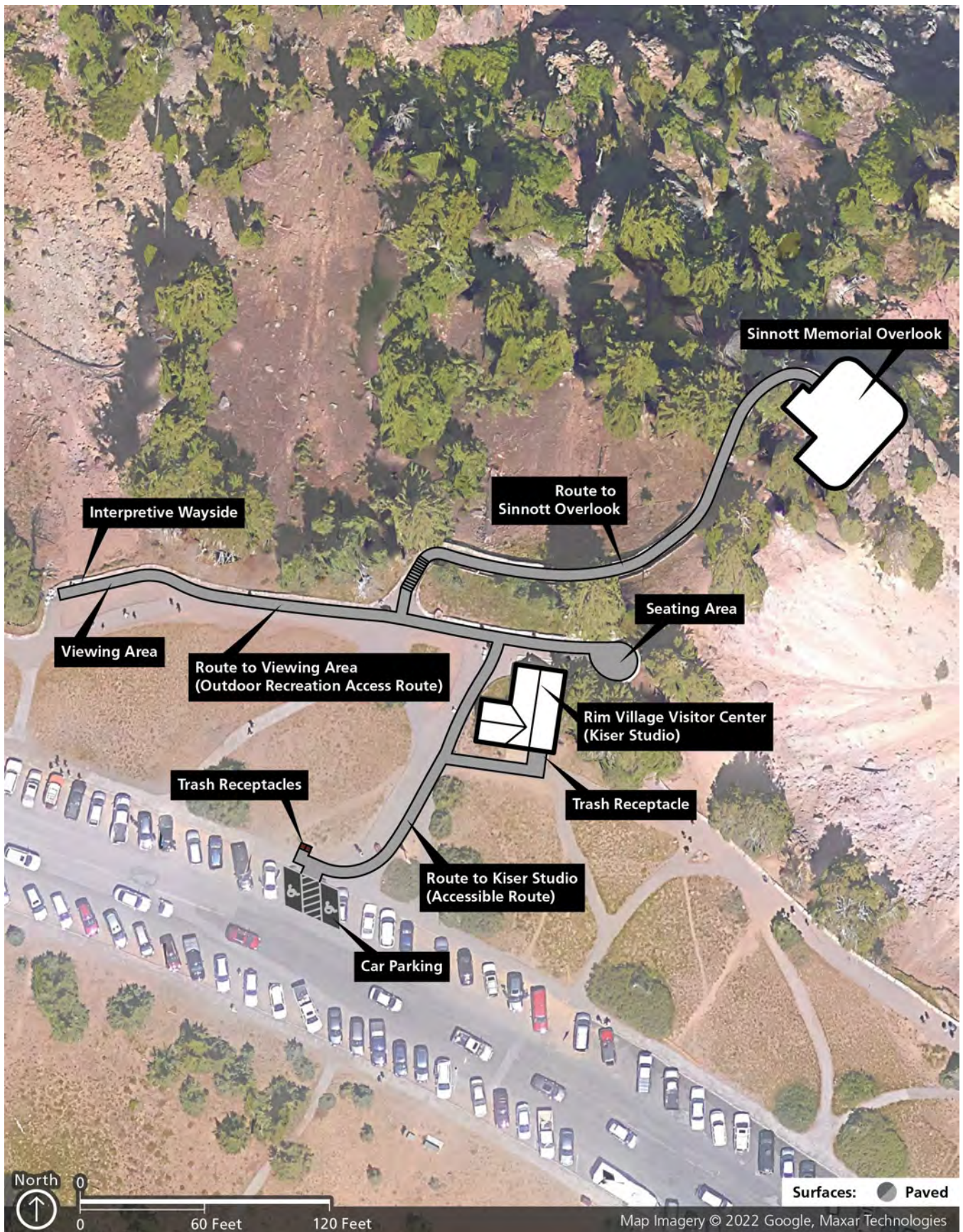
- **Seating Area:** Improve the ground surfaces at the exterior seating area.

Proposed accessibility improvements at Sinnott Memorial Overlook include the following:

- **Routes:** Reduce the slopes on the route to the viewing area, add signage describing route conditions, and add programmatic alternatives for access to the Sinnott Memorial Overlook.
- **Exhibits:** Improve exhibits to have an accessible clear approach, either forward approach with knee clearance beneath the unit or an accessible side approach, and improve viewing angles and the text size and contrast of the exhibits.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Rim Village Visitor Center (Kiser Studio) and Sinnott Memorial Overlook Site Plan





SKELL HEAD OVERLOOK

Skell Head Overlook is one of several designed scenic overlooks along East Rim Drive. Owing to its prominent location on the eastern rim of the caldera, the overlook offers unencumbered, panoramic views of Crater Lake. The lack of trees on the exposed site contributes to the wide-open setting. The site is dominated by bare pumice soil, low native grasses, other herbaceous vegetation, and small, scattered shrubs.

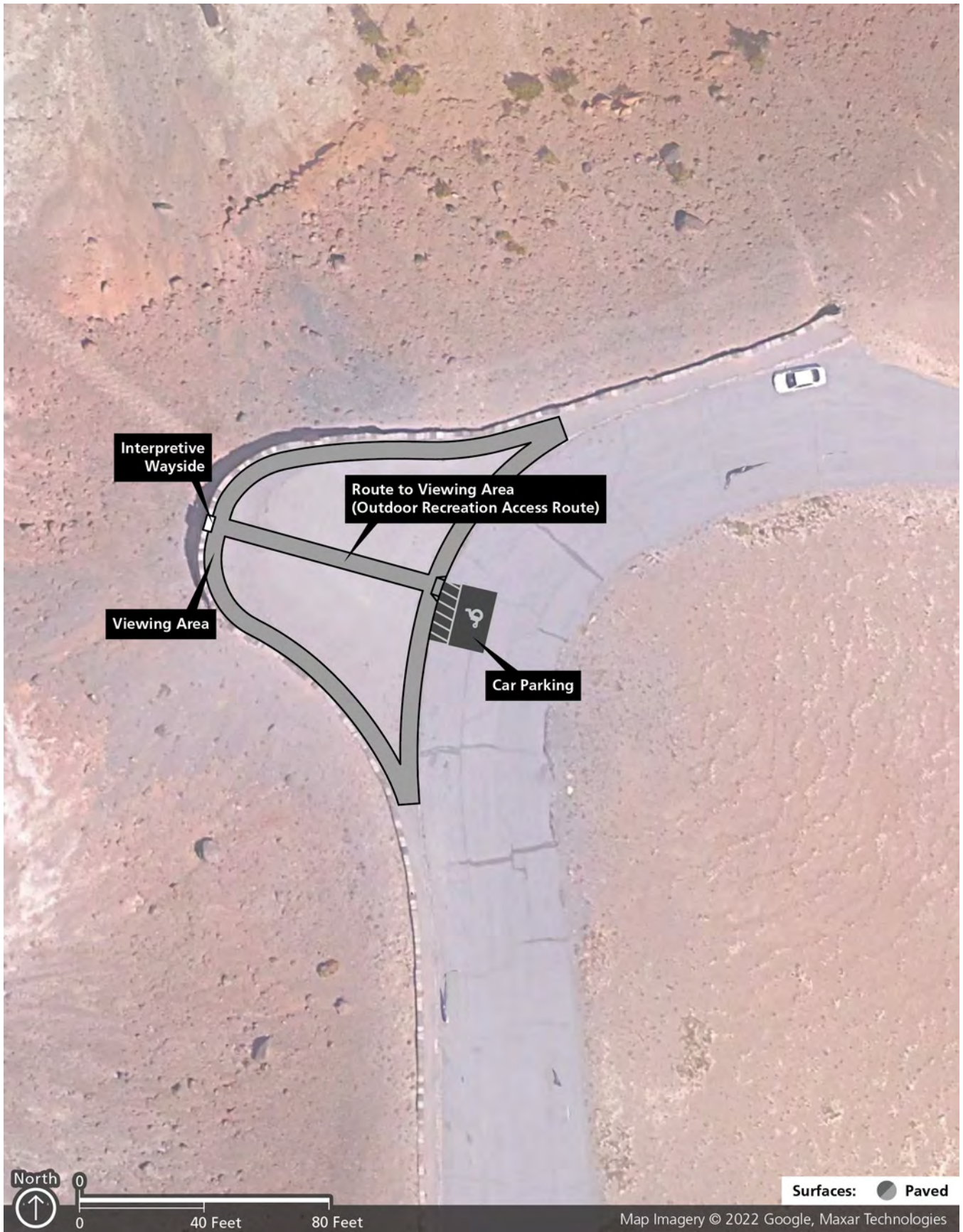
A long, U-shaped drive provides access. Parallel parking is available along the drive, which is lined on one side by a paved raised walkway, set apart by coarse stone curbing. A stout guardrail/retaining wall, built of rough-surfaced blocks of native stone, defines the western edge of the walkway before curving away from the drive to enclose the main viewing area. The viewpoint is paved, interspersed with beds of bare soil in which boulders have been placed in recent years to discourage travel. Some slopes exceed 2%. Like other viewpoints, an interpretive wayside has been mounted on the parapet wall at an angle to allow visitors to read while simultaneously enjoying the view. Skell Head Overlook and other overlooks along East Rim Drive will be rehabilitated in the near future.

Proposed accessibility improvements at Skell Head Overlook include the following:

- **Car Parking:** Add accessible parking, access aisles, and signage.
- **Routes:** Improve the slopes and remove obstacles on the route to viewing area.
- **Interpretive Wayside:** Improve the contrast on the wayside.
- **Viewing Area:** Reduce the slopes on ground surfaces at the viewing area.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Skell Head Overlook Site Plan





SUN NOTCH TRAILHEAD

At 0.8 miles in length, Sun Notch Trail is a popular and well-maintained loop trail through scenic environs with exceptional views. The trail begins at a small, triangular parking area on the north side of East Rim Drive, where the road makes a long, looping curve near the southern end of Crater Lake. A rustic wooden sign advertises “Sun Notch” and “Phantom Ship View Point” in large type; no other facilities are provided at the trailhead. The route between parking and the trail has high running and cross slopes, and no information is provided on trailhead signage about trail conditions. From there, the trail ascends somewhat gently through forest and meadow up the drainage between Applegate Peak and Dutton Ridge before topping out at the rim of Crater Lake. The trail has running and cross slopes that exceed accessibility standards, but along the way, it passes several relatively level areas where people may rest and catch their breath, including those who may be assisting individuals in wheelchairs. Once at the edge of the caldera, the trail passes multiple viewpoints that offer fine views of Crater Lake and Phantom Ship. Sun Notch Trailhead will be rehabilitated in the near future.

Proposed accessibility improvements at Sun Notch Trailhead include the following:

- **Car Parking:** Add accessible parking, access aisle, and parking.
- **Routes:** Harden route surfaces, and reduce slopes.
- **Trailhead Signage:** Add trailhead signage that outlines trail conditions.
- **Hiking Trail:** Reduce slopes on the trail.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Sun Notch Trailhead Site Plan





VIDAE FALLS PULLOFF AND PICNIC AREA

Mere steps from East Rim Drive, Vidae Falls provides the easiest access to a waterfall in Crater Lake National Park. Despite its easy access and the modest flow of Vidae Creek, the falls are scenic, spilling approximately 100 feet over a series of ledges before cascading down a rocky slope and passing underneath the road. The falls may be glimpsed from the small pulloff, but many visitors desire a closer, unobstructed view and have trampled footpaths through the riparian vegetation down to the water's edge. Visitors enjoy looking up at the falls and taking pictures from an informal bare dirt viewing area.

The access road to the Vidae Falls Picnic Area begins across East Rim Drive from the falls. The picnic area is in a scenic, mixed-conifer forest overlooking a small stream. The paved loop road winds through the tall evergreens, with designated parking spaces at irregular intervals. One parking space is marked accessible, with an adjoining access aisle. Five picnic tables are widely spaced among the trees and small clearings. The table closest to the accessible parking space stands on a paved pad; however, none of the tables has an integrated wheelchair seating space or sufficient clear ground space to maneuver. Paved walks lead to a centrally located building with vault toilets and a nearby trash receptacle. The picnic area also doubles as the trailhead for Crater Peak Trail. At the beginning of the trail, a sign informs prospective hikers about its total length and elevation gain, but additional descriptive information (e.g., typical running and cross slopes, minimum trail width) would be helpful. Like signs at other trailheads, a "birds-eye" perspective graphic illustrates the natural topography and depicts the trail weaving through the forest as it ascends the peak.

Proposed accessibility improvements at Vidae Falls Pulloff include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Improve the route to be hardened, with reduced slopes.
- **Viewing Area:** Add an accessible viewing area with a level surface and turning space.

Proposed accessibility improvements at Vidae Falls Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Picnic Tables:** Add picnic tables with integrated wheelchair seating spaces and level ground surfaces.
- **Routes:** Reduce the slopes on the route to the restrooms.
- **Trailhead Signage:** Add trailhead signage that describes trail conditions and has clear ground space.
- **Restrooms:** Improve the placement of tactile signage and restroom components.
- **Trash Receptacle:** Add accessible clear ground space at the trash can.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Vidae Falls Pulloff Site Plan



Vidae Falls Picnic Area Site Plan





THE WATCHMAN

The Watchman parking area and lookout is located approximately 2 miles southwest of North Entrance Road along west Rim Drive. The paved parking area has 29 parking spaces, with overflow parking available along the gravel shoulder. The site also has vault toilets and multiple interpretive waysides at the adjoining overlook. The site has two paved routes, one steeper, direct route to the overlook and a second route to the south of the parking area with more moderate grades, both leading to the overlook. The site's elevated nature and proximity to the edge of the lake makes it popular with visitors desiring unobstructed views of Crater Lake and Wizard Island. The parking area is also the trailhead for Watchman Lookout Tower Trail located to the south, and visitors can also access Rim Trail from this location. The paved overlook has moderate slopes that are wheelchair accessible, and the interpretive waysides accommodate a side approach. Currently, the parking lot offers two designated accessible parking stalls. Future improvements include improved signage and descriptions of trail conditions.

Proposed accessibility improvements at the Watchman include the following:

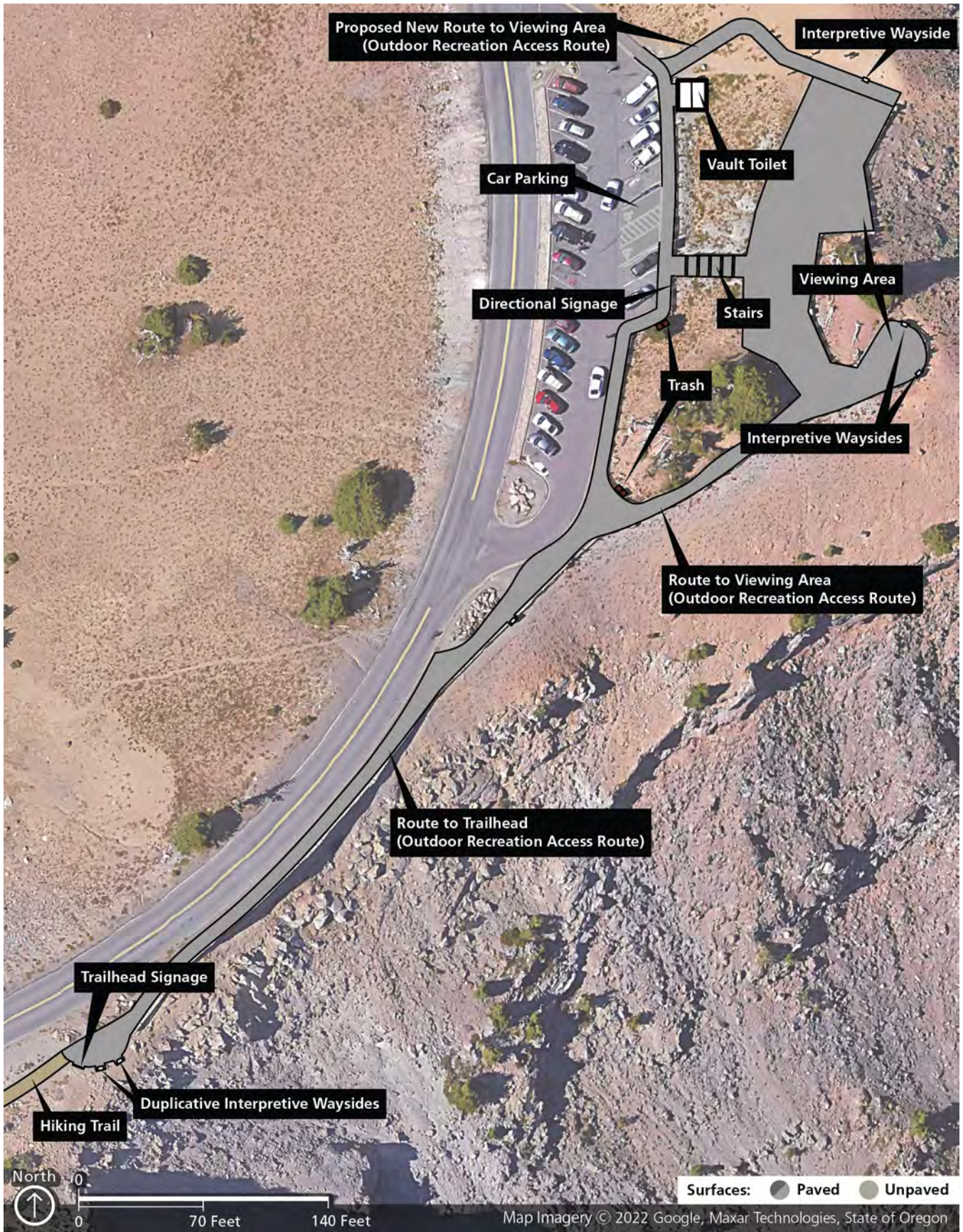
- **Car Parking:** Reduce slopes on accessible parking spaces, and update signage.
- **Routes:** Reduce the thresholds, and improve the slopes on the routes from the parking area to the site features. Improve the stairs and the viewing area surfaces.
- **Restroom:** Improve the accessible features in the vault toilets.
- **Site Features:** Improve the clear ground space and operable parts of trash receptacles, and add new directional signage.
- **Interpretation:** Improve contrast, clear ground space, and provide an accessible clear approach, either forward approach with knee clearance beneath the unit or an

accessible side approach on the wayside exhibits. Replicate exhibits in accessible areas.

- **Trailhead:** Add trailhead signage that outlines trail conditions.
- **Trail:** Harden surfaces with fewer obstacles along the trail.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

The Watchman Site Plan





WHITEBARK PINE PICNIC AREA

The Whitebark Pine Picnic Area is north of Mount Scott Trailhead along East Rim Drive. This small picnic area is situated in a stand of mature whitebark pine trees. Whitebark pine (*Pinus albicaulis*) is a hardy and long-lived species that tolerates the severe conditions found in Crater Lake National Park's highest elevations. Whitebark pine is regarded as a "keystone" or "foundation" species for its vital role in sustaining the biodiversity of this high-elevation ecosystem. Unfortunately, this iconic species has been declining for decades as whitebark pine blister rust—a fungal disease caused by a nonnative pathogen—continues to spread. The trees are also threatened by warmer temperatures, which promote prolonged outbreaks of the native mountain pine beetle. Protecting and restoring whitebark pine communities are important resource management objectives at the park.

Visitors to the picnic area can experience these picturesque and sculptural trees up close. In addition, the location offers expansive, open views of Mount Scott to southeast, which towers above the surrounding landscape. A short, gravel drive loops through the small picnic area. Boulders define informal parking spaces and prevent visitors from driving in sensitive areas and injuring the trees. The site has no accessible parking. A few picnic tables are scattered in a mix of sun and shade, but none are accessible. A pit toilet is provided in a small stone building, accessed by a concrete walk.

Proposed accessibility improvements at Whitebark Pine Picnic Area include the following:

- **Car Parking:** Add accessible parking, access aisle, and signage.
- **Routes:** Reduce obstacles on the route to the picnic area.
- **Trash Receptacle:** Add accessible trash receptacles with clear ground space.
- **Restrooms:** Improve the placement of accessible restroom components.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Whitebark Pine Picnic Area Site Plan





WIZARD ISLAND

Wizard Island is a cinder cone that forms an island not far from the western shore of Crater Lake. At more than 300 acres, Wizard Island is the larger of the lake's two islands, rising about 755 feet above the average water level and capped by a volcanic crater approximately 100 feet deep. The only access to Wizard Island is by concession-led boat tours. During the summer, the park's concessioner offers daily boat tours departing from Cleetwood Cove. A park ranger is aboard most tours to provide narration and answer questions. Tours circle the lake, stopping at a dock in Governors Bay on the south side of the island. Passengers may choose to disembark and spend a few hours on the island.

Visiting Wizard Island is a memorable experience, providing a chance to view the lake at eye level and to experience a degree of solitude. Upon arrival, passengers enter a scenic but rugged, boulder-strewn landscape. Near the water's edge, volcanic boulders have been moved or stacked into steps to create paths, but the footing remains extremely rocky and uneven, so visitors must be sure-footed. Close to shore, a composting toilet is available in a small building accessed by a wooden ramp; however, the ramp and toilets do not meet standards for accessibility. Two hiking trails are available, with narrow, steep sections and uneven surfaces. At a junction, one trail switchbacks up the southern slope of the cinder cone. Once on top, hikers can circle the crater, peer down into its center, and look outward in all directions towards Crater Lake and the surrounding caldera. The other hiking trail visits the western side of the island, meandering around Fumarole Bay. Visitors to Wizard Island may also wade or swim offshore from the rocky shoreline.

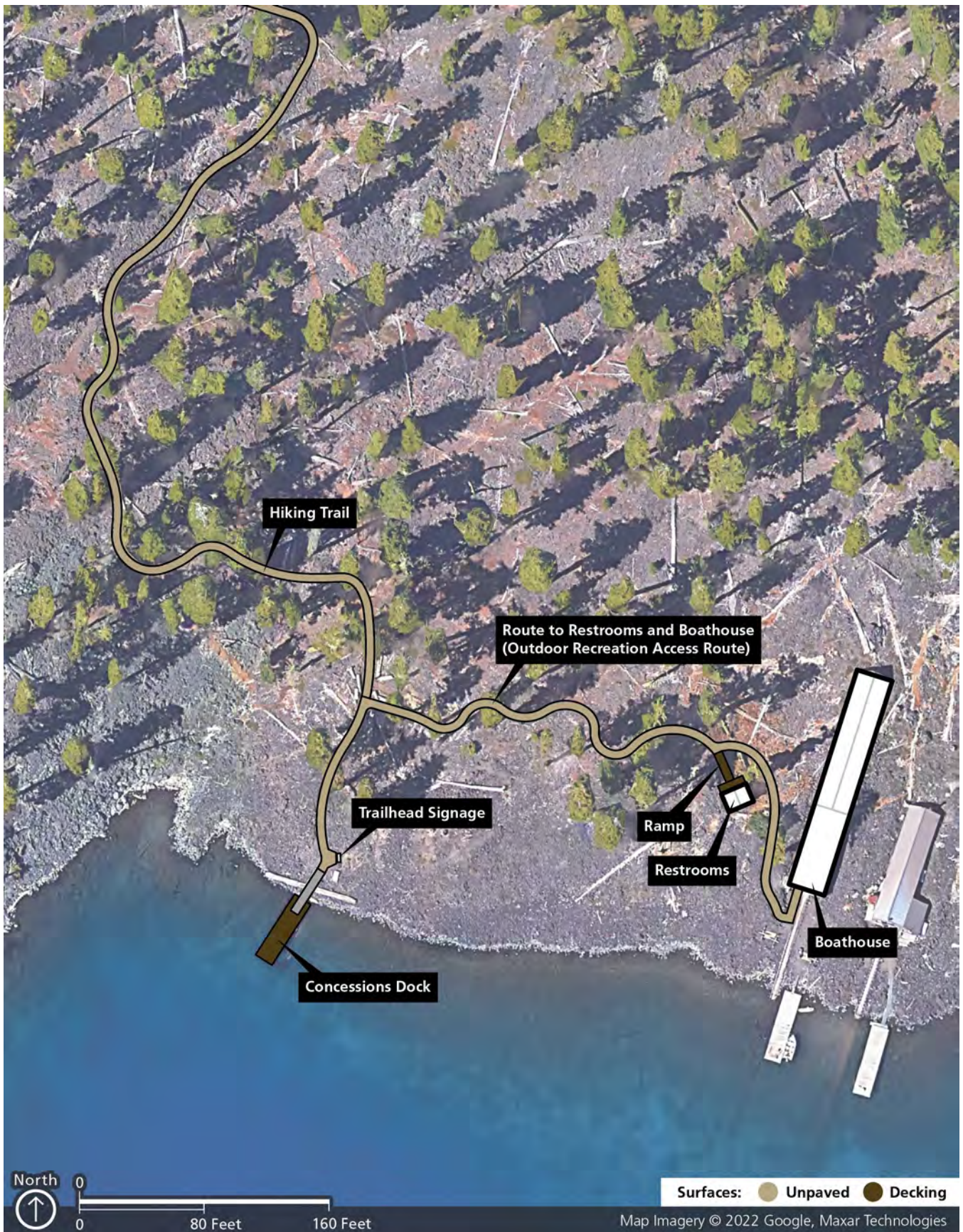
Proposed accessibility improvements at Wizard Island include the following:

- **Concessions Dock:** Improve the handrails, reduce gaps in the surface of dock, and add a level landing at the top of the gangway.
- **Routes:** Improve the slopes and reduce obstacles on the route to the trailhead and restrooms.

- **Trailhead Signage:** Add trailhead signage that describes trail and route conditions.
- **Hiking Trail:** Reduce slopes where feasible, and add programmatic alternatives for trail access (e.g., virtual tours).
- **Restrooms:** Improve the ramp and route to the restrooms, and add accessible restroom components.
- **Outdoor Recreation Access Route:** Add a ramp or accessible route to the boat house interior.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

Wizard Island Site Plan





CRATER LAKE NATIONAL PARK PROGRAMS

Crater Lake National Park showed strengths in its accessibility guide and availability of sign language interpreters for programs. The park does not currently have alternative formats for printed materials. Unique opportunities exist to offer improved signage to engage staff and further support visitors with disabilities. Crater Lake National Park staff are aware of these areas for improvement and are committed to addressing them.

Proposed accessibility improvements to parkwide programs include the following:

- **Publications** Add parkwide and site-specific alternative format publications.
- **Audiovisuals:** Add audio descriptions for all on-site videos; add videos and photographs of inaccessible buildings and trails/views.
- **Website and Social Media:** Add detailed accessibility information, broken down by user types, and promote accessible experiences and opportunities in social media.
- **Walks, Talks, Tours, and Special Events:** Add assistive listening devices for tours and special events and audio description for tours, and add more and relevant tactile exhibits.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.



CRATER LAKE NATIONAL PARK POLICIES, PRACTICES, COMMUNICATION, AND TRAINING

Crater Lake National Park staff are responsive to complaints about accessibility issues and are committed to removing barriers. The park does not currently have accessibility staff training and outreach to local groups with disabilities. Park managers have unique opportunities to offer staff training and inclusive outreach strategies to engage staff and further support visitors with disabilities. Crater Lake National Park staff are aware of these areas for improvement and is committed to addressing them.

Proposed accessibility improvements to policies, practices, communication, and training include the following:

- **Staff Training and Park Protocols:** Add staff and discipline-related accessibility training, and add standard operating procedures for park policies, such as checking out wheelchairs and assisting people with disabilities in emergencies.
- **Communications and Partnerships:** Conduct outreach to local groups with disabilities; add accessibility information on the park website, including reservation guidance; develop an accessibility guide; and provide guidance to partners and outside groups regarding accessible programs.

Details of the identified accessibility barriers and their recommended solutions and target time frames are available in the implementation strategy table.

CONCLUSION

Crater Lake National Park staff are committed to providing all visitors with the opportunity to connect with and learn about the park's unique natural, cultural, and recreational resources. Accessibility improvements identified in the Crater Lake National Park SETP will make it easier for individuals with cognitive, hearing, vision, and mobility disabilities to discover, understand, and enjoy the range of experiences available at the park. Park staff will continue to work toward accommodating all visitors while sustaining park legacy to preserve and protect the unique resource of Crater Lake and recreational opportunities that surround it.

The primary goal of the plan is to consider universal design strategies and document modifications needed to provide access to park facilities, services, activities, and programs for all visitors. As park staff work towards implementing the plan, physical access to and in assessed park areas will be improved, and park information and programs will be enhanced or created for all visitors across the breadth of key experiences at Crater Lake National Park. Experiences such as access to the lake, trail informational signage to help prepare visitors for hiking, and overnight experiences at cabins and campgrounds will be improved to enhance the visitor experience.

The Crater Lake National Park SETP is a living document intended to be used as a guiding reference for the park as park staff implement accessibility upgrades and documents accessibility accomplishments. As barriers to accessibility are removed and/or improved, changes will be updated in the implementation strategy table. Park staff will conduct periodic reviews to evaluate and update conditions to reflect accomplishments and document new programs or other changes that occur over time. Revisions to the plan may include conducting additional assessments for areas not originally conducted as a part of this plan.

Over time, the results of this collective effort will make Crater Lake National Park a truly welcoming and accommodating place for all visitors and will provide equal opportunity to access the places, resources, stories, and experiences at the park.

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APPENDIX A: ACCESSIBILITY LAWS, STANDARDS, GUIDELINES, AND NPS POLICIES APPLICABLE TO CRATER LAKE NATIONAL PARK

As a national park, Crater Lake National Park is required to comply with specific federal laws that mandate that discriminatory barriers be removed to provide equal opportunities to persons with disabilities. The following laws, design guidelines, and director's orders pertain to Crater Lake National Park.

LAWS

- Architectural Barriers Act of 1968 – <https://www.access-board.gov/aba/guides>
- Section 504 of the Rehabilitation Act of 1973 – <http://www.law.cornell.edu/cfr/text/43/17.550>
- Section 508 of the Rehabilitation Act of 1973 – <http://www.section508.gov>
- Effective Communication – <http://www.ada.gov/effective-comm.htm>
- Reasonable Accommodations – <http://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations>
- Other Power-Driven Mobility Devices – <https://www.ada.gov/opdmd.htm>
- Service Animals – https://www.ada.gov/service_animals_2010.htm
- 43 CFR, Section 17.549 Program Accessibility: Discrimination Prohibited – <http://www.law.cornell.edu/cfr/text/43/17.549>
- 43 CFR, Section 17.550 Program Accessibility: Existing Facilities – <http://www.law.cornell.edu/cfr/text/43/17.550>
- 43 CFR, Section 17.551 Program Accessibility: New Construction and Alterations – <http://www.law.cornell.edu/cfr/text/43/17.551>

NPS DIRECTOR'S ORDERS AND MANAGEMENT POLICIES

- Director's Order 16A – https://www.nps.gov/subjects/policy/upload/DO_16A_5-4-1999.pdf
- Director's Order 42 – https://www.nps.gov/subjects/policy/upload/DO_42_11-3-2000.pdf
- National Park Service *Management Policies 2006*, Section 1.9.3 Accessibility for Persons with Disabilities – <https://www.nps.gov/orgs/1548/upload/ManagementPolicies2006.pdf>

GUIDELINES

- Draft Accessibility Standards for Public Rights-Of-Way – <https://www.access-board.gov/prowag>
- Programmatic Accessibility Guidelines for National Park Service Interpretive Media – <https://www.nps.gov/subjects/hfc/accessibility.htm>

APPENDIX B: RESOURCES

Many of the resources listed below for trainings, accessibility assessments, project development, and implementation are currently located on the Pacific West Region Accessibility Self-Evaluation and Transition Planning SharePoint site (<https://doimspp.sharepoint.com/sites/nps-PWR-AccessibilitySETP?CT=1649343052705&OR=OWA-NT&CID=204c2563-b913-0894-1cae-52bc8f021fcf>). In the near future, this information will be available to all NPS staff and will be uploaded to the Park Facility Management Division's "Accessibility for Visitors and Employees with Disabilities" web page (<https://doimspp.sharepoint.com/sites/nps-pfmd/SitePages/Access-for-Visitors-and-Employees-with-Disabilities.aspx>). This information includes specific accessibility resources for concessions, facilities and maintenance, interpretation and education, and law enforcement staff. Resources include the following:

- A glossary of accessibility terms
- Reference information and links to laws and policies
- Accessibility assessment checklists and videos
- Accessibility training links and materials
- Templates that help track and document accessibility actions and an accessibility guide
- Guidance for making historic sites accessible
- Guidance for service animals in parks, accessible publications and programs, signage, and audio description
- Disability dialogue information and trainings
- Guidance for preparing PMIS packages for accessibility improvements
- Trail assessment protocols and summary sheets

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APPENDIX C: PARK AREAS NOT ASSESSED

The following park areas were not assessed for this plan. The selection process determined that key park experiences provided in these park areas were available in an equivalent way in the areas that were assessed. If any park area not assessed is improved by new construction or alterations in the future, the area will be assessed and improved to comply with current accessibility standards. These areas will be improved as a part of future facility alterations or as a component of a future planned construction project.

- Annie Falls
- Boundary Springs Trailhead
- Entrance Sign by South Entrance
- Lodgepole
- Old West
- Steel Visitor Center

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APPENDIX D: CONTRIBUTORS

CRATER LAKE NATIONAL PARK

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CRATER LAKE NATIONAL PARK ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN APRIL 2024

This accessibility self-evaluation and transition plan has been prepared as a collaborative effort between Crater Lake National Park staff, Regional Office staff serving Interior Regions 8, 9, 10, and 12, and Denver Service Center staff and is recommended for approval by the superintendent.

Approved

Date

Craig Ackerman, Superintendent, Crater Lake National Park



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

Crater Lake National Park [eTIC number ###/#####]

April 2024

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