



Williston



ADA TRANSITION PLAN

ADOPTED 2025

Americans with Disabilities Act (ADA) Policy Statement

Williston Parks and Recreation District



November 1, 2025

The Williston Parks & Recreation District (WPRD) is committed to ensuring that all programs, services, activities, and facilities are accessible to and usable by individuals with disabilities in accordance with the Americans with Disabilities Act of 1990 (ADA), Title II, and Section 504 of the Rehabilitation Act of 1973.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, service, or activity provided by WPRD.

It is the policy of WPRD to:

1. Provide services, programs, and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities;
2. Make reasonable modifications to policies, practices, and procedures when necessary to ensure equal opportunity for access and participation;
3. Furnish auxiliary aids and services when necessary to ensure effective communication, unless doing so would result in a fundamental alteration of the service or undue administrative or financial burden; and
4. Ensure that new construction, alterations, and facility improvements meet or exceed the standards set forth in the 2010 ADA Standards for Accessible Design.

ADA Coordinator

The ADA Coordinator is responsible for overseeing compliance efforts and coordinating the District's response to accessibility requests and concerns.

Designated ADA Coordinator

Kate Cote, HR Director

Williston Parks & Recreation District

822 18th Street East, Williston, ND 58801

Phone: 701-774-1502

Email: kate@wprd.us

Individuals who need auxiliary aids, accommodations, or alternative communication methods to participate in WPRD programs or services are encouraged to contact the ADA Coordinator in advance of the event or activity.

Public Notice and Complaint Resolution

WPRD maintains an ADA Complaint and Resolution Procedure in accordance with 28 CFR §35.107 and CAPRA Standard 9.3, which outlines the process for the public and staff to raise concerns or file complaints regarding accessibility or discrimination based on disability.

Complaints should be directed to the ADA Coordinator and must be filed within 180 calendar days of the alleged incident.

Complainants will receive a written acknowledgment within five (5) business days and a formal response within forty-five (45) days, along with an opportunity for face-to-face or virtual discussion to ensure resolution and understanding.

Information about the ADA Complaint Procedure and complaint form is available on the District's website at www.willistonparks.com and at all WPRD facilities in accessible formats upon request.

Accessibility and Communication

WPRD is committed to effective communication and equitable access to information.

All public materials, including notices, forms, and digital content, will be provided in accessible formats upon request. In accordance with the District's Limited English Proficiency (LEP) Plan, WPRD will also offer interpretation or translation services as needed to ensure fair access for individuals with limited English proficiency.

Policy Review and Updates

This ADA Policy Statement will be reviewed annually by the ADA Coordinator and updated as needed to reflect changes in federal or state regulations, best practices, or organizational structure.

The ADA Coordinator will report annually to the WPRD Board of Commissioners on progress, public feedback, and any recommended policy adjustments.

Adoption

Adopted by the Williston Parks & Recreation District Board of Commissioners on

_____.

This Policy Statement is effective immediately upon adoption and supersedes all previous ADA-related policies of the District.

Authorized Signature: _____

Title: _____

Date: _____

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EXECUTIVE SUMMARY



The Williston Parks and Recreation District ADA Transition Plan establishes a comprehensive framework for ensuring equitable access to all parks, recreation facilities, programs, and services for individuals with disabilities. Developed in accordance with the Americans with Disabilities Act (ADA) Title II Regulations and aligned with the Commission for Accreditation of Park and Recreation Agencies (CAPRA) National Standards, this plan serves as both a compliance document and a strategic roadmap for inclusion.

PURPOSE & COMMITMENT

The Williston Parks and Recreation District affirms its commitment to removing barriers and expanding participation opportunities for all community members. This plan fulfills CAPRA Standard 2.10, requiring a phased transition plan for barrier removal at existing facilities; Standard 7.2.1, requiring completion of an ADA access audit for all sites; and Standard 9.3, requiring a written and accessible procedure for addressing and resolving ADA-related concerns.

PLAN OVERVIEW

This ADA Transition Plan provides:

- ◆ A comprehensive access audit of all existing parks, trails, and recreation facilities conducted using the 2010 ADA Standards for Accessible Design;
- ◆ A prioritized schedule of barrier removal projects, identifying short-term and long-term improvements;
- ◆ Cost projections and implementation strategies aligned with the Park District's capital planning and maintenance programs;
- ◆ A written ADA policy and complaint resolution process providing clear, timely, and face-to-face mechanisms for addressing accessibility concerns; and
- ◆ Documentation for CAPRA accreditation compliance, including audit checklists, photographs, and Board approval records.

COMMUNITY CONTEXT

The planning area includes approximately 33,800 residents and 13,300 households, reflecting a growing and economically stable community with a median household income of \$88,117 and a median home value of \$277,360. The median age of 32.1 underscores a family-oriented population balanced by a significant senior community of 3,276 residents age 65 and older.

Accessibility and equity considerations are informed by these key indicators:

- ◆ 22% of households include at least one person with a disability (≈2,957 households)
- ◆ 9% of households fall below the poverty level
- ◆ 921 households lack access to a personal vehicle
- ◆ Moderate diversity (Index 51) reflects a community where language and cultural access remain important for outreach
- ◆ Veterans comprise 8.5% of adults, with service eras ranging from Vietnam to post-9/11 conflicts

Together, these data points reinforce the importance of designing an inclusive and responsive park system that serves diverse physical, economic, and social needs.

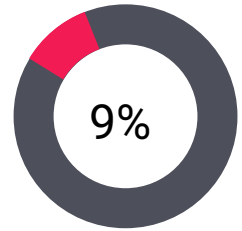
NEXT STEPS

The District will strive to integrate ADA improvements into its annual Capital Improvement Plan (CIP) and continue community engagement through public comment sessions and collaboration with local disability advocacy organizations. Progress will be tracked annually through internal audits, updates to the ADA Coordinator, and submission of evidence for CAPRA re-accreditation.

Through this plan, the District reinforces its vision that parks and recreation are for everyone, ensuring that every facility, program, and pathway fosters participation, dignity, and belonging for all residents and visitors.

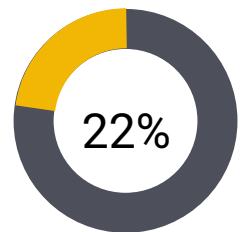
Source: ESRI (2024, 2029), ACS (2018-2022), Esri-Data Axle (2024);
Geography: Williston Basin School District 7

AGE



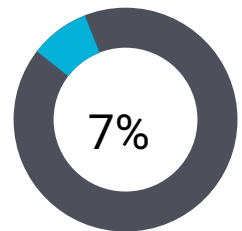
Population Age 65+

DISABILITY



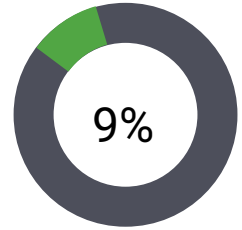
Households with a
Disability

VEHICLE



Households without a
Vehicle

POVERTY



Households Below
the Poverty Level

PURPOSE & LEGAL FRAMEWORK

PURPOSE & REQUIREMENTS

The Williston Parks & Recreation District's ADA Transition Plan establishes a clear and actionable framework to ensure that all parks, facilities, programs, and services are accessible to individuals with disabilities. The Plan demonstrates the District's intent towards compliance with the Americans with Disabilities Act (ADA) and affirms the District's broader commitment to inclusion, equity, and community well-being.

This Transition Plan fulfills the requirements of the U.S. Department of Justice (DOJ) Title II Regulation (28 CFR §35.150(d)), which mandates that all state and local governments develop a plan for the removal of physical and programmatic barriers when accessibility deficiencies are identified. Beyond meeting regulatory obligations, this Plan is a framework for the District's dedication to its vision.

Accessibility is central to that vision. This Transition Plan provides a structured process for evaluating facilities, identifying barriers, prioritizing corrective actions, and tracking progress toward full accessibility. It also outlines a consistent and transparent procedure for addressing accessibility concerns from the public and staff. Together, these efforts advance the goal of creating a park system where every person, regardless of age, ability, or circumstance, can participate fully and independently.

VISION STATEMENT

The Williston Parks & Recreation District envisions an inclusive, unique and affordable park system, fostering a welcoming and connected community. Through dedication, adaptability and transparency, we aim to be a progressive hub for diverse recreational experiences.

LEGAL & REGULATORY FRAMEWORK

The Americans with Disabilities Act (ADA)

The ADA, signed into law on July 26, 1990, is a landmark civil rights statute that prohibits discrimination against individuals with disabilities and ensures equal opportunity to participate in all aspects of community life. Title II of the ADA applies specifically to state and local governments, including park and recreation districts, and requires that all programs, services, and activities be accessible to individuals with disabilities. Under this provision, public entities may not deny or restrict access, either directly or indirectly, on the basis of disability.

2010 ADA Standards for Accessible Design

In 2010, the U.S. Department of Justice (DOJ) issued revised regulations for Title II (28 CFR Part 35), effective March 15, 2011, adopting the 2010 ADA Standards for Accessible Design. These enforceable standards provide the technical and scoping specifications for accessible built environments, including parks, trails, playgrounds, buildings, and recreation facilities. The regulations clarify that when a self-evaluation identifies barriers to access, the public entity must prepare a Transition Plan outlining the methods, schedule, and responsible parties for achieving compliance.

Section 504 of the Rehabilitation Act of 1973

Section 504 prohibits discrimination on the basis of disability in programs and activities receiving federal financial assistance. It requires public entities to ensure equal opportunity in access to facilities and services. For park agencies that receive federal funding, Section 504 obligations operate concurrently with ADA Title II requirements, reinforcing the mandate for accessibility planning and implementation.

Architectural Barriers Act of 1968 (ABA)

The Architectural Barriers Act was one of the earliest federal accessibility laws, requiring that facilities designed, built, altered, or leased with federal funds be accessible to persons with physical disabilities. While the ABA predates the ADA, its principles remain foundational to the development of national accessibility standards.

State and Local Accessibility Codes

Williams County and the city of Williston adheres to the North Dakota State Building Code, which supplements ADA requirements for the design, construction, and maintenance of public facilities. North Dakota Century Code 54-21.3-04.1 requires that every building or facility must conform to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and be documented by the design professional with new or renovated facilities.

METHODOLOGY

The methodology for the Williston Parks & Recreation District's ADA Transition Plan follows a structured, evidence-based approach designed to identify, evaluate, and prioritize accessibility improvements across the District's park and recreation system. The process integrates field-based facility assessments, community engagement, and phased implementation planning to align with both Title II of the Americans with Disabilities Act (ADA) and CAPRA Standard 7.2.1: ADA Existing Facility and Site Access Audit.

OVERVIEW

The methodology is grounded in the U.S. Department of Justice's requirements for self-evaluation and transition planning under 28 CFR §35.105 and §35.150(d). It also utilizes the nationally recognized ADA Checklist for Existing Facilities, developed by the Institute for Human Centered Design (IHCD) and the New England ADA Center. This tool provides a consistent framework for documenting compliance with the 2010 ADA Standards for Accessible Design, focusing on three primary priorities:

- ◆ Priority 1 – Approach and Entrance
- ◆ Priority 2 – Access to Goods and Services
- ◆ Priority 3 – Toilet Rooms

Each checklist category was applied systematically to identify physical and operational barriers within the District's existing parks and facilities.



ASSESSMENT OF EXISTING FACILITIES

A comprehensive on-site accessibility assessment was conducted across multiple parks owned and operated by the District. Using the IHCD checklists as the evaluation framework, each facility was inspected for compliance with the 2010 ADA Standards, including but not limited to:

- ◆ Accessible parking and passenger loading zones;
- ◆ Accessible routes from site arrival points to park features and amenities;
- ◆ Entrances, ramps, and curb transitions;
- ◆ Paths of travel to and within facilities;
- ◆ Access to restrooms, shelters, playgrounds, and recreation areas;
- ◆ Signage, seating, and operational equipment

Each park was evaluated through a combination of direct field measurement, photographic documentation, and observational analysis. The assessment identified both physical barriers (such as non-compliant slopes, door clearances, and surface materials) and programmatic barriers (such as signage, communication, or policy deficiencies).

All findings were recorded using the ADA checklists available at www.ADAchecklist.org, ensuring that results are verifiable and consistent with national accessibility standards.

COMMUNITY OUTREACH

To complement the physical assessments, WPRD facilitated focus group meetings designed to capture user perspectives and identify unseen or experiential barriers not easily documented through technical audits.

Outreach prioritized individuals who identify as having a disability, caregivers of individuals with disabilities, and advocates or service providers supporting these populations. The focus group provided qualitative insights into accessibility challenges within parks and recreation programs, including:

- ◆ Wayfinding and communication barriers;
- ◆ Difficulty accessing program registration or event information;
- ◆ Sensory or cognitive accessibility needs;
- ◆ Transportation or parking-related limitations;
- ◆ Staff interaction and customer service experiences

Feedback gathered during this session was integrated with field observations to ensure that the Transition Plan reflects both technical compliance and user-centered accessibility.

REPORTING AND DELIVERABLES

Following the site assessments and community engagement, findings were compiled into a structured ADA Transition Plan Report. This report includes:

- ◆ Inventory of identified barriers, categorized by facility and ADA checklist section;
- ◆ Budgetary opinions of probable cost for barrier removal;
- ◆ Prioritization of improvements, developed in collaboration with WPRD staff based on impact, feasibility, and equity considerations;
- ◆ Phased implementation schedule (short-, mid-, and long-term) aligning with available resources and the District's Capital Improvement Plan (CIP);
- ◆ Photographic and checklist documentation serving as evidence of compliance with CAPRA Standard 7.2.1.

A final staff workshop was conducted to review draft findings, confirm priorities, and ensure that the implementation strategy aligns with WPRD's operational capacity and long-range planning goals.

CONTINUOUS IMPROVEMENT & CAPRA INTEGRATION

The methodology directly supports CAPRA Standard 2.10 – ADA Transition Plan by establishing a documented, phased process for removing barriers and improving accessibility across all existing parks and facilities. It also contributes to CAPRA Standard 9.3 – ADA Compliance and Face-to-Face Resolution by emphasizing community engagement and open dialogue with users regarding accessibility concerns.

This systematic, inclusive, and repeatable approach ensures that WPRD can maintain compliance, track progress, and continuously improve accessibility—ensuring that Williston's parks and recreation system truly serves all members of the community.

FINDINGS & BARRIER ANALYSIS

The findings presented in this section summarize the results of the on-site facility assessments, ADA checklist evaluations, and community focus group discussions. Together, these sources provide a comprehensive understanding of both the physical barriers that limit accessibility and the programmatic or informational barriers that affect participation in Williston Parks & Recreation District's facilities and programs.

The analysis organizes results into three primary categories:

1. Physical Barriers: deficiencies identified through field assessments using the ADA Checklist for Existing Facilities.
2. Programmatic and Informational Barriers: issues identified through focus groups regarding communication, inclusion, and staff awareness.
3. Priority Actions: high-impact improvements recommended for implementation based on community need, feasibility, and compliance requirements.

SUMMARY OF AUDIT RESULTS

Field assessments were conducted at several parks using the Institute for Human Centered Design's ADA Checklists for:

- ◆ Priority 1 – Approach and Entrance
- ◆ Priority 2 – Access to Goods and Services
- ◆ Priority 3 – Toilet Rooms

Each site was evaluated for compliance with the 2010 ADA Standards for Accessible Design and the Public Right-of-Way Accessibility Guidelines (PROWAG) where applicable. Observations were documented, photographed, and linked to specific recommended mitigation actions. Detailed results are in the Appendix, providing a facility-by-facility inventory and recommended mitigation actions with cost considerations.

Common deficiencies identified across sites included:

- ◆ Lack of designated accessible parking spaces or missing van-accessible stalls.
- ◆ Incomplete or non-compliant Outdoor Recreation Access Routes (ORARs) connecting parking, playgrounds, shelters, and amenities.
- ◆ Slopes exceeding 5% along walkways or ORARs without required handrails.
- ◆ Gaps, heaving, or vertical changes in pavement greater than 1/4-inch, creating trip hazards.
- ◆ Inaccessible playground surfacing (pea gravel, sand) and missing ramp entries to play areas.
- ◆ Absence of beach access routes (BARs) at Spring Lake Park and other waterfront areas.
- ◆ Restroom doors with heavy manual operation and lack of automatic openers.
- ◆ Missing or inconsistent signage with the International Symbol of Accessibility.
- ◆ Lack of accessible routes to picnic shelters, spectator areas, and team benches.
- ◆ Missing wheelchair spaces in assembly areas such as amphitheaters and stadiums

Each barrier was categorized by type, location, and recommended mitigation, with examples including:

- ◆ Accessible Parking: Provide compliant spaces with access aisles, van signage, and direct connection to accessible routes.
- ◆ Routes and Surfaces: Replace gravel or millings with asphalt or concrete; regrade slopes; install ramps or handrails.
- ◆ Facilities and Amenities: Modify picnic pads, replace non-compliant thresholds, retrofit restrooms, and add automatic door openers.
- ◆ Playgrounds: Add ramp entries, compliant surfacing, and accessible connections to sidewalks or ORARs.



The following illustrates typical findings and recommendations by site:

- ◆ **Spring Lake Park:** Missing beach access route; add firm and stable path extending to the normal water level.
- ◆ **Davidson and Harmon Parks:** Inadequate accessible parking and picnic facilities; connect shelters to outdoor recreation access routes; and repair concrete heaving.
- ◆ **Western Star Complex:** Insufficient accessible routes; pave walkways and designate a minimum of seven accessible parking spaces.
- ◆ **Recreation, Moose, and Cote Parks:** Pea gravel surfacing and lack of entry ramps at play areas; install engineered wood fiber surfacing and connect to sidewalks.
- ◆ **Aafedt Stadium:** Add wheelchair and companion spaces integrated within the seating footprint; ensure accessible route connectivity and signage.

FOCUS GROUP KEY THEMES

In parallel with the facility audits, two focus group sessions were conducted in Spring 2025 with individuals with disabilities, caregivers, and program providers. The sessions identified several recurring accessibility and inclusion barriers across the District's system.

Nine key themes emerged from the discussions:

1. **Physical Accessibility of Parks and Facilities.** Participants cited unpaved surfaces, lack of continuous routes, missing handrails, and inaccessible restrooms as major barriers to participation.
2. **Parking and Transportation Challenges.** Limited accessible parking during events and narrow stalls were frequent concerns. Participants requested designated drop-off zones and shaded waiting areas.
3. **Communication and Wayfinding.** Families struggle to find reliable information on accessible features. Participants requested centralized, visual, and digital tools for planning visits.
4. **Program Inclusion and Staff Training.** Individuals desire participation in general programs rather than segregated adaptive options. Training on disability etiquette and program adaptation was a top priority.
5. **Program Gaps and Participation Barriers.** Lack of inclusive offerings for teens and adults with disabilities; need for non-competitive leagues and adaptive fitness programs.

- 6. Community Education and Culture Change.** Emphasis on public education to normalize disability and promote inclusion.
- 7. Staffing and On-Site Support.** Request for trained ADA liaisons or “floating support staff” visible during programs and events.
- 8. Dignity, Autonomy, and Confidence.** Importance of independent access, intuitive design, and respectful assistance.
- 9. Ongoing Community Voice.** Strong desire for continued participation through advisory groups and public updates on progress.

These insights complement the field audit findings, highlighting that accessibility is both a design and cultural challenge, requiring physical improvements as well as staff capacity-building and inclusive communication practices.

INTEGRATED BARRIER CATEGORIES

Findings from both the facility audits and focus groups were combined into five overarching barrier categories used for prioritization and implementation planning:

Barrier Category	Description	Example of Findings
Physical Access and Mobility	Gaps in accessible routes, parking, and site connectivity	Lack of ORARs, steep slopes, missing ramps, inadequate handrails
Facility Access and Amenities	Non-compliant restrooms, seating, surfacing, and shelters	Heavy restroom doors, gravel surfacing, limited shade and seating
Programmatic and Policy Barriers	Inconsistent staff training, limited adaptive options	Lack of inclusion in general programs, limited program variety
Communication and Wayfinding	Insufficient signage and public information	Lack of accessible maps, no digital accessibility details, limited visual materials
Cultural and Social Inclusion	Community perceptions and service approach	Need for inclusive language, awareness campaigns, and visible ADA leadership

PRIORITY ACTIONS

The combination of objective field data and subjective community input provides a clear, actionable framework for prioritizing accessibility improvements across parks, facilities, and programs. The barrier analysis forms the foundation for the plan, which outlines timelines, estimated costs, and implementation strategies to aspire towards better ADA compliance and a more inclusive recreation system.

High-priority actions include:

1. Establishing accessible routes and parking at every park facility.
2. Upgrading restrooms and entries with automatic openers and compliant fixtures.
3. Providing inclusive signage and communication tools that guide all visitors effectively.
4. Implementing comprehensive staff training in disability awareness and adaptive programming.
5. Engaging the community in ongoing feedback through advisory groups and transparent reporting.



PHASED TRANSITION PLAN

The Phased Transition Plan provides a structured, equitable, and achievable roadmap for the Williston Parks & Recreation District to remove accessibility barriers and improve inclusion across all parks, facilities, and programs.

This plan satisfies the Americans with Disabilities Act (ADA) Title II requirement (28 CFR §35.150(d)) that public entities develop a schedule for correcting deficiencies identified in their self-evaluation, and fulfills CAPRA Standard 2.10 – ADA Transition Plan, which requires a phased plan for barrier removal at existing recreation facilities, parks, and amenities.

The Transition Plan balances regulatory compliance, public safety, and community priorities identified through facility audits and focus group engagement. Each recommended action is categorized by urgency, cost range, and expected impact to ensure an organized implementation over time.

PRIORITIZATION FRAMEWORK

Barriers were prioritized using three core criteria:

1. **Impact on Access and Safety:** Barriers that prevent or severely limit access to essential facilities (e.g., restrooms, entries, parking, routes) are prioritized first.
2. **Frequency of Use and Visibility:** Improvements at high-use parks, event venues, and community recreation sites yield the greatest public benefit.
3. **Feasibility and Cost Efficiency:** Projects that can be completed with minimal design or construction modifications are prioritized for early implementation.

In addition, community engagement emphasized improvements that support independent access, dignity, and program inclusion, not only physical compliance.

IMPLEMENTATION PHASES

PHASE 1: SHORT-TERM PRIORITIES (0-2 YEARS)

Focus: Remove high-impact barriers that present safety, access, or regulatory noncompliance concerns.

Estimated Cost Range: Low to moderate

Representative Actions:

- ◆ Designate and stripe accessible and van-accessible parking spaces with compliant signage at all major parks (Spring Lake, Davidson, Harmon, Western Star, Aafedt Stadium, and Recreation Park).
- ◆ Install or regrade accessible curb ramps and routes connecting parking areas to amenities, per Outdoor Recreation Access Route (ORAR) standards.
- ◆ Add or adjust door thresholds and automatic openers at primary restrooms and public buildings.
- ◆ Repair trip hazards caused by heaved concrete or pavement separations exceeding 1/4 inch.
- ◆ Provide accessible picnic tables and seating in at least one shelter per park.
- ◆ Improve signage identifying accessible routes and facilities using the International Symbol of Accessibility.
- ◆ Launch staff training and ADA awareness sessions, including disability etiquette, adaptive recreation, and program inclusion practices.
- ◆ Publish public accessibility information on WPRD's website, including accessible route maps, amenities, and contact procedures for ADA accommodations.

Intended Outcomes:

- ◆ Immediate risk reduction and compliance with core ADA standards.
- ◆ Visible demonstration of progress and public accountability.
- ◆ Increased confidence among users with disabilities and caregivers.

PHASE 2: MID-TERM PRIORITIES (3-5 YEARS)

Focus: Improve physical connectivity, restroom access, and program accessibility.

Estimated Cost Range: Moderate

Representative Actions:

- ◆ Install or extend Outdoor Recreation Access Routes (ORARs) connecting playgrounds, shelters, spectator seating, and sports fields.
- ◆ Add handrails along ramped routes with slopes exceeding 5%.
- ◆ Replace non-compliant playground surfacing (pea gravel or sand) with engineered wood fiber or poured-in-place rubber and provide ramp entry points.
- ◆ Retrofit restrooms with accessible stalls, grab bars, sink clearances, and lever-style fixtures consistent with Priority 3 – Toilet Rooms checklist criteria.
- ◆ Improve shade structures and resting areas near playgrounds and sports facilities to support users with heat or sensory sensitivities.
- ◆ Develop visual and digital wayfinding tools, such as online accessibility maps or QR-coded signage linked to facility information.
- ◆ Establish an ADA liaison or accessibility coordinator role to manage implementation and serve as a community contact point.
- ◆ Expand inclusive programming and pilot integrated adaptive recreation options (e.g., non-competitive leagues, inclusive group fitness).

Intended Outcomes:

- ◆ Enhanced accessibility for daily park use and community events.
- ◆ Increased participation in recreation by individuals with disabilities.
- ◆ Expanded organizational capacity for ongoing accessibility management.

Roughly 26% of the U.S. population has some form of disability, including physical, sensory, or cognitive disabilities.

Source: <https://www.cdc.gov/media/releases/2024/s0716-Adult-disability.html>

PHASE 3: LONG-TERM PRIORITIES (6-10 YEARS)

Focus: Comprehensive infrastructure upgrades and universal design enhancements.

Estimated Cost Range: High

Representative Actions:

- ◆ Construct a beach access route (BAR) at Spring Lake Park extending to the normal water level per 2010 ADA Standards Chapter 10.
- ◆ Integrate universal design elements in future capital improvement projects (e.g., amphitheaters, aquatic centers, trailheads).
- ◆ Replace or reconstruct older park facilities to meet or exceed current ADA and PROWAG standards.
- ◆ Implement site-wide wayfinding systems and interpretive signage designed with accessible graphics, tactile maps, and consistent placement.
- ◆ Incorporate inclusive restrooms and family changing facilities at regional parks.
- ◆ Formalize a community advisory committee representing individuals with disabilities to provide annual review and feedback.
- ◆ Coordinate with the City of Williston and transportation providers to improve transit access and pedestrian connections to park entrances.

Intended Outcomes:

- ◆ Long-term systemic accessibility and cultural integration of inclusion principles.
- ◆ Universal access as a defining feature of the WPRD park system.
- ◆ Achievement of ongoing compliance for CAPRA re-accreditation and public accountability standards.



COST AND FUNDING CONSIDERATIONS

Cost estimates are provided as budgetary opinions of probable cost and will be refined during design and procurement phases. Implementation funding may be derived from:

- ◆ District Capital Improvement Plan (CIP) allocations
- ◆ State and federal accessibility grants (e.g., Land and Water Conservation Fund, Community Development Block Grants)
- ◆ Partnerships with nonprofit organizations supporting disability inclusion
- ◆ Annual operating budgets and park maintenance funds
- ◆ Private donations or sponsorships for inclusive features

Each phase will be reviewed annually to identify opportunities for combining accessibility improvements with planned maintenance or renovation projects, thereby reducing overall costs.

MONITORING AND ACCOUNTABILITY

Implementation progress will be reviewed annually by WPRD's ADA Coordinator and reported to the Board of Commissioners.

Tracking tools will include:

- ◆ Updated facility accessibility inventories and photographs
- ◆ Status tables for each mitigation item (Not Started / In Progress / Completed)
- ◆ Annual summary of barriers removed and training sessions completed
- ◆ Documentation for CAPRA re-accreditation evidence files

Public transparency will be maintained through updates on the WPRD website and through community input sessions, ensuring continued dialogue with individuals with disabilities, caregivers, and advocates.

INTEGRATION WITH STRATEGIC & CAPITAL PLANNING

The Transition Plan is not a standalone document but an integral component of WPRD's Strategic Master Plan and Capital Improvement Program.

Accessibility improvements will be prioritized during:

- ◆ Facility design and renovation projects
- ◆ Park redevelopment and trail construction
- ◆ Equipment replacement and site maintenance cycles
- ◆ Program planning and staff development initiatives

Ongoing improvement with community outreach and engagement will:

- ◆ Encourage feedback through surveys, focus groups, and public meetings.
- ◆ Provide regular updates on ADA improvement projects and complaint resolutions.
- ◆ Collaborate with community partners to ensure policies remain responsive to residents' needs.

Embedding ADA implementation into these planning systems ensures sustained compliance and continued progress toward an inclusive, equitable, and community-driven park system.

By normalizing continuous outreach and community engagement, members of the community can co-create the opportunities to participate in a transparent, accessible and respectful process for addressing accessibility issues. Concerns are resolved promptly through communication, accountability and continuous improvement.

This phased approach transforms the findings of the accessibility audits and community engagement process into a clear roadmap for action. Through phased investment, collaboration, and accountability, WPRD will continue to build on its vision of an inclusive, unique, and affordable park system that fosters a welcoming and connected community for all.

ADA POLICY & COMPLAINT RESOLUTION PROCEDURE

This section establishes the Williston Parks & Recreation District policy and procedures for responding to inquiries, concerns, or complaints related to accessibility and nondiscrimination under the Americans with Disabilities Act (ADA), Title II.

It ensures that all members of the public and staff have a clear, timely, and accessible process for resolving issues affecting participation in WPRD programs, services, and facilities.

The procedures align with the U.S. Department of Justice's ADA Title II regulations (28 CFR § 35.107 and § 35.170–35.178) and the Commission for Accreditation of Park and Recreation Agencies (CAPRA) requirement for written complaint resolution and face-to-face communication.

EXISTING NONDISCRIMINATION FRAMEWORK

WPRD currently maintains a comprehensive Title VI Non-Discrimination Program approved by the North Dakota Parks & Recreation Department.

That framework includes:

- ◆ Title VI Non-Discrimination Policy Statement (protecting against discrimination based on race, color, national origin, sex, age, disability, or income status);
- ◆ Formal Title VI Complaint Process and Complaint Form;
- ◆ Limited English Proficiency (LEP) Plan to ensure access for individuals with limited English proficiency; and
- ◆ USDOT Standard Assurances covering Section 504 of the Rehabilitation Act and the ADA Titles II and III.

These existing procedures provide a solid foundation for ADA compliance; however, ADA Title II requires additional clarity in how disability-related complaints are received, reviewed, resolved, and documented at the local level.

ADA POLICY STATEMENT

In accordance with Title II of the ADA and Section 504 of the Rehabilitation Act of 1973, it is the policy of WPRD that:

"No qualified individual with a disability shall, because of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the Williston Parks & Recreation District, or be subjected to discrimination by the District."

WPRD will make every reasonable effort to ensure that:

- ◆ Programs and activities are accessible in the most integrated setting appropriate;
- ◆ Communication with individuals with disabilities is as effective as with others; and
- ◆ Modifications to policies and procedures are made when necessary to avoid discrimination.

ADA COORDINATOR

The ADA Coordinator serves as the central contact for all ADA-related inquiries, requests, and complaints. WPRD designates:

ADA Coordinator: Kate Cote
Address: 822 18th Street East, Williston, ND 58801
Phone: 701-774-1502
Email: Kate@wprd.us

The ADA Coordinator is responsible for:

- ◆ Administering ADA and 504 compliance;
- ◆ Receiving and acknowledging complaints;
- ◆ Coordinating investigations and resolutions;
- ◆ Maintaining records of complaints and actions taken; and
- ◆ Reporting annually to the Executive Director and the WPRD Board of Commissioners.

The designation of the ADA Coordinator may be fulfilled by filing an amendment to this plan.

COMPLAINT RESOLUTION PROCEDURE

The following procedure supplements WPRD's existing Title VI Complaint Process and meets ADA Title II requirements for accessibility complaints.

Step 1 – Submission of Complaint

Any person who believes they have been discriminated against on the basis of disability in a WPRD program, service, or facility may file a written complaint within 180 calendar days of the alleged incident. Complaints may be submitted by the individual, a representative, or caregiver using the ADA Complaint Form.

The complaint should include:

- ◆ Complainant's name, address, and contact information;
- ◆ Description of the issue, including location and date;
- ◆ Identification of the person(s) or facility involved; and
- ◆ The remedy or accommodation requested.

Complaints may be filed:

By mail: Williston Parks & Recreation District, ADA Coordinator, 822 18th St E, PO Box 1153
Williston, ND 58802

By email: Kate@wprd.us

By phone or in-person: Reasonable assistance will be provided to any individual unable to submit a written complaint due to a disability or language barrier.

Step 2 – Acknowledgment

The ADA Coordinator will acknowledge receipt of the complaint within five (5) business days and may request clarification or additional information.

Step 3 – Investigation

The Coordinator will conduct an impartial investigation that may include:

- ◆ Interviews with the complainant, staff, or witnesses;
- ◆ Review of relevant documents, photographs, or facility conditions; and
- ◆ Coordination with maintenance or program managers for technical review.

Investigations will be completed within 30 calendar days, unless extenuating circumstances require additional time, in which case the complainant will be notified.

Step 4 – Face-to-Face Resolution Meeting

WPRD will offer the complainant an opportunity to meet in person or virtually with the ADA Coordinator (and other relevant staff) to discuss findings and explore solutions collaboratively. Resolutions may include:

- ◆ Barrier removal or repair;
- ◆ Policy or procedure modification;
- ◆ Communication support (signage, assistive devices, or staff training); or
- ◆ Referral to other agencies when outside WPRD's jurisdiction.

Step 5 – Written Response

A written response summarizing the investigation and outcome will be issued within 45 days of the initial complaint. The response will include:

Findings of fact;

Actions taken or planned; and

Appeal instructions if the complainant is not satisfied with the resolution.

Step 6 – Appeal Process

If dissatisfied, the complainant may appeal in writing within 30 days of receiving the decision to the Executive Director, who will review the findings and respond within 30 days.

If the complaint remains unresolved, the individual may file directly with the U.S. Department of Justice, Civil Rights Division or the U.S. Department of Transportation, Office of Civil Rights.

RECORD-KEEPING AND CONFIDENTIALITY

Records will be retained for a minimum of three (3) years and will remain confidential, disclosed only as required by law. The ADA Coordinator will maintain records of:

- ◆ All complaints received, including date and nature of the allegation;
- ◆ Actions taken and final resolutions; and
- ◆ Any follow-up communications or training initiatives implemented.

COMMUNICATION AND ACCESSIBILITY

- ◆ The ADA Complaint Procedure and Form will be publicly available on the District’s website and in printed format at District facilities.
- ◆ Notices will include contact information in accessible formats and in plain language, with alternate versions (large print, audio, or translated) available upon request per the LEP Plan.
- ◆ Staff will receive periodic training on handling ADA inquiries, disability etiquette, and reasonable accommodation procedures.

RECOMMENDED POLICY ENHANCEMENTS

While WPRD’s Title VI program provides a strong nondiscrimination foundation, the following items should be developed or expanded to meet full ADA Title II and CAPRA 9.3 requirements:

Missing/Needed Component	Recommendation
Formal ADA-specific complaint form	Adapt existing Title VI form to include “Disability/Accessibility Issue,” program/facility fields, and accommodation requests.
Written ADA policy statement for public posting	Prepare a stand-alone ADA Notice of Nondiscrimination citing Title II and Section 504.
Internal tracking and annual reporting mechanism	Implement a centralized log of ADA requests and complaints reviewed annually by the Board.
Staff training records	Document completion dates and topics for staff training in ADA awareness and resolution procedures.
Alternative communication methods	Include TTY/TDD number or relay service instructions in contact materials.

PUBLIC ENGAGEMENT

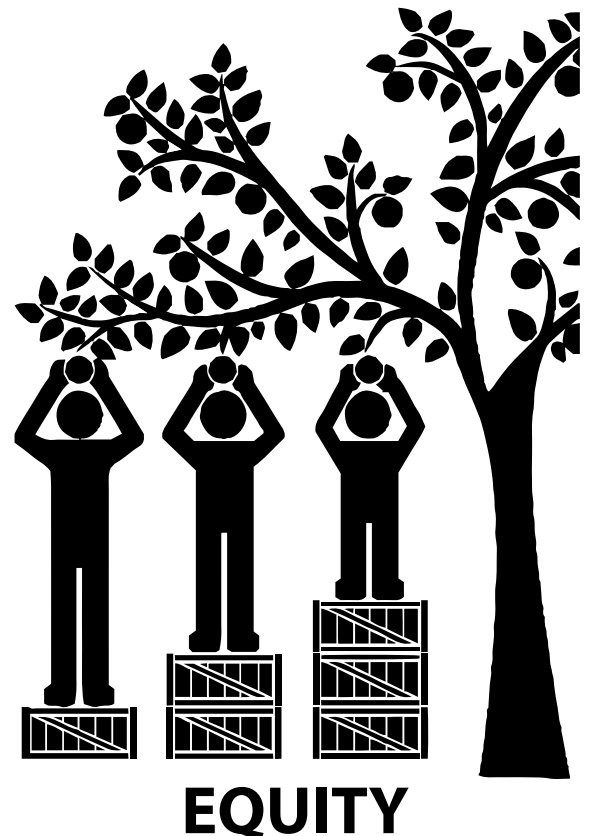
Public engagement is essential to the successful outcomes from the ADA Transition Plan. Meaningful participation ensures that the plan reflects both the lived experiences of individuals with disabilities and the collective vision of an inclusive community. Engagement activities during plan development focused on creating direct dialogue with community members who experience accessibility challenges and on fostering lasting partnerships that will inform future updates.

This approach aligns with CAPRA Standards 2.10 and 9.3, which call for public involvement, transparent communication, and accessible information regarding ADA compliance and implementation.

PUBLIC PARTICIPATION DURING PLAN DEVELOPMENT

Community participation in the ADA Transition Plan was achieved through multiple channels to reach diverse audiences and perspectives. Two focus group sessions were conducted in Spring 2025 in collaboration with the North Star Human Service Zone, Pathfinder Services of North Dakota, and the Dakota Center for Independent Living. Participants included individuals with disabilities, caregivers, and service providers who shared firsthand experiences navigating WPRD facilities and programs.

The focus groups generated a robust body of insight summarized in the WPRD Accessibility & Inclusion Key Themes Report. Key findings informed both facility improvement priorities and organizational training and communication goals.



EQUITY

Major themes identified included:

- 1. Physical Accessibility of Parks and Facilities.** Participants highlighted uneven or unpaved surfaces, missing connections between sidewalks and destinations, lack of handrails and shaded rest areas, and heavy restroom doors without automatic openers.
- 2. Parking and Transportation Challenges.** Event congestion, insufficient accessible parking, and lack of drop-off zones were reported as major barriers to participation.
- 3. Communication, Information, and Wayfinding.** Families and caregivers called for clear, centralized information on accessible features, staff knowledge, and visual or app-based planning tools to reduce uncertainty.
- 4. Program Inclusion and Staff Training.** Participants expressed a strong desire for integrated programming that welcomes individuals with disabilities into general recreation opportunities, supported by staff trained in disability etiquette and adaptive strategies.
- 5. Program Gaps and Participation Barriers.** Respondents emphasized the need for non-competitive, age-appropriate, and flexible programs that allow meaningful engagement for individuals of all abilities.
- 6. Community Education and Culture Change.** A call for broader community education to normalize differences, foster empathy, and frame inclusion as a shared community value.
- 7. Staffing and On-Site Support.** Families requested visible, trained staff or ADA liaisons who can assist during programs and events, building confidence and safety.
- 8. Dignity, Autonomy, and Confidence.** Participants underscored that accessibility extends beyond compliance; it includes fostering independence, intuitive design, and respectful staff interactions.
- 9. Importance of Community Voices in Design.** Participants expressed appreciation for being included and stressed that engagement should be continuous, with transparent updates and feedback loops.

These themes informed the Transition Plan's priorities, including restroom upgrades, accessible parking expansion, shaded rest areas, staff training, and enhanced communication tools, and will guide ongoing public engagement efforts.

ENGAGEMENT WITH DISABILITY ADVOCATES & ADVISORY COUNCILS

The focus group process reinforced that inclusion requires sustained collaboration, not one-time consultation. By elevating the voices of individuals most affected by accessibility barriers, WPRD will continue to refine its practices, ensure accountability, and build trust within the community. To maintain momentum and accountability, WPRD will:

- ◆ Continue partnerships with North Star Human Service Zone, Pathfinder Services of North Dakota, and the Dakota Center for Independent Living for ongoing consultation and outreach;
- ◆ Establish an Accessibility Advisory Group comprising individuals with disabilities, caregivers, and advocates to meet annually and review progress on accessibility projects;
- ◆ Include persons with lived experience in planning and program design sessions;
- ◆ Partner with local schools, healthcare providers, and veterans' organizations to expand outreach and promote inclusive recreation opportunities; and
- ◆ Encourage co-development of training and educational workshops with advocates to ensure authenticity and relevance.

PUBLIC NOTICE & TRANSPARENCY OF COMPLIANCE ACTIONS

Transparency and accountability are fundamental to maintaining community confidence in the implementation of the ADA Transition Plan. WPRD shall strive to provide open access to information about its ADA compliance activities by:

- ◆ Maintaining a dedicated ADA Accessibility webpage containing the Transition Plan, ADA Policy Statement, complaint procedures, and quarterly progress updates;
- ◆ Publishing annual progress summaries highlighting barrier removal projects, staff training milestones, and public engagement activities;
- ◆ Providing Board of Commissioners briefings and opportunities for public comment during capital improvement discussions;
- ◆ Displaying ADA notices of rights and contact information in all major park facilities and on registration materials; and
- ◆ Sharing visual updates, such as progress photos or dashboards, on accessibility improvements through WPRD's website and social media platforms.

Focus group participants specifically requested greater follow-up and feedback loops, including clear reporting on how their input was used, public dashboards to track progress, and transparent timelines for implementation. These measures will inform the District's communication strategies.

ACCESSIBILITY OF COMMUNICATIONS & MATERIAL

WPRD is committed to ensuring that all public communications, both print and digital, are accessible to individuals with disabilities and those with limited English proficiency. Consistent with Title II ADA communication requirements and WPRD's Limited English Proficiency (LEP) Plan, the District will strive to:

- ◆ Ensure all materials meet or exceed Web Content Accessibility Guidelines (WCAG 2.1 AA) for readability, color contrast, and screen-reader compatibility;
- ◆ Provide alternative formats (large print, audio, Braille, and plain-language versions) upon request;
- ◆ Use inclusive imagery, fonts, and color palettes in print publications and signage;
- ◆ Offer language translation or interpretation services when requested for non-English speakers; and
- ◆ Train staff to provide communication assistance, including reading information aloud or helping complete forms.

Focus group participants emphasized the need for accessible communication tools such as maps with icons, visual guides, and virtual tours to help families plan visits and reduce anxiety. WPRD shall strive to integrate these recommendations into future digital content, including accessible facility maps and video walkthroughs.



COMMITMENT TO CONTINUOUS ENGAGEMENT

Public engagement will remain an active, recurring process throughout the life of the ADA Transition Plan. Through transparent reporting, visible progress, and collaboration with the community, the District will sustain a culture where accessibility and inclusion are shared responsibilities and enduring values. Engagement opportunities include:

- ◆ Hosting annual accessibility listening sessions and community updates to share progress and gather new input;
- ◆ Developing surveys and quick-response tools for residents to provide ongoing feedback about facility conditions or program accessibility;
- ◆ Recognizing and celebrating milestones publicly, highlighting completed improvements and community partnerships; and
- ◆ Encouraging continual dialogue with residents, staff, and advocates to refine practices and identify emerging accessibility needs.



SELF-EVALUATION & REPORTING

Effective evaluation and monitoring are critical to the successful implementation and long-term sustainability of the Williston Parks & Recreation District (WPRD) ADA Transition Plan.

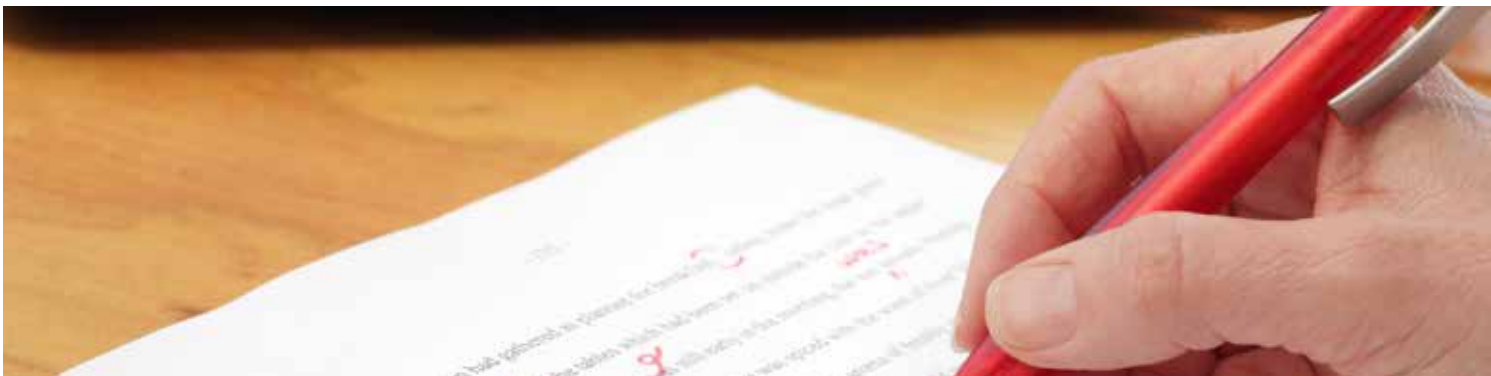
This section establishes the procedures and metrics that the District may use to track progress toward barrier removal, program inclusion, and policy compliance in alignment with the Americans with Disabilities Act (ADA) Title II Regulations (28 CFR §35.150(d)).

Regular evaluation ensures that accessibility improvements remain a living commitment: responsive to community feedback, changing demographics, and evolving standards in inclusive design.

SELF-EVALUATION & ANNUAL REPORT

In accordance with ADA Title II §35.105, WPRD will conduct an annual self-evaluation of its facilities, programs, and services to monitor compliance progress. This evaluation will:

- ◆ Document physical and programmatic barriers removed since the previous year;
- ◆ Identify new or recurring accessibility challenges;
- ◆ Evaluate staff training and ADA awareness initiatives;
- ◆ Track complaints received and resolutions achieved; and
- ◆ Assess community feedback from focus groups, surveys, and advisory committees.



A written Annual ADA Progress Report will summarize findings and be presented to the WPRD Board of Commissioners each year. The report will also be posted publicly on the District's website to maintain transparency and accountability. Each report will include:

1. Number and type of barriers removed;
2. Status of projects identified in the Transition Plan (Not Started / In Progress / Completed);
3. Summary of ADA-related budget allocations and expenditures;
4. Record of staff training sessions and participation rates;
5. Summary of complaints received and resolutions achieved; and
6. Community feedback and engagement activities conducted during the year.

IMPLEMENTATION TRACKING

Progress will be reviewed quarterly by the ADA Coordinator, the Superintendents of Parks & Facilities, and the Executive Director. The ADA Coordinator will maintain an implementation matrix tracking each recommended improvement. Each item will include:

- ◆ Facility name and location;
- ◆ Description of the barrier and recommended corrective action;
- ◆ Cost estimate and funding source;
- ◆ Assigned department or staff lead;
- ◆ Implementation phase (short-, mid-, or long-term); and
- ◆ Completion status and verification date.

PLAN REVIEW AND UPDATE SCHEDULE

WPRD will undertake a comprehensive review and update of the ADA Transition Plan every five (5) years to:

- ◆ Reassess community demographics and needs;
- ◆ Reevaluate facility conditions against current ADA standards;
- ◆ Incorporate feedback from public engagement and advisory groups; and
- ◆ Align future goals with available resources and strategic priorities.

Interim updates may be completed sooner when major projects are finalized, new facilities are added, or federal/state accessibility standards are revised.

METRICS FOR SUCCESS

To measure performance and continuous improvement, metrics will inform future updates to the Transition Plan and help WPRD maintain compliance with CAPRA re-accreditation requirements for ongoing evaluation and documentation. WPRD will use both quantitative and qualitative metrics:

Quantitative Measures

- ◆ Number of accessibility barriers removed per year;
- ◆ Percentage of facilities meeting 2010 ADA Standards;
- ◆ Number of accessible parking spaces and routes created;
- ◆ Frequency of staff training sessions conducted;
- ◆ Percentage of staff trained in ADA awareness and inclusion;
- ◆ Response time to ADA complaints or accommodation requests; and
- ◆ Annual investment in accessibility improvements as a percentage of total capital spending.

Qualitative Measures

- ◆ Level of community satisfaction with accessibility improvements (survey feedback);
- ◆ Participant confidence and sense of inclusion in recreation programs;
- ◆ Feedback from individuals with disabilities and advocacy groups during public engagement sessions; and
- ◆ Visibility and awareness of WPRD's accessibility initiatives in public communication.



CONCLUSION

The Williston Parks & Recreation District (WPRD) ADA Transition Plan represents both a compliance requirement and a statement of values. It reflects the District's belief that accessibility is fundamental to its mission and vision:

to “envision an inclusive, unique and affordable park system, fostering a welcoming and connected community.”

By aligning the Transition Plan with the Americans with Disabilities Act (ADA) Title II regulations and CAPRA Standards 2.10, 7.2.1, and 9.3, WPRD ensures that accessibility is embedded into every aspect of park planning, facility design, operations, and community engagement. This Plan is not a one-time document, but a framework for continuous improvement, accountability, and equity in public service delivery.

KEY ACCOMPLISHMENTS OF THE PLANNING PROCESS

This Plan is grounded in a comprehensive and collaborative process that combined technical assessment with community voice:

- ◆ On-Site Facility Assessments conducted using the Institute for Human Centered Design's ADA Checklist for Existing Facilities, identifying specific physical and programmatic barriers across six WPRD parks.
- ◆ Focus Groups and Public Input Sessions that engaged individuals with disabilities, caregivers, and advocacy partners to understand lived experiences and capture unseen barriers to participation.



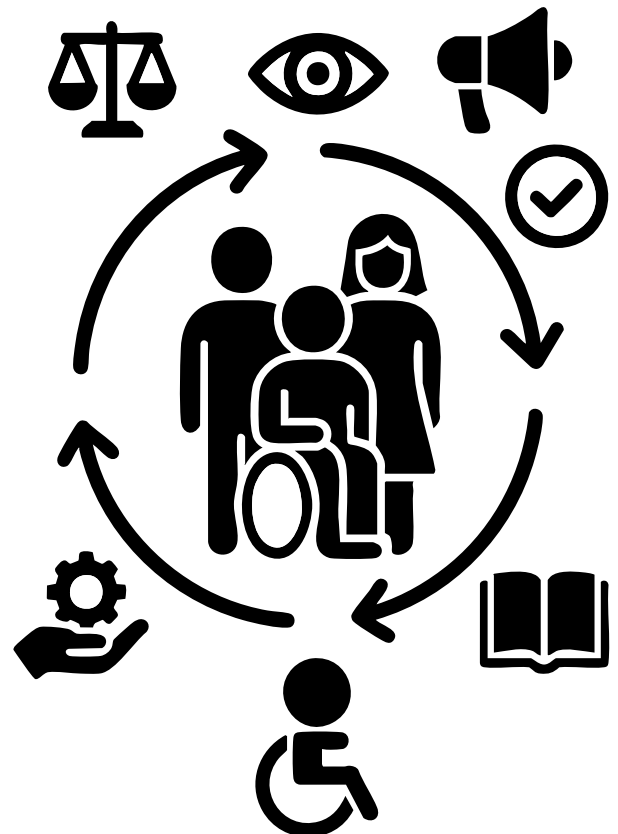
- ◆ Inter agency Collaboration with partners such as the North Star Human Service Zone, Pathfinder Services of North Dakota, and the Dakota Center for Independent Living, ensuring diverse representation and authentic dialogue.
- ◆ Phased Implementation Framework that provides clear priorities for immediate, mid-term, and long-term improvements—integrated into the District’s Capital Improvement Plan (CIP).
- ◆ Policy and Procedure Development including a formal ADA Complaint and Resolution Procedure, accessible communications standards, and ongoing staff training commitments.

These coordinated efforts produced a Transition Plan that meets the regulatory intent of ADA Title II while advancing the District’s broader goals of community inclusion and belonging.

GUIDING PRINCIPLES FOR IMPLEMENTATION

The following guiding principles will continue to shape ADA compliance and accessibility efforts:

- 1. Equity and Inclusion.** Every person, regardless of ability, deserves the opportunity to engage in recreation and community life without barriers.
- 2. Transparency and Accountability.** Public trust is strengthened through open reporting, visible progress, and clear communication.
- 3. Collaboration and Community Voice.** Engagement with individuals with disabilities, caregivers, and advocates is essential to success.
- 4. Universal Design.** Design and operational practices should anticipate the needs of all users, minimizing the need for individual accommodations.
- 5. Continuous Learning.** Staff development, awareness, and feedback loops ensure ongoing cultural and operational growth.



CONTINUING THE JOURNEY

Accessibility is a continuous journey, not a destination.

The WPRD ADA Transition Plan lays the foundation for sustained action, shared responsibility, and a vision of a community where everyone belongs. As physical barriers are removed and inclusive practices become standard, WPRD will continue to embody its values of dedication, adaptability, and transparency; ensuring that every resident and visitor can connect with parks, programs, and people in ways that enrich their lives and strengthen the community as a whole.



APPENDICES

Appendix A

Americans with Disabilities Act (ADA) Public Notice

Williston Parks and Recreation District



November 1, 2025

The Williston Parks & Recreation District (WPRD) is committed to ensuring that everyone can enjoy our parks, programs, and services, regardless of their abilities. We follow the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, which protects the rights of people with disabilities.

Our Commitment

- Everyone has the right to take part in WPRD programs, services, and activities.
- We will make reasonable changes to policies or procedures when needed so all people can participate.
- We provide auxiliary aids and services (such as sign-language interpreters or alternative formats) when requested, unless doing so would change the nature of a service or cause an undue burden.
- All new construction and renovation projects meet or exceed the 2010 ADA Standards for Accessible Design.

Need Assistance or Accommodation?

If you need assistance or accommodation to participate in a WPRD program or use a facility, please contact:

ADA Coordinator:

Kate Cote, HR Director

Williston Parks & Recreation District

822 18th Street East, Williston, ND 58801

Phone: 701-774-1502

Email: kate@wprd.us

Website: www.willistonparks.com

Concerns or Complaints

If you believe you have been denied access to a WPRD service, program, or facility because of a disability, you may file a complaint.

- Complaints should be made within 180 days of the incident.
- You will receive a response within 45 days, including an opportunity to meet with staff to discuss solutions.
- Complaint forms and procedures are available online or at any WPRD facility in accessible formats upon request.

Accessible Communication

Information about WPRD programs and events is available in accessible formats, including large print, audio, and translated versions.

Please let us know what format works best for you when making a request.

Together Toward Inclusion

WPRD strives to create an inclusive, welcoming, and connected community where everyone can participate fully and independently in recreation and community life.

**ADA Title II Complaint Form –
Programs, Services, Facilities, and Activities
Williston Parks and Recreation District**



November 1, 2025

Purpose

This form is used to file a complaint of discrimination or lack of access based on disability in the provision of WPRD's programs, services, activities, or facilities, in accordance with **Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973**. Assistance in completing this form is available by contacting the ADA Coordinator listed below.

Complainant Information

Name: _____

Address: _____

City, State, Zip Code: _____

Phone: _____

Email: _____

Preferred Contact Method: ☐ Phone ☐ Email ☐ Mail ☐ Other (specify) _____

If you are filing on behalf of someone else, please provide:

Name of individual on whose behalf you are filing: _____

Relationship: ☐ Parent/Guardian ☐ Caregiver ☐ Representative ☐ Other _____

Details of Incident or Concern

Date of Incident:

Location (Park/Facility/Program):

Describe the accessibility issue or act of discrimination.

Explain what happened, who was involved, and how you or others were affected. Attach additional pages or photographs if necessary.

Type of Issue (Check all that apply)

- ☐ Physical access barrier (ramp, doorway, restroom, pathway, parking)
- ☐ Program access or participation barrier
- ☐ Communication access (website, forms, signage)
- ☐ Request for accommodation
- ☐ Staff interaction or service issue
- ☐ Other _____

Have you previously requested assistance or accommodation from WPRD staff?

- ☐ Yes
- ☐ No
- ☐ Other _____

Desired Outcome or Remedy

What action or resolution would you like WPRD to take?

Alternative Format or Assistance Needed to Communicate with You

- ☐ Audio
- ☐ Braille
- ☐ Large Print
- ☐ Language Translation
- ☐ Relay Service
- ☐ Other _____

Certification

I affirm that the information provided is true to the best of my knowledge and belief.

Signature: _____ Date: _____

Submit to:**ADA Coordinator:**

Kate Cote, HR Director
Williston Parks & Recreation District
822 18th Street East, Williston, ND 58801

Phone: 701-774-1502

Email: kate@wprd.us

Website: www.willistonparks.com

Important Notes

- Complaints should be filed within 180 days of the alleged discrimination or barrier occurrence.
- WPRD will acknowledge receipt within 5 business days and issue a written response within 45 days.
- Complainants will be offered a face-to-face or virtual meeting to discuss findings and possible resolutions.
- Individuals needing alternative formats or communication assistance will be accommodated.
- If you are dissatisfied with the outcome, you may appeal to the WPRD Executive Director or file directly with the U.S. Department of Justice, Civil Rights Division, or the U.S. Department of Transportation, Office of Civil Rights.

For Office Use Only

Date Received: _____

Received By: _____

Case Number: _____

Acknowledgment Sent: ☐ Yes ☐ No

Date: _____

Date Received: _____

Received By: _____

Case Number: _____

Investigation Start Date: _____

Resolution Meeting Date: _____

Final Response Date: _____

Summary of Action Taken:

Appendix C – ADA Existing Facility and Site Access Audit

This existing facility and site access audit was conducted in the Spring of 2025. The cost estimates for the suggested mitigation are based on average unit bid prices for contracted construction services in 2025. Actual costs may vary depending on project size, whether performance is self-performed or contracted, site conditions, and the year of implementation.

Summary of Estimates by Park:

Spring Lake Park:	\$78,125 - \$168,850
Davidson Park:	\$20,335 - \$22,185
Aefdt Stadium:	\$15,100
Western Star Park:	\$9,500 - \$120,000
Dakota Park:	\$7,975 - \$27,475
Harmon Park:	\$38,950 - \$127,550
Recreation Park:	\$1,950
West Lawn Park:	\$5,200
Moose Park:	\$11,275 - \$27,525
Pheasant Run Park:	\$22,155 - \$169,800
Cote Park:	\$1,950

Image	Topic of Concern	Suggested Mitigation
 Spring Lake Park	Missing a beach access route (BAR). At least one beach access route must be provided for each one-half mile of beach shoreline administered or managed by the same entity. BAR entry point option 1 of 2. Estimate: \$9,750	Beach access routes can be permanent or removable, and they must coincide with or be in the same general area as the pedestrian access points that serve the beach. The route must extend to the normal recreation water level at the lake. Whenever possible, extend the beach access route into the water to allow people to remain in their mobility devices and transfer directly into the water. The minimum width of a BAR is 60 inches. The surface of the BAR and resting intervals must be firm and stable. Sand is not a firm and stable surface.
 Spring Lake Park	Missing a beach access route (BAR). At least one beach access route must be provided for each one-half mile of beach shoreline administered or managed by the same entity. BAR entry point option 2 of 2. Estimate: \$6,500	Beach access routes can be permanent or removable, and they must coincide with, or be in the same general area as, the pedestrian access points serving the beach. The route must extend to the lake's normal recreation water level. Whenever possible, extend the beach access route into the water to allow people to remain in their mobility devices and transfer directly into the water. The minimum width of a BAR is 60 inches. The surface of the BAR and resting intervals must be firm and stable. Sand is not a firm and stable surface.



Spring Lake Park

The dock is used for paddleboard/ kayak/canoe rentals.

If designated as a fishing pier, this would require accessibility components in compliance with Chapter 10.

Estimate: \$60,000 - \$80,000

Dock/Pier: There are no ADA or ABA accessibility standards or guidelines for the water-entry points at carry-down craft launching and landing locations.

An enhancement could include providing a dock that incorporates universal design features.

If universal components are provided, then connect the dock to an accessible route.



Spring Lake Park

Lack of designated accessible parking spaces.

Estimate: \$850

Designate a minimum of 1 van accessible parking space for this parking lot (assuming there are 25 or fewer total parking spaces).



Spring Lake Park

Lack of an accessible route to the restroom from the parking area.

Estimate: \$,1950

Provide an accessible route with a minimum width of 36 inches (recommended: 60 inches) and a firm, stable surface. Ensure that the clear width of the door complies with 404.2.4.1 for swinging doors and gates.



Spring Lake Park

Lack of designated accessible parking spaces. Lack of an Outdoor Recreation Access Route (ORAR) from the parking lot to the park amenities. Estimate: \$2,250	Designate at least 3 parking spaces (out of an estimated total of 57) as accessible parking, including at least 1 van-accessible space. Install an ORAR that is a minimum of 36 inches wide, but would suggest 60 inches connecting the three playgrounds, shelter, and other elements in this area of the park.
--	--



Spring Lake Park

Lack of an Outdoor Recreation Access Route (ORAR) from the sidewalk to the play equipment. Estimate: \$9,750	Provided an ORAR to the playground entry ramp. The minimum width should be 36 inches, with an ideal width of 60 inches.
--	--



Spring Lake Park

Lack of an Outdoor Recreation Access Route (ORAR) from the sidewalk to the play equipment.

Estimate: \$8,125

Provided an ORAR to the playground entry ramp. The minimum width should be 36 inches, with an ideal width of 60 inches.



Spring Lake Park

The step creates a barrier to the picnic shelter and access to the amphitheater.

Estimate: \$2,500

Raise the sidewalk grade so that it meets the picnic shelter pad at the same elevation. Keep the grade at less than 5 percent (1:20) or

Provide an alternative accessible route to the picnic shelter pad.

	Stage platform accessible route. Estimate: \$5,525	Provide a ramp to get access onto the stage.
	Wheelchair spaces in assembly areas. Estimate: \$1,000	Provide a minimum of four spaces for wheelchairs in the amphitheater seating area (assuming the occupancy is up to 150 people). Wheelchair spaces should be an integral part of the seating plan within the seating area's footprint. Single wheelchair spaces must be at least 36 inches wide. Double wheelchair spaces are a minimum of 33 inches wide. If the space is entered from the front or rear, the minimum depth is 48 inches. If entered only from the side, the minimum depth shall be 60 inches.
	Lack of designated accessible parking space. Estimate: \$850	Designate a minimum of 1 van accessible parking space for this parking lot (assuming there are 25 or fewer total parking spaces).

	Lack of designated accessible parking spaces. Estimate: \$2,550	Designate a minimum of 3 accessible parking spaces, with at least 1 space van accessible for this parking lot (estimating 64 total parking spots at 90-degree parking).
	Lack of designated accessible parking spaces. Lack of an Outdoor Recreation Access Route (ORAR) from the parking lot to the park amenities. Estimate: \$2,550	Designate at least 3 parking spaces (out of an estimated total of 57) as accessible parking, including at least 1 van-accessible space. Install an ORAR that is at least 36 inches wide (recommended width: 60 inches) for the playground and shelter.
	Picnic Facilities: Two picnic units are available in this general area of Spring Lake Park. At least one picnic unit must be equipped with accessible site features and a connection to the Outdoor Recreation Access Route (ORAR). Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible	Connect at least one picnic shelter to an accessible route (ideally, connect both shelters to the ORARs). Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs. Estimate: \$5,200

	route without dropping off the edge. Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off the edge. Lack of designated accessible parking spaces. Estimate: \$,1000 + \$1,700	Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs. Designate at least two parking spaces (out of an estimated total of 32) as accessible parking, including at least 1 van-accessible space.
Spring Lake Park   Spring Lake Park	Lack of an Outdoor Recreation Access Route (ORAR) to the ramp that enters the playground. Estimate: \$16,250 (to the large picnic shelter) \$5,525 (to the road)	Connect the playground entry ramp to the nearby parking lot or driveway with an ORAR that is at least 36 inches in width, but would suggest 60 inches in width.



Spring Lake Park

Lack of an Outdoor Recreation Access Route (ORAR) to the sand volleyball courts.

Estimate: \$7,150 (from parking to north court)

Connect to at least one of the sand volleyball courts with a ORAR that is a minimum of 36 inches in width (60 inches wide is recommended).



Spring Lake Park

Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off the edge.

Lack of designated accessible parking spaces.

Estimate: \$1,700

Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.

Designate at least 2 parking spaces as accessible parking, including at least 1 van-accessible space.



Spring Lake Park – Keel Boat

Keel Boat Back Entrance: The threshold height may not meet accessibility standards. However, this is not the main entry for the public.

Estimate: \$1,000

No actions are currently recommended, as there is another public entry to the facility.



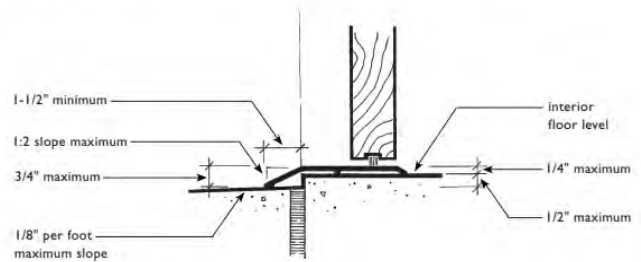
The public entry threshold has a more than ¼-inch difference between the slab and the threshold.

Estimate: \$1,000

Replace the threshold or raise the exterior slab or provide a beveled rise.

Swinging Primary Entry Door at Concrete Landing

Swinging Primary Entry Door at Concrete Landing showing allowable changes in level at primary entry doors with direct exterior access onto concrete or other impervious landing surface where 1/2-inch maximum changes in level are permitted.



Spring Lake Park



Davidson Park

Lack of designated accessible parking spaces. Estimate: \$1,700	Designate a minimum of 2 accessible parking spaces, with at least 1 van-accessible space, for this parking lot.
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Davidson Park

Picnic Facilities: Three picnic units are provided at Davidson Park. At least two picnic units must be equipped with mobility features and connections to the Outdoor Recreation Access Route (ORAR). Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off the edge. Estimate: \$3,575 per connecting sidewalk	Connect at least one smaller picnic shelter to the main Park sidewalk (ideally, connect both shelters to the main Park sidewalk). Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.
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Davidson Park

Concrete heaving (trip hazard). Address vertical pavement separation greater than ¼-inch from both an accessibility perspective and a risk management perspective.

Ensure that 20 percent of the picnic tables in the large shelter are wheelchair accessible.

Estimate: \$650 to \$2,500, depending on extent of removal and replacement (50 SF)

Repair the concrete slab.



Davidson Park

Markings on a concrete slab without a purpose of the designation.

Estimate: \$100

Remove the markings.



Davidson Park

Broken concrete covered with gravel impairs one of the accessible routes to the basketball courts.

Estimate: \$1,300

Replace the concrete sidewalk between the two stable concrete slabs.



Davidson Park

Outdoor Recreation Access Route (ORAR): Sidewalk is cracked and separating.

Estimate: \$1,300

Replace the concrete sidewalk that runs from the parking lot sidewalk to the basketball court.



Davidson Park

Accessible Parking:
This parking area has
no designated
accessible parking
spaces.

Estimate: \$1,700

Assuming approximately 35 to
50 parking spaces along this
corridor, provide at least two
accessible parking spaces, of
which at least one should be
designated as “van
accessible.”



Davidson Park

Outdoor Recreation
Access Route: Lack of
an ORAR to the
spectator area and
team or player seating.

Estimate: \$2,860

Connect to the existing ORAR
on the east side of the
bleachers with a sidewalk that
runs to the parking area on the
west side of the bleachers.
Provide a wheelchair space for
spectator seating that does
not overlap the ORAR.



Davidson Park

Outdoor Recreation
Access Route: Lack of
an ORAR to the
spectator area and
team or player seating.

Estimate: \$7,150

Connect to the existing ORAR
on the east side of the
bleachers with a sidewalk that
runs to the parking area on the
west side of the bleachers.
Provide a wheelchair space for
spectator seating that does
not overlap the ORAR.

Provide an accessible route to
each side of the seating for the
team or players.



Davidson Park

Fluctuations in seasonal water tables and frost heaves cause cracks and heaves in Outdoor Recreation Access Routes (ORARs).

Monitor the cracks and heaves during the use season(s) for tripping hazards. If the heaves exceed ¼ vertical difference, consider replacing the ORAR.

No image: Aefdt Stadium (seating for a capacity of 2200)

Assembly Areas:
Provide wheelchair space, companion seats, and designated aisle seats.

Estimate: \$10,000

Provide a minimum of 11 wheelchair spaces in the stadium seating footprint. It cannot be segregated from the seating areas. One companion seat shall be provided for each wheelchair space.



Aefdt Stadium

Accessible Parking Spaces are not signed.

Access aisles are not directly connected to the accessible route.

Estimate: \$5,100

Signs must identify accessible spaces with the International Symbol of Accessibility. Signs identifying van spaces must include the term “van accessible.”

Install a curb ramp at the access aisles to connect to the accessible route.



Western Star Park

No image: Western Star Park (estimated approximately 259 parking spaces available)

Accessible Parking Spaces are not signed. Access aisles are not directly connected to the accessible route. Estimate: \$2,500 for the curb ramp	Signs must identify accessible spaces with the International Symbol of Accessibility. Signs identifying van spaces must include the term “van accessible.” Install a curb ramp at the access aisles to connect to the accessible route.
Minimum Number of Accessible Parking Spaces designated. Estimate: \$6,000	For the entire parking lot, it is estimated that a minimum of 7 parking spaces are required, with a minimum of 2 spaces designated as van accessible. Recommend designating at least 2 accessible spaces at the entry to the ball complex, 2 accessible spaces near the hockey rink and warming house, and the remainder of the spaces designated at the Play 4 All entry area.



Western Star Park

Outdoor Recreation
Access Route
transitions are greater
than 1/4 inch.

Estimate: \$1,000

Grind down the lip of the
asphalt to provide for a less
than ¼-inch vertical transition
between the asphalt and
concrete surfacing. Changes
in level up to ¼ inch are
permitted without treatment;
up to ½ inch can be beveled
(slope < or = 1:2). Changes
above ½ inch must be treated
as a ramp or curb ramp.



Western Star Park

Outdoor Recreation
Access Route: Lack of
a firm and stable
surface.

Gravel or asphalt
millings are typically
not considered an
acceptable surface
under the ADA. While
there are provisions for
trails in primitive areas,
this entry route into the
complex would be
viewed as a developed
area.

Pave the walkways entering
the Western Star Complex.

350 LF + (100 LF between
stands x 5) = 850 LF x 10' wide
for high-traffic areas.

Estimate: \$110,500 for
concrete



Dakota Park

Lack of designated accessible parking spaces.

No Outdoor Recreation Access Route to the playground from the parking lot.

Estimate: \$1,625 for the ORAR and \$2,550 for the signage.

Designate a minimum of 3 parking spaces (based on an estimated total of 71 parking spaces) as accessible parking spaces, with a minimum of 1 space designated for van-accessible parking.

Provided an ORAR to the playground entry ramp. The minimum width should be 36 inches, with an ideal width of 60 inches.



Dakota Park

Lack of a Pedestrian Access Route as defined in the Public Right-of-Way Accessibility Guidelines (PROWAG). Pedestrian access routes shall connect accessible elements, spaces, and pedestrian facilities per R203.2. In this case, the facility is the park's concessions and restroom facilities. It should have a pedestrian access route from the street-side parking to the facilities.

Estimate: \$1,000 for sign & street striping

Designate one parallel parking space on the road as an accessible parking spot near the curb ramp.



Dakota Park

Lack of a Pedestrian Access Route as defined in the Public Right-of-Way Accessibility Guidelines (PROWAG). Pedestrian access routes shall connect accessible elements, spaces, and pedestrian facilities per R203.2. In this case, the facility is the park's concessions and restroom facilities. It should have a pedestrian access route from the street-side parking to the facilities.

Estimate: \$19,500

Install a sidewalk parallel to the roadway that connects to the off-street parking for the Park.



Dakota Park

Outdoor Recreation Access Route: Lack of an ORAR to the spectator area and team or player seating.

Estimate: \$2,800

Connect the existing ORAR to the spectator seating. Provide a wheelchair space for spectator seating that does not overlap the ORAR.

Provide an accessible route to each side of the team or player seating.



Harmon Park

Southeast parking lot:
There is one sign designated for accessible parking, but the sign is located (and hidden) by the adjacent tree.

There is no curb ramp to access the sidewalk from the currently designated accessible space.

Estimate: \$2,500 for the curb ramp; \$550 for sign replacement

Move the sign and the designated parking spot closest to the start of the sidewalk that enters the park.



Harmon Park

The ground surfaces within the play area do not have sufficient depth to meet safety standards for impact attenuation. The exposed fabric may be a tripping hazard.

Estimate: \$7,950 for engineered wood fiber

Or

Estimate: \$79,500 to upgrade to poured-in-place rubber surfacing or playground turf

Add engineered wood fiber to the appropriate depth for impact attenuation.



Harmon Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the ramp that enters the playground.

Estimate: \$1,300

Connect the playground entry ramp to the existing sidewalk with an ORAR that is a minimum of 36 inches in width, but would suggest 60 inches in width.



Harmon Park

Picnic Facilities: Three picnic units are provided at Harmon Park. At least two picnic units must be equipped with accessible site furniture and connections to the Outdoor Recreation Access Route (ORAR).

Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off the edge.

Estimate: \$5,850 (for one) - \$8,500 (for both)

Connect at least one smaller picnic shelter to the main park sidewalk (ideally, connect both shelters).

Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.



Harmon Park

The Outdoor Recreation Access Route (ORAR) has longitudinal slopes that exceed 5 percent. Routes that exceed a slope of 5 percent are considered ramps.

Handrails are required on ramp runs with a rise greater than 6 inches and on stairways. Handrails shall be provided on both sides of stairs and ramps.

Estimate: \$7,200 for handrails on both sidewalks

Or

Estimate; \$8,500 - \$10,000 to demo existing sidewalks, regrade and replace.

Add handrails with a top gripping surface between 34 inches and 38 inches. Include the top and bottom extensions of 12 inches from the ends of the ramp.

Or

Regrade & replace the concrete sidewalks leading to the shelter.



Harmon Park

Concrete heaving (trip hazard). Address vertical pavement separation greater than ¼-inch from both an accessibility perspective and a risk management perspective.

Estimate: \$14,250
demo & replace concrete

Or

Estimate: \$2,500 to grout the center only.

Repair or replace the concrete slab.

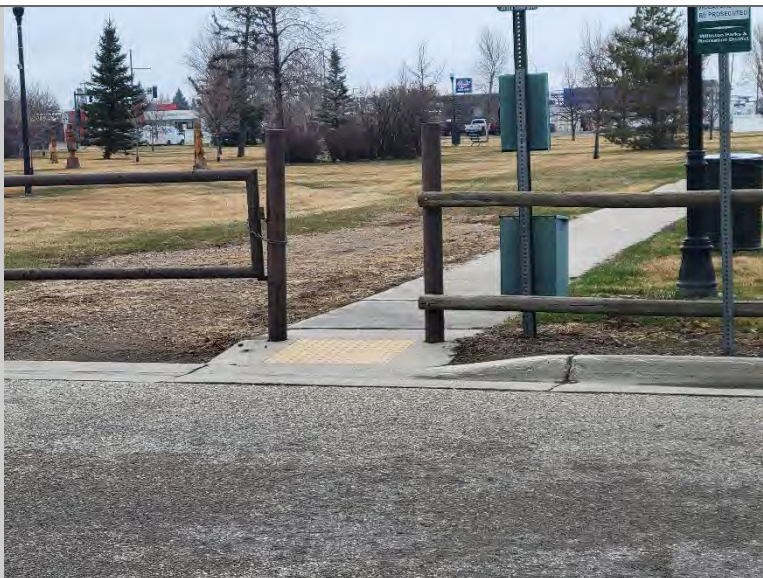


Harmon Park

South Parking Lot: Lack of designated accessible parking spaces.

Estimate: \$1,700

Designate a minimum of 2 parking spaces (based on an estimated total of 48 parking spaces) as accessible parking spaces, with a minimum of 1 space designated for van-accessible parking.



Harmon Park

The entry opening to access the park is exactly 36 inches. This meets the minimum clear width requirement for accessibility.

Although this meets the minimum clear width requirements for accessibility, it may limit people using oversized mobility devices from accessing the park from this parking lot.

This optional mitigation would be better suited for a 42 or 48-inch opening.

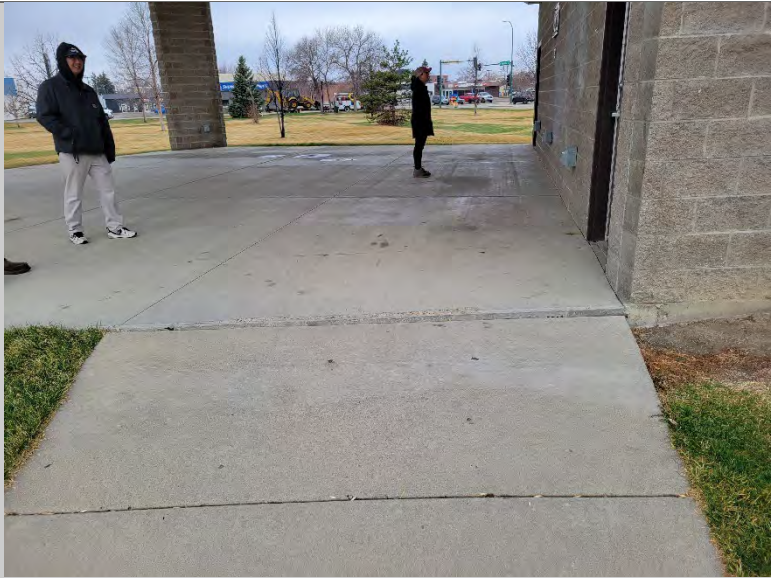


Harmon Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the ramp that enters the playground.

Estimate: \$3,900

Connect the playground entry ramp to the existing sidewalk with an ORAR that is a minimum of 36 inches in width, but would suggest 60 inches in width.



Harmon Park

Outdoor Recreation Access Route transitions are greater than 1/4 inch.

Estimate: \$1,000

Grind down the lip of the concrete or lift the sidewalk slab to provide for a less than 1/4-inch vertical transition between the sidewalk and the sidewalk pad.



Harmon Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the pickleball court entrance.

Estimate \$1,000

Connect the courts to the existing sidewalk with an ORAR that is a minimum of 36 inches in width, but would suggest 60 inches in width.



Harmon Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the pickleball court entrance.

This gate entry is only 34-inches wide, which limits the ability of a person using a wheelchair to access this court from this gate.

Estimate: \$850 - \$2,500

Connect the courts to the existing sidewalk with an ORAR that is a minimum of 36 inches wide, but we suggest 60 inches.

Change the gate to a 36-wide minimum width or after addressing the ORAR at the northwest entry gate, place a sign indicating that the accessible entrance is on the northwest corner of the courts.



Recreation Park

Picnic Facilities: One picnic unit is provided at Recreation Park; therefore, that one must be equipped with accessible site furniture and a connection to the Outdoor Recreation Access Route (ORAR).

Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off.

Estimate: \$1,950

Connect the picnic shelter to the sidewalk or ORAR with a 36-inch minimum (60-inch ideal width) sidewalk or path.

Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.



West Lawn Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the ramp that enters the playground.

Estimate: \$5,200

Connect the playground entry ramp to the existing sidewalk with an ORAR that is a minimum of 36 inches in width but would suggest 60 inches in width.



Moose Park

Lack of a Pedestrian Access Route as defined in the Public Right-of-Way Accessibility Guidelines (PROWAG). Pedestrian access routes shall connect accessible elements, spaces, and pedestrian facilities per R203.2. In this case, the facility is the park's playground. It should have a pedestrian access route from the street-side parking to the facilities.

Estimate: \$16,250

Install a sidewalk parallel to the roadway.



Moose Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the ramp that enters the playground.

Estimate: \$6,500

Connect the playground entry ramp to the curb or new boulevard sidewalk with an ORAR that is a minimum of 36 inches in width, but would suggest 60 inches in width.



Moose Park

Picnic Facilities: One picnic unit is provided at Moose Park; therefore, that one must be equipped with accessible site furniture and a connection to the Outdoor Recreation Access Route (ORAR).

Ensure that there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing for a clear route for wheelchair accessibility without dropping off.

Estimate: \$4,775

Connect the picnic shelter to the sidewalk or ORAR with a 36-inch minimum (60-inch ideal width) sidewalk or path.

Extend the concrete to the grills and waste receptacles. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.



Pheasant Run Park

The playground lacks an entry ramp to get over the edge barriers.

Pea gravel is not an approved surfacing for impact attenuation or accessibility.

Estimate: \$16,980 for Engineered Wood Fiber

Or

Estimate; \$169,800 for poured-in-place rubber or turf surfacing

Add a ramp entry component to the edge containment barrier.

Remove the pea gravel and use engineered wood fiber or another appropriate surfacing to improve accessibility.



Pheasant Run Park

The play equipment lacks an entry ramp to get over the edge barriers.

Pea gravel is not an approved surfacing for impact attenuation or accessibility.

Lacking access to an Outdoor Recreation Access Route (ORAR) to the equipment.

Estimate: \$4,175

Add a ramp entry component to the edge containment barrier.

Remove the pea gravel and utilize engineered wood fiber or other appropriate surfacing for accessibility.

Connect the equipment to an existing sidewalk with a minimum width of 36 inches (ideally 60 inches) or remove the equipment.



Pheasant Run Park

Lack of an Outdoor Recreation Access Route (ORAR) from the park sidewalk to the playground.

Estimate: \$1,000

Connect the new playground entry ramp to the existing sidewalk with an ORAR that is a minimum of 36 inches in width, but would suggest 60 inches in width.



Cote Park

Picnic Facilities: One picnic unit is provided at Cote Park; therefore, that one must be equipped with accessible site furniture and a connection to the Outdoor Recreation Access Route (ORAR).

Ensure there is a minimum of 36 inches of flat space around the shelter's concrete pad between vertical structural elements and picnic tables, allowing a clear wheelchair-accessible route without dropping off.

Estimate: \$1,950

Connect the picnic shelter to the existing sidewalk.

Extend the concrete to the waste receptacle. Ensure that at least 20 percent, but no fewer than one, picnic tables are accessible to wheelchairs.



ACCESSIBILITY & INCLUSION PLAN FOCUS GROUP KEY THEMES REPORT

OVERVIEW

This report summarizes key themes and findings from two focus group sessions held in Spring 2025 to gather community input on accessibility and inclusion in Williston Parks and Recreation District's (WPRD) parks and programs. Participants included individuals with disabilities, caregivers, and program providers. The insights provided here reflect both systemic barriers and opportunities for growth across WPRD's facilities, staff practices, and community outreach.

KEY THEMES AND FINDINGS

1. **Physical Accessibility of Parks and Facilities.** Access to and within parks remains a core barrier for people with disabilities. The lack of connectivity was seen as a major deterrent to outdoor exploration, especially for those with physical or visual impairments who rely on predictable, continuous walking routes.
 - ***Uneven or unpaved surfaces and walkways that abruptly end or "go nowhere" hinder mobility.*** Participants were frustrated with sidewalks and trails that end without connecting to nearby destinations, such as parking areas, picnic areas, restrooms, or other facilities. These design gaps force users in wheelchairs or with strollers to navigate grass, gravel, or traffic lanes, often creating unsafe or inaccessible conditions.

"We have people in wheelchairs who need to be able to access those things, and if it's dirt or gravel... their equipment doesn't go on that."

— Participant describing surface barriers in outdoor areas

- ***Lack of handrails and resting spaces.*** Participants consistently noted that many facilities lack appropriate resting spaces for individuals who are easily fatigued, particularly older adults or people recovering from injury or illness. Handrails are especially critical near sloped pathways, steps, and inclines, helping users with balance challenges navigate independently and safely.

- Inaccessible bathrooms with heavy doors and lack of push-button openers.

"Some of the bathrooms have super heavy doors... that's because of the wind. So it's just not kid friendly... not even friendly for people with disabilities."

— Comment on restroom accessibility and usability

- **Shaded rest areas.** Several participants highlighted the lack of natural or constructed shade (such as shade nets or shelters) near playgrounds and spectator areas, which makes it difficult for people with sensory sensitivities or heat sensitivities to remain outside for long durations, especially in summer months.

2. **Parking and Transportation Challenges.** Limited accessible parking, especially during events, creates significant obstacles.

- **Event congestion leads to chaotic, unregulated parking,** often leaving individuals with disabilities unable to find suitable parking spaces or safely access facilities. Participants described scenarios where parking lots were full or overflowed into grassy or gravel areas, which are unsuitable for individuals with mobility impairments, those using assistive devices, or accessible vans. This issue was particularly pronounced during youth sports tournaments and seasonal events where participants were forced to park blocks away and walk long distances on uneven terrain.
- **Caregivers expressed concerns about the narrow stalls,** which make it difficult to load or unload passengers who use wheelchairs or require physical assistance. Even those without handicap permits but with legitimate physical limitations (such as post-surgical recovery or children with invisible disabilities) find existing parking insufficient and poorly configured.
- **Participants also raised the need for more organized drop-off points** near entrances and shaded waiting areas to accommodate individuals who cannot walk long distances or who are sensitive to weather conditions.

"I can probably squeeze in, my daughter cannot. Especially depending on... how much space there is. We've had to back out just to get her in."

— Caregiver describing lack of accessible parking space width

"If there's a tournament, you are not getting nowhere near close to Harmon Park... parking around here... sucks."

— Participant expressing frustration with tournament-related access

3. **Communication, Information, and Wayfinding.** Participants emphasized that preparing for an outing can be overwhelming for individuals with disabilities and their caregivers due to a lack of clear, reliable information. Families often rely on trial and error to determine if a site will meet their needs, which leads to stress and, at times, canceled visits.

- Requests for centralized, advance info on:
 - o Accessibility features (bathrooms, trails, seating).
 - o Support availability and accessible entrances.
 - o Noise levels or crowd expectations for those with sensory sensitivities.
- Concerns over inconsistent staff knowledge:
 - o Several participants noted confusion at check-in desks when staff were unaware of adaptive programs or special accommodation.
 - o This inconsistency creates a barrier to trust and prevents families from accessing services they would otherwise use.

"The front desk people don't even know. I'm like, we're here for Noah's Ark. 'I don't know what that is.'"

— Parent describing inconsistent staff knowledge about accessibility programs

- Suggestions for visual guides and app-based planning tools:
 - o Families recommended developing brochures, website features, or mobile apps that include maps with icons indicating accessible paths, parking, restrooms, and rest areas.
 - o Pictorial resources and plain language would better serve individuals with cognitive or language barriers.
 - o Some also requested virtual tours or facility walkthroughs to reduce anxiety and improve confidence in visiting new places.
4. **Program Inclusion and Staff Training.** A strong desire exists for integrated, inclusive programming.
- ***People with disabilities want to participate in general programming, not only segregated options.*** Participants across both focus groups shared a clear vision for

inclusive recreation environments where individuals with disabilities are welcomed into general programming rather than being separated or excluded. Many cited experiences where staff, unsure of how to accommodate specific needs, either unintentionally excluded participants or referred them to different programs, reinforcing a sense of 'otherness.'

"Why do we have to have it completely separate? I want to see these kids included in the regular sports."

— Parent advocating for integrated participation

- **Barriers include staff discomfort or lack of training.** Caregivers and participants expressed that with basic training and mindset shifts, many existing programs could be made accessible to a broader audience. They emphasized that inclusion should not require creating entirely separate services but rather making small changes to allow all individuals to succeed and feel welcome.
 - Several participants recommended annual or seasonal staff development sessions and expressed openness to co-developing or presenting portions of training to ensure authenticity and relevance. Requested training topics:
 - o People-first language
 - o Adapting activities
 - o Disability etiquette
 - o Encouraging independence with support
5. **Program Gaps and Participation Barriers.** Lack of inclusive, age-appropriate, and low-barrier programming.
- **The perception is that current recreation offerings often assume a high baseline of skill, mobility, or independence, excluding participants who need more flexible or supportive options.** This gap is especially visible for teens and young adults with disabilities who often age out of adaptive youth programs and find few alternatives suited to their needs and abilities.
 - **Participants requested a greater range of programming that allows individuals of all abilities to engage meaningfully without fear of judgment or performance pressure.** There is a need for non-competitive, in-house leagues. They emphasized the importance of variety, not just one type of adaptive offering, and flexible environments that support social connection and personal growth.

- Requests for:
 - o Non-competitive, in-house leagues that prioritize fun, wellness, and inclusion over skill.
 - o Adaptive group fitness and swim options where accommodations are built-in rather than optional.

*"What do I sign her up for if you have to be a good swimmer, but she isn't? She loves the water."
— Caregiver navigating limited adaptive recreation options*

- o Programs designed for varying skill levels that include peer support, slower pacing, and simplified instructions.
 - o Program marketing that clearly indicates whether modifications or support are available so families can plan appropriately.
6. **Community Education and Culture Change.** Broader education is necessary to reduce stigma and promote inclusion.
- Participants across both focus groups emphasized that ***inclusion efforts cannot be limited to physical accommodation alone; they must also address cultural attitudes and social acceptance.*** People with disabilities often experience isolation not because of their impairments, but due to discomfort, bias, or misunderstanding from peers and the broader community. Participants emphasized that inclusion should be viewed as a benefit for everyone, not just those with disabilities, and that it necessitates intentional, ongoing public messaging and leadership modeling.
 - ***Advocates have promoted early education, particularly among children and youth, to normalize differences and foster empathy.*** When inclusion is modeled in public spaces, teams, schools, and marketing materials, it becomes a community value, not just a compliance goal. Exposure and normalization of differences should start early, in schools, sports, and social programs.
 - Recommendations included:
 - o Workshops for staff, coaches, volunteers, and general community members on disability inclusion and awareness.
 - o Partnerships with schools and local organizations to incorporate inclusive practices into early education and programming.

- o Community-wide campaigns that promote inclusive language, representation in imagery, and accessible event design.

"I don't like to say disability—it's just a different ability. I do things differently than you. That's all."

— Participant redefining perceptions of disability

7. **Staffing and On-Site Support.** Trained, visible support staff are key to successful participation.

- Participants frequently mentioned the difference that even one well-informed, compassionate staff member can make in ensuring a positive experience. Many families said they are hesitant to send their child or dependent to programs if they are unsure that someone will be on-site who understands their needs or can provide quick assistance.
- Some individuals with disabilities expressed that they avoid using facilities like gyms or pools when they know staff may not be available, or visible, to assist with lifts, equipment, or wayfinding. The need for approachable, proactive staff presence was cited as essential to reducing anxiety and encouraging independent participation.

"I would love to be able to just send her up there and know... if she needs a little help, someone will be there."

— Parent of an 18-year-old with a disability, referencing gym access

- Desire for floating support staff or ADA liaisons who can assist across multiple settings, including gyms, fitness classes, and events.
- Interest in a "buddy system" for events or drop-in programs to pair individuals with support partners.
- Support for independent participation without caregivers present, particularly for young adults who want autonomy but still benefit from occasional help.
- Participants suggested identifying staff members with specific ADA training by name tags or shirts and including their availability in schedules or program descriptions.

8. **Dignity, Autonomy, and Confidence.** Independence, not just access, is essential.

- Participants emphasized that while physical access is foundational, ***dignity stems from the ability to navigate spaces confidently and independently***. Even minor design

oversights, like missing door openers or unclear signage, can strip people of control and agency. Incorporate elements that support autonomy, such as restrooms with inside and outside door buttons, visual signage, and intuitive layouts.

- Participants shared that needing to ask for assistance for every action, entering a building, using a restroom, finding a seat, can be demoralizing and undermine the goals of inclusion. ***They advocated for design and service models that anticipate a range of needs without requiring people to self-identify or seek special permission.*** Participants also noted that fostering autonomy encourages repeat participation, builds self-esteem, and improves the sense of community for individuals with disabilities.

*"I want her to be able to go and do things independently... not have to ask for help at every step."
— Parent prioritizing self-sufficiency for their child*

- Staff training on helping respectfully. For example, avoiding the use of infantilizing tones or over-helping, especially with adults. ***"Just say, 'How can I help you?' Don't assume they can't do something."***

9. Importance of Community Voices in Design. Community input must be ongoing.

- ***Participants expressed strong appreciation for being included in focus groups and emphasized the importance of keeping those conversations active beyond one-time engagements.*** Many noted that they had never been asked for feedback about recreation programs and wanted to ensure that their voices would shape actual improvements, not just be collected for formality.

*"I think having more of these meetings is huge... Change only happens by getting input."
— Participant supporting ongoing engagement efforts*

- ***Participants value being heard, especially those with lived experience who often face systemic exclusion in civic planning.*** Strong support for continued feedback loops, such as community advisory groups, surveys, and public input sessions. Participants noted that when inclusion is community-led and transparent, trust grows, and more people are willing to share their needs and ideas.
- Encourage follow-up action and transparency, including:
 - o Reporting back on how feedback was used.

- o Creating timelines or public dashboards to show progress.
- o Sharing outcomes and lessons learned.

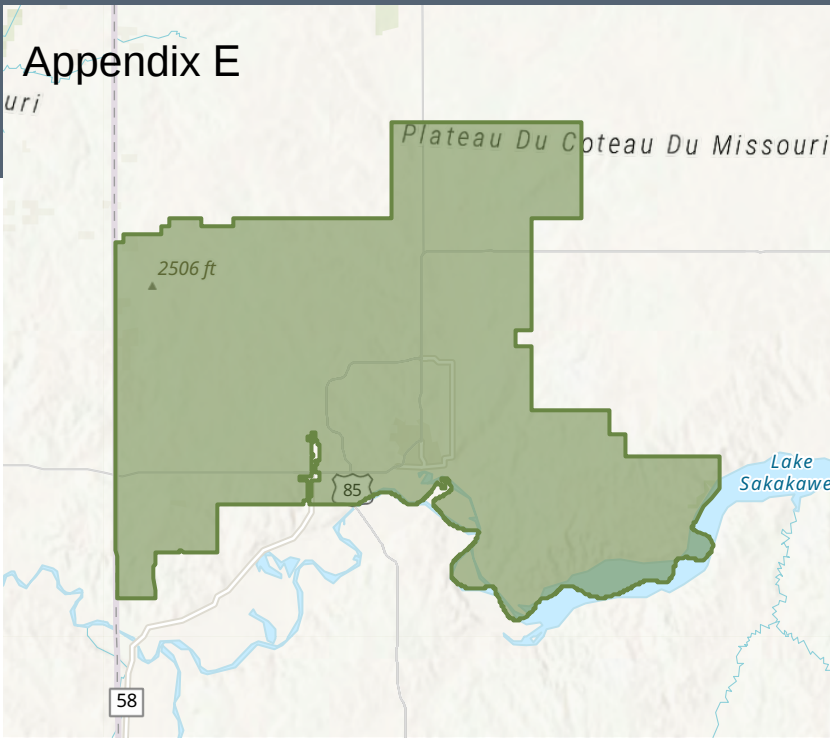
TOP PRIORITIES FOR IMPROVEMENT

Based on the frequency and strength of participant feedback, the following priorities emerged:

1. Train staff across all levels on disability inclusion, etiquette, and adaptive strategies.
2. Enhance bathroom access with auto-open doors, well-designed stalls, and consistent operating hours.
3. Expand parking and drop-off accessibility, especially during events.
4. Design inclusive programs that allow for integrated participation.
5. Increase information access through centralized, easy-to-understand planning tools.
6. Add shaded spaces, handrails, and resting areas across outdoor sites.
7. Include individuals with lived experience in planning and program design.

CONCLUSION

These insights serve as the foundation for WPRD's Accessibility & Inclusion Action Plan and represent a commitment to ensuring every resident has equal opportunity to participate in recreation and connect with nature. By centering the lived experiences of individuals with disabilities and those who support them, WPRD is positioned to take meaningful steps toward a more inclusive and equitable park and recreation system. Moving forward, implementation will require sustained effort, transparent communication, and community collaboration. As WPRD continues to evolve its programs, services, and physical spaces, these focus group findings offer a clear roadmap for prioritizing dignity, independence, and universal access for all.



AT RISK POPULATION PROFILE

Williston Basin School District 7



Geography: Unified School District

34,815

Population

13,721

Households

2.50

Avg Size Household

32.1

Median Age

\$88,117

Median Household Income

\$277,360

Median Home Value

84

Wealth Index

128

Housing Affordability

51

Diversity Index

AT RISK POPULATION



2,957

Households With Disability



3,276

Population 65+



921

Households Without Vehicle

POVERTY AND LANGUAGE



9%

Households Below the Poverty Level



1,156

Households Below the Poverty Level



0

Pop 65+ Speak Spanish & No English

POPULATION AND BUSINESSES



39,207

Daytime Population



1,770

Total Businesses

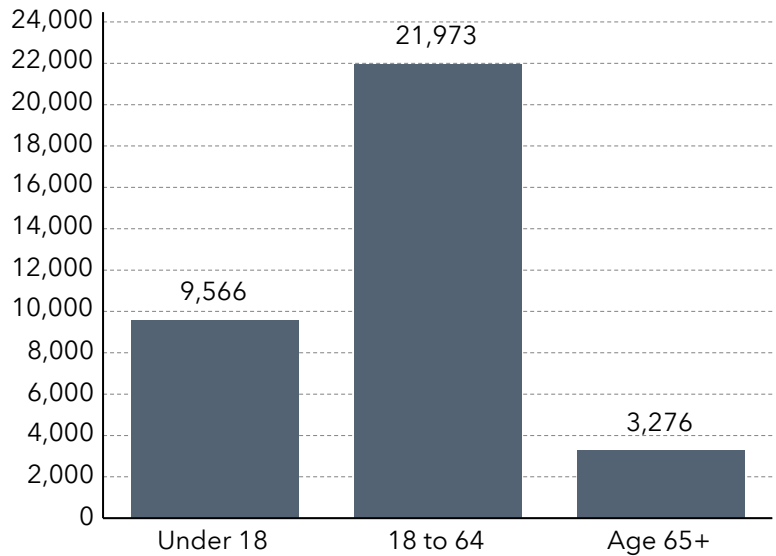


18,787

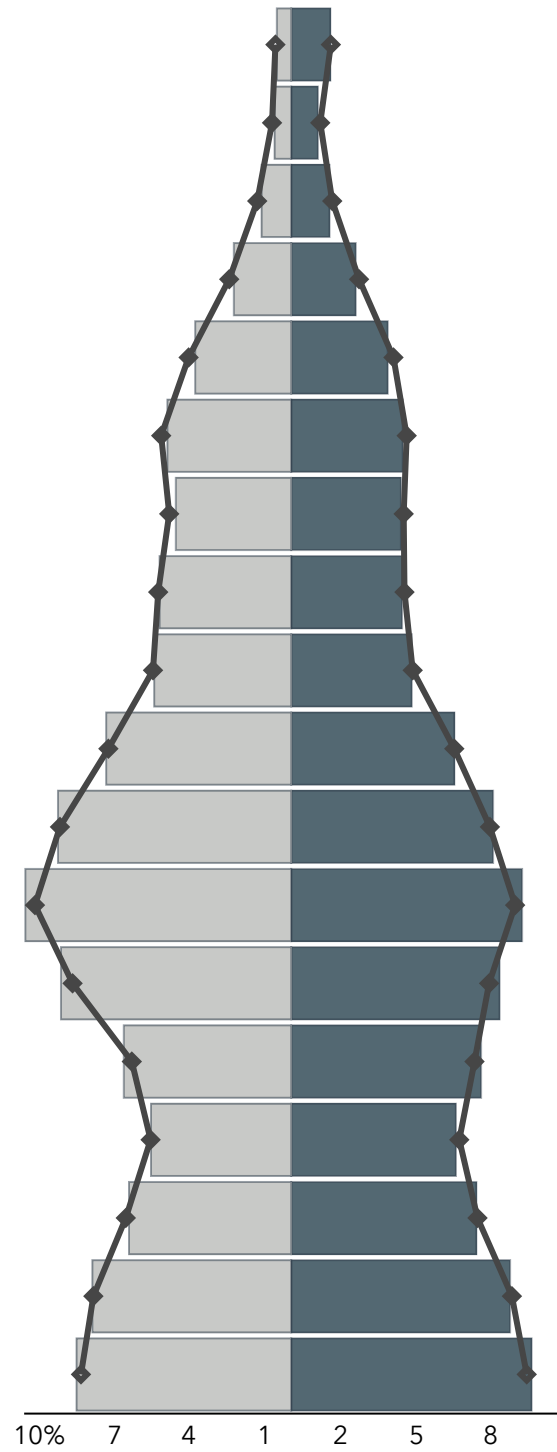
Total Employees

Language Spoken (ACS)	Age 5-17	18-64	Age 65+	Total
English Only	7,018	18,174	2,535	27,727
Spanish	122	1,348	172	1,642
Spanish & English Well	122	1,158	172	1,452
Spanish & English Not Well	0	190	0	190
Spanish & No English	0	0	0	0
Indo-European	82	731	42	855
Indo-European & English Well	82	581	42	705
Indo-European & English Not Well	0	150	0	150
Indo-European & No English	0	0	0	0
Asian-Pacific Island	45	289	0	334
Asian-Pacific Isl & English Well	45	282	0	327
Asian-Pacific Isl & English Not Well	0	8	0	8
Asian-Pacific Isl & No English	0	0	0	0
Other Language	0	199	61	260
Other Language & English Well	0	199	61	260
Other Language & English Not Well	0	0	0	0
Other Language & No English	0	0	0	0

POPULATION BY AGE



Age Pyramid



The largest group:
2024 Males Age 30-34

The smallest group:
2024 Males Age 85+

Dots show comparison to
Williams County

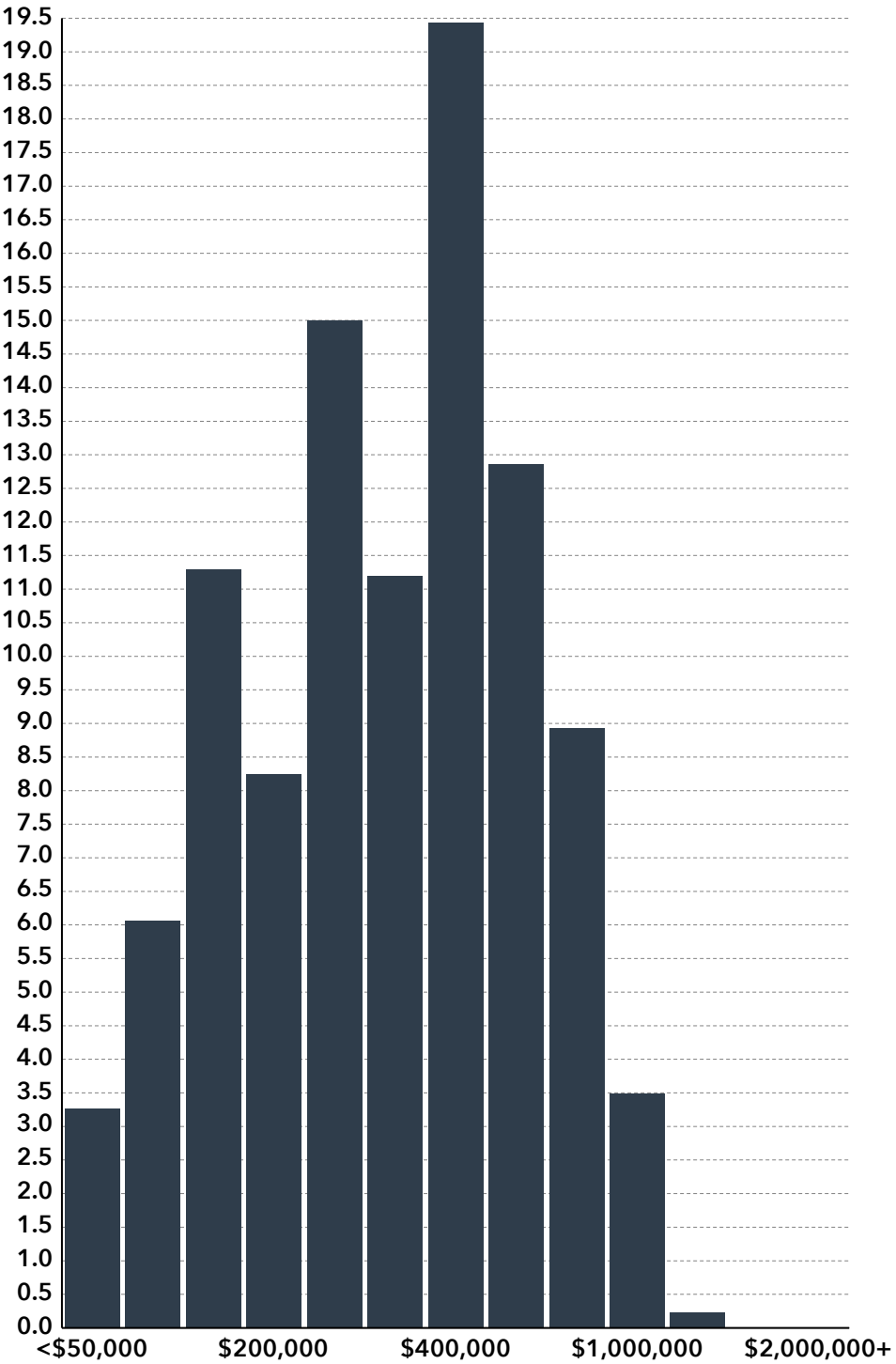
2024 Households By Income (Esri)

The largest group: \$100,000 - \$149,999 (19.0%)
The smallest group: <\$15,000 (4.0%)

Indicator ▲	Value	Diff	
<\$15,000	4.0%	-0.2%	
\$15,000 - \$24,999	4.0%	+0.1%	
\$25,000 - \$34,999	6.1%	-0.1%	
\$35,000 - \$49,999	11.0%	+0.5%	
\$50,000 - \$74,999	14.4%	0	
\$75,000 - \$99,999	17.5%	+0.2%	
\$100,000 - \$149,999	19.0%	-0.9%	
\$150,000 - \$199,999	11.9%	0	
\$200,000+	12.1%	+0.3%	

Bars show deviation from
Williams County

HOME VALUE



ACS HHs w/1+ Persons w/Disability

22%

Household Vehicle Availability (ACS)	Owner	Renter	Total
No Vehicles	166	755	921
1 Vehicle	1,066	2,700	3,766
2 Vehicles	3,065	2,461	5,526
3 Vehicles	1,243	631	1,874
4 Vehicles	795	46	841
5 or More Vehicles	395	35	430

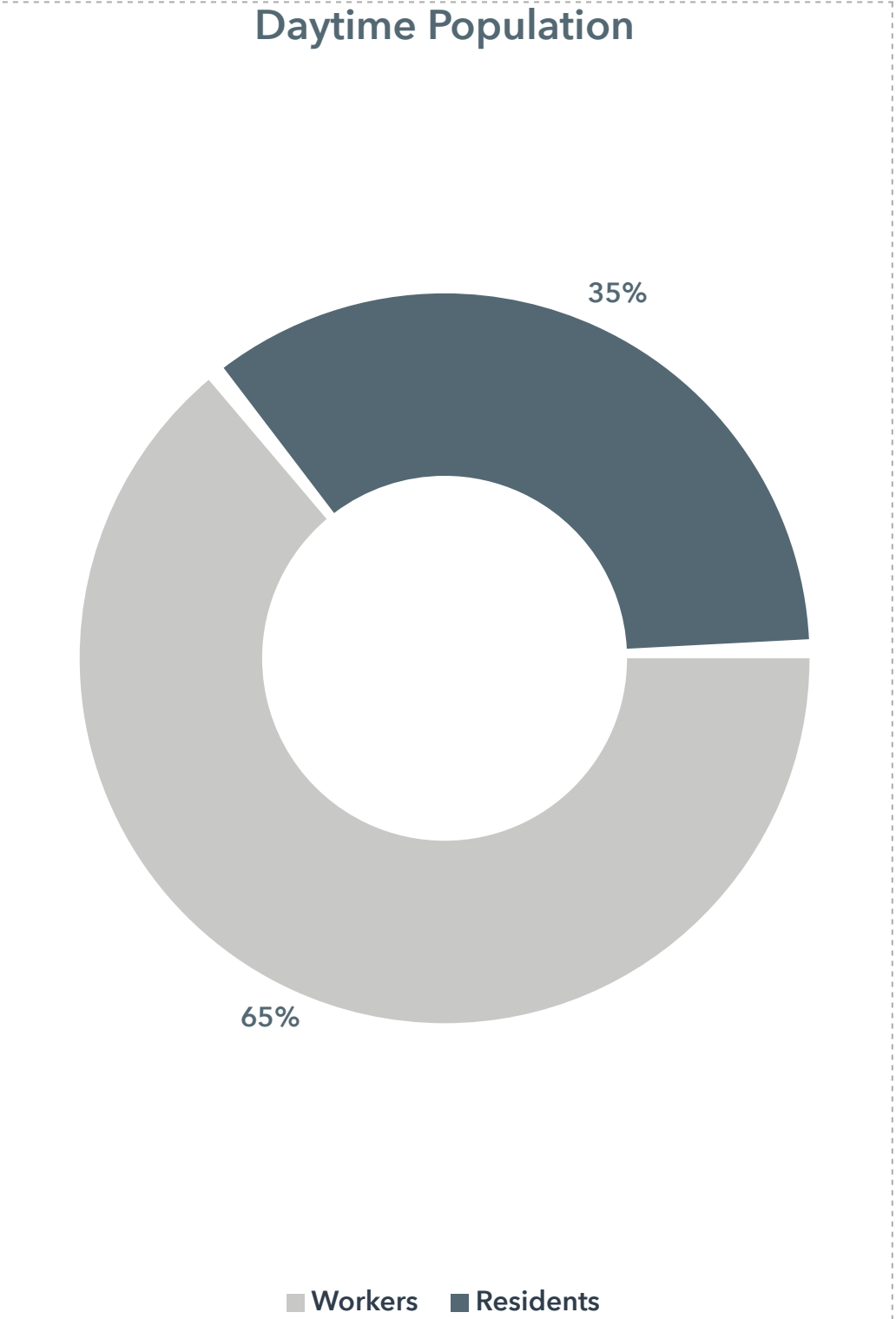
Population and Poverty Status (ACS)	Total
Population for whom Poverty Status is Determined	33,436
Income to Poverty Ratio <0.50	1,362
Income to Poverty Ratio 0.50-0.99	1,110
Income to Poverty Ratio 1.00-1.24	581
Income to Poverty Ratio 1.25-1.49	1,647
Income to Poverty Ratio 1.50-1.84	1,675
Income to Poverty Ratio 1.85-1.99	818
Income to Poverty Ratio 2.00+	26,243

Source: This infographic contains data provided by Esri (2024, 2029), ACS (2018-2022), Esri-Data Axle (2024).

Household Poverty Levels (ACS)	Below	At or Above	Total
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Total	1,156	12,201	13,357
Married Couple Families	161	5,725	5,886
Other Families w/Male Householder	5	1,128	1,133
Other Families w/Female Householder	231	840	1,071
Nonfamilies w/Male Householder	456	3,005	3,461
Nonfamilies w/Female Householder	303	1,504	1,807

Language Spoken (ACS)	Age 5-17	18-64	Age 65+	Total
English Only	7,018	18,174	2,535	27,727
Spanish	122	1,348	172	1,642
Spanish & English Well	122	1,158	172	1,452
Spanish & English Not Well	0	190	0	190
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Prepared by:

