



Multifamily Residents Community Interviews

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*We aspire to achieve exceptional
results*

Teamwork

*We engage others in ways that foster
respect and trust.*

Respect

*We encourage and appreciate
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*We take pride in coming up with
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*We are leaders in demonstrating
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PROJECT BACKGROUND

Metro, on behalf of the Multifamily Recycling Project, launched an outreach effort in December 2016 to look at how multifamily residents perceive the garbage and recycling system available to them. First-hand accounts of residents' lived experiences were gathered. The information will help the project team members and policy makers learn about, and better understand, multifamily residents' perception of their current garbage and recycling service.

In December 2016 and January 2017 culturally-competent consultants were contracted to advise and assist Metro in the engagement effort. They collaborated on the process and discussion materials, helped screen Community Based Organizations (CBO's) to conduct discussion groups, recorded discussion groups, conducted one-on-one interviews, and produced visual assets of discussion groups facilitated by the CBO's.

Stakeholders were members of communities of color, and low-income individuals, living in multifamily residences. These two stakeholder groups were prioritized by the project team for engagement based on the team's analysis of stakeholders who were likely to be highly impacted by, yet have little ability to influence changes to, the multifamily garbage and recycling system.

Working with a culturally-competent consultant proved to be successful in reaching low-income and multifamily residents of color. Fifty-four discussion group members were assembled through contracts with four CBO's. Two discussion groups were conducted in the residents' native language; one in Spanish, one in Russian. All discussion groups were summarized by the CBO's to ensure that each communities input was compiled by members of that community.

The discussion groups should not be considered focus groups. The results should be considered anecdotal and qualitative, not statistically representative quantitative data. The transcripts and summaries were qualitatively reviewed and coded; the coding categories created were used to reveal themes and experiences that emerged from the discussions.

These group discussions yielded illustrative stories, information and anecdotes from multifamily residents of color, and low income residents, about their experiences with, and perceptions of, garbage and recycling service in multifamily properties. These discussions may have also strengthened partnerships with CBOs and built relationships with members of communities often not engaged in public processes. The outreach efforts were well received by all groups. Many participants were genuinely surprised a government agency seemed to care about their opinions and experiences. In fact, most attendees had never been asked to participate in discussion group by a government agency for any reason. The themes and diversity of experiences shared are legitimate, but there are limits to what should be taken away from these engagement efforts. Limits include not assuming that these results are representative of all members of the stakeholder communities involved or all multifamily residents.

THEMES

The list of codes and themes generated from discussion groups and interviews were reviewed and it was confirmed that every theme appears multiple times within the videos, summaries, and/or transcripts. The themes were determined to be “valid” because they are supported by the materials resulting from the discussion groups. They are referred to as “themes” and not findings, data, or results because they were collected using methods that are more similar to public involvement group discussions.

- Bin concerns – difficult to open, get materials into, or understand the containers
- Signage concerns – signs are unclear, language barriers, need more pictures
- Enclosure concerns – enclosures and areas around bins are unclean, unsafe, unhealthy, wet, or need more amenities
- Concerns about system – barriers to access, inefficiencies, and confusing
- Health and safety concerns – enclosures are perceived as unsafe; people hanging out in the enclosures or near the bins, people smoking nearby, drug use, needles, items falling out of bins, going to the bins at night, etc.
- Recycling is important
- Do not recycle, but willing to start
- Too stressed/overwhelmed to recycle
- Make frequent trips to the bins
- Children take out the trash and recycling
- Interest in additional education about proper recycling
- No bulky waste service; difficult to get large items, such as furniture, into bins
- Different levels of service or access to service for different dwellings, including differences in proximity, capacity, and not all have bins for glass
- Property managers are an integral part of service decisions and bin maintenance
- Don’t know rules or policies at their building
- Reluctant to address concerns with property manager for fear of retaliation
- Don’t know where to get information or help
- Value having a clean environment

NEXT STEPS

Identified themes will be used in the project Findings and Options analysis along with Service Level Data, Waste Characterization Data, and Multifamily Program Interviews to better understand the current state of the multifamily garbage and recycling system/sector. As such, information and themes from this outreach are informing current decision-making and future planning for potential improvements to the multifamily garbage and recycling system.

APPENDIX A: COMMUNITY BASED ORGANIZATION AND DEMOGRAPHIC INFORMATION

Community Based Organizations (CBOs) background

CENTRO CULTURAL OF WASHINGTON COUNTY was founded in 1972 by a group of immigrant families who decided to make their permanent home in this area to raise their families. Centro Cultural promotes education and economic development, increases cultural consciousness, responds to community needs and celebrates understanding among the diverse groups of our community.

THE ROSEWOOD INITIATIVE is a 501(c)(3) non-profit organization dedicated to making the Rosewood area a desirable place to live, work and play, We are building a safe, healthy, respectful, vibrant and inclusive community that brings prosperity to our residents.

TRASH FOR PEACE founder Laura Kutner, helped create a youth development program in Guatemala as a Peace Corps volunteer. She focused on integrating a life skills curriculum into rural schools. Trash for Peace delivers hands-on, creative experiences that encourage resilient communities. Our vision is to empower healthy communities to live a world without waste.

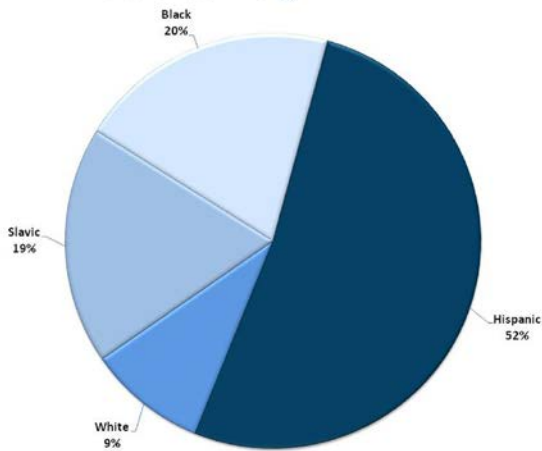
IMMIGRANT AND REFUGEE COMMUNITY ORGANIZATION (IRCO) was founded in 1976 by refugees for refugees. IRCO has over 40 years of history and experience working with Portland's refugee and immigrant communities. IRCO's mission is to promote the integration of refugees, immigrants and the community at large into a self-sufficient, healthy and inclusive multi-ethnic society.

Demographics

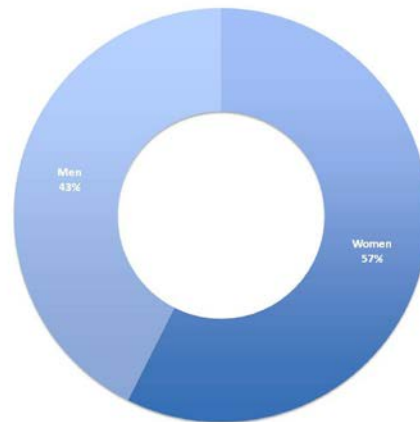
Overview of discussion group participants

Host organization, date	Number of participants	Participants' place of residence	Demographic breakdown
Centro Cultural de Washington County Dec. 19, 2016	17 residents 7 men 10 women	Cornelius and other cities in Washington County	All Hispanic
Rosewood Initiative Dec. 21, 2016	15 residents 8 men 7 women	Outer Southeast and Northeast Portland	7 Black 5 Hispanic 2 White
Trash for Peace Dec. 28, 2016	12 residents 2 men 10 women	North Portland	6 Hispanic 4 Black 2 White
Immigrant and Refugee Community Organization Jan. 10, 2017	10 residents 6 men 4 women	Multnomah and Clackamas counties	All Slavic elders 2 disabled

Participant demographics by race or ethnicity



Participant demographics by gender



4
discussion groups

23
women participated

31
men participated

54
participants

20 to 80+
age range of participants

APPENDIX B: CENTRO CULTURAL DISCUSSION GROUP SUMMARY

Regional Multifamily Research Project Centro Cultural de Washington County - 12/19/16

Attendees:

There were 17 guests total, however we only had one person per household sign-in in order to distinguish gift card recipients. We took information for ten people and this is listed below.

Protocol

Juan Carlos Gonzalez (Centro) facilitated the group and asked everyone the same question while giving everyone their opportunity to share. Each response is recorded below.

General Findings not shown in data

Most participants expressed a sincere interest in learning better practices for recycling and most expressed that given the opportunity and with valid information, they'd opt for better recycling every time.

The conversation also extended during question #4 when asked about large items. 9 of the participants exclaimed they had no options and felt this was very unfair. Most had to take it upon themselves to seek out options and borrow large trucks. As a result this caused safety concerns for those that disregard rules and leave large trash items in the garbage area anyway. There was an overall call for more resources to learn about better recycling.

1. Do you have garbage and recycling services offered where you live? What does it include? (Note: it should include garbage, recycling and glass.)
 - a. If it doesn't currently include garbage, recycling and glass, did you have access to these services in the past?
 - b. Any ideas about why these services are no longer available where you live?
 - c. What do you think about not having those services available?

Responses 1

- Yes (9)
- No (1)

Notes: The "no" response mentioned her apartment complexes did not offer recycling services and was an aspect she did not appreciate.

2. How often do you take out the trash and recycling?
 - a. Can you describe the experience of taking out your garbage and recycling?
 - b. Where are your bins located in relation to your home?
 - c. Are you able to easily and safely use the garbage and recycling services where you live?
 - d. If you have any safety or health concerns about your garbage or recycling areas, what are they?
 - e. Is the recycling or glass bin as easy to get to as the garbage bin?

Responses 2

- All the time/Whenever I like (6)
- Once a week/every 8 days (2)
- Twice a week (1)
- Garbage whenever, no recycling (1)

Responses 2a

- Convenient (2)
- Neutral (8)

Responses 2b

- Nearby (7)
- Far (3)

Responses 2c

- Those who have regular access said they are mostly easy, except for certain types of recycling (glass, plastic, etc.) which can be more complicated or difficult.

Responses 2d

- Glass containers are too and small and are filled too quickly, plus they are close to the ground and are a danger to youth. (4)
- Difficult to recycle oil appropriately

Responses 2e

- Yes, we have separated cans (6)
- A glass container is needed (3)
- I have not requested one and our apartment does not offer glass recycling (1)

3. What do you do if you have a problem with your garbage and recycling service?
 - a. Who (or how) would you feel most comfortable reaching out to for help resolving the problem?

Responses 3

- I've had no problem (3)
- I know where I can find resources (1)
- I can speak with my manager (4)
- I have to wait/no options that I am aware of (2)

Responses 3a

- I feel comfortable (5)
- I would not know what to do if I have something that is not recyclable. (2)
- I cannot ask anyone. (2)
- I feel incredibly uncomfortable asking my manager (1)

4. What do you do with stuff that doesn't fit inside the garbage bin?
 - a. What do you do with big, bulky waste items like sofas, chairs, mattresses and other items that don't fit into the bins?
 - b. What does your apartment manager suggest you do?

Responses 4

- My apartment does not allow me to dump large items in our garbage (10)
- There are penalties in place if someone is caught.

Responses 4a

- I am responsible for obtaining my own mode of transportation for the large bulk item (10)
- Friends support me in moving big items (6)

Responses 4b

- The apartments offer no service (9)
- The apartments offer a regular a month large trash bin (1)
- The manager does not offer resources and tells says they do not receive big items (5)
- The apartments do not offer options to take away.

Notes: Most people complained they felt like their hands were tied with large items, and felt it was unfair because it is difficult to dispose of large items and create health hazards. When people do put large items many said the entire complexes received penalties as disincentives.

5. What words or ideas come to your mind to improve the garbage / recycling system in the place where you live?

- Have the trash cans for each section more organized.
- More capacity and more separation in the bins. (2)
- More opportunities to teach our kids how to recycle. (2)
- More recycling education / flyers to put things in each place. (7)
- More communication with the manager.
- Have service for large trash. (3)
- Service more frequent during holidays. (two times a week)

6. If you could help design a garbage and recycling system, what would be the most important features of it?

- More space in each bin. (4)
- Bigger glass bins with more capacity. (3)
- A place to put large trash (3)
- Different options for getting rid of garbage - better recycling, compost, etc. (7)
- More education on recycling (8)
- Modernize garbage and recycling squares (5)
- Putting all recycling and trash bins in same unit instead of separating (2)

Anything else you would like to share?

- We would like options for compost (organic waste) (4)
- More modern system
- Keep the colors simple and use them to our advantage.
- Apartments should inform us with brochures and letters on appropriate procedures.
- Resources on how to get rid of oil.
- Metro make more information available. (4)
- Please open more recycling centers in our areas.

Do you have any concerns about the safety of your children?

- At times trash cans can be too high for shorter adults and children and can create hazards. We would like stairs/steps.
- Sofas/large trash can fall on children when left at a trash station (because apartments don't offer options) and can tip over on children. (10)

APPENDIX C: ROSEWOOD INITIATIVE DISCUSSION GROUP SUMMARY

Rosewood Initiative Report Dec 21, 2016

Notes: Marissa Clarke-Ritter

Co-Facilitator: Germaine Flentroy

15 Participants Total

- 3 Black Women
- 3 Hispanic Women
- 1 White Woman
- 4 African American Men
- 2 Hispanic Men
- 2 White Men

Warm Up Qs:

1. Have you ever been asked to help the government solve a problem affecting thousands of people?

Two people raised their hands

2. Show of hands, how many have heard of Metro?

6 people raised their hands

The facilitator then explained that Metro the agency responsible for garbage and recycling systems, time was given for this information to be translated into Spanish.

3. Would you give us permission to use your experiences and feedback to help address garbage and recycling problems that affect your community?

Verbally everyone agreed

What words or ideas come to mind when you think about recycling or garbage and your experience with it where you live today?

1. Do you have garbage and recycling services offered where you live? What does it include?

One person had a compactor, most had recycling and garbage bins, two people had a compost bin but were unsure whether it was for household waste or yard debris.

One person noted the lack of plastic (bag) recycling, and a few people didn't have a bin specifically for glass, so it was all just thrown together. The majority of people wished for a way to dispose of large household goods, like furniture and appliances.

2. If it doesn't currently include garbage, recycling and glass, did you have access to these services in the past?

Most people agreed it is always about the same wherever they live.

3. Any idea about why these services are no longer available where you live?

Regardless if services are different than a previous residence, everyone felt that the landlords were unable and/or unwilling to provide better garbage and recycling services. They expressed the belief that tenants do not use the systems correctly and thus landlords remove bins/services.

4. What do you think about not having those services available?

5. How often do you take out the trash and recycling?

Every day was a common answer, the group noted that if there were children in the home than it is pretty frequent.

6. Can you describe the experience of taking out your garbage and recycling?

Many people said that they do not do it at night for fear of safety. All of them noted that the bins are always full and dirty. Many people noted that the garbage and recycling areas are difficult to navigate because they often have large furniture surrounding the area. Many people said that hypodermic needles were a major concern of theirs, whether they be on the ground or in the garbage. Many people noted that the garbage areas are often used for illicit activities, making it unsafe for children. They also said they find drug paraphernalia lying around and thus don't allow their children around the area.

7. Where are your bins located in relation to your home?

Half of the group said that the area was far away, up to a whole block away from their unit. For a few residents the bins were located very close to their units, creating problems for the reasons stated above.

8. Are you able to easily and safely use the garbage and recycling services where you live?

No. Nobody answered yes to this. For some the lids were too heavy to lift, due to age or ability, many felt that it was unsafe for children, many mentioned the issue of furniture being in the way, and that there was a lot of standing water on and in the bins.

9. If you have any safety or health concerns about your garbage or recycling areas what are they? Needles and drug paraphernalia around the area are a concern. Large furniture and appliances in the way are a concern. Smoking areas being located near the garbage area is a concern.

10. Is the recycling or glass bin as easy to get to as the garbage bin?

Most people said that they are located in the same area, but that they are much smaller and difficult to understand.

11. What do you do if you have a problem with your garbage and recycling?

One person said that they called the city but that there was no follow through. Many people stated that they will call Metro in the future. Everyone mentioned a level of fear with involving the landlord; stating No Cause Evictions as a major fear, along with retaliation and increased rent.

12. Who (or how) do you feel most comfortable reaching out to for help resolving the problem.

Unanimous anonymous response.

13. What do you do with stuff that doesn't fit inside the garbage bin?

Everyone laughed, declined to comment. General consensus was that people set the item next to the bin.

14. What do you do with big bulky items?

Try and get them to an organization, but often they are trash and no one wants them. Many people do not have access to vehicles or the funds to have them properly disposed, thus they end up near the trash bins.

15. What does your apartment manager suggest you do?

No one seemed to be comfortable asking the manager this question. Perhaps they would say to just move it somewhere else.

16. What words come to mind to improve the garbage and recycling system where you live?

- Education
- Communication
- Responsibility
- Personal Integrity
- Orientation
- Signage in more languages
- Better design
- More accessible
- Cleaner

17. If you could help design a garbage and recycling system, what would be the most important features of it?

- A place for diapers and needles
- Simplified system
- A self sorting system
- Change the way things are sorted
- Changes at the recycling center
- Sectioned off, with pictures and directions in many languages
- Bigger things picked up for free by Metro or the City

18. Anything else you'd like to tell us about your garbage and recycling center?

Key Themes and General Attitudes

- Needles are a big problem
- People don't feel safe taking the garbage out, especially at night
- The garbage bins get very full and very gross
- The recycling bins are not big enough

- Very unclear what is recyclable and what is not
- Signs need to be in multiple languages
- Lids on bins are often too heavy to lift
- Residents need to take more responsibility for their garbage and recycling areas

List of experienced or perceived issues, barriers that impact resident’s access to garbage and recycling services

- Inability to understand the complex regulations around recycling
- Bins are full, leaving people to “just put things in the trash”
- Area is often unsafe, needles on the ground, garbage and mud/dirt everywhere

APPENDIX D: TRASH FOR PEACE DISCUSSION GROUP SUMMARY

Report for Metro discussion at Dekum Court

Facilitated by Laura Kutner Tokarski, Executive Director of Trash for Peace December 28, 2016



Background

The mission of Trash for Peace, a 501c3 nonprofit organization located in Portland, OR, is to provide hands-on, creative experiences that encourage resilient communities. The Trash for Peace team provides hands-on sustainability-themed activities and programs to youth and families at affordable housing communities and in schools. Trash for Peace has been providing weekly services in collaboration with Home Forward at four of their housing properties, including Dekum Court. Trash for Peace has been working at Dekum Court since April of 2012. Zahra Pike, Home Forward’s Resident Services Coordinator at Dekum Court, is an incredible support not just to Trash for Peace staff in regard to programming, but tirelessly advocates on behalf of residents and helped us to organize this discussion. To find out more about Trash for Peace, please check out our website at www.trashforpeace.org.

Trash for Peace was approached by Metro in December of 2016 to facilitate and lead this discussion with Dekum Court residents regarding their experiences with garbage and recycling. Although Trash for Peace has had informal trainings and information disseminated to residents throughout the past four years, this was the first opportunity to interact formally with residents (especially adults) surrounding this topic. It was a wonderful opportunity and experience that will hopefully assist Metro in creating culturally sensitive and effective policies, and will undoubtedly inform future Trash for Peace programming.

For any additional questions, please contact Laura Kutner Tokarski: lakutner@gmail.com

503-250-0997

Demographics

*All participants are residents of Home Forward's Dekum Court property unless otherwise noted.

Dekum Court is a two-story public housing apartment community with 40 two and three bedroom homes, including two apartments with physical accommodations for accessibility. It is located in the Concordia neighborhood of



Northeast Portland and has a playground and on site Head Start program for children.

Applicants must have income that does not exceed 80 percent of the area median income for their family size.

Address:

2402-2434 NE Morgan Street Portland, OR 97211

Participants:

- 1) A D-- Female, Caucasian (also interviewed one - on- one)
- 2) PG -- Female, Hispanic (Spanish-speaking) (also interviewed one - on- one)
- 3) LW -- Female, African American
- 4) S O -- Female, Caucasian
- 5) JB-- Female, African American
- 6) NS -- Female, African American

- 7) PS -- Female, Hispanic
- 8) JW -- Male, Caucasian
- 9) *WC -- Female, African American (a resident of Maple Mallory, a different Home Forward property)
- 10) BM -- Female, Hispanic
- 11) DP -- Female, Hispanic (Spanish-speaking)

Awareness of participants' garbage and recycling services in their housing community

From the start of our conversation, it became clear that the residents were all very aware of the garbage and recycling services offered at Dekum Court. They knew that both garbage and recycling services were offered and where the bins were located. Most expressed a solid understanding of what can and cannot be recycled, and many even mentioned still having and using the magnet that was given to them by Home Forward when they moved in that describes the recycling guidelines.

There was some question regarding whether or not oil could be recycled and picked up by the hauler, and most referenced leaving large items next to the dumpster area, assuming that the hauler would deal with it. Residents did not want to tell property management about large items (those that do not fit in the garbage cans) for fear of being charged an additional fee to help dispose of them.

Terminology and cultural frame used by participants for garbage and recycling services and issues to improve Metro's cultural sensitivity, competence and methods

We had a very lively group and a rather split opinion amongst participants. Although all participants expressed an understanding of the importance of recycling and how it relates to taking care of the environment, about half saw it as a burden that they did not have time to deal with, while the other half viewed recycling as just as much of a burden as taking out the trash, and it was not hard for them to separate it out. Some of the terms used by residents to describe garbage and recycling: stressful, not a priority, overwhelming, dirty, disgusting. On the other hand: Important, and a good idea.

Regarding cultural sensitivity, working through community based organizations that have developed relationships and trust with residents is a great idea, and one that should be continued for future related projects. Residents are much more likely to open up and discuss issues when they are with someone they trust and in an environment they trust. In addition, it was clear that a couple of the participants were not comfortable with the video camera being present, particularly in the one-on-one interview. Perhaps testing out an interview that is just voice recorded would be a good idea, to see if makes the residents more talkative.

Overall, the participants expressed gratitude at their voices being wanted, and the stipends and food were much, much appreciated.

Key themes and general attitudes heard

As mentioned above, the key themes and attitudes revolved around:

- 1) Taking out the garbage and/or recycling was a most unpleasant daily task, and many expressed frustration at seeing young children taking out the trash and making a mess by dragging it, or throwing it and missing the bins.
- 2) A few residents expressed safety concerns seeing people digging through the trash for recyclables, while others expressed frustration at seeing non-residents dumping their trash in their receptacles. Others willingly gave their cans to local homeless people in the neighborhood.
- 3) Disagreement amongst participants regarding ease of recycling:
 - a) All residents expressed an understanding of the importance of recycling. Those that did it, did it because it was easy for them, or because they cared about the environment. One resident expressed enjoyment in receiving money from taking bottles and cans to be deposited. Another resident who had previously lived in Washington shared his appreciation for how easy it is to recycle here, compared to Washington and other states. Another resident mentioned her enjoyment of creative reuse for art projects as well as using recyclables to store food and other items in the home, before recycling it. She mentioned that at first it was hard to adjust to separating it out, but once it became a habit, it was easy.
 - b) One the other side, a few residents were very vocal that they did not recycle because:
 - i) No time. Between job, school, and kids, having one more thing to think about was not going to happen. It was simply not a priority and they could not add separating out recycling from garbage onto their plate.
 - ii) No space. They simply did not have space for a separate recycling bin. Not one resident mentioned having a separate recycling container at home. Those that did separate out recycling put it in a plastic bag. Many mentioned wishing they could leave their recycling on the porch, but that is not allowed by Home Forward.

List of experienced or perceived issues, barriers that impact residents' access to garbage and recycling services (in order of importance to residents, if possible)

- 1) No time, not a priority to separate out recycling. Also -- no one rinsed their recyclables -- no time.

- 2) No space for an extra bin in their apartment, even if given a container or bag. They did not like clutter, and one more bin with large recycling items causes too much clutter. Even those that DID recycle mentioned that they were very limited on space to do so.
- 3) Not enough large recycling bins by the dumpster area; they fill up too quickly and as a result those that do recycle end up tossing what does not fit into the recycling bins into the garbage. On a similar note, many expressed frustration with how fast the trash fills up and how gross it gets, and a few mentioned that if more people recycled, there would be less trash in the first place. One resident mentioned the public health hazard that too much trash presents (especially with dirty diapers, and potential for attracting rodents--more an issue in the past, as few have seen any rodents in recent memory), and expressed a desire to have a cleaner dumpster area as a result.
- 4) For those living upstairs and the less mobile, carrying an extra recycling bag and even trash is a burden.
- 5) Even with the idea of incentives (such as monetary reward for recycling), the participants were wary -- they said you either do it, or you don't, it either becomes a habit, or you just don't have the time. One resident mentioned that even though she does not recycle, she wishes other people would, because she knows how important it is for the environment. The great pacific garbage island in the ocean came up as an example of harm being done to the environment with so much trash.

Ideas for improvements, possible solutions to overcome experienced and perceived barriers

- 1) Make signage and bins and how to recycle as easy as possible!
- 2) Color coordinate everything -- all recycling related bins and materials in one color, all trash related materials and bins another color, etc, to facilitate ease of where to toss.
- 3) Make it fun! Colorful signs, with songs, or characters to get kids interested in it.
- 4) Make space for recycling on the porch -- ideally Home Forward staff or maintenance would collect it from their porch for them.
- 5) All residents expressed interest in more property-wide "spring clean up days" to help get rid of larger items and hazardous waste, and/or garage sales to encourage reuse.
- 6) All residents expressed interest in more education/trainings/information/ways to share their opinions and ideas. It was brought up that they receive information from property management in the mail and that property management is responsive to questions and concerns, and this could be utilized to share additional information and resources.
- 7) More outdoor recycling bins near the dumpster area, and perhaps, more spread throughout the property.

- 8) Decorate/remodel/make nicer the dumpster area, so it is more attractive to approach and use.
- 9) A place to collect used clothes so they don't end up taking up lots of space in trash.
- 10) A system to automatically sort and take out garbage and recycling!

Trusted information and referral resources about garbage and recycling services and preferred ways to get information

Most residents felt comfortable asking their property managers and/or resident services coordinators all questions related to recycling and garbage. They mentioned that is whom they would approach first with questions related to garbage and recycling (the property manager).

They said management is responsive in person, phone, email, and mail.

Levels of awareness of Metro and what it does

Some residents had heard of Metro, but did not know what it did, with the exception of one resident who used to work for Metro at the Convention Center.

Recommended next steps

- 1) Send report and notes to Metro and contracted staff, as well as Home Forward resident services coordinator Zahra Pike, and await comments and feedback, meet to discuss if necessary.
- 2) Community based organization (Trash for Peace) will work in collaboration with Home Forward property, resident services staff, and Metro, to prioritize the issues addressed and potential solutions.
- 3) Coordinate with Metro to host a series of quarterly or semi-annual trainings and information sessions on reuse and recycling for residents. This could be in collaboration with community based organizations and resident services, or information could be disseminated to said organizations to lead and run the trainings and/or prepare information brochures.
- 4) Regularly (perhaps quarterly) disseminate information to residents about resources and places in NE that accept donations and provide reuse/recycling services. This could be included in pamphlets/handouts that already go out to the residents from property management on a regular basis.
- 5) Coordinate with Metro and/or local neighborhood organizations to host at least one more "spring cleaning" event throughout the year to encourage residents to reuse and properly dispose of larger items.
- 6) Host a follow-up discussion in a year with the same residents.

7) Include in future housing ordinances: more built-in space for recycling and trash.

Thank you for allowing the Trash for Peace team to facilitate this discussion and for providing this opportunity to Dekum Court residents. We look forward to working with Metro again in the near future!

APPENDIX E: IMMIGRANT AND REFUGEE COMMUNITY ORGANIZATION DISCUSSION GROUP SUMMARY

Final Report Metro Contract No. 934452

Slavic Community Group Discussion January, 10, 2017

Submitted by: Nelli Salvador

Facilitator: Irena Cheredayko

Summary:

Summary of the Slavic Community Group Discussion: IRCO has recruited ten (10) participants for the Discussion Group. Participants get together to discuss Metro garbage and recycling services and share their experience using Metro services.

Demographics:

- Total of ten (10) participants attended Slavic Group Discussion event on Jan 10, 2017.
- There were six (men) and four (women) from Slavic community.
- All participants were residents of multifamily housing communities
- Age range was between 52-83 years old. Most participants were over 70 years old.
- All of the participants were Refugees and Immigrants with limited English skills.
- All participants are living at 200 percent of the Poverty line.
- Two (2) participants have disability.

Awareness:

100 percent of participants were aware of garbage and recycling services in their housing communities. Seven participants reported that their apartment complexes have compost, garbage, and recycling separated in few categories such as: paper, cardboards, metal, glass and plastic. Three participants reported that their housings have garbage and recycling only.

Terminology:

All participants adapted word “garbage” for garbage service. Russian word “musor” (garbage) seemed to be forgotten. Participants did not use word “recycle”. Instead participants use words bumaga (paper), metal (the same pronunciation in Russian language), carton (cardboards) and steklo (glass). None of the participants knew word “compost”. All of them use food waste terminology for compost service. None of the participants knew about or used composed liners.

Key Themes:

All participants gave positive outcomes for the garbage and recycling services in their housing communities. Some participants compared garbage services in the Former Soviet Union to services provided by Metro. They remembered piles of garbage in many corners of the streets back home and how it affected life style. Participants expressed positive outcomes of having regular garbage and recycling services in Metro area. They believe that it makes city streets cleaner and environment healthier.

Issues and barriers:

Language barrier is the main barrier for all participants. All participants reported that they were provided with information how to use garbage and recycling services in written form by the time they were moving in but it was in English language. During the discussion, two participants reported that their managers provide annual meeting regarding rules how to use garbage and recycling services but those trainings are in English language. Seven participants reported that they were just provided with brochures in English language. Only one woman reported that her manager provided her with brochure about garbage service in Russian language. The rest of the group used dictionary to translate information. One participant (52 years old) used her smart phone for translation. All participants reported that most of the time they are using pictures on garbage and recycling bins for guide how to sort waste.

Another issue was accessibility to the garbage area. 80% of participants reported that they have designated garbage area separated from apartment complexes. During cold, rainy, snow and icy weather it is challenging to take garbage and recycling to the area for seniors and people with disabilities. Also lifting heavy cover of a garbage container with one hand and putting garbage bag using other hand requires a lot of physical strength especially for seniors.

Two seniors, who are living in subsidized housing for seniors reported that they have compost dumping pipe inside of their apartments. The pipe takes compost from all apartments to the basement for central compost container. They reported that this service very useful and saves many trips to the garbage area.

Additional issue with recycling pills containers was reported by few participants. Seniors have no idea where and how they can recycle those containers.

Other issue brought up by most participants was regarding disposing big household items such as couches, tables, chairs and electronics. 80% of participants were not aware of the ways and places for recycling those items. One participant reported that once he was given a big couch, which did not fit his apartment. Since he had no idea what to do in the situation senior wrote FREE sign and left couch outside of the apartment complex. Fortunately somebody took the couch very quickly and senior was not issued a fine by his manager. Two participants reported that they are using Goodwill drop off location for donating big items. When we asked seniors how they deliver big items to the Goodwill they reported using carriers available at their apartment complexes and just walking to the drop off places. One senior recalled incident when one friend, who moved to other state, gave him used mattress for donation. When he asked all of his relatives and friends and realized that nobody want to take it, he was panicking. Senior asked manager what to do and was referred to Goodwill. Goodwill doesn't accept used mattresses. Senior asked manager again and manager told him to cut the mattress in pieces to dispose it in the regular garbage container. Senior, who also has heart problem and many other health issues, spends more than two months cutting the mattress in small pieces using regular scissors and knife.

Also few seniors shared observation how nonresidents' dumped prohibited items to the garbage containers such as construction debris, chairs, furniture parts and etc.

Two participants reported that they have recycling services for big items and electronics in their housing. One senior reported that once a month his manager put a sign with pictures of couches, tables, chairs, and electronics on the common area and residents who need services sign up at the manager office. Big truck comes and pick up those items. Another senior from Clackamas County reported that she has the same services quarterly.

During the discussion, participants shared that they are using regular plastic bags to dispose compost. None of the participants knew about or have used special compost liners.

Ideas for improvements:

- Give information about services in Russian language
- Provide trainings using interpretation services
- Separate smoking area from rest area outside of apartment complexes
- Provide container for empty medical pill containers
- Fine people who brake rules for disposing garbage and recycling
- Increase security for garbage and recycling area to prevent illegal garbage disposing
- Provide trainings how Metro processes plastic and metal to increase awareness and encourage for recycling.
- Provide information how to recycle big household items and electronics

- Make recycling of big household items and electronics available for each apartment complex.
- Provide contact information where to report issues with service

Trusted information and referral sources:

All participants reported that a manager of apartment complexes is the main trusted source for information and referrals. Some seniors named family members but they were not called trusted. All participants were aware of garbage and recycle services but none of them knew that services are provided by Metro. One participant heard Metro name on TV but could not recall if it was related to the garbage and recycling services. All participants had some idea that waste is processed but nobody was sure how.

Conclusion:

Slavic Community Discussion group went very well. Participants shared their experiences, concerns and brainstorm ideas for improvement

APPENDIX F: APRIL WALKER INTERVIEW TRANSCRIPT

April Walker

Rosewood Initiative

1) What ideas or words come to mind when you think about recycling or trash and your experience with both where you currently live?

Um outside of just signs on the garbage cans and the receptacles and on the trucks, until today, only that they were responsible for it.

2) Did you learn anything today?

I learned quite a bit today, I put some faces to some labels, I learned that there are the same problems going on in multiple apartment complexes, I learned there are quite a few different views on recycling and learned different ways to recycle.

3) Do you have garbage and recycling services where you live, and if you do, what do they include?

Yes, I know they include trash collections and recycling. I think there are just two recycling bins, so I don't think they include the whole spectrum of recycling, just maybe glass and cardboard.

4) How often do you take out the trash and can you describe that experience?

I take out the trash daily. Depending on the time of the day the experience can be different and the time of the week. If you're going more toward the end of the week when its garbage pickup time, it tends to be more full overflowing, tends to be objects different furniture, big

things that don't belong there, ... at night it depends to be a little more dangerous because there are people whether they be homeless people, addicts or people from the neighborhood that carouse around and behind the receptacles. Other than that its basically easy, just getting there to the path safely, that's my thing.

5) How far do you have to walk?

I'd probably say its 30-40 feet. Because it's from the outside door, right there.

6) Are there any safety concerns for your or children?

There are safety concerns as far as I'm concerned that has to do with biohazards and needles, paraphernalia, bags that still have drug residue and residuals in them, things like that. People can be exposed to diseases can be exposed to drugs themselves. ... Kids can pick up these little colored Baggies; they don't know what's in them. Clear things can look like candy in a colored baggie, and that's crystal meth so there's a lot of different aspects to that.

7) What do you do if you have a problem? Who do you call?

I'm going to call Metro. Because the landlords, I really haven't met, especially in the area there's a monopoly on those complexes. The owners are more concerned with keeping that monopoly that I've seen than concerned with the safety and the upkeep of the apartments themselves. So I think I'd be more comfortable going with metro or a representative of metro like your partner or yourself for metro. It puts a face to it.

8) Have you in the past complained to your manager or offered suggestions?

I have. Both. I have complained peacefully, I've complained a little bit more loudly and I've offered suggestions. And it's all ... you end up, what happens is, you wind up, alienating yourself from your managerial team, because you're a problem now. There whole thing is let me get this rent, and slice up a three bedroom to turn into three one bedrooms. Put two water heaters in and turn it into more money than to take care of this whole apartment complex.

9) There are concerns about reporting and finding solutions?

Yes.

10) What do you do with stuff that doesn't fit inside the bin?

Honestly, I'm going to tell you the truth, if it doesn't fit inside the bin, I'm not going to walk to find blocks to find another place, and I'm not going to take trash back inside my house, so I set it next to the bin.

11) Does that include bulky items like sofas, chairs, etc?

I personally don't take anything like that out there. I'd rather get of it ... believe in the community having to take care of my work, but that's just me.

12) Do you know if there's a policy at your residence for disposal of large bulky items?

There's no policy. I know there's a sign that says do not dispose of household furniture and things like this. But that's a sign among the towing sign, the recycling sign, I mean it's one of the many signs that look all the same. You've got these block letters, either red or blue sign. It doesn't stand out or distinguish itself from the others.

13) Regarding signs, are they distinctive? Would you like better signage? How would you fix it?

I don't think they're distinctive, because the template for a lot of the signs the company uses has a few words as possible to say what you want. I think if there were more colors to draw people to it to make it more interesting, more pictures to go with the wording, it would cut down on five or six different languages because everyone can understand a universal picture. I think it would make a lot easier. Larger and specific.

14) If you could design a garbage and recycling service for your area, tell me how it would operate.

I've seen a service over at an apartment complex, I think it's Rockwood Rising, or over in that area of 181st, I thought it was kind of good except there's no one manning it there. There's a place where you go in and there's the compost and compacter and receptacles. The only thing is it's unsupervised. Therefore people are in there. They are allowed to use drugs, sleep, and do whatever they want. And here you have this closed space you're walking into, so that's even different than walking outside your apartment and kind of dealing with that. I think I would design something like that except it would have a door on it that's only accessible with your passkey. And I might even have security, someone out there who just monitors. It creates one job, someone to monitor when people come in and go out, and hold people accountable.

15) What words or ideas come to mind to improve the garbage and recycling system?
Teamwork, jobs, communication, education.

APPENDIX G: YOANA MOLINA INTERVIEW TRANSCRIPT

Yoana Molina

Rosewood Initiative

1) Did you know much about Metro and what they around trash and recycling?

To be honest, not until today

2) Do you have garbage and recycling services where you live, and if you do, what do they include?

I do have garbage and recycling. We do have the green container, we have the blue recycling but it's a mess. Probably we need more of those, but I think the real problem is

that as tenants we have to take charge of our things like recycle properly, but the managers have to take charge and like be clear with the tenants, to tell the tenants like here's what you need to do and here's the recycling and that is what you need to put it in.

3) Does your recycling include glass, cardboard and things like that?

Yes, actually we have the blue containers that say you can put cardboard, plastic bottles and can, but to be honest, I'm not sure about glass.

4) How often do you take out the trash and recycling?

Everyday.

5) Walk me through that experience. What happens? What do you do and how far do you have to walk?

Well actually, my kids are the ones who does that job. I teach them from the beginning right. It's like five minutes, nah, two minutes, go throw the garbage and come back. I teach them properly ...

6) And how old are your kids who do this job?

They are 13 and 18. Those are my kids.

7) Do you feel they are safe? Are there any concerns?

Well the only concern is that I live in this area, during the day it's fine but at night it's not.

8) So, with regard to your kids taking out the trash are there safety concerns?...

Yes, at night, and I told you before about tenants not doing the right thing. So there's always garbage going around the container. So it's not safe. Health and safety issues.

9) Where are your bins located in relation to your home?

For me it's an easy location. I just have to walk one minute.

10) Are you able to easily and safely access both the garbage and recycling? Easily and safely?

Not, because there is always garbage around the place that includes like broken glass, all the things.

11) If you have any problems with your garbage and recycling, who do you reach out to? And do you feel comfortable reaching out to anyone to solve the problem?

I went to my manager one time, and he says, "people need to do their job, I'm doing my job by having those containers..." So I don't feel comfortable at all reaching my manager. Until now, I didn't know who to reach or who to go with to talk about this or report a problem.

12) What do you do with the stuff that doesn't fit into the garbage or recycling bins?

Well, I'm kinda good searching good on the computer so I search for those places to properly dispose those things like mattress and those stuffs.

13) What does your apartment manager suggest to do with big bulky items?

He say nothing, tenants keep doing that, and there is no policy about if you put a big mattress or furniture you'll get a big fine, nothing.

14) Do you feel the signage around the garbage and recycling bins is sufficient?

The signs, I don't think so. They need to be a little bit bold and different languages definitely different languages and bigger. Yes. Bigger

15) What words or ideas come to mind to improve the garbage and recycling services?

Yes, for me, I think, to improve I think like educate people, like educate the tenants to be well-informed, educate the managers to well inform the tenants and be more firm. Create policies about that. That way tenants will be encouraged ... and Metro will be more encouraged to create more workshops and spread those workshops in the community centers.

APPENDIX H: AMBER DOMINGUEZ INTERVIEW TRANSCRIPT

Amber Dominguez

Trash for Peace

1. WARMUP Q: Would you give us permission to use your experiences and feedback to help address garbage and recycling problems that affect your community?

Yes.

2. WARMUP Q: What words or ideas come to mind when you think about recycling or garbage and your experience with it where you live today?

Stressful. Not at the moment.

3. Do you have garbage and recycling services offered where you live? What does it include? (Note: it should include garbage, recycling and glass.)

Yes I do, I have two garbage cans and one recycling bin.

4. How often do you take out the trash and recycling?

I don't separate it out, I put it all in one bin. I take it out 2-3 times a day, sometimes twice a day. Depends on if it smells or if it's full.

5. Can you describe the experience of taking out your garbage and recycling?

It's alright, but sometimes its overflowing, it's alright.

6. Do you have bins to collect recycling in your home?

No.

7. Where are the trash and recycling bins located in relation to your home?

Trash can is located under sink. Do not have another bin because I would have to put in somewhere else, and don't want to do that. I don't want to have more things accumulating in kitchen. Same time, becomes overwhelming having to deal with something else. Not that I don't like, I feel like I don't have enough time, and if it's going to affect how I feel, I don't, easier to just have one.

8. Do you know what you can and cannot recycle?

I don't know off the top of my head, but I have a home forward magnet that says what I can and cant recycle. Received when moved in. And magnet is still on the fridge.

9. Are you able to easily and safely use the garbage and recycling services where you live?

Yes, I feel like I can. Sometimes not safe because people digging through garbage and that makes it unsafe, but I feel like I can.

10. If you have any safety or health concerns about your garbage or recycling areas, what are they?

Just to clean up garbage area more. I say that because I heard if there is garbage that contains feces it can be a health hazard. Like diapers. Dirty diapers, it can be health hazard—don't even walk up the stairs anymore.

11. Is the recycling or glass bin as easy to get to as the garbage bin?

Yeah pretty much, just one recycling bin.

12. What do you do if you have a problem with your garbage and recycling service?

If I have a problem, I would contact management, but have not had a problem yet. If they can help me, if not who I could talk to.

13. Who (or how) would you feel most comfortable reaching out to for help resolving the problem?

Probably Zahra.

14. What do you do with stuff that doesn't fit inside the garbage bin?

Well I just put it to the side of the garbage bin.

15. What do you do with big, bulky waste items like sofas, chairs, mattresses and other items that don't fit into the bins? What does your apartment manager suggest you do?

When I first moved in, had to toss nice furniture. They told me not to toss it and wait to haul it away, because that is the policy (didn't want someone else to grab the stuff, manager said not safe, because someone else would pick up or take home), but I did not want to wait, so I threw it out, and put it next to the large bin. Husband was mad, and moved from a two-bedroom townhouse. Apartment had bed bugs, which is why had to toss the furniture. Wanted her to wait before cleaning anything, or send person out there, but cleaned the entire house before they could do anything. Called the exterminator—but she didn't want to wait, but did everything herself.

16. What words or ideas come to mind to improve the garbage/recycling system where you live?

Management could send out papers/information or another sheet of rules or ways to improve system. Or they could create something to put on each persons porch to place recycling there, and someone could collect them to make sure it goes where it needs to go.

17. If you could help design a garbage and recycling system, what would be the most important features of it?

Some sort of bin or bag on the porch that someone can pick up everyday.

18. Have you ever received training or information on how to recycle at your apartment or community room? Would you like to?

Have not received a training, but have received the magnet and information. I don't need a training, but would be willing to participate in more discussions and events like this.

19. Anything else you'd like to tell us about your garbage and recycling service?

No. I think that's it.

APPENDIX I: PAULINA GURROLA INTERVIEW TRANSCRIPT

Paulina Gurrola

Trash for Peace

1. What ideas or words come to mind when you think about recycling or trash and your experience with both where you currently live?

One must recycle as much as possible and create less trash to have a clean environment. And help us have more recycling.

2. Do you have trash and recycling services where you live? What does the service include?

Yes, we have trash and separate recycling. And another container for glass. The glass is separate.

3. How many times per week do you take the trash and recycling out to the apartments' central trash container?

I throw the trash out daily, and recycling daily, or I keep it clean, 3-4 times per week.

4. Can you describe that experience?

It's fine with me, because if I go to throw out the trash, it is easy to take the recycling at the same time. Everything goes in its place.

5. Do you have recycling containers at home?

I use plastic or shopping bags, I put them together and take them to the container. They are in the kitchen, under the sink. If they are large, I take them to the outside container right away.

6. Do you know what you can and cannot recycle?

Yes. I have the magnet on the refrigerator to follow the rules.

7. Can you safely and easily use the trash and recycling services where you live?

Yes, I would say I do feel safe.

8. Do you have any safety or health questions regarding your trash and recycling? What are they?

Well, speaking of safety, when I am throwing out the trash, there is sometimes a man inside gathering bottles. From his appearance, I knew he was a good person just trying to make money, but he scared me. That happened to me once.

9. Is it easy to have access to the recycling and glass containers as well as the central trash container?

It is more difficult to recycle, because it fills up quickly. Not much fits in the recycling and we have to put it together with the trash.

10. What do you do if you have a problem with your trash and recycling service?

I would go to the office to ask where we could put it.

11. With whom, or how do you feel the most comfortable asking for help resolving problems with trash and recycling?

Well, I would ask or would get information from the managers.

12. What do you do with items that do not fit in the trash?

We make them small or take them to places where you can throw away bigger ones. Or we take them to be donated.

13. What do you suggest that the apartment manager do with those big items?

We have not asked.

14. What words or ideas come to mind regarding how to improve the trash and recycling system where you live?

Well, I would like for everyone to be more aware of recycling. We could help the environment, clean it and keep it clean.

15. If you could help design a trash and recycling system, what would it look like?

It would have one container for trash, one for recycling, one for glass, one for compost. I do not make compost because my neighbor does not like it. We are limited to not being able to do many things.

16. Have you received training or information on how to recycle at your apartments or community center?

Only here, when we came, I was given a packet with what can be recycled. They invited us to [receive] information on what must be separated. I would like to participate in more training and receive more information.

17. Is there something else about trash and recycling you would like to share with us?

I would like to share that it is important to motivate the community more, to not make more trash. That they can also promote that. Maybe there is another person that can use those items. How to motivate – I do not know exactly how Metro works, but with that same motivation, if it is possible, to listen to the talk we heard, or maybe have to pay, but that would not work for others. It is difficult for them, it cannot work. But we do it so we don't have more litter. Right now, the trash is being filled with recycling. A little more space for recycling and less space for trash.

***Maybe there could be a place for shoes and clothing, if there were a place to take clothes that are too used. If a place has space for clothes to be used for something, to make mops or other things. Instead of throwing them away.

APPENDIX J: DISCUSSION GROUP PROTOCOL

Multifamily Discussion Group Questions

Preface the discussion by letting participants know there are no right-or-wrong answers. We are genuinely interested in their experience and perception of their garbage and recycling system.

Test the temperature of the participants initially by asking them a few yes-or-no warm-up questions that will help elevate their comfort factor with responding to open-ended questions.

1. WARMUP Q: Have you ever been asked by the government to help solve a problem affecting thousands of people? (This question gives their participation a subjective level of importance)
2. WARMUP Q: By a show of hands, how many of you have heard of Metro? Can anyone name one thing Metro does? Metro is the agency responsible for the Portland area's garbage and recycling system, ways to reduce the amount and toxicity of waste that we generate and throw away, how garbage and recycling facilities and operations affect our air and water and the people who work in the system. Right now, Metro is trying to find out how the garbage and recycling system is working, or not, for people who live in multifamily housing communities, like apartments. Your responses will help Metro better understand the system from the residents' point of view and help develop recommendations to improve it.
3. WARMUP Q: Would you give us permission to use your experiences and feedback to help address garbage and recycling problems that affect your community? (This is a followup to establish a level of comfort and importance of the interviews.)
4. WARMUP Q: What words or ideas come to mind when you think about recycling or garbage and your experience with it where you live today?

Suggested order of questions for consideration:

- a. Do you have garbage and recycling services offered where you live? What does it include? (Note: it should include garbage, recycling and glass.)
 - b. If it doesn't currently include garbage, recycling and glass, did you have access to these services in the past?
 - c. Any ideas about why these services are no longer available where you live?
 - d. What do you think about not having those services available?
1. How often do you take out the trash and recycling
 - a. Can you describe the experience of taking out your garbage and recycling?

- b. Do you have bins to collect recycling in your home?
 - c. Where are the trash and recycling bins located in relation to your home?
 - d. Do you know what you can and cannot recycle?
 - e. Are you able to easily and safely use the garbage and recycling services where you live?
 - f. If you have any safety or health concerns about your garbage or recycling areas, what are they?
 - g. Is the recycling or glass bin as easy to get to as the garbage bin?
2. What do you do if you have a problem with your garbage and recycling service?
- a. Who (or how) would you feel most comfortable reaching out to for help resolving the problem?
3. What do you do with stuff that doesn't fit inside the garbage bin
- a. What do you do with big, bulky waste items like sofas, chairs, mattresses and other items that don't fit into the bins?
 - b. What does your apartment manager suggest you do?
4. What words or ideas come to mind to improve the garbage/recycling system where you live?
5. If you could help design a garbage and recycling system, what would be the most important features of it?
6. Have you ever received training or information on how to recycle at your apartment or community room? Would you like to?
7. Anything else you'd like to tell us about your garbage and recycling service?

Thank you!

APPENDIX K: STRUCTURING CBO CAPACITY BUILDING FOR PUBLIC INVOLVEMENT

PRR is an established research consultant and reviewed the methods used in this new, CBO-lead process for reaching historically underserved populations in stakeholder work. They provided feedback to Metro to strengthen future engagements involving CBO's and historically underserved communities.

PRR will often partner with community-based organizations to conduct outreach or to help harness community ideas and feedback. The type of engagement depends on the overall goals, project resources, desired outcomes, and capacity within the organization itself.

PRR has found communities are most comfortable sharing in a setting that is comfortable to them and with people who are from their community. In order to create a strong project foundation and findings, we have developed the following to be best practices:

- Always compensate organizations and individuals
- When working with more than one organization, identify a lead that is capable of organizing the team, providing facilitation and data collection training, and comparing analysis between organizations. We often find CBOs do not have this internal capacity, even if they are compensated to do so.
- Hire community ambassadors who can help spread the word about a forum or meeting
- Train community ambassadors with key messages, FAQs, and why the project is important
- Incorporate community ambassador wisdom into the project outreach
- Allow for ample outreach time within a community
- Facilitate a “train the trainer” model for community discussions
- Explain the project overview, key messages, and FAQ’s with facilitators
- Create an engagement toolkit with project overview, key messages, FAQs, flyers, etc. to distribute to ambassadors and facilitators
- Translate toolkit
- Check in frequently with organizations about logistics (food, childcare, time, etc.)
- Provide report outline for organizations so they know how to collect feedback
- Provide translated written reports to complement group discussions
- Expect a large number of participants, which could limit depth of answers
- Expect community members to share grievances with the agency, even if it is not the purpose of the conversation
- Have agency or consultant staff present (but quiet) to observe mood and answer any questions on-site

- Expect inconsistent or incomplete data (incomplete surveys, unanswered questions in discussion)
- Have multiple reviewers read reports in other languages for accuracy

Almost all community conversations do not yield the high-quality research results a focus group would. On the other hand, participation is likely to be high, and community members appreciate being asked about what's happening for them. Building these relationships is often integral to the project success.