

**DESIGNER, MODERATOR AND INTERVIEWEES**

Shruti Agrawal, **Dignity Meals + DesignLab**

**BACKGROUND**

**Eco Diners** users, during the planning stage, were divided into three subgroups, users who supply excess food, users who help deliver and distribute this food and users in need. Mike Scalino-Torres, restaurant owner/manager, Melinda Garcias a non-profit volunteer administrator, and Becky Skovitz a struggling single mother, are three personas that represent these three user types. Each of the user types will be interviewed will separate sets of questions, shown below.

**PARTICIPANTS\***

**USER GROUP I** - Food suppliers, restaurants, grocery stores, churches, private venues

Can you tell me a little bit about your background?

How long have you worked here?

At your restaurant/supermarket is all the food eaten or bought?

If there is food leftover, what happens to it?

Is this food still edible or completely spoiled?

Is this the only way to handle excess food? If not, what are the other ways?

What keeps you or who is in charge of the excess from using these other ways?

i.e. what are some of the challenges you face in changing how excess food is dealt with?

Please elaborate.

**USER GROUP II** - Volunteers i.e. individuals willing to spend time re-allocating food to needy families (in this case specifically an administrative lead at a location where users in need can be found)

Can you tell me a little bit about your background?

How long have you worked here?

What got you interested in this work?

What are some of the challenges you face at work? (Let user answer in depth first then ask next question)

How would you change the challenges? What keeps you from doing so?

Are you able to provide everyone with what they need? (Let user answer in depth then ask next question)

Even more specifically, are you able to provide everyone with ample food?

If not, what do you think might help the situation?

Would you have hesitations in receiving food from other resources? (let user answer first)

..even if these resources were local restaurants, supermarkets, bakeries etc?

What are some of your hesitations?

If these hesitations were resolved, what can you see changing?

**USER GROUP III** Users wanting meals in an safe, clean manner

Can you tell me a little bit about your background? (If you are not comfortable, please share whatever you are comfortable sharing)

How long have you been in your current situation?

What are some of the challenges you face? (Let user answer in depth first then ask next question)

What do you think can help improve your situation?

Would this be difficult? Why?

\*Remember to thank all interviewees and assure them all information will be kept anonymous and confidential if that want it that way

Questions	Answers
<b>Can you tell me something about your background?</b>	
<b>Donor 1</b>	I started working in the food business after I graduated high school and have been working as a cook ever since
<b>Donor 2</b>	I founded this restaurant with my husband 28 years ago after I graduated college
<b>Donor 3</b>	I studied economics in Nepal and moved here 10 years ago. I have been working as a restaurant chef ever since
<b>Donor 4</b>	I grew up into this business. My parents owned a catering hall and growing up I helped them, later on I took over the business and I am still running it
<b>Donor 5</b>	I have been working part-time as a cashier for the past years
<b>Donor 6</b>	I have been working in a bakery for most of my active career
<b>Donor 7</b>	I came here from the Netherlands for my studies
<b>Donor 8</b>	I worked in the restaurant business for my entire active career
<b>How long have you been working here?</b>	
<b>Donor 1</b>	Since October 2015
<b>Donor 2</b>	28 years, I co-founded the place
<b>Donor 3</b>	6 years
<b>Donor 4</b>	20 years, I founded the place
<b>Donor 5</b>	2 years
<b>Donor 6</b>	I started the bakery/tearoom with my husband 20 years ago
<b>Donor 7</b>	Since October 2015
<b>Donor 8</b>	I have been managing Ellis Burger since it opened 2 years ago
<b>Do you have a lot of leftovers at the end of the day?</b>	
<b>Donor 1</b>	Yes, depending on the number of customers. Especially on busy days (week-ends) we prepare a lot in advance, and we often have a lot of leftovers if it is not as crowded as expected. Sometimes we barely have any leftovers, though.

Questions	Answers
<b>Donor 2</b>	Almost nothing, mostly vegetables. We prefer selling out menu items rather than having a lot of leftover food. We are also very careful about the amount of ingredients we prepare and we go over this in details every day. Having excess stocks is very costly for us.
<b>Donor 3</b>	We have very few leftovers, everything is cooked to order.
<b>Donor 4</b>	We have quite some leftovers from people's plates. We try to limit that by stimulating people to take children's portions if they are small eaters. However, we barely have to throw out any ingredients: we use a lot of the same ingredients in different meals and this means we have practically no leftover ingredients.
<b>Donor 5</b>	Mostly vegetables and fruits, some cheese and meats as well
<b>Donor 6</b>	We have leftovers on most days
<b>Donor 7</b>	We have very limited amounts of leftovers, most of the leftovers are monthly leftovers at the end of the month.
<b>Donor 8</b>	We try to limit the amount of meat we buy, because that is an important cost for us. We do have some buns and vegetables leftover on certain days
<b>What do you do with leftover food?</b>	
<b>Donor 1</b>	Our staff eats some of the leftovers when their shifts are done, the rest is thrown out
<b>Donor 2</b>	Soups and sauces we keep for the next day, everything else gets thrown out
<b>Donor 3</b>	We throw it out
<b>Donor 4</b>	We feed the bread to our horses, the rest is given to a local pig farmer
<b>Donor 5</b>	We sell our old bread for a very sharp discount (80-90%) so we don't have any bread leftover. Other leftovers go to the owner's sheep
<b>Donor 6</b>	Leftover bread is sold for half price the next day, other products and older bread are collected by local farmers twice a week
<b>Donor 7</b>	Employees take some of the leftovers home, we freeze what we can and toss the rest.
<b>Donor 8</b>	We freeze some products, the rest is thrown away
<b>Are your leftovers edible or no longer good for human consumption?</b>	
<b>Donor 1</b>	A lot of it is perfectly edible

Questions	Answers
<b>Donor 2</b>	It's mostly garbage. Some of it is edible but too old or unappetizing looking for our customers
<b>Donor 3</b>	Generally not edible
<b>Donor 4</b>	By our society's definition of edible, it is not edible. Though technically you could definitively eat some of it
<b>Donor 5</b>	Mostly not edible
<b>Donor 6</b>	No, it's really hard bread. It's technically edible, but people don't want to eat it
<b>Donor 7</b>	Some of the leftovers are
<b>Donor 8</b>	Some of the leftovers are, even though they might not look as appetizing anymore
<b>Is this the only way to deal with leftover food or are there other ways?</b>	
<b>Donor 1</b>	I would prefer to give it away
<b>Donor 2</b>	As far as I am concerned it is, I don't really see myself doing anything else with it
<b>Donor 3</b>	It could be used for animal food, for instance
<b>Donor 4</b>	Not really. We don't waste anything, everything we can recycle is recycled or used as animal food.
<b>Donor 5</b>	Not really.
<b>Donor 6</b>	For our leftover bread and pastries, this is a good way of dealing with it. I can't really think of a better way.
<b>Donor 7</b>	I think it is good that employees get to take leftovers home. It is unfortunate that we have to toss some things. We could give it to a food bank or a local daycare with a lot of children of low-income families.
<b>Donor 8</b>	We could potentially donate some of the leftovers
<b>What keeps you from dealing with leftover food in other ways?</b>	
<b>Donor 1</b>	Lack of time and resources to do something with it
<b>Donor 2</b>	Regulatory constraints make it almost impossible for us to give away food
<b>Donor 3</b>	Lack of time and resources to do something with it. Also government regulation
<b>Donor 4</b>	We are quite proud of not wasting any leftovers. Although technically even using it as animal food is illegal. Regulation is very strict.
<b>Donor 5</b>	Regulatory constraints make it almost impossible for us to give away food. So giving it to the owner's sheep is a pretty good option.

Questions	Answers
<b>Donor 6</b>	We think this is a good way of dealing with leftover food. I haven't looked into other options.
<b>Donor 7</b>	We don't have that many leftovers to begin with. There are strict regulations regarding leftover food.
<b>Donor 8</b>	It is time-consuming to try and collect and donate leftovers. There are also a lot of regulatory constraints. It is just not worth it for us.

## City Harvest, NYC - Volunteer Interview

Can you tell me a little bit about your background?

In Kind donation, Donor relations, work with local food donors - coordinate food drives, at their office , etc... beginning of the year we do passover and Kosher food, Stamp Out Hunger Drive, Feed our Kids drive, Daily News Food Drive. I always worked with databases to operate all these resources. Microsoft program for this at the moment. We have a whole department called operation analysis.

How long have you worked here?

I have worked at City Harvest for 5 months and then before the Coalition for the Homeless. The agencies that distribute the food - because the need is so great it'd be overwhelming for an individual basis. For an agency you have more ability to effective a larger group. \*\*\*Point system\*\*\* We don't give food to individuals, except for our mobile marketing system . We have food rescue facility - we can store and receive large quantities of product

What got you interesting in this work?

Helping people....

What are some of the challenges you face at work? (Let user answer in depth first then ask next question)

We need to get the food and recourses to people who need people

How would you change the challenges? What keeps you from doing so?

Are you able to provide everyone with what they need? (Let user answer in depth then ask next question)

Trying to figure out the best way to get food to people that they need. Get food to neighborhood AND have that repeat. We have a program called "Healthy neighborhoods" - access to food and vegetables and help them access those resources

Even more specifically, are you able to provide everyone with ample food?

Sometimes, but the greater need is for resources I would say and education and long terms

If not, what do you think might help the situation?

An awareness is growing with what they can donate. The awareness really helps

Would you have hesitations in receiving food from other resources? (let user answer first)

..even if these resources were local restaurants, supermarkets, bakeries etc?

We have a Donor Kit - how food needs to be stored etc...

we are under the "Feeding America" umbrella, different taxation + Good Samaritan, our volunteers get a lot of training and they know what they need to pick up

What are some of your hesitations?

Please check the donor kit

If these hesitations were resolved, what can you see changing?

\* Hunger in NYC - community food programs on city harvest website

Can you tell me a little bit about your background? (If you are not comfortable, please share whatever you are comfortable sharing)

How long have you been in your current situation?

What are some of the challenges you face? (Let user answer in depth first then ask next question)

What do you think can help improve your situation?

Would this be difficult? Why?

City harvest rescues food from local places & restaurants, caterers, supermarkets - pret-a-manager excess milk

we work off the knowledge of products - sell by/best by/dates

we speak to the donor directly about the quality

something called Good Samaritan law - if food donated in good faith, it is protection

city harvest.org - donate food & food safety - all the information

of the types of food and how it needs to be stored

minimum requirement 50lbs - meets all other regulations, then we direct them to an agency

coordinate with phone or email, donor wants to donate every week

we have employees for us - donors get routed through our system

we go through an application - and an online application

government and private donors

Programs to resources - Food rescue, healthy neighborhood

David Devauthan



## Agency Interview

- Background: Community organizer
- Working at the agency for 5 years
- Social aspect, working with children, responsibility
- A lot of children from different backgrounds, sometimes difficult to communicate with parents
- More input from parents, more resources (extra coordinators)
- We have enough food for everyone. We buy our own food at Colruyt.
- Absolutely not, we receive food from supermarkets and restaurants already, we also have parents contributing home-made food for events.
- Legal and administrative issues, we usually get the food from other social and poverty organizations that take care of the administration and deal with the donors
- It would be nice if it was easier for us to get food donations. We have enough food because we buy it ourselves. We could use the money we save by receiving free food to do activities with the children.