

Columbia Gorge Tourism Alliance

# Waterfall Corridor Accessibility Audit Results

Transportation and Disability Access Audit with Experts on Historic Columbia River Highway | August 2022



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## Land Acknowledgement

We would like to begin by acknowledging the Traditional Custodians of the land and water of our focus today:

- Confederated Tribes of Warm Springs
- Yakama
- Wasco
- Wishram
- Tenino
- Cowlitz
- Nez Perce
- Klickitat
- Confederated Tribes of Umatilla

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# 1. Introduction

The Columbia River Gorge has enjoyed increased popularity in recent years. One of the highlights is the waterfall corridor along the Oregon shore connected by the Historic Columbia River Highway, America's first scenic highway. However, not everybody feels equally welcome. Visitors with disabilities often face information barriers: How safe is the exit from the bus? Will they get stuck in loose gravel or have a place to rest? Those who work on the frontline, such as Visitor Centers or the private shuttle services, often field these various questions from visitors with disabilities. The staff struggles to determine the conditions at the stops and give helpful advice to visitors who try to convey their needs. There is a need for objective, detailed information which led to the following audit that featured experts and chair-users. It was possible to collect vital information about current conditions to advance improvements in the future.

The audit was conducted on July 27, 2022, from 7.30 am to 2 pm. The group gathered at the Troutdale visitor center and followed the Historic Columbia River Highway to the Horsetail Falls before returning to Troutdale over i-84. The attending experts were Annadiana Johnson and Jan Campbell. Both experts are chair users and were able to test the conditions in addition to providing their thoughts and knowledge.

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## 1.1. Audit Participants



### **Jan Campbell, Disability Consultant**

Jan Campbell is a tireless advocate for people with disabilities. She graduated with a degree in elementary education and was denied the right to teach because of her disability. Undeterred, Jan pursued a career in civil and human rights: For 23 years she served as the Disability Project Coordinator for the City of Portland and Multnomah County. Currently, she is the Director of the Disability Awareness Resource Team (DART) which advocates for survivors with disabilities in the area of domestic violence, sexual assault, and other crimes. She also has been an employee with Oregon Health Sciences University and the Oregon Office on Disability and Health. Jan has chaired and served on numerous Commissions, Boards, and Committees, both locally and at the state levels. She is currently Chair's TriMet's Committee on Accessible Transportation, Co-Chairs the Special Transportation Fund Advisory Committee in the Metro area, and Board President of Disability Rights Oregon, and is a Steering Committee Member of the Columbia Gorge Accessibility Project focusing on Catherine Creek and Cape Horn Preserve. Awards have been presented to her at the local, state, and national levels for her work in the area of disability.



### **Annadiana Johnson, Disability Expert**

Annadiana Johnson grew up and lived most of her life in the Portland area where she pursued her career as a Computer System Engineer. She has been disabled since 2004 and now uses a mobility device when she has to travel any distance. Primarily, she uses fixed route buses and the MAXline as her mode of transportation since 2003 when she gave up driving. She currently serves on several committees in Washington and Multnomah County. These include, among others, the Transportation Equity Advisory Committee of TriMet, the Special Transportation Advisory Committee of ODOT and TriMet as well as the Washington Transportation Advisory Committee. During her time on these committees, she has learned a lot about many of the challenges people with a variety of disabilities face.



**AJ Zelada, Mobility Advocate**, Friends of the Historic Columbia River Highway committee, Multnomah County Bicycle & Pedestrian Advisory Committee, Previous Oregon Bicycle & Pedestrian Advisory Committee to Oregon Department of Transportation



**Amy Schlappi, Executive Director, Columbia Area Transit**



**Emily Reed, Network Director, Columbia Gorge Tourism Alliance**



**Kathy Fitzpatrick, Senior Project Mobility Manager, Mid-Columbia Economic Development District**



**Kent Krumpschmidt, Owner, Sasquatch Shuttle**



**Lizzie Keenan, Regional Coordinator, Mt Hood-Gorge RDMO**



**Marlee Boxler, Economic Development Coordinator, City of Troutdale**



**Nicole Wahner, Sustainability and Accessibility Project Manager, Columbia Gorge Tourism Alliance**

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## 2. Findings

The audit focused on examining the universal accessibility of the waterfall corridor. The amenities discussed in the following report help all visitors have a better experience. For example, seating and picnic possibilities benefit families with young children as much as they do visitors with fatigue syndromes or someone with a recent knee surgery. It is therefore important to keep in mind that improvements would benefit a broader audience than just the disabled community.

At each transit stop along the waterfall corridor, the audit team left the shuttle and examined the conditions for parking, safe exits from the shuttle, restroom conditions as well as picnic and seating possibilities. Additionally, it was important to determine the degree of access that visitors with disabilities had to the waterfall in question, i.e. how visible is it from the viewing platform or transit stop? Annadiana Johnson and Jan Campbell as the attending experts were able to add comments about other conditions that caught their attention. This mainly included path conditions and signage issues.

The results are broken down by waterfall, followed by a summary, recommendations for action and a number of ideas for long-term improvements of accessibility along the waterfall corridor.

## 2.1. Latourell Falls/Guy W. Talbot State Park



Amenity	Availability
Waterfall View	Yes, from path
Transit Stop	Safe for accessible stop
Restrooms	Missing accessible washroom
Parking	Incorrect signage
Picnic Area	Usable for chair users
Sitting	Picnic tables, benches at trailhead

### Introduction

Latourell Falls is the closest to Portland of the major waterfalls along the Historic Columbia River Highway. The water plunges a grand total of 224 feet, making it visible even from far away. The waterfall was named after Joseph Latourell, a 19th-century settler and founder of a family that would be influential in the Troutdale area.



Guy W. Talbot donated the surrounding land from the Latourell estate leading to the name of the surrounding State Park.



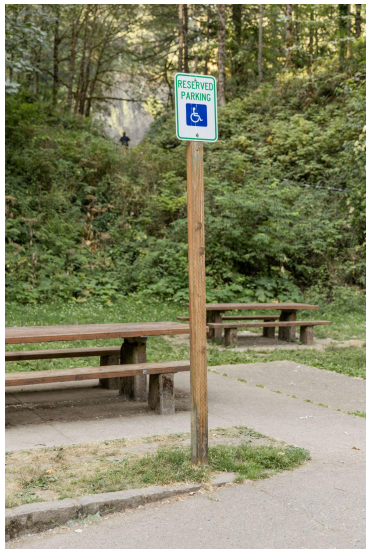
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## Waterfall View

The lookout is easily accessible through the ramp on the curb and offers a view of the waterfall in the distance. The trail towards the waterfall starts after a short flight of stairs with a bench at the bottom. The path has loose gravel on top, but the lookout is paved.

## Transit Stops

Latourell Falls offers two transit stops, one in the ADA-accessible parking spot and one across the highway. Shuttles stop at the accessible spot when they have riders with disabilities on board. People with less visible disabilities might also want to inform the driver to be dropped off there. The regular shuttle stop forces visitors to cross the highway, which can be unsafe, especially for people with visual or auditory disabilities.



## Parking

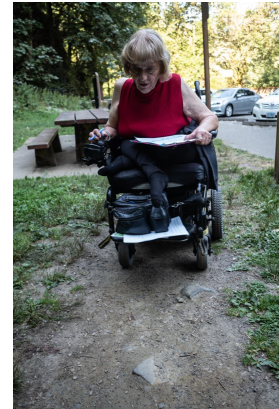
The accessible parking spot offers one ramp onto the curb. The fauna largely covers the view of the waterfall here, but there is direct access to the restroom and picnic benches.



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## Restrooms

The restrooms feature an ADA-compliant stall. However, the sinks are not accessible for chair users. The building is reachable through a short paved path from the parking lot. The shortcut between the picnic tables and the restroom is not paved and can provide problems for chair users (see the picture on the right below).



## Picnic and Sitting Possibilities

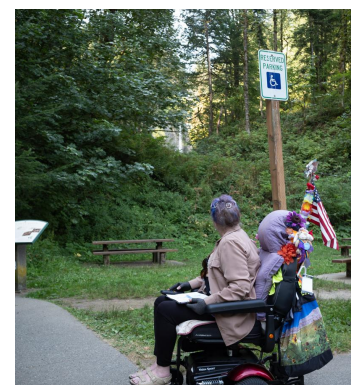
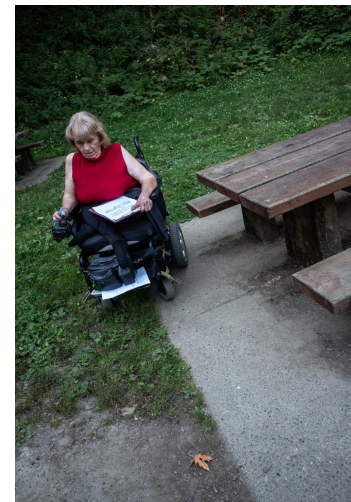
There are three picnic tables at this stop; one of them is usable for people using mobility devices as it sits on concrete. Each end of the table offers space for a chair user, however, the pavement only fits one half of a power wheelchair.

There is one bench at the beginning of the trail at the bottom of some stairs. This makes it hard to access for people with limited mobility but offers a spot to rest after walking to the waterfall.

## Signage

The accessible parking lot is missing the correct ORS number. The number is needed to enforce disabled parking rules. There are no signs directing people from the parking lot to the lookout on the right of the parking lot.

The restroom is missing the correct signage for its accessible stall.



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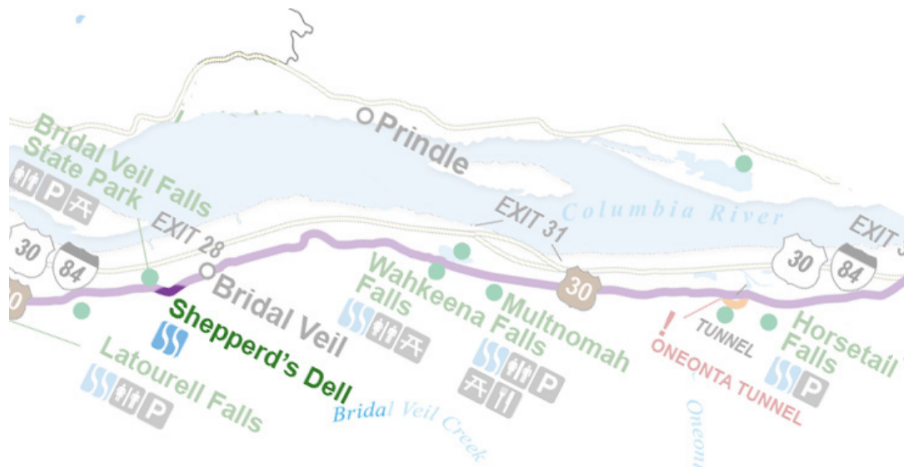
The lookout offers some signs with information on the history of Latourell Falls. None of these are accessible for people with visual impairments. For people unable to walk to the falls, a QR code directing them to a video of the waterfalls would be helpful.



## Summary

Overall, Latourell Falls offers a good view of the waterfalls from the lookout. For people with mobility disabilities, it offers a compromised picnic spot and accessible restrooms. The signage could be improved for parking, restrooms, and the waterfall itself.

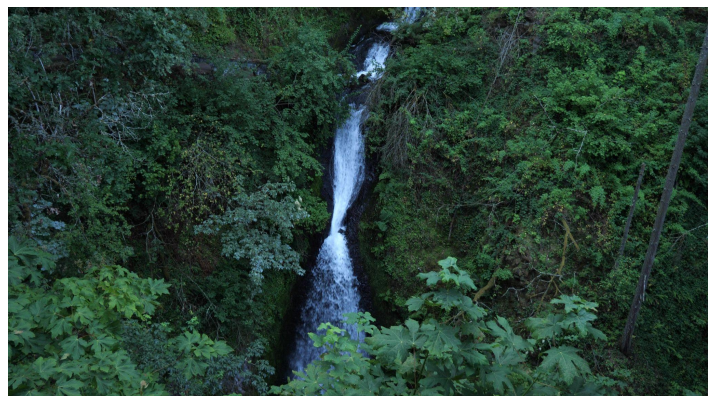
## 2.2. Sheppard's Dell Falls



Amenity	Availability
Waterfall View	Yes, from transit
Restrooms	None
Parking	None
Picnic Area	None
Transit Stop	No stop
Sitting	None

### Introduction

The waterfall flows under an original deck arch bridge from the original 1914 highway. Sheppard's Dell Falls is a series of falls leading into a canyon. Young Creek supplies the falls. This waterfall is also named after its previous land owner, George



Sheppard, who donated the land to the City of Portland in 1915 as a memorial to his wife. It has since been transferred to Oregon State Parks.

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## **Waterfall View**

Shepard's Dell Falls does not have a transit parking place. It is not an actual stop but a drive-by view. The waterfall is visible from a bridge, but the small throughway can experience a lot of traffic. The sightlines for the driver to see approaching vehicles from approaching or behind are poor. This makes it hard for the driver to slow down enough for visitors to view the waterfall. Especially on the eastbound route, it is hard to see the falls. Since chair users sit in the back of the shuttle, they would have to turn around completely to view the waterfall through the rear window. This can be difficult or even impossible.

## 2.3. Bridal Veil Falls



Amenity	Availability
<b>Waterfall View</b>	No, only from inaccessible trail
<b>Transit Stop</b>	Safe Exit
<b>Restrooms</b>	Closed, inaccessible porta potties
<b>Parking</b>	Incomplete
<b>Picnic Area</b>	Picnic tables at the lookout, not usable for people using mobility devices
<b>Sitting</b>	Two benches on the path to waterfall

### Introduction

Bridal Veil Falls features two short hikes, and another 1914 bridge crossing. One should not try to view the waterfall from the highway as it is a narrow passing spot for vehicles. Instead, the transit stop offers a trail that leads toward the waterfall or an Overlook Trail with views of the Columbia River Gorge.

### Views

Bridal Veil Falls runs underneath the Historic Columbia River Highway but the lower trail offers the best view of the two-tiered waterfall from a wooden bridge or a lookout platform. The creek is crossed by picturesque wooden bridges and the whimsical forest quickly engulfs any visitor that takes on the steep descent to the bottom of the waterfall. The trail

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is only 0.3 miles. It offers one bench to rest on before the main descent. Neither the path nor the lookout platform is accessible for chair users (see pictures below).

Alternatively, this spot offers a half-mile-long Overlook Trail with gorgeous views of the Columbia River Gorge. The views include Archer Mountain, Hamilton Mountain, Beacon Rock, and the famous Pillars of Hercules.



### Restrooms

The restroom building was closed at the time of the audit. Instead, several Porta Potties were offered, one of which was marked as accessible. The cabin itself is wider and offers railings, but the Porta Potty is located off the paved path and does not have a ramp leading into the stall.



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## Parking

The parking lot is reasonably sized with around 25 parking spaces with one designated accessible vehicle space. The parking space does not have a marked access aisle which can complicate the accessibility of the vehicle. See also the transit stop information below.

## Transit Stop

The stop for Bridal Veil Falls is located across the highway from Bridal Veil Lodge in the parking lot. The parking spot is missing the correct markings for an accessible parking spot. Consequently, during the audit, the shuttle was blocked in by a car parked in the spot next to it. (An Oregon State Park ranger that we met on the scene told the audit team that the paint for the accessible parking space had run out and was therefore not completed correctly.)



## Picnic and Sitting

A picnic area is located along the Overlook Trail, but the tables sit on grass and dirt. The edge of the path has a curb that requires a 'step down' to the grass and may require assistance to return up from the grass to the paved path.

The path to the Waterfall has one bench before the beginning of the descent but just beyond the paved path. The parking

lot does not offer any benches.



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## Trails

The beginnings of the trails are paved. One of them leads towards the waterfall, but the paving stops abruptly before one can see the waterfall. The 0.3-mile trail that leads towards the waterfall overlook is fairly steep and involves stairs and two wooden bridges.



The Overlook Trail is almost fully paved. The pavement stops short of the fenced overlooks. If one can get close to the overlooks, there are impressive views over the Columbia River Gorge. The path has several impediments due to tree roots, and erosion has led to several dips and bumps. It is also narrow enough to cause problems when two chair users try to pass each other.



**Above:** Incomplete path to Gorge lookout



**Above:** Incomplete path to and from overviews and path interruptions

**Right:** Erosion obstruction

### Signage

Several signs along the Overlook Trail refer to the local wildlife and history. These could be more accessible with additional QR codes. As previously mentioned, the signage of this parking lot is also incomplete.



### Summary

Bridal Veil Overlook Trail offers great views that are accessible for chair users. Sadly, there is no way for them to see the waterfall itself.

The sustained damage on the paths should be repaired. Weather conditions in the Gorge make regular maintenance necessary. The picnic area and lookouts along the Overlook Trail could be paved to expand the views for people using mobility devices even further.

The designated port-a-potty stall is not usable by people using certain mobility devices such as wheelchairs. While temporary, this should be kept in mind when setting them up in the future.

## 2.4. Wahkeena Falls



Amenity	Availability
Waterfall View	Yes, from viewing area
Transit Stop	Safe Exit
Parking	ADA-accessible parking spot available
Restrooms	No accessible restrooms available
Picnic Area	At lower parking lot
Sitting	Yes at the viewpoint

### Introduction

Wahkeena Falls is located just a 3/4 mile from the famous Multnomah Falls. This is also a tiered waterfall located close to the overlook area. The US Forest Service rebuilt the lookout area in 2014 to be more accessible. The transit stop is located at the start of several trails. A short Return Trail leads to Multnomah Falls and allows visitors to avoid parking at the traditionally crowded spot.

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## Waterfall View

This viewpoint is up close to the waterfall with low walls that can easily be looked over by chair users or can be used for resting. The waterfall is easily visible and spectators can even feel the spray of the water. The trail up to the waterfall starts with a flight of stairs making it inaccessible for people using mobility devices.



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## Transit Stop

The shuttle stops in the ADA-accessible parking spot when traveling with visitors with disabilities. This is right where the regular shuttle stops as well. They are both close to the ramp leading onto the curb. The depth is shallow for the shuttle used in the audit; its bumper protrudes into the road.



## Parking

This waterfall has two parking lots. The upper parking area is where the shuttle parks, and it offers an accessible parking spot with a ramp on the curb. From the sidewalk, a long ramp leads towards the waterfall viewpoint. Visitors can reach a lower parking lot by a short, steep, paved path.

## Restrooms

There are restrooms located in the lower parking lot. There is no accessible stall available. The wider stall only allows for a front approach, and the sink area is not accessible for chair users.



## Picnic and Sitting

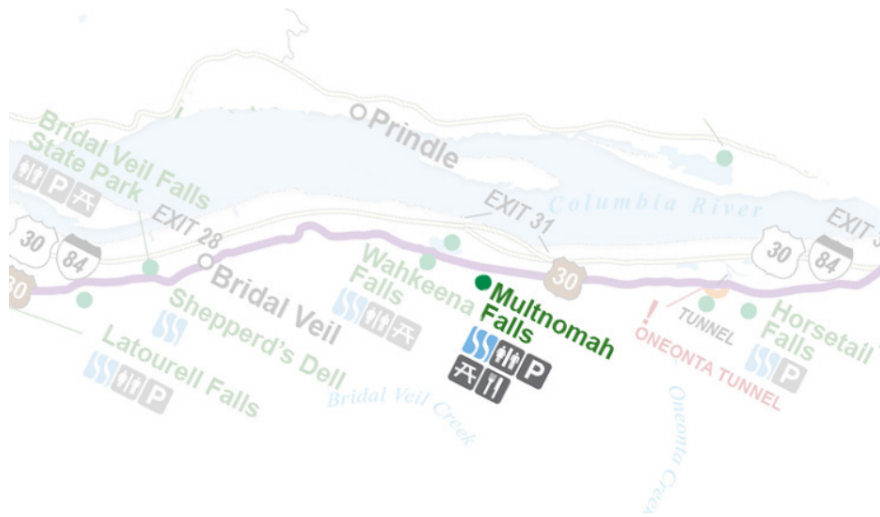
There is a picnic area located in the lower parking lot. It features a cooking area and shelter. Visitors can also sit on the low walls at the viewpoint.

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## Summary

Wahkeena Falls offers a great possibility for people using mobility devices to experience a waterfall up close. The lookout area is close enough to the water that visitors can feel the spray as the water hits the bottom of the pool. The lookout is easily accessible, but the stop lacks accessible restrooms and signs to clarify directions.

## 2.5. Multnomah Falls



Amenity	Availability
Waterfall View	Yes, from viewing area
Transit Stop	Safe Exit
Parking	ADA-accessible parking available
Restrooms	Accessible restrooms available
Picnic Area	Usable
Sitting	Available

### Introduction

Multnomah Falls counts among the most famous waterfalls in the world. Therefore, this waterfall area is often crowded, especially during the summer months. This two-tiered waterfall spans a total drop of 611 feet.

It might not be the tallest waterfall in the States, but its height and beauty are certainly still striking. The beautiful Benson bridge spanning the second tier of the waterfall counts among the most famous in the Pacific Northwest.

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## Waterfall View

The entire area is often very crowded, which can be stressful to navigate. However, the first viewing area is accessible through a ramp. While it is steep in certain places, it offers enough space to meander up in a motorized chair. The flat part of the ramp is fairly narrow, making it difficult for two chair users to pass each other. The entire path up to the viewpoint offers railings on either side.



## Transit

There is a separate dropoff spot for people with disabilities. It is on the side of the highway that the waterfall is on. The ramp onto the curb is small but close to the ADA-accessible parking spots. There is a single small ramp that leads onto it. Similar to Latourell Falls, people with less visible disabilities might want to inform their driver to be dropped off at this secondary stop.



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## Parking

There are two ways to reach this waterfall, one off of i-84 and one through the Historic Columbia River Highway. The audit examined the second parking spot.



The ADA-accessible parking sits to the right of the Multnomah Falls Lodge. There is only one ramp that leads to the pathway, but it prevents people with disabilities from having to cross the highway.

## Restrooms

The restroom stalls are tight but adhere to the ADA code. Not everyone will be able to reach the sinks since there is not enough space beneath them for chair users.

## Picnic and Sitting

The area offers many benches in front of the lodge, indoor dining options, and an eating area with tables and umbrellas at the creek can be reached through a ramp. It is worth noting that there are no gluten-free options available at any eatery.

## Gift Shop



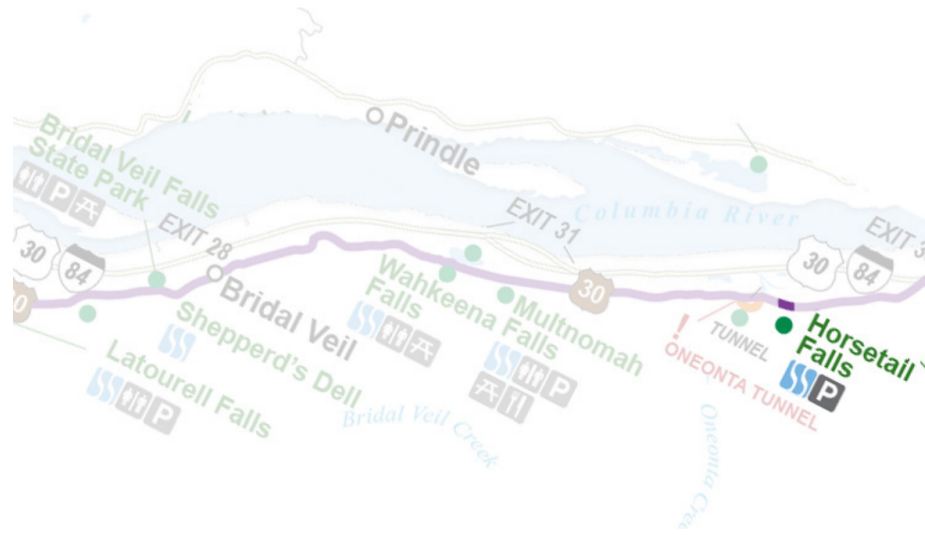
The gift shop is accessible, but the aisles are fairly narrow. Since it tends to be crowded, it can be difficult to navigate for chair users, especially without additional help. The lodge also offers an elevator, which fits one person at a time.

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## Summary

People with disabilities also have a chance to get a good look at the famous Oregon attraction. The main stop was constructed to be ADA-accessible even though improvements could be made. For example, it would be great to have access to the bridge as well since the path is paved already. Nevertheless, this spot offers great opportunities to eat, drink and enjoy the scenery.

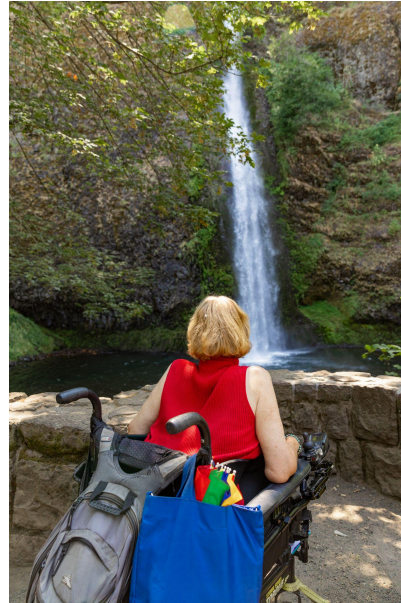
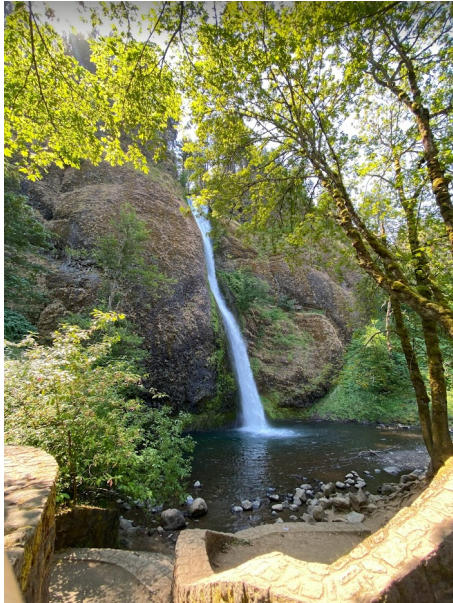
## 2.6. Horsetail, Ponytail, and Triple Falls



Amenity	Availability
<b>Waterfall View</b>	Yes, from the shuttle and the viewing area
<b>Restrooms</b>	None
<b>Parking</b>	ADA-accessible parking available
<b>Picnic Area</b>	Not usable for people using mobility devices
<b>Transit Stop</b>	Safe Exit, highway crossing necessary
<b>Sitting</b>	Available

### Introduction

While Horsetail Falls is not one of the taller waterfalls along the Historic Columbia River Highway, it is situated close to the lookout area and street. It plunges straight from a basalt cliff into a pool. It was named for its form that resembles a horsetail.



### **Waterfall View**

The viewing area is located on the right. It is only partially paved and otherwise set on loose gravel. However, the walls are low, allowing a good, close-up view of the entire waterfall with the pool at the bottom. The swimming area can only be accessed by stairs.

### **Transit Stop**

From the shuttle stop, a short ramp leads to the highway that has to be crossed diagonally to reach the ramp onto the curb. There is no marked crossway in this spot making it a fairly dangerous crossing.

### **Parking**

The parking lot is located across the highway from the waterfall. There is no safe crossway for pedestrians. The ADA-accessible parking spots are marked off correctly and offer enough space to load and unload. For access to the waterfall see also information on the transit stop above.



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## Picnic and Sitting

The picnic tables are placed on dirt and the information sign is in an area with loose gravel. People using mobility devices can experience difficulties approaching or backing away from it.

The walls surrounding the lookout are low enough to comfortably sit on and rest.



## Summary

Horsetail Falls is a fairly accessible stop along the Historic Columbia River Highway. It offers close-up views and invites everyone to people-watch. The crossing could be made safer for everybody by installing a crosswalk. A second curb ramp should be installed directly across from the one leading out of the parking lot.

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## 2.7. Additional Issues: Road Conditions

Anytime a person is not in a vehicle and on the road, they are a pedestrian.

There are no formal cautions for pedestrians on the highway within the waterfall corridor. Blind curves prevent drivers from being aware of slow-walking individuals, strollers, people with white canes, etc. In pre-pandemic times, more than 1,200 pedestrians per hour crossed the



Historic Highway at the Multnomah Falls Lodge during peak times of 10 am to 3 pm. This volume of pedestrians is greater than on any corner in Portland, OR. The maximum there is nearly 850 people per hour around noon.

A second condition is the experience of the driver. In the morning, the sun can create a blind spot in the driver's vision when heading eastward, and conversely in the afternoon for vehicles heading westward.

The pictures below illustrate how the sun can obstruct a driver's vision. The first picture features a cyclist that is obscured by a sunbeam in the next one.



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Many of the shuttle stops also do not have room to extend the wheelchair ramp alongside the designated stopping/parking area.



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### **3. Summary**

“I didn’t expect it to be as accessible as it was,” Annadiana Johnson concluded at the end of the audit. The shuttles enable people with disabilities to come out and enjoy the waterfalls without cars. Regardless of the individual nature of disabilities, every person can enjoy the waterfall corridor to some degree.

Overall, this audit allowed us to capture descriptions of each stop to better inform visitors on what they can expect when planning a trip to the Waterfalls Corridor on the Historic Columbia River Highway (HCRH).

We saw several recurring barriers throughout the audit:

#### **1. Restrooms**

Restrooms are important for people with disabilities but also families with small children and the general visitor population. We discovered inadequate temporary restrooms, inaccessible sink areas, or outdated accessible stall dimensions. There was also a general signage issue when leading visitors to the restroom locations.

#### **2. Parking & Transit Stop**

Issues with parking spots and transit stops expose visitors to the danger of oncoming highway traffic. Safety concerns regard:

- absent/insufficient space for embarking and disembarking visitors (especially those with disabilities)
- shuttle stops with insufficient length for shuttle buses, making them protrude into the road

Additionally, many designated ADA-accessible spots were missing the correct signage (especially the ORS statue).

#### **3. Crossing the HCRH**

Some waterfall stops require visitors to cross the HCRH. The missing signage signaling that fact to oncoming drivers poses a great risk, especially for families with small children and people with disabilities. The drivers can be distracted, or sunlight might obstruct their view. This all leads to a great risk for accidents, especially when the ramp on the opposite side of the highway forces people with mobility devices or strollers to cross diagonally.



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#### **4. Picnic Tables**

The picnic tables at the waterfall stops often sit on concrete that is too small to accommodate both sets of wheels of a motorized chair. The surrounding soil is often eroded, resulting in people using mobility devices having to cross an edge.

#### **5. Trails**

Some of the paved trails are incomplete. The damaged pavement on the already constructed sections makes them difficult to navigate for people using mobility devices.

#### **6. Seating Possibilities**

Latourell Falls, Wahkeena Falls, and Horsetail Falls are short on seating areas for people looking for a resting spot.

The information collected in this audit built the foundation for an online overview for shuttle users and people with private transportation ([accessiblegorge.com](http://accessiblegorge.com)). The benefit of this information resource is twofold:

- Reduce responsibility of visitor center and shuttle service staff to determine conditions on-site
- Reduce the time and energy needed for planning a trip to the Gorge for visitors with disabilities

In the following sections, we also identify recommended improvements. Firstly, there are 'low-hanging fruit' - easy upgrades that will make a big difference in the visitor experience. Secondly, we developed a list of ideal long-term improvements that would make the experience particularly enjoyable for visitors with disabilities in the future.

As Jan Campbell points out, "It is really hard (...) for people to enjoy the outdoors that have specific disabilities." Making gorgeous and unique spots like the Waterfall Corridor accessible for everybody is possible with some small changes and benefits every visitor.

## 4. Recommendations

Waterfall	View	Transit Stop	Parking	Rest-rooms	Picnic	Seating	Signage	Recommended Action
Latourell Falls				★	★		★	<ul style="list-style-type: none"> <li>- Accessible sink space</li> <li>- Increase concrete space at picnic tables</li> <li>- <b>Add ORS number to designated parking spot</b></li> </ul>
Shepperd's Dell Falls								
Bridal Veil Falls	★		★	★	★	★	★	<ul style="list-style-type: none"> <li>- <b>Maintain and add pavement along Overlook Trail to lookouts</b></li> <li>- Maintain pavement along waterfall trail</li> <li>- <b>Add access aisle to parking spot + signage</b></li> <li>- <b>Re-open accessible restrooms/Porta Potty ramp</b></li> <li>- Picnic tables on pavement</li> <li>- Seating at parking lot</li> </ul>
Wahkeena Falls				★	★	★		<ul style="list-style-type: none"> <li>- Accessible path to restrooms</li> <li>- Accessible restrooms</li> <li>- Benches for seating at lookout</li> </ul>
Multnomah Falls								
Horsetail Falls	★		★		★			<ul style="list-style-type: none"> <li>- Paved paths</li> <li>- <b>Marked crossway with <u>ramp</u> on <u>curb</u></b></li> <li>- Picnic possibilities on pavement</li> </ul>

Scale: ★ - strong recommendation for action, ☆ - recommendation for action

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## 5. Ideal Long-Term Improvements

### QR Codes

Methods of informing visitors can now include phones and online technologies. QR codes offered viewpoints that could open websites with recordings of waterfalls that are hard to see or inaccessible for people using mobility devices. Videos or texts could provide information on history, emergency services or offer tourist advice for nearby sights. People with visual disabilities could increase the font size on their phones or have their phones read the text aloud to them. Additionally, a consistent Waterfall Corridor emblem QR code reduces the need to add large signage boards with multiple information sheets.

### Electric Charging

There is currently no way to charge a motorized chair at any of the stops along the corridor. This constitutes a regular electric outlet and usually takes about 15 to 20 minutes. To ensure a safe and comfortable journey home, it would be helpful to offer a few charging opportunities.

### Water Fountains

Additionally, some stops could benefit from installing water fountains with clean drinking water. This would improve safety for everybody, especially with the increase in extreme heat waves.

### More Benches

More benches would be welcome at all transit stops. The pandemic has influenced the requirement of social distancing and a single bench does not accommodate multiple families with a variety of abilities and disabilities. Often, walls can be used as sitting places, but having support arms and backs will increase the potential for visitors to sit with physical confidence and exit the seated position with better support.

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## **Side-by-Side Ramps**

Right now, some of the ramps, especially those at Multnomah Falls are too narrow for someone accompanying a person using a mobility device to walk next to. Ideally, those would be expanded to accommodate two people being able to move side-by-side.

## **Additional Guiding Signage**

It would be helpful to have signs that clarify certain directions. This includes where to cross the highway to reach the ramp on the other side of the street, the quickest way to get to the ADA-accessible lookout points, and information on where longer ramps lead. This simplifies the visit and decreases confusion. These signs should be built accessible to everyone.

## **Pedestrian Crossing Signs**

Since the sightlines of drivers can be obstructed, it would be good to have additional signage warning them of crossing pedestrians and bikers using the highway.

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## 6. Appendix: Public-Facing Information

Currently, visitors with disabilities can collect some information about the above-listed waterfall trailheads online. We have attached a number of examples that could be updated with the information laid out in this audit.

- Information on the **Latourell Falls** Trailhead should include the fact that the path is loose gravel and can only be reached over a flight of stairs.  
<https://stateparks.oregon.gov/index.cfm?do=park.profile&parkId=112>
- The pictures of the **Bridal Veil Falls** are slightly out of date. The pictures could be updated to reflect the erosion. It would be helpful to also include the information on the Overlook Trail.  
<https://stateparks.oregon.gov/index.cfm?do=park.profile&parkId=107>
- The information on **Wahkeena Falls** could be completed by the information on the second parking lot and the restrooms.  
<https://www.fs.usda.gov/recarea/crgnsa/recarea/?recid=29996>
- As the **Multnomah Falls** site enjoys good accessibility that has remained largely unchanged since it was first instated, the information on the Forest Service site is complete. They are lacking a transcript of the [video](#) they provide. However, the short introduction to Multnomah Falls gives visitors a good impression of the conditions despite being ten years old. They also warn them about the limitations of accessibility.  
<https://www.fs.usda.gov/recarea/crgnsa/recarea/?recid=30026>
- The Forest Service webpage for **Horsetail Falls** is missing information on the accessible features of the stop.  
<https://www.fs.usda.gov/recarea/crgnsa/recarea/?recid=29934>