



Engagement report

Stakeholder group and survey on new affordable housing at N.E. 74th and Glisan in Portland

March 2021

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For more information, see the affordable housing bond program web site: oregonmetro.gov/affordable-housing-bond-program

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SUMMARY: COMMUNITY VALUES FOR THIS PROJECT

Outdoor spaces

A sense of interdependent community. Beautiful green spaces with water, sunlight, plants and a feeling of wildness. Gathering spaces and gardens for connection, learning and growing food together. A balance of quiet, protected areas and active play spaces for people of all ages. Sustainable, safe from hazards and accidents, ADA accessible, easily maintained and beneficial to all. With basic necessities like bike/cart parking, pleasant areas for smoking where smoke and noise don't disturb others, effective ways for visitors and residents to communicate, etc.

Ground floor uses

Promote a safe, active, lively neighborhood, provide ADA access and avoid noise, disturbance or bad air quality for building residents. Uses affordable to and supportive of building residents and other low-income neighbors, additionally serving the broader community. Minimize gentrification risk by ensuring opportunities and benefits go to building residents or to small businesses and organizations already in the neighborhood. Include flexible spaces/uses by and for residents (such as kitchen, art, event and gathering space).

Services and programming

Support access to basic needs so building residents and neighbors can thrive, succeed and embrace joy. Use partnerships to bring services and resources into the building. Support learning, economic mobility and family wellbeing (e.g. with classes, job skills, afterschool activities and affordable year-round childcare). Holistic programming that supports the whole person – mentally, spiritually, physically and emotionally – and promotes systemic and relational wellness. Opportunities for building residents to shape and evaluate service offerings. Resident generated values and guidelines for how spaces and services are used.

Future engagement to be done by the developer

Developer has a track record of trauma-informed, diversity-equity-inclusion oriented engagement with Black, Indigenous, people of color and other marginalized groups – and/or strong partnerships with community-based organizations. Developer is committed, open, resilient, transparent, doesn't take things personally and makes meaningful changes to the project based on input. Actively engage and uplift people with similar experiences to those who will live in the building and other impacted groups. Commit to overcoming barriers to participation by marginalized groups (e.g. through trusting relationships, activity format, location, language and ADA access, housing advocates and incentives). Collaborate and share decision-making with stakeholders to promote buy-in and best possible outcomes. Feedback is listened to and matters.

BACKGROUND

Metro owns land at NE 74th and Glisan in Portland, the former Trinity Broadcasting Network site, and plans to partner with Portland Housing Bureau to develop new affordable housing at this site. This housing will be 120 to 150 apartments for people with incomes of 30 percent to 60 percent [area median income](#), with a mix of units for one or two adults and units for larger households. On-site parking will be included. A developer will be selected later this summer.

Forming a statement of community values

In order to help select the best possible developer for the site, in support of future tenant wellbeing and neighborhood benefit, Metro has organized two community engagement activities to help create a statement of values for new affordable housing at this site. The statement of values will be shared as part of the Request for Qualifying Proposals, and developers will respond to these values as part of their proposals for the site. Proposals will be evaluated in part on responsiveness to the statement of values.

The two community engagement activities to form the statement of values were:

1. A stakeholder group made up of 18 people from communities affected by housing instability and houselessness (whom this housing aims to serve) including Black, Indigenous and other people of color (BIPOC) community members and people who have been houseless and/or have lived in low income housing, and people who live or work near the site. This group met a total of 7 times between December 2020 and April 2021 to guide the development of the statement of values.
2. A survey based on preliminary information from the stakeholder group, circulated to neighbors, constituents of stakeholder group organizations and other interested parties, particularly people with similar experiences to those who will live in this new building (including people who have been houseless or lived in low income housing and BIPOC community members).

This report

This report shares summary information of the responses to this survey. The stakeholder group used this data to refine the statement of values so it reflects a broader community perspective of 839 additional people beyond the 18 stakeholder group members.

Some of the parameters of the housing are already defined, because of Metro affordable housing bond program requirements. These include the total number of

units (120 to 150), the percentage of family-size units (approximately 50 percent) and the percentage of deeply affordable units available to households with 30 percent [area median income](#) or less (approximately 40 percent).

In order to maximize potential for informing the project's implementation, the two early engagement activities have focused on four areas of influence: outdoor spaces, ground floor uses, services and programming and future engagement to be done by the developer.

Through discussion with the stakeholder group, draft statements for each area of influence were formed in January and February. The online survey was open from February 16 through March 2, 2021. Survey respondents were asked their level of agreement with each draft statement, what specific ideas and amenities were most important to them, what else was missing in each area of influence, and asked to share demographic information (optionally).

It is too early in the process to know what this building will look like, or specific amenities it will feature. Future engagement will be conducted by the developer and will include information on design specifics.

Methodology

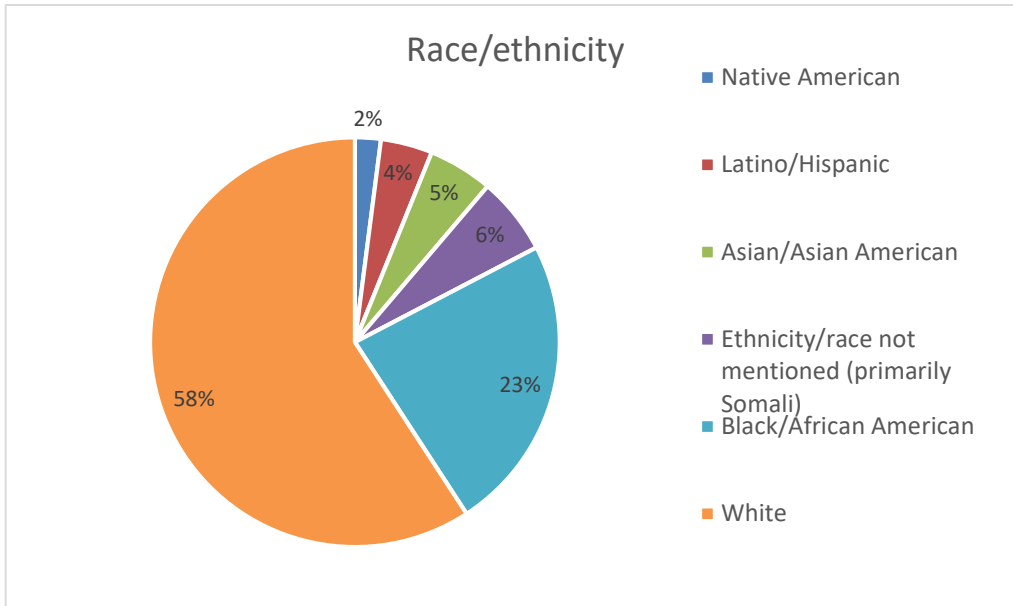
Three engagement activities were used to gather survey responses. One was a web link collector circulated to neighbors, stakeholder group members' constituencies and others; the other two were simplified linguistic and cultural adaptations to gather input from people in African immigrant communities via WhatsApp video message and direct phone calls, in partnership with AYCO.

A total of 839 people responded to the survey, 459 via the web link and 380 via WhatsApp messenger and direct phone call. This report shares aggregate information from all responses.

Demographics

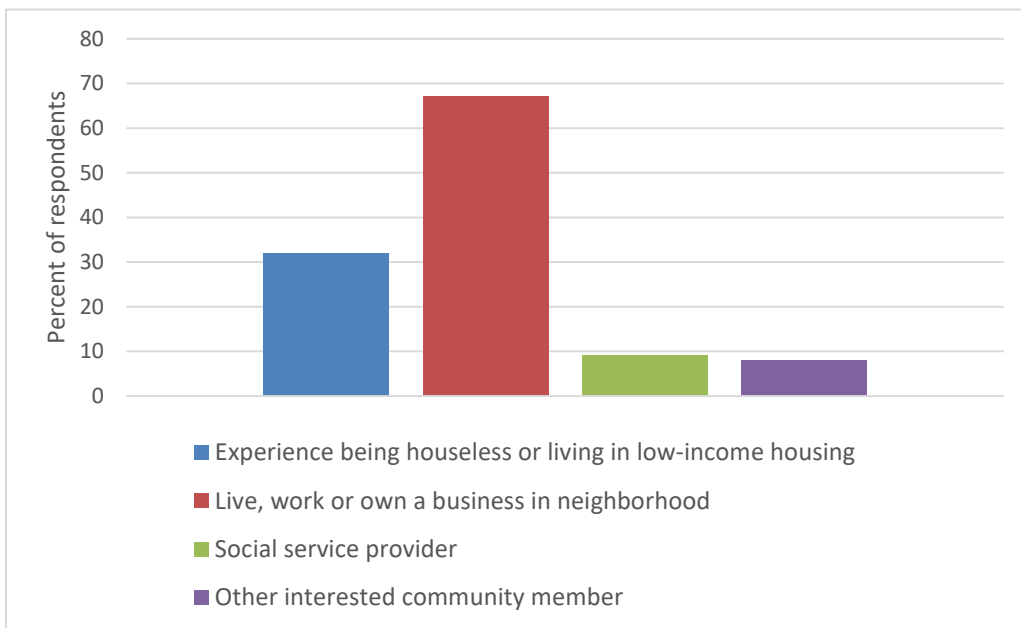
The web link collector prompt was, "Sharing your demographics is optional and anonymous. Your responses will help Metro assess the success of this survey in hearing from a representative group of people reflecting the region's diverse communities and broad range of experiences." Between 374 and 384 of the 459 total survey respondents answered at least some of the demographic questions.

Figure 1.1 Race and ethnicity



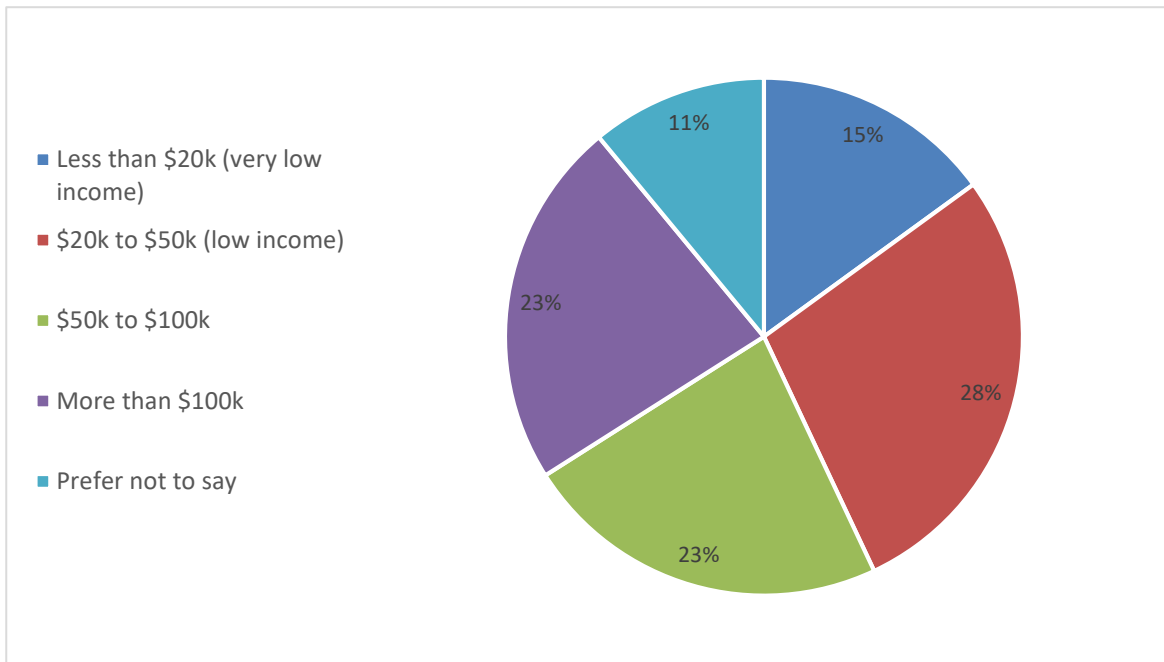
Participants represented **a wide range of races**: they were more diverse than local racial demographics, with 41 percent of respondents selecting one or more BIPOC race/ethnicity categories and 58 percent selecting white.

Figure 1.2 Community perspective



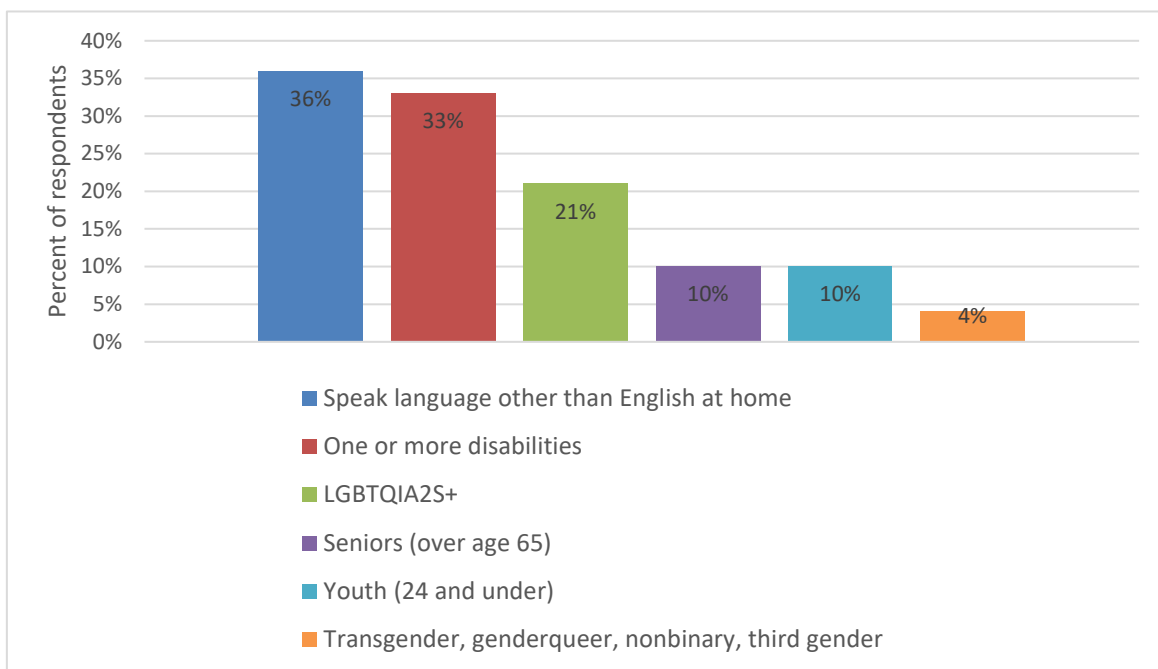
The majority of respondents **were neighbors** (67 percent) **or had experience being houseless or living in low-income housing** (32 percent). Others were social service providers or interested community members.

Figure 1.3 Annual income



A wide array of incomes was represented in survey participants; 43 percent of respondents were low-income.

Figure 1.4 Other marginalized communities



Other marginalized groups were also represented at relatively high numbers. 36 percent spoke a language other than English at home, 33 percent had one or

more disabilities, 21 percent were LGBTQIA2S+, 10 percent were seniors, 10 percent were youth and 4 percent were transgender or nonbinary.

In addition, simple demographics were collected for the 380 people who responded via WhatsApp and direct phone call. **90 percent were African immigrants, and 90 percent spoke a language other than English at home.**

Responses

Respondents to the web link collector were asked three types of questions in each of four areas of influence (outdoor spaces, ground floor uses, services and programming and future engagement to be done by the developer):

- 1) Level of agreement with a draft statement based on stakeholder group input, measured from 0 to 100 percent agreement.
- 2) Top five choices from a list of specific items, values or amenities in the area of influence.
- 3) Comments or anything missing for that area of influence.

For simplicity, respondents to the WhatsApp video and direct phone calls were asked only the second type of questions, to choose their top choices from a list of specific items, values or amenities in each area of influence.

Overall, agreement with draft values statements was very high.

OUTDOOR SPACES

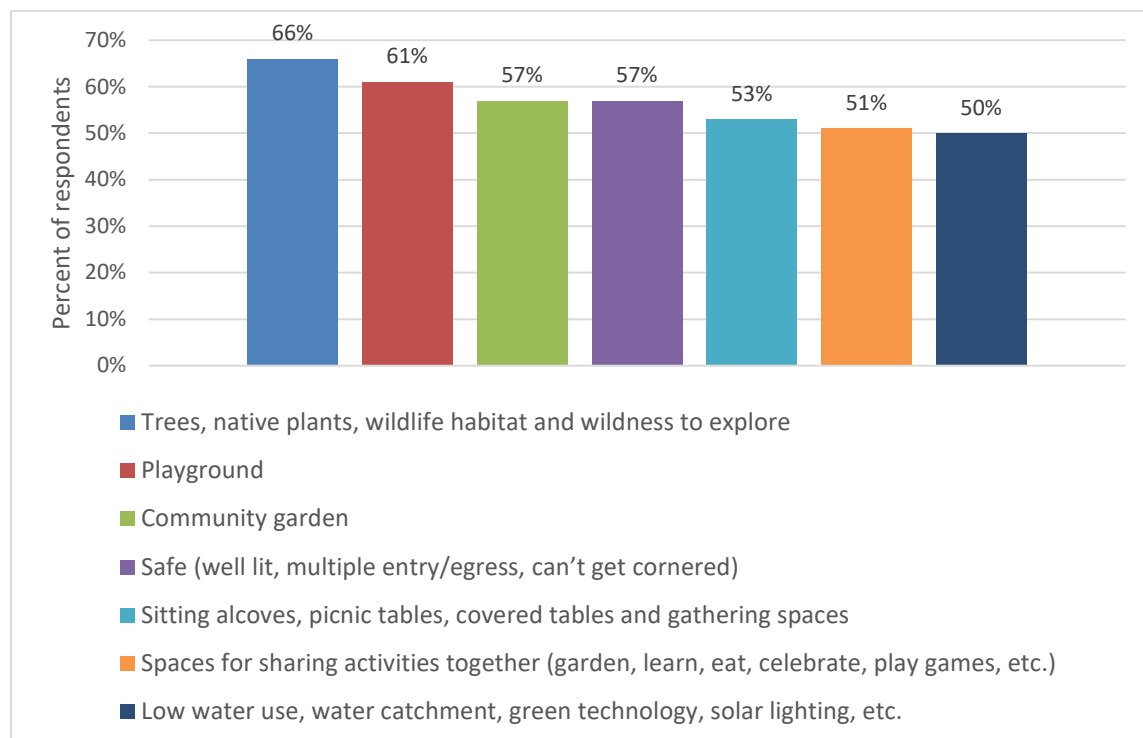
A total of 94 percent of the respondents to this question indicated agreement with the draft value statement for outdoor spaces. 66 percent expressed a high level of agreement (80 or higher on a scale of 0 to 100 percent) with the statement:

A sense of interdependent community. Safety, privacy and sanctuary. Beautiful green spaces with water, plants and a feeling of wildness. Gathering spaces and gardens for connection, learning and growing food together. Places for kids of all ages to safely play. And basic necessities like bike/cart parking, accessibility for all, effective ways for visitors and residents to communicate, etc.

Only 6 percent of participants indicated disagreement with the draft statement (49 or lower on a scale of 0 to 100 percent).

The highest ranked outdoor space amenities and considerations (from a list of 12) related to green space, safety and amenities like a playground, community garden and gathering spaces.

Figure 1.5 Outdoor space: amenities and considerations



Respondents who live/work in the neighborhood ranked “safe” higher than did BIPOC, formerly houseless and low-income respondents.

Items least selected were (in descending order): pet area; sanctuary feeling, privacy, space to reflect; convertible inside/outside space (roll up door or similar); places where residents “run into” each other.

Top themes from open-ended comments on outdoor spaces included:

- Spaces and activities for older youth (such as sports courts) in addition to playgrounds
- Plan and position outdoor spaces thoughtfully so sound doesn't disturb residents or neighbors
- Ensure easy, low-cost maintenance and plan to keep outdoor spaces clean and tidy
- Plan for safety, including traffic safety and crime safety
- Ensure adequate and enjoyable spaces for smoking; plan for these spaces not to share air with resident windows or other outdoor spaces
- Consider a public park or other publically accessible space to be shared among building residents and other neighbors

Participant quotes about outdoor spaces:

Need a place for older youth and adults to be physically active outside, a basketball court or foosball court would be great.

Mindfulness of noise and neighbors, putting gathering spaces in intentional locations so middle class neighbors aren't calling about noise complaints against residents.

Not having living spaces right on a busy street – a way to minimize smelling/hearing lots of traffic.

Comments included various ideas about where to position the outdoor spaces: near Glisan street front or farther back along 74th or 75th. Other themes from open ended comments for this area of influence can be found in the Appendix.

GROUND FLOOR USES

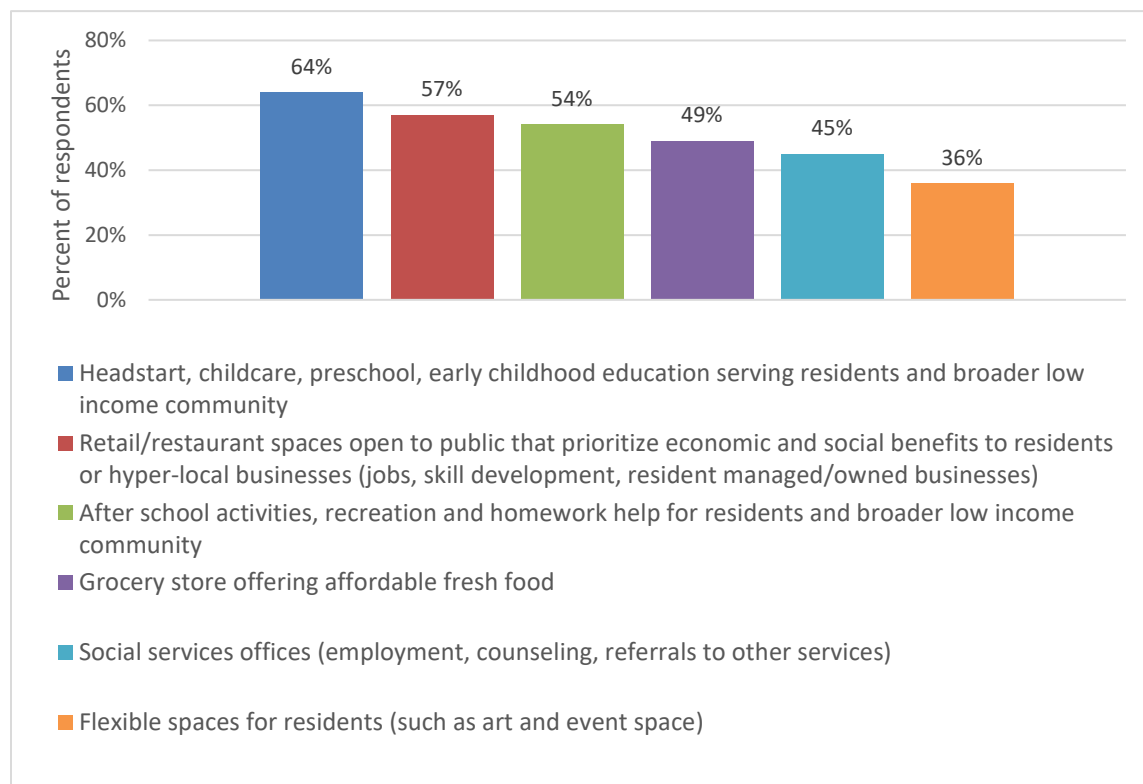
A total of 93 percent of the respondents to this question indicated agreement with the draft value statement for ground floor uses. 57 percent expressed a high level of agreement (80 or higher on a scale of 0 to 100 percent) with the statement:

Space that prioritizes resident needs in addition to serving the broader community. Uses that help build connections between residents and their neighbors. Uses where opportunities and benefits go to residents in the building or to small businesses and organizations already based in the neighborhood. And flexible spaces for residents (such as kitchen, art, event and religious spaces).

Only 7 percent of participants indicated disagreement with the draft statement (49 or lower on a scale of 0 to 100 percent).

The highest ranked ground floor uses amenities and considerations (from a list of 13) were focused on children, retail spaces, activities and services.

Figure 1.6 Ground floor uses: top priorities



Respondents who live/work in the neighborhood ranked “grocery store” higher than did BIPOC, formerly houseless and low-income respondents.

Items selected least included (in descending order): community health/dental clinic; diversity of spaces to work, play, eat, meet; opportunity for residents and other neighbors to integrate and interact; kitchen/dining room; and small space for prayer and/or meditation.

Top themes from open-ended comments on ground floor uses included:

- Prioritize services for building residents and neighbors (especially childcare) and use partnerships to offer culturally specific options
- Consider a café or food co-op (*this option was particularly popular with neighbors*); ensure options are affordable to building residents (or provide vouchers/discounts)
- Plan ground floor uses to promote a safe, active, lively neighborhood, including ways to handle disruption without calling the police (two comments mentioned developing a volunteer resident peace-keeping group); ensure ground floor uses do not create bad air quality for residents
- Ensure ground floor uses (retail, grocery, etc.) are affordable to those who live in the building and other low-income neighbors

Participant quotes on ground floor uses:

The building ground floor uses and outdoor spaces should first and foremost serve the residents who need and deserve a safe, affordable, welcoming home. As much as that can align with the surrounding neighborhood, that's great. I want these future neighbors to be integrated and welcomed into our community. But I believe their needs and desires for the space should outweigh those of the broader neighborhood in areas where they diverge.

The Montavilla Food Co-op is looking for a retail space to get established – free membership to the co-op for tenants, tenant discounts and food stamp access to break down barriers to getting affordable local food.

I prefer social spaces and community uses to retail uses that could exclude low-income residents of the building.

Affordable childcare and free or affordable community meeting spaces; micro business opportunities for women/BIPOC communities.

Large multipurpose space can be used on some days as an incubator for small businesses, art, fitness, etc.

- Plan for flexible space that can be used in a variety of ways
- Consider microenterprise uses: options for building residents and others to get involved in economic stability, wealth and skill building and uplift

Comments were split about whether and how to include retail, in addition to services and community-focused uses. Other themes from open ended comments for this area of influence can be found in the Appendix.

SERVICES AND PROGRAMMING

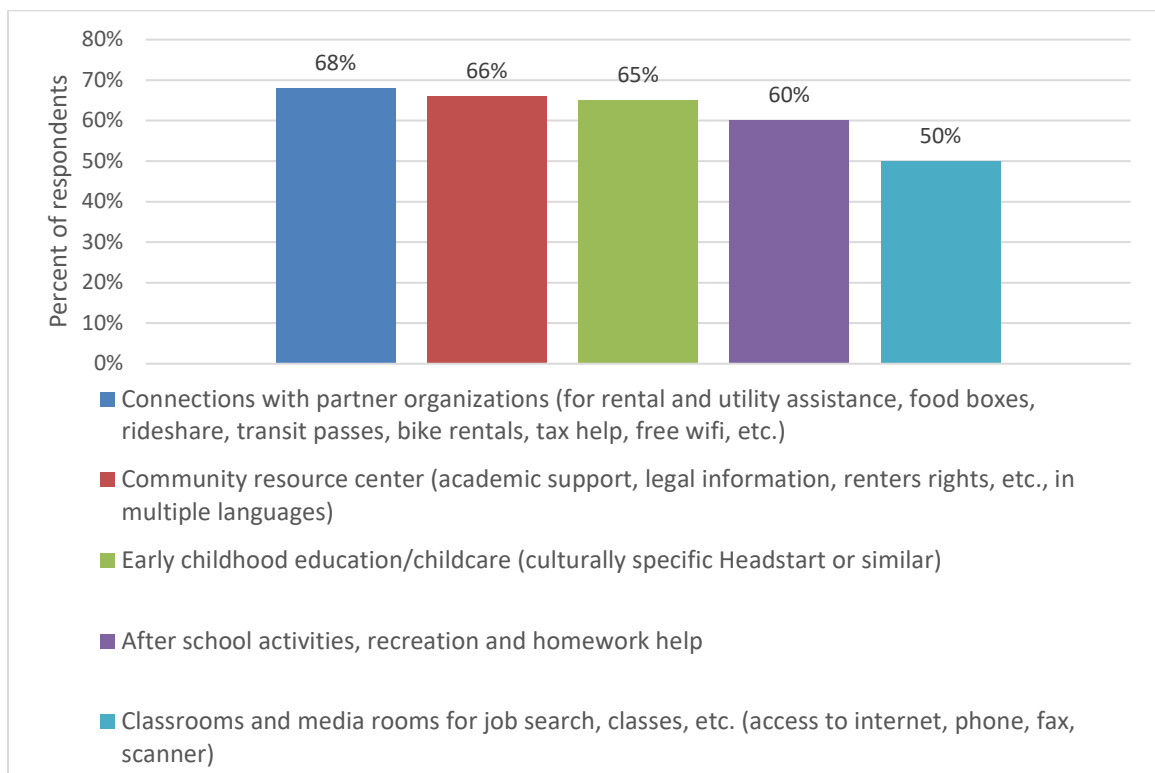
A total of 91 percent of the respondents to this question indicated agreement with the draft value statement for services and programming. 53 percent expressed a high level of agreement (80 or higher on a scale of 0 to 100 percent) with the statement:

Services to help residents stay healthy. Ways to give and get information and resources (transit passes, social service referrals, etc.). Opportunities for residents to cook, gather and make art. Opportunities for residents to shape and evaluate service offerings. Resident generated values and guidelines for how spaces and services are used.

Only 9 percent of participants indicated disagreement with the draft statement (49 or lower on a scale of 0 to 100 percent).

The highest ranked items for services and programming (from a list of 10) were about community resources, education, children’s activities and partnerships with other organizations.

Figure 1.7 Services and programming: top priorities



Items selected least included (in descending order): clinic services (physical, mental, dental, etc.), space to create and display art and kitchen for cooking/eating together.

Top themes from open-ended comments on services and programming included:

- Prioritize resident needs when creating service offerings, plan for ways residents can provide ongoing input in service and program offerings
- Include disability and culturally specific services, programming and organizations
- Respect resident privacy, choice and dignity by not mandating services, ensuring privacy of information
- Include services and programming that support resident and neighborhood health, wellbeing and activity

Other themes from open ended comments for this area of influence can be found in the Appendix.

Participant quotes on services and programming:

The ability for residents to access education to improve skill in areas like financial literacy, knowledge about legal rights, help on resume and job skills cannot be underestimated... It benefits our community to have more community members with strong life skills.

Childcare is a huge issue for working mothers seeking to improve themselves through education or trying to make ends meet, so providing that service would be a huge benefit.

Services and programming should be offered by culturally specific nonprofit that has experience working with people who have disabilities, low income, and other oppressions.

FUTURE ENGAGEMENT

In its agreement with Metro and Portland Housing Bureau, the developer will commit to expectations for future engagement to ensure that input from BIPOC and other marginalized groups, neighbors and other community members will inform project implementation.

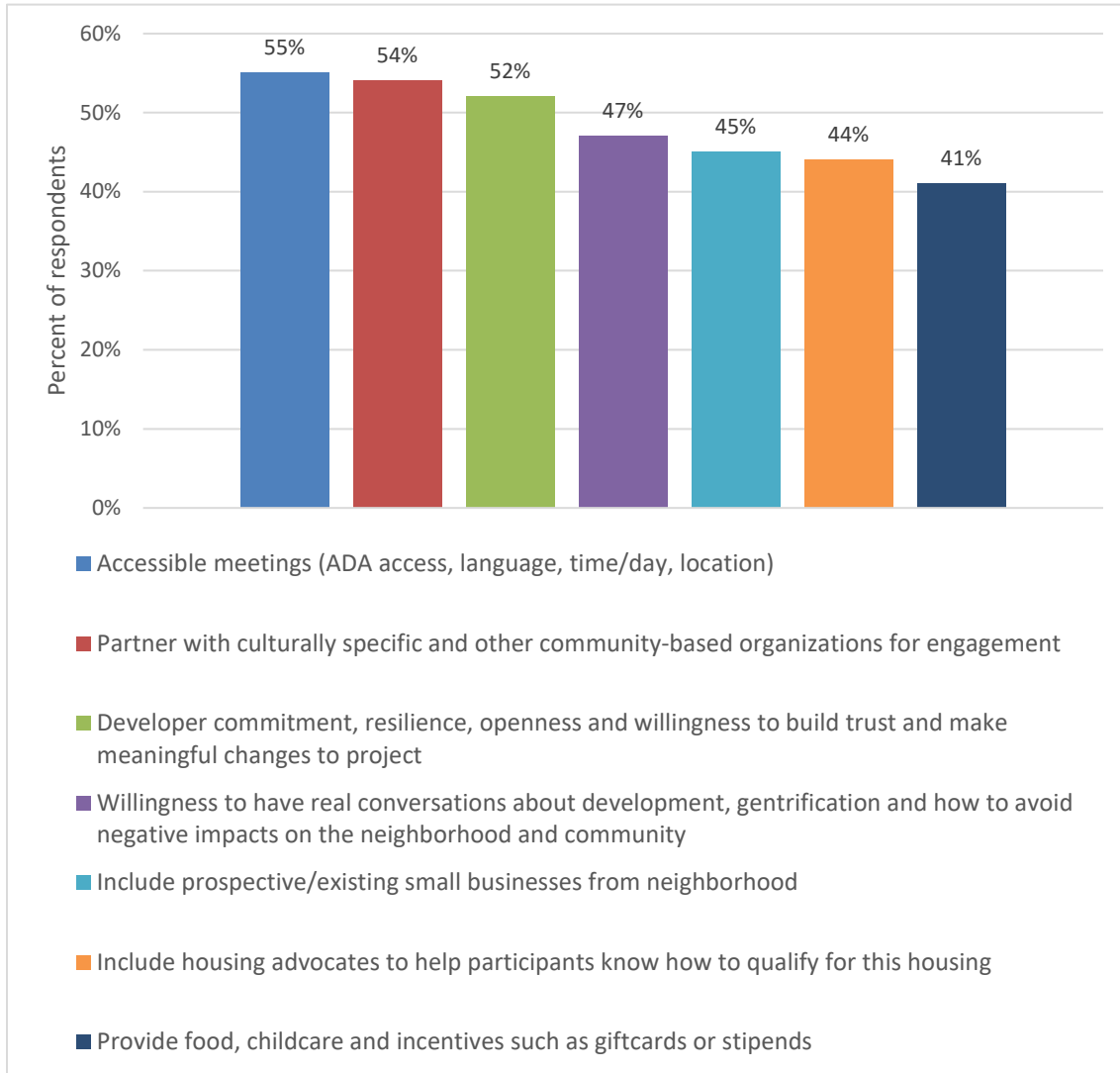
A total of 94 percent of the respondents to this question indicated agreement with the draft value statement for future engagement to be done by the developer. 61 percent expressed a high level of agreement (80 or higher on a scale of 0 to 100) with the statement:

Feedback is listened to and matters. Developers are responsive, don't take things personally and make meaningful changes to the project based on input. Meetings are accessible (timing, format, location, ADA access and materials/presentation in multiple languages). Food and childcare are provided. Multiple types of activities, and individual as well as group conversations.

Only 6 percent of participants indicated disagreement with the draft statement (49 or lower on a scale of 0 to 100 percent).

The highest ranked items for future engagement (from a list of 14) were about accessibility, partnerships with community-based organizations, developer commitment and meaningful changes to the project.

Figure 1.8 Future engagement: priority considerations



Respondents who were BIPOC, formerly houseless or have lived in affordable housing and low-income ranked “housing advocates” and “food, childcare and incentives” higher than did neighbors. The Metro affordable housing bond work plan requires projects to prioritize input from these groups.

Items selected least were (in descending order): leverage local business and

Participant quotes on future engagement:

I would like to see this project empower the most impacted people in our community: BIPOC, LGBTQ. I hope these folks are prioritized in access to this housing and especially in getting their input. I live in the neighborhood and want a thriving diverse community here.

community leaders; follow-up survey after meetings; and partner with local artists on engagement activities.

Top themes from open-ended comments on future engagement include:

- In addition to meetings, provide other engagement activities so people can participate without attending meetings
- Seek input from future residents (or those who have similar experiences to people likely to live in the building), neighbors, BIPOC and LGBTQ communities
- Ensure context sensitive design (consider surrounding neighborhood, scaling and street proximity), ensure meaningful opportunities to influence design
- Engage in meaningful collaboration and shared decision-making with all stakeholders to promote buy-in and best possible outcomes

Other themes from open ended comments for this area of influence can be found in the Appendix.

Participant quotes on future engagement:

Most important is that the conversations are not “community input theater.” I have been to various presentations where it is clear that those who are in charge of the project already have decided what they will do. If that is the case, then wasting people’s time pretending that they have a say in the matter is offensive. I hope this project will use the wonderful people in this neighborhood, their ideas and energy to make this project wonderful.

Do something other than meetings. Many people find that entire concept of meetings too off-putting to engage with.

One concern I have is developers coming in who do not know the community and do not take the input seriously. As a homeowner who lives very close to this development, I welcome new neighbors. However, I am concerned about how a project this large will impact the neighborhood. In particular, parking... Without planning for it from the get-go, a lack of parking could make the living situation a nightmare for those of us who live here, as well as our new neighbors.

CONCLUSION

This survey had high participation from a variety of different types of people with varying perspectives. Participation of BIPOC and other marginalized groups, as required by the Metro affordable housing bond work plan, was especially high – and input from these demographic categories was disaggregated during survey analysis in order to accurately represent the feedback from these groups as well as overall feedback themes.

Respondents indicated an overall high level of agreement with the draft vision statements generated through discussion with the stakeholder group.

Survey responses informed a refinement of the values statements for each area of influence, helped narrow priorities and identify the considerations and amenities most important to community members.

If you picnic at Blue Lake or take your kids to the Oregon Zoo, enjoy symphonies at the Schnitz or auto shows at the convention center, put out your trash or drive your car – we’ve already crossed paths.

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APPENDIX

Question 3: Comments or anything that's missing, regarding outdoor space?

106 people responded to this question. Responses were examined by six demographic categories (neighbors, BIPOC, people with disabilities, people with experiences of houselessness and/or low income housing, people with annual incomes under \$50,000, speakers of languages other than English), then coded and analyzed for themes.

Top themes (those with more than one response from multiple categories of respondents, or with more than 5 responses from any one category) are noted in main report.

Other themes included: art, privacy (especially for ground floor residents, in relation to street proximity), parking, open spaces, general safety, trees, sustainability, covered areas, native plants, secure entry, accessibility, chemical free maintenance, areas for exercise, transit amenities (e.g. bus stop/shelter), low cost, pet area, active, affordable, air quality, choice/empowerment, garden, integration with neighborhood, retail, pool, water feature, well lit.

Question 6: Comments or anything that's missing, regarding ground floor uses?

82 people responded to this question. Responses were examined by six demographic categories (neighbors, BIPOC, people with disabilities, people with experiences of houselessness and/or low income housing, people with annual incomes under \$50,000, speakers of languages other than English), then coded and analyzed for themes.

Top themes (those with more than one response from multiple categories of respondents, or with more than 5 responses from any one category) are noted in main report.

Other themes included: art, air quality, parking, accessibility, meeting space available to various community groups, commercial kitchen, educational uses, uses that provide job opportunities for residents, no smoke shops/liquor stores or other nuisance uses, careful mitigation of gentrification, disability services/groups, integration with neighborhood, public restrooms (including gender neutral restrooms), entertainment, grocery, farmers market, some 24/7 services or businesses, services and activities for youth, laundry facilities, quality design, live/work spaces, library, garden, exercise options, and keeping ground floor uses secular.

Question 9: Comments or anything that's missing, regarding services and programming?

47 people responded to this question. Responses were examined by six demographic categories (neighbors, BIPOC, people with disabilities, people with experiences of houselessness and/or low income housing, people with annual incomes under \$50,000, speakers of languages other than English), then coded and analyzed for themes.

Top themes (those with more than one response from multiple categories of respondents, or with more than 5 responses from any one category) are noted in main report.

Other themes included: privacy/choice (don't mandate services, ensure privacy of information), 24/7 availability of some services, childcare, preserving choice and dignity, internet access, commercial kitchen, flexible space, services for low income people, staff in the building, services/programs related to food, sustainability of offerings, safety, service hub, laundry, holistic offerings, prioritizing building quality before services, building maintenance, volunteer opportunities, microenterprise, art and clinic services.

Question 12: Comments or anything that's missing, regarding future engagement to be done by the developer?

48 people responded to this question. Responses were examined by six demographic categories (neighbors, BIPOC, people with disabilities, people with experiences of houselessness and/or low income housing, people with annual incomes under \$50,000, speakers of languages other than English), then coded and analyzed for themes.

Top themes (those with more than one response from multiple categories of respondents, or with more than 5 responses from any one category) are noted in main report.

Other themes included: inclusive engagement activities, putting community benefit before profit, considering safety, developer accountability, incentives for participation, MWESB goals, accessibility of engagement activities, parking, timeliness (in time to have meaningful impact on project), outreach, larger family units, outreach to colleges, gentrification, art and community ownership of project.