



# MEETING MINUTES

## City of Bend Accessibility Advisory Committee

**Date:** 04/23/2026

**Start Time:** 1:00 PM

**Livestream:** COBAAC April 2026, Recording

**Facilitator:** Amanda Hamer, Vice Chair

### City of Bend Accessibility Advisory Committee (COBAAC)

1. Call to order at 1:03 p.m., by roll call, and where they attended. **Timestamp 0:44**
  - 1.1. John Heylin, Chair (Absent)
  - 1.2. Amanda Hamer, Vice Chair (Chambers)
  - 1.3. Aaron Rivers (Zoom)
  - 1.4. Andrew Caruana (Zoom)
  - 1.5. Carl Burnett (Chambers)
  - 1.6. Ian Isaacson (Chambers)
  - 1.7. Liz Diether-Martin (Zoom)
  - 1.8. Liz Woodfin (Zoom)
  - 1.9. Stephanie Utzman (Zoom)
  - 1.10. Whitney Bennett (Zoom) Last meeting / Accepted City of Bend role!
  - 1.11. Robert Townsend (ex officio status pending) (Zoom)
2. Minutes, Approval of March 26, 2026, Draft Minutes. Amanda Hamer, Chair. **Timestamp 4:54**

March 26, 2026, meeting minutes approved unanimously with no corrections:

The voicevote passed 9-0:  
Yes: Rivers, Burnett, Caruana, Hamer, Isaacson, Diether-Martin, Woodfin, Bennett, Utzman.  
No: none.
3. Public Comment: **Timestamp 6:17**

No public comment.



4. City of Bend Website Update, Accessibility Improvements, Jacob Riggle, He/Him, User Experience (UX) Designer. **Timestamp 6:35**

The website was launched, and we were excited about the way it turned out, with room for improvements. This work is never finished and we encourage ongoing feedback.

**Presentation Slides:**

- **Making PDFs easier to use via DocAccess:** DocAccess is a tool the City has implemented on the site to help make PDFs easier to use. You open a PDF on the City of Bend's site, and on the top right toggle between the Print Friendly View or the Accessible Transcript View.
  - **DocAccess** "Simplify ADA compliance by automatically converting all current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts."

Please contact us if you have any questions about accessibility or issues with this tool.

- **We're continuing to improve the experience:** For post-launch accessibility improvements we utilize a tool called Siteimprove that helps identify, alerting us to issues that we systematically fix.
- **How can we improve? Tell us where the barriers still exist. Share what's working and what isn't.** Please send your feedback to: [web@bendoregon.gov](mailto:web@bendoregon.gov).
  - Hamer: Have you conducted any accessibility testing, such as focus groups?  
Riggle (UX Designer): Before launching, we collaborated with community who uses a screen reader to review parts of the website. They identified some coding issues. Now that the site is live, we plan to begin broader user research in June.
  - Diether-Martin impression: Very approachable and easy to follow, the tone feels warm and human-centered. She especially appreciates the announcements being shared upfront and the engaging style throughout: "great job!"
  - Burnett: Have you received any unexpected feedback? Riggle (UX Designer): Yes, one area that's stood out is how people are using the homepage. We've been looking more closely at usability, especially around menu placement. For example, the "About" and "Connect" sections on the right side are getting a lot of clicks, which is great. We're not yet sure if those pages are fully meeting users' needs once they land there. It's something we're actively exploring and refining.
  - Diether-Martin: Will you continue to monitor the home page with the analytics you receive and update accordingly? Riggle (UX Designer): Our goal is to monitor analytics and create focus groups and surveys.



- Burnett: It was difficult to find the landing page for accessibility information, such as accessible parking policies. Riggle (UX Designer): This is an area we're actively improving. The accessibility section is currently under review, with a focus on making it easier for users to find what they need. We're also exploring whether we can combine the "Downtown Parking" and "Parking in Bend" pages into a more streamlined experience. Right now, they're separate, bringing them together could help simplify navigation and better support users.

5. Deschutes Alerts Annual Testing, Carrie Karl, Risk and Emergency Management Director.

**Timestamp 28:17**

**Presentation Slides:** Deschutes Alerts & Additional Needs

- **What Is Deschutes Alerts:**

- Deschutes Alerts: **Deschutes Alerts - Sign In**. With the Deschutes Alerts you can choose how, where and the order you want to receive the alerts; landline phone, cell phone, text message, email, and is also compatible with teletypewriters (TTY) and telecommunications (TDD) for the deaf.

Once signed up, you can receive prescribed burn information from the Central Oregon Fire website by texting the number: 888777 and text message the letters C-O-F-I-R-E (cofire), you will receive prescribed burn information. This is part of the system but separate. This will not give you the emergency alerts you have chosen.

- Apple Device: **Everbridge App - App Store**
- Google Devices: **Everbridge - Apps on Google Play**

- **Incident Types:** Emergency evacuation, natural disasters, missing or endangered person, severe weather, hazardous material incidents, neighborhood emergencies, and law enforcement activity.
- **How Does Deschutes Alerts Work?** Dispatchers can set how many times to call and the number of minutes between attempts.
- **Deschutes Alerts & Additional Needs:** When you receive alerts, you can self-select one or more from the eleven additional needs list. If there is something you think should be added to this **list (timestamp 35:43 to 36:09)**, please contact: **Carrie Karl, Cassandra Kehoe, or Lisa Larsen** with those suggestions.
- **Will My Information Be Shared? No:** Deschutes County will not share, sell, or distribute your information to vendors and only accessed by system administrators. It is kept in a secure database. When you sign up for dash alerts, it gives you information about the privacy policy.



- **Access & Functional Needs Evacuation Outreach Team:** These call makers have annual training on the process. Anyone who has identified additional needs in the Deschutes alert system will receive a call when an evacuation alert goes out to check on them.

Diether-Martin: What do you do for people who hard of hearing? Director Karl: We typically communicate through text or other accessible options whenever possible. In some cases, a team leader may assign someone, often from health services, who has broader capacity to make calls. Every interaction is documented, including how communication was made and the outcome. If someone needs additional support, first responders can also be contacted to help.

- **Annual Test is on May 13**
- **Before The Annual Deschutes Alerts Test:** On February 25, 2026, a total of 2,727 individuals who have signed up for additional needs received a test alert. If someone does not respond, the Oregon Department of Human Services Office of Resilience and Emergency Management makes outreach attempts to connect with each person on the list.

This follow-up happens ahead of the annual test on May 13, with the goal of updating information and making any needed changes before the start of fire season.

- **Annual Deschutes Alerts Test:** A county-wide surprise test alert will be sent out to 72,272 to those who signed up for alerts.

Register each device. If you have a child with a phone, they should have their own account. Otherwise, you register for yourself and a child without a device.

6. COBAAC 2026-27 Workplan Vote, COBAAC Members. **Timestamp 52:46**

COBAAC members reviewed the initiatives of the COBAAC 2025 2027 Workplan and the additional updated member signups from the March 26, 2026, meeting.

Today's COBAAC 2026- 2027 Workplan edits:

- Add to Welcoming Week: COBAAC will look into collaborating with Latino Community Association (LCA) for this event.
- Under Programmatic / Policy Focus, merged bullet points one two and four together: Now read as: Supporting individuals with intellectual developmental disabilities (IDD) access leadership positions through mentorship. Revisit COBAAC Charter to explore inclusion of IDD community within membership. Explore COBAAC's role in development of mentorship program. (Amanda Hamer, Andrew Caruana and Carl Burnett)
- Under General COBAAC Advocacy, bullet point two: Remove City of Bend is "Beta" website testing. Now read as: Digital Accessibility: Review WCAG best practices for digital spaces (Liz Diether-Martin)



- Under Transportation and Infrastructure: Merge bullet points four, five, and six: Now read as:
  - Increase enforcement of ADA spaces/ access-aisles. Exploring enforcement actions and awareness campaigns to curb wrongful parking. (Stephanie Utzman and John Heylin)
    - Educational Opportunities: ADA Parking Spaces. (John Heylin)
    - Snow Removal, as it pertains to ADA Parking Spaces and Access Aisles.

The above edits to the COBAAC 2026 – 2027 Workplan were approved unanimously:

The voice vote passed 9-0:

Yes: Rivers, Burnett, Caruana, Hamer, Isaacson, Diether-Martin, Woodfin, Bennett, Utzman.

No: none.

7. COBAAC Charter Member Review, COBAAC Members. **Timestamp 1:09:03**

Update:

- Updating formal alternate member language
- Adding formal ex-officio member language
- Minor edits to text
- Removal of outdated sections
- COBAAC review on Intellectual and Developmental Disabilities (IDD) Representation
- Alternates to Membership edits
- Voting membership
  - Disability Advocates,
  - Professional members from the building, engineering, design, transportation, planning, and architectural industry, and
  - One member at large for the community

Suggestions: Needs for assistance, member + support person count as one, have a member from the High Desert self-advocate group be a liaison between them and COBAAC and exchange information (ex-officio position?). There is a concern to specify a specific group and have this information in the COBAAC charter; maybe generalize a community partner as suggested in a previous suggestion.

COBAAC members will come back with more suggestions at a later date.

8. COBAAC Draft Letter Review, COBAAC Members. **Timestamp 1:21:27**

- VEO E-bikes, Author John Heylin
- CET Fares, Author John Heylin

This agenda item is tabled since John Heylin, the author of the letters, is absent today.

9. Roundtable, COBAAC Members. **Timestamp 1:21:45**

Due to limited time, we will move forward to the next agenda item.



Member Diether-Martin will email Manager Kehoe information from the Transportation Safety group to share with COBAAC members.

10. Accessibility + Equity Manager Update, Cassandra Kehoe, She/Her/Ella. **Timestamp 1:22:30**

- Eric King, City Manager Transit System Invitation (part of workplan).
- Lunch and Learn COBAAC Invitation: Reminder – still looking for COBAAC members interested in participating in the inclusive communications Lunch and Learn hosted by Lindsay Wenglowski for pride public service, in fall 2026.
- COBAAC Recruitment Reminder ends April 30, 2026.
- Breaking Barriers Recap: Thank you to those who participated in the Access in Government: Amanda, Liz W, John, Andrew, and Lisa.
- Whitney Bennett, thank you for your COBAAC membership and tremendous advocacy. She has taken a job at the City of Bend, congratulations.
- Derek Hofbauer, Mobility Manager, 3D Intersection Model Update: Scheduling the second focus group to collect information on distinct types of intersections in each different medium; traditional 3D printed, and UV resin models.

11. City Council Update, Ariel Méndez, City Councilor, He/Him. **Timestamp 1:29:56**

- Making progress on the climate pollution feed direction with the timeline of April 2027, implementation.
- Reminder of the automated traffic enforcement program. Cameras on NE 27 Street and Neff Road, SE Reed Market and Third Street, and SE Powers Road and Third Street.
- Off leash dog update: The Bend Police Department and Bend Parks & Recreation District have issued a joint reminder about leash rules in public spaces. Staff from both organizations are increasing patrols to share this information and ensure compliance.

In most public areas, dogs are required to be on a leash. Enforcement may include a \$275 fine, a 30-day exclusion from park district property, and owners are responsible for their dog’s behavior.

12. With no further COBAAC business the meeting was adjourned at 2:35 pm

Respectfully Submitted by,

Lisa Larsen, she/her, Administrative Support Specialist, Accessibility Program



**Accommodation Information for People with Disabilities & Language Assistance Services**

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) or call **541-693-2198**. Relay Users Dial **7-7-1**. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

**Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad**

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) o número de teléfono **541-693-2198**. Los usuarios del servicio de retransmisión deben marcar el **7-1-1**. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.