



Eugene City Council

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EUGENE CITY COUNCIL AGENDA

September 21, 2022

12:00 p.m. CITY COUNCIL WORK SESSION

As the state and community recover from the COVID-19 pandemic, City Council meetings will continue to be held in hybrid format using in person and virtual meeting technology. Information about online or other options for access and participation will be available at <https://www.eugene-or.gov/3360/Webcasts-and-Meeting-Materials>

**Meeting of September 21, 2022;
Her Honor Mayor Lucy Vinis Presiding**

Councilors

Claire Syrett, President
Mike Clark
Randy Groves
Jennifer Yeh

Matt Keating, Vice President
Greg Evans
Emily Semple
Alan Zelenka

12:00 p.m. CITY COUNCIL WORK SESSION

Mayor: I call the September 21, 2022, City Council work session to order.

1. WORK SESSION: Community Survey Results

Adjourn.

The Eugene City Council welcomes your interest in these agenda items. This meeting location is wheelchair-accessible. For the hearing impaired, an interpreter can be provided with 48 hours' notice prior to the meeting. Spanish-language interpretation will also be provided with 48 hours' notice. To arrange for these services, contact the receptionist at 541-682-5010. City Council meetings are telecast live on Metro Television, Comcast channel 21, and rebroadcast later in the week.

El consejo de la Ciudad de Eugene agradece su interés en estos asuntos de la agenda. El lugar de la reunión tiene acceso para sillas de ruedas. Se puede proveer a un intérprete para las personas con discapacidad auditiva si avisa con 48 horas de anticipación. También se puede proveer interpretación para español si avisa con 48 horas de anticipación. Para reservar estos servicios llame al 541-682-5010. Las reuniones del consejo de la ciudad se transmiten en vivo por Metro Television, Canal 21 de Comcast y son retransmitidas durante la semana.

For more information, contact the Council Coordinator at 541-682-5010,
or visit us online at www.eugene-or.gov.

September 21, 2022 Work Session

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Community Survey Results

Meeting Date: September 21, 2022
Department: Central Services
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Jason Dedrick
Contact Telephone Number: 541-682-5033

ISSUE STATEMENT

This work session is an opportunity for council to receive results from the City of Eugene's 2022 Community Survey, one of many important engagement tools the City uses to hear from the community and advance Council's Vision, Values, Goals and Outcomes. Staff will also provide additional context on the relationship between the survey results and upcoming strategic planning and budget efforts.

BACKGROUND

City Council has identified "Equitable, Effective, Accountable Municipal Government" as one of five key areas to advance Council's Vision, Values, Goals and Outcomes. This includes an outcome highlighting the importance of public engagement. The City of Eugene regularly utilizes community engagement tools such as polls and surveys to understand the experience community members have in our community and engaging with the City's programs and services. This year's broader community survey will help to inform City goal setting and prioritization. This and future community surveys will continue to serve as just one piece of data that will complement smaller surveys and other engagement efforts related to specific programs and service areas. These engagement tools will work together to paint the picture of the overall community experience and sentiment.

The primary purpose of this year's survey was to help inform the organizational strategic planning process and Priority Based Budget efforts. Given this purpose, the survey was intended to gather general community member sentiments about quality of life, what they value in the community and some of the top issues they see as important to the future of Eugene. Informed by the results, future iterations of the survey will likely be more detailed and address a broader range of topics.

Methodology

Staff worked with a survey research firm on question development and administration of the survey. Two separate methodologies were utilized to adequately represent the views of the entire community:

- **Random Sample** – A random sample of community members received an invitation from our consultant in early August to complete the survey via mail or online. The goal of this sample was to obtain statistically significant data for each ward as well as to be

September 21, 2022, Work Session – Item 1

representative of community demographics such as race/ethnicity, gender and age.

- Engage Eugene – The same survey was made available electronically on Engage Eugene and publicized broadly so that any community member had the opportunity to participate. This survey was open from August 22 to September 5.

Results

A total of 1,772 community members completed a survey. Results from both survey methodologies are provided as attachments and will be presented by staff at the work session. The results from each methodology will be discussed separately with any important similarities or differences highlighted.

Results from the random sample have been summarized by our consultant and are provided in Attachment A. This survey was completed by 958 community members. Attachment A does not include results from the qualitative (open-ended) questions, thus these are referred to as “preliminary” results. This information will be presented at the work session. Results from the Engage Eugene survey have been summarized by staff and are provided in Attachment B. This survey was completed by 814 community members. Attachment B does not include results from the qualitative (open-ended) questions, thus these are referred to as “preliminary” results. A final version of these findings with this information will be prepared once all analysis is complete. The survey instrument that was utilized for both methodologies is provided as Attachment C.

Related Work Sessions

[February 14, 2022 City Council Work Session](#)

City Council received an update on the current budget and the new Priority Based Budgeting process.

[April 14, 2021 City Council Work Session](#)

City Council received a presentation of the results of the COVID-19 community survey.

[June 15, 2022 City Council Work Session](#)

City Council received a presentation on the methodology and general subject areas for the 2022 Community Survey .

PREVIOUS COUNCIL DIRECTION

This is the first Council Work Session regarding survey results.

CITY MANAGER RECOMMENDATION

This agenda item is for discussion only.

ATTACHMENTS

- A. ETC Representative Sample Preliminary Results (ETC)
- B. Engage Eugene Opt-In Sample Preliminary Results (Staff)

C. Survey Instrument

FOR MORE INFORMATION

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Staff E-Mail: jdedrick@eugene-or.gov

Attachment A

ETC Representative Sample Community Survey Preliminary Results

Executive Summary

Introduction

The 2022 City of Eugene Community Survey was developed to learn more about community members, their experiences, and their opinions on issues important to the community, both currently and in the future. While intended to be broad in nature, it was not intended to replace the many other ways that community members can provide input on city services and programs. To that end, policy and decision making will continue to be informed by additional surveys, polls and engagement efforts conducted by staff throughout the year.

The Community Survey was administered in two different ways: a random, representative sample of community members who received the survey in the mail and an online, opt-in version that any community member could take. Each version of the survey contained the same questions. The preliminary report below summarizes only the results of surveys that were mailed directly to a random sample of community members by our consultant, ETC. A separate report summarizes results from the online, opt-in version posted on Engage Eugene that any community member could take. The two results were kept separate given the different methodologies employed and demographics of respondents.

Responses to open-ended questions where respondents could write or type in their responses are still being analyzed, so these results are not presented below. This information will be presented to City Council at the September 21, 2022 work session and a final report will be made available at a later date.

Methodology

The representative version of the survey reported below was sent via the U.S. Postal Service to a randomly selected group of community members. This random sample was structured so as to achieve approximately equal representation across the eight City wards and also approximately match the demographics of Eugene on variables such as race/ethnicity, gender and age. Respondents could return the survey via mail or fill out the survey on an online platform hosted by ETC (separate from the opt-in survey administered via Engage Eugene). Postcard reminders were sent to community members to help increase response. A total of 958 completed surveys were received.

Demographics

A full reporting of respondent demographics is included below in results from Questions 24 through 33. Survey results are inherently a function of what groups of people complete a survey. Therefore, it is important to note when the demographic composition of survey respondents varies notably from the overall community composition. For comparison purposes, recent U.S. Census data was utilized to make the following observations:

- Representative survey respondents were slightly less racially and ethnically diverse than the general population. The percentage of community members who are white is 79% versus 85% of survey respondents. However, 10% of survey respondents identified as Hispanic, Spanish or Latino/a/x, slightly exceeding the 9% reported by the Census.
- Survey respondents had a home ownership rate that was higher than the general population. The percentage of community members who own their home is 48% versus 64% of survey respondents.

- Every Council ward had at least 11% representation in representative survey respondents, where the Census value is 12%. Respondents were slightly more likely to reside in central or south Eugene. Residents of Wards 1 and 2 comprised 31% of the total number of respondents.

Analysis

This document does not contain a detailed analysis of the results from the ETC survey. This is in part because data is still being analyzed from the open-ended questions that were asked. However, the results from Questions 8 and 9 benefit greatly from additional analysis.

Question 8 establishes how important various community attributes are to respondents. Question 9 establishes how respondents feel that government in Eugene has delivered on those attributes. An average, or mean score can be created for each item, with a value of 1 indicating low importance or poor delivery and a value of 5 indicating high importance or good delivery. The following table provides the mean scores for “Importance” (Q8) and “Delivered” (Q9) followed by the “Gap” or difference between the two scores.

Expectation Gap

Item	Importance	Delivered	Gap
Affordable housing choices	4.48	2.26	2.22
Sense of personal safety	4.71	2.72	1.99
Cleanliness of public spaces	4.54	2.78	1.76
Quality K-12 Education	4.66	2.99	1.67
Career opportunities for the next generation	4.31	2.72	1.59
Safe and well-maintained streets	4.48	3.05	1.43
After-school and childcare programs	4.22	2.86	1.36
A healthy natural environment	4.50	3.39	1.11
Smooth traffic flow on major streets	4.08	3.05	1.03
Sense of community	4.16	3.15	1.01
Leadership in addressing and adapting to climate change	3.95	2.96	0.99
Parks, public spaces and open spaces	4.51	3.54	0.97
Availability of jobs for my skillset and income needs	3.91	2.99	0.92
Diversity, equity and inclusion	4.09	3.19	0.90
Parking availability	3.79	3.07	0.72
Accessible and timely waste management	4.36	3.65	0.71
Safe and accessible biking and walking infrastructure	4.27	3.58	0.69
Housing options near where I work	3.31	2.73	0.58
Reliable and frequent public transit system	3.89	3.41	0.48
Events, social activities, and recreation opportunities	3.97	3.55	0.42
Arts and culture institutions	3.94	3.62	0.32

Detailed Results

Full results for each question are provided below in the order questions were asked and with tables providing items in the order they were presented as options in the survey instrument. Due to rounding and in some cases the ability to select more than one response, not all results total 100%. The number of respondents who completed each question is provided as well.

For most questions, the results are presented first with “don’t know” or “not provided” included in the percentages, followed by results based on removing “don’t know” or “not provided” responses. Standard practice is to utilize results that have these answers removed, acknowledging that a large “don’t know” response can still be an important result.

Questions 5, 11, 13, 15, 17, 21, 22 and 23 allowed for open-ended responses. Due to the large number of responses received, results from these questions are still being analyzed and will be provided once that analysis is complete. However, results from these questions will be presented at the City Council Work Session on September 21, 2022.

Q1. Overall, how satisfied are you with your life as a whole these days?

Q1. How satisfied are you with your life as a whole these days	Number	Percent
Very satisfied	313	32.7 %
Somewhat satisfied	412	43.0 %
Neither satisfied nor dissatisfied	74	7.7 %
Somewhat dissatisfied	115	12.0 %
Very dissatisfied	21	2.2 %
Don't know	23	2.4 %
Total	958	100.0 %

WITHOUT "DON'T KNOW"**Q1. Overall, how satisfied are you with your life as a whole these days? (without "don't know")**

Q1. How satisfied are you with your life as a whole these days	Number	Percent
Very satisfied	313	33.5 %
Somewhat satisfied	412	44.1 %
Neither satisfied nor dissatisfied	74	7.9 %
Somewhat dissatisfied	115	12.3 %
Very dissatisfied	21	2.2 %
Total	935	100.0 %

Q2. Which one of the following best describes your current financial situation?

Q2. Which one best describes your current financial situation	Number	Percent
Living comfortably	432	45.1 %
Doing okay	326	34.0 %
Just getting by	137	14.3 %
Finding it difficult to get by	49	5.1 %
Not provided	14	1.5 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"**Q2. Which one of the following best describes your current financial situation? (without "not provided")**

Q2. Which one best describes your current financial situation	Number	Percent
Living comfortably	432	45.8 %
Doing okay	326	34.5 %
Just getting by	137	14.5 %
Finding it difficult to get by	49	5.2 %
Total	944	100.0 %

Q3. How would you rate Eugene as a place to live, compared to five years ago?

<u>Q3. How would you rate Eugene as a place to live</u>	<u>Number</u>	<u>Percent</u>
Much better	12	1.3 %
Better	70	7.3 %
About the same	256	26.7 %
Worse	343	35.8 %
Much worse	159	16.6 %
Have not lived in the area for five or more years	118	12.3 %
Total	958	100.0 %

WITHOUT "HAVEN'T LIVED IN THE AREA 5+ YEARS"**Q3. How would you rate Eugene as a place to live, compared to five years ago? (without "have not lived in the area for five or more years")**

<u>Q3. How would you rate Eugene as a place to live</u>	<u>Number</u>	<u>Percent</u>
Much better	12	1.4 %
Better	70	8.3 %
About the same	256	30.5 %
Worse	343	40.8 %
Much worse	159	18.9 %
Total	840	100.0 %

Q4. Please rate the quality of the following, using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=958)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of life in Eugene	9.5%	52.2%	19.8%	13.0%	3.8%	1.7%
Q4-2. Overall quality of life in my neighborhood	25.5%	49.2%	14.7%	8.2%	1.5%	0.9%
Q4-3. My neighborhood as a place I feel as though I belong	26.9%	41.8%	20.1%	7.9%	2.3%	0.9%
Q4-4. Eugene as a place to live	15.3%	47.6%	17.6%	14.5%	4.2%	0.7%
Q4-5. Eugene as a place to work	6.5%	32.6%	28.5%	14.0%	4.1%	14.4%
Q4-6. Eugene as a place I feel as though I belong	19.2%	39.6%	25.5%	11.0%	3.4%	1.4%
Q4-7. Eugene as a place where I have the opportunity to thrive	12.9%	33.8%	27.8%	15.1%	7.4%	2.9%
Q4-8. Overall direction that City of Eugene is taking	3.7%	21.8%	25.8%	21.9%	21.2%	5.6%
Q4-9. Overall value that you receive for your City tax dollars & fees	5.7%	23.9%	25.9%	20.3%	19.0%	5.2%

WITHOUT "DON'T KNOW"

Q4. Please rate the quality of the following, using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=958)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of life in Eugene	9.7%	53.1%	20.2%	13.3%	3.8%
Q4-2. Overall quality of life in my neighborhood	25.7%	49.6%	14.9%	8.3%	1.5%
Q4-3. My neighborhood as a place I feel as though I belong	27.2%	42.1%	20.3%	8.0%	2.3%
Q4-4. Eugene as a place to live	15.5%	47.9%	17.8%	14.6%	4.2%
Q4-5. Eugene as a place to work	7.6%	38.0%	33.3%	16.3%	4.8%
Q4-6. Eugene as a place I feel as though I belong	19.5%	40.1%	25.8%	11.1%	3.5%
Q4-7. Eugene as a place where I have the opportunity to thrive	13.3%	34.8%	28.6%	15.6%	7.6%
Q4-8. Overall direction that City of Eugene is taking	3.9%	23.1%	27.3%	23.2%	22.5%
Q4-9. Overall value that you receive for your City tax dollars & fees	6.1%	25.2%	27.3%	21.4%	20.0%

Q6. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

Q6. How much confidence do you have in City Council when it comes to handling City issues	Number	Percent
A great deal of confidence	32	3.3 %
Some confidence	330	34.4 %
Not much confidence	336	35.1 %
No confidence	168	17.5 %
Not sure	92	9.6 %
Total	958	100.0 %

WITHOUT "NOT SURE"**Q6. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City? (without "not sure")**

Q6. How much confidence do you have in City Council when it comes to handling City issues	Number	Percent
A great deal of confidence	32	3.7 %
Some confidence	330	38.1 %
Not much confidence	336	38.8 %
No confidence	168	19.4 %
Total	866	100.0 %

Q7. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

Q7. How much confidence do you have in City staff when it comes to handling City issues	Number	Percent
A great deal of confidence	86	9.0 %
Some confidence	389	40.6 %
Not much confidence	249	26.0 %
No confidence	114	11.9 %
Not sure	120	12.5 %
Total	958	100.0 %

WITHOUT "NOT SURE"**Q7. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City? (without "not sure")**

Q7. How much confidence do you have in City staff when it comes to handling City issues	Number	Percent
A great deal of confidence	86	10.3 %
Some confidence	389	46.4 %
Not much confidence	249	29.7 %
No confidence	114	13.6 %
Total	838	100.0 %

Q8. How important is it to you that Eugene has the following attributes?

(N=958)

	Very important	Important	Somew- hat important	Not important	Not at all important	Don't know
Q8-1. Affordable housing choices	61.5%	25.7%	8.7%	2.2%	0.5%	1.5%
Q8-2. Housing options near where I work	16.0%	20.3%	23.4%	14.5%	6.3%	19.6%
Q8-3. Quality K-12 education	71.5%	18.8%	4.2%	1.0%	0.5%	4.0%
Q8-4. After school & childcare programs	45.9%	29.1%	13.6%	3.5%	1.6%	6.3%
Q8-5. Sense of personal safety	75.3%	19.4%	2.7%	0.8%	0.2%	1.6%
Q8-6. Diversity, equity & inclusion	50.0%	23.2%	12.6%	6.7%	5.0%	2.5%
Q8-7. Sense of community	39.0%	37.9%	18.1%	2.2%	0.3%	2.5%
Q8-8. Cleanliness of public spaces	60.3%	32.6%	5.9%	0.3%	0.1%	0.7%
Q8-9. Events, social activities, & recreation opportunities	31.4%	38.2%	24.3%	3.1%	1.3%	1.7%
Q8-10. Arts & culture institutions	33.8%	33.7%	24.5%	5.0%	1.8%	1.1%
Q8-11. Leadership in addressing & adapting to climate change	50.0%	19.5%	12.5%	7.7%	9.0%	1.3%
Q8-12. Parks, public spaces & open spaces	61.5%	28.2%	8.0%	1.1%	0.3%	0.8%
Q8-13. Accessible & timely waste management	46.9%	40.5%	9.3%	0.7%	0.4%	2.2%
Q8-14. Safe & accessible biking & walking infrastructure	49.1%	32.2%	14.2%	2.3%	1.0%	1.3%
Q8-15. Safe & well maintained streets	55.1%	36.8%	6.5%	0.2%	0.3%	1.0%
Q8-16. Reliable & frequent public transit system	33.6%	33.5%	20.8%	6.8%	3.3%	2.0%
Q8-17. Smooth traffic flow on major streets	33.8%	43.5%	18.4%	1.8%	1.4%	1.1%
Q8-18. Parking availability	24.0%	38.9%	26.7%	5.7%	2.1%	2.5%
Q8-19. Availability of jobs for my skillset & income needs	27.5%	31.2%	15.4%	5.2%	2.9%	17.7%
Q8-20. Career opportunities for the next generation	46.0%	38.7%	9.5%	1.7%	0.9%	3.1%

City of Eugene 2022 Community Survey Results

Q8-21. A healthy natural environment	61.5%	27.5%	8.5%	0.5%	0.7%	1.4%
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WITHOUT "DON'T KNOW"**Q8. How important is it to you that Eugene has the following attributes? (without "don't know")**

(N=958)

	Very important	Important	Somewhat important	Not important	Not at all important
Q8-1. Affordable housing choices	62.4%	26.1%	8.8%	2.2%	0.5%
Q8-2. Housing options near where I work	19.9%	25.2%	29.1%	18.1%	7.8%
Q8-3. Quality K-12 education	74.5%	19.6%	4.3%	1.1%	0.5%
Q8-4. After school & childcare programs	49.0%	31.1%	14.5%	3.8%	1.7%
Q8-5. Sense of personal safety	76.5%	19.7%	2.8%	0.8%	0.2%
Q8-6. Diversity, equity & inclusion	51.3%	23.8%	13.0%	6.9%	5.1%
Q8-7. Sense of community	40.0%	38.9%	18.5%	2.2%	0.3%
Q8-8. Cleanliness of public spaces	60.8%	32.8%	6.0%	0.3%	0.1%
Q8-9. Events, social activities, & recreation opportunities	32.0%	38.9%	24.7%	3.2%	1.3%
Q8-10. Arts & culture institutions	34.2%	34.1%	24.8%	5.1%	1.8%
Q8-11. Leadership in addressing & adapting to climate change	50.6%	19.8%	12.7%	7.8%	9.1%
Q8-12. Parks, public spaces & open spaces	62.0%	28.4%	8.1%	1.2%	0.3%
Q8-13. Accessible & timely waste management	47.9%	41.4%	9.5%	0.7%	0.4%
Q8-14. Safe & accessible biking & walking infrastructure	49.7%	32.6%	14.4%	2.3%	1.1%
Q8-15. Safe & well maintained streets	55.7%	37.2%	6.5%	0.2%	0.3%
Q8-16. Reliable & frequent public transit system	34.3%	34.2%	21.2%	6.9%	3.4%
Q8-17. Smooth traffic flow on major streets	34.2%	44.0%	18.6%	1.8%	1.4%
Q8-18. Parking availability	24.6%	39.9%	27.4%	5.9%	2.1%
Q8-19. Availability of jobs for my skillset & income needs	33.4%	37.9%	18.8%	6.3%	3.6%
Q8-20. Career opportunities for the next generation	47.5%	40.0%	9.8%	1.7%	1.0%

City of Eugene 2022 Community Survey Results

Q8-21. A healthy natural environment	62.3%	27.8%	8.6%	0.5%	0.7%
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Q9. How do you feel that local government in Eugene has delivered on the following attributes?

(N=958)

	Very well	Well	Somewhat well	Not well	Not well at all	Don't know
Q9-1. Affordable housing choices	0.6%	6.8%	27.2%	35.7%	19.6%	10.0%
Q9-2. Housing options near where I work	1.3%	9.2%	23.2%	13.9%	6.1%	46.5%
Q9-3. Quality K-12 education	3.4%	22.4%	31.7%	14.9%	7.5%	19.9%
Q9-4. After school & childcare programs	1.4%	11.2%	29.1%	12.4%	5.0%	40.9%
Q9-5. Sense of personal safety	2.9%	21.5%	32.2%	22.7%	15.6%	5.2%
Q9-6. Diversity, equity & inclusion	6.6%	24.6%	37.3%	11.4%	5.2%	14.9%
Q9-7. Sense of community	5.0%	26.3%	41.4%	13.9%	4.5%	8.9%
Q9-8. Cleanliness of public spaces	4.7%	22.0%	33.0%	20.0%	16.1%	4.2%
Q9-9. Events, social activities, & recreation opportunities	11.2%	36.7%	33.9%	5.7%	2.2%	10.2%
Q9-10. Arts & culture institutions	12.5%	36.7%	32.0%	4.8%	1.4%	12.5%
Q9-11. Leadership in addressing & adapting to climate change	3.3%	18.8%	32.8%	15.2%	6.7%	23.2%
Q9-12. Parks, public spaces & open spaces	16.7%	37.9%	27.0%	8.7%	5.6%	4.1%
Q9-13. Accessible & timely waste management	15.3%	40.6%	25.1%	6.2%	3.3%	9.5%
Q9-14. Safe & accessible biking & walking infrastructure	18.0%	38.9%	24.5%	7.7%	5.9%	4.9%
Q9-15. Safe & well maintained streets	5.4%	29.5%	34.9%	18.0%	8.8%	3.4%
Q9-16. Reliable & frequent public transit system	7.9%	32.2%	27.1%	8.0%	3.8%	21.0%
Q9-17. Smooth traffic flow on major streets	3.9%	28.7%	39.0%	14.6%	8.4%	5.4%
Q9-18. Parking availability	3.9%	28.4%	34.1%	15.8%	6.9%	11.0%
Q9-19. Availability of jobs for my skillset & income needs	3.0%	16.0%	24.2%	11.0%	5.8%	40.0%

City of Eugene 2022 Community Survey Results

Q9-20. Career opportunities for the next generation	1.7%	8.4%	27.8%	17.4%	5.6%	39.1%
Q9-21. A healthy natural environment	7.2%	36.1%	36.8%	8.5%	3.1%	8.2%

WITHOUT "DON'T KNOW"**Q9. How do you feel that local government in Eugene has delivered on the following attributes? (without "don't know")**

(N=958)

	Very well	Well	Somewhat well	Not well	Not well at all
Q9-1. Affordable housing choices	0.7%	7.5%	30.3%	39.7%	21.8%
Q9-2. Housing options near where I work	2.3%	17.2%	43.3%	25.9%	11.3%
Q9-3. Quality K-12 education	4.3%	28.0%	39.6%	18.6%	9.4%
Q9-4. After school & childcare programs	2.3%	18.9%	49.3%	21.0%	8.5%
Q9-5. Sense of personal safety	3.1%	22.7%	33.9%	23.9%	16.4%
Q9-6. Diversity, equity & inclusion	7.7%	29.0%	43.8%	13.4%	6.1%
Q9-7. Sense of community	5.5%	28.9%	45.5%	15.2%	4.9%
Q9-8. Cleanliness of public spaces	4.9%	23.0%	34.4%	20.9%	16.8%
Q9-9. Events, social activities, & recreation opportunities	12.4%	40.9%	37.8%	6.4%	2.4%
Q9-10. Arts & culture institutions	14.3%	42.0%	36.6%	5.5%	1.6%
Q9-11. Leadership in addressing & adapting to climate change	4.3%	24.5%	42.7%	19.8%	8.7%
Q9-12. Parks, public spaces & open spaces	17.4%	39.5%	28.2%	9.0%	5.9%
Q9-13. Accessible & timely waste management	17.0%	44.9%	27.7%	6.8%	3.7%
Q9-14. Safe & accessible biking & walking infrastructure	18.9%	40.9%	25.8%	8.1%	6.3%
Q9-15. Safe & well maintained streets	5.6%	30.6%	36.1%	18.6%	9.1%
Q9-16. Reliable & frequent public transit system	10.0%	40.7%	34.3%	10.2%	4.8%
Q9-17. Smooth traffic flow on major streets	4.1%	30.4%	41.3%	15.5%	8.8%
Q9-18. Parking availability	4.3%	31.9%	38.3%	17.7%	7.7%
Q9-19. Availability of jobs for my skillset & income needs	5.0%	26.6%	40.3%	18.3%	9.7%

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Q9-20. Career opportunities for the next generation	2.7%	13.7%	45.6%	28.6%	9.3%
Q9-21. A healthy natural environment	7.8%	39.4%	40.2%	9.2%	3.4%

Q10. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?

Q10. Regarding homelessness, is community headed in right direction or on the wrong track

	Number	Percent
Right direction	228	23.8 %
Wrong direction	524	54.7 %
Don't know	206	21.5 %
Total	958	100.0 %

WITHOUT "DON'T KNOW"

Q10. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or are things on the wrong track? (without "don't know")

Q10. Regarding homelessness, is community headed in right direction or on the wrong track

	Number	Percent
Right direction	228	30.3 %
Wrong direction	524	69.7 %
Total	752	100.0 %

Q12. How does the issue of homelessness impact you?

<u>Q12. How does homelessness impact you</u>	<u>Number</u>	<u>Percent</u>
I am saddened that some people's only option in our community is to live outside	654	68.3 %
I am frustrated seeing the visible impact of homelessness (debris, tents, vehicles on the street, etc.)	802	83.7 %
I am angry at how I am treated because of my housing status	35	3.7 %
I feel vulnerable to crime or harassment	486	50.7 %
I am less likely to use public spaces	605	63.2 %
I (or my place of work) have lost business	124	12.9 %
It motivates me to find ways to be a part of the solution	247	25.8 %
I worry that City diverts funding toward homelessness & away from other services that are important to me	252	26.3 %
I have been victimized by a person I assume was unhoused	227	23.7 %
I am currently housed but at risk of becoming unhoused	46	4.8 %
<u>It does not impact my quality of life</u>	<u>81</u>	<u>8.5 %</u>
Total	3559	

Q14. Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?

Q14. Regarding housing, is community headed in the right direction or on the wrong track

	Number	Percent
Right direction	187	19.5 %
Wrong direction	485	50.6 %
Don't know	286	29.9 %
Total	958	100.0 %

WITHOUT "DON'T KNOW"

Q14. Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the wrong track? (without "don't know")

Q14. Regarding housing, is community headed in the right direction or on the wrong track

	Number	Percent
Right direction	187	27.8 %
Wrong direction	485	72.2 %
Total	672	100.0 %

Q16. Which of the following statements best describe how you feel your housing may change in the next 3 years?

Q16. How may your housing change in next 3 years	Number	Percent
Stay in current housing	706	73.7 %
Move to different location, but same housing type	97	10.1 %
Move to different location, & different housing type	75	7.8 %
Move from owning to renting	12	1.3 %
Move from renting to owning	54	5.6 %
Move to a different part of Eugene	76	7.9 %
Move to a different area, not in City of Eugene	219	22.9 %
Total	1239	

Q18. Have you or members of your household accessed mental health services in the last 12 months in order to help deal with anxiety, stress or depression?

Q18. Have members of your household accessed mental health services in last 12 months	Number	Percent
Yes	272	28.4 %
No	617	64.4 %
Would like to, but have not been able to access	55	5.7 %
Not provided	14	1.5 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Have you or members of your household accessed mental health services in the last 12 months in order to help deal with anxiety, stress or depression? (without "not provided")**

Q18. Have members of your household accessed mental health services in last 12 months	Number	Percent
Yes	272	28.8 %
No	617	65.4 %
Would like to, but have not been able to access	55	5.8 %
Total	944	100.0 %

Q19. Has your financial situation gotten worse in the last 12 months?

Q19. Has your financial situation gotten worse in last 12 months	Number	Percent
Yes	314	32.8 %
No	616	64.3 %
Not provided	28	2.9 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"**Q19. Has your financial situation gotten worse in the last 12 months? (without "not provided")**

Q19. Has your financial situation gotten worse in last 12 months	Number	Percent
Yes	314	33.8 %
No	616	66.2 %
Total	930	100.0 %

Q20. Please indicate how your financial situation has gotten worse in the last 12 months.

Q20. How has your financial situation gotten worse in last 12 month	Number	Percent
I lost my job	19	6.1 %
My work hours have been reduced	34	10.8 %
Projects/contracts have been postponed	25	8.0 %
Value of stocks/investments have gone down	160	51.0 %
I have been sick & unable to work	29	9.2 %
Sales are down at my company/business	49	15.6 %
Other	165	52.5 %
None of the above	14	4.5 %
Total	495	

Q24. Please tell us about your sex/gender/gender identity.

Q24. Your sex/gender/gender identity	Number	Percent
Female	473	49.4 %
Male	457	47.7 %
Transgender	10	1.0 %
Another gender identity	10	1.0 %
Heterosexual	200	20.9 %
Lesbian	26	2.7 %
Gay	7	0.7 %
Bisexual	35	3.7 %
Another sexual identity	16	1.7 %
I decline to answer this question	8	0.8 %
Total	1242	

Q25. Which of the following best describe your race/ethnicity?

Q25. Your race/ethnicity	Number	Percent
Asian or Asian Indian	41	4.3 %
Black or African American	13	1.4 %
American Indian or Alaska Native	10	1.0 %
White	802	83.7 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Hispanic, Spanish, or Latino/a/x	95	9.9 %
Middle Eastern or North African	7	0.7 %
Prefer not to answer	20	2.1 %
Other	16	1.7 %
Total	1006	

WITHOUT "PREFER NOT TO ANSWER"**Q25. Which of the following best describe your race/ethnicity? (without "prefer not to answer")**

Q25. Your race/ethnicity	Number	Percent
Asian or Asian Indian	41	4.4 %
Black or African American	13	1.4 %
American Indian or Alaska Native	10	1.1 %
White	802	85.5 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Hispanic, Spanish, or Latino/a/x	95	10.1 %
Middle Eastern or North African	7	0.7 %
Other	16	1.7 %
Total	986	

Q25-9. Self-describe your race/ethnicity:

Q25-9. Self-describe your race/ethnicity	Number	Percent
Ashkenazi Jewish	1	6.7 %
Eastern European	1	6.7 %
European American	1	6.7 %
Hungarian	1	6.7 %
Israelite	1	6.7 %
Italian	1	6.7 %
Mixed	5	33.3 %
Multi-racial	2	13.3 %
Portuguese	1	6.7 %
White and Hispanic but not Latino/a/x	1	6.7 %
Total	15	100.0 %

Q26. What is your age?

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	177	18.5 %
35-44	169	17.6 %
45-54	167	17.4 %
55-64	183	19.1 %
65+	202	21.1 %
Not provided	60	6.3 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"**Q26. What is your age? (without "not provided")**

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	177	19.7 %
35-44	169	18.8 %
45-54	167	18.6 %
55-64	183	20.4 %
65+	202	22.5 %
Total	898	100.0 %

Q27. Which of the following best describe your employment status?

<u>Q27. Which following best describe your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	519	54.2 %
Employed part-time & seeking additional work	42	4.4 %
Employed part-time & not seeking additional work	89	9.3 %
Unemployed & seeking work	16	1.7 %
Unemployed & not seeking work	22	2.3 %
Retired	247	25.8 %
Student	19	2.0 %
Total	954	

Q28. Would you say your total annual household income is...

<u>Q28. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	160	16.7 %
\$30K to \$49,999	154	16.1 %
\$50K to \$74,999	157	16.4 %
\$75K to \$99,999	169	17.6 %
\$100K+	173	18.1 %
I decline to answer this question	145	15.1 %
Total	958	100.0 %

WITHOUT "I DECLINE TO ANSWER"**Q28. Would you say your total annual household income is... (without "decline to answer this question")**

<u>Q28. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	160	19.7 %
\$30K to \$49,999	154	18.9 %
\$50K to \$74,999	157	19.3 %
\$75K to \$99,999	169	20.8 %
\$100K+	173	21.3 %
Total	813	100.0 %

Q29. Approximately, how many years have you lived in Eugene?

<u>Q29. How many years have you lived in Eugene</u>	<u>Number</u>	<u>Percent</u>
0-5	170	17.7 %
6-10	116	12.1 %
11-15	71	7.4 %
16-20	81	8.5 %
21-30	151	15.8 %
31+	323	33.7 %
Not provided	46	4.8 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Approximately, how many years have you lived in Eugene? (without "not provided")**

<u>Q29. How many years have you lived in Eugene</u>	<u>Number</u>	<u>Percent</u>
0-5	170	18.6 %
6-10	116	12.7 %
11-15	71	7.8 %
16-20	81	8.9 %
21-30	151	16.6 %
31+	323	35.4 %
Total	912	100.0 %

Q30. Why did you originally move to Eugene?

<u>Q30. Why did you originally move to Eugene</u>	<u>Number</u>	<u>Percent</u>
To live closer to family and/or friends	268	28.0 %
For work	280	29.2 %
Quality of public schools	63	6.6 %
University of Oregon	215	22.4 %
Outdoor & recreational opportunities	261	27.2 %
Arts & culture	162	16.9 %
Proximity to the ocean	143	14.9 %
Feeling of safety	84	8.8 %
Cost of living	119	12.4 %
Have lived here my entire life	114	11.9 %
Other	168	17.5 %
Total	1877	

Q31. Which best describes where you reside?

<u>Q31. Which best describes where you reside</u>	<u>Number</u>	<u>Percent</u>
Single family house	735	76.7 %
Manufactured home	28	2.9 %
Accessory dwelling/tiny home on a lot with another single family house	6	0.6 %
Building with 2-4 dwellings (duplex, triplex, or fourplex)	42	4.4 %
Rowhouse/townhouse (dwelling attached to another dwelling on a different lot)	14	1.5 %
Cottage cluster of small houses detached from each other around a courtyard	5	0.5 %
Building with 5-19 apartments or condominiums	34	3.5 %
Building with 20 or more apartments or condominiums	76	7.9 %
Group quarters housing such as nursing homes, shelters, dormitories, fraternities, sororities, or correctional facilities	9	0.9 %
Recreational vehicle	1	0.1 %
Other	8	0.8 %
Total	958	100.0 %

Q31-13. Other

<u>Q31-13. Other</u>	<u>Number</u>	<u>Percent</u>
Condo	1	12.5 %
HUD housing	1	12.5 %
I live in an attic tenement	1	12.5 %
Independent living facility	1	12.5 %
Retirement community	1	12.5 %
Retirement village	1	12.5 %
Senior living cottage	1	12.5 %
Senior retirement	1	12.5 %
Total	8	100.0 %

Q32. Do you own or rent your current residence?

<u>Q32. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	609	63.6 %
Rent	321	33.5 %
Live with family or friends	15	1.6 %
Other	6	0.6 %
Not provided	7	0.7 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Do you own or rent your current residence? (without "not provided")

<u>Q32. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	609	64.0 %
Rent	321	33.8 %
Live with family or friends	15	1.6 %
Other	6	0.6 %
Total	951	100.0 %

Q32-4. Other

<u>Q32-4. Other</u>	<u>Number</u>	<u>Percent</u>
Employer provided housing	1	16.7 %
Limited Equity Cooperative, part-owner rent back from collective	1	16.7 %
Own home pay space rent	1	16.7 %
Own house, rent space in it to others	1	16.7 %
Own mobile home, rent space	1	16.7 %
Retirement community	1	16.7 %
Total	6	100.0 %

Q33. Which of the following is the highest level of education you have completed?

Q33. Which following is the highest level of education you have completed	Number	Percent
Less than high school graduate	21	2.2 %
High school diploma or equivalent (GED)	87	9.1 %
Special/technical training (not college)	42	4.4 %
Some college (no degree)	226	23.6 %
Associate's degree	89	9.3 %
Bachelor's degree	273	28.5 %
Graduate/professional degree (Master's, PhD, Juris Doctor, etc.)	191	19.9 %
Not provided	29	3.0 %
Total	958	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Which of the following is the highest level of education you have completed? (without "not provided")

Q33. Which following is the highest level of education you have completed	Number	Percent
Less than high school graduate	21	2.3 %
High school diploma or equivalent (GED)	87	9.4 %
Special/technical training (not college)	42	4.5 %
Some college (no degree)	226	24.3 %
Associate's degree	89	9.6 %
Bachelor's degree	273	29.4 %
Graduate/professional degree (Master's, PhD, Juris Doctor, etc.)	191	20.6 %
Total	929	100.0 %

Ward

Ward	Number	Percent
1	148	15.4 %
2	149	15.6 %
3	103	10.8 %
4	105	11.0 %
5	123	12.8 %
6	107	11.2 %
7	117	12.2 %
8	106	11.1 %
Total	958	100.0 %

Attachment B Engage Eugene Opt-In Community Survey Preliminary Results

Executive Summary

Introduction

The 2022 City of Eugene Community Survey was developed to learn more about community members, their experiences, and their opinions on issues important to the community, both currently and in the future. While intended to be broad in nature, it was not intended to replace the many other ways that community members can provide input on city services and programs. To that end, policy and decision making will continue to be informed by additional surveys, polls and engagement efforts conducted by staff throughout the year.

The Community Survey was administered in two different ways: a random, representative sample of community members who received the survey in the mail and an opt-in online version that any community member could take. Each version of the survey contained the same questions. The preliminary report below summarizes only the results of the online, opt-in version that was posted on the City's Engage Eugene platform. A separate report summarizes results from the random, representative sample of community members. The two results were kept separate given the different methodologies employed and demographics of respondents.

Responses to open-ended questions where respondents could write or type in their responses are still being analyzed, so these results are not presented below. Once this information has been compiled, a final report will be made available. However, responses to the same questions from the representative survey will be presented to City Council at the September 21, 2022 work session.

Methodology

The opt-in version of the survey reported below was posted on the City's online Engage Eugene survey platform between August 22 and September 5 and any community member was invited to participate. A total of 814 respondents completed the survey. Respondents living outside of City limits were able to participate, however few did. The opportunity to complete the survey was communicated through all of the City's media channels including press releases to local media. Additional communications went out through City program mailing lists, partner organizations and on some local radio stations.

Demographics

A full reporting of respondent demographics is included below in results from Questions 24 through 33. Survey results are inherently a function of what groups of people complete a survey. Therefore, it is important to note when the demographic composition of survey respondents varies notably from the overall community composition. For comparison purposes, recent U.S. Census data was utilized to make the following observations:

- Opt-in survey respondents were less racially and ethnically diverse than the general population. The percentage of community members who are white is 79% versus 84% of survey respondents. While 9% of Eugene is Hispanic, Spanish or Latino/a/x, only 3% of survey respondents were. It is worth noting that 11% of respondents selected that they "prefer not to answer" which complicates this comparison a bit.
- Respondents had a household income that was significantly higher than the general population. The percentage of community members who have a household income of more than \$100,000 is 19% versus 31% of survey respondents.

- Respondents had a home ownership rate that was significantly higher than the general population. The percentage of community members who own their home is 48% versus 72% of survey respondents.
- Respondents were much more likely to reside in central or south Eugene. Residents of Wards 1 and 2 comprised 43% of the total number of respondents.

Analysis

This document does not contain a detailed analysis of the results from the Engage Eugene survey. This is in part because data is still being analyzed from the open-ended questions that were asked. However, the results from Questions 8 and 9 benefit greatly from additional analysis.

Question 8 establishes how important various community attributes are to respondents. Question 9 establishes how respondents feel that government in Eugene has delivered on those attributes. An average, or mean score can be created for each item, with a value of 1 indicating low importance or poor delivery and a value of 5 indicating high importance or good delivery. The following table provides the mean scores for “Importance” (Q8) and “Delivered” (Q9) followed by the “Gap” or difference between the two scores.

Expectation Gap

Item	Importance	Delivered	Gap
Affordable housing choices	4.48	2.14	2.33
Sense of personal safety	4.65	2.60	2.05
Cleanliness of public spaces	4.54	2.76	1.78
Career opportunities for the next generation	4.33	2.60	1.73
Quality K-12 Education	4.61	2.98	1.63
Safe and well-maintained streets	4.44	2.98	1.46
After-school and childcare programs	4.17	2.75	1.42
A healthy natural environment	4.63	3.34	1.29
Sense of community	4.30	3.11	1.18
Diversity, equity and inclusion	4.22	3.08	1.14
Smooth traffic flow on major streets	3.91	2.82	1.10
Leadership in addressing and adapting to climate change	4.05	3.05	1.00
Parks, public spaces and open spaces	4.61	3.62	0.99
Safe and accessible biking and walking infrastructure	4.48	3.49	0.99
Availability of jobs for my skillset and income needs	3.83	2.90	0.94
Housing options near where I work	3.42	2.61	0.81
Reliable and frequent public transit system	3.90	3.21	0.70
Accessible and timely waste management	4.31	3.65	0.66
Events, social activities, and recreation opportunities	4.02	3.57	0.45
Arts and culture institutions	4.08	3.65	0.43
Parking availability	3.51	3.19	0.32

Detailed Results

Full results for each question are provided below in the order questions were asked and with tables providing items in the order they were presented as options in the survey instrument. Due to rounding or in some cases the ability to select more than one response, not all results total 100%. The number of respondents who completed each question is provided below each table (n = xxx). All percentages presented below include “don’t know” or “not provided.” The final report will contain the tables below plus data tables that do not include “don’t know” and “not provided” responses.

Question 1 – Overall, how satisfied are you with your life as a whole these days?

Response	Percentage
Very satisfied	29%
Somewhat satisfied	48%
Neither satisfied nor dissatisfied	8%
Somewhat dissatisfied	11%
Very dissatisfied	4%
Don't know	0%

n = 809

Question 2 – Which one of the following best describes your current financial situation?

Response	Percentage
Living comfortably	49%
Doing okay	31%
Just getting by	15%
Finding it difficult to get by	5%

n = 808

Question 3 – How would you rate Eugene as a place to live, compared to five years ago?

Response	Percentage
Much better	1%
Better	12%
About the same	24%
Worse	37%
Much worse	14%
Have not lived in the area for five or more years	11%

n = 812

Question 4 – Please rate the quality of the following, using a scale of 1 to 5, where 5 means “excellent” and 1 means “poor.”

Response	Excellent	Good	Neutral	Below Average	Poor	Don’t Know
Overall quality of life in Eugene	10%	53%	16%	16%	5%	0%
Overall quality of life in my neighborhood	22%	49%	16%	8%	4%	1%
My neighborhood as a place I feel as though I belong	24%	42%	22%	9%	4%	0%
Eugene as a place to live	19%	43%	17%	14%	8%	0%
Eugene as a place to work	8%	35%	28%	14%	8%	7%
Eugene as a place I feel as though I belong	20%	39%	23%	11%	7%	0%
Eugene as a place where I have the opportunity to thrive	15%	34%	28%	13%	9%	0%
The overall direction that the City of Eugene is taking	5%	26%	22%	24%	22%	1%
Overall value that you receive for your City tax dollars and fees	7%	29%	21%	20%	19%	3%

n = 806 to 810 (varies by item)

Question 5 – What is the most important action the City of Eugene can take to improve the quality of life in the community?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

Question 6 – How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

Response	Percentage
A great deal of confidence	4%
Some confidence	37%
Not much confidence	35%
No confidence	20%
Not sure	4%

n = 811

Question 7 – How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

Response	Percentage
A great deal of confidence	12%
Some confidence	43%
Not much confidence	25%
No confidence	13%
Not sure	6%

n = 811

Question 8 – How important is it to you that Eugene has the following attributes?

Response	Very Important	Important	Somewhat Important	Not Important	Not at All Important	Don't Know
Affordable housing choices	68%	17%	10%	4%	1%	0%
Housing options near where I work	26%	20%	20%	13%	11%	9%
Quality K-12 Education	75%	12%	6%	4%	1%	3%
After-school and childcare programs	51%	24%	12%	5%	4%	4%
Sense of personal safety	78%	14%	5%	2%	1%	0%
Diversity, equity and inclusion	58%	19%	13%	6%	4%	0%
Sense of community	50%	33%	14%	2%	1%	0%
Cleanliness of public spaces	68%	22%	6%	2%	1%	0%
Events, social activities, and recreation opportunities	37%	36%	21%	4%	2%	0%
Arts and culture institutions	40%	34%	19%	4%	3%	0%
Leadership in addressing and adapting to climate change	54%	16%	15%	6%	7%	1%
Parks, public spaces and open spaces	71%	21%	7%	0.5%	0.5%	0%
Accessible and timely waste management	50%	33%	13%	2%	1%	1%
Safe and accessible biking and walking infrastructure	67%	20%	8%	2%	2%	0%
Safe and well-maintained streets	59%	30%	8%	2%	1%	0%
Reliable and frequent public transit system	41%	27%	16%	10%	5%	1%
Smooth traffic flow on major streets	36%	35%	18%	6%	5%	0%
Parking availability	23%	30%	28%	10%	8%	1%
Availability of jobs for my skillset and income needs	35%	29%	15%	6%	7%	7%
Career opportunities for the next generation	52%	30%	10%	5%	1%	1%
A healthy natural environment	73%	19%	6%	1%	1%	0%

n = 790 to 811 (varies by item)

Question 9 – How do you feel that local government in Eugene has delivered on the following attributes?

Response	Very Well	Well	Somewhat Well	Not Well	Not Well at All	Don't Know
Affordable housing choices	1%	5%	27%	35%	27%	4%
Housing options near where I work	3%	10%	27%	18%	12%	30%
Quality K-12 Education	4%	22%	31%	16%	7%	21%
After-school and childcare programs	1%	11%	25%	15%	6%	42%
Sense of personal safety	4%	19%	29%	23%	22%	2%
Diversity, equity and inclusion	6%	26%	36%	15%	7%	10%
Sense of community	6%	28%	39%	16%	7%	4%
Cleanliness of public spaces	5%	25%	31%	20%	19%	0%
Events, social activities, and recreation opportunities	15%	37%	34%	7%	3%	5%
Arts and culture institutions	16%	40%	28%	6%	2%	7%
Leadership in addressing and adapting to climate change	5%	25%	31%	16%	8%	15%
Parks, public spaces and open spaces	24%	35%	25%	8%	7%	1%
Accessible and timely waste management	19%	39%	23%	5%	5%	10%
Safe and accessible biking and walking infrastructure	18%	38%	25%	9%	9%	2%
Safe and well-maintained streets	6%	29%	34%	17%	13%	1%
Reliable and frequent public transit system	8%	30%	29%	13%	7%	14%
Smooth traffic flow on major streets	7%	29%	37%	14%	11%	3%
Parking availability	10%	29%	36%	12%	7%	6%
Availability of jobs for my skillset and income needs	5%	18%	27%	14%	10%	25%
Career opportunities for the next generation	1%	11%	26%	19%	11%	32%
A healthy natural environment	9%	38%	34%	10%	7%	2%

n = 789 to 803 (varies by item)

10. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?

Response	Percentage
Right direction	30%
Wrong direction	54%
Don't know	17%

n = 812

11. What is the reason for your response to Question 10 above?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

12. How does the issue of homelessness impact you? (check all that apply)

Response	Percentage
I am saddened that some people's only option in our community is to live outside	72%
I am frustrated seeing the visible impact of homelessness (debris, tents, vehicles on the street, etc.)	80%
I am angry at how I am treated because of my housing status	4%
I feel vulnerable to crime and harassment	52%
I am less likely to use public spaces	65%
I (or my place of work) have lost business	11%
It motivates me to find ways to be a part of the solution	31%
I worry that the City diverts funding toward homelessness and away from other services that are important to me	26%
I have been victimized by a person I assume was unhoused	26%
I am currently housed but at risk of becoming unhoused	6%
It does not impact my quality of life	5%

n = 811

13. What are your top three most urgent concerns related to homelessness in Eugene

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

14. Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the right track?

Response	Percentage
Right direction	27%
Wrong direction	51%
Don't know	22%

n = 692

15. What is the reason for your response to Question 14 above?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

16. Which of the following statements best describes how you feel your housing may change in the next 3 years? (check all that apply)

Response	Percentage
Stay in current housing	72%
Move to different location, but same housing type	13%
Move to different location and different housing type	10%
Move from owning to renting	1%
Move from renting to owning	8%
Move to a different part of Eugene	12%
Move to a different area, not in the City of Eugene	26%

n = 684

17. What are your top three most urgent concerns related to your housing experience in Eugene?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

18. Have you or any member of your household accessed mental health services in the last 12 months in order to help deal with anxiety, stress or depression?

Response	Percentage
Yes	38%
No	56%
Would like to but have not been able to access	6%

n = 748

19. Has your financial situation gotten worse in the last 12 months?

Response	Percentage
Yes	35%
No	65%

n = 743

20. Please indicate how your financial situation has gotten worse in the last 12 months. (check all that apply)

Response	Percentage
I lost my job	8%
My work hours have been reduced	10%
Projects/contracts have been postponed	8%
Value of stocks/investments have gone down	37%
I have been sick and unable to work	11%
Sales are down at my company/business	12%
Other*	42%
None of the above	20%

n = 330

* Respondents could write in a response. These results have not yet been analyzed.

21. What are your most urgent concerns for Eugene in the next year?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

22. What are your most urgent concerns for Eugene in the next 3 to 5 years?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

23. Thank you for the information on your concerns. The City wants to make sure we are aware of these concerns, as well as build on the things that make Eugene special. In your opinion, what makes Eugene special?

- Survey respondents could write/type in their answer to this question. Due to the large number of responses, results from this question are still being analyzed and will be provided once that analysis is complete. Results for this question from the representative, statistically valid survey administered by our consultant will be presented at the City Council Work Session on September 21, 2022.

Demographics**24. Please tell us about your sex/gender/gender identity (check all that apply)**

Response	Percentage
Female	54%
Male	36%
Transgender	2%
Another gender identity	2%
Heterosexual	17%
Lesbian	1%
Gay	2%
Bisexual	6%
Another sexual identity	4%
I decline to answer this question	7%

n = 745

25. Which of the following best describes your race/ethnicity? (check all that apply)

Response	Percentage
Asian or Asian Indian	2%
Black or African American	1%
American Indian or Alaska Native	3%
White	84%
Native Hawaiian or other Pacific Islander	1%
Hispanic, Spanish, or Latin/a/x	3%
Middle Eastern or North African	0.5%
Prefer not to answer	11%
Other*	3%

n = 741

* Respondents could write in a response. These results have not yet been analyzed.

26. What is your age? (write-in response)

Age	Percentage
Under 22	1%
23 to 32	9%
33 to 42	20%
43 to 52	20%
53 to 62	18%
63 to 72	22%
73 to 82	9%
Over 83	1%

n = 809

27. Which of the following best describes your employment status? (check all that apply)

Response	Percentage
Employed full-time	54%
Employed part-time and seeking additional work	4%
Employed part-time and not seeking additional work	7%
Unemployed and seeking work	4%
Unemployed and not seeking work	3%
Retired	29%
Student	4%

n = 743

28. Would you say that your total annual household income is...

Response	Percentage
Under \$30,000	12%
\$30,000 to \$49,999	12%
\$50,000 to \$74,999	16%
\$75,000 to \$99,999	15%
\$100,000 or more	31%
I decline to answer this question	14%

n = 739

29. Approximately how many years have you lived in Eugene?

Response	Percentage
0 to 4 years	15%
5 to 9 years	16%
10 to 14 years	9%
15 to 19 years	8%
20 to 24 years	9%
25 to 29 years	8%
30 to 34 years	9%
35 to 39 years	5%
40 to 44 years	6%
45 to 49 years	5%
50 to 54 years	5%
55 to 59 years	1%
60 to 69 years	2%
70 to 79 years	1%

n = 729

30. Why did you originally move to Eugene? (check all that apply)

Response	Percentage
To live closer to family and/or friends	26%
For work	27%
Quality of public schools	8%
University of Oregon	29%
Outdoor and recreational opportunities	33%
Arts and culture	19%
Proximity to the ocean	15%
Feeling of safety	11%
Cost of living	15%
Have lived here my entire life	12%
Other*	20%

n = 749

* Respondents could write in a response. These results have not yet been analyzed.

31. Which best describes where you reside?

Response	Percentage
Single family house	77%
Manufactured home	1%
Accessory dwelling/tiny home on a lot with another single family house	2%
Building with 2-4 dwellings (duplex, triplex or fourplex)	7%
Rowhouse/townhouse (dwelling attached to another dwelling on a different lot)	2%
Cottage cluster of small houses detached from each other around a courtyard	<0.5%
Building with 5-19 apartments or condominiums	4%
Building with 20 or more apartments or condominiums	6%
Group quarters housing such as nursing homes, shelters, dormitories, fraternities, sororities or correctional facilities	0%
Conestoga or emergency response dwelling or motel/hotel	0%
Recreational vehicle	<0.5%
Unhoused	<0.5%
Other*	1%

n = 747

* Respondents could write in a response. These results have not yet been analyzed.

32. Do you own or rent your current residence?

Response	Percentage
Own	72%
Rent	24%
Live with family or friends	2%
Other*	2%

n = 738

* Respondents could write in a response. These results have not yet been analyzed.

33. Which ward do you reside in?

Location	Percentage
Ward 1	22%
Ward 2	21%
Ward 3	7%
Ward 4	6%
Ward 5	11%
Ward 6	5%
Ward 7	14%
Ward 8	10%
Reside in Eugene, outside City limits	1%
Reside outside of Eugene	2%

n = 726



2022 City of Eugene Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to improve the quality of city services. If you have questions, please contact Jason Dedrick at jdedrick@eugene-or.gov. If you would prefer to complete this survey online, please visit eugenesurvey.org.

1. Overall, how satisfied are you with your life as a whole these days?

- (5) Very satisfied (3) Neither satisfied nor dissatisfied (1) Very dissatisfied
 (4) Somewhat satisfied (2) Somewhat dissatisfied (9) Don't know

2. Which one of the following best describes your current financial situation?

- (1) Living comfortably (3) Just getting by
 (2) Doing okay (4) Finding it difficult to get by

3. How would you rate Eugene as a place to live, compared to five years ago?

- (5) Much better (3) About the same (1) Much worse
 (4) Better (2) Worse (9) Have not lived in the area for five or more years

4. Please rate the quality of the following, using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".

How would you rate....	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Overall quality of life in Eugene	5	4	3	2	1	9
2. Overall quality of life in my neighborhood	5	4	3	2	1	9
3. My neighborhood as a place I feel as though I belong	5	4	3	2	1	9
4. Eugene as a place to live	5	4	3	2	1	9
5. Eugene as a place to work	5	4	3	2	1	9
6. Eugene as a place I feel as though I belong	5	4	3	2	1	9
7. Eugene as a place where I have the opportunity to thrive	5	4	3	2	1	9
8. The overall direction that the City of Eugene is taking	5	4	3	2	1	9
9. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9

5. What is the MOST IMPORTANT action the City of Eugene can take to improve the quality of life in the community?

6. How much confidence do you have in the Eugene City Council when it comes to handling issues in the City?

- (4) A great deal of confidence (2) Not much confidence (9) Not sure
 (3) Some confidence (1) No confidence

7. How much confidence do you have in the Eugene City staff when it comes to handling issues in the City?

- (4) A great deal of confidence (2) Not much confidence (9) Not sure
 (3) Some confidence (1) No confidence

8. How important it is to you that Eugene has the following attributes?

How important is it for Eugene to have.....	Very Important	Important	Somewhat Important	Not Important	Not at All Important	Don't Know
01. Affordable housing choices	5	4	3	2	1	9
02. Housing options near where I work	5	4	3	2	1	9
03. Quality K-12 Education	5	4	3	2	1	9
04. After-school and childcare programs	5	4	3	2	1	9
05. Sense of personal safety	5	4	3	2	1	9
06. Diversity, equity and inclusion	5	4	3	2	1	9
07. Sense of community	5	4	3	2	1	9
08. Cleanliness of public spaces	5	4	3	2	1	9
09. Events, social activities, and recreation opportunities	5	4	3	2	1	9
10. Arts and culture institutions	5	4	3	2	1	9
11. Leadership in addressing and adapting to climate change	5	4	3	2	1	9
12. Parks, public spaces and open spaces	5	4	3	2	1	9
13. Accessible and timely waste management	5	4	3	2	1	9
14. Safe and accessible biking and walking infrastructure	5	4	3	2	1	9
15. Safe and well-maintained streets	5	4	3	2	1	9
16. Reliable and frequent public transit system	5	4	3	2	1	9
17. Smooth traffic flow on major streets	5	4	3	2	1	9
18. Parking availability	5	4	3	2	1	9
19. Availability of jobs for my skillset and income needs	5	4	3	2	1	9
20. Career opportunities for the next generation	5	4	3	2	1	9
21. A healthy natural environment	5	4	3	2	1	9

9. How do you feel that local government in Eugene has delivered on the following attributes?

How has the Eugene government delivered on.....	Very Well	Well	Somewhat Well	Not Well	Not Well at All	Don't Know
01. Affordable housing choices	5	4	3	2	1	9
02. Housing options near where I work	5	4	3	2	1	9
03. Quality K-12 Education	5	4	3	2	1	9
04. After-school and childcare programs	5	4	3	2	1	9
05. Sense of personal safety	5	4	3	2	1	9
06. Diversity, equity and inclusion	5	4	3	2	1	9
07. Sense of community	5	4	3	2	1	9
08. Cleanliness of public spaces	5	4	3	2	1	9
09. Events, social activities, and recreation opportunities	5	4	3	2	1	9
10. Arts and culture institutions	5	4	3	2	1	9
11. Leadership in addressing and adapting to climate change	5	4	3	2	1	9
12. Parks, public spaces and open spaces	5	4	3	2	1	9
13. Accessible and timely waste management	5	4	3	2	1	9
14. Safe and accessible biking and walking infrastructure	5	4	3	2	1	9
15. Safe and well-maintained streets	5	4	3	2	1	9
16. Reliable and frequent public transit system	5	4	3	2	1	9
17. Smooth traffic flow on major streets	5	4	3	2	1	9
18. Parking availability	5	4	3	2	1	9
19. Availability of jobs for my skillset and income needs	5	4	3	2	1	9
20. Career opportunities for the next generation	5	4	3	2	1	9
21. A healthy natural environment	5	4	3	2	1	9

10. Regarding homelessness, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?

___(1) Right direction ___(2) Wrong direction ___(9) Don't know

11. What is the reason for your response to Question 10 above?

12. How does the issue of homelessness impact you? [Check all that apply.]

- ___(01) I am saddened that some people's only option in our community is to live outside
- ___(02) I am frustrated seeing the visible impact of homelessness (debris, tents, vehicles on the street, etc.)
- ___(03) I am angry at how I am treated because of my housing status
- ___(04) I feel vulnerable to crime or harassment
- ___(05) I am less likely to use public spaces
- ___(06) I (or my place of work) have lost business
- ___(07) It motivates me to find ways to be a part of the solution
- ___(08) I worry that the City diverts funding toward homelessness and away from other services that are important to me
- ___(09) I have been victimized by a person I assume was unhoused
- ___(10) I am currently housed but at risk of becoming unhoused
- ___(11) It does not impact my quality of life

13. What are your top three most urgent concerns related to homelessness in Eugene? [Please limit your responses to less than 5 words.]

Concern #1: _____

Concern #2: _____

Concern #3: _____

14. Regarding housing, all things considered, would you say that our community is headed in the right direction or are things on the wrong track?

___(1) Right direction ___(2) Wrong direction ___(9) Don't know

15. What is the reason for your response to Question 14 above?

16. Which of the following statements best describes how you feel your housing may change in the next 3 years? [Check all that apply.]

- ___(1) Stay in current housing
- ___(2) Move to different location, but same housing type (see Question 32 for list of housing types)
- ___(3) Move to different location, and different housing type (see Question 32 for list of housing types)
- ___(4) Move from owning to renting
- ___(5) Move from renting to owning
- ___(6) Move to a different part of Eugene
- ___(7) Move to a different area, not in the city of Eugene

17. What are your top three most urgent concerns related to your housing experience in Eugene? [Please limit your responses to less than 5 words.]

Concern #1: _____

Concern #2: _____

Concern #3: _____

18. Have you or any member of your household accessed mental health services in the last 12 months in order to help deal with anxiety, stress or depression?

___(1) Yes ___(2) No ___(3) Would like to, but have not been able to access

19. Has your financial situation gotten worse in the last 12 months?

___(1) Yes [Answer Question 20.] ___(2) No [Skip to Question 21.]

20. Please indicate how your financial situation has gotten worse in the last 12 months. [Check all that apply.]

- | | |
|---|--|
| ___(1) I lost my job | ___(5) I have been sick and unable to work |
| ___(2) My work hours have been reduced | ___(6) Sales are down at my company/business |
| ___(3) Projects/contracts have been postponed | ___(7) Other: _____ |
| ___(4) Value of stocks/investments have gone down | ___(8) None of the above |

21. What are your most urgent concerns for Eugene in the next year? [Please limit your responses to less than 5 words.]

Concern #1: _____

Concern #2: _____

Concern #3: _____

22. What are your most urgent concerns for Eugene in the next 3 to 5 years? [Please limit your responses to less than 5 words.]

Concern #1: _____

Concern #2: _____

Concern #3: _____

23. Thank you for the information on your concerns. The City wants to make sure we are aware of these concerns, as well as build on the things that make Eugene special. In your opinion, what makes Eugene special?

Demographics

24. Please tell us about your sex/gender/gender identity. [Check all that apply.]

- | | | |
|---------------------------------|----------------------|---|
| ___(01) Female | ___(05) Heterosexual | ___(09) Another sexual identity |
| ___(02) Male | ___(06) Lesbian | ___(10) I decline to answer this question |
| ___(03) Transgender | ___(07) Gay | |
| ___(04) Another gender identity | ___(08) Bisexual | |

25. Which of the following best describes your race/ethnicity? [Check all that apply.]

- | | |
|---|--|
| ___(01) Asian or Asian Indian | ___(06) Hispanic, Spanish, or Latino/a/x |
| ___(02) Black or African American | ___(09) Middle Eastern or North African |
| ___(03) American Indian or Alaska Native | ___(88) Prefer not to answer |
| ___(04) White | ___(99) Other: _____ |
| ___(05) Native Hawaiian or other Pacific Islander | |

26. What is your age? _____ years

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential, unless you choose to provide contact information. The information printed to the right will ONLY be used to help identify location. If your address is not correct, please provide the correct information. Thank you.