



# Engagement report

Stakeholder group and survey on new affordable housing on SW Barbur Blvd in Portland

October 2022



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## STATEMENT OF COMMUNITY VALUES

### Indoor and outdoor common spaces

Indoor and outdoor common spaces are welcoming and inviting, with a sense of openness. Design is community driven and creates spaces for connection and interaction. Consider a community kitchen, reading room/library, and flexible spaces for gathering such as convertible indoor/outdoor areas, roll-up doors, partitions, movable furniture, etc. All residents are able to use common spaces and give input on how they are used.

Promote health and wellness with gardens, fruit trees, cooling and ventilation, screening from dust, allergens and noise from the street. Include active and quiet spaces for people of all abilities (including those using mobility aids) and for children of all ages to safely roam, learn and play. Plan for inclusion with ADA access, clear visible multilingual signs, culturally responsive and universal design, and comfortable seating for all bodies. Consider nursing space and space for prayer/meditation, ample toilet and hygiene options, and comfortable smoking space that prevents smoke from impacting others.

Consider sustainability (green building, low maintenance, high energy-efficiency, etc.). Prioritize accessibility to the site by looking at traffic flow, planning for ease of access by foot, bike, car, wheelchair, scooter, etc. Include a weather-protected waiting area for easy pick-up and drop-off of passengers, especially people with physical disabilities. Consider connection to the adjacent school for playground use, ease of getting to class, etc.

### Services and programming

Create opportunities for people to come together for connection and belonging through gathering spaces and activities such as art, field trips, community events, activities for children and youth (like after school activities, childcare, homework help), spaces for exercise, fun and play.

Uplift community health with offerings on wellness, fitness and nutrition; consider including health services open to the whole neighborhood (such as nurses, therapists, social workers, childcare, skill-building, social gathering, etc.).

Promote self-sufficiency and access to resources by sharing information (for help with food, medical, mental health, energy assistance, transportation, adult and early childhood education, legal assistance, etc.). Include space and amenities to support job and education pursuits, with computer, printer, scanner, phone, etc.

Consider co-located services, and/or create flexible space for service providers to offer on-site services to remove barriers to access. Residents help choose what is offered. Classes and activities on self-empowerment, cultural identity, cross-cultural

understanding, services for those with disabilities, and information provided in multiple languages used by community residents.

### **Future engagement to be done by the developer**

Developer shows an engagement plan that is community focused, reflecting a clear commitment to helping families and communities thrive. Empathetic, understanding of oppression, a sense of social responsibility and use of trauma-informed approaches for engagement and design. Engage meaningfully with cultural groups already present in the neighborhood, and people with similar experiences to those who are likely to live here. Focus on connection and integration between the building and its neighborhood.

Developers and contractors show a track record of success and collaboration with communities of color and/or culturally specific community organizations. Board and staff include people of color, and are committed to the well-being of communities of color and other impacted people.

Plan for inclusiveness by paying members of marginalized groups to engage their friends, family and community. Engagement activities are accessible for people with disabilities, various cultures and languages; food, childcare and incentives are provided. Use a variety of types of activities (focus groups, surveys, etc.) and meeting times, with online and in-person options. Mitigate technology barriers. Feedback is listened to and makes a difference in the project.

Prioritize women- and people of color-owned small business architects, contractors, service providers. Plan for health and safety for construction workers and neighbors.

## BACKGROUND

Metro bought property at 10450 SW Barbur Blvd in Portland, the former Portland Value Inn site, and plans to partner with Portland Housing Bureau to develop new affordable housing at this location. This housing will be approximately 75-100 apartments for people with incomes up to 60 percent [area median income](#), with a mix of apartments for one or two adults and units for larger households. A developer will be selected by Portland Housing Bureau in early 2023.

### Forming a statement of community values

In order to help Portland Housing Bureau choose the best possible developer for the site, in support of future tenant wellbeing and neighborhood benefit, Metro partnered with SW Equity Coalition on two community engagement activities to create a statement of values for new affordable housing at this site. The statement was shared as part of Portland Housing Bureau's Request for Qualifying Proposals, and developers will respond to these values in proposals for the site. Proposals will be evaluated in part on responsiveness to the statement of community values.

Two community engagement activities were used to form the statement:

1. A stakeholder group made up of 18 people from communities affected by housing instability and houselessness including immigrants and refugees, people of color, older people, people with disabilities, low income people, people who have been houseless and/or lived in low-income housing, and people who live/work near the site. The group met six times between April and September 2022 to guide development of the statement of community values.
2. A survey with 185 respondents, 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.

Some of the parameters of the housing are already defined by Metro affordable housing bond program requirements. These include the total number of units (100 to 130), the percentage of family-size units (approximately 50%) and the percentage of deeply affordable units available to households with 30 percent [area median income](#) or less (approximately 40%). It is too early in the process to know what the building will look like, or specific amenities it will feature. Future engagement will be done by the developer, to get input on design.

### This report

This report shares summary information on the stakeholder group and survey respondents/responses.



## STAKEHOLDER GROUP

The stakeholder group was formed in partnership with SW Equity Coalition, prioritizing people with experiences being houseless and/or living in low income housing, low income people, immigrants and refugees, people of color and people with disabilities, as well as social service providers and people who live, work and/or own businesses near the site. Metro and SW Equity Coalition worked together to identify groups present in the immediate vicinity – cultural/identity groups, community-based organizations (especially culturally specific ones), businesses and neighborhood associations – and made contact to invite participation.

### Demographics

Perspectives of the 18-member group (some people checked more than one):

- At least 40% have experience being houseless or living in low-income housing
- At least 50% live, work or own a business in the area (within about one mile of site)
- Around 30% are social service providers

*Race:*

- 27% Hispanic or Latino
- 18% Middle Eastern
- 18% white
- 9% Native American, American Indian or Alaskan Native
- 9% Asian or Asian American
- 9% Black or African American
- 9% mixed race

*Income:* 36% are very low income

*Disability:* 56% have at least one disability

*Language spoken at home:*

- 64% English
- 18% Arabic
- 18% Mandarin
- 9% Spanish

## Methodology

The stakeholder group met six times starting in April 2022 and ending in September 2022. Meetings took place online via zoom; at least one participant was provided technology/internet connection support by engagement co-lead, SW Equity Coalition/Unite Oregon. No participants requested or used language interpretation, but one participant requested and received large-format materials. Participants were offered – and many accepted and received – a stipend of \$150 per meeting for their participation. This was paid in two payments, one after the first half of meetings and the second at the end of the process.

Meetings prioritized relationship development and collaboration, with skilled facilitation to ensure all had an opportunity to participate. The first two meetings shared information about the site and the housing to be built here, the basics of the project, and promoted introductions and collaborative tone-setting. The third and fourth meetings used discussion and jamboard technology to identify values regarding three areas of influence: indoor and outdoor community spaces, services and amenities to be offered, and future engagement to be done by the developer. At this point, draft values were formed into a survey, in partnership with SW Equity Coalition organizers, and circulated for broader community input (see next section).

Once survey responses were collected and shared with the group, a draft statement of community values was created and the group used survey data to refine the statement so it reflects a broader community perspective (meeting 5). The sixth and final meeting focused on debriefing the process, reviewing next steps and how to stay involved, appreciating one another and evaluating the engagement process.

## Evaluation

86% of group members: agreed or strongly agreed that *'the process was worthwhile.'*

86%: agreed or strongly agreed that *'the meetings encouraged my input and I felt heard.'*

*'One thing I liked about the process was...':*

"My housing trajectory was valued."

"The respect for each other is great."

"Everyone was heard. Questions, concerns, and issues raised by the community were addressed sufficiently."

"Listening to other perspectives and having the opportunity to provide input which will actually make a difference."

Community participants were paid for our time and work.”

“All on the Zoom calls were encouraged to give input. It was so nice to hear from so many points of view.”

“Zoom meetings, community survey, jamboard sessions, survey monkey for scheduling meetings.”

“Diversity and openness.”

“How different members of the community were involved.”

“The ease with which multiple perspectives, life experiences, ideas, and care and concern for others was shared.”

*‘One way to improve future processes could be...’*

- “Maybe one face to face meeting.”
- “Making sure all the language communities reflected by the area’s housing burden study were proportionally represented.”
- “Perhaps some way of assuring participants that their input will at least be considered. Many of the public feel that their input makes no difference and won’t participate.”
- “None. Choya did a beautiful job leading the group.”

79%: agreed or strongly agreed that *‘the online community survey was an effective way to get input from a broader group of community members.’*

71%: agreed or strongly agreed that *‘the online community survey effectively reached the communities most important to me/that I am a part of.’* 21% strongly disagreed, see recommendations/improvements section below.

*‘Ways to improve online community surveys in the future:’*

- “Translate the community engagement flyer, not only the survey to all the home languages spoken by the community residents.”
- “Online surveys are good for many of us, but there is a certain part of the populace that doesn’t use the internet. Perhaps taking paper surveys in

various languages to their regular meetings or religious services would reach more.”

- “Surveys are overall difficult. Many people do not respond. Tabling events work best to deliver and gather this kind of information.”
- “Include more of the CBOs to include more of their communities.”

## **SURVEY**

### **Methodology**

In June, draft community values were formed into a survey for broader community input. This survey consisted of three quantitative questions asking respondents to prioritize a list of values, and three qualitative questions inviting other suggestions. The survey was open from July 28 through August 19, 2022.

The survey was available in eight languages: Arabic, Chinese, English, Pashto, Russian, Somali, Spanish, Vietnamese. Respondents were asked to share demographics, optionally and anonymously, and were invited to sign up for a raffle for a \$30 Visa or Fred Meyer gift card. Because not very many people signed up for the raffle, everyone who entered was awarded a gift card.

Two methods were used to gather survey responses. One was a web link circulated to neighbors, stakeholder group members' constituencies and others, available in eight languages; the other was phone calls to community members conducted by HAKI Community Organization, to gather input from people in African immigrant communities.

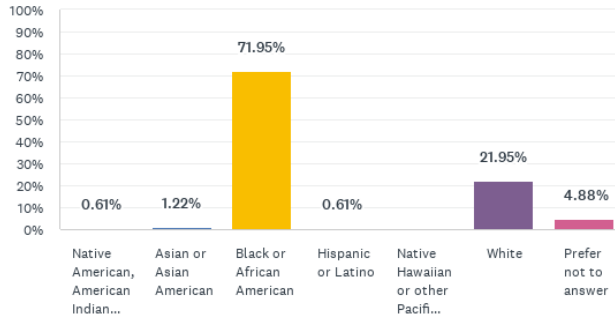
A total of 185 people responded to the survey. This report shares aggregate information from all responses.

### **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 161 and 164 of the 185 total survey respondents answered at least some of the demographic questions.

**Figure 1.1 Race and ethnicity**

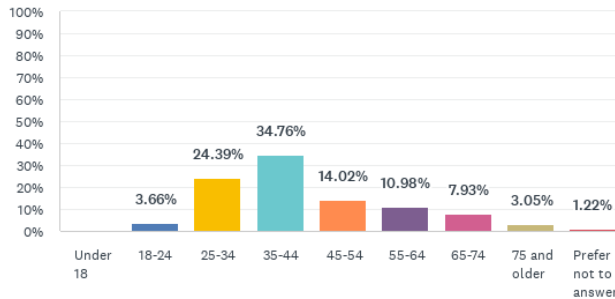
Q10 Within the broad categories below, where would you place your racial or ethnic identity?  
Check all that apply.



Many participants were Black/African American (with large numbers of immigrants/refugees, given the survey response support from HAKI), some were white, and a few were of other races/ethnicities.

**Figure 1.2 Age**

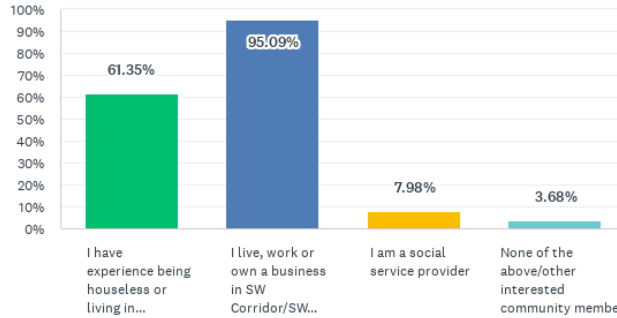
Q8 What is your age?



Responses were collected from **people of all ages.**

**Figure 1.3 Community perspective**

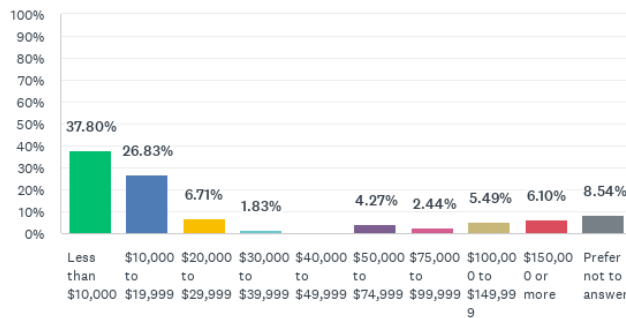
Q7 Which of these best describes your perspective? (Check all that apply.)



The majority of respondents **live, work or own businesses in the area** (95 percent) and/or **had experience being houseless or living in low-income housing** (61 percent). Others were social service providers or interested community members.

**Figure 1.4 Annual income**

Q12 Which of the following best represents your annual household income before taxes?



**A wide array of incomes** were represented in survey participants; 73 percent of respondents were very low-income.

**Other marginalized groups were also represented at relatively high numbers.** 63 percent spoke a language other than English at home, and 33 percent had one or more disabilities. Only 3 percent were LGBTQIA2S+.

## Responses

Survey respondents were asked one quantitative and one qualitative question, for each of three areas of influence.

### Indoor and outdoor common spaces

Question 1:

*When you imagine how this housing can be most helpful for people who will live here and for the broader neighborhood, which values are most important for indoor and outdoor common spaces? Choose up to three.*

<i>All respondents</i>	<i>People with lived experience</i>	<i>People with disabilities</i>	<i>BIPOC</i>	<i>Very low income (under 50k per year)</i>
51% Connection and belonging	55% Health and wellness	56% Connection and belonging	58% Connection and belonging	59% Connection and belonging
51% Health and wellness	54% Connection and belonging	56% Health and wellness	58% Health and wellness	57% Health and wellness
42% Comfort and inclusion	43% Comfort and inclusion	48% Welcoming and inviting	49% Comfort and inclusion	47% Comfort and inclusion
41% Safety and privacy	40% Welcoming and inviting  *safety and privacy much lower, 24%	44% Comfort and inclusion	39% Welcoming and inviting  *safety and privacy was lowest for grp	40% Welcoming and inviting

Question 2:

*Comments or anything that's missing regarding common spaces?*

Other: clean/tidy/well maintained, indoor community space for protection from weather, accessibility should be included in comfort/inclusion, access to public transit/schools/parks/jobs, private space for appointments with health professionals/education/craft classes/etc., adult ed classes such as foreign language/art/cooking.

Quote: "I think it's a mistake to assume that residents will want to 'commune together.' Make a nice space all can use and still maintain their own personal space and privacy."



Services and programming

Question 3:

*When you imagine how this housing can be most helpful for people who will live here and for the broader neighborhood, which values are most important for services and programming? Choose up to three.*

<i>All respondents</i>	<i>People with lived experience</i>	<i>People with disabilities</i>	<i>BIPOC</i>	<i>Very low income (under 50k / year)</i>
54% Connection and belonging	58% Connection and belonging	<b>62% Connection and belonging</b>	<b>65% Connection and belonging</b>	<b>63% Connection and belonging</b>
50% Community health	52% Community health	<b>60% Community health</b>	58% Community health	58% Community health
49% Self-sufficiency and access to resources	47% Self-sufficiency and access to resources	48% Self-sufficiency and access to resources	48% Empowerment	48% Empowerment
45% Empowerment	44% Empowerment	42% Empowerment	43% Self-sufficiency and access to resources	42% Self-sufficiency and access to resources
	41% Accessibility and inclusion	34% Accessibility and inclusion		

Question 4:

*Comments or anything that's missing, regarding services and programming?*

Other: privacy (not everyone wants to join a class or participate in a gathering; choice is important), opportunity to connect with people in various jobs and learn about/different employment descriptions or educational opportunities.

Quotes:

“Welcoming community space for wide variety of programming.”

“Management of these services and programming, including overall building management, needs investment to ensure quality and sustainability of services, safety and other responses to tenant needs.”

Future engagement to be done by the developer

Question 5:

*When you imagine how this housing can be most helpful for people who will live here and for the broader neighborhood, which values are most important for how the developer will hear from community members? Choose up to three.*

<i>All respondents</i>	<i>People with lived experience</i>	<i>People with disabilities</i>	<i>BIPOC</i>	<i>Very low income (under 50k / year)</i>
55% Community focused 55% Inclusive 54% Informed and experienced	<b>62% Inclusive</b> <b>61% Community focused</b> 53% Informed and experienced 32% Accessible 30% Ethical	<b>62% Community focused</b> 58% Inclusive 48% Informed and experienced 32% Accessible	<b>65% Inclusive</b> <b>63% Community focused</b> 58% Informed and experienced	<b>66% Inclusive</b> <b>63% Community focused</b> 59% Informed and experienced

Question 6:

*Comments or anything that's missing, regarding future engagement?*

“Focus on environmental impacts, with emphasis on designs which save rather than sacrifice the lives of healthy trees.”

“Ensure community feedback if ongoing and begins before any ground is broken.”

“For me inclusion in design is important.”

**What was done**

The stakeholder group used this data to refine the statement of values so it reflects a broader community perspective of 185 additional people beyond the 18 stakeholder group members.

## CONCLUSION

These engagement activities had high participation from a variety of people with varying perspectives. Participation of BIPOC and other marginalized groups, including those with experiences of being houseless and/or living in low-income housing (as required by the Metro affordable housing bond work plan) was especially high – and input from these demographic categories was disaggregated during survey analysis to accurately represent the feedback from these groups as well as overall feedback themes.

The statement of community values will be used to inform Portland Housing Bureau’s developer selection process in fall/winter 2022/2023. Some stakeholder group members will also sit on the community review committee for developer selection.



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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