

APPENDIX C

Community Engagement Report

Community Engagement Report

Project Summary

The Portland Bureau of Transportation (PBOT) partnered with the Division Midway Alliance (DMA) and Coalition of Communities of Color's Research Justice Institute (CCC) to develop a toolkit to improve personal safety in the street, providing freedom from threat and fear of emotional, psychological, and physical harm for Portlanders most targeted by violence.

The project goal is to engage with community members in Portland to understand more about personal safety and transportation. This project captures community-identified interventions that improve safety on Portland streets. DMA was selected as the community-based consultant to lead the community engagement,

outreach, facilitation, and write the final report. CCC was selected as the research consultant to lead the engagement framework, conduct data gathering and analysis, and coach PBOT staff in the data process.

Process

We began by discussing the purpose of the project: to identify tools that respond to community members' concerns for their personal safety in public spaces in Portland, and connect it to Portland's Vision Zero commitment. As a team, we discussed the investigation that needed to take place before we developed the community engagement. The investigation looked at what PBOT and DMA had already heard from community and PBOT and DMA's assumptions of



Photo: Division Midway Alliance

the meaning of what we had heard. From this, we developed a framework to confirm with community members what we understood from previous engagements and go deeper on specific topics. This step – setting up what we needed to know and who we needed to hear from – required time and attention. Once the investigation process was outlined, CCC guided the team to identify potential participating demographic groups, the type of

engagement, data collection activity, and incentives for participants.

The types of details covered in project team meetings included: date, activity, venue, agenda, number of participants, supplies, promotion, staffing, and roles and responsibilities. DMA was responsible for creating the flyer and agenda, conducting the outreach, and contracting with cultural liaisons to facilitate the activity and take notes at the event. CCC was

responsible for creating the activity, survey, and data collection system

For the community engagement component of this project, we first created and translated a flyer that cultural liaisons distributed to community members. With the help of the liaisons' networks, 39 community members attended and participated in the event. To conduct engagement at the event itself, the organizing team involved outside assistance as facilitators and notetakers since liaisons were occupied providing culturally relevant interpretation.

Event Summary

On May 20th, 2023, DMA, PBOT, and CCC brought together 39 community members to participate in an activity to discuss personal safety. Participants included 11 members from the Vietnamese community, four from the Latine community, six from the Chinese community, seven from the



Photo: Division Midway Alliance

Karen community, four from the Bhutanese/Nepali community, and seven youth community members from diverse backgrounds.

As part of the community engagement, participants opted to fill out a survey that included some demographic information like gender and ability. Of the twenty-five participants who disclosed their gender and ability status, 16 identified as female and nine identified as male; 20 identified as not having a disability and five identified as having a disability. The few folks who opted to share the nature of their disability reported difficulty with hearing and difficulty with walking or climbing stairs.

Lastly, out of PBOT assets, survey respondents reported most often using sidewalks and roadways. They travel in their own cars and TriMet buses most often. They reported least often using the Aerial Tram, BIKETOWN, Portland Streetcar, and do not often use bike lanes.

The project team, with DMA's leadership, identified these six different demographic groups to participate in the engagement. The goal of the focus group was to identify what makes streets in Portland safe and unsafe. DMA used a "cultural liaison" model to outreach, inform, and recruit community members to participate in the focus group. Cultural liaisons are members who have strong relationships with their communities, speak the same languages, share similar life experiences, and are trusted by the community to deliver information and services. The engagement activity asked participants about five different types of infrastructure that PBOT manages, including street lighting, crosswalks, gatherings spaces like plazas, sidewalks, and access to bus stops. These 5 aspects were identified from review of previous community engagements and reports. As community members arrived at the event, tables were set up with the

name of their specific demographic group, markers, pens, sticky notes, maps, photos from the Division area and outside examples that showcased a range of spaces, and a designated facilitator and notetaker. At the event, light refreshments were provided to start the day and the event kicked off with a brief presentation from DMA Executive Director,



Photo: Division Midway Alliance

Lisha Shrestha, welcoming participants to the event, detailing DMA's transportation work, presenting the agenda for the day, and introducing PBOT and CCC teams. Clay Veka with PBOT described Portland's Vision Zero program and shared feedback PBOT has previously heard from community

members. Reema Mendoza with CCC introduced the activity.

The activity consisted in participants arranging a set of photos from one of the five identified topics (street lighting, crosswalks, gatherings spaces, sidewalks, and access to bus stops) from least to most safe and using

sticky notes to describe what makes that photo safe or not safe. Facilitators at each table asked questions and encouraged conversation to go deeper into the sticky note comments.

To guide the conversation, facilitators asked questions such as:

- » Why do you think you put Photo A in the same spot?
- » Why did some of you put Photo B closer to least safe, while others put Photo A closer to the most safe?
- » Could some of you share with the group what you wrote on your sticky notes about why you put Photo D where you did?
- » What would you change to make this space or place feel safer?

CCC set up a Qualtrics form where notetakers typed notes based on the small group discussions for later analysis.

Facilitators and notetakers concluded the discussion of the first set of



Photo: Division Midway Alliance

photos in time for lunch. Lunch was provided to participants and made by a local community chef and member of the minority business capacity program. As lunch was wrapping up, we moved on to the second set of photos and repeated the group activity. Participants shared their stories and lived experiences using public transportation and roaming the neighborhood.

After completing the second set of photos, participants filled out a survey that included three questions about the use of transportation and feelings of safety in public spaces in Portland and had nine demographic questions. Responses helped us learn more about who was at the event and about what is most important to them when thinking about safety on Portland's streets. The survey was in the languages represented, and the facilitators helped participants with questions.



Photo: Division Midway Alliance