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Metro
Planning and Development
Community Placemaking grants
5/26/2017 deadline

Umbrella Futel

\$ 19,300.00 Requested

Submitted: 5/26/2017 9:40:02 AM (Pacific)

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Application questions

Project overview

1. Project overview (min 300, max 1000 characters)

Provide a brief summary of your project.

Futel is a non-profit organization dedicated to the revitalization of the telephone as a public good. Through a mix of old and new technology, we have provided users with free telephone service and interactive creative features since 2014. Our growing network combines salvaged phone booths with internet voice transmission, allowing for the custom programming of pushbutton menus and the integration of phone art projects such as poetry, storytelling and interactive games. Over the next year, we will work with Village Coalition (VC) to install 6 telephones at 3 VC sites, including 3 phones for resident and administrative use and 3 phone booths for resident and general public use. Futel phones will bring free basic service to VC communities, along with new, specially programmed features such as a crisis hotline and direct communication between villages. We will also involve residents in workshops to help us identify new useful features and to record and edit stories

2. Fiscal agent

If different than the lead organization. If no fiscal agent, please write "not applicable."

Umbrella

3. Project partners (no min, max 1000 characters)

List committed partner organizations.

Village Coalition (Kenton Women's Village, Right2Dream Too, Dignity Village), Freewire, Personal Telco Project, Umbrella

4. Community challenge or opportunity to be addressed (min 300, max 1000 characters)

Not so long ago, the phone booth was a common feature of our social landscape. But as privately-owned smartphones have become ubiquitous, public payphones have disappeared, along with their functionality and the sense of a shared utility. For the most vulnerable in our community, a telephone can be a lifeline. Houseless people need a telephone for access to services, finding job opportunities and contacting family and friends. Just as the Village Coalition is providing transitional assistance to those in need with temporary shelter, Futel will provide residents with a provisional contact, giving residents access to free calls, voice mail and a stable phone number. In addition to these basic services, we believe in the telephone as an artistic medium and will collaborate with residents to create a platform for public storytelling, leading to outreach for VC residents, community involvement and better integration of VC sites with neighbors.

5. Which grant criteria would your project meet?

Check all that apply

- ☒ Placemaking: Prompts social interaction and connection to place
- ☒ Placemaking: Provides an innovative event, activity or destination for the community
- ☒ Placemaking: Uses art as a tool for engagement and change
- ☐ Placemaking: Strengthens existing cultural and local assets
- ☒ Equity: Clearly addresses a community development challenge or opportunity and involves the community members most impacted
- ☒ Equity: Provides community benefit to historically marginalized individuals or communities
- ☒ Equity: Supports efforts to break down barriers to participation in placemaking activities for historically marginalized individuals or communities
- ☒ Equity: Is led or supported by historically marginalized individuals or communities, or by groups that serve historically marginalized individuals or communities
- ☐ Partnerships: Engages the public in the planning for and/or participating in the project's implementation
- ☒ Partnerships: Involves cross-sector partnerships (public, private, community)
- ☒ Partnerships: Leverages contributions from other entities
- ☒ Partnerships: Enhances regional efforts where Metro is actively engaged or is located in 2040 Growth Concept areas (central city, town centers, main streets, regional centers and station communities)
- ☐ Leadership: Builds capacity for organizations and individuals to participate in civic processes
- ☐ Leadership: Is consistent with community plans
- ☒ Leadership: Has a vision for enhancing the social and/or economic livability of the community

Project narrative

6. Describe the main intent of your project. Include information about the partnerships involved, including supporting organizations, jurisdictions and/or businesses. Describe the role each will play. (min 1000, max 4000 characters)

Futel's mission is divided evenly between public service and public art. We bring a hacker spirit to our project - finding cheap, creative solutions and doing more with less. We draw inspiration from "phreaking" (1980's phone art), recognizing that the telephone can be a place of interactivity and shared creativity. Because our phones are internet-based, we have the ability to program custom pushbutton menus, and we can offer connections, services and interactions tailored to an individual site or phone. Our existing phones have such options as a direct line to the mayor, audio "zines" and the chance to talk with a live Futel operator. Over the last 3 years our network has been growing, as we work with private individuals and community groups to install both public-facing phone booths and phones for use by specific communities. For the last 2 years, we have maintained a phone at Right2Dream Too. This phone provides essential dialtone service to the well-known rest site and is currently being used for approximately 15 outgoing calls a day. A Metro grant will allow us to greatly expand our collaboration with Village Coalition, adding 6 new phones, new services, new episodes of our audio podcast and printed zines, and a new layer of interaction through workshops with residents. In conversation with residents, we will identify features that Futel phones could provide for VC sites, such as access to public services and quick-dialing of commonly used numbers. (911 emergency services will be a standard feature of all phones.) Enabling easy phone communication between villages will facilitate the sharing of donated resources among them, increasing their self sufficiency. Additionally, we will also create podcast-style audio zines in recording workshops, helping village members create connections with their housed neighbors.

Village Coalition is the ideal partner for Futel to expand its free, internet-based telephone network and more fully engage with the city of Portland. Village Coalition has been a vital source of new ideas for serving houseless populations in Portland. In the face of a growing problem, VC has worked with the city, Portland State University and numerous nonprofits to provide the design, construction, storage and procurement of tiny homes. They also facilitate community and business outreach, media relations, administrative services and transportation necessary to support the deployment and self-government of tiny home villages. The Village Coalition is a 501 (c)3 tax exempt organization.

We will be collaborating with Personal Telco Project, an established and successful non-profit, which will help solve any issues with getting internet to sites, and may provide labor for internet installation, as needed. In the past, they have donated software development and hardware to Futel.

Freewire will be donating internet service for Kenton Women's Village and Right2Dream Too. Freewire provides broadband ISP and networking/IT solutions.

Umbrella is a non-profit that supports street culture and projects focused on improving public spaces. They are providing us with 501 (c)3 status.

7. Specify how the project meets the Community Placemaking grant criteria. Be sure to describe how equity will be a foundational element of the project. (min 1000, max 4000 characters)

Placemaking: There has typically been a fraught relationship between informal encampments and surrounding neighborhoods or businesses. VC sites have been positive examples of self-organized solutions to temporary housing and yet they have still struggled to find suitable locations and a "right to survive". With the Futel project, we hope to be one small part of changing the way transitional shelter sites are viewed, through the insertion of a slightly absurdist but entirely useful object - the anachronistic telephone booth.

Futel also hopes to inform and inspire the internal sense of place within VC communities, by giving residents a basic utility, along with a platform for dialogue and storytelling. By improving the services that villages can provide, we give residents the tools they need for finding a way back to permanent residence. By working with residents to tell their stories, we will help create connections between the village and their neighbors. Through this collaboration, we also hope to gain positive media attention for VC, bringing a fresh lens on the current Portland housing crisis and the work of nonprofits to find and implement creative solutions.

Equity: Homelessness strikes members of the community who are already more vulnerable. People of color, those living in poverty and those suffering from mental illness are more likely to find themselves without permanent housing. As homeless encampments become a more common and more visible aspect of the "new Portland", community organizers have been searching for ways to address both the short and long term roots of this problem. Village Coalition has been at the forefront and Futel is dedicated to helping provide services, leading to equal access to housing and employment for all of Portland's residents.

Partnership: Village Coalition has created diverse partnerships between their founding nonprofits such as The Rebuilding Center and City Repair and has joined charitable and city organizations such as Catholic Charities, the Joint Office of Homeless Services, and the Kenton Neighborhood Association to ensure the success of new villages. Futel has the ability to integrate with the service-oriented mission of these organizations while bringing an artistic slant. Humor, curiosity, beauty and mystery are important aspects of a vibrant life and community. In ways both small and large, Futel can bring these intangibles to VC communities alongside basic phone services.

Leadership: Futel can be an important partner in coordination with VC to improve communication both between residents and the larger Portland community. Within the self-governing structure of the villages, residents will take leadership roles in organizing and utilizing Futel's platform. In workshops and in daily use of the phones, residents will shape that way phones can be used to facilitate village resources and create connections with the city.

8. Describe the geographic area where this project will take place. Include information about the surrounding community and businesses. You may upload maps or images later in the application. (min 300, max 2000 characters)

IMPORTANT: Begin with an address so we can map your project. Use this format: 1234 NE Main Street, Your Town, Zip (This is for mapping purposes only; the address does not need to be the exact location.)

Kenton Women's Village, 2221 N. Argyle, Portland, 97217

This site is between Kenton Park and Columbia Blvd. It includes a mixture of industrial use and apartment buildings.

Right2Dream Too, 900 N. Thunderbird Way, Portland, 97227

This site is near the Willamette River, just West of the Rose Quarter Max Station. It's an open parking lot in a largely

industrial area.

Dignity Village, 9563-9611 NE Sunderland Ave., Portland, 97211

This site is not far from the Columbia River and the Portland airport. It's a grassy area in an industrial zone.

Community engagement

9. Who is most impacted by the community challenge or opportunity this project will address? How will they be involved in the planning, implementation and benefits of the project? (min 300, max 2000 characters)

People who become houseless are often caught in a catch-22. For example, in order to get a job interview, they must have a phone number where they can be reached, but without a job, they can't afford a phone. Those who do have smartphones face difficulties in charging and intermittent service due to billing or network issues. Lack of a telephone is just one small example of the challenges faced by houseless people, but it's a problem that Futel can help solve with fairly limited resources.

The residents of Village Coalition sites will be the first recipients of this Futel project. Each site will receive a corded telephone for community use, facilitated by administration. Having a common phone in each village will support such things as conflict resolution and limited crisis response by quickly notifying a (still developing) crisis response team. Pushbutton menus to be developed in collaboration with VC residents will perform functions such as indicating the type and severity of a crisis or contacting other villages to facilitate the collection and equitable distribution of resources, requests for particular items and announcements of donations. Additional features will be identified in meetings with residents and will then be implemented by Futel programmers. Our storytelling project will be developed with residents in workshops, giving a platform for VC members to share their experiences with the broader public.

10. How are you involving other surrounding community members and businesses? (min 300, max 1500 characters)

In addition to the phone for resident use, a phone booth will be located just outside the gates of each village, facing the public sidewalk. Through the careful use of logos and information panels, Futel phone booths mimic the appearance of a standard, old-fashioned phone booth. Upon closer inspection, a visitor will notice slight differences - that the phone costs nothing to use, or the fact that the dial tone is actually an acapella choir. We hope to inspire curiosity, inviting the user to discover pushbutton menus with a range of listening experiences. Those who wish can interact by doing such things as recording an apology on the apology line, chatting with a volunteer Futel operator or, in the near future, listening to the stories of village residents.

By locating a phone booth at the gate of each VC site, we want to make the village a bit more special and unique through an artistic intervention. By bringing neighborhood folks closer to the Village, we hope to encourage more interaction between residents and their neighbors.

We also hope to inspire local community members and businesses who might encounter a Futel phone booth and may want to donate lawn or wall space to host a new phone, as we continue to expand our network.

Anticipated outcomes

11. Describe what will be accomplished at the end of the project. (min 300, max 1500 characters)

For example, outcomes you hope to achieve could include such things as increased opportunities to socialize, a new or better gathering space, more active spaces or increased community pride.

At the end of the Metro-funded project, we will have installed six telephones at three Village Coalition sites, developed a range of new features, created several episodes of a VC-contributed telephone podcast and continued maintenance on the software and hardware for our existing network. We also plan to create another episode of Wildcard Line, our audio zine, print the third annual issue of Party Line, our physical zine, and we will have expanded the public outreach for Futel through stickers, posters, t-shirts and media coverage.

Our primary goal with this project is to provide free telephone service for VC sites, improving the functionality of the villages for their residents. Beyond that, we want to use telephone booths as subtle prompts to alter interactions between Portlanders, creating opportunities for people to connect in new and unexpected ways. Our mission is to help people

communicate, not only through standard telephone conversations, but also through unusual options that spark curiosity and entice users to participate in positive interactions with strangers.

12. What would you want the headline of a news story about your project to read?

Free phones forge community links with more than calls

13. How could you measure the effectiveness and impact of your project? (min 300, max 1500 characters)

Futel is able to collect data on uses of its network, allowing us to determine which locations and features are getting the most use, along with any automatic error reports. (Futel does collect any personal information other than that supplied voluntarily by the users.) We will be checking in periodically with VC administration to receive feedback and requests for new features. After one year, we will hold a more formal meeting with VC admin and community members to collect anecdotal information about use of the phones and devise strategies for improvement. Any Futel user can also give immediate feedback on the usefulness of a Futel phone by talking to an operator or leaving a voice message.

Advancing regional goals on a local scale

14. How does the project relate to the 2040 Growth Concept, a plan influenced by thousands of Oregonians and adopted by Metro Council, and the Six Desired Outcomes Metro Council adopted to anchor future planning to shared regional values. (min 300)

Scroll to the bottom of the Community Placemaking webpage for more information on the 2040 Growth Concept and Six Desired Outcomes. www.oregonmetro.gov/placemaking (min 300, max 1500 characters)

In the midst of shiny new apartment buildings, the flip side of economic growth is seen in the homeless camps under freeways and at the edges of our urban infrastructure. Our project relates most directly to the Equity Strategy in the 2040 Growth Concept, which aspires to housing for people of all incomes in every community. A house is more than the physical structure that provides shelter from the elements. It also contains the tools needed for conducting life. Telephone service (though now usually carried in a pocket) is a fundamental aspect of home that most of us take for granted. It's one of the everyday needs that Portland residents of all economic levels depend on to coordinate life, work and play. Access to a telephone for a houseless person can be an important link in the chain of self-sufficiency.

As a whole, the Futel project is also dedicated to small moments of magic for all Portlanders, increasing the vibrancy of everyday life through artistic interactions. Like the Tiny Libraries that have been sprouting up in the front yards of Portland neighborhoods, a Futel phone booth can provide a spark of quirkiness in the midst of mundane travels. As we strive to improve the basic functionality of a city and make its benefits available to all, we should also work to "keep Portland weird" with dashes of the extraordinary. As the Futel network grows, we hope to be one of those recognizable icons that gives Portland its unique flavor.

Organizational structure and team preparedness

15. Describe the team's experience and capacity to complete the project. Describe skills and relevant background of team members enlisted to help. (min 300, max 1500 characters)

Futel has been the recipient of two grants in the last two years, one from the Regional Arts and Culture Council which allowed us to install three phones around Portland and publish the first issue of Party Line, our print zine. We are currently fulfilling a grant from the Portland Institute of Contemporary Art's Precipice Fund, which is allowing us to install two more phones, print the second issue of our zine, create two episodes of our audio zine and develop two new interactive phone features. Both grants have also given us the resources to maintain the existing network, keeping the hardware and software in working order and providing dependability for Futel users.

Karl Anderson is Futel's lead administrator, software developer, artistic contributor, installer and founder. He has been responsible for all Futel operations since its founding. Previous projects include a gladiatorial bike event and block party called Chunkathalon (sponsored by Shift, a bike advocacy organization) and Church of Robotron, an interactive technological art installation (sponsored by ToorCamp, an outdoor hacker gathering). The Futel team is made up of professional software developers and designers who are also artists and volunteers: Alex Norman, software developer and artistic contributor; Jesse Mejia, sound technician, editor, and artistic contributor; Elijah St Clair, software developer; Jason Plumb, software developer, sound editor, and artistic contributor; Debbie Wager, designer.

16. Do you own the property where the project will take place?

☐ Yes

☒ No

17. If you are not the property owner, describe how they will be involved. (min 300, max 1000 characters)

Write "N/A" if you are the property owner. (You will not be able to successfully submit your application with the box left blank.)

The land on which Right2DreamToo is moving is owned by the Portland Bureau of Transportation, which contracts directly with that organization's board of directors. The Kenton Women's Village is being built on land also owned by the City, which is contracting with Catholic Charities as the primary site administrator. Dignity Village also sits on publicly owned land controlled by a long term lease with the village.

18. List any permits that will need to be approved to carry out the project and describe actions that will or have been taken to obtain them. (no min, max 1000 characters)

If none, write "N/A" in the box below. (You will not be able to successfully submit your application with the box left blank.)

N/A

Anything else?

19. Is there anything else you'd like to share with us? (no min, max 1000 characters)

If not, write "N/A" in the box below. (You will not be able to successfully submit your application with the box left blank.)

Futel phones don't have a single, predetermined function. They are the infrastructure for interaction and communication. We see our role as facilitator, providing subtle prompts and choices through the pushbutton menu. When we started the Futel project, we didn't conceive of it as primarily serving houseless populations. Through our collaboration with Right2Dream over the last two years, it has been demonstrated to us how important telephone service can be for those in need, and our mission has adapted to emphasize this essential goal. We will consider our project successful if we have provided residents with a platform for outreach, created opportunities for community involvement and supported integration of villages with their neighbors. By joining Village Coalition in a substantial expansion of our network, we can emphasize the public service aspects of Futel and provide a robust tool for VC residents.

Budget

Budget table	Metro funds requested	Other funds or contributions	Total budget
Professional and artistic (creative) services	\$ 10,100.00	\$ 5,900.00	\$ 16,000.00
Equipment materials and supplies	\$ 6,200.00		\$ 6,200.00
Promotional costs and printing	\$ 500.00		\$ 500.00
Permitting and fees			
Indirect or overhead costs**	\$ 2,500.00	\$ 3,600.00	\$ 5,500.00
Other (describe in budget narrative)			
Total	\$ 19,300.00	\$ 9,500.00	\$ 28,200.00

Budget Narrative

Three sites, \$1600 each

- Basic phone \$150

-- \$50 computing hardware

-- \$50 conduit and cabling

-- \$25 phone and accessories

-- \$25 hardware

- Refurbished phone booth \$800
- \$150 payphone
- \$200 pedestal & enclosure
- \$250 concrete & hardware
- \$100 conduit & cabling
- \$50 computing hardware
- \$50 signage & graphics
- Installation \$300
- 15 hours @ \$20/hr
- Maintenance \$100
- \$100 replacement equipment, hardware, recycling fees
- Service \$250
- \$250 1 year cloud computing services, VOIP services

Existing Network Maintenance \$400

- \$100 replacement equipment, hardware, recycling fees per site, 4 sites

Existing Network Service \$1000

- \$250 1 year cloud computing services, VOIP services per site, 4 sites

Artist Fees \$1800

- Workshop facilitation, audio zine editing and content creation
- \$300 per workshop, 3 sites, 2 workshops per site

Workshops \$1800

- Audio zine contribution and training by Village Coalition members
- \$300 per workshop, 3 sites, 2 workshops per site

Programming \$5000

- Development and testing of new phone features
- 100 hours @ \$50/hr

Design \$500

- Design of promotional materials
- 20 hours @ \$25/hr

Promotion \$500

- Printing of promotional materials: t-shirts, stickers, zines

Lead Admin \$1000

- 50 hours @ \$20/hr

Donation and partner interaction admin \$600

- 30 hours @ \$20/hr

Umbrella expenses \$1960

Milestones, timeline and funds requested

Milestones, timeline and funds requested

#	Phase: List activities and milestones (drag the corner of the box below to make it bigger)	Timeline (drag the corner of the box below to make it bigger)	Funds requested
1.	Phase: setup Milestones: Village Coalition proposal drafted Meetins, correspondance with Village Coalition steering committee underway, alignment on goals, capabilities reached Correspondance with ISP and service donors underway, technical requiremments for donation gathered	Month 1	1,600

	Deliverables: Letters of support Village Coalition draft proposal outlining goals Site plans and other technical information for ISP donation facilitation		
2.	Phase: hardware installation Milestones: Hardware for 3 new sites acquired, refurbished Basic phones installed at each of 3 sites Payphones installed at each of 3 sites Deliverables: Working basic phone installations at each of 3 sites Working payphone installations at each of 3 sites	Months 1 through 2	5,000
3.	Phase: feature implementation Milestones: Local phone features designed, implemented Local artistic features designed, implemented Continued network service reliability and improvements implemented Deliverables: New local phone features accessible from phone installations New artistic phone features accessible from phone installations	Months 2 through 4	7,700
4.	Phase: Content generation and distribution Milestones: Training, orientation workshops concluded Content created or curated by Village Coalition members Editing workshops concluded Finished content completed Content made available and otherwise distributed Deliverables: Content available from Futel network Content available on websites and other distribution channels	Months 4 through 12	5,000
5.			
6.			
7.			
8.			
9.			
Total			19,300

Document uploads

Documents Requested *

Required? Attached Documents *

Please upload at least two letters of support by active partners. (limit 4MB per upload)



[Freewire letter of support](#)

[Village Coalition letter of support](#)

If applicable, please upload a letter stating permission to use property by land owner or manager. (limit 4MB per upload)

Please upload the Organization 501(c)(3) IRS determination letter or a 501(c)(3) tax-exempt status statement and Employer Identification Number (EIN). This is not required for schools or government agencies. (limit 4MB per upload)

[Umbrella IRS Determination Letter](#)

If desired, upload photos, maps or materials that help to describe or illustrate the project. (limit 4MB per upload)

[Futel site installation informational flyer](#)

[OPB segment about Futel](#)

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