

Minutes City of Bend Accessibility Advisory Committee April 27, 2023

Chair Heylin conducted and called the City of Bend Accessibility Advisory Committee April 27, 2023, hybrid meeting to order at 12:01 PM, in City Hall Council Chambers, 710 NW Wall Street 97703. Please watch the [April 27, 2023, YouTube Livestream](#).

1. Roll Call:

Current Members Attended: Chair John Heylin (He/Him); Vice Chair Carl Burnett (He/Him); Aaron Rivers (He/ Him); Kori Sparks (She/Her); Nicholas Radon (He/Him); Whitney Bennett (She/Her).

Current Member Excused Absence:

- Amanda Hamer (She/Her)

New Members Present:

- Stephanie Utzman (She/Her)
- Elizabeth Diether-Martin (She/Her)
- Derek Hofbauer (He/Him)
- Alternate: Liz Woodfin (She/Her)

New Member Excused Absence:

- Kelly Crowley (She/Her)

Community Advocacy for Service Animals: Did not attend.

- Christopher Mellon

Presenter: Cascades East Transit (CET) // Central Oregon Intergovernmental Council COIC

- Eric Lint He, Him, Strategy and Program Manager CET // COIC

City Staff Attended:

- Stephanie Betteridge (She/Her), Chief Innovation Officer, and Assistant City Manager
- Cassandra Kehoe (She/Her), Accessibility and Equity Manger and COBAAC Liaison
- Barb Campbell (She/Her/Hers), City of Bend City Councilor
- Lisa Larsen (She/Her), Administrative Support Specialist

2. City of Bend Land Acknowledgement:

Carl Burnett He, Him, Vice-Chair

We would like to acknowledge that the beautiful land, known as Bend, Oregon north of the Columbia River is the original homeland of the Confederated Tribes of Warm Springs. The Confederated Tribes ceded this land in the Treaty of 1855 while retaining regular and customary hunting, fishing, and gathering rights. The Wana Łama (**Warm Springs**), Wasq'ú (Wasco), and Northern Paiute people inhabited this area in certain seasonal times that clearly established their presence. It is also important to note that the Klamath Trail ran north through this region to the great Celilo Falls trading grounds. This trade route expanded the impact of commerce between Tribal nations. We acknowledge and thank the original stewards of this land. It is our hope that guests continue to honor and care for this land.

3. Approval of the March 23, 2023, Draft Meeting Minutes as Read or Corrections: Timestamp 4:30

Motion: Vice Chair Burnett motioned to approve the COBAAC March 23, 2023, draft minutes as read, with no corrections. Member Radon seconded the motion. The motion to approve the COBAAC March 23, 2023, meeting minutes to final unanimously passed by all who attended the April 2023 meeting, in person and virtually.

4. Public Comment(s):

No public attendees

5. Chief Innovation Officer Update: Timestamp 5:27

Stephanie Betteridge She, Her, Chief Innovation Officer, and Assistant City Manager

Chief Innovation Officer Betteridge thanked the new City of Bend Accessibility Advisory Committee (COBAAC) members and those who have been serving on this important committee. And thank them for their time, service, insight, and their experience. Their expertise is critical to the City of Bend, assuring that we provide services to the community and aligned with the needs of the community.

Equity and Inclusion Director update: There were over seventy applicants for this position, and we have gone through two rounds of interviews, while with the consultant, Workplace Change, helping lead this recruitment. We had seven candidates interviewed and will be inviting the top three or four back on May 12, for a panel interview, then hold a community meet and greet. COBAAC Chair Heylin will represent COBAAC and provide feedback, to include the City of Bend Accessibility Advisory Committee in this process.

The Equity and Inclusion Director oversees the Accessibility and Equity Department and works closely with those in that department.

6. Bus Stop Improvement Project Update – Cascades East Transit (CET): Timestamp 7:35

Eric Lint He, Him, Strategy and Program Manager, Cascades East Transit/ Central Intergovernmental Council

Slide 1: Bus Stop Improvement Project and More Updates

Slide 2: Background

- Most CET bus stop shelters old, inherited, not uniform type: From Bend Area Transit era, Salem, federal hand me downs.
- Helps meet ADA standards: Bend carried out major upgrades after 2009 settlement.
- Nearly forty bus stops feature a shelter: Half of existing shelters are significantly damaged.

Slide 3: Benefit

- Improves rider experience, ADA/PROWAG compliance.
- Rider have shown demand!
- Key stops, high traffic areas are prioritized.
- Shovel-Ready project provides immediate impact.

Slide 4: Data

- King County Metro:
 - Bike hoops increased 203.5%
 - Real-Time signage increased 149.1%
 - New/improved shelters increased 81.4%
 - Source: **Does improving stop amenities help increase Bus Rapid Transit ridership? Findings based on a quasi-experiment - ScienceDirect**

- Utah Transit Authority:
 - Bus stop improvements increased 141%
 - Paratransit usage decreased 108% (that's good) relative to other surrounding areas.
 - Source: **Another one rides the bus? The connections between bus stop amenities, bus ridership, and ADA paratransit demand - ScienceDirect**
- TRANSPORT FOR LONDON:
 - Shelter satisfaction for encumbered users increased 147%
 - Source: **The pursuit of satisfaction: Variation in satisfaction with bus transit service among riders with encumbrances and riders with disabilities using a large-scale survey from London, UK - ScienceDirect**

Slide 5: Options

- Modern shelters modular, resilient to damage.
- Upgrades can be phased in as funds, tech available.
 - Solar-Powered lighting
 - Real-Time signage
- \$12 to 19k each, plus installation (\$13 to 10k depending on site)
- Goal is twenty-five new in next phase.

Slide 6: Ridership Update

- Fixed Route: 158,847 to 158,808 (-39 / -0.02%)
- BDAR: 23,581 to 28,946 (+5,365 / +22.8%)
- The fixed route cliff in July 2021 is likely due to the Delta variant surge and updated CDC guidance.

Slide 7: New and Coming Soon

- Computer Aided Dispatch (CAD) dynamic scheduling.
- Text message updates for Dial-A-Ride.
- Real-Time fixed route information via web/apps.
- Traveling training.
- Website improvements.
- Improving the Dial-A-Ride application process.
- Real-Time signage.
- Replacing older buses with modern, low floor ADA accessible buses.

Slide 8: Thank you! Eric Lint Strategy and Program Manager elint@coic.org

7. Community Advocacy Opportunity: Service Animals: **Timestamp 39:03**

Community member Christopher Melon did not attend the meeting.

Accessibility and Equity Manager Kehoe gave context to the group about community member Melon's negative experience with his service animal, on a patio, at a bar. and how COBAAC could be a partner with FAQs, to inform local business owners.

8. New Member Introductions: **Timestamp 40:05**

New members Stephanie Utzman (she/her), Derek Hofbauer (he/him), Lizabeth (Liz) Diether-Martin (she/her), and Alternate Liz Woodfin (she/her) introduced themselves with some of their background work and why they joined COBAAC.

9. COBAAC 2022-2023 Strategic Plan: Timestamp 43:38

City of Bend Accessibility Advisory Committee (COBAAC) members

New Subcommittee Member Groups

- I) **Improving Transportation and Infrastructure** (Members: Chair Heylin, Vice-Chair Burnett, Bennett, Sparks, Radon, Utzman, and Hofbauer)
- II) **Creating an Accessible Community AND**
- III) **Creating a Culture of Accessibility Within the City of Bend** (Members: Chair Heylin, Rivers, Hamer, Crowley, Diether-Martin, and Woodfin)

Accessibility and Equity Manager – COBAAC Liaison Kehoe mentioned future meetings with City Manager King giving an overview about the differences between committees, commissions, code, and ordinances. And someone from Legal Department to talk about Robert’s Rules, when you can and cannot meet and what can be discussed during regular public meetings and public subcommittee meetings.

There was a question/ discussion about combining the two groups, II) *Creating an Accessible Community* and III) *Creating a Culture of Accessible Within the City of Bend*, into one subcommittee group, now that the group is bigger with the new members.

Three suggestion’s about future meetings to conduct business about the 2022-2023 COBAAC Strategic Plan:

- I) Member Radon’s suggestion: Set up a Larger Strategic Plan Subcommittee meeting to discuss and formulate breakout subcommittee meeting.
- II) Accessibility and Equity Manager and COBAAC Liaison’s suggestion: Dedicating a regular COBAAC meeting to discuss the COBAAC Strategic Plan with the whole group.
- III) Member Hofbauer suggestion: Expand an existing meeting by an hour.

10. COBAAC Business: Timestamp 1:10:16

Carl Burnett He, Him; Vice Chair

Discuss and Vote on the Winter Access Award (WAA):

Vice Chair Burnett nominated Manager Lexy Baker of Emerald City Smoothie at 706 NE Greenwood Ave., Bend, OR. 97701, for the Winter Access Award (WAA).

Motion: Vice-Chair Burnett motioned to approve the Winter Access Award (WAA) go to Emerald City Smoothie. Vice-Chair Heylin seconded the motion. The motion to approve the Winter Access Award to Emerald City Smoothie unanimously passed by all who attended the April 2023 meeting, in person and virtually.

11. COBAAC Round Table: Timestamp 1:12:01

Members Vice Chair Heylin, Members Utzman, Bennett, Sparks, shared meeting(s) they attended and or upcoming meetings that people may want to attend.

12. Accessibility and Equity Manager Update: Timestamp 1:25:45

Cassandra Kehoe She, Her, Accessibility and Equity Manager and COBAAC Liaison

Due to time constraints from the previous agenda items running over, the Accessibility and Equity Manager Kehoe gave a high-level explanation to COBAAC members on the following subjects:

- a. Section 504 turns 50 – Partnering COBAAC Members
- b. COBAAC Members Invited to Climate Friendly Areas Study Group
- c. May 18 - Global Accessibility Awareness Day – Gathering
- d. Juneteenth – any member interested in joining and taking a few hours shift at the City of Bend table?
- e. Begin Planning a Diversity Mixer – Summer 2023 (in conjunction with HREC)
- f. Seeking COBAAC members interested in sitting in on HREC Subcommittee re: Reporting Discrimination
- g. Informational Session between HREC and COBAAC – Robert’s Rules

13. COBAAC Councilmember Liaison Update: Timestamp 1:28:42

Barb Campbell She, Her, Hers, City Councilor

- a. COBAAC Councilmember Campbell said city council will be working on a work plan, goal setting, and budget which targets specific area. on specific targeted areas.
- b. Bend Metropolitan Planning Organization have made allocations with most of the COVID ARPA Rescue funding to
 1. CET for fifteen Bus Stop Improvements
 2. City of Bend for a small sized plow/ sweeper to clear sidewalks and bike lanes
 3. Infrastructure along Simpson Ave. Across from the University. Where two Affordable Housing Projects will be constructed. One will be the largest for the City of Bend with opportunities for folks to purchase.

14. The next City of Bend Accessibility Advisory Committee meeting is on May 25, 2023, from 1:00 PM to 2:30 PM

15. Adjourned: Chair Heylin adjourned the City of Bend Accessibility Advisory Committee April 27, 2023 meeting at 2:32 PM.

Respectfully submitted by,

Lisa Larsen

Administrative Support Specialist



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. Please contact Cassandra Kehoe at ckehoe@bendoregon.gov or 541-693-2141. Relay Users Dial 7-1-1.